



Panopto Accessibility Conformance Report WCAG Edition

VPAT® Version 2.4 – Feb 2020

Name of Product/Version: Panopto - May 2021

Product Description:

Panopto helps businesses and universities create searchable video libraries of their institutional knowledge. We develop video capture software, video content management systems, and inside-video search technology.

Date: May 2021

Contact information: Panopto Support / 855-Panopto / support@panopto.com

Notes:

This report supersedes the VPAT from 2/2020 (VPAT version 2.3) to reflect the accessibility of Panopto's latest cloud deployment as of May 2021, based on [VPAT version 2.4](#).

Evaluation Methods Used:

Manual testing, NVDA, Chrome Dev Tools, WebAim.Org, Validator.w3.Org/NU/

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA (Yes)
Web Content Accessibility Guidelines 2.1 at https://www.w3.org/TR/WCAG21/	Level A (Yes) Level AA (Yes) Level AAA (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

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	The site UI has proper labels for navigation.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	Panopto recordings require some form of audio at the minimum. So, no videos without audio are submitted. For time-based media in the interactive player, there is a content tab that provides a text alternative for descriptions of certain parts of a session as well as the ability to view the session with captions. There is also a way to download an audio-only version of the session to listen to.
1.2.2 Captions (Prerecorded) (Level A)	Supports	Panopto allows the user to import automatic captions or upload/request captions for sessions as well as edit them after they've been uploaded. Captions are viewable in the interactive player.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Does not support	We do not currently provide audio descriptions or full text alternatives for videos.

<u>1.3.1 Info and Relationships</u> (Level A)	Supports	The site uses ARIA landmarks to properly structure the webpage and provide meaningful relationships and labels to each of the regions and their respective elements.
<u>1.3.2 Meaningful Sequence</u> (Level A)	Supports	The UI ensures descriptions are meaningful and disambiguous.
<u>1.3.3 Sensory Characteristics</u> (Level A)	Supports	Content on the page is defined by textual identification, rather than on sensory characteristics.
<u>1.4.1 Use of Color</u> (Level A)	Supports	All site information is discernible without color.
<u>1.4.2 Audio Control</u> (Level A)	Supports	Only the viewer has audio playing. On the viewer page there are actions to mute and lower the volume of the audio. There is also a keyboard shortcut (CTR+M) to mute the viewer.
<u>2.1.1 Keyboard</u> (Level A)	Supports	All functions in the viewer and list pages are keyboard accessible and do not require input at a certain time.
<u>2.1.2 No Keyboard Trap</u> (Level A)	Supports	There is no known keyboard trap and there is no indication of a keyboard trap in the viewer or in the list pages.
<u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 only)	Partial support	The embed viewer support single character shortcuts, which are only active when the player is in focus. The interactive player also supports these single character shortcuts, but they are active as long as the browser tab is in focus.
<u>2.2.1 Timing Adjustable</u> (Level A)	Not applicable	
<u>2.2.2 Pause, Stop, Hide</u> (Level A)	Not applicable	
<u>2.3.1 Three Flashes or Below Threshold</u> (Level A)	Not applicable	
<u>2.4.1 Bypass Blocks</u> (Level A)	Supports	Landmark and title navigation are supported on the site.
<u>2.4.2 Page Titled</u> (Level A)	Supports	Pages are titled meaningfully.

2.4.3 Focus Order (Level A)	Supports	The focus order is sequential for navigation by keyboard.
2.4.4 Link Purpose (In Context) (Level A)	Supports	Each link has text that conveys its purpose clearly.
2.5.1 Pointer Gestures (Level A 2.1 only)	Supports	Verified support for interactive and embed viewer.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Not applicable	
2.5.3 Label in Name (Level A 2.1 only)	Supports	Verified support for interactive and embed viewer.
2.5.4 Motion Actuation (Level A 2.1 only)	Supports	Verified support for interactive and embed viewer.
3.1.1 Language of Page (Level A)	Supports	The default human language can be changed across the site.
3.2.1 On Focus (Level A)	Supports	Focusable elements need to be triggered to activate a change of context or start an action.
3.2.2 On Input (Level A)	Not applicable	
3.3.1 Error Identification (Level A)	Supports	Input errors are clearly described when shown.
3.3.2 Labels or Instructions (Level A)	Supports	Proper labeling is provided on list pages and in viewer.
4.1.1 Parsing (Level A)	Supports	Verified list page and interactive viewer with HTML5 Validator . Manually verified results.
4.1.2 Name, Role, Value (Level A)	Supports	Detailed labels are given for UI elements described in this criteria.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Partial	Panopto supports live captioning for RTMP live events. https://support.panopto.com/s/article/How-to-Use-RTMP-Live-Captioning

<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)	Does not support	We do not currently provide audio descriptions
<u>1.3.4 Orientation</u> (Level AA 2.1 only)	Supports	The site works in both orientations.
<u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 only)	Supports	Inputs describe their purpose through labels.
<u>1.4.3 Contrast (Minimum)</u> (Level AA)	Partially supports	Most elements on the list pages and interactive viewer have a 4.5:5 contrast ratio. There are a few links on the homepage that only have a 3.27:1 contrast ratio.
<u>1.4.4 Resize text</u> (Level AA)	Supports	The site UI can be resized to 200% without loss of functionality.
<u>1.4.5 Images of Text</u> (Level AA)	Supports	The content on the site uses text rather than images of text. The logos for the site or department is exempt from this criteria.
<u>1.4.10 Reflow</u> (Level AA 2.1 only)	Supports	Scrolling in two directions may be required with the folder browse tray, but that can be expanded and pinned.
<u>1.4.11 Non-text Contrast</u> (Level AA 2.1 only)	Supports	Minimum contrast ratio in the list pages and interactive viewer is 3.27:1
<u>1.4.12 Text Spacing</u> (Level AA 2.1 only)	Supports	The web UI text conforms to this text spacing requirement.
<u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 only)	Support	Some of the tooltips cannot be dismissed, but they do not obscure or replace other content.
<u>2.4.5 Multiple Ways</u> (Level AA)	Supports	The viewer can navigate home or to the containing folder. List pages can navigate to other pages using the left navigation bar.
<u>2.4.6 Headings and Labels</u> (Level AA)	Supports	Headings and labels describe purpose.
<u>2.4.7 Focus Visible</u> (Level AA)	Supports	All elements have a focused view in the viewer and webUI.
<u>3.1.2 Language of Parts</u> (Level AA)	Supports	The site supports localization of strings.
<u>3.2.3 Consistent Navigation</u> (Level AA)	Supports	Navigation in the page remains in the same relative order each time they are repeated.

3.2.4 Consistent Identification (Level AA)	Supports	The functional components are consistently identified on the site.
3.3.3 Error Suggestion (Level AA)	Not Applicable	Viewer or WebUI does not contain inputs that result in error suggestions.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not applicable	
4.1.3 Status Messages (Level AA 2.1 only)	Not applicable	

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	Does not support	No use of sign language interpretation is supported for pre-recorded content.
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Does not support	No fully downloadable audio descriptions are available for videos, currently.
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Supports	Audio files are provided for users for pre-recorded content.
1.2.9 Audio-only (Live) (Level AAA)	Does not support	No functionality in place for live captioning yet.
1.3.6 Identify Purpose (Level AAA 2.1 only)	Supports	User interface elements state their purpose in role attributes or labels.
1.4.6 Contrast Enhanced (Level AAA)	Partially supports	Some links in the viewer and list pages do not have the required minimum contrast ratio of 7:1, but many do.
1.4.7 Low or No Background Audio (Level AAA)	Not applicable	There is no media content embedded into the software or web UI. All media content is user generated.
1.4.8 Visual Presentation (Level AAA)	Partially supports	Viewer supports two of five requirements. Requirements 1, 2, and 4 are not met.
1.4.9 Images of Text (No Exception) Control (Level AAA)	Not applicable	No images of text within the web UI.
2.1.3 Keyboard (No Exception) (Level AAA)	Partially supports	All functionality is keyboard accessible except for using drag and drop to move content.

2.2.3 No Timing (Level AAA)	Supports	There is no time sensitive content where this criteria is applicable.
2.2.4 Interruptions (Level AAA)	Partially supports	Updates (ex: edits) to a pre-recorded sessions do not interrupt session viewing. However, live sessions could experience interruptions.
2.2.5 Re-authenticating (Level AAA)	Supports	Viewer keeps track of place in session and quiz responses even if interrupted by reauthentication or network disruption.
2.2.6 Timeouts (Level AAA 2.1 only)	Not applicable	
2.3.2 Three Flashes (Level AAA)	Supports	No content on the site flashes three times or more in a one second period.
2.3.3 Animation from Interactions (Level AAA 2.1 only)	Does not support	Viewer contains animations when displaying left side content. List pages display nav bar with animation, but that display can be pinned to reduce animations in the future.
2.4.8 Location (Level AAA)	Supports	The viewer contains a link to the home page as well as the folder containing the session. List pages always have a navigation bar on the left side.
2.4.9 Link Purpose (Link Only) (Level AAA)	Supports	A link's purpose is provided via text and/or the use of an aria-label.
2.4.10 Section Headings (Level AAA)	Not applicable	This criteria covers sections within writing, not user interface elements.
2.5.5 Target Size (Level AAA 2.1 only)	Does not support	Some targets are less than the required 44px by 44px.
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only)	Supports	The site does not limit input mechanisms.
3.1.3 Unusual Words (Level AAA)	Not applicable	There are no unusual words or phrases on the site to define or explain.
3.1.4 Abbreviations (Level AAA)	Partially supports	Our site references a few technical abbreviations such as API and RSS. No abbreviations are referenced in viewer unless created by the user.
3.1.5 Reading Level (Level AAA)	Not evaluated	Reading level tools have not been used on the site to determine conformance.
3.1.6 Pronunciation (Level AAA)	Not applicable	

3.2.5 Change on Request (Level AAA)	Supports	Changes in context are only caused by user interaction or can be dismissed.
3.3.5 Help (Level AAA)	Does not support	The Help Menu is provided across the site, but is not context sensitive.
3.3.6 Error Prevention (All) (Level AAA)	Supports	All forms on list pages and in the viewer are reversible, can be checked and can be confirmed.

Revised Section 508 Report

Notes: This section is based off [VPAT 2.4Rev 508 \(February 2020\)](#) (March 07, 2020)

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Panopto provides MP4 audio versions for every session along with RSS feeds of MP4s for every folder. Blind or visually impaired users can play these MP4 podcasts in many other accessible products (e.g. iTunes)
302.2 With Limited Vision	Supports	Panopto supports the needs of low-vision users and use of screen magnification software.
302.3 Without Perception of Color	Supports	Color is not required to use the Panopto Viewer.
302.4 Without Hearing	Supports	Caption and textual search capabilities are available within the Panopto Viewer.
302.5 With Limited Hearing	Supports	Audio input is not required for the use of the Panopto Viewer.
302.6 Without Speech	Supports	Panopto doesn't use speech in any way.
302.7 With Limited Manipulation	Supports	Speech input software may not recognize some controls, including those rendered by background images or ARIA. This requires users to utilize less direct methods

		to navigate through and control elements.
302.8 With Limited Reach and Strength	Supports	Panopto does not require a certain reach or strength to use the viewer.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The UI controls and labels within the viewer are designed for users of all levels of cognitive & learning abilities, in a variety of languages.

Chapter 4: [Hardware](#)

Notes: Chapter 4 is not covered in this report, as there is no hardware that needs to be evaluated.

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	
502.2.2 No Disruption of Accessibility Features	Supports	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	
502.3.2 Modification of Object Information	Supports	
502.3.3 Row, Column, and Headers	Not Applicable	No tables in the viewer
502.3.4 Values	Supports	
502.3.5 Modification of Values	Supports	
502.3.6 Label Relationships	Supports	
502.3.7 Hierarchical Relationships	Supports	
502.3.8 Text	Supports	

502.3.9 Modification of Text	Supports	
502.3.10 List of Actions	Supports	
502.3.11 Actions on Objects	Supports	
502.3.12 Focus Cursor	Supports	
502.3.13 Modification of Focus Cursor	Supports	
502.3.14 Event Notification	Supports	
502.4 Platform Accessibility Features	Supports	
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	
503.3 Alternative User Interfaces	Supports	
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Supports	
503.4.2 Audio Description Controls	Does not support	
<u>504 Authoring Tools</u>	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 2.0 section</u>	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Not Applicable	
504.3 Prompts	Not Applicable	
504.4 Templates	Not Applicable	

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required

<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	Panopto Support provides accessibility documentation for the features that are built-in and features compatible with assistive technologies.
602.3 Electronic Support Documentation	<u>See WCAG 2.0 section</u>	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Panopto Support can export all support documents and deliver them to the end user in a format customized to meet their needs.
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Panopto will provide access to all accessibility documentation both online or offline. Panopto Support can provide these documents via e-mail or the Support site.
603.3 Accommodation of Communication Needs	Supports	Panopto Support accommodates the communication needs for users through phone, chat, email, or user-generated support tickets.

Legal Disclaimer (Company)

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