

Atlassian Accessibility VPAT: Confluence Cloud mobile

(Based on VPAT® Version 2.4)

Name of product/version	Confluence Cloud mobile apps (iOS and Android)
Product description	Confluence Cloud mobile app is a collaboration tool that brings people, knowledge, and ideas together in a shared workspace. It allows users to create and edit pages, view team's recent activity, easily access content recently worked on and show approvals with likes, contribute feedback with comments, or save pages for later.
Date	May 2020
Contact information	https://support.atlassian.com/contact/ or email a11y@atlassian.com
Notes	<p>The review was performed on the iOS app (version 2.60.0.101) and Android app (version 1.71.13 and 1.72.15) for Confluence Cloud (mobile).</p> <p>The findings do not include any other templates or pages outside the scope of testing.</p> <p>The following pages or views were tested from a representative sample of different pages and states, content types such as interactive elements, text, images etc. It also includes pages or views that are necessary to complete a task, such as onboarding flows.</p> <p>Pages in scope:</p> <ul style="list-style-type: none">• Login – Landing page• Login with email• Select your site

- Your work – iOS only
- Spaces
- Settings
- Notifications
- Search
- Recents – Android only
- Saved – Android only
- Onboarding flows – Android only

In addition, the following components of the Rich Text Editor were also assessed and documented separately:

- Create/edit page
- Published page
- Deep links

Evaluation methods used

Conformance to the listed WCAG 2.1 A, and AA accessibility standards along with ATAG evaluation were performed using a combination of automated analysis tools and manual testing along with assistive technologies.

The following technologies are relied upon and must be turned on and/or supported for this product to conform with WCAG 2.1 Level AA:

- iOS: Swift / SwiftUI
- Android: Kotlin / Java

The following assistive technologies were used during testing:

Android: Confluence cloud app version 1.71.13, 1.72.15

- Android (Android v10 / Google Pixel 3a)
 - TalkBack v8.0.0
 - Voice Access v 4.0
 - Invert colors

iOS: Confluence cloud app version 2.60.0.101

- iOS v13.4/ iPhone 8 Plus
 - VoiceOver
 - Smart invert

The assistive technologies are installed and used with default settings unless noted.

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)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe , - V3.1.1 (2019-11)	(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 2.1 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation.
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Does Not support • Android: Partially Supports 	<p>Software:</p> <p>iOS only:</p> <ul style="list-style-type: none"> • Some of the meaningful icons tested did not have alternate text. <p>Authoring Tool:</p> <p>iOS only:</p> <ul style="list-style-type: none"> • Most of the icon buttons that help with the creation of content, did not have alternate text • Authors also cannot add alternate text to the images. <p>Android only:</p> <ul style="list-style-type: none"> • Some icon buttons that help with creation of content did not have alternate text • Authors also cannot add alternate text for images.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Does Not Support • Android: Does Not Support 	<p>Authoring Tool:</p> <p>iOS and Android:</p> <ul style="list-style-type: none"> • Authors cannot add captions for videos which prevents creation of accessible media content.
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) 	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Partially Supports 	<p>Information, structures, and relationships conveyed through presentation are not always available for assistive technology users:</p> <p>Software: iOS and Android:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<ul style="list-style-type: none"> • Android: Partially Supports 	<ul style="list-style-type: none"> • Placeholder text is used as a label for most of the text fields • On some pages, error messages on log in screen are not linked to their label in code. <p>Authoring Tool:</p> <p>iOS and Android:</p> <ul style="list-style-type: none"> • Placeholder text is used as a label • Screen reader users cannot distinguish between different types of content • Some text elements are not marked up as headings • Some adjacent related items are not grouped as a single element. <p>Android only:</p> <ul style="list-style-type: none"> • Some form fields are not linked to their label in code.
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports 	<p>Software and Authoring Tool:</p> <p>iOS and Android:</p> <ul style="list-style-type: none"> • Some content is presented out of sequence.
<p>1.3.3 Sensory Characteristics (Level A)</p>	<p>Software:</p>	

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<ul style="list-style-type: none"> • iOS: Supports • Android: Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	<p>Software: Some information relies on color:</p> <p>iOS only:</p> <ul style="list-style-type: none"> • Global navigation - color is used as the only method to indicate state change • Links are distinguished using color alone. <p>Android only:</p> <ul style="list-style-type: none"> • In Notifications screen, color is used as the only method to convey role and state of a expand/collapse panel • In log in screen, links are distinguished using color alone. <p>Authoring Tool: iOS and Android:</p> <ul style="list-style-type: none"> • Links rely on color alone.
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.2 (Web) 	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable 	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Authoring Tool: <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable 	
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: <ul style="list-style-type: none"> • iOS: Does Not Support • Android: Does Not Support Authoring Tool: <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports 	Software: iOS only: Some of the features/elements are not keyboard accessible: <ul style="list-style-type: none"> • Switch buttons • Show/hide password button • Save/Unsave page button • Interactive elements marked up as headings • Keyboard users cannot access entire published content as the page scroll does not work smoothly. Android only: <ul style="list-style-type: none"> • Radio buttons in 'Push notifications' screen do not work as expected for keyboard users • Keyboard users cannot access entire published content as the page scroll does not work smoothly. Authoring Tool: iOS only: <ul style="list-style-type: none"> • Delete file/document button is not keyboard accessible • Keyboard users cannot select photos from gallery.

Criteria	Conformance Level	Remarks and Explanations
		<p>Android only:</p> <ul style="list-style-type: none"> • Not all features within the editor are keyboard accessible <ul style="list-style-type: none"> ○ 'Text style' drop down menu ○ Some options within 'Insert' menu • Keyboard users cannot play videos.
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	
<p>2.1.4 Character Key Shortcuts (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable 	
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to:</p>	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Supports 	<p>Software and Authoring Tool:</p> <p>Android only:</p>

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<ul style="list-style-type: none"> • Android: Partially Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Partially Supports 	<ul style="list-style-type: none"> • Snackbar notifications disappear automatically after 3 seconds.
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable 	
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) 	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.4.1 (Web) 10.2.4.1 (Non-web document) – Does not apply 11.2.4.1 (Open Functionality Software) – Does not apply 11.2.4.1 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Software:</p> <ul style="list-style-type: none"> iOS: Supports Android: Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> iOS: Supports Android: Supports 	
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.4.2 (Web) 10.2.4.2 (Non-web document) 11.2.4.2 (Open Functionality Software) - Does not apply 11.2.4.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p>	<p>Software:</p> <ul style="list-style-type: none"> iOS: Partially Supports Android: Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> iOS: Supports Android: Supports 	<p>Software:</p> <p>iOS only:</p> <ul style="list-style-type: none"> Some page titles/ headings are not unique.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports 	<p>Software:</p> <p>iOS only: In some screens,</p> <ul style="list-style-type: none"> • Visually hidden elements receive focus • Focus is not managed when: <ul style="list-style-type: none"> ○ Error messages are displayed ○ Search results are displayed ○ Deep links are triggered. <p>Android only: In some screens,</p> <ul style="list-style-type: none"> • Visually hidden elements receive focus • Focus is not managed when: <ul style="list-style-type: none"> ○ Error messages are displayed ○ Notifications are displayed ○ Deep links are triggered. <p>Authoring Tool:</p> <p>iOS only:</p> <ul style="list-style-type: none"> • Adjacent related items receive individual focus • Focus is not managed when: <ul style="list-style-type: none"> ○ An action sheet/menu is closed ○ A new page loads ○ Checkbox is checked/unchecked using keyboard. <p>Android only:</p> <ul style="list-style-type: none"> • Adjacent related items receive individual focus • Focus is not managed when: <ul style="list-style-type: none"> ○ A text color is selected.
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to:</p>	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Supports 	

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<ul style="list-style-type: none"> • Android: Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	
<p>2.5.1 Pointer Gestures (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	<p>Software:</p> <p>iOS and Android:</p> <ul style="list-style-type: none"> • In some screens, options other than path-based gestures are not available to complete certain tasks.
<p>2.5.2 Pointer Cancellation (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	

Criteria	Conformance Level	Remarks and Explanations
<p>2.5.3 Label in Name (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	
<p>2.5.4 Motion Actuation (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.2.1 (Web) 10.3.2.1 (Non-web document) 11.3.2.1 (Open Functionality Software) 11.3.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Software:</p> <ul style="list-style-type: none"> iOS: Supports Android: Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> iOS: Supports Android: Supports 	
<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.2.2 (Web) 10.3.2.2 (Non-web document) 11.3.2.2 (Open Functionality Software) 11.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Software:</p> <ul style="list-style-type: none"> iOS: Supports Android: Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> iOS: Supports Android: Supports 	
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.3.1 (Web) 10.3.3.1 (Non-web document) 	<p>Software:</p> <ul style="list-style-type: none"> iOS: Supports Android: Supports <p>Authoring Tool:</p>	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	<p>Software and Authoring Tool:</p> <p>iOS and Android: Supports with an exception:</p> <ul style="list-style-type: none"> • Placeholder text is used as a label.
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable 	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Not required • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports 	<p>Software and Authoring Tool:</p> <p>iOS and Android:</p> <ul style="list-style-type: none"> • Several elements are missing their name, role or value.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p>	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable 	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable 	
<p>1.3.4 Orientation (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	
<p>1.3.5 Identify Input Purpose (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) 	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Supports 	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 11.1.3.5.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	<ul style="list-style-type: none"> Android: Supports 	
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.3 (Web) 10.1.4.3 (Non-web document) 11.1.4.3 (Open Functionality Software) 11.1.4.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Software:</p> <ul style="list-style-type: none"> iOS: Does Not Support Android: Does Not Support <p>Authoring Tool:</p> <ul style="list-style-type: none"> iOS: Does Not Support Android: Does Not Support 	<p>Software and Authoring Tool:</p> <p>iOS and Android:</p> <ul style="list-style-type: none"> Text across the apps is frequently low contrast.
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.4 (Web) 10.1.4.4 (Non-web document) 11.1.4.4.1 (Open Functionality Software) 11.1.4.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Software:</p> <ul style="list-style-type: none"> iOS: Does Not Support Android: Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> iOS: Does Not Support Android: Supports 	<p>Software:</p> <p>iOS only: Applies to almost all pages:</p> <ul style="list-style-type: none"> Some text does not respond to change in system text setting straightaway and needs app re-launch Some text does not respond to change in system text setting at all. <p>Android only: Supports with an exception</p> <ul style="list-style-type: none"> Text size within the app responds to change in system text settings on almost all pages except Marketing screens. <p>Authoring Tool:</p> <p>iOS only:</p>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> Neither pinch zoom nor text scaling works within the editor. <p>Android only:</p> <ul style="list-style-type: none"> Although text scaling does not work within the content editor, pinch zoom works.
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.5 (Web) 10.1.4.5 (Non-web document) 11.1.4.5.1 (Open Functionality Software) 11.1.4.5.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Software:</p> <ul style="list-style-type: none"> iOS: Not Applicable Android: Not Applicable <p>Authoring Tool:</p> <ul style="list-style-type: none"> iOS: Not Applicable Android: Not Applicable 	
<p>1.4.10 Reflow (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.10 (Web) 10.1.4.10 (Non-web document) 11.1.4.10 (Open Functionality Software) 11.1.4.10 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Software:</p> <ul style="list-style-type: none"> iOS: Not Applicable Android: Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> iOS: Not Applicable Android: Supports 	
<p>1.4.11 Non-text Contrast (Level AA 2.1 only)</p> <p>Also applies to:</p>	<p>Software:</p> <ul style="list-style-type: none"> iOS: Does Not Support 	<p>Software and Authoring Tool: iOS and Android:</p>

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<ul style="list-style-type: none"> • Android: Does Not Support <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Does Not Support • Android: Does Not Support 	<ul style="list-style-type: none"> • Icons, form inputs and their keyboard focus states are frequently low contrast.
<p>1.4.12 Text Spacing (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable 	
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.5 (Web) 	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	<p>Software</p> <p>iOS only:</p> <ul style="list-style-type: none"> • Labels of almost all icon buttons in the comments section of a Published content fail to adequately define the purpose of the button.
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) 	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	<p>Software: Supports with an exception</p> <p>Android only:</p> <ul style="list-style-type: none"> • An interactive element in one of the tested screens did not have a visible focus indicator. <p>Authoring Tool: Supports with an exception</p> <p>iOS only:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<ul style="list-style-type: none"> • Action items/ Checkboxes within the content editor did not have a visible focus indicator.
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable 	
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software 	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 		
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	<p>Software: Supports with an exception</p> <p>Android only:</p> <ul style="list-style-type: none"> • On one of the pages, multiple elements point to the same destination.
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	

Criteria	Conformance Level	Remarks and Explanations
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	
<p>4.1.3 Status Messages (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	<p>Software:</p> <p>iOS only: Loading/page busy information is not conveyed to screen readers.</p>

Table 3: Success Criteria, Level AAA

Notes: AAA criteria were out of scope for this assessment.

Revised Section 508 Report

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Does Not Support • Android: Does Not Support <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Does Not Support • Android: Does Not Support 	<p>This rating is given for the reasons described in the following WCAG sections:</p> <p>Software:</p> <p>iOS and Android:</p> <ul style="list-style-type: none"> • 1.3.1 Info and Relationships, structure and relationships conveyed through presentation are not always available to assistive technologies • 1.3.2 Meaningful Sequence, content in some screens is presented out of sequence • 1.4.1 Use of Color, some features rely on color alone • 2.1.1 Keyboard, several key features cannot be used with a keyboard • 2.4.3 Focus order, several features are difficult to operate with a keyboard • 4.1.2 Name, Role, Value, several elements are missing their name, role or value. <p>iOS only:</p> <ul style="list-style-type: none"> • 1.1.1 Non-text Content, images have inaccurate or missing alternative text • 2.4.2 Page titled, some page headings are not unique • 2.4.6 Headings and Labels, labels of almost all icon buttons in the comments section of a published content fail to adequately define the purpose of the button • 4.1.3 Status messages, loading/page busy information is not conveyed to screen readers. <p>Android only:</p> <ul style="list-style-type: none"> • 2.2.1 Timing adjustable, Android snackbar notifications disappear automatically after 3 seconds • 3.2.4 Consistent Identification, on one of the pages, multiple elements point to the same destination.

Criteria	Conformance Level	Remarks and Explanations
		<p>Authoring Tool: iOS and Android:</p> <ul style="list-style-type: none"> • 1.1.1 Non-text Content, images have inaccurate or missing alternative text • 1.3.1 Info and Relationships, structure and relationships conveyed through presentation are not always available to assistive technologies • 1.3.2 Meaningful Sequence, content in some screens is presented out of sequence • 2.1.1 Keyboard, several key features cannot be used with a keyboard • 2.4.3 Focus order, several features are difficult to operate with a keyboard • 4.1.2 Name, Role, Value, several elements are missing their name, role or value. <p>Android only:</p> <ul style="list-style-type: none"> • 2.2.1 Timing adjustable, Android snackbar notifications disappear automatically after 3 seconds.
302.2 With Limited Vision	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Does Not Support • Android: Does Not Support <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Does Not Support • Android: Does Not Support 	<p>This rating is given for the reasons described in the following WCAG sections:</p> <p>Software: iOS and Android:</p> <ul style="list-style-type: none"> • 1.3.1 Info and Relationships, structure and relationships conveyed through presentation are not always available to assistive technologies • 1.3.2 Meaningful Sequence, content in some screens is presented out of sequence • 1.4.1 Use of Color, some features rely on color alone • 1.4.3 Contrast (Minimum), text across the apps is frequently low contrast. • 1.4.11 Non-text Contrast, non-text elements across the apps are frequently low contrast • 2.1.1 Keyboard, several key features cannot be used with a keyboard • 2.4.3 Focus order, several features are difficult to operate with a keyboard • 4.1.2 Name, Role, Value, several elements are missing their name, role or value.

Criteria	Conformance Level	Remarks and Explanations
		<p>iOS only:</p> <ul style="list-style-type: none"> • 1.1.1 Non-text Content, images have inaccurate or missing alternative text • 1.4.4 Resize Text, some text within the app does not respond to change in system text setting and some text does respond, but only after the app relaunch • 2.4.2 Page titled, some page headings are not unique • 2.4.6 Headings and Labels, labels of almost all icon buttons in the comments section of a published content fail to adequately define the purpose of the button • 4.1.3 Status messages, loading/page busy information is not conveyed to screen readers. <p>Android only:</p> <ul style="list-style-type: none"> • 2.2.1 Timing adjustable, Android snackbar notifications disappear automatically after 3 seconds • 3.2.4 Consistent Identification, on one of the pages, multiple elements point to the same destination. <p>Authoring Tool:</p> <p>iOS and Android:</p> <ul style="list-style-type: none"> • 1.1.1 Non-text Content, images have inaccurate or missing alternative text • 1.3.1 Info and Relationships, structure and relationships conveyed through presentation are not always available to assistive technologies • 1.3.2 Meaningful Sequence, content in some screens is presented out of sequence • 1.4.3 Contrast (Minimum), text across the apps is frequently low contrast. • 1.4.11 Non-text Contrast, non-text elements across the apps are frequently low contrast • 2.1.1 Keyboard, several key features cannot be used with a keyboard • 2.4.3 Focus order, several features are difficult to operate with a keyboard • 4.1.2 Name, Role, Value, several elements are missing their name, role or value. <p>iOS only:</p>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • 2.4.7 Focus Visible, checkboxes within the content editor do not have a visible focus indicator • 1.4.4 Resize Text, some text within the app does not respond to change in system text setting and some text does respond, but only after the app relaunch. <p>Android only:</p> <ul style="list-style-type: none"> • 2.2.1 Timing adjustable, Android snackbar notifications disappear automatically after 3 seconds • 2.4.7 Focus Visible, checkboxes within the content editor do not have a visible focus indicator.
302.3 Without Perception of Color	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Does Not Support • Android: Does Not Support <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Does Not Support • Android: Does Not Support 	<p>This rating is given for the reasons described in the following WCAG sections:</p> <p>Software:</p> <p>iOS and Android:</p> <ul style="list-style-type: none"> • 1.4.1 Use of Color, some features rely on color alone • 1.4.3 Contrast (Minimum), text across the apps is frequently low contrast • 1.4.11 Non-text Contrast, non-text elements across the apps are frequently low contrast. <p>Authoring Tool:</p> <p>iOS and Android:</p> <ul style="list-style-type: none"> • 1.4.3 Contrast (Minimum), text across the apps is frequently low contrast. • 1.4.11 Non-text Contrast, non-text elements across the apps are frequently low contrast.
302.4 Without Hearing	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports <p>Authoring Tool:</p>	<p>This rating is given for the reasons described in the following WCAG sections:</p> <p>Software:</p> <p>iOS only:</p> <ul style="list-style-type: none"> • 2.4.6 Headings and Labels, labels of almost all icon buttons in the comments section of a published content fail to adequately define the purpose of the button.

Criteria	Conformance Level	Remarks and Explanations
	<ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports 	<p>Android only:</p> <ul style="list-style-type: none"> • 2.2.1 Timing adjustable, Android snackbar notifications disappear automatically after 3 seconds. <p>Authoring Tool: iOS and Android:</p> <ul style="list-style-type: none"> • 1.2.2 Captions (Prerecorded), authors are not able to add captions for videos which prevents creation of accessible media content. <p>Android only:</p> <ul style="list-style-type: none"> • 2.2.1 Timing adjustable, Android snackbar notifications disappear automatically after 3 seconds.
302.5 With Limited Hearing	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports 	<p>This rating is given for the reasons described in the following WCAG sections:</p> <p>Software:</p> <p>Android only:</p> <ul style="list-style-type: none"> • 2.2.1 Timing adjustable, Android snackbar notifications disappear automatically after 3 seconds. <p>Authoring Tool: iOS and Android:</p> <ul style="list-style-type: none"> • 1.2.2 Captions (Prerecorded), authors are not able to add captions for videos which prevents creation of accessible media content. <p>Android only:</p> <ul style="list-style-type: none"> • 2.2.1 Timing adjustable, Android snackbar notifications disappear automatically after 3 seconds.
302.6 Without Speech	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Partially Supports 	<p>This rating is given for the reasons described in the following WCAG sections:</p> <p>Software</p>

Criteria	Conformance Level	Remarks and Explanations
	<ul style="list-style-type: none"> • Android: Partially Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports 	<p>iOS and Android:</p> <ul style="list-style-type: none"> • 2.1.1 Keyboard, several key features cannot be used with a keyboard. <p>iOS only:</p> <ul style="list-style-type: none"> • 2.4.6 Headings and Labels, labels of almost all icon buttons in the comments section of a published content fail to adequately define the purpose of the button. <p>Authoring Tool:</p> <p>iOS and Android:</p> <ul style="list-style-type: none"> • 2.1.1 Keyboard, several key features cannot be used with a keyboard.
302.7 With Limited Manipulation	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Does Not Support • Android: Does Not Support <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Does Not Support • Android: Does Not Support 	<p>This rating is given for the reasons described in the following WCAG sections:</p> <p>Software:</p> <p>iOS and Android:</p> <ul style="list-style-type: none"> • 2.1.1 Keyboard, several key features cannot be used with a keyboard • 2.4.3 Focus order, several features are difficult to operate with a keyboard • 2.5.1 Pointer Gestures, in some screens, options other than path-based gestures are not available to complete certain tasks • 4.1.2 Name, Role, Value, several elements are missing their name, role or value. <p>iOS only:</p> <ul style="list-style-type: none"> • 2.4.2 Page titled, some page headings are not unique. <p>Android only:</p> <ul style="list-style-type: none"> • 2.2.1 Timing adjustable, Android snackbar notifications disappear automatically after 3 seconds. <p>Authoring tool:</p> <p>iOS and Android:</p> <ul style="list-style-type: none"> • 2.1.1 Keyboard, several key features cannot be used with a keyboard • 2.4.3 Focus order, several features are difficult to operate with a keyboard • 2.4.7 Focus Visible, very few elements do not have visible focus indicator

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • 4.1.2 Name, Role, Value, several elements are missing their name, role or value.
302.8 With Limited Reach and Strength	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	<p>This rating is given for the reasons described in the following WCAG sections:</p> <p>Software: Supports with an exception</p> <p>iOS and Android:</p> <ul style="list-style-type: none"> • 2.5.1 Pointer Gestures, in some screens, options other than path-based gestures are not available to complete certain tasks.
302.9 With Limited Language, Cognitive, and Learning Abilities	<p>Software:</p> <p>iOS: Does Not Support</p> <p>Android: Does Not Support</p> <p>Authoring Tool:</p> <p>iOS: Does Not Support</p> <p>Android: Does Not Support</p>	<p>This rating is given for the reasons described in the following WCAG sections:</p> <p>Software:</p> <p>iOS and Android:</p> <ul style="list-style-type: none"> • 1.3.2 Meaningful Sequence, content in some screens is presented out of sequence • 1.4.1 Use of Color, some features rely on color alone • 1.4.3 Contrast (Minimum), text across the apps are frequently low contrast. • 1.4.11 Non-text Contrast, non-text elements across the apps are frequently low contrast • 2.4.3 Focus order, several features are difficult to operate with a keyboard • 2.4.7 Focus Visible, very few elements do not have visible focus indicator • 2.5.1 Pointer Gestures, in some screens, options other than path-based gestures are not available to complete certain tasks. <p>iOS only:</p> <ul style="list-style-type: none"> • 2.4.2 Page titled, some page headings are not unique • 2.4.6 Headings and Labels, labels of almost all icon buttons in the comments section of a published content fail to adequately define the purpose of the button. <p>Android only:</p>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • 2.2.1 Timing adjustable, Android snackbar notifications disappear automatically after 3 seconds • 3.2.4 Consistent Identification, on one of the pages, multiple elements point to the same destination. <p>Authoring Tool: iOS and Android:</p> <ul style="list-style-type: none"> • 1.3.2 Meaningful Sequence, content in some screens is presented out of sequence • 1.4.3 Contrast (Minimum), text across the apps are frequently low contrast • 1.4.11 Non-text Contrast, non-text elements across the apps are frequently low contrast • 2.4.3 Focus order, several features are difficult to operate with a keyboard • 2.4.7 Focus Visible, very few elements do not have visible focus indicator. <p>Android only:</p> <ul style="list-style-type: none"> • 2.2.1 Timing adjustable, Android snackbar notifications disappear automatically after 3 seconds.

Chapter 4: [Hardware](#)

Notes: Confluence cloud mobile apps are native iOS and Android applications. They are not subject to the requirements of this section.

Chapter 5: [Software](#)

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Software: <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable 	

Criteria	Conformance Level	Remarks and Explanations
	Authoring Tool: <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable 	
502.2.2 No Disruption of Accessibility Features	Software: <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable Authoring Tool: <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable 	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Software: <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports Authoring Tool: <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports 	This rating is given for the reasons described in the following WCAG sections: Software and Authoring Tool: iOS and Android: <ul style="list-style-type: none"> • 4.1.2 Name, Role, Value, several elements are missing their name, role or value.
502.3.2 Modification of Object Information	Software: <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports Authoring Tool: <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports 	This rating is given for the reasons described in the following WCAG sections: Software and Authoring Tool: iOS and Android: <ul style="list-style-type: none"> • 4.1.2 Name, Role, Value, change in name, role or value of several elements is not communicated to screen readers • 2.1.1 Keyboard, some elements are not keyboard accessible which prevents users from modifying the role/ value of such elements.
502.3.3 Row, Column, and Headers	Software: <ul style="list-style-type: none"> • iOS: Not Applicable 	

Criteria	Conformance Level	Remarks and Explanations
	<ul style="list-style-type: none"> • Android: Not Applicable <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable 	
502.3.4 Values	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports 	<p>This rating is given for the reasons described in the following WCAG sections:</p> <p>Software: iOS and Android:</p> <ul style="list-style-type: none"> • 1.3.1 Info and Relationships, some text fields rely on placeholder text for their visual label and label in code • 4.1.2 Name, Role, Value, several elements are missing their name, role or value. <p>Authoring Tool: iOS and Android:</p> <ul style="list-style-type: none"> • 1.3.1 Info and Relationships, <ul style="list-style-type: none"> ○ Some text fields rely on placeholder text for their visual label and label in code ○ Screen reader users cannot distinguish between different types of content • 4.1.2 Name, Role, Value, several elements are missing their name, role or value. <p>Android:</p> <ul style="list-style-type: none"> • 1.3.1 Info and Relationships, some form fields are not linked to their label in code.
502.3.5 Modification of Values	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports 	<p>This rating is given for the reasons described in the following WCAG sections:</p>

Criteria	Conformance Level	Remarks and Explanations
	<p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports 	<p>Software: iOS and Android:</p> <ul style="list-style-type: none"> • 4.1.2 Name, Role, Value, several elements are missing their name, role or value • 2.1.1 Keyboard, some elements are not keyboard accessible which prevents users from modifying the role/ value of such elements. <p>Authoring Tool: iOS and Android:</p> <ul style="list-style-type: none"> • 4.1.2 Name, Role, Value, several elements are missing their name, role or value • 1.3.1 Info and Relationships, screen reader users cannot distinguish between different types of content • 2.1.1 Keyboard, some elements are not keyboard accessible which prevents users from modifying the role/ value of such elements. <p>Android:</p> <ul style="list-style-type: none"> • 1.3.1 Info and Relationships, some form fields are not linked to their label in code.
502.3.6 Label Relationships	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports 	<p>This rating is given for the reasons described in the following WCAG sections:</p> <p>Software: iOS and Android:</p> <ul style="list-style-type: none"> • 1.3.1 Info and Relationships, some text fields rely on placeholder text for their visual label and label in code. <p>Android only:</p> <ul style="list-style-type: none"> • 1.3.1 Info and Relationships, radio buttons are not linked to their labels in code.

Criteria	Conformance Level	Remarks and Explanations
		<p>Authoring Tool: iOS and Android:</p> <ul style="list-style-type: none"> • 1.3.1 Info and Relationships, <ul style="list-style-type: none"> ○ Some text fields rely on placeholder text for their visual label and label in code ○ Some text fields do not have visual label or a label in code ○ Checkboxes are not associated to their labels in code.
502.3.7 Hierarchical Relationships	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports 	<p>This rating is given for the reasons described in the following WCAG sections:</p> <p>Software: iOS and Android:</p> <ul style="list-style-type: none"> • 1.3.1 Info and Relationships, <ul style="list-style-type: none"> ○ Some text that is styled like a heading is not marked up as a heading in code ○ Screen readers cannot distinguish between folder and page elements. <p>Authoring Tool: iOS and Android:</p> <ul style="list-style-type: none"> • 1.3.1 Info and Relationships, <ul style="list-style-type: none"> ○ Some text that is styled like a heading is not marked up as a heading in code ○ Auto suggest field and its results are not linked in code ○ Screen reader users cannot distinguish between different types of content that are visually distinct ○ Adjacent related items are not grouped together.

Criteria	Conformance Level	Remarks and Explanations
502.3.8 Text	Software: <ul style="list-style-type: none"> • iOS: Supports • Android: Supports Authoring Tool: <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	
502.3.9 Modification of Text	Software: <ul style="list-style-type: none"> • iOS: Supports • Android: Supports Authoring Tool: <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	
502.3.10 List of Actions	Software: <ul style="list-style-type: none"> • iOS: Supports • Android: Supports Authoring Tool: <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports 	<p>This rating is given for the reasons described in the following WCAG sections:</p> <p>Authoring Tool: iOS and Android:</p> <ul style="list-style-type: none"> • 3.3.2 Labels or instructions, text color buttons do not have accessible labels • 2.1.1 Keyboard, some elements within the editor are not keyboard accessible.
502.3.11 Actions on Objects	Software: <ul style="list-style-type: none"> • iOS: Does Not Support • Android: Does Not Support Authoring Tool: <ul style="list-style-type: none"> • iOS: Does Not Support • Android: Does Not Support 	<p>This rating is given for the reasons described in the following WCAG sections:</p> <p>Software: iOS and Android:</p>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • 2.1.1 Keyboard, certain objects are not keyboard/ screen reader accessible which prevents users from performing certain tasks. <p>Authoring Tool: iOS and Android:</p> <ul style="list-style-type: none"> • 2.1.1 Keyboard, certain objects are not keyboard/ screen reader accessible which prevents users from performing certain tasks within the editor.
502.3.12 Focus Cursor	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	
502.3.13 Modification of Focus Cursor	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	
502.3.14 Event Notification	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports 	<p>This rating is given for the reasons described in the following WCAG sections:</p> <p>Software: iOS: In some screens,</p> <ul style="list-style-type: none"> • 2.4.3 Focus order and 4.1.3 Status messages, focus and status messages are not accessible, so screen readers are not notified when:

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> ○ Error messages are displayed ○ Search results are displayed ○ Loading indicators are displayed. <p>Android: In some screens,</p> <ul style="list-style-type: none"> ● 2.4.3 Focus order and 4.1.3 Status messages, focus and status messages are not accessible, so screen readers are not notified when: <ul style="list-style-type: none"> ○ Error messages are displayed ○ Snackbar notifications are displayed. <p>Authoring Tool:</p> <p>iOS:</p> <ul style="list-style-type: none"> ● 2.4.3 Focus order, focus is not managed and hence screen readers are not notified when: <ul style="list-style-type: none"> ○ An action sheet/menu is closed ○ A new page loads ○ Deep links are triggered ○ Checkbox is checked/unchecked using keyboard. <p>Android:</p> <ul style="list-style-type: none"> ● 2.4.3 Focus order, focus is not managed and hence screen readers are not notified when: <ul style="list-style-type: none"> ○ Text color is selected ○ Deep links are triggered.
502.4 Platform Accessibility Features	<p>Software and Authoring Tool:</p> <ul style="list-style-type: none"> ● iOS and Android: Not Applicable 	
503 Applications	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
503.2 User Preferences	Software: <ul style="list-style-type: none"> • iOS: Does Not Support • Android: Supports Authoring Tool: <ul style="list-style-type: none"> • iOS: Does Not Support • Android: Supports 	This rating is given for the reasons described in the following WCAG sections: Software and Authoring Tool: iOS: <ul style="list-style-type: none"> ○ 1.4.4 Resize Text, text re-size does not always work as expected.
503.3 Alternative User Interfaces	Software: <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable Authoring Tool: <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable 	
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Software: <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable Authoring Tool: <ul style="list-style-type: none"> • iOS: Does Not Support • Android: Does Not Support 	This rating is given for the reasons described in the following ATAG sections: Authoring Tool: iOS and Android: <ul style="list-style-type: none"> • B.2.2.2 Setting Accessibility Properties (WCAG) and B.2.3.1 Alternative Content is Editable (WCAG), authors are not able to add captions for videos which prevents creation of accessible media content.
503.4.2 Audio Description Controls	Software: <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable 	

Criteria	Conformance Level	Remarks and Explanations
	Authoring Tool: <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Authoring Tool: <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable 	
504.2.2 PDF Export	Authoring Tool: <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable 	
504.3 Prompts	Authoring Tool: <ul style="list-style-type: none"> • iOS: Does not Support • Android: Does not Support 	This rating is given for the reasons described in the following ATAG sections: Authoring Tool: iOS and Android: <ul style="list-style-type: none"> • B.2.1.1 Accessible Content Possible (WCAG), <ul style="list-style-type: none"> ○ Authors are not prompted to add accessible properties during content creation. ○ There is no accessibility checker feature that that can offer suggestions to fix accessibility related issues.
504.4 Templates	Authoring Tool: <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable 	

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

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Partially Supports	<p>Confluence has limited accessibility feature documentation.</p> <p>There is no documentation around how to use accessible features such as heading markup, list markup etc.</p>
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	End-users with disabilities can request additional product support documentation at https://support.atlassian.com/contact/#/
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Partially supports	<p>Atlassian provides electronic versions of all product support documentation related to Confluence Cloud accessibility at https://support.atlassian.com/confluence-cloud/</p> <p>End-users with disabilities can request additional product support documentation at https://support.atlassian.com/confluence-cloud/</p>
603.3 Accommodation of Communication Needs	Partially Supports	Support service related to Confluence can be found at

Criteria	Conformance Level	Remarks and Explanations
		<p data-bbox="1472 138 1999 219">https://support.atlassian.com/confluence-cloud/</p> <p data-bbox="1472 251 1999 365">Currently, there is no telephone communication provision which supports TTY or relay services.</p> <p data-bbox="1472 397 1999 511">Users with disabilities can open support request directly at https://support.atlassian.com/contact/#/</p>

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Chapter 4: [Functional Performance Statements \(FPS\)](#)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Does Not Support • Android: Does Not Support <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Does Not Support • Android: Does Not Support 	<p>This rating is given for the reasons described in the following WCAG sections:</p> <p>Software:</p> <p>iOS and Android:</p> <ul style="list-style-type: none"> • 1.3.1 Info and Relationships, structure and relationships conveyed through presentation are not always available to assistive technologies • 1.3.2 Meaningful Sequence, content in some screens is presented out of sequence • 1.4.1 Use of Color, some features rely on color alone • 2.1.1 Keyboard, several key features cannot be used with a keyboard • 2.4.3 Focus order, several features are difficult to operate with a keyboard • 4.1.2 Name, Role, Value, several elements are missing their name, role or value. <p>iOS only:</p> <ul style="list-style-type: none"> • 1.1.1 Non-text Content, images have inaccurate or missing alternative text • 2.4.2 Page titled, some page headings are not unique • 2.4.6 Headings and Labels, labels of almost all icon buttons in the comments section of a published content fail to adequately define the purpose of the button • 4.1.3 Status messages, loading/page busy information is not conveyed to screen readers. <p>Android only:</p> <ul style="list-style-type: none"> • 2.2.1 Timing adjustable, Android snackbar notifications disappear automatically after 3 seconds

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • 3.2.4 Consistent Identification, on one of the pages, multiple elements point to the same destination. <p>Authoring Tool: iOS and Android:</p> <ul style="list-style-type: none"> • 1.1.1 Non-text Content, images have inaccurate or missing alternative text • 1.3.1 Info and Relationships, structure and relationships conveyed through presentation are not always available to assistive technologies • 1.3.2 Meaningful Sequence, content in some screens is presented out of sequence • 2.1.1 Keyboard, several key features cannot be used with a keyboard • 2.4.3 Focus order, several features are difficult to operate with a keyboard • 4.1.2 Name, Role, Value, several elements are missing their name, role or value. <p>Android only:</p> <ul style="list-style-type: none"> • 2.2.1 Timing adjustable, Android snackbar notifications disappear automatically after 3 seconds.
4.2.2 Usage with limited vision	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Does Not Support • Android: Does Not Support <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Does Not Support • Android: Does Not Support 	<p>This rating is given for the reasons described in the following WCAG sections:</p> <p>Software: iOS and Android:</p> <ul style="list-style-type: none"> • 1.3.1 Info and Relationships, structure and relationships conveyed through presentation are not always available to assistive technologies • 1.3.2 Meaningful Sequence, content in some screens is presented out of sequence • 1.4.1 Use of Color, some features rely on color alone

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • 1.4.3 Contrast (Minimum), text across the apps is frequently low contrast. • 1.4.11 Non-text Contrast, non-text elements across the apps are frequently low contrast • 2.1.1 Keyboard, several key features cannot be used with a keyboard • 2.4.3 Focus order, several features are difficult to operate with a keyboard • 4.1.2 Name, Role, Value, several elements are missing their name, role or value. <p>iOS only:</p> <ul style="list-style-type: none"> • 1.1.1 Non-text Content, images have inaccurate or missing alternative text • 1.4.4 Resize Text, some text within the app does not respond to change in system text setting and some text does respond, but only after the app relaunch • 2.4.2 Page titled, some page headings are not unique • 2.4.6 Headings and Labels, labels of almost all icon buttons in the comments section of a published content fail to adequately define the purpose of the button • 4.1.3 Status messages, loading/page busy information is not conveyed to screen readers. <p>Android only:</p> <ul style="list-style-type: none"> • 2.2.1 Timing adjustable, Android snackbar notifications disappear automatically after 3 seconds • 3.2.4 Consistent Identification, on one of the pages, multiple elements point to the same destination. <p>Authoring Tool:</p> <p>iOS and Android:</p> <ul style="list-style-type: none"> • 1.1.1 Non-text Content, images have inaccurate or missing alternative text

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • 1.3.1 Info and Relationships, structure and relationships conveyed through presentation are not always available to assistive technologies • 1.3.2 Meaningful Sequence, content in some screens is presented out of sequence • 1.4.3 Contrast (Minimum), text across the apps is frequently low contrast. • 1.4.11 Non-text Contrast, non-text elements across the apps are frequently low contrast • 2.1.1 Keyboard, several key features cannot be used with a keyboard • 2.4.3 Focus order, several features are difficult to operate with a keyboard • 4.1.2 Name, Role, Value, several elements are missing their name, role or value. <p>iOS only:</p> <ul style="list-style-type: none"> • 2.4.7 Focus Visible, checkboxes within the content editor do not have a visible focus indicator • 1.4.4 Resize Text, some text within the app does not respond to change in system text setting and some text does respond, but only after the app relaunch. <p>Android only:</p> <ul style="list-style-type: none"> • 2.2.1 Timing adjustable, Android snackbar notifications disappear automatically after 3 seconds • 2.4.7 Focus Visible, checkboxes within the content editor do not have a visible focus indicator.
4.2.3 Usage without perception of color	Software: <ul style="list-style-type: none"> • iOS: Does Not Support • Android: Does Not Support 	This rating is given for the reasons described in the following WCAG sections: Software: iOS and Android: <ul style="list-style-type: none"> • 1.4.1 Use of Color, some features rely on color alone

Criteria	Conformance Level	Remarks and Explanations
	Authoring Tool: <ul style="list-style-type: none"> • iOS: Does Not Support • Android: Does Not Support 	<ul style="list-style-type: none"> • 1.4.3 Contrast (Minimum), text across the apps is frequently low contrast • 1.4.11 Non-text Contrast, non-text elements across the apps are frequently low contrast. Authoring Tool: iOS and Android: <ul style="list-style-type: none"> • 1.4.3 Contrast (Minimum), text across the apps is frequently low contrast. • 1.4.11 Non-text Contrast, non-text elements across the apps are frequently low contrast.
4.2.4 Usage without hearing	Software: <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports Authoring Tool: <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports 	This rating is given for the reasons described in the following WCAG sections: Software: iOS only: <ul style="list-style-type: none"> • 2.4.6 Headings and Labels, labels of almost all icon buttons in the comments section of a published content fail to adequately define the purpose of the button. Android only: <ul style="list-style-type: none"> • 2.2.1 Timing adjustable, Android snackbar notifications disappear automatically after 3 seconds. Authoring Tool: iOS and Android: <ul style="list-style-type: none"> • 1.2.2 Captions (Prerecorded), authors are not able to add captions for videos which prevents creation of accessible media content. Android only:

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • 2.2.1 Timing adjustable, Android snackbar notifications disappear automatically after 3 seconds.
4.2.5 Usage with limited hearing	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports 	<p>This rating is given for the reasons described in the following WCAG sections:</p> <p>Software:</p> <p>Android only:</p> <ul style="list-style-type: none"> • 2.2.1 Timing adjustable, Android snackbar notifications disappear automatically after 3 seconds. <p>Authoring Tool:</p> <p>iOS and Android:</p> <ul style="list-style-type: none"> • 1.2.2 Captions (Prerecorded), authors are not able to add captions for videos which prevents creation of accessible media content. <p>Android only:</p> <ul style="list-style-type: none"> • 2.2.1 Timing adjustable, Android snackbar notifications disappear automatically after 3 seconds.
4.2.6 Usage with no or limited vocal capability	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports 	<p>This rating is given for the reasons described in the following WCAG sections:</p> <p>Software</p> <p>iOS and Android:</p> <ul style="list-style-type: none"> • 2.1.1 Keyboard, several key features cannot be used with a keyboard. <p>iOS only:</p> <ul style="list-style-type: none"> • 2.4.6 Headings and Labels, labels of almost all icon buttons in the comments section of a published content fail to adequately define the purpose of the button.

Criteria	Conformance Level	Remarks and Explanations
		<p>Authoring Tool: iOS and Android:</p> <ul style="list-style-type: none"> • 2.1.1 Keyboard, several key features cannot be used with a keyboard.
4.2.7 Usage with limited manipulation or strength	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Does Not Support • Android: Does Not Support <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Does Not Support • Android: Does Not Support 	<p>This rating is given for the reasons described in the following WCAG sections:</p> <p>Software: iOS and Android:</p> <ul style="list-style-type: none"> • 2.1.1 Keyboard, several key features cannot be used with a keyboard • 2.4.3 Focus order, several features are difficult to operate with a keyboard • 2.5.1 Pointer Gestures, in some screens, options other than path-based gestures are not available to complete certain tasks • 4.1.2 Name, Role, Value, several elements are missing their name, role or value. <p>iOS only:</p> <ul style="list-style-type: none"> • 2.4.2 Page titled, some page headings are not unique • 2.4.6 Headings and Labels, labels of almost all icon buttons in the comments section of a published content fail to adequately define the purpose of the button • 4.1.3 Status messages, loading/page busy information is not conveyed to screen readers. <p>Android only:</p> <ul style="list-style-type: none"> • 2.2.1 Timing adjustable, Android snackbar notifications disappear automatically after 3 seconds. <p>Authoring tool:</p>

Criteria	Conformance Level	Remarks and Explanations
		iOS and Android: <ul style="list-style-type: none"> • 2.1.1 Keyboard, several key features cannot be used with a keyboard • 2.4.3 Focus order, several features are difficult to operate with a keyboard • 2.4.7 Focus Visible, very few elements do not have visible focus indicator • 4.1.2 Name, Role, Value, several elements are missing their name, role or value.
4.2.8 Usage with limited reach	Software: <ul style="list-style-type: none"> • iOS: Supports • Android: Supports Authoring Tool: <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	This rating is given for the reasons described in the following WCAG sections: Software: Supports with an exception iOS and Android: <ul style="list-style-type: none"> • 2.5.1 Pointer Gestures, in some screens, options other than path-based gestures are not available to complete certain tasks.
4.2.9 Minimize photosensitive seizure triggers	Software: <ul style="list-style-type: none"> • iOS: Supports • Android: Supports Authoring Tool: <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	
4.2.10 Usage with limited cognition, language or learning	Software: <ul style="list-style-type: none"> • iOS: Does Not Support • Android: Does Not Support 	This rating is given for the reasons described in the following WCAG sections: Software: iOS and Android:

Criteria	Conformance Level	Remarks and Explanations
	<p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Does Not Support • Android: Does Not Support 	<ul style="list-style-type: none"> • 1.3.2 Meaningful Sequence, content in some screens is presented out of sequence • 1.4.1 Use of Color, some features rely on color alone • 1.4.3 Contrast (Minimum), text across the apps are frequently low contrast. • 1.4.11 Non-text Contrast, non-text elements across the apps are frequently low contrast • 2.4.3 Focus order, several features are difficult to operate with a keyboard • 2.4.7 Focus Visible, very few elements do not have visible focus indicator • 2.5.1 Pointer Gestures, in some screens, options other than path-based gestures are not available to complete certain tasks. <p>iOS:</p> <ul style="list-style-type: none"> • 2.4.2 Page titled, some page headings are not unique • 2.4.6 Headings and Labels, labels of almost all icon buttons in the comments section of a published content fail to adequately define the purpose of the button. <p>Android only:</p> <ul style="list-style-type: none"> • 2.2.1 Timing adjustable, Android snackbar notifications disappear automatically after 3 seconds • 3.2.4 Consistent Identification, on one of the pages, multiple elements point to the same destination. <p>Authoring Tool:</p> <p>iOS and Android:</p> <ul style="list-style-type: none"> • 1.3.2 Meaningful Sequence, content in some screens is presented out of sequence • 1.4.3 Contrast (Minimum), text across the apps are frequently low contrast. • 1.4.11 Non-text Contrast, non-text elements across the apps are frequently low contrast

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • 2.4.3 Focus order, several features are difficult to operate with a keyboard • 2.4.7 Focus Visible, very few elements do not have visible focus indicator. <p>Android only:</p> <ul style="list-style-type: none"> • 2.2.1 Timing adjustable, Android snackbar notifications disappear automatically after 3 seconds.
4.2.11 Privacy	Software and Authoring Tool: <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable 	

Chapter 5: [Generic Requirements](#)

Notes: Confluence Cloud apps and Rich Text Editor content does not have closed functionality

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information	Not Applicable	
5.1.3.2 Auditory output delivery including speech	Not Applicable	
5.1.3.3 Auditory output correlation	Not Applicable	
5.1.3.4 Speech output user control	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
5.1.3.5 Speech output automatic interruption	Not Applicable	
5.1.3.6 Speech output for non-text content	Not Applicable	
5.1.3.7 Speech output for video information	Not Applicable	
5.1.3.8 Masked entry	Not Applicable	
5.1.3.9 Private access to personal data	Not Applicable	
5.1.3.10 Non-interfering audio output	Not Applicable	
5.1.3.11 Private listening volume	Not Applicable	
5.1.3.12 Speaker volume	Not Applicable	
5.1.3.13 Volume reset	Not Applicable	
5.1.3.14 Spoken languages	Not Applicable	
5.1.3.15 Non-visual error identification	Not Applicable	
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	
5.1.4 Functionality closed to text enlargement	Not Applicable	
5.1.5 Visual output for auditory information	Not Applicable	
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Not Applicable	
5.1.7 Access without speech	Not Applicable	
5.2 Activation of accessibility features	Not Applicable	
5.3 Biometrics	Not Applicable	
5.4 Preservation of accessibility information during conversion	Not Applicable	
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not Applicable	
5.5.2 Operable parts discernibility	Not Applicable	
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
5.6.1 Tactile or auditory status	Not Applicable	
5.6.2 Visual status	Not Applicable	
5.7 Key repeat	Not Applicable	
5.8 Double-strike key acceptance	Not Applicable	
5.9 Simultaneous user actions	Not Applicable	

Chapter [6: ICT with Two-Way Voice Communication](#)

Notes: Confluence cloud mobile apps are native iOS and Android applications. They are not subject to the requirements of this section.

Chapter [7: ICT with Video Capabilities](#)

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Software and Authoring Tool: <ul style="list-style-type: none"> • iOS and Android: Supports 	Uploaded video content containing captions is preserved.
7.1.2 Captioning synchronization	Software and Authoring Tool: <ul style="list-style-type: none"> • iOS and Android: Supports 	Functionality to include captions and synchronise in the video player does not exist. For uploaded video content containing captions, synchronisation is preserved.
7.1.3 Preservation of captioning	Software and Authoring Tool: <ul style="list-style-type: none"> • iOS and Android: Supports 	Uploaded video content containing captions is preserved.
7.1.4 Captions characteristics	Software and Authoring Tool: <ul style="list-style-type: none"> • iOS and Android: Supports 	Uploaded video content containing audio description is preserved.
7.1.5 Spoken subtitles	Software and Authoring Tool:	For uploaded video content containing audio description, synchronisation is preserved.

Criteria	Conformance Level	Remarks and Explanations
	<ul style="list-style-type: none"> • iOS and Android: Supports 	
7.2.1 Audio description playback	Software and Authoring Tool: <ul style="list-style-type: none"> • iOS and Android: Supports 	Uploaded video content containing audio description is preserved.
7.2.2 Audio description synchronization	Software and Authoring Tool: <ul style="list-style-type: none"> • iOS and Android: Supports 	For video content that is uploaded into Confluence cloud mobile apps, user controls for captions and audio description are available depending on the third party media player used.
7.2.3 Preservation of audio description	Software and Authoring Tool: <ul style="list-style-type: none"> • iOS and Android: Supports 	Uploaded video content containing audio description is preserved.
7.3 User controls for captions and audio description	Software and Authoring Tool: <ul style="list-style-type: none"> • iOS and Android: Supports 	For video content that is uploaded into Confluence cloud mobile apps, user controls for captions and audio description are available depending on the third party media player used.

Chapter [8: Hardware](#)

Notes: Confluence cloud mobile apps are native iOS and Android applications. They are not subject to the requirements of this section.

Chapter [9: Web](#)

Notes: Confluence cloud mobile apps are native iOS and Android applications. They are not subject to the requirements of this section.

Chapter [10: Non-Web Software](#)

Criteria	Conformance Level	Remarks and Explanations
10.0 General (informative)	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
10.5 Caption positioning	Software and Authoring Tool:	

Criteria	Conformance Level	Remarks and Explanations
	<ul style="list-style-type: none"> • iOS and Android: Not Applicable 	
10.6 Audio description timing	Software and Authoring Tool: <ul style="list-style-type: none"> • iOS and Android: Not Applicable 	

Chapter [11: Software](#)

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	Software: <ul style="list-style-type: none"> • iOS: Does Not Support • Android: Supports Authoring Tool: <ul style="list-style-type: none"> • iOS: Does Not Support • Android: Supports 	This rating is given for the reasons described in the following WCAG sections: Software and Authoring Tool: iOS: <ul style="list-style-type: none"> • 1.4.4 Resize Text, text re-size does not always work as expected.
11.5.2.4 Assistive technology	Software and Authoring Tool: <ul style="list-style-type: none"> • iOS and Android: Not Applicable 	

Criteria	Conformance Level	Remarks and Explanations
11.5.2.5 Object information	Software: <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports Authoring Tool: <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports 	This rating is given for the reasons described in the following WCAG sections: Software and Authoring Tool: iOS and Android: <ul style="list-style-type: none"> • 4.1.2 Name, Role, Value, several elements are missing their name, role or value.
11.5.2.6 Row, column, and headers	Software: <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable Authoring Tool: <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable 	
11.5.2.7 Values	Software: <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports Authoring Tool: <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports 	This rating is given for the reasons described in the following WCAG sections: Software: iOS and Android: <ul style="list-style-type: none"> • 1.3.1 Info and Relationships, some text fields rely on placeholder text for their visual label and label in code • 4.1.2 Name, Role, Value, several elements are missing their name, role or value. Authoring Tool: iOS and Android: <ul style="list-style-type: none"> • 1.3.1 Info and Relationships, <ul style="list-style-type: none"> ○ Some text fields rely on placeholder text for their visual label and label in code ○ Screen reader users cannot distinguish between different types of content • 4.1.2 Name, Role, Value, several elements are missing their name, role or value.

Criteria	Conformance Level	Remarks and Explanations
		<p>Android:</p> <ul style="list-style-type: none"> • 1.3.1 Info and Relationships, some form fields are not linked to their label in code.
11.5.2.8 Label relationships	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports 	<p>This rating is given for the reasons described in the following WCAG sections:</p> <p>Software: iOS and Android:</p> <ul style="list-style-type: none"> • 1.3.1 Info and Relationships, some text fields rely on placeholder text for their visual label and label in code. <p>Android only:</p> <ul style="list-style-type: none"> • 1.3.1 Info and Relationships, radio buttons are not linked to their labels in code. <p>Authoring Tool: iOS and Android:</p> <ul style="list-style-type: none"> • 1.3.1 Info and Relationships, <ul style="list-style-type: none"> ○ Some text fields rely on placeholder text for their visual label and label in code ○ Some text fields do not have visual label or a label in code ○ Checkboxes are not associated to their labels in code.
11.5.2.9 Parent-child relationships	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports 	<p>This rating is given for the reasons described in the following WCAG sections:</p> <p>Software: iOS and Android:</p> <ul style="list-style-type: none"> • 1.3.1 Info and Relationships, <ul style="list-style-type: none"> ○ Some text that is styled like a heading is not marked up as a heading in code

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> ○ Screen readers cannot distinguish between folder and page elements. <p>Authoring Tool: iOS and Android:</p> <ul style="list-style-type: none"> ● 1.3.1 Info and Relationships, <ul style="list-style-type: none"> ○ Some text that is styled like a heading is not marked up as a heading in code ○ Auto suggest field and its results are not linked in code ○ Screen reader users cannot distinguish between different types of content that are visually distinct ○ Adjacent related items are not grouped together.
11.5.2.10 Text	<p>Software:</p> <ul style="list-style-type: none"> ● iOS: Supports ● Android: Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> ● iOS: Supports ● Android: Supports 	
11.5.2.11 List of available actions	<p>Software:</p> <ul style="list-style-type: none"> ● iOS: Supports ● Android: Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> ● iOS: Partially Supports ● Android: Partially Supports 	<p>This rating is given for the reasons described in the following WCAG sections:</p> <p>Authoring Tool: iOS and Android:</p> <ul style="list-style-type: none"> ● 3.3.2 Labels or instructions, text color buttons do not have accessible labels ● 2.1.1 Keyboard, some elements within the editor are not keyboard accessible.
11.5.2.12 Execution of available actions	<p>Software:</p> <ul style="list-style-type: none"> ● iOS: Does Not Support 	<p>This rating is given for the reasons described in the following WCAG sections:</p>

Criteria	Conformance Level	Remarks and Explanations
	<ul style="list-style-type: none"> • Android: Does Not Support Authoring Tool: <ul style="list-style-type: none"> • iOS: Does Not Support • Android: Does Not Support 	Software and Authoring Tool: iOS and Android: <ul style="list-style-type: none"> • 2.1.1 Keyboard, certain objects are not keyboard/ screen reader accessible which prevents users from performing certain tasks.
11.5.2.13 Tracking of focus and selection attributes	Software: <ul style="list-style-type: none"> • iOS: Supports • Android: Supports Authoring Tool: <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	
11.5.2.14 Modification of focus and selection attributes	Software: <ul style="list-style-type: none"> • iOS: Supports • Android: Supports Authoring Tool: <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	
11.5.2.15 Change notification	Software: <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports Authoring Tool: <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports 	This rating is given for the reasons described in the following WCAG sections: Software: iOS: In some screens, <ul style="list-style-type: none"> • 2.4.3 Focus order and 4.1.3 Status messages, focus and status messages are not accessible, so screen readers are not notified when: <ul style="list-style-type: none"> ○ Error messages are displayed ○ Search results are displayed ○ Loading indicators are displayed. Android: In some screens,

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • 2.4.3 Focus order and 4.1.3 Status messages, focus and status messages are not accessible, so screen readers are not notified when: <ul style="list-style-type: none"> ○ Error messages are displayed ○ Snackbar notifications are displayed. <p>Authoring Tool:</p> <p>iOS:</p> <ul style="list-style-type: none"> • 2.4.3 Focus order, focus is not managed and hence screen readers are not notified when: <ul style="list-style-type: none"> ○ An action sheet/menu is closed ○ A new page loads ○ Deep links are triggered ○ Checkbox is checked/unchecked using keyboard. <p>Android:</p> <ul style="list-style-type: none"> • 2.4.3 Focus order, focus is not managed and hence screen readers are not notified when: <ul style="list-style-type: none"> ○ Text color is selected ○ Deep links are triggered.
11.5.2.16 Modifications of states and properties	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports 	<p>This rating is given for the reasons described in the following WCAG sections:</p> <p>Software and Authoring Tool:</p> <p>iOS and Android:</p> <ul style="list-style-type: none"> • 4.1.2 Name, Role, Value change in state of some elements is not communicated to screen readers.
11.5.2.17 Modifications of values and text	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports <p>Authoring Tool:</p>	<p>This rating is given for the reasons described in the following WCAG sections:</p> <p>Software:</p> <p>iOS and Android:</p>

Criteria	Conformance Level	Remarks and Explanations
	<ul style="list-style-type: none"> • iOS: Partially Supports • Android: Partially Supports 	<ul style="list-style-type: none"> • 4.1.2 Name, Role, Value, several elements are missing their name, role or value • 2.1.1 Keyboard, some elements are not keyboard accessible which prevents users from modifying the role/ value of such elements. <p>Authoring Tool: iOS and Android:</p> <ul style="list-style-type: none"> • 4.1.2 Name, Role, Value, several elements are missing their name, role or value • 1.3.1 Info and Relationships, screen reader users cannot distinguish between different types of content • 2.1.1 Keyboard, some elements are not keyboard accessible which prevents users from modifying the role/ value of such elements. <p>Android:</p> <ul style="list-style-type: none"> • 1.3.1 Info and Relationships, some form fields are not linked to their label in code.
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable 	
11.6.2 No disruption of accessibility features	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Not Applicable 	

Criteria	Conformance Level	Remarks and Explanations
	<ul style="list-style-type: none"> • Android: Not Applicable 	
11.7 User preferences	Software: <ul style="list-style-type: none"> • iOS: Does Not Support • Android: Supports Authoring Tool: <ul style="list-style-type: none"> • iOS: Does Not Support • Android: Supports 	This rating is given for the reasons described in the following WCAG sections: Software and Authoring Tool: iOS: <ul style="list-style-type: none"> • 1.4.4 Resize Text, text re-size does not always work as expected.
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	See WCAG 2.x section (If not authoring tool, enter “Not Applicable”)	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations	Authoring Tool: <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable 	
11.8.4 Repair assistance	Authoring Tool: <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable 	
11.8.5 Templates	Authoring Tool: <ul style="list-style-type: none"> • iOS: Not Applicable • Android: Not Applicable 	

Chapter [12: Documentation and Support Services](#)

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Partially Supports	Confluence has limited accessibility feature documentation.

Criteria	Conformance Level	Remarks and Explanations
		There is no documentation around how to use accessible features such as heading markup, list markup etc.
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Partially Supports	<p>Atlassian provides electronic versions of all product support documentation related to Confluence Cloud at https://support.atlassian.com/confluence-cloud/ but there is limited accessibility feature documentation.</p> <p>End-users with disabilities can request additional product support documentation at https://support.atlassian.com/contact/#/</p>
12.2.3 Effective communication	Supports	<p>Support service related to Confluence can be found at https://support.atlassian.com/confluence-cloud/</p> <p>Currently, there is no telephone communication provision which supports TTY or relay services.</p> <p>Users with disabilities can open support request directly at https://support.atlassian.com/contact/#/</p>
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

[Chapter 13: ICT Providing Relay or Emergency Service Access](#)

Notes: Confluence cloud mobile apps are native iOS and Android applications. They are not subject to the requirements of this section.

Legal Disclaimer (Company)

The information herein is provided in good faith based on Confluence Cloud mobile apps at the time of the review and does not represent a legally binding claim. Please contact us to report any accessibility errors or conformance claim errors for re-evaluation and correction, if necessary.