

Figma FigJam Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version:

FigJam

Report Date:

December 2023

Product Description:

FigJam is a collaborative whiteboard tool for teams, that allows teams to brainstorm and create interactive documents together.

Contact Information:

Notes:

An accessibility audit was conducted for FigJam where the products features were tested against WCAG 2.2 Level A and AA guidelines.

Evaluation Methods Used:

Tested using screen readers (NVDA, Voice Over, Talkback), keyboard only controls, and settings for other visual impairments (color contrast analyzer, amino editor for text space settings, reflow settings).

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 2.2	Level A (Yes) Level AA (Yes) Level AAA (No)

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 be used only in WCAG 2.0 Level AAA.

WCAG 2.2 Report

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	<p>We've selected a rating of partially supports due to multiple instances of decorative content receiving focus.</p> <ul style="list-style-type: none"> When publishing a template in FigJam, decorative icons incorrectly receive focus The timer in FigJam inappropriately focuses the placeholder time value before a timer has been set <p>Accessibility Issues (3)</p> <ol style="list-style-type: none"> [Desktop App] Share: Publish - decorative icons gain focus [iPad App] FigJam Board: Timer and Music - Uninformative objects receive focus [Website] FigJam: Timer, music, and voting - Uninformative objects receive focus
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	No pre-recorded audio or video content is part of FigJam.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	No pre-recorded content requiring captions is part of FigJam.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	No pre-recorded content requiring captions is part of FigJam.
1.3.1 Info and Relationships (Level A)	Partially Supports	

Criteria	Conformance Level	Remarks and Explanations
		<p>The product does not always ensure that information, structure, and relationships are programmatically available.</p> <p>A rating of partially supports was used due to the following accessibility issues present in the product -</p> <p>Accessibility Issues (18)</p> <ol style="list-style-type: none"> 1. [Desktop App] FigJam Board: Timer, Music, Voting Panel - Screen reader doesn't announce active timer changing 2. [Desktop App] FigJam Board: Timer, Music, Voting Panel - User is not notified that time has started 3. [Desktop App] FigJam Board: Template modal - Screen reader doesn't announce when page changes 4. [iPad App] FigJam Board: Toolbar more options - Tab labels don't indicate a selected state 5. [iPad App] FigJam Board: Template - Sections in the right panel lack heading roles 6. [iPad App] FigJam Board: Comments - User tags are not distinguished from plain text 7. [iPad App] FigJam Board: Timer and Music - Screen reader doesn't announce active timer changing 8. [Desktop App] Header: Visible selected menu item is not read by screen reader 9. [Website] Header: Visible selected menu item is not read by screen reader 10. [Website] FigJam: Share - Heading markup not present 11. [Website] FigJam: Timer, music, and voting - Screen reader doesn't announce active timer changing

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 May 6, 2024 18:46 UTC-07:00

Criteria	Conformance Level	Remarks and Explanations
		12. [Website] FigJam: Timer, music, and voting - Vote counters on objects lack association 13. [Desktop App] FigJam Board: Name in label for alt text tool doesn't match visual label 14. [Website] FigJam Board: Name in label for alt text tool doesn't match visual label 15. [Android] FigJam Board: Comments - User not notified when a comment is marked as unread 16. [Android] FigJam Board: Comments - Tagged users are not differentiated from plain text 17. [iOS] Navigation - Text is read as dimmed button instead of text with a heading tag / label 18. [Android] Navigation - Text does not have a heading tag / label
1.3.2 Meaningful Sequence (Level A)	Supports	Accessibility Issues (0) <ul style="list-style-type: none"> • No accessibility issues filed against the Meaningful Sequence guideline.
1.3.3 Sensory Characteristics (Level A)	Supports	Accessibility Issues (0) <ul style="list-style-type: none"> • No accessibility issues filed against the Sensory Characteristics guideline.
1.4.1 Use of Color (Level A)	Supports	Accessibility Issues (0) <ul style="list-style-type: none"> • No accessibility issues filed against the Use of Color guideline.
1.4.2 Audio Control (Level A)	Supports	

Criteria	Conformance Level	Remarks and Explanations
		<p>Accessibility Issues (0)</p> <ul style="list-style-type: none"> No accessibility issues filed against the Audio Control guideline.
<p>2.1.1 Keyboard (Level A)</p>	<p>Does Not Support</p>	<p>A rating of Does Not Support was selected due to the large number of components that cannot have their functionality operated via a keyboard interface. Users who do not use a mouse cannot operate key FigJam features such as adding tables, stamps, and other objects to the board. They are unable to pan through the board, access the edit properties menu, spotlight themselves, among other issues. The following accessibility issues are present in the product -</p> <p>Accessibility Issues (36)</p> <ol style="list-style-type: none"> [Desktop App] Recents Page: +FigJam board button: button not accessible from main page with VO controls [Desktop App] Home: Search Bar - User can't select boards from search results [Website] FigJam Board: Table - Screen reader and KO user cannot add a table to board [Website] FigJam Board: Stamps - Screen reader and KO user cannot add stamps or emojis [Website] FigJam Board: Stamps - Screen reader and KO user cannot edit stamps or emojis [Desktop App] FigJam Board: Share Button - Share button not accessible for KO user [Desktop App] FigJam Board: Navigation - Mouse required to pan board

Criteria	Conformance Level	Remarks and Explanations
		<ol style="list-style-type: none"> 8. [Desktop App] FigJam Board: Table - Screen reader user can't place table on board 9. [iPad App] FigJam Board: Navigation Header - Secondary header is covered by another header, many covered components are inaccessible 10. [iPad App] FigJam Board: Hand tool - Unable to pan board with screen reader gestures 11. [iPad App] FigJam Board: Marker tools - Unable to mark board as VoiceOver user 12. [iPad App] FigJam Board: Template - Clear text field functionality not present for VoiceOver user 13. [iPad App] FigJam Board: Template - Cannot return to template main page from template description pages 14. [iPad App] FigJam Board: Timer and Music - Unable to activate timer text fields 15. [Desktop App] Header: Spotlight Me option is not accessible with screen reader 16. [Desktop App] FigJam Board: Edit Properties menu pop-up not accessible with screen reader 17. [Desktop App] FigJam Board: Shapes: Screen reader user is not able to move or adjust shape 18. [Website] Header: Spotlight Me option is not accessible with screen reader 19. [Website] FigJam Board: Navigation - Mouse required to pan board 20. [Website] FigJam Board - Many objects do not receive focus to edit 21. [Website] FigJam Board: Edit Properties font size menu is not accessible 22. [Website] FigJam Board: Unable to add comment with screen reader or keyboard only 23. [Website] FigJam Board - Main menu dimmed options do not receive focus with screen reader

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 May 6, 2024 18:46 UTC

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> 24. [Website] Toolbar - Toolbar does not receive focus with keyboard only 25. [Website] FigJam: Share - Unable to remove added user 26. [Website] FigJam: Share - Cannot activate the enterprise permissions dropdown 27. [Website] Toolbar - Many objects are not able to be added to FigJam board 28. [Website] More Options Modal - Stickers do not receive focus and are not able to be added to FigJam board 29. [Website] Toolbar: Marker - Cannot place marker or marker options with quick actions or toolbar 30. [Website] More Options Modal: Many buttons do not function 31. [Website] More Options Modal: Return to prior content element does not receive focus 32. [Website] FigJam Board: Dialog modal content does not receive focus with keyboard only 33. [Desktop App] FigJam Board: Screenreader user cannot edit alt text with one set of controls 34. [Website] FigJam Board: Screenreader user cannot edit alt text with one set of controls 35. [iOS] FigJam Board - FigJam board and contents are not accessible with VoiceOver 36. [Android] FigJam Board: Comments - Cannot access links
<p>2.1.2 No Keyboard Trap (Level A)</p>	<p>Partially Supports</p>	<p>A rating of partially supports was selected due to a few instances where users who rely on keyboard interfaces get stuck when navigating. The instances where they get stuck are after adding a template to a FigJam board and</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>after deleting an item from the board. These obstacles are documented in the following tickets -</p> <p>Accessibility Issues (2)</p> <ol style="list-style-type: none"> 1. [iPad App] FigJam Board: Templates - Focus becomes stuck after adding a template 2. [iPad App] FigJam Board: Focus becomes stuck after deleting an item
<p>2.2.1 Timing Adjustable (Level A)</p>	<p>Supports</p>	<p>Accessibility Issues</p> <ul style="list-style-type: none"> • No accessibility issues filed for the Timing Adjustable guideline
<p>2.2.2 Pause, Stop, Hide (Level A)</p>	<p>Supports</p>	<p>Accessibility Issues</p> <ul style="list-style-type: none"> • No accessibility issues filed for the Pause, Stop, Hide guideline
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p>	<p>Supports</p>	<p>Accessibility Issues</p> <ul style="list-style-type: none"> • No accessibility issues filed for the Three Flashes or Below Threshold guideline
<p>2.4.1 Bypass Blocks (Level A)</p>	<p>Partially Supports</p>	<p>A rating of partially supports was selected due to there being no mechanism for users who rely on keyboard interfaces to skip repeated content and be redirected to the main content. This was documented in the following tickets -</p>

Criteria	Conformance Level	Remarks and Explanations
		Accessibility Issues (2) <ol style="list-style-type: none"> 1. [Android] Dashboard Navigation - No skip repeated content link provided for moving to navigation menu 2. [iOS] Dashboard Navigation - No skip repeated content link provided for moving to navigation menu
2.4.2 Page Titled (Level A)	Supports	Accessibility Issues <ul style="list-style-type: none"> • No accessibility issues filed for the Page Titled guideline
2.4.3 Focus Order (Level A)	Does Not Support	<p>A rating of Does Not Support was selected due to the majority of the FigJam user experience having focus order issues for people who rely on assistive technologies to navigate and operate FigJam. These focus order issues were documented in the following accessibility tickets -</p> Accessibility Issues (64) <ol style="list-style-type: none"> 1. [Website] Recents Page: Search - VO user cannot focus on search results list when searching for FigJam file 2. [Desktop App] Recents Page: Search - VO user cannot focus on search results list when searching for FigJam file 3. [Desktop App] FigJam Board: Libraries - Individual images in the libraries button receive focus 4. [Desktop App] FigJam Board: Faces - Profile image and name receive focus separately 5. [Desktop App] FigJam Board: Plugins - Save button doesn't receive focus

Criteria	Conformance Level	Remarks and Explanations
		<ol style="list-style-type: none"> 6. [Website] FigJam Board: Focus doesn't land at the top of the page 7. [Website] FigJam Board: Header - Menu content not adjacent to triggering component 8. [Website] FigJam Board: Toolbar - Collapsed content receives focus 9. [Website] FigJam Board: Header - Zoom buttons will reset focus back to main menu button 10. [Website] FigJam Board: Sticky Notes - + buttons do not receive focus with screen reader or KO 11. [Website] FigJam Board: Shapes - Cannot focus or access custom color options 12. [Website] FigJam Board: Shapes - Cannot place misc shapes with quick actions or toolbar 13. [Website] FigJam Board: Table - Screen reader and KO user cannot add rows or columns 14. [Desktop App] FigJam Board: timer, music and voting - VO focus does not move to panel after opening 15. [Desktop App] Timer, Music and Voting: music - VO focus will move outside panel when selecting a sound track 16. [Desktop App] FigJam Board: Voting - Results do not receive focus after ending voting 17. [Desktop App] FigJam Board: Focus doesn't land at the top of the page 18. [Desktop App] FigJam Board: Toolbar - Collapsed content receives focus 19. [Desktop App] FigJam Board: Header - Menu content not adjacent to triggering component 20. [Desktop App] FigJam Board: Toolbar - Expanded section doesn't focus 21. [Desktop App] FigJam Board: Tool bar - Hidden elements receive focus

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 May 6, 2024 18:46 UTC

Criteria	Conformance Level	Remarks and Explanations
		<p>22. [Desktop App] FigJam Board: Dialogs - Most of the modal/dialog components do not receive focus</p> <p>23. [Desktop App] FigJam Board: Shapes - Unable to focus and use the custom color selector</p> <p>24. [Desktop App] FigJam Board: Many places - Closing a menu will not send focus to the menu button</p> <p>25. [Desktop App] FigJam Board: Shapes - Unable to focus and select the differing shapes</p> <p>26. [Desktop App] FigJam Board: Marker toolbar - No objects receive focus</p> <p>27. [Desktop App] FigJam Board: Marker objects - Marker created objects on the board do not receive focus</p> <p>28. [Desktop App] FigJam Board: Conversation menu - Unable to focus objects except the leave button</p> <p>29. [Desktop App] FigJam Board: Table - Unable to add rows or columns</p> <p>30. [Desktop App] FigJam Board: Sticky Notes - + buttons do not receive focus</p> <p>31. [Desktop App] FigJam Board: Shapes - Path buttons don't receive focus</p> <p>32. [Desktop App] FigJam Board: Stamps - User can't select stamps on the board</p> <p>33. [Desktop App] FigJam Board: Connectors - User can't select connectors on board</p> <p>34. [Desktop App] FigJam Board: Stamps - Screen reader users can only add stamps to items on the board</p> <p>35. [iPad App] FigJam Board: Toolbar - Focus returns to the top of page after opening more options</p> <p>36. [iPad App] FigJam Board: Header - Profile picture button doesn't receive focus</p>

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 May 6, 2024 18:46 UTC

Criteria	Conformance Level	Remarks and Explanations
		<p>37. [iPad App] FigJam Board: User can't add sticker to the board</p> <p>38. [iPad App] FigJam Board: Widgets - Focus returns to the top of page after adding a widget</p> <p>39. [iPad App] FigJam Board: User can't access items already on the board</p> <p>40. [iPad App] FigJam Board: Plugins - User can only save plugin to profile</p> <p>41. [iPad App] FigJam Board: Toolbars - Menu items are not adjacent to the triggering menu button in focus order</p> <p>42. [iPad App] FigJam Board: Edit properties toolbar - Color selection menu does not receive focus</p> <p>43. [iPad App] FigJam Board: Marker toolbar - Unable to navigate to or use the marker toolbar</p> <p>44. [iPad App] FigJam Board: Comments - Cannot navigate reaction selections</p> <p>45. [iPad App] FigJam Board: Timer and Music - Focus moves to unexpected object after beginning music</p> <p>46. [Desktop App] Header: Focus is not limited to open menus or overlay modals</p> <p>47. [Desktop App] FigJam Board: Deleted objects receive focus with screen reader</p> <p>48. [Website] FigJam Board: Deleted objects receive focus with screen reader</p> <p>49. [Website] FigJam Board: Many places - Closing a menu will not send focus to the menu button</p> <p>50. [Website] FigJam Board: Marker toolbar - No objects receive focus</p> <p>51. [Website] FigJam Board: Table - Unable to table or add rows or columns to board</p> <p>52. [Website] FigJam: Share - Focus does not land within permission dropdown after opening</p>

krbrown@psdschools.org
 May 6, 2024 18:46 UTC

Criteria	Conformance Level	Remarks and Explanations
		<p>53. [Website] Plugin: Plugin modal does not receive focus next after added to FigJam board</p> <p>54. [Website] More Options Modal: Widgets see all modal content does not receive focus</p> <p>55. [Website] FigJam: Timer, music, and voting - User focus resets to main header after interacting with many components within the flow</p> <p>56. [Website] FigJam: Timer, music, and voting - Cannot focus or activate back button in vote results panel</p> <p>57. [Android] FigJam Board: User cannot access board with screen reader</p> <p>58. [Android] FigJam Board: Comments - More options emoji buttons don't receive focus</p> <p>59. [Android] FigJam Board: Comments - Focus doesn't move to more options popup after opening</p> <p>60. [iOS] FigJam Board - Share button focus does not move in a sequential order</p> <p>61. [Android] FigJam Board: Comments - Tag suggestion list is not adjacent to field it effects</p> <p>62. [iOS] Navigation - Focus does not begin at the top of the screen</p> <p>63. [iOS] Navigation - Focus does not move in a sequential order in the navigation menu</p> <p>64. [Android] Dashboard: Navigation - Focus does not began at the top of new content</p>
<p>2.4.4 Link Purpose (In Context) (Level A)</p>	<p>Supports</p>	<p>Accessibility Issues</p> <ul style="list-style-type: none"> No accessibility issues filed against the Link Purpose guideline.

Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A)	Supports	Accessibility Issues <ul style="list-style-type: none"> No accessibility issues filed against the Language of Page guideline.
3.2.1 On Focus (Level A)	Supports	Accessibility Issues <ul style="list-style-type: none"> No accessibility issues filed against the On Focus guideline.
3.2.2 On Input (Level A)	Partially Supports	<p>A rating of Partially Supports was selected due to multiple instances of screen reader users not being informed of the change of context. These instances occur when search results are updated, when voting results are activated, with tag suggestions in comments, among others. They are documented in the following tickets -</p> <p>Accessibility Issues (5)</p> <ol style="list-style-type: none"> [iPad App] FigJam Board: Template - Search results are updated but no changes are announced [Desktop App] Toolbar: Instructions announced by screen reader are not correct for using Quick Actions menu [Website] Plugins - Plugin modal is added to FigJam board and not announced by screen reader [Website] FigJam: Timer, music, and voting - Vote results buttons are pressed and changes occur, but user is not informed of said changes

Criteria	Conformance Level	Remarks and Explanations
		5. [Android] FigJam Board: Comments - Tag suggestions are not announced
3.3.1 Error Identification (Level A)	Supports	Accessibility Issues <ul style="list-style-type: none"> No accessibility issues filed against the Error Identification guideline.
3.3.2 Labels or Instructions (Level A)	Partially Supports	<p>A rating of Partially Supports was selected due to there being a couple of FigJam components that lack proper labels or instructions for users to be aware of what inputs are expected. This includes the comment text fields lacking persistent labels and incorrect instructions for adding shapes or tables to the board. They are documented in the following tickets -</p> <p>Accessibility Issues (4)</p> <ol style="list-style-type: none"> [Desktop App] Toolbar: Instructions for adding Shape or Table in Quick Menu are not correct [Website] Toolbar: Instructions for adding Shape or Table in Quick Menu are not correct [iOS] Comments - Fields do not have labels or instructions that are persistent [Android] FigJam: Comments - Text fields lack persistent labels
4.1.1 Parsing (Level A)	Supports	Accessibility Issues <ul style="list-style-type: none"> No accessibility issues filed against the Parsing guideline.
4.1.2 Name, Role, Value (Level A)	Does Not Support	

Criteria	Conformance Level	Remarks and Explanations
		<p>A rating of Does Not Support was selected due to the large number of components that do not have a programmatically determined name, role, state, or value. The components impacted by this are documented in the following tickets -</p> <p>Accessibility Issues (55)</p> <ol style="list-style-type: none"> 1. [Desktop App] Project tabs - incorrect role assigned 2. [Desktop App] Drafts: Drop downs - incorrect role assigned 3. [Desktop App] Drafts: Favorites button - No name and incorrect role 4. [Desktop App] Projects: edit board link missing a name 5. [Desktop App] Drafts: FigJam board - title text is incorrectly labeled as clickable 6. [Desktop App] FigJam Board: Conversations - Buttons don't have names assigned 7. [Desktop App] FigJam Board: Template modal - Clear search field button doesn't have a name 8. [Desktop App] FigJam Board: More modal - Stickers have no name assigned 9. [Desktop App] FigJam Board: More modal - Widgets have no name assigned 10. [Website] FigJam Board: Menus - Selected item not indicated to screen reader user 11. [Desktop App] FigJam Board: Stamp button - Button does not have a name assigned 12. [Desktop App] View Option buttons - no name assigned 13. [Desktop App] FigJam Board: Main Menu drop down - not assigned a role

krbrown@psdschools.org
 May 6, 2024 18:46 UTC

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> 14. [Desktop App] FigJam Board: Time, Music, Voting Panel - Start Timer button missing a name 15. [Desktop App] Share: Permissions - Selected item not indicated to screen reader user 16. [Desktop App] FigJam Board: Sticky note - Text selection objects lack role and selected status 17. [Desktop App] FigJam Board: Sticky note - Color selection objects lack role and selected status 18. [Desktop App] FigJam Board: Shapes - Color selection objects lack labeling 19. [Desktop App] FigJam Board: Shapes - Text selection items all described as selected 20. [iPad App] FigJam Board: Toolbar - Buttons are missing names 21. [iPad App] FigJam: Edit Properties - Toolbar buttons missing names 22. [iPad App] FigJam Board: Toolbars - No expanded status present for menu buttons when true 23. [iPad App] FigJam Board: Edit properties toolbar - Menu items lack names 24. [iPad App] FigJam Board: Shapes - Menu buttons lack names 25. [iPad App] FigJam Board: Template - Category selection list lacks roles 26. [iPad App] FigJam Board: Template - See all buttons lack roles, all share the same name 27. [iPad App] FigJam Board: Template - Template component sets all have an unnamed button as first focus stop 28. [iPad App] FigJam Board: Comments - Resolve button lacks labeling 29. [iPad App] FigJam Board: Timer and Music - Many buttons lack names

krbrown@psdschools.org
 May 6, 2024 18:46 UTC

Criteria	Conformance Level	Remarks and Explanations
		<p>30. [iPad App] FigJam Board: Timer and Music - No role or value for the music selection, cannot change selection</p> <p>31. [Desktop App] Toolbar: Buttons do not have a state assigned in code as selected</p> <p>32. [Desktop App] More Modal: Tabs do not have a state as selected</p> <p>33. [Website] Toolbar: Buttons do not have a state assigned in code as selected</p> <p>34. [Website] More Modal: Tabs do not have a state as selected</p> <p>35. [Website] FigJam Board: Time, Music, Voting Panel - Buttons missing a name</p> <p>36. [Website] More Options Modal: Options in modal are not read as selectable elements</p> <p>37. [Website] FigJam: Share - Tab buttons lack selected state</p> <p>38. [Website] FigJam: Share - Field permissions dropdown lacks a role</p> <p>39. [Website] FigJam: Share - Field permissions dropdown list items lacks selected status</p> <p>40. [Website] Comment - Comment button is not read as "Unread status"</p> <p>41. [Website] More Options Modal: Widgets are not read as selectable element</p> <p>42. [Website] More Options Modal: Button does not have a name assigned in code</p> <p>43. [Website] FigJam: Timer, music, and voting - No role or value for the music selection, cannot change selection</p> <p>44. [Website] FigJam: Timer, music, and voting - Voting popup is the same as the button</p> <p>45. [Website] FigJam: Timer, music, and voting - Voting popup user name described as clickable</p>

krbrown@psdschools.org
 May 6, 2024 18:46 UTC

Criteria	Conformance Level	Remarks and Explanations
		46. [Website] FigJam Board: Conversations - Buttons don't have names assigned 47. [Android] FigJam Board: Comments - Editing options don't have a name or role assigned 48. [iOS] Recent Files - File components are not read as selectable with VoiceOver 49. [iOS] FigJam Board - No state assigned in code for comments menu button 50. [iOS] Comments - Fields do not have a name assigned in code 51. [Android] Search: Drafts - Share button doesn't have a name assigned 52. [Android] FigJam Board: Text fields lack names 53. [iOS] Navigation Search - Drafts is not read as a selectable component 54. [Android] Dashboard: Search: Search field has a disabled state 55. [Android] FigJam Board - No state assigned in code for comments menu button

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Does Not Apply	Accessibility Issues <ul style="list-style-type: none"> No accessibility issues filed against the Captions (Live) guideline.
1.2.5 Audio Description (Prerecorded) (Level AA)	Does Not Apply	

Criteria	Conformance Level	Remarks and Explanations
		<p>Accessibility Issues</p> <ul style="list-style-type: none"> No accessibility issues filed against the Audio Description (Prerecorded) guideline.
<p>1.4.3 Contrast (Minimum) (Level AA)</p>	<p>Partially Supports</p>	<p>A rating of Partially Supports was selected due to there being multiple areas where text did not meet the minimum contrast ratio of 4.5:1. The text with low color contrast is documented in the following tickets -</p> <p>Accessibility Issues (9)</p> <ol style="list-style-type: none"> [Website] Recents: Templates - "More Templates" link fails color contrast ratio minimum [Desktop App] FigJam Board: Timer, Music and Voting - "On a call?" message text does not meet contrast ratio minimum [Desktop App] FigJam Board: Sticky notes- Placeholder text does not meet minimum contrast ratio requirements [Desktop App] FigJam: Timer - Time remaining does not meet contrast ratio minimum [Website] More Options Modal: Text does not meet the minimum contrast [iOS] Comments - Text in comment field does not meet the minimum contrast [iOS] Comments - Comment resolved "Undo" button does not meet the minimum contrast [Android] FigJam Board: Comments - Time comment was posted doesn't meet contrast requirement [iOS] Navigation - Many areas text does not meet the minimum contrast

Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (Level AA)	Supports	Accessibility Issues <ul style="list-style-type: none"> No accessibility issues filed against the Resize Text guideline.
1.4.5 Images of Text (Level AA)	Supports	Accessibility Issues <ul style="list-style-type: none"> No accessibility issues filed against the Images of Text guideline.
1.4.10 Reflow (Level AA)	Partially Supports	A rating of Partially Supports was selected due to the FigJam board having a loss of content and functionality when reflow settings are enabled. Issue is documented in the following ticket - Accessibility Issues (1) <ol style="list-style-type: none"> [Website] FigJam Board - Page has loss of content and functionality with page reflow settings
1.4.11 Non-text Contrast (Level AA)	Partially Supports	A rating of Partially Supports was selected due to there being a couple of instances where components do meet the minimum color contrast ratio requirement of 3:1. These contrast issues were documented in the following tickets - Accessibility Issues (4)

Criteria	Conformance Level	Remarks and Explanations
		<ol style="list-style-type: none"> 1. [Desktop App] FigJam Board: Toolbar - Connector tool does not meet minimum contrast ratio requirements 2. [Website] Quick Menu: Visible focus indicator does not meet the non-contrast minimum 3. [iOS] Navigation - Interactive components do not meet the minimum non-text contrast 4. [Android] Dashboard: Search - Drafts button doesn't meet minimum contrast requirement
1.4.12 Text Spacing (Level AA)	Partially Supports	<p>A rating of partially supports was selected due to text in FigJam boards not responding to text space settings. Issue is documented in the following ticket -</p> <p>Accessibility Issues (1)</p> <ol style="list-style-type: none"> 1. [Website] FigJam Board - Text added in board does not respond to text spacing
2.4.5 Multiple Ways (Level AA)	Partially Supports	<p>A rating of partially supports was selected due to there not being multiple ways for a user to access comment instructions after the initial modal is passed. Issue is documented in the following ticket -</p> <p>Accessibility Issues (1)</p> <ol style="list-style-type: none"> 1. [Android] FigJam Board: Comments - user can't access instructions after initial modal
2.4.6 Headings and Labels (Level AA)	Partially Supports	<p>A rating of partially supports was selected due to multiple instances where headings and labels were not descriptive enough for users to gain the necessary</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>context of the information being presented. Issues were documented in the following tickets -</p> <p>Accessibility Issues (29)</p> <ol style="list-style-type: none"> 1. [Website] Home: +FigJam button - non descriptive label 2. [Desktop App] Project tabs - label doesn't indicate selected state 3. [Desktop App] Home: +FigJam button - non descriptive label 4. [Desktop App] FigJam Board: More modal - Add template button doesn't have a descriptive label 5. [Desktop App] FigJam Board: Timer, Music, Voting Panel - Timer label doesn't match time listed 6. [Desktop App] FigJam Board: Timer, Music, Voting Panel - +1min button doesn't have a descriptive label 7. [Desktop App] FigJam Board: Timer, Music, Voting Panel - Volume slider doesn't have a descriptive label 8. [Desktop App] FigJam Board: Edit Properties - Text button labels use switch on/off instead of selected/not selected 9. [iPad App] FigJam Board: close board button has a generic label 10. [iPad App] FigJam Board: Toolbar more options - Tab names are repeated in label 11. [iPad App] FigJam Board: Links - Suggested link images labeled as links 12. [iPad App] FigJam Board: Comments - More button called more file comment 13. [iPad App] FigJam Board: Timer and Music - "Add" is not included in the + 1 minute button

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 May 6, 2024 18:46 UTC

Criteria	Conformance Level	Remarks and Explanations
		<p>14. [Desktop App] Header: Dialog modal does not have a descriptive name / title added in code</p> <p>15. [Desktop App] FigJam Board: Edit Properties switch does not have a descriptive name label</p> <p>16. [Website] Header: Dialog modal does not have a descriptive name / title added in code</p> <p>17. [Website] FigJam Board: Edit Properties switch does not have a descriptive name label</p> <p>18. [Website] Timer, Music and Voting: Slider and add minute button do not have descriptive name labels</p> <p>19. [Website] More Options Modal - Many buttons do not have a descriptive name label and are duplicated</p> <p>20. [Website] Comment - Name labels for comment buttons are not descriptive</p> <p>21. [Website] Template - Buttons do not have a descriptive name label and are duplicated</p> <p>22. [Website] Template Modal: Template buttons do not have a descriptive name label and are duplicated</p> <p>23. [Android] FigJam Board: Comments - Edit comment buttons don't have descriptive labels</p> <p>24. [iOS] FigJam Board - Comments button does not have a correct and descriptive name label</p> <p>25. [iOS] Comments - Resolve comment button does not have a correct and descriptive name label</p> <p>26. [Android] Recent Files - FigJam board names are repeated in the label</p> <p>27. [iOS] Navigation - User account button does not have a correct and descriptive name label</p> <p>28. [Android] Dashboard Navigation - User account button does not have a correct and descriptive name label</p>

krbrown@psdschools.org
 May 6, 2024 18:46 UTC-05:00

Criteria	Conformance Level	Remarks and Explanations
		29. [Android] FigJam Board - Comments button does not have a correct and descriptive name label
2.4.7 Focus Visible (Level AA)	Partially Supports	<p>A rating of partially supports was selected due to a couple buttons not having a visible screen reader or keyboard focus outline. They are documented in the following tickets -</p> <p>Accessibility Issues (2)</p> <ol style="list-style-type: none"> 1. [Desktop App] Home: +FigJam Board button - No visible focus border 2. [Website] Timer, Music and Voting: Slider and play buttons do not have a visible keyboard focus indicator
3.1.2 Language of Parts (Level AA)	Supports	<p>Accessibility Issues</p> <ul style="list-style-type: none"> • No accessibility issues filed for the Language of Parts guideline
3.2.3 Consistent Navigation (Level AA)	Supports	<p>Accessibility Issues</p> <ul style="list-style-type: none"> • No accessibility issues filed for the Consistent Navigation guideline
3.2.4 Consistent Identification (Level AA)	Supports	<p>Accessibility Issues</p> <ul style="list-style-type: none"> • No accessibility issues filed for the Consistent Identification guideline

Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA)	Supports	Accessibility Issues <ul style="list-style-type: none"> No accessibility issues filed for the Error Suggestion guideline
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	Accessibility Issues <ul style="list-style-type: none"> No accessibility issues filed for the Error Prevention guideline
4.1.3 Status Messages (Level AA)	Partially Supports	<p>A rating of partially supports was selected due to search results, search suggestions, and status messages not being announced to screen reader users. These issues are documented in the following tickets -</p> <p>Accessibility Issues (6)</p> <ol style="list-style-type: none"> [Website] More Options Modal: Search results are not announced by screen reader [Website] FigJam Board: Status messages are not announced by screen reader [Website] Template - Search results are not announced by screen reader [iOS] FigJam Board - Status messages are not announced by screen reader [iOS] Navigation Search - Search results are not announced by screen reader [Android] Dashboard: Search - suggestions are not announced by screen reader

Revised Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	<p>A rating of Does Not Support was selected due to the large number of components that cannot have their functionality operated via a keyboard/screen reader interface.</p> <p>Failing WCAG Violations (please see Tables 1 and 2 above):</p> <p>1.1.1 Non-text Content (Partially Supports) 3 Accessibility Issues filed</p> <p>1.3.1 Info and Relationships (Partially Supports) 18 Accessibility Issues filed</p> <p>2.1.1 Keyboard (Does Not Support) 36 Accessibility Issues filed</p> <p>2.1.2 No Keyboard Trap (Partially Supports) 2 Accessibility Issues filed</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>2.4.1 Bypass Blocks (Partially Supports) 2 Accessibility Issues filed</p> <p>2.4.3 Focus Order (Does Not Support) 64 Accessibility Issues filed</p> <p>2.4.5 Multiple ways (Partially Supports) 1 Accessibility Issue filed</p> <p>2.4.6 Headings and Labels (Partially Supports) 29 Accessibility Issues filed</p> <p>3.2.2 On Input (Partially Supports) 5 Accessibility Issues filed</p> <p>4.1.2 Name, Role, Value (Does not Support) 55 Accessibility Issues filed</p>
302.2 With Limited Vision	Does Not Support	<p>A rating of Does Not Support was selected due to the large number of elements that do not meet certain contrast criteria, lack visible keyboard focus indicators and persistent labels, as well as incorrect instructions.</p> <p>Failing WCAG Violations (Please see Tables 1 and 2 above):</p> <p>1.1.1 Non-text Content (Partially Supports) 3 Accessibility Issues filed</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>1.3.1 Info and Relationships (Partially Supports) 18 Accessibility Issues filed</p> <p>1.4.3 Contrast (minimum) (Partially Supports) 9 Accessibility Issues filed</p> <p>2.1.1 Keyboard (Does Not Support) 36 Accessibility Issues filed</p> <p>2.1.2 No Keyboard Trap (Partially Supports) 2 Accessibility Issues filed</p> <p>2.4.1 Bypass Blocks (Partially Supports) 2 Accessibility Issues filed</p> <p>2.4.3 Focus Order (Does Not Support) 64 Accessibility Issues filed</p> <p>2.4.5 Multiple ways (Partially Supports) 1 Accessibility Issue filed</p> <p>2.4.6 Headings and Labels (Partially Supports) 29 Accessibility Issues filed</p> <p>2.4.7 Focus Visible (Partially Supports) 2 Accessibility Violations filed</p> <p>3.2.2 On Input (Partially Supports) 5 Accessibility Issues filed</p>

krbrown@psdschools.org
May 6, 2024 18:46 UTC

Criteria	Conformance Level	Remarks and Explanations
		3.3.2 Labels or Instructions (Partially Supports) 4 Accessibility Issues filed 4.1.2 Name, Role, Value (Does not Support) 55 Accessibility Issues filed
302.3 Without Perception of Color	Partially Supports	A rating of Partially Supports was selected due to there being a couple of contrast ratio violations. Failing WCAG Violations (Please see Tables 1 and 2 above): 1.4.3 Contrast (Minimum) 9 Accessibility issues filed
302.4 Without Hearing	Partially Supports	A rating of Partially Supports was selected due to multiple instances of decorative content receiving focus. Failing WCAG Violations (Please see Tables 1 and 2 above): 1.1.1 Non-context Content (Partially Supports) 3 Accessibility Violations filed
302.5 With Limited Hearing	Partially Supports	A rating of Partially Supports was selected due to multiple instances of decorative content receiving focus. Failing WCAG Violations (Please see Tables 1 and 2 above): 1.1.1 Non-context Content (Partially

Criteria	Conformance Level	Remarks and Explanations
		Supports) 3 Accessibility Violations filed
302.6 Without Speech	Does Not Apply	No accessibility issues filed against the Without Speech criteria.
302.7 With Limited Manipulation	Does Not Support	<p>A rating of Does Not Support was selected due to there being a large number of components that do not receive correct focus order, inaccessible elements as well as unclear headings and labels.</p> <p>Failing WCAG Violations (Please see Tables 1 and 2 above):</p> <p>2.1.1 Keyboard (Does Not Support) 36 Accessibility issues filed</p> <p>2.1.2 No Keyboard Trap (Partially Supports) 2 Accessibility issues filed</p> <p>2.4.1 Bypass Blocks (Partially Supports) 2 Accessibility issues filed</p> <p>2.4.3 Focus Order (Does Not Support) 64 Accessibility issues filed</p> <p>2.4.5 Multiple Ways (Partially Supports) 1 Accessibility issue filed</p> <p>2.4.6 Headings and Labels (Partially Supports) 29 Accessibility issues filed</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>2.4.7 Focus Visible (Partially Supports) 2 Accessibility issues filed</p> <p>4.1.2 Name, Role, Value (Does Not Support) 55 Accessibility issues filed</p>
302.8 With Limited Reach and Strength	Does Not Support	<p>A rating of Does Not Support was selected due to a large number of components that are not accessible via keyboard-only and screen readers, missing alternative text for images and screen reader capabilities.</p> <p>*This FPC does not match any WCAG violations. Please see this WCAG to FPC Map</p>
302.9 With Limited Language, Cognitive, and Learning Abilities	Does Not Support	<p>A rating of Does Not Support was selected due to many instances of contrast issues, inaccessible components throughout FigJam pages, unclear labels, missing headings, etc.</p> <p>Failing Accessibility WCAG Violations (Please see Tables 1 and 2 above):</p> <p>1.1.1 Non-context Content (Partially Supports) 3 Accessibility Violations filed</p> <p>1.3.1 Info and Relationships (Partially Supports) 18 Accessibility Issues filed</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>2.1.1 Keyboard (Does Not Support) 36 Accessibility Issues filed</p> <p>2.4.1 Bypass Blocks (Partially Supports) 2 Accessibility Issues filed</p> <p>2.4.3 Focus Order (Does Not Support) 64 Accessibility Issues filed</p> <p>2.4.5 Multiple Ways (Partially Supports) 1 Accessibility Issue filed</p> <p>2.4.6 Headings and Labels (Partially Supports) 29 Accessibility Issues filed</p> <p>2.4.7 Focus Visible (Partially Supports) 2 Accessibility issues filed</p> <p>3.2.2 On Input (Partially Supports) 5 Accessibility Issues filed</p> <p>3.3.2 Labels or Instructions (Partially Supports) 4 Accessibility Issues filed</p> <p>4.1.2 Name, Role, Value (Does not Support) 55 Accessibility Issues filed</p>

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May 6, 2024 18:46 UTC

Chapter 4: [Hardware](#)

Notes: Not Applicable

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.2 AA	See WCAG 2.2 section	See information in WCAG 2.x section
<u>502 Interoperability with Assistive Technology</u>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	<p>A rating of supports was selected because Figma does provide users control over accessibility features for FigJam by listing out the respective controls for each accessibility setting in the following help guide:</p> <ul style="list-style-type: none"> • https://help.figma.com/hc/en-us/articles/14477051168791-Use-FigJam-with-a-screen-reader
502.2.2 No Disruption of Accessibility Features	Does Not Support	<p>A rating of does not support was selected due to the creation of application specific keystrokes that conflict with operating systems dedicated global keyboard shortcuts.</p> <p>These application specific keystrokes are documented in the following help guide:</p> <ul style="list-style-type: none"> • https://help.figma.com/hc/en-us/articles/14477051168791-Use-FigJam-with-a-screen-reader

Criteria	Conformance Level	Remarks and Explanations
		Use-FigJam-with-a-screen-reader
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Does Not Support	<p>A rating of does not support was selected due to a large number of elements not having programmatically determined names, roles, states, or descriptions. The following FigJam elements lack a proper programmatically determined name -</p> <ul style="list-style-type: none"> ● Conversation buttons ● Clear search field button ● Stickers in the More modal ● Widgets in the More modal ● Stamp buttons ● View option buttons ● Timer and music buttons ● Toolbar buttons ● Shapes menu buttons ● See all button for Templates ● Voting pop ups ● Text fields <p>The following FigJam elements lack a proper programmatically determined role -</p> <ul style="list-style-type: none"> ● Title text in FigJam board ● Main menu dropdown ● Sticky notes text selection objects

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> ● Sticky notes color selection objects ● Template category list ● Template see all button ● Music selection element ● Share field permissions dropdown ● Comments editing options <p>The following FigJam elements lack a proper programmatically determined state -</p> <ul style="list-style-type: none"> ● Comments menu button ● Comments editing options ● Music options ● Share field permissions dropdown ● More modal tabs ● Toolbar buttons ● Shapes text selection
502.3.2 Modification of Object Information	Partially Supports	<p>A rating of partially supports was selected because there are some states and properties in the FigJam board that cannot be modified through assistive technology.</p> <p>The following objects cannot have their states or properties modified via assistive technologies -</p>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • Cannot change music selection • Cannot edit alt text with dedicated standard OS keyboard shortcuts • User is unable to modify the timer text fields
502.3.3 Row, Column, and Headers	Supports	A rating of support was selected due to no issues being filed against tables not having programmatically determined headers to associate the content in rows and columns.
502.3.4 Values	Supports	A rating of supports was selected due to values being programmatically determined for FigJam elements. For instance, when focusing on voting results, the amount of votes (the value) is programmatically determined and read out by screen readers to users.
502.3.5 Modification of Values	Partially Supports	A rating of partially supports was selected due to a user not being able to modify the values of the timer component. The text fields where the timer values are modified cannot be activated with assistive technology.
502.3.6 Label Relationships	Partially Supports	A rating of partially supports was selected given the various issues present in FigJam

Criteria	Conformance Level	Remarks and Explanations
		<p>involving the relationships between components not being programmatically exposed to users who rely on assistive technology. The following components lack a proper label that describes the structure and relationship of itself in relation to other components in FigJam -</p> <ul style="list-style-type: none"> ● Screen reader does not announce active timer changing ● Screen reader doesn't inform user that the template page they are viewing has changed after selecting a new tab ● Template sections lack heading roles ● In comments, user tags/mentions are not distinguished from plain text ● Share modal lacks heading markup ● Unread comments are not conveyed to screen reader users ● When using the voting feature, vote counters on objects placed on the board lack association ● The name in label for alt text tool doesn't match its visual label
502.3.7 Hierarchical Relationships	Partially Supports	A rating of partially supports was selected due to the child menu option that the user has selected from the zoom menu not being read out via screen reader.

krbrown@psdschools.org
 May 6, 2024 18:46 UTC

Criteria	Conformance Level	Remarks and Explanations
502.3.8 Text	Partially Supports	A rating of partially supports was selected due to a couple of instances where text is not properly identified programmatically. In one case, the name in the label for alt text doesn't match its visual label. The name is read out as 'edit description' instead of 'edit alt text'. And in the comments feature, a tagged user is not distinguished from the plain text in the comment.
502.3.9 Modification of Text	Partially Supports	A rating of partially supports was selected due to certain areas where the user cannot modify text with assistive technology. A screen reader user is unable to modify the text fields for the timer feature. A screen reader user or keyboard only user is unable to add comments. And finally, alt text cannot be edited with the standard OS keyboard shortcuts.
502.3.10 List of Actions	Partially Supports	A rating of partially supports was selected due to some instances where the list of actions that can be performed on a object are not programmatically determined. For example, the edit properties font size menu is not accessible. In another instance, the view option buttons do not have names assigned programmatically.

Criteria	Conformance Level	Remarks and Explanations
		Finally, all of the buttons found in the edit properties toolbar lack names.
502.3.11 Actions on Objects	Does Not Support	A rating of does not support was selected due to the wide range of components that cannot have their actions executed with assistive technology. Many objects (stickers, tables, stamps, markers) from the toolbar cannot be added to a FigJam board.
502.3.12 Focus Cursor	Partially Supports	A rating of partially supports was selected due to the +FigJam board button and the slider and play buttons in the Timer, Music, Voting panel not having a visible focus outline for users who rely on assistive technology.
502.3.13 Modification of Focus Cursor	Does Not Support	<p>A rating of does not support was selected due to the wide range of focus order issues present in FigJam. A focus cursor cannot be moved to focus on the following components -</p> <ul style="list-style-type: none"> ● search results ● save button for plugins ● custom color options for shapes ● sticky notes '+' buttons ● miscellaneous shapes ● expanded sections in the toolbar ● all dialogs in the FigJam board ● marker objects

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> ● path buttons for shapes ● profile picture button ● color options in the edit properties toolbar ● emoji more options button ● widgets see all modal content ● share permissions dropdown ● multiple buttons in the more options modal ● marker, connectors, and stamps already placed on board
502.3.14 Event Notification	Partially Supports	<p>A rating of partially supports was selected due to a couple of events not being notified to users who rely on assistive technology after executing the relevant interactions. Users are not notified of updated template search results, nor of plugin modals added to a FigJam board. When a user is searching for another user to tag in a comment, tag suggestions are not announced to them.</p>
502.4 Platform Accessibility Features	Partially Supports	<p>A rating of partially supports was selected due to some of the accessibility features not being present in FigJam. Captions are not provided since there is no pre recorded video content in FigJam. FigJam does support synthesized speech, bounce keys, and sticky keys.</p>
503 Applications	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
503.2 User Preferences	Partially supports	A rating of Partially Supports was selected due to the FigJam board having a loss of content and functionality when reflow settings are enabled.
503.3 Alternative User Interfaces	Does Not Apply	A rating of does not apply was selected due to no alternative user interfaces that function as assistive technology being present in FigJam.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Does Not Apply	A rating of does not apply was selected due to the lack of content requiring captions being present in FigJam.
503.4.2 Audio Description Controls	Does Not Apply	A rating of does not apply was selected due to there being no content requiring 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	Does Not Apply	FigJam is not an authoring tool.
504.2.2 PDF Export	Does Not Apply	FigJam is not an authoring tool.
504.3 Prompts	Does Not Apply	FigJam is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
504.4 Templates	Does Not Apply	FigJam is not an authoring tool.

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

Notes: Not Applicable

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May 6, 2024 18:46 UTC