

SMART Technologies Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: SMART Notebook

Report Date: June 1, 2021

Product Description: SMART Notebook® software for Windows and Mac comes with lesson creation tools, subject specific features and endless ways to wow students in any grade level.

Contact Information: Jeff Taylor - JeffTaylor@smarttech.com

Notes: Testing is based on general product knowledge

Evaluation Methods Used: Testing is based on general product knowledge

Applicable Standards/Guidelines

WCAG Level A, Software Table

Revised Section 508 Standards

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(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 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 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
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Partially Supports</p>	<p>Software: Some of our controls and inputs have text names.</p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Not Applicable</p>	<p>Software: Product does not contain pre-recorded audio or video.</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Not Applicable</p>	<p>Software: No pre-recorded audio or video to caption.</p>
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Not Applicable</p>	<p>Software: Product does not contain pre-recorded audio or video.</p>
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	<p>Software: Does Not Support</p>	<p>Software: Presentations are not controllable programmatically.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Software: Does Not Support	Software: Presentations are not controllable programmatically.
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Software: Supports	Software: The software has the capacity to create multi-modal outputs. The software controls are usually represented pictorially and textually.
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Software: Supports	Software: Colour is never used as an exclusive identifier.
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Software: Supports	Software: Audio can be paused or stopped.
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Software: Partially Supports	Software: Supports with exceptions (example: drawing tools cannot be executed with a keyboard).
<p>2.1.2 No Keyboard Trap (Level A)</p>	Software: Supports	Software: When keyboard focus can be moved to a

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		component of the page using a keyboard interface, focus can be moved away using the keyboard interface.
<u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Does Not Support	Software: Not configurable in most scenarios.
<u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Not Applicable	Software: Content creators can create content that moves, but this is optional.
<u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: User has full control over what web pages are displayed.
<u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 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 	Not Applicable	Software: This is not a web application.
<u>2.4.2 Page Titled</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Software: Supports	Software: Content creators may assign page titles.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: Content is created in pages, and pages are presented sequentially.
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: Content creator can modify link description.
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Does Not Support	Software: There is no mechanism such that the default human language of each Web page can be programmatically determined in Notebook. Content does not get encoded with a particular language; the content creator simply uses whatever language they wish to use. Notebook supports 35 languages on Windows and 18 on Mac.
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: Content Creators have control over on focus actions.
<p>3.2.2 On Input (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: Entering data or selecting a form control has predictable effects.

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.3.1 Error Identification</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Not Applicable	Software: Does not support forms.
<p><u>3.3.2 Labels or Instructions</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: Content creators have control over labels and instructions.
<p><u>4.1.1 Parsing</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Not Applicable	Software: Does not have content implemented using markup languages.
<p><u>4.1.2 Name, Role, Value</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Does Not Support	Software: No programmable settings.

Revised Section 508 Report

Notes:

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

Notes: Supports the creation of content to accommodate all the below listed accessibility barriers.

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Content creators can add audio-based objects and video (with sound)-based objects.
302.2 With Limited Vision	Supports	Content creators can create content to accommodate limited vision, such as larger shapes and objects.
302.3 Without Perception of Color	Supports	Content creators can use grayscale patterns to differentiate objects. Suitable colours can be chosen to help address partial colour blindness.
302.4 Without Hearing	Supports	Content creators can focus on visual content, and provide captions or summaries for audio content.
302.5 With Limited Hearing	Supports	Content creators can focus on visual content, and provide captions or summaries for audio content. Sound volume can be manipulated with standard operating system controls.
302.6 Without Speech	Not Applicable	No speech control features in software.
302.7 With Limited Manipulation	Supports	Content creators can create larger content that does not require fine motor control to manipulate in a classroom activity.
302.8 With Limited Reach and Strength	Not Applicable	Software application does not have a manual mode of operation.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Content creators can create lesson content to address these needs as required.

Chapter 4: [Hardware](#)

Notes: Section removed; software only application.

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in 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	Not Applicable	Has not been tested.
502.2.2 No Disruption of Accessibility Features	Not Applicable	Has not been tested.
<i>502.3 Accessibility Services</i>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	Has not been tested.
502.3.2 Modification of Object Information	Not Applicable	Has not been tested.
502.3.3 Row, Column, and Headers	Not Applicable	Has not been tested.
502.3.4 Values	Not Applicable	Has not been tested.
502.3.5 Modification of Values	Not Applicable	Has not been tested.
502.3.6 Label Relationships	Not Applicable	Has not been tested.
502.3.7 Hierarchical Relationships	Not Applicable	Has not been tested.
502.3.8 Text	Not Applicable	Has not been tested.
502.3.9 Modification of Text	Not Applicable	Has not been tested.
502.3.10 List of Actions	Not Applicable	Has not been tested.
502.3.11 Actions on Objects	Not Applicable	Has not been tested.
502.3.12 Focus Cursor	Not Applicable	Has not been tested.
502.3.13 Modification of Focus Cursor	Not Applicable	Has not been tested.
502.3.14 Event Notification	Not Applicable	Has not been tested.
502.4 Platform Accessibility Features	Not Applicable	Has not been tested.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Partially Supports	Respects operating system settings.
503.3 Alternative User Interfaces	Not Applicable	Software application does not provide an alternative user interface that functions as assistive technology.
<i>503.4 User Controls for Captions and Audio Description</i>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Does Not Support	Caption controls not provided by software

Criteria	Conformance Level	Remarks and Explanations
		application.
503.4.2 Audio Description Controls	Does Not Support	Audio description controls not provided.
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	Supports	Information required for accessibility is preserved.
504.2.2 PDF Export	Supports	Software is of exporting PDF files that conform to ANSI/AIIM/ISO 14289-1:2016 (PDF/UA-1).
504.3 Prompts	Does Not Support	Software does not support conformance to requirements.
504.4 Templates	Does Not Support	Software does not support conformance to requirements.

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	Support site complies with WCAG Level A accessibility requirements. Online content can be read by a screen reader, images have captions, and videos can have closed captions enabled.
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	Customers unable to access electronic documentation can phone in for support.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Support site complies with WCAG Level A

Criteria	Conformance Level	Remarks and Explanations
		accessibility requirements. Online content can be read by a screen reader, images have captions, and videos can have closed captions enabled.
603.3 Accommodation of Communication Needs	Supports	User is able to receive support directly, including through accessible support articles.

Legal Disclaimer (Company)

Include your company legal disclaimer here, if needed.

Disclaimer of Warranties and Limitation of Liability

Third-party content is the sole responsibility of the person originating that content. You agree that we do not control, and are not responsible in any way for third-party content, including, without limitation, a failure on the part of the participant to obtain the requisite consents in order to share any personally identifiable information.

SMART warrants to you that the software, when properly installed and used, shall operate in substantial accordance with our published specifications for a period of ninety (90) days from the date of purchase. Subject to entitlements under a maintenance program (if any), you assume the entire cost of all necessary upgrades, servicing, repairs or correction of the software. SMART's sole obligation under this limited warranty shall be, at SMART's option and expense, to either: a) refund the purchase price paid by you for the defective software; or b) to replace the defective software with software that substantially conforms to applicable SMART published specifications. Any replacement software will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer.

OTHER THAN THE LIMITED WARRANTY AS STATED ABOVE, THE PRODUCT IS PROVIDED "AS-IS" AND ITS USE IS AT YOUR OWN RISK. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, SMART AND ITS SUPPLIERS, LICENSORS, DISTRIBUTORS AND RESELLERS DISCLAIM ALL WARRANTIES AND CONDITIONS, EITHER EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, QUIET ENJOYMENT AND NONINFRINGEMENT WITH REGARD TO SMART PRODUCTS AND ANY COMPONENT THEREOF, AND THE PROVISION OF OR FAILURE TO PROVIDE SUPPORT SERVICES. SMART DOES NOT WARRANT THAT THE OPERATION OF THE PRODUCT IS OR WILL BE INTERRUPTION FREE, DEFECT FREE OR WILL MEET YOUR NEEDS.

To the maximum extent permitted by applicable law, in no event shall SMART or its suppliers, licensors, resellers or distributors be liable for any special, incidental, indirect, exemplary, consequential or punitive damages whatsoever (including, without limitation, damages for any injury to any person or property, damages for loss of profits, business interruption, loss of business information, loss of privacy, damages for procurement of substitute goods or services, damages for loss of use, loss of data, damages for failure to meet any duty including the duties of good faith or of reasonable care, for negligence or any other pecuniary loss) arising out of the use of or inability to use the software or any component thereof or the provision of or failure to provide support services, whether based on contract, tort, negligence, strict liability or otherwise, even if SMART or its suppliers, licensors, resellers or distributors have been advised of the possibility of such damages. IN ANY CASE, SMART'S ENTIRE LIABILITY UNDER THIS AGREEMENT SHALL NOT EXCEED TEN CANADIAN DOLLARS (\$10.00).