Panopto Accessibility Conformance Report
WCAG Edition

VPAT® Version 2.4 – Feb 2020

Name of Product/Version: Panopto - Dec 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.

(**New**) This report includes Panopto web experiences as well as the Panopto mobile apps for iOS and Android.

Date: Dec 2021

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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.
- "Mobile Apps" is a common term used for Panopto's iOS and Android apps.

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)	Web: Supports Mobile apps: Supports	The website and mobile UIs have proper labels for navigation.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Web: Supports Mobile apps: 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)	Web: Supports Mobile apps: 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 and mobile players.
[1.2.3 Audio Description or Media Alternative (Prerecorded)](#) (Level A)	Web: Supports Mobile apps: Not supported (coming soon)	Extended Audio descriptions can be added to any video in Panopto.
[1.3.1 Info and Relationships](#) (Level A)	Web: Supports Mobile apps: Supports	The site and mobile apps use ARIA landmarks to properly structure the webpage and provide meaningful relationships and labels to each of the regions and their respective elements.
[1.3.2 Meaningful Sequence](#) (Level A)	Web: Supports Mobile apps: Supports	The UI ensures descriptions are meaningful and disambiguous.
[1.3.3 Sensory Characteristics](#) (Level A)	Web: Supports Mobile apps: Supports	Content on the page is defined by textual identification, rather than on sensory characteristics.
[1.4.1 Use of Color](#) (Level A)	Web: Supports Mobile apps: Supports	All site information is discernible without color.
[1.4.2 Audio Control](#) (Level A)	Web: Supports Mobile apps: Not applicable	Only the viewer has audio. 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. In the mobile apps, videos are only played on user action.
[2.1.1 Keyboard](#) (Level A)	Web: Supports Mobile apps: Supports	All functions in the viewer and list pages are keyboard accessible and do not require input at a certain time. Mobile apps are accessible using an external keyboard like a bluetooth keyboard.

2.1.2 No Keyboard Trap (Level A)	Web: Supports Mobile apps: Supports	There is no known keyboard trap and there is no indication of a keyboard trap in the viewer or in the list pages.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Web: Partial Supports Mobile apps: Supports	The embed viewer supports 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. For mobile apps, this is only applicable to external keyboards.
2.2.1 Timing Adjustable (Level A)	Web: Not applicable Mobile apps: Not applicable	
2.2.2 Pause, Stop, Hide (Level A)	Web: Supports Mobile apps: Not Applicable	This only applies to video watching experience, where if the video starts playing automatically, the user can pause/stop the video. Mobile app: There is no auto-play.
2.3.1 Three Flashes or Below Threshold (Level A)	Web: Not applicable Mobile apps: Not applicable	
2.4.1 Bypass Blocks (Level A)	Web: Supports Mobile apps: Supports	Landmark and title navigation are supported on the site. Mobile apps have the ability to navigate sections and other major elements.
2.4.2 Page Titled (Level A)	Web: Supports Mobile apps: Supports	Pages are titled meaningfully.

2.4.3 Focus Order (Level A)	Web: Supports Mobile apps: Supports	The focus order is sequential for navigation by keyboard.
2.4.4 Link Purpose (In Context) (Level A)	Web: Supports Mobile apps: Supports	Each link has text that conveys its purpose clearly.
2.5.1 Pointer Gestures (Level A 2.1 only)	Web: Supports Mobile apps: Not applicable	On the web, we have drag and drop support for moving and uploading videos. This can be achieved via a button entry point.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Web: Supports Mobile apps: Supports	
2.5.3 Label in Name (Level A 2.1 only)	Web: Supports Mobile apps: Supports	
2.5.4 Motion Actuation (Level A 2.1 only)	Web: Not applicable Mobile apps: Not applicable	There is no functionality in the website or mobile apps that depends on device or user motion.
3.1.1 Language of Page (Level A)	Web: Supports Mobile apps: Supports	The default human language can be changed across the site. For the mobile apps, the language settings on the phone determine the language shown.
3.2.1 On Focus (Level A)	Web: Supports Mobile apps: Supports	Focusable elements need to be triggered to activate a change of context or start an action. When using external keyboard or screen readers on the mobile apps, this criteria is met.
3.2.2 On Input (Level A)	Web: Not applicable	

Criteria	Conformance Level	Remarks and Explanations
	Mobile apps: Not applicable	
[3.3.1 Error Identification](#) (Level A)	Web: Supports Mobile apps: Supports	Input errors are clearly described when shown.
[3.3.2 Labels or Instructions](#) (Level A)	Web: Supports Mobile apps: Supports	Proper labeling is provided on list pages and in the interactive and mobile viewers.
[4.1.1 Parsing](#) (Level A)	Web: Supports Mobile apps: Supports	Verified list page and interactive viewer with [HTML5 Validator](#). Manually verified results.
[4.1.2 Name, Role, Value](#) (Level A)	Web: Supports Mobile apps: 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)	Web: Partial Mobile apps: Not Supported (coming soon)	Panopto supports live captioning for RTMP live events. https://support.panopto.com/s/article/How-to-Use-RTMP-Live-Captioning
[1.2.5 Audio Description (Prerecorded)](#) (Level AA)	Web: Supports Mobile apps: Not supported (coming soon)	Extended Audio descriptions can be added to any video in Panopto.

1.3.4 Orientation (Level AA 2.1 only)	Web: Supports Mobile apps: Supports	The site works in both orientations.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Web: Supports Mobile apps: Supports	Inputs describe their purpose through labels.
1.4.3 Contrast (Minimum) (Level AA)	Web: Partially supports Mobile apps: 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.
1.4.4 Resize text (Level AA)	Web: Supports Mobile apps: Supports	The site UI can be resized to 200% without loss of functionality. The mobile apps do not haveloss in functionality at 200% larger text
1.4.5 Images of Text (Level AA)	Web: Supports Mobile apps: Supports	The content on the site uses text rather than images of text. The logos for the site or department are exempt from this criteria.
1.4.10 Reflow (Level AA 2.1 only)	Web: Supports Mobile apps: Supports	Scrolling in two directions may be required with the folder browse tray, but that can be expanded and pinned. Scrolling in two directions on the mobile apps is not required for any functionality.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Web: Supports Mobile apps: Supports	Minimum contrast ratio in the list pages and interactive viewer is 3.27:1
1.4.12 Text Spacing (Level AA 2.1 only)	Web: Supports Mobile apps: Supports	The web and mobile UIs'text conforms to this text spacing requirement.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Web: Supports Mobile apps: Supports	Some of the tooltips cannot be dismissed, but they do not obscure or replace other content.

		No hover or long touch interactions are required in the mobile apps. "More menu" for videos can be dismissed by clicking outside.
2.4.5 Multiple Ways (Level AA)	Web: Supports Mobile apps: Supports	Panopto supports search, browse curated lists, and browse the entire library on both web and mobile.
2.4.6 Headings and Labels (Level AA)	Web: Supports Mobile apps: Supports	Headings and labels describe purpose.
2.4.7 Focus Visible (Level AA)	Web: Supports Mobile apps: Supports	All elements have a focused view in the viewer and webUI. In the mobile apps, focus is visible when using tools like VoiceOver (iOS), screen readers, and external keyboards.
3.1.2 Language of Parts (Level AA)	Web: Supports Mobile apps: Supports	The site and mobile apps support localization of strings.
3.2.3 Consistent Navigation (Level AA)	Web: Supports Mobile apps: Supports	Navigation in the page remains in the same relative order each time they are repeated.
3.2.4 Consistent Identification (Level AA)	Web: Supports Mobile apps: Supports	The functional components are consistently identified on the site. Mobile apps have consistent top and bottom navigation throughout the app.
3.3.3 Error Suggestion (Level AA)	Web: Not Applicable Mobile apps: Not Applicable	Viewer or Mobile apps do not contain inputs that result in error suggestions.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Web: Not Applicable Mobile apps: Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
4.1.3 Status Messages (Level AA 2.1 only)	Web: Not Applicable Mobile apps: Supports	In the mobile app, there are status messages when uploading a video. The app automatically reads out the status of the upload at various stages.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	Web: Not supported Mobile apps: Not supported	No use of sign language interpretation is supported for pre-recorded content.
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Web: Supports Mobile apps: Not supported (coming soon)	Extended Audio descriptions can be added to any video in Panopto.
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Web: Supports Mobile apps: Supports	Audio files are provided for users for pre-recorded content.
1.2.9 Audio-only (Live) (Level AAA)	Web: Partially supports Mobile apps: Not supported	Panopto supports live captioning for RTMP live events. https://support.panopto.com/s/article/How-to-Use-RTMP-Live-Captioning
1.3.6 Identify Purpose (Level AAA 2.1 only)	Web: Supports Mobile apps: Supports	User interface elements state their purpose in role attributes or labels.
1.4.6 Contrast Enhanced (Level AAA)	Web: Partial supports Mobile apps: Partial Supports	Some links in the viewer and list pages do not have the required minimum contrast ratio of 7:1, but many do. Mobile apps only have one element (folder name for a video) that has a 4.5:1 ratio.

1.4.7 Low or No Background Audio (Level AAA)	Web: Not Applicable Mobile apps: 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)	Web: Partially supports Mobile apps: Partially supports	Viewer supports two of five requirements. Requirements 1, 2, and 4 are not met. For mobile apps, requirement 1 is not met and 4 and 5 are not applicable.
1.4.9 Images of Text (No Exception) Control (Level AAA)	Web: Not Applicable Mobile apps: Not Applicable	There are no images of text within the web or mobile UI.
2.1.3 Keyboard (No Exception) (Level AAA)	Web: Partially supports Mobile apps: Supports	All functionality is keyboard accessible except for using drag and drop to move content. Mobile apps don't have any drag and drop behavior.
2.2.3 No Timing (Level AAA)	Web: Supports Mobile apps: Supports	There is no time sensitive content where this criteria is applicable.
2.2.4 Interruptions (Level AAA)	Web: Partially supports Mobile apps: Partially supports	Updates (except: edits) to a pre-recorded video do not interrupt video viewing. However, live webcasts could experience interruptions.
2.2.5 Re-authenticating (Level AAA)	Web: Supports Mobile apps: 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)	Web: Not Applicable Mobile apps: Not Applicable	
2.3.2 Three Flashes (Level AAA)	Web: Supports	No content flashes three times or more in a one second period.

	Mobile apps: Supports	
[2.3.3 Animation from Interactions](#) (Level AAA 2.1 only)	Web: Supports Mobile apps: Partial Support	The viewer contains animations when displaying left side content. List pages display a nav bar with animation, but that display can be pinned to reduce animations in the future. The mobile apps have a transition when the user goes into a specific section from the home page. The section slides in from the right. This cannot be turned off.
[2.4.8 Location](#) (Level AAA)	Web: Supports Mobile apps: 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. The mobile apps have 3 persistent sections at the bottom to help orientate the user.
[2.4.9 Link Purpose (Link Only)](#) (Level AAA)	Web: Supports Mobile apps: Supports	A link's purpose is provided via text and/or the use of an aria-label.
[2.4.10 Section Headings](#) (Level AAA)	Web: Not Applicable Mobile apps: Not Applicable	This criteria covers sections within writing, not user interface elements.
[2.5.5 Target Size](#) (Level AAA 2.1 only)	Web: Partial supports Mobile apps: Partial supports	Some targets are less than the required 44px by 44px. For mobile apps, all touch targets are 44x44 or larger, except for 2-3 controls on the mobile viewer.
[2.5.6 Concurrent Input Mechanisms](#) (Level AAA 2.1 only)	Web: Supports Mobile apps: Supports	The site or mobile apps do not limit input mechanisms.
[3.1.3 Unusual Words](#) (Level AAA)	Web: Not Applicable Mobile apps: Not Applicable	There are no unusual words or phrases on the site to define or explain.

3.1.4 Abbreviations (Level AAA)	Web: Partially supports Mobile apps: Supports	Our site references a few technical abbreviations such as API and RSS. No abbreviations are referenced in the web UI or mobile apps unless created by the user.
3.1.5 Reading Level (Level AAA)	Web: Not evaluated Mobile app: Supports	Reading level tools have not been used on the site to determine conformance. The mobile apps do not contain technical or complex language or sentences.
3.1.6 Pronunciation (Level AAA)	Web: Not Applicable Mobile apps: Not Applicable	
3.2.5 Change on Request (Level AAA)	Web: Supports Mobile apps: Supports	Changes in context are only caused by user interaction or can be dismissed.
3.3.5 Help (Level AAA)	Web: Partially supported Mobile: Not supported	The Help Menu is provided across the site, but is context sensitive in only a few pages - where specific help articles are linked. Mobile apps don't have context-sensitive help. The apps are simple enough to use without needing additional help.
3.3.6 Error Prevention (All) (Level AAA)	Web: Supports Mobile apps: 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	Web: Supports Mobile apps: 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	Web: Supports Mobile apps: Supports	Panopto supports the needs of low-vision users and use of screen magnification software.
302.3 Without Perception of Color	Web: Supports Mobile apps: Supports	Color is not required to use the Panopto web UI or mobile apps.
302.4 Without Hearing	Web: Supports Mobile apps: Supports	Caption and textual search capabilities are available when watching videos with audio.
302.5 With Limited Hearing	Web: Supports Mobile apps: Supports	Caption and textual search capabilities are available when watching videos with audio.
302.6 Without Speech	Web: Supports Mobile apps: Supports	Panopto doesn't use speech in any way.
302.7 With Limited Manipulation	Web: Supports Mobile apps: 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	Web: Supports Mobile apps: Supports	Panopto does not require a certain reach or strength to use the viewer.
302.9 With Limited Language, Cognitive, and Learning Abilities	Web: Supports Mobile apps: Supports	The UI controls and labels within the web and mobile apps 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	Web: Supports Mobile apps: Supports	
502.2.2 No Disruption of Accessibility Features	Web: Supports Mobile apps: Supports	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Web: Supports Mobile apps: Supports	
502.3.2 Modification of Object Information	Web: Supports Mobile apps: Supports	
502.3.3 Row, Column, and Headers	Web: Supported Mobile apps: Supported	In the WebUI and mobile apps, discussion posts are displayed as a table element.
502.3.4 Values	Web: Supports Mobile apps: Supports	
502.3.5 Modification of Values	Web: Supports Mobile apps: Supports	
502.3.6 Label Relationships	Web: Supports Mobile apps: Supports	
502.3.7 Hierarchical Relationships	Web: Supports Mobile apps: Supports	
502.3.8 Text	Web: Supports Mobile apps: Supports	

502.3.9 Modification of Text	Web: Supports Mobile apps: Supports	
502.3.10 List of Actions	Web: Supports Mobile apps: Supports	
502.3.11 Actions on Objects	Web: Supports Mobile apps: Supports	
502.3.12 Focus Cursor	Web: Supports Mobile apps: Supports	For mobile, this is true when using assistive technology like VoiceOver (iOS), screen readers, and external keyboards.
502.3.13 Modification of Focus Cursor	Web: Supports Mobile apps: Supports	
502.3.14 Event Notification	Web: Supports Mobile apps: Supports	
502.4 Platform Accessibility Features	Web: Supports Mobile apps: Supports	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Web: Supports Mobile apps: Supports	
503.3 Alternative User Interfaces	Web: Supports Mobile apps: 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	Web: Supports Mobile apps: Supports	
503.4.2 Audio Description Controls	Web: Supports Mobile: Coming Soon	The main AD controls in the web are at the same level, but

		language selection is in a different menu.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.0 section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Web: Not Applicable Mobile: Not Applicable	
504.2.2 PDF Export	Web: Not Applicable Mobile: Not Applicable	
504.3 Prompts	Web: Not Applicable Mobile: Not Applicable	
504.4 Templates	Web: Not Applicable Mobile: 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
602 Support Documentation	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	See WCAG 2.0 section	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.

603 Support Services	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.