Polaris Admin Accessibility Conformance Report International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version:

Polaris Admin

Report Date:

October 2025

Product Description:

Polaris Admin is a web-based interface designed for library staff to configure administrative settings within the Polaris system. It offers an alternative to using the Polaris staff client or the Polaris Web Admin Tool, allowing authorized personnel to manage system configurations more efficiently. This tool is primarily intended for staff members with administrative privileges, typically a small group within each library. Through Polaris Admin, users can adjust settings such as patron account visibility and Express Check options. Polaris Admin is accessed by only a few designated individuals who have the authority to make system-level changes.

Contact Information:

[&]quot;Voluntary Product Accessibility Template" and "VPAT" are registered service marks of the Information Technology Industry Council (ITI)

Current customers: submit questions or issues by opening a case using the Support Portal.

Notes:

Clarivate is committed to providing an experience that is fully accessible to everyone. We make every effort to ensure that all pages comply with the web accessibility guidelines. Due to the scale and complex nature of Clarivate Platform content and services, this is an ongoing effort. We appreciate your feedback.

Evaluation Methods Used:

- TPGI's Color Contrast Analyzer
- Deque's axe DevTools accessibility testing tool
- ANDI (Accessible Name & Description Inspector) tool
- Chrome Developer Tools
- Keyboard-access manual testing and assessment
- NVDA (NonVisual Desktop Access) screen reader.

Scope

This Conformance Report is based upon an evaluation of specific components and is not necessarily exhaustive of all issues.

The following pages were reviewed and represent the main templates and workflows used throughout the website: Main page, Main collections page, Collection workform, Main settings page, modal dialogs, and Example table. The evaluation of each web page included the common elements (Header, Footer) as well as the main content.

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 2.0	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
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 functionality of the product 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.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the <u>WCAG 2.0 Conformance Requirements</u>.

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
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) 	Not Applicable	Prerecorded audio-only and Video-only files are not
 11.8.2 (Authoring Tool) 	Пот Аррисавіе	present.
12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
.2.2 Captions (Prerecorded) (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.2.2 (Web)		Prerecorded audio-only files are not present.
• 10.1.2.2 (Non-web document)		
 11.1.2.2 (Open Functionality Software) 		
• 11.1.2.2 (Closed Software)	Not Applicable	
• 11.8.2 (Authoring Tool)	Troc Applicable	
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	Prerecorded videos are not present, so audio

Criteria	Conformance Level	Remarks and Explanations
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)		description is not required.
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) 11.8.2 (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 information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. The following exceptions exist: Action buttons ("") and "Configure" links lack unique accessible names and contextual association on collection page. Screen reader announces modal heading and currently focused button, because focus is immediately placed on the button. Users must manually navigate to hear rest of modal content Required form fields are not visually indicated. Checkbox group labeled "Branch Name" is required but lacks visual and programmatic cues to convey this on collection work form. Disabled buttons within action menus receive focus and are announced as active on Settings page. Radio buttons and checkboxes in modal dialogs lack proper label associations on configure modal dialogs.

Criteria	Conformance Level	Remarks and Explanations
		 Tabular data is visually presented as a table but lacks semantic HTML or ARIA roles on table examples.
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)	C	The reading and navigation order of most content is logical
• 11.8.2 (Authoring Tool)	Supports	and intuitive.
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
1.3.3 Sensory Characteristics (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.1.3.3 (Web)		Instructions to operate and/or understand content do not rely on sensory characteristics of components such as
• 10.1.3.3 (Non-web document)		
• 11.1.3.3 (Open Functionality Software)		
• 11.1.3.3 (Closed Software)	Supports	
• 11.8.2 (Authoring Tool)	Supports	shape, color, size, visual location.
• 12.1.2 (Product Docs)		shape, color, size, visual location.
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		

Criteria	Conformance Level	Remarks and Explanations
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) 11.8.2 (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	Color is not used as the only method to convey information, indicate an action, prompt a response, or distinguish visual elements. The following exceptions exist: • Focus indication relies solely on color, and contrast between focused state and background in Date Picker (e.g., Focus on the Items per page: Dropdown element, Focus state of Checkbox, and toggle switch)
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) 11.8.2 (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	The tested application does not contain audio content that plays automatically for more than 3 seconds.
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria	Partially Supports	On most pages, all functionality is available using only the keyboard (unless that functionality cannot be accomplished in any known way using a keyboard). If shortcut keys and access keys are present, some may

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Criteria	Conformance Level	Remarks and Explanations
 9.2.1.1 (Web) 10.2.1.1 (Non-web document) 11.2.1.1.1 (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) 		conflict with existing browser and screen reader shortcuts, and some functionality based on custom gestures may not be available when a screen reader is turned on. The following exceptions exist: • Deduplication Rules Checkboxes are not accessible via keyboard (e.g., Authority deduplication Modal, Bibliographic deduplication)
 504.2 (Authoring Tool) 602.3 (Support Docs) 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)	Supports	Keyboard focus is never locked or trapped in a particular area, and the user can navigate to and from all navigable elements using only a keyboard.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software)	Supports	If a single character key shortcut exists, then the single character key shortcut can be turned off or remapped, or it is only active when the relevant user interfaces component is in focus.

Criteria	Conformance Level	Remarks and Explanations
• 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 – Does not apply		
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)	Not Applicable	The application does not impose a time limit, so users are
• 11.8.2 (Authoring Tool)	TVOT / (ppileubic	not at risk of losing progress due to session expiration.
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
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)	Not Applicable	The web pages do not contain moving, blinking, scrolling, or
• 11.2.2.2 (Closed Software)		auto-updating information.
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)	<u> </u>	

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool)		•
• 602.3 (Support Docs)		
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)	Not Appliaghla	The application does not contain any flashing elements,
• 11.8.2 (Authoring Tool)	Not Applicable	ensuring it does not trigger seizures or physical reactions.
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
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 		The page lacks a "Skip to main content" link, which is a
 11.2.4.1 (Closed Software) – Does not apply 	Partially Supports	common method for bypassing repeated blocks. However,
• 11.8.2 (Authoring Tool)	Partially Supports	the header contains minimal content, reducing the impact of this omission for most users.
• 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		

Criteria	Conformance Level	Remarks and Explanations
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)	Does Not Support	All pages use the same HTML title element, which fails to convey unique page context or purpose.
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	The navigation order of interactive elements (such as links, buttons, or form elements) is logical and preserves meaning and operability for most of the user interface component. The following exceptions exist: • When a modal is closed, keyboard focus resets to the first link on the page instead of returning to the triggering element
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria	Supports	The purpose of the link(s) can be determined from the link text alone or from the link text for most of the user component and its programmatic context.

Criteria	Conformance Level	Remarks and Explanations
• 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)		
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.5.1 (Web)		
• 10.2.5.1 (Non-web document)		All functionalities that can be operated with a pointer can
 11.2.5.1 (Open Functionality Software) 	Supports	be operated with single-point actions.
• 11.2.5.1 (Closed Software)		be operated with single-point actions.
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508 – Does not apply		
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.5.2 (Web)		For each user interface component that includes a visible
• 10.2.5.2 (Non-web document)	Supports	text label, the accessible name matches (or includes) the
 11.2.5.2 (Open Functionality Software) 		visible text in the label.
• 11.2.5.2 (Closed Software)		
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs)		
Revised Section 508 – Does not apply		
2.5.3 Label in Name (Level A 2.1 and 2.2)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.5.3 (Web)		
• 10.2.5.3 (Non-web document)		For each user interface component that includes a visible
 11.2.5.3.1 (Open Functionality Software) 	Supports	text label, the accessible name matches (or includes) the
• 11.2.5.3.2 (Closed Software)		visible text in the label.
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508 – Does not apply		
2.5.4 Motion Actuation (Level A 2.1 and 2.2)		
Also applies to:		
EN 301 549 Criteria		
• 9.2.5.4 (Web)		
• 10.2.5.4 (Non-web document)		Functionality that can be triggered by device motion or
• 11.2.5.4 (Open Functionality Software)	Supports	user motion detected by a device can be disabled, and the
• 11.2.5.4 (Closed Software)		functionality can be operated without using motion.
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508 – Does not apply		
3.1.1 Language of Page (Level A)		
Also applies to:		
EN 301 549 Criteria		The language of each page is correct and can be determined
• 9.3.1.1 (Web)	Supports	programmatically.
• 10.3.1.1 (Non-web document)		p. 50. s
• 11.3.1.1.1 (Open Functionality Software)		
• 11.3.1.1.2 (Closed Software)		

Criteria	Conformance Level	Remarks and Explanations
• 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)		
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) 		When an element receives focus, a change in context (such as a substantial change to the page, the spawning of a pop-up window, or a change in focus) that may disorient the user does not occur.
 11.3.2.1 (Open Functionality Software) 		
• 11.3.2.1 (Closed Software)	C	
• 11.8.2 (Authoring Tool)	Supports	
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
3.2.2 On Input (Level A)		
Also applies to:		
EN 301 549 Criteria		
• 9.3.2.2 (Web)		When a user inputs information or interacts with a control,
 10.3.2.2 (Non-web document) 	Cupports	it does not result in a substantial change to the page that
 11.3.2.2 (Open Functionality Software) 	Supports	could disorient the user unless the user is informed about
• 11.3.2.2 (Closed Software)		the change ahead of time.
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	The application does not include help mechanisms such as contact support, self-help options, or contextual assistance
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) 11.8.2 (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	For most of the form controls where an input error is automatically detected, a text message or alert is provided that identifies the field/control where the error was detected and described the error. The following exceptions exist: • Validation errors are shown as transient tooltips that disappear quickly, making them hard to perceive. • Keyboard focus remains on the Save button instead of moving to the first erroneous field, reducing error discoverability for users with disabilities.
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)	Partially Supports	For most of the form controls/input fields requiring user input, labels, instructions, and/or error messages are provided to identify the controls/input fields in the form so that users know what input data is expected. The following exceptions exist: • The search input relies solely on placeholder text as a label, which disappears on input, leaving no persistent or programmatically associated label.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
3.3.7 Redundant Entry (Level A 2.2 only)		Th
EN 301 549 Criteria – Does not apply	Not Applicable	The application does not require users to re-enter
Revised Section 508 – Does not apply		previously provided information within the same session
4.1.1 Parsing (Level A)		
Applies to:		
WCAG 2.0 and 2.1 – Always answer 'Supports'		
WCAG 2.2 (obsolete and removed) - Does not apply		
EN 301 549 Criteria		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 .
• 9.4.1.1 (Web)		
• 10.4.1.1 (Non-web document)		
 11.4.1.1.1 (Open Functionality Software) 	Curananta	
 11.4.1.1.2 (Closed Software) – Does not apply 	Supports	
• 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)		
4.1.2 Name, Role, Value (Level A)		The name, role, state, and value of most user interface
Also applies to:		components can be programmatically determined. The following exceptions exist: • Action buttons (e.g., "") lack meaningful
EN 301 549 Criteria		
• 9.4.1.2 (Web)	Partially Supports	
• 10.4.1.2 (Non-web document)	Partially Supports	accessible names
 11.4.1.2.1 (Open Functionality Software) 		Buttons like "Branches" and "Floating Branches" do
 11.4.1.2.2 (Closed Software) – Does not apply 		not announce pressed or selected states on
• 11.8.2 (Authoring Tool)		Collection workform.

Criteria	Conformance Level	Remarks and Explanations
 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		 "Locked" graphic button does not announce its expanded/collapsed state. Tabs and navigation links do not announce selection state upon activation; state is only announced on revisit on Settings and Tables page. Combo box next to "Module" field lacks proper label association on settings page. Interactive elements within tables do not announce their roles of the table tab of Settings and Tables. Sortable table headers do not announce their interactive role or current sort state to screen readers (e.g., Settings and Tables and selected table from table tab).

Table 2: Success Criteria, Level AA

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)	Not Applicable	Live multimedia files with audio are not present, so synchronized captions are not required.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool)		•
• 602.3 (Support Docs)		
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)	Not Applicable	Prerecorded multimedia files are not present, so audio
• 11.8.2 (Authoring Tool)	Not Applicable	descriptions are not required.
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
• 602.3 (Support Docs)		
1.3.4 Orientation (Level AA 2.1 and 2.2)		
Also applies to:		Orientation of the content is not locked to either landscape or portrait unless a specific orientation is essential for the
EN 301 549 Criteria		
• 9.1.3.4 (Web)		
• 10.1.3.4 (Non-web document)		
• 11.1.3.4 (Open Functionality Software)	Supports	
• 11.1.3.4 (Closed Software)		functionality.
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508 – Does not apply		
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)		The purpose of all input fields that collect an individual's
Also applies to:	Supports	personal data are programmatically defined based on the
EN 301 549 Criteria		WCAG list of Input Purposes for User Interface Components
• 9.1.3.5 (Web)		The state of the s

Criteria	Conformance Level	Remarks and Explanations
• 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 – Does not apply		
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) 		Default content meets minimum contrast requirements.
 11.1.4.3 (Open Functionality Software) 		
• 11.1.4.3 (Closed Software)	Cupports	
• 11.8.2 (Authoring Tool)	Supports	
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
• 501 (Web)(Software)		
• 504.2 (Authoring Tool)		
602.3 (Support Docs)		
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)	Supports	Content is readable and functional when browser zoom is set to 200% of its initial size.
• 11.1.4.4.1 (Open Functionality Software)	σαρροιτο	
• 11.1.4.4.2 (Closed Software)		
• 11.8.2 (Authoring Tool)		
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
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) – 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)	Not Applicable	The application does not use images of text.
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 – Does not apply	Does Not Support	When the page is adjusted to an equivalent width of 320 pixels and content reflows to fit within the viewport, most content or functionality becomes unavailable, so people with low vision who increase the size of text and other content using the browser zoom will not be able to access all of the page's content and/or functionality. Note: This content has been specifically designed for use on a tablet or greater screen size. While content does load in smaller screens, there are display issues present at 320px.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) Also applies to:	Partially Supports	Most of the boundaries and indicators of the visual state(s) of each active user component and any graphics required to

Criteria	Conformance Level	Remarks and Explanations
 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 – Does not apply 		understand content have a 3:1 color contrast ratio with adjacent color(s) or their background. The following exceptions exist: • Form field focus outline or button outline does not have a 3:1 color contrast ratio with the background colors on few elements.
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 – Does not apply	Supports	The spacing between letters, words, lines of text and paragraphs can be adjusted with no loss of content or functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria	Supports	When additional content is triggered by pointer hover or keyboard focus, that additional content can be dismissed and hovered over, and the content persists until the user dismisses it.

Criteria	Conformance Level	Remarks and Explanations
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	_	Multiple ways are available to find other pages on the
• 11.8.2 (Authoring Tool)	Supports	site.
• 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 		
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)	Supports	Headings and labels for form and interactive controls are
• 11.8.2 (Authoring Tool)		informative for most of the elements
• 12.1.2 (Product Docs)		
• 12.2.4 (Support Docs)		
Revised Section 508		
501 (Web)(Software)504.2 (Authoring Tool)		
504.2 (Authoring Tool)602.3 (Support Docs)		
2.4.7 Focus Visible (Level AA)		It is visually apparent which page element is currently
Also applies to:	Partially Supports	receiving keyboard focus on most of the page,
EN 301 549 Criteria	a daily Supports	The following exceptions exist:

Criteria	Conformance Level	Remarks and Explanations
 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) 		 Keyboard focus on table rows is indicated only by a subtle sort icon, which is not a clear or consistent visual cue. When the table is already sorted, no focus indicator is visible. Focus is not clearly visible on selected states of tabs (Settings, Tables) and left navigation items (System, Library, Branch)
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	User interface components receive keyboard focus, each component is not entirely hidden due to author-created content.
2.5.7 Dragging Movements (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	This criterion is not applicable because the application does not include any components or functionality that require dragging movements for interaction.
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	Interactive elements meet the minimum target size
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	Supports	The language of each section of content that is different from the default language of the page is correctly identified and can be determined programmatically.

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software)504.2 (Authoring Tool)		Tromanto una Explanationo
• 602.3 (Support Docs)		
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		
 10.3.2.3 (Non-web document) – Does not apply 11.3.2.3 (Open Functionality Software) – Does not apply 		
• 11.3.2.3 (Open Functionality Software) – Does not apply		Navigation patterns that are repeated on web pages are
• 11.8.2 (Authoring Tool)	Supports	presented in the same relative order each time they appear
• 12.1.2 (Product Docs)		and do not change order when navigating through the site.
• 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		
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		Labels, names, and text alternatives for content that have
 11.3.2.4 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 	Supports	the same functionality across multiple web pages are
• 12.1.2 (Product Docs)		consistently identified.
• 12.1.2 (Froduct Bocs)		
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 		

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)	Supports	If input errors are automatically detected, suggestions are provided in text for correcting the input
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	This criterion is not applicable because users do not enter personal, financial, legal, or other sensitive data into the application. The software operates in a public kiosk or workstation environment, and its functionality does not involve transactions or data submissions that would require error prevention mechanisms.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	This criterion is not applicable because the application does not require users to authenticate using cognitive function tests such as recalling passwords, solving puzzles, or transcribing one-time codes. The software operates in a

Criteria	Conformance Level	Remarks and Explanations
		closed environment (e.g., kiosk or workstation) where user authentication is either not required or is handled through simplified mechanisms that do not rely on memory or problem-solving tasks.
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	Supports	Status messages can be programmatically determined and presented by assistive technologies without receiving focus.

Table 3: Success Criteria, Level AAA

Notes: The product was not assessed for WCAG 2.2 AAA conformance.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
		Most functionality is usable without vision.
302.1 Without Vision	Partially Supports	Exceptions are noted in: WCAG 1.3.1, 1.4.1,
Soz.1 Without Vision	artially supports	1.4.11, 2.1.1, 2.4.1, 2.4.2, 2.4.3, 3.3.1, 4.1.2,
		and 2.4.7
		Most functionality is usable without vision.
302.2 With Limited Vision	Dartially Supports	Exceptions are noted in: WCAG 1.3.1, 1.4.1,
502.2 With Limited Vision	Partially Supports	1.4.11, 2.1.1, 2.4.1, 2.4.2, 2.4.3, 3.3.1, 3.3.2,
		4.1.2, and 1.4.10
		Most functionality is usable without vision.
302.3 Without Perception of Color	Partially Supports	Exceptions are noted in: WCAG 3.3.1, 1.4.1,
		and 1.4.11
302.4 Without Hearing	Supports	Most functionality is usable without hearing.
202 F With Limited Heaving	Cupports	Most functionality is usable without vision.
302.5 With Limited Hearing	Supports	Exceptions are noted in: WCAG 3.3.1
302.6 Without Speech	Supports	No WCAG 2.0 criteria apply
		Most functionality is usable without vision.
302.7 With Limited Manipulation	Partially Supports	Exceptions are noted in: WCAG 2.1.1, 2.4.1,
		2.4.2, 2.4.3, 2.4.7, and 4.1.2
302.8 With Limited Reach and Strength	Supports	No WCAG 2.0 criteria apply
		Most functionality is usable without vision.
302.9 With Limited Language, Cognitive, and Learning Abilities	Dortially Cymports	Exceptions are noted in: WCAG 1.3.1, 1.4.1,
	Partially Supports	2.1.1, 2.4.1, 2.4.2, 2.4.3, 3.3.1, 3.3.2, 4.1.2,
		2.4.7, and 1.4.10

Chapter 4: <u>Hardware</u>

Notes: not applicable. The criteria in this chapter are not relevant to the product.

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 details for Web applications.

Chapter 6: Support Documentation and Services

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 application was designed to work with assistive technology, with limitations provided in above WCAG 2.x section.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Support documentation is available via electronic means through the Help link in the product. If alternate formats of product support documentation are required, we will do our best to accommodate the requested format, at no additional cost. These formats may include ASCII text, large print, and accessible electronic formats.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	An Accessibility Statement is provided for Polaris Admin for information on accessibility features and limitations.
603.3 Accommodation of Communication Needs	Supports	Clarivate Support services are available to accommodate the communication needs of users with disabilities. Users can communicate with customer support by phone, email, chat, and contact us through the web form. Staff have experience working with users with disabilities.

EN 301 549 Report

Notes:

Chapter 4: Functional Performance Statements (FPS)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Most functionality is usable without vision. Exceptions are noted in: WCAG 1.3.1, 1.4.1, 1.4.11, 2.1.1, 2.4.1, 2.4.2, 2.4.3, 3.3.1, 4.1.2, and 2.4.7
4.2.2 Usage with limited vision	Partially Supports	Most functionality is usable without vision. Exceptions are noted in: WCAG 1.3.1, 1.4.1, 1.4.11, 2.1.1, 2.4.1, 2.4.2, 2.4.3, 3.3.1, 3.3.2, 4.1.2, and 1.4.10
4.2.3 Usage without perception of colour	Partially Supports	Most functionality is usable without vision. Exceptions are noted in: WCAG 3.3.1, 1.4.1, and 1.4.11
4.2.4 Usage without hearing	Supports	Most functionality is usable without hearing.
4.2.5 Usage with limited hearing	Partially Supports	Most functionality is usable without vision. Exceptions are noted in: WCAG 3.3.1
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	Partially Supports	Most functionality is usable without vision. Exceptions are noted in: WCAG 2.1.1, 2.4.1, 2.4.2, 2.4.3, 2.4.7, and 4.1.2
4.2.8 Usage with limited reach	Supports	No WCAG 2.0 criteria apply
4.2.9 Minimize photosensitive seizure triggers	Supports	Our platforms do not include flashing content.

	Criteria	Conformance Level	Remarks and Explanations
	4.2.10 Usage with limited cognition, language or learning	Partially Supports	Most functionality is usable without vision.
			Exceptions are noted in: WCAG 1.3.1, 1.4.1,
			2.1.1, 2.4.1, 2.4.2, 2.4.3, 3.3.1, 3.3.2, 4.1.2,
			2.4.7, and 1.4.10
	4.2.11 Drivery	Cupports	Privacy settings are made available to users in
	4.2.11 Privacy	Supports	an accessible way.

Chapter 5: Generic Requirements

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information	Not Applicable	
5.1.3.2 Auditory output delivery including speech	Not Applicable	
5.1.3.3 Auditory output correlation	Not Applicable	
5.1.3.4 Speech output user control	Not Applicable	
5.1.3.5 Speech output automatic interruption	Not Applicable	
5.1.3.6 Speech output for non-text content	Not Applicable	
5.1.3.7 Speech output for video information	Not Applicable	
5.1.3.8 Masked entry	Not Applicable	
5.1.3.9 Private access to personal data	Not Applicable	
5.1.3.10 Non-interfering audio output	Not Applicable	
5.1.3.11 Private listening volume	Not Applicable	
5.1.3.12 Speaker volume	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
5.1.3.13 Volume reset	Not Applicable	
5.1.3.14 Spoken languages	Not Applicable	
5.1.3.15 Non-visual error identification	Not Applicable	
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	
5.1.4 Functionality closed to text enlargement	Not Applicable	
5.1.5 Visual output for auditory information	Not Applicable	
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Not Applicable	
5.1.7 Access without speech	Not Applicable	
5.2 Activation of accessibility features	Not Applicable	
5.3 Biometrics	Not Applicable	
5.4 Preservation of accessibility information during conversion	Not Applicable	
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not Applicable	
5.5.2 Operable parts discernibility	Not Applicable	
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not Applicable	
5.6.2 Visual status	Not Applicable	
5.7 Key repeat	Not Applicable	
5.8 Double-strike key acceptance	Not Applicable	
5.9 Simultaneous user actions	Not Applicable	

Chapter 6: ICT with Two-Way Voice Communication

Notes: Not applicable. The criteria in this chapter are not relevant to the product.

Chapter 7: ICT with Video Capabilities

Notes:

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Not Applicable	
7.1.2 Captioning synchronization	Not Applicable	
7.1.3 Preservation of captioning	Not Applicable	
7.1.4 Captions characteristics	Not Applicable	
7.1.5 Spoken subtitles	Not Applicable	
7.2.1 Audio description playback	Not Applicable	
7.2.2 Audio description synchronization	Not Applicable	
7.2.3 Preservation of audio description	Not Applicable	
7.3 User controls for captions and audio description	Not Applicable	

Chapter 8: Hardware

Notes: Not applicable. The criteria in this chapter are not relevant to the product.

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

Notes:

Chapter 10: Non-Web Documents

Criteria	Conformance Level	Remarks and Explanations
10.0 General (informative)	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
10.1.1.1 through 10.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
10.5 Caption positioning	Not Applicable	
10.6 Audio description timing	Not Applicable	

Chapter 11: Software

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Not Applicable	
11.5.2.5 Object information	Not Applicable	
11.5.2.6 Row, column, and headers	Not Applicable	
11.5.2.7 Values	Not Applicable	
11.5.2.8 Label relationships	Not Applicable	
11.5.2.9 Parent-child relationships	Not Applicable	
11.5.2.10 Text	Not Applicable	
11.5.2.11 List of available actions	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
11.5.2.12 Execution of available actions	Not Applicable	
11.5.2.13 Tracking of focus and selection attributes	Not Applicable	
11.5.2.14 Modification of focus and selection attributes	Not Applicable	
11.5.2.15 Change notification	Not Applicable	
11.5.2.16 Modifications of states and properties	Not Applicable	
11.5.2.17 Modifications of values and text	Not Applicable	
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Not Applicable	
11.6.2 No disruption of accessibility features	Not Applicable	
11.7 User preferences	Not Applicable	
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	See WCAG 2.x section (If not authoring tool, enter "Not Applicable")	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations	Not Applicable	
11.8.4 Repair assistance	Not Applicable	
11.8.5 Templates	Not Applicable	

Chapter 12: Documentation and Support Services

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		The application was designed to work with assistive technology, with limitations provided in above WCAG 2.x section.
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

Criteria	Conformance Level	Remarks and Explanations
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 is provided for Polaris Admin for information on accessibility features and limitations
12.2.3 Effective communication	Supports	Clarivate Support services are available to accommodate communication needs of users with disabilities. Users can communicate with customer support by phone, email, chat, contact us web form. Staff have experience working with users with disabilities.
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

Legal Disclaimer (Clarivate)

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