

VPAT Accessibility Conformance Report

(Based on ITI VPAT[®])

Name of Product	Custom Patient Education Manager (CPEM)
Date Last Updated	April 14, 2026
Completed by	Tiffany B, Justin Binder (Elsevier Digital Accessibility Team)
Applicable Standards/Guidelines	This document rates Custom Patient Education Manager (CPEM) according to the W3C WCAG 2.1 A and AA requirements.
Contact for More Information	Elsevier Digital Accessibility Team accessibility@elsevier.com
Testing Tools and Methods	<ul style="list-style-type: none">• Hands-on keyboard operation• DevTools/Code inspection• Chrome 146.0.7680.178 Official on Windows 11 23H2• NVDA screen reader 2025.3• ARC Toolkit Browser Extension• Axe DevTools Browser Extension• IBM Equal Access Accessibility Checker Browser Extension• Web Developer Browser Extension• WAVE Browser Extension• Color Contrast Analyzer• Paul J. Adams Bookmarklets• W3C Web Accessibility Initiative (WAI) Pages• Elsevier Accessibility Checklist
Document Sections	This review document includes all WCAG 2.1 A and AA checkpoints, organized into 7 logical sections: <ul style="list-style-type: none">• Visuals• Keyboard• Headings and Structure• Labeling• Multimedia• Usability• Mobile User Experience
Pages Covered	<ul style="list-style-type: none">• Login• CPEM Home• Education Customer Upload Documents• Education Customer Upload Videos• Education Customer Details View• Education Customer Coding View• Education Customer Linked Translations View• Education Customer Document Preview• Admin Customer List• Admin Add Customer• Admin View/Edit User
Terms	<ul style="list-style-type: none">• Supports: The functionality of the product has at least one method that meets the criteria without known defects or meets with equivalent facilitation.

	<ul style="list-style-type: none">• Partially supports: Some functionality of the product does not meet the criteria.• Does not support: Majority of functionality of the product does not meet the criteria.• Supports (N/A): According to W3C on conformance, "If there is no content to which a success criterion applies, the success criterion is satisfied."
Notes/Terminology	<ul style="list-style-type: none">• "AT" stands for Assistive Technology such as screen readers, voice input, etc.

Conformance Summary

WCAG 2.1 Success Criterion	Level	Evaluation
1.1.1: Non-text Content	A	Partially supports
1.2.1: Audio-only and Video-only (Prerecorded)	A	Supports (N/A)
1.2.2: Captions (Prerecorded)	A	Supports (N/A)
1.2.3: Audio Description or Full Text Alternative	A	Supports (N/A)
1.2.4: Captions (Live)	AA	Supports (N/A)
1.2.5: Audio Description	AA	Supports (N/A)
1.3.1: Info and Relationships	A	Partially supports
1.3.2: Meaningful Sequence	A	Supports
1.3.3: Sensory Characteristics	A	Supports
1.3.4: Orientation (2.1)	AA	Supports
1.3.5: Identify Input Purpose (2.1)	AA	Supports
1.4.1: Use of Color	A	Partially supports
1.4.2: Audio Control	A	Supports (N/A)
1.4.3: Contrast (Minimum)	AA	Partially supports
1.4.4: Resize text	AA	Supports
1.4.5: Images of Text	AA	Partially supports
1.4.10: Reflow (2.1)	AA	Partially supports
1.4.11: Non-Text Contrast (2.1)	AA	Partially supports
1.4.12: Text Spacing (2.1)	AA	Supports
1.4.13: Content on Hover or Focus (2.1)	AA	Partially supports
2.1.1: Keyboard	A	Partially supports
2.1.2: No Keyboard Trap	A	Supports
2.1.4: Character Key Shortcuts (2.1)	A	Supports (N/A)
2.2.1: Timing Adjustable	A	Supports
2.2.2: Pause, Stop, Hide	A	Supports (N/A)
2.3.1: Three Flashes or Below Threshold	A	Supports
2.4.1: Bypass Blocks	A	Partially supports
2.4.2: Page Titled	A	Partially supports
2.4.3: Focus Order	A	Partially supports
2.4.4: Link Purpose (In Context)	A	Supports
2.4.5: Multiple Ways	AA	Supports
2.4.6: Headings and Labels	AA	Partially supports
2.4.7: Focus Visible	AA	Supports
2.5.1: Pointer Gestures (2.1)	A	Supports (N/A)
2.5.2: Pointer Cancellation (2.1)	A	Supports (N/A)
2.5.3: Label in Name (2.1)	A	Supports
2.5.4: Motion Actuation (2.1)	A	Supports (N/A)
3.1.1: Language of Page	A	Supports
3.1.2: Language of Parts	AA	Supports

WCAG 2.1 Success Criterion	Level	Evaluation
3.2.1: On Focus	A	Supports
3.2.2: On Input	A	Supports
3.2.3: Consistent Navigation	AA	Supports
3.2.4: Consistent Identification	AA	Supports
3.3.1: Error Identification	A	Supports
3.3.2: Labels or Instructions	A	Partially supports
3.3.3: Error Suggestion	AA	Supports
3.3.4: Error Prevention (Legal, Financial, Data)	AA	Supports
4.1.1: Parsing	A	Supports
4.1.2: Name, Role, Value	A	Partially supports
4.1.3: Status Messages (2.1)	AA	Partially supports

WCAG 2.1 A and AA Success Criteria

Visuals

WCAG 2.1 Checkpoint	Conformance Level	Remarks
1.1.1: Non-Text Content (A) Provide text alternatives for non-text content (e.g. images)	Partially supports	Most text alternatives for non-text content are present. Images have alt text, Decorative images have alt="", Linked images have an aria-label, form buttons have descriptive names, and inputs have accessible names. Exceptions: <ul style="list-style-type: none"> • Login page • CPEM Home Page • Education Customer Document Preview
1.3.3: Sensory Characteristics (A) Do not rely on sensory characteristics of components such as shape, size, visual location, orientation, or sound	Supports	There are no instructions or areas of content which rely solely on sensory characteristics.
1.4.1: Use of Color (A) Color is not used as the only visual means of conveying info	Partially supports	In most instances, when color is used as a means of conveying information, another visual method is also used to convey the information without color. Exceptions: <ul style="list-style-type: none"> • CPEM Home • Education Customer Upload Documents • Education Customer Upload Video • Education Customer Change Status Modal
1.4.3: Color Contrast (Minimum) (AA) Text has enough contrast with the background (4.5:1 for small text and 3:1 for large text)	Partially supports	In most instances color contrast minimums are observed. Exceptions: <ul style="list-style-type: none"> • CPEM Home • Education Customer Details View
1.4.4: Resize Text (AA) Text can be enlarged up to 200% without loss of functionality.	Supports	Text may be enlarged to 200% while preserving functionality of the content.
1.4.5: Images of Text (AA) Text is used rather than images of text, except where the presentation of text is essential, such as logos	Partially supports	Text is used rather than images of text. Exceptions: <ul style="list-style-type: none"> • Education Customer Document Preview

<p>1.4.10: Reflow (AA) Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for:</p> <ul style="list-style-type: none"> • Vertical scrolling content at a width equivalent to 320 CSS pixels; • Horizontal scrolling content at a height equivalent to 256 CSS pixels.. 	Partially supports	<p>Most pages utilize a responsive view without exceeding the screen and/or container width. Most pages do not have overlapping or lost content. Users can vertically scroll to view most content on the site.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> • Upload Documents and Upload Video pages – Overlapping content where it is impossible to view anything on the page. • Tables are an exception to the guideline and are allowed to scroll in two directions; however, it increased cognitive load and user challenges.
<p>1.4.11: Non-Text Contrast (AA) User interface components and graphical objects have a contrast ratio of at least 3:1 against adjacent color(s).</p>	Partially supports	<p>Almost all non-text UI components and graphical objects have at least a 3:1 contrast ratio against surrounding colors.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> • CPEM Home
<p>1.4.12: Text Spacing (AA) In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all the following and by changing no other style property:</p> <ul style="list-style-type: none"> • Line height (line spacing) to at least 1.5 times the font size; • Spacing following paragraphs to at least 2 times the font size; • Letter spacing (tracking) to at least 0.12 times the font size; 	Supports	<p>Users may adjust the text spacing of content on pages to the minimum baseline properties without causing loss of content or functionality.</p>

<ul style="list-style-type: none"> Word spacing to at least 0.16 times the font size. 		
<p>1.4.13: Content on Hover or Focus (AA)</p> <p>Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:</p> <ul style="list-style-type: none"> Dismissible Hoverable Persistent 	Partially supports	<p>No applicable instances of content that may appear on hover or focus.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> Login Page has one instance
<p>2.3.1: Three Flashes or Below Threshold (A)</p> <p>No more than three flashes in a 1-second period, or the flashes are below the defined thresholds</p>	Supports	No flashing content exists.

Keyboard

WCAG 2.1 Checkpoint	Conformance Level	Remarks
<p>1.3.2: Meaningful Sequence (A)</p> <p>The correct reading sequence can be programmatically determined</p>	Supports	The correct reading sequence is typically logical and programmatically determinable, with the DOM order according with the visual order in most areas.
<p>2.1.1: Keyboard (A)</p> <p>All functionality is available from a keyboard, except for tasks such as drawing</p>	Partially supports	<p>Globally, web page content and functionality is keyboard operable across pages.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> Login Page Education Customer Coding View Education Customer Linked Translations View
<p>2.1.2: No Keyboard Trap (A)</p> <p>The user can use the keyboard to move through page elements and is not trapped on a particular element</p>	Supports	No pages have a keyboard trap.
<p>2.1.4: Character Key Shortcuts (A)</p> <p>If a keyboard shortcut is implemented in</p>	Supports (N/A)	The site does not use any character key shortcuts.

content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true: <ul style="list-style-type: none"> • Turn off • Remap • Active only on focus 		
2.4.3: Focus Order (A) Users can tab through the elements of a page in a logical order	Partially supports	In most instances the navigation order of links, form controls, etc. is logical and intuitive and receive keyboard focus and are in the tab order. Exceptions: <ul style="list-style-type: none"> • Education Customer Upload Documents • Education Customer Upload Videos • Education Customer Coding View
2.4.7: Focus Visible (AA) The page element with the current keyboard focus has a visible focus indicator	Supports	All elements across the site have a decent visible indication of focus.
3.2.1: On Focus (A) When a UI component receives focus, this does not trigger unexpected actions.	Supports	Focusable elements do not cause unexpected actions/changes of context when receiving focus.

Headings and Structure

WCAG 2.1 Checkpoint	Conformance Level	Remarks
1.3.1: Information and Relationships (A) Info, structure, and relationships can be programmatically determined	Partially supports	Though there is some minimal structure for some pages, globally there is a lack of structure or guidance provided by landmarks, headings, form structure, form labels, groupings and visual structure. By adding headings and other semantic markup users will be able to better navigate the page.
2.4.1: Bypass Blocks (A) Users can bypass repeated blocks of content.	Partially supports	Most pages have a “Skip to Main Content” skip navigation link except for the Login page. On most pages, a logical heading order and landmarks demarcating various content regions are provided to allow AT users to conveniently jump to different areas of content. However, the placement of some main page content is not located within the main landmark.

<p>2.4.6: Headings and Labels (AA) Headings and labels are clear and consistent.</p>	Partially supports	Though there are a few headings, there are not enough to determine the semantic hierarchy. Due to this, the pages are difficult to navigate. Please utilize sequential headings to organize the page content.
<p>3.1.1: Language of Page (A) The language of the page is specified</p>	Supports	Languages are properly defined on this page.
<p>3.1.2: Language of Parts (AA) Specify the language of text passages that are in a different language than the default language of the page.</p>	Supports	There are no sections of text that do not match the default language of the page.
<p>4.1.1: Parsing (A) Use valid, error-free HTML</p>	Supports	<p>HTML and CSS typically pass concerning these 4 specific criteria:</p> <ul style="list-style-type: none"> (i) elements have complete start and end tags, (ii) elements are nested according to their specifications (iii) elements do not contain duplicate attributes (iv) any IDs are unique, except where the specifications allow these features. <p>Note: There may be other general HTML validation errors outside the scope of this criterion. WCAG 2.1 Errata notes: “This Success Criterion should be considered as always satisfied for any content using HTML or XML.”</p>

Labeling

WCAG 2.1 Checkpoint	Conformance Level	Remarks
<p>1.3.5: Identify Input Purpose (AA) The purpose of each input field collecting information about the user can be programmatically determined when:</p> <ul style="list-style-type: none"> • The input field serves a purpose identified in the Input Purposes for User Interface Components section; and • The content is implemented using technologies with support for identifying the expected meaning 	Supports	The purpose of each input field collecting information about the user can be programmatically determined.

for form input data.		
2.4.2: Page Titled (A) The page has a title describing its topic or purpose	Partially supports	All the pages currently have page titles and mostly reflect the purpose of each page. The details pages for documents and videos have a repetitive page title. Exceptions: <ul style="list-style-type: none"> • Education Customer Details View • Education Customer Coding View • Education Customer Linked Translations View • Education Customer Document Preview Example: CPEM - Document Details
2.4.4: Link Purpose (In Context) (A) The purpose of each link can be determined from the link text or surrounding context.	Supports	The purpose of each link can be determined from the link text or surrounding context.
2.5.3: Label in Name (A) For user interface components with labels that include text or images of text, the name contains the text that is presented visually.	Supports	User interface components that have visible text contain that text consistently within the accessible name.
3.2.4: Consistent Identification (AA) UI components used across the web site are identified consistently on every page.	Supports	Components are typically consistent across the site and identified consistently where they perform the same function across pages.
3.3.1: Error Identification (A) Input errors are clearly marked and described to the user.	Supports	For forms that require validation, errors are programmatically and visually presented.
3.3.2: Labels or Instructions (A) Items requiring user input are clearly labeled or have clear instructions.	Partially supports	Labels or instructions are provided for form elements. Note: see SC 1.3.1 for exceptions where visible labels may not be programmatically associated with inputs. Exceptions: <ul style="list-style-type: none"> • Education Customer Upload Documents • Education Customer Upload Videos • Education Customer Coding View

<p>3.3.3: Error Suggestion (AA) When the user makes an input error, give suggestions for valid input.</p>	Supports	The nature of content would largely not give rise to opportunities for error suggestions, but relevant helpful suggestions are occasionally provided in text.
<p>4.1.2: Name, Role, Value (A) For all UI components, the name, value, and role can be programmatically determined.</p>	Partially supports	<p>Some UI components communicate their state programmatically, and many have accessible names that are appropriately defined.</p> <p>Several ARIA attributes and roles are not present where appropriate. All items must communicate their current state. Currently there are instances where elements do not successfully communicate, such as radio buttons and check boxes not stating "checked", "unchecked", or "selected" status. Form labels must be programmatically associated with their form elements.</p>
<p>4.1.3: Status Messages (AA) In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.</p>	Partially supports	<p>In most cases, status messages are provided to make users aware of important changes in content that are not given focus.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> • Education Customer Upload Documents • Education Customer Upload Videos

Multimedia

WCAG 2.1 Checkpoint	Conformance Level	Remarks
<p>1.2.1: Audio-only or Video-only (Prerecorded) (A) Provide alternatives for pre-recorded audio-only or video-only content.</p>	Supports (N/A)	There is no pre-recorded audio-only or video-only content.
<p>1.2.2: Captions (Prerecorded) (A) Provide captions for pre-recorded audio</p>	Supports (N/A)	No captions are provided for audiovisual content.
<p>1.2.3: Audio Description or Media Alternative (Prerecorded) (A) Provide alternatives for pre-recorded</p>	Supports (N/A)	Neither audio descriptions nor suitable textual alternatives are provided as alternatives for video in audiovisual content.

synchronized audio/video		
1.2.4: Captions (Live) (AA) Provide captions for live audio in synchronized audio/video.	Supports (N/A)	There is no synchronized audio/video content nor live audio.
1.2.5: Audio Description (Prerecorded) (AA) Provide an audio description of pre-recorded video.	Supports (N/A)	No audio descriptions are provided for video in audiovisual content.
1.4.2: Audio Control (A) Audio can be paused and stopped, or the audio volume can be changed.	Supports (N/A)	No pages feature audio that plays automatically.
2.2.2: Pause, Stop, Hide (A) Users can stop, pause, or hide moving, blinking, scrolling, or auto-updating information.	Supports (N/A)	There is no moving, scrolling, or auto-updating information for which the criterion is applicable.

Usability

WCAG 2.1 Checkpoint	Conformance Level	Remarks
2.2.1: Timing Adjustable (A) Users are warned of time limits shorter than 20 hours and time limits can be turned off or extended	Supports	Page timeout is greater than 20 hours.
2.4.5: Multiple Ways (AA) More than one way is available to navigate to other web pages.	Supports	All pages (except steps/results of a process) may typically be located and accessed in multiple ways.
3.2.2: On Input (A) Changing the setting of a checkbox, radio button, or other UI component does not trigger unexpected changes in context.	Supports	Changing the setting of a checkbox, radio button, or other UI component does not trigger unexpected changes in context.

<p>3.2.3: Consistent Navigation (AA) Navigation menus are in the same location and order on every web page.</p>	Supports	Navigation menus are consistent across pages. For example, global navigation links in the header are consistent across pages, occurring in the same order; secondary navigation is consistently positioned across appropriate sets of pages.
<p>3.3.4: Error Prevention (Legal, Financial, Data) (AA) For web pages with legal or financial commitments, input can be reviewed and corrected before final submission, and submissions can be reverted.</p>	Supports	There are no submissions which require legal or financial commitments.

Mobile User Experience

WCAG 2.1 Checkpoint	Conformance Level	Remarks
<p>1.3.4: Orientation (AA) Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.</p>	Supports	Pages do not restrict view and operation of content to a single orientation.
<p>2.5.1: Pointer Gestures (A) All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.</p>	Supports (N/A)	Pages do not utilize or require multipoint or path-based gestures for any functionality.
<p>2.5.2: Pointer Cancellation (A) For functionality that can be operated using a single pointer, at least one of the following is true:</p> <ul style="list-style-type: none"> • No Down-Event • Abort or Undo • Up Reversal 	Supports (N/A)	All interactive content functions through the Up-Event, allowing users to potentially move their pointer off the component to cancel.

<ul style="list-style-type: none"> • Essential 		
<p>2.5.4: Motion Actuation (A)</p> <p>Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when:</p> <ul style="list-style-type: none"> • Supported Interface • Essential 	Supports (N/A)	There is no content that utilizes device or user motion.