

Storyline 360 Accessibility Conformance Report

We want to empower all learners to have accessible, compelling, and enjoyable e-learning experiences. With that goal in mind, we built Storyline 360 to support Web Content Accessibility Guidelines (WCAG), as described in this report. We continue to refine Storyline 360 so the courses you create go beyond technical conformance with these guidelines to become truly accessible to everyone. Keep an eye on our [Feature Roadmap](#) and our [What's New](#) page for all the latest enhancements.

This is a living document. We update it as enhancements are developed and new issues come to light. If you discover an accessibility issue, please [let us know](#). We're on this journey together.

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Based on VPAT® Version 2.5 International Edition

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Product Information

Name of Product/Version: Storyline 360 (published output)

Report Date: March 14, 2024

Product Description: Use Storyline 360 to build interactive e-learning courses and assessments.

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Notes: This report is based on Storyline 360 build [3.85.31840.0](#).

Evaluation Methods Used: We tested the Storyline 360 learner experience with automated accessibility checkers and manual testing by accessibility specialists. We used desktop computers running the latest versions of Windows and macOS, plus mobile devices running the latest versions of iOS and Android. We evaluated multiple web browsers,

including the latest versions of Google Chrome, Microsoft Edge, Firefox, and Safari. We performed screen reader tests with JAWS 2023, NVDA 2023, VoiceOver in macOS and iOS, and TalkBack for Android. We also completed keyboard-only tests.

Applicable Standards/Guidelines: This report covers the degree of conformance with these accessibility standards/guidelines.

Standard/Guideline	Included in Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (Yes)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (Yes)
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (Yes)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes
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)	Yes

Terms: We use the following terms to define conformance levels for accessibility criteria.

- **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 be used only in WCAG Level AAA.

WCAG 2.2 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and 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 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes: Storyline 360 output supports or partially supports all applicable WCAG 2.1 Level A criteria.

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to:	Supports	Give learners text-based alternatives for non-text content, such as text boxes or slide notes. You can also use alternative

<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>text to describe objects for learners with screen readers.</p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	<p>Supports</p>	<p>Give learners text transcripts of audio content as well as videos that do not have descriptive audio information. You can use text boxes, layers, interactive markers, or slide notes to display transcripts.</p>

<ul style="list-style-type: none"> • 602.3 (Support Docs) 		
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Import caption files or create your own captions with the built-in caption editor in Storyline 360.</p>
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) 	Supports	<p>Give learners a separate audio track or a detailed text-based alternative that describes video content that can't be heard in the audio, such as chyrons, character actions, and scene changes.</p>

<ul style="list-style-type: none"> • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Storyline 360 automatically publishes the proper semantic formatting for paragraphs, links, lists, and other elements so screen reader users can explore content easily.</p> <p>Exception: Semantic formatting isn't available for tables.</p> <p>Authors should use text styles to identify headings and blockquotes so learners can easily explore headings and quotes using built-in screen reader navigation features.</p>
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) 	Supports	<p>Define the correct reading order for your slide content so screen reader users can understand its meaning.</p> <p>For example, if you illustrate a process with numbered steps around a circular graphic, learners need to know where the</p>

<ul style="list-style-type: none"> • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>sequence begins and which direction to follow. Sighted learners can see and understand the sequence. As an author, you must provide this info to screen readers. Use the Focus Order window to define the correct sequence.</p>
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Provide text-based instructions for content that can only be understood by shape, size, visual location, orientation, or sound.</p>
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	<p>Supports</p>	<p>Provide alternatives when color is used to convey important information or instructions. Learners with color blindness might not see the differences in</p>

<ul style="list-style-type: none"> • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>your color choices. Here are some examples:</p> <ul style="list-style-type: none"> • Use icons or text labels. For example, display “Required” to indicate required data-entry fields rather than (or in addition to) color formatting, such as red highlights. • Use a 3:1 contrast ratio between clickable text and static text so learners can tell the difference. • Use patterns, textures, or text to make different areas of an image stand out. For example, use different patterns or textures for each product on a chart. Or, add on-screen text to identify colors (red, blue, etc.) when asking learners to select one of several color swatches.
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Supports</p>	<p><u>Use the built-in controls</u>, such as the play/pause button and the volume controller, or create your own controls using <u>buttons</u>, <u>links</u>, and <u>triggers</u>. (All controls can be accessed by keyboards and screen readers.)</p>

Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>2.1.1 Keyboard</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Most Storyline 360 features are keyboard-accessible, except:</p> <ul style="list-style-type: none"> • Drag-and-drop interactions: Provide keyboard-accessible alternatives, such as dials or sliders, until we release fully accessible drag-and-drop interactions. • Likert scale questions: Create keyboard-accessible Likert scale questions from scratch using radio buttons and button groups until we release fully accessible Likert scale questions.
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) 	Supports	<p>Storyline 360 courses do not trap keyboard focus in subsections of content. Learners can use keyboard navigation without getting stuck.</p>

<ul style="list-style-type: none"> • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>2.1.4 Character Key Shortcuts</u> (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"> • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	<p>Built-in shortcuts and author-defined shortcuts support this criterion.</p> <ul style="list-style-type: none"> • Built-in keyboard shortcuts do not use single keys. We avoid the accidental activation of shortcuts by requiring modifier keys. For example, Ctrl+Alt+M mutes/unmutes the course audio. Learners can also turn off built-in keyboard shortcuts altogether if they prefer. • Authors can create custom keyboard shortcuts using key-press triggers. However, the triggers only work when specific components have focus, preventing accidental activation.
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Supports	<p>Do not add time limits to activities unless the time limit is essential to the functionality.</p>

<ul style="list-style-type: none"> • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>Do not advance slides automatically. Allow learners to read the content at their own pace and advance when they're ready.</p> <p>Do not animate text to make it disappear after a certain amount of time (such as scrolling text off the slide). Some learners with vision, mobility, or cognitive disabilities might need more time to read the text.</p>
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Enable the built-in play/pause button or create your own play/pause button to give learners control over pacing.</p>

<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Do not use videos or animations that flash or blink more than three times per second. Here's a helpful tool that analyzes videos for content that might cause seizures.</p>
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p>	<p>Supports</p>	<p>Learners can skip repetitive navigation elements to access slide content immediately when tabbing through a course with a screen reader. The skip-navigation feature is automatically enabled in all courses.</p>

<ul style="list-style-type: none"> • 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 		
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Storyline 360 automatically uses your course title as the page title that appears on the browser tab. Screen readers announce the course title (i.e., the page title) when the course first launches.</p>
<p><u>2.4.3 Focus Order</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) 	Supports	<p>Define a custom focus order (tab order) for interactive objects so learners using keyboard navigation understand the meaning of the content.</p> <p>For example, if a timeline interaction</p>

<ul style="list-style-type: none"> • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>presents a series of clickable events, make sure the focus order (tab order) matches the chronological order of the events. If the tab order is out of sequence, keyboard users will be frustrated and screen reader users will be confused.</p> <p>Exception: Website videos and web objects are always last in the slide focus order due to cross-domain limitations.</p>
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Add text to every button and hyperlink so learners know what each one does. It's also a good idea to add alternative text to buttons and hyperlinks for learners with screen readers.</p>
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 and 2.2)</p>	Supports	<p>Storyline 360 courses support touchscreen gestures, but learners aren't</p>

<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>		<p>required to use them.</p>
<p><u>2.5.2 Pointer Cancellation</u> (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"> • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p>Click events happen when learners release the mouse button, not when they press the mouse button down. This helps learners recover if they accidentally click the wrong target. They can move the mouse away from the target before releasing the button if they do not want to activate the target.</p>
<p><u>2.5.3 Label in Name</u> (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"> • 9.2.5.3 (Web) 	<p>Supports</p>	<p>Make sure alternative text matches on-screen labels. This is especially helpful for learners who use speech to navigate web content.</p>

<ul style="list-style-type: none"> • 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>		
<p>2.5.4 Motion Actuation (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"> • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Not Applicable	<p>Storyline 360 does not support motion controls. In other words, learners can't control courses by moving their tablets or smartphones.</p>
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) 	Supports	<p>A language identifier is automatically added to the published output for screen readers. Set the course language in your player properties (text labels).</p>

<ul style="list-style-type: none"> • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>3.2.1 On Focus</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Storyline 360 does not change context when learners change focus.
<p><u>3.2.2 On Input</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.2 (Web) 	Supports	Explain to learners what will happen before they perform an action that changes context.

<ul style="list-style-type: none"> • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>3.2.6 Consistent Help</u> (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Not Applicable	Storyline 360 does not provide help mechanisms.
<p><u>3.3.1 Error Identification</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	Storyline 360 automatically warns learners when they leave questions blank. And you can use triggers, states , and layers to create custom validation and error messages.

<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>3.3.2 Labels or Instructions</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Give learners instructions when they need to interact with slide content. For example, provide on-screen instructions when learners need to type information in a data-entry field so they know what's expected of them.
<p><u>3.3.7 Redundant Entry</u> (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Not Applicable	Storyline 360 does not require learners to enter information.
<p><u>4.1.1 Parsing</u> (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>	Supports	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 WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata .

<ul style="list-style-type: none"> • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>4.1.2 Name, Role, Value</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>The Storyline 360 player uses distinct semantic groups, ARIA landmarks, and structured controls that follow a consistent order and hierarchy.</p> <p>Authors should make sure slide objects are labeled correctly so learners with screen readers know what they are and how to interact with them. Use on-screen text or alternative text to describe objects throughout your course.</p>

Table 2: Success Criteria, Level AA

Notes: We'll update this conformance report as enhancements are released.

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none">• 9.1.2.4 (Web)• 10.1.2.4 (Non-web document)• 11.1.2.4 (Open Functionality Software)• 11.1.2.4 (Closed Software)• 11.8.2 (Authoring Tool)• 12.1.2 (Product Docs)• 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none">• 501 (Web)(Software)• 504.2 (Authoring Tool)• 602.3 (Support Docs)	Not Applicable	Storyline 360 does not use real-time broadcasts.
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none">• 9.1.2.5 (Web)	Supports	Give learners audio descriptions as alternatives to video content. Record narration or import audio files for audio descriptions, then synchronize them with the video content.

<ul style="list-style-type: none"> • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.3.4 Orientation</u> (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"> • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	Courses work in both landscape and portrait modes.
<p><u>1.3.5 Identify Input Purpose</u> (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"> • 9.1.3.5 (Web) 	Does Not Support	Storyline 360 doesn't currently support programmatic input-field identification or auto-filling forms.

<ul style="list-style-type: none"> • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>		
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Use a contrast ratio of 4.5:1 or higher for on-screen text so learners with low vision can read it. Here's a helpful contrast checker to determine your contrast ratio.</p> <p>The modern player style automatically exceeds minimum contrast requirements. If you use the classic player style, be sure to choose colors with a contrast ratio of 4.5:1 or higher.</p>
<p><u>1.4.4 Resize text</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.4 (Web) 	Supports	<p>When authors use the modern player style, learners can switch to modern player zoom mode and use the zoom settings in desktop browsers to make slides bigger and easier to see. On mobile</p>

<ul style="list-style-type: none"> • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>devices, learners can use pinch-to-zoom gestures.</p> <p>When authors use the classic player style (locked at optimal size), learners can use the zoom settings in desktop browsers to make slides bigger and easier to see. On mobile devices, learners can use pinch-to-zoom gestures.</p>
<p><u>1.4.5 Images of Text</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Use on-screen text to convey important information rather than images of text, which can't be read by assistive tools.
<p><u>1.4.10 Reflow</u> (Level AA 2.1 and 2.2)</p>	Supports	Storyline 360 courses are

<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>		<p>two-dimensional presentations with fixed aspect ratios. They're designed to zoom in and out, but they can't reflow without losing meaning and context. As a result, learners might see vertical and/or horizontal scroll bars at the highest zoom levels. The exception in the guideline allows two-dimensional content, such as presentations, to scroll in both directions.</p> <p>For the best results, use the modern player so learners can take advantage of the built-in zoom feature.</p>
<p>1.4.11 Non-text Contrast (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"> • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	<p>Use a contrast ratio of 3:1 or higher for images and background elements so learners with low vision can see them. For example, make sure buttons and icons are easily distinguishable from the slide background. Here's a helpful contrast checker to determine your contrast ratio.</p> <p>The modern player style automatically exceeds minimum contrast requirements for non-text elements. If you use the classic player style, be sure to choose colors with a contrast ratio of 3:1 or higher for non-text elements.</p>
<p>1.4.12 Text Spacing (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p>	Supports	Learners can use custom stylesheets or browser extensions to adjust text

<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>		<p>properties, such as line spacing, to make content easier to read. See how Storyline 360 supports accessible text, allowing learners to control their experience.</p>
<p>1.4.13 Content on Hover or Focus (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"> • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Partially Supports</p>	<p>We're investigating solutions for:</p> <ul style="list-style-type: none"> • Object hover states can't be dismissed with a keyboard command. • Tooltips in Likert scale questions aren't hoverable or dismissible.
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.5 (Web) 	<p>Supports</p>	<p>Use the built-in navigation features, such as the course menu, search field, and previous and next buttons. Or, create your own custom navigation features with interactive objects, such as buttons,</p>

<ul style="list-style-type: none"> • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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 		hyperlinks, layers, lightboxes, and triggers.
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Supports	Use text boxes to add headings and labels to slide content so learners understand the course information. Headings and labels must be clear and descriptive.

<ul style="list-style-type: none"> • 602.3 (Support Docs) 		
<p><u>2.4.7 Focus Visible</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	A rectangle highlights the object that currently has focus when learners use keyboard navigation. The focus rectangle defaults to yellow, and you can change the color to complement your course design.
<p><u>2.4.11 Focus Not Obscured (Minimum)</u> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Supports	Initial positions show the focus indicator.
<p><u>2.5.7 Dragging Movements</u> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Does Not Support	Drag & Drop interaction types are not fully WCAG compliant yet.

<p><u>2.5.8 Target Size (Minimum)</u> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Supports	All player controls meet the minimum target size.
<p><u>3.1.2 Language of Parts</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does Not Support	You can set the course language in your player properties (text labels). However, Storyline 360 doesn't currently support different screen reader languages for different objects in the same course.
<p><u>3.2.3 Consistent Navigation</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply 	Supports	The built-in navigation elements appear in the same location throughout a course. When you use custom navigation elements, create them in the same order and location on each slide.

<ul style="list-style-type: none"> • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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 		
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) 	Supports	<p>When you use an object or interaction more than once, identify it the same way each time.</p> <p>For example, if you use a clickable icon to let learners download a resource, use the same icon for all downloadable resources in the course. And label it consistently—e.g., on-screen text or alternative text might read “Download” followed by the title of the document.</p>

<ul style="list-style-type: none"> • 602.3 (Support Docs) – Does not apply to non-web docs 		
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Give learners feedback or instructions when they respond incorrectly so they know what's expected of them.
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) 	Supports	Ask learners to confirm their responses before submitting them. For example, when learners are required to enter text in a data-entry field, ask them if the information they entered is correct and give them the opportunity to change it before moving on. You might display a Yes/No confirmation question on a layer . If learners click Yes to confirm that the information is correct, proceed to the next slide. If learners click No, close the

<ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		layer and allow them to change their responses before continuing.
<p><u>3.3.8 Accessible Authentication (Minimum)</u> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Not Applicable	Storyline 360 does not require learners to authenticate it.
<p><u>4.1.3 Status Messages</u> (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"> • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Not Applicable	Status messages do not appear without a change in context.

Table 3: Success Criteria, Level AAA

Notes: Storyline 360 output supports or partially supports all applicable WCAG 2.1 Level AAA criteria.

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.6 Sign Language (Prerecorded)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	One way to meet this criterion is to add a video of a sign-language interpreter that's synchronized with audio.
<u>1.2.7 Extended Audio Description (Prerecorded)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Authors can add an extended description to a video. One way to accomplish this is to use triggers to temporarily pause the video at specific points and show a layer with audio and text descriptions about the video content. When the audio description is complete, hide the layer and resume the video.
<u>1.2.8 Media Alternative (Prerecorded)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Provide text-based alternatives for multimedia content. For example, add a button or link that displays a layer with a text-based description of the media.
<u>1.2.9 Audio-only (Live)</u> (Level AAA) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply	Not Applicable	Storyline 360 doesn't use live audio streams.

<p><u>1.3.6 Identify Purpose</u> (Level AAA 2.1 and 2.2)</p> <p>EN 301 549 Criteria– Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Supports	The Storyline 360 player uses ARIA landmarks to identify regions.
<p><u>1.4.6 Contrast (Enhanced)</u> (Level AAA)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Supports	To achieve the highest level of accessibility, use a contrast ratio of 7:1 or higher for on-screen text so learners with low vision can read it.
<p><u>1.4.7 Low or No Background Audio</u> (Level AAA)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Supports	Do not use background audio when narration is playing. Or, give learners the option to mute background audio (e.g., a button that stops playing background audio).
<p><u>1.4.8 Visual Presentation</u> (Level AAA)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Supports	Storyline 360 empowers learners to control the appearance of text so it's easier to read. For example, learners can swap fonts, enlarge the font size, and increase the line spacing using custom stylesheets or browser extensions. Learn more about accessible text.
<p><u>1.4.9 Images of Text (No Exception)</u> (Level AAA)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Supports	Use on-screen text to convey important information rather than images of text, which can't be read by assistive tools.
<p><u>2.1.3 Keyboard (No Exception)</u> (Level AAA)</p> <p>EN 301 549 Criteria – Does not apply</p>	Partially Supports	Most Storyline 360 features are keyboard-accessible, except:

Revised Section 508 – Does not apply		<ul style="list-style-type: none"> • Drag-and-drop interactions: If you must pass the highest level of accessibility (Level AAA), avoid using drag-and-drop interactions until we release a keyboard-accessible solution. • Likert scale questions: Create keyboard-accessible Likert scale questions from scratch using radio buttons and button groups until we release fully accessible Likert scale questions.
2.2.3 No Timing (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Use the built-in play/pause button or create your own play/pause button to give learners control over pacing. And avoid using quiz timers; give learners the time they need to complete assessments.
2.2.4 Interruptions (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Storyline 360 courses do not auto-update. To meet this criterion, do not embed web content that refreshes or updates frequently, such as stock quotes or weather data.
2.2.5 Re-authenticating (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Storyline 360 doesn't log learners out of a course after a period of inactivity, but your learning management system (LMS) might. Enable the resume feature in Storyline 360 so learners can pick up where they left off.

		And avoid using quiz timers so learners with impairments have the time they need to complete assessments.
2.2.6 Timeouts (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Courses do not time out when idle, but your learning management system (LMS) might. Be sure to enable the resume feature in Storyline 360 so learners can pick up where they left off.
2.3.2 Three Flashes (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Do not use videos or animations that flash or blink more than three times per second.
2.3.3 Animation from Interactions (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Avoid using animations for nonessential content. Or, give learners an option to turn them off. For example, you could use a true/false variable to track whether learners want to see animations or not. Then display a layer with animations or a different layer without animations, depending on the learner's choice.
2.4.8 Location (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Use the built-in menu to give learners context on where they're located in the course.
2.4.9 Link Purpose (Link Only) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Add text to every button and hyperlink so learners know what each one does. It's also a good idea to add alternative text to buttons and hyperlinks for learners with

		screen readers.
<p><u>2.4.10 Section Headings</u> (Level AAA)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Supports	<p>Use scenes to organize content slides into sections. Use the built-in menu or create your own so learners can easily explore these sections (scenes).</p> <p>You can also use text boxes and text styles to add headings throughout your course. Storyline 360 supports four heading levels (h1-h4), using accessible text styles.</p>
<p><u>2.4.12 Focus Not Obscured (Enhanced)</u> (Level AAA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Partially Supports	Modern player zoom could obscure the focus indicator.
<p><u>2.4.13 Focus Appearance</u> (Level AAA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Supports	The indicator is 2px thick, and the author controls the contrast.
<p><u>2.5.5 Target Size</u> (Level AAA 2.1 and 2.2)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Supports	Make sure clickable areas, such as buttons, are at least 44 pixels wide and 44 pixels tall.
<p><u>2.5.6 Concurrent Input Mechanisms</u> (Level AAA 2.1 and 2.2)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Supports	Learners can navigate courses with a mouse, a keyboard, and touchscreen gestures interchangeably.

<p>3.1.3 Unusual Words (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Supports	<p>Use the built-in glossary feature or create your own custom glossary interaction.</p>
<p>3.1.4 Abbreviations (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Supports	<p>Use the built-in glossary feature or create your own custom glossary interaction.</p>
<p>3.1.5 Reading Level (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Supports	<p>Write content as clearly and simply as possible. It should require no more than eight years of school to read and understand. If your course has difficult or complex text, such as scientific information or medical data, provide a summary or supplemental content that's easier to understand.</p> <p>See this article for a complete description of this criterion, including examples, resources, and techniques.</p> <p>Here's a quick tip. If you have Microsoft Word, you can easily test the readability of your text.</p>
<p>3.1.6 Pronunciation (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Supports	<p>Use the built-in glossary feature or create your own custom glossary interaction. Or, use audio files to pronounce difficult or ambiguous words.</p>

3.2.5 Change on Request (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Do not automatically switch slides, open layers, launch new windows, etc. Let learners control when these events occur so they have time to read text, complete activities, and answer questions.
3.3.5 Help (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Use slide notes , layers, or interactive markers to give learners helpful information throughout your course.
3.3.6 Error Prevention (All) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	As with criterion 3.3.4, ask learners to confirm their responses before submitting them. And give them options to review and retry individual questions or an entire quiz. Review and retry options are built right into Storyline 360.
3.3.9 Accessible Authentication (Enhanced) (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Storyline 360 does not require learners to authenticate it.

Revised Section 508 Report

Notes: Storyline 360 output supports all applicable Revised Section 508 accessibility guidelines, as described in the following tables.

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

Notes: Storyline 360 supports or partially supports all applicable criteria in the following table. We're working on keyboard improvements for drag-and-drop interactions and Likert scale questions.

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Storyline 360 output supports screen readers and keyboard navigation.
302.2 With Limited Vision	Supports	<p>Storyline 360 output supports screen readers and keyboard navigation.</p> <p>Use a contrast ratio of 4.5:1 or higher for on-screen text so learners with low vision can read it. Here's a helpful contrast checker to determine your contrast ratio.</p> <p>The modern player style automatically exceeds minimum contrast requirements. If you use the classic player style, be sure to choose colors with a contrast ratio of 4.5:1 or higher.</p>
302.3 Without Perception of Color	Supports	Authors can create content that's understood by learners who do not perceive color.
302.4 Without Hearing	Supports	Storyline 360 supports closed captions for

		audio and video content. Authors can also provide visual alternatives for audio-dependent content.
302.5 With Limited Hearing	Supports	<p>Storyline 360 supports closed captions for audio and video content. Authors can also provide visual alternatives for audio-dependent content.</p> <p>Authors can also provide transcripts for multimedia using text or interactive blocks in Storyline 360.</p>
302.6 Without Speech	Supports	Storyline 360 does not require speech input.
302.7 With Limited Manipulation	Partially Supports	<p>Most Storyline 360 features are keyboard-accessible, except:</p> <ul style="list-style-type: none"> • Drag-and-drop interactions: Provide keyboard-accessible alternatives, such as dials or sliders, until we release fully accessible drag-and-drop interactions. • Likert scale questions: Create keyboard-accessible Likert scale questions from scratch using radio buttons and button groups until we release fully accessible Likert scale questions.

302.8 With Limited Storyline and Strength	Supports	Courses can be navigated via mouse, keyboard, and mobile touchscreen gestures. Authors can create content that's suitable for learners with limited reach and strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	<p>Create content that's easily accessible for learners with limited language, cognitive, and learning abilities. For example, use visual elements rather than text to tell your story when it makes sense to do so.</p> <p>Write content as clearly and simply as possible. Use plain language. It should require no more than eight years of school to read and understand. If your course has difficult or complex text, such as scientific information or medical data, provide a summary or supplemental content that's easier to understand. Tip: If you have Microsoft Word, you can test the readability of your text.</p>

Chapter 4: [Hardware](#)

Notes: This chapter is not applicable to Storyline 360 since it does not have hardware components.

Chapter 5: [Software](#)

Notes: Storyline 360 supports all applicable software criteria in the following table.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.1 section	See information in the WCAG 2.1 section above.
502 Interoperability with Assistive Technology	See 502.2.1-502.2.2	
502.2.1 User Control of Accessibility Features	Not Applicable	This criterion applies to platform software, such as Microsoft Windows and Google Chrome, rather than the HTML output that Storyline 360 publishes for these platforms. We provide a list of supported browsers.
502.2.2 No Disruption of Accessibility Features	Supports	Courses do not disrupt platform accessibility features in the learner's operating system or web browser.
502.3 Accessibility Services	Not Applicable	Criteria 502.3.1-502.3.14 apply to platform software, such as Microsoft Windows and Google Chrome, rather than the HTML output that Storyline 360 publishes for these platforms. We provide

		a list of supported browsers.
502.4 Platform Accessibility Features	Not Applicable	This criterion applies to platform software, such as Microsoft Windows and Google Chrome, rather than the HTML output that Storyline 360 publishes for these platforms. We provide a list of supported browsers.
503 Applications	See 503.2-503.3	
503.2 User Preferences	Supports	Learners can use custom stylesheets or browser extensions to swap fonts, enlarge the font size, increase the line spacing, and more to make content easier to read. Learn more about accessible text in Storyline 360.
503.3 Alternative User Interfaces	Supports	Courses support platform accessibility services, such as screen readers.
503.4 User Controls for Captions and Audio Description	See 503.4.1-5.3.4.2	
503.4.1 Caption Controls	Supports	The course player includes a volume control and closed-captioning button at the same menu level.

503.4.2 Audio Description Controls	Supports	Authors can add an extended description to a video. One way to accomplish this is to use triggers to temporarily pause the video at specific points and show a layer with audio and text descriptions about the video content. When the audio description is complete, hide the layer and resume the video.
504 Authoring Tools	See 504.2-504.4	
504.2 Content Creation or Editing	See WCAG 2.1 section	See information in the WCAG 2.1 section above.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Supports	Storyline 360 preserves alt text when importing content from other Articulate apps and PowerPoint.
504.2.2 PDF Export	Not Applicable	Storyline 360 doesn't export projects to PDF files.
504.3 Prompts	Supports	<p>The built-in media library has a visual indicator for closed captions so authors know which audio/video resources are missing closed captions.</p> <p>The focus order window shows authors which slide objects are missing alt text.</p>

504.4 Templates	Supports	Content Library 360 templates provide full access to all accessibility tools, such as focus order , alt text , and closed captions .
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Chapter 6: [Support Documentation and Services](#)

Notes: Storyline 360 features are documented electronically, and we strive to support everyone according to their communication needs.

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		
602 Support Documentation	See 602.2-602.4	
602.2 Accessibility and Compatibility Features	Supports	All features are documented in the Storyline 360 user guide . Additional knowledge base articles can be found on our support site .
602.3 Electronic Support Documentation	Supports	You can find all of our documentation in electronic format at https://articulate.com . See our accessibility policy regarding WCAG conformance.

602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Storyline 360 features are documented electronically.
603 Support Services	See 603.2-603.3	
603.2 Information on Accessibility and Compatibility Features	Supports	We provide support via emails , live text-based chats , forum discussions , training webinars , user guides , and knowledge base articles .
603.3 Accommodation of Communication Needs	Supports	Although this report covers Storyline 360, we strive to accommodate everyone's communication needs. We can be reached 24/7 via email . Let us know if you have specific communication requirements.

EN 301 549 Report

Notes: Storyline 360 supports applicable EN 301 549 accessibility guidelines, as described in the following tables.

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

Notes: Storyline 360 supports or partially supports all applicable criteria in the following table.

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Supports	Storyline 360 output supports screen

		readers and keyboard navigation.
4.2.2 Usage with limited vision	Supports	<p>Storyline 360 output supports screen readers and keyboard navigation.</p> <p>Use a contrast ratio of 4.5:1 or higher for on-screen text so learners with low vision can read it. Here's a helpful contrast checker to determine your contrast ratio.</p> <p>The modern player style automatically exceeds minimum contrast requirements. If you use the classic player style, be sure to choose colors with a contrast ratio of 4.5:1 or higher.</p>
4.2.3 Usage without perception of colour	Supports	Authors can create content that's understood by learners who do not perceive color.
4.2.4 Usage without hearing	Supports	Storyline 360 supports closed captions for audio and video content. Authors can also provide visual alternatives for audio-dependent content.
4.2.5 Usage with limited hearing	Supports	<p>Storyline 360 supports closed captions for audio and video content. Authors can also provide visual alternatives for audio-dependent content.</p> <p>Authors can also provide transcripts for</p>

		multimedia using text or interactive blocks in Storyline 360.
4.2.6 Usage with no or limited vocal capability	Supports	Storyline 360 does not require speech input.
4.2.7 Usage with limited manipulation or strength	Partially Supports	<p>Most Storyline 360 features are keyboard-accessible, except:</p> <ul style="list-style-type: none"> • Drag-and-drop interactions: Provide keyboard-accessible alternatives, such as dials or sliders, until we release fully accessible drag-and-drop interactions. • Likert scale questions: Create keyboard-accessible Likert scale questions from scratch using radio buttons and button groups until we release fully accessible Likert scale questions.
4.2.8 Usage with limited reach	Supports	Courses can be navigated via mouse, keyboard, and mobile touchscreen gestures. Authors can create content that's suitable for learners with limited reach and strength.
4.2.9 Minimize photosensitive seizure triggers	Supports	Storyline 360 does not have photosensitive seizure triggers.

4.2.10 Usage with limited cognition, language or learning	Supports	<p>Create content that's easily accessible for learners with limited language, cognitive, and learning abilities. For example, use visual elements rather than text to tell your story when it makes sense to do so.</p> <p>Write content as clearly and simply as possible. Use plain language. It should require no more than eight years of school to read and understand. If your course has difficult or complex text, such as scientific information or medical data, provide a summary or supplemental content that's easier to understand. Tip: If you have Microsoft Word, you can test the readability of your text.</p>
4.2.11 Privacy	Supports	<p>Storyline 360 privacy is consistent for all users.</p>

Chapter [5: Generic Requirements](#)

Notes: This chapter is not applicable to Storyline 360 since it is not closed or self-contained and supports standard assistive technologies.

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

Notes: This chapter is not applicable to Storyline 360 since it does not offer two-way voice communication.

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

Notes: This chapter is not applicable to Storyline 360 since it does not offer two-way voice communication.

Chapter [8: Hardware](#)

Notes: This chapter is not applicable to Storyline 360 since it does not include video content.

Chapter [9: Web](#)

Notes: (see [WCAG 2.1 section](#))

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

Notes: This chapter is not applicable to Storyline 360 since it does not include non-web documents.

Chapter [11: Software](#)

Notes: This chapter is not applicable to Storyline 360 since it applies to platform software, such as Microsoft Windows and Google Chrome. We provide a [list of supported browsers](#).

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

Notes: Storyline 360 features are documented electronically, and we strive to support everyone according to their communication needs.

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation		
12.1.1 Accessibility and compatibility features	Supports	All features are documented in the

		Storyline 360 user guide . Additional knowledge base articles can be found on our support site .
12.1.2 Accessible documentation	See WCAG 2.1 section	See information in WCAG 2.1 section
12.2 Support Services		
12.2.2 Information on accessibility and compatibility features	Supports	We provide support via emails , live text-based chats , forum discussions , training webinars , user guides , and knowledge base articles .
12.2.3 Effective communication	Supports	Although this report covers Storyline 360, we strive to accommodate everyone's communication needs. We can be reached 24/7 via email . Let us know if you have specific communication requirements.
12.2.4 Accessible documentation	See WCAG 2.1 section	See information in WCAG 2.1 section

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

Notes: This chapter is not applicable to Storyline 360.

