
Clarivate EndNote Mac Desktop: Accessibility Conformance Report

VPAT® Version 2.4: International Edition, February 2020

Name of Product/Version:	EndNote 21 Mac Desktop version.
Product Description:	EndNote is a commercial reference management software package, used to manage bibliographies and references when writing essays, reports, or articles. EndNote groups citations into 'libraries' with the file extension .enl and a corresponding .data folder. There are several ways to add a reference to a library—manually, or by exporting, importing, copying from another EndNote library, or connecting from EndNote.
Report Date:	October 2023
Contact Information:	Clarivate Support
Notes:	Clarivate is committed to providing an experience that is fully accessible to everyone. We make every effort to ensure that all pages comply with web accessibility guidelines. Due to the scale and complex nature of Clarivate content and services, this is an ongoing effort. We appreciate your feedback.
Evaluation Methods Used:	Methods and tools: <ul style="list-style-type: none">• Xcode and the Accessibility Inspector• VoiceOver screen-reader• Color Contrast Analyzer or WebAim Contrast Checker• Keyboard checks, observation, product use

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	Level A: Yes Level AA: Yes Level AAA: No
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes
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.
- **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 2.1 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- 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.x 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:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to:</p> <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) 	Partially Supports	<ul style="list-style-type: none"> • Large 'chunky' utility icons above the 'All References' list have unique, customized alt text that displays when the icon has focus. However: <ol style="list-style-type: none"> 1. Those icons are only accessible with tab navigation when using basic search • Corresponding icons in the left-pane nav are being read aloud as 'image, image'. Unnecessary and annoying. The Alt attributes for the image tags can be null, as in alt="" . . . which 'tells' the screen reader to skip over the image. • Most button images are read aloud, sometimes identified as simply, Button. For example, the Add and Remove row plus (+) and minus (-) on Advanced Search.

Criteria	Conformance Level	Remarks and Explanations
<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) • 602.3 (Support Docs) 	Not Applicable	No audio or video content.
<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) 	Not Applicable	No audio or video content.

Criteria	Conformance Level	Remarks and Explanations
<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) • 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	No audio or video content.
<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) 	Partially Supports	<ul style="list-style-type: none"> • Many form controls (buttons, checkboxes, drop-downs, etc.) do not have corresponding Label / Name pairs. • Minimal use of headings and subheadings—used mostly to segment functional area within the 3 main panes on application pages.

Criteria	Conformance Level	Remarks and Explanations
<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) • 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) 	Supports	<ul style="list-style-type: none"> • The left-to-right ordering of the navigation, reference listing, and document details panes provides a meaningful sequence for scanning different views for a western-speaking user base. • Layout is managed through tables and can be very cumbersome to get to clear and actionable items. This is most awkward I in the left pane navigation, the search form for doing an internal or external search of references.
<p><u>1.3.3 Sensory Characteristics</u> (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) 	Supports	When used, on-screen instructions do not depend on sense-based perceptions such as the 'button on the right' or 'the green box'.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</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) 	Supports	<p>Color is used to enhance usability in conjunction with other techniques. For example:</p> <ul style="list-style-type: none"> • Outlining the area of cursor focus, • Underlining link text when a link is activated, • Asterisk to indicate required fields on email form. <p>Color is never the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>
<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>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	No audio or video content.

<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	<ul style="list-style-type: none"> • Top menu / navigation selections: With focus in the Document Details pane, cannot use the keyboard to get to Summary, Edit, PDF links. • Cannot use the keyboard to get to the Attach File or Attach PDF buttons. • Cannot use the keyboard to access the Save button while in edit mode. No obvious work-around. • With the (sometimes) exception of the 'Attach file' button, there are no interactive controls in the Document Details pane that are keyboard accessible. • User is unable to Tab to large, chunky utility icons—Citation, New Reference, Share Group, Export References, Search the Web, Create a WoS Citation Report—in several places throughout the application, including the All References list. There does appear to be a work-around accessing the menus, or if basic search is on • Reference List: With an external search running, the user sees a progress meter. However there is no corresponding auditory feedback. Additionally, Pause and Cancel links are not keyboard accessible while the search is running. • In the left navigation, button (+) to create a new tag is not accessible via keyboard, the hot key of 'enter' is also not clear. • After running a reference search: User is unable to use the keyboard tabbing to: <ul style="list-style-type: none"> ➤ Access the button to 'add selected references to library'. ➤ Access table pagination. ➤ Access links to Cancel or Pause the search. There is a work around to move through each part of the content individually to get past a keyboard trap. • Most Insert Fields functionality does not work with the keyboard.
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Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none">• The 'Add the selected online records to your local library' button is not accessible by tabbing due to keyboard trap.• In the Styles window, form control that toggles between Less Info and More Info cannot be accessed via the keyboard and does not appear to have a label that would be read aloud if it was accessible.• Styles > Edit > Bibliography/Footnotes > Templates 'Insert field' is not usable with keyboard. It only kind of works with the first field in the Tab menu. When in fields, it is also highlighted like it is active, but it isn't.• Global across EndNote. Users cannot interact with table/list headers to change the selected sort order. This is currently not possible.• Unable to clear entered/selected Advanced Search values.• On document/edit view page. . . cannot reach Save button with Tab.• Global: As corrections are being made, relevant to Tab order of interactive elements, ensure that only interactive elements are included in Tab order.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: 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) • 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	<ul style="list-style-type: none"> • In New Reference modal, there is no Close X. Pressing Esc does not dismiss the modal. • Open Style Manager (menu selection), and corresponding EndNote Styles (corresponding modal title) . . . you cannot Tab to or otherwise access the Close X. Pressing Esc does not dismiss the modal. • Advanced search in external/internal search is a keyboard trap, users have to use object by object navigation to get out. • Same keyboard trap in the EndNote Filters / Filter Manager modal. • Go into Edit a Style . . . EndNote Styles . . . User needs to navigate every element on the page to get to the Close button. Esc does not close the dialog. Effectively a keyboard trap. • 'About This Style' modal . . . keyboard trap in Comments field.
<p><u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 only) Also applies to: 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>	Partially Supports	<p>EndNote 21 on Mac does not appear to have single character shortcuts. However, some common keyboard shortcuts may not function as expected.</p> <p>The advanced search selection boxes do not open with VO+Space command, but instead just the spacebar, it can be disorienting</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</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) 	Not Applicable	<p>EndNote does not impose task-based time limits.</p> <p>Conformance determined with Xcode Accessibility Inspector, Color Contrast Analyzer, manual keyboard testing, VoiceOver, and observation.</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) 	Not Applicable	<p>There is no moving, blinking, scrolling, or auto-updating content in EndNote.</p> <p>Conformance determined with Xcode Accessibility Inspector, Color Contrast Analyzer, manual keyboard testing, VoiceOver, and observation.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.3.1 Three Flashes or Below Threshold (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)	Not Applicable	No flashing or blinking content.

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.1 Bypass Blocks (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> <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 	Not Applicable	<p>Not Applicable, based on ‘Closed Software: Does not apply’ statement in the Criteria column to the left here.</p> <p>Note: Bypass Blocks are commonly known as ‘Skip links’.</p>

Criteria	Conformance Level	Remarks and Explanations
<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) 	Not Applicable	<ul style="list-style-type: none"> • As a desktop application, EndNote is not comprised of web pages. From the W3C documentation: 'Web pages have titles that describe topic or purpose.' • Note: At the left here in the Criteria column. Closed Software: 'Does not apply.'
<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) • 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) 	Partially Supports	<ul style="list-style-type: none"> • In some parts of the application, the Tab order is not always discernible. • In 'Output Styles', Focus order is off. 'Get more on the web' is last, after all other buttons. <p>Style > Edit > Footnotes Last check box 'When using the short form' is out of tab order.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.4 Link Purpose (In Context) (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>2.5.1 Pointer Gestures (Level A 2.1 only)</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>	Not Applicable	<p>Product does not require multipoint or path-based gestures for operation.</p> <p>Conformance determined with Xcode Accessibility Inspector, Color Contrast Analyzer, manual keyboard testing, VoiceOver, and observation.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 only)</p> <p>Also applies to: 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>	Supports	<p>From: https://www.w3.org/WAI/WCAG21/Understanding/pointer-cancellation.html</p> <p>The following is true in the product: 'No Down-Event: The down-event of the pointer is not used to execute any part of the function'</p> <p>That is, when the user clicks an interactive control, and continues to depress the mouse button while moving the pointer off the target before releasing the button, no part of the intended function is executed.</p> <p>Conformance determined with Xcode Accessibility Inspector, Color Contrast Analyzer, manual keyboard testing, VoiceOver, and observation.</p>
<p><u>2.5.3 Label in Name</u> (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.3 (Web) • 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>	Partially Supports	<ul style="list-style-type: none"> • None of the fields in the document/edit view . . . right pane, have Labels in Names. • On same document/edit view . . . Search button has no label. • Global: Good practice to always reflect (visible) Label in (hidden, but available to screen readers) Name. Including the Label in the Name ensures that vision-challenged users will hear the same visible Label that a sighted user sees. • 'About This Style' . . . no Labels on fields.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.5.4 Motion Actuation</u> (Level A 2.1 only)</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>EndNote does not include any functionality, operated by device or user motion . . . such as device rotation between portrait and landscape.</p> <p>Conformance determined with Xcode Accessibility Inspector, Color Contrast Analyzer, manual keyboard testing, VoiceOver, and observation.</p>
<p><u>3.1.1 Language of Page</u> (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) • 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	<p>In a web application, the language of each page is specified. For example, with English as <html lang="en"> in the HTML source code.</p> <p>Note: The language of the Mac EndNote interface is English. There is no user provision to change the language.</p>

Criteria	Conformance Level	Remarks and Explanations
<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	Context is not changed on focus alone.
<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) • 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) 	Supports	<p>Context is not changed automatically; appropriate controls are provided.</p> <p>Conformance determined with Xcode Accessibility Inspector, Color Contrast Analyzer, manual keyboard testing, VoiceOver, and observation.</p>

Criteria	Conformance Level	Remarks and Explanations
<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)• 504.2 (Authoring Tool)• 602.3 (Support Docs)	Supports	

<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) 	Partially Supports	<ul style="list-style-type: none"> • When search is complete, visual focus of the results table is at the bottom. Even a sighted user using keyboard would not see focus, would need to know to 'page up.' • Styles > Sort Order (auth and bib) The Title for the 'Other Sort options' should make it clear you are in the 'other' option. It also just keeps coming back, really hard to get it to go away. • Cannot create nested groups using the keyboard and modal dialog. You can do it with your mouse/cursor . . . drag and drop. Instructions may help. • My Tags is missing label. • The Create Tag window should have a label and name. (It's a table.) • Create Tag . . . needs a label. It's the color tag create list. • Tables don't all have a meaningful label and name. They should. • EndNote has both content and presentation tables • Global: Make sure every control / interactive element in a table has a label. • Navigating items layed out with tables can be come tricky, like in the advanced search pane • Add / Remove row buttons on Advance Search read just 'Button'. Need to be more precise with these labels. Good practice to provide meaningful, accurate Label / Name pairs for all interactive elements. Exception example: Add / Remove row buttons on Advance Search read just 'Button'. • Details Close button not labeled. • New Reference modal dialog. Fields have no labels. • Not clear how to make multiple selections from a References results list. • 'About this Style' modal, Insert Text . . . needs label.
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Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • EndNote Styles: Citations > Templates . . . need labels on controls. • EndNote Styles: Citations > Templates . . . 'Multiple Citation Separator' needs label. • EndNote Styles: Citations > Templates . . . all interactive form fields need Labels. • EndNote Styles: Citations > Templates (style edit) . . . need labels. • Bibliography > Sort Order . . . need labels • Bibliography > Categories . . . Insert reference type button needs label. • Bibliography > Title Capitalization . . . check labels. <p>Forms coded with necessary mark-up (use of labels/ids, fieldset, etc.) to make them accessible to assistive technologies.</p>
<p><u>4.1.1 Parsing</u> (Level A) Also applies to: EN 301 549 Criteria</p> <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) 	Supports	<ul style="list-style-type: none"> • Note: This criterion scheduled to be deprecated out of WCAG with the advent of WCAG 2.2. • Also, as noted here in the Criteria column, 'Does not apply' to Closed Software.

Criteria	Conformance Level	Remarks and Explanations
<p>4.1.2 Name, Role, Value (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) – Not required• 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	Note: This criterion not required for Closed Software, like EndNote for the Mac.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (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	No audio or video content.
<p><u>1.2.5 Audio Description (Prerecorded)</u> (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) • 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) 	Not Applicable	No audio or video content.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.3.4 Orientation</u> (Level AA 2.1 only)</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>	Does Not Support	<p>EndNote is not responsive. For example, no reflow, no stacking of content as view port is narrowed.</p> <p>Conformance determined with Xcode Accessibility Inspector, Color Contrast Analyzer, manual keyboard testing, VoiceOver, and observation.</p>
<p><u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.5 (Web) • 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>	Not Applicable	<p>Purpose geared around input form fields . . . primarily personal, often repeatable or redundant PII (Personal Identifiable Information) information, like name and address.</p> <p>Endnote does not collect such information.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.3 Contrast (Minimum) (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) 	Partially Supports	<ul style="list-style-type: none"> • Red text used for author names is very low contrast in dark mode. • Contrast of selected tree item in nav pane is very low. Contrast of text against background must be at least 4.5:1. • Global across EndNote: Gray colors used for some text and labeling do not meet the minimum color contrast of 4.5:1 for text color against background color. • Xcode accessibility inspector flags light gray text on white background all over the app. This may be an operating system thing, but would be good to change. Consider going with #555555 . . . which we know is accessible over a white background. • Table headers on reference list in High Contrast mode do not change to black . . . resulting in a low contrast experience. • Field labels in document/edit view fail contrast (of at least 4.5:1) in dark mode. (Gray text on black.) • On document/edit view . . . Search button fails contrast in dark mode.

Criteria	Conformance Level	Remarks and Explanations
<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) • 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) 	Does Not Support	<p>Changes to zoom level made at operating system level are not reflected in EndNote.</p> <p>Note: A user can make UI preference selections, including Display Font size from the Edit > EndNote Preferences modal dialog,</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) 	Not Applicable	<p>Note: As noted in the Criteria column at the left here, this criterion does not apply to Closed Software, such as EndNote.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.10 Reflow</u> (Level AA 2.1 only) Also applies to: 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>	Does Not Support	<p>EndNote is not responsive. Content is simply clipped or covered from view as the user restricts or shrinks the viewport dimensions.</p> <p>Conformance determined with Xcode Accessibility Inspector, Color Contrast Analyzer, manual keyboard testing, VoiceOver, and observation.</p>
<p><u>1.4.11 Non-text Contrast</u> (Level AA 2.1 only) Also applies to: 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>	Partially Supports	<ul style="list-style-type: none"> • Chunky icons above reference / Results list . . . non-text contrast could be better— currently teal and gray. Should be at least 3:1 for non-text contrast. <p>Conformance determined with Xcode Accessibility Inspector, Color Contrast Analyzer, manual keyboard testing, VoiceOver, and observation.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.12 Text Spacing (Level AA 2.1 only)</p> <p>Also applies to:</p> <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>	Not Applicable	
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only)</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>	Partially Supports	<ul style="list-style-type: none"> • In New Reference modal, there is no Close X and pressing Esc does not dismiss the modal. • Open Style Manager (menu selection), and corresponding EndNote Styles (corresponding modal title) . . . you cannot Tab to or otherwise access the Close X. Pressing Esc does not dismiss the modal. • Same keyboard trap in the EndNote Filters / Filter Manager modal.

Criteria	Conformance Level	Remarks and Explanations
<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) • 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 	Supports	<p>More than one way is available to locate the main sections of EndNote.</p> <p>For example, various EndNote sections are accessible using:</p> <ul style="list-style-type: none"> • Left-side navigation. • Top navigation. • Alt + keyboard shortcuts. <p>Note: The language of 2.4.5 Multiple Ways reads, in part, like this: ‘Provide multiple ways for users to find your website’s pages.’</p> <p>That language does not lend itself to a desktop application like EndNote. The first parts of the remarks above are one way to perhaps interpret 2.4.5 in the context of a desktop application.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.6 Headings and Labels (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) • 602.3 (Support Docs) 	Partially Supports	<ul style="list-style-type: none"> • Descriptive headings and subheadings help to organize content and functionality throughout EndNote. • Internal Search (vs. external) Advanced Search form . . . ensure that there are accurate, meaningful labels for all interactive elements. • New Reference modal dialog. Fields have no labels. • Not clear how to make multiple selections from a References results list. Instructions? • Creating tags: The input field does not have a value that is read by the screen reader. Just announced as input for the name of the tag. The color of the tag the colors are announced, but no context what I am setting. • Global: Every interactive control should have a Label, and as appropriate, a Name (that contains the Label). By doing that, a person whose vision prevents them from reading a visible label, will hear that same label read aloud in the non-visible Name attribute. • 'About This Style' . . . no Labels on fields.

Criteria	Conformance Level	Remarks and Explanations
<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) 	Partially Supports	<ul style="list-style-type: none"> • References list selection/deselection . . . not clear. • Focus on Search button in Advanced Search is very subtle. When tabbing to the button, the button appears active, but the rectangle intended to show button focus is subtle enough to overlook.
<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) 	Not Applicable	<p>Content does not include foreign-language words or phrases.</p> <p>Conformance determined with Xcode Accessibility Inspector, Color Contrast Analyzer, manual keyboard testing, VoiceOver, and observation.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.2.3 Consistent Navigation (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 • 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 	Partially Supports	Navigation feels inconsistent. For example, Tab does not get you to: Summary, Edit, PDF.

Criteria	Conformance Level	Remarks and Explanations
<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) • 602.3 (Support Docs) – Does not apply to non-web docs 	Not Applicable	<ul style="list-style-type: none"> • Not Applicable for Closed Software, as indicated in Criteria column at the left of this row. <p>Global exception notes:</p> <ul style="list-style-type: none"> • Blank circle (option button) denotes selected in reference results list. That is backwards from standard. Should be: Single select, use option buttons. Multiselect, use checkboxes. • 'About This Style' modal . . . options on page should be grouped as field set. AKA 'Radio Group'. Good practice across the board. <p>EndNote does aim to label or acknowledge the same interface element the same way, in the same manner wherever it displays or is referenced.</p>

Criteria	Conformance Level	Remarks and Explanations
<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	
<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) • 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	Users do not enter their own data—financial, legal, or otherwise.

Criteria	Conformance Level	Remarks and Explanations
<p>4.1.3 Status Messages (Level AA 2.1 only)</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	<p>Not Applicable, based on ‘Closed Software: Does not apply’ statement in the Criteria column to the left here.</p> <p>Exception Notes:</p> <ul style="list-style-type: none"> • Global: No feedback when pressing Enter after editing. • In references results list . . . the read/unread selection images do not communicate selection status. • No audio status message read aloud concerning Search action. Search running, Search started, Cancel search, Pause search, Search done. • Groups > Create Group . . . works, from menu. No read-aloud status message. Create a group from menu. Create the group and press Enter, and no message onscreen or read aloud as to the success or failure. • Bibliography > Sort Order . . . toggling ascending, descending not read aloud.

2017 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	<ul style="list-style-type: none">EndNote is coded to work with screen readers and other assistive technologies.
302.2 With Limited Vision	Not Applicable	Note: Based on 'Closed Software: Does not apply'. 2.4.1 Bypass Blocks

Criteria	Conformance Level	Remarks and Explanations
302.3 Without Perception of Color	Supports	<p>Color is used to enhance usability in conjunction with other techniques for example:</p> <ul style="list-style-type: none">• Outlining the area of cursor focus,• Underlining link text when a link is activated, providing text prompts in the search input box,• Asterisks to indicate required fields on email form.• Color is never the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. <p>Conformance determined with Xcode Accessibility Inspector, Color Contrast Analyzer, manual keyboard testing, VoiceOver, and observation.</p>
302.4 Without Hearing	Not Applicable	<p>No audio or video content, playback, or feedback.</p> <p>User hearing is not required to search, browse, or use features that are available in the product.</p> <p>Conformance determined with Xcode Accessibility Inspector, Color Contrast Analyzer, manual keyboard testing, VoiceOver, and observation.</p>

Criteria	Conformance Level	Remarks and Explanations
302.5 With Limited Hearing	Not Applicable	<p>User hearing is not required to search, browse, or use features that are available in the product.</p> <p>No audio or video content, playback, or feedback.</p> <p>Conformance determined with product use, and observation.</p>
302.6 Without Speech	Not Applicable	<p>User speech is not required to use the product.</p> <p>No audio or video content, playback, or feedback.</p> <p>Conformance determined with Xcode Accessibility Inspector, Color Contrast Analyzer, manual keyboard testing, VoiceOver, and observation.</p>
302.7 With Limited Manipulation	Partially Supports	<ul style="list-style-type: none">Some exceptions around 100% keyboard navigation of the EndNote user interface are noted throughout this document. <p>Conformance determined with manual keyboard and visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
302.8 With Limited Reach and Strength	Partially Supports	<ul style="list-style-type: none"> Some exceptions around 100% keyboard navigation of the EndNote user interface are noted throughout this document. <p>Conformance determined with Xcode Accessibility Inspector, Color Contrast Analyzer, manual keyboard testing, VoiceOver, and observation.</p>
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	<p>The product provides features that make its use by individuals with limited cognitive, language, and learning abilities simpler and easier.</p> <p>For example:</p> <ul style="list-style-type: none"> Navigation links and section features are presented in a consistent location and manner across the product. Form fields are presented in a standard, consistent way across the product. Some exceptions around 100% keyboard navigation of the EndNote user interface are noted throughout this document. <p>Conformance determined with Xcode Accessibility Inspector, Color Contrast Analyzer, manual keyboard testing, VoiceOver, and observation.</p>

Chapter 4: Hardware

Notes: Not applicable for a web software application. Chapter 4 removed.

Chapter 5: Software

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	<p>This product does not disrupt or interfere with accessibility features that are available through the user’s operating system or browser. For example, users can use high contrast mode, text resize, and speech output.</p> <p>Conformance determined with Xcode Accessibility Inspector, Color Contrast Analyzer, manual keyboard testing, VoiceOver, and observation.</p>
502.2.2 No Disruption of Accessibility Features	Supports	<p>This product does not disrupt or interfere with accessibility features that are available through the user’s operating system or browser. For example, users can use high contrast mode, text resize, and speech output features and settings.</p> <p>Conformance determined with Xcode Accessibility Inspector, Color Contrast Analyzer, manual keyboard testing, VoiceOver, and observation.</p>

502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	<p>Attributes for role, state/s, boundary, name, and other properties for all standard and custom user interface controls are programmatically determinable.</p> <p>Conformance determined with Xcode Accessibility Inspector, Color Contrast Analyzer, manual keyboard testing, VoiceOver, and observation.</p>
502.3.2 Modification of Object Information	Supports	<p>States and properties that can be set by the user are capable of being set programmatically, including through assistive technology. For example, users can change focus and expand and collapse panels using a keyboard only. The state of the object is announced through assistive technology.</p> <p>Conformance determined with Xcode Accessibility Inspector, Color Contrast Analyzer, manual keyboard testing, VoiceOver, and observation.</p>
502.3.3 Row, Column, and Headers	Partially Supports	<p>Column headers (as links) need to be read out on Manage Users page.</p> <p>Conformance determined with Xcode Accessibility Inspector, Color Contrast Analyzer, manual keyboard testing, VoiceOver, and observation.</p>

502.3.4 Values	Supports	<p>The current values available for a user input control can be programmatically determined. For example, a screen reader will read out the values in a drop-down menu.</p> <p>Conformance determined with Xcode Accessibility Inspector, Color Contrast Analyzer, manual keyboard testing, VoiceOver, and observation.</p>
502.3.5 Modification of Values	Supports	<p>User-set values can also be determined programmatically, including by assistive technology.</p> <p>Conformance determined with Xcode Accessibility Inspector, Color Contrast Analyzer, manual keyboard testing, VoiceOver, and observation.</p>
502.3.6 Label Relationships	Partially Supports	<p>Text labels identify form fields. Label / ids and other accessible code necessary for screen readers are associated with some form elements.</p> <p>Not all interactive form controls have a corresponding label attribute.</p> <p>Conformance determined with Xcode Accessibility Inspector, Color Contrast Analyzer, manual keyboard testing, VoiceOver, and observation.</p>

502.3.7 Hierarchical Relationships	Supports	<p>Hierarchical (parent-child) relationships are programmatically determinable.</p> <p>Users of assistive technology can access all information in a form, and find all elements and functionality required for completion and submission. For example, when tabbing to a dropdown, assistive technology will announce that it is a combo box, for example, with further options available.</p> <p>Conformance determined with Xcode Accessibility Inspector, Color Contrast Analyzer, manual keyboard testing, VoiceOver, and observation.</p>
502.3.8 Text	Supports	<p>Conformance determined with Xcode Accessibility Inspector, Color Contrast Analyzer, manual keyboard testing, VoiceOver, and observation.</p>
502.3.9 Modification of Text	Supports	<p>Conformance determined with Xcode Accessibility Inspector, Color Contrast Analyzer, manual keyboard testing, VoiceOver, and observation.</p>

502.3.10 List of Actions	Supports	<p>Where relevant, EndNote UI components provide a list of actions programmatically determinable by assistive technologies.</p> <p>Conformance determined with Xcode Accessibility Inspector, Color Contrast Analyzer, manual keyboard testing, VoiceOver, and observation.</p>
502.3.11 Actions on Objects	Supports	<p>This product is coded in a way to allow assistive technologies (AT) to programmatically execute available actions on objects.</p> <p>Conformance determined with Xcode Accessibility Inspector, Color Contrast Analyzer, manual keyboard testing, VoiceOver, and observation.</p>
502.3.12 Focus Cursor	Supports	<p>The current input focus can be discerned by assistive technology.</p> <p>Product uses highlighting and outlining to indicate what interactive page component currently receives focus.</p> <p>Conformance determined with Xcode Accessibility Inspector, Color Contrast Analyzer, manual keyboard testing, VoiceOver, and observation.</p>

502.3.13 Modification of Focus Cursor	Supports	<p>Users can modify the location of focus (for user focusable controls), the text insertion point (caret) when a caret exists and change selection attributes of objects (when text and items can be selected by the user).</p> <p>Conformance determined with Xcode Accessibility Inspector, Color Contrast Analyzer, manual keyboard testing, VoiceOver, and observation.</p>
502.3.14 Event Notification	Supports	<p>Conformance determined with Xcode Accessibility Inspector, Color Contrast Analyzer, manual keyboard testing, VoiceOver, and observation.</p>
502.4 Platform Accessibility Features	Not Applicable	<p>This standard applies only to platform and platform software such as operating systems. ... marked Not Applicable for application software.</p> <p>Conformance determined with interpretation of 502.4.</p>
<u>503 Applications</u>		
503.2 User Preferences	Supports	<p>The user can change preferences such as Display Fields, and Display Font from the EndNote Edit > Preferences modal dialog.</p> <p>Conformance determined with Xcode Accessibility Inspector, Color Contrast Analyzer, manual keyboard testing, VoiceOver, and observation.</p>

503.3 Alternative User Interfaces	Not Applicable	Product does not provide any alternative user interface that functions as an assistive technology. Conformance determined with interpretation of 503.3.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	No audio or video content.
503.4.2 Audio Description Controls	Not Applicable	No audio or video content.
<u>504 Authoring Tools</u>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	Not Applicable	Product does not allow for user-authoring of content.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Product does not allow for user-authoring of content.
504.2.2 PDF Export	Not Applicable	Product does not allow for user-authoring of content.
504.3 Prompts	Not applicable	Product does not allow for user-authoring of content.
504.4 Templates	Not applicable	Product does not allow for user-authoring of content.

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

Criteria	Conformance Level	Remarks and Explanations
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	<p>Product provide footer link to access accessibility statement and accessibility conformance report.</p> <p>Conformance determined with Xcode Accessibility Inspector, Color Contrast Analyzer, manual keyboard testing, VoiceOver, and observation.</p>
602.3 Electronic Support Documentation	Supports	<ul style="list-style-type: none"> The first selection on the Help menu within EndNote links to the extensive EndNote online help system. Other Help menu selections provide access to product help and support resources.
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	<p>Support documentation is available via electronic means through the Help link in the product.</p> <p>If alternate formats of product support documentation are required, we will do our best to accommodate the requested format, at no additional charge. These formats may include ASCII text, large print, and accessible electronic formats.</p>
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features	Does Not Support	<p>This document represents an accessibility conformance report (ACR) resulting from an accessibility audit of EndNote. Once this finalized document is reviewed and approved, it will be posted to Clarivate’s online accessibility directory, with a link to the document added to the EndNote interface.1.3.2</p> <p>Conformance determined with Xcode Accessibility Inspector, Color Contrast Analyzer, manual keyboard testing, VoiceOver, and observation.</p>
603.3 Accommodation of Communication Needs	Supports	<p>Clarivate Support services are available to accommodate communication needs of users with disabilities.</p> <p>Users can communicate with customer support by:</p> <ul style="list-style-type: none"> • Phone • Email • Chat • Contact Us web form <p>Staff have experience working with users with disabilities.</p>

Legal Disclaimer

This Accessibility Conformance Report represents the specific release of the product described, as of the date of this document. Notwithstanding the information contained in the Accessibility Conformance Report, if use of the product is subject to a license agreement, the terms and

conditions of the product's license agreement remain in full force and effect, including any limitation of liability and disclaimer of warranties provisions.