

## Table Information for VPAT® Readers

For each of the standards, the criteria are listed by chapter in a table. The structures of the tables are:

- The first column contains the criteria being evaluated, the second column describes the level of conformance of the product regarding the criteria and the third column contains any additional remarks and explanations regarding the product.
- When sections of criteria do not apply, or are deemed by the customer as not applicable, the section is noted as such and the rest of that table may be removed for that section.
- When multiple standards are being recorded in this document, the duplicative sections are noted and responded to only one time. The duplicate entry will note the cross reference to the data.

# Shorthand Accessibility Conformance Report

## International Edition

(Based on VPAT<sup>®</sup> Version 2.5Rev)

### Name of Product/Version: Shorthand

Report Date: 1/09/2026

### Product Description: Shorthand Web Platform - Stories, Projects and Serial.

Continuously delivered service, evaluated as of 1/09/2026. Shorthand is a web-based authoring and publishing platform comprising Stories, Projects and Serial. Stories created within these products use the shared Shorthand Story editor, section components, preview functionality and publishing pipeline.

Contact Information: [help@shorthand.com](mailto:help@shorthand.com)

### Notes:

“Authoring Tool” refers to the shared Shorthand Story editor and the associated content configuration, preview and publishing interfaces evaluated in this report. It does not include the Shorthand Dashboard or Serial Dashboard.

“Web” refers to Shorthand-generated Story, Project and Serial content viewed in a web browser, including applicable Project and Serial navigation, search and publication-shell components.

“Support Documents” refers to Shorthand’s electronically delivered Help Centre and supporting accessibility documentation. These materials are reported under EN 301 549 Clause 12 and Revised Section 508 Chapter 6, with applicable accessibility results documented in the WCAG tables.

“Electronic Documents” refers to PDF documents exported by Shorthand. Generated PDFs are reported as non-web electronic documents under EN 301 549 Clause 10. The PDF export interface itself is evaluated in Section 10.

“Closed” and “Software” conformance level categories are not applicable as the evaluated product includes no non-web software or closed functionality. Therefore these categories have been removed from individual conformance cells.

**Scope limitation: The Shorthand Dashboard and Serial Dashboard, including workspace, administrative and publication-management workflows, were not evaluated as part of this review. No conformance claims are made for those interfaces**

Where the WCAG tables are used to report requirements that map to multiple EN 301 549 clauses, results are stated separately for each applicable content type.

This report is an annual reassessment of Shorthand's principal accessibility use cases and is based on representative workflow testing, targeted regression testing, code review and previous evaluation results. It is not intended to represent an exhaustive audit of every configuration or customer-authored content combination.

## Evaluation Methods Used:

Review performed on the live shorthand site.

Tools used:

- Color contrast analysers
- Axe: the accessibility engine
- VoiceOver with macOS for published and previewed content
- Lighthouse accessibility testing Applicable Standards/Guidelines

**Product and Support Documentation:** Sampled current Help Centre help pages, and Shorthand.com/training. Exceptions were identified in some legacy and training content. Documentation remediation is ongoing. These exceptions do not affect alternative-text functionality in the Shorthand authoring interface or generated published web output.

Authoring Tool - Shorthand Editor. The primary authoring-tool evaluation focused on functionality required to create and publish accessible Story and Project content. This included alternative text, captions, transcript links, audio-description media, semantic structure, preview and publication. The current Shorthand authoring interface includes known accessibility limitations, which are being addressed through ongoing product improvements. New and materially changed features are evaluated against applicable WCAG 2.2 Level A and AA criteria. Accessibility testing prioritises the workflows and features required to create, preview and publish accessible Story and Project content.

Accessibility of generated published Story, Project, Serial output is a primary product objective. Representative published output and supported content components are tested against applicable WCAG criteria. Final conformance depends partly on authors using Shorthand's accessibility features correctly and supplying accessible content, including appropriate alternative text, captions, transcripts and audio descriptions. Third-party embeds and custom code remain the responsibility of the customer.

This report covers the degree of conformance for the following accessibility standard/guidelines:

| Standard/Guideline                                                                                                                                                                                | Included In Report                                  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|
| <a href="#">Web Content Accessibility Guidelines 2.0</a>                                                                                                                                          | Level A (Yes )<br>Level AA (Yes )<br>Level AAA (No) |
| <a href="#">Web Content Accessibility Guidelines 2.1</a>                                                                                                                                          | Level A (Yes)<br>Level AA (Yes)<br>Level AAA (No)   |
| <a href="#">Web Content Accessibility Guidelines 2.2</a>                                                                                                                                          | Level A (Yes)<br>Level AA (Yes)<br>Level AAA (No)   |
| <a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>                                                                                           | (Yes )                                              |
| <a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)</a> | (Yes )                                              |

## Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

## WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549:
  - Clause 9 - Web
  - Clauses 10.1-10.4 of Clause 10 - Non-Web documents
  - Clauses 11.1-11.4 and 11.8.2 of Clause 11 - Software
  - Clauses 12.1.2 and 12.2.4 of Clause 12 - Documentation and support services
- Revised Section 508:
  - Chapter 5 - 501.1 Scope and 504.2 Content Creation or Editing

- Chapter 6 - 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

## Table 1: Success Criteria, Level A

Notes:

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Conformance Level                                                                                                                     | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| <p><a href="#">1.1.1 Non-text Content</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.1.1 (Web)</li> <li>● 10.1.1.1 (Non-web document)</li> <li>● 11.1.1.1.1 (Open Functionality Software)</li> <li>● 11.1.1.1.2 (Closed Functionality Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul> | <p>Web: Supports</p> <p>Support docs: Partially Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Docs: Does not support</p> | <p>Web:</p> <p>Previewed and published Images have appropriate alt text. Aria-labels are used to provide labels for objects. Components such as Charts and Scrollpoints, which may convey information beyond standard image or media content, provide authors with an additional descriptive-text field. Authors are responsible for ensuring that supplied alternatives accurately communicate the content's purpose and meaning.</p> <p>Authoring Tool:</p> <p>Editor enables users to add custom alt text, aria labels, captions to non-text content.</p> <p>Support docs: Customer support documentation in Help Center may not always include alt text on all images.</p> <p>Electronic Docs:</p> <p>Author-provided image alt</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Conformance Level                                                                                                        | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                          | text is not attached to images as PDF alternatives                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.1 (Web)</li> <li>● 10.1.2.1 (Non-web document)</li> <li>● 11.1.2.1.1 (Open Functionality Software)</li> <li>● 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul> | <p>Web: Supports</p> <p>Support docs: Partially Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Docs: N/A</p> | <p>Support docs, Support doc videos on <a href="http://shorthand.com/training">shorthand.com/training</a> are embedded in YouTube which natively provides transcripts.</p> <p>Authoring tool, Web: Supports. For prerecorded audio-only media, authors can provide an adjacent link to an equivalent text transcript using the media caption field. For prerecorded video-only media, authors can provide an adjacent link to an equivalent text description of the visual information. These alternatives are preserved in preview and published output.</p> <p>Shorthand does not generate these alternatives automatically; authors are responsible for supplying accurate and equivalent content. Automatic generation is not required by WCAG 1.2.1.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Conformance Level                                                                                                        | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| <p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.2 (Web)</li> <li>● 10.1.2.2 (Non-web document)</li> <li>● 11.1.2.2 (Open Functionality Software)</li> <li>● 11.1.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul> | <p>Web: Supports</p> <p>Support docs: Partially Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Docs: N/A</p> | <p>Support docs:</p> <p>Partially supports: The sample size of support documentation tested did not include videos with audio so the criteria does not apply.</p> <p><a href="http://www.shorthand.com/training">www.shorthand.com/training</a> videos provide video captions. Some older videos may not have video captions.</p> <p>Web:</p> <p>Captions are displayed during foreground video playback in both preview and published content, where a caption track has been provided via the authoring tool.</p> <p>Background videos should be treated as decorative only as they do not support sound for the purpose of being overlaid by other media.</p> <p>Authoring tool: Shorthand supports the ability of adding video captions to foreground videos.</p> <p>Background videos should be treated as decorative as these do not support sound and are designed to be overlaid with visual elements.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Conformance Level                                                                                                                     | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| <p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.3 (Web)</li> <li>● 10.1.2.3 (Non-web document)</li> <li>● 11.1.2.3.1 (Open Functionality Software)</li> <li>● 11.1.2.3.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul> | <p>Web: Supports</p> <p>Authoring Tool: Supports</p> <p>Support docs: Does not support</p> <p>Electronic Docs: N/A</p>                | <p>Web: Audio descriptions are supported for foreground videos.</p> <p>Authoring tool: The editing tool allows users to upload an alternative audio description video to accompany their original video.</p> <p>Support docs: Videos do not include audio descriptions.</p>                                                                                                                                                                                        |
| <p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.1 (Web)</li> <li>● 10.1.3.1 (Non-web document)</li> <li>● 11.1.3.1.1 (Open Functionality Software)</li> <li>● 11.1.3.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>                               | <p>Web: Supports</p> <p>Authoring Tool: Supports</p> <p>Support docs: Partially Supports</p> <p>Electronic Docs: Does not support</p> | <p>Web: Aria roles and regions used to identify regions and relationships</p> <p>Authoring tool: Supports ability for users to semantically structure the web content satisfying 1.3.1.</p> <p>Support docs: On certain pages, documentation does not always consistently expose its visual structure and relationships through programmatic markup.</p> <p>Visual headings, lists, tables, captions and sections are not represented by a PDF structure tree.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Conformance Level                                                                                                             | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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| <p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.2 (Web)</li> <li>● 10.1.3.2 (Non-web document)</li> <li>● 11.1.3.2.1 (Open Functionality Software)</li> <li>● 11.1.3.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul> | <p>Web: Supports</p> <p>Authoring Tool: Supports</p> <p>Support docs: Supports</p> <p>Electronic Docs: Partially supports</p> | <p>Web: The generated DOM maintains a meaningful reading order for supported sections and elements, including when the visual presentation changes responsively.</p> <p>Authoring Tool: Supports the ability to structure elements such as nav groups, links and headings in a meaningful sequence</p> <p>Support docs: Sampled Help Centre and training content maintains a meaningful reading order.</p> <p>Electronic Docs: Content is generated in story order, but an untagged PDF cannot reliably expose reading order, especially for columns and composed layouts.</p> |
| <p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.3 (Web)</li> <li>● 10.1.3.3 (Non-web document)</li> <li>● 11.1.3.3 (Open Functionality Software)</li> <li>● 11.1.3.3 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul> | <p>Web: Supports</p> <p>Support docs: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Docs: N/A</p>                | <p>Web, Support docs, Authoring tool: References to any elements that mention shape, size or position of any object also includes additional information that allows the item to be located without knowledge of the shape, size or position</p>                                                                                                                                                                                                                                                                                                                               |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Conformance Level                                                                                                   | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| <p><b><u>1.4.1 Use of Color</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.1 (Web)</li> <li>● 10.1.4.1 (Non-web document)</li> <li>● 11.1.4.1 (Open Functionality Software)</li> <li>● 11.1.4.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>  | <p>Web: Supports</p> <p>Support docs: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Docs: Supports</p> | <p>Web, Support docs, Authoring tool: Information conveyed by colour is also available in text. Links do not rely solely on colour to distinguish them from regular text. Use underlines or bold text in addition to colour changes.</p> <p>For image links an additional accessibility setting can be found in Accessibility Settings called “Image Link Hover Effect”. With this setting turned on, when hovered, images will display a visible effect satisfying the criteria of not relying on colour.</p> <p>Electronic Docs: Links are distinguished by default with an underline and cyan colour. No information is conveyed solely by colour alone.</p> |
| <p><b><u>1.4.2 Audio Control</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.2 (Web)</li> <li>● 10.1.4.2 (Non-web document)</li> <li>● 11.1.4.2 (Open Functionality Software)</li> <li>● 11.1.4.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul> | <p>Web: Supports</p> <p>Support docs: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Docs: N/A</p>      | <p>Web, Support docs, Authoring tool: Sounds are played only on user's request</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Conformance Level                                                                                                                       | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| <p><b>2.1.1 Keyboard</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.1.1 (Web)</li> <li>● 10.2.1.1 (Non-web document)</li> <li>● 11.2.1.1.1 (Open Functionality Software)</li> <li>● 11.2.1.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul> | <p>Web: Supports</p> <p>Authoring tool: Partially Supports</p> <p>Support docs: Partially Supports</p> <p>Electronic Docs: Supports</p> | <p>Web: Content created with Shorthand using native Shorthand elements supports keyboard-required functionality</p> <p>Authoring tool: The authoring tool supports the creation of fully keyboard-responsive functionality. Some areas of the Editor (authoring tool) itself may not be reachable via keyboard navigation - some text styling, modifying colour of selected text not achievable using keyboard only. Sections are reordered through a drag handle with no keyboard move-up/move-down equivalent</p> <p>Support docs: Some areas such as the dropdown menu in the support chatbot are not reachable by keyboard.</p> <p>Electronic docs: Links and bookmarks exist and are keyboard operable through a supporting viewer.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Conformance Level                                                                                                   | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| <p><b><u>2.1.2 No Keyboard Trap</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.1.2 (Web)</li> <li>● 10.2.1.2 (Non-web document)</li> <li>● 11.2.1.2 (Open Functionality Software)</li> <li>● 11.2.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul> | <p>Web: Supports</p> <p>Authoring Tool: Supports</p> <p>Support docs: Supports</p> <p>Electronic Docs: Supports</p> | <p>Web: Elements that trap focus can have their focus removed using only a keyboard</p> <p>Support docs: sample documentation including support chatbot, <a href="http://support.shorthand.com">support.shorthand.com</a> and <a href="http://shorthand.com/training">shorthand.com/training</a> did not contain any elements that trapped keyboard navigation.</p> <p>Electronic Docs: Shorthand-generated content exported as PDF contains no scripts, forms or custom interactions capable of introducing a keyboard trap.</p> |
| <p><b><u>2.1.4 Character Key Shortcuts</u></b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.1.4 (Web)</li> <li>● 10.2.1.4 (Non-web document)</li> <li>● 11.2.1.4.1 (Open Functionality Software)</li> <li>● 11.2.1.4.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>                                                                                                   | <p>Web: N/A</p> <p>Support docs: N/A</p> <p>Authoring Tool: Supports</p> <p>Electronic Docs: N/A</p>                | <p>Web: N/A does not have native keyboard shortcuts.</p> <p>Support docs: N/A does not have native keyboard shortcuts.</p> <p>Authoring Tool: Within HTML sections and inline HTML editing, typing `/` opens a command menu that includes media-upload functionality. The / media-upload command is active only when the HTML editor has focus.</p>                                                                                                                                                                               |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Conformance Level                                                                                                      | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                   |
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| <p><b><u>2.2.1 Timing Adjustable</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.2.1 (Web)</li> <li>● 10.2.2.1 (Non-web document)</li> <li>● 11.2.2.1 (Open Functionality Software)</li> <li>● 11.2.2.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul> | <p>Web: N/A</p> <p>Support docs: N/A</p> <p>Authoring Tool: N/A</p> <p>Electronic Docs: N/A</p>                        | <p>There are no reading or session time limits</p>                                                                                                                                                                                                                                                                                                                                                         |
| <p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.2.2 (Web)</li> <li>● 10.2.2.2 (Non-web document)</li> <li>● 11.2.2.2 (Open Functionality Software)</li> <li>● 11.2.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul> | <p>Web: Supports</p> <p>Authoring Tool: Supports</p> <p>Support docs: Does not Support</p> <p>Electronic Docs: N/A</p> | <p>Web: Automatically playing background videos can be paused using an accessible control enabled through Custom Story Settings.</p> <p>Authoring Tool: Authors can enable the background-video pause control, which is preserved in preview and published output.</p> <p>Support Docs: Certain animated gifs or videos in support documentation do not have a mechanism of pausing automatic content.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Conformance Level                                                                                                                  | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| <p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.3.1 (Web)</li> <li>● 10.2.3.1 (Non-web document)</li> <li>● 11.2.3.1 (Open Functionality Software)</li> <li>● 11.2.3.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>                                                                                                       | <p>Web: Supports</p> <p>Support docs: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Docs: Supports</p>                | <p>Web, Support docs, Authoring tool: Shorthand-generated content does not flash more than 3 times in any one second.</p> <p>Electronic Docs: All content is static.</p>                                                                                                                                                                                                                                                                                                                            |
| <p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.1 (Web)</li> <li>● 10.2.4.1 (Non-web document) – Does not apply</li> <li>● 11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>● 11.2.4.1 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | <p>Web: Supports</p> <p>Support docs: Partially Supports</p> <p>Authoring Tool: Partially Supports</p> <p>Electronic Docs: N/A</p> | <p>Web: Landmarks are used to identify regions on a page. ‘Skip to content’ has been introduced in previewed and published content. Navigation links can be added per section to allow ‘skip link’ functionality. Semantic structure and hierarchy is observed.</p> <p>Authoring tool: Users are able to create content with bypass capabilities. The Editor (authoring tool) itself lacks a skip to main content link.</p> <p>Support docs: Bypass blocks are not always present on all pages.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Conformance Level                                                                                                   | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| <p><b>2.4.2 Page Titled</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.2 (Web)</li> <li>● 10.2.4.2 (Non-web document)</li> <li>● 11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>● 11.2.4.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul> | <p>Web: Supports</p> <p>Support docs: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Docs: Supports</p> | <p>Web: Previewed and published Story and Project pages have descriptive browser titles derived from the title supplied by the author.</p> <p>Authoring Tool: Authors can provide a Story or Project title, which Shorthand preserves as the page title in preview and published output.</p> <p>Support Documentation: Evaluated Help Centre and training pages have unique titles describing their topic or purpose.</p> <p>Electronic Docs: The renderer writes the Story title into the PDF metadata.</p> |
| <p><b>2.4.3 Focus Order</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.3 (Web)</li> <li>● 10.2.4.3 (Non-web document)</li> <li>● 11.2.4.3 (Open Functionality Software)</li> <li>● 11.2.4.3 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>                                   | <p>Web: Supports</p> <p>Support docs: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Docs: Supports</p> | <p>Web, Support docs, Authoring tool: Sequential keyboard focus follows the content structure in an order that preserves meaning and operability.</p> <p>Electronic Docs: Link annotations occur in visual order.</p>                                                                                                                                                                                                                                                                                        |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Conformance Level                                                                                                           | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| <p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.4 (Web)</li> <li>● 10.2.4.4 (Non-web document)</li> <li>● 11.2.4.4 (Open Functionality Software)</li> <li>● 11.2.4.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul> | <p>Web: Supports</p> <p>Support docs: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Docs: Does not support</p> | <p>Web, Support docs, Authoring tool: Product-provided links use descriptive link text or accessible names. Link purpose is identifiable from the link text or its programmatically determined context. The authoring tool enables authors to provide descriptive link and button text and optional ARIA labels, which are preserved in published output.</p> <p>Electronic Docs: Annotations have no /Contents, /TU and don't currently support destination labels.</p> |
| <p><b><u>2.5.1 Pointer Gestures</u></b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.5.1 (Web)</li> <li>● 10.2.5.1 (Non-web document)</li> <li>● 11.2.5.1 (Open Functionality Software)</li> <li>● 11.2.5.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>                                                                                                                       | <p>Web: Supports</p> <p>Support docs: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Docs: N/A</p>              | <p>Web: Shorthand-generated functionality does not require multipoint gestures. Components that support path-based gestures also provide controls operable with a single tap or click.</p> <p>Product Docs: Evaluated documentation does not require multipoint or path-based gestures.</p> <p>Authoring Tool: Evaluated authoring functionality does not require multipoint or path-based gestures.</p>                                                                 |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Conformance Level                                                                                                                  | Remarks and Explanations                                                                                                                                                                                                                                                                                                                       |
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| <p><b><u>2.5.2 Pointer Cancellation</u></b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.5.2 (Web)</li> <li>● 10.2.5.2 (Non-web document)</li> <li>● 11.2.5.2 (Open Functionality Software)</li> <li>● 11.2.5.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p> | <p>Web: Supports</p> <p>Support docs: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Docs: N/A</p>                     | <p>Web, Support Documentation and Authoring Tool: Controls activate on pointer release, allowing users to cancel by moving away before releasing. No evaluated action is triggered irreversibly on pointer-down.</p> <p>Electronic Docs: Not Applicable. Generated PDFs contain no Shorthand-controlled pointer interactions.</p>              |
| <p><b><u>2.5.3 Label in Name</u></b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.5.3 (Web)</li> <li>● 10.2.5.3 (Non-web document)</li> <li>● 11.2.5.3.1 (Open Functionality Software)</li> <li>● 11.2.5.3.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>    | <p>Web: Supports</p> <p>Support docs: Partially Supports</p> <p>Authoring Tool: Partially Supports</p> <p>Electronic Docs: N/A</p> | <p>Web: Users have the ability to add appropriate names for relevant content.</p> <p>Support docs: Most controls have accessible names that include their visible label, some may be missing.</p> <p>Authoring Tool: Most controls have accessible names that include their visible labels. However, some editor controls have mismatches.</p> |
| <p><b><u>2.5.4 Motion Actuation</u></b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.5.4 (Web)</li> <li>● 10.2.5.4 (Non-web document)</li> <li>● 11.2.5.4 (Open Functionality Software)</li> <li>● 11.2.5.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>     | <p>Web: N/A</p> <p>Support docs: N/A</p> <p>Authoring Tool: N/A</p> <p>Electronic Docs: N/A</p>                                    | <p>Web, Support docs, Authoring Tool: Content is not dependent on actions triggered by moving a device (shaking, tilting etc.)</p>                                                                                                                                                                                                             |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Conformance Level                                                                                                           | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| <p><b><u>3.1.1 Language of Page</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.1.1 (Web)</li> <li>● 10.3.1.1 (Non-web document)</li> <li>● 11.3.1.1.1 (Open Functionality Software)</li> <li>● 11.3.1.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul> | <p>Web: Supports</p> <p>Support docs: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Docs: Does not support</p> | <p>Web, Support docs, Authoring tool: Default language can be identified by the lang attribute on the html element</p> <p>Electronic Docs: There is no document-language property.</p>                                                                                                                                                                                                                                                                                                                                                             |
| <p><b><u>3.2.1 On Focus</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.2.1 (Web)</li> <li>● 10.3.2.1 (Non-web document)</li> <li>● 11.3.2.1 (Open Functionality Software)</li> <li>● 11.3.2.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>             | <p>Web: Supports</p> <p>Support docs: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Docs: N/A</p>              | <p>Web: Receiving focus does not initiate navigation, submit information, open a new window or dialog, or unexpectedly move focus. Changes of context require explicit user activation.</p> <p>Authoring Tool: Controls in the evaluated authoring workflows do not initiate a change of context when they receive focus. Actions that change the view or move focus require explicit activation.</p> <p>Support Docs: Links, search fields, menus and other evaluated controls do not initiate a change of context solely by receiving focus.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Conformance Level                                                                                              | Remarks and Explanations                                                                                                                                                                                                                                                                           |
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| <p><b><u>3.2.2 On Input</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.2.2 (Web)</li> <li>● 10.3.2.2 (Non-web document)</li> <li>● 11.3.2.2 (Open Functionality Software)</li> <li>● 11.3.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>                 | <p>Web: Supports</p> <p>Support docs: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Docs: N/A</p> | <p>Web, Support docs, Authoring tool: Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behaviour before using the component.</p>                                                                      |
| <p><b><u>3.2.6 Consistent Help</u></b> (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>                                                                                                                                                                                                                                                                                                                                                                                                                                       | <p>Web: N/a</p>                                                                                                | <p>Web:N/A. Shorthand does not automatically add repeated help mechanisms to published Story or Project content. WCAG 3.2.6 does not require help to be provided. Where authors add help mechanisms across a set of pages, authors control and are responsible for their consistent placement.</p> |
| <p><b><u>3.3.1 Error Identification</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.3.1 (Web)</li> <li>● 10.3.3.1 (Non-web document)</li> <li>● 11.3.3.1.1 (Open Functionality Software)</li> <li>● 11.3.3.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul> | <p>Web: Supports</p> <p>Support docs: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Docs: N/A</p> | <p>Web, Support docs, Authoring tool: Input errors, submission errors are described to the user in text.</p>                                                                                                                                                                                       |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Conformance Level                                                                                                        | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| <p><b><u>3.3.2 Labels or Instructions</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.3.2 (Web)</li> <li>● 10.3.3.2 (Non-web document)</li> <li>● 11.3.3.2 (Open Functionality Software)</li> <li>● 11.3.3.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul> | <p>Web: Supports</p> <p>Support docs: Supports</p> <p>Authoring Tool: Partially Supports</p> <p>Electronic Docs: N/A</p> | <p>Published Web Output: Shorthand-generated search and media controls provide labels or visible cues identifying the input expected. Author-added custom HTML and third-party embedded content are outside Shorthand's control.</p> <p>Support Documentation: Evaluated search and support inputs provide labels or instructions identifying their purpose.</p> <p>Authoring Tool: Evaluated authoring workflows generally provide visible labels and contextual instructions for user inputs, including story settings, media uploads, accessibility metadata and publishing configuration. An exception exists in the story navigation sidebar, where the section-title input is presented without a visible label or instruction.</p> |
| <p><b><u>3.3.7 Redundant Entry</u></b> (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>                                                                                                                                                                                                                                                                                                                                                                                                                                     | <p>Web: N/A</p>                                                                                                          | <p>Web: In published stories, it is not necessary for user to enter any information unless it is custom added by the user.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Conformance Level                                                                                                                     | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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| <p><b><u>4.1.1 Parsing</u></b> (Level A)</p> <p>Applies to:</p> <p>WCAG 2.0 and 2.1 – Always answer ‘Supports’</p> <p>WCAG 2.2 (obsolete and removed) - Does not apply</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.4.1.1 (Web)</li> <li>● 10.4.1.1 (Non-web document)</li> <li>● 11.4.1.1.1 (Open Functionality Software)</li> <li>● 11.4.1.1.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul> | Supports                                                                                                                              | <p>Criteria deprecated. For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the <a href="#">WCAG 2.0 Editorial Errata</a> and the <a href="#">WCAG 2.1 Editorial Errata</a>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <p><b><u>4.1.2 Name, Role, Value</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.4.1.2 (Web)</li> <li>● 10.4.1.2 (Non-web document)</li> <li>● 11.4.1.2.1 (Open Functionality Software)</li> <li>● 11.4.1.2.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>                                                                                             | <p>Web: Supports</p> <p>Support docs: Supports</p> <p>Authoring Tool: Partially Supports</p> <p>Electronic Docs: Does not support</p> | <p>Web, Support docs: Aria labels used to provide an invisible label where a visible label cannot be used.</p> <p>HTML form controls and links have names.</p> <p>Authoring Tool: Known components meet this criterion and no accessibility issues have been reported. Legacy areas are being monitored and verified progressively as the UI is updated.</p> <p>Known editor legacy issues:</p> <p>Section cards behave like buttons but have no button role, only support Enter-not Space-and disabled cards remain in the tab order without aria-disabled.</p> <p>Show replies” and “Hide replies” are clickable &lt;div&gt; elements without keyboard access, roles, or expanded state.</p> |

| Criteria | Conformance Level | Remarks and Explanations                                                                                                  |
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|          |                   | Electronic Docs: PDF documents lack semantic structure, link annotations lack accessible-name and structure associations. |

**Table 2: Success Criteria, Level AA**

Notes:

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Conformance Level                                                                                                      | Remarks and Explanations                                                                                                                                                                                                                                                                |
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| <p><a href="#">1.2.4 Captions (Live)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.4 (Web)</li> <li>10.1.2.4 (Non-web document)</li> <li>11.1.2.4 (Open Functionality Software)</li> <li>11.1.2.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                 | <p>Web: N/A</p> <p>Support docs: Supports</p> <p>Authoring Tool: N/A</p> <p>Electronic Docs: N/A</p>                   | <p>Support docs: Webinar support videos have live captions.</p>                                                                                                                                                                                                                         |
| <p><a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.5 (Web)</li> <li>10.1.2.5 (Non-web document)</li> <li>11.1.2.5 (Open Functionality Software)</li> <li>11.1.2.5 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | <p>Web: Supports</p> <p>Support docs: Does not support</p> <p>Authoring Tool: Supports</p> <p>Electronic Docs: N/A</p> | <p>Web: supports video audio descriptions for foreground videos. Background videos should be treated as decorative.</p> <p>Support docs: Does not provide audio descriptions for videos.</p> <p>Authoring tool: Supports the ability to add supplementary audio description videos.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Conformance Level                                                                                                   | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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|                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                     | Background videos should be treated as purely decorative.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <p><b><u>1.3.4 Orientation</u></b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.4 (Web)</li> <li>● 10.1.3.4 (Non-web document)</li> <li>● 11.1.3.4 (Open Functionality Software)</li> <li>● 11.1.3.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p> | <p>Web: Supports</p> <p>Authoring Tool: Supports</p> <p>Support Docs: Supports</p> <p>Electronic Docs: Supports</p> | <p>Published Web Output: Previewed and published Story and Project content does not restrict display or operation to portrait or landscape orientation.</p> <p>Authoring Tool: The Shorthand authoring interface does not programmatically lock the display to a particular orientation. The editor is supported on desktop and laptop browsers above the documented minimum viewport width.</p> <p>Support Documentation: Evaluated Help Centre and training content does not restrict display or operation to a particular orientation.</p> <p>Electronic Docs: Documents supports export to PDF both in landscape and portrait format. This does not prevent PDF viewers from displaying or rotating the document in another orientation.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Conformance Level                                                                                                                       | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| <p><b><u>1.3.5 Identify Input Purpose</u></b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.5 (Web)</li> <li>● 10.1.3.5 (Non-web document)</li> <li>● 11.1.3.5.1 (Open Functionality Software)</li> <li>● 11.1.3.5.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>                                                                                                      | <p>Web: N/A</p> <p>Support docs: N/A</p> <p>Authoring Tool: Partially Supports</p> <p>Electronic Docs: N/A</p>                          | <p>Web: Shorthand-generated Story and Project content does not provide native form fields that collect personal information from viewers. Author-created embedded forms and third-party integrations are outside Shorthand’s control.</p> <p>Support docs: Sample size tested (Help center bot, <a href="https://shorthand.com/support">Shorthand.com/support</a> did not include any instances of fields for collecting information).</p> <p>Authoring Tool: Most evaluated account, authentication and billing fields programmatically identify their purpose using appropriate autocomplete attributes. Exceptions occur in the account profile form and certain registration fields, where inputs collecting the user’s name, email address or current password do not expose the applicable autocomplete purpose.</p> |
| <p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.3 (Web)</li> <li>● 10.1.4.3 (Non-web document)</li> <li>● 11.1.4.3 (Open Functionality Software)</li> <li>● 11.1.4.3 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul> | <p>Web: Supports</p> <p>Support docs: Partially supports</p> <p>Authoring Tool: Partially supports</p> <p>Electronic Docs: Supports</p> | <p>Web, Electronic Docs: Users have the ability to colour contrast and check their content meets contrast requirements.</p> <p>Support docs, Authoring tool: A few elements do not meet minimum contrast requirements such as placeholder text and some navigational elements</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Conformance Level                                                                                                   | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b><u>1.4.4 Resize text</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.4 (Web)</li> <li>● 10.1.4.4 (Non-web document)</li> <li>● 11.1.4.4.1 (Open Functionality Software)</li> <li>● 11.1.4.4.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>                     | <p>Web: Supports</p> <p>Support docs: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Docs: Supports</p> | <p>Web, Support docs, Authoring tool, Electronic Docs:</p> <p>Issues with zoom in at 200% with loss of visual content have been addressed. No new instances are known.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <p><b><u>1.4.5 Images of Text</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.5 (Web)</li> <li>● 10.1.4.5 (Non-web document)</li> <li>● 11.1.4.5.1 (Open Functionality Software)</li> <li>● 11.1.4.5.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul> | <p>Web: Supports</p> <p>Authoring Tool: Supports</p> <p>Support docs: Supports</p> <p>Electronic Docs: Supports</p> | <p>Web, Electronic Docs: Text created using Shorthand's native text components is rendered as live HTML text rather than as images of text. Shorthand does not rasterize author-entered headings, body text, links or navigation labels. Authors remain responsible for providing equivalent live text when uploading images that contain informational text.</p> <p>Authoring Tool: The authoring tool uses live text for its interface and enables authors to create and style textual Story and Project content without converting it into an image.</p> <p>Support Docs: Evaluated Help Centre and training content presents information using live text. It is possible that some legacy materials may use graphical text in place of equivalent customizable text, however no instances of this were</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Conformance Level                                                                                                                     | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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|                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                       | recorded during testing of the sample documentation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <p><b><u>1.4.10 Reflow</u></b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.10 (Web)</li> <li>● 10.1.4.10 (Non-web document)</li> <li>● 11.1.4.10 (Open Functionality Software)</li> <li>● 11.1.4.10 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>            | <p>Web: Supports</p> <p>Support docs: Supports</p> <p>Authoring Tool: Partially Supports</p> <p>Electronic Docs: Does not support</p> | <p>Web, Support docs, Content does not require both vertical and horizontal scrolling to maintain meaning. Content adjusts fluidly to screen.</p> <p>Authoring Tool: Dashboard, workspace and account interfaces provide some support for content reflow. The Story and Project editor requires a minimum viewport width to operate correctly. At narrow viewport widths, including widths equivalent to 320 CSS pixels, a warning is displayed and some editor content and functionality may not reflow or remain fully usable. Improvements to narrow-viewport and high-zoom support are ongoing</p> <p>Electronic Docs: PDF exports use fixed-width presentation and provide no reflow mode.</p> |
| <p><b><u>1.4.11 Non-text Contrast</u></b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.11 (Web)</li> <li>● 10.1.4.11 (Non-web document)</li> <li>● 11.1.4.11 (Open Functionality Software)</li> <li>● 11.1.4.11 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p> | <p>Web: Supports</p> <p>Support docs: Supports</p> <p>Authoring Tool: Partially Supports</p> <p>Electronic Docs: N/A</p>              | <p>Web: Evaluated</p> <p>Shorthand-generated controls, indicators and meaningful graphical objects provide at least 3:1 contrast against adjacent colours. Authors can customize themes, component colours, charts and uploaded graphical content and are responsible for selecting combinations that meet this requirement.</p> <p>Support Docs, Authoring</p>                                                                                                                                                                                                                                                                                                                                     |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Conformance Level                                                                                              | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                               |
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|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                | Tool: Most evaluated controls, icons and visual states provide sufficient non-text contrast. Exceptions were identified in some custom focus indicators, selected-state backgrounds, icon-only actions and form-control boundaries that do not achieve 3:1 contrast against adjacent colours.                                                                                                          |
| <p><b><u>1.4.12 Text Spacing</u></b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.12 (Web)</li> <li>● 10.1.4.12 (Non-web document)</li> <li>● 11.1.4.12 (Open Functionality Software)</li> <li>● 11.1.4.12 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>              | <p>Web: Supports</p> <p>Support docs: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Docs: N/A</p> | <p>Support docs, Authoring Tool, Web:</p> <p>No observed loss of content has been observed with following criteria:</p> <p>Line height (line spacing) to at least 1.5 times the font size;</p> <p>Spacing following paragraphs to at least 2 times the font size;</p> <p>Letter spacing (tracking) to at least 0.12 times the font size;</p> <p>Word spacing to at least 0.16 times the font size.</p> |
| <p><b><u>1.4.13 Content on Hover or Focus</u></b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.13 (Web)</li> <li>● 10.1.4.13 (Non-web document)</li> <li>● 11.1.4.13 (Open Functionality Software)</li> <li>● 11.1.4.13 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p> | <p>Web: Supports</p> <p>Support docs: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Docs: N/A</p> | <p>Web, Support docs, Authoring Tool: Where Shorthand-generated additional content is displayed on pointer hover or keyboard focus, it can be dismissed using the Escape key without moving pointer or focus, can itself receive pointer hover without disappearing, and remains visible until hover or focus is removed, the user dismisses it, or the information is no longer valid.</p>            |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Conformance Level                                                                                                             | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| <p><b><u>2.4.5 Multiple Ways</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.5 (Web)</li> <li>● 10.2.4.5 (Non-web document) – Does not apply</li> <li>● 11.2.4.5 (Open Functionality Software) – Does not apply</li> <li>● 11.2.4.5 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | <p>Web: Supports</p> <p>Support docs: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Docs: N/A</p>                | <p>Web: Individual Stories are generally standalone web pages, so this requirement is not applicable to them. Project pages can be located through Project navigation and the Project search functionality, providing more than one way to locate pages within the Project.</p> <p>Authoring Tool: Shorthand enables authors to create multi-page Projects with navigation and search functionality, providing users with multiple ways to locate Project pages.</p> <p>Support Docs: Help Centre and training pages can be located through site navigation, category links and search.</p> |
| <p><b><u>2.4.6 Headings and Labels</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.6 (Web)</li> <li>● 10.2.4.6 (Non-web document)</li> <li>● 11.2.4.6 (Open Functionality Software)</li> <li>● 11.2.4.6 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>                                                                                                                    | <p>Web: Supports</p> <p>Support docs: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Docs: Partially Supports</p> | <p>Web: Authors can provide headings and labels for Story and Project content, which Shorthand preserves in published output. Authors are responsible for ensuring that their wording is descriptive.</p> <p>Authoring Tool: Evaluated authoring interfaces use descriptive headings for pages, panels and dialogs, and descriptive labels for controls and input fields.</p> <p>Support docs: Evaluated Help Centre and training content uses headings that describe the subject of each section and labels that describe the purpose of controls and form fields.</p>                     |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Conformance Level                                                                                                        | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                          | Electronic Docs: Visible headings and bookmark labels describe their sections.                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <p><b><u>2.4.7 Focus Visible</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.7 (Web)</li> <li>● 10.2.4.7 (Non-web document)</li> <li>● 11.2.4.7 (Open Functionality Software)</li> <li>● 11.2.4.7 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul> | <p>Web: Supports</p> <p>Support docs: Supports</p> <p>Authoring Tool: Partially supports</p> <p>Electronic Docs: N/A</p> | <p>Web: Shorthand-generated links, controls, media controls and other keyboard-operable components display a visible indicator when they receive keyboard focus.</p> <p>Authoring Tool: Keyboard-operable controls in evaluated authoring workflows display a visible focus indicator that remains present while the control retains focus.</p> <p>Support Documentation: Certain links, search controls, menus and other keyboard-operable components in evaluated Help Centre and training content may not always display a visible focus indicator.</p> |
| <p><b><u>2.4.11 Focus Not Obscured (Minimum)</u></b> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>                                                                                                                                                                                                                                                                                                                                                                                                              | <p>Web: Supports</p> <p>Electronic Docs: N/A</p>                                                                         | <p>Web: When using keyboard navigation, an element that receives focus is not obscured. In the case of elements like dialogs, modals, they can be easily closed with the escape key if they do obscure content.</p>                                                                                                                                                                                                                                                                                                                                        |
| <p><b><u>2.5.7 Dragging Movements</u></b> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>                                                                                                                                                                                                                                                                                                                                                                                                                         | <p>Web: N/A</p>                                                                                                          | <p>Web: Preview and published stories do not contain drag movements.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <p><b><u>2.5.8 Target Size (Minimum)</u></b> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>                                                                                                                                                                                                                                                                                                                                                                                                                      | <p>Web: Supports</p>                                                                                                     | <p>Web: In the evaluated previewed Story and Project output, Shorthand-generated pointer targets are at least</p>                                                                                                                                                                                                                                                                                                                                                                                                                                          |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Conformance Level                                                                                                                               | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                 | 24 by 24 CSS pixels or meet an applicable WCAG exception, such as the inline-text or target-spacing exception. Authors are responsible for ensuring that interactive targets introduced through custom HTML, third-party embeds or custom CSS also meet this requirement.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <p><a href="#">3.1.2 Language of Parts</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.1.2 (Web)</li> <li>● 10.3.1.2 (Non-web document)</li> <li>● 11.3.1.2 (Open Functionality Software) – Does not apply</li> <li>● 11.3.1.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul> | <p>Web: Partially Supports</p> <p>Authoring Tool: Partially Supports</p> <p>Support docs: Supports</p> <p>Electronic Docs: Does not support</p> | <p>Web: Authors can specify the primary language of a Story, which Shorthand applies to the &lt;html lang&gt; attribute in previewed and published output. Authors can supply language attributes in Custom HTML, but language changes within native text blocks are not otherwise programmatically identified. Some Shorthand-generated English labels may also inherit a non-English Story language.</p> <p>Authoring Tool: The evaluated Shorthand interface declares English as its primary language, and no unmarked language changes were identified in the sampled native interface. The authoring tool supports setting the language of the complete Story, but does not currently support assigning a different language to selected text in the standard rich-text editor.</p> <p>Support Docs: Evaluated Help Centre content is written in English and does not contain passages requiring identification as a</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Conformance Level                                                                                              | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                | <p>different language.</p> <p>Electronic Docs: Export to PDF has no mechanism for representing language changes if a story contains them.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <p><b><u>3.2.3 Consistent Navigation</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.2.3 (Web)</li> <li>● 10.3.2.3 (Non-web document) – Does not apply</li> <li>● 11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>● 11.3.2.3 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | <p>Web: Supports</p> <p>Support docs: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Docs: N/A</p> | <p>Web: In evaluated multi-page Project output, repeated Project navigation is presented in the same relative order on each page. Story section navigation preserves the order configured by the author in previewed and published output.</p> <p>Authoring Tool: Repeated primary navigation controls within the evaluated Story editor workflows are presented in a consistent relative order. Context-specific controls may be added or omitted without changing the relative order of the controls that repeat.</p> <p>Support Docs: Across evaluated Help Centre home, collection and article pages, repeated header and footer navigation is presented in the same relative order. Evaluated training and marketing pages also preserve their repeated global navigation order.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Conformance Level                                                                                                  | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b><u>3.2.4 Consistent Identification</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.2.4 (Web)</li> <li>● 10.3.2.4 (Non-web document) – Does not apply</li> <li>● 11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>● 11.3.2.4 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | <p>Web: Supports</p> <p>Support docs: Supports</p> <p>Authoring Tool: Supports</p> <p>Electronic Docs: N/A</p>     | <p>Web: In evaluated Story, Project and Serial output, components that perform the same function - including skip links, linked logos, navigation links and navigation controls - use consistent visible labels and accessible names across pages. Author-defined and custom components remain the author's responsibility.</p> <p>Authoring Tool: Repeated controls performing the same function within the evaluated authoring workflows use consistent labels, icons and accessible names. Labels change where a control's function or state changes.</p> <p>Support Docs: Across evaluated Help Centre home, collection and article pages, repeated controls-including the Help Centre logo, header links and article-search field-are identified consistently.</p> |
| <p><b><u>3.3.3 Error Suggestion</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.3.3 (Web)</li> <li>● 10.3.3.3 (Non-web document)</li> <li>● 11.3.3.3 (Open Functionality Software)</li> <li>● 11.3.3.3 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>                                                                                                                                   | <p>Web: N/A</p> <p>Support docs: Support</p> <p>Authoring Tool: Partially supports</p> <p>Electronic Docs: N/A</p> | <p>Web: Published Story and Project output does not ordinarily contain native Shorthand input-validation workflows. Forms introduced through custom HTML or third-party embeds are the responsibility of the author or provider.</p> <p>Support Docs: Evaluated Help Centre search functionality accepts</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Conformance Level                                                                                    | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                      | <p>free-form input; a “no results” response is not an input error. Contact forms in the evaluated support documentation identify input errors in text and, where the correction is known, provide guidance such as the required email format or other valid input requirements.</p> <p>Authoring Tool:. In evaluated workflows, many automatically detected input errors include correction guidance, such as required formats, permitted characters, or length limits. Some validation messages identify an invalid value without consistently explaining how it can be corrected.</p> |
| <p><a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.3.4 (Web)</li> <li>● 10.3.3.4 (Non-web document)</li> <li>● 11.3.3.4 (Open Functionality Software)</li> <li>● 11.3.3.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul> | <p>Web: N/A</p> <p>Support docs: N/A</p> <p>Authoring Tool: Supports</p> <p>Electronic Docs: N/A</p> | <p>Web: Published Story and Project output does not provide native functionality that creates legal or financial commitments, submits test responses, or modifies or deletes stored user-controlled data.</p> <p>Support Docs: Evaluated support and contact functionality does not perform transactions or modify or delete stored user-controlled data to which this criterion applies.</p> <p>Authoring Tool: Evaluated workflows involving financial commitments or deletion of</p>                                                                                                 |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Conformance Level                                                                                        | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                           |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                          | <p>stored user-controlled data provide safeguards appropriate to the action. These include validation with an opportunity to correct errors, review and confirmation before completion, or the ability to reverse the action. Destructive actions such as deleting content, removing members and publishing configurations, and cancelling subscriptions require confirmation.</p> |
| <p><a href="#">3.3.8 Accessible Authentication (Minimum)</a> (Level AA 2.2 only)<br/> EN 301 549 Criteria – Does not apply<br/> Revised Section 508 – Does not apply</p>                                                                                                                                                                                                                                                                                                              | <p>Web: Supports</p>                                                                                     | <p>Web: Most published and previewed Story and Project content can be viewed without authentication. Where authentication is required for access-controlled content, the evaluated Shorthand authentication process supports browser autofill, password managers and copy-and-paste. No native cognitive-function test or puzzle is required.</p>                                  |
| <p><a href="#">4.1.3 Status Messages</a> (Level AA 2.1 and 2.2)<br/> Also applies to:<br/> EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.4.1.3 (Web)</li> <li>● 10.4.1.3 (Non-web document)</li> <li>● 11.4.1.3 (Open Functionality Software)</li> <li>● 11.4.1.3 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p> | <p>Web: N/A<br/> Support docs: N/A<br/> Authoring Tool: Partially Supports<br/> Electronic Docs: N/A</p> | <p>Authoring tool:<br/> Most status messages are announced correctly. Editor save-state messages are visual only and may not be announced by screen readers.</p>                                                                                                                                                                                                                   |

# Revised Section 508 Report

Notes:

## Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes: Section removed. The evaluated product functions are addressed by the applicable technical requirements in Chapters 5 and 6 and by the WCAG requirements incorporated by reference. Functional Performance Criteria are therefore not reported separately.

## Chapter 4: [Hardware](#)

Notes: Section removed. Not applicable. Shorthand is a web application, not a hardware product.

## Chapter 5: [Software](#)

| Criteria                                                       | Conformance Level                    | Remarks and Explanations                                                                                                                                                                                                                                                                                    |
|----------------------------------------------------------------|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 501.1 Scope – Incorporation of WCAG 2.0 AA                     | See <a href="#">WCAG 2.x</a> section | See information in WCAG 2.x section                                                                                                                                                                                                                                                                         |
| <a href="#">502 Interoperability with Assistive Technology</a> | Heading cell – no response required  | Heading cell – no response required                                                                                                                                                                                                                                                                         |
| 502.2.1 User Control of Accessibility Features                 | N/A                                  | Shorthand is not platform software and does not provide or control operating-system accessibility settings. Users control settings such as reduced motion through their operating system or browser.                                                                                                        |
| 502.2.2 No Disruption of Accessibility Features                | Supports                             | Evaluated Shorthand workflows do not disable or prevent the use of documented browser and operating-system accessibility features, including assistive technology, browser zoom and keyboard accessibility settings. Component-level limitations are reported separately under the applicable WCAG criteria |
| <b>502.3 Accessibility Services</b>                            | Heading cell – no response required  | Heading cell – no response required                                                                                                                                                                                                                                                                         |
| 502.3.1 Object Information                                     | N/A                                  | * These requirements apply to platform software and software tools provided by the platform developer. Shorthand is a browser-based application and authoring tool, not platform software.                                                                                                                  |

|                                            |                                     |                                                                                                                                                              |
|--------------------------------------------|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 502.3.2 Modification of Object Information | N/A                                 | See above *                                                                                                                                                  |
| 502.3.3 Row, Column, and Headers           | N/A                                 | See above *                                                                                                                                                  |
| 502.3.4 Values                             | N/A                                 | See above *                                                                                                                                                  |
| 502.3.5 Modification of Values             | N/A                                 | See above *                                                                                                                                                  |
| 502.3.6 Label Relationships                | N/A                                 | See above *                                                                                                                                                  |
| 502.3.7 Hierarchical Relationships         | N/A                                 | See above *                                                                                                                                                  |
| 502.3.8 Text                               | N/A                                 | See above *                                                                                                                                                  |
| 502.3.9 Modification of Text               | N/A                                 | See above *                                                                                                                                                  |
| 502.3.10 List of Actions                   | N/A                                 | See above *                                                                                                                                                  |
| 502.3.11 Actions on Objects                | N/A                                 | See above *                                                                                                                                                  |
| 502.3.12 Focus Cursor                      | N/A                                 | See above *                                                                                                                                                  |
| 502.3.13 Modification of Focus Cursor      | N/A                                 | See above *                                                                                                                                                  |
| 502.3.14 Event Notification                | N/A                                 | See above *                                                                                                                                                  |
| 502.4 Platform Accessibility Features      | N/A                                 | Shorthand is not a platform or platform software and does not provide operating-system or browser platform accessibility services.                           |
| <a href="#">503 Applications</a>           | Heading cell – no response required | Heading cell – no response required                                                                                                                          |
| 503.2 User Preferences                     | N/A                                 | Section 503.2 expressly exempts web applications designed to be isolated from the underlying platform software. Shorthand is a browser-based web application |
| 503.3 Alternative User Interfaces          | N/A                                 | Shorthand does not provide an alternative user interface that functions as assistive technology. It supports the use of assistive                            |

|                                                                                     |                                      |                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------------------------------------------------------------------|--------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                     |                                      | technology through the browser and operating system.                                                                                                                                                                                                                                                                                             |
| <b>503.4 User Controls for Captions and Audio Description</b>                       | Heading cell – no response required  | Heading cell – no response required                                                                                                                                                                                                                                                                                                              |
| 503.4.1 Caption Controls                                                            | Supports                             | Caption controls are available where they are provided by supported embedded media players. Native caption upload and playback controls for foreground video are available across all supported video configurations. Background videos are intended to be decorative only. Third-party player controls depend on the embedded content provider. |
| 503.4.2 Audio Description Controls                                                  | Supports                             | Shorthand supports associating audio-description media with foreground video in evaluated workflows. Background videos are intended for decoration-only use.                                                                                                                                                                                     |
| <b><u>504 Authoring Tools</u></b>                                                   | Heading cell – no response required  | Heading cell – no response required                                                                                                                                                                                                                                                                                                              |
| 504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)   | See <a href="#">WCAG 2.x</a> section | See information in WCAG 2.x section                                                                                                                                                                                                                                                                                                              |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | Partially Supports                   | Shorthand preserves supported accessibility information - including alternative text, semantic structure, transcript links, captions and audio-description associations in preview and generated published web output where supported by HTML. Preservation in exported PDF output is yet to be developed.                                       |
| 504.2.2 PDF Export                                                                  | Does Not Support                     | Shorthand currently exports PDF documents, but the ability to produce PDF/UA-1 conforming output is not yet implemented. Accessibility improvements to generated PDF output are yet to be developed.                                                                                                                                             |
| 504.3 Prompts                                                                       | Partially Supports                   | Shorthand provides labelled accessibility fields and contextual guidance in some authoring workflows, including fields for alternative text and supported media alternatives. An accessibility checklist guide is also provided to customers. An                                                                                                 |

|                 |                    |                                                                                                                                                                                                                                                                                                                                                             |
|-----------------|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                 |                    | accessibility pre-flight checker is currently in the early stages of development.                                                                                                                                                                                                                                                                           |
| 504.4 Templates | Partially Supports | Shorthand provides templates and native section types capable of producing accessible published web content when authors use the available accessibility settings and provide accessible source content. Not every template, configuration and content variation has been fully evaluated, and final conformance depends partly on author-provided content. |

## Chapter 6: [Support Documentation and Services](#)

Notes:

| Criteria                                                         | Conformance Level                    | Remarks and Explanations                                                                                                                                                             |
|------------------------------------------------------------------|--------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>601.1 Scope</b>                                               | Heading cell – no response required  | Heading cell – no response required                                                                                                                                                  |
| <b><a href="#">602 Support Documentation</a></b>                 | Heading cell – no response required  | Heading cell – no response required                                                                                                                                                  |
| 602.2 Accessibility and Compatibility Features                   | Supports                             | Shorthand's Help Centre and support documentation explains key accessibility and compatibility features, including alternative text, keyboard navigation and reduced-motion support. |
| 602.3 Electronic Support Documentation                           | See <a href="#">WCAG 2.x</a> section | See information in WCAG 2.x section                                                                                                                                                  |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | N/A                                  | Shorthand provides its product support documentation electronically and does not provide documentation exclusively in a non-electronic format.                                       |
| <b><a href="#">603 Support Services</a></b>                      | Heading cell – no response required  | Heading cell – no response required                                                                                                                                                  |
| 603.2 Information on Accessibility and Compatibility Features    | Supports                             | Customers can request accessibility information through Shorthand's support channels, including email and the in-app messenger. Accessibility information is available               |

| Criteria                                   | Conformance Level | Remarks and Explanations                                   |
|--------------------------------------------|-------------------|------------------------------------------------------------|
|                                            |                   | to support personnel through the Help Centre.              |
| 603.3 Accommodation of Communication Needs | Supports          | Technical support may be provided over email and telephone |

## EN 301 549 Report

Notes:

### Clause [4: Functional Performance Statements \(FPS\)](#)

Notes:

Section removed. Not applicable. The product does not rely on equivalent functionality, and all aspects are addressed by the technical standards.

### Clause [5: Generic Requirements](#)

| Criteria                                          | Conformance Level                   | Remarks and Explanations                                                                               |
|---------------------------------------------------|-------------------------------------|--------------------------------------------------------------------------------------------------------|
| <b>5.1 Closed functionality</b>                   | Heading cell – no response required | Heading cell – no response required                                                                    |
| <b>5.1.2 General</b>                              | Heading cell – no response required | Heading cell – no response required                                                                    |
| <b>5.1.2.1 Closed functionality</b>               | See 5.2 through 13                  | See information in 5.2 through 13                                                                      |
| <b>5.1.2.2 Assistive technology</b>               | See 5.1.3 through 5.1.6             | See information in 5.1.3 through 5.1.6                                                                 |
| <b>5.1.3 Non-visual access</b>                    | Heading cell – no response required | Heading cell – no response required                                                                    |
| 5.1.3.1 Audio output of visual information        | N/A                                 | Shorthand does not provide functionality that is closed to browser or platform assistive technologies. |
| 5.1.3.2 Auditory output delivery including speech | N/A                                 | Shorthand does not provide functionality that is closed to browser or platform assistive technologies. |

|                                              |     |                                                                                                        |
|----------------------------------------------|-----|--------------------------------------------------------------------------------------------------------|
| 5.1.3.3 Auditory output correlation          | N/A | Shorthand does not provide functionality that is closed to browser or platform assistive technologies. |
| 5.1.3.4 Speech output user control           | N/A | Shorthand does not provide functionality that is closed to browser or platform assistive technologies. |
| 5.1.3.5 Speech output automatic interruption | N/A | Shorthand does not provide functionality that is closed to browser or platform assistive technologies. |
| 5.1.3.6 Speech output for non-text content   | N/A | Shorthand does not provide functionality that is closed to browser or platform assistive technologies. |
| 5.1.3.7 Speech output for video information  | N/A | Shorthand does not provide functionality that is closed to browser or platform assistive technologies. |
| 5.1.3.8 Masked entry                         | N/A | Shorthand does not provide functionality that is closed to browser or platform assistive technologies. |
| 5.1.3.9 Private access to personal data      | N/A | Shorthand does not provide functionality that is closed to browser or platform assistive technologies. |
| 5.1.3.10 Non-interfering audio output        | N/A | Shorthand does not provide functionality that is closed to browser or platform assistive technologies. |
| 5.1.3.11 Private listening volume            | N/A | Shorthand does not provide functionality that is closed to browser or platform assistive technologies. |
| 5.1.3.12 Speaker volume                      | N/A | Shorthand does not provide functionality that is closed to browser or platform assistive technologies. |
| 5.1.3.13 Volume reset                        | N/A | Shorthand does not provide functionality that is closed to browser or platform assistive technologies. |

|                                                       |                                     |                                                                                                                                                                                                                                                                                                                                                    |
|-------------------------------------------------------|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5.1.3.14 Spoken languages                             | N/A                                 | Shorthand does not provide functionality that is closed to browser or platform assistive technologies.                                                                                                                                                                                                                                             |
| 5.1.3.15 Non-visual error identification              | N/A                                 | Shorthand does not provide functionality that is closed to browser or platform assistive technologies.                                                                                                                                                                                                                                             |
| 5.1.3.16 Receipts, tickets, and transactional outputs | N/A                                 | Shorthand does not provide functionality that is closed to browser or platform assistive technologies.                                                                                                                                                                                                                                             |
| 5.1.4 Functionality closed to text enlargement        | N/A                                 | Shorthand does not provide functionality that is closed to browser or platform assistive technologies.                                                                                                                                                                                                                                             |
| 5.1.5 Visual output for auditory information          | N/A                                 | Shorthand does not provide functionality that is closed to browser or platform assistive technologies.                                                                                                                                                                                                                                             |
| <b>5.1.6 Operation without keyboard interface</b>     | Heading cell – no response required | Heading cell – no response required                                                                                                                                                                                                                                                                                                                |
| <b>5.1.6.1 Closed functionality</b>                   | See 5.1.3.1 through 5.1.3.16        | See information in 5.1.3.1 through 5.1.3.16                                                                                                                                                                                                                                                                                                        |
| 5.1.6.2 Input focus                                   | N/A                                 | Shorthand does not provide functionality that is closed to browser or platform assistive technologies.                                                                                                                                                                                                                                             |
| 5.1.7 Access without speech                           | N/A                                 | Shorthand does not provide functionality that is closed to browser or platform assistive technologies.                                                                                                                                                                                                                                             |
| 5.2 Activation of accessibility features              | Supports                            | Evaluated Shorthand accessibility features can be located and activated through labelled interface controls without relying on the sensory or motor ability that the feature is intended to support. This includes controls for pausing background video and configuring alternative text, captions, transcript links and audio-description media. |

|                                                                 |                                     |                                                                                                                                       |
|-----------------------------------------------------------------|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| 5.3 Biometrics                                                  | N/A                                 | Shorthand does not itself require biometric identification or control.                                                                |
| 5.4 Preservation of accessibility information during conversion | Partially Supports                  | Accessibility information is preserved in generated web output, but preservation in exported PDFs is still being developed/evaluated. |
| <b>5.5 Operable parts</b>                                       | Heading cell – no response required | Heading cell – no response required                                                                                                   |
| 5.5.1 Means of operation                                        | N/A                                 | Concerns physical controls requiring grasping, pinching or twisting.                                                                  |
| 5.5.2 Operable parts discernibility                             | N/A                                 | Concerns physical controls requiring grasping, pinching or twisting.                                                                  |
| <b>5.6 Locking or toggle controls</b>                           | Heading cell – no response required | Heading cell – no response required                                                                                                   |
| 5.6.1 Tactile or auditory status                                | N/A                                 | Concerns physical locking/toggle controls. Software control states are covered elsewhere.                                             |
| 5.6.2 Visual status                                             | N/A                                 | Concerns physical locking/toggle controls. Software control states are covered elsewhere.                                             |
| 5.7 Key repeat                                                  | N/A                                 | Shorthand does not supply or control keyboard key-repeat behaviour.                                                                   |
| 5.8 Double-strike key acceptance                                | N/A                                 | This behaviour belongs to the keyboard and operating system.                                                                          |
| 5.9 Simultaneous user actions                                   | Supports                            | Shorthand does not require simultaneous actions; optional multi-key shortcuts are not the only way to perform their functions.        |

**Clause [6: ICT with Two-Way Voice Communication](#)**

**Clause [6: ICT with Two-Way Voice Communication](#)**

Notes: Section removed. Not applicable as Shorthand is not a voice communication platform or device.

## Clause [7: ICT with Video Capabilities](#)

Notes:

| Criteria                                 | Conformance Level                   | Remarks and Explanations                                                                                                                                                                                                                                                                         |
|------------------------------------------|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>7.1 Caption processing technology</b> | Heading cell – no response required | Heading cell – no response required                                                                                                                                                                                                                                                              |
| 7.1.1 Captioning playback                | Supports                            | Native foreground video supports uploaded caption tracks. Authors can upload .vtt or .srt caption files, provide a track label and language, and captions are preserved in preview and published output. Viewers can turn available captions on or off using the video player.                   |
| 7.1.2 Captioning synchronization         | Supports                            | Captions remain synchronised after pausing, seeking, changing orientation, entering fullscreen or switching video variants. Captions do not drift away from audio.                                                                                                                               |
| 7.1.3 Preservation of captioning         | Supports                            | Caption text, timing, language and label information are preserved through authoring, preview and publishing. SRT files are converted to WebVTT.                                                                                                                                                 |
| 7.1.4 Captions characteristics           | Partially supports                  | Captions are displayed with readable foreground and background styling. During normal playback, viewers cannot customize caption font, size, colours, background opacity or text outline. Browser caption preferences may be available when native caption rendering is used in fullscreen mode. |

| Criteria                                | Conformance Level  | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                          |
|-----------------------------------------|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7.1.5 Spoken subtitles                  | Partially Supports | Authors can provide a synchronized alternative video containing pre-recorded spoken subtitles using the audio-description video field. Viewers can select and play that version in published output. Shorthand does not generate spoken subtitles from uploaded caption tracks, and spoken subtitles are not currently identified as a separate authoring option. |
| 7.2.1 Audio description playback        | Supports           | Authors can supply an audio-described version of a native foreground video. When available, the published player provides an accessible control for switching between the standard and audio-described versions, with the selected version played through the default audio channel.                                                                              |
| 7.2.2 Audio description synchronization | Supports           | The audio-described version is supplied and played as a complete alternative video, preserving synchronization between its visual content, primary audio and audio description as it requires a separate video upload.                                                                                                                                            |
| 7.2.3 Preservation of audio description | Supports           | The audio-described video and its associated caption track are preserved through authoring, preview and published output, including landscape and portrait video variants.                                                                                                                                                                                        |

| Criteria                                             | Conformance Level  | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------------------------------------------|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7.3 User controls for captions and audio description | Partially supports | Caption and audio-description controls are keyboard-operable and available from the video options menu. However, they require opening that menu, while primary controls such as play, volume and timeline are directly available on the player. For Story content primarily displaying video, these controls are therefore not always provided at the same level of interaction as the primary media controls. |

## Clause [8: Hardware](#)

Notes: Section removed. Not applicable. Shorthand is a web application, not a hardware product.

## Clause [9: Web](#) (see [WCAG 2.x section](#))

See the WCAG 2.x tables for conformance results corresponding to EN 301 549 Clause 9. Results are reported separately for native Shorthand interfaces, generated web output and applicable support documentation.

## Clause [10: Non-Web Documents](#)

Notes:

| Criteria                          | Conformance Level                   | Remarks and Explanations                                                                                                                         |
|-----------------------------------|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>10.0 General (informative)</b> | Heading cell – no response required | Heading cell – no response required                                                                                                              |
| 10.1.1.1 through 10.4.1.3         | See WCAG 2.x section                | See information in WCAG 2.x section                                                                                                              |
| 10.5 Caption positioning          | N/A                                 | Not Applicable. Generated PDF output does not contain synchronized media or displayed timed captions. Video is represented using static content. |

|                               |     |                                                                                                |
|-------------------------------|-----|------------------------------------------------------------------------------------------------|
| 10.6 Audio description timing | N/A | Generated PDF output does not contain synchronized media playback or audio-description tracks. |
|-------------------------------|-----|------------------------------------------------------------------------------------------------|

## Clause [11: Software](#)

| Criteria                                                                                    | Conformance Level                                      | Remarks and Explanations                      |
|---------------------------------------------------------------------------------------------|--------------------------------------------------------|-----------------------------------------------|
| <b>11.0 General (informative)</b>                                                           | Heading cell – no response required                    | Heading cell – no response required           |
| 11.1.1.1 through 11.4.1.3                                                                   | See WCAG 2.x section                                   | See information in WCAG 2.x section           |
| <b>11.5 Interoperability with assistive technology</b>                                      | Heading cell – no response required                    | Heading cell – no response required           |
| <b>11.5.1 Closed functionality</b>                                                          | Heading cell – no response required                    | Heading cell – no response required           |
| <b>11.5.2 Accessibility services</b>                                                        | Heading cell – no response required                    | Heading cell – no response required           |
| 11.5.2.1 Platform accessibility service support for software that provides a user interface | See 11.5.2.5 through 11.5.2.17                         | See information in 11.5.2.5 through 11.5.2.17 |
| 11.5.2.2 Platform accessibility service support for assistive technologies                  | See 11.5.2.5 through 11.5.2.17                         | See information in 11.5.2.5 through 11.5.2.17 |
| 11.5.2.3 Use of accessibility services                                                      | See information in 11.5.2.5 through 11.5.2.17          | See information in 11.5.2.5 through 11.5.2.17 |
| 11.5.2.4 Assistive technology                                                               | Not Applicable. Shorthand is not assistive technology. |                                               |
| 11.5.2.5 Object information                                                                 | Not Applicable. Shorthand is not assistive technology. |                                               |

|                                                          |                                                        |                                     |
|----------------------------------------------------------|--------------------------------------------------------|-------------------------------------|
| 11.5.2.6 Row, column, and headers                        | Not Applicable. Shorthand is not assistive technology. |                                     |
| 11.5.2.7 Values                                          | Not Applicable. Shorthand is not assistive technology. |                                     |
| 11.5.2.8 Label relationships                             | Not Applicable. Shorthand is not assistive technology. |                                     |
| 11.5.2.9 Parent-child relationships                      | Not Applicable. Shorthand is not assistive technology. |                                     |
| 11.5.2.10 Text                                           | Not Applicable. Shorthand is not assistive technology. |                                     |
| 11.5.2.11 List of available actions                      | Not Applicable. Shorthand is not assistive technology. |                                     |
| 11.5.2.12 Execution of available actions                 | Not Applicable. Shorthand is not assistive technology. |                                     |
| 11.5.2.13 Tracking of focus and selection attributes     | Not Applicable. Shorthand is not assistive technology. |                                     |
| 11.5.2.14 Modification of focus and selection attributes | Not Applicable. Shorthand is not assistive technology. |                                     |
| 11.5.2.15 Change notification                            | Not Applicable. Shorthand is not assistive technology. |                                     |
| 11.5.2.16 Modifications of states and properties         | Not Applicable. Shorthand is not assistive technology. |                                     |
| 11.5.2.17 Modifications of values and text               | Not Applicable. Shorthand is not assistive technology. |                                     |
| <b>11.6 Documented accessibility usage</b>               | Heading cell – no response required                    | Heading cell – no response required |

|                                                                     |                                                                      |                                                                                                                                                                                                                                      |
|---------------------------------------------------------------------|----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 11.6.1 User control of accessibility features                       | Not Applicable under the web-only software scope                     |                                                                                                                                                                                                                                      |
| 11.6.2 No disruption of accessibility features                      | Not Applicable under the web-only software scope                     |                                                                                                                                                                                                                                      |
| 11.7 User preferences                                               | Not Applicable under the web-only software scope                     |                                                                                                                                                                                                                                      |
| <b>11.8 Authoring tools</b>                                         | Heading cell – no response required                                  | Heading cell – no response required                                                                                                                                                                                                  |
| <b>11.8.1 Content technology</b>                                    | Heading cell – no response required                                  | Heading cell – no response required                                                                                                                                                                                                  |
| 11.8.2 Accessible content creation                                  | See WCAG 2.x section (If not authoring tool, enter “Not Applicable”) | See information in WCAG 2.x section                                                                                                                                                                                                  |
| 11.8.3 Preservation of accessibility information in transformations | Supports                                                             | Accessibility information is generally preserved into previewed and published web output.                                                                                                                                            |
| 11.8.4 Repair assistance                                            | Partially supports                                                   | The SEO analysis panel identifies certain accessibility-related issues and provides guidance to help authors address them. A more comprehensive accessibility checking and repair-assistance experience is currently in development. |
| 11.8.5 Templates                                                    | Supports                                                             | Shorthand section templates are designed to support the creation of WCAG 2.1 Level AA web content. Authors must provide content-dependent accessibility information, including appropriate                                           |

|  |  |                                                                               |
|--|--|-------------------------------------------------------------------------------|
|  |  | alternative text, captions, audio descriptions, link text and colour choices. |
|--|--|-------------------------------------------------------------------------------|

## Clause [12: Documentation and Support Services](#)

Notes:

| Criteria                                                       | Conformance Level                    | Remarks and Explanations             |
|----------------------------------------------------------------|--------------------------------------|--------------------------------------|
| <b>12.1 Product documentation</b>                              | Heading cell – no response required  | Heading cell – no response required  |
| 12.1.1 Accessibility and compatibility features                | Supports                             | See <a href="#">WCAG 2.x</a> section |
| 12.1.2 Accessible documentation                                | See <a href="#">WCAG 2.x</a> section | See information in WCAG 2.x section  |
| <b>12.2 Support Services</b>                                   | Heading cell – no response required  | Heading cell – no response required  |
| 12.2.2 Information on accessibility and compatibility features | Supports                             | See <a href="#">WCAG 2.x</a> section |
| 12.2.3 Effective communication                                 | Supports                             | See <a href="#">WCAG 2.x</a> section |
| 12.2.4 Accessible documentation                                | See <a href="#">WCAG 2.x</a> section | See information in WCAG 2.x section  |

## Clause [13: ICT Providing Relay or Emergency Service Access](#)

Notes: Section removed as Shorthand is not a relay or emergency service.

## Legal Disclaimer (Shorthand)

***This Accessibility Conformance Report describes the accessibility of the Shorthand product and version identified above, based on the evaluation scope, methods and testing environments stated in this report as of the report date. Results reflect the product behaviour and known limitations identified through that evaluation.***

***Shorthand is a continuously delivered service, and its features and accessibility may change following publication. Accessibility of customer-created content may also depend on author choices, uploaded media, custom code, third-party integrations and publishing***

***configurations. This report does not represent that every possible workflow, configuration or item of customer-created content was tested.***

***This report is provided for informational and procurement-assessment purposes and does not create a warranty or contractual commitment unless expressly incorporated into a written agreement with Shorthand.***