

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](#).

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.