

Web of Science

Product Accessibility Conformance Report

Name of Product / Version Number: Web of Science* 5.27

**Web of Science* is the global name given to the software platform that incorporates the products: Web of Science™ Core Collection, Biological Abstracts®, BIOSIS Citation IndexSM, BIOSIS Previews®, CABI: CAB Abstracts® and Global Health®, Chinese Science Citation DatabaseSM, Current Contents Connect®, Data Citation IndexSM, Derwent Innovations IndexSM, FSTA® – the food science resource, Inspec®, KCI-Korean Journal Database, MEDLINE®, SciELO Citation Index, Russian Science Citation Index, and Zoological Record®

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

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

Web Content Accessibility Guidelines 2.0 level AA

Standard	Description	Conforms Yes/No	Comments
<i>Conformance level</i>	Level AA: for Level AA conformance, the Web page satisfies all the Level A and Level AA Success Criteria, or a Level AA conforming alternate version is provided.	Partial	Web of Science conforms to Level AA Success Criteria.
<i>Full pages</i>	Conformance (and conformance level) is for full Web page(s) only, and cannot be achieved if part of a Web page is excluded.	Yes	Conformance is based on full Web pages only.
<i>Complete processes</i>	When a Web page is one of a series of Web pages presenting a process (i.e., a sequence of steps that need to be completed in order to accomplish an activity), all Web pages in the process conform at the specified level or better. (Conformance is not possible at a particular level if any page in the process does not conform at that level or better.)	Yes	Web of Science has a series of pages that are used to search for content within a database. All Web pages in the process conform to Level AA or better.
<i>Only accessibility-supported ways of using technology</i>	Only accessibility-supported ways of using technologies are relied upon to satisfy the success criteria. Any information or functionality that is provided in a way that is not accessibility supported is also available in a way that is accessibility supported.	Yes	Web of Science has been tested for interoperability with users' assistive technology in the human language(s) of the content. AND, The technology is supported natively in widely distributed user agents (HTML and CSS) that are also accessibility supported.
<i>Non-interference</i>	If technologies are used in a way that is not accessibility supported, or if they are used in a non-conforming way, then they do not block the ability of users to access the rest of the page. In addition, the Web page as a whole continues to meet the conformance requirements under each of the following conditions: <ol style="list-style-type: none"> 1. When any technology that is not relied upon is turned on in a user agent, 2. When any technology that is not relied upon is turned off in a user agent, and 3. When any technology that is not relied upon is not supported by a user agent 	Yes	Technologies used in the Web of Science do not block the ability of users to access the rest of the page. Each Web page as a whole continues to meet the conformance requirements under each of the stated conditions.

Principle 1: Perceivable – information and user interface components must be presentable to users in ways they can perceive.

Standard	Description	Apply Yes/No	Meets Yes/No	Comments
<i>Guideline 1.1 Text Alternatives: Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.</i>				
1.1.1	<p>Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below (Level A).</p> <ul style="list-style-type: none"> • Controls, Input: If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Guideline 4.1 for additional requirements for controls and content that accepts user input.) • Time-Based Media: If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to Guideline 1.2 for the additional requirements for media.) • Test: If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content. • Sensory: If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content. • CAPTCHA: If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities. • Decorative, Formatting, Invisible: If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology. 	Yes	Yes	The Web of Science provides alt and title text for non-text images.
<i>Guideline 1.2 Time-based Media: Provide alternatives for time-based media.</i>				
1.2.1	<p>Audio-only and Video-only (Prerecorded): For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such (Level A):</p> <ul style="list-style-type: none"> • Prerecorded Audio-only: An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content. • Prerecorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content. 	No	NA	All help files containing video include closed caption.
1.2.2	<p>Captions (Prerecorded): Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such. (Level A)</p>	Yes	Yes	Closed caption is provided for video tutorials.
1.2.3	<p>Audio Description or Media Alternative (Prerecorded): An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such. (Level A)</p>	Yes	Yes	Video tutorials have audio.

Standard	Description	Apply Yes/No	Meets Yes/No	Comments
1.2.4	Captions (Live): Captions are provided for all live audio content in synchronized media. (Level AA)	No	NA	
1.2.5	Audio Description (Prerecorded): Audio description is provided for all prerecorded video content in synchronized media. (Level AA)	Yes	Yes	Video tutorials have audio.
<i>Guideline 1.3 Adaptable: Create content that can be presented in different ways (for example simpler layout) without losing information or structure.</i>				
1.3.1	Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)	Yes	Yes	Information and relationships that are implied by visual or auditory formatting are generally preserved when the presentation format changes.
1.3.2	Meaningful Sequence: When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined. (Level A)	Yes	Yes	Generally the sequence of content does not matter, but when it does it can be read sequentially.
1.3.3	Sensory Characteristics: Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound. (Level A)	Yes	Yes	Instructions do not rely on sensory characteristics.
<i>Guideline 1.4 Distinguishable: Make it easier for users to see and hear content including separating foreground from background.</i>				
1.4.1	Use of Color: Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. (Level A)	Yes	Yes	As a web application, the Web of Science does not use color-coding as the sole means of conveying information with the exception of the display of matching terms from searches ("search hits"), which are conveyed with highlight color.
1.4.2	Audio Control: If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level. (Level A)	No	NA	Web of Science does not have audio.

Standard	Description	Apply Yes/No	Meets Yes/No	Comments
1.4.3	<p>Contrast (Minimum): The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: (Level AA)</p> <ul style="list-style-type: none"> Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1; Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement. 	Yes	Yes	Web of Science meets contrast minimum.
1.4.4	<p>Resize text: Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality. (Level AA)</p>	Yes	Yes	Text can easily be resized using browser controls.
1.4.5	<p>Images of Text: If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: (Level AA)</p> <ul style="list-style-type: none"> Customizable: The image of text can be visually customized to the user's requirements; Essential: A particular presentation of text is essential to the information being conveyed. 	Yes	Partial	Web of Science uses an image of text for the Clarivate Analytics logo. Some buttons still use GIF files. <i>(Button images identified and fix planned).</i>

Principle 2: Operable - User interface components and navigation must be operable.

Standard	Description	Apply Yes/No	Meets Yes/No	Comments
<i>Guideline 2.1 Keyboard Accessible: Make all functionality available from a keyboard.</i>				
2.1.1	<p>Keyboard: All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints. (Level A)</p>	Yes	With exception	As a web application, the Web of Science supports general keyboard navigation. Keyboard navigation in Safari is not well supported without use of assistive technology.
2.1.2	<p>No Keyboard Trap: If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away. (Level A)</p>	Yes	Yes	If keyboard focus can be moved to a component, then focus can be moved off.
<i>Guideline 2.2 Enough Time: Provide users enough time to read and use content.</i>				

Standard	Description	Apply Yes/No	Meets Yes/No	Comments
2.2.1	<p>Timing Adjustable: For each time limit that is set by the content, at least one of the following is true: (Level A)</p> <ul style="list-style-type: none"> • Turn off: The user is allowed to turn off the time limit before encountering it; or • Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or • Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or • Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or • Essential Exception: The time limit is essential and extending it would invalidate the activity; or • 20 Hour Exception: The time limit is longer than 20 hours. 	Yes	Yes	Web of Science has a session timeout with a limit longer than 20 hours.
2.2.2	<p>Pause, Stop, Hide: For moving, blinking, scrolling, or auto-updating information, all of the following are true: (Level A)</p> <ul style="list-style-type: none"> • Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and • Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential. 	No	NA	
<i>Guideline 2.3 Seizures: Do not design content in a way that is known to cause seizures.</i>				
2.3.1	<p>Three Flashes or Below Threshold: Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds. (Level A)</p>	No	NA	Web of Science does not use any flashing components.
<i>Guideline 2.4 Navigable: Provide ways to help users navigate, find content, and determine where they are.</i>				
2.4.1	<p>Bypass Blocks: A mechanism is available to bypass blocks of content that are repeated on multiple Web pages. (Level A)</p>	Yes	Yes	Web of Science has links to skip to navigation, content and footer.

Standard	Description	Apply Yes/No	Meets Yes/No	Comments
2.4.2	Page Titled: Web pages have titles that describe topic or purpose. (Level A)	Yes	Partial	Web of Science page titles change based on the page. More differentiation could be provided in a few instances. <i>(Page title audit completed and fix planned for product pages. Unable to update the page titles in the Web of Science Help files as they are housed in a 3rd party CMS).</i>
2.4.3	Focus Order: If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability. (Level A)	Yes	Yes	Navigation through Web of Science pages is generally sequentially down the page, or in an order of operation.
2.4.4	Link Purpose (In Context): The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. (Level A)	Yes	Yes	Links in Web of Science can be determined by the link text or with its programmatically determined link context.
2.4.5	Multiple Ways: More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process. (Level AA)	Yes	Yes	In general, the pages in Web of Science are accessed in a logical step and accessed only via a link or button.
2.4.6	Headings and Labels: Headings and labels describe topic or purpose. (Level AA)	Yes	Yes	Where appropriate, Web of Science provides headings and labels.
2.4.7	Focus Visible: Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible. (Level AA)	Yes	Yes	Keyboard operable user interfaces have a mode of operation where the keyboard focus indicator is visible.

Principle 3: Understandable - Information and the operation of user interface must be understandable.

Standard	Description	Apply Yes/No	Meets Yes/No	Comments
<i>Guideline 3.1 Readable: Make text content readable and understandable.</i>				
3.1.1	Language of Page: The default human language of each Web page can be programmatically determined. (Level A)	Yes	No	Web of Science does not indicate the language of the page as an attribute on of the HTML tag. <i>(Fixed planned in next release)</i>
3.1.2	Language of Parts: The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text. (Level AA)	Yes	No	Web of Science does not indicate the language of content that is not in the main language of the page. <i>(Investigating options to meet this requirement).</i>
<i>Guideline 3.2 Predictable: Make Web pages appear and operate in predictable ways.</i>				
3.2.1	On Focus: When any component receives focus, it does not initiate a change of context. (Level A)	Yes	Yes	Web of Science does not initiate dialog windows or open new tabs on focus.
3.2.2	On Input: Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component. (Level A)	Yes	Yes	Entering data or selecting a form control has predictable effects.
3.2.3	Consistent Navigation: Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user. (Level AA)	Yes	Yes	Consistent presentation and layout is provided for users.
3.2.4	Consistent Identification: Components that have the same functionality within a set of Web pages are identified consistently. (Level AA)	Yes	Yes	Components function and look the same throughout Web of Science.
<i>Guideline 3.3 Input Assistance: Help users avoid and correct mistakes.</i>				
3.3.1	Error Identification: If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text. (Level A)	Yes	Yes	Web of Science ensures that users are aware that an error has occurred and can determine what is wrong.
3.3.2	Labels or Instructions: Labels or instructions are provided when content requires user input. (Level A)	Yes	Yes	Labels and / or instructions are provided when needed.
3.3.3	Error Suggestion: If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content. (Level AA)	Yes	Yes	Users receive appropriate suggestions for correction of an input error if it is possible.

Standard	Description	Apply Yes/No	Meets Yes/No	Comments
3.3.4	<p>Error Prevention (Legal, Financial, Data): For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: (Level AA)</p> <ul style="list-style-type: none"> • Reversible: Submissions are reversible. • Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. • Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission. 	No	NA	

Principle 4: Robust - Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies.

Standard	Description	Apply Yes/No	Meets Yes/No	Comments
<i>Guideline 4.1 Compatible: Maximize compatibility with current and future user agents, including assistive technologies.</i>				
4.1.1	Parsing: In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. (Level A)	Yes	Yes	Content can be parsed correctly since the markup language is formed correctly.
4.1.2	Name, Role, Value: For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. (Level A)	Yes	Yes	Name, role and value can be determined.

Support Documentation and Services

Standard	Description
<i>601: General</i>	
601.1	Scope: The technical requirements in Chapter 6 shall apply to ICT support documentation and services where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

Standard	Description	Apply Yes/No	Meets Yes/No	Comments
<i>602: Support Documentation</i>				
602.1	General. Documentation that supports the use of ICT shall conform to 602.			
602.2	Accessibility and Compatibility Features: Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.	Yes	No	

602.3	Electronic Support Documentation: Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).	Yes	Partial	<p>Web of Science offers support documentation directly within the product using a 3rd party CMS and via LibGuides.</p> <p>Web of Science support documentation has some issues displaying table headers and roles that describe the table type. The table is available but the table type is not. The documentation does not display the language attribute on the HTML document. The 3rd party CMS does not allow us to edit the tables or the language attribute.</p> <p>Web of Science resource materials are housed in the LibGuides CMS. LibGuides accessibility documentation can be found at: http://help.springshare.com/content.php?pid=160119&sid=1354262. The Web of Science instance of LibGuides has some minor accessibility issues. <i>(Issues identified and fix planned in Q1).</i></p>
602.4	Alternate Formats for Non-Electronic Support Documentation: Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.	No	NA	All documents are electronic.

603: Support Services

603.1	General. ICT support services including, but not limited to, help desks, call centers, training services, and automated self-service technical support, shall conform to 603.			
603.2	Information on Accessibility and Compatibility Features. ICT support services shall include information on the accessibility and compatibility features required by 602.2.	No	No	<i>(Creation of an accessibility statement is planned).</i>

603.3	Accommodation of Communication Needs. Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities.	Yes	Partial	Clarivate Analytics Customer Care provides end user and account services support via web-form, email, telephone, fax and chat. In regards to disabilities, such as hearing impaired, should we receive a call from a Telecommunications Relay Service (TRS), or similar service, we would interact with the customer through the service.
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