

# Clarivate EndNote: Mac Desktop

## Accessibility Statement

All researchers, regardless of ability, need access to scholarly information. Clarivate is committed to providing all our users with a fully accessible experience for research, teaching, and learning.

At Clarivate, we make every effort to ensure that our products and platforms, including EndNote, can be used by everyone. Clarivate EndNote: Mac Desktop is continually designed and developed to meet Level AA of the W3C Web Content Accessibility Guidelines (WCAG 2.1) and Section 508 of the U.S. Rehabilitation Act for features and functions.

### Accessibility features and gaps

Users of Clarivate EndNote: Mac Desktop will be able to:

- Use the keyboard to browse, display, filter, download, and print documents and references they find and retrieve from internal and external repositories. The context for these retrievals is the management of citations and references discovered during the research journey.
- Listen to a screen reader read aloud page content, including interactive form controls such as text inputs, buttons, and dropdowns.
- Use Tab (forward) or Shift+Tab (backward) to tab through and interact with interactive form controls like links, buttons, checkboxes, and menus.
- Use the application menus to get to most core functional parts of the applications.

There may be some parts of Clarivate EndNote: Mac Desktop that are not fully accessible:

- Some PDF documents provided by publishers or uploaded by other are not optimized for accessibility.
- While some fields and inputs are labelled, there are many input fields that are not labelled correctly.
- There are areas in the app where users may get stuck in keyboard traps unless using the step feature of a screen reader, like the advanced search builder or when editing styles.
- Table headers on data tables are not currently accessible with the keyboard.

If you have a disability and need to make your computer, tablet, or other device easier to use, [abilitynet.org.uk](http://abilitynet.org.uk) is a recommended resource.

### Technical Information about this product's accessibility

Clarivate EndNote: Mac Desktop is committed to being accessible to users, in accordance with:

- Level A and Level AA of the W3C Web Content Accessibility Guidelines (WCAG 2.1)
- Section 508 of the US Rehabilitation Act for features and functions.
- The Americans with Disabilities Act (ADA)
- Public Sector Bodies (Websites and Mobile Applications) (No.2) Accessibility Regulations 2018.

## Conformance level and report

With some noted exceptions, Clarivate EndNote: Mac Desktop is in conformance with the Web Content Accessibility Guidelines v2.1 AA standard.

Access [the full Accessibility Conformance Report](#) (VPAT 2.4 and WCAG 2.1) for Clarivate's Desktop for Mac EndNote version.

## Accessibility of this platform

The user interface of Clarivate EndNote: Mac Desktop is designed to be accessible and operable with multiple input mechanisms, including keyboards, screen readers, and voice control technologies. This is enabled by labeling of form elements and icons, and features like headings used to make the platform easier to navigate without a mouse.

### Accessibility gaps

#### Keyboard Accessibility

There are a few areas where tabbing does not work well and a user may be required to move to the next object on the page using the VoiceOver Command (Control + Option) and the arrow keys to advance to the next set of functionalities, this is mostly in the search.

The table headers in references lists are not accessible for sorting using a keyboard.

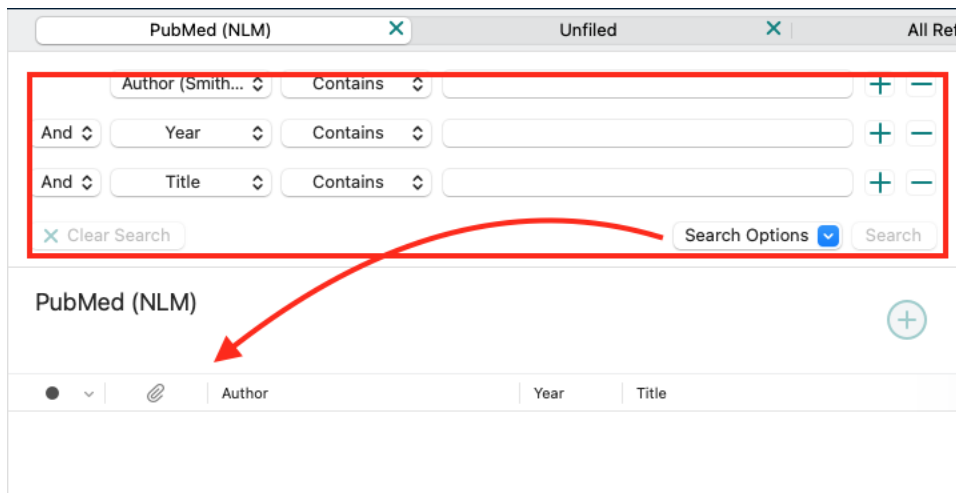


Figure 1 - Example of where object navigation is required to get to the next part of the application.

When editing styles in the style editor most fields are accessible, some areas are difficult to use with sound only. The functionality to assist users build templates with the 'Insert Field' dropdown does not work with keyboards, however, the user can still edit and type valid values without it.

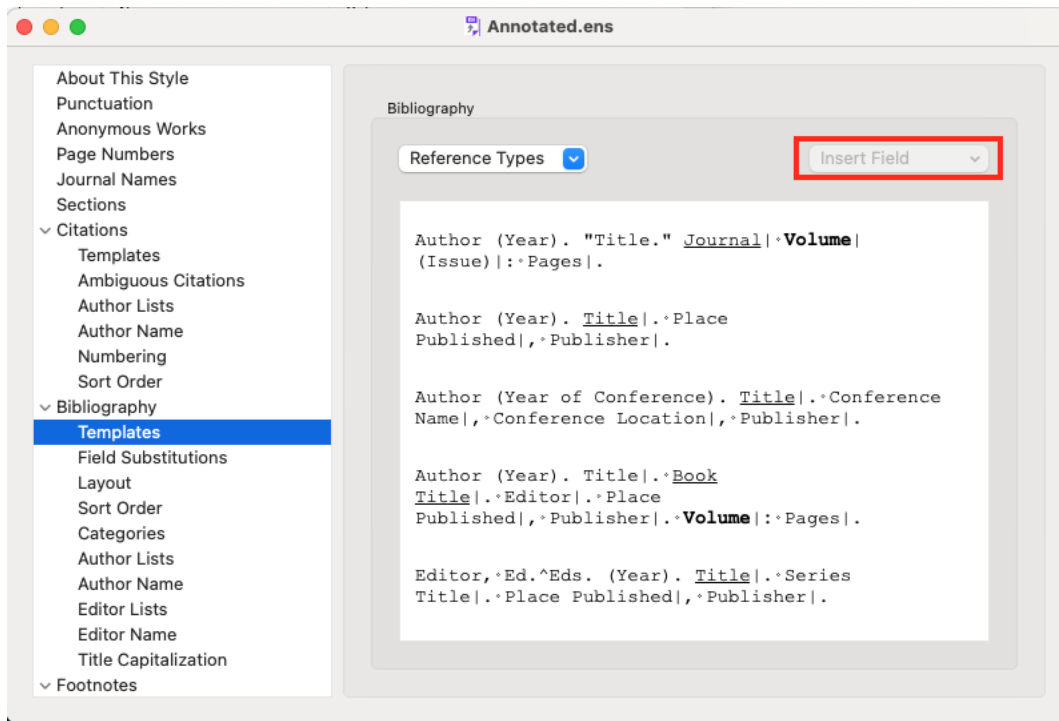


Figure 2 - Style editor with the 'Insert Field' area that does not work highlighted

## Labels and Instructions

Many form fields do not have programmatic labels associated with them, there is usually some hint text or default value that will be read when the field is first entered.

The image shows a web-based form for creating a reference entry. At the top, there's a header with 'Zhang, 2021 #55' and buttons for 'Summary', 'Edit', 'PDF', and other actions. Below the header is a toolbar with text formatting options (B, I, U, X¹, X₁) and buttons for 'Compare versions' and 'Save'. The main form area has a 'Tags' section with a 'Manage tags' button. The 'Reference Type' is set to 'Journal Article'. The 'Author' field contains a list of names: Zhang, H., You, J., Liu, W., Chen, D., Zhang, S., and Wang, X. The 'Year' field is '2021'. The 'Title' field contains the text: 'The efficacy and safety of bevacizumab combined with FOLFOX regimen in the treatment of advanced colorectal cancer: A systematic review and meta-analysis'. The 'Journal' field is 'Medicine' and the 'Volume' field is '100'.

Figure 3 - Example of form fields without labels

## Color Contrast

There are some icons and text that do not meet contrast ratios as outlined in the WCAG standards.

## Accessibility Testing

The accessibility of Clarivate EndNote: Mac Desktop is a continual effort. Accessibility standards are built into our designs and style guides and included as part of requirements in our software development and quality assurance pipeline.

Clarivate EndNote: Mac Desktop code is checked for accessibility using a range of automated and manual checks including but not limited to:

- [Xcode and the Accessibility Inspector](#)
- [VoiceOver](#) with Mac.
- Color Contrast Checker provided by [WebAIM](#).
- High Contrast Chrome extension.
- Keyboard-access manual testing and assessment.

Clarivate EndNote: Mac Desktop is tested on the latest Mac computers.

## What We're Doing to Improve Accessibility

Making content accessible is an ongoing effort at Clarivate. We're committed to working with the community to ensure we continue to meet our customers' needs. A list of our ongoing efforts includes:

- Testing with users of all abilities.
- The Clarivate Accessibility Council: A team of stakeholders working to increase accessibility resources and capabilities.
- Pursuing partnerships with colleges, universities, and other institutions to assist us in reviewing and updating our accessibility standards.
- Supporting certifications for our employees.
- Consulting with, and performing audits through, accessibility experts such as Deque.

## Support and feedback

If you have difficulty accessing specific Clarivate content or features with adaptive technology after trying the workarounds suggested in this statement, you can contact us using the links provided below. Our support services will respond within three days and are available to accommodate the communication needs of end users with disabilities. We will work with you to identify the best option for remediation, subject to content licensing restrictions and technical capability.

**Online:** [Clarivate Support](#)

**Phone:**

United States & Canada (toll free):

[+1 800 889 3358](tel:+18008893358)

Outside North America:

[+800 4997 4111](tel:+80049974111) or [+1 734-707-2513](tel:+17347072513)

## Preparation of this accessibility statement

This accessibility statement was initially prepared in November 2023. The test was carried out internally at Clarivate.