

- **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](#).

Criteria	Conformance Level	Remarks and Explanations
	<ul style="list-style-type: none"> Android: Does Not Support 	<ul style="list-style-type: none"> As described in 1.3.2 Meaningful Sequence, the linear content sequence travelled by assistive technologies doesn't always match the visual layout As described in 1.4.1 Use of Color, colour is relied on to communicate information and status. As described in 1.4.3 Contrast (Minimum), there are many instances of low-contrast text. As described in 1.4.11 Non-text Contrast, there are many instances of low-contrast icons, element outlines and state styling. (Android only) As described in 2.2.1 Timing Adjustable, some errors auto-dismiss without user acknowledgement As described in 2.4.3 Focus Order, focus location is not always managed and the content path is not always efficient As described in 2.4.6 Headings and Labels, generic element labels may make speech interfaces harder to use (Android only) As described in 2.4.7 Focus Visible, there is one screen where focus is not always visible As described in 2.5.1 Pointer Gestures, several functions are triggered by complex gestures only (iOS only) As described in 2.5.3 Label in Name, a couple of Voice Control element labels don't match on-screen content As described in 3.3.1 Error Identification, one error is not linked to its related form field in code As described in 3.3.2 Labels or Instructions, some form fields use placeholder labels which aren't reliable speech interface triggers (iOS only) As described in 3.3.3 Error Suggestion, a disabled button is used to indicate an incomplete form instead of validation and feedback <p>Authoring Tool (iOS and Android):</p> <ul style="list-style-type: none"> As described in 1.1.1 Non-Text Content, some meaningful elements are unlabelled As described in 1.2.1 Prerecorded Audio-only and Video-only, authors cannot add/manage transcripts for pre-recorded audio-only media or audio tracks for pre-recorded audio-only media As described in 1.2.2 Captions (Prerecorded), authors cannot

Criteria	Conformance Level	Remarks and Explanations
		<p>add/manage captions for pre-recorded audio-video media</p> <ul style="list-style-type: none"> • As described in 1.2.3 Audio Description or Media Alternative (Prerecorded), authors cannot add/manage transcripts or audio tracks for pre-recorded audio-video media • As described in 1.2.5 Audio Description (Prerecorded), authors cannot add/manage audio tracks for pre-recorded audio-video media • As described in 1.3.1 Info and Relationships, content and relationships equivalent to the visual experience are not always available programmatically • As described in 1.4.1 Use of Color, colour is relied on to communicate information and status • As described in 1.4.3 Contrast (Minimum), there are some instances of low-contrast text. • As described in 1.4.11 Non-text Contrast, there are many instances of low-contrast icons, element outlines and state styling. • As described in 2.1.1 Keyboard, some functions are not accessible via external keyboard • As described in 2.2.2 Pause, Stop, Hide, animated GIF images auto-play and cannot be stopped or paused. • As described in 2.4.3 Focus Order, focus is not managed for several features • (Android only) As described in 2.4.7 Focus Visible, there is one screen where focus is not always visible • As described in 2.5.1 Pointer Gestures, one feature is only triggered by a complex gesture • As described in 3.3.2 Labels or Instructions, many editor fields have placeholder text acting as a label • As described in 4.1.2 Name, Role, Value, many elements do not report at least one of name, role, or value to assistive technologies
4.2.11 Privacy	Software: <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	

Criteria	Conformance Level	Remarks and Explanations
	Authoring Tool: <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	

Chapter 5: [Generic Requirements](#)

Notes:

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	
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	

Criteria	Conformance Level	Remarks and Explanations
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
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: Jira 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](#)

Notes: Jira cloud mobile apps do not have video functions. They are not subject to the requirements of this section.

Chapter 8: [Hardware](#)

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

Chapter 9: [Web](#) (see [WCAG 2.x 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: <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 	Authoring Tool (iOS and Android): Caption functionality is not provided in the media player.
10.6 Audio description timing	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 	Authoring Tool (iOS and Android): Audio description functionality is not provided in the media player.

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	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17

Criteria	Conformance Level	Remarks and Explanations
<i>provides a user interface</i>		
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: Supports • Android: Supports Authoring Tool: <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	
11.5.2.4 Assistive technology	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 	
11.5.2.5 Object information	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 	Software (iOS and Android): As described in 4.1.2 Name, Role, Value, many objects do not report one or more of role, state(s), properties, name, or description to assistive technologies. Authoring Tool (iOS and Android): As described in 4.1.2 Name, Role, Value , many objects do not report one or more of role, state(s), properties, name, or description to assistive technologies.
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 	No data tables
11.5.2.7 Values	Software:	

Criteria	Conformance Level	Remarks and Explanations
	<ul style="list-style-type: none"> • iOS: Supports • Android: Supports <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Supports • Android: Supports 	
11.5.2.8 Label relationships	<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 (iOS and Android):</p> <ul style="list-style-type: none"> • As described in 1.1.1 Non-Text Content, some meaningful elements are unlabelled • As described in 3.3.2 Labels or Instructions, some form fields use placeholder labels which aren't reliable speech interface triggers • As described in 4.1.2 Name, Role, Value, many elements do not report at least one of name, role, or value to assistive technologies <p>Authoring Tool (iOS and Android):</p> <ul style="list-style-type: none"> • As described in 1.1.1 Non-Text Content, some meaningful elements are unlabelled • As described in 3.3.2 Labels or Instructions, many editor fields have placeholder text acting as a label • As described in 4.1.2 Name, Role, Value, many elements do not report at least one of name, role, or value to assistive technologies
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: Supports • Android: Supports 	<p>Software (iOS and Android): As described in 1.3.1 Info and Relationships, some text used as headings on screen is not defined as such programmatically.</p>
11.5.2.10 Text	<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"> • iOS: Supports • Android: Supports 	
11.5.2.11 List of available actions	<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 (iOS and Android): As described in 4.1.2 Name, Role, Value, some elements don't have a programmatic role declared (which determines the list of available actions).</p> <p>Authoring Tool (iOS and Android): As described in 4.1.2 Name, Role, Value, some elements don't have a programmatic role declared (which determines the list of available actions).</p>
11.5.2.12 Execution of available actions	<p>Software:</p> <ul style="list-style-type: none"> • iOS: Partially Supports • Android: Does Not Support <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: Does Not Support • Android: Partially Supports 	<p>Software:</p> <ul style="list-style-type: none"> • iOS: As described in 2.1.1 Keyboard, an external keyboard can't execute some non-core functions. • Android: As described in 2.1.1 Keyboard, an external keyboard can't use several buttons, menus, and other components on core path. <p>Authoring Tool:</p> <ul style="list-style-type: none"> • iOS: As described in 2.1.1 Keyboard, many of the authoring tool features are not accessible with an external keyboard • Android: As described in 2.1.1 Keyboard, a few authoring tool features are not accessible with an external keyboard
11.5.2.13 Tracking of focus and selection attributes	<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 (iOS and Android): The external keyboard focus cursor is almost always visible, but as mentioned in 1.4.11 Non-text Contrast, the focus cursor styling has very poor contrast.</p> <p>Authoring Tool (iOS and Android): The external keyboard focus cursor is almost always visible, but as mentioned in 1.4.11 Non-text Contrast, the focus cursor styling has very poor contrast.</p>
11.5.2.14 Modification of focus and selection attributes	<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>Software (iOS and Android): As described in 2.4.3 Focus Order, focus is occasionally not managed after user actions or page transitions. Focus sometimes goes to off-screen elements. Some focus pathing does not match the on-screen layout.</p> <p>Authoring Tool (iOS and Android): As described in 2.4.3 Focus Order, focus</p>

Criteria	Conformance Level	Remarks and Explanations
	<ul style="list-style-type: none"> Android: Partially Supports 	is occasionally not managed after user actions.
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 	Software (iOS and Android): As described in 4.1.2 Name, Role, Value , some elements do not report their state or properties, let alone changes to those attributes. Authoring Tool (iOS and Android): As described in 4.1.2 Name, Role, Value , some elements do not report their state or properties, let alone changes to those attributes.
11.5.2.16 Modifications of states and properties	Software: <ul style="list-style-type: none"> iOS: Supports Android: Supports Authoring Tool: <ul style="list-style-type: none"> iOS: Supports Android: Supports 	
11.5.2.17 Modifications of values and text	Software: <ul style="list-style-type: none"> iOS: Supports Android: Supports Authoring Tool: <ul style="list-style-type: none"> iOS: Does Not Support Android: Partially Supports 	Authoring Tool: <ul style="list-style-type: none"> iOS: As described in 2.1.1 Keyboard, many of the authoring tool features are not accessible with an external keyboard Android: As described in 2.1.1 Keyboard, a few authoring tool features are not accessible with an external keyboard
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control 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 	Software and Authoring Tool do not act as a control proxy for platform-level accessibility features.
11.6.2 No disruption of accessibility features	Software: <ul style="list-style-type: none"> iOS: Supports 	No disruption to accessibility features provided at the platform level

Criteria	Conformance Level	Remarks and Explanations
	<ul style="list-style-type: none"> Android: Supports Authoring Tool: <ul style="list-style-type: none"> iOS: Supports Android: Supports 	
11.7 User preferences	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 	Software (iOS and Android): As described in 1.4.4 Resize Text , some text truncates at larger system text sizes. Some text ignores system text size settings. Authoring Tool (iOS and Android): As described in 1.4.4 Resize Text , some text truncates at larger system text sizes.
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 	Authoring Tool (iOS and Android): No format conversion
11.8.4 Repair assistance	Authoring Tool: <ul style="list-style-type: none"> iOS: Not Applicable Android: Not Applicable 	Authoring Tool (iOS and Android): No repair assistance mode provided that prompts authors to create accessible content
11.8.5 Templates	Authoring Tool: <ul style="list-style-type: none"> iOS: Not Applicable Android: Not Applicable 	Authoring Tool (iOS and Android): No templates provided

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	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 	Software (iOS and Android): Product documentation does not mention accessibility or compatibility features Authoring Tool (iOS and Android): There is no editor-specific documentation.
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	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 	Software (iOS and Android): Product documentation used by support services does not mention accessibility or compatibility features Authoring Tool (iOS and Android): There is no editor-specific documentation for support services to use.
12.2.3 Effective communication	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 	Could not locate any accessibility- or disability-specific feedback, support, or contact channels. No accessibility or disability accommodations mentioned in default channels.
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: Jira cloud mobile apps are native iOS and Android applications. They are not subject to the requirements of this section.

Legal Disclaimer

The information herein is provided in good faith based on the Jira 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.