

ENDNOTE X8 VOLUNTARY PRODUCT ACCESSIBILITY TEMPLATE (VPAT)

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INTRODUCTION

Clarivate Analytics is dedicated to developing software products that are usable for everyone including those with physical challenges and disabilities. *EndNote* was designed to adhere to the U.S. Government Section 508 accessibility standards. The following document describes the accessibility features that address the Section 508 Standards, with all exceptions noted. This VPAT (Voluntary Product Accessibility Template) is an informational tool developed by industry and government to help facilitate the understanding of compatibility issues under Section 508.

SUMMARY TABLE: VOLUNTARY PRODUCT ACCESSIBILITY TEMPLATE

Criteria	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	See section 1194.21 below.
Section 1194.22 Web-based internet information and applications	EndNote X8 is not considered a Web-based product, and is locally installed software for either Windows or macOS. Note: EndNote does provide both HTML and XML export features that allow users to convert EndNote content into a Web-based format that could then meet the requirements of Section 1194.22. As well, EndNote X8 does include connectivity to a web-based component "EndNote online" but this is an optional feature called Sync.
Section 1194.23 Telecommunications Products	EndNote is not considered a telecommunications product.
Section 1194.24 Video and Multi-media Products	EndNote is not considered a multimedia product.
Section 1194.25 Self-Contained, Closed Products	EndNote is not a self-contained product.
Section 1194.26 Desktop and Portable Computers	EndNote is software as defined under section 1194.21.
Section 1194.31 Functional Performance Criteria	See section 1194.31 below.
Section 1194.41 (a) Information, Documentation and Support	See section 1194.41 below.

SECTION 1194.21 SOFTWARE APPLICATIONS AND OPERATING SYSTEMS

Criteria	Level of Support	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Supported with minor exceptions	<i>EndNote</i> supports built in Microsoft Windows, macOS, Internet Explorer, and Microsoft Word accessibility features. Keyboard access is provided throughout <i>EndNote</i> with these exceptions: -Some MS Word CWYW plug-in tools. It is possible to assign custom short-cut keys to these features using CWYW preferences although for visually impaired users this may require some assistance. -Icon Menu bar (all are available through the dropdown menus except for Activity Feed) - To navigate through the <i>EndNote</i> interface, a user in the Reference list can press Ctrl+F to jump to the Search fields. But, they cannot tab through search options bar. - Shift F10= right click works in <i>EndNote</i> in general, with the exception of Groups Pane.
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Supported	<i>EndNote</i> does not disrupt or disable accessibility features of the operating system.
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Supported	Visual on-screen focus and tracking is provided throughout <i>EndNote</i> .
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Supported with minor exceptions	Text equivalents are provided for most on-screen graphic elements of the <i>EndNote</i> interface.
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Supported	Images used throughout the <i>EndNote</i> application for controls, status indicators, or other programmatic elements are consistent throughout the application and, where applicable, consistent with those found throughout the operating system.

(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Supported	<i>EndNote</i> uses standard functions to send text to the operating system.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supported with minor exceptions	<i>EndNote</i> supports system-wide color settings as identified in the operating system display properties. <i>EndNote</i> does not support large font mode in dialogs where large fonts would render the dialog impossible to read.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not applicable	<i>EndNote</i> does not use animations.
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supported	<i>EndNote</i> uses color coding only as a secondary means to convey information.
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Not applicable	<i>EndNote</i> does not allow for color and contrast setting changes beyond those provided by the Windows or macOS operating system or Internet Explorer or Microsoft Word.
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Not applicable	<i>EndNote</i> does not contain any flashing or blinking text or objects beyond what the operating system may display.
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supported	<i>EndNote</i> forms are compatible with Assistive Technology such as screen readers. Exceptions for JAWS include: -Groups pane -Icon Menu bar -Area above the Library search pane

SECTION 1194.22 WEB-BASED INTERNET INFORMATION AND APPLICATIONS

Criteria	Explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	N/A. <i>EndNote</i> is not considered a Web-based product.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	N/A. <i>EndNote</i> is not considered a Web-based product.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	N/A. <i>EndNote</i> is not considered a Web-based product.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	N/A. <i>EndNote</i> is not considered a Web-based product.
(e) Redundant text links shall be provided for each active region of a server-side image map.	N/A. <i>EndNote</i> is not considered a Web-based product.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	N/A. <i>EndNote</i> is not considered a Web-based product.
(g) Row and column headers shall be identified for data tables.	N/A. <i>EndNote</i> is not considered a Web-based product.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	N/A. <i>EndNote</i> is not considered a Web-based product.
(i) Frames shall be titled with text that facilitates frame identification and navigation.	N/A. <i>EndNote</i> is not considered a Web-based product.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	N/A. <i>EndNote</i> is not considered a Web-based product.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	N/A. <i>EndNote</i> is not considered a Web-based product.
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	N/A. <i>EndNote</i> is not considered a Web-based product.
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	N/A. <i>EndNote</i> is not considered a Web-based product.
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	N/A. <i>EndNote</i> is not considered a Web-based product.
(o) A method shall be provided that permits users to skip repetitive navigation links.	N/A. <i>EndNote</i> is not considered a Web-based product.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	N/A. <i>EndNote</i> is not considered a Web-based product.

SECTION 1194.23 TELECOMMUNICATIONS PRODUCTS

Criteria	Level of Support	Remarks and explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Not applicable	<i>EndNote</i> is not considered a telecommunications product.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Not applicable	<i>EndNote</i> is not considered a telecommunications product.
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not applicable	<i>EndNote</i> is not considered a telecommunications product.
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.	Not applicable	<i>EndNote</i> is not considered a telecommunications product.
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Not applicable	<i>EndNote</i> is not considered a telecommunications product.
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.	Not applicable	<i>EndNote</i> is not considered a telecommunications product.
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	Not applicable	<i>EndNote</i> is not considered a telecommunications product.
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	Not applicable	<i>EndNote</i> is not considered a telecommunications product.
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	Not applicable	<i>EndNote</i> is not considered a telecommunications product.
(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.	Not applicable	<i>EndNote</i> is not considered a telecommunications product.
(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.	Not applicable	<i>EndNote</i> is not considered a telecommunications product.

(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.	Not applicable	<i>EndNote</i> is not considered a telecommunications product.
(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.	Not applicable	<i>EndNote</i> is not considered a telecommunications product.
(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	Not applicable	<i>EndNote</i> is not considered a telecommunications product.

SECTION 1194.24 VIDEO AND MULTI-MEDIA PRODUCTS

Criteria	Level of Support	Remarks and explanations
(a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.	Not applicable	<i>EndNote</i> is not considered a multimedia product.
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	Not applicable	<i>EndNote</i> is not considered a multimedia product.
(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.	Not applicable	<i>EndNote</i> is not considered a multimedia product.
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.	Not applicable	<i>EndNote</i> is not considered a multimedia product.
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Not applicable	<i>EndNote</i> is not considered a multimedia product.

SECTION 1194.25 SELF-CONTAINED, CLOSED PRODUCTS

Criteria	Level of Support	Remarks and explanations
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.	Not applicable	<i>EndNote</i> is not a self-contained product.

(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not applicable	<i>EndNote</i> is not a self-contained product.
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with 1194.23 (k) (1) through (4).	Not applicable	<i>EndNote</i> is not a self-contained product.
(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Not applicable	<i>EndNote</i> is not a self-contained product.
(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.	Not applicable	<i>EndNote</i> is not a self-contained product.
(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.	Not applicable	<i>EndNote</i> is not a self-contained product.
(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Not applicable	<i>EndNote</i> is not a self-contained product.
(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.	Not applicable	<i>EndNote</i> is not a self-contained product.
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not applicable	<i>EndNote</i> is not a self-contained product.
(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.	Not applicable	<i>EndNote</i> is not a self-contained product.
(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.	Not applicable	<i>EndNote</i> is not a self-contained product.
(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.	Not applicable	<i>EndNote</i> is not a self-contained product.
(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.	Not applicable	<i>EndNote</i> is not a self-contained product.

SECTION 1194.26 DESKTOP AND PORTABLE COMPUTERS

Criteria	Level of Support	Remarks and explanations
(a) All mechanically operated controls and keys shall comply with 1194.23 (k) (1) through (4).	Not applicable	<i>EndNote online</i> is a Web-based product as defined under section 1194.22.
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with 1194.23 (k) (1) through (4).	Not applicable	<i>EndNote online</i> is a Web-based product as defined under section 1194.22.
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Not applicable	<i>EndNote online</i> is a Web-based product as defined under section 1194.22.
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards	Not applicable	<i>EndNote online</i> is a Web-based product as defined under section 1194.22.

SECTION 1194.31 FUNCTIONAL PERFORMANCE CRITERIA

Criteria	Explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for assistive technology used by people who are blind or visually impaired shall be provided.	Supported with minor exceptions: All standard elements of the EndNote application support assistive technology used by people who are blind or visually impaired – such as screen readers. Due to the visual nature of some EndNote attachments [these are optional elements] – such as pictures, charts, and graphs they may not be effectively represented through an automatically generated, exclusively non-visual format.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for assistive technology used by people who are visually impaired shall be provided.	Supported with minor exceptions: EndNote supports the use of screen readers to access user interface information. EndNote, with few exceptions, supports system large font settings.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for assistive technology used by people who are deaf or hard of hearing shall be provided.	Supported: EndNote does not require user hearing for access to any application functionality.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Supported: EndNote does not require user hearing for access to any application functionality.
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for assistive technology used by people with disabilities shall be provided.	Supported: EndNote does not require speech recognition.

<p>(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.</p>	<p>Supported: EndNote supports operating system tools such as StickyKeys and FilterKeys as well as other assistive technologies.</p>
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SECTION 1194.41 INFORMATION, DOCUMENTATION, AND SUPPORT

<p>Section 1194.41 (a) Product Support Documentation</p>	<p>Supported: Full product documentation is provided in a printable format for customers purchasing EndNote.</p>
<p>Section 1194.41 (b) Accessibility and Compatibility Features</p>	<p>Supported: EndNote includes extensive Help File documentation listing accessibility and compatibility features. An individual may access and view Help File topics online or may select a topic for print.</p>
<p>1194.41 (c) Support Services</p>	<p>Supported: The Clarivate Analytics Product Support Help Desk is familiar with such features as keyboard access and other options important to people with disabilities.</p>