

TechSmith Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: TechSmith Snagit 2024 version 2024.0.2

Report Date: November 8, 2023

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

Contact Information: <https://support.techsmith.com/>

Notes: Snagit is available on both the Windows and Mac platforms. Responses to criteria are based on the accessibility of the Windows version of Snagit. Chapter 4 under the Revised Section 508 has been removed as Hardware standards do not apply. EN 301 549 Criteria is included in the WCAG section, however, a full EN 301 549 Report section is not yet completed for this document. PDF is listed as the specific content type for the authoring tool.

Evaluation Methods Used: An internal evaluation was performed using NVDA and Microsoft Narrator, Accessibility Insights, Color Contrast Analyzer, as well as the built-in screen magnifier, contrast settings, and other native operating system accessibility features and settings.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
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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
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11)	No

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 2.1 Report

Tables 1 and 2 also document conformance with:

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

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

<ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.2.5 (Web) ● 10.1.2.5 (Non-web document) ● 11.1.2.5 (Open Functionality Software) ● 11.1.2.5 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Supports Authoring Tool (PDF): Not Applicable Authoring Tool (mp4): Not Applicable</p>	<p>Software: Onboarding animations have a full text alternative that describes the action and is readable by a screen reader. Authoring Tool (PDF): Authored PDFs do not contain pre-recorded media that requires audio descriptions. Authoring Tool (mp4): Snagit does not contain pre-recorded media for authoring purposes.</p>
<p><u>1.3.4 Orientation</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.4 (Web) ● 10.1.3.4 (Non-web document) ● 11.1.3.4 (Open Functionality Software) ● 11.1.3.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) 	<p>Software: Supports Authoring Tool (PDF): Supports Authoring Tool (mp4): Supports</p>	<p>Software: Snagit and its content can be viewed across multiple monitors with different orientations. Authoring Tool (PDF): Authored PDFs can be viewed across multiple monitors with different orientations. Authoring Tool (mp4): Authored MP4s can be viewed across multiple monitors with different orientations.</p>

<p>Revised Section 508 – Does not apply</p>		
<p>1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: 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 Authoring Tool (PDF): Supports Authoring Tool (mp4): Not Applicable</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. Authoring Tool (PDF): Authored PDFs only export a single image so there is no way to input values into it. Authoring Tool (mp4): Authored MP4s are not able to accept user input.</p>
<p>1.4.3 Contrast (Minimum) (Level AA) Also applies to: 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) 	<p>Software: Supports Authoring Tool (PDF): Supports Authoring Tool (mp4): 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. Authoring Tool (PDF): Authored PDFs can be viewed with appropriate levels of contrast with the user’s preferred PDF viewer. Authoring Tool (mp4): Users are able to create MP4 content that meets this requirement</p>

<ul style="list-style-type: none"> ● 602.3 (Support Docs) 		
<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: Supports</p> <p>Authoring Tool (PDF): Supports</p> <p>Authoring Tool (mp4): Not Applicable</p>	<p>Software: Snagit supports resizing text via operating system scale settings or monitor’s DPI. Captured content are images and are exempt. Canvas resizing exceeds 200%.</p> <p>Authoring Tool (PDF): Authored PDFs export a single image which is exempt, but can still be scaled in most modern PDF readers.</p> <p>Authoring Tool (mp4): The MP4 format does not support text resizing</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) 	<p>Software: Partially Supports</p> <p>Authoring Tool (PDF): Does Not Support</p> <p>Authoring Tool (mp4): Not Applicable</p>	<p>Software: Snagit uses text to convey information. Region capture onboarding and Video From Images do not have a text alternative.</p> <p>Authoring Tool (PDF): Authored PDFs export a single image, typically with text in the images.</p> <p>Authoring Tool (mp4): The MP4 format does not support this requirement</p>

<ul style="list-style-type: none"> ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>1.4.10 Reflow (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.10 (Web) ● 10.1.4.10 (Non-web document) ● 11.1.4.10 (Open Functionality Software) ● 11.1.4.10 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Software: Not Applicable Authoring Tool (PDF): Does Not Support Authoring Tool (mp4): Not Applicable</p>	<p>Software: Snagit does not require scrolling in two dimensions, with the exception of working with large images which is exempt. As noted in 1.4.4, Snagit supports text resizing by setting the operating system scale. Authoring Tool (PDF): Authored PDFs export a single image, and must be scrolled in two dimensions after zooming in. Authoring Tool (mp4): The MP4 format does not support reflow of content</p>
<p>1.4.11 Non-text Contrast (Level AA 2.1 only)</p> <p>Also applies to: 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 Authoring Tool (PDF): Supports Authoring Tool (mp4): Supports</p>	<p>Software: User interface elements have a contrast ratio greater than 2:1, with the exception of properties panel headers and selected states for drop downs. Authoring Tool (PDF): Users are able to create authored PDFs that meet his standard Authoring Tool (mp4): Users are able to create authored MP4s that meet his standard</p>

<p>1.4.12 Text Spacing (Level AA 2.1 only)</p> <p>Also applies to: 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: Supports Authoring Tool (PDF): Does Not Support Authoring Tool (mp4): Not Applicable</p>	<p>Software: Content does not use markup language that supports changing this text style property Authoring Tool (PDF): Authored PDFs export a single image and do not allow users to change text spacing Authoring Tool (mp4): The MP4 format does not support this criteria.</p>
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only)</p> <p>Also applies to: 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: Partially Supports Authoring Tool (PDF): Supports Authoring Tool (mp4): Not Applicable</p>	<p>Software: 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. Tooltips may be dismissed via the ESC key. Authoring Tool (PDF): Only tooltips appear on top of authored PDF content. Authoring Tool (mp4): The mp4 format does not support this type of content.</p>
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p>	<p>Software: Not Applicable Authoring Tool (PDF): 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>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) 	<p>Software: Partially 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. However, when using a screen reader, many buttons, headings, and labels do not provide a descriptive label or a label that will be understood if read out of context.</p> <p>Authoring Tool (PDF): Authored PDFs are subject to the user’s control. Templated content contains headings and labels that are descriptive and clear.</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>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) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Partially Supports</p> <p>Authoring Tool (PDF): Not Applicable</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. ○ Some objects get double focus. ● Snagit Capture Crosshairs and Controls: <ul style="list-style-type: none"> ○ Focus is displayed correctly for most objects. <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>Authoring Tool (PDF): Does Not Support</p> <p>Authoring Tool (mp4): Not Applicable</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>Authoring Tool (PDF): Language is not set for authored PDFs.</p> <p>Authoring Tool (mp4): The mp4 format does not support language types.</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) 	<p>Software: Not Applicable</p> <p>Authoring Tool (PDF): Not Applicable</p> <p>Authoring Tool (mp4): Not Applicable</p>	<p>Software: This criterion does not apply to software products.</p> <p>Authoring Tool (PDF): Authored PDFs only export a single image so there is no need to navigate.</p> <p>Authoring Tool (mp4): The mp4 format does not support navigation.</p>

<ul style="list-style-type: none"> ● 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>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 	<p>Software: Not Applicable Authoring Tool (PDF): Not Applicable Authoring Tool (mp4): Not Applicable</p>	<p>Software: This criterion does not apply to software products. Authoring Tool (PDF): Authored PDFs only export a single image so there is no need to interact with any controls. Authoring Tool (mp4): The mp4 format does not support this functionality.</p>

<ul style="list-style-type: none"> ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs 		
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to: EN</p> <p>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: Partially Supports</p> <p>Authoring Tool (PDF): Not Applicable</p> <p>Authoring Tool (mp4): Not Applicable</p>	<p>Software: Most errors are clearly identified and suggestions are offered. In some cases, such as entering a Zoom value that is out of range, we automatically correct the entry without providing suggestions.</p> <p>Authoring Tool (PDF): Authored PDFs only export a single image so errors should not occur.</p> <p>Authoring Tool (mp4): The mp4 format does not support user input.</p>

<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to: EN</p> <p>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>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 Authoring Tool (PDF): Not Applicable Authoring Tool (mp4): Not Applicable</p>	<p>Software: Snagit does not process legal or financial transactions or user data.</p> <p>Authoring Tool (PDF): Authored PDFs only export a single image so there is no way to input data of any form.</p> <p>Authoring Tool (mp4): The mp4 format does not support user input.</p>
<p><u>4.1.3 Status Messages</u> (Level AA 2.1 only)</p> <p>Also applies to: EN</p> <p>301 549 Criteria</p> <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) 	<p>Software: Partially Supports Authoring Tool (PDF): Not Applicable Authoring Tool (mp4): Not Applicable</p>	<p>Software: Status messages are presented to the user by assistive technologies in some instances, but not all. Progress bars indicate status changes, however, Search results count is not presented to users for Library Search or Stamp Search.</p> <p>Authoring Tool (PDF): Authored PDFs only export a single image so there is no need to interact with any controls.</p> <p>Authoring Tool (mp4): The mp4 format does not support user input.</p>

Revised Section 508 – Does not apply		
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Revised Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	<p>Software: Does Not Support Authoring Tool (PDF): Does Not Support Authoring Tool (MP4): Does Not Support</p>	<p>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. Authoring Tool (PDF): Authored PDFs only export a single image so text within the images is not readable with screen readers. Authoring Tool (MP4): While a user can make a MP4 with audio that describes all the information presented visually, there is no support for things like alternate audio tracks which would make the best experience.</p>
302.2 With Limited Vision	<p>Software: Partially Supports Authoring Tool (PDF): Does Not Support Authoring Tool (MP4): Does Not Support</p>	<p>Software: Snagit can be magnified with DPI settings and the dark theme has the appropriate contrast levels for users with limited vision. However, Snagit is lacking compatibility with OS high contrast themes. Authoring Tool (PDF): Authored PDFs only export a single image. Zooming requires multiple dimensions of scrolling. Authoring Tool (MP4): The authored MP4s contain no native support to better assist a user with limited vision.</p>
302.3 Without Perception of Color	<p>Software: Supports Authoring Tool (PDF): Supports Authoring Tool (MP4): 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. Authoring Tool (PDF): Users can create content that does not require color perception. Authoring Tool (MP4): Users can create video content that does not require color perception.</p>

302.4 Without Hearing	<p>Software: Supports Authoring Tool (PDF): Not Applicable Authoring Tool (MP4): Partially Supports</p>	<p>Software: Neither Snagit nor the onboarding content require hearing. Authoring Tool (PDF): Authored PDFs do not produce content that requires hearing, Authoring Tool (MP4): There is no closed-captioning ability for MP4 output, but videos created with Snagit can make use of text instead of voiceover audio content through the Video from Images workflow.</p>
302.5 With Limited Hearing	<p>Software: Supports Authoring Tool (PDF): Not Applicable Authoring Tool (MP4): Partially Supports</p>	<p>Software: Neither Snagit nor the onboarding content require hearing. Authoring Tool (PDF): Authored PDFs do not produce content that requires hearing. Authoring Tool (MP4): There is no closed-captioning ability for MP4 output, but videos created with Snagit can make use of text instead of voiceover audio content through the Video from Images workflow.</p>
302.6 Without Speech	<p>Software: Supports Authoring Tool (PDF): Supports Authoring Tool (MP4): Supports</p>	<p>Software: Speech is not used for input, control, or operation in Snagit. Authoring Tool (PDF): Authored PDFs do not require speech to produce. Authoring Tool (MP4): Authored MP4s created with Snagit can make use of text instead of voiceover audio content through the Video from Images workflow.</p>
302.7 With Limited Manipulation	<p>Software: Partially Supports Authoring Tool (PDF): Supports Authoring Tool (MP4): Supports</p>	<p>Software: As mentioned above tabbing through the toolbar in Snagit Editor is not well supported. Using the Mouse Keys feature in Windows users can better navigate without a pointer device. Authoring Tool (PDF): Authored PDFs can be read and scrolled through with limited manipulation. Authoring Tool (MP4): Authored MP4s can be played back with limited manipulation.</p>
302.8 With Limited Reach and Strength	<p>Software: Supports Authoring Tool (PDF): Supports Authoring Tool (MP4): Supports</p>	<p>Software: Using Snagit does not require reach or strength. As long as a user can interact with keyboards, mice, or assistive technology, they will not encounter reach or strength issues. Authoring Tool (PDF): Authored PDFs can be read and scrolled through with limited manipulation.</p>

		Authoring Tool (MP4): Authored MP4s can be played back with limited manipulation.
302.9 With Limited Language, Cognitive, and Learning Abilities	Software: Partially Supports Authoring Tool (PDF): Supports Authoring Tool (MP4): Supports	Software: The tutorials, help documents, and tooltips are available for users with limited language, cognitive, and learning abilities. Some of the workflows and interactions beyond basic capturing and sharing images and videos can be complex. Authoring Tool (PDF): Authored PDFs can be created with content appropriate to users of all levels of language, cognitive, and learning abilities. Authoring Tool (MP4): Authored MP4s can be created with content appropriate to users of all levels of language, cognitive, and learning abilities.

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
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
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	Heading cell – no response required	Heading cell – no response required
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	Not Applicable	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. See 1.3.1 for details.
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	Supports	The control focus and keyboard caret are present for all controls.
502.3.13 Modification of Focus Cursor	Partially 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.
503 Applications	Heading cell – no response required	Heading cell – no response required
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.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
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	User-created videos in Snagit do not have audio descriptions.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
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).

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

Notes: See the TechSmith Supporting Docs Conformance Report for this information: <https://www.techsmith.com/accessibility.html>

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