Date: **March 19, 2018**
Name of Product: **SmartDraw**
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SmartDraw Products
SmartDraw

Summary Table
Voluntary Product Accessibility Template

Criteria	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Supported with exceptions.	Please refer to the attached VPAT.
Section 1194.22 Web-based internet information and applications	Supported.	Please refer to the attached VPAT.
Section 1194.23 Telecommunications Products		SmartDraw is not considered a telecommunications product according to the definition in 1194.23.
Section 1194.24 Video and Multi-media Products		SmartDraw does not use multimedia except as covered in section 1194.21.
Section 1194.25 Self-Contained, Closed Products		SmartDraw is not a self-contained product according to the definition in Section 1194.25.
Section 1194.26 Desktop and Portable Computers		SmartDraw is software as defined under section 1194.21.
Section 1194.31 Functional Performance Criteria	Supported.	Please refer to the attached VPAT.
Section 1194.41 (a) Information, Documentation and Support	Supported.	Please refer to the attached VPAT.

Section 1194.21 Software Applications and Operating Systems - Detail
Voluntary Product Accessibility Template

Criteria	Supporting Features	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Supported with exceptions	Keyboard access is provided in a number of areas throughout SmartDraw . Keyboard shortcuts, shortcut keys, and menu commands are available in SmartDraw.
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Supported	SmartDraw does not disable or disrupt activated accessibility features of other products.
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Supported with exceptions	SmartDraw does not provide programmatic access. SmartDraw has several indications of the current focuses in the product. These extend to highlighting the current ribbon\tab being used, the current menu command being utilized, and object(s) being edited or manipulated.

(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Supported with exceptions	SmartDraw does not provide programmatic access. Most commands and options in SmartDraw are represented by an image with a textual description below the command. Exceptions to this rule include the various styles of arrowheads available, different states of various special effects orientations, and colors available from the selection menu.
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Supported	
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Supported	
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supported with exceptions	
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not applicable	SmartDraw does not use animation in the user interface.
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supported with exceptions	Due to the visual nature of diagrams, SmartDraw documents may reflect attributes such as shape, color, size, or position that may not be effectively represented through an exclusively non-visual format

(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Supported	
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supported	
(I) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supported with exceptions	SmartDraw does not use electronic forms. While SmartDraw includes several hundred forms, these are primarily for printing usage.

Criteria	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supported with exceptions	
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Not Applicable	SmartDraw is not a web page authoring tool. However SmartDraw allows for the arbitrary uses of color and background for layout and design which allow users to create images meeting this requirement.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.		
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not applicable	SmartDraw does not create server-side image maps
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not applicable	SmartDraw does not create client-side image maps
(g) Row and column headers shall be identified for data tables.	Not applicable	SmartDraw does not create data tables
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Not applicable	SmartDraw does not create data tables
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not applicable	SmartDraw does not create frames.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable	SmartDraw is not a web page authoring tool.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page	Not Applicable	SmartDraw is a visual diagramming tool. Its express purpose is to create visuals. It is up to the user to determine whether they want to create a text-only document.

shall be updated whenever the primary page changes.		
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Not applicable	SmartDraw is not a web page authoring tool. SmartDraw does not create scripts.
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	Not applicable	SmartDraw is a full drawing application that runs inside any modern, standards compliant browser. If SmartDraw detects an incompatible browser, it will direct users to a compatible one. Additionally, SmartDraw allows for the creation of PDF's and SVGs. These formats require web browser plug-ins and client applications for viewing depending on browser and device. These fall outside the purvue of SmartDraw.

Criteria	Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Not Supported	Due to the visual nature of diagrams, SmartDraw documents may reflect attributes such as shape, color, size, or position that may not be effectively represented through an exclusively non-visual format.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supported with exceptions	Users of SmartDraw can change the zoom of any SmartDraw document. Additionally, when printing a document, a user can scale the printout.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	Supported	SmartDraw does not require user hearing for access to any application functionality.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Supported	SmartDraw does not require user hearing for access to any application functionality.
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Supported	SmartDraw does not require user speech for access to any application functionality.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supported with exceptions	Due to the visual nature of diagrams, some operations in SmartDraw may require discrete motor skills such as using the mouse to create a shape. However, in some cases the SmartPanel interface may be used to achieve the same result for certain diagrams such as Flowcharts, Organization Charts and Mind Maps.

Criteria	Supporting Features	Remarks and explanations
Section 1194.41 (a) Product Support Documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supported	Documentation for SmartDraw is provided in digital format, and available within the product and SmartDraw's web site (http://www.SmartDraw.com) at no additional charge. Technical troubleshooting information is also available on SmartDraw's web site (http://www.SmartDraw.com/support) at no additional charge. The web site provides mechanisms by which customers can provide feedback about the content, including suggestions for additional information that may help people with disabilities.
Section 1194.41 (b) Accessibility and Compatibility Features. End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supported	Documentation regarding accessibility features and options that are available in the program are available in multiple formats at SmartDraw's web site (http://www.SmartDraw.com).
1194.41 (c) Support Services for products shall accommodate the communication needs of end-users with disabilities.	Supported	Customer Service and Support is familiar with such features as keyboard access and other options that are important to people with disabilities. For technical assistance customers can contact Customer Service and Support via email at support@SmartDraw.com or call 800-817-4243/858-225-3373.