

Introduction

Product Name: JAMS

Report Version: Version 1 - July 2026

VPAT Version: Voluntary Product Accessibility Template® (VPAT®) International Edition Version 2.5Rev

Product Description

JAMS (Journal & Article Management System) by MDPI is an end-to-end scholarly publishing platform that supports the full journal lifecycle, from manuscript submission and peer review to production, publication, invoicing, and journal management. It provides publishers with a centralized, web-based system to streamline editorial workflows, automate routine processes, and improve operational efficiency. Built on MDPI's publishing infrastructure and experience, JAMS is designed to be scalable, configurable, and suitable for both independent journals and larger publishing portfolios.

Product Scope

The accessibility assessment covers the JAMS web platform used by authors, reviewers, editors, and administrators for manuscript submission, peer review management, editorial decision-making, production workflow management, user account administration, billing functions, and journal website interactions. The scope includes all user-facing web interfaces, navigation components, forms, dashboards, document upload/download workflows, notifications, and core publishing workflow features that are available through the JAMS application.

Contact: accessibility@mdpi.com

Evaluation Methods Used

1. Audit of representative pages and workflows by Deque.
2. Use of browser developer tools and common accessibility heuristics (structure, semantics, keyboard support, color contrast, focus visibility, error handling, and ARIA usage).
3. Consideration of expected interoperability with modern screen readers and other assistive technologies based on standard HTML and ARIA patterns.

WCAG 2.2 A+AA

accessibility@mdpi.com

Criteria	Conformance Level
1.1.1 Non-text Content (Level A)	Partially Supports
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Partially Supports
1.2.2 Captions (Prerecorded) (Level A)	Partially Supports
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Does Not Support

Criteria	Conformance Level
<u>1.2.4 Captions (Live) (Level AA)</u>	Not Applicable
<u>1.2.5 Audio Description (Prerecorded) (Level AA)</u>	Partially Supports
<u>1.3.1 Info and Relationships (Level A)</u>	Partially Supports
<u>1.3.2 Meaningful Sequence (Level A)</u>	Partially Supports
<u>1.3.3 Sensory Characteristics (Level A)</u>	Supports
<u>1.3.4 Orientation (Level AA 2.1 and 2.2)</u>	Supports
<u>1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)</u>	Does Not Support
<u>1.4.1 Use of Color (Level A)</u>	Partially Supports
<u>1.4.2 Audio Control (Level A)</u>	Not Applicable
<u>1.4.3 Contrast (Minimum) (Level AA)</u>	Partially Supports
<u>1.4.4 Resize text (Level AA)</u>	Partially Supports
<u>1.4.5 Images of Text (Level AA)</u>	Supports
<u>1.4.10 Reflow (Level AA 2.1 and 2.2)</u>	Partially Supports
<u>1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)</u>	Partially Supports
<u>1.4.12 Text Spacing (Level AA 2.1 and 2.2)</u>	Partially Supports
<u>1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)</u>	Partially Supports
<u>2.1.1 Keyboard (Level A)</u>	Partially Supports
<u>2.1.2 No Keyboard Trap (Level A)</u>	Supports
<u>2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)</u>	Supports
<u>2.2.1 Timing Adjustable (Level A)</u>	Not Applicable
<u>2.2.2 Pause, Stop, Hide (Level A)</u>	Supports
<u>2.3.1 Three Flashes or Below Threshold (Level A)</u>	Not Applicable
<u>2.4.1 Bypass Blocks (Level A)</u>	Does Not Support
<u>2.4.2 Page Titled (Level A)</u>	Partially Supports

Criteria	Conformance Level
2.4.3 Focus Order (Level A)	Supports
2.4.4 Link Purpose (In Context) (Level A)	Partially Supports
2.4.5 Multiple Ways (Level AA)	Supports
2.4.6 Headings and Labels (Level AA)	Partially Supports
2.4.7 Focus Visible (Level AA)	Partially Supports
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Not Applicable
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports
2.5.3 Label in Name (Level A 2.1 and 2.2)	Partially Supports
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not Applicable
2.5.7 Dragging Movements (Level AA 2.2 only)	Not Applicable
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Partially Supports
3.1.1 Language of Page (Level A)	Does Not Support
3.1.2 Language of Parts (Level AA)	Does Not Support
3.2.1 On Focus (Level A)	Supports
3.2.2 On Input (Level A)	Supports
3.2.3 Consistent Navigation (Level AA)	Supports
3.2.4 Consistent Identification (Level AA)	Supports
3.2.6 Consistent Help (Level A 2.2 only)	Supports
3.3.1 Error Identification (Level A)	Supports
3.3.2 Labels or Instructions (Level A)	Partially Supports
3.3.3 Error Suggestion (Level AA)	Supports
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Partially Supports
3.3.7 Redundant Entry (Level A 2.2 only)	Supports

Criteria	Conformance Level
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports
4.1.2 Name, Role, Value (Level A)	Partially Supports
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Partially Supports

■ Supports / Not Applicable
 ■ Partially Supports
 ■ Does Not Support

WCAG 2.2 A+AA - Details

1.1.1 Non-text Content (Level A)

Partially Supports

Support examples

- The majority of system icons and logos, as well as other images, include alternative text.
- JAMS supports receiving article documents with alt text.

Does not support or partially supports examples

- Individual functional icons lack descriptive text alternatives. Examples include the 'back to top' button in the submission system. Individual decorative images, such as the flow chart on the main landing page describing how JAMS works, as well as multiple logos in the Integrations and Resources tabs, may lack descriptive alternative text.
- JAMS cannot enforce alt text on user-uploaded PDF or Word documents.

Workarounds

- Missing alt texts or other text alternatives will be added in the upcoming UX redesign project. In case support is required until then, please contact us through the contact form or by email at contact@jams.pub.
- We are currently developing internal tools and processes to add alternative text to all non-text content in articles. In the meantime, please contact accessibility@mdpi.com to request text alternatives.

1.2.1 Audio-only and Video-only (Prerecorded) (Level A)

Partially Supports

Support examples

- Videos on the official JAMS site are also described in text form.
- JAMS supports receiving user-uploaded videos with text alternatives.

Does not support or partially supports examples

- JAMS cannot enforce text alternatives for user-uploaded videos.

Notes

- The JAMS website links to multiple webinar videos hosted on YouTube. These videos are not directly related to core JAMS workflows. Automatically generated transcripts are available in the video description on YouTube.

Workarounds

For text alternatives regarding user-uploaded videos, please contact the journal team or the corresponding author(s).

1.2.2 Captions (Prerecorded) (Level A)

Partially Supports

Support examples

- JAMS supports receiving user-uploaded videos with captions.

Does not support or partially supports examples

- JAMS cannot enforce captions in user-uploaded videos.

Notes

- The JAMS website links to multiple webinar videos hosted on YouTube. These videos are not directly related to core JAMS workflows. Automatically generated closed captions are available for these videos.

1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)

Does Not Support

Does not support or partially supports examples

- JAMS doesn't have functionality to display audio descriptions of videos uploaded by users (text descriptions are supported).

Notes

- There are no official JAMS site videos, or only video material as illustrations for text descriptions.

Workarounds

For audio descriptions regarding user-uploaded videos, please contact the journal team.

1.2.4 Captions (Live) (Level AA)

Not Applicable

Notes

- There is no live content on JAMS.

1.2.5 Audio Description (Prerecorded) (Level AA)

Partially Supports

Does not support or partially supports examples

- JAMS doesn't have functions to display audio descriptions of videos uploaded by users.

Notes

- There are videos hosted on the main JAMS website, or only video material as illustrations for text descriptions. The JAMS website links to multiple webinar videos hosted on YouTube. These videos are not directly related to core JAMS workflows. Automatically generated transcripts are available in the video description on YouTube, but there is no audio description for these videos.

Workarounds

- For audio descriptions of the JAMS webinar videos, please contact us through the contact form or by email at contact@jams.pub.
- For audio descriptions regarding user-uploaded videos, please contact the journal team or the corresponding author(s).

1.3.1 Info and Relationships (Level A)

Partially Supports

Support examples

- In most cases, the web application uses semantic HTML to correctly convey information and relationships programmatically.

Does not support or partially supports examples

- There may be inconsistencies in some legacy components. Headers are not always identified correctly. For instance, on the JAMS homepage, some headers are identified as body text instead of headers.
- The value of the language attribute used to indicate the primary language of the support center page is for the wrong language.

Workarounds

- In case support is required, please contact us through the contact form or by email at contact@jams.pub.
- Known accessibility issues will be fixed in upcoming releases.

1.3.2 Meaningful Sequence (Level A)

Partially Supports

Support examples

- The reading order for primary content follows the visual layout on basic key templates.

Does not support or partially supports examples

- There are instances of hidden content readable with screen readers, reducing the consistency of content read with screen readers.

Workarounds

Known accessibility issues will be fixed in upcoming releases. Until then, if support is required, please contact us through the contact form or by email at contact@jams.pub.

1.3.3 Sensory Characteristics (Level A)

Supports

Support examples

- Instructions provided for understanding and operating content on JAMS do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.
- Instructions provided for understanding and operating content on JAMS support center do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.

1.3.4 Orientation (Level AA 2.1 and 2.2)

Supports

Support examples

- JAMS content and articles are not restricted to a single display orientation.

1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)

Does Not Support

Does not support or partially supports examples

- Most input fields on JAMS still lack programmatic determination and autocomplete functions.

Workarounds

Known accessibility issues will be fixed in upcoming releases. Until then, if support is required, please contact us through the contact form or by email at contact@jams.pub.

1.4.1 Use of Color (Level A)

Partially Supports

Support examples

- In most cases, color is used to emphasize categories and states. However, link states, selections, and errors also include textual indicators, ensuring important information is not conveyed by color alone.

Does not support or partially supports examples

- There are pages, such as the submission manuscript page, in which only blue text color indicates a link when not hovering over it (in which case it shows an underline).
- The error message prompt in some forms only uses color to indicate the error.

Workarounds

Known accessibility issues will be fixed in upcoming releases. Until then, if support is required, please contact us through the contact form or by email at contact@jams.pub.

1.4.2 Audio Control (Level A)

Not Applicable

Notes

- There is no automatic audio content on the official JAMS site.
- JAMS third-party content does not contain any audio that plays automatically.

1.4.3 Contrast (Minimum) (Level AA)

Partially Supports

Support examples

- Standard text and primary buttons generally meet the 4.5:1 contrast requirement.

Does not support or partially supports examples

- Secondary links, muted UI text, low-contrast icons, and some focus outlines may fall below the minimum contrast in certain themes or areas.
- Some of the text on the JAMS support page (<https://support.jams.pub>) lacks sufficient contrast against the page background.

Workarounds

Known accessibility issues will be fixed in upcoming releases. Until then, if support is required, please contact us through the contact form or by email at contact@jams.pub.

1.4.4 Resize text (Level AA)

Partially Supports

Support examples

- The publicly accessible JAMS website supports resizing text without loss of content or functionality.

Does not support or partially supports examples

- In the JAMS submission system, loss of information or functionality is possible at high zoom levels. Content enlargement may cause horizontal scrolling, overlapping elements, or truncated labels.

Workarounds

Known accessibility issues will be fixed in upcoming releases. Until then, if support is required, please contact us through the contact form or by email at contact@jams.pub.

1.4.5 Images of Text (Level AA)

Supports

Notes

- Text is used to convey information rather than images of text throughout JAMS.

1.4.10 Reflow (Level AA 2.1 and 2.2)

Partially Supports

Support examples

- JAMS official site content can be presented without loss of function and largely without loss of information at a width of 320 CSS pixels.
- The content of the support functions can be presented without loss of function or information at a width of 320 CSS pixels.

Does not support or partially supports examples

- If the JAMS submission system is viewed on small devices, key layouts (including article search results, journal overview pages, and some article detail sections) require horizontal scrolling in both directions and/or may cause content and controls to be partially hidden or overlap, meaning the page does not reflow within a single column.

Workarounds

Known accessibility issues will be fixed in upcoming releases. Until then, if support is required, please contact us through the contact form or by email at contact@jams.pub.

1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)

Partially Supports

Support examples

- For the majority of official JAMS content, non-text contrast is sufficient according to WCAG criteria.

Does not support or partially supports examples

- Some form fields such as the footer page and submission page session illustration lack sufficient contrast.
- Some non-text elements lack sufficient contrast. For example, the article icons accompanying links to product documentation.

Workarounds

Known accessibility issues will be fixed in upcoming releases. Until then, if support is required, please contact us through the contact form or by email at contact@jams.pub.

1.4.12 Text Spacing (Level AA 2.1 and 2.2)

Partially Supports

Support examples

- Most body text and standard content areas remain readable and usable after changing text style properties according to the WCAG criteria.

Does not support or partially supports examples

- Some tight UI components such as filter chips, and certain button/label combinations, can exhibit clipping, overlapping, or truncated text.

Workarounds

Known accessibility issues will be fixed in upcoming releases. Until then, if support is required, please contact us through the contact form or by email at contact@jams.pub.

1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)

Partially Supports

Does not support or partially supports examples

- Some hover-only content is not reliably available via keyboard focus, and in certain cases users cannot easily dismiss the additional content without moving pointer focus away. For example, the error message prompt when submitting a manuscript.

Notes

- There is no core feature or workflow on JAMS for which content on hover or focus is required, but such content may be used to provide useful additional information or insight.

Workarounds

Known accessibility issues will be fixed in upcoming releases. Until then, if support is required, please contact us through the contact form or by email at contact@jams.pub.

2.1.1 Keyboard (Level A)

Partially Supports

Support examples

- The majority of core functionality is operable via keyboard alone.

Does not support or partially supports examples

- Some navigation elements may not yet be fully operable via keyboard alone. This includes some dropdown selection elements such as 'change language', articles' Instructions for Authors, and 'Terms and Conditions'.

Workarounds

Known accessibility issues will be fixed in upcoming releases. Until then, if support is required, please contact us through the contact form or by email at contact@jams.pub.

2.1.2 No Keyboard Trap (Level A)

Supports

Support examples

- There are no keyboard traps on JAMS or SuSy.

2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)

Supports

Notes

- No single-character keyboard shortcuts are implemented on JAMS.

2.2.1 Timing Adjustable (Level A)

Not Applicable

Notes

- There is no timed content on JAMS or SuSy.

2.2.2 Pause, Stop, Hide (Level A)

Supports

Support examples

- Automatically playing video content on the main JAMS web pages can be paused.

2.3.1 Three Flashes or Below Threshold (Level A)

Not Applicable

Notes

- There is no flashing content on JAMS or SuSy.

2.4.1 Bypass Blocks (Level A)

Does Not Support

Does not support or partially supports examples

- There is no "Skip to main content" or equivalent bypass mechanism on JAMS. Keyboard users will need to tab through repeated navigation elements before reaching the main content.

Workarounds

Known accessibility issues will be fixed in upcoming releases. Until then, if support is required, please contact us through the contact form or by email at contact@jams.pub.

2.4.2 Page Titled (Level A)

Partially Supports

2.4.3 Focus Order (Level A)

Supports

Support examples

- The sequential order of focusable components is correct and logical. Our audits did not find any hidden elements receiving focus.

2.4.4 Link Purpose (In Context) (Level A)

Partially Supports

Support examples

- The majority of links on JAMS are clearly identifiable.

Does not support or partially supports examples

- Purposes of links are not always clear within context. For example, links to detailed journal metrics, page numbers of search results.

Workarounds

Known accessibility issues will be fixed in upcoming releases. Until then, if support is required, please contact us through the contact form or by email at contact@jams.pub.

2.4.5 Multiple Ways (Level AA)

Supports

Support examples

- Users can find journals and articles in multiple ways (e.g., search, journal list, subject/category navigation), providing more than one method to locate most content.

2.4.6 Headings and Labels (Level AA)

Partially Supports

Support examples

- The majority of headings and labels are descriptive and clearly convey the intended purpose.

Does not support or partially supports examples

- In some cases, controls with slightly different actions have the same name, such as form fields related to either suggesting a reviewer or excluding a reviewer.

Workarounds

Known accessibility issues will be fixed in upcoming releases. Until then, if support is required, please contact us through the contact form or by email at contact@jams.pub.

2.4.7 Focus Visible (Level AA)

Partially Supports

Support examples

- The header navigation sidebar, as well as most input and selection boxes, are supported.

Does not support or partially supports examples

- A small number of web pages' tabs (such as "Submissions" and "Submit Manuscript") are not supported.
- The feedback button floating on the right side of most JAMS pages cannot be selected by keyboard, and it is also not possible to select individual items on the first-level feedback page. Some links on the author's help page cannot be focused on.
- The controls in the rich text editor cannot be focused using the tab key.

Workarounds

Known accessibility issues will be fixed in upcoming releases. Until then, if support is required, please contact us through the contact form or by email at contact@jams.pub.

2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)

Supports

Support examples

- When user interface components receive keyboard focus, the components are highlighted and not hidden by other content.

2.5.1 Pointer Gestures (Level A 2.1 and 2.2)

Not Applicable

Notes

- JAMS does not require any multipoint or path-based gestures for operation.

2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)

Supports

Support examples

- Throughout JAMS, all buttons are activated on the up-event of mouse button clicks. After pressing, if the pointer is not released and moved elsewhere, it will not trigger the operation.

2.5.3 Label in Name (Level A 2.1 and 2.2)

Partially Supports

Support examples

- The majority of user interface components have an accessible name and contain a visible label.

Does not support or partially supports examples

- Some individual user interface components do not contain a visible label with an accessible name. For example, the form fields on the manuscript upload page lack aria-label attributes.

Workarounds

Known accessibility issues will be fixed in upcoming releases. Until then, if support is required, please contact us through the contact form or by email at contact@jams.pub.

2.5.4 Motion Actuation (Level A 2.1 and 2.2)

Not Applicable

Notes

- JAMS does not require any motion actuation.

2.5.7 Dragging Movements (Level AA 2.2 only)

Not Applicable

Notes

- There are no functions on JAMS that require dragging motions.

2.5.8 Target Size (Minimum) (Level AA 2.2 only)

Partially Supports

Support examples

- Most click intervals are 24 pixels or more.

Does not support or partially supports examples

- A small portion of click targets are not spaced sufficiently far apart. For example, in the left menu on some pages, the distance between menu items is less than 24 pixels.

Workarounds

Known accessibility issues will be fixed in upcoming releases. Until then, if support is required, please contact us through the contact form or by email at contact@jams.pub.

3.1.1 Language of Page (Level A)

Does Not Support

Support examples

- JAMS is available in English and Chinese. After toggling from one of these language versions to the other, all pages and content will be shown in this language, although some images still show English language content.

Does not support or partially supports examples

- When the page is shown in Chinese, the HTML language attribute is still English.

Notes

- JAMS allows users to upload content in any language, but JAMS cannot guarantee that the language of user-uploaded content can be programmatically determined.

Workarounds

Known accessibility issues will be fixed in upcoming releases. Until then, if support is required, please contact us through the contact form or by email at contact@jams.pub.

3.1.2 Language of Parts (Level AA)

Does Not Support

Does not support or partially supports examples

- When the page is in Chinese, some elements may still use individual English words or phrases. The language tagging does not accurately reflect this.

Notes

- JAMS allows users to upload content in any language, but JAMS cannot guarantee that the language of user-uploaded content can be programmatically determined.

Workarounds

Known accessibility issues will be fixed in upcoming releases. Until then, if support is required, please contact us through the contact form or by email at contact@jams.pub.

3.2.1 On Focus (Level A)

Supports

Support examples

- When any component receives focus, it does not initiate a change of context.

3.2.2 On Input (Level A)

Supports

Support examples

- Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.

3.2.3 Consistent Navigation (Level AA)

Supports

Support examples

- Navigation elements appear consistently on every page and remain in the same position throughout the JAMS website.

3.2.4 Consistent Identification (Level AA)

Supports

Support examples

- Operations with the same functions (search, edit, delete, etc.) consistently use the same text and icons, making it easy to identify them.

3.2.6 Consistent Help (Level A 2.2 only)

Supports

Support examples

- Feedback is always displayed on the right side of the page, while help is located in the left-side menu.

3.3.1 Error Identification (Level A)

Supports

Support examples

- If a form field is filled in incorrectly, a corresponding prompt will appear, advising how to fill the form field correctly.

3.3.2 Labels or Instructions (Level A)

Partially Supports

Support examples

- In general, functions and fields requiring user input have clear labels and instructions. This includes all main workflow forms as well as search fields.

Does not support or partially supports examples

- There are tables in the customer portal (such as the table to add and edit editors) that do not have sufficient labels or instructions. Some tables do not have them when being edited.

Workarounds

Known accessibility issues will be fixed in upcoming releases. Until then, if support is required, please contact us through the contact form or by email at contact@jams.pub.

3.3.3 Error Suggestion (Level AA)

Supports

Support examples

- If an input error is detected in a JAMS form, suggestions to solve the error are provided to the user.

3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)

Partially Supports

Support examples

- All forms and functions that cause financial or legal commitments ask for additional confirmation before submission. Most deletion operations are preceded by a confirmation dialogue for user approval.

Does not support or partially supports examples

- Some forms do not provide a confirmation pop-up when deleting or editing, including the deletion operation for submitted manuscripts.

Workarounds

Known accessibility issues will be fixed in upcoming releases. Until then, if support is required, please contact us through the contact form or by email at contact@jams.pub.

3.3.7 Redundant Entry (Level A 2.2 only)

Supports

Support examples

- In most cases, relevant workflows (e.g., forms and certain submission steps) can reuse previously entered information so users do not need to re-enter the same data. Whether auto-completion is applied in these forms depends on the user's browser settings.

3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)

Supports

Support examples

- Login and authentication processes do not require cognitive function tests. Multiple authentication methods are provided.

4.1.2 Name, Role, Value (Level A)

Partially Supports

Support examples

- The majority of user interface components have an accessible name and contain a visible label.

Does not support or partially supports examples

- Some individual user interface components do not contain a visible label with an accessible name. For example, the form fields on the manuscript upload page lack aria-label attributes.

Workarounds

Known accessibility issues will be fixed in upcoming releases. Until then, if support is required, please contact us through the contact form or by email at contact@jams.pub.

4.1.3 Status Messages (Level AA 2.1 and 2.2)

Partially Supports

Support examples

- Some status messages will be read aloud by screen readers without receiving focus, such as when logging in or loading pages.

Does not support or partially supports examples

- Some status messages will not be read aloud without receiving focus. Examples include errors when filling out forms, or missing input in required fields when submitting a new manuscript or adding a new special issue.

Workarounds

Known accessibility issues will be fixed in upcoming releases. Until then, if support is required, please contact us through the contact form or by email at contact@jams.pub.

Section 508: Authoring Tools

Criteria	Conformance Level	Remarks and Explanations
----------	-------------------	--------------------------

Criteria	Conformance Level	Remarks and Explanations
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	Not Applicable	While JAMS is a publishing tool, it is not an authoring tool as defined by the World Wide Web Consortium (W3C) in ATAG.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Not Applicable	
504.3 Prompts	Not Applicable	
504.4 Templates	Not Applicable	

Section 508: Functional Performance Criteria and Technical Requirements

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Core workflows are generally designed to be usable for screen reader users and operable by keyboard. There are some issues that may cause difficulties for users without vision, such as individual labels or descriptions which are inconsistent or insufficiently clear. Known accessibility issues will be fixed in upcoming releases. Until then, if support is required, please contact us through the contact form or by email at contact@jams.pub .
302.2 With Limited Vision	Supports	After zooming to 200%, the content will not be cut off, and it can still be clicked and read aloud.
302.3 Without Perception of Color	Partially Supports	Charts use not only colors but also descriptions to distinguish elements. Required fields are marked with stars in addition to color distinctions. The links on the page are distinguished only by color, with no underlines. An underline appears only when the mouse hovers over the link. Known accessibility issues will be fixed in upcoming releases. Until then, if support is required, please contact us through the contact form or by email at contact@jams.pub .

Criteria	Conformance Level	Remarks and Explanations
302.4 Without Hearing	Does Not Support	The video in the help section has no subtitles. Known accessibility issues will be fixed in upcoming releases. Until then, if support is required, please contact us through the contact form or by email at contact@jams.pub .
302.5 With Limited Hearing	Partially Supports	The video includes a volume control function. The video in the help section has no subtitles. Known accessibility issues will be fixed in upcoming releases. Until then, if support is required, please contact us through the contact form or by email at contact@jams.pub .
302.6 Without Speech	Not Applicable	Speech is not required to use JAMS.
302.7 With Limited Manipulation	Not Applicable	Physical manipulation is not required to use JAMS.
302.8 With Limited Reach and Strength	Not Applicable	Physical manipulation is not required for JAMS.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

Section 508: Interoperability with assistive Technology

Criteria	Conformance Level	Remarks and Explanations
502.2.1 User Control of Accessibility Features	Supports	MDPI provides and maintains web platforms. Any software components on MDPI platforms are maintained and developed by third parties. We strive to work with third-party providers whose software supports all accessibility needs and to integrate partner software in a manner that does not disrupt or diminish any accessibility features.

Section 508: Support Documentation

Criteria	Conformance Level	Remarks and Explanations
602.2 Accessibility and Compatibility Features	Supports	This ACR provides information on accessibility and compatibility features. It is publicly available at https://www.mdpi.com/accessibility . If any additional information regarding accessibility is required, please contact us at accessibility@mdpi.com .

Criteria	Conformance Level	Remarks and Explanations
602.3 Electronic Support Documentation	Supports	Electronic support documentation is generally HTML based and accessible. If additional format versions or information is required, please contact us at contact@jams.pub .
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	As an online service provider, all JAMS support is electronic.

Section 508: Support Services

Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features	Supports	This ACR provides information on accessibility and compatibility features. It is publicly available at https://www.mdpi.com/accessibility . If any additional information regarding accessibility is required, please contact us at accessibility@mdpi.com .
603.3 Accommodation of Communication Needs	Supports	We are committed to accommodating your communication needs as best we can. Please contact us through the support form or at accessibility@mdpi.com .

EN 301 549

accessibility@mdpi.com

EN 301 549: Clause 4 - Functional Performance Statements

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Core workflows are generally designed to be usable for screen reader users and operable by keyboard. There are some issues that may cause difficulties for users without vision, such as individual labels or descriptions which are inconsistent or insufficiently clear. Known accessibility issues will be fixed in upcoming releases. Until then, if support is required, please contact us through the contact form or by email at contact@jams.pub .
4.2.2 Usage with limited vision	Supports	After zooming to 200%, JAMS page content will not be cut off, and can still be clicked and read aloud.

Criteria	Conformance Level	Remarks and Explanations
4.2.3 Usage without perception of colour	Partially Supports	Charts use not only colors but also descriptions to distinguish elements. Required fields are marked with stars in addition to color distinctions. Some links within page content are distinguished only by color, with no underlines. An underline appears only when the mouse hovers over the link. Known accessibility issues will be fixed in upcoming releases. Until then, if support is required, please contact us through the contact form or by email at contact@jams.pub .
4.2.4 Usage without hearing	Partially Supports	The video in the help section has no subtitles. Known accessibility issues will be fixed in upcoming releases. For a script of this video, or if additional support is required, please contact us through the contact form or by email at contact@jams.pub .
4.2.5 Usage with limited hearing	Partially Supports	Videos on JAMS that contain sound also include a volume control function. The video in the help section has no subtitles. Known accessibility issues will be fixed in upcoming releases. For a script of this video, or if additional support is required, please contact us through the contact form or by email at contact@jams.pub .
4.2.6 Usage with no or limited vocal capability	Not Applicable	Speech is not required for JAMS.
4.2.7 Usage with limited manipulation or strength	Not Applicable	Physical manipulation is not required for JAMS.
4.2.8 Usage with limited reach	Not Applicable	Physical manipulation is not required for JAMS. Known accessibility issues will be fixed in upcoming releases. Until then, if support is required, please contact us through the contact form or by email at contact@jams.pub .
4.2.9 Minimize photosensitive seizure triggers	Supports	There is no flashing or blinking content on JAMS. Automatically playing content on the JAMS home page moves slowly and can be paused by users.
4.2.10 Usage with limited cognition, language or learning	Supports	
4.2.11 Privacy	Supports	The JAMS Privacy Policy is linked in the website footer. The URL is https://jams.pub/privacy-policy .

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed Functionality	Not Applicable	JAMS and SuSy do not restrict the use of any additional supportive software or hardware to aid accessibility.
5.6 Locking or toggle controls	Not Applicable	

EN 301 549: Clause 5 - Generic Requirements

Criteria	Conformance Level	Remarks and Explanations
5.2 Activation of accessibility features	Not Applicable	JAMS accessibility features do not need to be activated.
5.3 Biometrics	Not Applicable	
5.4 Preservation of accessibility information during conversion	Supports	
5.5 Locking or toggle controls	Not Applicable	
5.7 Key repeat	Not Applicable	
5.8 Double-strike key acceptance	Not Applicable	
5.9 Simultaneous user actions	Not Applicable	

EN 301 549: Clause 11 - Software

Criteria	Conformance Level	Remarks and Explanations
11.8.2 Accessible content creation	Not Applicable	While JAMS is a publishing tool, it is not an authoring tool as defined by the World Wide Web Consortium (W3C) in ATAG.
11.8.3 Preservation of accessibility information in transformations	Not Applicable	
11.8.4 Repair assistance	Not Applicable	
11.8.5 Templates	Not Applicable	

EN 301 549: Clause 12 - Documentation and Support Services

Criteria	Conformance Level	Remarks and Explanations
12.1.1 Accessibility and compatibility features	Partially Supports	There is currently no information regarding accessibility and compatibility features provided in the FAQs. However, this information is provided within this ACR. Information on accessibility and compatibility features will be provided in the FAQ in upcoming releases.
12.2 Support services	Supports	In case any accessibility-related support is required, we are committed to supporting you in any way we can. Please contact us through our support form or by email at accessibility@mdpi.com .