

Lucid Software, “Lucidspark” Platform Accessibility Conformance Report

WCAG and Section 508



(Based on VPAT® Version 2.5)

Name of Product/Version: Lucidspark

Report Date: January 15, 2025

Product Description: [Lucidspark](#) is a cloud-based virtual whiteboard where teams can work together creatively in real time. A part of Lucid Software’s Visual Collaboration Suite, the intuitive digital canvas allows teams to effectively brainstorm, collaborate and align on new ideas and organize collective thinking into actionable next steps. Top businesses use Lucid’s products all around the world, including customers such as Google, GE and NBC Universal. Since the company’s founding, it has received numerous awards for its product, business and workplace culture. For more information, visit [lucidspark.com](#).

Contact Information: accessibility@lucid.co.

Notes: This VPAT addresses specifically the Lucidspark platform, from logging in through to using the platform itself. For digital accessibility information regarding the other products in the Lucid Software suite, please contact our team via the email above.

Lucid Software is committed to the process of continual improvement and maintenance of digital accessibility conformance. As such, we will continue to receive independent accessibility audits throughout the year by our accessibility vendor to benchmark updates and improvement.

We are measuring accessibility compliance per the WCAG 2.1 A and AA success criteria. Lucidspark is substantially conformant to these standards. This VPAT covers both WCAG 2.1 and Section 508.

Evaluation Methods Used:

We've conducted a multi-audit process to find and validate remediation. Each audit conducted was comprised of:

- Use case evaluation: screen-reader testing: Google Chrome 128, NVDA 2024:3
- Use case evaluation: keyboard navigation testing
- Use case evaluation: mobile-reflow testing
- Technical auditing: multi-dozen point inspection
- Automated scanning: using the A11y Toolbox and Chrome extension suite from Ability, Inc., Chrome DevTools, and Axe core scan
- Random sampling: evaluating redundant components for consistency

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	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (No) Level AA (No) 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 only be used in WCAG Level AAA criteria.

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 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes: None.

	Criteria	Conformance Level	Remarks and Explanations
	1.1.1 Non-text Content (Level A)	Partially Supports	GIFs, Emojis, Icons, and Streamline graphics did not all have text alternatives.
	1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	Video-only content has acceptable text alternatives, no audio-only content found.
	1.2.2 Captions (Prerecorded) (Level A)	Supports	All videos have captions.
	1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Does not support	Videos do not have an audio description or media alternative.
	1.3.1 Info and Relationships (Level A)	Partially Supports	Structures and relationships conveyed visually were not available to AT in many cases.
	1.3.2 Meaningful Sequence (Level A)	Supports	Content is parseable in a programmatic sequence similar to the visual sequence.

	Criteria	Conformance Level	Remarks and Explanations
	1.3.3 Sensory Characteristics (Level A)	Supports	Content does not rely solely on sensory characteristics.
	1.4.1 Use of Color (Level A)	Supports	Content does not rely on a difference in only color to convey information.
	1.4.2 Audio Control (Level A)	Not Applicable	No audio plays automatically.
	2.1.1 Keyboard (Level A)	Partially Supports	Some object options are not keyboard operable.
	2.1.2 No Keyboard Trap (Level A)	Partially Supports	Most content does not trap focus. Some content does.
	2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Supports	Single character key shortcuts exist and can be modified by the end-user.
	2.2.1 Timing Adjustable (Level A)	Supports	An accessibility setting can be enabled that ensures toast messages will not disappear unless they are manually closed by the end-user.
	2.2.2 Pause, Stop, Hide (Level A)	Supports	Automatically playing gifs comply with the standards of this success criteria.
	2.3.1 Three Flashes or Below Threshold (Level A)	Supports	There is no flashing content.
	2.4.1 Bypass Blocks (Level A)	Supports	There are not multiple pages, and as such no mechanism is needed.
	2.4.2 Page Titled (Level A)	Supports	The page has a descriptive title.
	2.4.3 Focus Order (Level A)	Partially Supports	Focus is often not managed when content is opened or closed.
	2.4.4 Link Purpose (In Context) (Level A)	Supports	Links are either descriptive or their context is enough to understand their purpose.
	2.5.1 Pointer Gestures (Level A)	Partially Supports	Some functionality cannot be operated by a pointer without dragging.
	2.5.2 Pointer Cancellation (Level A)	Supports	Can cancel activation of functionality tested.
	2.5.3 Label in Name (Level A)	Partially Supports	Some items do not have an accessible name.
	2.5.4 Motion Actuation (Level A)	Supports	No content requires motion actuation.
	3.1.1 Language of Page (Level A)	Supports	No content in another language, and the html element has the lang attribute with a proper value.
	3.2.1 On Focus (Level A)	Partially Supports	A few components change the context on focus change.

	Criteria	Conformance Level	Remarks and Explanations
	3.2.2 On Input (Level A)	Partially Supports	A few components either change focus or the context when their settings are changed.
	3.3.1 Error Identification (Level A)	Supports	Errors were identified and identified the content in error.
	3.3.2 Labels or Instructions (Level A)	Partially Supports	Some text inputs do not have a visually persistent label.
	4.1.1 Parsing (Level A) WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) – Does not apply	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata .
	4.1.2 Name, Role, Value (Level A)	Partially Supports	Many components do not have an appropriate role, accessible name, and their state was not programmatically settable.

Table 2: Success Criteria, Level AA

Notes: None.

	Criteria	Conformance Level	Remarks and Explanations
	1.2.4 Captions (Live) (Level AA)	Supports	There is no live multimedia.
	1.2.5 Audio Description (Prerecorded) (Level AA)	Does Not Support	Videos do not have audio descriptions.
	1.3.4 Orientation (Level AA)	Supports	The requirement of this criteria is satisfied.
	1.3.5 Identify Input Purpose (Level AA)	Supports	No content requires purpose to be identified.
	1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Partially disabled components are below the contrast ratio minimum.
	1.4.4 Resize text (Level AA)	Supports	Browser controls can change the size of the user interface.
	1.4.5 Images of Text (Level AA)	Supports	There are no images of text.
	1.4.10 Reflow (Level AA)	Partially Supports	UI overflows viewport and is not fully available.
	1.4.11 Non-text Contrast (Level AA)	Partially Supports	Unchecked switches and other non-text content are below the acceptable color contrast ratio.

	Criteria	Conformance Level	Remarks and Explanations
	1.4.12 Text Spacing (Level AA)	Partially Supports	Text in the canvas area does not change in text spacing size.
	1.4.13 Content on Hover or Focus (Level AA)	Supports	Content that appears on focus/hover adheres to the requirements.
	2.4.5 Multiple Ways (Level AA)	Supports	There is only one page, as such this is not applicable.
	2.4.6 Headings and Labels (Level AA)	Supports	Headings and labeled content adequately described the content/functionality.
	2.4.7 Focus Visible (Level AA)	Partially Supports	Some components do not have a visible focus indicator.
	3.1.2 Language of Parts (Level AA)	Supports	There is no text in a language different from the default language.
	3.2.3 Consistent Navigation (Level AA)	Supports	This is only one page, as such this is automatically supported.
	3.2.4 Consistent Identification (Level AA)	Supports	This is only one page, as such this is automatically supported.
	3.3.3 Error Suggestion (Level AA)	Supports	Errors provide suggestions.
	3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	Content is editable after submitting.
	4.1.3 Status Messages (Level AA)	Supports	Status messages are programmatically determined.

Table 3: Success Criteria, Level AAA

Notes: Per the official evaluation methodology provided by the W3C, AAA success criteria are not evaluated.

	Criteria	Conformance Level	Remarks and Explanations
	1.2.6 Sign Language (Prerecorded) (Level AAA)	Not Evaluated.	N/A
	1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Not Evaluated.	N/A
	1.2.8 Media Alternative (Prerecorded) (Level AAA)	Not Evaluated.	N/A
	1.2.9 Audio-only (Live) (Level AAA)	Not Evaluated.	N/A
	1.3.6 Identify Purpose (Level AAA)	Not Evaluated.	N/A

	Criteria	Conformance Level	Remarks and Explanations
	1.4.6 Contrast (Enhanced) (Level AAA)	Not Evaluated.	N/A
	1.4.7 Low or No Background Audio (Level AAA)	Not Evaluated.	N/A
	1.4.8 Visual Presentation (Level AAA)	Not Evaluated.	N/A
	1.4.9 Images of Text (No Exception) (Level AAA)	Not Evaluated.	N/A
	2.1.3 Keyboard (No Exception) (Level AAA)	Not Evaluated	N/A
	2.2.3 No Timing (Level AAA)	Not Evaluated	N/A
	2.2.4 Interruptions (Level AAA)	Not Evaluated	N/A
	2.2.5 Re-authenticating (Level AAA)	Not Evaluated	N/A
	2.2.6 Timeouts (Level AAA)	Not Evaluated	N/A
	2.3.2 Three Flashes (Level AAA)	Not Evaluated	N/A
	2.3.3 Animation from Interactions (Level AAA)	Not Evaluated	N/A
	2.4.8 Location (Level AAA)	Not Evaluated	N/A
	2.4.9 Link Purpose (Link Only) (Level AAA)	Not Evaluated	N/A
	2.4.10 Section Headings (Level AAA)	Not Evaluated	N/A
	2.4.12 Focus Not Obscured (Enhanced) (Level AAA)	Not Evaluated	N/A
	2.4.13 Focus Appearance (Level AAA)	Not Evaluated	N/A
	2.5.5 Target Size (Level AAA)	Not Evaluated	N/A
	2.5.6 Concurrent Input Mechanisms (Level AAA)	Not Evaluated	N/A
	3.1.3 Unusual Words (Level AAA)	Not Evaluated	N/A
	3.1.4 Abbreviations (Level AAA)	Not Evaluated	N/A
	3.1.5 Reading Level (Level AAA)	Not Evaluated	N/A
	3.1.6 Pronunciation (Level AAA)	Not Evaluated	N/A
	3.2.5 Change on Request (Level AAA)	Not Evaluated	N/A
	3.3.5 Help (Level AAA)	Not Evaluated	N/A
	3.3.6 Error Prevention (All) (Level AAA)	Not Evaluated	N/A

Revised Section 508 Report

Notes: None.

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

Notes: None.

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Some components do not have an accessible name and their states/properties are not programmatically determinable.
302.2 With Limited Vision	Partially Supports	There are some color contrast issues, especially with partially functional content.
302.3 Without Perception of Color	Supports	Color is not the only means of identifying information.
302.4 Without Hearing	Supports	No content requires hearing to understand.
302.5 With Limited Hearing	Supports	No content requires hearing to understand.
302.6 Without Speech	Supports	No content requires speech to understand or operate.
302.7 With Limited Manipulation	Partially Supports	Some content requires dragging and dropping.
302.8 With Limited Reach and Strength	Partially Supports	Some content requires dragging and dropping.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Some inputs are not visually labeled.

Chapter 4: [Hardware](#)

Notes: None.

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Not Applicable	Not Applicable
402.2.2 Transactional Outputs	Not Applicable	Not Applicable
402.2.3 Speech Delivery Type and Coordination	Not Applicable	Not Applicable
402.2.4 User Control	Not Applicable	Not Applicable
402.2.5 Braille Instructions	Not Applicable	Not Applicable
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	Not Applicable
402.3.2 Non-private Listening	Not Applicable	Not Applicable
402.4 Characters on Display Screens	Not Applicable	Not Applicable
402.5 Characters on Variable Message Signs	Not Applicable	Not Applicable
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	Not Applicable
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General	Not Applicable	Not Applicable
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General	Not Applicable	Not Applicable
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General	Not Applicable	Not Applicable
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not Applicable	Not Applicable
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Not Applicable	Not Applicable
407.3.2 Alphabetic Keys	Not Applicable	Not Applicable
407.3.3 Numeric Keys	Not Applicable	Not Applicable
407.4 Key Repeat	Not Applicable	Not Applicable
407.5 Timed Response	Not Applicable	Not Applicable

Criteria	Conformance Level	Remarks and Explanations
407.6 Operation	Not Applicable	Not Applicable
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	Not Applicable
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	Not Applicable
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	Not Applicable
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	Not Applicable
407.8.2 Side Reach	Not Applicable	Not Applicable
407.8.2.1 Unobstructed Side Reach	Not Applicable	Not Applicable
407.8.2.2 Obstructed Side Reach	Not Applicable	Not Applicable
407.8.3 Forward Reach	Not Applicable	Not Applicable
407.8.3.1 Unobstructed Forward Reach	Not Applicable	Not Applicable
407.8.3.2 Obstructed Forward Reach	Not Applicable	Not Applicable
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	Not Applicable
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	Not Applicable
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	Not Applicable
408.3 Flashing	Not Applicable	Not Applicable
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General	Not Applicable	Not Applicable
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General	Not Applicable	Not Applicable
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General	Not Applicable	Not Applicable
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	Not Applicable
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	Not Applicable
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	Not Applicable
412.3.2 Wireline Handsets	Not Applicable	Not Applicable
412.4 Digital Encoding of Speech	Not Applicable	Not Applicable

Criteria	Conformance Level	Remarks and Explanations
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Not Applicable	Not Applicable
412.7 Video Communication	Not Applicable	Not Applicable
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable	Not Applicable
412.8.2 Voice and Hearing Carry Over	Not Applicable	Not Applicable
412.8.3 Signal Compatibility	Not Applicable	Not Applicable
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	Not Applicable
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not Applicable	Not Applicable
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	Not Applicable
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	Not Applicable
414.1.2 Other ICT	Not Applicable	Not Applicable
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not Applicable	Not Applicable
415.1.2 Audio Description Controls	Not Applicable	

Chapter 5: [Software](#)

Notes: None

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supported	The platform has built-in accessibility features that can be manipulated by the end-user.
502.2.2 No Disruption of Accessibility Features	Does Not Support	The ability to interact with content with a keyboard is sometimes disrupted for no apparent reason.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supported	Not all object information is available programmatically.
502.3.2 Modification of Object Information	Partially Supported	Not all objects allow states to be set by users programmatically.
502.3.3 Row, Column, and Headers	Partially Supported	Rows and Columns (including headers) are not programmatically determinable for some tables.
502.3.4 Values	Partially Supported	The value of editable text in the application's objects is not programmatically determinable.
502.3.5 Modification of Values	Supported	Values can be set by assistive technology.
502.3.6 Label Relationships	Supported	Labels are programmatically associated.
502.3.7 Hierarchical Relationships	Partially Supported	Some content should be marked up as a heading, but is not.
502.3.8 Text	Partially Supported	The value of editable text in the application's objects is not programmatically determinable.
502.3.9 Modification of Text	Supported	Users can set the value of text using assistive technology.

Criteria	Conformance Level	Remarks and Explanations
502.3.10 List of Actions	Supported	The standard is satisfied.
502.3.11 Actions on Objects	Supported	Assistive technology can programmatically activate object actions.
502.3.12 Focus Cursor	Partially Supported	The value of selected editable text in the application's objects is not programmatically determinable.
502.3.13 Modification of Focus Cursor	Supported	Application does not allow modification for any user.
502.3.14 Event Notification	Partially Supported	Assistive technology notifies users of some events, but not all.
502.4 Platform Accessibility Features	Not Applicable	This software is not a platform software.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	Exception applies as this is a web application.
503.3 Alternative User Interfaces	Not Applicable	Software does not provide an alternative user interface that functions as an assistive technology.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Supports	Captions can be controlled at the same menu level.
503.4.2 Audio Description Controls	Does Not Support	There are not audio descriptions
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.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Partially Supports	PDF exports with unlabeled graphics.
504.2.2 PDF Export	Partially Supports	PDF exports with unlabeled graphics.
504.3 Prompts	Does Not Support	No mode of operation that prompts users to create accessible content.
504.4 Templates	Partially Supports	Templates provided are partially accessible.

Chapter 6: [Support Documentation and Services](#)

Notes: None.

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	Partially Supports	Some accessibility features are documented, many are not.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Not Applicable
603 Support Services	Heading cell - no response required	Heading cell - no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	Not Applicable
603.3 Accommodation of Communication Needs	Not Applicable	Not Applicable

Legal Disclaimer (Company)

This VPAT is provided for informational purposes only for the named product(s). The information contained herein reflects the best available data as of the date of this document and is subject to updates or change without notice. While Lucid Software strives to provide accurate and helpful information to evaluate our products under applicable accessibility standards, neither this document nor any statement contained in this document shall be construed to create or impose any express or implied warranty, guarantee, obligation or duty, contractual or otherwise, and Lucid Software specifically disclaims any liability with respect to this document or actions taken in reliance on this document. Our products are designed for users to generate their own content and we will not force users to create content in substantial conformance with applicable accessibility standards.