RefWorks Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version:

RefWorks, release October 15th, 2025

Report Date:

October 2025

Product Description:

RefWorks is a web-based reference management tool that allows you to manage your references when writing or collaborating with other researchers. You can use RefWorks to organize, store and share your references, and to instantly create citations and bibliographies.

Contact Information:

refworks.support@proquest.com or support@refworks.com

Notes:

Evaluation Methods Used:

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- Deque's Color Contrast Analyzer

- Deque's axe DevTools accessibility testing tool

- High Contrast Chrome extension

- Chrome Developer Tools

- Keyboard-access manual testing and assessment

- Narrator and Voiceover screen readers

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 the criterion 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 (N/A)**: 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 WCAG 2.2 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)	Partially Supports	RefWorks is designed to support alternative access to non-text content wherever possible: • Images used to represent functionality, or actions have associated text labels or alt/title text. • Text labels and/or ARIA labels are used to identify form fields

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)		• reCAPTCHA verification provides an audible option Exceptions: RefWorks • The following are icons/images not hidden from screen readers ○ Sharing settings icons in the side navigation ○ Preview pane edit icon image ○ Citation view > missing data tags ○ YouTube icon in public URL ○ Export references icon in public URL ○ Create duplicate - Close button reads "image" to screen readers ○ Manage projects > Header > YouTube button - Reads "image" to screen readers ○ Manage projects > Share projects modal - Accordion carat icon read as "J" to screen reader ○ Manage projects > Current project info button - Image purpose not read to screen reader ○ RefWorks > Share project modal > Remove button - Icon not hidden from screen readers Conformance determined with Narrator, VoiceOver and manual visual checks.
[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)	Supports	RefWorks has training videos hosted on YouTube.

Criteria	Conformance Level	Remarks and Explanations
• 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)		
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)	Supports	RefWorks has training videos hosted on YouTube.
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)	Supports	RefWorks has training videos hosted on YouTube.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
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 following are employed to support this criterion: • CSS is used to control the visual presentation of text • Labels are programmatically associated with form input elements • HTML markup is used for headings and lists Exceptions: RefWorks • Manage Projects – Content visually appears to be a data table but is not marked up as one • List tags are not properly implemented or not used semantically • Required ARIA child role missing from custom combo boxes • Many form controls are missing labels or not programmatically associated with a label • Unrelated radio buttons and checkboxes are enclosed in a fieldset • Related radio buttons are not enclosed in a fieldset • Manage folders Table row checkboxes - Folder not programmatically associated with checkbox • Create duplicate > Ref type dropdown - Dropdown not associated with ref type label • Create duplicate > Electronic source checkbox - "Electronic source" label not associated with checkbox and description starts with "A select checkbox..." • Manage projects > Current project info button - Does not read info from info icon

Criteria	Conformance Level	Remarks and Explanations

		• Manage projects > Share projects modal - Label and description not associated with input box
		
		RCM
		• Preview citation > In-text and footnote radio buttons – No programmatic way to tell inputs are related
		• Form controls missing labels or not programmatically associated with a label
		
		Save to RefWorks
		• Assign to folders dropdown
		    o Dropdown label is not programmatically associated with the dropdown menu
		    o Checkboxes are not programmatically associated with folder names
		
		Conformance determined with WAVE, Narrator, VoiceOver, Chrome developer tools, and manual visual 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)	Partially Supports	The reading and navigation order (determined by code order) is logical and intuitive. While the reading order and visual order may not always match, the meaning is unchanged. Exceptions: RefWorks • Manage Projects – The reading order of the layout table does not make sense when linearized • Edit reference > Title and DOI search – Search results are placed above the search field in the DOM, making it cumbersome for users to navigate to it

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		• PDF Reader – Screen readers cannot read PDFs displayed in the RefWorks PDF reader. As an alternative, click on the print icon in the PDF toolbar to launch the browser's PDF viewer, which will allow accessible PDFs to be read by a screen reader. RCM (Windows) • Modals ○ Screen readers can read content outside the modal dialog. ○ When a modal dialog is activated, screen reader focus is not always placed on/in it • Citation style, Project, and Language dropdown menus – After selecting a menu item, keyboard focus is not returned to the triggering element or the next element in the tab order. Conformance determined with Narrator, VoiceOver and manual keyboard 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) • 11.1.3.3 (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	Color and iconography are used to provide additional semantic information about status messages and system state. Conformance determined with manual visual checks.

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) • 11.1.4.1 (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 and iconography are used to provide additional semantic information about status messages and system state. Conformance determined with Deque's Color Contrast Analyzer.
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)	Supports	RefWorks has training videos hosted on YouTube.
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)	Partially Supports	Functionality is accessible with keyboard only navigation. Exceptions: • The following elements are not accessible through keyboard navigation

Criteria	Conformance Level	Remarks and Explanations
• 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) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		○ Sharing settings > levels: *Can read, Can annotate, Can modify* combobox ○ Import references from other file types > Import from Mendeley > "Select the desired project" link ○ Import references from other file types > Import from file > Import references modal ○ Create bibliography > Back to all references button ○ Create bibliography > Differentiate authors with the same name by surname link ○ Citation view > missing data tags don't open on enter ○ Tools > Extensions & Add-ons > Install Save to RefWorks modal > Customize StR bookmark button - Not in the keyboard tab order ○ Create duplicate > Find ref info lightning bolt - Overlay is not keyboard accessible ○ Manage projects page > Header > institutional link - Not in tab order • 3rd party provider, OneTrust has elements that are not accessible through a keyboard Conformance determined with Narrator, VoiceOver and manual keyboard checks.
[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)	Partially Supports	Once focus has been moved to a component with keyboard only navigation, it can be moved away from that component with keyboard only navigation.

Criteria	Conformance Level	Remarks and Explanations
• 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)		Exceptions: • Create an account workflow o "Resend activation link" and "start over" links under activate your account cannot be accessed by keyboard Conformance determined with Narrator, VoiceOver and manual keyboard checks.
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) • 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	Supports (N/A)	RefWorks does not use single letter keyboard commands to activate functions.
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)	Supports (N/A)	RefWorks does not require timed responses. The session timeout for the RefWorks website is 14 days.

Criteria	Conformance Level	Remarks and Explanations
• 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) • 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)	Partially Supports	Evaluated products do not use blinking, scrolling, or auto-updating content. Exceptions: RefWorks: • Tools > "How to Save to RefWorks" animation – Plays in a continuous loop and there are no controls to pause, stop, or hide it Conformance determined with manual visual checks.
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)	Supports (N/A)	RefWorks 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)	Partially Supports	Many pages have landmarks and heading structures that allow users to bypass the global components and jump to the main content.

Criteria	Conformance Level	Remarks and Explanations
• 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		Exceptions: • RCM o Missing headings and landmarks Conformance determined with 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	Many evaluated product pages have descriptive and informative page titles.
		
		Exceptions:
		
		• RCM
		    o <title> elements used on most pages do not identify the contents or purpose of the page
		• Save to RefWorks
		    o Some pages are missing a page title. When the page does have a title, it does not identify the purpose of the screen
		
		Conformance determined with Chrome developer tools and manual visual checks.

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)	Partially Supports	The tab order through active elements follows the sequences and relationships within the content. Exceptions: RefWorks

Criteria	Conformance Level	Remarks and Explanations

• 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)
		• Focus is not returned to the triggering element when the following modals are closed:
		  o Sharing Settings Modal
		  o Folders > Add folder modal
		  o Folders > Add subfolder modal
		  o Create bibliography > Differentiate authors with the name by surname modal
		  o Citation view > settings modal
		  o Create duplicate > Add more fields button
		  o RefWorks > Share a project modal Remove button under "Owners"
		• Focus is not trapped within modal for the following:
		  o Onboarding > Page 2
		• Search results loading state – users can interact with elements behind loading spinner overlay
		• In Manage Projects focus order doesn't follow meaningful sequence:
		  o Share projects modal - Focus goes from header, to input field, to close button
		  o Leave project modal - Focus goes from header, Leave project button, to close button, to cancel button
		  o Delete project modal - Focus goes from header, Delete button, to close button, to cancel button
		
		Conformance determined with 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)	Partially Supports	Meaningful link text has been used throughout RefWorks. Exceptions: RefWorks

Criteria	Conformance Level	Remarks and Explanations
• 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)		• Tools > Extensions & Add-ons > Google Docs tab - Not clear the button is to get add-on for Google Docs • Tools > Extensions & Add-ons > Hangul tab - Not clear the button is to get add-on for Hangul
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) • 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 – Does not apply	Supports (N/A)	No path-based or multi-point gestures are used in RefWorks.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2) 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 – Does not apply	Supports (N/A)	No path-based or multi-point gestures are used in RefWorks.

Criteria	Conformance Level	Remarks and Explanations

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)
  • 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 – Does not apply
	Partially Supports	User interface components that include a visible text label have an accessible name that matches (or includes) the visible text in the label.
		
		Exceptions:
		  • "Close" modal label is missing or not clear for the following
		    o Add subfolders modal
		    o Onboarding popups
		
		Conformance determined with Narrator, VoiceOver, Chrome developer tools, and manual visual checks.

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)
  • 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 – Does not apply
	Supports (N/A)	Evaluated products do not require motion controls or physical gestures to access content or functionality.

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)
	Partially Supports	For the RefWorks website and add-ons, the language attribute is frequently missing or is always set to English, regardless of the language of the page. The language attribute for PDFs written in English is set correctly.
		
		Exceptions:
		  • Lang attribute missing from some content in RefWorks

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		Conformance determined with Chrome developer tools, Adobe Acrobat Pro DC Accessibility Checker, and manual visual checks.
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)	Supports	Entering data into, or changing the setting of, a user interface component does not trigger a change of context, unless the user is given a warning ahead of time. Context is not changes on user input in RefWorks

Criteria	Conformance Level	Remarks and Explanations
• 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	Supports	Help links are located in the same, predictable location on each page Conformance determined with manual visual checks.
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)	Supports	Forms provide text-based alerts for validation cues and errors. Invalid fields are visually marked. Generally, required fields are marked. Errors describe the problem and inform the user where the problem occurred. Conformance determined with manual visual checks.
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)	Partially Supports	Input fields are clearly labelled, and instructions are provided to assist the user when necessary. Required fields are clearly marked and explained at the beginning of the form. Exceptions: RefWorks is missing labels or instructions for: 　　• Screen readers 　　　　○ Close button for 　　　　　　▪ Add subfolder modal 　　　　　　▪ Rename folder modal

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		o Search box for ▪ Side nav > tags o Share folder > settings for > choose a folder combobox o Side nav > tags > search box clear button o Manage folders table header sort buttons o Manage projects > Leave / Delete modal buttons - Button just says "ok" instead of describing destructive action Conformance determined with WAVE and manual visual checks.
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Historical input is preserved Conformance determined with manual visual checks.
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 • 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)	Supports	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.

Criteria	Conformance Level	Remarks and Explanations
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) – 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	Pages conform to HTML web standards, so the name and role of most UI components can be determined. Exceptions: RefWorks • Many form controls are missing a role and/or accessible name • Some custom elements, e.g. combo boxes, do not use valid ARIA role or attributes and are missing accessible names • Roles and attributes are sometimes not applied consistently to similar types of elements (e.g. menu items in the toolbar) • Tab/tab panel roles and properties in Quick Cite, Bulk edit, and Tools are missing • Side bar navigation, citation style shortcut menus, preview panel – Accordions elements appear and functions like an accordion but is missing required ARIA role(s) and states (expanded/collapsed) Save to RefWorks • iframe element does not have an accessible name • Icons (Close, Navigation arrows) and input fields (Tags, Abstract, and Notes) are missing an accessible name Conformance determined with Chrome developer tools and manual visual checks.

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)
	Supports	Captions are provided via YouTube

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)
	Supports	Audio descriptions are provided via YouTube

Criteria	Conformance Level	Remarks and Explanations
1.3.4 Orientation (Level AA 2.1 and 2.2) 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 – Does not apply	Partially Supports	RefWorks has been developed with responsive web design in mind. All web content and functionality is available regardless of device orientation. Exceptions: RefWorks is partially responsive but not mobile-friendly Conformance determined with manual visual checks.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) 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 – Does not apply	Partially Supports	When creating an account or logging into the website and add-ons, some of the input fields can be programmatically determined by the label. Conformance determined with Chrome developer tools, and manual visual checks.
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	Partially Supports	Text throughout RefWorks meets the recommended contrast ratio for text on background (4.5:1). In addition, CSS style sheets can be switched off or overridden by user preferences. Exceptions: RefWorks • Low contrast on focus indicator for the button in sharing settings modal > create a public URL > copy URL button

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		- Preview pane > document language error - Low contrast of red text on red background - Low contrast for some focus states - Some UI elements fail the minimum contrast requirement - Tools > Extensions & Add-ons > Install Save to RefWorks modal > Save to RefWorks button - Low contrast of focus indicator - Create duplicate > Find ref info lightning bolt Lightning bolt icon before "Did you mean one of these?" and close icons do not have sufficient contrast - Manage projects page > Create a new Project button - Low contrast of focus indicator - Manage projects page > Actions button - Low contrast of focus indicator - Manage projects page > Rename project modal Close, cancel, and save buttons - Low contrast of focus indicator - Manage projects page > Leave project dialog Close, and ok buttons - Low contrast of focus indicator - Manage projects page > Delete project dialog Close, and ok buttons - Low contrast of focus indicator RCM - All References - Gray text on gray background (4.1:1) - Gray and blue text on light blue hover and focus states - Login - Red error text on light gray background (4.2:1)

Criteria	Conformance Level	Remarks and Explanations
		○ Gray text and blue links against a gray background (4.1:1) - Edit citation (with multiple references) > Reference author and publication details ○ Gray text on light gray background (4.1:1) - Citation style ○ Format for footnotes – Gray text on white background (2.8:1) ○ Institutional style ▪ Green text on white background (3.1:1) ▪ Green text on light blue focus/hover (2.7:1) - Toast messages ○ White text on the red background (4.1:1) ○ White text on green background (3.1:1) Conformance determined with Deque's Color Contrast Analyzer and High Contrast Chrome extension.
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)	Partially Supports	Text throughout the Customer Knowledge Center, Save to RefWorks, and RCM can be resized without assistive technology up to 200% without loss of content or functionality Exceptions: RefWorks - partially supports resize text up to 200% however it is difficult to scroll the list of references in this viewport. RCM (Windows) - Edit Citation

Criteria	Conformance Level	Remarks and Explanations

• 602.3 (Support Docs)		o Replace pages placeholder text is clipped
		    o Include date, prefix, and suffix input fields and/or labels are clipped
		• Preview Citation – Selecting a reference brings up a preview of the citation, which is clipped and blocks access to the reference list.
		    o Workaround to add multiple references to a citation:
		      1. Insert the citation of one reference into the document
		      2. In the document, place your cursor in the citation's content control
		      3. In RCM, click on the Add reference(s) link
		• Citation styles > Lengthy citation style names are clipped
		• Author disambiguation > Dropdown menu options are clipped
		• Change Project > Warning – Title and content are clipped
		• Page header and reference information are truncated instead of flowing to the next line
		
		Conformance determined with manual visual checks.

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)	Partially Supports	HTML/CSS is used to represent visual presentation whenever possible. Informational graphics with embedded text are accompanied by html text on the same page. Exceptions: RefWorks: How to use Save to RefWorks animation Conformance determined with manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
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	Partially Supports	The RefWorks interface has been designed and developed to be viewed comfortably on a tablet. When the text and columns reflow on browser resize or zoom, a horizontal scrollbar appears on most pages. Products vary on the amount of zoom they support when the viewport is set to 1280 pixels wide: RefWorks • Only supports a zoom of 125% without losing access to content or functionality • At high magnifications, zoom will interfere with access to content and features • When the width of the browser window is narrower than 980px, the tabular view of references makes use of a horizontal scroll to see all the content Save to RefWorks • Only supports a zoom of 300% without losing access to content or functionality Conformance determined with Chrome developer tools and manual visual checks.
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)	Partially Supports	Non-text content, such as icons, meets minimum standards of 3:1 color contrast ratio with the surrounding background. Exceptions: RefWorks

Criteria	Conformance Level	Remarks and Explanations

• 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
		• Some disabled elements in RefWorks may not meet the non-text minimum contrast requirement.
		
		RCM
		
		• Navigation
		   o Bibliography switch (off state) – White icons on gray background
		   o Gray arrow icon on light blue focus/hover color (2.4:1)
		   o Gray close button on light blue focus/hover color (2.4:1)
		• Citation style dropdown
		   o Orange star icon on white background (2.2:1)
		   o Gray accordion color on white background (1.1:1)
		   o Blue hover/focus accordion color on white background (1.2:1)
		• Preview citation – Light gray Cancel button border on white background (2.2:1)
		• Refresh icon – White icon on gray background (2.5:1)
		• Toast message – Light green Close icon on green background (1.8:1)
		
		Save to RefWorks
		• Gray checkbox border on white background (1.8:1)
		• Gray input box border on white background (1.4:1)
		
		Conformance determined with Deque's Color Contrast Analyzer and Color Contrast Analyzer Chrome extension.

Criteria	Conformance Level	Remarks and Explanations

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
	Partially 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.
		
		Exceptions:
		  • Save to RefWorks
		    o CSS cannot be modified
		  • RefWorks for Google Docs
		    o CSS cannot be modified
		
		Conformance determined with Chrome developer tools and manual visual checks.

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 – Does not apply
	Partially Supports	Tooltips remain visible until user moves hover or focus.
		
		Exceptions:
		In RefWorks and RCM, tooltips cannot be dismissed on escape key
		
		Conformance determined with manual visual and keyboard checks.

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
	Supports (N/A)	Not applicable to RefWorks website, Save to RefWorks, RefWorks for Google Docs, and RCM.

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) – 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) 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	Descriptive headings and labels have been used throughout the site, its writing tool add-ons, and the customer knowledge center. Exceptions: RefWorks: - There are some labels in RefWorks that do not accurately descriptive, such as "times" for the "close" button on the *add subfolder* and *rename folder* modals - Tools > Extensions & Add-ons > Install Save to RefWorks modal - No header on modal - Manage Folder page > Header - Manage Folders in h2 tag but should be in an h1 tag - Tools > Extensions & Add-ons > Install Save to RefWorks modal - Missing label for close button Conformance determined with WAVE and manual visual checks.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria 9.2.4.7 (Web)	Partially Supports	Interactive elements (e.g. link text, buttons, etc.) are styled to noticeably change in visual appearance on hover or focus or use the browser's default focus state.

Criteria	Conformance Level	Remarks and Explanations
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)		Exceptions: RefWorks - Reference list > dropdown menus – Once a menu option is selected from an expanded dropdown, there is no visual indication that active focus has returned to the collapsed state of the same dropdown component - Share modal – Permissions dropdown menu is missing a hover and focus state - Project > Share Project – Hover and focus states for the email input field are barely perceptible - Tools > Extensions & Add-ons > Install Save to RefWorks modal -No visible focus state when modal opened - Create duplicate > Between warning banner and close button - Visible focus indicator is lost - Manage projects page > Share a project modal - Invite others input box missing focus indicator - Manage projects page > Share a project modal - Owners accordion missing focus indicator RCM (Windows) - Change Language, Project, Citation style, Author disambiguation settings - Cancel button – Missing focus state - Update buttons – Missing focus state - Edit citation - For citations that contains multiple references, the focus state for the accordion arrow is barely perceptible

Criteria	Conformance Level	Remarks and Explanations

		o When focus shifts from the content control in the Word document to the RCM pane, focus on the RCM pane is barely perceptible
		  • Preview citation
		    o Preview citation – Focus state for footnote and in-text citation radio buttons is barely perceptible
		  • Reference list
		    o Once a menu option is selected from an expanded dropdown, there is no visual indicator that active focus has returned to the collapsed state of the same dropdown component
		  • Search
		    o Clear search ("X") button – Missing focus state
		    o Visual focus is lost when you tab away from an empty search field
		
		Conformance determined with manual visual and keyboard checks.

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
	Partially Supports	Most components that obscure content in RefWorks when open, reveal hidden content when focus is moved away from component or component is closed.
		
		Exceptions:
		There are some menu pop-ups in RefWorks that do not close on Escape or Tab to and from the menu. Including:
		  • Side navigation > folder sort menu
		  • Side navigation > folder options menu
		  • Add a reference menu

Criteria	Conformance Level	Remarks and Explanations
		• Import references from other file types > Import from file > Import Options > Assign to folder dropdown • Direct Export > Import References > Assign to folder dropdown Conformance determined with manual visual and keyboard checks.
2.5.7 Dragging Movements (Level AA 2.2 only) 　　EN 301 549 Criteria – Does not apply 　　Revised Section 508 – Does not apply	Partially Supports	For drag and drop features in RefWorks single point alternatives are supported. Exceptions: RefWorks • Tools > Extensions & Add-ons - Install Save to RefWorks modal > Save to RefWorks button alternative option to add StR to favorites bar missing Conformance determined with keyboard and manual visual checks.
2.5.8 Target Size (Minimum) (Level AA 2.2 only) 　　EN 301 549 Criteria – Does not apply 　　Revised Section 508 – Does not apply	Partially Supports	Most interactive elements in RefWorks support the minimum target size requirements. Exceptions: RefWorks: • Accordion expand/collapse button for folders in the side navigation • Manage Folder page > Expand/collapse folders button - Button target size currently 14px*14px • Manage Folder page > Table header sort buttons - Button target size currently 14px*14px

Criteria	Conformance Level	Remarks and Explanations
		Conformance determined with Chrome developer tools, and manual visual checks.
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)	Does Not Support	On the RefWorks website and add-ons, content related to the interface is always displayed in the primary language. The website and add-ons are not coded to identify changes to language in content created or imported by the user. Support resources are not coded to identify changes in language within a webpage. Conformance determined with Chrome developer tools and manual visual checks.
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 global header links and secondary navigation appear in the same place and in the same relative order on every page in the site. Pagination within a set of pages is consistent. Conformance determined with manual visual checks.
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria	Partially Supports	Care has been taken to identify components with the same functionality consistently throughout RefWorks and the writing tool add-ons.

Criteria	Conformance Level	Remarks and Explanations
• 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		Exceptions: RefWorks • Reference actions toolbar > Create Bibliography label is used as a category and an option • Reference Editor > Text alternatives for the Edit icon are not consistent across views (e.g. Edit the selected document, Edit this reference) Conformance determined with Narrator, VoiceOver and manual visual checks.
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	Suggestions for error correction are made when applicable. Exceptions: RefWorks • Login > Email field – Error message does not suggest entering a valid email address format • Create account > Select your institution – Missing error and error suggestion • Create/Edit reference > Language field – Missing examples of valid language codes RCM • Login > Email field – Error message does not suggest entering a valid email address format Conformance determined with manual visual checks.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria	Supports	When a user action can cause unrecoverable changes to user data, the changes/deletions must be confirmed by the user.

Criteria	Conformance Level	Remarks and Explanations
• 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)		Conformance determined with manual visual checks.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Users can copy and paste their username and passwords into the respective fields on the login page or use their browser password manager. Conformance determined with manual visual checks.
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	New features are developed with live status messages in RefWorks, RCM, and Save to RefWorks. Exceptions: RefWorks: • Older messages in RefWorks may be missing live status announcements • Manage folders Expand/collapse buttons - Does not announce to user when button expanded or collapsed • Manage folders Table header sort buttons - Does not announce to user when button expanded or collapsed • Create duplicate > Find ref info lightning bolt - Missing message about lightning bolt overlay being opened

Criteria	Conformance Level	Remarks and Explanations
		- Manage projects Table header sort buttons - Does not announce to user when button expanded or collapsed - Manage projects > Set as current project success message - Not read to screen readers - Manage projects > Leave project modal success / error messages - Not read to screen readers - Manage projects > Delete project success message - Not read to screen readers - RefWorks > Share project modal success message - Not read to screen readers Conformance determined with Narrator, VoiceOver and manual visual checks.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	This product is coded to work with screen readers and other assistive technologies. Exceptions: See sections 1.1.1, 1.3.1, 2.1.1, 2.1.2, 2.4.1, 2.4.2, 2.4.3, 2.4.4, 2.4.6, 2.5.7, 3.1.1, 3.2.4, 3.3.1, 3.3.3, 4.1.2, and 4.1.3 for exceptions Conformance determined with Narrator, VoiceOver, Deque's axe DevTools accessibility testing tool, Chrome Developer Tools and manual visual and keyboard checks.
302.2 With Limited Vision	Partially Supports	This product is coded to work with screen readers and other assistive technologies. In addition, text size and color contrast can be adjusted through platform and browser functionality. Exceptions: See sections 1.1.1, 1.3.1, 1.3.4, 1.4.1, 1.4.3, 1.4.4, 1.4.5, 1.4.10, 1.4.11, 1.4.12, 1.4.13, 2.1.2, 2.4.1, 2.4.2, 2.4.3, 2.4.4, 2.4.6, 2.4.7,

Criteria	Conformance Level	Remarks and Explanations
		2.5.7, 3.1.1, 3.2.4, 3.3.2, 3.3.3, 4.1.2 and 4.1.3 for exceptions Conformance determined with Narrator, VoiceOver, Deque's Color Contrast Analyzer, Deque's axe DevTools accessibility testing tool, High Contrast Chrome extension, Chrome Developer Tools and manual visual and keyboard checks.
302.3 Without Perception of Color	Partially Supports	Color is used to enhance usability by drawing attention to certain areas of the screen. Color is never the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. If needed, the product's CSS can be overridden using the browser. Exceptions: See sections: 1.4.1 for exceptions Conformance determined with High Contrast Chrome extension and manual visual.
302.4 Without Hearing	Partially Supports	User hearing is not required to search, browse, or use features that are available in the evaluated products. Exceptions: See sections: 1.1.1 and 3.1.1 for exceptions Conformance determined with Narrator, VoiceOver, and manual checks

Criteria	Conformance Level	Remarks and Explanations
302.5 With Limited Hearing	Partially Supports	User hearing is not required to search, browse, or use features that are available in the evaluated products. Exceptions: See sections: 1.1.1 and 3.1.1 for exceptions Conformance determined with Narrator, VoiceOver, and manual checks
302.6 Without Speech	Supports (N/A)	No WCAG 2.0 criteria apply
302.7 With Limited Manipulation	Partially Supports	Screen elements are designed to be accessible to users without fine motor control (e.g., most clickable areas are suitably sized and spaced). Links and form elements can be accessed using the tab key. Exceptions: See sections: 1.3.5, 2.1.1, 2.1.2, 2.4.1, 2.4.2, 2.4.3, 2.4.6, 2.4.7, 2.5.3, 2.5.7, 3.2.4, 3.3.3, and 4.1.2 for exceptions Conformance determined with Narrator, VoiceOver, Deque's Color Contrast Analyzer, Deque's axe DevTools accessibility testing tool, High Contrast Chrome extension, Chrome Developer Tools and manual visual and keyboard checks.
302.8 With Limited Reach and Strength	Supports (N/A)	No WCAG 2.0 criteria apply
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	The product provides features that make its use by individuals with limited cognitive,

Criteria	Conformance Level	Remarks and Explanations
		language, and learning abilities simpler and easier. Exceptions: See sections: 1.1.1, 1.2.5, 1.3.1, 1.3.2, 1.3.3, 1.3.5, 1.4.1, 1.4.5, 1.4.12, 1.4.13, 2.1.1, 2.4.1, 2.4.2, 2.4.3, 2.4.6, 2.4.7, 3.1.1, 3.2.2, 3.2.4, 3.3.1, 3.3.2, 3.3.3, 4.1.2, and 4.1.3 for exceptions Conformance determined with Narrator, VoiceOver, Deque's Color Contrast Analyzer, Deque's axe DevTools accessibility testing tool, High Contrast Chrome extension, Chrome Developer Tools and manual visual and keyboard checks.

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

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 RefWorks Customer Knowledge Center provides a link to the RefWorks accessibility compliance statement and some

Criteria	Conformance Level	Remarks and Explanations
		documentation on how to use the accessibility and compatibility features required by Chapters 4 and 5.
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	Product support documentation is provided online through the RefWorks Customer Knowledge Center. This documentation can be accessed online or printed. End-users can also contact customer support (by phone, email, chat, or web form) to request any further help.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	The RefWorks Customer Knowledge Center provides a link to the RefWorks accessibility compliance statement and documentation on how to use the accessibility and compatibility features required by Chapters 4 and 5.
603.3 Accommodation of Communication Needs	Supports	Support services are available to accommodate the communication needs of end users with disabilities. Users can communicate with customer support via: - Phone - Email - Chat - Web form

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Notes:

Chapter 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	This product is coded to work with screen readers and other assistive technologies. Exceptions: See sections 1.1.1, 1.3.1, 2.1.1, 2.1.2, 2.4.1, 2.4.2, 2.4.3, 2.4.4, 2.4.6, 2.5.7, 3.1.1, 3.2.4, 3.3.1, 3.3.3, 4.1.2, and 4.1.3 for exceptions Conformance determined with Narrator, VoiceOver, Deque's axe DevTools accessibility testing tool, Chrome Developer Tools and manual visual and keyboard checks.
4.2.2 Usage with limited vision	Partially Supports	This product is coded to work with screen readers and other assistive technologies. In addition, text size and color contrast can be adjusted through platform and browser functionality. Exceptions: See sections 1.1.1, 1.3.1, 1.3.4, 1.4.1, 1.4.3, 1.4.4, 1.4.5, 1.4.10, 1.4.11, 1.4.12, 1.4.13, 2.1.2, 2.4.1, 2.4.2, 2.4.3, 2.4.4, 2.4.6, 2.4.7, 2.5.7, 3.1.1, 3.2.4, 3.3.2, 3.3.3, 4.1.2 and 4.1.3 for exceptions

Criteria	Conformance Level	Remarks and Explanations
		Conformance determined with Narrator, VoiceOver, Deque's Color Contrast Analyzer, Deque's axe DevTools accessibility testing tool, High Contrast Chrome extension, Chrome Developer Tools and manual visual and keyboard checks.
4.2.3 Usage without perception of colour	Partially Supports	Color is used to enhance usability by drawing attention to certain areas of the screen. Color is never the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. If needed, the product's CSS can be overridden using the browser. Exceptions: See sections: 1.4.1 for exceptions Conformance determined with High Contrast Chrome extension and manual visual.
4.2.4 Usage without hearing	Partially Supports	User hearing is not required to search, browse, or use features that are available in the evaluated products. Exceptions: See sections: 1.1.1 and 3.1.1 for exceptions Conformance determined with Narrator, VoiceOver, and manual checks

Criteria	Conformance Level	Remarks and Explanations
4.2.5 Usage with limited hearing	Partially Supports	User hearing is not required to search, browse, or use features that are available in the evaluated products. Exceptions: See sections: 1.1.1 and 3.1.1 for exceptions Conformance determined with Narrator, VoiceOver, and manual checks
4.2.6 Usage with no or limited vocal capability	Supports	Our platforms do not require users to generate vocal input.
4.2.7 Usage with limited manipulation or strength	Partially Supports	Screen elements are designed to be accessible to users without fine motor control (e.g., most clickable areas are suitably sized and spaced). Links and form elements can be accessed using the tab key. Exceptions: See sections: 1.3.5, 2.1.1, 2.1.2, 2.4.1, 2.4.2, 2.4.3, 2.4.6, 2.4.7, 2.5.3, 2.5.7, 3.2.4, 3.3.3, and 4.1.2 for exceptions Conformance determined with Narrator, VoiceOver, Deque's Color Contrast Analyzer, Deque's axe DevTools accessibility testing tool, High Contrast Chrome extension, Chrome Developer Tools and manual visual and keyboard checks.
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	The product provides features that make its use by individuals with limited cognitive, language, and learning abilities simpler and easier. Exceptions: See sections: 1.1.1, 1.2.5, 1.3.1, 1.3.2, 1.3.3, 1.3.5, 1.4.1, 1.4.5, 1.4.12, 1.4.13, 2.1.1, 2.4.1, 2.4.2, 2.4.3, 2.4.6, 2.4.7, 3.1.1, 3.2.2, 3.2.4, 3.3.1, 3.3.2, 3.3.3, 4.1.2, and 4.1.3 for exceptions Conformance determined with Narrator, VoiceOver, Deque's Color Contrast Analyzer, Deque's axe DevTools accessibility testing tool, High Contrast Chrome extension, Chrome Developer Tools and manual visual and keyboard checks.
4.2.11 Privacy	Supports	Privacy settings are made available to users in an accessible way.

Chapter 9: Web

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	Supports	The RefWorks Customer Knowledge Center provides a link to the RefWorks accessibility

Criteria	Conformance Level	Remarks and Explanations
		compliance statement and some documentation on how to use the accessibility and compatibility features required.
12.1.2 Accessible documentation	See WCAG 2.X section	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	The RefWorks Customer Knowledge Center provides a link to the RefWorks accessibility compliance statement and documentation on how to use the accessibility and compatibility features required.
12.2.3 Effective communication	Supports	Support services are available to accommodate the communication needs of end users with disabilities. Users can communicate with customer support via: • Phone • Email • Chat • Web form
12.2.4 Accessible documentation	See WCAG 2.X section	See information in WCAG 2.X section

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