

Lucid Software, “Lucidchart” Platform Accessibility Conformance Report

WCAG and Section 508



(Based on VPAT® Version 2.5)

Name of Product/Version: Lucidchart

Report Date: February 23, 2026

Product Description: [Lucidchart](#) is the intelligent diagramming application that empowers teams to clarify complexity, align their insights, and build the future—faster. A part of Lucid Software’s Visual Collaboration Suite, this intuitive, cloud-based solution allows teams to collaborate in real time while building flowcharts, mockups, UML diagrams, customer journey maps and more. 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 products, business and workplace culture. For more information, visit [lucidchart.com](#).

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Notes: This VPAT addresses specifically the Lucidchart 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.

Lucidchart’s accessibility is constantly being measured and improved, and this VPAT will be updated over time to reflect those updates.

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: Windows computer, Chrome browser, NVDA screen-reader
- 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

Table 1: Success Criteria, Level A

Notes: None.

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	Some images did not have a text alternative, and some did not have an adequate text alternative.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	The platform satisfies this criteria.
1.2.2 Captions (Prerecorded) (Level A)	Supports	Captions were provided for videos.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	Videos had a media alternative in the form of a transcript.
1.3.1 Info and Relationships (Level A)	Partially Supports	Some content was visually present but was not available to AT.
1.3.2 Meaningful Sequence (Level A)	Supports	Reading sequence can be programmatically determined when necessary.
1.3.3 Sensory Characteristics (Level A)	Supports	Content did not rely solely on sensory characteristics.
1.4.1 Use of Color (Level A)	Supports	Content did not rely on a difference in only color to convey information.
1.4.2 Audio Control (Level A)	Supports	Could not find any audio that played automatically.
2.1.1 Keyboard (Level A)	Partially Supports	Some object options were not keyboard operable.
2.1.2 No Keyboard Trap (Level A)	Partially Supports	Some content traps focus.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Supports	Users can turn off character key shortcuts in their user settings.
2.2.1 Timing Adjustable (Level A)	Supports	Users can turn off time limits on messages in their user settings.
2.2.2 Pause, Stop, Hide (Level A)	Supports	No content required pausing stopping or hiding.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	Unable to evaluate with current technology.
2.4.1 Bypass Blocks (Level A)	Supports	This is a single page, as such this criteria is not applicable.
2.4.2 Page Titled (Level A)	Supports	The page is titled.
2.4.3 Focus Order (Level A)	Supports	Components receive focus in the order and manner that is expected of this success criteria.

Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A)	Supports	The purpose of each link could be understood given their context.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Partially Supports	Some functionality could not be operated by a pointer without dragging.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	Activation of functionality could be cancelled.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Partially Supports	Some components did not include the visual text that labelled the component in its accessible name.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Supports	No content required motion actuation.
3.1.1 Language of Page (Level A)	Supports	The default language was programmatically determinable.
3.2.1 On Focus (Level A)	Partially Supports	Sometimes when focusing an autocomplete value in a search box, focus would move again.
3.2.2 On Input (Level A)	Partially Supports	Changing the state of some components causes focus to move.
3.2.6 Consistent Help (Level A 2.2 only)	Not Evaluated	N/A
3.3.1 Error Identification (Level A)	Supports	Errors were identified.
3.3.2 Labels or Instructions (Level A)	Partially Supports	Some content was not labeled visually when requiring user input.
3.3.7 Redundant Entry (Level A 2.2 only)	Not Evaluated	N/A
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	Some components lacked a name, or a role, or state - with a few lacking more than one of these.

Table 2: Success Criteria, Level AA

Notes: None.

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Supports	Videos have captions.
1.2.5 Audio Description (Prerecorded) (Level AA)	Does Not Support	Videos do not have audio descriptions.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	Did not test.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	No content required purpose identified.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Some text does not meet the requirement.
1.4.4 Resize text (Level AA)	Supports	Users can change the size of the text using the browser's functionality.
1.4.5 Images of Text (Level AA)	Supports	No images of text found.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Partially Supports	The UI changes to support the small viewport size, but not all content is available.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Partially Supports	Some graphics do not meet the requirement.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	The UI allows for text spacing properties to change without issue.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	Content is hoverable.
2.4.5 Multiple Ways (Level AA)	Supports	This is a single page, as such this criteria is not applicable.
2.4.6 Headings and Labels (Level AA)	Partially Supports	Some labels do not adequately describe their purpose.
2.4.7 Focus Visible (Level AA)	Partially Supports	A component does not have a visible focus indicator.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Not Evaluated	N/A
2.5.7 Dragging Movements (Level AA 2.2 only)	Not Evaluated	N/A
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Not Evaluated	N/A
3.1.2 Language of Parts (Level AA)	Supports	We did not find text in a language other than the default language.
3.2.3 Consistent Navigation (Level AA)	Supports	This is a single page, as such this criteria is not applicable.
3.2.4 Consistent Identification (Level AA)	Supports	This is a single page, as such this criteria is not applicable.
3.3.3 Error Suggestion (Level AA)	Supports	Errors were provided and described.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	Users were able to edit data after submitting it.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Not Evaluated	N/A

Criteria	Conformance Level	Remarks and Explanations
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Partially Supports	When adding a page, users are not notified of the successful

Table 3: Success Criteria, Level AAA

Notes: None.

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 2.1 and 2.2)	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 2.1 and 2.2)	Not Evaluated.	N/A
2.3.2 Three Flashes (Level AAA)	Not Evaluated.	N/A
2.3.3 Animation from Interactions (Level AAA 2.1 and 2.2)	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 2.2 only)	Not Evaluated.	N/A
2.4.13 Focus Appearance (Level AAA 2.2 only)	Not Evaluated.	N/A

Criteria	Conformance Level	Remarks and Explanations
2.5.5 Target Size (Level AAA 2.1 and 2.2)	Not Evaluated.	N/A
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 and 2.2)	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
3.3.9 Accessible Authentication (Enhanced) (Level AAA 2.2 only)	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	SR is partially supported.
302.2 With Limited Vision	Partially Supports	AT is partially supported.
302.3 Without Perception of Color	Supports	Content does not require perception of color to use.
302.4 Without Hearing	Supports	Content does not require perception of sound to use.
302.5 With Limited Hearing	Supports	Content does not require perception of sound to use.
302.6 Without Speech	Supports	Content does not require speech to use.

Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation	Partially Supports	Some content still requires path-based operation even though the path-based operations are not essential to that content.
302.8 With Limited Reach and Strength	Partially Supports	Some content still requires path-based operation even though the path-based operations are not essential to that content.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Some components and content requiring user input are not labeled visually.

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	
402.2.2 Transactional Outputs	Not Applicable	
402.2.3 Speech Delivery Type and Coordination	Not Applicable	
402.2.4 User Control	Not Applicable	
402.2.5 Braille Instructions	Not Applicable	
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	
402.3.2 Non-private Listening	Not Applicable	
402.4 Characters on Display Screens	Not Applicable	
402.5 Characters on Variable Message Signs	Not Applicable	
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
404.1 General	Not Applicable	
<u>405 Privacy</u>	Heading cell – no response required	Heading cell – no response required
405.1 General	Not Applicable	
<u>406 Standard Connections</u>	Heading cell – no response required	Heading cell – no response required
406.1 General	Not Applicable	
<u>407 Operable Parts</u>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not Applicable	
<u>407.3 Input Controls</u>	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Not Applicable	
407.3.2 Alphabetic Keys	Not Applicable	
407.3.3 Numeric Keys	Not Applicable	
407.4 Key Repeat	Not Applicable	
407.5 Timed Response	Not Applicable	
407.6 Operation	Not Applicable	
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	
<u>407.8 Reach Height and Depth</u>	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	
407.8.2 Side Reach	Not Applicable	
407.8.2.1 Unobstructed Side Reach	Not Applicable	
407.8.2.2 Obstructed Side Reach	Not Applicable	
407.8.3 Forward Reach	Not Applicable	
407.8.3.1 Unobstructed Forward Reach	Not Applicable	
407.8.3.2 Obstructed Forward Reach	Not Applicable	
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	
<u>408 Display Screens</u>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	
408.3 Flashing	Not Applicable	
<u>409 Status Indicators</u>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
409.1 General	Not Applicable	
<u>410 Color Coding</u>	Heading cell – no response required	Heading cell – no response required
410.1 General	Not Applicable	
<u>411 Audible Signals</u>	Heading cell – no response required	Heading cell – no response required
411.1 General	Not Applicable	
<u>412 ICT with Two-Way Voice Communication</u>	Heading cell – no response required	Heading cell – no response required
<u>412.2 Volume Gain</u>	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	
<u>412.3 Interference Reduction and Magnetic Coupling</u>	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	
412.3.2 Wireline Handsets	Not Applicable	
412.4 Digital Encoding of Speech	Not Applicable	
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Not Applicable	
412.7 Video Communication	Not Applicable	
<u>412.8 Legacy TTY Support</u>	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable	
412.8.2 Voice and Hearing Carry Over	Not Applicable	
412.8.3 Signal Compatibility	Not Applicable	
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	
<u>413 Closed Caption Processing Technologies</u>	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not Applicable	
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	
<u>414 Audio Description Processing Technologies</u>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	
414.1.2 Other ICT	Not Applicable	
<u>415 User Controls for Captions and Audio Descriptions</u>	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	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	Partially Supports	Users are able to control some accessibility features.
502.2.2 No Disruption of Accessibility Features	Partially Supports	Operation with a screen reader is interrupted by the loss of focus when interacting with content.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	Some objects do not have information such as role and name programmatically available.
502.3.2 Modification of Object Information	Partially Supports	Some objects do not allow users to set their state programmatically.
502.3.3 Row, Column, and Headers	Partially Supports	Some tables are not well formed and are not programmatically determinable.
502.3.4 Values	Partially Supports	The value of editable text in the application's objects is not programmatically determinable.
502.3.5 Modification of Values	Supports	Values can be set by assistive technology.
502.3.6 Label Relationships	Partially Supports	Some labels are not programmatically associated with their components.
502.3.7 Hierarchical Relationships	Supports	Hierarchical relationships can be programmatically determined.
502.3.8 Text	Partially Supports	The value of editable text in the application's objects is not programmatically determinable.
502.3.9 Modification of Text	Supports	Users can set the value of text using assistive technology.
502.3.10 List of Actions	Supports	Users can activate actions.

Criteria	Conformance Level	Remarks and Explanations
502.3.11 Actions on Objects	Supports	Users can activate actions.
502.3.12 Focus Cursor	Partially Supports	A few components do not have a visible focus cursor.
502.3.13 Modification of Focus Cursor	Supports	AT Users can programmatically move the focus cursor.
502.3.14 Event Notification	Partially Supports	Users are not notified when adding another page.
502.4 Platform Accessibility Features	Supports	Software does not prevent the use of platform accessibility features.
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	An 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.
<i>503.4 User Controls for Captions and Audio Description</i>	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
<u>504 Authoring Tools</u>	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	Supports	Software includes ability to edit accessibility properties of exported formats.
504.2.2 PDF Export	Supports	Software includes ability to edit accessibility properties of exported formats.
504.3 Prompts	Supports	Software provides accessibility options when exporting.
504.4 Templates	Partially Supports	Templates include inaccessible content.

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 were documented, but many were 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	This criteria is not applicable to the software being reviewed
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	This criteria is not applicable to the software being reviewed
603.3 Accommodation of Communication Needs	Not Applicable	This criteria is not applicable to the software being reviewed

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