

Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: ScholarOne Manuscript / April 2025 (initial report date March 2024)

Report Date: 03/22/2024 (updated in April 2025)

Contact information: ScholarOne Support / s1help@silverchair.com

Soraya Martinez / smartinez@silverchair.com

Product Description:

ScholarOne has been a leading SaaS (software as a service) technology workflow solutions provider to the Scholarly Publishing community for over twenty years. It is a comprehensive workflow management system designed for scholarly journals, books, and conferences. ScholarOne streamlines the entire submission and review process for academic manuscripts, and it provides a secure online platform for authors, reviewers, and editors to collaborate effectively.

ScholarOne uses third-party tools, including Pendo, Copyright Clearance Center RightsLink, PayPal, Crossref Similarity Check/iThenticate, Overleaf, and Web of Science Review Locator.

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 site audits were conducted.

Silverchair 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 and the European Accessibility Act (EAA) compliance.

Evaluation Methods Used

Our most recent accessibility audit was performed using a variety of tools to ensure adherence to WCAG (Web Content Accessibility Guidelines) 2.2 AA standards.

To inform the latest accessibility updates (released in March 2024), an initial audit was conducted by [Deque Systems](#). The audit covered the Author and Admin tabs, as well as the header and footer. Tools included:

- WAVE browser tool

- Axe DevTools
- JAWS
- Color Contrast Analyzer
- Browser text size adjustment

To guide and test the resulting remediation roadmap and changes, an internal audit was conducted, using:

- Deque aXe Accessibility Testing (Chrome Plug-in)
- WebAim's WAVE Evaluation Tool
- WCAG Contrast Checker
- High Contrast (Chrome Plugin)
- VoiceOver
- NVDA
- Manual Keyboard Testing

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standards/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017, and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The product's functionality has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some product functionality 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 2.0 Level AAA.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Criteria	Conformance	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially supports	<p>The Submission process for Authors and the footer support 1.1.1 non-text content as part of the ScholarOne remediation process, which is scheduled to be deployed in March'24.</p> <p>Third-party vendors that are part of the ScholarOne experience may present issues, including Copyright Clearance Center RightsLink, PayPal, Crossref Similarity Check/iThenticate, Overleaf, and Web of Science Review Locator.</p> <p>The third-party vendor Pendo currently offers accessibility fields for guides, walkthroughs, tooltips, and banners. Available Pendo fields for Auto-focus, ARIA labels, Alt Text, Titles, and ARIA roles are mostly populated. ScholarOne Manuscript continues to work closely with Pendo to implement and maintain new features as part of the Pendo accessibility roadmap.</p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not applicable	<p>Help files include links to instructional videos on the Silverchair marketing website, which are not considered part of the ScholarOne Manuscript product.</p>

Criteria	Conformance	Remarks and Explanations
<u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not applicable	
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not applicable	No audio or video content.
<u>1.3.1 Info and Relationships</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially supports	The site employs the following to support this criterion: <ul style="list-style-type: none"> • ScholarOne Header supports 1.3.1 Info and Relationships as part of the ScholarOne remediation process scheduled to be deployed in March'24. • ScholarOne Footer supports 1.1.1 non-text as part of the ScholarOne remediation process, which is scheduled to be deployed in March'24.

Criteria	Conformance	Remarks and Explanations
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>ScholarOne Header supports 1.3.1 Info and Relationships as part of the ScholarOne remediation process scheduled to be deployed in March'24.</p> <p>Third-party vendors that are part of the ScholarOne experience may present issues, including Copyright Clearance Center RightsLink, PayPal, Crossref Similarity Check/iThenticate, Overleaf, and Web of Science Review Locator.</p>
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not applicable	<p>Instructions do not rely on sensory characteristics.</p>
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially supports	<p>ScholarOne Header supports the 1.4.1 Use of color as part of the ScholarOne remediation process scheduled to be deployed in March'24.</p>

Criteria	Conformance	Remarks and Explanations
<u>1.4.2 Audio Control</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not applicable	No audio or video content.
<u>2.1.1 Keyboard</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially supports	Keyboard navigation in the ScholarOne header and footer, as well as the submission process, are supported by using tab and enter keys. The submission process for Authors is part of ScholarOne remediation improvements scheduled to be deployed in March'24.
<u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially supports	Keyboard navigation in the ScholarOne header and footer, and submission process are supported. The submission process for Authors is part of ScholarOne remediation improvements scheduled to be deployed in March'24.

Criteria	Conformance	Remarks and Explanations
<p><u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Not applicable	No shortcuts are triggered using only letters (including upper- and lower-case letters), punctuation, numbers, or symbol characters.
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not applicable	The product does not impose task-based time limits.
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not applicable	There is no moving, blinking, scrolling, or auto-updating content on the site.

Criteria	Conformance	Remarks and Explanations
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not applicable	No flashing or blinking content.
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Partially supports	<p>Most content blocks are grouped under headings or using structural elements but may be inconsistent throughout the product.</p> <p>Skip navigation is not provided at the top of every page to permit users to skip repetitive navigation links, but it is part of future remediation plans.</p>

Criteria	Conformance	Remarks and Explanations
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	All pages in ScholarOne have descriptive page titles.
<p><u>2.4.3 Focus Order</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially supports	Navigation through ScholarOne pages is generally sequentially down the page or in an order of operation. The focus order needs to be improved in a few areas, including the Author Dashboard.
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially supports	<p>With some exceptions, meaningful in-context link text has been used throughout the site.</p> <p>Exceptions include:</p> <p>Areas of the product that display images of buttons, particularly in the Admin workflow. Resolving images of buttons are part of future remediation plans.</p>

Criteria	Conformance	Remarks and Explanations
<u>2.5.1 Pointer Gestures</u> (Level A 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not applicable	Product does not require multipoint or path-based gestures for operation.
<u>2.5.2 Pointer Cancellation</u> (Level A 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Regarding No Down-Event: “The down-event of the pointer is not used to execute any part of the function.” That is, when the user clicks an interactive control, and continues to depress the mouse button while moving the pointer off the target before releasing the button, no part of the intended function is executed.
<u>2.5.3 Label in Name</u> (Level A 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially supports	Many labels and buttons visually include text that accurately conveys the control’s purpose. However, some images-as-buttons and form fields in major workflows need to be addressed. Including an accessible name is considered a critical and high-priority remediation item for ScholarOne.
<u>2.5.4 Motion Actuation</u> (Level A 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not applicable	The product does not include any functionality operated by device or user motion.

Criteria	Conformance	Remarks and Explanations
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.1.1 (Web) 10.3.1.1 (Non-web document) 11.3.1.1.1 (Open Functionality Software) 11.3.1.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.2.1 (Web) 10.3.2.1 (Non-web document) 11.3.2.1 (Open Functionality Software) 11.3.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Context is not changed on focus alone.
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.2.2 (Web) 10.3.2.2 (Non-web document) 11.3.2.2 (Open Functionality Software) 11.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially supports	Most forms provide the appropriate controls to indicate a change in context. Exceptions include: <ul style="list-style-type: none"> Some dropdowns in Admin workflows change the context of a page without sufficient warning.

Criteria	Conformance	Remarks and Explanations
<u>3.2.6 Consistent Help</u> (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	ScholarOne provides a Resources & Updates Center (located on the lower righthand side of the screen) using the third-party tool Pendo. To access this resource center, users must first consent to using cookies on their devices.
<u>3.3.1 Error Identification</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially supports	The majority of ScholarOne provides visual text when an error is detected.
<u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially supports	Most form labels are clearly described.
<u>3.3.7 Redundant Entry</u> (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Partially supports	<p>A few areas in ScholarOne require the user to author repetitive data.</p> <p>Regarding account passwords, users can either manually sign in with their username and password or, if available, use their Web of Science ORCID credentials.</p> <p>Additionally, ScholarOne allows for the uploading of documents to pre-populate fields in the Author Submission process.</p>

Criteria	Conformance	Remarks and Explanations
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata .
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Not required • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially supports	The Author pages are part of the ScholarOne remediation process scheduled to be deployed in March'24, with future improvements planned for other areas of the product.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not applicable	Help files include links to instructional videos on the Silverchair marketing website, which are not considered part of the ScholarOne product.
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not applicable	
<p><u>1.3.4 Orientation</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Partially supports	ScholarOne is best experienced on a desktop device, with mobile functionality in the Home, Author, and Admin pages.

Criteria	Conformance	Remarks and Explanations
<u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.3.5 (Web) 10.1.3.5 (Non-web document) 11.1.3.5.1 (Open Functionality Software) 11.1.3.5.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially supports	1.3.5 Identify Input Purpose in the Author sections is part of the ScholarOne remediation process scheduled to be deployed in March'24.
<u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.4.3 (Web) 10.1.4.3 (Non-web document) 11.1.4.3 (Open Functionality Software) 11.1.4.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially supports	Many areas of ScholarOne support this guideline, with the header in ScholarOne most recently updated to compliance. The Cookie Preference Center, accessed in the product footer, is owned by Pendo and contains color contrast issues. ScholarOne Manuscript continues to work closely with Pendo to implement and maintain new features as part of the Pendo accessibility roadmap. Visual design improvements (including third-party icons/badges from Pendo) are currently being reviewed and prioritized for remediation in 2024.
<u>1.4.4 Resize text</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.4.4 (Web) 10.1.4.4 (Non-web document) 11.1.4.4.1 (Open Functionality Software) 11.1.4.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially supports	The majority of ScholarOne supports this guideline, with the header and footer most recently updated to compliance. Exceptions include some issues of clipped content when increased to 200%.

Criteria	Conformance	Remarks and Explanations
<p><u>1.4.5 Images of Text</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does not support	While most buttons are properly formatted in HTML and CSS, there are some buttons as images in major workflows, including the Admin and Manage pages. They are part of future remediation plans.
<p><u>1.4.10 Reflow</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Partially supports	<p>The Home, Author, and Admin pages are responsive and can be used little to no loss of information or functionality.</p> <p>ScholarOne is best experienced on a desktop device.</p>
<p><u>1.4.11 Non-text Contrast</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Partially supports	Some elements parts of major workflows do not meet this requirement. These issues are part of future remediation plans.

Criteria	Conformance	Remarks and Explanations
<p><u>1.4.12 Text Spacing</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	
<p><u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	Information icons can be accessed through clicking, and dismissible with a close icon. However, focus can be improved.
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Pages in ScholarOne can be accessed in a logical step and accessed via main navigation, as well as breadcrumbs.

Criteria	Conformance	Remarks and Explanations
<u>2.4.6 Headings and Labels</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially supports	While headings are visually descriptive, work is in progress to ensure each interactive element/form control has a meaningful and accurate label.
<u>2.4.7 Focus Visible</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially supports	Many areas in ScholarOne support a visible focus indicator, including the header and footer, forms, and main navigation. Areas to improve include lefthand navigation in Author and Reviewer section, which are being reviewed for future remediation.
<u>2.4.11 Focus Not Obscured (Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Partially support	ScholarOne uses modals to display dismissible content such as information icons, “View more info” buttons. Several buttons will also open additional content (such as PDFs, Analysis pages) in a new window which may partially obscure the clicked link.
<u>2.5.7 Dragging Movements</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not applicable	There are no dragging interactions in ScholarOne.
<u>2.5.8 Target Size (Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Partially supports	Some buttons adhere to this guideline, however buttons that are icons-only do not pass the basic 24x24 pixel target size.

Criteria	Conformance	Remarks and Explanations
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.1.2 (Web) 10.3.1.2 (Non-web document) 11.3.1.2 (Open Functionality Software) – Does not apply 11.3.1.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.2.3 (Web) 10.3.2.3 (Non-web document) – Does not apply 11.3.2.3 (Open Functionality Software) – Does not apply 11.3.2.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Consistent presentation and layout are provided for users.

Criteria	Conformance	Remarks and Explanations
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Partially supports	The majority instances of components are consistent in function and identification, with the exceptions of buttons that are in violation of 1.4.5 Images of text.
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially support	Visual suggestions for error correction are made where applicable, such as forms. However, work is in progress to implement programmatically determined error corrections.

Criteria	Conformance	Remarks and Explanations
<u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	ScholarOne provides contextual error messages in forms (adjacent to form field in questions, as well as modals) that describe how to fix an error.
<u>3.3.8 Accessible Authentication (Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	ScholarOne allows for the uploading of documents to pre-populate fields in the Author Submission process. Users can sign in manually with their username and password but can also sign in using their Web of Science ORCID credentials, if available.
<u>4.1.3 Status Messages</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially supports	Visual suggestions for status messages, such as forms, are made where applicable. However, work is in progress to implement programmatically determined status messages.

Revised Section 508 Report

Notes:

Chapter 3: **Functional Performance Criteria** (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially supports	As part of March '24 remediation updates, this product will be partially coded to work with screen readers and other assistive technologies. However, Skip navigation will not be available.
302.2 With Limited Vision	Partially supports	
302.3 Without Perception of Color	Partially supports	<p>Many parts of ScholarOne convey information beyond the use of only color, with some components in need of remediation.</p> <p>If needed, the product's CSS can be overridden using the browser.</p>
302.4 Without Hearing	Not applicable	<p>No audio or video content, playback, or feedback.</p> <p>User hearing is not required to search, browse, or use features available in the product.</p>
302.5 With Limited Hearing	Not applicable	<p>No audio or video content, playback, or feedback.</p> <p>User hearing is not required to search, browse, or use features available in the product.</p>
302.6 Without Speech	Not applicable	
302.7 With Limited Manipulation	Partially supports	Most screen elements are designed to be accessible for users with poor motor control (e.g., clickable areas are suitably sized and spaced). Many links and form elements can be accessed using the tab key, with some workflows in need of remediation.
302.8 With Limited Reach and Strength	Partially supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially supports	

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2. x section	See information in WCAG 2. x section
<i>502 Interoperability with Assistive Technology</i>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	This product does not disrupt or interfere with accessibility features available through the user’s operating system or browser. For example, users can use high contrast mode, text resize, and speech output features and settings.
502.2.2 No Disruption of Accessibility Features	Supports	
<i>502.3 Accessibility Services</i>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially supports	Author pages have been updated to support this requirement in the March ‘24 remediation release.
502.3.2 Modification of Object Information	Partially supports	While many states and properties can be modified using a keyboard only, assistive technology sufficiently announces the state of the object in a few areas. Enabling the use of assistive technology is considered a critical and high-priority remediation item for ScholarOne.
502.3.3 Row, Column, and Headers	Partially supports	
502.3.4 Values	Partially supports	The submission process in Author pages has been updated to support this requirement as part of the March ‘24 remediation release.
502.3.5 Modification of Values	Partially supports	

Criteria	Conformance Level	Remarks and Explanations
502.3.6 Label Relationships	Partially supports	Many labels and buttons visually include text that accurately conveys the control's purpose. Including an accessible name is considered a critical and high-priority remediation item for ScholarOne.
502.3.7 Hierarchical Relationships	Partially supports	
502.3.8 Text	Supports	The product is coded using standard HTML styled using CSS.
502.3.9 Modification of Text	Partially supports	Users can insert text into search fields and forms. This text can be modified using assistive technology; however, form fields can be improved with accessible labels. Including an accessible name is considered a critical and high-priority remediation item for ScholarOne.
502.3.10 List of Actions	Supports	Where relevant, the product's UI components provide a list of actions programmatically determinable by assistive technologies.
502.3.11 Actions on Objects	Supports	
502.3.12 Focus Cursor	Partially supports	Input focus can be discerned by assistive technology in most areas of a form; however, visual improvements (outlining, highlighting) can be improved.
502.3.13 Modification of Focus Cursor	Partially supports	Users can modify the location of focus (for user focusable controls), the text insertion point (caret) when a caret exists and change selection attributes of objects (when text and items can be selected by the user); however, visual improvements (outlining, highlighting) can be improved.

Criteria	Conformance Level	Remarks and Explanations
502.3.14 Event Notification	Partially supports	Exceptions include changes in the state of “sort” headers in data tables and the loading of a new page.
502.4 Platform Accessibility Features	Not applicable	This standard applies only to platform and platform software such as operating systems. Marked Not Applicable for application software.
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	The user can change browser settings to override stylesheet defaults.
503.3 Alternative User Interfaces	Not applicable	
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not applicable	No audio or video content.
503.4.2 Audio Description Controls	Not applicable	No audio or video content.
<u>504 Authoring Tools</u>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing	Partially supports	
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Partially supports	
504.2.2 PDF Export	Does not support	
504.3 Prompts	Does not support	
504.4 Templates	Does not support	

Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	The Accessibility link in the footer of every page provides an accessibility statement that describes features and gaps.

Criteria	Conformance Level	Remarks and Explanations
602.3 Electronic Support Documentation	Supports	<p>ScholarOne offers support documentation directly within the product using a third-party CMS and via LibGuides, and Pendo.</p> <p>ScholarOne 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 third-party CMS does not allow us to edit the tables or the language attribute.</p> <p>ScholarOne resource materials are housed in the LibGuides CMS. Available Pendo accessibility fields are being populated in old and new guides, walk-throughs, tooltips, and banners.</p>
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	Silverchair Customer Care provides end-user and account services support via web form, email, and chat.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	The Accessibility link in the footer of every page provides an accessibility statement that describes features and gaps.
603.3 Accommodation of Communication Needs	Supports	Silverchair Customer Care provides end-user and account services support via web form, email, and chat.

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Notes:

Chapter [4: Functional Performance Statements](#) (FPS)

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Criteria	Conformance Level	Remarks and Explanations
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4.2.1 Usage without vision	Partially supports	ScholarOne can be accessed using assistive technology such as a screen reader, with some limitations.
4.2.2 Usage with limited vision	Partially supports	Users can resize text up to 150%, with some loss of information and functionality at 200%.
4.2.3 Usage without perception of colour	Support	ScholarOne can be used without relying solely on color.
4.2.4 Usage without hearing	Supports	The default product experience does not rely on audio.
4.2.5 Usage with limited hearing	Supports	The default product experience does not rely on audio.
4.2.6 Usage with no or limited vocal capability	Supports	Our platforms do not require users to generate vocal input.
4.2.7 Usage with limited manipulation or strength	Supports	The product does not require manipulation or simultaneous action. The only hand strength required may be through the use of a mouse (basic clicks and movement); otherwise, the user can rely on a keyboard.
4.2.8 Usage with limited reach	Not applicable	
4.2.9 Minimize photosensitive seizure triggers	Supports	ScholarOne does not include flashing content.
4.2.10 Usage with limited cognition, language or learning	Partially supports	While ScholarOne includes basic interactions and formatting, the nature of the content and the length of workflows and forms can be dense and may be difficult for those with limited cognition.
4.2.11 Privacy	Supports	Privacy settings are made available to users in an accessible way.

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

Notes :

Chapter [12: Documentation and Support Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required

12.1.1 Accessibility and compatibility features	Partially supports	An accessibility statement which describes features and gaps is available from the Accessibility link in the footer of every page.
12.1.2 Accessible documentation	Supports	<p>ScholarOne offers support documentation directly within the product using a third-party CMS and via LibGuides, and Pendo.</p> <p>ScholarOne 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 third-party CMS does not allow us to edit the tables or the language attribute.</p> <p>ScholarOne resource materials are housed in the LibGuides CMS. Available Pendo accessibility fields are being populated in old and new guides, walk-throughs, tooltips, and banners.</p>
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	An accessibility statement which describes features and gaps is available from the Accessibility link in the footer of every page.
12.2.3 Effective communication	Supports	Silverchair Analytics Customer Care provides end user and account services support via webform, email, telephone, fax and chat. In regard 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.
12.2.4 Accessible documentation	Supports	An accessibility statement which describes features and gaps is available from the Accessibility link in the footer of every page.

Legal Disclaimer (Silverchair)

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