

Lucid Software, “Suite” Platform Accessibility Conformance Report

WCAG and Section 508

(Based on VPAT® Version 2.5)

Name of Product/Version: Suite

Report Date: November, 2025

Product Description: [Lucid Software](#) is the leader in visual collaboration and work acceleration, helping teams see and build the future by turning ideas into reality. The Lucid Visual Collaboration Suite provides diagramming and whiteboarding solutions to empower organizations to streamline work, foster alignment, and drive business transformation at scale. The most used work acceleration platform by the Fortune 500, Lucid’s solutions are trusted by more than 100 million users across enterprises worldwide, including Google, GE, and NBC Universal. Lucid partners with leaders such as Google, Atlassian, and Microsoft, and has received numerous awards for its products, growth, and workplace culture. Learn more at [lucid.co](#).

This Accessibility Conformance Report evaluates core Lucid Suite platform functionality, including authentication, the home page (documents, folders, and team folders), template gallery, team management, the admin panel, user settings, and marketplace integrations.

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Notes: This VPAT addresses specifically the Suite platform; the administrative portal used by Lucidspark and Lucidchart software products. 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.

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	1) The table check and cross marks on the overview page, 2) the 'opens in new tab' icon on the overview page, and 3) app logos on integration pages are lacking an accessible name.
	1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	The product does not include prerecorded multimedia.
	1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	The product does not include prerecorded multimedia.
	1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	The product does not include prerecorded multimedia.
	1.3.1 Info and Relationships (Level A)	Does Not Support	Many elements throughout the product are not programmatically determinable.

	Criteria	Conformance Level	Remarks and Explanations
	<u>1.3.2 Meaningful Sequence</u> (Level A)	Supports	The order of content within the product is presented in a way that maintains the integrity of its sequence when necessary.
	<u>1.3.3 Sensory Characteristics</u> (Level A)	Supports	Sensory characteristics are not the only means of conveying context, for example “click the green button”.
	<u>1.4.1 Use of Color</u> (Level A)	Partially Supports	Error messages on the user settings and account modals, the admin dashboard, and Lucidspark integration screen currently only use color to convey their context.
	<u>1.4.2 Audio Control</u> (Level A)	Not Applicable	The product does not contain audio.
	<u>2.1.1 Keyboard</u> (Level A)	Partially Supports	Some elements within the product are not in proper focus order.
	<u>2.1.2 No Keyboard Trap</u> (Level A)	Supports	The product has no keyboard traps.
	<u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 and 2.2)	Supports	The product conforms to the requirements of character key shortcuts.
	<u>2.2.1 Timing Adjustable</u> (Level A)	Supports	The product does not have time limits.
	<u>2.2.2 Pause, Stop, Hide</u> (Level A)	Not Applicable	The product does not have any auto-playing/updating content that would require a means to pause, stop, or hide.
	<u>2.3.1 Three Flashes or Below Threshold</u> (Level A)	Supports	The product does not have any flashing content.
	<u>2.4.1 Bypass Blocks</u> (Level A)	Does Not Support	There is no available mechanism to bypass blocks of content that are repeated on multiple web pages, such as a skip to main content link.
	<u>2.4.2 Page Titled</u> (Level A)	Supports	All pages have clear, descriptive titles.
	<u>2.4.3 Focus Order</u> (Level A)	Partially Supports	Opening/closing all modals, support flyout, ‘archive team’ option, disabled interactive elements, admin configure links, and opening dialogues via screen-reader have problems with focus order.
	<u>2.4.4 Link Purpose (In Context)</u> (Level A)	Partially Supports	Some links throughout the product have inadequate accessible names or link text.
	<u>2.5.1 Pointer Gestures</u> (Level A)	Not Applicable	The product does not have any complex gestures.

	Criteria	Conformance Level	Remarks and Explanations
	2.5.2 Pointer Cancellation (Level A)	Supports	Mouse/touch activation doesn't activate the moment the user presses down.
	2.5.3 Label in Name (Level A)	Supports	Controls with visible text have accessible names that contain the same text.
	2.5.4 Motion Actuation (Level A)	Not Applicable	The product does not require gestures that move the device.
	3.1.1 Language of Page (Level A)	Supports	The language of the product and its screens is identifiable programmatically.
	3.2.1 On Focus (Level A)	Supports	If keyboard focus is moved, it does not unexpectedly cause a major change.
	3.2.2 On Input (Level A)	Supports	When form controls are changed, it does not unexpectedly cause a major change.
	3.3.1 Error Identification (Level A)	Supports	Error messages adequately identify which fields have a problem.
	3.3.2 Labels or Instructions (Level A)	Partially Supports	
	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)	Does Not Support	The grid view button, remove tag button, manage collaborators modal > share link button, table headers ascending/descending, add collaborators button, test team button, table headers > lucid chart & Lucidspark icons, table check & cross marks, input forms, "link" button, edit team name + other INPUT elements, licenses > Lucid Suite dropdown menu, "Edit" buttons, archive team modal > show more / show less button, archive option, read more/ read less button, and copy to clipboard buttons have issues with their name, role, state, and/or programmatic determination.

Table 2: Success Criteria, Level AA

Notes: None.

	Criteria	Conformance Level	Remarks and Explanations
	1.2.4 Captions (Live) (Level AA)	Not Applicable	The product does not contain live multimedia.
	1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	The product does not contain prerecorded multimedia.
	1.3.4 Orientation (Level AA)	Supports	The product's content works in both portrait and landscape orientation.
	1.3.5 Identify Input Purpose (Level AA)	Supports	Form fields are coded in a manner that browsers and assistive technologies can understand what information each field is requesting.
	1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	The "join" button sitewide has insufficient color contrast.
	1.4.4 Resize text (Level AA)	Partially Supports	The "Share your work via Lucid" description list on the login screen disappears when zooming, and meta viewport on the account overview screen has zooming disabled.
	1.4.5 Images of Text (Level AA)	Supports	Real text is used wherever possible, and any images that contain text provide adequate alt descriptions.
	1.4.10 Reflow (Level AA)	Partially Supports	The "Share your work via Lucid" description list, Education flyout, Learn more link, delete category button, Apps card, 'How to Embed Videos' heading, 'learn more' button on the integrations screen, overview panel in the account dashboard, and users dashboard screen experience a loss of content and/or functionality when under the viewport width of 320 CSS pixels, and/or when under the viewport width of 256 CSS pixels.
	1.4.11 Non-text Contrast (Level AA)	Partially Supports	The checkbox focus indicator sitewide has insufficient color contrast.
	1.4.12 Text Spacing (Level AA)	Partially Supports	The passcode and expiration checkboxes sitewide, and 'how to embed videos' heading on

	Criteria	Conformance Level	Remarks and Explanations
			the Integrations screens have a loss of content when the text spacing is set as described in the 1.4.12 Text Spacing success criteria.
	1.4.13 Content on Hover or Focus (Level AA)	Supports	Content is easy to dismiss/open/interact with when extra content appears due to a user hovering over something/moving keyboard.
	2.4.5 Multiple Ways (Level AA)	Supports	There is consistently more than one way to find a page within the product (unless it is part of a step-by-step process).
	2.4.6 Headings and Labels (Level AA)	Supports	Headings and form labels clearly describe their topic and purpose.
	2.4.7 Focus Visible (Level AA)	Partially Supports	The Cookie Preferences Modal > Save Button and Public Key Input Focus Indicator are lacking a visual focus indicator.
	3.1.2 Language of Parts (Level AA)	Not Applicable	The product does not contain multiple languages within a single screen.
	3.2.3 Consistent Navigation (Level AA)	Supports	Navigation across the product is consistent and in the correct order.
	3.2.4 Consistent Identification (Level AA)	Supports	Controls or features that perform the same function across the product are identified consistently.
	3.3.3 Error Suggestion (Level AA)	Supports	When a user makes an input error, the page provides a helpful suggestion.
	3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	Sensitive data entry (such as credit card info) provides a means to review before submitting.
	4.1.3 Status Messages (Level AA)	Does Not Support	The uploading photo loading spinner, photo successfully uploaded status message, search results status message, error messages, select organizational group modal > search results, domain input error messages, and "copied" status message are lacking adequate status messages.

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
	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

	Criteria	Conformance Level	Remarks and Explanations
	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	Does Not Support	Many elements lack accessible names or programmatic determination.
302.2 With Limited Vision	Partially Supports	Some elements lack adequate color contrast.
302.3 Without Perception of Color	Supports	Color is not the only means of identifying information.
302.4 Without Hearing	Not Applicable	No content requires hearing to understand.
302.5 With Limited Hearing	Not Applicable	No content requires hearing to understand.
302.6 Without Speech	Not Applicable	No content requires speech to understand or operate.
302.7 With Limited Manipulation	Not Applicable	Content does not require manipulation such as dragging and dropping.
302.8 With Limited Reach and Strength	Not Applicable	Content is not sensitive to limited reach or strength of the end-user.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Content is provided and written in a manner to be understood and comprehended by all users.

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	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	Supports	The platform has built-in accessibility features that can be manipulated by the end-user.
502.2.2 No Disruption of Accessibility Features	Supports	The product does not interfere with or disable the accessibility features built into the operating system.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	Not all object information is available programmatically.
502.3.2 Modification of Object Information	Does Not Support	The grid view button, remove tag button, manage collaborators modal > share link button, table headers ascending/descending, add collaborators button, test team button, table headers > lucid chart & Lucidspark icons, table check & cross marks, input forms, “link” button, edit team name + other INPUT elements, licenses > Lucid Suite dropdown menu, “Edit” buttons, archive team modal > show more / show less button, archive option, read more/ read less button, and copy to clipboard buttons have issues with their name, role, state, and/or programmatic determination.

Criteria	Conformance Level	Remarks and Explanations
502.3.3 Row, Column, and Headers	Does Not Support	Many elements throughout the product are not programmatically determinable.
502.3.4 Values	Does Not Support	The grid view button, remove tag button, manage collaborators modal > share link button, table headers ascending/descending, add collaborators button, test team button, table headers > lucid chart & Lucidspark icons, table check & cross marks, input forms, "link" button, edit team name + other INPUT elements, licenses > Lucid Suite dropdown menu, "Edit" buttons, archive team modal > show more / show less button, archive option, read more/ read less button, and copy to clipboard buttons have issues with their name, role, state, and/or programmatic determination.
502.3.5 Modification of Values	Supports	Values can be set by assistive technology.
502.3.6 Label Relationships	Does Not Support	Many elements throughout the product are not programmatically determinable.
502.3.7 Hierarchical Relationships	Does Not Support	Many elements throughout the product are not programmatically determinable.
502.3.8 Text	Supports	Both text and its context can be determined by assistive technology.
502.3.9 Modification of Text	Supports	Assistive Technology can modify text in a similar fashion to standard keyboard use.

Criteria	Conformance Level	Remarks and Explanations
502.3.10 List of Actions	Partially Supports	Some objects are not programmatically determinable.
502.3.11 Actions on Objects	Partially Supports	Some objects are not usable with assistive technology in an adequate way that they are via standard use.
502.3.12 Focus Cursor	Supports	Focus is identified by assistive technology.
502.3.13 Modification of Focus Cursor	Supports	The product allows for focus and selection through assistive technology.
502.3.14 Event Notification	Supports	The status of event notifications is made available to assistive technology.
502.4 Platform Accessibility Features	Partially Supports	Generally-speaking, the product is built to accommodate the use of assistive technology and protocol; keyboard navigation, screen-reader use, color contrast, etc... This requirement as-such is outdated, as it is best for there to be <i>no</i> accessibility features, and rather to have a code base that is compliant to all users of all types without a 'separate but equal' requirement.
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

Criteria	Conformance Level	Remarks and Explanations
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	Not Applicable	There is no PDF export
504.2.2 PDF Export	Not Applicable	There is no PDF export.
504.3 Prompts	Not Applicable	The product does not function in a way that is meant for users to self-create content that would be covered by this requirement.
504.4 Templates	Not Applicable	The product is not an authoring tool.

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)

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