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Thomson Reuters Accessibility Conformance Report

International Edition, modified to include only

Section 508 and WCAG 2.1

(Based on VPAT® Version 2.4)

Name of Product/Version: Thomson Reuters Westlaw Edge, hereinafter "Product"

Report Date: September 2023

Product Description: Westlaw Edge is Thomson Reuters' full suite of artificial intelligence-powered research tools available on the Westlaw legal research platform. Westlaw Edge builds upon the premium content and performance the legal industry has come to expect from Thomson Reuters. Powered by state-of-the-art artificial intelligence and built upon more than 100 years of attorney-created annotations, only Westlaw Edge subscribers gain access to an enhanced experience, including the next generation of legal search, integrated litigation analytics, the most powerful citator, and more.

Westlaw Edge allows legal professionals to practice with an unprecedented degree of certainty and confidence, providing next generation AI-driven legal search, first of its kind warnings for laws that are no longer valid, unrivaled litigation analytics, and sophisticated new research tools that help legal professionals deliver results to clients faster and more accurately.

For additional product information please go to:

Legal.thomsonreuters.com/en.products/westlaw

Contact Information: accessibility@thomsonreuters.com

Notes: This Accessibility Conformance Report (ACR) replaces all previous reports, including the ACR issued in June 2020.

Westlaw Edge does not have product versions. The product was tested as new features were released and more thoroughly in June – August 2023.

Thomson Reuters Legal Community, hereinafter 'Community.' This feature resides within a third-party framework, which has accessibility issues that impact keyboard accessibility, labeling, and visible focus. Whenever a Community issue was discovered, it is noted in the WCAG table below but not used to determine the accessibility of Westlaw Edge. Those issues refer back to this note.

"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of the Information Technology Industry Council (ITI)

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Similarly, related products such as Practical Law were tested. Because not all customers subscribe to both products, issues found during testing were not used to determine the accessibility of Westlaw Edge, and issues noted reference to this note.

- ARIA support may be inconsistent between browsers, and as compared to mobile devices, which may trigger a failure or cause an accessibility issue, even when our product coding is correct. Some third-party content providers we use include images, such as detailed medical drawings, charts, and graphs, which may not include summaries, labels, or text equivalents from the publisher.
- All issues found during testing were logged in our error management system to facilitate prioritization and resolution.

Supporting & Electronic Documentation:

This report also documents the accessibility of supporting training material and electronic documentation housed in a separate website, legal.thomsonreuters.com. This ACR generally refers to this website as the "Legal Support site".

Evaluation Methods Used: General product knowledge plus testing using automated testing tools, assistive technology (such as NVDA and JAWS screen readers), multiple browsers (including Google Chrome and Mozilla Firefox), keyboard functionality and navigation, magnification, and color contrast testing.

Legal Support site content and electronic documents for Westlaw were tested in October 2022.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1 **Note:** Success Criteria new in WCAG 2.1 are not required by Section 508. A separate table has been created for the new Success Criteria.	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Standard/Guideline	Included In Report
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11)	(No)

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.
(**Per ITI instructions:** "Note: When filling in the WCAG tables, a response may use 'Supports' where one might otherwise be inclined to use 'Not Applicable'. This is in keeping with WCAG 2.0 Understanding Conformance: This means that if there is no content to which a success criterion applies, the success criterion is satisfied.")

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 2.0 Level AAA.

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, and 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 and 2: Success Criteria, Levels A and AA

Notes: This Table documents conformance with **WCAG 2.0 levels, both A and AA** by merging Tables 1 and 2. The product was not evaluated for conformance with WCAG 2.0 level AAA, and that table has been removed from this report.

This product does not contain software, is not a closed product, and does not contain any authoring capabilities. Therefore, Software and Authoring Tool components have been removed from the table. This product has supporting web materials in the form of PDF user guides and training videos on the Legal Support site.

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 (Product):** Partially Supports **Web (Legal Support site):** Partially Supports **Electronic Docs:** Partially Supports	**Web (Product):** Most non-text content includes an alternative that serves an equivalent purpose. However, some non-text content like certain icons are missing labels or have labels that are not fully descriptive, certain images are missing alt text, and some SVG graphics and charts need more descriptive text alternatives. **Web (Legal Support site):** The Legal Support site hero image does not include alt text. **Electronic Docs:** While most PDF documents include images with alternative text, some PDFs provided on the Legal Support site contain images that do not supply alt text for screen readers.

Criteria	Conformance Level	Remarks and Explanations
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web (Product):** Not Applicable **Web (Legal Support Site):** Supports **Electronic Docs:** Not Applicable	**Web (Product):** The product does not contain this type of content. **Web (Legal Support site):** Legal Support Site videos provide closed captioning. **Electronic Docs:** The PDFs do not contain this type of 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 (Product):** Not Applicable **Web (Legal Support site):** Supports **Electronic Docs:** Not Applicable	**Web (Product):** The product does not contain this type of content. **Web (Legal Support site):** No issues identified. **Electronic Docs:** The PDFs do not contain this type of content.
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 (Product):** Not Applicable **Web (Legal Support site):** Supports **Electronic Docs:** Not Applicable	**Web (Product):** The product does not contain this type of content. **Web (Legal Support site):** No issues identified. **Electronic Docs:** The PDFs do not contain this type of content.
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 (Product):** Not Applicable **Web (Legal Support site):** Not Applicable **Electronic Docs:** Not Applicable	**Web (Product):** The product does not include live video content. **Web (Legal Support site):** The website does not include live video content. **Electronic Docs:** The PDFs do not contain this type of content.

Criteria	Conformance Level	Remarks and Explanations
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 (Product):** Not Applicable **Web (Legal Support site):** Partially Supports **Electronic Docs:** Not Applicable	**Web (Product):** The product does not include this type of content. **Web (Legal Support site):** Web-based training videos on the Legal Support site do not have audio descriptions but do have captions and voiceover that partially describes what is being shown. Additionally, users may schedule a live-training session or call the Customer Support line for additional training support. **Electronic Docs:** The PDFs do not include this type of content.

| 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 (Product):** Does Not Support

Web (Legal Support site): Supports

Electronic Docs: Partially Supports | **Web (Product):**
While information, structure, and relationships conveyed through presentation can be programmatically determined in some of the product, many issues were noted which primarily impact those using screen readers: Styled or highlighted text is not always communicated to the screen reader user.
Some data table headers are not fully communicated to screen readers.
Some visual lists are not semantically coded as a list.
Some visual headings are not semantically coded as a heading.
Some data table headings are missing, empty, or not scoped to convey relationship with data cells.
States like required, collapse, or expand as well as number of cases displayed are not always conveyed by the screen reader.
Some layout tables do not have "presentation" role defined.
Some tooltips, loading statuses and search suggestions are not fully conveyed to screen readers. Screen reader users are not informed when new data is dynamically loaded.
Some radio buttons and checkboxes are missing associated labels. Some input fields have no valid label or have visual labels that are not semantically associated with their field labels, for example in Search, Alerts, and Research Reporting. Some form help language is not conveyed to screen readers with input form labels.
Tab panels may include unnecessary headings which may confuse screen readers.
Some chart content is not fully communicated to screen readers. However, access to alternative equivalent information is provided. **Web (Legal Support site):**
No issues identified. |

Criteria	Conformance Level	Remarks and Explanations
		Electronic Docs: Page structures such as headings are visually represented but are not conveyed to users programmatically. However, this does not prevent users from successfully reading the content.
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 (Product):** Partially Supports **Web (Legal Support site):** Supports **Electronic Docs:** Partially Supports	**Web (Product):** While the correct reading order can be programmatically determined on most pages, the reading order of the page is not always the same as the keyboard focus order. Modal and dialogue reading order can sometimes begin in the middle of the modal instead of the first content heading. Hidden elements can sometimes be focusable and announced to a screen reader. **Web (Legal Support site):** No issues identified. **Electronic Docs:** Some PDF documents in the Legal Support site include incorrect reading order which may impact people navigating via screen reader.
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 (Product):** Supports **Web (Legal Support site):** Supports **Electronic Docs:** Supports	**Web (Product):** No issues identified. **Web (Legal Support site):** No issues identified. **Electronic Docs:** No issues identified.

Criteria	Conformance Level	Remarks and Explanations

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 (Product):
	  Partially Supports
	
	Web (Legal Support site):
	  Supports
	
	Electronic Docs:
	  Partially Supports
		Web (Product):
		  While the use of color is generally supported, color is used as the only means of styling links. Some data visualizations, graphs, maps, and charts in Litigation Analytics use color alone to convey meaning. Color alone is used to identify the focus state in some Alert functions. Billable and non-billable zone status can be indicated via a label or communicated through color alone based on user settings.
		
		Web (Legal Support site):
		  No issues identified.
		
		Electronic Docs:
		  While the use of color is generally supported, color is used as the only means of styling links in documents provided on the Legal Support site.

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 (Product):
	  Supports
	
	Web (Legal Support site):
	  Supports
	
	Electronic Docs:
	  Not Applicable
		Web (Product):
		  No issues identified.
		
		Web (Legal Support site):
		  No issues identified.
		
		Electronic Docs:
		  The PDFs do not contain this type of content.

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 (Product):
	  Partially Supports
	
	Web (Legal Support site):
	  Supports
	
	Electronic Docs:
	  Partially Supports
		Web (Product):
		  While the product generally supports text contrast, some dialogue, error, and status messaging, dropdown labels, buttons, input placeholder text, and empty state ("no data available") text do not meet minimum contrast requirements.
		
		Web (Legal Support site):
		  No issues identified.
		
		Electronic Docs:
		  While most of the content in PDF documents provided on the Legal Support site have accessible text color contrast, there are some documents that have text which does not meet minimum contrast requirements.

Criteria	Conformance Level	Remarks and Explanations

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 (Product):
	  Partially Supports
	Web (Legal Support site):
	  Supports
	Electronic Docs:
	  Supports
		Web (Product):
		  While most text can be resized, some page content can overlap, get cut off, or become hidden when the page is resized up to 200%.
		Web (Legal Support site):
		  No issues identified.
		Electronic Docs:
		  No issues identified.

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 (Product):
	  Supports
	Web (Legal Support site):
	  Supports
	Electronic Docs:
	  Supports
		Web (Product):
		  No issues identified.
		Web (Legal Support site):
		  No issues identified.
		Electronic Docs:
		  No issues identified.

Criteria	Conformance Level	Remarks and Explanations

2.1.1 Keyboard (Level A)
Also applies to:
Revised Section 508
• 501 (Web)(Software)
• 504.2 (Authoring Tool)
• 602.3 (Support Docs)
	Web (Product):
	   Partially Supports
	Web (Legal Support site):
	   Supports
	Electronic Docs:
	   Supports
		Web (Product):
		While most controls and content are keyboard accessible, there are some controls throughout the product that are not keyboard accessible and require the use of a mouse:
		
		• Copy with Reference context menu is not keyboard accessible.
		• Setting up new Alerts may not be possible without using a mouse.
		• Some components such as drag and drop, filtering and sorting, graphical components, certain radio buttons, and some third-party map content can be difficult to navigate using only a keyboard or may not use standard keystrokes.
		• Some functions like "back to top" and keyboard instructions can be difficult to locate via keyboard focus in the page reading order.
		• Some disabled functions are tab focusable, but they are announced to the screen reader as disabled/inactive.
		• Some date picker elements, dropdowns, informational icons, edit, delete, "Hide/Show" buttons, keyboard instruction links, graphic and chart content, "back to top" features, map, sort, drag and drop features, highlighting functions, and some radio buttons are not fully operable via keyboard.
		• Some dropdown menus, tooltips, and dialog cannot be dismissed using the escape key. However, most of these functions do have other means of closing with a keyboard.
		
		Web (Legal Support site):
		No issues identified.
		
		Electronic Docs:
		No issues identified.

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 (Product):** Supports **Web (Legal Support site):** Supports **Electronic Docs:** Supports	**Web (Product):** No issues identified. **Web (Legal Support site):** No issues identified. **Electronic Docs:** No issues identified.
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 (Product):** Supports **Web (Legal Support site):** Supports **Electronic Docs:** Supports	**Web (Product):** No issues identified. **Web (Legal Support site):** The Legal Support site does not have content that times out. **Electronic Docs:** The support PDFs housed on the Legal Support Site do not have content that times out.
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 (Product):** Supports **Web (Legal Support site):** Supports **Electronic Docs:** Supports	**Web (Product):** No issues identified. **Web (Legal Support site):** No issues identified. **Electronic Docs:** No issues identified.
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 (Product):** Supports **Web (Legal Support site):** Supports **Electronic Docs:** Supports	**Web (Product):** No issues identified. **Web (Legal Support site):** No issues identified. **Electronic Docs:** No issues identified.

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Criteria	Conformance Level	Remarks and Explanations
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 (Legal Support site):** Supports **Electronic Docs:** Supports	**Web (Product):** No issues identified. **Web (Legal Support site):** No issues identified. **Electronic Docs:** No issues identified.
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web:** Partially Supports **Web (Legal Support site):** Supports **Electronic Docs:** Partially Supports	**Web (Product):** A majority of the product contains pages which are appropriately titled. However, those that are may not always be uniquely titled. **Web (Legal Support site):** No issues identified. **Electronic Docs:** Document title is not correctly or uniquely defined for some PDFs within the Legal Support site.

Criteria	Conformance Level	Remarks and Explanations
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 (Product):** Partially Supports **Web (Legal Support site):** Supports **Electronic Docs:** Supports	**Web (Product):** While keyboard focus order and focus movement functions as expected in most of the product, some issues were noted: • Some disabled content receives keyboard focus. • Keyboard focus sometimes won't return to the element triggered upon completion of an action. • Focus is sometimes lost when certain controls are activated. • Keyboard focus sometimes skips or reads list items out of order. • Keyboard focus can move off of a modal dialog and onto the page behind making returning to the modal difficult via keyboard. • Some dropdown components do not close when focus moves away. **Web (Legal Support site):** No issues identified. **Electronic Docs:** No issues identified.
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 (Product):** Partially Supports **Web (Legal Support Site):** Partially Supports **Electronic Docs:** Supports	**Web (Product):** While most links convey their context and purpose, some issues were noted: • Some links, buttons, and icons have labels that may not be fully contextual for a screen reader. • Some controls share the same name, such as Edit, without providing additional context to screen reader users. **Web (Legal Support site):** While most links convey their context and purpose, some do not provide sufficient context to screen reader users. **Electronic Docs:** No issues identified.

Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	**Web (Product):** Supports **Web (Legal Support site):** Supports **Electronic Docs:** Supports	**Web (Product):** No issues identified. **Web (Legal Support site):** No issues identified. **Electronic Docs:** No issues identified.
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 (Product):** Partially Supports **Web (Legal Support Site):** Partially Supports **Electronic Docs:** Partially Supports	**Web (Product):** Headings and labels which appropriately describe their topic or purpose are present in most of the product. However, some issues were noted: • Heading levels are skipped or may be out of order on some pages. • Some controls and fields do not have unique labels or are missing labels. **Web (Legal Support site):** While the Legal Support Site content includes headings, some headings are not in appropriate order. **Electronic Docs:** While most of the content in the PDF documents provided on the Legal Support site have appropriate headings, some headings are not in appropriate order.

Criteria	Conformance Level	Remarks and Explanations
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 (Product):** Partially Supports **Web (Legal Support site):** Supports **Electronic Docs:** Supports	**Web (Product):** Most of the product contains a visible indication of keyboard focus. However, some features (for example, some radio buttons, checkboxes, and buttons) do not include a visible focus indicator. **Web (Legal Support site):** No issues identified. **Electronic Docs:** No issues identified.
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 (Product):** Partially Supports **Web (Legal Support site):** Supports **Electronic Docs:** Does Not Support	**Web (Product):** While most English content and full-page translations of English to other languages are supported, not all pages in other languages are fully supported with a lang attribute for screen reader users. This will not decrease access to this content for screen reader users. **Web (Legal Support site):** No issues identified. **Electronic Docs:** The support documentation does not use the lang attribute or other markup to identify document language.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • F602.3 (Support Docs)	**Web (Product):** Does Not Support **Web (Legal Support site):** Supports **Electronic Docs:** Does Not Support	**Web (Product):** Partial page content in different language is not supported with a lang HTML attribute in the product. Screen reader users will not know what language the content will be in but will still have access to the content. **Web (Legal Support site):** No issues identified. **Electronic Docs:** The support documentation does not use the lang attribute or other markup to identify changes of language within documents.

Criteria	Conformance Level	Remarks and Explanations

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 (Product):
	  Partially Supports
	Web (Legal Support site):
	  Supports
	Electronic Docs:
	  Supports
		Web (Product):
		  While most of the application supports On Focus, some checkboxes in Litigation Analytics can move focus when the checkbox is selected. Some alert tooltips open without receiving user focus. Search Within Folder input field is coded as a button despite appearing visually as a text input.
		Web (Legal Support site):
		  No issues identified.
		Electronic Docs:
		  No issues identified.

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 (Product):
	  Partially Supports
	Web (Legal Support site):
	  Supports
	Electronic Docs:
	  Supports
		Web (Product):
		  While most of the application supports On Input, a few issues were noted. Some table sort functions initiate sort when keyboard navigated instead of on input by the user.
		Web (Legal Support site):
		  No issues identified.
		Electronic Docs:
		  No issues 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 (Product):
	  Supports
	Web (Legal Support site):
	  Supports
	Electronic Docs:
	  Not Applicable
		Web (Product):
		  No issues identified.
		Web (Legal Support site):
		  No issues identified.
		Electronic Docs:
		  The PDFs do not contain this type of content.

Criteria	Conformance Level	Remarks and Explanations
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 (Product):** Supports **Web (Legal Support site):** Supports **Electronic Docs:** Not Applicable	**Web (Product):** No issues identified. **Web (Legal Support site):** No issues identified. **Electronic Docs:** The PDFs do not contain this type of content.
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 (Product):** Supports **Web (Legal Support site):** Supports **Electronic Docs:** Not Applicable	**Web (Product):** No issues identified. **Web (Legal Support site):** No issues identified. **Electronic Docs:** The PDFs does not contain this type of content.

Criteria	Conformance Level	Remarks and Explanations
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 (Product):** Partially Supports **Web (Legal Support site):** Supports **Electronic Docs:** Supports	**Web (Product):** While most form controls and buttons have unique and appropriate labels or instructions, some issues were noted: • Some dropdown content and instructional content is not fully read by a screen reader. • Some labels are not present or have been replaced by placeholder text. • Labels, instructions, and placeholder text are not always announced to screen reader user in association with form inputs. • Date picker instructions are not always conveyed to screen reader users. • Drag and drop instructions sometimes are not conveyed to screen reader users. **Web (Legal Support site):** No issues identified. **Electronic Docs:** No issues identified.
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web (Product):** Partially Supports **Web (Legal Support site):** Supports **Electronic Docs:** Supports	**Web (Product):** Most error suggestions appear and are conveyed appropriately to screen reader users, but a minority of KeyCite Overruling Risk messages do not fully convey to the screen reader user. **Web (Legal Support site):** No issues identified. **Electronic Docs:** No issues identified.

Criteria	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web (Product):** Supports **Web (Legal Support site):** Supports **Electronic Docs:** Supports	**Web (Product):** No issues identified. **Web (Legal Support site):** No issues identified. **Electronic Docs:** No issues identified.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web (Product):** Supports **Web (Legal Support site):** Supports **Electronic Docs:** Supports	**Web (Product):** Per updates from the W3C, 4.1.1 is considered passed for all content implemented in HTML and XML. **Web (Legal Support site):** Per updates from the W3C, 4.1.1 is considered passed for all content implemented in HTML and XML. **Electronic Docs:** No issues identified.

Criteria	Conformance Level	Remarks and Explanations
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 (Product):** Does Not Support **Web (Legal Support site):** Partially Supports **Electronic Docs:** Supports	**Web (Product):** In much of the product, the name and role for user interface components can be programmatically determined and are unique; including their states, properties, and values. In some cases, however, components are misidentified or incompletely described to screen readers for example: • Some case tags are structured as buttons even though they are not clickable. Some buttons are semantically coded as links. • Some inputs use placeholders instead of field labels, or visible labels are not programmatically associated, or fields do not identify combo boxes. • Drag and drop functionality is missing accessible labels. • Some custom controls do not provide full name, role, and state information for screen reader users. • Some tree structures do not convey the level correctly to screen reader users. • Some tooltips have an incorrect label or are read as a heading by screen readers. • Some button inactive states, expand/collapse states, search result amounts, and selected or deselected states are not fully conveyed to screen readers. **Web (Legal Support site):** In most of the Legal Support site, the name and role for user interface components can be programmatically determined, along with their states, properties, and values. However, there are a few video control buttons with an incorrect name, state, and role. This functionality does not prevent users from navigating the video content. **Electronic Docs:** No issues identified.

Table 2: Success Criteria, Level AA

Notes: WCAG 2.0 level AA Success Criteria is incorporated into the table above, so this table is removed as redundant.

Table 3: Success Criteria, Level AAA

Notes: Level AAA Success Criteria is not included in this report, so this table has been removed to shorten the report.

Supplemental Table: WCAG 2.1 Success Criteria, Levels A and AA

Notes: To assist with clarity for those evaluating only WCAG 2.0 Success Criteria, Success Criteria new in WCAG 2.1 have been pulled into a separate table.

This product does not contain software, is not a closed product, and does not contain any authoring capabilities. Therefore, Software and Authoring Tool components have been removed from the table. This product has supporting web materials in the form of PDF user guides and training videos on the Legal Support site.

Criteria	Conformance Level	Remarks and Explanations
1.3.4 Orientation (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Web (Product):** Supports **Web (Legal Support site):** Supports **Electronic Docs:** Supports	**Web (Product):** No issues identified. **Web (Legal Support site):** No issues identified. **Electronic Docs:** No issues identified.
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Web (Product):** Partially Supports **Web (Legal Support site):** Supports **Electronic Docs:** Supports	**Web (Product):** Most of the product is conformant but autocomplete attributes are not always defined for input fields and email input types are not always indicated for Alert email setup. **Web (Legal Support site):** No issues identified. **Electronic Docs:** No issues identified.

Criteria	Conformance Level	Remarks and Explanations

1.4.10 Reflow (Level AA 2.1 only)
    Also applies to:
    Revised Section 508 – Does not apply
	Web (Product):
	    Does Not Support
	
	Web (Legal Support site):
	    Supports
	
	Electronic Docs:
	    Supports
		Web (Product):
		In many areas of the product, content overlaps, becomes cut off, and is generally unusable when reflow settings are applied.
		
		• In a standard 1280x1024 window, horizontal scrolling is required due to many pages in the web app that do not reflow beyond 175% magnification.
		• Some functionality, disappears, overlaps, or is unreachable when magnified over 175%.
		• In some cases, a dual scroll bar appears on the page at 400% magnification (for non-table content).
		
		Web (Legal Support site):
		No issues identified.
		
		Electronic Docs:
		No issues identified.

1.4.11 Non-text Contrast (Level AA 2.1 only)
    Also applies to:
    Revised Section 508 – Does not apply
	Web (Product):
	    Partially Supports
	
	Web (Legal Support site):
	    Supports
	
	Electronic Docs:
	    Supports
		Web (Product):
		Most of the product supports color contrast, however some buttons and input fields use colors that do not pass color contrast accessibility. Some keyboard focus styling also does not provide sufficient contrast.
		
		Web (Legal Support site):
		No issues identified.
		
		Electronic Docs:
		No issues identified.

Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Web (Product):** Partially Supports **Web (Legal Support site):** Supports **Electronic Docs:** Supports	**Web (Product):** The product generally supports user adjustments of text and line spacing without any loss of content or functionality. However, some functionality overlaps or gets cut-off when resized including some button labels, icons, and text. **Web (Legal Support site):** No issues identified. **Electronic Docs:** No issues identified.
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Web (Product):** Partially Supports **Web (Legal Support site):** Supports **Electronic Docs:** Supports	**Web (Product):** Where pointer hover or keyboard focus triggers additional content, that content is generally dismissible, hover-able, and persistent. However, some tooltip content: • Does not display properly upon focus. • Is not movable via pointer without dismissing the content. • Is not dismissible by keyboard users. • Remains open even when focus has moved to another interactive element. • May disappear without user action or too soon to be read. **Web (Legal Support site):** No issues identified. **Electronic Docs:** No issues identified.

Criteria	Conformance Level	Remarks and Explanations
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Web (Product):** Supports **Web (Legal Support site):** Supports **Electronic Docs:** Supports	**Web (Product):** No issues identified. **Web (Legal Support site):** No issues identified. **Electronic Docs:** No issues identified.
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Web (Product):** Supports **Web (Legal Support site):** Supports **Electronic Docs:** Supports	**Web (Product):** No issues identified. **Web (Legal Support site):** No issues identified. **Electronic Docs:** No issues identified.
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Web (Product):** Partially Supports **Web (Legal Support site):** Supports **Electronic Docs:** Supports	**Web (Product):** Most of the product is operable with a single pointer click on the up-event. However, the WestClip tab panel is triggered by the pointer down-event. **Web (Legal Support site):** No issues identified. **Electronic Docs:** No issues identified.
2.5.3 Label in Name (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Web (Product):** Partially Supports **Web (Legal Support site):** Supports **Electronic Docs:** Supports	**Web (Product):** While most of the product includes the label in the element name, select industry button in Litigation Analytics does not have the visual name in the programmatic label that reads to the screen reader. **Web (Legal Support site):** No issues identified. **Electronic Docs:** No issues identified.

Criteria	Conformance Level	Remarks and Explanations
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Web (Product):** Supports **Web (Legal Support site):** Supports **Electronic Docs:** Supports	**Web (Product):** No issues identified. **Web (Legal Support site):** No issues identified. **Electronic Docs:** No issues identified.
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Web (Product):** Partially Supports **Web (Legal Support site):** Supports **Electronic Docs:** Supports	**Web (Product):** While most status messages are clearly conveyed to assistive technology users, some displayed statues, alert messages, combo box messages, dynamically updated content, and load/remove/delete statuses are not fully conveyed to screen readers. **Web (Legal Support site):** No issues identified. **Electronic Docs:** No issues identified.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes: Product functionality is covered by WCAG tables above, so this table is redundant and not required. It has been removed.

Chapter 4: Hardware

Notes: Product does not include hardware, so this table has been removed to shorten the report.

Chapter 5: Software

Notes: Product does not contain software, so this table has been removed to shorten the report.

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	Supports	This product is a web application and not a closed or local software product.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Documentation is available in electronic and non-electronic formats, such as in both PDF and print.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	This product is a web application and not a closed or local software product.

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	Supports	Thomson Reuters provides technical and customer support to accommodate users with disabilities and address issues related to the accessibility of Thomson Reuters legal products. Our services included: • Customer Technical Support to answer general and/or technical questions. 1-800-937-8529 or techsupport@thomsonreuters.com. • Reference Attorneys to provide assistance with research questions or working with our products. 1-800-733-2889. • Telephone Training for customers utilizing assistive technologies and other adaptive devices accessibility@thomsonreuters.com. • Live Chat with the Reference Attorneys for the hearing impaired and other users. Available Monday-Friday from 7:00 a.m. to 10:00 p.m. CST, excluding holidays. • Assistive Technology Support to assist users with specific questions related to assistive technologies and adaptive software accessibility@thomsonreuters.com.

EN 301 549 Report

Notes: All of the EN 301 549 report has been removed because this report is intended for non-European Union countries. Removed Chapters: Chapter 4: Functional Performance Statements (FPS); Chapter 5: Generic Requirements; Chapter 6: ICT with Two-Way Voice Communication; Chapter 7: ICT with Video Capabilities; Chapter 8: Hardware; Chapter 9: Web *(see WCAG 2.x section)*; Chapter 10: Non-Web Software; Chapter 11: Software; Chapter 12: Documentation and Support Services; and Chapter 13: ICT Providing Relay or Emergency Service Access

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