

# TechSmith Accessibility Conformance Report International Edition

(Based on VPAT® Version 2.5)

**Name of Product/Version:** TechSmith Online Support Documentation

**Report Date:** March 3, 2025

**Product Description:** This VPAT includes the reporting for all TechSmith product support documentation.

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

**Notes:** Responses to criteria are based on the accessibility of the support documentation on our website. Chapter 4 under the Revised Section 508 has been removed as Hardware standards do not apply.

**Evaluation Methods Used:** An internal evaluation was performed using NVDA and Microsoft Narrator, Color Contrast Analyzer where necessary, 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
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A - Yes Level AA - Yes Level AAA - No
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A - Yes Level AA - Yes Level AAA - No
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A - Yes Level AA - Yes Level AAA - No
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	Yes
<a href="#">EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11)</a>	Yes

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## 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 2.2 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](#).

**Table 1: Success Criteria Level A**

	Conformance Level	Remarks and Explanations
<p><a href="#"><u>1.1.1 Non-text Content (Level A)</u></a>            Also applies to:            EN 301 549 Criteria            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)            Revised Section 508            501 (Web)(Software)            504.2 (Authoring Tool)            602.3 (Support Docs)</p>	<p>Partially Supports</p>	<p>Product tutorials supports this criteria, but support articles are frequently missing descriptive alt tags.</p>
<p><a href="#"><u>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</u></a>            Also applies to:            EN 301 549 Criteria            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)            Revised Section 508            501 (Web)(Software)            504.2 (Authoring Tool)            602.3 (Support Docs)</p>	<p>Supports</p>	<p>Any video-only content is being presented as a media alternative for text.</p>

**1.2.2 Captions (Prerecorded) (Level A)**

Also applies to:

- EN 301 549 Criteria
- 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)
- 12.2.4 (Support Docs)
- Revised Section 508
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

Supports

All new video content on for Product Support is captioned. A minority of older resources for prior versions may not have captions. All tutorial content is captioned.

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

Also applies to:

- EN 301 549 Criteria
- 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)
- Revised Section 508
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

Does Not Support

Videos do not contain audio description tracks.

**1.3.1 Info and Relationships (Level A)**

Also applies to:

- EN 301 549 Criteria
- 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)
- Revised Section 508
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

Supports

Information, structure, and relationships can be programmatically determined.

**1.3.2 Meaningful Sequence (Level A)**

Also applies to:

- EN 301 549 Criteria
- 9.1.3.2 (Web)
- 10.1.3.2 (Non-web document)
- 11.1.3.2.1 (Open Functionality Software)
- 11.1.3.2.2 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)
- Revised Section 508
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

Supports

A correct reading sequence can be programmatically determined.

**1.3.3 Sensory Characteristics (Level A)**

Also applies to:

- EN 301 549 Criteria
- 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)
- Revised Section 508
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

Partially Supports

Content at times relies on color, location, and orientation characteristics to convey meaning.

**1.4.1 Use of Color (Level A)**

Also applies to:

- EN 301 549 Criteria
- 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)
- Revised Section 508
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

Partially Supports

Some support articles rely on use color to identify product elements.

**1.4.2 Audio Control (Level A)**

Also applies to:

- EN 301 549 Criteria
- 9.1.4.2 (Web)
- 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)
- Revised Section 508
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 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.

**2.1.1 Keyboard (Level A)**

Also applies to:

- EN 301 549 Criteria
- 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)
- Revised Section 508
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

Does Not Support

Tutorial landing pages lack focus and hover states sufficient to make keyboard navigation possible.

**2.1.2 No Keyboard Trap (Level A)**

Also applies to:

- EN 301 549 Criteria
- 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)
- Revised Section 508
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

Does Not Support

Tutorial landing pages lack focus and hover states sufficient to make keyboard navigation possible.

**2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)**

Also applies to:

- EN 301 549 Criteria
- 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)
- Revised Section 508 – Does not apply

Not Applicable

No keyboard shortcuts are employed within Supporting Documents content.



**2.2.1 Timing Adjustable (Level A)**

Also applies to:

- EN 301 549 Criteria
- 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)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)
- Revised Section 508
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

Supports

There are no time constraints on supporting documentation, videos, or forms.

**2.2.2 Pause, Stop, Hide (Level A)**

Also applies to:

- EN 301 549 Criteria
- 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)
- Revised Section 508
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

Partially Supports

Animated GIFs, while supported by other content, do not have controls to pause, stop, or hide. All other content is controllable.

**2.3.1 Three Flashes or Below Threshold (Level A)**

Also applies to:

- EN 301 549 Criteria
- 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)
- Revised Section 508
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

Supports

There is no content that flashes.

**2.4.1 Bypass Blocks (Level A)**

Also applies to:

- EN 301 549 Criteria
- 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)
- Revised Section 508
- 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

Does Not Support

Tutorials and Support site pages do not offer links to jump past repetitive content.

#### **2.4.2 Page Titled (Level A)**

Also applies to:

EN 301 549 Criteria

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)

Revised Section 508

501 (Web)(Software)

504.2 (Authoring Tool)

602.3 (Support Docs)

**Supports**

Titles are unique and clearly describe support content.

#### **2.4.3 Focus Order (Level A)**

Also applies to:

EN 301 549 Criteria

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)

Revised Section 508

501 (Web)(Software)

504.2 (Authoring Tool)

602.3 (Support Docs)

**Partially Supports**

Some navigation elements on Tutorials pages do not receive keyboard focus.

<p><b><u>2.4.4 Link Purpose (In Context) (Level A)</u></b></p> <p>Also applies to:  EN 301 549 Criteria  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)  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)  602.3 (Support Docs)</p>	<p><b>Partially Supports</b> Product tutorials use descriptive link text, but content on product support pages uses ambiguous/generic link text.</p>
<p><b><u>2.5.1 Pointer Gestures (Level A 2.1 and 2.2)</u></b></p> <p>Also applies to:  EN 301 549 Criteria  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)  Revised Section 508 – Does not apply</p>	<p><b>Supports</b> No content navigation requires pointer gestures.</p>
<p><b><u>2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)</u></b></p> <p>Also applies to:  EN 301 549 Criteria  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)  Revised Section 508 – Does not apply</p>	<p><b>Supports</b> All pages support pointer cancelation guidelines.</p>

<p><b><u>2.5.3 Label in Name (Level A 2.1 and 2.2)</u></b>  Also applies to:  EN 301 549 Criteria  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)  Revised Section 508 – Does not apply</p>	<p><b>Does Not Support</b> Website navigation does not include accessible name descriptions.</p>
<p><b><u>2.5.4 Motion Actuation (Level A 2.1 and 2.2)</u></b>  Also applies to:  EN 301 549 Criteria  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)  Revised Section 508 – Does not apply</p>	<p><b>Supports</b> TechSmith’s Supporting Documents are not controlled by any motion actuation options.</p>
<p><b><u>3.1.1 Language of Page (Level A)</u></b>  Also applies to:  EN 301 549 Criteria  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)  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)  602.3 (Support Docs)</p>	<p><b>Supports</b> Each page states the language of the page in the HTML DOM. The user can select language on the website for both help documentation and tutorial content.</p>

<p><b><u>3.2.1 On Focus (Level A)</u></b>  Also applies to:  EN 301 549 Criteria  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)  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)  602.3 (Support Docs)</p>	<p style="text-align: center;"><b>Supports</b></p> <p>No change of context is initiated via focus.</p>
<p><b><u>3.2.2 On Input (Level A)</u></b>  Also applies to:  EN 301 549 Criteria  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)  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)  602.3 (Support Docs)</p>	<p style="text-align: center;"><b>Supports</b></p> <p>No change of context is initiated via change in user interface.</p>
<p><b><u>3.2.6 Consistent Help (Level A 2.2 only)</u></b>  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply</p>	<p style="text-align: center;"><b>Supports</b></p> <p>Contact Support appears consistently on all pages where it is available.</p>

<p><b><u>3.3.1 Error Identification (Level A)</u></b>  <b><u>Also applies to:</u></b>  EN 301 549 Criteria  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)  12.2.4 (Support Docs)  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)  602.3 (Support Docs)</p>	<p style="text-align: center;"><b>Supports</b>      Documentation does not have built-in error messages.</p>
<p><b><u>3.3.2 Labels or Instructions (Level A)</u></b>  Also applies to:  EN 301 549 Criteria  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)  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)  602.3 (Support Docs)</p>	<p style="text-align: center;"><b>Supports</b>      Labels are provided for all input fields.</p>
<p><b><u>3.3.7 Redundant Entry (Level A 2.2 only)</u></b>  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply</p>	<p style="text-align: center;"><b>Supports</b>      Re-entry of information (email address) during purchase is essential to ensure accuracy.</p>

#### **4.1.1 Parsing (Level A)**

Applies to:

WCAG 2.0 and 2.1 – Always answer ‘Supports’  
WCAG 2.2 (obsolete and removed) - Does not apply  
EN 301 549 Criteria  
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)  
Revised Section 508  
501 (Web)(Software)  
504.2 (Authoring Tool)  
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:

EN 301 549 Criteria  
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) – Does not apply  
11.8.2 (Authoring Tool)  
12.1.2 (Product Docs)  
12.2.4 (Support Docs)  
Revised Section 508  
501 (Web)(Software)  
504.2 (Authoring Tool)  
602.3 (Support Docs)

Supports

Supporting Documents are HTML-based and used according to specification.



**Table 2: Success Criteria AA**

	Conformance Level	Remarks and Explanations
<p><b><u>1.2.4 Captions (Live) (Level AA)</u></b>                      Also applies to:                      EN 301 549 Criteria                      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)                      Revised Section 508                      501 (Web)(Software)                      504.2 (Authoring Tool)                      602.3 (Support Docs)</p>	<p>Not Applicable</p>	<p>All electronic training videos are prerecorded.</p>
<p><b><u>1.2.5 Audio Description (Prerecorded) (Level AA)</u></b>                      Also applies to:                      EN 301 549 Criteria                      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)                      Revised Section 508                      501 (Web)(Software)                      504.2 (Authoring Tool)                      602.3 (Support Docs)</p>	<p>Does Not Support</p>	<p>The tutorial videos do not have audio descriptions.</p>

<p><b><u>1.3.4 Orientation (Level AA 2.1 and 2.2)</u></b>  Also applies to:  EN 301 549 Criteria  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)  Revised Section 508 – Does not apply</p>	<p style="text-align: center;"><b>Supports</b></p> <p>All TechSmith Supporting Documents content is developed using responsive design.</p>
<p><b><u>1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)</u></b>  Also applies to:  EN 301 549 Criteria  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)  Revised Section 508 – Does not apply</p>	<p style="text-align: center;"><b>Supports</b></p> <p>The purpose of each input field on the form to submit a support ticket can be programmatically determined.</p>
<p><b><u>1.4.3 Contrast (Minimum) (Level AA)</u></b>  Also applies to:  EN 301 549 Criteria  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)  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)  602.3 (Support Docs)</p>	<p style="text-align: center;"><b>Partially Supports</b></p> <p>All help documentation content meets and exceeds the minimum contrast ratio. A vast majority of the tutorial content does as well, except for the search bar and navigation breadcrumbs.</p>

<p><b><u>1.4.4 Resize text (Level AA)</u></b>  Also applies to:  EN 301 549 Criteria  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)  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)  602.3 (Support Docs)</p>	<p style="text-align: center;"><b>Supports</b></p> <p>All pages have text content and controls that resize appropriately.</p>
<p><b><u>1.4.5 Images of Text (Level AA)</u></b>  Also applies to:  EN 301 549 Criteria  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)  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)  602.3 (Support Docs)</p>	<p style="text-align: center;"><b>Supports</b></p> <p>Help, Tutorial, and TechSmith Support content uses text instead of images of text, except for branding elements which are exempt.</p>
<p><b><u>1.4.10 Reflow (Level AA 2.1 and 2.2)</u></b>  Also applies to:  EN 301 549 Criteria  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)  Revised Section 508 – Does not apply</p>	<p style="text-align: center;"><b>Supports</b></p> <p>Help, Tutorial, and TechSmith Support content all support reflow.</p>

<p><b><u>1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)</u></b></p> <p>Also applies to:  EN 301 549 Criteria  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)  Revised Section 508 – Does not apply</p>	<p><b>Supports</b> Non-text elements meet contrast requirements.</p>
<p><b><u>1.4.12 Text Spacing (Level AA 2.1 and 2.2)</u></b></p> <p>Also applies to:  EN 301 549 Criteria  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)  Revised Section 508 – Does not apply</p>	<p><b>Supports</b> Our Supporting Documents content meets the text spacing accessibility requirements.</p>
<p><b><u>1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)</u></b></p> <p>Also applies to:  EN 301 549 Criteria  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)  Revised Section 508 – Does not apply</p>	<p><b>Partially Supports</b> TechSmith Support navigation menu is not dismissable without moving your mouse away.</p>

<p><b><u>2.4.5 Multiple Ways (Level AA)</u></b>  Also applies to:  EN 301 549 Criteria  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)  Revised Section 508  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>	<p style="text-align: center;"><b>Supports</b></p> <p>We support a multitude of ways to navigate within and between supporting content.</p>
<p><b><u>2.4.6 Headings and Labels (Level AA)</u></b>  Also applies to:  EN 301 549 Criteria  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)  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)  602.3 (Support Docs)</p>	<p style="text-align: center;"><b>Supports</b></p> <p>Help documentation, TechSmith Support, and tutorial content contains headings and labels that are descriptive and clear.</p>

<p><b><u>2.4.7 Focus Visible (Level AA)</u></b>  Also applies to:  EN 301 549 Criteria  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)  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)  602.3 (Support Docs)</p>	<p style="text-align: center;"><b>Partially Supports</b></p> <p>Some elements of the tutorials landing pages do not show visible focus as you tab through.</p>
<p><b><u>2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)</u></b>  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply</p>	<p style="text-align: center;"><b>Supports</b></p> <p>No content obscures focus.</p>
<p><b><u>2.5.7 Dragging Movements (Level AA 2.2 only)</u></b>  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply</p>	<p style="text-align: center;"><b>Supports</b></p> <p>All functionality that uses a dragging movement for operation can be achieved by a single pointer without dragging.</p>
<p><b><u>2.5.8 Target Size (Minimum) (Level AA 2.2 only)</u></b>  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply</p>	<p style="text-align: center;"><b>Supports</b></p> <p>All pointer targets are at least 24x24 CSS pixels.</p>
<p><b><u>3.1.2 Language of Parts (Level AA)</u></b>  Also applies to:  EN 301 549 Criteria  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)  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)  602.3 (Support Docs)</p>	<p style="text-align: center;"><b>Supports</b></p> <p>The language of all parts on the pages can be programmatically determined.</p>

<p><b><u>3.2.3 Consistent Navigation (Level AA)</u></b></p> <p>Also applies to:  EN 301 549 Criteria  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)  Revised Section 508  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>	<p style="text-align: center;"><b>Supports</b></p> <p>Help documentation and tutorial content navigation is consistent.</p>
<p><b><u>3.2.4 Consistent Identification (Level AA)</u></b></p> <p>Also applies to:  EN 301 549 Criteria  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)  Revised Section 508  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>	<p style="text-align: center;"><b>Supports</b></p> <p>Consistent labeling for navigation within and between support content.</p>

<p><b><u>3.3.3 Error Suggestion (Level AA)</u></b></p> <p>Also applies to:  EN 301 549 Criteria  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)  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)  602.3 (Support Docs)</p>	<p style="text-align: center;"><b>Partially Supports</b></p> <p>Tutorial content supported. Some inputs for technical support articles or ticket creation could be improved.</p>
<p><b><u>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</u></b></p> <p>Also applies to:  EN 301 549 Criteria  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)  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)  602.3 (Support Docs)</p>	<p style="text-align: center;"><b>Not Applicable</b></p> <p>There are no user inputs for data or that would cause legal commitments or financial transactions.</p>



<p><b><u>3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)</u></b>  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply</p>	<p style="text-align: center;"><b>Supports</b></p> <p>An alternative method exists for any cognitive function test, such as using a password manager or ability to copy and paste a password.</p>
<p><b><u>4.1.3 Status Messages (Level AA 2.1 and 2.2)</u></b>  Also applies to:  EN 301 549 Criteria  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</p>	<p style="text-align: center;"><b>Supports</b></p> <p>Only standard user interface controls are present and are supported.</p>

# Revised Section 508 Report

## Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	While much of our content is text-based and screen reader compatible, much is video-based, some with audio tracks (but not secondary tracks) and also some video only (GIFs).
302.2 With Limited Vision	Supports	Our content is responsive and supports significant zoom levels (e.g. 400%); in addition, our videos can be set to full screen.
302.3 Without Perception of Color	Supports	Where a visual mode of operation is provided, at least one visual mode of operation that does not require user perception of color.
302.4 Without Hearing	Supports	Video content includes closed captions.
302.5 With Limited Hearing	Supports	Video content in our TechSmith Support and Help and Tutorials is captioned.
302.6 Without Speech	Supports	Speech is not needed to control our Supporting Docs content.
302.7 With Limited Manipulation	Supports	Where a manual mode of operation is provided, at least one mode of operation exists that does not require fine motor control or simultaneous manual operations.
302.8 With Limited Reach and Strength	Supports	Nothing required beyond users preferred input mechanisms.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	There are multiple forms of help and tutorial content provided with images, text, and video.

## **Chapter 4: Hardware**

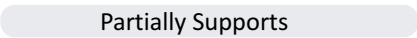
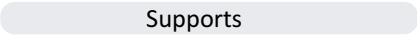
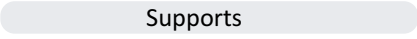
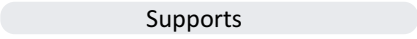
Notes: Not Applicable

## **Chapter 5: Software**

Notes: Not Applicable

## **Chapter 6: Support Documentation and Services**

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

<b>Criteria</b>	<b>Conformance Level</b>	<b>Remarks and Explanations</b>
<b>601.1 Scope</b>	Heading cell – no response required.	Heading cell – no response required.
<b><u>602 Support Documentation</u></b>	Heading cell – no response required.	Heading cell – no response required.
602.2 Accessibility and Compatibility Features	 Partially Supports	Our Supporting Documentation covers the authoring tool features of our software needed to create accessible content, such as captioning. However, we do not have documentation on how to leverage external tools such as third party screen readers with our software or our supporting documentation.
602.3 Electronic Support Documentation	<u>See WCAG 2.x section.</u>	See information in WCAG 2.x section.
602.4 Alternate Formats for Non-Electronic Support Documentation	 Supports	All supporting documentation is provided in electronic format.
<b><u>603 Support Services</u></b>	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.

# EN 301 549 Report

## **Chapter 4: Functional Performance Statements (FPS)**

Not Applicable

## **Chapter 5: Generic Requirements**

Not Applicable

## **Chapter 6: ICT with Two-Way Voice Communication**

Not Applicable

## **Chapter 7: ICT with Video Capabilities**

Not Applicable

## **Chapter 8: Hardware**

Not Applicable

## **Chapter 9: Web (see WCAG 2.x section)**

Not Applicable

## **Chapter 10: Non-Web Documents**

Not Applicable

## **Chapter 11: Software**

Not Applicable

## **Chapter 12: Documentation and Support Services**

Criteria	Conformance Level	Remarks and Explanations
<b>12.1 Product documentation</b>	Heading cell – no response required.	Heading cell – no response required.

12.1.1 Accessibility and compatibility features	Does Not Support	No product documentation exists on using the product with accessibility features.
12.1.2 Accessible documentation	<u>See WCAG 2.x section.</u>	See information in WCAG 2.x section.
<b>12.2 Support Services</b>	Heading cell – no response required.	Heading cell – no response required.
12.2.2 Information on accessibility and compatibility features	Does Not Support	No support documentation exists on using the product with accessibility features.
12.2.3 Effective communication	Supports	Website, Chat, Call Center, and Help Desk support is available.
12.2.4 Accessible documentation	<u>See WCAG 2.x section.</u>	See information in WCAG 2.x section.

### **Chapter 13: ICT Providing Relay or Emergency Service Access**

Not Applicable

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