

# Splashtop Accessibility Conformance Report

## Revised Section 508 Edition

(Based on VPAT® Version 2.4)

**Name of Product/Version:** Splashtop Business

**Report Date:** July 2020

**Product Description:** Splashtop Business is a remote access and remote support tool that lets you connect to computers as if you were sitting in front of them. It is cross-platform and allows connecting from Windows, Mac, iOS, Android, and Chromebook.

**Contact Information:** support@splashtop.com

**Notes:** Splashtop Business includes the Splashtop Business Access, Splashtop Remote Support and Splashtop SOS product lines.

### Evaluation Methods Used:

Evaluated on Web Console my.splashtop.com (Windows 10, Google Chrome), Windows (Windows 10, built-in Narrator), Mac, iOS (iPhone XR, built-in VoiceOver), and Android (Samsung Galaxy Tab S2, built-in Voice Assistant).

### 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)

Standard/Guideline	Included In Report
	Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</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

Notes:

Criteria	
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Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		
<a href="#">1.3.2 Meaningful Sequence</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	_____ Navigation sequence does not particularly affect usage or meaning.5 0.75 ref37.275 533.22 329.35 0.75 ref1 1 0

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.1.2 No Keyboard Trap</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Does Not Support	As not all elements are accessible solely with a keyboard, this guideline is also no supported.

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		
<a href="#">2.4.1 Bypass Blocks</a> (Level A) Also applies to: 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	Does Not Support	Windows, iOS, Android, and Mac platforms are not applicable as there are non-web software.  The Web Console includes the company graphic logo and navigation links at the top of each page which cannot be bypassed,



Criteria	Conformance Level	Remarks and Explanations
<a href="#">4.1.2 Name, Role, Value</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	Some elements such as the dropdown headers in the web console are not have a determined name, role or value.

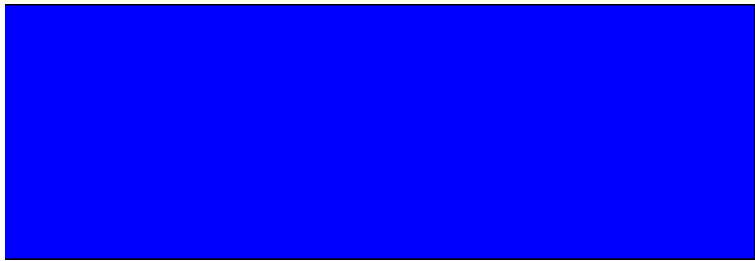
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Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		The iOS app does not resize text.
<a href="#">1.4.5 Images of Text</a> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	There are no images of text other than logos.
<a href="#">2.4.5 Multiple Ways</a> (Level AA) Also applies to: 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	Supports	Windows, iOS, Android, and Mac platforms are not applicable as there are non-web software.  The web console has a navigation bar that provides a list of links and dropdowns to reach other pages.
<a href="#">2.4.6 Headings and Labels</a> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Does Not Support	Not all pages and windows have programmatic headings or labels. For example, the “Devices” page on the web console does not have a heading, other than the web page tab with the Product name.
<a href="#">2.4.7 Focus Visible</a> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Areas that are keyboard operable show focus such as list items highlighted, text input boxes showing a vertical cursor, and links/buttons/options surrounded by a box.
<a href="#">3.1.2 Language of Parts</a> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software)	Supports	The web console contains the HTML lang attribute. The product does not provide content written in multiple languages at once.

504.2 (Authoring Tool) 602.3 (Support Docs)		
<a href="#">3.2.3 Consistent Navigation</a> (Level AA) Also applies to: 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	Supports	Windows, iOS, Android, and Mac platforms are not applicable as there are non-web software.  The web console navigation bar elements occur in the same order when repeated on other web pages.



Not evaluated.

# Revised Section 508 Report

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Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Some elements are not programmatically labelled or are only accessible by mouse or gesture.
302.2 With Limited Vision	Partially Supports	Some elements are not programmatically labelled or are only accessible by mouse.
302.3 Without Perception of Color	Supports	
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Partially Supports	Some elements are not programmatically labelled or are only accessible by mouse or gesture.
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Some areas include time-based operations and lack of error identifiers.

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Notes:

Not applicable – Splashtop Business and Splashtop Classroom are not hardware products.





