EndNote 20

Product Accessibility Conformance Report

Name of Product / Version Number: EndNote 20

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Clarivate Analytics remains dedicated to developing software products that are usable for everyone, including those with physical challenges and disabilities. EndNote was designed to adhere to the United States Government Section 508 accessibility standards.

The following document describes the accessibility features that address the Section 508 Standards, with all exceptions noted. This Product Accessibility Conformance Report is an informational tool developed by industry and government to help facilitate the understanding of compatibility issues under Section 508.

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Web Content Accessibility Guidelines 2.0 level AA

Standard	Description	Conforms Yes/No	Comments
Conformance level	Level AA: for Level AA conformance, the Web page satisfies all the Level A and Level AA Success Criteria, or a Level AA conforming alternate version is provided.	Partial	As desktop application, EndNote 20 partially conforms to Level AA success criteria.
Full pages	Conformance (and conformance level) is for full Web page(s) only, and cannot be achieved if part of a Web page is excluded.	N/A	EndNote 20 is not considered a web-based product.
Complete processes	When a Web page is one of a series of Web pages presenting a process (i.e., a sequence of steps that need to be completed in order to accomplish an activity), all Web pages in the process conform at the specified level or better. (Conformance is not possible at a particular level if any page in the process does not conform at that level or better.)	Partial	EndNote 20 has a series of screens that are used to complete tasks within the application. Many of the screens in the process conform to Level AA success criteria.
Only accessibility-supported ways of using technology	Only accessibility-supported ways of using technologies are relied upon to satisfy the success criteria. Any information or functionality that is provided in a way that is not accessibility supported is also available in a way that is accessibility supported.	Yes	EndNote 20 has been tested for interoperability with users' assistive technology in the human language(s) of the content.
Non-interference	If technologies are used in a way that is not accessibility supported, or if they are used in a non-conforming way, then they do not block the ability of users to access the rest of the page. In addition, the Web page as a whole continues to meet the conformance requirements under each of the following conditions: 1. When any technology that is not relied upon is turned on in a user agent, 2. When any technology that is not relied upon is turned off in a user agent, and 3. When any technology that is not relied upon is not supported by a user agent	Yes	Technologies used in EndNote 20 do not block the ability of users to access the rest of the page.

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Principle 1: Perceivable – information and user interface components must be presentable to users in ways they can perceive.

Standard	Description	Apply Yes/No	Meets Yes/No	Comments
Guideline 1.1 Text Alternatives: Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.				
1.1.1	Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below (Level A). • Controls, Input: If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Guideline 4.1 for additional requirements for controls and content that accepts user input.) • Time-Based Media: If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to Guideline 1.2 for the additional requirements for media.) • Test: If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content. • Sensory: If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content. • CAPTCHA: If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities. • Decorative, Formatting, Invisible: If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.	Yes	Partial	Text equivalents are provided for most on-screen graphic elements of the EndNote 20 interface.
Guideline 1.2 Time-based Media: Provide alternatives for time-based media.				
1.2.1	Audio-only and Video-only (Prerecorded): For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such (Level A): • Prerecorded Audio-only: An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content. • Prerecorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.	No	NA	All help files containing video include closed caption.
1.2.2	Captions (Prerecorded): Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such. (Level A)	Yes	Yes	Closed caption is provided for video tutorials.
1.2.3	Audio Description or Media Alternative (Prerecorded): An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such. (Level A)	Yes	Yes	Video tutorials have audio.

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Standard	Description	Apply Yes/No	Meets Yes/No	Comments
1.2.4	Captions (Live): Captions are provided for all live audio content in synchronized media. (Level AA)	No	NA	
1.2.5	Audio Description (Prerecorded): Audio description is provided for all prerecorded video content in synchronized media. (Level AA)	Yes	Yes	Video tutorials have audio.
Guideline 1.3 Adaptable: Create content that can be presented in different ways (for example simpler layout) without losing information or structure.				
1.3.1	Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)	Yes	Yes	Information and relationships that are implied by visual or auditory formatting are generally preserved when the presentation format changes.
1.3.2	Meaningful Sequence: When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined. (Level A)	Yes	Partial	EndNote 20 does not always programmatically determine the correct reading sequence.
1.3.3	Sensory Characteristics: Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound. (Level A)	Yes	Yes	Instructions do not rely on sensory characteristics.
1.3.4	Orientation: Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential. (Level AA)	Yes	Yes	The layouts can be modified as well as the window sizes.
1.3.5	Identify Input Purpose: The purpose of each input field collecting information about the user can be programmatically determined when (Level AA): • The input field serves a purpose identified in the Input Purposes for User Interface Components section; and • The content is implemented using technologies with support for identifying the expected meaning for form input data.	Yes	Yes	EndNote 20 collects very little information about the user.
Guideline 1.4 Distinguishable: Make it easier for users to see and hear content including separating foreground from background.				
1.4.1	Use of Color: Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. (Level A)	Yes	Yes	EndNote 20 does not use color-coding as the sole means of conveying information.
1.4.2	Audio Control: If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level. (Level A)	No	NA	EndNote 20 does not have audio.

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Standard	Description	Apply Yes/No	Meets Yes/No	Comments
1.4.3	Contrast (Minimum): The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: (Level AA) • Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1; • Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. • Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement.	Yes	Partial	EndNote 20 meets contrast minimum.
1.4.4	Resize text: Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality. (Level AA)	Yes	Partial	Text can easily be resized by editing EndNote Preferences. EndNote does not support large font mode in dialogs where large fonts would render the dialog impossible to read.
1.4.5	Images of Text: If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: (Level AA) • Customizable: The image of text can be visually customized to the user's requirements; • Essential: A particular presentation of text is essential to the information being conveyed.	Yes	Yes	Tooltips are provided for graphical buttons that convey actions or operations.
1.4.10	Reflow: Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for: • Vertical scrolling content at a width equivalent to 320 CSS pixels; • Horizontal scrolling content at a height equivalent to 256 CSS pixels. Except for parts of the content which require two-dimensional layout for usage or meaning. (Level AA) 320 CSS pixels is equivalent to a starting viewport width of 1280 CSS pixels wide at 400% zoom. For web content which are designed to scroll horizontally (e.g. with vertical text), the 256 CSS pixels is equivalent to a starting viewport height of 1024px at 400% zoom.	Yes	Yes	Generally only vertical scrolling is required.

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Standard	Description	Apply Yes/No	Meets Yes/No	Comments
1.4.11	Non-Text Contrast: The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s) (Level AA): User Interface Components Visual information required to identify user interface components and states, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author; Graphical Objects Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed.	Yes	Yes	EndNote 20 meets non-text contrast requirements.
1.4.12	Text Spacing: In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property (Level AA): • Line height (line spacing) to at least 1.5 times the font size; • Spacing following paragraphs to at least 2 times the font size; • Letter spacing (tracking) to at least 0.12 times the font size; • Word spacing to at least 0.16 times the font size.	No	N/A	EndNote 20 is not considered a web-based product and does not use a markup language.
1.4.13	Content on Hover or Focus: Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true: Dismissible A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an input error or does not obscure or replace other content; Hoverable If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing; Persistent The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid. Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author. Examples of additional content controlled by the user agent include browser tooltips created through use of the HTML title attribute. Custom tooltips, sub-menus, and other nonmodal popups that display on hover and focus are examples of additional content covered by this criterion. (Level AA)	Yes	Yes	The cursor does not interfere with the hover text. The hover text can be dismissed by the escape key.

Principle 2: Operable - User interface components and navigation must be operable.

Standard	Description	Apply Yes/No	Meets Yes/No	Comments
Guideline 2.1 Keyboard Accessible: Make all functionality available from a keyboard.				

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Standard	Description	Apply Yes/No	Meets Yes/No	Comments
2.1.1	Keyboard: All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints. (Level A)	Yes	No	As a desktop application, EndNote 20 has key navigation issues that make many features unusable. **Within EndNote 20 for Windows, the groups panel cannot be accesed via keyboard. Cannot expand or collapse a group set.**
2.1.2	No Keyboard Trap: If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away. (Level A)	Yes	No	Within EndNote 20 for Mac, some text fields do not allow the user to use the keyboard to navigate to the next field or set of content. **Within EndNote 20 for Windows, there are traps.**
2.1.4	Character Key Shortcuts: If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true: Turn off A mechanism is available to turn the shortcut off; Remap A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc); Active only on focus The keyboard shortcut for a user interface component is only active when that component has focus. (Level A)	Yes	Partial	EndNote 20 accepts alpha key strokes to move to the reference in the reference list.
Guideline 2.2 Enough Time: Provide users enough time to read and use content.				
2.2.1	Timing Adjustable: For each time limit that is set by the content, at least one of the following is true: (Level A) • Turn off: The user is allowed to turn off the time limit before encountering it; or • Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or • Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or • Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or • Essential Exception: The time limit is essential and extending it would invalidate the activity; or • 20 Hour Exception: The time limit is longer than 20 hours.	No	NA	EndNote 20 does not time users out.

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Standard	Description	Apply Yes/No	Meets Yes/No	Comments
2.2.2	Pause, Stop, Hide: For moving, blinking, scrolling, or auto-updating information, all of the following are true: (Level A) • Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and • Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.	No	NA	
Guideline 2.3 Seizures: Do not design content in a way that is known to cause seizures.				
2.3.1	Three Flashes or Below Threshold: Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds. (Level A)	No	NA	EndNote 20 does not use any flashing components.
Guideline 2.4 Navigable: Provide ways to help users navigate, find content, and determine where they are.				
2.4.1	Bypass Blocks: A mechanism is available to bypass blocks of content that are repeated on multiple Web pages. (Level A)	No	NA	EndNote 20 is not a web-based application, thus it does not include bypass blocks.
2.4.2	Page Titled: Web pages have titles that describe topic or purpose. (Level A)	No	NA	EndNote 20 is not a web-based application, however, most screens have a title that describes the topic or purpose.
2.4.3	Focus Order: If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability. (Level A)	Yes	No	EndNote 20 for Mac has several issues regarding focus order.
2.4.4	Link Purpose (In Context): The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. (Level A)	Yes	Yes	Links in EndNote 20 can be determined by the link text or with its programmatically determined link context.
2.4.5	Multiple Ways: More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process. (Level AA)	No	N/A	EndNote is not considered a web-based product.
2.4.6	Headings and Labels: Headings and labels describe topic or purpose. (Level AA)	Yes	Yes	Where appropriate, EndNote 20 provides headings and labels.
2.4.7	Focus Visible: Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible. (Level AA)	Yes	Partial	While keyboard focus is usually visible, there are instances where it is not.

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Standard	Description	Apply Yes/No	Meets Yes/No	Comments
Guideline 2.5 Input Modalities: Make it easier for users to operate functionality through various inputs beyond keyboard.				
2.5.1	Pointer Gestures: All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential. (Level A)	No	N/A	EndNote 20 is not designed to use gestures but all functions can be executed using a single pointer.
2.5.2	Pointer Cancellation: For functionality that can be operated using a single pointer, at least one of the following is true: No Down-Event The down-event of the pointer is not used to execute any part of the function; Abort or Undo Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion; Up Reversal The up-event reverses any outcome of the preceding down-event; Essential Completing the function on the down-event is essential. (Level A)	Yes	Yes	EndNote 20 meets pointer cancellation requirements.
2.5.3	Label in Name: For user interface components with labels that include text or images of text, the name contains the text that is presented visually. (Level A)	Yes	Partial	The labels used for assistive technologies matches the text of buttons. Buttons and icons without text have labels associated with them.
2.5.4	Motion Actuation: For user interface components with labels that include text or images of text, the name contains the text that is presented visually. (Level A)	No	N/A	EndNote 20 is a desktop application and does not incorporate motion detection technology.

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Principle 3: Understandable - Information and the operation of user interface must be understandable.

Standard	Description	Apply Yes/No	Meets Yes/No	Comments
Guideline 3.1 Readable: Make text content readable and understandable.				
3.1.1	Language of Page: The default human language of each Web page can be programmatically determined. (Level A)	No	N/A	EndNote 20 is not considered a web-based product.
3.1.2	Language of Parts: The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text. (Level AA)	No	N/A	EndNote 20 is not considered a web-based product.
Guideline 3.2 Predictable: Make Web pages appear and operate in predictable ways.				
3.2.1	On Focus: When any component receives focus, it does not initiate a change of context. (Level A)	Yes	Partial	Sync Status and Online searches both change context when they are focused.
3.2.2	On Input: Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component. (Level A)	Yes	Yes	Entering data or selecting a form control has predictable effects.
3.2.3	Consistent Navigation: Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user. (Level AA)	Yes	Yes	
3.2.4	Consistent Identification: Components that have the same functionality within a set of Web pages are identified consistently. (Level AA)	Yes	Yes	Components function and look the same throughout EndNote 20.
Guideline 3.3 Input Assistance: Help users avoid and correct mistakes.				
3.3.1	Error Identification: If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text. (Level A)	Yes	Yes	Errors are identified and the error is described to the user in text.
3.3.2	Labels or Instructions: Labels or instructions are provided when content requires user input. (Level A)	Yes	Yes	Labels and / or instructions are provided when needed.
3.3.3	Error Suggestion: If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content. (Level AA)	Yes	Yes	Users receive appropriate suggestions for correction of an input error whenever possible.

Standard	Description	Apply Yes/No	Meets Yes/No	Comments
3.3.4	Error Prevention (Legal, Financial, Data): For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: (Level AA) • Reversible: Submissions are reversible. • Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. • Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.	No	NA	

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Principle 4: Robust - Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies.

Standard	Description	Apply Yes/No	Meets Yes/No	Comments
Guideline 4.1 Compatible: Maximize compatibility with current and future user agents, including assistive technologies.				
4.1.1	Parsing: In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. (Level A)	Yes	Yes	EndNote 20 is not considered a web-based product.
4.1.2	Name, Role, Value: For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. (Level A)	Yes	Partial	Name, role and value can be determined in the majority of cases..
4.1.3	Status Messages: In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus. (Level AA)	No	N/A	EndNote 20 is not considered a web-based product and does not use a markup language.

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