

# ProQuest Accessibility Conformance Report

## International Edition

(Based on VPAT® Version 2.4)

### Name of Product/Version:

ProQuest RefWorks 3.0 / Oct 2023 Release

### Report Date:

October 2023

### Product Description:

RefWorks simplifies the process of research, collaboration, data organization, and writing by providing an easy-to-use tool for citation, bibliography, and reference management. RefWorks provides round-the-clock support and empowers library administrators to define institutional reference list styles and analyze usage across the institution.

### Contact Information:

[support@refworks.com](mailto:support@refworks.com) or [refworks.support@proquest.com](mailto:refworks.support@proquest.com)

### Notes:

ProQuest 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 the RefWorks product, this is an ongoing effort. We appreciate your feedback.

#### Scope:

This report includes an evaluation of the following RefWorks products:

- Website
  - (new) [RefWorks](#) (referred to as "RefWorks" throughout)
- Add-ons
  - Save to RefWorks browser bookmarklet
  - RefWorks for Google Docs
  - RefWorks Citation Manager (version 2.1.0.1) (referred to as "RCM" throughout), on Windows and Mac, using Word for desktop; when neither is specified, the information applies to both
  - RefWorks Citation Manager-Hangul (version 1.3.11.0) (referred to as "RCM Hangul" throughout)
  - Write-N-Cite (Windows) (version 4.6.284)
  - Write-N-Cite (Mac) (version 4.6.241)
- Support Resources

- Contact support form
- Sample of RefWorks training videos available on the [RefWorks YouTube Channel](#)
  - [Introduction to RefWorks](#)
  - [Accessing RefWorks](#)
  - [Finding the Right APA 7th Version](#)
- Customer Knowledge Center ([RefWorks content only](#))
- Sample of PDFs available in the Customer Knowledge Center > [Resources/Support](#)
  - RefWorks Enhancements 2020
  - RefWorks faculty datasheet 2021
  - RefWorks User Guide 2021

This report does not include an evaluation of the following RefWorks products and resources:

- (legacy) RefWorks
- RCM using Word online (behavior is expected to be similar to the desktop version of Word)
- Advanced features in RefWorks, such as the citation style editor
- PDFs uploaded/imported by the user
- Quarterly RefWorks webinar recordings and RefWorks marketing videos
- Customer Knowledge Center (global components and non-RefWorks content pages will be covered in another VPAT)
- Word templates available in the Customer Knowledge Center

## Evaluation Methods Used:

- NVDA (NonVisual Desktop Access) screen-reader utility (v2020.4) with Chrome (v91.0.4472.124)
- VoiceOver with Mac
- Web Developer Chrome extension
- Chrome developer tools
- Accessibility Insights for Web Chrome extension
- Colour Contrast Analyser (CCA) by TPGi
- Contrast Checker provided by WebAIM
- Link Contrast Checker provided by WebAIM
- High Contrast Chrome extension
- Dylan Barrell's 1.4.12 Text Spacing Bookmarklet Text
- Deque aXe accessibility testing tool
- Adobe Acrobat Pro DC Accessibility Checker
- PDF Accessibility Checker 2021 (PAC 2021)
- Keyboard-access manual testing and assessment

Platform/Browser/Screen Reader combinations:

Product	Combination
RefWorks	Windows 10 Pro + Chrome + NVDA
Save to RefWorks	Windows 10 Pro + Chrome + NVDA
RefWorks for Google Docs	Windows 10 Pro + Chrome + NVDA
RCM (Windows)	Windows 10 Pro + Word 365 (desktop app) + NVDA
RCM (Mac)	macOS Mojave + Word 365 (desktop app) + VoiceOver
RCM Hangul (Windows)	Windows 10 Pro + Hangul Word Processing (HWP) 2018 (desktop app) + NVDA
Write-N-Cite (Windows)	Windows 7 Professional 2009 + Microsoft Office Professional Plus 2013 + NVDA
Write-N-Cite (Mac)	macOS Sierra + Microsoft Word 2008 for Mac + VoiceOver

# Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standards/guidelines:

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	(Yes)
<a href="#">EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe</a> - 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.
- **Supports (with Exceptions):** The majority of product functionality meets the criterion, with a few minor exceptions.
- **Supports (N/A):** The criterion is not relevant to the product.
- **Partially Supports:** Some functionality of the product meets the criterion, and some does not.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

RefWorks website, add-ons, and support resources fall into the following categories:

- **Web:**
  - RefWorks
  - Save to RefWorks browser bookmarklet
  - RefWorks for Google Docs
  - RCM add-ons
  - Sample of training videos from [RefWorks YouTube Channel](#)
  - Contact support form
  - Customer Knowledge Center (RefWorks content pages and documents)
- **Software:**
  - Write-n-Cite (Mac)
  - Write-n-Cite (Windows)
- **Electronic Docs:**
  - Sample of PDFs available in the Customer Knowledge Center > [Resources/Support](#)

## Additional Materials

- [RefWorks Accessibility Statement](#)
- [RefWorks keyboard tips and workarounds](#)

## WCAG 2.1 Report

Tables 1 and 2 also document conformance with:

- **EN 301 549:** Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- **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
<a href="#">1.1.1 Non-text Content</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.1.1.1 (Web)</li> <li>• 10.1.1.1 (Non-web document)</li> <li>• 11.1.1.1.1 (Open Functionality Software)</li> <li>• 11.1.1.1.2 (Closed Functionality Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508	Web: Partially Supports Electronic Docs: Does Not Support Software: Supports	RefWorks is designed to support alternative access to non-text content wherever possible: <ul style="list-style-type: none"> <li>• Images used to represent functionality or actions have associated text labels or alt/title text.</li> <li>• Text labels and/or ARIA labels are used to identify form fields</li> <li>• reCAPTCHA verification provides an audible option</li> </ul> <b>Exceptions include:</b> <b>Web:</b> RefWorks <ul style="list-style-type: none"> <li>• Admin &gt; Usage Analytics – Information about the visualization is not accessible. As an alternative, users can download a csv file of the data</li> <li>• Decorative web fonts used in navigation, dropdown, and accordion elements do not contain null alt text (alt=" ")</li> <li>• Some images, graphics and font icons are missing an accessible label</li> </ul> RCM

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> 602.3 (Support Docs)		<ul style="list-style-type: none"> <li>• Decorative web fonts used in navigation, dropdown, and accordion elements do not contain null alt text (alt=" ")</li> <li>• Some images, graphics and font icons are missing an accessible label</li> </ul> <p>Save to RefWorks</p> <ul style="list-style-type: none"> <li>• Decorative web fonts used in navigation, dropdown, and accordion elements do not contain null alt text (alt=" ")</li> <li>• Some images, graphics and font icons are missing an accessible label</li> </ul> <p>RefWorks for Google Docs</p> <ul style="list-style-type: none"> <li>• Decorative web fonts used in navigation, dropdown, and accordion elements do not contain null alt text (alt=" ")</li> <li>• Some images, graphics and font icons are missing an accessible label</li> </ul> <p>Contact support form</p> <ul style="list-style-type: none"> <li>• RW logo does not include alt text</li> </ul> <p>Customer Knowledge Center</p> <ul style="list-style-type: none"> <li>• Images in help articles and release notes are missing descriptive alt text</li> </ul> <p><b>Electronic Docs:</b></p> <p>Customer Knowledge Center</p> <ul style="list-style-type: none"> <li>• RefWorks User Guide <ul style="list-style-type: none"> <li>○ Some images and screenshots alt attributes show the image file name instead of descriptive text</li> </ul> </li> </ul> <p>Conformance determined with Accessibility Insights for Web, NVDA, VoiceOver and manual visual checks.</p>
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.1 (Web)</li> <li>• 10.1.2.1 (Non-web document)</li> <li>• 11.1.2.1.1 (Open Functionality Software)</li> <li>• 11.1.2.1.2.1 and 11.1.2.1.2.2</li> </ul>	<p>Web: Supports (with Exceptions)</p> <p>Electronic Docs: Supports (N/A)</p> <p>Software: Supports (N/A)</p>	<p>Animation has adjacent text describing what happens visually.</p> <p><b>Exceptions include:</b></p> <p><b>Web:</b></p> <p>RefWorks</p> <ul style="list-style-type: none"> <li>• Tools &gt; How to use Save to RefWorks animation – Text description does not adequately describe the content of the animation.</li> </ul> <p>Conformance determined with manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
(Closed Software) <ul style="list-style-type: none"> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> 602.3 (Support Docs)		
<u><a href="#">1.2.2 Captions (Prerecorded)</a></u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.2.2 (Web)</li> <li>10.1.2.2 (Non-web document)</li> <li>11.1.2.2 (Open Functionality Software)</li> <li>11.1.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports (N/A) Software: Supports (N/A)	Closed captioning is available for the RefWorks tutorial videos hosted on YouTube.  Conformance determined with manual visual checks.
<u><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a></u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.2.3 (Web)</li> <li>10.1.2.3 (Non-web document)</li> </ul>	Web: Partially Supports Electronic Docs: Supports (N/A) Software: Supports (N/A)	In RefWorks video tutorials, important visual information is conveyed in the narration and full transcript.  <b>Exception includes:</b>  <b>Web:</b> RefWorks

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.1.2.3.1 (Open Functionality Software)</li> <li>11.1.2.3.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> 602.3 (Support Docs)		<ul style="list-style-type: none"> <li>Tools – A text description for the “How to use Save to RefWorks” animation is provided, but it does not adequately describe important visual information.</li> </ul> YouTube tutorials <ul style="list-style-type: none"> <li>Important visual information is not included in the narration or the transcript.</li> </ul> Conformance determined with manual visual checks.
<a href="#"><u>1.3.1 Info and Relationships</u></a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.3.1 (Web)</li> <li>10.1.3.1 (Non-web document)</li> <li>11.1.3.1.1 (Open Functionality Software)</li> <li>11.1.3.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports (with Exceptions) Software: Partially Supports	The following are employed to support this criterion: <ul style="list-style-type: none"> <li>CSS is used to control the visual presentation of text</li> <li>Labels are programmatically associated with form input elements</li> <li>HTML markup is used for headings and lists</li> </ul> <b>Exceptions include:</b> <b>Web:</b> RefWorks <ul style="list-style-type: none"> <li>Manage Projects – Content visually appears to be a data table but is not marked up as one</li> <li>List tags &lt;li&gt; are not properly implemented or not used semantically</li> <li>Required ARIA child role missing from custom combo boxes</li> <li>Most form controls are missing labels or not programmatically associated with a label</li> <li>Unrelated radio buttons and checkboxes are enclosed in a fieldset</li> <li>Related radio buttons are not enclosed in a fieldset</li> </ul> RCM <ul style="list-style-type: none"> <li>Preview citation &gt; In-text and footnote radio buttons – No programmatic way to tell inputs are related</li> <li>Main menu - List item does not have a &lt;ul&gt;, &lt;ol&gt; parent element without a role, or a role="list"</li> <li>Required ARIA parent role not present: menu, menubar, group</li> </ul>



Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>Form controls missing labels or not programmatically associated with a label</li> </ul> <p>RefWorks for Google Docs</p> <ul style="list-style-type: none"> <li>Search – Input field is not programmatically associated with a label</li> <li>Log in – Input fields are not programmatically associated with a label</li> </ul> <p>Save to RefWorks</p> <ul style="list-style-type: none"> <li>Assign to folders dropdown <ul style="list-style-type: none"> <li>Dropdown label is not programmatically associated with the dropdown menu</li> <li>Checkboxes are not programmatically associated with folder names</li> </ul> </li> </ul> <p>Customer Knowledge Center</p> <ul style="list-style-type: none"> <li>Global header – More Sites and System status dropdown menus are missing an accessible name</li> <li>Tabular data is not programmatically associated with headers</li> </ul> <p><b>Electronic Docs:</b></p> <p>Customer Knowledge Center</p> <ul style="list-style-type: none"> <li>RefWorks User Guide <ul style="list-style-type: none"> <li>Inline figure element used as a block level element</li> </ul> </li> </ul> <p><b>Software:</b></p> <p>Write-n-Cite (Windows)</p> <ul style="list-style-type: none"> <li>Insert/Edit Citation – Labels for the input fields (Search, Prefix, and Suffix) and data grid tables are not associated with the controls</li> <li>Format Bibliography – Related radio buttons are not programmatically grouped together</li> </ul> <p>Write-n-Cite (Mac)</p> <ul style="list-style-type: none"> <li>Insert/Edit Citation <ul style="list-style-type: none"> <li>Labels for prefix, suffix and spacing/margin input fields are not associated with the controls</li> <li>Related checkboxes are not programmatically grouped together</li> </ul> </li> </ul> <p>Conformance determined with WAVE, NVDA, VoiceOver, Accessibility Insights for Web, Adobe Acrobat Pro DC Accessibility Checker and manual visual checks.</p>
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A) Also applies to:</p>	<p>Web: Partially Supports Electronic Docs: Supports</p>	<p>The reading and navigation order (determined by code order) is logical and intuitive. While the reading order and visual order may not always match, the meaning is unchanged.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.2 (Web)</li> <li>• 10.1.3.2 (Non-web document)</li> <li>• 11.1.3.2.1 (Open Functionality Software)</li> <li>• 11.1.3.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	<p>Software: Partially Supports</p>	<p><b>Exceptions include:</b></p> <p><b>Web:</b></p> <p>RefWorks</p> <ul style="list-style-type: none"> <li>• Manage Projects – The reading order of the layout table does not make sense when linearized</li> <li>• Profile – Interacting with the cookie modal interferes with the reading order of completing the Profile.</li> <li>• Modals <ul style="list-style-type: none"> <li>○ Screen readers can read content outside the modal dialog</li> <li>○ When the modal dialog or similar element is closed, screen reader focus is not returned to the triggering element</li> <li>○ Keyboard focus is not maintained within the modal. It is possible to tab out of the modal.</li> </ul> </li> <li>• Content that is intended to be hidden from all users is readable with a screen reader – ‘Button No file chosen, Choose Files’ and ‘First Name, Last Name’ appears on every page</li> <li>• When using keyboard only navigation, activating a toolbar action (e.g. Assign to folder) while the preview reference panel is open, unexpectedly opens and moves focus to the edit reference panel</li> <li>• Edit reference &gt; Title and DOI search – Search results are placed above the search field in the DOM, making it cumbersome for users to navigate to it</li> <li>• PDF Reader – Screen readers cannot read PDFs displayed in the RefWorks PDF reader. As an alternative, click on the print icon in the PDF toolbar to launch the browser's PDF viewer, which will allow accessible PDFs to be read by a screen reader.</li> <li>• The reading order of the footer links is disrupted by the global header links</li> </ul> <p>RCM (Windows)</p> <ul style="list-style-type: none"> <li>• Modals <ul style="list-style-type: none"> <li>○ Screen readers can read content outside the modal dialog.</li> <li>○ When a modal dialog is activated, screen reader focus is not always placed on/in it</li> </ul> </li> <li>• Citation style, Project, and Language dropdown menus – After selecting a menu item, keyboard focus is not returned to the triggering element or the next element in the tab order.</li> </ul> <p><b>Software:</b></p>

Criteria	Conformance Level	Remarks and Explanations
		<p>Write-n-Cite (Windows)</p> <ul style="list-style-type: none"> <li>Insert/Edit Citation modal and Format Bibliography – Keyboard focus order does not match the visual order of elements</li> </ul> <p>Write-n-Cite (Mac)</p> <ul style="list-style-type: none"> <li>Insert/Edit Citation modal – Focus moves across columns instead of within one column at a time</li> <li>Focus is lost between Suffix input field and Compose Citation input field</li> </ul> <p>Conformance determined with NVDA, VoiceOver, Adobe Acrobat Pro DC Accessibility Checker and manual keyboard checks.</p>
<p><b>1.3.3 Sensory Characteristics</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.3.3 (Web)</li> <li>10.1.3.3 (Non-web document)</li> <li>11.1.3.3 (Open Functionality Software)</li> <li>11.1.3.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	<p>Web: Supports (with Exceptions)</p> <p>Electronic Docs: Supports (with Exceptions)</p> <p>Software: Supports</p>	<p>Instructions do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound. Typically, descriptive text and labels are used.</p> <p><b>Exceptions include:</b></p> <p><b>Web:</b></p> <p>RefWorks</p> <ul style="list-style-type: none"> <li>Admin <ul style="list-style-type: none"> <li>Instructions for setting up the Institution name refer to its visual location: “will appear at the top of the RefWorks applications”</li> <li>Instructions for Role, Areas of Focus and the custom profile question refer to filling out a “box”</li> </ul> </li> </ul> <p>Conformance determined with manual visual checks.</p>
<p><b>1.4.1 Use of Color</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.1 (Web)</li> <li>10.1.4.1 (Non-web document)</li> </ul>	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p>	<p>Color is used to enhance usability by drawing attention to certain areas of the screen. Color is never the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p> <p><b>Exceptions include:</b></p> <p>Disabled hyperlinks and logotypes are not required to adhere to this contrast level.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.1.4.1 (Open Functionality Software)</li> <li>11.1.4.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> 602.3 (Support Docs)		<p><b>Web:</b> The contrast ratio between default link text and surrounding text is not always at least 3:1:</p> <p>RefWorks</p> <ul style="list-style-type: none"> <li>Blue links against dark gray body text (1.3:1)</li> </ul> <p>RCM</p> <ul style="list-style-type: none"> <li>Blue links against dark gray body text (1.3:1)</li> </ul> <p>RefWorks for Google Docs</p> <ul style="list-style-type: none"> <li>Edit citation – Change style hyperlink against green body text (1.6:1)</li> </ul> <p>Knowledge Center</p> <ul style="list-style-type: none"> <li>Blue links against black body text (2.4:1)</li> </ul> <p>Conformance determined with Colour Contrast Analyser (CCA), Contrast Checker, and Link Contrast Checker.</p>
<p><b><u>1.4.2 Audio Control</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.2 (Web)</li> <li>10.1.4.2 (Non-web document)</li> <li>11.1.4.2 (Open Functionality Software)</li> <li>11.1.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> 602.3 (Support Docs)	<p>Web: Supports</p> <p>Electronic Docs: Supports (N/A)</p> <p>Software: Supports (N/A)</p>	<p>All video content is streamed through the YouTube media player with controls for pausing and controlling the volume. Pressing the Spacebar automatically pauses the video.</p> <p>Conformance determined with manual visual checks.</p>
<p><b><u>2.1.1 Keyboard</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.1.1 (Web)</li> </ul>	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Partially Supports</p>	<p>Functionality is accessible with keyboard only navigation.</p> <p><b>Exceptions include:</b></p> <p><b>Web:</b></p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 10.2.1.1 (Non-web document)</li> <li>• 11.2.1.1.1 (Open Functionality Software)</li> <li>• 11.2.1.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>		<p>RefWorks</p> <ul style="list-style-type: none"> <li>• Elements and functionality not accessible by keyboard (with or without a screen reader):             <ul style="list-style-type: none"> <li>○ Uploading a reference file (.ris, .nbib, etc.)</li> <li>○ Custom reordering of folders</li> <li>○ Editing a reference from Table view (this can be accomplished from other views)</li> <li>○ Highlighting content and adding new comments</li> <li>○ Admin – Selecting citation styles for their institution</li> </ul> </li> <li>• Elements and functionality accessible by keyboard only when using a screen reader:             <ul style="list-style-type: none"> <li>○ DOI lookup</li> <li>○ Reference preview panel (right panel) – view full abstract and view all tags accordion, previous/next buttons in the PDF carousel</li> <li>○ Import References – Assign to folder dropdown menu. Workaround: Press Return twice</li> <li>○ Back to All references icon in Create bibliography, Bulk Edit, and PDF Reader</li> <li>○ Create bibliography – Differentiate authors by surname link</li> <li>○ PDF Reader toolbar</li> <li>○ Share folder – Select a folder dropdown menu, accordion links, radio buttons, remove icon</li> <li>○ Share Project – Accordion links and remove icon</li> <li>○ Links on the Activate account page</li> <li>○ Pagination for Normal view, Citation view, and Full view, Quick Cite, Search databases</li> </ul> </li> <li>• Elements and functionality not accessible by keyboard when using a screen reader:             <ul style="list-style-type: none"> <li>○ Selecting references with a keyboard does not activate the relevant toolbar options</li> </ul> </li> </ul> <p>RCM (Windows)</p> <ul style="list-style-type: none"> <li>• Elements and functionality not accessible by keyboard (with or without a screen reader):             <ul style="list-style-type: none"> <li>○ Edit citation (already inserted in the Word document) – Add more references link</li> <li>○ Main menu – Insert bibliography switch</li> </ul> </li> <li>• Elements and functionality accessible by keyboard only when using a screen reader (and arrow keys):             <ul style="list-style-type: none"> <li>○ Citation style settings – Scrollable content in author surname settings</li> </ul> </li> <li>• Elements and functionality not accessible by keyboard when using a screen reader:</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>○ Accordions become locked when editing a citation containing multiple references</li> </ul> <p>RCM (Mac)</p> <ul style="list-style-type: none"> <li>• Same as RCM (Windows) with the following exceptions: <ul style="list-style-type: none"> <li>○ Editing a citation in a content control is accessible by keyboard</li> <li>○ The reference list and refresh button cannot be accessed by keyboard. Workaround: References displayed as search results are accessible by keyboard.</li> </ul> </li> </ul> <p>RCM Hangul</p> <ul style="list-style-type: none"> <li>• Elements and functionality not accessible by keyboard (with or without a screen reader): <ul style="list-style-type: none"> <li>○ Edit citation (already inserted in the Word document) – Add more references link</li> <li>○ Main menu – Insert bibliography switch</li> </ul> </li> <li>• Elements and functionality accessible by keyboard only when using a screen reader (and arrow keys): <ul style="list-style-type: none"> <li>○ Citation style settings – Scrollable content in author surname settings</li> </ul> </li> <li>• Elements and functionality are not accessible by keyboard when using a screen reader NVDA screen reader. Workaround: Use Windows Narrator.</li> </ul> <p>Save to RefWorks</p> <ul style="list-style-type: none"> <li>• Save to RefWorks, Import, and close button are accessible by keyboard only when using a screen reader</li> <li>• Assign to a folder dropdown – Menu options are not accessible by keyboard</li> <li>• Displaying multiple references – Details about a specific reference are not accessible by keyboard</li> </ul> <p>RefWorks for Google Docs</p> <ul style="list-style-type: none"> <li>• Elements and functionality not accessible by keyboard (with or without a screen reader): <ul style="list-style-type: none"> <li>○ Insert and Edit citation buttons</li> <li>○ Reference list and search results</li> </ul> </li> <li>• Elements and functionality accessible by keyboard only when using a screen reader (and arrow keys): <ul style="list-style-type: none"> <li>○ Change citation style</li> <li>○ Search – Clear search query icon</li> </ul> </li> </ul> <p><b>Software:</b></p> <p>Write-n-Cite (Windows)</p> <ul style="list-style-type: none"> <li>• Elements and functionality not accessible by keyboard (with or without a screen reader):</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>○ Insert/Edit Citation – Select a reference; expand column width or sort references in the table</li> <li>○ Format bibliography &gt; Unlock the style button</li> <li>• Elements and functionality accessible by keyboard only when using a screen reader (and arrow keys): <ul style="list-style-type: none"> <li>○ Insert/Edit Citation – Add and reorder references in citation</li> <li>○ Format bibliography – Line dropdown menu options (Tip: use right and left arrow)</li> </ul> </li> </ul> <p>Write-n-Cite (Mac)</p> <ul style="list-style-type: none"> <li>• RCM toolbar is not accessible by keyboard without a screen reader. Workaround: Use VoiceOver to enable keyboard navigation</li> <li>• Elements and functionality not accessible by keyboard (with or without a screen reader): <ul style="list-style-type: none"> <li>○ Insert/Edit Citation – Reorder, sort the references, or override default in the citation</li> <li>○ Format bibliography – Unlock style button</li> </ul> </li> </ul> <p>Visit the customer knowledge center for <a href="#">keyboard tips and workarounds</a>.</p> <p>Conformance determined with NVDA, VoiceOver and manual keyboard checks.</p>
<p><b><u>2.1.2 No Keyboard Trap</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.2 (Web)</li> <li>• 10.2.1.2 (Non-web document)</li> <li>• 11.2.1.2 (Open Functionality Software)</li> <li>• 11.2.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Web: Partially Supports Electronic Docs: Supports (N/A) Software: Supports</p>	<p>Once focus has been moved to a component with keyboard only navigation, it can be moved away from that component with keyboard only navigation.</p> <p><b>Exceptions include:</b></p> <p><b>Web:</b></p> <p>RefWorks</p> <ul style="list-style-type: none"> <li>• Create/Rename a folder – Focus becomes trapped in the input field (workaround with screen reader available)</li> <li>• Import references – Assign to folder dropdown menu (workaround with screen reader available)</li> </ul> <p>Save to RefWorks</p> <ul style="list-style-type: none"> <li>• Import references – Assign to folder dropdown menu</li> </ul> <p>Visit the customer knowledge center for <a href="#">keyboard tips and workarounds</a>.</p> <p>Conformance determined with NVDA, VoiceOver and manual keyboard checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> </ul> 602.3 (Support Docs)		
<u><a href="#">2.1.4 Character Key Shortcuts</a></u> (Level A 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.1.4 (Web)</li> <li>10.2.1.4 (Non-web document)</li> <li>11.2.1.4.1 (Open Functionality Software)</li> <li>11.2.1.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Web: Supports (N/A) Electronic Docs: Supports (N/A) Software: Supports	There are no shortcuts triggered using only letter (including upper-and lower-case letters), punctuation, number, or symbol characters.  Shortcuts are available for controlling the video player, but these shortcuts use tab, space bar, escape, and arrow keys. Furthermore, they are only active when the video player has focus.  There are no conflicts with Chrome, Microsoft Word, or Google Docs keyboard shortcuts to navigate between the document and writing tools  Conformance determined with manual keyboard checks.
<u><a href="#">2.2.1 Timing Adjustable</a></u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.2.1 (Web)</li> <li>10.2.2.1 (Non-web document)</li> <li>11.2.2.1 (Open Functionality Software)</li> <li>11.2.2.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Web: Supports (N/A) Electronic Docs: Supports (N/A) Software: Supports (N/A)	The RefWorks website, add-ons, and support resources do not require timed responses. The session timeout for the RefWorks website is 14 days.  Conformance determined with manual visual checks.



Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> </ul> 602.3 (Support Docs)		
<u><b>2.2.2 Pause, Stop, Hide</b></u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.2.2 (Web)</li> <li>10.2.2.2 (Non-web document)</li> <li>11.2.2.2 (Open Functionality Software)</li> <li>11.2.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports (N/A) Software: Supports (N/A)	Evaluated products do not use blinking, scrolling, or auto-updating content.  <b>Exception includes:</b>  <b>Web:</b> RefWorks <ul style="list-style-type: none"> <li>Tools &gt; “How to use Save to RefWorks” animation – Plays in a continuous loop and there are no controls to pause, stop, or hide it.</li> </ul> Conformance determined with manual visual checks.
<u><b>2.3.1 Three Flashes or Below Threshold</b></u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.3.1 (Web)</li> <li>10.2.3.1 (Non-web document)</li> <li>11.2.3.1 (Open Functionality Software)</li> <li>11.2.3.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508	Web: Supports (N/A) Electronic Docs: Supports (N/A) Software: Supports (N/A)	Evaluated products do not use flashing or blinking elements in the user interface.  Conformance determined with manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> 602.3 (Support Docs)		
<b>2.4.1 Bypass Blocks</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.4.1 (Web)</li> <li>10.2.4.1 (Non-web document) – Does not apply</li> <li>11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>11.2.4.1 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> </ul> 602.3 (Support Docs) – Does not apply to non-web docs	Web: Partially Supports Electronic Docs: Partially Supports Software: Supports (N/A)	Many pages have landmark and heading structures that allow users to bypass the global components and jump to the main content.  <b>Exceptions include:</b>  <b>Web:</b> RefWorks <ul style="list-style-type: none"> <li>Main landmark and level 1 headings are not used consistently enough to be a reliable method to jump to main content</li> </ul> RCM <ul style="list-style-type: none"> <li>Missing headings and landmarks</li> </ul> RefWorks for Google Docs <ul style="list-style-type: none"> <li>iframe is missing a title attribute</li> </ul> Save to RefWorks <ul style="list-style-type: none"> <li>iframe is missing a title attribute</li> </ul> Customer Knowledge Center <ul style="list-style-type: none"> <li>Missing main landmark</li> </ul> <b>Electronic Docs:</b> Customer Knowledge Center <ul style="list-style-type: none"> <li>RefWorks User Guide <ul style="list-style-type: none"> <li>Improper heading hierarchy in guides for <i>RefWorks Overview</i>, <i>Write-n-Cite</i>, <i>RefWorks Citation Manager</i>, <i>RefWorks for Google Docs</i> .</li> </ul> </li> </ul> Conformance determined with Accessibility Insights for Web, Adobe Acrobat Pro DC Accessibility Checker and manual keyboard checks.
<b>2.4.2 Page Titled</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.4.2 (Web)</li> <li>10.2.4.2 (Non-web document)</li> <li>11.2.4.2 (Open Functionality Software) - Does not apply</li> </ul>	Web: Does Not Support Electronic Docs: Partially Supports Software: Supports	Many evaluated product pages have descriptive and informative page titles.  <b>Exceptions include:</b>  <b>Web:</b> RefWorks <ul style="list-style-type: none"> <li>&lt;title&gt; elements used on most pages do not identify the contents or purpose of the page</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.2.4.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> 602.3 (Support Docs)		RCM <ul style="list-style-type: none"> <li>&lt;title&gt; elements used on most pages do not identify the contents or purpose of the page</li> </ul> Save to RefWorks <ul style="list-style-type: none"> <li>Some pages are missing a page title. When the page does have a title, it does not identify the purpose of the screen</li> </ul> RefWorks for Google Docs <ul style="list-style-type: none"> <li>Main screen is missing a title element</li> </ul> Conformance determined with Chrome developer tools, Adobe Acrobat Pro DC Accessibility Checker, and manual visual checks.
<b>2.4.3 Focus Order</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.4.3 (Web)</li> <li>10.2.4.3 (Non-web document)</li> <li>11.2.4.3 (Open Functionality Software)</li> <li>11.2.4.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Software: Partially Supports	The tab order through active elements follows the sequences and relationships within the content.  <b>Exceptions include:</b> <b>Web:</b> <ul style="list-style-type: none"> <li>General – Some functionality is not included in the keyboard navigation focus order, impacting operability</li> </ul> RefWorks <ul style="list-style-type: none"> <li>Modals <ul style="list-style-type: none"> <li>Keyboard focus is not maintained within the modal</li> <li>When the modal dialog is activated, keyboard focus is not placed on/in it.</li> <li>When the modal dialog, menu, or similar element is closed, sometimes keyboard focus is not returned to the triggering element.</li> </ul> </li> <li>Profile <ul style="list-style-type: none"> <li>Cookie modal interrupts the focus order of the Profile modal. Tip: To reset the focus order, press CTRL + L and press Tab until you reach the profile form</li> <li>Back and Next buttons do not have a logical focus order</li> </ul> </li> <li>PDF Reader focus – moves behind the PDF Reader</li> </ul> RCM (Windows, Mac and Hangul) <ul style="list-style-type: none"> <li>Modals <ul style="list-style-type: none"> <li>Keyboard focus is not maintained within the modal.</li> </ul> </li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>○ When the modal dialog is activated, keyboard focus is not placed on/in it.</li> <li>○ When the modal dialog, menu, or similar element is closed, sometimes keyboard focus is not returned to the triggering element.</li> </ul> <p>RCM (Mac only)</p> <ul style="list-style-type: none"> <li>• References are included in the focus order only when they are a part of the search results</li> </ul> <p>RCM Hangul only</p> <ul style="list-style-type: none"> <li>• Even when the main menu is not activated, all its elements are included in the focus order for each screen</li> </ul> <p><b>Software:</b></p> <p>Write-n-Cite (Windows)</p> <ul style="list-style-type: none"> <li>• Format Bibliography <ul style="list-style-type: none"> <li>○ Focus order jumps around and is not intuitive</li> <li>○ After changing radio button focus, focus unexpectedly moves to the reference preview</li> </ul> </li> </ul> <p>Write-n-Cite (Mac)</p> <ul style="list-style-type: none"> <li>• Insert/Edit Citation modal &gt; Focus moves across columns instead within a column</li> <li>• Focus is lost between Suffix input field and Compose Citation pane</li> </ul> <p>Conformance determined with manual keyboard checks.</p>
<p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.4 (Web)</li> <li>• 10.2.4.4 (Non-web document)</li> <li>• 11.2.4.4 (Open Functionality Software)</li> <li>• 11.2.4.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p>	<p>Web: Supports (with Exceptions)</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p>	<p>Meaningful link text has been used throughout evaluated products. The purpose of links can be determined from the link text alone, or from the link text and the context.</p> <p><b>Exceptions include:</b></p> <p><b>Web:</b></p> <p>RefWorks</p> <ul style="list-style-type: none"> <li>• Folder and tag links are missing programmatic context</li> </ul> <p>Conformance determined with Web Developer Chrome extension and manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> 602.3 (Support Docs)		
<u><b>2.5.1 Pointer Gestures</b></u> (Level A 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.5.1 (Web)</li> <li>10.2.5.1 (Non-web document)</li> <li>11.2.5.1 (Open Functionality Software)</li> <li>11.2.5.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Web: Supports (N/A) Electronic Docs: Supports (N/A) Software: Supports (N/A)	No path-based or multi-point gestures are used in evaluated products.  Conformance determined with manual visual checks.
<u><b>2.5.2 Pointer Cancellation</b></u> (Level A 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.5.2 (Web)</li> <li>10.2.5.2 (Non-web document)</li> <li>11.2.5.2 (Open Functionality Software)</li> <li>11.2.5.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Web: Partially Supports Electronic Docs: Supports (N/A) Software: Supports (N/A)	Most interactions are triggered on the up event and can be reversed by releasing the picked-up item outside the drop target. Irreversible actions trigger a confirmation modal.  <b>Exceptions include:</b>  <b>Web:</b> RefWorks <ul style="list-style-type: none"> <li>Some accordion menus, dropdown menus, and checkboxes are activated on the down event, but this action can be easily undone by pressing on the interactive element again</li> </ul> Save to RefWorks <ul style="list-style-type: none"> <li>Some accordion menus, dropdown menus, and checkboxes are activated on the down event, but this action can be easily undone by pressing on the interactive element again</li> </ul> RCM <ul style="list-style-type: none"> <li>Some accordion menus, dropdown menus, and checkboxes are activated on the down event, but this</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<p>action can be easily undone by pressing on the interactive element again</p> <p>Conformance determined with manual checks.</p>
<p><b><u>2.5.3 Label in Name</u></b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.3 (Web)</li> <li>• 10.2.5.3 (Non-web document)</li> <li>• 11.2.5.3.1 (Open Functionality Software)</li> <li>• 11.2.5.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports (N/A)</p> <p>Software: Partially Supports</p>	<p>User interface components that include a visible text label have an accessible name that matches (or includes) the visible text in the label.</p> <p><b>Exceptions include:</b></p> <p><b>Web:</b></p> <p>RefWorks</p> <ul style="list-style-type: none"> <li>• References – Checkboxes for references are missing an accessible name that matches the visible text label</li> </ul> <p>RCM</p> <ul style="list-style-type: none"> <li>• References – Checkboxes for references are missing an accessible name that matches the visible text label</li> </ul> <p>Save to RefWorks</p> <ul style="list-style-type: none"> <li>• References – Checkboxes for references are missing an accessible name that matches the visible text label</li> </ul> <p><b>Software:</b></p> <p>Write-n-Cite (Windows and Mac)</p> <ul style="list-style-type: none"> <li>• Insert/Edit Citation – Search field (Windows only), Prefix, Suffix, and Compose Citation, are missing an accessible name that matches the visible text label</li> <li>• Format Bibliography – Panes, combo boxes and stepper fields are missing an accessible name, or it does not match the visible label</li> </ul> <p>Conformance determined with NVDA, VoiceOver, Chrome developer tools and manual visual checks.</p>
<p><b><u>2.5.4 Motion Actuation</u></b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.4 (Web)</li> <li>• 10.2.5.4 (Non-web document)</li> <li>• 11.2.5.4 (Open Functionality Software)</li> <li>• 11.2.5.4 (Closed Software)</li> </ul>	<p>Web: Supports (N/A)</p> <p>Electronic Docs: Supports (N/A)</p> <p>Software: Supports (N/A)</p>	<p>Evaluated products do not require motion controls or physical gestures to access content or functionality.</p> <p>Conformance determined with manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		
<b>3.1.1 Language of Page</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.1.1 (Web)</li> <li>10.3.1.1 (Non-web document)</li> <li>11.3.1.1.1 (Open Functionality Software)</li> <li>11.3.1.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> 602.3 (Support Docs)	Web: Does Not Support Electronic Docs: Supports (with Exceptions) Software: Does Not Support	For the RefWorks website and add-ons, the language attribute is frequently missing or is always set to English, regardless of the language of the page. The language attribute for PDFs written in English is set correctly.  <b>Examples include:</b>  <b>Web:</b> RefWorks <ul style="list-style-type: none"> <li>Language attribute is missing</li> </ul> Save to RefWorks <ul style="list-style-type: none"> <li>Language attribute is missing</li> </ul> RefWorks for Google Docs <ul style="list-style-type: none"> <li>Language attribute is missing</li> </ul> RCM and RCM Hangul <ul style="list-style-type: none"> <li>Language attribute is always English, regardless of the selected language</li> </ul> Customers <ul style="list-style-type: none"> <li>Product documentation – The language attribute on the Spanish pages is incorrect</li> </ul> <b>Software:</b> Write-n-Cite (Windows and Mac) <ul style="list-style-type: none"> <li>Language attribute is incorrect when a non-English language is selected</li> </ul> Conformance determined with Chrome developer tools, Adobe Acrobat Pro DC Accessibility Checker, and manual visual checks.
<b>3.2.1 On Focus</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.2.1 (Web)</li> <li>10.3.2.1 (Non-web document)</li> </ul>	Web: Supports Electronic Docs: Supports Software: Partially Supports	Context is not changed on focus alone.  <b>Exceptions include:</b>  <b>Software:</b> RCM (Windows)

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.3.2.1 (Open Functionality Software)</li> <li>11.3.2.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> 602.3 (Support Docs)		<ul style="list-style-type: none"> <li>For versions of Word v16.0.13127.21668 and later – When focus moves to a content control containing a citation in the document, focus is redirected to the Edit citation panel in RCM</li> </ul> Conformance determined with manual visual and keyboard checks.
<u>3.2.2 On Input</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.2.2 (Web)</li> <li>10.3.2.2 (Non-web document)</li> <li>11.3.2.2 (Open Functionality Software)</li> <li>11.3.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports	Entering data into, or changing the setting of, a user interface component does not trigger a change of context, unless the user is given a warning ahead of time.  Conformance determined with manual visual and keyboard checks.
<u>3.3.1 Error Identification</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.3.1 (Web)</li> </ul>	Web: Supports (with Exceptions) Electronic Docs: Supports Software: Supports	Forms provide text-based alerts for validation cues and errors.  <b>Exceptions include:</b> <b>Web:</b> RefWorks



Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>10.3.3.1 (Non-web document)</li> <li>11.3.3.1.1 (Open Functionality Software)</li> <li>11.3.3.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> 602.3 (Support Docs)		<ul style="list-style-type: none"> <li>Admin &gt; Institution information and Link resolver – Validation is not provided for required fields</li> </ul> Conformance determined with manual visual checks.
<u><b>3.3.2 Labels or Instructions</b></u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.3.2 (Web)</li> <li>10.3.3.2 (Non-web document)</li> <li>11.3.3.2 (Open Functionality Software)</li> <li>11.3.3.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports (N/A) Software: Supports (with Exceptions)	Input fields are clearly labelled, and instructions are provided to assist the user when necessary. Required fields are clearly marked and explained at the beginning of the form.  <b>Exceptions include:</b>  <b>Web:</b> RefWorks <ul style="list-style-type: none"> <li>Reference editor – Does not indicate that the title field is required</li> <li>Log in – Input fields use placeholder text instead of persistent labels to provide information about the text field</li> <li>Sharing – Input fields use placeholder text instead of persistent labels to provide information about the text field</li> </ul> Save to RefWorks <ul style="list-style-type: none"> <li>Reference editor – Does not indicate that the title field is required</li> <li>Log in – Input fields use placeholder text instead of persistent labels to provide information about the text field</li> <li>Sharing – Input fields use placeholder text instead of persistent labels to provide information about the text field</li> </ul> RCM

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>Log in – Input fields use placeholder text instead of persistent labels to provide information about the text field</li> </ul> <p><b>Software:</b></p> <p>Write-n-Cite (Windows)</p> <ul style="list-style-type: none"> <li>Insert/Edit Citation – Missing labels or instructions on how to add or reorder references cited in a citation</li> <li>Format Bibliography – Missing instructions on how to use 'Bibliography only citations' text box</li> </ul> <p>Write-n-Cite (Mac)</p> <ul style="list-style-type: none"> <li>Insert/Edit Citation – Missing labels or instructions on how to add or reorder references cited in a citation</li> <li>Format Bibliography – Missing instructions on how to use 'Bibliography only citations' text box</li> </ul> <p>Conformance determined with WAVE and manual visual checks.</p>
<p><b>4.1.1 Parsing</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.4.1.1 (Web)</li> <li>10.4.1.1 (Non-web document)</li> <li>11.4.1.1.1 (Open Functionality Software)</li> <li>11.4.1.1.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	<p>Web: Partially Supports</p> <p>Electronic Docs: Partially Supports</p> <p>Software: Supports</p>	<p>Pages conform to HTML web standards.</p> <p><b>Exceptions include:</b></p> <p><b>Web:</b></p> <p>RefWorks</p> <ul style="list-style-type: none"> <li>Multiple elements referenced with ARIA with the same id attribute</li> <li>Active elements with the same id attribute</li> </ul> <p>Conformance determined with WAVE, Axe Dev Tools, Accessibility Insights for Web, PAC 2021, and manual checks.</p>
<p><b>4.1.2 Name, Role, Value</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p>	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Partially Supports</p>	<p>Pages conform to HTML web standards, so the name and role of most UI components can be determined.</p> <p><b>Exceptions include:</b></p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 9.4.1.2 (Web)</li> <li>• 10.4.1.2 (Non-web document)</li> <li>• 11.4.1.2.1 (Open Functionality Software)</li> <li>• 11.4.1.2.2 (Closed Software) – Not required</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>		<p><b>Web:</b></p> <p>RefWorks</p> <ul style="list-style-type: none"> <li>• Many form controls are missing a role and/or accessible name (Profile settings, Bulk Edit, Advanced Search, Edit Reference, References, Login)</li> <li>• Some custom elements, e.g. combo boxes, do not use valid ARIA role or attributes and are missing accessible names</li> <li>• Roles and attributes are sometimes not applied consistently to similar types of elements (e.g. menu items in the toolbar)</li> <li>• Tab/tab panel roles and properties in Quick Cite, Bulk edit, and Tools are missing</li> <li>• Ascending/descending state of table columns in Table view and Manage Projects are missing</li> <li>• Disabled state of menu options in the toolbar are not conveyed to screen reader users</li> <li>• Side bar navigation, citation style shortcut menus, preview panel – Accordions elements appear and functions like an accordion but is missing required ARIA role(s) and states (expanded/collapsed)</li> </ul> <p>RCM</p> <ul style="list-style-type: none"> <li>• Reference list checkboxes, citation style star icons, and accordion checkboxes and arrows are missing accessible names and states</li> <li>• Dropdown menus are missing a discernible label and a collapsed state, and use invalid ARIA attributes</li> <li>• Some icons and buttons do not have an accessible name</li> </ul> <p>Save to RefWorks</p> <ul style="list-style-type: none"> <li>• iframe element does not have an accessible name</li> <li>• Save to RefWorks, Import, Close sidebar button, and checkboxes have the wrong role</li> <li>• Icons (Close, Navigation arrows) and input fields (Tags, Abstract, and Notes) are missing an accessible name</li> </ul> <p>RefWorks for Google Docs</p> <ul style="list-style-type: none"> <li>• iframe element, and the Sharing and Settings icon do not have an accessible name</li> <li>• Set Citation and Edit Citation use the heading role without the required ARIA attributes</li> <li>• Folder dropdown does not indicate an expanded/collapsed state</li> </ul> <p><b>Software:</b></p> <p>Write-n-Cite (Windows and Mac)</p>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>Insert/Edit Citation – Prefix, Suffix, Compose Citation, and Search field (Windows only) are missing an accessible name</li> <li>Format Bibliography – Panes, combo boxes and stepper fields are missing an accessible name</li> </ul> <p>Conformance determined with Accessibility Insights for Web, Adobe Acrobat Pro DC Accessibility Checker and manual visual checks.</p>

**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.4 Captions (Live)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.4 (Web)</li> <li>10.1.2.4 (Non-web document)</li> <li>11.1.2.4 (Open Functionality Software)</li> <li>11.1.2.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Supports (N/A)</p> <p>Electronic Docs: Supports (N/A)</p> <p>Software: Supports (N/A)</p>	<p>This product does not contain live audio or video training content.</p> <p>Conformance determined with manual visual checks.</p>
<p><a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.5 (Web)</li> <li>10.1.2.5 (Non-web document)</li> </ul>	<p>Web: Does Not Support</p> <p>Electronic Docs: Supports (N/A)</p> <p>Software: Supports (N/A)</p>	<p>RefWorks video tutorials do not contain a separate audio track that describes important visual information not included in the scripted narration.</p> <p>Conformance determined with manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.1.2.5 (Open Functionality Software)</li> <li>11.1.2.5 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> 602.3 (Support Docs)		
<b><u>1.3.4 Orientation</u></b> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.3.4 (Web)</li> <li>10.1.3.4 (Non-web document)</li> <li>11.1.3.4 (Open Functionality Software)</li> <li>11.1.3.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Web: Partially Supports Electronic Docs: Supports (N/A) Software: Supports (N/A)	RefWorks has been developed with responsive web design in mind. All web content and functionality is available regardless of device orientation.  <b>Exceptions include:</b>  <b>Web:</b> RefWorks <ul style="list-style-type: none"> <li>In portrait mode, elements of the global header stack unexpectedly, making some functionality inaccessible.</li> </ul> Conformance determined with manual checks.
<b><u>1.3.5 Identify Input Purpose</u></b> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.3.5 (Web)</li> <li>10.1.3.5 (Non-web document)</li> </ul>	Web: Does Not Support Electronic Docs: Supports (N/A) Software: Supports (N/A)	When creating a profile or logging into the website and add-ons, the autocomplete attribute is not used to programmatically identify the purpose of input fields collecting user data.  Conformance determined with Chrome developer tools and manual keyboard checks.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.1.3.5.1 (Open Functionality Software)</li> <li>• 11.1.3.5.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>		
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.3 (Web)</li> <li>• 10.1.4.3 (Non-web document)</li> <li>• 11.1.4.3 (Open Functionality Software)</li> <li>• 11.1.4.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Partially Supports Electronic Docs: Supports (with Exceptions) Software: Partially Supports</p>	<p>Text throughout RefWorks meets the recommended contrast ratio for text on background (4.5:1). In addition, CSS style sheets can be switched off or overridden by user preferences.</p> <p><b>Exceptions include:</b></p> <p><b>Web:</b> RefWorks</p> <ul style="list-style-type: none"> <li>• Global <ul style="list-style-type: none"> <li>○ Light gray placeholder text on white background (1.7:1)</li> <li>○ Red text (required fields, warnings and errors) on white background (3.99:1)</li> <li>○ Success toast messages – White text on green background (2.1:1)</li> <li>○ Institutional style indicator – Green text on a white background (3.1:1)</li> </ul> </li> <li>• Login and marketing pages <ul style="list-style-type: none"> <li>○ Button - White text on blue background (2.96:1)</li> </ul> </li> <li>• Login page, Sharing modal, and Create Profile modal <ul style="list-style-type: none"> <li>○ Light gray text on white background (3.94:1)</li> </ul> </li> <li>• Edit reference &gt; Reference matches (based on matching Title, DOI, ISSN, ISBN) <ul style="list-style-type: none"> <li>○ Blue hyperlink on light blue background color</li> <li>○ Gray hyperlinks on light blue background color</li> </ul> </li> <li>• Toolbar submenus <ul style="list-style-type: none"> <li>○ Light gray text on light gray background (3.9:1) and on light blue focus/hover color (4:1)</li> </ul> </li> <li>• Reference list <ul style="list-style-type: none"> <li>○ Display dropdown menus options – Gray text on light blue focus/hover color (4:1)</li> <li>○ Drag and drop files circle – Gray text on medium gray background (2.8:1)</li> </ul> </li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>Onboarding Coach marks &gt; Get Started &gt; 'add our example folder' button (hover state) – Gray text on light blue background (2:3:1)</li> <li>Bulk edit &gt; (Unselected) Tabs – Gray text on gray background (4.1:1)</li> <li>Tools &gt; (Selected) Tab – Light gray text on white background (2.4:1)</li> <li>Remove account confirmation modal – Gray text on gray background (3.9:1)</li> </ul> <p>Save to RefWorks</p> <ul style="list-style-type: none"> <li>Placeholder text and white background (1.7:1)</li> <li>List of multiple references – contrast ratio between the gray text on the light blue hover/focus color (4:1)</li> </ul> <p>RCM</p> <ul style="list-style-type: none"> <li>Global <ul style="list-style-type: none"> <li>Light gray placeholder text and white background (2.2:1)</li> <li>Blue hyperlink on white background (4.499:1)</li> <li>Secondary button – Gray text and light gray focus/hover (4.2:1)</li> </ul> </li> <li>All References <ul style="list-style-type: none"> <li>Gray text on gray background (4.1:1)</li> <li>Gray and blue text on light blue hover and focus states</li> </ul> </li> <li>Login <ul style="list-style-type: none"> <li>Red error text on light gray background (4.2:1)</li> <li>Gray text and blue links against a gray background (4.1:1)</li> </ul> </li> <li>Edit citation (with multiple references) &gt; Reference author and publication details <ul style="list-style-type: none"> <li>Gray text on light gray background (4.1:1)</li> </ul> </li> <li>Citation style <ul style="list-style-type: none"> <li>Format for footnotes – Gray text on white background (2.8:1)</li> <li>Institutional style <ul style="list-style-type: none"> <li>Green text on white background (3.1:1)</li> <li>Green text on light blue focus/hover (2.7:1)</li> </ul> </li> </ul> </li> <li>Toast messages <ul style="list-style-type: none"> <li>White text on the red background (4.1:1)</li> <li>White text on green background (3.1:1)</li> </ul> </li> </ul> <p>RefWorks for Google Docs</p> <ul style="list-style-type: none"> <li>Set citation style &gt; 'Preview' subheading – Gray text on white background (4.478:1)</li> <li>Login – Gray text on white background (4.478:1)</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>Warning message – White text on red background (4.1:1)</li> <li>Edit citation – Blue hyperlink color on white background (3.2:1)</li> </ul> <p><b>Electronic Docs:</b></p> <p>Customer Knowledge Center</p> <ul style="list-style-type: none"> <li>RefWorks User Guide <ul style="list-style-type: none"> <li><i>Managing References</i> page red text on white background (3.82:1)</li> </ul> </li> </ul> <p><b>Software:</b></p> <p>Write-n-Cite (Windows)</p> <ul style="list-style-type: none"> <li>Placeholder text and white background (1.6:1)</li> </ul> <p>Write-n-Cite (Mac)</p> <ul style="list-style-type: none"> <li>Some placeholder text and white background (1.5:1)</li> <li>Insert/Citation &gt; References table – Selected references focus state (1.3:1); Missing information text (1.8:1)</li> <li>Log in – Hyperlink color on white background (3.5:1)</li> </ul> <p>Conformance determined with Colour Contrast Analyser (CCA), Contrast Checker, Accessibility Insights for Web, and High Contrast Chrome extension.</p>
<p><b>1.4.4 Resize text</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.4 (Web)</li> <li>10.1.4.4 (Non-web document)</li> <li>11.1.4.4.1 (Open Functionality Software)</li> <li>11.1.4.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul>	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Partially Supports</p>	<p>Text throughout the Customer Knowledge Center, Save to RefWorks, and RCM can be resized without assistive technology up to 200% without loss of content or functionality.</p> <p><b>Exceptions include:</b></p> <p><b>Web:</b></p> <p>RefWorks</p> <ul style="list-style-type: none"> <li>When the page is zoomed to 200%, content is lost, clipped, or obscured by the global navigation and the toolbar.</li> </ul> <p>RCM (Windows)</p> <ul style="list-style-type: none"> <li>Edit Citation <ul style="list-style-type: none"> <li>Replace pages placeholder text is clipped</li> <li>Include date, prefix, and suffix input fields and/or labels are clipped</li> </ul> </li> <li>Preview Citation – Selecting a reference brings up a preview of the citation, which is clipped and blocks access to the reference list. <ul style="list-style-type: none"> <li>Workaround to add multiple references to a citation: <ol style="list-style-type: none"> <li>1. Insert the citation of one reference into the document</li> </ol> </li> </ul> </li> </ul>



Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		<p>2. In the document, place your cursor in the citation's content control</p> <p>3. In RCM, click on the Add reference(s) link</p> <ul style="list-style-type: none"> <li>Citation styles &gt; Lengthy citation style names are clipped</li> <li>Author disambiguation &gt; Dropdown menu options are clipped</li> <li>Change Project &gt; Warning – Title and content are clipped</li> <li>Page header and reference information are truncated instead of flowing to the next line</li> </ul> <p><b>Software:</b></p> <p>Write-n-Cite (Windows)</p> <ul style="list-style-type: none"> <li>Content within the modals does not respond to resizing</li> </ul> <p>Write-n-Cite (Mac)</p> <ul style="list-style-type: none"> <li>Increasing the screen resolution to 1024 x 640 on a 13-inch laptop hides the lower half of Insert/Edit Citation and Format Bibliography modals</li> </ul> <p>Conformance determined with manual visual checks.</p>
<p><b>1.4.5 Images of Text</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.5 (Web)</li> <li>10.1.4.5 (Non-web document)</li> <li>11.1.4.5.1 (Open Functionality Software)</li> <li>11.1.4.5.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: Supports (with Exceptions)</p> <p>Electronic Docs: Supports (with Exceptions)</p> <p>Software: Supports</p>	<p>HTML/CSS is used to represent visual presentation whenever possible. Informational graphics with embedded text are accompanied by html text on the same page.</p> <p><b>Exceptions include:</b></p> <p><b>Web:</b></p> <p>RefWorks</p> <ul style="list-style-type: none"> <li>How to use Save to RefWorks animation</li> </ul> <p>Conformance determined with Adobe Acrobat Pro DC Accessibility Checker and manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><b>1.4.10 Reflow</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.10 (Web)</li> <li>10.1.4.10 (Non-web document)</li> <li>11.1.4.10 (Open Functionality Software)</li> <li>11.1.4.10 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p>Web: Does not Support</p> <p>Electronic Docs: Supports (N/A)</p> <p>Software: Supports (N/A)</p>	<p>The RefWorks interface has been designed and developed to be viewed comfortably on a tablet. When the text and columns reflow on browser resize or zoom, a horizontal scrollbar appears on most pages.</p> <p><b>Exceptions include:</b></p> <p><b>Web:</b> Products vary on the amount of zoom they support when the viewport is set to 1280 pixels wide:</p> <p>RefWorks</p> <ul style="list-style-type: none"> <li>Only supports a zoom of 125% without losing access to content or functionality</li> <li>At high magnifications, zoom will interfere with access to content and features</li> <li>When the width of the browser window is narrower than 980px, the tabular view of references makes use of a horizontal scroll to see all the content</li> <li>When the width of the browser window is narrower than 935px, the global navigation elements found in the top right overlap with the toolbar below</li> </ul> <p>Save to RefWorks</p> <ul style="list-style-type: none"> <li>Only supports a zoom of 300% without losing access to content or functionality</li> </ul> <p>RefWorks for Google Docs</p> <ul style="list-style-type: none"> <li>Supports a zoom of 400% without losing access to content or functionality, however zooming more than 175% on a modal will lead to hidden or overlapping content. Workaround: Use keyboard navigation to focus and activate elements.</li> </ul> <p>Conformance determined with Chrome developer tools and manual visual checks.</p>
<p><b>1.4.11 Non-text Contrast</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.11 (Web)</li> <li>10.1.4.11 (Non-web document)</li> </ul>	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports (with Exceptions)</p>	<p>Non-text content, such as icons, meets minimum standards of 3:1 color contrast ratio with the surrounding background.</p> <p><b>Exceptions include:</b></p> <p><b>Web:</b></p> <p>RefWorks</p> <ul style="list-style-type: none"> <li>Select citation style dropdown menu</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.1.4.11 (Open Functionality Software)</li> <li>11.1.4.11 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>		<ul style="list-style-type: none"> <li>Gray search icon on white background (2.2:1) and on light gray background (2:1)</li> <li>Orange star icon border on white background (2:1)</li> <li>Gray search box border on white background (2.4:1)</li> <li>Light gray accordion menu color on white background (1.4:1)</li> <li>Light blue accordion menu hover/focus color on white background (1.3:1)</li> <li>Reference list <ul style="list-style-type: none"> <li>Gray checkbox border on white background (1.8:1) and blue background (selected state) (1.6:1)</li> <li>Gray tag icon on white background (2.4:1)</li> <li>Gray tag button border on white background (1.7:1)</li> <li>Blue tag button border on white background (1.4:1)</li> </ul> </li> <li>Edit Reference <ul style="list-style-type: none"> <li>Input field – Light gray border on white background (1.1:1)</li> <li>Reference title matches – Blue lightning icon on blue background (1.2:1)</li> <li>Language field – White exclamation icon on red background (5.3:1)</li> </ul> </li> <li>Radio buttons – Gray border on white background in Create bibliography (1.7:1), Bulk edit (2:1), and Export references (2:1)</li> <li>Citation view &gt; Selected reference &gt; Metadata warnings <ul style="list-style-type: none"> <li>Yellow badge on blue focus/hover color (1:1)</li> <li>Blue badge on blue focus/hover color (1.3:1)</li> </ul> </li> <li>Settings &gt; Dropbox – Gray ‘Connect’ button on gray background (1.2:1)</li> </ul> <p>RCM</p> <ul style="list-style-type: none"> <li>Navigation <ul style="list-style-type: none"> <li>White main menu icon on light blue focus/hover color (1.4:1)</li> <li>Bibliography switch (off state) – White icons on gray background</li> <li>Gray arrow icon on light blue focus/hover color (2.4:1)</li> <li>Gray close button on light blue focus/hover color (2.4:1)</li> </ul> </li> <li>Citation style dropdown <ul style="list-style-type: none"> <li>Orange star icon on white background (2.2:1)</li> </ul> </li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>○ Gray accordion color on white background (1.1:1)</li> <li>○ Blue hover/focus accordion color on white background (1.2:1)</li> <li>• Preview citation – Light gray Cancel button border on white background (2.2:1)</li> <li>• Refresh icon – White icon on gray background (2.5:1)</li> <li>• Toast message – Light green Close icon on green background (1.8:1)</li> </ul> <p>RefWorks for Google Docs</p> <ul style="list-style-type: none"> <li>• Reference list <ul style="list-style-type: none"> <li>○ Light gray checkbox border on white background (1.7:1)</li> <li>○ Light gray button border on light gray background (reference hover state) (1.4:1)</li> </ul> </li> <li>• Toolbar – Gray gear icon on white background (2.8:1)</li> <li>• Set citation style – Gray input field border on white background (2.3:1)</li> </ul> <p>Save to RefWorks</p> <ul style="list-style-type: none"> <li>• Gray checkbox border on white background (1.8:1)</li> <li>• Gray input box border on white background (1.4:1)</li> </ul> <p><b>Software:</b></p> <p>Write-n-Cite (Mac)</p> <ul style="list-style-type: none"> <li>• Ribbon – Insert citation, Edit citation, and Remove field codes icons</li> <li>• Log in – Input field with gray border (2.4:1)</li> <li>• Preferences – Gray radio button border on gray background (1.7:1)</li> </ul> <p>Write-n-Cite (Windows)</p> <ul style="list-style-type: none"> <li>• Ribbon icons</li> </ul> <p>Conformance determined with Color Contrast Analyser (CCA) and Contrast Checker.</p>
<p><b>1.4.12 Text Spacing</b> (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.12 (Web)</li> <li>• 10.1.4.12 (Non-web document)</li> <li>• 11.1.4.12 (Open Functionality Software)</li> </ul>	<p>Web: Partially Supports Electronic Docs: Supports (N/A) Software: Supports (N/A)</p>	<p>Most text on the site is styled without any fixed heights or widths and most text in containers have containers that grow with them and do not overlap other containers.</p> <p><b>Exceptions include:</b></p> <p><b>Web:</b></p> <p>RCM</p> <ul style="list-style-type: none"> <li>• CSS cannot be modified</li> </ul> <p>Save to RefWorks</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.1.4.12 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		<ul style="list-style-type: none"> <li>CSS cannot be modified</li> </ul> RefWorks for Google Docs <ul style="list-style-type: none"> <li>CSS cannot be modified</li> </ul> Conformance determined with Text Spacing Bookmarklet and manual visual checks.
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.13 (Web)</li> <li>10.1.4.13 (Non-web document)</li> <li>11.1.4.13 (Open Functionality Software)</li> <li>11.1.4.13 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Web: Does Not Support Electronic Docs: Supports (N/A) Software: Supports (N/A)	Content that shows up on hover or focus, such as tool tips, is currently: <ul style="list-style-type: none"> <li>not dismissible without moving the pointer hover or mouse</li> <li>not persistent on hover</li> </ul> Conformance determined with manual visual and keyboard checks.
<a href="#">2.4.5 Multiple Ways</a> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.4.5 (Web)</li> <li>10.2.4.5 (Non-web document) – Does not apply</li> <li>11.2.4.5 (Open Functionality Software) – Does not apply</li> </ul>	Web: Supports (N/A) Electronic Docs: Does not Support Software: Supports (N/A)	Not applicable to RefWorks website, Save to RefWorks, RefWorks for Google Docs, and RCM. The Customer Knowledge Center offers multiple ways to navigate, including a site map, site search, lists of related pages, and a table of contents on article pages. Conformance determined with manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.2.4.5 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<u><b>2.4.6 Headings and Labels</b></u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.4.6 (Web)</li> <li>10.2.4.6 (Non-web document)</li> <li>11.2.4.6 (Open Functionality Software)</li> <li>11.2.4.6 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports (with Exceptions) Electronic Docs: Supports Software: Supports (with Exceptions)	Descriptive headings and labels have been used throughout the site, its writing tool add-ons, and the customer knowledge center.  <b>Exceptions include:</b>  <b>Web:</b> RefWorks <ul style="list-style-type: none"> <li>Filter by Tag <ul style="list-style-type: none"> <li>Title on the results page is not descriptive</li> <li>Label used to reference the tag is not user-friendly (e.g. reference.tags:"Information management")</li> </ul> </li> </ul> RCM <ul style="list-style-type: none"> <li>Edit Citation – ‘Replace pages’ label is ambiguous</li> </ul> <b>Software:</b> Write-n-Cite (Windows) <ul style="list-style-type: none"> <li>Ribbon <ul style="list-style-type: none"> <li>‘Extras’ label for grouping functionality is not informative</li> <li>The current Project name is used as a label for a section without any content</li> </ul> </li> </ul> Conformance determined with WAVE and manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.4.7 Focus Visible</b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.7 (Web)</li> <li>• 10.2.4.7 (Non-web document)</li> <li>• 11.2.4.7 (Open Functionality Software)</li> <li>• 11.2.4.7 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Partially Supports Electronic Docs: Supports Software: Partially Supports</p>	<p>Interactive elements (e.g. link text, buttons, etc.) are styled to noticeably change in visual appearance on hover or focus or use the browser's default focus state.</p> <p><b>Exceptions include:</b></p> <p><b>Web:</b></p> <p>RefWorks</p> <ul style="list-style-type: none"> <li>• Import references – Projects dropdown and Assign folder dropdown are missing focus states</li> <li>• Quick Cite – Copy citation button, Bookmark button, Back button, and Include all toggle/switch are missing focus states</li> <li>• Reference list &gt; dropdown menus – Once a menu option is selected from an expanded dropdown, there is no visual indication that active focus has returned to the collapsed state of the same dropdown component</li> <li>• Share modal – Permissions dropdown menu is missing a hover and focus state</li> <li>• Project &gt; Share Project – Hover and focus states for the email input field are barely perceptible</li> <li>• Manage Projects – Focus state for the Create project button is barely perceptible</li> </ul> <p>RCM (Windows)</p> <ul style="list-style-type: none"> <li>• Change Language, Project, Citation style, Author disambiguation settings <ul style="list-style-type: none"> <li>○ Cancel button – focus state is barely perceptible</li> <li>○ Update buttons – Missing focus state</li> </ul> </li> <li>• Edit citation <ul style="list-style-type: none"> <li>○ Focus disappears between checkboxes (Replace pages, etc.).</li> <li>○ For citations that contains multiple references, the focus state for the accordion arrow is barely perceptible</li> <li>○ When focus shifts from the content control in the Word document to the RCM pane, focus on the RCM pane is barely perceptible</li> </ul> </li> <li>• Preview citation <ul style="list-style-type: none"> <li>○ Preview citation – Focus state for footnote and in-text citation radio buttons is barely perceptible</li> </ul> </li> <li>• Reference list <ul style="list-style-type: none"> <li>○ Focus state of the checkbox is ambiguous because the checkbox and two shortcut buttons are highlighted at the same time</li> </ul> </li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>○ Once a menu option is selected from an expanded dropdown, there is no visual indicator that active focus has returned to the collapsed state of the same dropdown component</li> <li>• Search <ul style="list-style-type: none"> <li>○ Clear search ("X") button – Missing focus state</li> <li>○ Visual focus is lost when you tab away from an empty search field</li> </ul> </li> </ul> <p>Save to RefWorks</p> <ul style="list-style-type: none"> <li>• Close button and Save to RefWorks button – Missing visible focus state</li> <li>• Reference type dropdown – Missing visible focus state when the dropdown is collapsed</li> <li>• Import references – Switch/toggle and dropdowns are missing visible focus</li> </ul> <p>RefWorks for Google Docs</p> <ul style="list-style-type: none"> <li>• Settings icon – Missing visible focus state</li> <li>• Cite this and Edit and Cite this buttons – Missing visible focus state</li> <li>• Search input field – The blinking cursor indicates active focus, but the focus state should be more visually prominent</li> </ul> <p>Customer Knowledge Center</p> <ul style="list-style-type: none"> <li>• Knowledge articles – Screenshots that link to a larger image are missing focus states</li> <li>• Landing pages for Welcome to RefWorks, Product documentation, Release notes, Training &gt; Legacy RefWorks Training, Product materials) – Missing focus states for top-level categories</li> </ul> <p><b>Software:</b></p> <p>Write-n-Cite (Windows)</p> <ul style="list-style-type: none"> <li>• Insert/Edit Citation <ul style="list-style-type: none"> <li>○ Reference and Compose Citation tables – Focus (black border) is not perceptible against the current selection (dark blue background)</li> </ul> </li> <li>• Format bibliography <ul style="list-style-type: none"> <li>○ Indentation dropdown menu – Missing focus state</li> <li>○ Margins combo box – Missing focus state</li> </ul> </li> </ul> <p>Write-n-Cite (Mac)</p> <ul style="list-style-type: none"> <li>• Select Output Style – Filter dropdown menu missing visible focus state</li> <li>• Log in screen</li> </ul>



Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>○ Focus states for input fields are barely perceptible</li> <li>○ Log in from my institution dropdown – Missing visible focus state</li> <li>• Insert/Edit Citation modal <ul style="list-style-type: none"> <li>○ Folder View and Reference View tabs – Missing visible focus state</li> <li>○ Search – Missing visible focus state</li> <li>○ Prefix/Suffix and margin input boxes – Missing visible focus state</li> </ul> </li> <li>• Format Bibliography – Preview text area, spacing dropdown menus, and ‘Click here to unlock the style’ button are missing focus states</li> <li>• Login modal – Access code hyperlink is missing a focus state</li> </ul> <p>Conformance determined with manual visual and keyboard checks.</p>
<p><b><u>3.1.2 Language of Parts</u></b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.1.2 (Web)</li> <li>• 10.3.1.2 (Non-web document)</li> <li>• 11.3.1.2 (Open Functionality Software) – Does not apply</li> <li>• 11.3.1.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Does not Support Electronic Docs: Supports Software: Does Not Support</p>	<p>On the RefWorks website and add-ons, content related to the interface is always displayed in the primary language. The website and add-ons are not coded to identify changes to language in content created or imported by the user. Support resources are not coded to identify changes in language within a webpage.</p> <p>Conformance determined with Chrome developer tools and manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<b><u>3.2.3 Consistent Navigation</u></b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.3.2.3 (Web)</li> <li>• 10.3.2.3 (Non-web document) – Does not apply</li> <li>• 11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.3 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: Supports (with Exceptions) Electronic Docs: Supports (N/A) Software: Supports	The global header links and secondary navigation appear in the same place and in the same relative order on every page in the site. Pagination within a set of pages is consistent.  <b>Exceptions include:</b>  <b>Web:</b> RCM <ul style="list-style-type: none"> <li>• Navigation related to adding a reference to a new citation differs from that of a citation that has already been inserted into a document</li> </ul> Conformance determined with manual visual checks.
<b><u>3.2.4 Consistent Identification</u></b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.3.2.4 (Web)</li> <li>• 10.3.2.4 (Non-web document) – Does not apply</li> <li>• 11.3.2.4 (Open Functionality Software) – Does not apply</li> </ul>	Web: Partially Supports Electronic Docs: Supports (N/A) Software: Supports	Care has been taken to identify components with the same functionality consistently throughout RefWorks and the writing tool add-ons.  <b>Exceptions include:</b>  <b>Web:</b> RefWorks <ul style="list-style-type: none"> <li>• “Log in” and “Sign in” are used to describe the same functionality</li> <li>• Reference actions toolbar               <ul style="list-style-type: none"> <li>○ Create Bibliography label is used as a category and an option</li> </ul> </li> <li>• Reference Editor</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.3.2.4 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		<ul style="list-style-type: none"> <li>○ Text alternatives for the Edit icon are not consistent (e.g. Edit the selected document, Edit this reference)</li> </ul> Conformance determined with NVDA, VoiceOver and manual visual checks.
<b>3.3.3 Error Suggestion</b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.3.3.3 (Web)</li> <li>• 10.3.3.3 (Non-web document)</li> <li>• 11.3.3.3 (Open Functionality Software)</li> <li>• 11.3.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Partially Supports Electronic Docs: Supports (N/A) Software: Supports	Suggestions for error correction are made when applicable.  <b>Exceptions include:</b>  <b>Web:</b> RefWorks <ul style="list-style-type: none"> <li>• Login &gt; Email field – Error message does not suggest entering a valid email address format</li> <li>• Create account &gt; Select your institution – Missing error and error suggestion</li> <li>• Create/Edit reference &gt; Language field – Missing examples of valid language codes</li> </ul> RCM <ul style="list-style-type: none"> <li>• Login &gt; Email field – Error message does not suggest entering a valid email address format</li> </ul> Google docs <ul style="list-style-type: none"> <li>• Login &gt; Email field – Error message does not suggest entering a valid email address format</li> </ul> <b>Software:</b> Write-n-Cite (PC) <ul style="list-style-type: none"> <li>• Login &gt; Email field – Error message does not suggest entering a valid email address format</li> </ul> Write-n-Cite (Mac)

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>Login &gt; Email field – Error message does not suggest entering a valid email address format</li> </ul> <p>Conformance determined with manual visual checks.</p>
<p><b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.3.4 (Web)</li> <li>10.3.3.4 (Non-web document)</li> <li>11.3.3.4 (Open Functionality Software)</li> <li>11.3.3.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports (N/A)</p> <p>Software: Supports</p>	<p>When a user action can cause unrecoverable changes to user data, the changes/deletions must be confirmed by the user.</p> <p>Conformance determined with manual visual checks.</p>
<p><b><u>4.1.3 Status Messages</u></b> (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.4.1.3 (Web)</li> <li>10.4.1.3 (Non-web document)</li> <li>11.4.1.3 (Open Functionality Software)</li> <li>11.4.1.3 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> </ul>	<p>Web: Does Not Support</p> <p>Electronic Docs: Supports (N/A)</p> <p>Software: Partially Supports</p>	<p>Apart from Write-n-Cite (Mac), status messages in the RefWorks website and add-ons are presented visually but are not announced to users of assistive software.</p> <p>Conformance determined with NVDA, VoiceOver and manual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		

### Table 3: Success Criteria, Level AAA

Notes: This Accessibility Conformance Report covers the degree of Level A and Level AA conformance for Web Content Accessibility Guidelines (WCAG) 2.1, as well as Section 508 standards as published in 2017 and corrected in 2018. Tables and other details in this section have been removed.

# Revised Section 508 Report

Notes:

## Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.	Partially Supports	<p>This product is coded to work with screen readers and other assistive technologies.</p> <p><b>Exceptions:</b></p> <ul style="list-style-type: none"> <li>Please see sections 1.1.1, 1.2.1, 1.2.3, 1.2.5, 1.3.1, 1.4.1, 2.1.1, 2.1.2, 2.4.1, 2.4.2, 2.4.3, 2.4.4, 2.4.5, 2.4.6, 3.1.1, 3.1.2, 3.2.3, 3.2.4, 3.3.1, 3.3.3, 3.3.4, 4.1.1, 4.1.2, and 4.1.3 for exceptions</li> </ul> <p>Conformance determined with WAVE, NVDA, VoiceOver, Accessibility Insights for Web, Chrome developer tools, Web Developer Chrome extension, Adobe Acrobat Pro DC Accessibility Checker and manual visual checks.</p>
302.2 With Limited Vision Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.	Partially Supports	<p>This product is coded to work with screen readers and other assistive technologies. In addition, text size and color contrast can be adjusted through platform and browser functionality.</p> <p><b>Exceptions:</b></p> <ul style="list-style-type: none"> <li>Please see sections 1.1.1, 1.2.1, 1.2.3, 1.2.5, 1.3.1, 1.3.4, 1.4.1, 1.4.3, 1.4.4, 1.4.5, 1.4.10, 1.4.11, 1.4.12, 1.4.13, 2.1.1, 2.1.2, 2.4.1, 2.4.2, 2.4.3, 2.4.4, 2.4.5, 2.4.6, 2.4.7, 2.5.2, 3.1.1, 3.1.2, 3.2.3, 3.2.4, 3.3.1, 3.3.2, 3.3.3, 4.1.2 and 4.1.3 for exceptions</li> </ul> <p>Conformance determined with WAVE, NVDA, VoiceOver, Accessibility Insights for Web, Chrome developer tools, Web Developer Chrome extension, Colour Contrast Analyser (CCA), Contrast Checker, Link Contrast Checker, High Contrast Chrome extension, Adobe Acrobat Pro DC Accessibility Checker and manual visual checks.</p>
302.3 Without Perception of Color Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.	Partially Supports	<p>Color is used to enhance usability by drawing attention to certain areas of the screen. Color is never the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. If needed, the product's CSS can be overridden using the browser.</p> <p><b>Exceptions:</b></p> <ul style="list-style-type: none"> <li>Please see sections 1.4.1, 1.4.3, and 3.3.1 for exceptions</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		Conformance determined with Colour Contrast Analyser (CCA), Link Contrast Analyzer, Accessibility Insights for Web, High Contrast Chrome extension, and manual visual checks.
<b>302.4 Without Hearing</b> Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.	Partially Supports	User hearing is not required to search, browse, or use features that are available in the evaluated products.  Transcripts and synchronized captions are provided for video tutorials.  <b>Exceptions:</b> <ul style="list-style-type: none"> <li>Please see sections 1.1.1, 1.2.1, 1.3.3, 3.1.1, and 3.1.2 for exceptions</li> </ul> Conformance determined with NVDA, VoiceOver, Accessibility Insights for Web, Chrome developer tools, and manual visual checks.
<b>302.5 With Limited Hearing</b> Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.	Partially Supports	User hearing is not required to search, browse, or use features that are available in the product.  Transcripts and synchronized captions are provided for video tutorials.  <b>Exceptions:</b> <ul style="list-style-type: none"> <li>Please see sections 1.1.1, 1.2.1, 1.3.3, 3.1.1, and 3.1.2 for exceptions</li> </ul> Conformance determined with NVDA, VoiceOver, Accessibility Insights for Web, Chrome developer tools, and manual visual checks.
<b>302.6 Without Speech</b> Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.	Supports (N/A)	User speech is not required to use the product.
<b>302.7 With Limited Manipulation</b> Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations.	Partially Supports	Screen elements are designed to be accessible to users without fine motor control (e.g., most clickable areas are suitably sized and spaced). Links and form elements can be accessed using the tab key.  <b>Exceptions:</b> <ul style="list-style-type: none"> <li>Please see section 1.3.5, 2.1.1, 2.1.2, 2.4.1, 2.4.2, 2.4.3, 2.4.4, 2.4.5, 2.4.6, 2.4.7, 2.5.2, 2.5.3, 3.2.4, 3.3.3, 4.1.1, and 4.1.2 for exceptions</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		Conformance determined with NVDA, VoiceOver, Chrome developer tools, Web Developer Chrome extension, Adobe Acrobat Pro DC Accessibility Checker, Accessibility Insights for Web and manual visual and keyboard checks.
<p>302.8 With Limited Reach and Strength</p> <p>Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.</p>	Partially Supports	<p>There is at least one mode of operation that is operable with limited reach and limited strength.</p> <p>For example:</p> <ul style="list-style-type: none"> <li>• The product can be used with keyboard only navigation</li> <li>• Active elements can receive keyboard focus</li> <li>• The focus order of form fields is presented in a logical order</li> </ul> <p><b>Exceptions:</b></p> <ul style="list-style-type: none"> <li>• Please see sections 1.3.4, 1.4.13, 2.1.1, 2.4.3, and 2.4.7 for exceptions</li> </ul> <p>Conformance determined with NVDA, VoiceOver, and manual visual and keyboard checks.</p>
<p>302.9 With Limited Language, Cognitive, and Learning Abilities</p> <p>ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.</p>	Partially Supports	<p>The product provides features that make its use by individuals with limited cognitive, language, and learning abilities simpler and easier.</p> <p>For example:</p> <ul style="list-style-type: none"> <li>• Video plays automatically, but can be paused by pressing the space bar</li> <li>• Most form elements are properly labeled</li> <li>• Most form fields are presented in a standard, consistent way across the product</li> </ul> <p><b>Exceptions:</b></p> <ul style="list-style-type: none"> <li>• Please see sections 1.1.1, 1.2.1, 1.2.3, 1.2.5, 1.3.1, 1.3.2, 1.3.3, 1.3.5, 1.4.1, 1.4.5, 1.4.12, 1.4.13, 2.1.1, 2.4.1, 2.4.2, 2.4.3, 2.4.4, 2.4.5, 2.4.6, 2.4.7, 2.5.2, 3.1.1, 3.1.2, 3.2.2, 3.2.3, 3.2.4, 3.3.1, 3.3.2, 3.3.3, 4.1.1, 4.1.2, and 4.1.3 for exceptions</li> </ul> <p>Conformance determined with WAVE, NVDA, VoiceOver, Accessibility Insights for Web, Chrome developer tool, Web Developer Chrome extension, Text Spacing Bookmarklet, Adobe Acrobat Pro DC Accessibility Checker and manual visual checks.</p>

## Chapter 4: [Hardware](#)

Notes: Not applicable. Chapter 4 table was removed.





## Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.1 section	See information in WCAG 2.1 section
<b><a href="#">502 Interoperability with Assistive Technology</a></b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features Platform software shall provide user control over platform features that are defined in the platform documentation as accessibility features.	Partially Supports	<p>This product does not interfere with accessibility features that are available through the user's operating system or browser. For example, users can use high contrast mode, text resize, and speech output.</p> <p><b>Exceptions:</b></p> <ul style="list-style-type: none"> <li>Please see 1.4.3, 1.4.4, 1.4.5, 1.4.10, and 1.4.12 for exceptions</li> </ul> <p>Conformance determined with Colour Contrast Analyser (CCA), Contrast Checker, Accessibility Insights for Web, and High Contrast Chrome extension and manual visual checks.</p>
502.2.2 No Disruption of Accessibility Features Software shall not disrupt platform features that are defined in the platform documentation as accessibility features.	Partially Supports	<p>This product does not disrupt accessibility features that are defined in the platform documentation as accessibility features.</p> <p><b>Exceptions:</b></p> <ul style="list-style-type: none"> <li>Please see 1.4.3, 1.4.4, 1.4.5, 1.4.10, and 1.4.12 for exceptions</li> </ul> <p>Conformance determined with Colour Contrast Analyser (CCA), Contrast Checker, Accessibility Insights for Web, and High Contrast Chrome extension and manual visual checks.</p>
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information The object role, state(s), properties, boundary, name, and description shall be programmatically determinable.	Partially Supports	<p>Attributes for role, state(s), boundary, name and other properties for most standard and custom user interface controls are programmatically determinable.</p> <p><b>Exceptions:</b></p> <ul style="list-style-type: none"> <li>Please see sections 1.3.1, 2.4.1, 2.4.2, 2.4.6, 3.1.1, 3.3.1, 3.3.2, 4.1.1, 4.1.2, and 4.1.3 for exceptions</li> </ul> <p>Conformance determined with WAVE, NVDA, VoiceOver, Chrome developer tools, Accessibility Insights for Web, Axe Dev Tools, Adobe Acrobat Pro DC Accessibility Checker, PAC 2021 and manual visual checks.</p>
502.3.2 Modification of Object Information	Partially Supports	States and properties that can be set by the user are capable of being set programmatically, including through assistive

Criteria	Conformance Level	Remarks and Explanations
States and properties that can be set by the user shall be capable of being set programmatically, including through assistive technology.		<p>technology. For example, users can change focus and expand and collapse panels with keyboard only navigation. The state of the object is announced through assistive technology.</p> <p><b>Exceptions:</b></p> <ul style="list-style-type: none"> <li>Please see sections 2.1.1, 2.1.2, and 2.1.4 for exceptions</li> </ul> <p>Conformance determined with NVDA, VoiceOver and manual keyboard checks.</p>
<p>502.3.3 Row, Column, and Headers</p> <p>If an object is in a data table, the occupied rows and columns, and any headers associated with those rows or columns, shall be programmatically determinable.</p>	Supports	<p>If an object is in a data table, the occupied rows and columns, and any headers associated with those rows or columns, are programmatically determinable.</p> <p>Conformance determined with WAVE and manual visual checks.</p>
<p>502.3.4 Values</p> <p>Any current value(s), and any set or range of allowable values associated with an object, shall be programmatically determinable.</p>	Partially Supports	<p>The current values available for a user input control can be programmatically determined. For example, a screen reader will read out the values in a dropdown menu, checkbox options, and radio buttons.</p> <p><b>Exceptions:</b></p> <ul style="list-style-type: none"> <li>Please see sections 4.1.1 and 4.1.2 for exceptions</li> </ul> <p>Conformance determined with WAVE, Axe Dev Tools, Accessibility Insights for Web, Adobe Acrobat Pro DC Accessibility Checker, PAC 2021, and manual visual checks.</p>
<p>502.3.5 Modification of Values</p> <p>Values that can be set by the user shall be capable of being set programmatically, including through assistive technology.</p>	Partially Supports	<p>Values that can be set by the user can be set programmatically, including through assistive technology.</p> <p><b>Exceptions:</b></p> <ul style="list-style-type: none"> <li>Please see sections 4.1.1 and 4.1.2 for exceptions</li> </ul> <p>Conformance determined with WAVE, Axe Dev Tools, Accessibility Insights for Web, Adobe Acrobat Pro DC Accessibility Checker, PAC 2021, and manual visual checks.</p>
<p>502.3.6 Label Relationships</p> <p>Any relationship that a component has as a label for another component, or of being labeled by another component, shall be</p>	Partially Supports	<p>Most form elements have been coded with the necessary mark-up (e.g., using labels / ids, field sets, etc.) to make them accessible to assistive technologies.</p> <p><b>Exceptions</b></p> <ul style="list-style-type: none"> <li>Please see section 3.3.2 for exceptions</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
programmatically determinable.		Conformance determined with WAVE and manual visual checks.
502.3.7 Hierarchical Relationships Any hierarchical (parent-child) relationship that a component has as a container for, or being contained by, another component shall be programmatically determinable.	Partially Supports	<p>Hierarchical (parent-child) relationships are programmatically determinable. For example, when tabbing to a dropdown, assistive technology will announce how many items it contains.</p> <p><b>Exceptions:</b></p> <ul style="list-style-type: none"> <li>Please see section 1.3.1 for exceptions</li> </ul> <p>Conformance determined with WAVE, NVDA, VoiceOver, Accessibility Insights for Web, Adobe Acrobat Pro DC Accessibility Checker and manual visual checks.</p>
502.3.8 Text The content of text objects, text attributes, and the boundary of text rendered to the screen, shall be programmatically determinable.	Supports	<p>Standard HTML code is used for displaying text on the screen. Text styling is controlled through cascading style sheets.</p> <p>Conformance determined with manual visual checks.</p>
502.3.9 Modification of Text Text that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Supports (with Exceptions)	<p>Where the text is editable, the caret focus, text selection, and text boundaries are programmatically available.</p> <p><b>Exception:</b></p> <p>RefWorks</p> <ul style="list-style-type: none"> <li>Editing author and tag names</li> </ul> <p>Conformance determined with NVDA, VoiceOver, and manual keyboard and visual checks.</p>
502.3.10 List of Actions A list of all actions that can be executed on an object shall be programmatically determinable.	Partially Supports	<p>A list of all actions that can be executed on an object is programmatically determinable.</p> <p><b>Exceptions:</b></p> <ul style="list-style-type: none"> <li>Please see section 4.1.2 for exceptions</li> </ul> <p>Conformance determined with NVDA, VoiceOver, and manual keyboard checks.</p>
502.3.11 Actions on Objects Applications shall allow assistive technology to programmatically execute available actions on objects.	Supports (with Exceptions)	<p>This product is coded to allow assistive technologies (AT) to programmatically execute available actions on objects.</p> <p><b>Exceptions:</b></p> <p><b>Web:</b></p> <p>RefWorks</p> <ul style="list-style-type: none"> <li>Name/rename folder – After entering a name, pressing Return/Enter does not submit the form</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>Up and down arrow keys do not work on all dropdown menus</li> <li>Author and tag widgets cannot be edited using the keyboard alone</li> </ul> <p><b>Software:</b></p> <p>WNC (Windows)</p> <ul style="list-style-type: none"> <li>Format bibliography – Spacing dropdown menus cannot be expanded by pressing the Spacebar</li> </ul> <p>Conformance determined with NVDA, VoiceOver and manual keyboard checks.</p>
502.3.12 Focus Cursor Applications shall expose information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components.	Supports	<p>The current input focus can be discerned by assistive technology (using standard html code for forms, etc.)</p> <p>Conformance determined with manual keyboard and visual checks.</p>
502.3.13 Modification of Focus Cursor Focus, text insertion point, and selection attributes that can be set by the user shall be capable of being set programmatically, including through the use of assistive technology.	Supports	<p>Location of focus, text insertion point, and selection attributes that can be set by the user are capable of being set programmatically.</p> <p>Conformance determined with manual keyboard and visual checks.</p>
502.3.14 Event Notification Notification of events relevant to user interactions, including but not limited to, changes in the component's state(s), value, name, description, or boundary, shall be available to assistive technology.	Partially Supports	<p>This product is coded to notify assistive technologies (AT) of events relevant to user interactions, including but not limited to changes in the components' state(s), value, name, description, or boundary.</p> <p>For example, users are notified of the state of dropdowns, accordion menus, radio buttons and checkboxes.</p> <p><b>Exceptions:</b></p> <p>The following events are not communicated to the user:</p> <ul style="list-style-type: none"> <li>Updated status of main content area (search completed, content is sorted, etc.)</li> <li>Progress bar status</li> <li>New sharing invitations</li> <li>Error messages</li> <li>Toast messages</li> <li>Auto suggestion results</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		Conformance determined with NVDA and VoiceOver.
<p>502.4 Platform Accessibility Features</p> <p>Platforms and platform software shall conform to the requirements in ANSI/HFES 200.2, Human Factors Engineering of Software User Interfaces — Part 2: Accessibility (2008) (incorporated by reference, see 702.4.1) listed below:</p> <ul style="list-style-type: none"> <li>A. Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes;</li> <li>B. Section 9.3.4 Provide adjustment of delay before key acceptance;</li> <li>C. Section 9.3.5 Provide adjustment of same-key double-strike acceptance;</li> <li>D. Section 10.6.7 Allow users to choose visual alternative for audio output;</li> <li>E. Section 10.6.8 Synchronize audio equivalents for visual events;</li> <li>F. Section 10.6.9 Provide speech output services; and</li> <li>G. Section 10.7.1 Display any captions provided.</li> </ul>	Not Applicable	This checkpoint applies only to platform and platform software such as operating systems.
<b><u>503 Applications</u></b>	Heading cell – no response required	Heading cell – no response required
<p>503.2 User Preferences</p> <p>Applications shall permit user preferences from platform settings for color, contrast, font type, font size, and focus cursor.</p> <p>EXCEPTION: Applications that are designed to be isolated</p>	Supports	<p>The CSS style sheet can be overridden in the product using the browser settings.</p> <p>Conformance determined with High Contrast Chrome extension and manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
from their underlying platform software, including Web applications, shall not be required to conform to 503.2.		
503.3 Alternative User Interfaces Where an application provides an alternative user interface that functions as assistive technology, the application shall use platform and other industry standard accessibility services.	Not Applicable	This product does not provide alternative user interfaces that function as assistive technology.
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls Where user controls are provided for volume adjustment, ICT shall provide user controls for the selection of captions at the same menu level as the user controls for volume or program selection.	Supports	Video content is provided through the YouTube platform. Volume and caption controls are provided at the same menu level.  Conformance determined with manual visual checks.
503.4.2 Audio Description Controls Where user controls are provided for program selection, ICT shall provide user controls for the selection of audio descriptions at the same menu level as the user controls for volume or program selection.	Does Not Support	A separate track for audio descriptions is not provided for video content.  Conformance determined with manual visual checks.
<b><u>504 Authoring Tools</u></b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See <a href="#">WCAG 2.1</a> section	See information in WCAG 2.1 section
504.2.1 Preservation of Information Provided for	Not applicable	References can be exported to text based formats (ris, xml, bib, and tsv).

Criteria	Conformance Level	Remarks and Explanations
Accessibility in Format Conversion		
504.2.2 PDF Export	Not Applicable	PDF export is not supported.
504.3 Prompts	Not Applicable	Content creation is limited to plain text.
504.4 Templates	Not Applicable	Authoring templates are not provided.



## Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b><u>602 Support Documentation</u></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.	Supports	The RefWorks Customer Knowledge Center provides a link to the RefWorks accessibility compliance statement and some documentation on how to use the accessibility and compatibility features required by Chapters 4 and 5.
602.3 Electronic Support Documentation Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).	See <a href="#">WCAG 2.1</a> section	See information in WCAG 2.1 section
602.4 Alternate Formats for Non-Electronic Support Documentation Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.	Supports	Product support documentation is provided online through the RefWorks Customer Knowledge Center. This documentation can be accessed online or printed. End-users can also contact customer support (by phone, email, chat, or web form) to request any further help.
<b><u>603 Support Services</u></b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features ICT support services shall include information on the	Partially Supports	The RefWorks Customer Knowledge Center provides a link to the RefWorks accessibility compliance statement and documentation on how to use the accessibility and compatibility features required by Chapters 4 and 5.

Criteria	Conformance Level	Remarks and Explanations
accessibility and compatibility features required by 602.2.		
603.3 Accommodation of Communication Needs Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities.	Supports	<p>Support services are available to accommodate the communication needs of end users with disabilities.</p> <p>Users can communicate with customer support via:</p> <ul style="list-style-type: none"> <li>• Phone</li> <li>• Email</li> <li>• Chat</li> <li>• Web form</li> </ul>

## Legal Disclaimer (ProQuest)

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