

TechSmith® and Section 508

TECHSMITH WHITE PAPER

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Document Purpose and Scope

This document discusses how TechSmith® has addressed and is continuing to address Section 508 compliance within its software applications. It is written for a non-technical audience and is intended to provide a high-level overview and roadmap, rather than an in-depth technical dissertation.

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Background Information on Section 508 and Software Accessibility

On December 21, 2000, the Architectural and Transportation Barriers Compliance Board (Access Board) issued final accessibility standards for electronic and information technology covered by section 508 of the Rehabilitation Act Amendments of 1998. These standards set forth a definition of electronic and information technology and the technical and functional performance criteria necessary for such technology to be accessible.

TechSmith® has made significant enhancements to our products that improve the accessibility of the TechSmith® software. This was done with the intent to enable agencies to be compliant with the Section 508 regulations.

TechSmith® offers the following background information to help our customers understand the accessibility features of our software, including Snagit Main UI®, Snagit Editor® and Snagit OneClick®, in the context of the Section 508 standards. This document is not intended to be a certification of compliance.

A portion of the functionality of TechSmith® software products is derived from third party libraries. In cases where the current libraries are not completely 508 compliant, TechSmith® is working closely with the third party vendors to insure full compatibility in future releases.

The document contains subsets of the Electronic and Information Technology Accessibility Standards as published in 36 CFR Part 1194 (§ 1194.21 - Software applications and operating systems, § 1194.31 Functional Performance Criteria and § 1194.41 - Information, Documentation, and Support) and provides an analysis of TechSmith® products as related to these standards.

TechSmith® Voluntary Product Accessibility Templates (VPAT)

This section provides specific compliance information for most of the TechSmith® current software products. These include Snagit Capture UI®, Snagit Editor® and Snagit OneClick® for version 13. The information is provided in industry standard voluntary product accessibility template tables. The following VPAT tables are provided.

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Snagit Capture UI® VPAT

The following table indicates the current 508 section 1194.21 compatibility of Snagit Main UI® software. In-house evaluation has been performed using the Job Access with Speech (JAWS) interface.

Snagit Capture UI® - § 1194.21 Software Applications and Operating Systems		
Criteria	Compliance	Remarks and explanations
<p>(a) Keyboard Access: When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.</p>	<p>Partial Support</p>	<p>Snagit Capture UI:</p> <ul style="list-style-type: none"> - All three capture types and corresponding options are accessible with the keyboard. - Sub-options 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 kicked off with the keyboard. <p>Snagit Preset Editor:</p> <ul style="list-style-type: none"> - New preset options can be accessed successfully using keyboard. - Editing existing presets cannot be accessed 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. - Capture controls (except mic toggle) type, region size, and cancel buttons can be navigated with the keyboard. - Restart recording sub-options cannot be accessed via keyboard <p>Snagit Capture Preferences:</p> <ul style="list-style-type: none"> - All options can be navigated with the keyboard, but they are out of order.

<p>(b) Accessibility Features: Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</p>	<p>Supports</p>	<p>Snagit does not disrupt or disable any accessibility features of Windows.</p>
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<p>(c) On-screen focus and tracking: A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that assistive technology can track focus and focus changes Focus is programmatically exposed through the Microsoft Active Accessibility (MSAA)</p>	<p>Supports</p>	<p>Snagit Capture UI:</p> <ul style="list-style-type: none"> - Focus is displayed correctly for most objects. - There are some objects that get double focus. <p>Snagit Preset Editor:</p> <ul style="list-style-type: none"> - Focus is displayed correctly for preset menus and created of new presets. - Focus is limited with selecting existing presets. - There are some objects that get double focus. <p>Snagit Capture Crosshairs and Controls:</p> <ul style="list-style-type: none"> - Focus is displayed correctly for most objects. - Stop/pause and system audio buttons don't have focus. - Mic button and restart recording sub-options are not accessible via keyboard. <p>Snagit Capture Preferences:</p> <ul style="list-style-type: none"> - Focus is displayed correctly for all objects, but they are out of order.
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<p>(d) Information about user interface elements: Sufficient information about a user interface element including the identity, operation and state of the element shall be available to assistive technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>	<p>Partial Support</p>	<p>Using JAWS Snagit Capture UI: <ul style="list-style-type: none"> - All options are recognized using JAWS. Snagit Preset Editor: <ul style="list-style-type: none"> - All options are recognized using JAWS. Snagit Capture Crosshairs and Controls: <ul style="list-style-type: none"> - Capture type and cancel buttons are not recognized by JAWS. Snagit Capture Preferences: <ul style="list-style-type: none"> - All options are recognized using JAWS. </p>
<p>(e) Consistent meaning of images: When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	<p>Supports</p>	<p>Snagit Capture UI: <ul style="list-style-type: none"> - All icons and symbols are consistently used. Snagit Preset Editor: <ul style="list-style-type: none"> - All icons and symbols are consistently used. Snagit Capture Crosshairs and Controls: <ul style="list-style-type: none"> - All icons and symbols are consistently used. Snagit Capture Preferences: <ul style="list-style-type: none"> - All icons and symbols are consistently used. </p>

<p>(f) Availability of textual information: Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p>	Supports	<ul style="list-style-type: none"> - All text presented in the application is readable. - All windows and dialogs are properly titled.
<p>(g) Contrast and color settings: Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	Partial Supported	Snagit doesn't not respect high-contrast mode. But there are two themes (light and dark) to choose from to adjust contrast.
<p>(h) Animation: When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>	Partial Supported	Some animations can be turned off with a deployment tool.
<p>(i) Color Coding: Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	Supports	<ul style="list-style-type: none"> - Snagit user interface does not use color as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. - Snagit provides valid text while conveying any information to the user.
<p>(j) Variety of color selections: When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.</p>	Supports	Snagit offers two themes of differing contrast to choose from.
<p>(k) Flash or blink frequency: Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.</p>	Supports	Snagit video recording icon blinks in the system tray when Snagit is in record mode. It blinks at a rate of approx. 2HZ and is within the compliance.

<p>(I) Interaction with electronic forms: When electronic forms are used, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</p>	<p>Supports</p>	<p>Options and Changes made under Snagit Capture UI are correctly recognized using JAWS.</p>
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Snagit Editor® VPAT

The following table indicates the current 508 section 1194.21 compatibility of Snagit Editor® software. Inhouse evaluation has been performed using the Job Access with Speech (JAWS) interface

Snagit Editor® - § 1194.21 Software Applications and Operating Systems		
Criteria	Compliance	Remarks and explanations
<p>(a) Keyboard Access: When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.</p>	Partially supported	<ul style="list-style-type: none"> - Toolbar items are accessible through a Ctrl + Number scheme and an unintuitive tab structure (e.g. three tab + enter combos between tools). - 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>(b) Accessibility Features: Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</p>	Supports	Snagit does not disrupt or disable any accessibility features of Windows.
<p>(c) On-screen focus and tracking: A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that assistive technology can track focus and focus</p>	Supports	<ul style="list-style-type: none"> - Focus is displayed poorly for most objects; difficult to tell where tab selection is.

<p>changes Focus is programmatically exposed through the Microsoft Active Accessibility (MSAA).</p>		
<p>(d) Information about user interface elements: Sufficient information about a user interface element including the identity, operation and state of the element shall be available to assistive technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>	<p>Partial Support</p>	<p>Using JAWS</p> <ul style="list-style-type: none"> - Once focus is gained through tabbing as mentioned above, most properties are recognized using JAWS - Tools in the toolbar are not recognized by JAWS.
<p>(e) Consistent meaning of images: When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	<p>Supports</p>	<ul style="list-style-type: none"> - All icons and symbols are consistently used.
<p>(f) Availability of textual information: Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p>	<p>Supports</p>	<ul style="list-style-type: none"> - All text presented in the application is readable; higher resolutions may result in small text. - All the windows and dialogs are properly titled.

<p>(g) Contrast and color settings: Applications shall not override user selected contrast and color selections and other individual display attributes.</p>		<p>Snagit doesn't not respect high-contrast mode, but there are two themes to choose from to adjust contrast.</p>
<p>(h) Animation: When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>	<p>Supports</p>	<p>Some animations can be turned off with a deployment tool.</p>
<p>(i) Color Coding: Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	<p>Supports</p>	<ul style="list-style-type: none"> - Snagit user interface does not use color as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. - Snagit proves valid text while conveying any information to the user. (e.g. while saving the file or while taking any capture a video capture it provides the valid test to describe the start and stop hotkeys.)
<p>(j) Variety of color selections: When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.</p>	<p>Supports</p>	<ul style="list-style-type: none"> - Snagit offers two themes of differing contrast to choose from.
<p>(k) Flash or blink frequency: Software shall not use flashing or blinking text, objects, or other elements having a flash or blink</p>	<p>Supports</p>	<ul style="list-style-type: none"> - Flashing and blinking text and objects are not used in Snagit Editor

<p>frequency greater than 2 Hz and lower than 55 Hz.</p>		
<p>(I) Interaction with electronic forms: When electronic forms are used, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</p>	<p>Partial Support</p>	<ul style="list-style-type: none"> - Many of the controls in the Snagit interface provide keyboard access and information for assistive technology. However, operations related to image viewing and editing are not fully supported by screen readers. - Changes made to the image on the canvas are not recognized by JAWS.

Snagit OneClick® VPAT

The following table indicates the current 508 section 1194.21 compatibility of Snagit OneClick® software. In-house evaluation has been performed using the Job Access with Speech (JAWS) interface

Snagit OneClick® - § 1194.21 Software Applications and Operating Systems		
Criteria	Compliance	Remarks and explanations
<p>(a) Keyboard Access: When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.</p>	<p>Partial Support</p>	<p>Snagit OneClick UI:</p> <ul style="list-style-type: none"> - Snagit OneClick window can be activated via keyboard via Capture Window or Snagit icon sub-menu in the Windows system tray. - Navigating to Snagit OneClick via keyboard is only accessible after mouse selection of the Snagit OneClick window or the Windows system tray Snagit icon sub-menu. - Presets under Snagit OneClick are only accessible via keyboard after selecting preset section via mouse. - Note: Snagit OneClick is an optional interface and not the primary way to interact with Snagit. <p>Snagit OneClick Options:</p> <ul style="list-style-type: none"> - Additional Options section under Snagit OneClick does is not accessible via keyboard. <p>Snagit Capture Crosshairs and Controls:</p> <ul style="list-style-type: none"> - Focus is displayed correctly for most objects. - Stop/pause and system audio buttons don't have focus. - Mic button and restart recording sub-options are not accessible via keyboard.

<p>(b) Accessibility Features: Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</p>	<p>Supports</p>	<p>Snagit does not disrupt or disable any accessibility features of Windows.</p>
<p>(c) On-screen focus and tracking: A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that assistive technology can track focus and focus changes Focus is programmatically exposed through the Microsoft Active Accessibility (MSAA)</p>	<p>Partial Support</p>	<p>Snagit OneClick UI:</p> <ul style="list-style-type: none"> - Navigating to Snagit OneClick via keyboard is only accessible after mouse selection of the Snagit OneClick window or the Windows system tray Snagit icon sub-menu. - Presets under Snagit OneClick only display focus via keyboard after selecting preset section via mouse. <p>Snagit OneClick Options:</p> <ul style="list-style-type: none"> - Additional Options section under Snagit OneClick does not display focus and is unable to be tabbed through. <p>Snagit Capture Crosshairs and Controls:</p> <ul style="list-style-type: none"> - Focus is displayed correctly for most objects. - Stop/pause and system audio buttons don't have focus. <p>Mic button and restart recording sub-options are not accessible via keyboard.</p>

<p>(d) Information about user interface elements: Sufficient information about a user interface element including the identity, operation and state of the element shall be available to assistive technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>	<p>Partial Support</p>	<p>Snagit OneClick UI:</p> <ul style="list-style-type: none"> - Various presets under Snagit OneClick are not recognized by JAWS. - Note: Snagit OneClick is an optional interface and not the primary way to interact with Snagit. <p>Snagit OneClick Options:</p> <ul style="list-style-type: none"> - All the options under Snagit OneClick options dialog are successfully recognized using JAWS. <p>Snagit Capture Crosshairs and Controls:</p> <ul style="list-style-type: none"> - Capture type and cancel buttons are not recognized by JAWS.
<p>(e) Consistent meaning of images: When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	<p>Supports</p>	<p>Snagit OneClick UI:</p> <ul style="list-style-type: none"> - All the presets displayed under Snagit OneClick UI get highlighted in hovering. <p>Snagit OneClick Options:</p> <ul style="list-style-type: none"> - All the options under Snagit OneClick options dialog successfully changes the color to show the focus. <p>Snagit Capture Crosshairs and Controls:</p> <ul style="list-style-type: none"> - All icons and symbols are consistently used.
<p>(f) Availability of textual information: Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p>	<p>Supports</p>	<ul style="list-style-type: none"> - All text presented in the application is readable. - All the windows and dialogs are properly titled.
<p>(g) Contrast and color settings: Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Partial Support</p>	<p>Snagit doesn't not respect high-contrast mode. But there are two themes to choose from to adjust your contrast.</p>
<p>(h) Animation: When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>	<p>No Support</p>	<ul style="list-style-type: none"> - Snagit OneClick option is animated. While hovering no supporting text is displayed. - Note: OneClick is an optional interface and not the primary way to interact with Snagit.

<p>(i) Color Coding: Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	<p>Supports</p>	<ul style="list-style-type: none"> - Snagit user interface does not use color as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. - Snagit provides valid text while conveying any information to the user.
<p>(j) Variety of color selections: When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.</p>	<p>Supports</p>	<ul style="list-style-type: none"> - Software displays correctly with any changes in the color and contrast settings of the windows.
<p>(k) Flash or blink frequency: Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Supports</p>	<ul style="list-style-type: none"> - Flashing and blinking text and objects are not used in Snagit OneClick
<p>(l) Interaction with electronic forms: When electronic forms are used, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</p>	<p>Supports</p>	<ul style="list-style-type: none"> - All the options and changes under Snagit OneClick are successfully recognized by JAWS.

Section 1194.31 Functional Performance Criteria – Detail VPAT™ Voluntary Product Accessibility Template®		
Criteria	Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Partial Support	- Any changes made to the image on the canvas are not recognized by JAWS.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Partial Support	- Snagit supports large DPI. - Text and buttons under Snagit Capture UI, Snagit Editor UI, and Snagit OneClick do not display correctly with large fonts.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided.	Not applicable	- Snagit does not require hearing. Snagit only conveys limited information using sound during tutorials, with concurrent visual instructions.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Not applicable	- Snagit uses instructional videos/GIFs to convey instructions for some functionality (primarily around capture features).
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Not applicable	- Snagit does not require speech for normal operation.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Partial Support	- User can drag any image/video directly to the Editor canvas. - Applying drawing tool to the image on canvas requires the dragging of the tool. Mouse Keys can be used to provide workarounds

Section 1194.41 Information, Documentation and Support – Detail VPAT™ Voluntary Product Accessibility Template®		
Criteria	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports	Snagit Capture UI - Documentation is available in form of Help file and Online Help Snagit Editor - Documentation is available in form of Help file and Online Help Snagit OneClick - Documentation is available in form of Help file and Online Help
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	A copy of the VPAT Section 1194.21 can be made available upon request without any additional charges
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Support service for Snagit is available through online forums, tutorials and technical support.