



Accessibility Conformance Report

Product/Version: TechSmith Snagit 2021

Report Date: January 2021

TechSmith Accessibility Conformance Report

Revised Section 508 + WCAG 2.1 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: TechSmith Snagit 2021

Report Date: January 2021

Product Description: Snagit lets you quickly capture a process, add explanation, and create visual instructions.

Contact Information: support@techsmith.com

Evaluation Methods Used: An in-house manual evaluation was performed using the Job Access with Speech (JAWS) interface where needed, as well as the built-in screen magnifier, contrast settings, and other native accessibility features.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/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
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes

Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 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: Conformance with the WCAG 2.x Success Criteria is 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 Level	Remarks and Explanations
<p>1.1.1 Non-text Content (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) 	<p>Software: Does Not Support</p> <p>Electronic Help Docs (HTML): Partially Supports</p> <p>Authoring Tool (PDF): Does Not Support</p>	<p>Software: Snagit does not provide text alternatives to the visual content on the Canvas.</p> <p>Electronic Help Docs (HTML): The help documentation has text alternatives in the form of video tutorials. That said, a significant number of help articles contain images without text alternatives.</p> <p>Authoring Tool (PDF): All PDFs exported from Snagit contain only images.</p>
<p>1.2.1 Audio-only and Video-only (Prerecorded) (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) 	<p>Software: Does Not Support</p> <p>Electronic Help Docs (HTML): Does Not Support</p> <p>Authoring Tool (PDF): Does Not Support</p>	<p>Software: Snagit does not provide pre-recorded audio-only or video-only content.</p> <p>Electronic Help Docs (HTML): Snagit help documentation does not provide pre-recorded audio-only or video-only content.</p> <p>Authoring Tool (PDF): All PDFs exported from Snagit contain only images.</p>
<p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) 	<p>Software: Supports</p> <p>Electronic Help Docs (HTML): Supports</p> <p>Authoring Tool (PDF): Not Applicable</p>	<p>Software: All Snagit onboarding videos have accompanying text explaining the processes covered in the videos.</p> <p>Electronic Help Docs (HTML): All training videos have captions.</p> <p>Authoring Tool (PDF): Authored PDFs do not contain pre-recorded media that requires captions.</p>

<ul style="list-style-type: none"> ● 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) 		
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Does Not Support Electronic Help Docs (HTML): Partially Supports Authoring Tool (PDF): Not Applicable</p>	<p>Software: Snagit onboarding videos do not contain audio. Electronic Help Docs (HTML): The visual information in training videos is described with audio, but locations of UI objects and exact mouse movements are not described. Authoring Tool (PDF): Authored PDFs do not contain pre-recorded media that requires audio descriptions.</p>
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Does Not Support Electronic Help Docs (HTML): Partially Supports Authoring Tool (PDF): Does Not Support</p>	<p>Software: Top-level menus, sub-menus, drawing tools, and properties present a visual hierarchy that implies relationships, but they can not be programmatically determined. Electronic Help Docs (HTML): Relationship information is provided with standard HTML web semantics, but there are some exceptions. Authoring Tool (PDF): Authored PDFs do not contain text, so currently there is no way to programmatically represent that information.</p>
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to: 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) 	<p>Software: Does Not Support Electronic Help Docs (HTML): Partially Supports Authoring Tool (PDF): Does Not Support</p>	<p>Software: Snagit does not have a meaningful reading sequence that can be programmatically determined. Electronic Help Docs (HTML): Help content is mostly presented in a way that has a meaningful sequence. Tutorial video playback controls and the tutorial pages lack the ability to programmatically determine a logical sequence.</p>

<ul style="list-style-type: none"> ● 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) 		<p>Authoring Tool (PDF): Authored PDFs do not contain text, so currently there is no way to programmatically represent that information.</p>
<p>1.3.3 Sensory Characteristics (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) 	<p>Software: Partially Supports</p> <p>Electronic Help Docs (HTML): Partially Supports</p> <p>Authoring Tool (PDF): Does Not Support</p>	<p>Software: Capturing and sharing an image or video in Snagit does not require a user to visually distinguish where UI components are located. Image editing that depends on drawing shapes requires the user to view portions of the image canvas in Snagit Editor.</p> <p>Electronic Help Docs (HTML): Help documentation does not rely on sensory characteristics, although tutorial video content does.</p> <p>Authoring Tool (PDF): Authored PDFs only contain images, so they rely on a user’s ability to recognize UI and text positions visually.</p>
<p>1.4.1 Use of Color (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) 	<p>Software: Partially Supports</p> <p>Electronic Help Docs (HTML): Supports</p> <p>Authoring Tool (PDF): Supports</p>	<p>Software: Snagit does not generally use color as the only means of conveying information. However selected tabs and items within drop down menus use only color contrast to indicate state or available functionality.</p> <p>Electronic Help Docs (HTML): Snagit help content does not use color as the only means of conveying information.</p> <p>Authoring Tool (PDF): Authored content does not use color as the only means of conveying information. However, this is very dependent on the type of content captured by the user.</p>
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.2 (Web) 	<p>Software: Supports</p> <p>Electronic Help Docs (HTML): Supports</p> <p>Authoring Tool (MP4): Supports</p> <p>Authoring Tool (PDF): Not Applicable</p>	<p>Software: Snagit does not contain any content that plays audio automatically.</p> <p>Electronic Help Docs (HTML): Neither help documentation nor tutorials contain any content that plays audio automatically.</p>

<ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<p>Authoring Tool (PDF): MP4s produced by Snagit do not play audio automatically by default.</p> <p>Authoring Tool (PDF): PDFs produced by Snagit do not contain any content that plays audio automatically.</p>
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Partially Supports</p> <p>Electronic Help Docs (HTML): Partially Supports</p> <p>Authoring Tool (PDF): Does Not Support</p>	<p>Software:</p> <p>Snagit Capture UI:</p> <ul style="list-style-type: none"> ● All three capture types and corresponding options are accessible with the keyboard. ● Options in popups cannot be accessed with the keyboard without mouse focus ● Presets have limited navigability via the keyboard. ● All top level menus are accessible with the keyboard. ● Hotkeys can be assigned to presets to be activated with the keyboard. <p>Snagit Preset Editor:</p> <ul style="list-style-type: none"> ● New preset options can be accessed successfully with the keyboard. ● Existing presets cannot be edited via keyboard without mouse focus. <p>Snagit Capture Crosshairs and Controls:</p> <ul style="list-style-type: none"> ● Crosshairs and region selection can be controlled by the keyboard. Spacebar and Enter are used. ● Capture controls, type, region size, and cancel buttons can be navigated with the keyboard. <p>Snagit Capture Preferences:</p> <ul style="list-style-type: none"> ● All options can be navigated with the keyboard, but they follow a different order. <p>Snagit Editor:</p> <ul style="list-style-type: none"> ● Toolbar items are accessible through a Ctrl + Number scheme and an unintuitive tab structure (e.g. three tabs + enter combos between tools). <ul style="list-style-type: none"> ○ Tabbing through the toolbar is not well supported

		<ul style="list-style-type: none"> Properties and sub-options can be accessed via keyboard but have limited or no focus as to where the tab selection is (making navigation difficult). <p>Electronic Help Docs (HTML): Help documentation fully supports navigation with the keyboard. Tutorial content requires the mouse for some navigation.</p> <p>Authoring Tool (PDF): Authored PDFs only export a single image, so there is no way to navigate with the keyboard.</p>
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Software: Does Not Support</p> <p>Electronic Help Docs (HTML): Partially Supports</p> <p>Authoring Tool (PDF): Not Applicable</p>	<p>Software: There is a keyboard trap in Snagit Editor when moving between the drawing toolbar and properties.</p> <p>Electronic Help Docs (HTML): There are no keyboard traps in the help documentation. However, tutorial page navigation has a couple traps.</p> <p>Authoring Tool (PDF): Authored PDFs only export a single image, so there is no way to navigate with the keyboard.</p>
<p>2.1.4 Character Key Shortcuts (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>	<p>Software: Supports</p> <p>Electronic Help Docs (HTML): Supports</p> <p>Authoring Tool (PDF): Not Applicable</p>	<p>Software: Single character shortcuts only exist when capturing in the capture UI, and they are only active when that component has focus.</p> <p>Electronic Help Docs (HTML): There are no single shortcuts in the help documentation or tutorial content.</p> <p>Authoring Tool (PDF): Authored PDFs only export a single image, so there is no way to navigate with the keyboard.</p>
<p>2.2.1 Timing Adjustable (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) 	<p>Software: Supports</p> <p>Electronic Help Docs (HTML): Supports</p> <p>Authoring Tool (PDF): Supports</p>	<p>Software: There are two time limits:</p> <ul style="list-style-type: none"> time delayed capture, which can be adjusted to any length video recording three-second countdown, which the user manually triggers when they are ready to record

<ul style="list-style-type: none"> ● 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) 		<p>Electronic Help Docs (HTML): Snagit help content and tutorials do not have any time limits. Videos can be played at the user’s convenience, and playback speed can be adjusted.</p> <p>Authoring Tool (PDF): Authored content does not have any time limits.</p>
<p>2.2.2 Pause, Stop, Hide (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) 	<p>Software: Supports</p> <p>Electronic Help Docs (HTML): Supports</p> <p>Authoring Tool (PDF): Supports</p>	<p>Software:</p> <p>Snagit contains several animations:</p> <ul style="list-style-type: none"> ● Onboarding content <ul style="list-style-type: none"> ○ This content can be hidden. ● Auto-scroll capture arrow buttons <ul style="list-style-type: none"> ○ This can be turned off with a registry key. ● Animated region dashes <ul style="list-style-type: none"> ○ This can be turned off with a registry key. ● Auto-scrolling content <ul style="list-style-type: none"> ○ This is essential for the capture type. But panoramic capture can be controlled by the user and can be done in less than 5-second increments. <p>Electronic Help Docs (HTML): Snagit help documentation does not contain any animations. Tutorial videos can be paused and hidden.</p> <p>Authoring Tool (PDF): Authored PDFs do not contain any animations.</p>
<p>2.3.1 Three Flashes or Below Threshold (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) 	<p>Software: Supports</p> <p>Electronic Help Docs (HTML): Supports</p> <p>Authoring Tool (PDF): Supports</p>	<p>Software: Both the onboarding indicator and Snagit video recording icon flash less than three times in any one second period.</p> <p>Electronic Help Docs (HTML): Snagit help content and tutorials do not include elements which automatically move, blink, scroll, or auto-update.</p> <p>Authoring Tool (PDF): Authored PDFs do not include elements which automatically move, blink, scroll, or auto-update.</p>
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p>	<p>Software: Not Applicable</p>	<p>Software: Does not apply to non-web content</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 	<p>Electronic Help Docs (HTML): Supports</p> <p>Authoring Tool (PDF): Supports</p>	<p>Electronic Help Docs (HTML): Users can use top level navigation to bypass blocks of content that are repetitive.</p> <p>Authoring Tool (PDF): Authored PDFs are a single image without repeated content by default.</p>
<p>2.4.2 Page Titled (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) 	<p>Software: Supports</p> <p>Electronic Help Docs (HTML): Supports</p> <p>Authoring Tool (PDF): Supports</p>	<p>Software: All dialogs, modals, save/open windows, and onboarding content contain descriptive titles.</p> <p>Electronic Help Docs (HTML): All pages have descriptive titles.</p> <p>Authoring Tool (PDF): Authored PDFs have descriptive titles by default. Users can change this.</p>
<p>2.4.3 Focus Order (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>	<p>Software: Supports</p> <p>Electronic Help Docs (HTML): Supports</p> <p>Authoring Tool (PDF): Not Applicable</p>	<p>Software: Focus order is logical for all controls, although there are a few keyboard traps as mentioned above.</p> <p>Electronic Help Docs (HTML): Focus order is logical for all controls, although there are a few keyboard traps as mentioned above.</p> <p>Authoring Tool (PDF): Authored PDFs only export a single image, so there is no way to navigate with the keyboard.</p>

<ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>2.4.4 Link Purpose (In Context) (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) 	<p>Software: Supports</p> <p>Electronic Help Docs (HTML): Supports</p> <p>Authoring Tool (PDF): Not Applicable</p>	<p>Software: All links and buttons are labeled appropriately in Snagit.</p> <p>Electronic Help Docs (HTML): All links in the help docs and tutorials are descriptively labeled.</p> <p>Authoring Tool (PDF): Authored PDFs only export a single image, so there is no way to navigate or activate a link.</p>
<p>2.5.1 Pointer Gestures (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.5.1 (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) <p>Revised Section 508 – Does not apply</p>	<p>Software: Partially Supports</p> <p>Electronic Help Docs (HTML): Supports</p> <p>Authoring Tool (PDF): Supports</p>	<p>Software: Clicking and dragging is required for drawing on the canvas, although assistive technology can help users here. Users may avoid clicking and dragging to select a capture region by using the arrow keys and the enter key on the keyboard.</p> <p>Electronic Help Docs (HTML): Multipoint or path-based gestures are not required for help content and tutorials.</p> <p>Authoring Tool (PDF): Multipoint or path-based gestures are not required for authored PDFs.</p>
<p>2.5.2 Pointer Cancellation (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.5.2 (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) <p>Revised Section 508 – Does not apply</p>	<p>Software: Partially Supports</p> <p>Electronic Help Docs (HTML): Partially Supports</p> <p>Authoring Tool (PDF): Supports</p>	<p>Software: The down event of the pointing device is required for drawing on the canvas and cannot be canceled. You may avoid clicking and dragging to select a capture region by using the arrow keys and the enter key on the keyboard.</p> <p>Electronic Help Docs (HTML): All pointer actions can be canceled in help content. Seeking to a specific time in a tutorial video cannot be canceled.</p> <p>Authoring Tool (PDF): All pointer actions can be canceled in authored PDFs.</p>

<p>2.5.3 Label in Name (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <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) <p>Revised Section 508 – Does not apply</p>	<p>Software: Partially Supports Electronic Help Docs (HTML): Partially Supports Authoring Tool (PDF): Does Not Support</p>	<p>Software: Most tools and options have accessibility names, with the following exceptions:</p> <p>Snagit Capture</p> <ul style="list-style-type: none"> ● Reset button ● Sub-option popup button ● Dropdown titles for selection, effects, and share ● Onboarding descriptions <p>Snagit Editor</p> <ul style="list-style-type: none"> ● Tools in the toolbar. ● Slider labels and units <p>Electronic Help Docs (HTML): All text links have accessible names in help docs. However, tutorial video playback controls do not have them. Authoring Tool (PDF): Authored PDFs only export a single image, so there is no way to navigate the content.</p>
<p>2.5.4 Motion Actuation (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <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) <p>Revised Section 508 – Does not apply</p>	<p>Software: Supports Electronic Help Docs (HTML): Supports Authoring Tool (PDF): Supports</p>	<p>Software: Snagit does not require input through sensors which respond directly to motions. Electronic Help Docs (HTML): No help documentation or tutorials require input through sensors which respond directly to motions. Authoring Tool (PDF): Authored PDFs do not require input through sensors which respond directly to motions.</p>
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <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) <p>Revised Section 508</p>	<p>Software: Supports Electronic Help Docs (HTML): Supports Authoring Tool (PDF): Does Not Support</p>	<p>Software: The language is programmatically identified by Snagit and can be changed in Editor preferences. Electronic Help Docs (HTML): The user can select language on the website for both help documentation and tutorial content. Authoring Tool (PDF): Authored PDFs only export a single image, so there is no way to determine the language programmatically.</p>

<ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Supports Electronic Help Docs (HTML): Supports Authoring Tool (PDF): Not Applicable</p>	<p>Software: Changing focus to controls in Snagit does not initiate a change of context for the user. Electronic Help Docs (HTML): Changing focus to controls in help documentation and tutorial videos does not initiate a change of context for the user. Authoring Tool (PDF): Authored PDFs only export a single image, so there is no way to change focus.</p>
<p>3.2.2 On Input (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Supports Electronic Help Docs (HTML): Supports Authoring Tool (PDF): Not Applicable</p>	<p>Software: Most controls in Snagit that receive focus do not initiate a change of context for the user. It should be noted that the resizing control and Effects controls will display a preview of the changes before committing, but will not change the context where the user is currently navigating. Electronic Help Docs (HTML): Inputting values in controls within help documentation and tutorial videos does not initiate a change of context for the user. Authoring Tool (PDF): Authored PDFs only export a single image, so there is no way to input values.</p>
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <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) 	<p>Software: Supports Electronic Help Docs (HTML): Supports Authoring Tool (PDF): Supports</p>	<p>Software: Errors are clearly identified and described to the user. Some contain additional information with a keyboard navigable link. Electronic Help Docs (HTML): Errors have clear descriptions. Authoring Tool (PDF): Authored PDF content does not throw any errors.</p>

<ul style="list-style-type: none"> ● 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) 		
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Supports</p> <p>Electronic Help Docs (HTML): Supports</p> <p>Authoring Tool (PDF): Not Applicable</p>	<p>Software: Input fields are identified with visible and programmatic labels.</p> <p>Electronic Help Docs (HTML): All input fields have labels.</p> <p>Authoring Tool (PDF): Authored PDFs only export a single image, so there is no way to input values.</p>
<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) 	<p>Software: Not Applicable</p> <p>Electronic Help Docs (HTML): Supports</p> <p>Authoring Tool (PDF): Does Not Support</p>	<p>Software: Does not apply.</p> <p>Electronic Help Docs (HTML): There are the appropriate opening and closing brackets as well as unique IDs.</p> <p>Authoring Tool (PDF): Authored PDFs only export a single image, so there is no way to parse it.</p>
<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 	<p>Software: Partially Supports</p> <p>Electronic Help Docs (HTML): Does Not Support</p> <p>Authoring Tool (PDF): Does Not Support</p>	<p>Software: As mentioned above, units are not clearly described for sliders and some input boxes in the properties panel. For all other input boxes, however, the labels and values can be programmatically determined.</p> <p>Electronic Help Docs (HTML): Navigation controls and some of the support issue entry fields do not provide enough information about their purpose.</p>

<ul style="list-style-type: none"> ● 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) 		<p>Authoring Tool (PDF): Authored PDFs only export a single image, so there is no way to parse or input into it.</p>
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Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (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) 	<p>Software: Supports Electronic Help Docs (HTML): Supports Authoring Tool (PDF): Supports</p>	<p>Software: Snagit does not include any video with audio. Electronic Help Docs (HTML): All training videos with audio have synchronized captions. Authoring Tool (PDF): Authored PDFs do not contain any video with audio.</p>
<p>1.2.5 Audio Description (Prerecorded) (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) 	<p>Software: Does Not Support Electronic Help Docs (HTML): Partially Supports Authoring Tool (PDF): Supports</p>	<p>Software: Onboarding animations do not come with audio descriptions. Electronic Help Docs (HTML): The visual information in training videos is described with audio, but locations of UI objects and exact mouse movements are not described. Authoring Tool (PDF): Authored PDFs do not contain pre-recorded media that requires audio descriptions.</p>

<p>1.3.4 Orientation (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>	<p>Software: Supports</p> <p>Electronic Help Docs (HTML): Supports</p> <p>Authoring Tool (PDF): Supports</p>	<p>Software: Snagit and its content can be viewed across multiple monitors with different orientations.</p> <p>Electronic Help Docs (HTML): Help documentation and tutorial videos can be viewed across multiple monitors with different orientations.</p> <p>Authoring Tool (PDF): Authored PDFs can be viewed across multiple monitors with different orientations.</p>
<p>1.3.5 Identify Input Purpose (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.5 (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) <p>Revised Section 508 – Does not apply</p>	<p>Software: Partially Supports</p> <p>Electronic Help Docs (HTML): Partially Supports</p> <p>Authoring Tool (PDF): Supports</p>	<p>Software: As mentioned above, units are not clearly described for sliders and some input boxes in the properties panel. For all other input boxes, however, the labels and values can be programmatically determined.</p> <p>Electronic Help Docs (HTML): Some of the support issue entry fields do not provide enough information about their purpose.</p> <p>Authoring Tool (PDF): Authored PDFs only export a single image, so there is no way to input values into it.</p>
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Supports</p> <p>Electronic Help Docs (HTML): Partially Supports</p> <p>Authoring Tool (PDF): Supports</p>	<p>Software: Snagit offers two theme options with the following contrast ratios:</p> <ul style="list-style-type: none"> ● Light Theme <ul style="list-style-type: none"> ○ Normal text: 5.2:1 ○ Selected text: 2.63:1 (below the 4.5:1 ratio) ● Dark theme <ul style="list-style-type: none"> ○ Normal text: 11.01:1 ○ Selected text: 5.1:1 <p>Snagit’s dark theme meets and exceeds the contrast ratio minimum. However, selected text in the light theme is below the contrast ratio minimum, so we recommend the dark theme.</p> <p>Electronic Help Docs (HTML): All help documentation content meets and exceeds the minimum contrast ratio. A vast majority of the tutorial content does as well, with the exception of the header of the page.</p>

		Authoring Tool (PDF): Authored PDFs can be viewed with appropriate levels of contrast with the user's preferred PDF viewer.
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Partially Supports</p> <p>Electronic Help Docs (HTML): Supports</p> <p>Authoring Tool (PDF): Does Not Support</p>	<p>Software: Snagit does not support resizing the text alone. However, changing your system or monitor's DPI will result in larger or smaller text. Captured content are images and are exempt.</p> <p>Electronic Help Docs (HTML): All text can be resized, with the exception of the videos, which are exempt.</p> <p>Authoring Tool (PDF): Authored PDFs export a single image which is exempt, but can still be zoomed in on in most modern PDF readers.</p>
<p>1.4.5 Images of Text (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) 	<p>Software: Partially Supports</p> <p>Electronic Help Docs (HTML): Supports</p> <p>Authoring Tool (PDF): Does Not Support</p>	<p>Software: While most onboarding images and animations have accompanying text, the text within the images and animations cannot be resized. The region capture onboarding does not have a text alternative.</p> <p>Electronic Help Docs (HTML): Help documentation uses text instead of images of text, except for branding elements which are exempt.</p> <p>Authoring Tool (PDF): Authored PDFs export a single image, typically with text in the images.</p>
<p>1.4.10 Reflow (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) 	<p>Software: Partially Supports</p> <p>Electronic Help Docs (HTML): Supports</p> <p>Authoring Tool (PDF): Does Not Support</p>	<p>Software: As mentioned above, if the DPI of a monitor is set to a larger size for better readability, Snagit does not require scrolling in two dimensions, with the exception of working with large images which is exempt. Snagit does not support native text resizing, so this is a workaround.</p>

<ul style="list-style-type: none"> ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>		<p>Electronic Help Docs (HTML): Help documentation and training content reflows in a way that does not require scrolling in two dimensions.</p> <p>Authoring Tool (PDF): Authored PDFs export a single image, and must be scrolled in two dimensions after zooming in.</p>
<p>1.4.11 Non-text Contrast (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>	<p>Software: Partially Supports</p> <p>Electronic Help Docs (HTML): Partially Supports</p> <p>Authoring Tool (PDF): Supports</p>	<p>Software: For the most part all UI elements have a contrast ratio greater than 2:1, with the exception of properties panel headers and selected states for drop downs.</p> <p>Electronic Help Docs (HTML): All UI elements have a contrast ratio greater than 2:1, with the exception of the tooltip box background color.</p> <p>Authoring Tool (PDF): Authored PDFs export a single image, and must be scrolled in two dimensions after zooming in.</p>
<p>1.4.12 Text Spacing (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>	<p>Software: Does Not Support</p> <p>Electronic Help Docs (HTML): Supports</p> <p>Authoring Tool (PDF): Not Applicable</p>	<p>Software: The only content that is implemented using markup languages is the onboarding content, which will be cut off if line spacing is changed.</p> <p>Electronic Help Docs (HTML): Text spacing can be changed with no loss of content or functionality.</p> <p>Authoring Tool (PDF): Authored PDFs export a single image, so they do not contain markup language based content.</p>
<p>1.4.13 Content on Hover or Focus (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>	<p>Software: Supports</p> <p>Electronic Help Docs (HTML): Supports</p> <p>Authoring Tool (PDF): Supports</p>	<p>Software: Any content that is triggered by mouse hover or keyboard focus can be dismissed. Users can dismiss all additional help content when capturing a region by pressing the F1 key.</p> <p>Electronic Help Docs (HTML): No content appears on mouse hover or keyboard focus, except for tooltips and error messages.</p> <p>Authoring Tool (PDF): Only tooltips appear on top of authored PDF content.</p>
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p>	<p>Software: Not Applicable</p>	<p>Software: This criterion does not apply to software products.</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 	<p>Electronic Help Docs (HTML): Supports Authoring Tool (PDF): Not Applicable</p>	<p>Electronic Help Docs (HTML): Users can navigate help documents and tutorial content through header navigation and search. Authoring Tool (PDF): Authored PDFs only export a single image, so there is no need to navigate further.</p>
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Supports Electronic Help Docs (HTML): Supports Authoring Tool (PDF): Supports</p>	<p>Software: Snagit’s headings and labels are descriptive. Icons for tools also have accompanying text labels or tooltips. Electronic Help Docs (HTML): Help documentation and tutorial content contains headings and labels that are descriptive and clear. Authoring Tool (PDF): Authored PDFs are subject to the user’s control. Templated content contains headings and labels that are descriptive and clear.</p>
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) 	<p>Software: Partially Supports Electronic Help Docs (HTML): Supports Authoring Tool (PDF): Supports</p>	<p>Software:</p> <ul style="list-style-type: none"> ● Snagit Capture UI: <ul style="list-style-type: none"> ○ Focus is displayed correctly for most objects. ○ Some objects get double focus. ● Snagit Preset Editor: <ul style="list-style-type: none"> ○ Focus is displayed correctly for preset menus and created for new presets. ○ Focus is limited when selecting existing presets. ○ Some objects get double focus. ● Snagit Capture Crosshairs and Controls: <ul style="list-style-type: none"> ○ Focus is displayed correctly for most objects.

<ul style="list-style-type: none"> ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<ul style="list-style-type: none"> ● Snagit Capture Preferences: <ul style="list-style-type: none"> ○ Focus is displayed correctly for all objects, but they are out of order. <p>Electronic Help Docs (HTML): All links have clear focus.</p> <p>Authoring Tool (PDF): Authored PDFs only export a single image and do not contain links.</p>
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Supports</p> <p>Electronic Help Docs (HTML): Supports</p> <p>Authoring Tool (PDF): Does Not Support</p>	<p>Software: The language of the application is programmatically determined based on the system language and can be changed by the user.</p> <p>Electronic Help Docs (HTML): Language can be programmatically determined by the html tag.</p> <p>Authoring Tool (PDF): Language is not set for authored PDFs.</p>
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <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 	<p>Software: Not Applicable</p> <p>Electronic Help Docs (HTML): Does Not Support</p> <p>Authoring Tool (PDF): Supports</p>	<p>Software: This criterion does not apply to software products.</p> <p>Electronic Help Docs (HTML): Help documentation and tutorial content navigation is consistent.</p> <p>Authoring Tool (PDF): Authored PDFs only export a single image, so there is no need to navigate further.</p>

<p>3.2.4 Consistent Identification (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 	<p>Software: Not Applicable</p> <p>Electronic Help Docs (HTML): Supports</p> <p>Authoring Tool (PDF): Supports</p>	<p>Software: This criterion does not apply to software products.</p> <p>Electronic Help Docs (HTML): UI components and links have consistent functionality within the help documentation and tutorial content.</p> <p>Authoring Tool (PDF): Authored PDFs only export a single image, so there is no need to interact with any controls.</p>
<p>3.3.3 Error Suggestion (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) 	<p>Software: Supports</p> <p>Electronic Help Docs (HTML): Supports</p> <p>Authoring Tool (PDF): Supports</p>	<p>Software: When errors are detected and there is a known solution, Snagit links to technical support and help documentation.</p> <p>Electronic Help Docs (HTML): When errors are detected when the user inputs data, corrective text is displayed.</p> <p>Authoring Tool (PDF): Authored PDFs only export a single image, so errors should not occur.</p>
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) 	<p>Software: Supports</p> <p>Electronic Help Docs (HTML): Supports</p> <p>Authoring Tool (PDF): Supports</p>	<p>Software: Changes to any user data can generally be reversed by using the Undo functionality. Snagit does not process legal or financial transactions.</p> <p>Electronic Help Docs (HTML): Changes to any user data can generally be reversed by using the Undo functionality. The documentation and tutorial content does not process legal or financial transactions.</p> <p>Authoring Tool (PDF): Authored PDFs only export a single image, so there is no way to input data of any form.</p>

Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
4.1.3 Status Messages (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	Software: Not Applicable Electronic Help Docs (HTML): Supports Authoring Tool (PDF): Supports	Software: This criterion does not apply to software products. Electronic Help Docs (HTML): Input fields on the support articles allow for programmatically determined status messages. Authoring Tool (PDF): Authored PDFs only export a single image, so there is no need to interact with any controls.

Revised Section 508 Report

Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Software: Does Not Support Electronic Help Docs (HTML): Partially Supports Authoring Tool (PDF): Does Not Support	Software: As mentioned above, tabbing through the toolbar in Snagit Editor is not well supported. Furthermore Snagit Capture is missing programmatically assigned names for some of the capture buttons. We are working to improve this. Electronic Help Docs (HTML): Most interactions work well with a screen reader, but videos are not fully described with alternate text describing UI control locations and mouse movement. Authoring Tool (PDF): Authored PDFs only export a single image, so text within the images is not readable with screen readers.
302.2 With Limited Vision	Software: Partially Supports Electronic Help Docs (HTML): Partially Supports Authoring Tool (PDF): Does Not Support	Software: Snagit can be magnified with DPI settings and the dark theme has the appropriate contrast levels for users with limited vision.

		<p>Electronic Help Docs (HTML): All text is programmatically readable, and all contrast is acceptable with the exceptions noted above.</p> <p>Authoring Tool (PDF): Authored PDFs only export a single image. Zooming requires multiple dimensions of scrolling.</p>
302.3 Without Perception of Color	<p>Software: Supports</p> <p>Electronic Help Docs (HTML): Supports</p> <p>Authoring Tool (PDF): Supports</p>	<p>Software: A few areas require color perception, such as the color picker. However, hex and RGB values can be input without using the color maps and sliders. The UI itself does not require perceiving color.</p> <p>Electronic Help Docs (HTML): The help documents and tutorial content do not require color perception to operate.</p> <p>Authoring Tool (PDF): Users can create content that does not require color perception.</p>
302.4 Without Hearing	<p>Software: Supports</p> <p>Electronic Help Docs (HTML): Supports</p> <p>Authoring Tool (PDF): Supports</p>	<p>Software: Neither Snagit nor the onboarding content require hearing. Videos created with Snagit can make use of text instead of voiceover audio content through the Video from Images workflow.</p> <p>Electronic Help Docs (HTML): All video tutorial content has captions.</p> <p>Authoring Tool (PDF): Authored PDFs do not produce content that requires hearing.</p>
302.5 With Limited Hearing	<p>Software: Supports</p> <p>Electronic Help Docs (HTML): Supports</p> <p>Authoring Tool (PDF): Supports</p>	<p>Software: Neither Snagit nor the onboarding content require hearing. Videos created with Snagit can make use of text instead of voiceover audio content through the Video from Images workflow.</p> <p>Electronic Help Docs (HTML): All video tutorial content has captions.</p> <p>Authoring Tool (PDF): Authored PDFs do not produce content that requires hearing.</p>
302.6 Without Speech	<p>Software: Supports</p> <p>Electronic Help Docs (HTML): Supports</p> <p>Authoring Tool (PDF): Supports</p>	<p>Software: Videos created with Snagit can make use of text instead of voiceover audio content through the Video from Images workflow.</p> <p>Electronic Help Docs (HTML): No speech is required to use help and tutorial content.</p> <p>Authoring Tool (PDF): Authored PDFs do not require speech to produce.</p>

302.7 With Limited Manipulation	<p>Software: Partially Supports Electronic Help Docs (HTML): Partially Supports Authoring Tool (PDF): Supports</p>	<p>Software: As mentioned above tabbing through the toolbar in Snagit Editor is not well supported. We are working to improve this. Electronic Help Docs (HTML): Most interactions work well with limited manipulation, but video playback controls use a down mouse button event and are difficult to seek with limited manipulation. Authoring Tool (PDF): Authored PDFs can be read and scrolled through with limited manipulation.</p>
302.8 With Limited Reach and Strength	<p>Software: Partially Supports Electronic Help Docs (HTML): Partially Supports Authoring Tool (PDF): Supports</p>	<p>Software: As mentioned above tabbing through the toolbar in Snagit Editor is not well supported. We are working to improve this. Electronic Help Docs (HTML): Most interactions work well with limited manipulation, but video playback controls use a down mouse button event and are difficult to seek with limited manipulation. Authoring Tool (PDF): Authored PDFs can be read and scrolled through with limited manipulation.</p>
302.9 With Limited Language, Cognitive, and Learning Abilities	<p>Software: Partially Supports Electronic Help Docs (HTML): Supports Authoring Tool (PDF): Does Not Support</p>	<p>Software: The tutorial, help documents, and tooltips are available for users with learning and cognitive abilities. Some of the workflows and interactions beyond basic capturing and sharing images and videos can be complex. Electronic Help Docs (HTML): There are multiple forms of help and tutorial content provided with images, text, and video. Authoring Tool (PDF): Authored PDFs are subject to the user's control, but templated content contains headings and labels that are descriptive and clear.</p>

Chapter 4: [Hardware](#)

Notes: Not applicable

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

<u>502 Interoperability with Assistive Technology</u>		
502.2.1 User Control of Accessibility Features	Not Applicable	Snagit is not platform software.
502.2.2 No Disruption of Accessibility Features	Partially Supports	The product does not disable any Windows accessibility features, but it does not support text zoom or high contrast mode.
502.3 Accessibility Services		
502.3.1 Object Information	Does Not Support	Many controls in Snagit cannot be programmatically determined. See 1.3.1 for details.
502.3.2 Modification of Object Information	Partially Supports	Since most controls cannot be programmatically determined, as noted in 502.3.1, it is very difficult to modify the properties of those controls. However, common capture types can be accomplished programmatically through COM. Examples: https://github.com/TechSmith/Snagit-COM-Samples
502.3.3 Row, Column, and Headers	Supports	Snagit does not contain tables.
502.3.4 Values	Does Not Support	Most values are programmatically determinable, but the range of the acceptable values are not.
502.3.5 Modification of Values	Partially Supports	Most values that can be reached with a keyboard can be set programmatically, but it can be difficult to reach all values.
502.3.6 Label Relationships	Does Not Support	Many labels and their associated controls cannot be programmatically determined. See 1.3.1 for details.
502.3.7 Hierarchical Relationships	Does Not Support	Hierarchy is mostly visibly apparent, but hierarchy cannot be programmatically determined.
502.3.8 Text	Partially Supports	The content of text objects is programmatically determinable. However, the attributes and the boundary of text rendered to the screen is not determinable for many objects.
502.3.9 Modification of Text	Partially Supports	Most text values that can be reached with a keyboard can be set programmatically, but it can be difficult to reach all values.
502.3.10 List of Actions	Partially Supports	Top level menus are programmatically determinable and can be executed. Context menus are much harder to reach.
502.3.11 Actions on Objects	Partially Supports	Capturing, sharing, and applying Effects to images and videos can be programmatically achieved. But editing an image with drawing tools or video durations requires use of a mouse to achieve.

502.3.12 Focus Cursor	Partially Supports	The control focus and keyboard caret are present for all controls but have varying levels of contrast.
502.3.13 Modification of Focus Cursor	Supports	The keyboard caret position can be changed with assistive technology.
502.3.14 Event Notification	Does Not Support	Many notifications are not available to assistive technology.
502.4 Platform Accessibility Features	Not Applicable	Snagit is not platform software.
<u>503 Applications</u>		
503.2 User Preferences	Partially Supports	Snagit recognizes monitor DPI (including multiple monitors with different settings), font type, and the focus cursor, except when adjusted for drawing tools on the Canvas. However, it does not respect (or work well with) user color, contrast, and font size preferences.
503.3 Alternative User Interfaces	Not Applicable	Snagit does not provide alternative user interfaces.
<i>503.4 User Controls for Captions and Audio Description</i>		
503.4.1 Caption Controls	Does Not Support	Snagit contains volume controls, when previewing newly created videos by the user, but does not provide captions for these user-created videos.
503.4.2 Audio Description Controls	Does Not Support	As stated in 503.4.1, these user-created videos do not have captions or audio descriptions.
<u>504 Authoring Tools</u>		
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Does Not Support	Snagit, in most cases, will overwrite additional metadata in source files when exporting.
504.2.2 PDF Export	Does Not Support	Snagit, in most cases, will overwrite additional metadata in source files when exporting.
504.3 Prompts	Does Not Support	When exporting a PDF, Snagit offers an option to include additional information about a document. However, the user is not prompted to enter this information.

504.4 Templates	Does Not Support	Images made from Templates in Snagit are images and cannot be read by common screen readers. PDFs can include additional information, but with issues (see 504.3).
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Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features	Does Not Support	No documentation is provided to list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Support documentation and onboarding is solely provided in electronic formats.
603 Support Services		
603.2 Information on Accessibility and Compatibility Features	Supports	Technical Support offers online chat, email, and phone support where accessibility and compatibility features can be discussed and explained.
603.3 Accommodation of Communication Needs	Partially Supports	There are certain aspects of the online help and support services that are not accessible. The shortcomings can be worked around by providing additional services to send and receive files for technical support.

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