

Reference Manager 12 - VPAT

Updated - March 10, 2009

For more information: <http://www.refman.com>

Thomson Reuters is dedicated to developing software products that are usable for everyone including those with physical challenges and disabilities. Reference Manager was designed to adhere to the Section 508 accessibility standards.

The following document describes the accessibility features that address the Section 508 Standards. This VPAT (Voluntary Product Accessibility Template) is an informational tool developed by industry and government to help facilitate the understanding of compatibility issues under Section 508.

Summary Table: Voluntary Product Accessibility Template

Criteria	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	See section 1194.21 below.
Section 1194.22 Web-based internet information and applications	Reference Manager is not considered a Web-based product. Note: Reference Manager does provide a "Web Publisher" feature that enables users to publish Reference Manager content in Web-based format that could then meet the requirements of Section 1194.22.
Section 1194.23 Telecommunications Products	Reference Manager is not considered a telecommunications product.
Section 1194.24 Video and Multi-media Products	Reference Manager is not considered a multimedia product.
Section 1194.25 Self-Contained, Closed Products	Reference Manager is not a self-contained product.
Section 1194.26 Desktop and Portable Computers	Reference Manager is software as defined under section 1194.21.
Section 1194.31 Functional Performance Criteria	See section 1194.31 below.
Section 1194.41 (a) Information, Documentation and Support	See section 1194.41 below.

Section 1194.21 Software Applications and Operating Systems

Criteria	Explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Supported with minor exceptions: Reference Manager supports built-in Microsoft Windows, Internet Explorer, and Word accessibility features. Keyboard access is provided throughout Reference Manager with the exception of a few of the Word CWYW plug-in tools. It is possible to assign custom short-cut keys to these features using CWYW preferences although for visually impaired users this may require some assistance.
(b) Applications shall not disrupt or disable activated features of other products that are identified	Supported: Reference Manager does not disrupt or disable accessibility features of the operating system.

<p>as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</p>	
<p>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.</p>	<p>Supported: Visual on-screen focus and tracking is provided throughout Reference Manager.</p>
<p>(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>	<p>Supported: Text equivalents are provided for all on-screen graphic elements of the Reference Manager interface.</p>
<p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	<p>Supported: Images used throughout the Reference Manager application for controls, status indicators, or other programmatic elements are consistent throughout the application and, where applicable, consistent with those found throughout the operating system.</p>
<p>(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p>	<p>Supported: Reference Manager uses standard functions to send text to the operating system.</p>
<p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Supported with minor exceptions: Reference Manager supports system-wide color settings as identified in the operating system display properties.</p> <p>Reference Manager does not support large font mode in dialogs where large fonts would render the dialog impossible to read.</p>
<p>(h) When animation is displayed,</p>	<p>Not applicable</p>

the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Reference Manager does not use animations.
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supported: Reference Manager uses color-coding only as a secondary means to convey information.
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Not applicable Reference Manager does not allow for color and contrast setting changes beyond those provided by the Windows operating system or Internet Explorer or Microsoft Word.
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Not applicable Reference Manager does not contain any flashing or blinking text or objects beyond what the operating system may display.
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supported: Reference Manager forms are compatible with Assistive Technology such as screen readers.

Section 1194.31 Functional Performance Criteria

Criteria	Explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for assistive technology used by people who are blind or visually impaired shall be provided.	Supported with minor exceptions: All standard elements of the Reference Manager application support assistive technology used by people who are blind or visually impaired – such as screen readers.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for assistive technology used by people who are visually impaired shall be provided.	Supported with minor exceptions: Reference Manager supports the use of screen readers to access user interface information. Reference Manager, with few exceptions, supports system large font settings.
(c) At least one mode of operation	Supported:

and information retrieval that does not require user hearing shall be provided, or support for assistive technology used by people who are deaf or hard of hearing shall be provided.	Reference Manager does not require user hearing for access to any application functionality.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Supported: Reference Manager does not require user hearing for access to any application functionality.
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for assistive technology used by people with disabilities shall be provided.	Supported: Reference Manager does not require speech recognition.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supported: Reference Manager supports operating system tools such as StickyKeys and FilterKeys as well as other assistive technologies.

Section 1194.41 Information, Documentation, and Support

Section 1194.41 (a) Product Support Documentation	Supported: Full product documentation is provided in printed form for customers purchasing Reference Manager.
Section 1194.41 (b) Accessibility and Compatibility Features	Supported: An individual may access and view Help File topics online or may select a topic for print.
1194.41 (c) Support Services	Supported: The Thomson Reuters Product Support Help Desk is familiar with such features as keyboard access and other options important to people with disabilities.