HeinOnline Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: HeinOnline

Report Date: September 10, 2026

Product Description: Online Legal Research Database

Contact Information: support@heinonline.com

Notes: This VPAT® supersedes all previous versions.

Evaluation Methods Used: HeinOnline was evaluated using a combination of automated and manual accessibility testing techniques. Automated testing using the Siteimprove Accessibility Checker was used to help identify potential accessibility issues within page structure and code. Manual testing included keyboard-only navigation to verify that interactive elements and site functionality are operable without the use of a mouse. Screen reader testing was performed using JAWS 2026 to assess accessibility of page structure, headings, links, form controls, and other interactive components for users who rely on assistive technologies. Color contrast was evaluated using a color contrast analysis tool to ensure that text and user interface elements meet the contrast requirements defined by WCAG 2.2 Level A and AA. Testing was performed using Google Chrome version 146 on Windows 11.

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Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	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 2.0 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 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 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	Web: Non-text content has text alternatives.
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: Not Applicable	Web: The web interface does not include any prerecorded audio-only or video-only content.
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: Not Applicable	Web: The HeinOnline interface does not have any synchronized media presentations. Support videos are available on YouTube, which provides auto-generated captions.
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: Not Applicable	Web: The HeinOnline interface does not have any synchronized media presentations. Support videos are available on YouTube, which provides auto-generated captions.
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: Partially Supports	Web: Most pages use semantic HTML structure including headings, lists, and labeled form controls to convey relationships between content elements. Screen reader testing confirms that most structural relationships are programmatically determinable.

Criteria	Conformance Level	Remarks and Explanations
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: Page content is generally structured so that the programmatically determined reading order matches the visual presentation. Screen reader and keyboard navigation testing indicate that most pages present content in a logical sequence that preserves meaning.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports	Web: Instructions and content do not rely solely on sensory characteristics. All interactive elements, navigation controls, and document viewing actions provide text labels or alternative cues. Users do not need to perceive color, shape, or sound alone to complete tasks.
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: Partially Supports	Web: In most cases, color is not used as the sole means of conveying information. All buttons, labels, and controls provide additional textual or symbolic cues. One exception is that search terms are highlighted in green and hyperlinks are highlighted in blue; these rely primarily on color, though all interactive functionality remains accessible.
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: Not Applicable	Web: HeinOnline does not include any audio that plays automatically for more than 3 seconds.
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 interactive elements, including navigation menus, search, forms, and document controls, can be accessed and operated using keyboard-only navigation. No functionality requires a mouse.

Criteria	Conformance Level	Remarks and Explanations
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: Users can navigate to and from all interactive components using keyboard-only navigation. Focus is not trapped in any element; users can exit modals, menus, and document viewer controls using standard keyboard interactions such as Tab, Shift+Tab, or Escape.
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: Not Applicable	Web: HeinOnline does not require users to complete tasks within a time limit. Standard interactions such as search, navigation, and document viewing do not impose timing constraints that would affect accessibility.
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: Not Applicable	Web: HeinOnline does not include any automatically moving, blinking, scrolling, or auto-updating content that would require user control. All content updates occur only in response to user action.
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: Not Applicable	Web: HeinOnline does not contain any content that flashes more than three times per second. No page content exceeds the general flash or red flash thresholds.
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: HeinOnline provides a “Skip to Main Content” link at the top of pages, allowing users to bypass repeated navigation and header content. Keyboard and screen reader testing confirm that this mechanism works correctly.
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508	Web: Supports	Web: Each page has a descriptive title that accurately identifies its content and purpose. Titles are

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		programmatically determined and correctly announced by screen readers.
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: Partially Supports	Web: Keyboard focus generally moves in a logical and meaningful order through navigation menus, search fields, forms, and document controls. Filtering search results requires additional keystrokes to reach all elements, but all essential functionality is accessible via keyboard.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The purpose of each link can be determined from the link text alone.
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: The default language of each page is programmatically determined using the HTML lang attribute. Screen readers and other assistive technologies correctly interpret and announce content according to the page language.
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: Focus does not automatically trigger a change of context. Infinite scroll on search results dynamically loads additional items as the user scrolls, but focus remains in place, and the user context is preserved. No navigation, pop-ups, or unexpected actions occur on focus.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Changing input components (forms, filters, dropdowns) does not automatically change the context unless the user explicitly triggers a search. Infinite scroll loads additional results as the user scrolls, but focus remains in place, and no page

Criteria	Conformance Level	Remarks and Explanations
		navigation or unexpected changes occur. Users retain control over the interface.
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 errors are indicated to the user via visible messages.
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: Partially Supports	Web: Most input fields, including login, search, filters, and profile forms, have programmatically associated labels or instructions. Some features, however, do not have clear labels, which may make it harder to identify and use with assistive technologies.
4.1.1 Parsing (Level A) Also applies to: WCAG 2.0 – Always answer 'Supports' Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	For WCAG 2.0 and the 508 standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata.
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: Interface components have programmatically determinable names, roles, and values, allowing assistive technologies to interact correctly.

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: HeinOnline does not host any live media content.
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: Not Applicable	Web: Prerecorded videos are not available in HeinOnline
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: Partially Supports	Web: Most text and interface elements meet WCAG 2.1 minimum contrast requirements. Some highlighted interface elements, such as search term highlights, may not meet the required contrast ratio.
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: Search results and navigation pages remain fully usable when text is resized up to 200%.
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: A vast majority of HeinOnline content is scanned or image-based; however, OCR text is provided for every page. Images of text are necessary for reproducing historical documents
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software	Web: Supports	Web: HeinOnline provides multiple ways to access content, including search, quick locator and citation lookup tools, and table-of-contents or category browsing.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		
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: Partially Supports	Web: Most pages include headings and descriptive labels that help users navigate content and interface elements. Some pages, however, lack headings entirely, which may make it more difficult for screen reader users to understand the page structure and navigate efficiently.
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Interactive elements such as links, buttons, and form controls display a visible focus indicator when navigated via keyboard, allowing users to easily identify the currently focused element.
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: The primary language of interface pages (English) is identified.
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 mechanisms that are repeated across pages appear in a consistent order and location, allowing users to predictably locate navigation controls throughout the site.
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: Elements with the same functionality across pages are consistently identified using the same labels, icons, and terminology, allowing users to reliably recognize and operate repeated components.
3.3.3 Error Suggestion (Level AA) Also applies to:	Web: Supports	Web: When an input error is detected (e.g., login, search, or form entry), the system provides error

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		messages to alert the user. No automated suggestions for correction are provided, either for security reasons (login) or because automated suggestions are not feasible.
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: HeinOnline does not have forms that involve legal, financial, or other data submissions that could result in significant consequences. Standard searches, downloads, and login forms do not require undo or confirmation mechanisms.

Table 3: Success Criteria, Level AAA

Notes: HeinOnline has not been evaluated for WCAG 2.1 Level AAA conformance. This VPAT addresses only Level A and AA requirements.

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	HeinOnline provides OCR text for all scanned or image-based documents, enabling access to content by screen readers. However, documents are primarily provided as exact replicas of historical print materials and may lack semantic structure, such as tagged headings, lists, and tables. As a result, navigation and interpretation of content by users without vision may be limited.
302.2 With Limited Vision	Partially Supports	HeinOnline provides OCR text for all scanned or image-based documents, allowing content to be accessed in alternative formats and read using assistive technologies. However, documents are primarily provided as exact replicas of historical print materials. As a result, some PDFs may have limitations related to contrast, text resizing, and reflow, which can make content more difficult to read for users with limited vision.
302.3 Without Perception of Color	Partially Supports	Most content in the product will be functional for users without perception of color. As noted in **1.4.1** and **1.4.3**, some exceptions exist.
302.4 Without Hearing	Supports	No functionality within HeinOnline requires hearing.
302.5 With Limited Hearing	Supports	No functionality within HeinOnline requires hearing.
302.6 Without Speech	Supports	HeinOnline does not require user speech.
302.7 With Limited Manipulation	Supports	HeinOnline does not require fine motor control or simultaneous manual operations.

302.8 With Limited Reach and Strength	Supports	Users' reach or strength should not affect their ability to use HeinOnline
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	HeinOnline interface is designed to be intuitive for users with limited language, cognitive, and learning abilities.

Chapter 4: Hardware

Notes: Not Applicable

Chapter 5: Software

Notes: Revised Section 508 standards define web-based applications as software.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	The product is a web-based application and does not override or control operating system accessibility features.
502.2.2 No Disruption of Accessibility Features	Not Applicable	The product is web-based and does not interfere with platform accessibility features.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	See 1.3.1 and 4.1.2.
502.3.2 Modification of Object Information	Partially Supports	See 1.3.1 and 4.1.2.
502.3.3 Row, Column, and Headers	Supports	Tables use valid descriptions.
502.3.4 Values	Supports	Values have a meaningful description.
502.3.5 Modification of Values	Supports	Users can modify values in search fields, filters, and other form elements using keyboard and assistive technologies.
502.3.6 Label Relationships	Partially Supports	See 3.3.2
502.3.7 Hierarchical Relationships	Supports	Relationships can be determined.
502.3.8 Text	Supports	Text items have a meaningful description.

Criteria	Conformance Level	Remarks and Explanations
502.3.9 Modification of Text	Supports	All text content that is editable is accessible to assistive technologies and can be set programmatically.
502.3.10 List of Actions	Supports	Standard HTML and ARIA roles are used to identify possible actions to assistive technologies.
502.3.11 Actions on Objects	Supports	The product allows assistive technology to perform all available actions on objects.
502.3.12 Focus Cursor	Supports	See 2.4.7
502.3.13 Modification of Focus Cursor	Supports	Focus can be set programmatically.
502.3.14 Event Notification	Partially Supports	The product notifies assistive technology to most user interaction events. Exceptions are noted in 4.1.2 Name, Role, Value.
502.4 Platform Accessibility Features	Not Applicable	HeinOnline is not platform software
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	HeinOnline doesn't manage user accessibility preferences
503.3 Alternative User Interfaces	Not Applicable	No alternative user interface is provided.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	The product does not provide audio or video players with user controls.
503.4.2 Audio Description Controls	Not Applicable	The product does not provide audio or video players with user controls.
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.x section	See information in WCAG 2.x 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	While HeinOnline exports PDFs, this section applies to authoring tools

Criteria	Conformance Level	Remarks and Explanations
		creating PDFs, not downloading existing ones.
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	Partially Supports	HeinOnline provides customer support via email and web forms, which are compatible with assistive technologies. Training materials, including videos, are provided via YouTube with automatic captions. Some captions may have minor inaccuracies.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Product documentation is presented in an electronic format.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Partially Supports	HeinOnline provides an accessibility statement and help documentation that describe available accessibility features and compatibility with common assistive technologies, including screen readers, keyboard navigation, and captions. Information is accessible via web pages and is kept current to assist users in understanding how to access the platform effectively.

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	Partially Supports	HeinOnline provides customer support via accessible web forms, email, and online help pages. Video tutorials include YouTube automatic captions. Alternative formats or accommodations can be requested to meet specific communication needs.

Legal Disclaimer

This Voluntary Product Accessibility Template (VPAT) provides an evaluation of the accessibility features of HeinOnline as of the date of this report. It is intended to assist organizations in assessing the product's accessibility relative to WCAG 2.1, Section 508, and other applicable standards.

The information in this VPAT is provided "as is" without warranty of any kind, express or implied. Accessibility conformance may vary depending on product configuration, updates, user agents, or assistive technologies used. HeinOnline makes no guarantees regarding future accessibility or compliance and recommends that customers conduct their own testing in their environment to verify accessibility.