

# Clarivate EndNote: Windows 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: Windows 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: Windows 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 or Shift+Tab to tab through and interact with form controls like links, buttons, checkboxes, and menus.

There may be some parts of Clarivate EndNote: Windows Desktop that are not fully accessible. We correct problems as we become aware of them, whether it's a missing alt attribute on an <img> tag, or a missing label on an interactive form control like a check box or button.

If you have a disability and need to make your computer, tablet or other device easier to use, [AbilityNet](#) is a recommended resource.

### Technical Information about this product's accessibility

Clarivate EndNote: Windows 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: Windows 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 Windows EndNote version.

## Accessibility of this platform

The user interface of Clarivate EndNote: Windows 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 Testing

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

- Color Contrast Analyzer provided by [WebAIM](#).
- High Contrast Chrome extension.
- Keyboard-access manual testing and assessment.
- [NVDA](#) with Windows.
- [JAWS](#) with Windows.
- [VoiceOver](#) with Mac.

Clarivate EndNote: Windows Desktop is tested on the latest Windows 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 October 2023. The test was carried out internally at Clarivate.