Atlassian Accessibility Conformance Report WCAG Edition

**(Based on VPAT**® **Version 2.4)**

**Name of Product/Version:** Atlassian Crowd DC (Version 4.2.2)

**Report Date:** 02/18/2021

# Product Description:

Atlassian Crowd is a centralized platform for identity management, Single sign-on, multiple directory management and governing group permissions. It allows seamless integration with existing infrastructure and provides built-in audit logs to track configuration changes along with additional layer of security.

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# Notes:

This report was created upon completion of an accessibility evaluation performed between 01/04/2021 and 01/25/2021 and was limited only to evaluation of specific accessibility issues that were already reported.

The following table defines the Scope of this VPAT

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| **Serial Number** | **Page/Screen Name** | **URL** |
| 1 | Login | /crowd/ |

“Voluntary Product Accessibility Template” and “VPAT” are registered service marks of the Information Technology Industry Council (ITI)

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| **Serial Number** | **Page/Screen Name** | **URL** |
| 2 | Crowd Home Page | /crowd/console/secure/console.action |
| 3 | Directories | /crowd/console/secure/directory/browse.action |
| 4 | Select Directory Type | /crowd/console/secure/directory/create.action |
| 5 | Create Directory Connector/Details | /crowd/console/secure/directory/createconnector.action |
| 6 | Create Directory Connector/Connector | /crowd/console/secure/directory/createconnector!update.action |
| 7 | View Directory | /crowd/console/secure/directory/viewconnector.action?ID=589826 |
| 8 | Applications | /crowd/console/secure/application/browse.action |
| 9 | Add Application | /crowd/console/secure/application/addapplicationdetails.action |
| 10 | Add Application/Connection | /crowd/console/secure/application/addapplicationconnectiondetails.action |
| 11 | Add Application/Directories | /crowd/console/secure/application/addapplicationdirectorydetails.action |
| 12 | Add Application/Authentication | /crowd/console/secure/application/addapplicationauthorisationdetails.action |
| 13 | Add Application/Confirmation | /crowd/console/secure/application/viewdetails.action?ID=688130 |
| 14 | Directories and Groups | /crowd/console/secure/application/viewdirectories.action?ID=688130 |

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| **Serial Number** | **Page/Screen Name** | **URL** |
| 15 | Jira Application/SSO | /crowd/console/secure/application/viewsso.action?ID=688130 |
| 16 | Users | /crowd/console/secure/user/browse.action |
| 17 | Import Users | /crowd/console/secure/dataimport/importtype.action |
| 18 | Directory Importer | /crowd/console/secure/dataimport/importdirectory.action |
| 19 | Confirmation | /crowd/console/secure/dataimport/directoryconfirmation.action |
| 20 | Results | /crowd/console/secure/dataimport/directoryconfirmation!update.action |
| 21 | Add User | /crowd/console/secure/user/add.action |
| 22 | View User (Details) | /crowd/console/secure/user/view.action?directoryID=131073&name=Joy+test |
| 23 | Groups | /crowd/console/secure/group/browse.action?directoryId=131073&updateSuccessful= |
| 24 | Add Group | /crowd/console/secure/group/add.action |
| 25 | View Group | /crowd/console/secure/group/view.action?directoryID=131073&name=Deque+Test+-+JL |
| 26 | View Group/Direct Members | /crowd/console/secure/group/viewmembers.action?groupName=Deque%20Test%20-%20JL&directoryID= 131073 |
| 27 | Group Administration | /crowd/console/secure/group/viewgroupadmins.action?groupName=Deque%20Test%20-%20JL&directoryI D=131073 |
| 28 | Edit User | /crowd/console/secure/user/view!execute.action?name=Joy%20test&directoryID=131073 |

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| **Serial Number** | **Page/Screen Name** | **URL** |
| 29 | User confirmation | /crowd/console/secure/user/view.action?directoryID=131073&name=Joy+test&updateSuccessful=true |
| 30 | Audit Log | /crowd/console/secure/auditlog/browse.action |
| 31 | Groups | /crowd/console/secure/group/browse.action?directoryId=131073&updateSuccessful= |
| 32 | Group Details | /crowd/console/secure/group/viewmembers.action?groupName=crowd- administrators&directoryID=131073 |

# Evaluation Methods Used:

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

* Manual Assessment was performed using Chrome on Windows 10 and included exclusive use of the keyboard
* Automated tools used included aXe core 3.1.4
* Assistive technologies employed included Latest NVDA.

# Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

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| **Standard/Guideline** | **Included In Report** |
| [Web Content Accessibility Guidelines 2.0](http://www.w3.org/TR/2008/REC-WCAG20-20081211) | Level A (Yes) Level AA (Yes) Level AAA (No) |
| [Revised Section 508 standards published January 18, 2017 and corrected January 22,](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines) [2018](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines) | Yes |

# Terms

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

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

# WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

* Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
* Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, the criteria are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

# Table 1: Success Criteria, Level A

Notes:

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| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| * + 1. [**Non-text Content**](http://www.w3.org/TR/WCAG20/#text-equiv-all) (Level A)   All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below.   * + - * **Controls, Input**: If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Success Criterion 4.1.2 for additional requirements for controls and content that accepts user input.)       * **Time-Based Media**: If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to Guideline 1.2 for additional requirements for media.)       * **Test**: If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content.       * **Sensory**: If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content.       * **CAPTCHA**: If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities.       * **Decoration, Formatting, Invisible**: If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology. | Partially Supports | * Text alternative is missing for active, informative and CSS background images in “Header”, “Header – Groups”, “Crowd – Home” and “Log in” pages.   **Accessibility Problem it causes:** Blind and low vision users would not know what the images are conveying.   * Decorative images are not marked up as such in “Groups” and “Applications” pages.   **Accessibility problem it causes:** Screen reader users would read or recognize decorative images which would confuse blind and low vision users. |

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| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| * + 1. [**Audio-only and Video-only (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-av-only-alt) (Level A)   For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such:   * + - * **Prerecorded Audio-only:** An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content.       * **Prerecorded Video-only:** Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content. | Supports | Atlassian Crowd does not include any video-only and audio- only content. |
| [**1.2.2 Captions (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-captions) (Level A)  Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such. | Supports | Atlassian Crowd does not include any time-based media content. |
| [**1.2.3 Audio Description or Media Alternative (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc) (Level A) Captions are provided for all live audio content in synchronized media. | Supports | Atlassian Crowd does not include any time-based media content. |

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| [**1.3.1 Info and Relationships**](http://www.w3.org/TR/WCAG20/#content-structure-separation-programmatic) (Level A)  Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. | Partially Supports | * Non-decorative content is provided using CSS markup in “Crowd Home” page.   **Accessibility problem it causes:** When CSS is turned off such content will not be available to users.   * Content requires data table markup but not provided in “Directories and Groups” page. * Calendar date cells are missing header cell relationship in “Audit Log” page.   **Accessibility problem it causes:** Screen reader users would get confused between layout tables and data tables.   * Form fields are not either programmatically associated with their visible labels or do not have explicit or implicit labels in several pages. * Group of form controls like radio buttons, fields and checkboxes are not programmatically associated with their group labels in “Add Application/Directories”, “Audit Log”, “Import Users”, “Select Directory Type” and “View Directory” pages.   **Accessibility problem it causes:** Blind and low vision users who use screen reader would find difficult to identify the forms without programmatic label and group label association.   * Content is not a list but marked up as one in “Header Groups” page. * Incorrect list count is announcing to the screen reader in “Users” page. * List markup is not according to the specification in “Left Nav – Applications” component. |

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|  |  | **Accessibility problem it causes:** Marking lists appropriately and semantically would convey the info and relationship to blind and low vision users. |

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| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| [**1.3.2 Meaningful Sequence**](http://www.w3.org/TR/WCAG20/#content-structure-separation-sequence) (Level A)  When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined. | Partially Supports | * Hidden content is read by screen readers in “View Directory” page.   **Accessibility Problem it Causes:** When invisible content is read to screen reader users, they would be misled. |
| [**1.3.3 Sensory Characteristics**](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding)(Level A)  Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, color, size, visual location, orientation, or sound.  *Note:* For requirements related to color, refer to Guideline 1.4. | Supports |  |
| [**1.4.1 Use of Color**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-without-color) (Level A)  Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.  *Note:* This success criterion addresses color perception specifically. Other forms of perception are covered in Guideline  1.3 including programmatic access to color and other visual presentation coding. | Partially Supports | * Contrast ratio between default link text and surrounding text is not 3:1 in “Add Application/Confirmation”, “Add Group”, “Crowd Home”, “Directories and Groups” and “Jira Application/SSO” pages.   **Accessibility problem it causes:** Color blind and low vision users would miss out on information conveyed through only colors. |
| [**1.4.2 Audio Control**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-dis-audio) (Level A)  If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.  *Note:* Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether or not it is used to meet other success criteria) must meet this success criterion. See Conformance Requirement 5: Non-Interference. | Supports | Atlassian Crowd does not include any auto-playing audio content on page loads. |

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| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| [**2.1.1 Keyboard**](http://www.w3.org/TR/WCAG20/#keyboard-operation-keyboard-operable) (Level A)  All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.  *Note 1:* This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not.  *Note 2:* This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation. | Partially Supports | * Drag and drop functionality is not accessible by keyboard in “Directories and Groups” page. * Elements are not accessible by keyboard in “Directories and Groups”, “View Directory” and “View Group/Direct members” pages. * Functions are not operable by keyboard and no alternative way is available in “Audit Log” page.   **Accessibility problem it causes:** Users with limited mobility, without vision and with limited vision, keyboard-only users would not be able to perform functions if they are operable only with mouse. |
| [**2.1.2 No Keyboard Trap**](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) (Level A)  If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.  *Note:* Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference. | Supports |  |

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| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| * + 1. [**Timing Adjustable**](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors) (Level A)   For each time limit that is set by the content, at least one of the following is true:   * + - * **Turn off:** The user is allowed to turn off the time limit before encountering it; or       * **Adjust:** The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or       * **Extend:** The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or       * **Real-time Exception:** The time limit is a required part of a real- time event (for example, an auction), and no alternative to the time limit is possible; or       * **Essential Exception:** The time limit is essential and extending it would invalidate the activity; or       * **20 Hour Exception:** The time limit is longer than 20 hours. | Supports |  |

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| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| * + 1. [**Pause, Stop, Hide**](http://www.w3.org/TR/WCAG20/#time-limits-pause) (Level A)   For moving, blinking, scrolling, or auto-updating information, all of the following are true:   * + - * **Moving, blinking, scrolling:** For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and       * **Auto-updating:** For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.   *Note 1:* For requirements related to flickering or flashing content, refer to Guideline 2.3.  *Note 2:* Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.  *Note 3:* Content that is updated periodically by software or that is streamed to the user agent is not required to preserve or present information that is generated or received between the initiation of the pause and resuming presentation, as this may not be technically possible, and in many situations could be misleading to do so.  *Note 4:* An animation that occurs as part of a preload phase or similar situation can be considered essential if interaction cannot occur during that phase for all users and if not indicating progress could confuse users or cause them to think that content was frozen or broken. | Supports |  |

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| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| [**2.3.1 Three Flashes or Below Threshold**](http://www.w3.org/TR/WCAG20/#seizure-does-not-violate) (Level A)  Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.  *Note:* Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference. | Supports | Atlassian Crowd does not include any content that flashes. |
| [**2.4.1 Bypass Blocks**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-skip) (Level A)  A mechanism is available to bypass blocks of content that are repeated on multiple Web pages. | Supports |  |
| [**2.4.2 Page Titled**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-title) (Level A)  Web pages have titles that describe topic or purpose. | Partially Supports | * The page title does not identify the purpose of the page in “Directories and Groups”, “Group details” and “Jira Application/SSO” pages.   **Accessibility problem it causes:** It would be difficult for screen reader users to confirm if they are on the correct page. |
| [**2.4.3 Focus Order**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-order) (Level A)  If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability. | Partially Supports | * Focus order is not logical in “Directories and Groups” page. * Focus is lost or placed on the wrong element in “View User (Details)”, page.   **Accessibility problem it causes:** Users with limited mobility, with limited vision, without vision and those who use keyboard would be disorientated if the focus order is not logical or not maintained. |
| [**2.4.4 Link Purpose (In Context)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) (Level A)  The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. | Supports |  |

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| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| [**3.1.1 Language of Page**](http://www.w3.org/TR/WCAG20/#meaning-doc-lang-id) (Level A)  The default human language of each Web page can be programmatically determined. | Supports |  |
| [**3.2.1 On Focus**](http://www.w3.org/TR/WCAG20/#consistent-behavior-receive-focus) (Level A)  When any user interface component receives focus, it does not initiate a change of context. | Supports |  |
| [**3.2.2 On Input**](http://www.w3.org/TR/WCAG20/#consistent-behavior-unpredictable-change) (Level A)  Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component. | Supports |  |
| [**3.3.1 Error Identification**](http://www.w3.org/TR/WCAG20/#minimize-error-identified) (Level A)  If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text. | Supports |  |
| [**3.3.2 Labels or Instructions**](http://www.w3.org/TR/WCAG20/#minimize-error-cues) (Level A)  Labels or instructions are provided when content requires user input. | Partially Supports | * Visual label is not available for the form fields in “Add Application/Confirmation”, “Audit Log”, “Directories and Groups” and “Group Details” pages.   **Accessibility problem it causes:** Users with limited cognitive abilities, vision and keyboard-only users would find difficult to identify the purpose of the form fields and group of fields without labels.   * Instructions to use components are not provided for people with disabilities in “Audit Log” page.   **Accessibility problem it causes:** Users with disabilities would find it difficult to use complex UI components and forms without instructions. |

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| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| [**4.1.1 Parsing**](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) (Level A)  In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.  *Note:* Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete. | Partially Supports | * Unique IDs are not used in elements in “Edit User”, “Header”, “Log in” and “View User (Details)” pages.   **Accessibility problem it causes:** Browsers and assistive technologies would not interpret the UI elements and content if parsing is not done according to the HTML specification. |

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| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| [**4.1.2 Name, Role, Value**](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) (Level A)  For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.  *Note:* This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification. | Partially Supports | * Buttons have no accessible name/discernible texts/role in “Audit Log”, “Log In”, “View Groups/Direct Members” , “Create Directory Connector/Connector” and “Jira Application/SSO” pages. * Informative content is not readable by screen readers in “Applications”, “Directories” and “Users” pages. * Tab widgets are not marked up as such in “Group Administration” page. * Custom comboboxes are not marked up as such in “Groups” and “View Groups/Direct Members” pages. * Toggle type elements are missing expand/collapse state in several pages. * Selected states like current state and pressed state are not provided in “Add Application/Confirmation”, “Add Application/Connection”, “Directory Importer”, “Import Users”, “Log In” “View Application Tab”, “View Directory”, “View Group” and “View Group/Direct Members” pages. * Edit form field value is not exposed in “Applications” page. * Links have no discernible texts/accessible names in “Header”, “Header – Groups” and “Log In” pages.   **Accessibility problem it causes:** Users with limited vision and without vision who use screen reader would not know the functionality for the elements without their roles, states and properties. |

## Table 2: Success Criteria, Level AA

Notes:

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| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| [**1.2.4 Captions (Live)**](http://www.w3.org/TR/WCAG20/#media-equiv-real-time-captions) (Level AA)  Captions are provided for all live audio content in synchronized media. | Supports | Atlassian Crowd does not include time-based live media content. |
| [**1.2.5 Audio Description (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc-only) (Level AA)  Audio description is provided for all prerecorded video content in synchronized media. | Supports | Atlassian Crowd does not include any time-based media content. |
| * + 1. [**Contrast (Minimum)**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast) (Level AA)   The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following:   * + - * **Large Text:** Large-scale text and images of large-scale text have a contrast ratio of at least 3:1;       * **Incidental:** Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.       * **Logotypes:** Text that is part of a logo or brand name has no contrast requirement. | Partially Supports | * Texts in the links/buttons do not meet the minimum contrast ratio of 4.5:1 against background in several pages. * Placeholder text does not meet the contrast ratio of 4.5:1 in few pages.   **Accessibility problem it causes:** Users who are color blind and with limited vision may find it difficult to read and comprehend the element labels/texts if the contrast ratio between the foreground and background colors are not 4.5:1. |
| [**1.4.4 Resize text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) (Level AA)  Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality. | Support |  |

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| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| * + 1. [**Images of Text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation) (Level AA)   If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following:   * + - * **Customizable:** The image of text can be visually customized to the user's requirements;       * **Essential:** A particular presentation of text is essential to the information being conveyed.   *Note:* Logotypes (text that is part of a logo or brand name) are considered essential. | Supports |  |
| [**2.4.5 Multiple Ways**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc) (Level AA)  More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process. | Supports |  |
| [**2.4.6 Headings and Labels**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-descriptive) (Level AA) Headings and labels describe topic or purpose. | Partially Supports | * The visible label does not convey the purpose of the control in “Directories and Groups” page. * Programmatic label does not convey the purpose of the controls in “Audit Log” page.   **Accessibility Problem it causes:** People with cognitive disabilities, reading disabilities would require descriptive labels for all the user interface elements and descriptive headings in order to understand the purpose of headings and UI elements. |
| [**2.4.7 Focus Visible**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-visible) (Level AA)  Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible. | Partially Supports | * Visible focus indicators are not visible/not provided in “Add Application/Connection”, “Directory Importer” and “Log In” pages.   **Accessibility problem it causes:** Users with limited mobility, with limited vision and keyboard-only users would be disoriented of the location as they tab to navigate the site. |

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| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| [**3.1.2 Language of Parts**](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id) (Level AA)  The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text. | Supports |  |
| [**3.2.3 Consistent Navigation**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations) (Level AA)  Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user. | Supports |  |
| [**3.2.4 Consistent Identification**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-functionality) (Level AA)  Components that have the same functionality within a set of Web pages are identified consistently. | Supports |  |
| [**3.3.3 Error Suggestion**](http://www.w3.org/TR/WCAG20/#minimize-error-suggestions) (Level AA)  If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content. | Supports |  |
| * + 1. [**Error Prevention (Legal, Financial, Data)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible) (Level AA)   For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true:   * + - * **Reversible:** Submissions are reversible.       * **Checked:** Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.       * **Confirmed:** A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission. | Supports |  |

## Table 3: Success Criteria, Level AAA

Notes: Not Applicable

## Revised Section 508 Report

Notes:

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

Notes:

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| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| **302.1 Without Vision**  Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision. | Partially Supports | Most functions of Atlassian Crowd are usable without vision.  Exceptions are noted in   * 1.1.1 Non-text Content * 1.3.1 Info and Relationships * 2.1.1 Keyboard * 2.4.3 Focus Order * 4.1.2 Name, Role, Value |
| **302.2 With Limited Vision**  Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision. | Partially Supports | Most functions of Atlassian Crowd are usable by people with limited vision. Exceptions are noted in 1.4.3 Contrast Minimum. |
| **302.3 Without Perception of Color**  Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color. | Partially Supports | Most functions of Atlassian Crowd are usable by people with limited or no perception of color. Exceptions are noted in   * 1.4.1 Use of Color * 1.4.3 Contrast (Minimum) |
| **302.4 Without Hearing**  Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing. | Supports | Atlassian Crowd does not require the use of hearing. |
| **302.5 With Limited Hearing**  Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing. | Supports | Atlassian Crowd does not require the use of hearing. |

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| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| **302.6 Without Speech**  Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech. | Supports | Atlassian Crowd does not require speech input or control. |
| **302.7 With Limited Manipulation**  Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations. | Partially Supports | Users with limited manipulation who use keyboard navigation, speech recognition, or switch control software will have difficulty navigating and operating some controls in the product due to the exceptions noted in   * 2.1.1 Keyboard * 2.4.3 Focus Order * 2.4.7 Focus Visible |
| **302.8 With Limited Reach and Strength**  Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength. | Supports | Atlassian Crowd is functional with limited reach and strength. |
| **302.9 With Limited Language, Cognitive, and Learning Abilities** ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier. | Partially Supports | Atlassian Crowd is mostly functional for users with limited language, cognitive, and learning abilities. Users with cognitive disabilities have varying needs for features that allow them to adapt content and work with assistive technology or accessibility features of the platform.  Labeling for most controls is provided with on-screen text. Controls and static content that are rendered solely as icons offer a tooltip or other method to identify each icon’s meaning or purpose textually. Exceptions are noted in   * 2.4.6 Headings and Labels * 3.3.2 Labels or Instructions |

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

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

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

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| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| **501.1 Scope – Incorporation of WCAG 2.0 AA**  The requirements of Chapter 5 shall apply to software where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.  EXCEPTION: Where Web applications do not have access to platform accessibility services and do not include components that have access to platform accessibility services, they shall not be required to conform to 502 or 503 provided that they conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0. | See WCAG 2.x section | See information in WCAG 2.x section |
| [***502 Interoperability with Assistive Technology***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#502-interoperability-assistive-technology) | Heading cell – no response required | Heading cell – no response required |
| **502.2.1 User Control of Accessibility Features**  Platform software shall provide user control over platform features that are defined in the platform documentation as accessibility features. | Supports |  |
| **502.2.2 No Disruption of Accessibility Features**  Software shall not disrupt platform features that are defined in the platform documentation as accessibility features. | Supports |  |
| ***502.3 Accessibility Services***  *Platform software and software tools that are provided by the platform developer shall provide a documented set of accessibility services that support applications running on the platform to interoperate with assistive technology and shall conform to 502.3. Applications that are also platforms shall expose the underlying platform accessibility services or implement other documented accessibility services.* | Heading cell – no response required | Heading cell – no response required |

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| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| **502.3.1 Object Information**  The object role, state(s), properties, boundary, name, and description shall be programmatically determinable. | Partially Supports | The Object’s role, state (s), boundary, name and all are programmatically determined in this product. Exceptions are noted in   * 4.1.2 Name, Role, Value |
| **502.3.2 Modification of Object Information**  States and properties that can be set by the user shall be capable of being set programmatically, including through assistive technology. | Supports |  |
| **502.3.3 Row, Column, and Headers**  If an object is in a data table, the occupied rows and columns, and any headers associated with those rows or columns, shall be programmatically determinable. | Partially Supports | The Data tables properties row, column & header association are programmatically associated. Exceptions are noted in   * 1.3.1 Info and Relationships |
| **502.3.4 Values**  Any current value(s), and any set or range of allowable values associated with an object, shall be programmatically determinable. | Supports |  |
| **502.3.5 Modification of Values**  Values that can be set by the user shall be capable of being set programmatically, including through assistive technology. | Supports |  |
| **502.3.6 Label Relationships**  Any relationship that a component has as a label for another component, or of being labeled by another component, shall be programmatically determinable. | Partially Supports | The Relationship between the label and respective control is programmatically determined.  Exceptions are noted in   * 1.3.1 Info and Relationships |
| **502.3.7 Hierarchical Relationships**  Any hierarchical (parent-child) relationship that a component has as a container for, or being contained by, another component shall be programmatically determinable. | Partially Supports | The hierarchical relationship is programmatically determined. Exceptions are noted in   * 1.3.1 Info and Relationships |
| **502.3.8 Text**  The content of text objects, text attributes, and the boundary of text rendered to the screen, shall be programmatically determinable. | Supports |  |

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| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| **502.3.9 Modification of Text**  Text that can be set by the user shall be capable of being set programmatically, including through assistive technology. | Supports |  |
| **502.3.10 List of Actions**  A list of all actions that can be executed on an object shall be programmatically determinable. | Supports |  |
| **502.3.11 Actions on Objects**  Applications shall allow assistive technology to programmatically execute available actions on objects. | Supports |  |
| **502.3.12 Focus Cursor**  Applications shall expose information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components. | Supports |  |
| **502.3.13 Modification of Focus Cursor**  Focus, text insertion point, and selection attributes that can be set by the user shall be capable of being set programmatically, including through the use of assistive technology. | Supports |  |
| **502.3.14 Event Notification**  Notification of events relevant to user interactions, including but not limited to, changes in the component’s state(s), value, name, description, or boundary, shall be available to assistive technology. | Supports |  |

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| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| **502.4 Platform Accessibility Features**  Platforms and platform software shall conform to the requirements in ANSI/HFES 200.2, Human Factors Engineering of Software User Interfaces — Part 2: Accessibility (2008) listed below:   1. Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes; 2. Section 9.3.4 Provide adjustment of delay before key acceptance; 3. Section 9.3.5 Provide adjustment of same-key double-strike acceptance; 4. Section 10.6.7 Allow users to choose visual alternative for audio output; 5. Section 10.6.8 Synchronize audio equivalents for visual events; 6. Section 10.6.9 Provide speech output services; and 7. Section 10.7.1 Display any captions provided. | Supports |  |
| 1. [***Applications***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#503-applications)    1. ***General***   *Applications shall conform to 503.* | Heading cell – no response required | Heading cell – no response required |
| **503.2 User Preferences**  Applications shall permit user preferences from platform settings for color, contrast, font type, font size, and focus cursor.  EXCEPTION: Applications that are designed to be isolated from their underlying platform software, including Web applications, shall not be required to conform to 503.2. | Supports |  |
| **503.3 Alternative User Interfaces**  Where an application provides an alternative user interface that functions as assistive technology, the application shall use platform and other industry standard accessibility services. | Supports |  |
| ***503.4 User Controls for Captions and Audio Description***  *Where ICT displays video with synchronized audio, ICT shall provide user controls for closed captions and audio descriptions conforming to 503.4.* | Heading cell – no response required | Heading cell – no response required |

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| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| **503.4.1 Caption Controls**  Where user controls are provided for volume adjustment, ICT shall provide user controls for the selection of captions at the same menu level as the user controls for volume or program selection. | Supports | Atlassian Crowd does not contain prerecorded video media. |
| **503.4.2 Audio Description Controls**  Where user controls are provided for program selection, ICT shall provide user controls for the selection of audio descriptions at the same menu level as the user controls for volume or program selection. | Supports | Atlassian Crowd does not contain prerecorded video media. |
| 1. [***Authoring Tools***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#504-authoring-tools)    1. ***General***   *Where an application is an authoring tool, the application shall conform to 504 to the extent that information required for accessibility is supported by the destination format.* | Heading cell – no response required | Heading cell – no response required |
| **504.2 Content Creation or Editing**  **(if not authoring tool, enter “not applicable”)**  Authoring tools shall provide a mode of operation to create or edit content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 for all supported features and, as applicable, to file formats supported by the authoring tool. Authoring tools shall permit authors the option of overriding information required for accessibility.  EXCEPTION: Authoring tools shall not be required to conform to  504.2 when used to directly edit plain text source code. | See WCAG 2.x section | See information in WCAG 2.x section |
| **504.2.1 Preservation of Information Provided for Accessibility in Format Conversion**  Authoring tools shall, when converting content from one format to another or saving content in multiple formats, preserve the information required for accessibility to the extent that the information is supported by the destination format. | Not Applicable |  |
| **504.2.2 PDF Export**  Authoring tools capable of exporting PDF files that conform to ISO 32000-1:2008 (PDF 1.7) shall also be capable of exporting PDF files that conform to ANSI/AIIM/ISO 14289-1:2016 (PDF/UA-1). | Not Applicable |  |

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| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| **504.3 Prompts**  Authoring tools shall provide a mode of operation that prompts authors to create content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 for supported features and, as applicable, to file formats supported by the authoring tool. | Not Applicable |  |
| **504.4 Templates**  Where templates are provided, templates allowing content creation that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 shall be provided for a range of template uses for supported features and, as applicable, to file formats supported by the authoring tool. | Not Applicable |  |

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

Notes:

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| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| ***601.1 Scope***  *The technical requirements in Chapter 6 shall apply to ICT support documentation and services where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.* | Heading cell – no response required | Heading cell – no response required |
| 1. [***Support Documentation***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#602-support-documentation)    1. ***General***   *Documentation that supports the use of ICT shall conform to 602****.*** | Heading cell – no response required | Heading cell – no response required |
| **602.2 Accessibility and Compatibility Features**  Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology. |  | TBD |

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| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| **602.3 Electronic Support Documentation**  Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0. | See WCAG 2.x section | See information in WCAG 2.x section |
| **602.4 Alternate Formats for Non-Electronic Support Documentation** Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request. |  | TBD |
| 1. [***Support Services***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#603-support-services)    1. ***General***   *ICT support services including, but not limited to, help desks, call centers, training services, and automated self-service technical support, shall conform to 603.* | Heading cell – no response required | Heading cell – no response required |
| **603.2 Information on Accessibility and Compatibility Features**  ICT support services shall include information on the accessibility and compatibility features required by 602.2. |  | TBD |
| **603.3 Accommodation of Communication Needs**  Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities. |  | TBD |

# Legal Disclaimer (Company)

*Include your company legal disclaimer here, if needed.*