

Accessibility Governance & Public Commitment

Enhouse Video maintains a published **Accessibility Statement** for Mediasite, as required under the European Accessibility Act (EAA). The statement outlines our accessibility standards, testing practices, areas of continuous improvement, and formal support and escalation channels. Mediasite at Enhouse Video is committed to providing a fully accessible experience for all users of all abilities, including those who rely on assistive technologies like screen readers, screen enlargement software, and alternative keyboard input devices to navigate the web.

Standards Alignment

We follow WCAG 2.2 AA as our guiding principle for determining accessibility. These are internationally agreed-upon standards that cover a wide range of recommendations and best practices for making content useable. All new workflows, features, design systems, and content practices are evaluated against WCAG 2.2 AA requirements.

Ongoing Accessibility Testing & Validation

Accessibility is integrated into our product development lifecycle and validated through:

- Daily automated accessibility testing
- Manual keyboard-only navigation validation
- Screen reader testing
- Color contrast analysis
- Readability testing
- Testing performed by real users with disabilities

We treat accessibility as a continuous process. As new functionality is introduced, it is evaluated against WCAG criteria prior to release. Identified issues are remediated through structured QA and release governance processes.

Our Accessibility Vision

Mediasite will continue to surpass the WCAG standards and invest in novel ways to make our product accessible to everyone. We envision and strive for every video to have captions, transcripts, and audio descriptions in every necessary language. Making Mediasite more accessible ensures a more inclusive and equitable learning and viewing experience for all users.

Accessibility Features In Mediasite

Mediasite includes accessibility-supporting capabilities such as:

- UI available in multiple languages (English, Spanish, German, French, Norwegian, Japanese, Chinese)

- Automated captioning in 100+ languages
- Audio description tracks supported
- Optical Character Recognition (OCR) text scanning in videos and slides to make this data searchable
- Downloadable transcripts, MP3, and MP4 files
- QR code sharing for videos, channels, and showcases to help users that may have difficulties navigating to a link
- Caption customizations, including, font selection, font color, background color, and text size
- Light, dark, and high contrast themes
- Support for OpenDyslexic font, designed to be more readable for people with Dyslexia
- SmartZoom to any video stream
- Stream swapping to control the sizing and positioning of each video stream
- Full screen reader compatibility
- Full keyboard operability
- Mediasite Accessibility Dashboard to convey the overall status of video content compliance
- Publishing quarterly VPAT updates

Accessibility Roadmap & Continuous Improvement

In addition to current compliance, Mediasite is actively investing in:

- AI-powered accessibility scanning for media
- Native live/real-time captioning
- Sign language video track support
- AI-generated audio descriptions
- AI-based translation of transcripts and audio

This is part of our broader effort to make everyone's experience with Mediasite a welcoming and enjoyable one. Please note that while we make every effort to provide information accessible for all users, we cannot guarantee the accessibility of user generated content or third party websites to which we may link.

Accessibility Support & Escalation

We welcome comments, questions, and feedback on our website. If you are using assistive technologies and are having difficulty using our website, please email Chris Scholtens, CPACC, Director of Product Management and Accessibility Champion at chris.scholtens@enghouse.com. We will do our best to assist you and resolve issues.

Formal Complaints

If you have contacted us for accessibility support and did not receive a satisfactory response, you may appeal the support decision by contacting Richard Cartwright, Director of Security and Compliance at richard.cartwright@enghouse.com.