

TechSmith Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: TechSmith Online Support Documentation

Report Date: 5/27/2021

Product Description:

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Notes: Responses to 602.3 (Support Docs) are focused on supporting online help materials for TechSmith products. Responses to 501 Software and 504.2 Authoring Tool are contained within the respective software and product VPATs. All responses are focused on the conformance level of our Electronic Docs.

Evaluation Methods Used: An in-house manual evaluation performed using the operating systems 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)
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 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

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

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) 	Partially Supports	Much of the support documentation has video alternatives in addition to text and image tutorials. Some images lack text alternatives.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	Any video-only content is being presented as a media alternative for text.
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	The training videos are captioned.
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) 	Does Not Support	The tutorial videos don't have an audio description.
<p><u>1.3.1 Info and Relationships</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) 	Partially Supports	Relationship information is provided with standard HTML web semantics with some exceptions.
<p><u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	Help content is presented in a way that has a meaningful sequence.
<p><u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: Revised Section 508</p>	Supports	Help content presented does not rely solely on sensory characteristics.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	Help content presented does not rely solely on use of color.
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	No media automatically plays for the documentation. There are videos with sound, but the user can stop/pause and control the volume from within the player.
<p><u>2.1.1 Keyboard</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) 	Partially Supports	Most content is keyboard accessible.
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) 	Partially Supports	There are no keyboard traps in the help documentation. However, tutorial webpage navigation has a trap in transition between text and video content.
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	There are no time constraints on supporting documentation or videos.
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	Supporting videos may be controlled by viewer.
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	There is no content below threshold.
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to: Revised Section 508</p>	Does Not Support	Users must tab through all header and footer content on each page.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) – Does not apply to non-web docs 		
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	Titles are unique and clearly describe support content.
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	Tab order is correct, but not all content is keyboard accessible .
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) 	Partially Supports	Instructional tutorials support, but some knowledge base articles (e.g. troubleshooting articles) do not support.
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	Online tutorial and knowledgebase content is available in multiple languages and coded appropriately.
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	Applying focus to an element does not initiate any actual changes.
<p>3.2.2 On Input (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	Documentation avoids this.
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	Documentation does not have built-in error messages.
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to: Revised Section 508</p>	Supports	Labels are provided for all input fields.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	There are the appropriate opening and closing brackets as well as unique ids.
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	Supporting documentation is html-based.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 602.3 (Support Docs) 	Not Applicable	All electronic training videos are prerecorded.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 602.3 (Support Docs) 	Does Not Support	The tutorial videos do not have audio descriptions.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 602.3 (Support Docs) 	Partially Supports	All help documentation content meets and exceeds the minimum contrast ratio. A vast majority of the tutorial content does as well, except for the page header.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	All pages have text content and controls that resize appropriately.

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	Help documentation uses text instead of images of text, except for branding elements which are exempt.
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	We support a multitude of ways to navigate within and between supporting content.
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	Help documentation and tutorial content contains headings and labels that are descriptive and clear.
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) 	Partially Supports	A few elements, such as video tutorial play button, lack visible focus.
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	The language of all parts on the pages can be programmatically determined.
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Help documentation and tutorial content navigation is consistent.
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Consistent labeling for navigation within and between support content.
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p>	Partially Supports	Tutorial content supported. Some inputs for technical support knowledgebase materials or ticket creation could be improved.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> • 602.3 (Support Docs) 		
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 602.3 (Support Docs) 	Not Applicable	

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	While much of our content is text-based, much is video-based and the audio alone would not help those without vision.
302.2 With Limited Vision	Partially Supports	Videos can be presented in full-screen mode. We do not constrain, however, there is still room for improvement, especially in our audio/visual support content.
302.3 Without Perception of Color	Supports	The help documents and tutorial content do not require color perception to operate.
302.4 Without Hearing	Supports	All tutorial videos are captioned. No GIFs have audio.
302.5 With Limited Hearing	Supports	All tutorial videos are captioned. No GIFs have audio.
302.6 Without Speech	Supports	No speech is required to use help and tutorial content.
302.7 With Limited Manipulation	Partially Supports	Tab sequence and usability is not as good as it should be. It would also be challenging to interact with some of the video-based support (i.e. scrubbing)
302.8 With Limited Reach and Strength	Supports	Nothing required beyond users preferred input mechanisms. Software: Nothing required beyond users preferred input mechanisms. Authoring Tool: Nothing required beyond users preferred input mechanisms.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supported	There are multiple forms of help and tutorial content provided with images, text, and video.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	Documentation explains how to use the accessibility features in Camtasia such as captions.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Support personnel are trained in product features such as captions, speech-to-text, etc. and can aid customers in using these effectively to create highly accessible videos.
603.3 Accommodation of Communication Needs	Supports	TechSmith offers a variety of channels for communicating with our support teams: phone, email, chat, and through social media channels as well.

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