Lucia

HELP CENTRE

Everything you need to *light up* your site

How to scan a site, read your Beacon Score, put Lucia live on your domain and get the most from your dashboard.

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GETLUCIA.AI

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START HERE

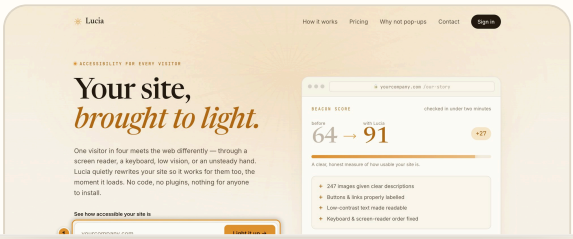
Four steps to a *brighter* site

You can see what Lucia does for your site in about two minutes, without an account. When you are happy with the result, sign in and put it live.

1

Scan your site

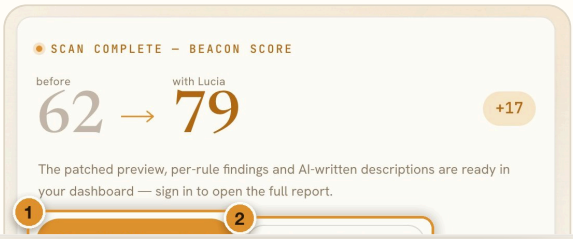
Enter your address on getlucia.ai and select **Light it up**.



2

Read your score

See your Beacon Score before Lucia and with Lucia's fixes applied.



3

Preview the fixes

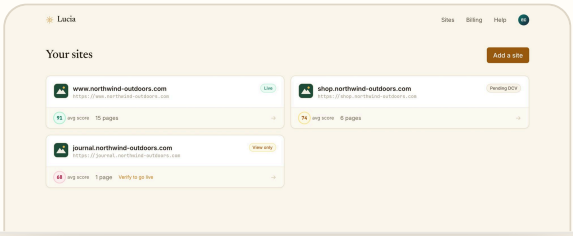
Open the patched page and try it as your visitors will.



4

Go live

Sign in, add your site, verify your domain and point it at Lucia.



01

Lucia in a *minute*

Lucia makes websites work for people who use a screen reader, a keyboard, screen magnification or other assistive technology. It finds accessibility problems on each page and fixes them as the page is delivered, so your code, content and hosting stay exactly as they are.

01

Scan

Lucia loads each page in a real browser and tests it against WCAG 2.1 level AA.

02

Fix

It writes a fix for every problem it can correct safely: labels, image descriptions, contrast, heading order.

03

Apply & check

The fixes are applied each time the page loads. Lucia scans again and records the new score.

Words you'll see

Beacon Score

A score from 0 to 100 for how accessible a page is, based on the checks that can run automatically.

Fix

One change Lucia makes to a page, such as adding a label to a link. The dashboard also calls these stitches or patches.

Lucia badge

The **Lit by Lucia** button on your site. It opens a panel with your score and the fixes applied.

Preview

Your site with Lucia's fixes applied, at a Lucia address. Use it before you change any DNS.

Evidence pack

A downloadable record of what Lucia found, what it fixed and what still needs a person.

WCAG

The Web Content Accessibility Guidelines, the international standard. Lucia tests against version 2.1, level AA.

02

Run a *free* scan

Anyone can scan a public website from the getlucia.ai home page. You don't need an account.

1

Open getlucia.ai

Go to getlucia.ai.

2

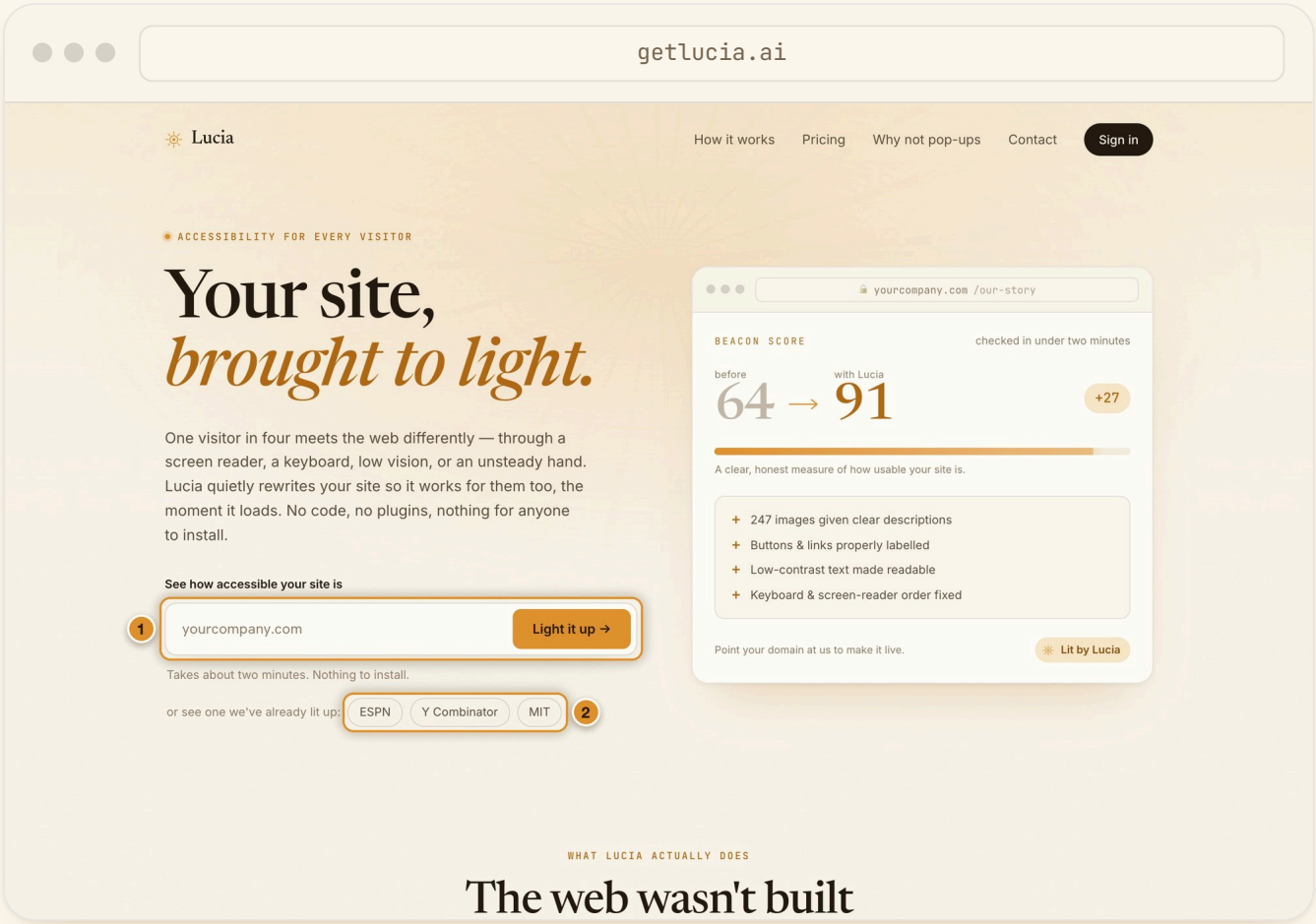
Enter your address

Under **See how accessible your site is**, type your own website's address, such as `yourcompany.com` 1.

3

Select Light it up

The scan starts straight away.

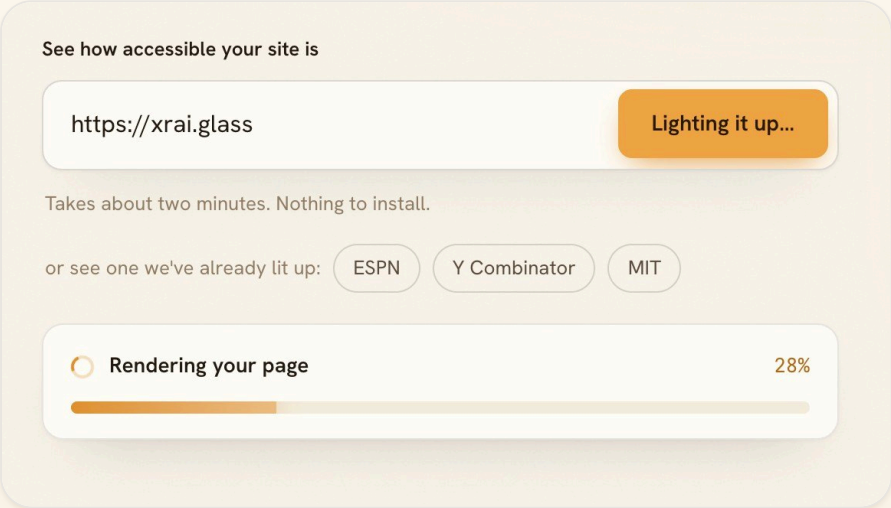


The getlucia.ai home page.

1 Address and **Light it up** 2 Example sites

While the scan runs

A progress bar shows each stage — rendering your page, checking every element, writing the fixes, building the patch and confirming the lift — with the percentage complete. Keep the page open. Most scans take about two minutes; very large pages, and sites that limit automated visitors, take longer.

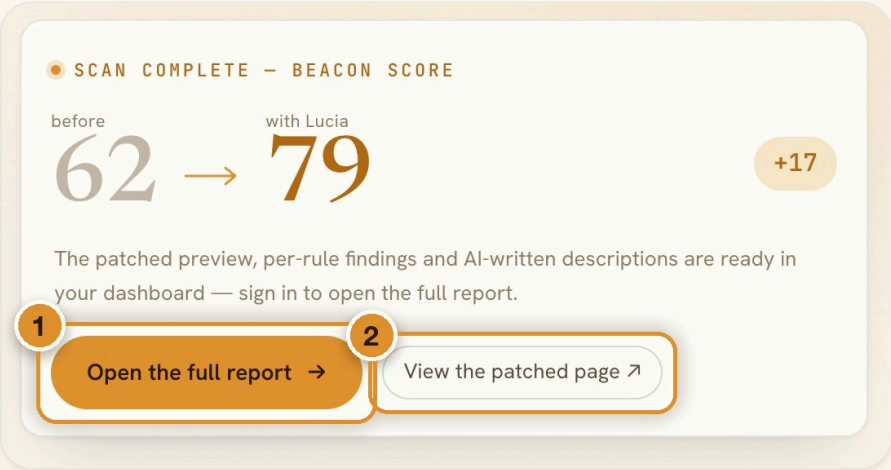


A scan in its final stage.

Read your result

The result shows your Beacon Score **before** Lucia, the score **with Lucia**, and the change in points.

- **Open the full report** 1 takes you to every issue and fix in your dashboard. You'll be asked to sign in, and the site you scanned is added to your account.
- **View the patched page** 2 opens a live preview of your page with the fixes applied.



A finished scan of xrai.glass.

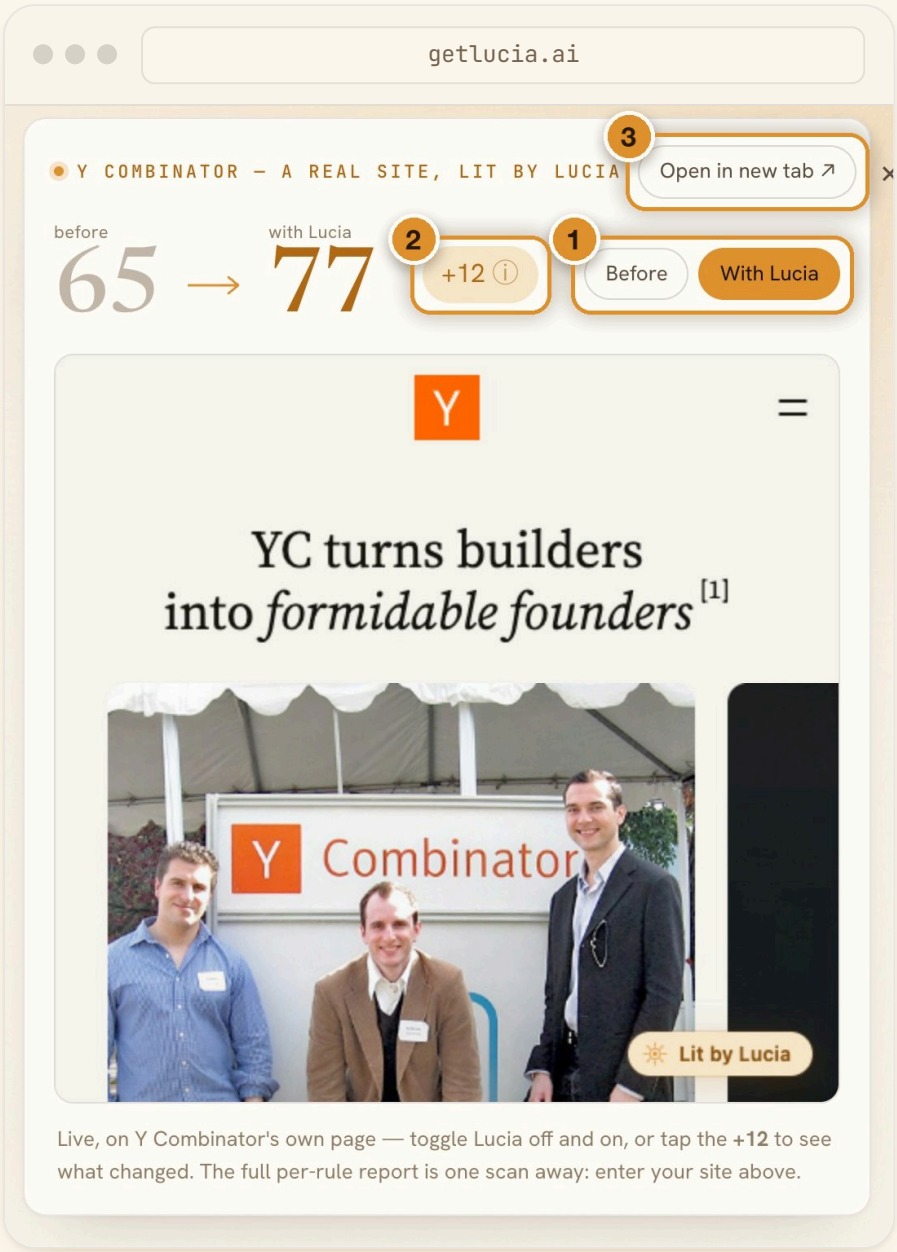
1 Open the full report 2 View the patched page

03

Explore the *examples*

The home page includes three real sites with Lucia applied — ESPN, Y Combinator and MIT. Select one to open it under the scan field.

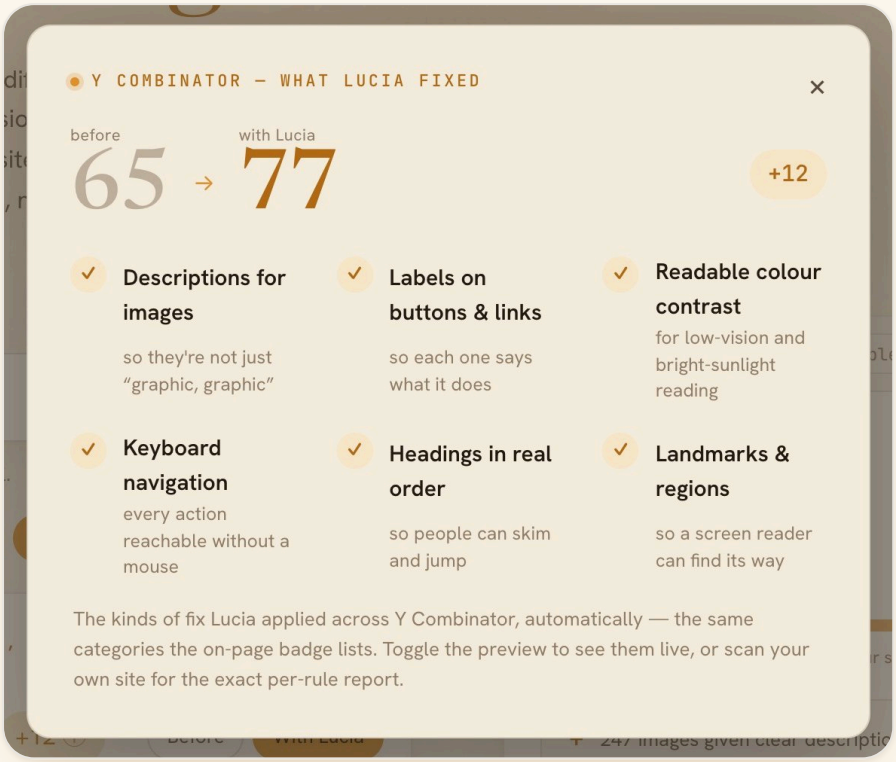
- **Before** and **With Lucia** 1 switch the live preview between the original and the fixed page.
- The points change 2 opens a summary of what Lucia fixed.
- **Open in new tab** 3 opens the preview in a full browser tab.



The Y Combinator example.

1 Before / With Lucia 2 Points change 3 Open in new tab

The summary groups the fixes into six kinds: descriptions for images, labels on buttons and links, readable colour contrast, keyboard navigation, headings in the right order, and landmarks and regions.

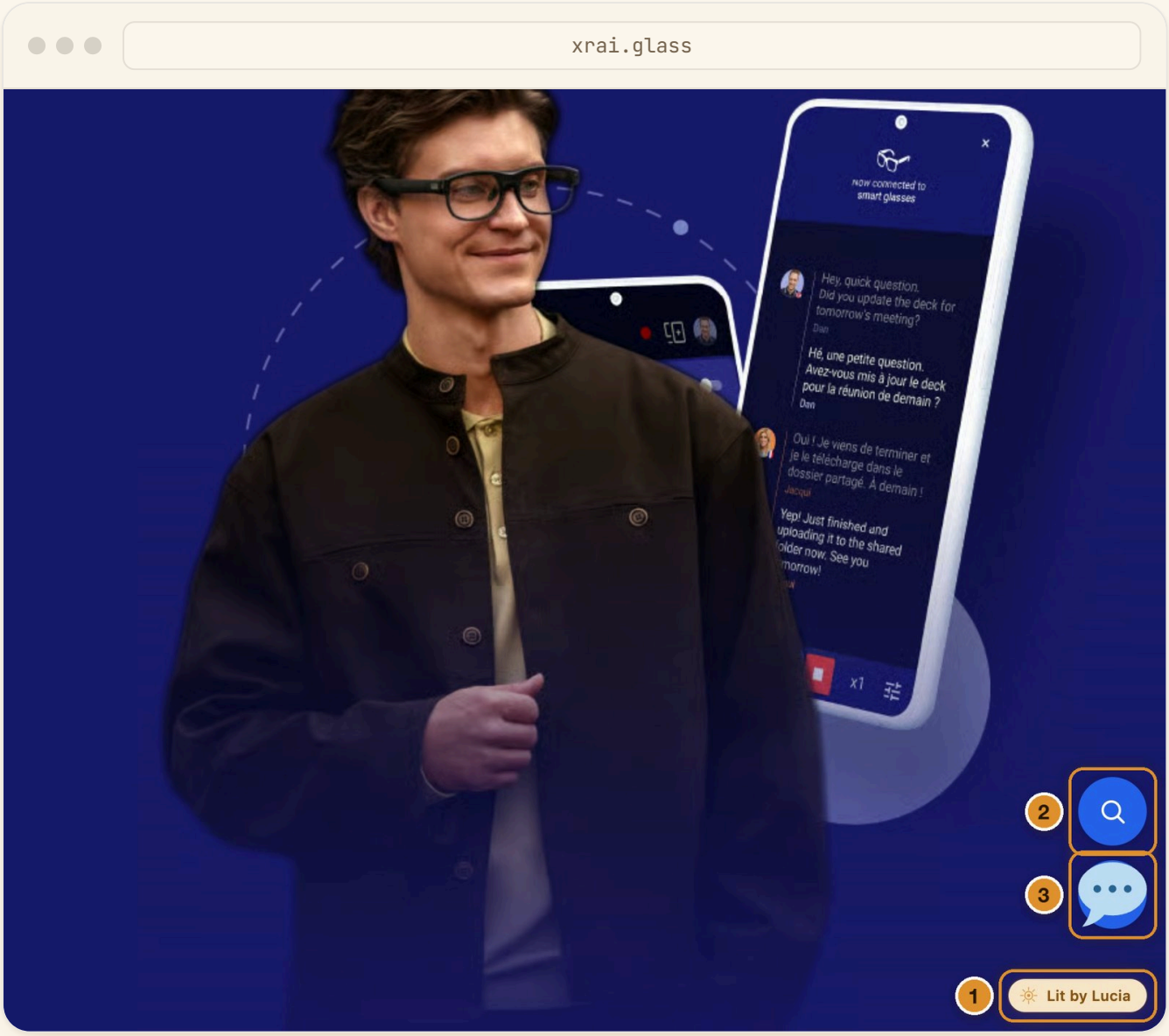


What Lucia fixed on the Y Combinator example.

04

What your *visitors* see

Most of Lucia's work is invisible: the page simply works better. Visitors also see up to three small buttons in the bottom-right corner.



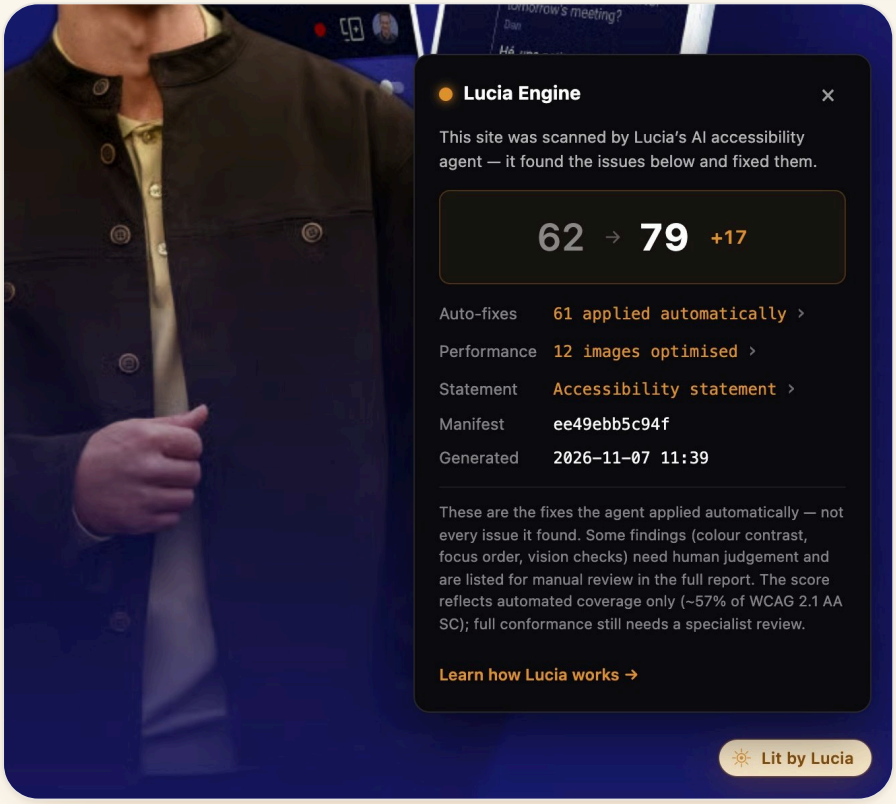
A site served through Lucia.

1 Lit by Lucia 2 Site search 3 AI assistant

The Lucia panel

Selecting **Lit by Lucia** opens the panel. It shows:

ROW	WHAT IT SHOWS
Score	The Beacon Score before Lucia and with Lucia, and the change.
Auto-fixes	How many fixes were applied to this page. Select it to see each one.
Performance	How many images were optimised. Select it to see each image.
Statement	Your site's accessibility statement.
Manifest	An identifier for the current set of fixes. Quote it if you contact us about a page.
Generated	When the current fixes were created.



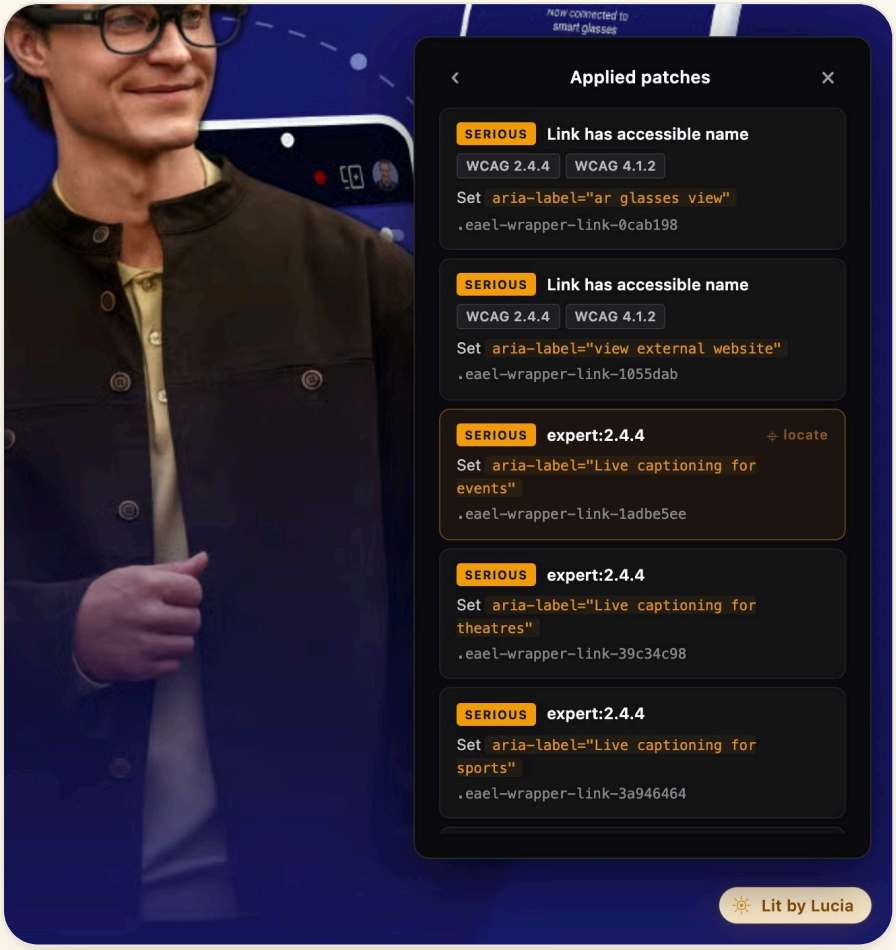
The Lucia panel.

GOOD TO KNOW

The score covers the checks that can run automatically — about 57% of the WCAG 2.1 AA success criteria. Judgement calls such as colour choices, focus order and visual checks need a person; they are listed for manual review in your full report.

Fixes applied

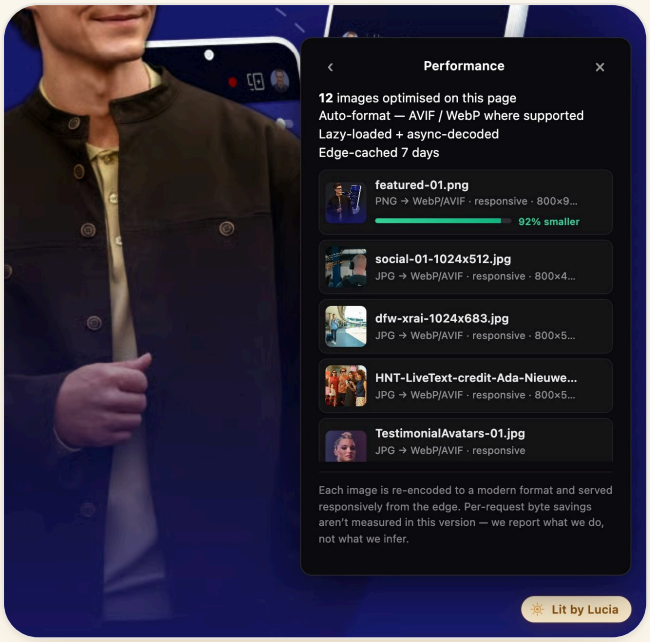
Select **Auto-fixes** to open **Applied patches**. Each fix shows how serious the problem was (Critical, Serious, Moderate or Minor), the WCAG success criteria it relates to, the change Lucia made and the element it changed. Point to a fix, or move to it with the keyboard, to highlight the element; select it to scroll to it.



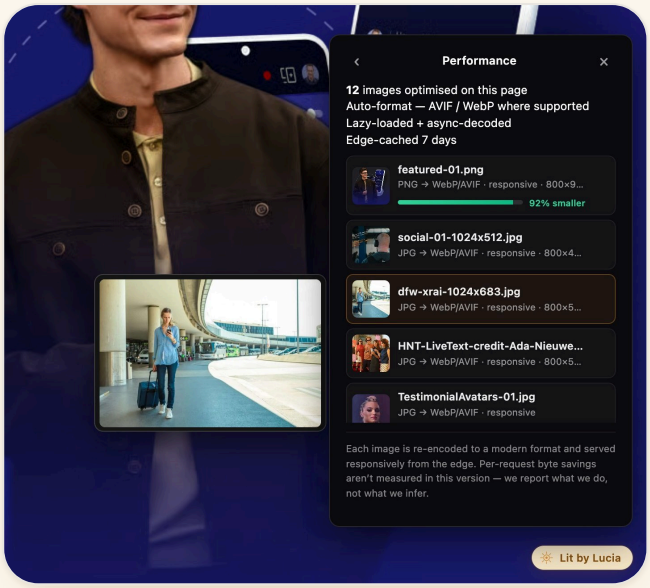
The fixes applied to a page.

Optimised images

Select **Performance** to see the images Lucia optimised. Each one is converted to a modern format (AVIF or WebP, depending on the browser), served at a size that suits the screen, and loaded only when it's needed. Where a bar appears, it shows the saving measured in that browser. Point to an image for a larger preview.



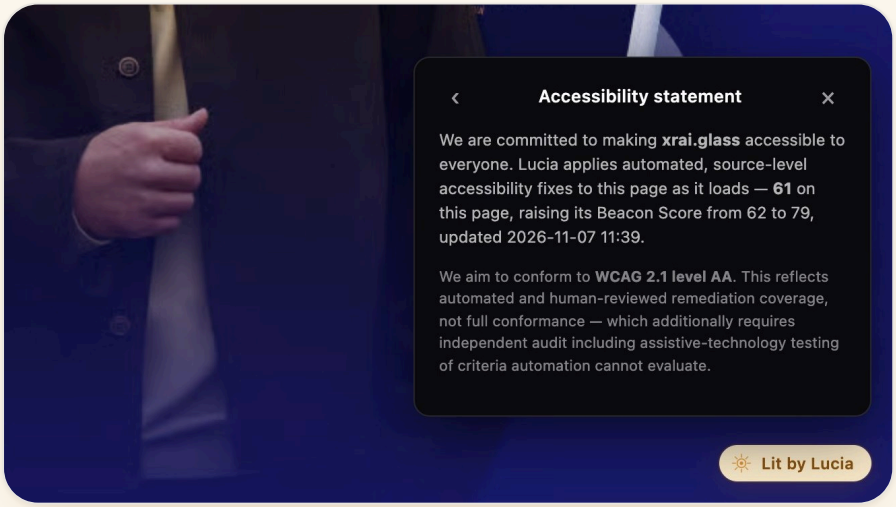
Images optimised on a page.



The preview when you point to an image.

Accessibility statement

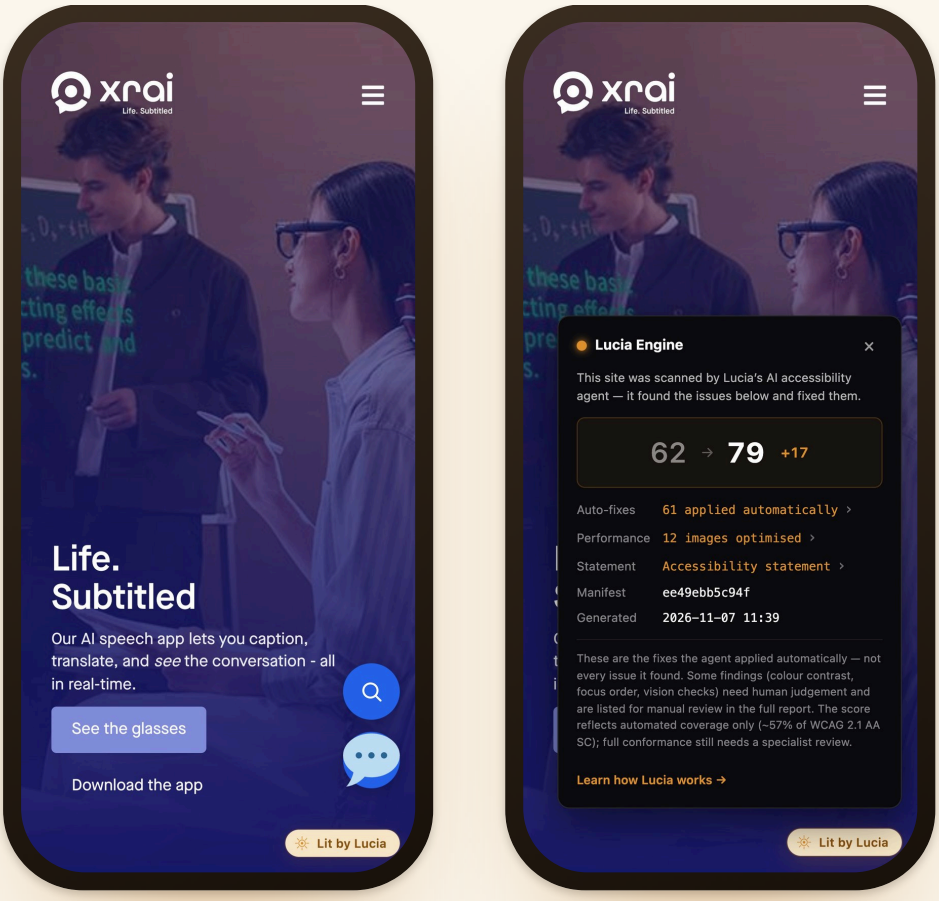
Select **Accessibility statement** to read the statement Lucia keeps for your site. It names the standard your site aims to meet, the number of fixes applied, the change in score and when the fixes were last updated, and it updates itself as the fixes change.



The accessibility statement.

On phones and tablets

The badge and panel work the same way on a phone. Tap **Lit by Lucia** to open the panel and the cross to close it.



Lucia on a phone.

To keep the fixes but hide the badge, turn off **Lucia badge** under Enable features.

05

AI assistant & *site search*

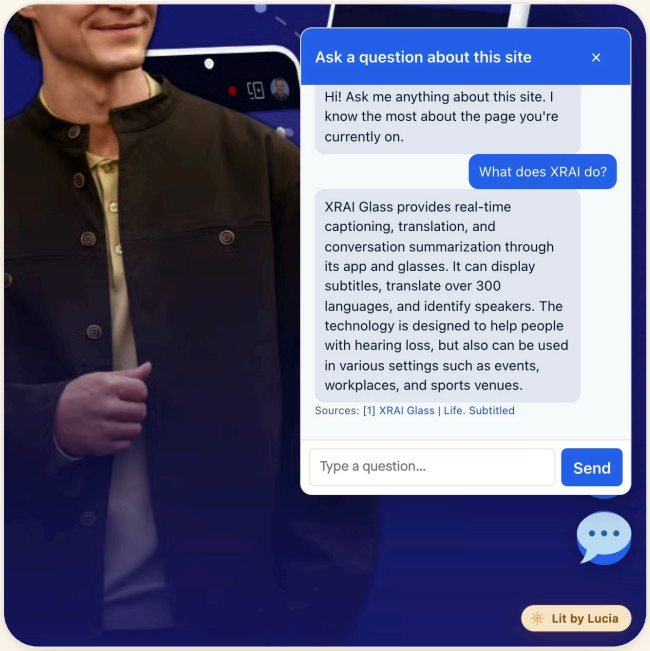
Two optional extras help visitors find what they need. Both are included with Premium and Ultimate, and you switch them on under Enable features.

AI assistant

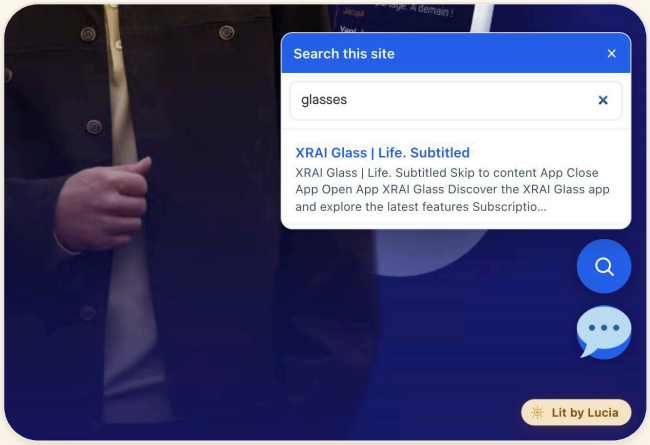
Answers visitors' questions using the content of your site. It knows most about the page the visitor is on and lists the pages it used. Visitors select the chat button, type a question and select **Send**.

Site search

Finds pages on your site as the visitor types. Search covers the pages Lucia has scanned, so scanning more pages makes it more complete.



The AI assistant answering a question.



Site search.

06

The Beacon *Score*

The Beacon Score is a clear, honest measure of how usable a page is for people with disabilities, from 0 to 100.

- **What it measures.** The automated checks Lucia runs against WCAG 2.1 AA, weighted by how seriously each problem gets in a visitor's way and how often it appears.
- **Before and after.** Every scan records the score of your original page and the score with Lucia's fixes applied, so you can see exactly what Lucia added.
- **Why it rarely reaches 100.** Some success criteria can't be judged by a machine — whether alternative text is meaningful, whether the focus order makes sense. Those are listed for manual review rather than guessed.
- **What it isn't.** It is not a certificate of WCAG conformance. Premium and Ultimate add a review by an accessibility specialist and a VPAT for your site.

07

Your *dashboard*

The dashboard is where you add sites, follow their scores, switch features on and off and download your evidence pack.

1

Sign in

Select **Sign in** at the top of getlucia.ai. If you're new, the same window lets you create an account; Lucia sets up your account the first time you sign in.

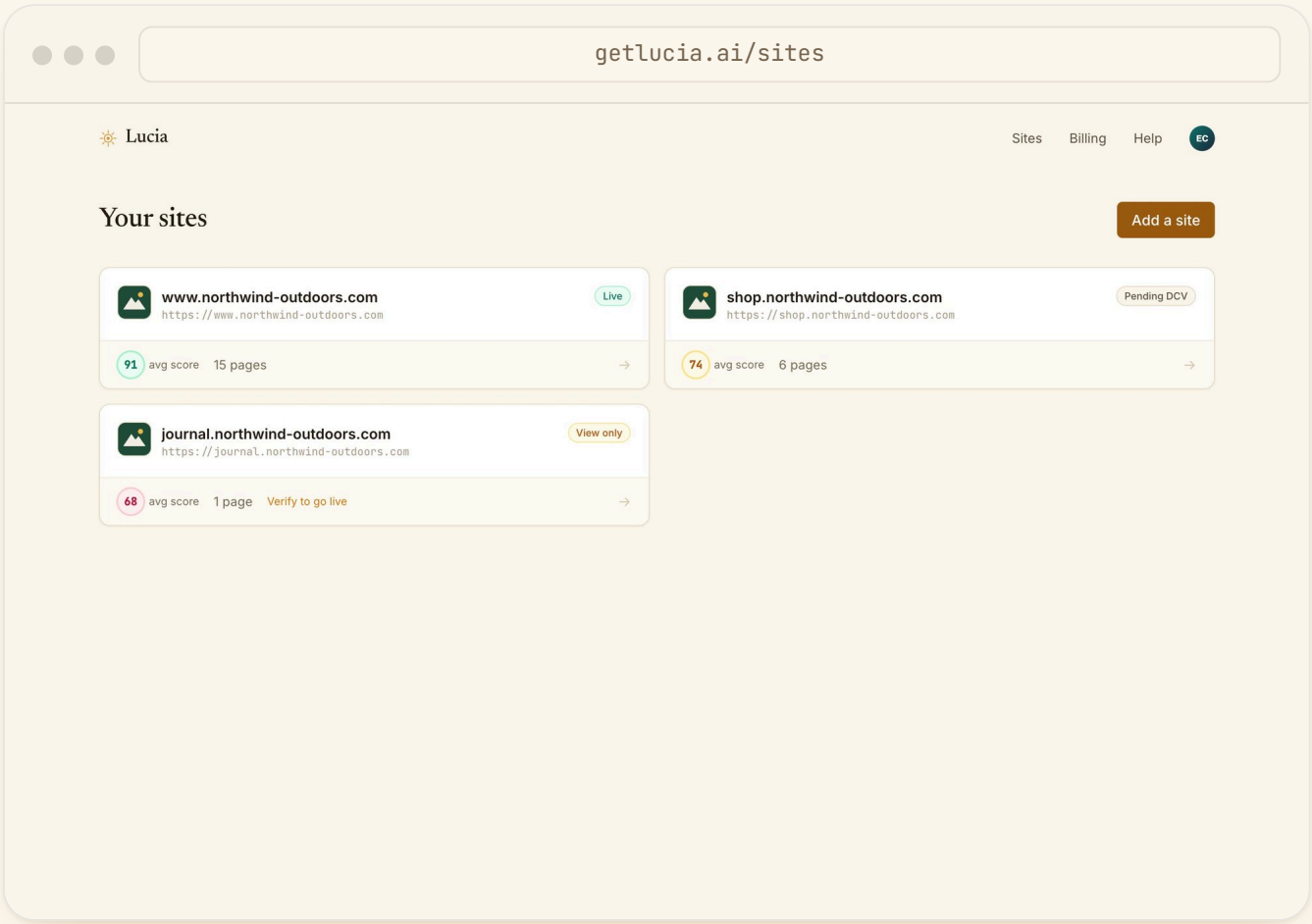
2

Open your sites

Select **Dashboard**. The menu at the top has **Sites** and **Billing**, and your account menu on the right.

Your sites

Your sites lists each site with its average Beacon Score, its number of pages and its status. **Not scored yet** appears until the first scan finishes. If you scanned a site on the home page before signing in, it's added here automatically.



Your sites.

STATUS	WHAT IT MEANS
Live	Your domain is verified and Lucia can serve your site on it.
Pending DCV	Lucia is waiting for the domain ownership check. See Put Lucia live.
View only	A site you scanned from the home page. You can see its results; select **Verify to go live** to put it live.

08

Add a site & *go live*

Adding a site gives you a working preview straight away. Going live is two DNS changes, made whenever you're ready. You'll need access to your domain's DNS settings — usually with your domain registrar or hosting provider.

1 · Enter your hostname

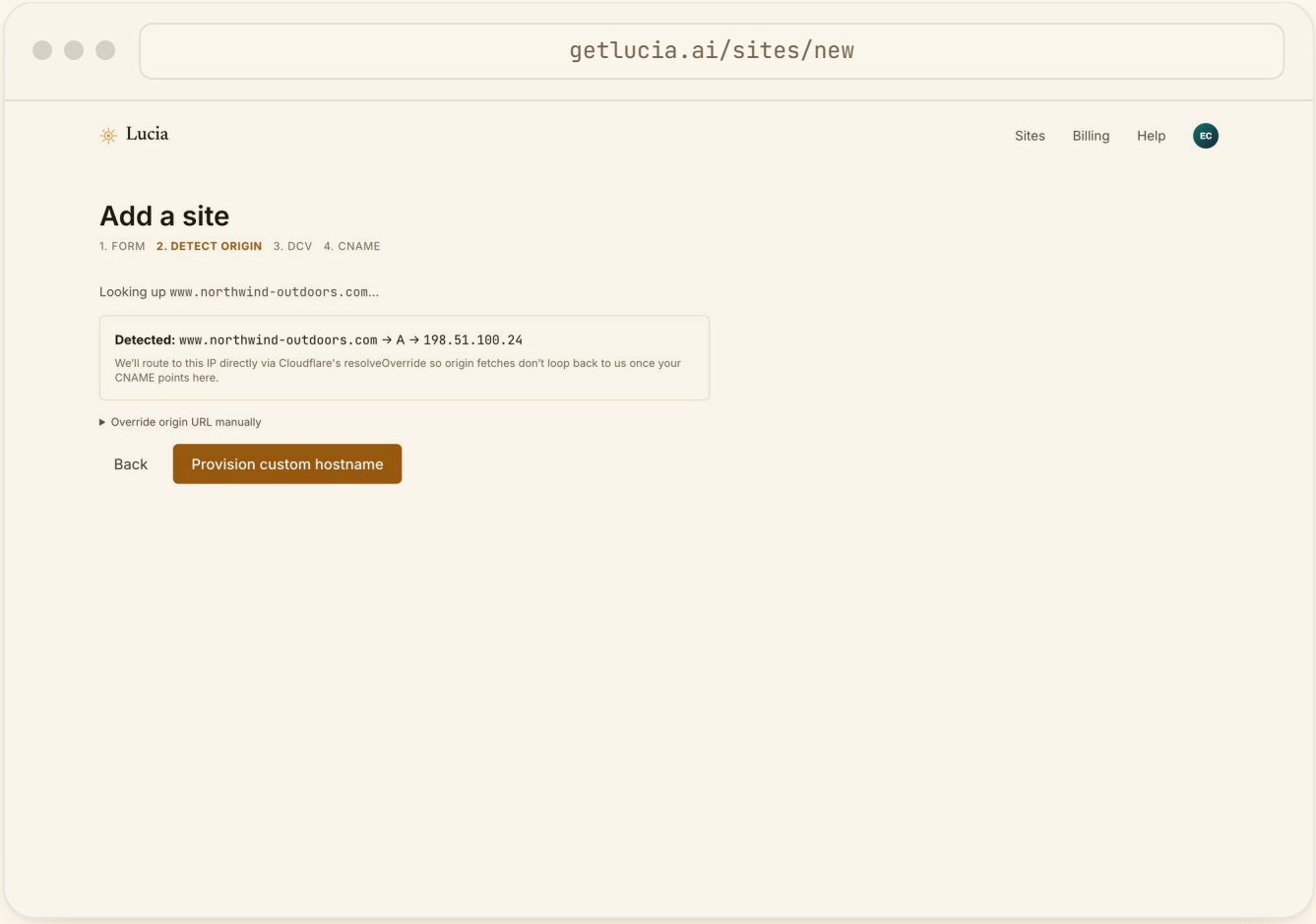
On **Your sites**, select **Add a site**. Enter the hostname visitors use, for example `www.acme.com`, and select **Continue**.



Step 1: your hostname.

2 · Confirm where your site lives

Lucia looks up your current DNS and shows what it found. This is how Lucia keeps loading pages from your real server after you point your domain at Lucia. If your site is hosted at a different address, open **Override origin URL manually** and enter it. Then select **Provision custom hostname**.

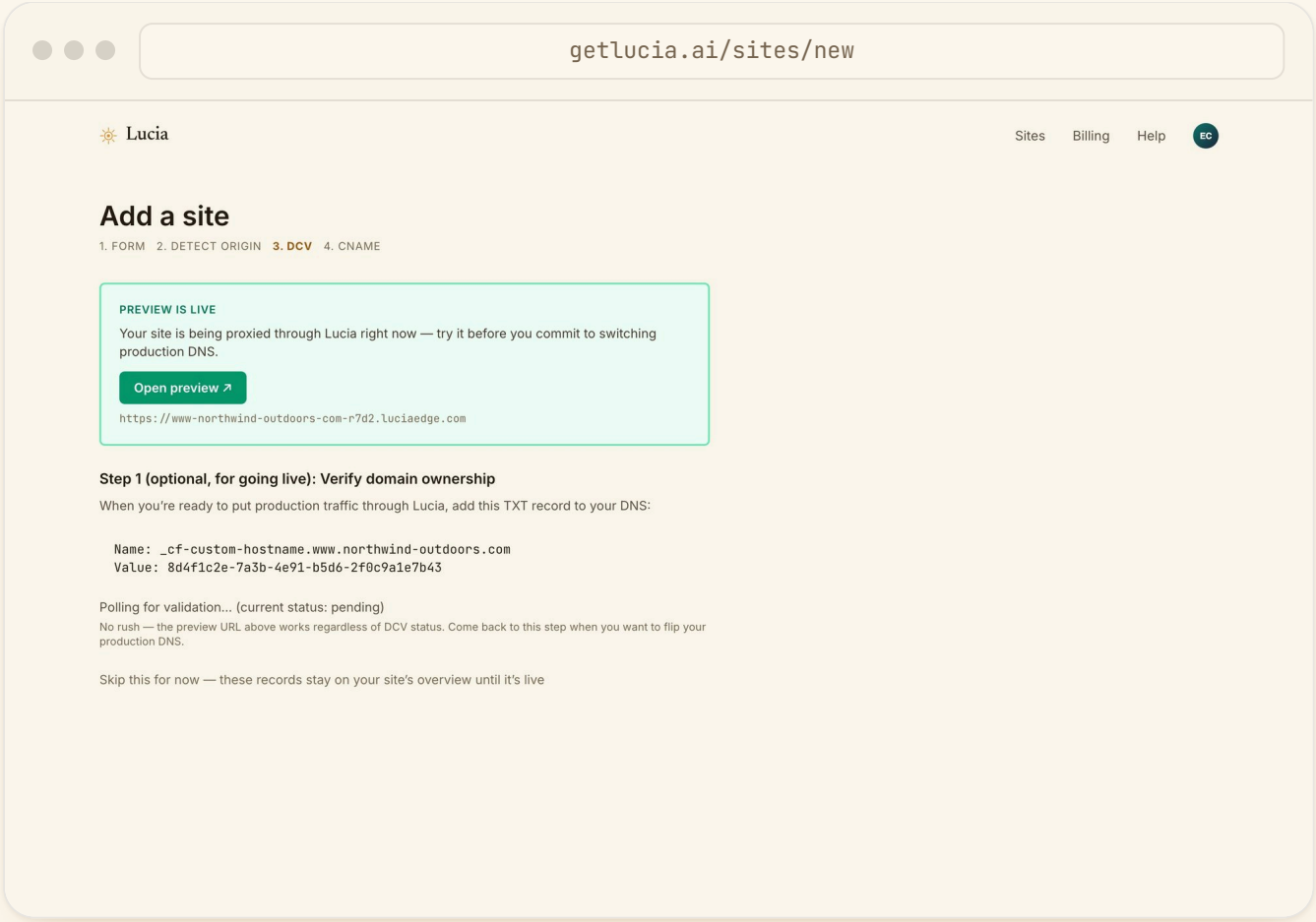


Step 2: the detected origin.

3 · Try your preview, then verify your domain

Preview is live means your site is already running through Lucia at a preview address. Select **Open preview** and check it before you change anything.

When you're ready to go live, add the **TXT record** shown — its **Name** and **Value** — in your DNS settings. Lucia checks every few seconds and moves on by itself when the record is found.



Step 3: preview and domain verification.

NO RUSH

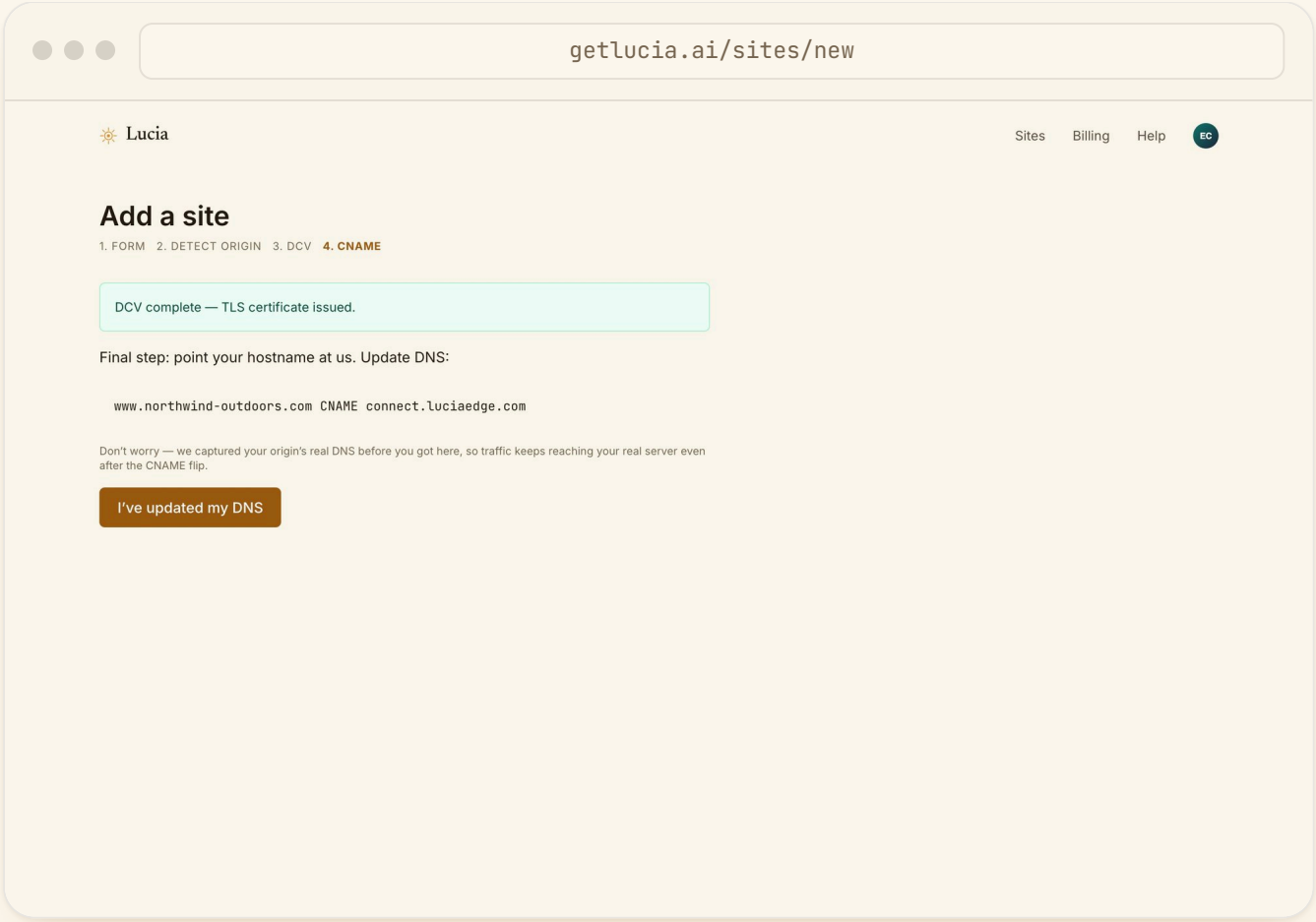
You can select **Skip this for now** and come back later. Until your site is live, a **Go live** card on its overview shows both DNS records, with copy buttons, and checks for the TXT record automatically. Your preview keeps working either way.



The Go live card on your site's overview.

4 · Point your hostname at Lucia

When the check passes you'll see **DCV complete — TLS certificate issued**. Update your hostname's DNS record to a CNAME pointing at `connect.luciaedge.com`, then select **I've updated my DNS**.



Step 4: the CNAME record.

DNS changes usually take effect within minutes, and occasionally up to 48 hours. When they have, open your site and look for the **Lit by Lucia** badge.

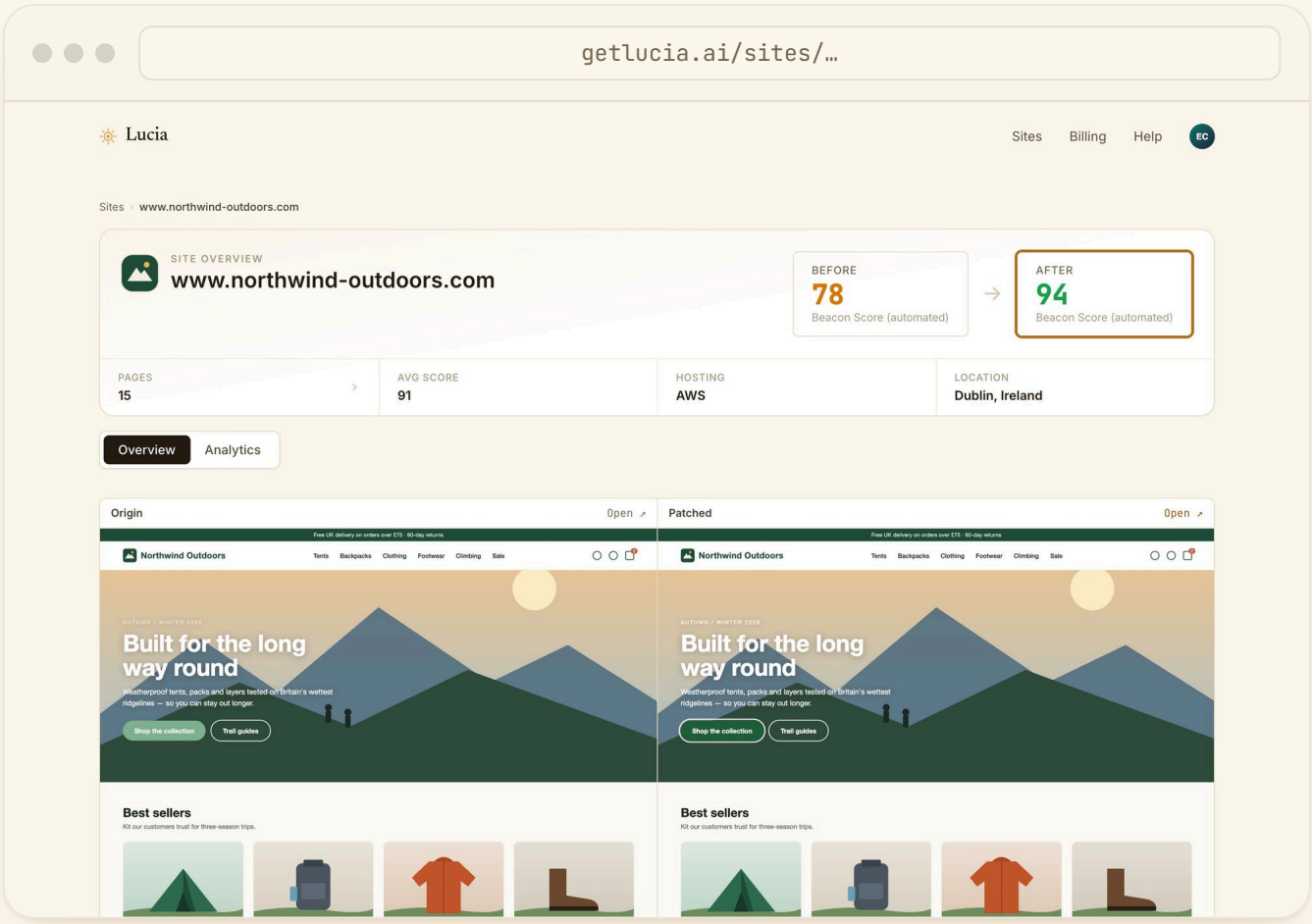
Stop using Lucia

Change your hostname's DNS record back to its original value. Your site then loads directly from your server again, without Lucia's fixes. To remove the site from your account, contact us.

09

Your site *at a glance*

Select a site on **Your sites** to open its overview. The header stays the same on both tabs, **Overview** and **Analytics**.



The site overview.

HEADER

Scores and facts

Before and After Beacon Scores, average score, where the site is hosted and where its server is.

PAGES

Jump to any page

Select **Pages** to open a searchable tree of every page, with its language and score.

GO LIVE

Your DNS records

Until the site is live, the TXT and CNAME records to add, with their status.

LIVE PREVIEW

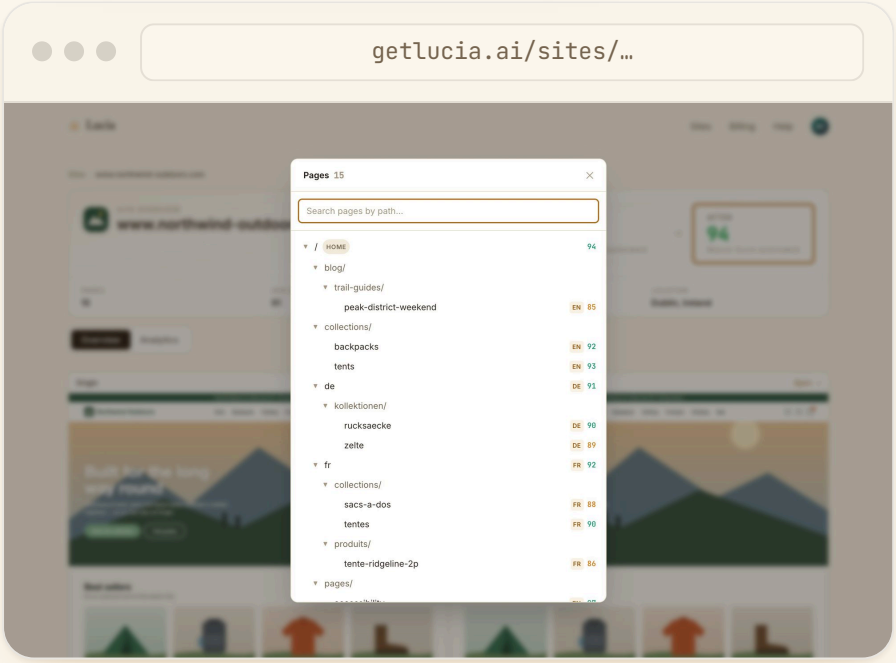
Origin and Patched

Your page side by side, without and with Lucia. On large screens it tucks into a corner as you scroll.

HOSTING & ORIGIN

Your server

Host, IP address, location, network and server software, as Lucia sees them.



The page picker.

Enable features

Further down the overview, **Enable features** lists everything you can switch on for the site. Changes apply to the whole site, and the preview reloads so you can see the effect at once.

SECURITY

AI-crawler blocking
Turns away known AI training and summary bots.
On

Security header autopatch
Adds standard security headers where your pages lack them.
On

Lucia badge
Shows the Lit by Lucia badge and panel. Fixes still apply when it's off.
On

PERFORMANCE

Image lazy-loading
Loads images further down the page only when they're needed.
On

HTML minification
Trims unneeded characters so pages download faster.
On

Image optimisation
Modern formats, sized for each screen.
Off

CONTENT

Cookie consent banner
Adds a consent banner to pages that don't have one.
Off

Auto-translation
Translates pages into the visitor's preferred language.
Off

AUDIT

SEO audit + autopatch

Checks and fixes titles, descriptions, sharing previews, canonical links, structured data and heading order.

On

Synthetic monitoring

Checks your site every five minutes and records uptime and response times.

Off

ANALYTICS

Privacy-first analytics

Counts visits and countries without cookies.

On

Real User Monitoring

Records page speed (Core Web Vitals) from real visitors.

Off

AI

AI-powered search

Adds the site search button.

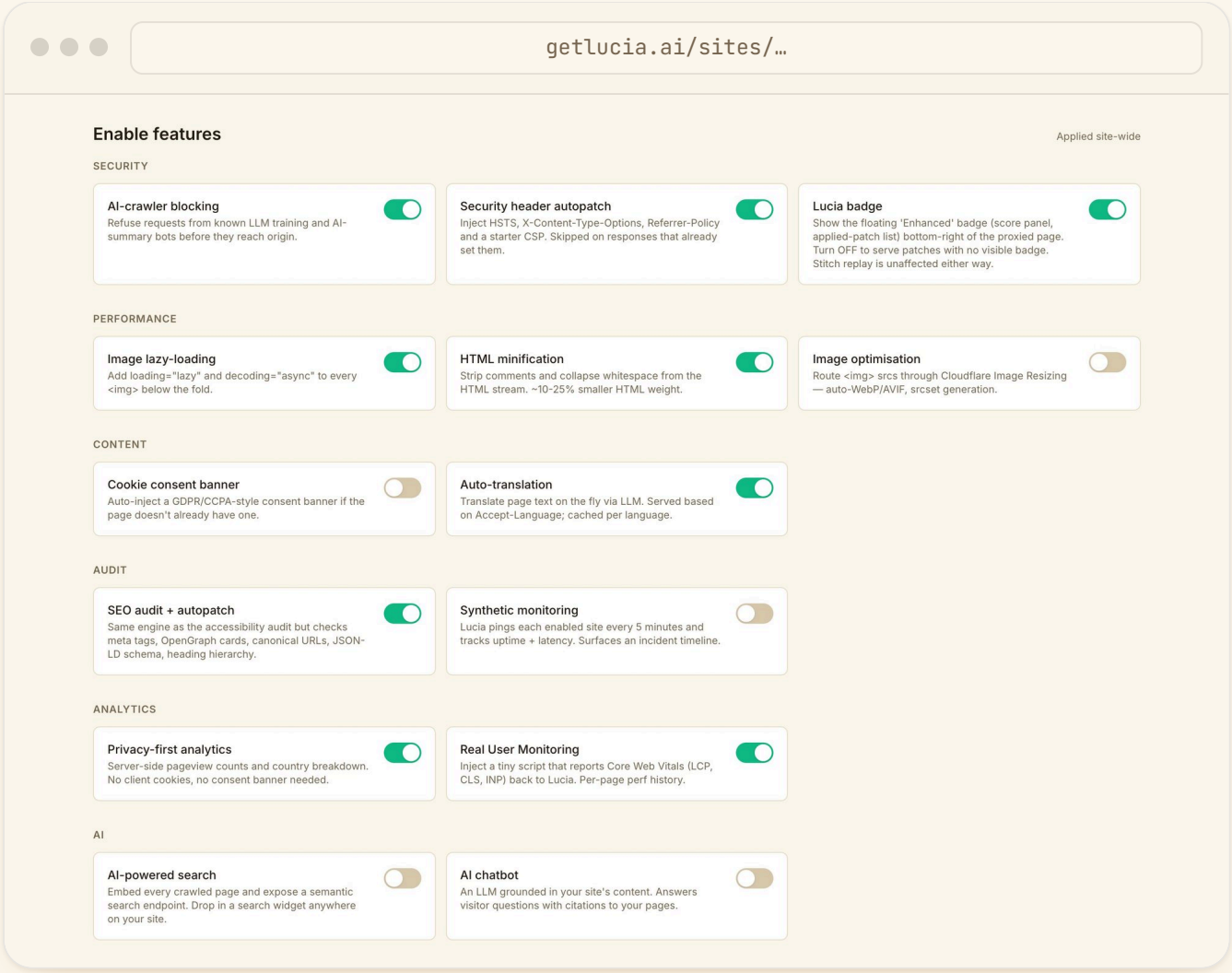
Off

AI chatbot

Adds the AI assistant.

Off

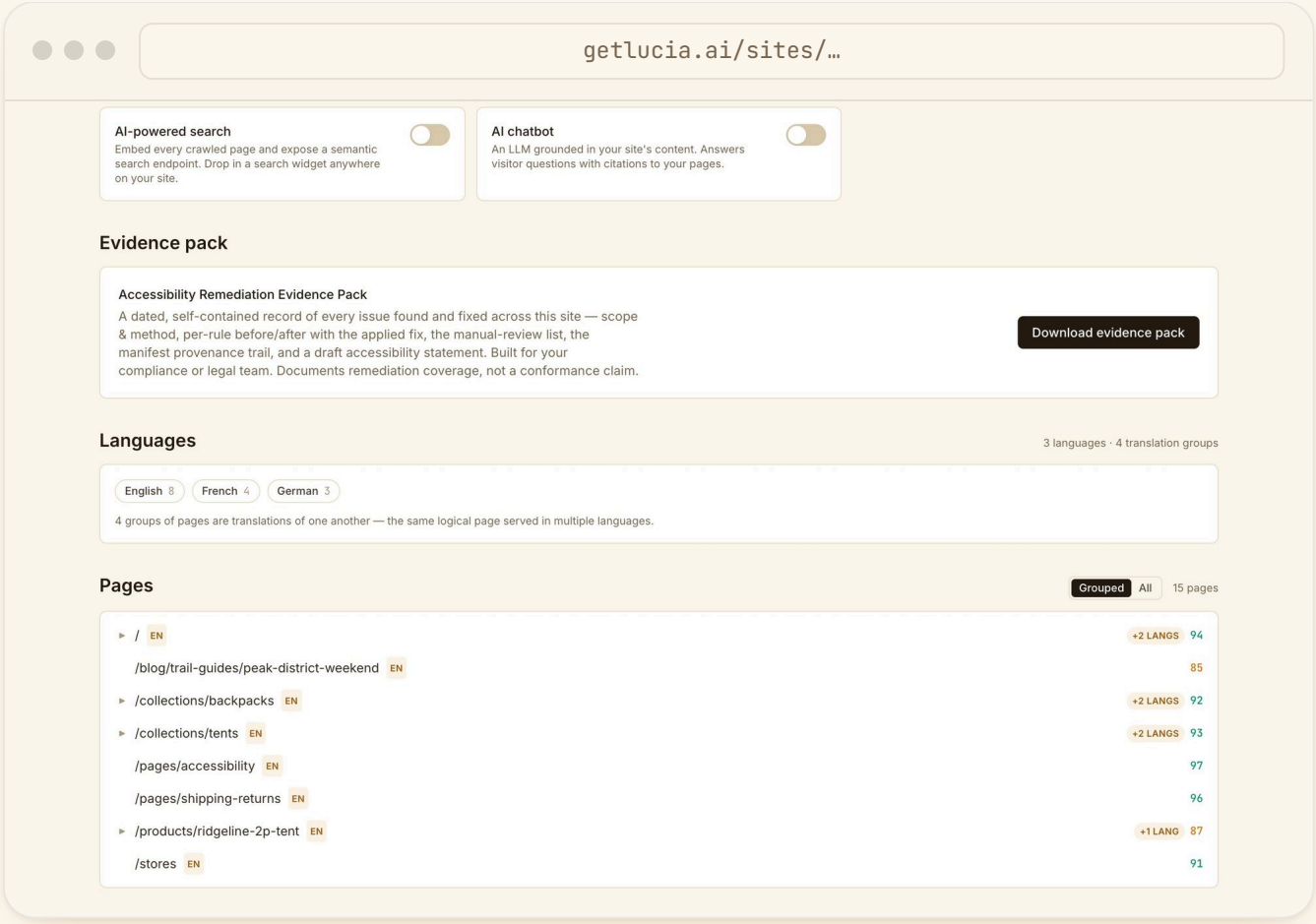
On the Free plan you can try any feature in your preview; a **keep on live = paid** tag marks the ones that need a paid plan to stay on your live site.



Enable features.

Evidence pack, languages and pages

The bottom of the overview holds the evidence pack, a **Languages** card for sites in more than one language, and the list of pages Lucia has found. Where pages are translations of each other, switch between **Grouped** and **All**.



Evidence pack, languages and pages.

10

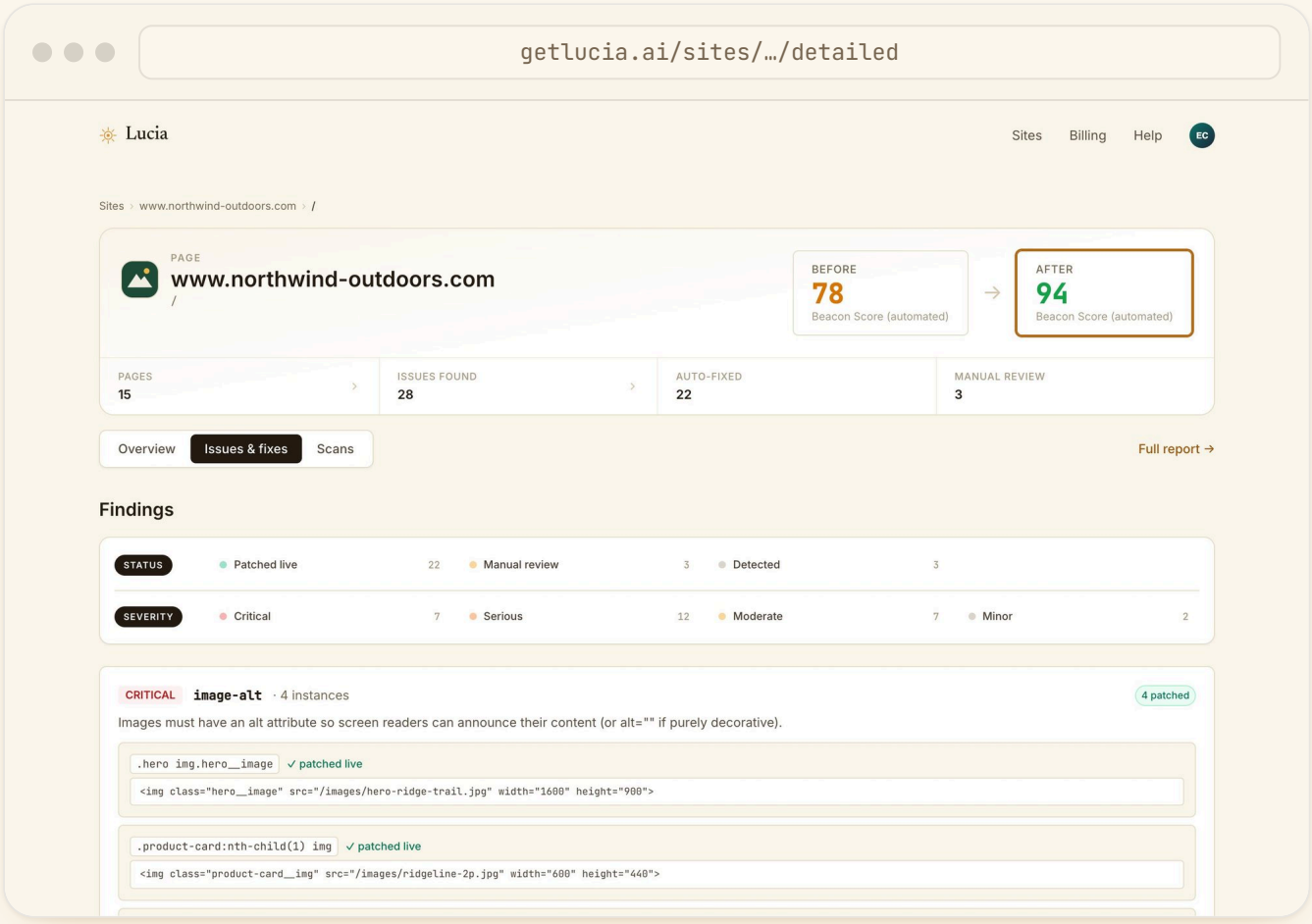
Pages, issues & *fixes*

Select any page to see exactly what Lucia found and changed on it. The page header shows its scores and four numbers: **Pages**, **Issues found**, **Auto-fixed** and **Manual review**.

Issues & fixes

Findings lists every issue on the page. Filter by status — **Patched live**, **Manual review** or **Detected** — and by severity, and select **Clear all** to reset. Findings marked **Expert** were found by an accessibility specialist rather than an automated check.

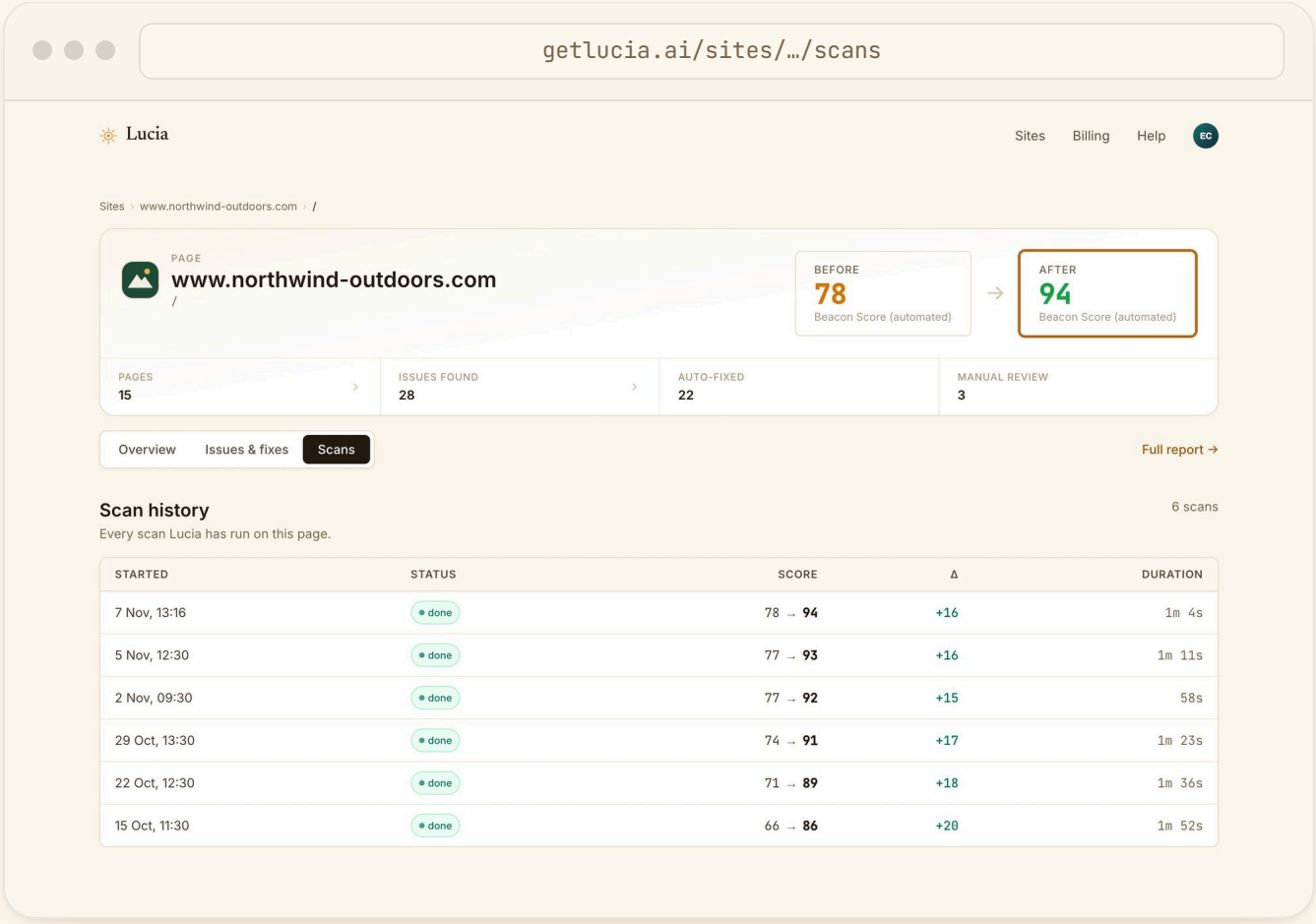
Applied stitches shows each fix, grouped by where it came from: the automated checker, Lucia's AI, or hand-written fixes. Each shows the change, the element, whether it's locked, and how confident Lucia is.



Issues & fixes for one page.

Scans

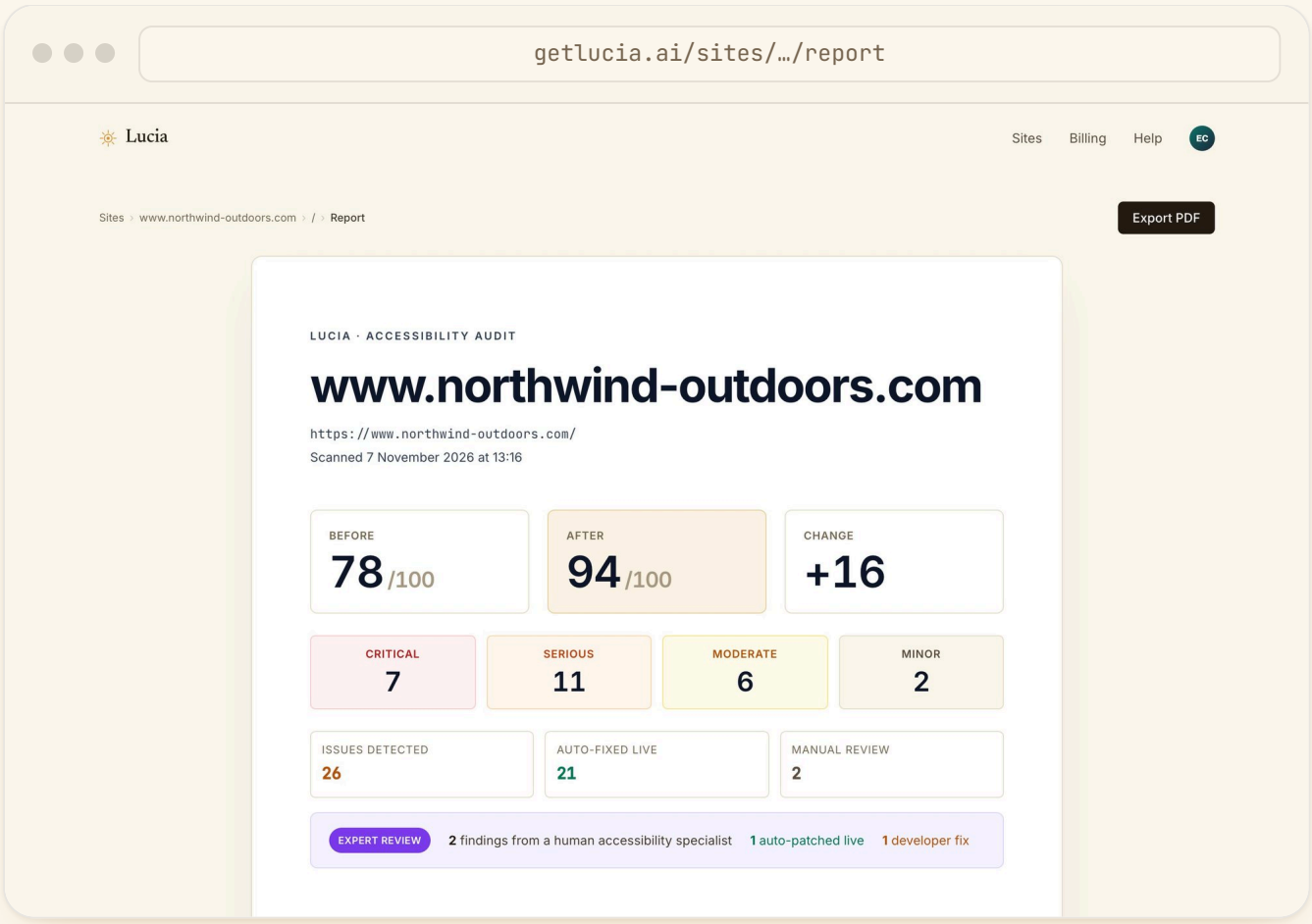
Scan history lists every scan of the page with its status, score before and after, the change and how long it took.



Scan history.

The full report

Select **Full report** for a document you can share. It opens with the scores and a count of issues by severity, then covers an executive summary, before-and-after screenshots, any expert review, every finding, the fixes applied, and the method and its limits. Select **Export PDF** to save or print it.



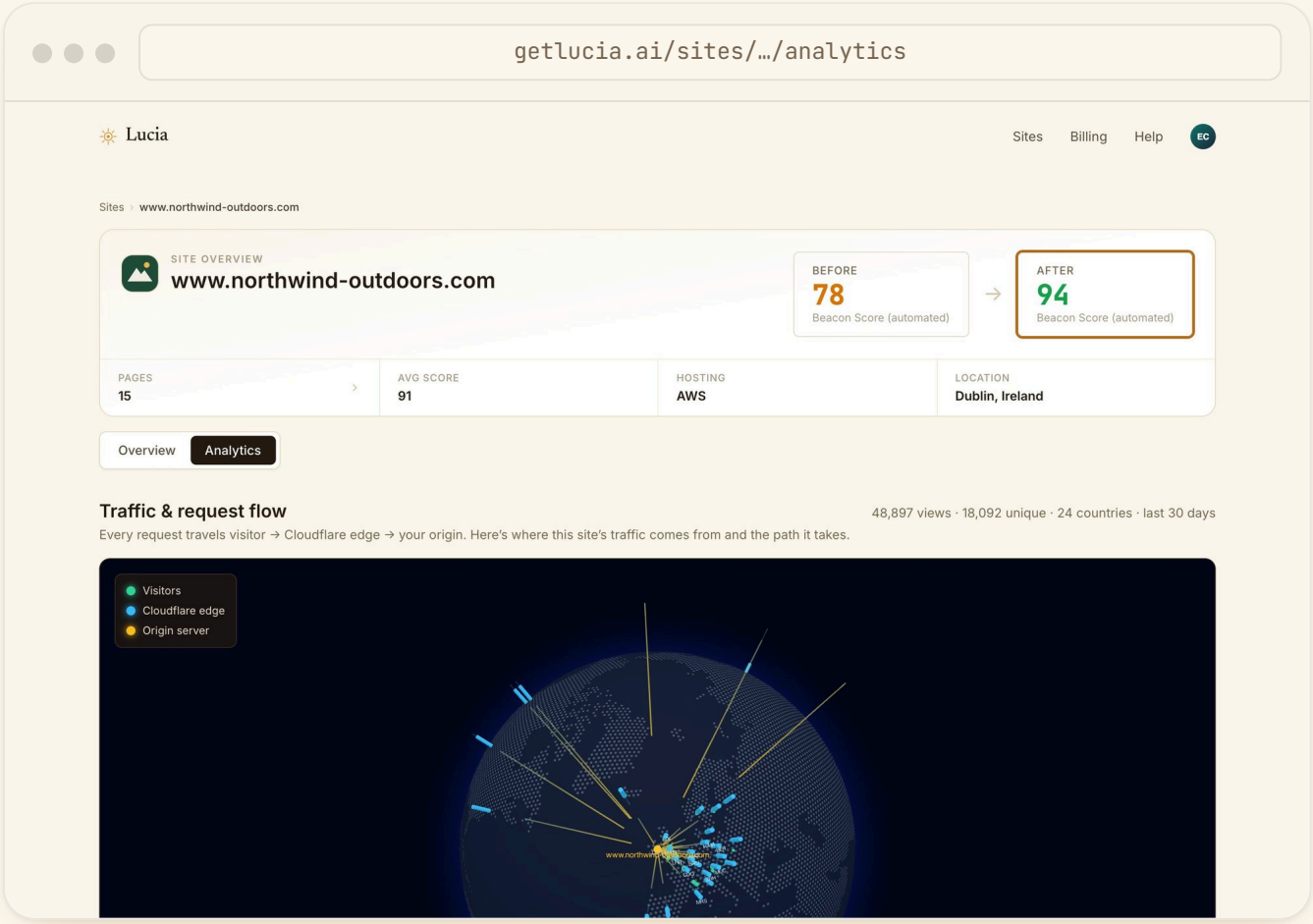
The accessibility report.

11

Analytics

The **Analytics** tab shows who visits your site and how their requests travel, over the last 30 days. Lucia counts visits on its own servers without cookies, so these numbers don't need a consent banner.

- **Traffic & request flow** — total views, unique visitors and countries, with a globe showing visitors, the edge locations that served them and your server.
- **Top visitor countries, edge locations and networks.**
- **Connection quality** — average round-trip time, the share of bot traffic and the HTTP versions in use.
- **Audience** — devices, operating systems, browsers, referrers and languages.



Analytics.

Visitor locations come from IP addresses and are rounded to a grid of about 10 km. Lucia never stores raw IP addresses.

12

Your evidence *pack*

The evidence pack is a record of the accessibility work on your site, ready for your compliance files or a customer's procurement team.

On the site overview, select **Download evidence pack**. It downloads as a web page you can open in any browser or print to PDF.

SECTION	CONTENTS
Scope & method	What was tested and how.
Summary	Scores and totals for the site, with before and after screenshots of your home page.
Findings & remediations	The issues found on each page and the fix applied to each.
Queued for remediation	Issues with a fix on the way.
Needs human input	Issues that need a person to decide.
Provenance & audit trail	A dated record of every version of the fixes.
Accessibility statement	A draft statement you can adapt and publish.

PLEASE NOTE

The evidence pack records the work done; it is not a certificate of full WCAG conformance. Premium and Ultimate include an audit by an accessibility specialist and a VPAT for your site.

13

Plans & *billing*

The Lucia software is free on every plan. Paid plans add work by accessibility specialists. Paying annually gives you two months free.

FREE

$0 / month

No setup fee

- Accessibility fixes on every page
- Beacon Score, updated weekly
- Descriptions, labels and contrast fixes
- Keyboard and screen-reader order fixes
- 1 site, community help

PREMIUM

$99 / month

After a one-time $1,500 audit

- Everything in Free
- Specialist audit and a VPAT
- Yearly re-review
- AI assistant, site search, image optimisation
- Daily checks for up to 3 sites, email support

ULTIMATE

$249 / month

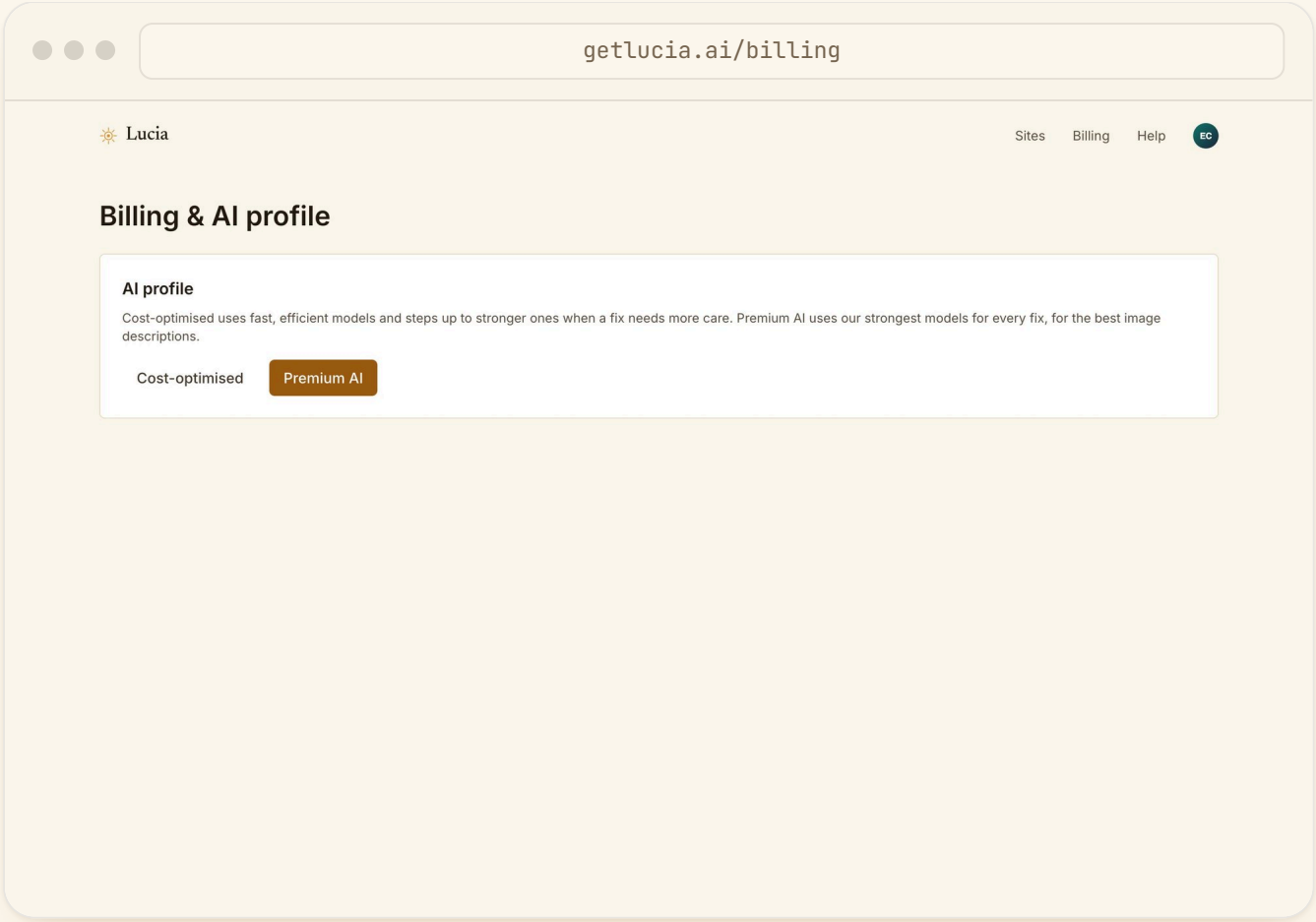
After a one-time $2,500 audit

- Everything in Premium
- Manual audits every quarter
- Fixes built for your site by specialists
- Unlimited sites, a dedicated specialist
- Training, single sign-on, audit logs, same-day support

A VPAT (Voluntary Product Accessibility Template) is a formal report of how your site meets accessibility standards; procurement teams often ask for one. To change your plan, contact us.

Billing & AI profile

The **Billing** page sets how Lucia's AI writes fixes for your sites. **Cost-optimised** uses fast models and steps up to stronger ones when it is unsure; **Premium AI** uses the strongest models for every fix.



Billing & AI profile.

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Questions & *answers*

Does Lucia change my website's code?

No. Lucia applies its fixes as each page is delivered. Your code, content management system and hosting stay exactly the same.

Is Lucia an accessibility overlay?

No. Overlays add a script that tries to fix the page in the visitor's browser. Lucia fixes the page before it reaches the browser, so there's nothing for visitors to install or switch on. Read Why not pop-ups.

My scan is taking a long time or doesn't finish

Large pages take longer. Some sites block automated visits, which stops the scan. Try again later, and if it still fails, contact us — we'll help you allow Lucia's scanner.

Why doesn't my score reach 100?

The Beacon Score covers the checks that can run automatically. Issues that need a person are listed under **Manual review** in your report and **Needs human input** in the evidence pack.

The badge doesn't appear on my live site

Check that your hostname's CNAME points to `connect.luciaedge.com`, allow time for DNS to update, and check that **Lucia badge** is on under **Enable features**.

The AI assistant or site search doesn't appear

Check that your plan includes them and that **AI chatbot** or **AI-powered search** is on under **Enable features**.

How do I stop using Lucia?

Change your hostname's DNS record back to its original value. Your site then loads straight from your server.

Still stuck?

Tell us what you need and we'll help you sort it out.

Contact us