Clarivate EndNote: Windows Desktop—Accessibility Conformance Report
VPAT® Version 2.4: International Edition, February 2020

Name of Product/Version:	EndNote 21 Windows Desktop version.
Product Description:	EndNote is a commercial reference management software package, used to manage bibliographies and references when writing essays, reports, and 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. The application presents the user with a window containing a dropdown menu from which to select the type of reference they require. For example: Book, congressional legislation, film, newspaper article, etc., and fields ranging from the general (author, title, year) to those specific to the kind of reference (abstract, author, ISBN, running time, etc.)
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 and Clarivate content and services, this is an ongoing effort. We appreciate your feedback.
Evaluation Methods Used:	Methods and tools: • Accessibility Insights for Windows | More about Accessibility Insights • NVDA (NonVisual Desktop Access) screen-reader • 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
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	• Large 'chunky' utility icons above the 'All References' list have unique, customized alt text that displays when the icon has focus. However: 1. Those icons are not accessible with the keyboard. 2. The icon alt text is not read aloud by screen reader on focus. • 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
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	No audio or video content.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	No audio or video content.

Criteria	Conformance Level	Remarks and Explanations
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	No audio or video content.
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	• 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
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	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.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 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
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Color is used to enhance usability in conjunction with other techniques. For example: • Outlining the area of cursor focus, • Underlining link text when a link is activated, • Asterisk 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.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	No audio or video content.

| **2.1.1 Keyboard** (Level A)
Also applies to:
EN 301 549 Criteria
  • 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)
Revised Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs) | Partially Supports | • Document Details (right) pane:
Cannot use the keyboard to get to the button to add a new tag.

• 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, except for Export.
(On mouseover, accurate. Informative Alt text displays for each icon; the user just cannot Tab to them . . . to see or hear that Alt text.)

• 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 to:
  ➢ Access the button to 'add selected references to library'. |

Criteria	Conformance Level	Remarks and Explanations
		➤ Access table pagination. ➤ Access links to Cancel or Pause the search. • The 'Add the selected online records to your local library' button is not accessible from the keyboard. • 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. Have a hot key or something to invoke insert field while inside one of the fields. • Global across EndNote. Users should be able to interact with table/list headers to change the selected sort order. This is currently not possible. • Cannot open or navigate new tabs using the keyboard.

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	• 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.
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 – Does not apply	Partially Supports	• Alt+Single-character selections for the top/main navigation items: File, Edit, References, Groups, Tags, Library, Tools, Window, Help Note that T is used for both Tags and Tools. Note: Single-character shortcuts for menu selections are discouraged.

Criteria	Conformance Level	Remarks and Explanations
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	The product does not impose task-based time limits. Conformance determined with product use and observation.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	There is no moving, blinking, scrolling, or auto-updating content on the site. Conformance determined with product use and observation.

Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	No flashing or blinking content.

Criteria	Conformance Level	Remarks and Explanations
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web) (Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Not Applicable	Not Applicable, based on 'Closed Software: Does not apply' statement in the Criteria column to the left here. Note: Bypass Blocks are commonly known as 'Skip links'.

Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	• 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.'
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	• 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. • Style > Edit > Footnotes Last check box 'When using the short form' is out of tab order. Ensure the correct Tab order is in place.

Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 – Does not apply	Not Applicable	EndNote does not require multipoint or path-based gestures for operation. Conformance determined with observation and product use.

Criteria	Conformance Level	Remarks and Explanations
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 – Does not apply	Supports	From: https://www.w3.org/WAI/WCAG21/Understanding/pointer-cancellation.html 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' 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. Conformance determined with observation and product use.

| 2.5.3 Label in Name (Level A 2.1 only)
Also applies to:
EN 301 549 Criteria
• 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)
Revised Section 508 – Does not apply | Partially Supports | • In the reference list table, it is no always clear what table column data being read aloud is associated with. A column-header label should always be read aloud with values in the column cells.
• 'Attachment' paper-clip icons in References table/pane is just read as column 1, for example. Provide a label and name for paper-click icons.
• Search-box dropdowns don't have contextual labels to know what the values are for. Provide meaningful label/name pairs for the dropdowns.
• When tabbing to some search-input boxes, you hear the cryptic 'Edit multi-line blank' read aloud by NVDA. It would be helpful to users for these controls to have name/label pairs that reflect the intended nature of the input value, like First Name for example.
• On the Advanced Search form, + and – links to add or remove a row, are read out as simply 'Button'. Better to have label/name pairs as 'Add row' and 'Remove row'.
• Styles: The list of styles has no name property, nothing announced. Have a name for the list so we know what we are navigating. Provide a text label for the style list. Define a name for the list, making sure the label is included in the name so it's read aloud by a screen reader.
• Styles: Author Lists (Author and Bib and Footnote) & Editor Lists & Footnotes— Input fields have no labels, abbreviated author list inputs - fields do not read in a sentence when announced the same way they do visually. Have labels for each input field, Abbreviated Author list inputs are confusing. Note: Abbreviations include acronyms.
• Styles: Author Names (Author and Bib and Footnote) & Editor Name & Footnotes. Input fields need label / name pairs. Define Label / Name pair for the 'Insert Text' input field |

- Styles > Edit > Anonymous Works
Define Label / Name pair for the 'Insert Text' input field.

- Styles > Edit > Punctuation:
Language dropdown is not labelled, field is not announced.
Define Label / Name pair.

- 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. No labels for combo boxes, no labels on ascending / descending button toggle. Other does not show as selected, just brings up the dialog. Label combo boxes. Use numbers to make them unique. For example: Second sort by, third sort by. Announce whether ascending / descending option is selected, like a radio button and should not auto launch the dialog to keep opening up.

- Style > Edit > Bib > Field Substitutions
Input fields do not have a clear label, just reads what is inside the field. Define meaningful, accurate Label / Name pair.

- Style > Edit > Bib > Field Layout
Shortcut keys for Insert Fields is not working. Announced to use Alt+I or Alt+N, but nothing happens. Make them work.

- Style > Edit > Bib > Field Layout
Input fields are not clearly labelled/named. Define accurate, meaningful Label / Name pairs.

- Style > Edit > Bib > Categories
Input field does not have clear label/name.
Define accurate, meaningful Label / Name pairs.

- Style > Edit > Footnotes > Repeated Citation
Input fields are not clearly labelled/named. Define descriptive, accurate Label / Name pairs.

Criteria	Conformance Level	Remarks and Explanations
		• Style > Edit > Figures & Tables > Separation & Punctuation Combo box with radio button is not clearly labelled. Define descriptive, accurate Label / Name pairs.
2.5.4 Motion Actuation (Level A 2.1 only)) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 – Does not apply	Not Applicable	EndNote does not include any functionality, operated by device or user motion . . . such as device rotation between portrait and landscape. Conformance determined with product use and observation.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	In a web application, the language of each page is specified as <html lang="en"> in the HTML source code. Note: The language of the Windows EndNote interface is English. There is no user provision to change the language.

Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Question: As you use the up/down arrow keys to navigate selections in the left pane, the corresponding contents of the center References and right-most Document Details panes change. This may be a violation/exception of 3.2.1?
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	

Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Need to have a closer look to see what messages may be in place, and how they are presented.
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	• When search is complete, visual focus of the 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. Forms coded with necessary mark-up (use of labels/ids, fieldset, etc.) to make them accessible to assistive technologies. Conformance determined with WAVE/aXe, observation, and product use.

Criteria	Conformance Level	Remarks and Explanations

4.1.1 Parsing (Level A)
Also applies to:
EN 301 549 Criteria
  • 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)
Revised Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
	Not Applicable	• 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.

4.1.2 Name, Role, Value (Level A)
Also applies to:
EN 301 549 Criteria
  • 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)
Revised Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
	Not Applicable	Note: This criteria not required for Closed Software, like EndNote for Windows.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	No audio or video content.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	No audio or video content.

Criteria	Conformance Level	Remarks and Explanations
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 – Does not apply	Does Not Support	EndNote is not responsive. For example, no reflow, no stacking of content as screen width is adjusted.
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 – Does not apply	Supports	Conformance determined by observation, product use, and screen reader.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	• 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. • Table headers on reference list in High Contrast mode do not change to black . . . resulting in a low contrast experience.
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does Not Support	• Changes to zoom level made at operating system level are not reflected in EndNote.

Criteria	Conformance Level	Remarks and Explanations
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Note: As noted in the Criteria column at the left here, this criteria does not apply to Closed Software, such as EndNote.
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 – Does not apply	Does Not Support	The EndNote application is not responsive. Application content is simply clipped or covered from view as the user resizes the viewport. Conformance determined with product use and observation.

Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 – Does not apply	Partially Supports	Conformance level determined with Color Contrast Analyzer and observation. • In the left navigation pane, the 'secondary' highlight selection color is #263c51. The background color of the navigation list is #001a33. The resulting contrast ratio is 1.54:1 . . . which fails contrast requirement for all conformance levels. The contrast should be at least 3:1. • In the References list pane, there is a vertical gray scroll box that moves up or down, corresponding to the user's up/down arrow key presses. The contrast of this gray elevator (cccccc) against the white background is 1.6:1. It is hard to notice the elevator box. The contrast should be at least 3:1. The contrast is even worse when the gray scroll box is backdropped with the teal color value: #008080. • Global across EndNote: Contrast between grays and teals on some icons—such as the chunky utility icons above the All References list and other elements—does not meet contrast requirements. The minimum contrast ration for adjacent non-text colors is 3:1.

Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 – Does not apply	Supports	The user will be able to use AT to adjust text, paragraph, line spacing and other content attributes governing interface controls. Conformance based on observation and product use.
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 – Does not apply	Partially Supports	Several modal dialogs do not allow the user to press Esc or click Close X to dismiss a modal dialog displayed from a menu selection or button press.

Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	More than one way is available to locate the main sections of EndNote. For example, various EndNote sections are accessible using: • Left-side navigation. • Top navigation. • Alt + keyboard shortcuts. Conformance determined with observation and product use.
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	• In various places throughout EndNote, the title of the window or space announced doesn't always align with the supported actions on the current screen. Make sure headings and titles are, when appropriate, unique . . . and always accurate, descriptive, and as appropriate, consistent. Descriptive headings are used sparingly throughout the interface. Conformance determined with Microsoft Insights and observation.

Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	• In New Reference dialog, Summary, Edit, and PDF should reflect focus received—such as a 2-px border that satisfies contrast requirements, and be accessible and in the correct Tab order. • I am on a list of references returned from an online search. In the References pane in the center of the page, vertical scroll is broken. It does not scroll with the selected row. By default, after a search the table is scrolled to the bottom, even though focus is at the top. It is disorienting. • Can't see reference details without first selecting at least one reference, after which I can see any reference I am focused on. • Edit button has its focus state initiated, when in reality focus is on the 'Comments' section (this also happens with the style list). • Style list, when sorted, the vertical scroll and focused element become unsynchronized. Ensure both Focus Order and Focus Visible are correct. • Global across EndNote. Not all elements have visible focus state—like a high-contrast 2 pixel border—when they are the element with focus. For example, it is not visually apparent when the Search button in the References pane has focus.

Criteria	Conformance Level	Remarks and Explanations
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Content does not include foreign-language words or phrases. Conformance determined with observation.

Criteria	Conformance Level	Remarks and Explanations
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Not Applicable	Note: As stated in the corresponding Criteria column at the left here, this criteria does not apply to Closed Software such as EndNote. It is worth noting that EndNote does exhibit consistent navigation—in terms of both placement and options, throughout the application. That is a good thing for all users. • In the window for Editing a style, the user cannot navigate between the menu panel on the left and content option on the right. As possible, have F6 navigation between the two. Conformance determined by observation and product use.

Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria 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) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Not Applicable	Note: As stated in the corresponding Criteria column at the left here, this requirement does not apply to Closed Software such as EndNote. Still, EndNote labels or acknowledge the same interface element the same way, in the same manner wherever it displays or is referenced. Conformance determined by observation and product use.
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria 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) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Suggestions for error correction are made when applicable. Conformance determined with product use and observation.

Criteria	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Users do not enter their own data—financial, legal, or otherwise—in EndNote. Conformance determined with product use and observation.
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 – Does not apply	Partially Supports	Exceptions: • In the 'Attach a PDF' workflow: Although a progress bar is visible when the user runs a search, of the LOC for example, there is no auditory feedback of the progress of the search, or when the user pauses or cancels a search . . . leaving non-sighted users at a disadvantage. As suggestions: . . . read aloud: 'Search started', 'Search finished', 'Search paused', 'Search canceled'.

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	• EndNote is coded to work with screen readers and other assistive technologies. • Conformance determined with screen readers and manual keyboard checks.
302.2 With Limited Vision	Partially Supports	Most EndNote functionality is accessible to users with the keyboard. Many exceptions are listed under 2.1.1 Keyboard in this document.
302.3 Without Perception of Color	Supports	Color is used to enhance usability in conjunction with other techniques for example: • Outlining the area of Tab focus. • Underlining link text when a link is activated. • Providing text prompts in search and other form input boxes. • Asterisks to indicate required fields on email forms. Conformance determined with Visual checks and Color Contrast Analyzer.

Criteria	Conformance Level	Remarks and Explanations
302.4 Without Hearing	Not Applicable	No audio or video content, playback, or feedback.
		User hearing is not required to search, browse, or use features that are available in the product.
		Conformance determined with product use, and observation.
302.5 With Limited Hearing	Not Applicable	User hearing is not required to search, browse, or use features that are available in the product.
		No audio or video content, playback, or feedback.
		Status messages that will be read aloud on focus are planned as alternatives to visible-only messages.
		Conformance determined with product use, and observation.
302.6 Without Speech	Not Applicable	User speech is not required to use the product.
		No audio or video content, playback, or feedback.
		Conformance determined with product use, and observation.

Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation	Partially Supports	• Ensure Tab order and visual Tab focus are implemented correctly and holistically . . . ensuring the entirety of EndNote is accessible to all. Conformance determined with manual keyboard and visual checks.
302.8 With Limited Reach and Strength	Partially Supports	• Ensure Tab order and visual Tab focus are implemented correctly and holistically . . . ensuring the entirety of EndNote is accessible to all. Conformance determined with manual keyboard and visual checks.

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The product provides features that make its use by individuals with limited cognitive, language, and learning abilities simpler and easier. For example: • Navigation links and page features are presented in a consistent location and manner across the product. • Form fields are presented in a standard, consistent way across the product. • Interactive elements are properly labeled, and when visible labels are associated with form controls, the Name of the control includes the visible text label. Conformance determined with product use, manual and visual checks.

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	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 choose high-contrast mode, resize text, and output speech. Conformance determined with manual checks.
502.2.2 No Disruption of Accessibility Features	Supports	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 adjust or change high-contrast mode, resize text, and speech output features and settings. Conformance determined by manual keyboard testing, product use, and observation.

502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	Attributes for role, state/s, boundary, name and other properties for all standard and custom user interface controls are programmatically determinable. Conformance determined with manual keyboard testing, product use, NVDA, and observation.
502.3.2 Modification of Object Information	Supports	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. Conformance determined with a screen reader and keyboard checks.
502.3.3 Row, Column, and Headers	Partially Supports	Table headers and corresponding values need to be read in tandem by screen reader. Conformance determined with manual keyboard testing, NVDA, and observation.

502.3.4 Values	Supports	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. Conformance determined with a screen reader and keyboard checks.
502.3.5 Modification of Values	Supports	User-set values can also be determined programmatically, including by assistive technology. Conformance determined with manual keyboard testing, NVDA, and observation.
502.3.6 Label Relationships	Partially Supports	Text labels identify form controls. Label / ids / names and other accessible code necessary for screen readers are associated with form elements. Not all interactive form controls have a corresponding label attribute. Conformance determined with screen reader and manual visual checks.

502.3.7 Hierarchical Relationships	Supports	Hierarchical (parent-child) relationships are programmatically determinable. Users of assistive technology can access all information in a form. For example, when tabbing to a dropdown, assistive technology will announce that it is a combo box. Conformance determined with manual keyboard testing, NVDA, and observation.
502.3.8 Text	Supports	Conformance determined with manual keyboard testing, NVDA, source review, and observation.
502.3.9 Modification of Text	Supports	EndNote allows users to set attributes of text. Users can insert text into search fields and forms. This text can be modified using assistive technology. Conformance determined with manual keyboard testing, NVDA, source review, and observation.
502.3.10 List of Actions	Supports	Where relevant, the product's UI components provide a list of actions programmatically determinable by assistive technologies. Compliance of this standard was validated using a screen reader and manual keyboard checks.

502.3.11 Actions on Objects	Supports	This product is coded in a way to allow assistive technologies (AT) to programmatically execute available actions on objects. Conformance determined with screen reader and manual keyboard checks.
502.3.12 Focus Cursor	Supports	The current input focus can be discerned by assistive technology using standard code for forms, etc. Product uses highlighting and outlining to indicate what interactive page component currently receives focus. Conformance determined with manual keyboard testing, screen reader, and observation.
502.3.13 Modification of Focus Cursor	Supports	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). Conformance determined with manual keyboard and visual checks.
502.3.14 Event Notification	Supports	Conformance determined with manual keyboard testing, NVDA, source review, and observation.

502.4 Platform Accessibility Features	Not Applicable	This standard applies only to platform and platform software such as operating systems. . . . marked Not Applicable for application software. Conformance determined with interpretation of 502.4.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	The user can change system / platform settings for color, contrast, font type, font size, and focus cursor. Conformance determined with manual keyboard testing, NVDA, source review, and observation.
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.
504 Authoring Tools	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
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	EndNote needs to incorporate links to access current accessibility statement and accessibility conformance report. Perhaps add 'Accessibility' link to Help menu. Conformance determined with product use and observation.
602.3 Electronic Support Documentation	Supports	• 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.

Criteria	Conformance Level	Remarks and Explanations
		• A LibGuide is available at: https://clarivate.libguides.com/endnote_training
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Support documentation is available through electronic means through the top-left Help menu in the product.
		If alternate formats of product support documentation are required, Clarivate will attempt to accommodate the requested format, at no additional charge. These formats may include ASCII text, large print, and accessible electronic formats.
		Users can contact Clarivate Support if they require specific accommodations.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	EndNote needs to incorporate links to access current accessibility statement and accessibility conformance report.
		Conformance determined with product use and observation.

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	Supports	Clarivate Support services are available to accommodate communication needs of users with disabilities. Users can communicate with Clarivate: • Phone • Email • Chat • Clarivate Support Staff have experience working with users with disabilities.

Legal Disclaimer

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