VPAT Accessibility Conformance Report

(Based on ITI VPAT©)

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| **Name of Product** | **Mendeley Cite** |
| **Date Last Updated** | **October 30, 2023** |
| Completed by | Nicholas Seow (Digital Accessibility Team) |
| **Applicable Standards/Guidelines** | This document rates Mendeley Cite v1.63.0 according to the W3C WCAG 2.1 A and AA requirements.  |
| **Contact for More Information** | Elsevier Digital Accessibility Teamaccessibility@elsevier.com |
| **Testing Tools and Methods** | * **Hands-on keyboard operation**
* **DevTools/Code inspection**
* **Mozilla Firefox 119 on Windows 11 22H2**
* **Microsoft Word for the web & Microsoft Word for Windows 2309**
* **NVDA screen reader 2023.2**
* **Color Contrast Analyzer**
* [W3C Web Accessibility Initiative (WAI) Pages](https://www.w3.org/WAI/)
* [Elsevier Accessibility Checklist](http://romeo.elsevier.com/accessibility_checklist/)
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| **Document Sections** | This review document includes all WCAG 2.1 A and AA checkpoints, organized into 7 logical sections: * Visuals
* Keyboard
* Headings and Structure
* Labeling
* Multimedia
* Usability
* Mobile User Experience
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| **Pages/screens Covered** | * References; Edit Reference, Override manually, Select Collection panel
* Citation settings; Change citation style, Search for another style, Add a custom style, Change citation language
* Introductory tour, “More…” panel, interstitial/loading screens
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| **Terms** | * **Supports: The functionality of the product has at least one method that meets the criteria without known defects or meets with equivalent facilitation.**
* **Partially supports: Some functionality of the product does not meet the criteria.**
* **Does not support: Majority of functionality of the product does not meet the criteria.**
* **Supports (N/A): According to W3C on conformance, "If there is no content to which a success criterion applies, the success criterion is satisfied."**
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| **Notes/Terminology** | * **“AT” stands for Assistive Technology such as screen readers, voice input, etc.**
* **Mendeley Cite is an Add-in for Microsoft Word, and available on Microsoft Word’s web and desktop applications.**
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## Conformance Summary

| **WCAG 2.1 Success Criterion**  | **Level** | **Evaluation** |
| --- | --- | --- |
| 1.1.1: Non-text Content | A | Partially supports |
| 1.2.1: Audio-only and Video-only (Prerecorded) | A | Supports (N/A) |
| 1.2.2: Captions (Prerecorded) | A | Supports (N/A) |
| 1.2.3: Audio Description or Full Text Alternative | A | Supports (N/A) |
| 1.2.4: Captions (Live) | AA | Supports (N/A) |
| 1.2.5: Audio Description | AA | Supports (N/A) |
| 1.3.1: Info and Relationships | A | Partially supports |
| 1.3.2: Meaningful Sequence | A | Supports |
| 1.3.3: Sensory Characteristics | A | Supports |
| 1.3.4: Orientation (2.1) | AA | Supports |
| 1.3.5: Identify Input Purpose (2.1) | AA | Supports (N/A) |
| 1.4.1: Use of Color | A | Partially supports |
| 1.4.2: Audio Control | A | Supports (N/A) |
| 1.4.3: Contrast (Minimum) | AA | Partially supports |
| 1.4.4: Resize text | AA | Partially supports |
| 1.4.5: Images of Text | AA | Supports |
| 1.4.10: Reflow (2.1) | AA | Partially supports |
| 1.4.11: Non-Text Contrast (2.1) | AA | Supports |
| 1.4.12: Text Spacing (2.1) | AA | Supports |
| 1.4.13: Content on Hover or Focus (2.1) | AA | Partially supports |
| 2.1.1: Keyboard | A | Partially supports |
| 2.1.2: No Keyboard Trap | A | Partially supports |
| 2.1.4: Character Key Shortcuts (2.1) | A | Supports (N/A) |
| 2.2.1: Timing Adjustable | A | Supports (N/A) |
| 2.2.2: Pause, Stop, Hide | A | Supports (N/A) |
| 2.3.1: Three Flashes or Below Threshold | A | Supports (N/A) |
| 2.4.1: Bypass Blocks | A | Supports (N/A) |
| 2.4.2: Page Titled | A | Supports (N/A) |
| 2.4.3: Focus Order | A | Supports |
| 2.4.4: Link Purpose (In Context) | A | Supports |
| 2.4.5: Multiple Ways | AA | Supports |
| 2.4.6: Headings and Labels | AA | Partially supports |
| 2.4.7: Focus Visible | AA | Supports |
| 2.5.1: Pointer Gestures (2.1) | A | Supports (N/A) |
| 2.5.2: Pointer Cancellation (2.1) | A | Supports |
| 2.5.3: Label in Name (2.1) | A | Partially supports |
| 2.5.4: Motion Actuation (2.1) | A | Supports (N/A) |
| 3.1.1: Language of Page | A | Supports (N/A) |
| 3.1.2: Language of Parts | AA | Does not support |
| 3.2.1: On Focus | A | Supports |
| 3.2.2: On Input | A | Supports |
| 3.2.3: Consistent Navigation | AA | Supports |
| 3.2.4: Consistent Identification | AA | Supports |
| 3.3.1: Error Identification | A | Supports |
| 3.3.2: Labels or Instructions | A | Partially supports |
| 3.3.3: Error Suggestion | AA | Supports |
| 3.3.4: Error Prevention (Legal, Financial, Data) | AA | Supports (N/A) |
| 4.1.1: Parsing | A | Supports |
| 4.1.2: Name, Role, Value | A | Partially supports |
| 4.1.3: Status Messages (2.1) | AA | Partially supports |

## WCAG 2.1 A and AA Success Criteria

### Visuals

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| **WCAG 2.1****Checkpoint** | **Conformance Level** | **Remarks** |
| [1.1.1: Non-Text Content](https://www.w3.org/TR/WCAG21/#non-text-content) (A)Provide text alternatives for non-text content (e.g. images) | Partially supports | Almost all images and icons have appropriate text equivalents.**Exceptions:*** Override manually: Tooltip – Tooltip button has an empty label/accessible name: its icon lacks a text alternative and has the aria-hidden attribute
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| [1.3.3: Sensory Characteristics](https://www.w3.org/TR/WCAG21/#sensory-characteristics) (A)Do not rely on sensory characteristics of components such as shape, size, visual location, orientation, or sound | Supports | There are no instructions or areas of content which rely solely on sensory characteristics. |
| [1.4.1: Use of Color](https://www.w3.org/TR/WCAG21/#use-of-color) (A)Color is not used as the only visual means of conveying info | Partially supports | Across Mendeley Cite, when color is used as a means of conveying information, another visual method is often also used to convey the information without color.**Exceptions:*** References: Buttons under "Step 1"/"Step 2" – Keyboard focus on either button is only indicated via color change (blue to grey) of outline style
* Edit Reference: "Discard" button, Reference options selection field – Keyboard focus on elements is only indicated via color change (blue to grey) of existing outline style
* References: "Insert Citation" buttons – Buttons appear similarly to adjacent strings of text (plain text style), and their interactivity is only indicated via a different color (blue vs. dark grey). The additional visual cue on pointer hover is a subtle color change from blue to darker blue.
 |
| [1.4.3: Color Contrast (Minimum)](https://www.w3.org/TR/WCAG21/#contrast-minimum) (AA)Text has enough contrast with the background (4.5:1 for small text and 3:1 for large text) | Partially supports | Text has sufficient contrast with its corresponding background in almost all areas across Mendeley Cite.**Exceptions:*** "More..." Panel: Version number – Version information (light grey), e.g. "Mendeley Cite v1.63.0", has insufficient contrast against background (white)
* Search for another style, Add a custom style: Input field – Field placeholder text, which constitutes the field's only visible label text, is subject to browser default styles (light grey) and may lack sufficient color contrast against the field background (white)
* References: "Search for references to add…" field – Field placeholder text, which constitutes the field's only visible label text, is subject to browser default styles (light grey) and may lack sufficient color contrast against the field background (white)
* Edit Reference: "Value" field – Field placeholder text, which constitutes the field's only visible label text, is subject to browser default styles (light grey) and may lack sufficient color contrast against the field background (white)
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| [1.4.4: Resize Text](https://www.w3.org/TR/WCAG21/#resize-text) (AA)Text can be enlarged up to 200% without loss of functionality. | Partially supports | Text may be enlarged to 200% while preserving functionality of content in many instances. However, fixed elements within the viewport may overlay and obscure content on certain pages. The ability to resize the Add-in panel/viewport within the Microsoft Word application may be limited depending on screen size/resolution, and may affect the usability of zoomed-in states.**Exceptions:*** References: Citations list – Panels above (fields) and below (selected citations) the citations list are fixed, and may significantly obscure the visible area containing the citations list at higher zoom levels, particularly when numerous citations are selected.
* Edit Reference: Editing form – Several input fields may be obscured at higher zoom levels, as the bottom panel of the interface with "Save Changes" and "Discard" buttons is fixed, while the main form area is not able to be scrolled upon zoom. (Keyboard tabbing to place focus on inputs may help bring them into view.)
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| [1.4.5: Images of Text](https://www.w3.org/TR/WCAG21/#images-of-text) (AA)Text is used rather than images of text, except where the presentation of text is essential, such as logos | Supports | No images of text are used other than for logos or essential presentation. |
| [1.4.10: Reflow](https://www.w3.org/TR/WCAG21/#reflow)(AA)Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for:Vertical scrolling content at a width equivalent to 320 CSS pixels;Horizontal scrolling content at a height equivalent to 256 CSS pixels. | Partially supports | At high zoom levels, content is typically able to reflow vertically (content is largely already presented within a single vertical column) and does not require horizontal scrolling. However, fixed elements within the viewport may overlay and obscure content on certain pages. The ability to resize the Add-in panel/viewport within the Microsoft Word application may be limited depending on screen size/resolution, and may affect the usability of zoomed-in states. **Exceptions:*** References: Citations list – Panels above (fields) and below (selected citations) the citations list are fixed, and may significantly obscure the visible area containing the citations list at higher zoom levels, particularly when numerous citations are selected.
* Edit Reference: Editing form – Several input fields may be obscured at higher zoom levels, as the bottom panel of the interface with "Save Changes" and "Discard" buttons is fixed, while the main form area is not able to be scrolled upon zoom. (Keyboard tabbing to place focus on inputs may help bring them into view.)
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| [1.4.11: Non-Text Contrast](https://www.w3.org/TR/WCAG21/#non-text-contrast) (AA)User interact components and graphical objects have a contrast ratio of at least 3:1 against adjacent color(s). | Supports | All non-text UI components and graphical objects have at least a 3:1 contrast ratio. |
| [1.4.12: Text Spacing](https://www.w3.org/TR/WCAG21/#text-spacing) (AA)In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all the following and by changing no other style property: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. | Supports | Users may adjust the text spacing of content to the minimum baseline properties without causing loss of content or functionality.Note: The Microsoft Word desktop application may lack a mechanism for changing the line height and spacing metrics of Add-in content. These properties may set for the Mendeley Cite Add-in on Word for the web via browser extension. |
| [1.4.13: Content on Hover or Focus](https://www.w3.org/TR/WCAG21/#content-on-hover-or-focus) (AA)Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:* Dismissable
* Hoverable
* Persistent
 | Partially supports | Content that appears on hover or focus is very uncommonly encountered in Mendeley Cite – although the sole instance may not fully meet the requirements for dismissability or hoverability.**Exceptions:*** Override manually: Tooltip – Tooltip container is hoverable across the majority – but not entirety – of its visible area (container may be unexpectedly dismissed if pointer hovers close to its edges). Tooltip container is not dismissable via the Esc key while activated solely through pointer hover (dismissability of the container is only ensured after activating the tooltip trigger button via keyboard selection or mouseclick).
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| [2.3.1: Three Flashes or Below Threshold](https://www.w3.org/TR/WCAG21/#three-flashes-or-below-threshold) (A)No more than three flashes in a 1-second period, or the flashes are below the defined thresholds | Supports (N/A) | No flashing content exists. |

### Keyboard

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| **WCAG 2.1****Checkpoint** | **Conformance Level** | **Remarks** |
| [1.3.2: Meaningful Sequence](https://www.w3.org/TR/WCAG21/#meaningfuusequence) (A)The correct reading sequence can be programmatically determined | Supports | The correct reading sequence is logical, with the DOM order according with the visual order. |
| [2.1.1: Keyboard](https://www.w3.org/TR/WCAG21/#keyboard) (A)All functionality is available from a keyboard, except for tasks such as drawing | Partially supports | A substantial portion of standard content and functionality is keyboard operable across Mendeley, although keyboard operability may be unexpectedly impeded in a couple of specific instances.**Exceptions**:* Search for another style, Add a custom style: Components – Interactive components presented upon context change (back button, input field) are not focusable/usable via keyboard – focus has to be set to input field by pointer to restore keyboard operability
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| [2.1.2: No Keyboard Trap](https://www.w3.org/TR/WCAG21/#no-keyboard-trap) (A)The user can use the keyboard to move through page elements and is not trapped on a particular element | Partially supports | Most pages/screens do not feature a keyboard trap, although keyboard operability may be unexpectedly impeded in a couple of specific instances (that amount to keyboard traps).**Exceptions**:* Search for another style, Add a custom style: Context and components – Interactive components presented upon context change (back button, input field) are not focusable/usable via keyboard – the inability to return to the previous context constitutes a keyboard trap. Closing and re-launching the Mendeley Cite Add-in via the Microsoft Word interface does not reset the context nor restore predictable keyboard functionality.
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| [2.1.4: Character Key Shortcuts](https://www.w3.org/TR/WCAG21/#character-key-shortcuts) (A)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:* Turn off
* Remap
* Active only on focus
 | Supports (N/A) | Mendeley Cite does not use any character key shortcuts. |
| [2.4.3: Focus Order](https://www.w3.org/TR/WCAG21/#focus-order) (A)Users can tab through the elements of a page in a logical order | Supports | Tab order is logical across Mendeley Cite and preserves the meaning and operability of content – at least where keyboard operability is present (see SC 2.1.1 for use of keyboard exceptions). Focus management is typically utilized appropriately to constrain tab focus within modal dialogs, but perhaps less appropriately in the “Other options” menu (which nevertheless has a logical tab sequence). Several areas such as the list of citations and selected citations drawer in References feature arrow key navigation in accordance with the logical order of components. |
| [2.4.7: Focus Visible](https://www.w3.org/TR/WCAG21/#focus-visible) (AA)The page element with the current keyboard focus has a visible focus indicator | Supports | Interactive elements across Mendeley Cite feature visible indications of focus. The focus indicator is typically a simple outline style (widths and colors vary). A few exceptions where visible focus indicators may not be sufficiently prominent due to use of color are noted under SC 1.4.1. |
| [3.2.1: On Focus](https://www.w3.org/TR/WCAG21/#on-focus) (A)When a UI component receives focus, this does not trigger unexpected actions. | Supports | Focusable elements do not cause unexpected actions/changes of context when receiving focus. |

### Headings and Structure

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| **WCAG 2.1****Checkpoint** | **Conformance Level** | **Remarks** |
| [1.3.1: Information and Relationships](https://www.w3.org/TR/WCAG21/#info-and-relationships) (A)Info, structure, and relationships can be programmatically determined | Partially supports | Headings, lists, and labels for input elements are programmatically determinable in many areas of Mendeley Cite to help distinguish content via semantic structure and relationships.**Exceptions:*** References: "Step 1"/"Step 2" headings – Section headings are visually distinguished (bold text), but are not programmatically determinable as headings
* Search for another style, Add a custom style: Input field – Field placeholder text, which constitutes the field's only visible label text, does not suffice as a programmatically determinable label
* References: Citations list – Checkbox inputs lack programmatically determinable labels
* References: "Citation Style"/"Citation Language" headings – Headings are visually distinguished (capitals and bold text), but are not programmatically determinable as headings
 |
| [2.4.1: Bypass Blocks](https://www.w3.org/TR/WCAG21/#bypass-blocks) (A)Users can bypass repeated blocks of content. | Supports (N/A) | The Add-in does not constitute a set of web pages, and is more akin to a simple single-page application. (A brief bar containing the tablist and menu button is positioned at the top of the Add-in pane only on the main pages/screens.) In Microsoft Word for the web, an iframe contains the Mendeley Cite Add-in panel entirely, and bears a descriptive title attribute. |
| [2.4.6: Headings and Labels](https://www.w3.org/TR/WCAG21/#headings-and-labels) (AA) Headings and labels are clear and consistent. | Partially supports | Headings are present in some areas to help distinguish content, although heading structure is somewhat sparse given the nature of content. Visible labeling of components is generally meaningful/descriptive.**Exceptions:*** References: Select collection button – Visible label (e.g. "All References") is accompanied by graphic icon indicating expandable state, but may be insufficiently descriptive of button's purpose
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| [3.1.1: Language of Page](https://www.w3.org/TR/WCAG21/#language-of-page) (A)The language of the page is specified | Supports (N/A) | While a language attribute is not present on the <html> element of Add-in's iframe in Microsoft Word for the web, the Add-in pane does not constitute a web page within the scope of this criterion. When Microsoft Word's language and locale is set to English (United States), the primary language in Mendeley Cite is appropriately English. |
| [3.1.2: Language of Parts](https://www.w3.org/TR/WCAG21/#language-of-parts) (AA)Specify the language of text passages that are in a different language than the default language of the page. | Does not support | Phrases and passages of text that are in a different language from the default (English) are not indicated via language attributes, which may be a limitation inherent to Microsoft Word Add-ins.* Citation Settings, Change citation language: Language names, text within in citations – During the selection of citation language – and depending on the citation language selected – there may be non-English text presented where the language of passages/phrases is not programmatically determinable
 |
| [4.1.1: Parsing](https://www.w3.org/TR/WCAG21/#parsing) (A)Use valid, error-free HTML | Supports | All pages use and error-free HTML; HTML and CSS typically pass concerning these 4 specific criteria: 1. elements have complete start and end tags,
2. elements are nested according to their specifications
3. elements do not contain duplicate attributes
4. any IDs are unique, except where the specifications allow these features.

Note: There may be other general HTML validation errors outside the scope of this criterion. |

### Labeling

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| **WCAG 2.1****Checkpoint** | **Conformance Level** | **Remarks** |
| [1.3.5: Identify Input Purpose](https://www.w3.org/TR/WCAG21/#identify-input-purpose) (AA)The purpose of each input field collecting information about the user can be programmatically determined when: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. | Supports (N/A) | No applicable form elements that collect such information about the user are present in the Mendeley Cite Add-in. |
| [2.4.2: Page Titled](https://www.w3.org/TR/WCAG21/#page-titled) (A)The page has a title describing its topic or purpose | Supports (N/A) | The Add-in does not constitute a web page nor a set of web pages, and functionality akin to a page title may be dependent on the Microsoft Word interface. In Microsoft Word for the web, an iframe contains the Mendeley Cite Add-in panel entirely, and bears both a descriptive title attribute and a <title> element within the <head> section of the HTML document. |
| [2.4.4: Link Purpose (In Context)](https://www.w3.org/TR/WCAG21/#link-purpose-in-context) (A)The purpose of each link can be determined from the link text or surrounding context. | Supports | An identifiable purpose may be deduced for each link from the link text or surrounding context. |
| [2.5.3: Label in Name](https://www.w3.org/TR/WCAG21/#label-in-name) (A)For user interface components with labels that include text or images of text, the name contains the text that is presented visually. | Partially supports | Most user interface components that have visible text contain that text consistently within the accessible name, although some programmatically determinable labels may not sufficiently match what is presented visibly.**Exceptions:*** Introductory tour modal: "Take the tour" button – The button's visible label text, "Take the tour", does not clearly match its accessible name as implemented via aria-label attribute, "Take Mendeley Cite tour" (a different term occurs between key words)
* Introductory tour steps: "Next" button – The button's visible label text, "Next", does not match its accessible name as implemented via aria-label attribute, e.g. "Continue to step 2 of 5"
* Select Collection panel menu: Option buttons – Several buttons, e.g. "Recently Read", erroneously have the same accessible name value "Show recently added references" implemented via aria-label attribute
* Override manually: Textarea input – The input field's programmatically determinable label (via aria-label attribute), "Manual Override", does not closely match the visible label (text immediately above the field), "Override the entire citation below manually.", as the words are rearranged/interspersed with others.
 |
| [3.2.4: Consistent Identification](https://www.w3.org/TR/WCAG21/#consistent-identification) (AA)UI components used across the web site are identified consistently on every page. | Supports | Components are typically consistent across Mendeley Cite, and identified consistently where they perform the same function across pages. |
| [3.3.1: Error Identification](https://www.w3.org/TR/WCAG21/#error-identification) (A)Input errors are clearly marked and described to the user. | Supports | Most text input fields in Mendeley Cite do not impose specific format/value requirements and permit arbitrary text input, and forms typically do not feature required fields. An instance of error validation occurs upon form submission in Add a custom style: invalid input results in the presentation of an error message, “Enter a valid URL”, immediately after the field. This error message is visually distinguished by its red text along with a ‘warning’ icon, and is announced to AT; the field outline also turns from black to red as a visual indication of error state. (However, the error state/message is not programmatically associated with the input.) Otherwise, relevant and conventional feedback upon entry of invalid search terms (“No search results for …”) is typically present during various instances of search form functionality. |
| [3.3.2: Labels or Instructions](https://www.w3.org/TR/WCAG21/#labels-or-instructions) (A)Items requiring user input are clearly labeled or have clear instructions. | Partially supports | Labels or instructions are provided for most form elements, most of which are programmatically associated with their inputs. Note: see SC 1.3.1 for exceptions where visible labels may not be programmatically associated with inputs; see SC 4.1.2 for exceptions concerning the appropriate labels/names of custom components more analogous to form controls.**Exceptions:** * Edit Reference: Reference options selection field – Field lacks a visible label, although it has an aria-label value specified: "Reference options"
 |
| [3.3.3: Error Suggestion](https://www.w3.org/TR/WCAG21/#error-suggestion) (AA)When the user makes an input error, give suggestions for valid input. | Supports | Most text input fields in Mendeley Cite do not impose specific format/value requirements and permit arbitrary text input, and forms typically do not feature required fields. An instance of error validation and suggestion occurs upon form submission in Add a custom style: invalid input results in the presentation of an error message, “Enter a valid URL”, immediately after the field. This error message is also announced to AT.  |
| [4.1.2: Name, Role, Value](https://www.w3.org/TR/WCAG21/#name-role-value) (A)For all UI components, the name, value, and role can be programmatically determined. | Partially supports | Some UI components communicate their state programmatically, and many have accessible names that are appropriately defined. Several ARIA attributes and roles are implemented erroneously (or are not present where appropriate).**Exceptions:*** Introductory tour steps: Modal container – Container resembles a modal dialog (and features appropriate keyboard focus management), yet lacks appropriate roles/attributes
* All: Modal containers – Several modal dialogs lacks accessible names, e.g. "Getting support", "Change citation language", etc.
* References, Citation Settings: "Other options"/ellipsis menu – Menu button & menu with items lack appropriate roles/attributes to support better usability with AT
* References: Select collection button – While visible label (e.g. "All References") is accompanied by graphic icon indicating expandable state, the accessible name via aria-label (e.g. "Selected All References") may not be sufficiently descriptive of the button's purpose, i.e. to select collection via panel menu.
* References: Selected citations drawer – Accessible names of the components relating to individual citations are not descriptive, as each is defined via aria-label attributes generically as "Author, Year". (The visible text labels in fact indicate respective author names and publication years.) These components additionally lack button roles, despite their purpose to activate an "Edit Reference" screen for each citation. Accessible names of the buttons to "Remove reference" may similarly be insufficiently descriptive, as the aria-label attributes do not indicate which specific reference each applies to (although each removal button does occur on the same grid row as its respective reference). The grid container also lacks an aria-label attribute (i.e. no programmatically determinable description/instructions).
* Override manually: Tooltip – Tooltip trigger is a button with an empty label/accessible name (tooltip activation occurs upon focus/hover rather than upon with regular button activation). Tooltip content is not programmatically communicated to AT: the button's enclosing <div> has aria-describedby attribute referencing tooltip content but is not in the tabindex); tooltip container itself lacks role="tooltip" and accessible name.
* All: Various elements – Various static elements and generic containers (e.g. <div> with no role) have extraneous aria-label attributes
* References: "Save Changes"/"Discard" buttons in selected citations drawer – Button's encapsulating <div> has erroneous role="menu"
* Change citation style, search for another style, Change citation language: Citation style/language selection list – Listbox lacks an accessible name
 |
| [4.1.3 Status Messages](https://www.w3.org/TR/WCAG21/#status-messages) (AA)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. | Partially supports | Many status messages are appropriately announced by assistive technology. For example, among others: messages signaling each step of the introductory tour, error messages while adding custom citation styles, and even spoken-word previews of citation styles that audibly approximate citation text styles/formatting.**Exceptions:*** "Updating your references..." interstitial screen: Busy icon/message – While typically brief, the animated busy icon and message "Updating your references from Mendeley Reference Manager" (on an overlay temporarily disables the usual interactivity) are not announced to AT. However, "References updated successfully!" message upon is announced to indicate update process completion.
* References: Reference list during search – Dynamic search results upon "Search for references to add…" input, including the "No search results..." message, are not announced to AT.
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### Multimedia

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| **WCAG 2.1****Checkpoint** | **Conformance Level** | **Remarks** |
| [1.2.1: Audio-only or Video-only (Prerecorded)](https://www.w3.org/TR/WCAG21/#audio-only-and-video-only-prerecorded) (A)Provide alternatives for pre-recorded audio-only or video-only content. | Supports (N/A) | There is no pre-recorded audio-only or video-only content. |
| [1.2.2: Captions (Prerecorded)](https://www.w3.org/TR/WCAG21/#captions-prerecorded) (A)Provide captions for pre-recorded audio | Supports (N/A) | There is no pre-recorded audio content. |
| [1.2.3: Audio Description or Media Alternative (Prerecorded)](https://www.w3.org/TR/WCAG21/#audio-description-or-media-alternative-prerecorded) (A)Provide alternatives for pre-recorded synchronized audio/video | Supports (N/A) | There is no pre-recorded synchronized audio/video content. |
| [1.2.4: Captions (Live)](https://www.w3.org/TR/WCAG21/#captions-live) (AA)Provide captions for live audio in synchronized audio/video. | Supports (N/A) | There is no synchronized audio/video content nor live audio. |
| [1.2.5: Audio Description (Prerecorded)](https://www.w3.org/TR/WCAG21/#audio-description-prerecorded) (AA)Provide an audio description of pre-recorded video. | Supports (N/A) | There is no pre-recorded video content. |
| [1.4.2: Audio Control](https://www.w3.org/TR/WCAG21/#audio-control) (A)Audio can be paused and stopped, or the audio volume can be changed. | Supports (N/A) | No pages feature audio that plays automatically.  |
| [2.2.2: Pause, Stop, Hide](https://www.w3.org/TR/WCAG21/#pause-stop-hide) (A)Users can stop, pause, or hide moving, blinking, scrolling, or auto-updating information. | Supports (N/A) | There is no moving, scrolling, or auto-updating information for which the criterion is applicable. |

### Usability

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| **WCAG 2.1****Checkpoint** | **Conformance Level** | **Remarks** |
| [2.2.1: Timing Adjustable](https://www.w3.org/TR/WCAG21/#pause-stop-hide) (A)Users are warned of time limits shorter than 20 hours and time limits can be turned off or extended | Supports (N/A) | There is no session timeout shorter than 20 hours.  |
| [2.4.5: Multiple Ways](https://www.w3.org/TR/WCAG21/#multiple-ways) (AA)More than one way is available to navigate to other web pages. | Supports | The Add-in does not constitute a set of web pages, as almost all pages/screens are a step or result of a process. The two main tabs that are most analogous to discrete pages are readily available via the tablist/main navigation. |
| [3.2.2: On Input](https://www.w3.org/TR/WCAG21/#on-input) (A) Changing the setting of a checkbox, radio button, or other UI component does not trigger unexpected changes in context. | Support | User input, such as changing the values of form elements, does not initiate unexpected changes in context. |
| [3.2.3: Consistent Navigation](https://www.w3.org/TR/WCAG21/#consistent-navigation) (AA)Navigation menus are in the same location and order on every web page. | Supports | The Add-in does not constitute a set of web pages. The bar containing the tablist/main navigation (and “Other options” menu button) is consistently positioned at the top of the Add-in pane.  |
| [3.3.4: Error Prevention (Legal, Financial, Data)](https://www.w3.org/TR/WCAG21/#error-prevention-legaufinanciaudata) (AA)For web pages with legal or financial commitments, input can be reviewed and corrected before final submission, and submissions can be reverted. | Supports (N/A) | There are no submissions which require legal or financial commitments.  |

### Mobile User Experience

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| **WCAG 2.1****Checkpoint** | **Conformance Level** | **Remarks** |
| [1.3.4: Orientation](https://www.w3.org/TR/WCAG21/#orientation)) (AA)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. | Supports | Mendeley Cite does not restrict view and operation of content to a single orientation, although display orientation of the Add-in pane is determined by the Microsoft Word interface. |
| [2.5.1: Pointer Gestures](https://www.w3.org/TR/WCAG21/#pointer-gestures) (A)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. | Supports (N/A) | The Add-in do not utilize or require multipoint or path-based gestures for any functionality. |
| [2.5.2 Pointer Cancellation](https://www.w3.org/TR/WCAG21/#pointer-cancellation) (A)For functionality that can be operated using a single pointer, at least one of the following is true:* No Down-Event
* Abort or Undo
* Up Reversal
* Essential
 | Supports | All interactive content functions through the Up-Event, allowing users to potentially move their pointer off the component to cancel. |
| [2.5.4: Motion Actuation](https://www.w3.org/TR/WCAG21/#motion-actuation) (A)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:* Supported Interface
* Essential
 | Supports (N/A) | There is no content that utilizes device or user motion. |