**Accessibility Statement for HeinOnline**

William S. Hein & Co., Inc. is committed to ensuring digital accessibility for people with disabilities. We are continually improving the user experience for everyone, and applying the relevant accessibility standards.

**Conformance status**

The [Web Content Accessibility Guidelines (WCAG)](https://www.w3.org/WAI/standards-guidelines/wcag/) defines requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA.HeinOnline is partially conformant with WCAG 2.0 level AA. Partially conformant means that some parts of the content do not fully conform to the accessibility standard.

**Feedback**

We welcome your feedback on the accessibility of HeinOnline. Please let us know if you encounter accessibility barriers on HeinOnline:

* Phone: 1-800-828-7571
* E-mail: [holsuppport@wshein.com](mailto:holsuppport@wshein.comholsuppport@wshein.com)
* Postal address: 2350 North Forest Road Getzville NY 14068
* <https://home.heinonline.org/contact/>

We try to respond to feedback within 2 business days.

**Compatibility with browsers and assistive technology**

HeinOnline is designed to be compatible with the following assistive technologies:

* JAWS, NVDA, VoiceOver, WAVE accessibility tool
* HeinOnline supports all major browsers, including Mozilla Firefox, Internet Explorer, Safari, Opera, and Google Chrome. We recommend always installing the latest browser update if your computer so allows. Generally speaking, when the developer of the browser stops supporting a version of their browser, we stop supporting it as well.

**Technical specifications**

Accessibility of HeinOnline relies on the following technologies to work with the particular combination of web browser and any assistive technologies or plugins installed on your computer:

* HTML
* CSS
* JavaScript

These technologies are relied upon for conformance with the accessibility standards used.

**Limitations and alternatives**

Despite our best efforts to ensure accessibility of HeinOnline, there may be some limitations. Below is a description of known limitations, and potential solutions. Please contact us if you observe an issue not listed below.

Known limitations for HeinOnline:

1. **help.heinonline.org videos**: Audio descriptions are not provided for all prerecorded video content. because Some tutorial videos do not contain audio descriptions.. Future tutorial videos will include transcriptions. Contact HeinOnline Technical Support for assistance.
2. **Content - Images**: Some pages become unreadable when zoomed to 200% because HeinOnline contains exact replicas of material as it appeared in its original printed versions. In some cases, zooming in will make pages difficult to read when zoomed to 200%. HeinOnline allows you to toggle to the OCR'd text of the page instead of the image. Use section 508 compatible mode or toggle to OCR'd text.
3. **Content - language**: The language of page content that is in a different language is identified using the lang attribute because Compliance not possible for the content in HeinOnline as it would result in a fundamental alteration of the information in the documents.. . .

**Assessment approach**

William S. Hein & Co., Inc. assessed the accessibility of HeinOnline by the following approaches:

* Self-evaluation

**Formal approval of this accessibility statement**

This Accessibility Statement is approved by:

William S. Hein & Co., Inc.  
HeinOnline Support