Accessibility Conformance Report (ACR)

Product: Author Services

authorservices@mdpi.com

Version 1 – July 2026

Introduction

Product Name: Author Services

Report Version: Version 1 – July 2026

VPAT Version: Voluntary Product Accessibility Template® (VPAT®) International Edition Version 2.5Rev

Product Description

MDPI Author Services provides professional solutions to help researchers prepare and promote their research. Our services include English editing, figure editing, layout editing, and graphical abstract design to improve the clarity, accuracy, and presentation of manuscripts. We also offer video production services that enable authors to communicate their research findings in a dynamic, engaging format and increase visibility across video and social media platforms. Every edited manuscript is backed by our quality guarantee, including free re-editing or a full refund if it is rejected due to English-language issues.

Product Scope

The product includes the following services:
• English Editing: Improving grammar, spelling, readability, and academic writing style.
• Figure Editing: Enhancing figures to meet journal quality and formatting standards.
• Layout Editing: Formatting manuscripts according to publication requirements.
• Graphical Abstract Design: Creating clear, visually engaging graphical abstracts that summarize key research findings.
• Video Production: Producing professional research videos that help authors explain their findings and increase engagement and visibility across digital channels.

Notes

Note that the investigations for this report were generally conducted on the current version of MDPI.com which will be replaced with a new version in the foreseeable future. The new version will be more accessible. Some Author Services workflows also involve the SuSy platform. For further details, please check the separate Accessibility Conformance Reports for MDPI Journals current platform, new platform, and SuSy.

Contact: authorservices@mdpi.com

Evaluation Methods Used

1. Audit of representative pages and workflows by Deque.
2. Use of browser developer tools and common accessibility heuristics (structure, semantics, keyboard support, color contrast, focus visibility, error handling, and ARIA usage).
3. Consideration of expected interoperability with modern screen readers and other assistive technologies based on standard HTML and ARIA patterns.

WCAG 2.2 A+AA

authorservices@mdpi.com

Criteria	Conformance Level

Criteria	Conformance Level
1.1.1 Non-text Content (Level A)	Does Not Support
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable
1.2.2 Captions (Prerecorded) (Level A)	Supports
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Partially Supports
1.2.4 Captions (Live) (Level AA)	Not Applicable
1.2.5 Audio Description (Prerecorded) (Level AA)	Does Not Support
1.3.1 Info and Relationships (Level A)	Supports
1.3.2 Meaningful Sequence (Level A)	Supports
1.3.3 Sensory Characteristics (Level A)	Supports
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Partially Supports
1.4.1 Use of Color (Level A)	Partially Supports
1.4.2 Audio Control (Level A)	Not Applicable
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports
1.4.4 Resize text (Level AA)	Partially Supports
1.4.5 Images of Text (Level AA)	Supports
1.4.10 Reflow (Level AA 2.1 and 2.2)	Partially Supports
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Does Not Support
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Partially Supports
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Partially Supports
2.1.1 Keyboard (Level A)	Partially Supports
2.1.2 No Keyboard Trap (Level A)	Supports
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Supports
2.2.1 Timing Adjustable (Level A)	Not Applicable

Criteria	Conformance Level
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable
2.4.1 Bypass Blocks (Level A)	Supports
2.4.2 Page Titled (Level A)	Supports
2.4.3 Focus Order (Level A)	Partially Supports
2.4.4 Link Purpose (In Context) (Level A)	Supports
2.4.5 Multiple Ways (Level AA)	Supports
2.4.6 Headings and Labels (Level AA)	Partially Supports
2.4.7 Focus Visible (Level AA)	Partially Supports
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Partially Supports
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Not Applicable
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports
2.5.3 Label in Name (Level A 2.1 and 2.2)	Partially Supports
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not Applicable
2.5.7 Dragging Movements (Level AA 2.2 only)	Not Applicable
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Not Applicable
3.1.1 Language of Page (Level A)	Supports
3.1.2 Language of Parts (Level AA)	Supports
3.2.1 On Focus (Level A)	Supports
3.2.2 On Input (Level A)	Supports
3.2.3 Consistent Navigation (Level AA)	Supports
3.2.4 Consistent Identification (Level AA)	Supports
3.2.6 Consistent Help (Level A 2.2 only)	Supports
3.3.1 Error Identification (Level A)	Supports

Criteria	Conformance Level
3.3.2 Labels or Instructions (Level A)	Supports
3.3.3 Error Suggestion (Level AA)	Supports
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports
3.3.7 Redundant Entry (Level A 2.2 only)	Supports
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports
4.1.2 Name, Role, Value (Level A)	Partially Supports
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Does Not Support

Supports / Not Applicable Partially Supports Does Not Support

WCAG 2.2 A+AA - Details

1.1.1 Non-text Content (Level A)

Does Not Support

Support examples

- System icons, logos, and the majority of control elements generally include alternative text.

Does not support or partially supports examples

- The example graphical abstract, as well as some decorative elements on the Author Services web page, do not have sufficiently descriptive alternative text, or may lack alt text altogether. Some legacy thumbnails on SuSy lack descriptive alt text.

Workarounds

Alt text will be added to the graphical abstracts and other visual elements in upcoming updates. Until then, please contact us at authorservices@mdpi.com if any further information or support is required. Missing alt text on legacy components is being systematically addressed as part of the ongoing frontend migration.

1.2.1 Audio-only and Video-only (Prerecorded) (Level A)

Not Applicable

Notes

- Pre-recorded videos serve as examples for video abstracts, which can be procured as part of the Author Services product. Replacing them with alternative formats is not useful in this context.

1.2.2 Captions (Prerecorded) (Level A)

Supports

Notes

- The example video on the Author Services web page has open captions.

1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)

Partially Supports

Does not support or partially supports examples

- Full-text video transcripts of videos are currently not available on the website.

Notes

- The pre-recorded videos on the Author Services web pages serve as examples for video abstracts, which can be procured as part of the Author Services product. Replacing them with alternative formats is not useful in this context.

Workarounds

Full-text video transcripts will be provided alongside the videos in the future. Until these transcripts are provided, please contact authorservices@mdpi.com to receive a full video transcript.

1.2.4 Captions (Live) (Level AA)

Not Applicable

Notes

- There is no live synchronized media on the Author Services web pages.

1.2.5 Audio Description (Prerecorded) (Level AA)

Does Not Support

Does not support or partially supports examples

- The example video on the Author Services web page does not include audio description.

1.3.1 Info and Relationships (Level A)

Supports

Support examples

- Structural relationships are programmatically identifiable through headings and section labels.

1.3.2 Meaningful Sequence (Level A)

Supports

Support examples

- The extracted page content follows a meaningful reading sequence from navigation to page title, service content, pricing, FAQ, and footer.

1.3.3 Sensory Characteristics (Level A)

Supports

Support examples

- There is no information on the Author Services web pages that relies solely on sensory characteristics such as shape, color, visual location, orientation, sound, etc.

1.3.4 Orientation (Level AA 2.1 and 2.2)

Supports

Support examples

- The Author Services web pages appear to be responsive web content, without orientation-specific functionality.

1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)

Partially Supports

Support examples

- The Author Services web page and SuSy generally use programmatic attributes (such as HTML autocomplete) to identify the purpose of input fields that collect user information.

Does not support or partially supports examples

- There are forms, such as the Input Author Details form in the SuSy payment process, in which autocomplete attributes for some elements are missing.

Workarounds

The identified issues will be remediated as soon as possible, and the old pages will be replaced with updated versions, in accordance with the WCAG specifications. Until then, please reach out to accessibility@mdpi.com if any support is required.

1.4.1 Use of Color (Level A)

Partially Supports

Notes

- Author Services uses colors, text, and icons to communicate service information. For example, in the "Get a Quote and Submit" section, users must select at least one service before clicking "Get a Quote", and a red message ("Select at least one service") is shown if none is selected. Under "Price Breakdown", a red refresh icon indicates that the price needs to be updated after services change. Aside from the colors, users can still understand the information through text and icons.

1.4.2 Audio Control (Level A)

Not Applicable

Notes

- There is no automatic audio content on MDPI.com or SuSy.

1.4.3 Contrast (Minimum) (Level AA)

Partially Supports

Support examples

- Core product text, including any images of text, has sufficient color contrast.

Does not support or partially supports examples

- Muted UI text, hint messages, and some focus outlines may fall below the minimum contrast on the Author Services page on the old website version.

Workarounds

The upcoming, new MDPI.com platform is better suited for most accessibility needs, including better contrasts. Visit https://www.mdpi.com/redirect/new_site.

1.4.4 Resize text (Level AA)

Partially Supports

Support examples

- MDPI Author Services can be enlarged up to 200% without loss of functionality.

Does not support or partially supports examples

- When enlarging to 200%, the search label for "authors / affiliations / email" may become visually truncated.

Workarounds

The upcoming, new MDPI.com platform is better suited for most accessibility needs, including better support for resizing. Visit https://www.mdpi.com/redirect/new_site.

1.4.5 Images of Text (Level AA)

Supports

Support examples

- All core services, prices, and FAQ information are provided as text rather than images of text.

Notes

- Part of the services offered by MDPI's Author Services is the production of graphical abstracts, and such graphical abstracts are necessarily images including text. This format is essential to the information being conveyed. Examples of graphical abstracts shown on our website are thereby images of text.

1.4.10 Reflow (Level AA 2.1 and 2.2)

Partially Supports

Support examples

- The Author Services page as well as SuSy pages use a responsive layout that adapts to common browser and device viewport sizes. At 400% zoom the text is still responsive in two dimensions without any loss of information.

Does not support or partially supports examples

- At high zoom the data protection button on the SuSy platform can overlap with the page footer.

Workarounds

The SuSy data protection button is provided by third-party consent management platform Usercentrics, and we are currently not able to solve the issue. If it prevents you from using any SuSy functionality, please reach out to susy-product@mdpi.com so we can provide a solution.

1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)

Does Not Support

Support examples

- Form fields, including article search fields and service selection drop-downs, have sufficient contrast on focus.

Does not support or partially supports examples

- Numerous form fields, including article search fields and service selection drop-downs, do not have sufficient contrast without focus.

Workarounds

All identified instances of insufficient color contrast will be remediated in upcoming releases of both MDPI.com and SuSy. Until then, please contact accessibility@mdpi.com in case any support is required.

1.4.12 Text Spacing (Level AA 2.1 and 2.2)

Partially Supports

Support examples

- The majority of body text and standard content areas remain readable and usable after adjusting text style properties.

Does not support or partially supports examples

- Some tight UI components, such as navigation bars, filter chips, and certain button and label combinations, can exhibit clipping, overlapping, or truncated text after adjusting text style properties.

Workarounds

The upcoming, new MDPI.com platform is better suited for most accessibility needs, including text spacing adjustment. Visit https://www.mdpi.com/redirect/new_site. The issues will also be fixed in upcoming SuSy releases. Until then, please contact accessibility@mdpi.com in case any support is required.

1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)

Partially Supports

Does not support or partially supports examples

- Some hover-only content is not reliably available via keyboard focus, and in certain cases users cannot easily dismiss the additional content without moving pointer focus away.

Notes

- There is no core Author Services feature or workflow showing content on hover or focus status, but these functions may be used in website footers for general information, such as the disclaimer/publisher's note.

Workarounds

Instances of undismissable hover content will be remediated on the new MDPI.com platform. For immediate support, please contact authorservices@mdpi.com.

2.1.1 Keyboard (Level A)

Partially Supports

Support examples

- Users can use the keyboard to navigate the forms and workflows of Author Services, and the Tab key can navigate to and trigger the corresponding actions.

Does not support or partially supports examples

- The FAQ section of the Author Services page cannot be expanded using the keyboard.

Workarounds

The upcoming, new MDPI.com platform is better suited for most accessibility needs, including text spacing adjustment. Visit https://www.mdpi.com/redirect/new_site.

2.1.2 No Keyboard Trap (Level A)

Supports

Support examples

- The audit did not identify any instances of keyboard traps on the Author Services web page or across SuSy.

2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)

Supports

Support examples

- The audit did not show any issues relating to character key shortcuts on the Author Services web page or across SuSy.

2.2.1 Timing Adjustable (Level A)

Not Applicable

Notes

- There is no timed content on the Author Services web page or on SuSy.

2.2.2 Pause, Stop, Hide (Level A)

Not Applicable

Notes

- There is no moving, blinking, scrolling, or autoplaying content on the Author Services web page or on SuSy.

2.3.1 Three Flashes or Below Threshold (Level A)

Not Applicable

Notes

- There is no flashing content on the Author Services web page or on SuSy.

2.4.1 Bypass Blocks (Level A)

Supports

Support examples

- A table of contents is present at the top left of the page, allowing users to navigate to the desired content.

2.4.2 Page Titled (Level A)

Supports

Support examples

- The MDPI Author Services page has a descriptive title.

2.4.3 Focus Order (Level A)

Partially Supports

Support examples

- In core workflows on the Author Services web page and on SuSy, the focus order is largely logical and consistent.

Does not support or partially supports examples

- Depending on the browser, the page header may not be focused correctly. For example, on the Safari browser, the page header, the Author Services list, Testimonials, and the input box of the Institutional Open Access Program (IOAP) 15% Discount cannot be focused on using the keyboard.
- On the main Author Services page, the article search bar is focused before the page header, which does not match the visually presented layout.

Workarounds

- If major components are not focusable by keyboard in the browser you are using (such as Safari), you can try using a different browser such as Firefox or Chrome.
- The upcoming, new MDPI.com platform is better suited for most accessibility needs, including focus order. Visit https://www.mdpi.com/redirect/new_site.

2.4.4 Link Purpose (In Context) (Level A)

Supports

Support examples

- All links are understandable in context, including the links on the service cards, Contact Us, FAQ. Link text is named according to the URL destination or triggered action.

2.4.5 Multiple Ways (Level AA)

Supports

Support examples

- The Author Services web page can be reached through site navigation, search or navigation links, breadcrumbs, and footer navigation. Breadcrumbs, navigation, and footer links are also present on this page to move to other MDPI services.

2.4.6 Headings and Labels (Level AA)

Partially Supports

Support examples

- The Author Services web page uses descriptive headings and labels to describe the page sections and actions.

Does not support or partially supports examples

- The three Service levels at the beginning of the Author Services web page use header level three, while the previous header uses header level one.

Workarounds

The upcoming, new MDPI.com platform is better suited for most accessibility needs, including headers. Visit https://www.mdpi.com/redirect/new_site.

2.4.7 Focus Visible (Level AA)

Partially Supports

Support examples

- The majority of keyboard operable functions have a visible focus.

Does not support or partially supports examples

- The 'Journal' and 'Article Type' dropdown selection boxes used to search for articles do not receive a visible focus when they are selected by keyboard.

Workarounds

Instances of missing visible focus will be remediated on the new MDPI.com platform. For immediate support, please contact accessibility@mdpi.com.

2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)

Partially Supports

Support examples

- The majority of interactive elements on the Author Services web page clearly indicate when they receive focus.

Does not support or partially supports examples

- There are multiple dropdown selection boxes that do not visibly indicate when they receive focus, for instance in the article search bar, the language editing level, the IOAP discount partner selection, and newsletter subscription options.

Workarounds

The upcoming, new MDPI.com platform is better suited for most accessibility needs, including focus behavior. Visit https://www.mdpi.com/redirect/new_site.

2.5.1 Pointer Gestures (Level A 2.1 and 2.2)

Not Applicable

Notes

- There are no functions requiring pointer gestures related to MDPI's Author Services.

2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)

Supports

Support examples

- All functionality that can be operated using a single pointer is executed on the up-event of the pointer, not the down-event of the pointer. After a down-event of the pointer, execution of the function can be aborted by moving the pointer elsewhere.

2.5.3 Label in Name (Level A 2.1 and 2.2)

Partially Supports

Support examples

- The majority of user interface components have clear, understandable labels that match the visually presented text.

Does not support or partially supports examples

- In some cases, labels are insufficiently clear or do not match the visually presented text. For example, the dropdown box to choose a level of service to receive a quote is only labeled as "level", which may not be sufficiently clear within the context.

Workarounds

The upcoming, new MDPI.com platform is better suited for most accessibility needs, including component labels. Visit https://www.mdpi.com/redirect/new_site.

2.5.4 Motion Actuation (Level A 2.1 and 2.2)

Not Applicable

Notes

- There are no functions requiring specific motion input related to MDPI's Author Services.

2.5.7 Dragging Movements (Level AA 2.2 only)

Not Applicable

Notes

- There are no functions requiring dragging motions related to MDPI's Author Services.

2.5.8 Target Size (Minimum) (Level AA 2.2 only)

Not Applicable

Does not support or partially supports examples

- Not all interactive elements on MDPI.com have sufficiently large target sizes for pointer input, or they are list elements that are too close together, such as the menu list on the left-hand side and in the page footer.

Workarounds

Instances of insufficient target sizes will be remediated on the new MDPI.com platform. For immediate support, please contact authorservices@mdpi.com.

3.1.1 Language of Page (Level A)

Supports

Support examples

- All content associated with MDPI's Author Services is in English, and the web page is correctly tagged as an English language web page.

3.1.2 Language of Parts (Level AA)

Supports

Support examples

- There are no non-English passages associated with MDPI's Author Services on MDPI.com or SuSy, except for proper names or technical terms.

3.2.1 On Focus (Level A)

Supports

Support examples

- User interface components receiving focus do not initiate changes of context.

3.2.2 On Input (Level A)

Supports

Support examples

- Changing the setting of user interface components does not automatically cause changes of context, unless this is the express and clearly labeled purpose of the component.

3.2.3 Consistent Navigation (Level AA)

Supports

Support examples

- Global navigation, breadcrumbs, and footer navigation appear consistent with the broader MDPI site structure.

3.2.4 Consistent Identification (Level AA)

Supports

Support examples

- Within both MDPI.com and SuSy, repeated controls (search fields, login buttons, icons) are identified consistently across the platform, promoting recognition.

Notes

- During some Author Services workflows, users are transferred from MDPI.com to SuSy. This is a necessary step for submitting manuscripts. While these are two distinct platforms, they also share some design features to support recognition and navigation.

3.2.6 Consistent Help (Level A 2.2 only)

Supports

Support examples

- FAQ and Contact Us are visible on the page; MDPI provides an accessibility email on its statement. Within both MDPI.com and SuSy, help functions such as FAQs, contact forms, and email addresses are presented consistently across the platform, promoting recognition.

Notes

- During some Author Services workflows, users are transferred from MDPI.com to SuSy. This is a necessary step for submitting manuscripts. While these are two distinct platforms, with different help functions, they also share some design features to support recognition and navigation, including, for example, a contact option under About, and links to the accessibility and privacy policies in the footer.

3.3.1 Error Identification (Level A)

Supports

Support examples

- If an input error is detected, the erroneous item is visually marked and the error is described to the user in text.

3.3.2 Labels or Instructions (Level A)

Supports

Support examples

- Visible labels and instructions are provided for service selection and pricing, as well as the submission process on SuSy.

3.3.3 Error Suggestion (Level AA)

Supports

Support examples

- When an input validation error occurs, a contextual suggestion is displayed to help the user correct it. For example, in language editing, a prompt will tell users if the text is below the minimum word count.

3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)

Supports

Support examples

- For all interactions involving legal or financial commitments (such as payment flows and key submission details), users are given opportunities to review and confirm information before final submission.

3.3.7 Redundant Entry (Level A 2.2 only)

Supports

Support examples

- In most cases, relevant workflows (e.g., forms and certain submission steps) can reuse previously entered information so users do not need to re-enter the same data.

3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)

Supports

Support examples

- Authentication is possible without a cognitive function test and alternatives are offered.

4.1.2 Name, Role, Value (Level A)

Partially Supports

Support examples

- Most components have accessible and descriptive names, roles, and values.

Does not support or partially supports examples

- The Preferred Currency input field is currently still missing an accessible name.

Workarounds

The field name will be fixed as soon as possible. Until then, please contact authorservices@mdpi.com if any support is needed.

4.1.3 Status Messages (Level AA 2.1 and 2.2)

Does Not Support

Does not support or partially supports examples

- Status messages (for dynamic updates, errors, and successes) are not always properly announced by screen reader technology. For example, when users submit an order, it should display a message that users will be directed to Susy to complete the following process.

Workarounds

The upcoming, new MDPI.com platform is better suited for most accessibility needs, including proper status message announcement. Visit https://www.mdpi.com/redirect/new_site.

Section 508

authorservices@mdpi.com

Section 508: Functional

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	**Partially Supports**	The public Author Services page and workflows are generally usable with keyboard and screen reader, although there are still some improvements to be made and some instances of missing or insufficiently descriptive alt text.
302.2 With Limited Vision	**Partially Supports**	The public Author Services page and workflows are generally usable with limited vision. There are some reflow issues at high zoom and there can be text spacing issues when adjusting text style properties.
302.3 Without Perception of Color	**Partially Supports**	Core information is always conveyed through text and labels, not color alone. In most cases,

Criteria	Conformance Level	Remarks and Explanations
		color contrasts are sufficient, but there are some exceptions which need to be fixed in upcoming releases.
302.4 Without Hearing	**Partially Supports**	Hearing is generally not required for core workflows on Author Services. Videos contain captions; however, they do not have audio descriptions or transcripts.
302.5 With Limited Hearing	**Supports**	Hearing is not required for core workflows on Author Services. All videos have audio controls and captions.
302.6 Without Speech	**Supports**	Speech is not required for Author Services.
302.7 With Limited Manipulation	**Partially Supports**	Physical manipulation is not required for Author Services. Instances of small selection targets can be selected using the keyboard. The FAQs cannot currently be viewed using only the keyboard. Please contact us through the support form or authorservices@mdpi.com for support.
302.8 With Limited Reach and Strength	**Not Applicable**	
302.9 With Limited Language, Cognitive, and Learning Abilities	**Supports**	The page uses clear headings, service descriptions, pricing, FAQ, and contact routes. Whenever possible, content and workflows are designed to be simple to understand and use.

Section 508: Support Documentation

Criteria	Conformance Level	Remarks and Explanations
602.2 Accessibility and Compatibility Features	**Supports**	This Accessibility Conformance Report lists accessibility features and potential issues and workarounds.
602.3 Electronic Support Documentation	**Supports**	
602.4 Alternate Formats for Non-Electronic Support Documentation	**Not Applicable**	All support functions are electronic.

Section 508: Support Services

Criteria	Conformance Level	Remarks and Explanations

Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features	**Supports**	If you have any additional questions regarding accessibility, not covered on the accessibility page or in the accessibility conformance report, please contact us at books@mdpi.com or accessibility@mdpi.com.
603.3 Accommodation of Communication Needs	**Supports**	

EN 301 549

authorservices@mdpi.com

EN 301 549: Clause 4 - Functional Performance Statements

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	**Partially Supports**	The public Author Services page and workflows are generally usable with keyboard and screen reader, although there are still some improvements to be made and some instances of missing or insufficiently descriptive alt text.
4.2.2 Usage with limited vision	**Partially Supports**	The public Author Services page and workflows are generally usable with limited vision. There are some reflow issues at high zoom and there can be text spacing issues when adjusting text style properties.
4.2.3 Usage without perception of colour	**Partially Supports**	Core information is always conveyed through text and labels, not color alone. In most cases, color contrasts are sufficient, but there are some exceptions which need to be fixed in upcoming releases.
4.2.4 Usage without hearing	**Partially Supports**	Hearing is generally not required for core workflows on Author Services. Videos contain captions; however, they do not have audio descriptions or transcripts.
4.2.5 Usage with limited hearing	**Supports**	Hearing is not required for core workflows on Author Services. All videos have audio controls and captions.
4.2.6 Usage with no or limited vocal capability	**Supports**	Vocal capabilities are not required for Author Services.
4.2.7 Usage with limited manipulation or strength	**Partially Supports**	Physical manipulation is not required for Author Services. Instances of small selection targets can be selected using the keyboard. The FAQs cannot currently be viewed using

Criteria	Conformance Level	Remarks and Explanations
		only the keyboard. Please contact us through the support form or authorservices@mdpi.com for support.
4.2.8 Usage with limited reach	**Not Applicable**	
4.2.9 Minimize photosensitive seizure triggers	**Supports**	There is no flashing or potentially seizure-triggering content on Author Services.
4.2.10 Usage with limited cognition, language or learning	**Supports**	The page uses clear headings, service descriptions, pricing, FAQ, and contact routes. Whenever possible, content and workflows are designed to be simple to understand and use.
4.2.11 Privacy	**Supports**	We value user privacy highly. Please see our public privacy policy at https://www.mdpi.com/about/privacy.

EN 301 549: Clause 5 - Generic Requirements

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	**Not Applicable**	
5.2 Activation of accessibility features	**Not Applicable**	
5.3 Biometrics	**Not Applicable**	
5.4 Preservation of accessibility information during conversion	**Not Applicable**	
5.5 Tactilely discernible operable parts	**Not Applicable**	
5.6 Locking or toggle controls	**Not Applicable**	
5.7 Key repeat	**Not Applicable**	
5.8 Double-strike key acceptance	**Not Applicable**	
5.9 Simultaneous user actions	**Not Applicable**	

EN 301 549: Clause 12 - Documentation and Support Services

Criteria	Conformance Level	Remarks and Explanations
12.1.1 Accessibility and compatibility features	**Supports**	MDPI publishes accessibility conformance reports describing standards, screen-reader compatibility, keyboard navigation, resizable text, text alternatives, known limitations, and feedback routes, including this ACR for Author Services. For accessibility-related feedback or any further information, please contact us at accessibility@mdpi.com.
12.1.2 Accessibe Documentation	**Supports**	This ACR is available in accessible HTML and PDF versions.
12.2.1 Support Services	**Supports**	MDPI offers support through online contact forms as well as by email.
12.2.2 Information on accessibility and compatibility features	**Supports**	MDPI publishes accessibility conformance reports describing standards, screen-reader compatibility, keyboard navigation, resizable text, text alternatives, known limitations, and feedback routes, including this ACR for Author Services. For accessibility-related feedback or any further information, please contact us at accessibility@mdpi.com.
12.2.3 Effective communication	**Supports**	We are dedicated to offering any accessibility-related assistance that may be required. Please let us know by email at accessibility@mdpi.com how we can support you, and we will do our best to accommodate your needs.
12.2.4 Accessible Documentation	**Supports**	All documentation of support services for Author Services is generally accessible.