



# White Mountain Accessibility Conformance Report WCAG Edition

VPAT® Version 2.3 (Revised) – April 2019

**Name of Product/Version:** Main website

**Product Description:** Public website

**Report Date:** February 2019 – June 2019

**Contact information:** Independent Accessibility Consultant

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**Notes:** Equal Entry LLC, a third party accessibility consultant, worked with White Mountain to define a set of User Scenarios (Appendix A) to assess their website.

White Mountain reviewed the detailed issue list, prioritized and fix most items. Exceptions in this document are pending accessibility issues, to be addressed in future product releases. This report, generated on June 26 2019, supersedes any previous report covering these same scenarios.

**Evaluation Methods Used:** Manual testing using various browser agents, assistive technologies and inspection tools. Scenarios are in Appendix A. Additional details are in Appendix B.

**Applicable Standards/Guidelines:**

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

[Web Content Accessibility Guidelines 2.0](#) at level A and AA

## 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 be used only in WCAG Level AAA.

## WCAG 2.0 Report

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 Conformance Requirements](#).

## Success Criteria

Success Criterion	Conformance Level	Remarks
<a href="#">1.1.1 Non-text Content</a> (Level A)	Supports	All appropriate (as defined by WCAG) non-text content presented to the user has a text alternative that serves the equivalent purpose.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Not Applicable	Does not contain any Audio-Only or Video-Only pre-recorded content
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Not Applicable	Does not contain Prerecorded content
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Not Applicable	Does not contain Prerecorded content
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Not Applicable	Does not contain Live Streamed media
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Not Applicable	Does not contain Prerecorded content
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Partially Supports	Scenario 1: Headings used for visual effect instead of describing structure of page
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	Content is presented visually as well as programmatically in a logical sequence
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Not Applicable	No instructions or visuals convey meaning through shape, size, location, orientation or sound

Success Criterion	Conformance Level	Remarks
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	While color is used to convey information, it is not used in isolation
<a href="#">1.4.2 Audio Control</a> (Level A)	Not Applicable	Does not contain Auto-Play content
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Supports	Good color contrast is uses
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	Text can be resized up to 200 percent without loss of content or functionality
<a href="#">1.4.5 Images of Text</a> (Level AA)	Not Applicable	Text is used to convey information rather than images of text
<a href="#">2.1.1 Keyboard</a> (Level A)	Partially Supports	Scenario 1: Sub-menus are not available directly for keyboard users, top-level page for menus include links to all sub-menu pages
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	No Keyboard traps were found
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Not Applicable	Does not contain timers
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Not Applicable	Does not contain auto-updating, scrolling or flashing content
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Not Applicable	Does not contain Flashing text or other visuals
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Supports	Bypass blocks are used effectively throughout to aid in navigation

Success Criterion	Conformance Level	Remarks
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	Titling is used effectively throughout to aid in understanding
<a href="#">2.4.3 Focus Order</a> (Level A)	Supports	Focus Order is logical aiding in both navigation and understanding
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Supports	Link text was found to be accurate and clear
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	S3: Product catalog search specifically addressed the need for an alternative method of finding a web page - Search
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	Heading and labels are used effectively throughout to aid in understanding
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Supports	A visual focus indicator was used throughout to aid in navigation and understanding
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	Language is programmatically expressed for assistive technologies at the product or page level
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Not Applicable	Does not contain or allow language changes
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	As component receives focus, they do not initiate a change of context
<a href="#">3.2.2 On Input</a> (Level A)	Supports	Controls have clear purpose and behavior
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	Navigational mechanisms are visually and functionally consistent

Success Criterion	Conformance Level	Remarks
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	Components that have similar functionality are visually and functionally consistent
<a href="#">3.3.1 Error Identification</a> (Level A)	Supports	Input errors are clearly identified and described to the user in text
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Supports	All user input components have clear labels and instructions
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	Users are provided suggestions for correcting errors
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Supports	User submissions are Checked
<a href="#">4.1.1 Parsing</a> (Level A)	Supports	Correct HTML 5 is used throughout
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Supports	Accurate and understandable labels, roles, states and values are used throughout

# Appendix A:

Equal Entry LLC worked with White Mountain to define the following User Scenarios to assess Main website.

The following Criteria were **Not Applicable** based on a review with White Mountain that confirmed that current scenarios do not contain this functionality.

- 1.2.1 Audio-only and Video-only (Prerecorded)
- 1.2.2 Captions (Prerecorded)
- 1.2.3 Audio Description or Media Alternative (Prerecorded)
- 1.2.4 Captions (Live)
- 1.2.5 Audio Description (Prerecorded)
- 1.3.3 Sensory Characteristics
- 1.4.2 Audio Control
- 1.4.5 Images of Text
- 2.2.1 Timing Adjustable
- 2.2.2 Pause, Stop, Hide
- 2.3.1 Three Flashes or Below Threshold
- 3.1.2 Language of Parts

## Scenarios

### S1: Homepage, common header and common footer

1. Find and review common header - logos, account, shopping cart
2. Find and review notification UI after common header with e.g. sale promo codes
3. Review logo graphic link to main site and main menu
4. Review site search control
5. Find and review text, graphics and interactive elements in body of main page
6. Review footer - company name and address block
7. Review footer - social media links
8. Review email list signup in footer
9. Review footer links - site features
10. Review footer links - site policies and terms, certifications links, images of supported credit cards
11. Use Zendesk plugin to leave a message outside of support hours

### S2: Login / My Account

1. Find and activate My Account link
2. Read login form in body of page; review text and interactive elements
3. Find an activate Create an Account control
4. Register new user (e.g. name of Test Account, email test@test.com, password of a11ytest)
5. If attempt to register new user generates error message, find and read error
6. Read initial My Dashboard after creating account
7. Find contact information, default billing and default shipping info
8. My Profile - edit and save updated information
9. Address Book - activate Save Address without changing info; read error messages
10. Address Book - provide Test or 1234567890 as answers to form, Save Address
11. My Orders, My Wish List, My Returns - confirm one-line message stating section is empty
12. Navigate to My Payment Methods and confirm one-line message stating section will be filled in after placing an order

### S3: Product catalog search

1. Login to site using credentials created during scenario 2
2. Navigate to common site search control, provide invalid search term (iguana), activate control
3. Confirm message for 0 search results; return to common site search control

4. Start typing a common term in search (e.g. to start a search for shoes, type sho)
5. Verify that candidate list in search control updates as user types
6. Use common site search control to look for valid search term (shoes)
7. Find and confirm search results summary (search term, default sort order and # of items / page, count of total results)
8. Discover the 6 'Shop By' categories in lefthand nav; expand and collapse controls to show/hide them
9. Refine search via Category - Heritage
10. Sort results by product name, showing 60 results per page
11. Navigate to first search result and find product picture, descriptive text, color options, product name and price
12. Follow link to item details

#### **S4: Add / remove items to shopping cart**

1. Login to site using credentials created during scenario 2
2. Start testing directly from product page: <https://www.whitemountainshoes.com/whitemountain/white-mountain-shoes-sadie-suede-bootie.html>
3. Find and review product overview / summary (image, title, review information, description text)
4. Review options for color, size and quantity
5. Review item information
6. Find and review size guide table
7. Find product comparison details (other top rated products; overall star rating and ratings breakout)
8. Read reviews and questions
9. Add to cart; review error messages for unselected options
10. Select required options (color and size); add to cart; review out-of-stock error message
11. Second testing product page: <https://www.whitemountainshoes.com/whitemountain/white-mountain-shoes-hana-leather-clog.html>
12. Select black size 6; add to cart; review confirmation message; continue shopping
13. Navigate to My Bag in common site header; confirm it reports containing 1 item
14. Find and review details in My Bag dropdown summary control
15. Within My Bag dropdown, activate View and Edit Cart
16. Find and navigate to controls for add/removing items; set # of items to zero
17. Set # of items to 2, to see Update link
18. Find and use Move to WishList link
19. Find and use Edit Item Parameters link

# Appendix B:

Additional information about the evaluation methods used.

## Main website Technologies

The technologies that this content "relies upon" are:

- HTML5
- CSS
- JavaScript

## User Agents and Assistive Technologies

The technology platforms used in the verification:

- Windows 10/Chrome

The assistive technologies used in the verification:

- Keyboard
- NVDA
- aXe
- Large Text
- Colour Contrast Analyser
- Web Developer Toolbar
- Code Inspection / Dev Tools