

# TechSmith Accessibility Conformance Report International Edition

(Based on VPAT® Version 2.5)

**Name of Product/Version:** TechSmith Snagit 2024

**Report Date:** October 14, 2024

**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. An EN 301 549 Report is included. 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, 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="#">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

## 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.

**Table 1: Success Criteria Level A**

	Conformance Level	Remarks and Explanations
<p><b><u>1.1.1 Non-text Content (Level A)</u></b>                      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>	Software	Partially Supports The product does not provide text alternatives to the visual content on the Canvas.
	Authoring Tool (PDF)	Not Applicable All PDFs exported from the product contain only images.
	Authoring Tool (MP4)	Not Applicable All mp4's exported from the product do not provide text alternatives.
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</u></b>                      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>	Software	Supports The product does provide explanatory animations and they include text alternatives. The feature 'Show additional information in tool tips' can be modified to include video and text, text only, or disabled in Editor Preferences.
	Authoring Tool (PDF)	Not Applicable The product does not support the inclusion of pre-recorded audio or video in this format.
	Authoring Tool (MP4)	Not Applicable The product does not provide pre-recorded audio or video for export.
<p><b><u>1.2.2 Captions (Prerecorded) (Level A)</u></b>                      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)</p>	Software	Supports All Snagit onboarding videos have accompanying text explaining the processes covered in the videos.
	Authoring Tool (PDF)	Not Applicable Authored PDFs do not contain pre-recorded media that requires captions.
	Authoring Tool (MP4)	Not Applicable The product does not provide pre-recorded audio or video for export.

<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</u></b>  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)</p>	Software <b>Not Applicable</b>	Snagit onboarding videos do not contain audio.
<p><b><u>1.3.1 Info and Relationships (Level A)</u></b>  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)</p>	Software <b>Partially Supports</b>	Quick Styles and properties present a visual hierarchy relationship, but they can not be programmatically determined.
<p><b><u>1.3.2 Meaningful Sequence (Level A)</u></b>  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)</p>	Authoring Tool (PDF) <b>Does Not Support</b>	Authored PDFs do not contain text so currently there is no way to programmatically represent that information.
<p><b><u>1.3.2 Meaningful Sequence (Level A)</u></b>  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)</p>	Authoring Tool (MP4) <b>Not Applicable</b>	Authored mp4's do not contain hierarchical information.
<p><b><u>1.3.2 Meaningful Sequence (Level A)</u></b>  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)</p>	Software <b>Partially Supports</b>	A few areas of Snagit may not have a meaningful reading sequence that can be programmatically determined.
<p><b><u>1.3.2 Meaningful Sequence (Level A)</u></b>  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)</p>	Authoring Tool (PDF) <b>Does Not Support</b>	Authored PDFs do not contain text so currently there is no way to programmatically represent that information.
<p><b><u>1.3.2 Meaningful Sequence (Level A)</u></b>  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)</p>	Authoring Tool (MP4) <b>Supports</b>	The product allows users to create content in a meaningful sequence.

<p><b><u>1.3.3 Sensory Characteristics (Level A)</u></b>  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)</p>	<p>Software <b>Partially Supports</b></p>	<p>Capturing and sharing an image or video in Snagit does not require a user to visually distinguish where UI components are located. Image editing that depends on drawing shapes requires the user to view portions of the image canvas in Snagit Editor.</p>
<p><b><u>1.4.1 Use of Color (Level A)</u></b>  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)</p>	<p>Software <b>Partially Supports</b></p>	<p>Snagit does not generally use color as the only means of conveying information. However, selected tabs and items within drop down menus may use only color contrast to indicate state or available functionality.</p>
<p><b><u>1.4.2 Audio Control (Level A)</u></b>  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)</p>	<p>Software <b>Supports</b></p>	<p>Snagit does not contain any content that plays audio automatically.</p>
<p><b><u>1.4.2 Audio Control (Level A)</u></b>  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)</p>	<p>Authoring Tool (PDF) <b>Not Applicable</b></p>	<p>PDFs produced by Snagit do not contain any content that plays audio automatically.</p>
<p><b><u>1.4.2 Audio Control (Level A)</u></b>  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)</p>	<p>Authoring Tool (MP4) <b>Supports</b></p>	<p>MP4s produced by Snagit do not play audio automatically by default.</p>

### **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)

Software **Partially Supports**

Capture:  
All capture types, options, presets and top level menus are keyboard accessible.  
Use Spacebar and Enter to control crosshairs and region selection.  
Hotkeys can be assigned to presets for keyboard access.  
Creating new presets is keyboard accessible; existing presets cannot be edited without a mouse.  
Options in capture popups are not keyboard accessible.

Editor:  
Toolbar items are accessible through a Ctrl + Number scheme and tab structure (e.g. three tabs + enter combos between tools), but keyboard-only users cannot execute the functions of the selected toolbar items.

Authoring Tool (PDF) **Not Applicable**

Authored PDFs only export a single image so there is no way to navigate with the keyboard.

Authoring Tool (MP4) **Supports**

MP4s produced by Snagit can be started and stopped via the keyboard.

### **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)

Software **Does Not Support**

There is a keyboard trap in Snagit Editor when moving between the drawing toolbar and properties.

Authoring Tool (PDF) **Not Applicable**

Authored PDFs only export a single image so there is no way to navigate with the keyboard.

### **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

Software **Supports**

Single character shortcuts only exist when capturing in the capture UI, and they are only active when that component has focus.

<p><b><u>2.2.1 Timing Adjustable (Level A)</u></b>  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)</p>	<p>Software <input checked="" type="checkbox"/> Supports</p>	<p>There are two time limits: time delayed capture, which can be adjusted to any length; video recording three-second countdown, which the user manually triggers when they are ready to record. Three-second countdown can be disabled in preferences.</p>
<p><b><u>2.2.2 Pause, Stop, Hide (Level A)</u></b>  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)</p>	<p>Software <input checked="" type="checkbox"/> Supports</p>	<p>Snagit contains several animations:  Onboarding content - This content can be hidden.;  Auto-scroll capture arrow buttons - This can be turned off with a registry key.;  Animated region dashes - This can be turned off with a registry key.;  Auto-scrolling content - This is essential for the capture type. But scrolling capture can be controlled by the user and can be done in less than 5-second increments.</p>
<p><b><u>2.3.1 Three Flashes or Below Threshold (Level A)</u></b>  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)</p>	<p>Software <input checked="" type="checkbox"/> Supports</p>	<p>The onboarding indicator, the Snagit video recording icon in the Windows system tray, and recording dot in Snagit's heads up display all flash less than three times in any one second period.</p>

#### **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

Software **Not Applicable** Does not apply to non-web content.

Authoring Tool (PDF) **Not Applicable** Authored PDFs are a single image without repeated content by default.

#### **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)

Software **Supports** All dialogs, modals, save/open windows, and onboarding content contain descriptive titles.

Authoring Tool (PDF) **Supports** Authored PDFs have descriptive titles by default. Users can change this.

#### **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)

Software **Supports** Focus order is logical for all controls, although there are a few keyboard traps as mentioned above.

Authoring Tool (PDF) **Not Applicable** Authored PDFs only export a single image so there is no way to navigate with the keyboard.

#### **2.4.4 Link Purpose (In Context) (Level A)**

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)

Software Supports

All links and buttons are labeled appropriately in Snagit.

Authoring Tool (PDF) Not Applicable

Authored PDFs only export a single image so there is no way to navigate or activate a link.

#### **2.5.1 Pointer Gestures (Level A 2.1 and 2.2)**

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

Software Partially Supports

Clicking and dragging is required for drawing on the canvas, although assistive technology can help users here. Users may avoid clicking and dragging to select a capture region by using the arrow keys and the enter key on the keyboard.

#### **2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)**

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

Software Supports

The down event of the pointing device is required for drawing on the canvas, but any down event can be canceled while drawing. You may avoid clicking and dragging to select a capture region by using the arrow keys and the enter key on the keyboard.

Authoring Tool (PDF) Supports

All pointer actions can be canceled in authored PDFs.

#### **2.5.3 Label in Name (Level A 2.1 and 2.2)**

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

Software Partially Supports

Tools have accessible names, some buttons may not be vocalized well.

Authoring Tool (PDF) Does Not Support

Authored PDFs only export a single image so there is no way to navigate the content.



<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>Software <b>Supports</b></p>	<p>Snagit does not require input through sensors which respond directly to motions.</p>
	<p>Authoring Tool (PDF) <b>Supports</b></p>	<p>Authored PDFs do not require input through sensors which respond directly to motions.</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>Software <b>Supports</b></p>	<p>The language is programmatically identified by Snagit.</p>
	<p>Authoring Tool (PDF) <b>Supports</b></p>	<p>Authored PDFs only export a single image. Snagit’s language setting is added to PDF metadata.</p>
	<p>Authoring Tool (MP4) <b>Not Applicable</b></p>	<p>Authored content is not capable of containing a programmatically determined language.</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>Software <b>Supports</b></p>	<p>Changing focus to controls in Snagit does not initiate a change of context for the user.</p>
	<p>Authoring Tool (PDF) <b>Not Applicable</b></p>	<p>Authored PDFs only export a single image so there is no way to change focus.</p>
	<p>Authoring Tool (MP4) <b>Not Applicable</b></p>	<p>Authored content does not contain focusable components.</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>Software <b>Supports</b></p>	<p>Controls in Snagit that allow for a setting selection do not initiate a change of context for the user.</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>Software <b>Supports</b></p>	<p>The Help menu is consistently available and is consistently in the same location.</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>Software <b>Partially Supports</b></p>	<p>Most errors are clearly identified and described to the user. Some contain additional information with a keyboard navigable link. In some cases, such as entering a Zoom value that is out of range, we automatically correct the entry without notifying the user of the change.</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>Software <b>Partially Supports</b></p>	<p>The Screen Draw tool, while readable by NVDA, is not readable by JAWS. The selections under the Share button are not screen readable. Drop down options are screen readable, but the label is not read in context.</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>Software <b>Partially Supports</b> Mostly supported. FTP requires re-entry and does not auto-populate.</p>
<p><b><u>4.1.1 Parsing (Level A)</u></b>  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)</p>	<p>Software <b>Not Applicable</b> Parsing does not apply to this desktop software application.</p> <p>Authoring Tool (PDF) <b>Not Applicable</b> Authored PDFs only export a single image so there is no way to parse it.</p> <p>Authoring Tool (MP4) <b>Not Applicable</b> Authored MP4s are not able to be parsed.</p>
<p><b><u>4.1.2 Name, Role, Value (Level A)</u></b>  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)</p>	<p>Software <b>Partially Supports</b> For input boxes the labels and values can be programmatically determined. Units are not clearly described for sliders and some input boxes in the properties panel.</p>

**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>	Software	Not Applicable	Snagit does not include any live video with audio.
	Authoring Tool (PDF)	Not Applicable	Authored PDFs do not contain any live video with audio.
	Authoring Tool (MP4)	Not Applicable	Product does not support live audio content
<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)</p>	Software	Supports	Onboarding animations have a full text alternative that describes the action and is readable by a screen reader.
	Authoring Tool (PDF)	Not Applicable	Authored PDFs do not contain pre-recorded media that requires audio descriptions.
	Authoring Tool (MP4)	Not Applicable	Snagit does not contain pre-recorded media for authoring purposes.
<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>	Software	Supports	Snagit and its content can be viewed across multiple monitors with different orientations.
	Authoring Tool (PDF)	Supports	Authored PDFs can be viewed across multiple monitors with different orientations.
	Authoring Tool (MP4)	Supports	Authored MP4s can be viewed across multiple monitors with different orientations.

**1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)**

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

Software Partially Supports

As mentioned above, units are not clearly described for sliders and some input boxes in the properties panel. For all other input boxes, the labels and values can be programmatically determined.

Authoring Tool (PDF) Supports

Authored PDFs only export a single image so there is no way to input values into it.

Authoring Tool (MP4) Not Applicable

Authored MP4s are not able to accept user input.

**1.4.3 Contrast (Minimum) (Level AA)**

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)

Software Supports

Snagit offers two themes with the following contrast ratios:  
Light Theme - Normal text: 5.2:1; Selected text: 2.63:1 (below the 4.5:1 ratio);  
Dark theme - Normal text: 11.01:1; Selected text: 5.1:1.  
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) Supports

Authored PDFs can be viewed with appropriate levels of contrast with the user's preferred PDF viewer.

Authoring Tool (MP4) Supports

Users are able to create MP4 content that meets this requirement.

**1.4.4 Resize text (Level AA)**

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)

Software Supports

Snagit supports resizing text via operating system scale settings or monitor's DPI. Captured content are images and are exempt. Canvas resizing exceeds 200%.

Authoring Tool (PDF) Supports

Authored PDFs export a single image which is exempt, but can still be scaled in most modern PDF readers.

Authoring Tool (MP4) Not Applicable

The MP4 format does not support text resizing.

#### **1.4.5 Images of Text (Level AA)**

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)

Software **Partially Supports**

Snagit uses text to convey information. Region capture onboarding and Video From Images do not have a text alternative.

Authoring Tool (PDF) **Does Not Support**

Authored PDFs export a single image, typically with text in the images.

Authoring Tool (MP4) **Not Applicable**

The MP4 format does not support this requirement

#### **1.4.10 Reflow (Level AA 2.1 and 2.2)**

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

Software **Not Applicable**

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) **Does Not Support**

Authored PDFs export a single image, and must be scrolled in two dimensions after zooming in.

Authoring Tool (MP4) **Not Applicable**

The MP4 format does not support reflow of content

#### **1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)**

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

Software **Partially Supports**

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) **Supports**

Users are able to create authored PDFs that meet his standard.

Authoring Tool (MP4) **Supports**

Users are able to create authored MP4s that meet his standard.

#### **1.4.12 Text Spacing (Level AA 2.1 and 2.2)**

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

Software **Supports**

Content does not use markup language that supports changing this text style property.

Authoring Tool (PDF) **Does Not Support**

Authored PDFs export a single image and do not allow users to change text spacing

Authoring Tool (MP4) **Not Applicable**

The MP4 format does not support this criteria.

#### **1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)**

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

Software **Supports**

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) **Supports**

Only tooltips appear on top of authored PDF content.

Authoring Tool (MP4) **Not Applicable**

The mp4 format does not support this type of content.

#### **2.4.5 Multiple Ways (Level AA)**

Also applies to:

EN 301 549 Criteria

9.2.4.5 (Web)

10.2.4.5 (Non-web) – 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

Software **Not Applicable**

This criterion does not apply to software products.

Authoring Tool (PDF) **Not Applicable**

Authored PDFs only export a single image so there is no need to navigate further.

#### **2.4.6 Headings and Labels (Level AA)**

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)

Software **Partially Supports**

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.

Authoring Tool (PDF) **Supports**

Authored PDFs are subject to the user's control. Templated content contains headings and labels that are descriptive and clear.

#### **2.4.7 Focus Visible (Level AA)**

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)

Software **Partially Supports**

Snagit Capture UI: Focus is displayed correctly for most objects, but some objects get double focus.

Snagit Preset Editor: Focus is displayed correctly for preset menus and created for new presets, but some objects get double focus.

Snagit Capture Crosshairs and Controls: Focus is displayed correctly for most objects.

Authoring Tool (PDF) **Not Applicable**

Authored PDFs only export a single image and do not contain links.

#### **2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)**

EN 301 549 Criteria – Does not apply

Revised Section 508 – Does not apply

Software **Supports**

There are no cases where content on the canvas would obscure focused component

Authoring Tool (PDF) **Not Applicable**

Authored content does not include visible focus nor focus that could be obscured.

Authoring Tool (MP4) **Not Applicable**

Authored content does not include visible focus nor focus that could be obscured.



**2.5.7 Dragging Movements (Level AA 2.2 only)**

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

Software **Partially Supports**

Sliders and other controls have alternatives to dragging movements, but dragging items to a dropzone or adjusting objects on the canvas requires dragging.

Authoring Tool (PDF) **Not Applicable**

No dragging movements reside in authored content.

Authoring Tool (MP4) **Not Applicable**

No dragging movements reside in authored content.

**2.5.8 Target Size (Minimum) (Level AA 2.2 only)**

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

Software **Partially Supports**

Supports except for some template controls.

Authoring Tool (PDF) **Not Applicable**

Authored content does not include targets

Authoring Tool (MP4) **Not Applicable**

Authored content does not include targets

**3.1.2 Language of Parts (Level AA)**

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)

Software **Supports**

The language of the application is programmatically determined based on the system language and can be changed by the user, and only that single language is used throughout all parts.

Authoring Tool (PDF) **Does Not Support**

Language is not set for authored PDFs.

Authoring Tool (MP4) **Not Applicable**

The mp4 format does not support language types.

### **3.2.3 Consistent Navigation (Level AA)**

Also applies to:

EN 301 549 Criteria

9.3.2.3 (Web)

10.3.2.3 (Non-web) – 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

Software

Not Applicable

This criterion does not apply to software products.

Authoring Tool (PDF)

Not Applicable

Authored PDFs only export a single image so there is no need to navigate.

Authoring Tool (MP4)

Not Applicable

The mp4 format does not support navigation.

### **3.2.4 Consistent Identification (Level AA)**

Also applies to:

EN 301 549 Criteria

9.3.2.4 (Web)

10.3.2.4 (Non-web) – 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

Software

Not Applicable

This criterion does not apply to software products.

Authoring Tool (PDF)

Not Applicable

Authored PDFs only export a single image so there is no need to interact with any controls.

Authoring Tool (MP4)

Not Applicable

The mp4 format does not support this functionality.

### **3.3.3 Error Suggestion (Level AA)**

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)

Software Partially Supports

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.

Authoring Tool (PDF) Not Applicable

Authored PDFs only export a single image so errors should not occur.

Authoring Tool (MP4) Not Applicable

The mp4 format does not support user input.

### **3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)**

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)

Software Not Applicable

Snagit does not process legal or financial transactions or user data.

Authoring Tool (PDF) Not Applicable

Authored PDFs only export a single image so there is no way to input data of any form.

Authoring Tool (MP4) Not Applicable

The mp4 format does not support user input.

### **3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)**

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

Software Supports

Users can authenticate using a software key, without a password, and that key does not need to be memorized.

### **4.1.3 Status Messages (Level AA 2.1 and 2.2)**

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

Software **Partially Supports**

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.

Authoring Tool (PDF) **Not Applicable**

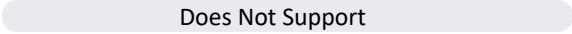
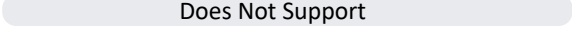
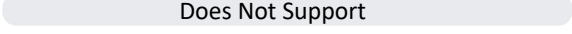
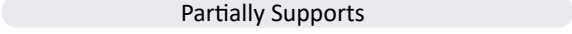
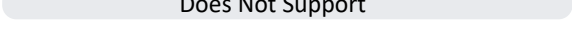
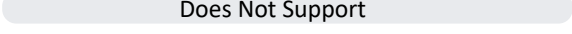
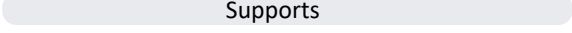
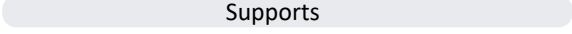
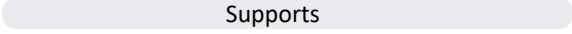
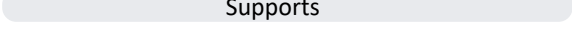
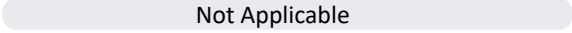
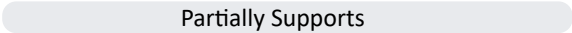
Authored PDFs only export a single image so there is no need to interact with any controls.

Authoring Tool (MP4) **Not Applicable**

The mp4 format does not support user input.

# Revised Section 508 Report

## Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Software 	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.
302.2 With Limited Vision	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.
302.3 Without Perception of Color	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.
302.4 Without Hearing	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.

302.5 With Limited Hearing	Software	Supports	Neither Snagit nor the onboarding content require hearing.
	Authoring Tool (PDF)	Not Applicable	Authored PDFs do not produce content that requires hearing.
	Authoring Tool (MP4)	Partially Supports	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.
302.6 Without Speech	Software	Supports	Speech is not used for input, control, or operation in Snagit.
	Authoring Tool (PDF)	Supports	Authored PDFs do not require speech to produce.
	Authoring Tool (MP4)	Supports	Authored MP4s created with Snagit can make use of text instead of voiceover audio content through the Video from Images workflow.
302.7 With Limited Manipulation	Software	Partially Supports	Tabbing through the toolbar in Snagit Editor is not well supported. By using the Mouse Keys feature in Windows, users can better navigate without a pointer device.
	Authoring Tool (PDF)	Supports	Authored PDFs can be read and scrolled through with limited manipulation.
	Authoring Tool (MP4)	Supports	Authored MP4s can be played back with limited manipulation.
302.8 With Limited Reach and Strength	Software	Supports	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)	Supports	Authored PDFs can be read and scrolled through with limited reach and strength.
	Authoring Tool (MP4)	Supports	Authored MP4s can be played back with limited reach and strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Software	Partially Supports	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)	Supports	Authored PDFs can be created with content appropriate to users of all levels of language, cognitive, and learning abilities.
	Authoring Tool (MP4)	Supports	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

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	<a href="#">See WCAG 2.x section</a>	See information in WCAG 2.x section
<b><a href="#">502 Interoperability with Assistive Technology</a></b>	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.
<b>502.3 Accessibility Services</b>	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.
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 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 trimming video requires use of a mouse to achieve.
502.3.12 Focus Cursor	Partially Supports	The control focus and keyboard caret are present for most controls, but the user cannot switch to editing text on the canvas with only the keyboard.
502.3.13 Modification of Focus Cursor	Partially Supports	The keyboard caret position can be changed with assistive technology in most cases.
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.
<b><u>503 Applications</u></b>	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.
<b><i>503.4 User Controls for Captions and Audio Description</i></b>	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.
<b><u>504 Authoring Tools</u></b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	<u>See WCAG 2.x section</u>	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>

Criteria	Conformance Level	Remarks and Explanations
<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		Remarks and Explanations
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		Remarks and Explanations
<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		Remarks and Explanations
603.3 Accommodation of Communication Needs		Remarks and Explanations

# EN 301 549 Report

## Chapter 4: Functional Performance Statements (FPS)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Does Not Support	Most functions of the product are not usable without vision. 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. See sections 1.1.1, 1.3.1, 1.3.2, 2.1.1, 2.1.2, 4.1.2
4.2.2 Usage with limited vision	Partially Supports	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. See sections 1.4.3, 1.4.11, 1.4.10, and 11.7.
4.2.3 Usage without perception of colour	Supports	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.
4.2.4 Usage without hearing	Supports	The product fully supports usage without hearing. Neither Snagit nor the onboarding content require hearing. See section 1.2.2.
4.2.5 Usage with limited hearing	Supports	The product fully supports usage with limited hearing, see section 1.2.2.
4.2.6 Usage with no or limited vocal capability	Supports	Speech is not used for input, control, or operation in Snagit.
4.2.7 Usage with limited manipulation or strength	Partially Supports	Most functions of the product are usable with limited manipulation or strength. Exceptions include: Per 2.1.4 a large variety of keyboard shortcuts exist and some can be remapped. As noted in 2.1.1, 2.1.2, and 2.4.7, while users can navigate the interface via the keyboard, certain essential functions, such as work on the canvas, require the use of the mouse.
4.2.8 Usage with limited reach	Supports	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.
4.2.9 Minimize photosensitive seizure triggers	Supports	The product minimizes triggers as per section 2.3.1.
4.2.10 Usage with limited cognition, language or learning	Partially Supports	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.
4.2.11 Privacy	Supports	The product maintains user privacy when accessibility features are used.

## **Chapter 5: Generic Requirements**

Not Applicable

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

Not Applicable

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

<b>Criteria</b>	<b>Conformance Level</b>	<b>Remarks and Explanations</b>
<b>7.1 Caption processing technology</b>	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Does Not Support	The product does not support captions.
7.1.2 Captioning synchronization	Does Not Support	The product does not support captions.
7.1.3 Preservation of captioning	Does Not Support	The product does not support captions.
7.1.4 Captions characteristics	Does Not Support	The product does not support captions.
7.1.5 Spoken subtitles	Does Not Support	The product does not support captions.
7.2.1 Audio description playback	Does Not Support	The product does not support audio descriptions.
7.2.2 Audio description synchronization	Does Not Support	The product does not support audio descriptions.
7.2.3 Preservation of audio description	Does Not Support	The product does not support audio descriptions.
7.3 User controls for captions and audio description	Does Not Support	The product does not support audio descriptions.

## **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

Criteria	Conformance Level	Remarks and Explanations
<b>11.0 General (informative)</b>	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	<u>See WCAG 2.x section</u>	See information in WCAG 2.x section
<b>11.5 Interoperability with assistive technology</b>	Heading cell – no response required	Heading cell – no response required
<b>11.5.1 Closed functionality</b>	Heading cell – no response required	Heading cell – no response required
<b>11.5.2 Accessibility services</b>	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Not Applicable	The product is not assistive technology.
11.5.2.5 Object information	Does Not Support	Many controls in Snagit cannot be programmatically determined. See 1.3.1 for details.
11.5.2.6 Row, column, and headers	Not Applicable	The product does not manage information in data tables.
11.5.2.7 Values	Does Not Support	Most values are programmatically determinable, but the range of the acceptable values are not.
11.5.2.8 Label relationships	Does Not Support	Many labels and their associated controls cannot be programmatically determined. See 1.3.1 for details.
11.5.2.9 Parent-child relationships	Does Not Support	Hierarchy is mostly visibly apparent, but hierarchy cannot be programmatically determined. See 1.3.1 for details.
11.5.2.10 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.
11.5.2.11 List of available actions	Partially Supports	Top level menus are programmatically determinable and can be executed. Context menus are harder to reach.

11.5.2.12 Execution of available actions	Partially Supports	Capturing, sharing, and applying Effects to images and videos can be programmatically achieved. But editing an image with drawing tools or trimming video requires use of a mouse to achieve.
11.5.2.13 Tracking of focus and selection attributes	Partially Supports	Where product user interface elements receive focus, the product supports. Any elements on the canvas, however, do not receive focus and do not meet.
11.5.2.14 Modification of focus and selection attributes	Partially Supports	Where product user interface elements receive focus, the product supports. Any elements on the canvas, however, do not receive focus and do not meet.
11.5.2.15 Change notification	Does Not Support	Many notifications are not available to assistive technology.
11.5.2.16 Modifications of states and properties	Partially Supports	Where product user interface elements receive focus, the product supports. Any elements on the canvas, however, do not receive focus and do not meet.
11.5.2.17 Modifications of values and text	Partially Supports	Where product user interface elements receive focus, the product supports. Any elements on the canvas, however, do not receive focus and do not meet.
<b>11.6 Documented accessibility usage</b>	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Not Applicable	The product is not platform software.
11.6.2 No disruption of accessibility features	Supports	The product does not disrupt platform accessibility features.
11.7 User preferences	Does Not Support	The product does not support platform accessibility settings.
<b>11.8 Authoring tools</b>	Heading cell – no response required	Heading cell – no response required
<b>11.8.1 Content technology</b>	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	<u>See WCAG 2.x section</u> (If not authoring tool, enter “Not	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations	Does Not Support	The product does not support this standard.
11.8.4 Repair assistance	Not Applicable	The product does not have accessibility checking functionality.
11.8.5 Templates	Does Not Support	The product does not have a template identified as an accessible template.

## **Chapter 12: Documentation and Support 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>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	
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

## Legal Disclaimer

*The information contained in this document is proprietary and confidential to TechSmith®, Inc.*

*No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording, for any purpose without the express written permission of TechSmith®, Inc.*

*This document is subject to change without notice, and TechSmith® does not warrant that the material contained in this document is error-free. If you find any problems with this document, please report them to TechSmith® in writing.*

*This document contains or may contain statements of future direction concerning possible functionality for TechSmith's® software products and technology. All functionality and software products will be available for license and shipment from TechSmith® only if and when generally commercially available. TechSmith® disclaims any express or implied commitment to deliver functionality or software unless or until actual shipment of the functionality or software occurs. The statements of possible future direction are for information purposes only and TechSmith® makes no express or implied commitments or representations concerning the timing and content of any future functionality or releases.*