Journal Citation Reports (JCR)

Product Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version:

Journal Citation Reports / April 2024 release

Report Date:

April 2024

Product Description:

The Journal Citation Reports is Clarivate's journal intelligence tool, providing comprehensive citation data for each journal indexed in the Web of Science Core collection. More information can be found here: https://clarivate.com/products/scientific-and-academic-research/research-analytics-evaluation-and-management-solutions/journal-citation-reports/

Contact Information:

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Notes:

The purpose of the Product Conformance Report is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial "Electronic and Information Technology" products and services with features that support accessibility. Both automated and manual audits of the site were conducted.

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

Evaluation Methods Used:

Our most recent accessibility audit was performed using a variety of tools to ensure adherence to WCAG (Web Content Accessibility Guidelines) 2.2 AA standards. To guide and test the resulting remediation roadmap and changes, an internal audit was conducted, using:

- Deque aXe Accessibility Testing (Chrome Plug-in)
- WebAim's WAVE Evaluation Tool
- WCAG Color Contrast Analyzer
- High Contrast (Chrome Plugin)
- Manual Keyboard Testing
- Apple VoiceOver Accessibility Tool
- NVDA (NonVisual Desktop Access) screen-reader utility

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) *AND* EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The product's functionality has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

WCAG 2.x 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 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements.](#)

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	The Journal Citation Reports is designed to support alternative access to non-text content wherever possible. JCR provides alt and title text for most non-text images; e.g. icons and home page pictograms/illustrations. **Data visualizations** may not preserve information and relationships for all assistive technologies. **Controls:** Text labels identify all form fields. Label / ids and other accessible code necessary for screen readers are associated with all form elements. Compliance of this standard was validated using screen readers (listed above in the 'Evaluation methods used'). The third-party vendor Pendo currently offers accessibility fields for guides, walk-throughs, tooltips, and banners. Available Pendo fields for Auto-focus, ARIA labels, Alt Text, Titles, and ARIA roles are mostly populated.

Criteria	Conformance Level	Remarks and Explanations

1.2.1 Audio-only and Video-only (Prerecorded) (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.1.2.1 (Web)
   • 10.1.2.1 (Non-web document)
   • 11.1.2.1.1 (Open Functionality Software)
   • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Not Applicable	Help files include links to instructional videos on the Clarivate marketing website, which are not considered part of the JCR product.

1.2.2 Captions (Prerecorded) (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.1.2.2 (Web)
   • 10.1.2.2 (Non-web document)
   • 11.1.2.2 (Open Functionality Software)
   • 11.1.2.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Not Applicable	No audio or video content.

Criteria	Conformance Level	Remarks and Explanations
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	No audio or video content.

1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria 9.1.3.1 (Web) 10.1.3.1 (Non-web document) 11.1.3.1.1 (Open Functionality Software) 11.1.3.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	The site employs the following to support this: 　　• labels/ids with form elements 　　• Correct use of semantic markup e.g. for headings/lists Information and relationships that are implied by formatting are generally preserved when the presentation format changes. **Data visualizations** may not preserve information and relationships for all assistive technologies. Compliance of this standard was validated by automated web accessibility evaluation tools and manual checks.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria 9.1.3.2 (Web) 10.1.3.2 (Non-web document) 11.1.3.2.1 (Open Functionality Software) 11.1.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	In most cases, the sequence of content does not matter, but when it does it can be read sequentially. Some elements within page sections are read in a sequence that makes understanding more difficult. Compliance of this standard was validated by automated web accessibility evaluation tools and manual checks.

1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.2.3.3(Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Instructions provided 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.
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Color is not used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. Compliance of this standard was validated using manual visual checks.

1.4.2 Audio Control (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.1.4.2 (Web)
   • 10.1.4.2 (Non-web document)
   • 11.1.4.2 (Open Functionality Software)
   • 11.1.4.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Not Applicable	Help files include links to instructional videos on the Clarivate marketing website, which are not considered part of the JCR product.

2.1.1 Keyboard (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.2.1.1 (Web)
   • 10.2.1.1 (Non-web document)
   • 11.2.2.1.1 (Open Functionality Software)
   • 11.2.1.1.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Partially Supports	Several interactive elements cannot be accessed and/or controlled via the keyboard.
		
		Improvements to the navigation and Skip to main content have been made. A bug has been issued for Firefox on iOS devices where navigation elements cannot be tabbed to.
		
		Given the impact this has for users that rely on the keyboard interface, development teams are working to remediate keyboard accessibility issues.

2.1.2 No Keyboard Trap (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.2.1.2 (Web)
   • 10.2.1.2 (Non-web document)
   • 11.2.1.2(Open Functionality Software)
   • 11.2.1.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Partially Supports	Focus can be moved to and away from components using only a keyboard. (Except in 2.1.1. bug reported for Mac and Firefox navigations not working)
		
		Compliance of this standard was validated using manual keyboard checks.

2.1.4 Character Key Shortcuts (Level A 2.1 only)
Also applies to:
EN 301 549 Criteria
   • 9.2.2.4 (Web)
   • 10.2.1.4 (Non-web document)
   • 11.2.1.4.1 (Open Functionality Software)
   • 11.2.1.4.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Not Applicable	No shortcuts triggered using only letter (including upper-and lower-case letters), punctuation, number, or symbol characters.

2.2.1 Timing Adjustable (Level A)
Also applies to:
EN 301 549 Criteria
    • 9.2.2.1 (Web)
    • 10.2.2.1 (Non-web document)
    • 11.2.2.1 (Open Functionality Software)
    • 11.2.2.1 (Closed Software)
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	JCR has a session timeout with a limit longer than 20 hours.

2.2.2 Pause, Stop, Hide (Level A)
Also applies to:
EN 301 549 Criteria
    • 9.2.2.2 (Web)
    • 10.2.2.2 (Non-web document)
    • 11.2.2.2 (Open Functionality Software)
    • 11.2.2.2 (Closed Software)
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Not Applicable	There is no moving, blinking, scrolling, or auto-updating content on the site.

2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	This product does not use flashing or blinking elements in the user interface.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Partially Supports	The first element on every page is a "Skip to main content" link which allows users to skip all repetitive navigation. The majority of pages has bypass blocks, except the journal profile pages, there is a bug to improve the skip to main content directing the content groups. Compliance of this standard was validated using screen readers (listed above) and manual keyboard checks.

2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria 9.2.4.2 (Web) 10.2.4.2 (Non-web document) 11.2.4.2 (Open Functionality Software) - Does not apply 11.2.4.2 (Closed Software) - Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	All pages have defined titles but do not indicate the relationship of the pages to the site. Given the impact this has for users that rely on the keyboard interface, development teams are working to remediate keyboard accessibility issues.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria 9.2.4.3 (Web) 10.2.4.3 (Non-web document) 11.2.4.3 (Open Functionality Software) 11.2.4.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	Order is supported however some navigation links are skipped in some browsers (e.g. Firefox on iOS devices.) Page elements and functionality are placed in an order that follows the sequences and relationships in the content. On the Journal profile page, the page follows interactive links, which is different from the presentation order, allowing keyboard users to get to their journal profile page more quickly. Given the impact this has for users that rely on the keyboard interface, development teams are working to remediate keyboard accessibility issues. Compliance of this standard was validated using manual keyboard checks.

2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	In general, the purpose of each link on a page is identified by its name, or programmatically determined link context.
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	No path-based or multi-point gestures are used.

2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Interactions are executed on the Up action of buttons and links. Compliance of this standard was validated using manual checks.
2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Majority of JCR pages support this.

2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	The product does not include any functionality operated by device or user motion.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The main language of each page has been specified in the HTML. Compliance of this standard was validated using Axe DevTools.

3.2.1 On Focus (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.3.2.1 (Web)
   • 10.3.2.1 (Non-web document)
   • 11.3.2.1 (Open Functionality Software)
   • 11.3.2.1 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	Context is not changed on focus alone.

3.2.2 On Input (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.3.2.2 (Web)
   • 10.3.2.2 (Non-web document)
   • 11.3.2.2 (Open Functionality Software)
   • 11.3.2.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Partially Supports	Context is not changed automatically – appropriate controls are provided.
		
		Exception: There are a few form controls on results pages, such as the Sort by and Items per page dropdowns, that automatically reload the page when the selection is changed. Screen reader users are advised of this when these elements receive focus.
		
		Compliance of this standard was validated using manual visual and keyboard checks.

3.2.6 Consistent Help (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	JCR provides a Resources & updates Center (located on the lower righthand side of the screen) using the third-party tool Pendo. To access this resource center, users must first consent to using cookies on their devices.

3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	The majority of JCR provides visual text when an error is detected. Some form field validation error messages are not able to be read by screen readers.
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Most form labels are clearly described. Some form fields provided do not contain labels. Given the impact this has for users that rely on the keyboard interface, development teams are working to remediate keyboard accessibility issues.
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	No processes require the same information to be entered more than once, with the allowed exception of confirming passwords during account creation.

4.1.1 Parsing (Level A) Also applies to: WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) - Does not apply EN 301 549 Criteria • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Obsolete and removed	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Menus provided on some pages do not contain required ARIA menu items or may contain broken ARIA references, broken ARIA menus.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Help files include links to instructional videos on the Clarivate marketing website, which are not considered part of the JCR product.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Help files include links to instructional videos on the Clarivate marketing website, which are not considered part of the JCR product.

Criteria	Conformance Level	Remarks and Explanations
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	JCR is best experienced on a desktop device, with some core functionalities available in mobile.
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Exceptions include some fields on the sign-in page.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Text throughout the Journal Citation Reports meets the recommended color contrast ratio. In addition, CSS style sheets can be switched off or overridden by user preferences. Compliance of this standard was validated using Deque's color contrast analyzer.
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	

Criteria	Conformance Level	Remarks and Explanations
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria 9.1.4.5 (Web) 10.1.4.5 (Non-web document) 11.1.4.5.1 (Open Functionality Software) 11.1.4.5.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	Clarivate's corporate logo does not have alt text. Journal Citation Reports images of text currently only has voice over functionality.
1.4.10 Reflow (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.1.4.10 (Web) 10.1.4.10 (Non-web document) 11.1.4.10 (Open Functionality Software) 11.1.4.10 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	JCR is best experienced on a desktop device and supports core functionalities down to the width of 600 pixels.

Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Non-text content, such as icons, meet minimum standards of 3:1 color contrast ratio with the surrounding background and are accompanied by text labels.
1.4.12 Text Spacing (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	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. This standard was evaluated using manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partial Supports	Certain journal profile graphs from AM Charts does not support the accessibility issue relating to the content on hover or focus messages currently. Content that shows up on hover or focus, such as custom tooltips, is dismissible, persistent and does not disappear when you move over them after they appear.
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Pages in JCR can be accessed in a logical step and accessed via a link or button, as well as breadcrumbs.

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Descriptive headings and labels have been used throughout the interface. For instance, on pages that display tables, the page title conveys the [table – head]. The table title is the main heading. Compliance of this standard was validated using manual visual checks.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Majority of the product displays a focus indicator. Given the impact this has for users that rely on the keyboard interface, development teams are working to remediate keyboard accessibility issues.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Compliance of this standard was validated using manual visual checks.

Criteria	Conformance Level	Remarks and Explanations

2.5.7 Dragging Movements (Level AA 2.2 only)
  EN 301 549 Criteria – Does apply
  Revised Section 508 – Does apply
	Partially Supports	Certain journal profile graphs from AM Charts does not support the accessibility issue relating to dragging movements.

2.5.8 Target Size (Minimum) (Level AA 2.2 only)
  EN 301 549 Criteria – Does not apply
  Revised Section 508 – Does not apply
	Supports	Most interactive UI elements other than inline targets have a minimum size or spacing around them of 24px x 24px.

3.1.2 Language of Parts (Level AA)
Also applies to:
EN 301 549 Criteria
  • 9.3.1.2 (Web)
  • 10.3.1.2 (Non-web document)
  • 11.3.1.2 (Open Functionality Software) – Does not apply
  • 11.3.1.2 (Closed Software) – Does not apply
  • 11.8.2 (Authoring Tool)
  • 12.1.2 (Product Docs)
  • 12.2.4 (Support Docs)
Revised Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
	Partially Supports	The majority of JCR reads the appropriate language, with the exception of some language specific journal titles. Also, JCR does support external language browser plugins, settings, and operation systems.

Criteria	Conformance Level	Remarks and Explanations
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	The primary site navigation links appear in the same place. Compliance of this standard are validated using manual visual checks.
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Care has been taken to identify components with the same functionality consistently throughout the site. Compliance of this standard was validated using manual visual checks

Criteria	Conformance Level	Remarks and Explanations

3.3.3 Error Suggestion (Level AA)
Also applies to:
EN 301 549 Criteria
  • 9.3.3.3 (Web)
  • 10.3.3.3 (Non-web document)
  • 11.3.3.3 (Open Functionality Software)
  • 11.3.3.3 (Closed Software)
  • 11.8.2 (Authoring Tool)
  • 12.1.2 (Product Docs)
  • 12.2.4 (Support Docs)
Revised Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
	Partially Supports	Users visually receive appropriate suggestions for correction of an input error if it is possible.
		
		Users are notified visually, but in some cases, errors may not be read by screen readers.

3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)
Also applies to:
EN 301 549 Criteria
  • 9.3.3.4 (Web)
  • 10.3.3.4 (Non-web document)
  • 11.3.3.4 (Open Functionality Software)
  • 11.3.3.4 (Closed Software)
  • 11.8.2 (Authoring Tool)
  • 12.1.2 (Product Docs)
  • 12.2.4 (Support Docs)
Revised Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
	Not Applicable	

3.3.8 Accessible Authentication (Minimum) (Level 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	For authentication into JCR accounts, the user can paste their credentials into the username/password fields or use their browser password manager. Authentication into the JCR platform is generally handled by the subscribing institution.

Criteria	Conformance Level	Remarks and Explanations
4.1.3 Status Messages (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software)) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	Status messages are supported in some areas of the website.

Revised Section 508 Report

Notes:

Chapter 3: **Functional Performance Criteria** (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	JCR can be accessed using assistive technology such as a screen reader, with some limitations.
302.2 With Limited Vision	Partially Supports	See above. See also WCAG 1.4.10
302.3 Without Perception of Color	Supports	
302.4 Without Hearing	Not applicable	No audio or video content, playback, or feedback.

		User hearing is not required to search, browse, or use features available in the product.
302.5 With Limited Hearing	Not applicable	No audio or video content, playback, or feedback. User hearing is not required to search, browse, or use features available in the product.
302.6 Without Speech	Not applicable	No WCAG 2.x criteria apply
302.7 Without Limited Manipulation	Partially Supports	Many links can be accessed using the tab key, with some workflows in need of remediation.
302.8 Without Limited Reach and Strength	Not applicable	No WCAG 2.x criteria apply
302.9 Without Limited Language, Cognitive, and Learning Abilities	Partially Support	While JCR includes basic interactions and formatting, the nature of the content and the length of workflows and forms can be dense and may be difficult for those with limited cognition.

Chapter 5: Software

Notes: Product does not contain non-Web software. See WCAG 2.x section for WCAG 2.0 Level A and AA success criteria conformance.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	The Accessibility link in the footer of every page provides an accessibility statement that describes features and gaps.
602.3 Electronic Support Documentation	Supports	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	Clarivate Analytics Customer Care provides end-user and account services support via web form, email, telephone, fax, and chat. Regarding disabilities, such as hearing impairments, should we receive a call from a Telecommunications Relay Service (TRS) or similar service, we would interact with the customer through the service.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	The Accessibility link in the footer of every page provides an accessibility statement that describes features and gaps.
603.3 Accommodation of Communication Needs	Supports	Clarivate Analytics Customer Care provides end-user and account services support via web form, email, telephone, fax, and chat. Regarding disabilities, such as hearing impairment, should we receive a call from a Telecommunications Relay Service (TRS) or similar service, we would interact with the customer through the service.

EN 301 549 Report

Notes:

Chapter 4: [Functional Performance Criteria](#) (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	JCR can be accessed using assistive technology such as a screen reader, with some limitations.
4.2.2 Usage with limited vision	Partially Supports	See above. See also WCAG 1.4.10
4.2.3 Usage without perception of colour	Supports	JCR can be used without relying solely on color.
4.2.4 Usage without hearing	Supports	The default product experience does not rely on audio.
4.2.5 Usage with limited hearing	Supports	The default product experience does not rely on audio.
4.2.6 Usage with no or limited vocal capability	Supports	Our platforms do not require user to generate vocal input.
4.2.7 Usage with limited manipulation or strength	Supports	JCR can be used with a keyboard.
4.2.8 Usage with limited reach	Not applicable	
4.2.9 Minimize photosensitive seizure triggers	Supports	JCR does not include flashing content.
4.2.10 Usage with limited cognition, language, or learning	Partially supports	While JCR includes basic interactions and formatting, the nature of the content and the length of workflows and

Criteria	Conformance Level	Remarks and Explanations
		forms can be dense and may be difficult for those with limited cognition.
4.2.11 Privacy	Supports	Privacy settings are made available to users in an accessible way.

Chapter 9: Web (see WCAG 2.x section)

Notes:

Chapter 12: Documentation and Support Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1. Accessibility and compatibility features	Partially supports	An accessibility statement which describes features and gaps is available from the Accessibility link in the footer of every page.
12.1.2 Accessible documentation	Supports	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on Accessibility and Compatibility Features	Supports	An accessibility statement which describes features and gaps is available from the Accessibility link in the footer of every page.
12.2.3 Effective communication	Supports	An accessibility statement which describes features and gaps is available from the Accessibility link in the footer of every page.

12.2.4 Accessible communication	Supports	See information in WCAG 2.x section

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