

WEB OF SCIENCE

Product Accessibility Conformance Report

Name of Product / Version Number: Web of Science Next Gen (06/2022) **Report date:** June 8, 2022

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Product Description

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, Arabic Citation Index, and Zoological Record®

Notes:

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

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

Evaluation Methods Used:

The following tools are used to test WCAG (Web Content Accessibility Guidelines) 2.1 AA adherence:

- Deque aXe Accessibility Testing (Chrome Plug in and API)
- WebAim’s WAVE Evaluation Tool
- WCAG Contrast Checker
- SortSite from PowerMapper
- SonarQube
- Manual Keyboard Testing
- NVDA (Nonvisual Desktop Access) and VoiceOver Screen Readers

Terms:

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 be used only in WCAG 2.1 Level AAA

Web Content Accessibility Guidelines 2.1 level AA

Standard	Description	Conformance	Comments
Conformance level	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.	Partially supports	Web of Science strives for compliance with the Web Content Accessibility Guidelines v2.1 AA standard. Any areas of non-compliance, as well as unique accessibility features, are listed in the following sections.
Full Page	Conformance (and conformance level) is for full Web page(s) only, and cannot be achieved if part of a Web page is excluded.	Supports	Conformance is based on full Web pages only.
Complete processes	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.)	Partially supports	Web of Science has a series of pages that are used to search for content within a database.
Only accessibility-supported ways of using technology	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.	Supports	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.
Non-interference	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 	Supports	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	Conformance	Comments
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. 	Partially supports	<p>Web of Science provides alt and title text for most non-text images.</p> <p>The third-party vendor Pendo currently offers accessibility fields for guides, walk-throughs, tooltips, and banners. Available Pendo fields for Auto-focus, ARIA labels, Alt Text, Titles, and ARIA roles are mostly populated. Web of Science continues to work closely with Pendo to implement and maintain new features as part of the Pendo accessibility roadmap.</p> <p>The third-party vendor Dotmatics Elemental has accessibility issues in the Chemistry Structure Drawing tool.</p>
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 timebased media or an audio track is provided that presents equivalent information for prerecorded video-only content. 	Not applicable	<p>Help files include links to instructional videos on the Clarivate marketing website,</p>

Standard	Description	Conformance	Comments
1.2.2	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)	Not applicable	which are not considered part of the Web of Science product.
1.2.3	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)	Not applicable	
1.2.4	Captions (Live): Captions are provided for all live audio content in synchronized media. (Level AA)	Not applicable	
1.2.5	Audio Description (Prerecorded): Audio description is provided for all prerecorded video content in synchronized media. (Level AA)	Not applicable	
1.3.1	Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)	Partially supports	Information and relationships that are implied by visual or auditory formatting are generally preserved when the presentation format changes. The third-party vendor Dotmatics Elemental has accessibility issues in the Chemistry Structure Drawing tool.
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)	Partially supports	In most cases, the sequence of content does not matter, but when it does it can be read sequentially. The third-party vendor Dotmatics Elemental has accessibility issues in the Chemistry Structure Drawing tool.
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)	Supports	Instructions do not rely on sensory characteristics.
1.3.4	Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential .	Partially supports	Web of Science is best experienced on a desktop device, with some core functionalities available in

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			<p>mobile.</p> <p>My Research Assistant (MyRA) offers an optimal mobile experience.</p>
1.3.5	<p>The purpose of each input field collecting information about the user can be programmatically determined when:</p> <ul style="list-style-type: none"> • The input field serves a purpose identified in the Input Purposes for User Interface Components section; and • The content is implemented using technologies with support for identifying the expected meaning for form input data. 	Partially supports	<p>This is supported in the majority of Web of Science.</p> <p>Exceptions include some fields on the sign-in page.</p>
1.4.1	<p>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)</p>	Supports	<p>Web of Science does not use color coding as the sole means of conveying information. However, matching terms within a set of search results are highlighted on the search summary page.</p>
1.4.2	<p>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)</p>	Not applicable	<p>Audio is not a core part of the product experience.</p> <p>However, Web of Science can be accessed by customers using screen reader technology (NVDA and VoiceOver). This includes an opt-in accessibility feature to hear an audio clue, which notifies users when the page has completed or loaded.</p>
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. 	Partially supports	<p>The majority of Web of Science supports this guideline.</p> <p>Areas of exceptions include help files and search aids.</p>
1.4.4	<p>Resize text: Except for captions and images of text, text can be resized without assistive</p>	Partially supports	<p>The majority of Web of Science supports this guideline, with the</p>

Standard	Description	Conformance	Comments
	technology up to 200 percent without loss of content or functionality. (Level AA)		exception of some functionality lost on the search summary page when increased to 150%.
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. 	Supports	
1.4.10	<p>Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for:</p> <ul style="list-style-type: none"> • Vertical scrolling content at a width equivalent to 320 CSS pixels; • Horizontal scrolling content at a height equivalent to 256 CSS pixels; <p>Except for parts of the content which require two-dimensional layout for usage or meaning.</p>	Partially supports	<p>Web of Science is best experienced on a desktop device, with some core functionalities available in mobile.</p> <p>My Research Assistant (MyRA) offers an optimal mobile experience.</p>
1.4.11	<p>The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s):</p> <ul style="list-style-type: none"> • User Interface Components: Visual information required to identify user interface components and states, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author; • Graphical Objects: Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed. 	Supports	
1.4.12	<p>In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property:</p> <ul style="list-style-type: none"> • Line height (line spacing) to at least 1.5 times the font size; • Spacing following paragraphs to at least 2 times the font size; • Letter spacing (tracking) to at least 0.12 times the font size; • Word spacing to at least 0.16 times the font size. <p>Exception: Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script.</p>	Supports	

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1.4.13	<p>Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:</p> <ul style="list-style-type: none"> • Dismissible: A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an input error or does not obscure or replace other content; • Hoverable: If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing; • Persistent: The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid. • Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author. 	Partially supports	The majority of Web of Science supports this guideline, with the exception to issues on the Analyze Results page.

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

Standard	Description	Conformance	Comments
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>	Partially supports	There are some areas in Web of Science where there are keyboard navigation issues.
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>	Partially supports	Search aid issues are currently being addressed.
2.1.4	<p>Character Key Shortcuts: If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:</p> <ul style="list-style-type: none"> • Turn off: A mechanism is available to turn the shortcut off; • Remap: A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc). • Active only on focus: The keyboard shortcut for a user interface component is only active when that component has focus. (Level A) 	Supports	

Standard	Description	Conformance	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. 	Supports	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. 	Partially supports	Our single sign in page has an issue that needs to be addressed.
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>	Not applicable	Web of Science does not use any flashing components.
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>	Partially supports	The majority of Web of Science supports this guideline, with the exception of search aids.
2.4.2	<p>Page Titled: Web pages have titles that describe topic or purpose. (Level A)</p>	Supports	

Standard	Description	Conformance	Comments
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)	Partially supports	Navigation though Web of Science pages is generally sequentially down the page, or in an order of operation. There are a few areas where the focus needs to be improved.
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)	Partially supports	Most links in Web of Science can be determined by the link text or with its programmatically determined link context. Exceptions include help pages and the third-party tool, Pendo.
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)	Supports	Pages in Web of Science can be accessed in a logical step and accessed via a link or button, as well as breadcrumbs.
2.4.6	Headings and Labels: Headings and labels describe topic or purpose. (Level AA)	Partially supports	Web of Science provides headings and labels for the majority of the product. Exception includes the third-party tool Dotmatics Elemental in the Chemistry Structure Drawing Tool.
2.4.7	Focus Visible: Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible. (Level AA)	Supports	Keyboard operable user interfaces have a mode of operation where the keyboard focus indicator is visible.
2.5.1	Pointer Gestures: All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential. (Level A)	Supports	
2.5.2	Pointer Cancellation: For functionality that can be operated using a single pointer, at least one of the following is true: <ul style="list-style-type: none"> • No Down-Event: The down-event of the pointer is not used to execute any part of the function; • Abort or Undo: Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion; • Up Reversal: The up-event reverses any outcome of the preceding down-event; 	Supports	

Standard	Description	Conformance	Comments
	<ul style="list-style-type: none"> • Essential: Completing the function on the down-event is essential. (Level A) 		
2.5.3	<p>Label in Name: For user interface components with labels that include text or images of text, the name contains the text that is presented visually. (Level A)</p>	Partially supports	<p>The majority of Web of Science supports this guideline.</p> <p>Exceptions include issues in alerting and summary pages.</p>
2.5.4	<p>Motion Actuation: Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when:</p> <ul style="list-style-type: none"> • Supported Interface: The motion is used to operate functionality through an accessibility supported interface; • Essential: The motion is essential for the function and doing so would invalidate the activity. (Level A) 	Partially supports	<p>Web of Science can mostly be accessed on desktop and tablet-sized screens.</p> <p>My Research Assistant (MyRA) offers an optimal mobile experience.</p>

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

Standard	Description	Conformance	Comments
3.1.1	<p>Language of Page: The default human language of each Web page can be programmatically determined. (Level A)</p>	Supports	
3.1.2	<p>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)</p>	Partially supports	<p>The majority of Web of Science reads the appropriate language, with the exception of drop-down menu options.</p>
3.2.1	<p>On Focus: When any component receives focus, it does not initiate a change of context. (Level A)</p>	Supports	<p>Web of Science does not initiate dialog windows or open new tabs on focus.</p>
3.2.2	<p>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)</p>	Partially supports	<p>The majority of controls in Web of Science do not automatically change context. The exception where this occurs exists in Marked List filters.</p>
3.2.3	<p>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)</p>	Supports	<p>Consistent presentation and layout are provided for users.</p>

Standard	Description	Conformance	Comments
3.2.4	Consistent Identification: Components that have the same functionality within a set of Web pages are identified consistently. (Level AA)	Supports	Components function and look the same throughout Web of Science.
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)	Partially supports	Web of Science ensures that users are aware that an error has occurred and can determine what is wrong. Users are notified visually, but in some cases, errors may not be read by screen readers.
3.3.2	Labels or Instructions: Labels or instructions are provided when content requires user input. (Level A)	Supports	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)	Partially supports	Users visually receive appropriate suggestions for correction of an input error if it is possible. Users are notified visually, but in some cases, errors may not be read by screen readers.
3.3.4	Error Prevention (Legal, Financial, Data): 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) <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. 	Not applicable	

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	Conformance	Comments
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)	Partially supports	Content can be parsed correctly since the markup language is formed correctly throughout the majority of Web of Science.

			Exception includes some issues in Cited Reference Search.
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)	Partially supports	Name, role and value can be determined in the majority of the product.
4.1.3	Status Messages: In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus. (Level AA)	Partially supports	Status messages can be determined through role or properties throughout the majority of Web of Science. Exceptions include some issues in Alerting and search aids.

Support Documentation and Services

Standard	Description
601: General	
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	Conformance	Comments
602.1			
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.	Does not support	
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).	Partially supports	Web of Science offers support documentation directly within the product using a third-party CMS and via LibGuides, and Pendo. Web of Science support documentation has some issues displaying table headers and roles that describe the table type. The table is available, but the

			<p>table type is not. The documentation does not display the language attribute on the HTML document. The third-party CMS does not allow us to edit the tables or the language attribute. Web of Science resource materials are housed in the LibGuides CMS.</p> <p>Available Pendo accessibility fields are being populated in old and new guides, walk-throughs, tool tips and banners.</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.	Not applicable	All documents are electronic.
603.1			
603.2	Information on Accessibility and Compatibility Features. ICT support services shall include information on the accessibility and compatibility features required by 602.2.	Does not support	
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.	Partially supports	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.