# Atlassian Accessibility Conformance Report Revised Section 508 Edition

**(Based on VPAT**® **Version 2.4)**

## Name of Product/Version: Confluence

## Report Date: 06/30/2021

## Product Description:

Confluence is a remote-friendly team workspace for collaboration and communication.

## Notes:

This report was created upon completion of an accessibility evaluation performed between 06/22/2021 and 06/30/2021 and was limited only to evaluation of specific accessibility issues that were already reported.

The following table defines the Scope of this VPAT

|  |  |
| --- | --- |
| **Serial Number** | **Page/Screen Name** |
| 1 | Calendar - Add a Calendar |
| 2 | Calendar - Add existing Calendar |
| 3 | Popular Team Calendars |
| 4 | Add Existing Team Calendar |
| 5 | Calendar Settings |
| 6 | Calendar - General Modal |
| 7 | Calendar - Restrictions Modal |
| 8 | Add an Event Modal |
| 9 | Calendar - Monthly View |
| 10 | Calendar - Monthly View - Task Details |
| 11 | Calendar - Weekly View - Task Details |
| 12 | Calendar - List View |
| 13 | Calendar - Timeline View |
| 14 | Calendar - Subscribe to Calendar |
| 15 | Calendar - Calendar Widget |
| 16 | Questions - Main |
| 17 | Questions - Search "How" |
| 18 | Questions - Search "Book" |
| 19 | Questions - Ask A Question |
| 20 | Question – Details |
| 21 | Questions – Comments |
| 22 | Questions - Convert Comment to Answer |
| 23 | Questions - Add another answer |
| 24 | Questions - Add a comment |
| 25 | Questions - Featured Topics |
| 26 | Questions - Create a Topic Step 1 |
| 27 | Question - Create a Topic Step 2 |
| 28 | Questions - Topic Details |
| 29 | Questions – Experts |
| 30 | Questions - Admin Admin |
| 31 | Questions - Select Answers |
| 32 | Questions - Select Reputation |
| 33 | Questions - Statistics |
| 34 | Analytics – Overview |
| 35 | Analytics – Spaces |
| 36 | Analytics – Users |
| 37 | Analytics - Space Analytics Content |
| 38 | Analytics - Space Analytics Content View |
| 39 | Analytics - Space Analytics Content Attachments |

## Evaluation Methods Used:

A combination of automated and manual testing techniques were employed for the accessibility assessment

* Manual Assessment was performed using Chrome on Windows 10 and included exclusive use of the keyboard
* Automated tools used included aXe core 3.1.4
* Assistive technologies employed included Latest 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](http://www.w3.org/TR/2008/REC-WCAG20-20081211) | Level A Yes  Level AA Yes  Level AAA (No) |
| [Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines) | Yes |

## Terms

The terms used in the Conformance Level information are defined as follows:

* **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
* **Partially Supports**: Some functionality of the product does not meet the criterion.
* **Does Not Support**: The majority of product functionality does not meet the criterion.
* **Not Applicable**: The criterion is not relevant to the product.
* **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

## WCAG 2.0 Report

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, the criteria are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](https://www.w3.org/TR/WCAG20/#conformance-reqs).

## Table 1: Success Criteria, Level A

Notes:

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| [**1.1.1 Non-text Content**](http://www.w3.org/TR/WCAG20/#text-equiv-all) (Level A) All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below.   * **Controls, Input**: If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Success Criterion 4.1.2 for additional requirements for controls and content that accepts user input.) * **Time-Based Media**: If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to Guideline 1.2 for additional requirements for media.) * **Test**: If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content. * **Sensory**: If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content. * **CAPTCHA**: If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities. * **Decoration, Formatting, Invisible**: If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology. | Partially Supports | * Text alternative is missing for active, informative and CSS background images in “Questions - Featured Topics”, “Calendar - Restrictions Modal”, “Analytics – Overview”, “Questions - Admin Admin”, “Questions - Select Answers”, “Questions - Topic Details”, “Questions - Select Reputation”, “Questions – Main”, “Question – Details” and “Questions – Experts” pages. * Complex images have no short and/or detailed alternative text in “Questions – Statistics”, “Analytics - Space Analytics Content View”, “Questions - Select Reputation” and “Analytics – Overview” pages.   **Accessibility Problem it causes:** Users without vision and with limited vision would not know what the images are conveying.   * Decorative images are not marked up as decorative images in “Calendar - Weekly View - Task Details” and “Calendar - Monthly View - Task Details” pages.   **Accessibility problem it causes:** Assistive technologies like screen readers would not ignore these images that are meant for pure aesthetic purposes or that convey duplicate information. |
| [**1.2.1 Audio-only and Video-only (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-av-only-alt) (Level A) For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such:   * **Prerecorded Audio-only:** An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content. * **Prerecorded Video-only:** Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content. | Supports | Confluence does not include any video-only and audio-only content. |
| [**1.2.2 Captions (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-captions) (Level A) Captions are provided for all pre-recorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such. | Supports | Confluence does not include any time-based media content. |
| [**1.2.3 Audio Description or Media Alternative (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc) (Level A) Captions are provided for all live audio content in synchronized media. | Supports | Confluence does not include any time-based media content. |
| [**1.3.1 Info and Relationships**](http://www.w3.org/TR/WCAG20/#content-structure-separation-programmatic) (Level A) Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. | Does not Support | * Non-decorative content is provided using CSS markup in “Calendar - Add a Calendar”, “Analytics – Users”, “Questions - Admin Admin”, “Questions - Add another answer”, “Calendar - General Modal”, “Calendar – Toolbar”, “Questions - Select Answers”, “Analytics – Overview”, “Add an Event Modal”, “Analytics – Spaces” and “Calendar - Monthly View”.   **Accessibility problem it causes:** When CSS is turned off such content will not be available to users..   * Informative content is hidden using aria-hidden attribute in “Calendar - Subscribe to Calendar”, “Add an Event Modal”, “Calendar - Add a Calendar”, “Questions - Create a Topic Step 1”, “Add Existing Team Calendar”, “Calendar - Restrictions Modal”, “Popular Team Calendars”, “Calendar - General Modal”.   **Accessibility Problem It causes:** If informative content is hidden using aria-hidden attribute, then users without vision and with limited vision who use screen readers would not know the information which is otherwise visible to sighted users.   * Form fields are not either programmatically associated with their visible labels or do not have explicit or implicit labels in “Popular Team Calendars”, “Calendar - Restrictions Modal”, “Questions – Comments”, “Analytics – Overview”, “Add an Event Modal”, “Analytics – Spaces”, “Analytics - Space Analytics Content”, “Question – Details”, “Questions – Statistics”, “Questions - Ask A Question”, “Question - Create a Topic Step 2”, “Analytics - Space Analytics Content View”, “Analytics – Users”, “Calendar - Subscribe to Calendar” and “Add Existing Team Calendar” pages.   **Accessibility problem it causes:** Users without vision and with limited visionwho use screen readers would find difficult to identify the forms without programmatic label and group label association.   * The header and data cells relationship is not established programmatically in the data tables in “Analytics – Spaces”, “Analytics - Space Analytics Content”, “Analytics - Space Analytics Content Attachments” and “Analytics – Users” pages. * More than one table is used to build a single data table in “Calendar - Weekly View - Task Details”, “Add Existing Team Calendar” and “Popular Team Calendars” pages.   **Accessibility problem it causes:** If the data tables are not coded correctly, users without vision and with limited vision who use screen readers would have difficulty in understanding the info and relationship.   * Content is not a list but marked up as one in “Calendar - List View” and “Analytics – Spaces” pages. * List markup is not according to the specification in “Analytics – Spaces”, “Calendar - Add existing Calendar” and “Analytics – Users” pages. * Visual list is not marked up as a list in “Calendar – Toolbar”, “Header” and “Calendar - Monthly View” pages.   **Accessibility problem it causes:** Marking lists appropriately and semantically would convey the info and relationship to users without vision and with limited vision.   * Texts that are not headings are marked as headings in “Questions - Search ''How” and “Questions - Search "Book"” pages. * Visual text headings are not marked as headings in “Calendar - Monthly View - Task Details”, “Calendar - Calendar Widget”, “Header”, “Calendar - Weekly View - Task Details” and “Calendar - Restrictions Modal” pages. * Heading levels are out of order in “Questions – Main”.   **Accessibility problem it causes**: Users without vision and with limited vision would not know the structure of the content or page. |
| [**1.3.2 Meaningful Sequence**](http://www.w3.org/TR/WCAG20/#content-structure-separation-sequence) (Level A) When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined. | Partially Supports | * Screen reader users are able to browse outside the modal when the modal is open in “Header”. * Reading order is not logical in “Calendar - Weekly View - Task Details”, “Calendar - Timeline View”, “Calendar - Add existing Calendar”, “Calendar - Calendar Widget”, “Calendar - Monthly View” and “Calendar - List View” pages. * Informative content (static) is not readable by a screen reader in “Questions - Search "Book"”. * Content that is hidden from all users is still readable by screen readers in “Question – Details” and “Calendar - Timeline View” pages.   **Accessibility problem it causes**: When the reading order is not logical, users without vision and with limited vision who rely on screen readers may not understand the content accurately. |
| * [**1.3.3 Sensory Characteristics**](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding) (Level A) Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, color, size, visual location, orientation, or sound. * *Note:* For requirements related to color, refer to Guideline 1.4. | Supports |  |
| [**1.4.1 Use of Color**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-without-color) (Level A) Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.  *Note:* This success criterion addresses color perception specifically. Other forms of perception are covered in Guideline 1.3 including programmatic access to color and other visual presentation coding. | Partially Supports | * Contrast ratio between default link text and surrounding text is not 3:1 in “Add Existing Team Calendar”, “Popular Team Calendars” and “Header” pages. * Color alone is used to convey information which is otherwise not conveyed in any other alternative method in “Analytics – Overview”, “Questions – Statistics” and “Questions - Select Reputation” pages.   **Accessibility problem it causes:** Users who areColor blind and users with limited vision would miss out on information conveyed through only colors. |
| [**1.4.2 Audio Control**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-dis-audio) (Level A) If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.  *Note:* Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether or not it is used to meet other success criteria) must meet this success criterion. See Conformance Requirement 5: Non-Interference. | Supports | Confluence does not include any auto-playing audio content on page loads. |
| [**2.1.1 Keyboard**](http://www.w3.org/TR/WCAG20/#keyboard-operation-keyboard-operable) (Level A) All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.  *Note 1:* This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not.  *Note 2:* This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation. | Does not Support | * Elements are not accessible by keyboard in “Questions – Comments”, “Question – Details”, “Questions - Ask A Question”, “Questions - Featured Topics” and “Calendar - Calendar Widget” pages. * Functions are not operable by keyboard and no alternative way is available in “Calendar - Timeline View”, “Calendar - Add existing Calendar”, “Calendar - List View”, “Analytics – Overview”, “Calendar - Weekly View - Task Details”, “Add an Event Modal”, “Calendar - Monthly View”, “Analytics - Space Analytics Content View” and “Question - Create a Topic Step 2” pages. * Element uses device dependent event handlers and therefore are not operable by keyboard in “Calendar - Monthly View”, “Analytics – Overview”, “Questions – Statistics”, “Calendar - Calendar Widget”, “Question – Details” and “Analytics - Space Analytics Content View” pages.. * Action cannot be performed with the screen reader turned on in “Question – Create a topic step1 and step2”. * Scrollable regions are not accessible by keyboard in “Calendar - Weekly View - Task Details” and “Calendar - Calendar Widget”.   **Accessibility problem it causes:** Users with limited mobility, without vision and with limited vision, keyboard-only users would not be able to perform functions if they are operable only with a mouse. |
| [**2.1.2 No Keyboard Trap**](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) (Level A) If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.  *Note:* Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference. | Supports |  |
| [**2.2.1 Timing Adjustable**](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors) (Level A) For each time limit that is set by the content, at least one of the following is true:   * **Turn off:** The user is allowed to turn off the time limit before encountering it; or * **Adjust:** The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or * **Extend:** The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the spacebar"), and the user is allowed to extend the time limit at least ten times; or * **Real-time Exception:** The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or * **Essential Exception:** The time limit is essential and extending it would invalidate the activity; or * **20 Hour Exception:** The time limit is longer than 20 hours. | Partially Supports | * Content visually appears for a short time and disappears without providing the users enough time to read in “Questions - Add another answer” and “Calendar - Subscribe to Calendar”.   **Accessibility problem it causes:** People with limited cognitive abilities and people with low vision need more time to read the content and understand. When there is a time limit imposed for those short messages, they would miss out on important information. |
| [**2.2.2 Pause, Stop, Hide**](http://www.w3.org/TR/WCAG20/#time-limits-pause) (Level A) For moving, blinking, scrolling, or auto-updating information, all of the following are true:   * **Moving, blinking, scrolling:** For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and * **Auto-updating:** For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.   *Note 1:* For requirements related to flickering or flashing content, refer to Guideline 2.3.  *Note 2:* Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.  *Note 3:* Content that is updated periodically by software or that is streamed to the user agent is not required to preserve or present information that is generated or received between the initiation of the pause and resuming presentation, as this may not be technically possible, and in many situations could be misleading to do so.  *Note 4:* An animation that occurs as part of a preload phase or similar situation can be considered essential if interaction cannot occur during that phase for all users and if not indicating progress could confuse users or cause them to think that content was frozen or broken. | Supports |  |
| [**2.3.1 Three Flashes or Below Threshold**](http://www.w3.org/TR/WCAG20/#seizure-does-not-violate) (Level A) Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.  *Note:* Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference. | Supports | Confluence does not include any content that flashes. |
| [**2.4.1 Bypass Blocks**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-skip) (Level A) A mechanism is available to bypass blocks of content that are repeated on multiple Web pages. | Partially Supports | * “Skip” link does not become visible and does not work as expected.   **Accessibility problem it causes**: When skip links do not become visible and do not work as expected, keyboard users and other alternative input users would not benefit out of the link. |
| [**2.4.2 Page Titled**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-title) (Level A) Web pages have titles that describe the topic or purpose. | Partially Supports | * The page title does not identify the purpose of the page in “Questions - Admin Admin”, “Analytics - Space Analytics Content View”, “Questions - Select Answers”, “Analytics – Spaces”, “Questions - Select Reputation” and “Analytics – Users” page.   **Accessibility problem it causes:** It would be difficult for screen reader users to confirm if they are on the correct page. |
| [**2.4.3 Focus Order**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-order) (Level A) If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability. | Partially supports | * Focus order is not logical in “Analytics – Users”, “Add an Event Modal”, “Analytics - Space Analytics Content View”, “Analytics - Space Analytics Content”, “Questions - Add another answer”, “Calendar - Add existing Calendar”, “Analytics – Spaces” and “Question - Details pages. * Focus is lost or placed on the wrong element in “Header”, “Questions - Add another answer”, “Calendar - Add a Calendar” and “Add an Event Modal” pages. * Focus order is not maintained in modals or dialogs like “Popular Team Calendars”, “Add Existing Team Calendar”, “Calendar - Add a Calendar”, “Add an Event Modal”, “Calendar - General Modal”, “Question - Create a Topic Step 2”. * Keyboard focus falls on hidden elements in “Questions - Ask A Question” and “Questions – Comments” pages. * Focus is not placed on opened modals “Questions – Comments”, “Calendar - Calendar Widget”, “Calendar - General Modal”, “Question – Details” and “Questions - Convert Comment to Answer”, “. * When the modals are closed, keyboard focus does not return to the trigger in “Question - Create a Topic Step 1 and step 2”, “Popular Team Calendars”, “Calendar - General Modal”, “Question – Details”, “”Calendar - Add a Calendar”, “Header”, “Questions - Convert Comment to Answer” “Questions – Comments” and “Add an Event Modal”. * Use of positive tabindex causes improper focus order in “Questions - Ask A Question”, “Questions – Main” and “Question – Details” pages.   **Accessibility problem it causes:** Users with limited mobility, with limited vision, without vision and those who use keyboard would be disorientated if the focus order is not logical or not maintained. |
| [**2.4.4 Link Purpose (In Context)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) (Level A) The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. | Partially Supports | * Multiple links have the same link text but different destinations in “Questions - Featured Topics” and “Calendar - Restrictions Modal”. * Purpose of the link is not identified programmatically in “Questions - Ask A Question” and “Question – Details”.   **Accessibility problem it causes**: Users with limited vision and without vision would face difficulty in understanding the purpose of the links if the links do not identify the purpose within the context programmatically. |
| [**3.1.1 Language of Page**](http://www.w3.org/TR/WCAG20/#meaning-doc-lang-id) (Level A) The default human language of each Web page can be programmatically determined. | Supports |  |
| [**3.2.1 On Focus**](http://www.w3.org/TR/WCAG20/#consistent-behavior-receive-focus) (Level A) When any user interface component receives focus, it does not initiate a change of context. | Does not Support | * A search overlay opens without any warning on focusing on the Search button in the header in the application. * A context change occurs by focusing on the UI element in “Questions – Statistics”.   **Accessibility problem it causes:** The user interface elements must behave predictably. If context changes occur without any warning, users with limited cognitive abilities, keyboard users would face difficulty in operating the content. |
| [**3.2.2 On Input**](http://www.w3.org/TR/WCAG20/#consistent-behavior-unpredictable-change) (Level A) Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component. | Supports |  |
| [**3.3.1 Error Identification**](http://www.w3.org/TR/WCAG20/#minimize-error-identified) (Level A) If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text. | Supports |  |
| [**3.3.2 Labels or Instructions**](http://www.w3.org/TR/WCAG20/#minimize-error-cues) (Level A) Labels or instructions are provided when content requires user input. | Partially Supports | * Visual label is not available for the form fields in “Questions – Main”, “Questions - Ask A Question”, “Calendar - Restrictions Modal”, “Add an Event Modal”, “Header”, “Question – Details”, “Add Existing Team Calendar” and “Analytics - Space Analytics Content View”. * Persistent visible labels are not used for the form controls in “Questions - Topic Details”.   **Accessibility problems it causes:** Users with limited cognitive abilities, vision and keyboard-only users would find it difficult to identify the purpose of the form fields and group of fields without labels. |
| [**4.1.1 Parsing**](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) (Level A) In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.  *Note:* Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete. | Partially Supports | * Unique IDs are not used in elements in several pages across the application.   **Accessibility problem it causes:** Browsers and assistive technologies would not interpret the UI elements and content if parsing is not done according to the HTML specification. |
| [**4.1.2 Name, Role, Value**](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) (Level A) For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.  *Note:* This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification. | Partially Supports | * Buttons have no accessible name/discernible texts/role in “Calendar - Monthly View”, “Analytics – Users”, “Analytics - Space Analytics Content View”, “Calendar - Timeline View”, “Calendar - List View”, “Calendar - Weekly View - Task Details”, “Calendar - Calendar Widget”, “Question – Details”, “Calendar - Add existing Calendar”, “Analytics – Spaces”, “Analytics - Space Analytics Content Attachments”, “Analytics - Space Analytics Content”, “Header” and “Questions - Ask A Question” pages. * Tooltips are not marked up as such in “Questions – Statistics”, “Analytics - Space Analytics Content View”, “Analytics – Overview” and “Questions - Ask A Question” pages. * Custom UI elements like comboboxes, tab widget, Custom select elements and checkboxes are not marked up as such in “Questions – Statistics”, “Analytics - Space Analytics Content View”, “Analytics – Overview”, “Questions - Ask A Question”, “Question – Details”, “Add an Event Modal”, “Calendar - Subscribe to Calendar” and “Header”. * Toggle type elements are missing expand/collapse state in “Calendar Settings”, “Calendar - Monthly View”, “Questions – Statistics”, “Header”, “Questions - Add another answer” pages. * Selected states like current state and pressed state are not provided in several pages. * Links have no discernible texts/accessible names in several pages. * The pressed state of the button is not provided in “Question – Details”, “Calendar - Monthly View”, “Calendar - General Modal” and “Calendar – Toolbar” pages. * Site navigation or application style menu is missing appropriate markup in “Header” and “Calendar - Add existing Calendar”. * State of disabled for elements is not exposed in the “Analytics – Spaces” page. * UI Elements like a custom select are marked up with an inappropriate role in “Questions – Statistics”. * Custom links have no role in the “Analytics – Spaces”, “Analytics – Overview” and “Questions - Featured Topics” page. * The table sort state is not exposed to screen readers in all Analytics pages where tables are available with sort functionality. * Custom UI elements are using incorrect ARIA properties in several pages across the application.   **Accessibility problem it causes:** Users with limited vision and without vision who use screen readers would not know the functionality for the elements without their roles, states and properties. |

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### Table 2: Success Criteria, Level AA

Notes:

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| --- | --- | --- | --- | --- | --- |
|  | **Criteria** | | **Conformance Level** | **Remarks and Explanations** | |
| [**1.2.4 Captions (Live)**](http://www.w3.org/TR/WCAG20/#media-equiv-real-time-captions) (Level AA) Captions are provided for all live audio content in synchronized media. | | Supports | | Confluence does not include time-based live media content. |
| [**1.2.5 Audio Description (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc-only) (Level AA) Audio description is provided for all prerecorded video content in synchronized media. | | Supports | | Confluence does not include any time-based media content. |
| [**1.4.3 Contrast (Minimum)**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast) (Level AA) The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following:   * **Large Text:** Large-scale text and images of large-scale text have a contrast ratio of at least 3:1; * **Incidental:** Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. * **Logotypes:** Text that is part of a logo or brand name has no contrast requirement. | | Partially Supports | | * Regular texts do not meet the contrast ratio of 4.5:1 in “Calendar - Weekly View - Task Details”, “Analytics – Overview”, “Analytics – Spaces”, “Analytics - Space Analytics Content”, “Questions - Ask A Question”, “Calendar - Monthly View”, “Analytics - Space Analytics Content View”, “Analytics – Users”, “Questions - Topic Details”, “Calendar - Timeline View” and “Questions – Statistics”. * Texts in the links/buttons do not meet the minimum contrast ratio of 4.5:1 against background in “Calendar Settings” and “Analytics - Space Analytics Content View”. * Texts in the link/button do not meet the contrast ratio of 4.5:1 against their background on focus / on hover in “Analytics – Users”, “Analytics – Spaces”, “Questions – Main”, “Analytics - Space Analytics Content” and “Analytics - Space Analytics Content Attachments”. * Placeholder text does not meet the contrast ratio of 4.5:1 in “Questions - Featured Topics”, “Question - Create a Topic Step 2”, “Questions - Topic Details”, “Questions – Main” and “Header”.   **Accessibility problem it causes:** Users who are color blind and with limited vision may find it difficult to read and comprehend the element labels/texts if the contrast ratio between the foreground and background colors are not 4.5:1. |
| [**1.4.4 Resize text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) (Level AA) Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality. | | Partially Supports | | Content is lost, clipped or obscured when the page is zoomed to 200% in several pages across the application..  **Accessibility problem it causes**: When low vision users zoom text or the page, the contents must not be obscured, lost or clipped. |
| [**1.4.5 Images of Text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation) (Level AA) If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following:   * **Customizable:** The image of text can be visually customized to the user's requirements; * **Essential:** A particular presentation of text is essential to the information being conveyed.   *Note:* Logotypes (text that is part of a logo or brand name) are considered essential. | | Supports | |  |
| [**2.4.5 Multiple Ways**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc) (Level AA) More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process. | | Supports | |  |
| [**2.4.6 Headings and Labels**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-descriptive) (Level AA) Headings and labels describe topic or purpose. | | Partially Supports | | * The visible label does not convey the purpose of the control in “Questions - Topic Details” and “Analytics – Spaces”. * Programmatic label does not convey the purpose of the controls in “Analytics - Space Analytics Content View”, “Analytics – Spaces”, “Analytics - Space Analytics Content Attachments”, “Analytics – Users”, “Calendar - Subscribe to Calendar”, “Analytics - Space Analytics Content” and “Calendar - Monthly View”. * Multiple buttons have the sane but perform different actions in “Calendar - Add existing Calendar”, “Calendar - Monthly View” and “Questions - Featured Topics”.   **Accessibility Problem it causes:** People with cognitive disabilities, reading disabilities would require descriptive labels for all the user interface elements and descriptive headings in order to understand the purpose of headings and UI elements. |
| [**2.4.7 Focus Visible**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-visible) (Level AA) Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible. | | Partially Supports | | * Visible focus indicators are not visible/not provided in “Analytics – Users”, “Analytics – Spaces”, “Analytics - Space Analytics Content View”, “Analytics - Space Analytics Content Attachments”, “Analytics – Spaces” and “Analytics - Space Analytics Content” pages.   **Accessibility problem it causes:** Users with limited mobility, with limited vision and keyboard-only users would be disoriented of the location as they tab to navigate the site. |
| [**3.1.2 Language of Parts**](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id) (Level AA) The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text. | | Supports | |  |
| [**3.2.3 Consistent Navigation**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations) (Level AA) Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user. | | Supports | |  |
| [**3.2.4 Consistent Identification**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-functionality) (Level AA) Components that have the same functionality within a set of Web pages are identified consistently. | | Supports | |  |
| [**3.3.3 Error Suggestion**](http://www.w3.org/TR/WCAG20/#minimize-error-suggestions) (Level AA) If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content. | | Supports | |  |
| [**3.3.4 Error Prevention (Legal, Financial, Data)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible) (Level AA) For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true:   * **Reversible:** Submissions are reversible. * **Checked:** Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. * **Confirmed:** A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission. | | Supports | |  |

### Table 3: Success Criteria, Level AAA

Notes: Not Applicable

## Revised Section 508 Report

Notes:

### Chapter 3: [Functional Performance Criteria](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#302-functional-performance-criteria) (FPC)

Notes:

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| **302.1** **Without Vision**  Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision. | Partially Supports | Most functions of Confluence are usable without vision.  Exceptions are noted in   * 1.1.1 Non-text Content * 1.3.1 Info and Relationships * 1.3.2 Meaningful Sequence * 1.3.3 Sensory Characteristics * 2.1.1 Keyboard * 2.4.3 Focus Order * 4.1.2 Name, Role, Value |
| **302.2 With Limited Vision**  Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision. | Partially Supports | Most functions of Confluence are usable by people with limited vision.  Exceptions are noted in   * 1.4.4 Resize * 1.4.3 Contrast (Minimum). |
| **302.3** **Without Perception of Color**  Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color. | Partially Supports | Most functions of Confluence Align are usable by people with limited or no perception of color. Exceptions are noted in   * 1.4.1 Use of Color * 1.4.3 Contrast (Minimum) |
| **302.4** **Without Hearing**  Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing. | Supports | Confluence does not require the use of hearing. |
| **302.5** **With Limited Hearing**  Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing. | Supports | Confluence does not require the use of hearing. |
| **302.6** **Without Speech**  Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech. | Supports | Confluence does not require speech input or control. |
| **302.7** **With Limited Manipulation**  Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations. | Partially Supports | Users with limited manipulation who use keyboard navigation, speech recognition, or switch control software will have difficulty navigating and operating some controls in the product due to the exceptions noted in   * 2.1.1 Keyboard * 2.4.3 Focus Order * 2.4.7 Focus Visible |
| **302.8** **With Limited Reach and Strength**  Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength. | Supports | Confluence is functional with limited reach and strength. |
| **302.9** **With Limited Language, Cognitive, and Learning Abilities**  ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier. | Partially Supports | Confluence is mostly functional for users with limited language, cognitive, and learning abilities. Users with cognitive disabilities have varying needs for features that allow them to adapt content and work with assistive technology or accessibility features of the platform.  Labeling for most controls is provided with on-screen text. Controls and static content that are rendered solely as icons offer a tooltip or other method to identify each icon’s meaning or purpose textually. Exceptions are noted in   * 2.4.6 Headings and Labels * 3.3.2 Labels or Instructions |

### Chapter 4: [Hardware](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#401-general)

Notes: The ICT covered by this report is not hardware. As such, the requirements of this chapter do not apply.

### Chapter 5: [Software](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#501-general)

Notes:

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| --- | --- | --- |
| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| **501.1 Scope – Incorporation of WCAG 2.0 AA**  The requirements of Chapter 5 shall apply to software where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.  EXCEPTION: Where Web applications do not have access to platform accessibility services and do not include components that have access to platform accessibility services, they shall not be required to conform to 502 or 503 provided that they conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0. | See WCAG 2.0 section | See information in WCAG 2.x section |
| [***502 Interoperability with Assistive Technology***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#502-interoperability-assistive-technology) | Heading cell – no response required | Heading cell – no response required |
| **502.2.1 User Control of Accessibility Features**  Platform software shall provide user control over platform features that are defined in the platform documentation as accessibility features. | Supports |  |
| **502.2.2 No Disruption of Accessibility Features**  Software shall not disrupt platform features that are defined in the platform documentation as accessibility features. | Supports |  |
| ***502.3 Accessibility Services***  *Platform software and software tools that are provided by the platform developer shall provide a documented set of accessibility services that support applications running on the platform to interoperate with assistive technology and shall conform to 502.3. Applications that are also platforms shall expose the underlying platform accessibility services or implement other documented accessibility services.* | Heading cell – no response required | Heading cell – no response required |
| **502.3.1 Object Information**  The object role, state(s), properties, boundary, name, and description shall be programmatically determinable. | Partially Supports | The Object’s role, state (s), boundary, name and all are programmatically determined in this product. Exceptions are noted in   * 4.1.2 Name, Role, Value |
| **502.3.2 Modification of Object Information**  States and properties that can be set by the user shall be capable of being set programmatically, including through assistive technology. | Supports |  |
| **502.3.3 Row, Column, and Headers**  If an object is in a data table, the occupied rows and columns, and any headers associated with those rows or columns, shall be programmatically determinable. | Supports |  |
| **502.3.4 Values**  Any current value(s), and any set or range of allowable values associated with an object, shall be programmatically determinable. | Supports |  |
| **502.3.5 Modification of Values**  Values that can be set by the user shall be capable of being set programmatically, including through assistive technology. | Supports |  |
| **502.3.6 Label Relationships**  Any relationship that a component has as a label for another component, or of being labeled by another component, shall be programmatically determinable. | Partially Supports | The Relationship between the label and respective control is programmatically determined.  Exceptions are noted in the   * 1.3.1 Info and Relationships |
| **502.3.7 Hierarchical Relationships**  Any hierarchical (parent-child) relationship that a component has as a container for, or being contained by, another component shall be programmatically determinable. | Partially Supports | The hierarchical relationship is programmatically determined.  Exceptions are noted in   * 1.3.1 Info and Relationships |
| **502.3.8 Text**  The content of text objects, text attributes, and the boundary of text rendered to the screen, shall be programmatically determinable. | Supports |  |
| **502.3.9 Modification of Text**  Text that can be set by the user shall be capable of being set programmatically, including through assistive technology. | Supports |  |
| **502.3.10 List of Actions**  A list of all actions that can be executed on an object shall be programmatically determinable. | Supports |  |
| **502.3.11 Actions on Objects**  Applications shall allow assistive technology to programmatically execute available actions on objects. | Supports |  |
| **502.3.12 Focus Cursor**  Applications shall expose information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components. | Supports |  |
| **502.3.13 Modification of Focus Cursor**  Focus, text insertion point, and selection attributes that can be set by the user shall be capable of being set programmatically, including through the use of assistive technology. | Supports |  |
| **502.3.14 Event Notification**  Notification of events relevant to user interactions, including but not limited to, changes in the component’s state(s), value, name, description, or boundary, shall be available to assistive technology. | Supports |  |
| **502.4 Platform Accessibility Features**  Platforms and platform software shall conform to the requirements in ANSI/HFES 200.2, Human Factors Engineering of Software User Interfaces — Part 2: Accessibility (2008) listed below:   1. Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes; 2. Section 9.3.4 Provide adjustment of delay before key acceptance; 3. Section 9.3.5 Provide adjustment of same-key double-strike acceptance; 4. Section 10.6.7 Allow users to choose visual alternative for audio output; 5. Section 10.6.8 Synchronize audio equivalents for visual events; 6. Section 10.6.9 Provide speech output services; and 7. Section 10.7.1 Display any captions provided. | Supports |  |
| [***503 Applications***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#503-applications)  ***503.1 General***  *Applications shall conform to 503.* | Heading cell – no response required | Heading cell – no response required |
| **503.2 User Preferences**  Applications shall permit user preferences from platform settings for color, contrast, font type, font size, and focus cursor.  EXCEPTION: Applications that are designed to be isolated from their underlying platform software, including Web applications, shall not be required to conform to 503.2. | Supports |  |
| **503.3 Alternative User Interfaces**  Where an application provides an alternative user interface that functions as assistive technology, the application shall use platform and other industry standard accessibility services. | Supports |  |
| ***503.4 User Controls for Captions and Audio Description***  *Where ICT displays video with synchronized audio, ICT shall provide user controls for closed captions and audio descriptions conforming to 503.4.* | Heading cell – no response required | Heading cell – no response required |
| **503.4.1 Caption Controls**  Where user controls are provided for volume adjustment, ICT shall provide user controls for the selection of captions at the same menu level as the user controls for volume or program selection. | Supports | Confluence does not contain prerecorded video media. |
| **503.4.2 Audio Description Controls**  Where user controls are provided for program selection, ICT shall provide user controls for the selection of audio descriptions at the same menu level as the user controls for volume or program selection. | Supports | Confluence does not contain prerecorded video media. |
| [***504 Authoring Tools***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#504-authoring-tools)  ***504.1 General***  *Where an application is an authoring tool, the application shall conform to 504 to the extent that information required for accessibility is supported by the destination format.* | Heading cell – no response required | Heading cell – no response required |
| **504.2 Content Creation or Editing**  **(if not authoring tool, enter “not applicable”)**  Authoring tools shall provide a mode of operation to create or edit content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 for all supported features and, as applicable, to file formats supported by the authoring tool. Authoring tools shall permit authors the option of overriding information required for accessibility.  EXCEPTION: Authoring tools shall not be required to conform to 504.2 when used to directly edit plain text source code. | See WCAG 2.0 section | See information in WCAG 2.0 section |
| **504.2.1 Preservation of Information Provided for Accessibility in Format Conversion**  Authoring tools shall, when converting content from one format to another or saving content in multiple formats, preserve the information required for accessibility to the extent that the information is supported by the destination format. | Not Applicable |  |
| **504.2.2 PDF Export**  Authoring tools capable of exporting PDF files that conform to ISO 32000-1:2008 (PDF 1.7) shall also be capable of exporting PDF files that conform to ANSI/AIIM/ISO 14289-1:2016 (PDF/UA-1). | Not Applicable |  |
| **504.3 Prompts**  Authoring tools shall provide a mode of operation that prompts authors to create content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 for supported features and, as applicable, to file formats supported by the authoring tool. | Not Applicable |  |
| **504.4 Templates**  Where templates are provided, templates allowing content creation that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 shall be provided for a range of template uses for supported features and, as applicable, to file formats supported by the authoring tool. | Not Applicable |  |

### Chapter 6: [Support Documentation and Services](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#601-general)

Notes:

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| --- | --- | --- |
| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| ***601.1 Scope***  *The technical requirements in Chapter 6 shall apply to ICT support documentation and services where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.* | Heading cell – no response required | Heading cell – no response required |
| [***602 Support Documentation***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#602-support-documentation)  ***602.1 General***  *Documentation that supports the use of ICT shall conform to 602****.*** | Heading cell – no response required | Heading cell – no response required |
| **602.2 Accessibility and Compatibility Features**  Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology. |  | TBD |
| **602.3 Electronic Support Documentation**  Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0. | See WCAG 2.0 section | See information in WCAG 2.0 section |
| **602.4 Alternate Formats for Non-Electronic Support Documentation**  Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request. |  | TBD |
| [***603 Support Services***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#603-support-services)  ***603.1 General***  *ICT support services including, but not limited to, help desks, call centers, training services, and automated self-service technical support, shall conform to 603.* | Heading cell – no response required | Heading cell – no response required |
| **603.2 Information on Accessibility and Compatibility Features**  ICT support services shall include information on the accessibility and compatibility features required by 602.2. |  | TBD |
| **603.3 Accommodation of Communication Needs**  Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities. |  | TBD |