Encyclopaedia Britannica, Inc. ®
Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Britannica Escolar™ (escolar.eb.com) (January 2026 version)

Report Date: December 2025

Product Description: Britannica Escolar is a web-based Spanish language encyclopedia collection that includes articles complemented by rich multimedia, primary source materials, journals and periodicals, and research tools.

Contact Information: For questions and to request accessible versions, please contact Britannica's Customer Support team by email at **edsupport@eb.com** or phone at 1-800-621-3900, ext. 7160. The Customer Support team is available Monday-Friday from 9 a.m. to 5 p.m. CT.

Notes:

- **Prior VPATs**: This Report supersedes any and all earlier versions of the Britannica Escolar VPAT.

- **Content Conformance**: The Product is committed to adhering to the Web Content Accessibility Guidelines (WCAG) 2.2 Level AA for internally developed content and user interfaces, however:

  - Preexisting Electronic Documents: The Product includes "**legacy content**" in the form of conventional electronic documents (downloadable PDFs) and other materials (videos, images) published prior to June 2025 for reference and research purposes, which may not fully comply with the WCAG 2.2AA success criterion. Ongoing monitoring and remediation efforts are in place to address identified non-conforming legacy content where feasible. If you encounter legacy content that is not fully accessible or have any difficulty accessing legacy content, please contact us. Where possible, we will work to provide such information in an accessible format.

- o <u>Third-Party Content</u>: The Product includes content from third-party providers (downloadable PDFs (including legacy content)). Third-party content is not developed or controlled by us. While we encourage our third-party vendors to provide accessible content, we cannot guarantee that third-party content that may be included in the Product will meet every WCAG 2.2AA success criterion. If you encounter third-party content that are not fully accessible or have any difficulty accessing content, please contact us. Where possible, we will work to provide such information in an accessible format.

Evaluation Methods Used: A comprehensive accessibility evaluation was performed on this product for conformance with WCAG 2.1AA and Section 508 (June 2025). Automated testing with Deque Axe DevTools was used to identify common, high-impact issues, followed by manual accessibility testing, including the use of screen readers like NVDA on Windows and VoiceOver on macOS and iOS, as well as thorough keyboard-only navigation testing. Additionally, we reviewed color contrast using WebAIM's Color Contrast Checker and manually inspected the code to verify proper semantic structure, heading levels, and ARIA usage. Ongoing WCAG 2.2AA internal manual and automated (Axe) testing. Britannica WCAG 2.2AA internal testing (August-September 2025).

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (**Yes**) Level AA (**Yes**) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (**Yes**) Level AA (**Yes**) Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (**Yes**) Level AA (**Yes**) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(**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 2.2 Report

Tables 1 and 2 also document conformance with:

- Revised Section 508:
  - Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
  - Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.2 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Content: Partially Supports	Web: The product provides text alternatives for all meaningful non-text content, ensuring programmatic access for assistive technologies. This is achieved using appropriate alt text for images, ARIA attributes where applicable, and descriptive text equivalents integrated into the content. New content development and recent updates adhere to this standard. Content: Legacy content published prior to June 2025 may not consistently provide complete or sufficient text alternatives. Ongoing monitoring and remediation efforts are in place to address identified non-conforming legacy content where feasible. Accessible versions of legacy content may be available upon request.

Criteria	Conformance Level	Remarks and Explanations

1.2.1 Audio-only and Video-only (Prerecorded) (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Web: Supports	Web: Videos include text transcripts that are displayed below the video.

1.2.2 Captions (Prerecorded) (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Web: Supports	Web: Videos have captions and transcripts.

1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Web: Supports	Web: Videos have audio description (AD) tracks when voice narration is insufficient. Transcripts are provided for all videos.

1.3.1 Info and Relationships (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Web: Supports	Web: Assistive technologies can programmatically determine the information, structure, and relationships conveyed through presentation. Titles, tab lists, and ARIA landmarks are used to help convey presentation. Links and images are unique and contextual making it possible for users to navigate options.

1.3.2 Meaningful Sequence (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Web: Supports	Web: The content is created to be understood by assistive technologies and to be presented in different ways. Headings and ARIA landmarks are used to help convey relationships between content. Pages are organized logically and can be read without style sheets.

1.3.3 Sensory Characteristics (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
	Web: Supports	Web: Concepts suggested through shape, size, visual location, orientation, or sound are also communicated through language. Textual equivalents may be visible or hidden (alt text, titles, ARIA alerts, etc.).

Criteria	Conformance Level	Remarks and Explanations
● 602.3 (Support Docs)		
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports	Web: Information conveyed through font styling or color is also communicated through language. Meaning conveyed through color is also suggested through shape, size, visual location, orientation, sound or language.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports	Web: Audio and video do not autoplay and can be controlled with player controls.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports	Web: All pages, content, navigation, menus, and functions are accessible by keyboard and assistive technologies.
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports	Web: No keyboard traps.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply	Web: Supports	Web: There is no content to which this success Criterion applies.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports	Web: Page elements are not time sensitive. Video and audio have controls.

Criteria	Conformance Level	Remarks and Explanations

2.2.2 Pause, Stop, Hide (Level A)
Also applies to:
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Web: Supports	Web: The product does not contain any moving, blinking, scrolling, or auto-updating information. All Britannica videos have controls to allow pausing and none automatically start playing. Videos have play/stop/pause controls and speed controls supporting 0.75x – 1.5x.

2.3.1 Three Flashes or Below Threshold (Level A)
Also applies to:
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Web: Supports	Web: No flashes approach this threshold.

2.4.1 Bypass Blocks (Level A)
Also applies to:
Revised Section 508
   ● 501 (Web)(Software) – Does not apply to non-web software
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs) – Does not apply to non-web docs
	Web: Supports	Web: Content pages present a table of contents to skip to relevant areas. The product does have a mechanism to skip over navigational elements.

2.4.2 Page Titled (Level A)
Also applies to:
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Web: Supports	Web: Web pages have titles that describe topic or purpose.

2.4.3 Focus Order (Level A)
Also applies to:
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Web: Supports	Web: Product components receive focus in a logical and meaningful sequence when navigated with a keyboard. This order generally follows the visual layout of the page (e.g., left-to-right, top-to-bottom), allowing users of assistive technologies like screen readers and those who use the Tab key to understand the flow of the content and operate all functions. The product ensures a predictable and efficient user experience, meeting the accessibility requirements without significant issues.

2.4.4 Link Purpose (In Context) (Level A) Also applies to:	Web: Supports	Web: Throughout the product, links are provided with sufficient context to enable users to understand their

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		purpose without needing to rely on surrounding content. Link text is descriptive, or if not, the link is placed within a paragraph, list item, or table cell that clearly explains its function. Where non-descriptive links are used (e.g., "click here"), the product ensures that a programmatic cue is provided to make the link's purpose clear to assistive technology users.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply	Web: Supports	Web: There is no content to which this success Criterion applies.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply	Web: Supports	Web: There is no content to which this success Criterion applies.
2.5.3 Label in Name (Level A 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply	Web: Supports	Web: Visible and accessible labels match and any controls that use icons or symbols are given consistent accessible labels.
2.5.4 Motion Actuation (Level A 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply	Web: Supports	Web: There is no content to which this success Criterion applies.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Language of content is notified at the start of page.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: There is no change of context when an element receives focus. There are visible focus states that use a combination of color and border effect to highlight the focused elements.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: All user input happens with buttons, links, and menus, and none initiate change of context.

Criteria	Conformance Level	Remarks and Explanations
● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
3.2.6 Consistent Help (Level A 2.2 only) Revised Section 508 – Does not apply	Web: Supports	Web: Help mechanisms are presented consistently across pages where they are available.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports	Web: Input fields are properly labeled using text and error messages provide context. Browsers provide system and network error messaging.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports	Web: Labels or instructions are provided when user input is needed for buttons, links, drag and drop, and menus.
3.3.7 Redundant Entry (Level A 2.2 only) Revised Section 508 – Does not apply	Web: Supports	Web: Re-entry of information previously provided is avoided unless essential.
4.1.1 Parsing (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) - Does not apply Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports	Web: For content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports	Web: The Product supports programmatic determination of name, role, and value for most user interface components, allowing assistive technologies to accurately interpret and interact with elements. Standard HTML elements (e.g., buttons, links, form fields) are implemented to convey their correct semantic roles and states.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Applicable	Web: Not Applicable
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Audio Descriptions (AD) exist as a separate audio track on all videos where narration is insufficient.
1.3.4 Orientation (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply	Web: Supports	Web: Content does not restrict its view and operation to a single display orientation, such as portrait or landscape.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply	Web: Supports	Web: The input field serves a purpose identified in the Input Purposes for User Interface Components section; and the content is implemented using technologies with support for identifying the expected meaning for form input data.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The visual presentation of text and images of text has a contrast ratio of at least 4.5:1 and Large-Scale text and images of large-scale text have a contrast ratio of at least 3:1.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Icons and text resize with browser (and other technology) scaling/zooming options up to 200%.

Criteria	Conformance Level	Remarks and Explanations

1.4.5 Images of Text (Level AA)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Web: Supports	Web: Images of text are not used for any page elements. Acceptable exceptions are: the product logotype, which has alt text; and certain infographic images that contain significant other visual content.

1.4.10 Reflow (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply	Web: Supports	Web: Pages can be presented at 320x256 resolution or viewport width of 1280 CSS pixels wide at 400% zoom without loss of information or functionality.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply	Web: Supports	Web: Graphical objects and user interface elements meet or exceed minimum 3:1 contrast when the High Contrast UI feature option is enabled. This feature option overrides all custom styling, ensuring a compliant experience for all users.
1.4.12 Text Spacing (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply	Web: Supports	Web: Users can change text spacing without loss of content or functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply	Web: Supports	Web: Content is dismissible via the escape key and persistent while hovered.

2.4.5 Multiple Ways (Level AA)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software) – Does not apply to non-web software
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs) – Does not apply to non-web docs
	Web: Supports	Web: Headings, ARIA landmarks (such as navigation landmarks) and unique link and button names help users navigate pages quickly. Pages have consistent navigation areas.

2.4.6 Headings and Labels (Level AA)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Web: Supports	Web: Pages have descriptive headings and labels. Labels are unique and contextual.

2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508	Web: Supports	Web: Each page has a logical tab order, visible tab stops and keyboard navigation. Focus style is amplified beyond browser defaults.

Criteria	Conformance Level	Remarks and Explanations
● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) Revised Section 508 – Does not apply	Web: Supports	Web: Focus indicators are not entirely hidden by other content.
2.5.7 Dragging Movements (Level AA 2.2 only) Revised Section 508 – Does not apply	Web: Supports	Web: Functionality that uses a dragging movement for operation can be achieved by a single pointer without dragging, unless dragging is essential.
2.5.8 Target Size (Minimum) (Level AA 2.2 only) Revised Section 508 – Does not apply	Web: Supports	Web: The size of the target for pointer inputs is at least 24 by 24 CSS pixels except as covered by the Spacing, Equivalent, Inline or Essential exceptions to this Criteria.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports	Web: Text is readable by screen reader and other technologies and can be programmatically determined.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: Navigation models are consistent across tools and use headings and ARIA navigation landmarks to orient users.
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: Components that have the same functionality within a set of Web pages are identified consistently. Icons use an icon grammar to facilitate learning. The same icon is used for the same action across all tools.
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports	Web: Error messages are provided for a specific input, button, or form with contextual information. Browsers provide system and network error messaging.

Criteria	Conformance Level	Remarks and Explanations

3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Web: Not Applicable	Web: Not Applicable

3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) Revised Section 508 – Does not apply	Web: Supports	Web: A cognitive function test is not required during the authentication process.
4.1.3 Status Messages (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 – Does not apply	Web: Supports	Web: The product provides programmatic access to status messages, ensuring that important information such as form submission feedback, success/error notifications, progress updates, and dynamic content changes are conveyed to users without requiring the user to move focus.

Table 3: Success Criteria, Level AAA

Notes: Table deleted because this Product is not being evaluated for Level AAA of the Criteria.

Revised Section 508 Report

Notes:

Chapter 3: **Functional Performance Criteria** (FPC)

Notes: Table deleted because this Product is not being evaluated for Level AAA of the Criteria.

Chapter 4: **Hardware**

Notes: Table deleted because not applicable to this Product.

Chapter 5: **Software**

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.1 AA	See WCAG 2.1 section	See information in WCAG 2.1 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Web: Supports	Accessibility features native to the Browser or Operating System can be used with the product. When major version changes happen, Britannica tests with OS and browser accessibility features.
502.2.2 No Disruption of Accessibility Features	Web: Supports	The product does not disrupt any Browser or OS accessibility features.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	Not a platform or software tool
502.3.2 Modification of Object Information	Not Applicable	Not a platform or software tool
502.3.3 Row, Column, and Headers	Not Applicable	Not a platform or software tool
502.3.4 Values	Not Applicable	Not a platform or software tool
502.3.5 Modification of Values	Not Applicable	Not a platform or software tool
502.3.6 Label Relationships	Not Applicable	Not a platform or software tool
502.3.7 Hierarchical Relationships	Not Applicable	Not a platform or software tool
502.3.8 Text	Not Applicable	Not a platform or software tool
502.3.9 Modification of Text	Not Applicable	Not a platform or software tool
502.3.10 List of Actions	Not Applicable	Not a platform or software tool
502.3.11 Actions on Objects	Not Applicable	Not a platform or software tool
502.3.12 Focus Cursor	Not Applicable	Not a platform or software tool
502.3.13 Modification of Focus Cursor	Not Applicable	Not a platform or software tool
502.3.14 Event Notification	Not Applicable	Not a platform or software tool
502.4 Platform Accessibility Features	Not Applicable	Not a platform or software tool
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	This product being a web application is not required to conform to 503.2.
503.3 Alternative User Interfaces	Web: Supports	No alternative user interface is provided but as a web application accessibility features native to the Browser or Operating System can be used with the product.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
503.4.1 Caption Controls	Web: Supports	All video media provide captions and caption controls.
503.4.2 Audio Description Controls	Web: Supports	All video media provide audio description (AD) controls and a separate AD audio track.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.1 section	See information in WCAG 2.1 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	The product is not an authoring tool.
504.2.2 PDF Export	Not Applicable	The product is not an authoring tool.
504.3 Prompts	Not Applicable	The product is not an authoring tool.
504.4 Templates	Not Applicable	The product is not an authoring tool.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Web: Supports	Britannica accessibility policy and details can be found at https://escolar.eb.com/levels/secundaria/help#access-website
602.3 Electronic Support Documentation	See WCAG 2.1 section Web: Supports	See information in WCAG 2.1 section Britannica digital product support is provided electronically at edsupport@eb.com.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	Support documentation is provided electronically.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Web: Supports	Britannica accessibility policy and details can be found at https://escolar.eb.com/levels/secundaria/help#access-website

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	Web: Supports	Britannica digital product support is provided electronically at https://britannicaeducation.com/support/access-and-integration/ and with communication needs as required.

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