

Mural – Accessibility Conformance Report WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Mural

Report Date: November 2025

Product Description: Mural is a digital collaboration tool that enables teams to brainstorm, plan, and collaborate visually in real time. With customizable templates, sticky notes, and integrations with popular platforms, Mural helps teams streamline creative processes and align on solutions efficiently, whether working remotely or in the office.

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Notes: N/A

Evaluation Methods Used: Evaluation of the product involved a combination of automated, manual, and functional testing against the applicable success criteria within the Web Content Accessibility Guidelines (WCAG) 2.2 Conformance Levels A and AA. Level Access (Level) tested a selection of the product using a representative sample to cover the components and functionality of use flows. Below is a list of the assistive technologies (ATs) used:

- Chrome/NVDA

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 - 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 Level AAA.

WCAG 2.2 Report

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.2 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	Most non-text content presented to the user in the product has text alternatives that serve the equivalent purpose. Exceptions include: <ul style="list-style-type: none"> • Decorative images have textual equivalents on the Main Dashboard and Left Nav Sidebar pages. • Meaningful images do not have a textual equivalent on the Learn Mural page. • Visually hidden content can still be accessed by keyboard or screen reader users on the In Mural Comments and Canvas Templates Modal pages.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	The product does not contain prerecorded audio-only or video-only media.
1.2.2 Captions (Prerecorded) (Level A)	Supports	The product does not contain any prerecorded synchronized media (video with audio) that requires captions.

Criteria	Conformance Level	Remarks and Explanations
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	The product does not contain any prerecorded video media that requires audio descriptions or a media alternative.
1.3.1 Info and Relationships (Level A)	Partially Supports	In most instances, the product ensures that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text. Exceptions include: <ul style="list-style-type: none"> • Separator is announced by the screen reader on the Create Account page. • Headings have programmatic levels that do not match their visual levels on the Main Dashboard and Learning pages. • Content uses heading markup but does not function as a heading on the Main Dashboard and Learn Mural pages. • Content appears as a list but does not use list markup on the Main Dashboard page.

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A)	Partially Supports	<p>In most instances, the product ensures that a correct reading order can be programmatically determined for content whose presentation sequence affects its meaning. Exceptions include:</p> <ul style="list-style-type: none"> • Content is not read by the screen reader with the down arrow key on the Mural Add Icons page. • Screen reader focus directly lands on the button instead of moving to the first element of the dialog on the Mural Add Icons page.
1.3.3 Sensory Characteristics (Level A)	Supports	<p>The product does not contain instructions that rely solely on sensory characteristics such as shape, size, visual location, or sound.</p>

Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color (Level A)	Partially Supports	<p>In most instances, the product does not use color as the only visual means of conveying information, indicating an action, or prompting a response. Exceptions include:</p> <ul style="list-style-type: none"> Content, like Background color: Faint white, Background color: Gray, Background color: White and Background color: Arsenic black radio buttons, uses color alone to visually indicate information on the Mural Settings page.
1.4.2 Audio Control (Level A)	Supports	The product does not include audio that plays automatically.
2.1.1 Keyboard (Level A)	Partially Supports	<p>In most instances, the product ensures that interactive content and functionality is accessible and operable using a keyboard. Exceptions include:</p> <ul style="list-style-type: none"> Interactive controls, like Mural Info, comments, cannot be navigated to and operated with the keyboard alone on the Main Dashboard and In Mural Comments pages.

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A)	Supports	Where a component can receive keyboard focus, the product allows focus to be moved away using only the keyboard.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Supports	The product does not use character key shortcuts.
2.2.1 Timing Adjustable (Level A)	Supports	The product does not contain time-limited or time-dependent content.
2.2.2 Pause, Stop, Hide (Level A)	Supports	The product does not contain content that moves, blinks, scrolls, or auto-updates.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	The product does not contain flashing content.
2.4.1 Bypass Blocks (Level A)	Supports	The product provides skip links and other mechanisms to bypass blocks of content repeated on multiple pages.
2.4.2 Page Titled (Level A)	Partially Supports	<p>Most pages of the product provide titles that adequately describe their topic or purpose. Exceptions include:</p> <ul style="list-style-type: none"> The page title insufficiently describes the page's purpose on the Mural Members Page.

Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A)	Partially Supports	<p>In most instances, pages of the product can be navigated sequentially with a focus order that matches the logical reading order. Exceptions include:</p> <ul style="list-style-type: none"> • Disabled elements receive keyboard focus on the Create Account and Main Dashboard pages. • Focus does not move to newly revealed content on the Create Account page. • Focus order is illogical on the Main Dashboard page. • After submitting a form when inline errors are present, focus does not move to the first field in error on the Team Workspace page.

Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A)	Partially Supports	<p>In most instances, the product ensures that the purpose of links can be determined from the link text alone or in combination with the surrounding or programmatic context. Exceptions include:</p> <ul style="list-style-type: none"> • Links have insufficiently descriptive accessible names on the Main Dashboard page.
2.5.1 Pointer Gestures (Level A 2.1 only)	Supports	The product does not require multipoint or path-based gestures for operation.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	The product does not contain functionality that uses a pointer for operation, or the down-event of the pointer is not used to execute any part of the functionality.

Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name (Level A 2.1 only)	Partially Supports	<p>In most instances, the product ensures that when interface components have visual labels that include text, the provided accessible name contains the visually presented text. Exceptions include:</p> <ul style="list-style-type: none"> • Form field have visual label that is not programmatically associated with it on the Room Dashboard and Mural Add Shapes and Connectors pages. • Form controls do not have visual and programmatically associated labels describing their purpose on the Canvas Share Modal page.
2.5.4 Motion Actuation (Level A 2.1 only)	Supports	The product does not contain functionality that requires device motion or user motion.
3.1.1 Language of Page (Level A)	Supports	The product ensures that the default human language used on each page can be programmatically determined.
3.2.1 On Focus (Level A)	Supports	The product ensures that interface components do not initiate a change of context when receiving focus.

Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A)	Supports	The product ensures that interactive components do not initiate a change in context when the component setting is changed unless followed by an explicit user action such as activation of a button or link.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	Help mechanisms occur in the same order relative to other page content in the product.
3.3.1 Error Identification (Level A)	Partially Supports	<p>In most instances, where the product automatically detects input errors, the item or field in error is identified and the error is described to the user in text. Exceptions include:</p> <ul style="list-style-type: none"> • An edit field does not have an implemented error message on the Learn Mural page.
3.3.2 Labels or Instructions (Level A)	Partially Supports	<p>In most instances, where user input is required, the product presents adequate labels or instructions for successfully providing that input. Exceptions include:</p> <ul style="list-style-type: none"> • Form fields do not have persistent visual labels on the Room Dashboard and In Mural Comments pages.

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3.3.7 Redundant Entry (Level A 2.2 only)	Supports	The product does not request redundant user-entered information in multi-step processes.
4.1.1 Parsing (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, 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 .

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A)	Partially Supports	<p>In most instances, the product contains user interface components whose name, role, state, and value can be programmatically determined. Exceptions include:</p> <ul style="list-style-type: none"> • Elements have invalid ARIA attributes or values on the Create Account and Main Dashboard pages. • Buttons, like Show/hide password and Mural Info, do not provide appropriate name and state information on the Create Account and Main Dashboard pages. • An unnecessary link is implemented for content on the Main Dashboard page. • Content is not read by the screen reader on the Learning page.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Supports	The product does not contain any live synchronized media (video with audio) that requires real-time captioning.
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	The product does not contain any prerecorded synchronized media (video with audio) that requires audio descriptions.
1.3.4 Orientation (Level AA 2.1 only)	Supports	The product does not restrict its view and operation to a single display orientation, such as portrait or landscape.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Supports	The product ensures that the purpose of input fields that request information about the user, such as name or email, can be programmatically determined.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	<p>In most instances, the visual presentation of text and images of text in the product provides a contrast ratio of at least 4.5:1 against adjacent colors. Exceptions include:</p> <ul style="list-style-type: none"> Text does not meet the required minimum color contrast ratio with its background, like Summary & Transcript (in selected state and on hover) text, on the Learn Mural page.
1.4.4 Resize text (Level AA)	Partially Supports	<p>In most instances, the product allows text to be resized without assistive technology up to 200 percent without loss of content or functionality. Exceptions include:</p> <ul style="list-style-type: none"> Page has a <meta name="viewport"> element with a user-scalable attribute set to "no" on the Learning and In Mural Comments pages. Content disappears, overlaps and is cut off when viewing the page at 200% browser zoom and a 1280-pixel viewport width on the Learn Mural and Canvas Navigation pages.

Criteria	Conformance Level	Remarks and Explanations
1.4.5 Images of Text (Level AA)	Supports	Except for logos, the product uses text instead of images of text.
1.4.10 Reflow (Level AA 2.1 only)	Partially Supports	<p>In most instances, pages of the product allow for resizing to a minimum width of 320 CSS pixels or vertical height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions. Exceptions include:</p> <ul style="list-style-type: none"> • Content disappears, overlaps, is cut off, or requires horizontal scrolling to view when the page has a viewport width of 320 CSS pixels on the Learning and Mural Add Sticky pages.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Partially Supports	<p>In most instances, the visual presentation of non-text content in the product has a contrast ratio of at least 3:1 against adjacent color(s). Exceptions include:</p> <ul style="list-style-type: none"> • User interface components have a contrast ratio below 3.00:1 on the Create Account and Learn Mural pages. • Graphical objects have a color contrast ratio below 3.00:1 on the Learn Mural and In Mural Outline Pages.

Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing (Level AA 2.1 only)	Partially Supports	<p>In most instances, the product supports user changes in text style properties, such as line height or text spacing, without loss of content or functionality. Exceptions include:</p> <ul style="list-style-type: none"> • Content overlaps and disappears when viewing the page with custom text spacing on the Main Dashboard and Canvas AI Chat pages. • Content is cut off when viewing the page with custom text spacing on the Canvas Navigation and Mural Add Icons pages.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Supports	Content in the product that is triggered by hover or focus remains visible while triggered, remains visible while moving the pointer over it, and can be dismissed without moving the pointer or changing focus if it obscures other content.
2.4.5 Multiple Ways (Level AA)	Supports	The product provides multiple ways to navigate through pages in the product.
2.4.6 Headings and Labels (Level AA)	Supports	Headings and labels provided in the product adequately describe the topic or purpose of the content with which they are associated.

Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA)	Partially Supports	<p>In most instances, the product provides a visible indication of keyboard focus for elements on each page. Exceptions include:</p> <ul style="list-style-type: none"> Interactive controls do not have a visible keyboard focus indicator on the Acid-Base Equilibria Video and Settings pages.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Partially Supports	<p>When most user interface components have keyboard focus, they are, at minimum, partially visible. Exceptions include:</p> <ul style="list-style-type: none"> Focused elements are fully obscured by other content on the Team Workspace and Learn Mural pages.
2.5.7 Dragging Movements (Level AA 2.2 only)	Supports	The product does not use dragging movements for interactive functionality.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	The size of targets in the product meets the requirements of this criterion.
3.1.2 Language of Parts (Level AA)	Supports	Pages of the product present content in a single language.

Criteria	Conformance Level	Remarks and Explanations
3.2.3 Consistent Navigation (Level AA)	Supports	The product ensures that navigational mechanisms repeated across the product are presented consistently and in the same relative order.
3.2.4 Consistent Identification (Level AA)	Supports	The product ensures that components with the same functionality are identified consistently across pages of the product.
3.3.3 Error Suggestion (Level AA)	Partially Supports	<p>In most instances, input fields in the product that identify input errors also provide suggestions for correcting each error. Exceptions include:</p> <ul style="list-style-type: none"> • Error messages provide no suggestions on how to fix the issues on the Create Account page.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	The product does not cause financial transactions or legal commitments to occur. User-controllable data is checked before submission and can be reversed or revised after submission.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	The product does not require an authentication process.

Criteria	Conformance Level	Remarks and Explanations
4.1.3 Status Messages (Level AA 2.1 only)	Partially Supports	<p>In most instances, the product provides status messages that can be presented to assistive technologies without receiving focus. Exceptions include:</p> <ul style="list-style-type: none"> • Dynamically changing content areas do not indicate live regions on the Create Account pages. • Error messages are not announced by the screen reader on the Create Account page. • When the user activates controls, like the - and + buttons, the image is zoomed in and zoomed out but this information is not conveyed to screen reader users on the Canvas Navigation page. • Search results visually appear but are not announced to screen reader users on the Mural Add Icons and Mural Add Images pages.