

Atlassian Accessibility VPAT: Confluence Cloud and Rich text Editor

VPAT® Version 2.3 (Revised) – April 2019

Name of product/version	Confluence Cloud
Product description	Confluence Cloud is a collaboration tool that brings people, knowledge, and ideas together in a shared workspace. Teams can work on a page together, with collaborative editing supporting up to 12 simultaneous editors. Create anything from meeting notes and product requirements to marketing plans and HR policies.
Date	March 2020
Contact information	https://support.atlassian.com/contact/#/ or email a11y@atlassian.com
Notes	<p>The review was performed on the live site for the Confluence Cloud Software. The findings do not include any other templates or pages outside the scope of testing. The following pages or views were tested from a representative sample of different pages and states, content types such as text, images, tables and multimedia and types of web technologies. It also includes pages or views that are necessary to complete a task, such as creating a how-to-article, a blog etc.</p> <p>Pages in scope:</p> <ul style="list-style-type: none">• Main menu• Overview• Attachments• Page History• Page Comparison• Restrictions modal• Page Information• Resolved comments modal

- Link to this Page modal
- View in Hierarchy
- Export to PDF
- Import Word Document
- Slack Notifications modal
- Copy
- Move modal
- Delete
- Create modal
- How-to-Articles
- Blog post
- Activity feed – Popular
- Space Settings – Space Details
- Space Settings – Sidebar Configuration
- Space Settings – Permissions
- Your work – Recently worked on
- Space Directory
- People
- Start a new team modal
- Your Team
- General configuration
- Global Search

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

- Create/edit page
- Published page
- Write a comment

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 operating system, browsers, toolsets and screen readers were used for evaluation:

- JAWS 2018/Chrome Version 79.0.3945.79 (Official Build) (64-bit) on PC running Windows 10
- VoiceOver/Safari on iOS 12.4.3

- Windows high contrast mode/IE 11
- WebAIM Contrast Checker
- ARC Toolkit
- Nu HTML Checker
- Tanaguru Contrast Finder
- Text spacing bookmarklet
- Chrome extensions - High contrast

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, at http://www.w3.org/TR/2008/RECWCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1 at https://www.w3.org/TR/WCAG21/	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards – the U.S. Federal accessibility standard, published by the U.S. Access Board in the Federal Register on January 18, 2017 and corrected on January 22, 2018	Yes
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe , V2.1.2 (2018-08)	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 2.0/2.1 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 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Note: The Authoring Tool results refer to the Confluence Cloud Rich Text Editor and Published Content

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A) Also applies to: 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>Web: Partially Supports</p> <p>Authoring Tool: Partially Supports</p>	<p>Web:</p> <ul style="list-style-type: none"> • some of the images and icons available within Confluence Cloud core features do not contain any informative or meaningful information to describe the image purpose • many non-relevant or decorative images do not have null alt attributes or inserted as background images and are therefore not hidden from assistive technologies • CSS background images are used as action buttons. When high contrast mode is turned on, CSS background images disappear meaning that users cannot see this image, hence cannot perform certain actions. <p>Authoring Tool: Some features available within the editor do not support creation of accessible content. For example, authors are not able to add alternate text for images, which prevents creation of accessible content.</p> <ul style="list-style-type: none"> • key Interactive icons and images within the Rich Text Editor components are not visible in high contrast mode • non-relevant or decorative images do not have null alt attributes or inserted as background images and are therefore not hidden from assistive technologies • when an accessible Word document is imported into Confluence, the image's alternative text is not retained • when content is exported to PDF, Image alternate text is not retained.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.1 (Web) 	<p>Web: Not Applicable</p> <p>Authoring Tool: Supports</p>	<p>Web: Confluence Cloud has no prerecorded video or audio.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 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) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>Authoring Tool: Authors can add transcripts or links to transcripts when embedding pre-recorded audio only and pre-recorded video only content.</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Not Applicable</p> <p>Authoring Tool: Does Not Support</p>	<p>Web: Confluence Cloud core features do not include any prerecorded video content provided as part of the standard website.</p> <p>Authoring Tool: Authors are not able to add captions for videos which prevents creation of accessible media content.</p>
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) 	<p>Web: Not Applicable</p> <p>Authoring Tool: Supports</p>	<p>Web: Confluence Cloud core features do not include any prerecorded video content provided as part of the standard website.</p> <p>Authoring Tool: Authors can add transcripts or links to transcripts when content contains synchronised media.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 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) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<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) • 11.1.3.1.2 (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>Web: Does Not Support</p> <p>Authoring Tool: Does Not Support</p>	<p>Web: There are many instances of site-wide as well as page-specific failures of this criterion such as:</p> <ul style="list-style-type: none"> • lack of page landmarks • breadcrumbs not marked as lists • main menu not marked as lists • data table structures not semantic • form controls frequently not grouped • form labels often not associated with inputs • heading structure often not semantic or hierarchical. <p>Authoring Tool:</p> <ul style="list-style-type: none"> • authors are not able to add table captions which prevents creation of accessible content • some content auto generated during and after authoring sessions is not accessible. Authors may assume they are creating accessible content, without realising that the generated content additions from Confluence are causing accessibility related problems • when importing a Word Document, footnotes are not copied, and header/footer is removed • when a Confluence page is exported into PDF, the following issues are noticed: <ul style="list-style-type: none"> ○ heading structure is not retained ○ lists are not identified as lists

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> ○ text formatting is not identified by screen readers.
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to:</p> <p>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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p> <p>Authoring Tool: Partially Supports</p>	<p>Web: Confluence Cloud core services and published content are developed in a meaningful and correct reading sequence that can be programmatically determined. Reading order and focus order coincide and are in a meaningful sequence.</p> <p>However, there are a couple of exceptions:</p> <ul style="list-style-type: none"> • the Information text in the 'Export to PDF' table is placed after the main call to action (CTA) link. <p>Authoring Tool: Confluence Cloud, Rich Text Editor and published content are developed in a meaningful and correct reading sequence that can be programmatically determined. Reading order and focus order coincide and are in a meaningful sequence.</p> <p>However, there is an exception:</p> <ul style="list-style-type: none"> • published content code snippet is presented out of sequence.
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to:</p> <p>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) 	<p>Web: Supports</p> <p>Authoring Tool: Supports</p>	<p>Instructions provided for understanding and operating content in Confluence Cloud interface and Rich Text Editor do not rely solely on sensory characteristics of components such as shape, colour, size, or relative position etc.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to:</p> <p>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>Web: Does Not Support</p> <p>Authoring Tool: Partially Supports</p>	<p>Web: Color is frequently used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p> <p>For example:</p> <ul style="list-style-type: none"> color used to indicate links site-wide main menu uses color to indicate active pages and are not visible in high contrast mode color alone used to indicate selected tabs in the ‘Manage watchers’ modal sortable column headers indicated by color alone ‘Page comparison’ relies on color coding to communicate what has changed textually selected item in ‘Select space – Create’ modal cannot be distinguished from rest of the items in high contrast mode. <p>Authoring Tool: Color is sometimes used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p> <p>Examples include:</p> <ul style="list-style-type: none"> ‘View change’ and ‘Revert to last published version’ modal on the Create / edit page relies on color coding to communicate what has changed textually user profile links on published content pages are not distinguishable from the surrounding text.
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.2 (Web) 10.1.4.2 (Non-web document) 	<p>Web: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Confluence Cloud pages and Rich Text editor do not include audio or video content by default.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 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) 		
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Does Not Support</p> <p>Authoring Tool: Does Not Support</p>	<p>Web: Significant number of site wide and page specific interactive features within Confluence Cloud pages are not fully keyboard accessible such as:</p> <ul style="list-style-type: none"> • user profile content displayed on hover • side-bar navigation window splitter • main menu items • drag and drop feature • manage watchers modal tabs • restore and delete links • inspect permissions and X button in restrictions modal • add new workspace and channels dropdown in slack notifications • edit space logo and permissions in space settings • add and invite new team member on people page • video player button, inline comments, action menu, reply field on published content • error notifications and suggested links on Write a comment. <p>Authoring Tool: Key controls within the Rich Text Editor are not keyboard accessible. Neither are the following within Create/edit page:</p> <ul style="list-style-type: none"> • help icon • submenus

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • upload source menu • add image • datepicker • select macro • view changes • image/video
<p><u>2.1.2 No Keyboard Trap</u> (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>Web: Supports</p> <p>Authoring Tool: Does Not Support</p>	<p>Authoring Tool: Keyboard focus gets trapped inside the editor on the Create/Edit page.</p>
<p><u>2.1.4 Character Key Shortcuts</u> (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>Web: Does Not Support</p> <p>Authoring Tool: Does Not Support</p>	<p>Web: The application uses single character shortcuts and does not provide a way to disable or remap the keys.</p> <p>Authoring Tool: Editor shortcuts can't be disabled or changed on Create/Edit page</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to:</p> <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) 	<p>Web: Partially Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Time limits across the application can be extended with the following exception:</p> <ul style="list-style-type: none"> • notifications are dismissed automatically on the 'Give feedback - Notifications side-drawer' <p>Authoring Tool: there are no features or functionalities that require any time limits.</p>
<p><u>2.2.2 Pause, Stop, Hide</u> (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>Web: Partially Supports</p> <p>Authoring Tool: Partially Supports</p>	<p>Web: The product itself does not contain moving, blinking, auto-updating or scrolling content with the following exception:</p> <ul style="list-style-type: none"> • if there are GIFs added by authors, users who access this content won't have controls to pause, stop or hide the GIFs. <p>Authoring Tool: The Rich Text Editor does not generally contain moving, blinking, auto-updating or scrolling content with the following exception:</p> <ul style="list-style-type: none"> • it does not provide controls for authors to stop GIF images from auto-playing.
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	<p>Web: Supports</p> <p>Authoring Tool: Supports</p>	<p>Confluence Cloud interface and Rich Text Editor do not use flashes or flashing objects</p>

Criteria	Conformance Level	Remarks and Explanations
<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) • 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: 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) Revised Section 508 <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>Web: Partially Supports</p> <p>Authoring Tool: Partially Supports</p>	<p>Confluence Cloud contains clearly marked headings to help users rapidly navigate to desired content. However, there are the following exceptions:</p> <ul style="list-style-type: none"> • skip links are not present at the top of every page to bypass top header and navigation • there are multiple main landmarks on the People page • there are no landmarks on the rest of the pages site-wide nor within the authoring tool.
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p>	<p>Web: Supports</p>	<p>Confluence Cloud and Rich Text Editor pages contain meaningful and relevant page titles that clearly indicate the topic or purpose of each page.</p>

Criteria	Conformance Level	Remarks and Explanations
<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) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Authoring Tool: Supports	
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: 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) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Does Not Support Authoring Tool: Does Not Support	<p>Web: Confluence Cloud user interface and controls are not navigated sequentially. The user controls often do not receive keyboard focus in a logical order or in the same tab order in which they are presented visually. For example, focus is not managed</p> <ul style="list-style-type: none"> • while opening, navigating and closing modals site-wide • when activating more breadcrumbs • when attach button and table headers sorted • when edit permissions, user groups and error messages occur in ‘Permissions’ page • focus order of main menu and global search load more elements are not logical. <p>Authoring Tool: The focus order of key functions is not logical or managed. For example:</p> <ul style="list-style-type: none"> • write a comment and inline comments • focus within modals on ‘Create/edit’ page • elements that should be hidden are accessible to assistive technologies such as screen readers.
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to:</p>	Web: Supports	Link elements within Confluence Cloud and Rich Text Editor provide a purpose through the link text itself.

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) 	<p>Authoring Tool: Supports</p>	<p>However, there is an exception:</p> <ul style="list-style-type: none"> • link text in 'Resolved Comments' Modal.
<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>Web: Supports</p> <p>Authoring Tool: Supports</p>	<p>Confluence Cloud and Rich Text Editor do not use multipoint or path-based gestures for operation that can be operated with a single pointer.</p>
<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) 	<p>Web: Supports</p> <p>Authoring Tool: Supports</p>	<p>Confluence Cloud and Rich Text Editor do not have any functionality that use the down-event of the pointer to execute any part of the function.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p><u>2.5.3 Label in Name</u> (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 (Open Functionality Software) 11.2.5.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	<p>Web: Supports</p> <p>Authoring Tool: Supports</p>	<p>Confluence Cloud and Rich Text Editor user interface components which have labels that include text or images of text, ensure that the label in code contains the text in the visible label with the following exceptions:</p> <ul style="list-style-type: none"> expand content buttons emoji input field label on 'Create/edit' page.
<p><u>2.5.4 Motion Actuation</u> (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) Revised Section 508 – Does not apply	<p>Web: Supports</p> <p>Authoring Tool: Supports</p>	<p>Confluence Cloud and Rich Text Editor do not contain any motion actuated functionality.</p>
<p><u>3.1.1 Language of Page</u> (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) 	<p>Web & Authoring Tool: Does Not Support</p>	<p>The page language has not been set on any of the web pages with Confluence Cloud or the Rich Text Editor.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 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) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 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) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Authoring Tool: Supports</p>	<p>There is no context change within Confluence Cloud or Rich Text Editor user interface when a component receives focus.</p>
<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) 	<p>Web: Supports</p> <p>Authoring Tool: Supports</p>	<p>Changing the setting of core components and features in Confluence Cloud or Rich Text Editor user interfaces does not initiate any change of context.</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) 		
<p><u>3.3.1 Error Identification</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p> <p>Authoring Tool: Partially Supports</p>	<p>Users are visually notified when an input error is detected within the Confluence Cloud and Rich Text Editor data entry forms and error information is provided for users to enable them to identify which fields were omitted and must be completed.</p> <p>Additionally, Confluence Cloud uses ARIA properties to flag inputs with errors and relay this information to assistive technologies.</p> <p>However, there are exceptions:</p> <p>Web:</p> <ul style="list-style-type: none"> • error message is not linked to the input field in the ‘Enter name or team’ auto suggest and ‘Share’ popup menu. <p>Authoring Tool:</p> <ul style="list-style-type: none"> • error message is not linked to the input field in ‘Write a comment’ section.
<p><u>3.3.2 Labels or Instructions</u> (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) 	<p>Web: Does Not Support</p> <p>Authoring Tool: Does Not Support</p>	<p>Web: There are many page-specific and site-wide issues with labels and instructions within Confluence Cloud pages such as:</p> <ul style="list-style-type: none"> • site-wide text labels on icons and buttons are displayed on hover and not accessible to keyboard and screen reader users • placeholder text used as labels or instructions on search and autosuggest fields and start a new team modal • checkboxes and search input fields have no accessible labels in ‘Permissions’ page.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		Authoring Tool: There are site-wide and page issues with labels within Rich Text Editor tool such as: <ul style="list-style-type: none"> • placeholder text used as labels in Create/edit page • form labels not linked to inputs.
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria <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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Does Not Support Authoring Tool: Supports	Web: The HTML elements used within core features of Confluence Cloud contain the following parsing errors: <ul style="list-style-type: none"> • incomplete start and end tags • elements are not nested according to their specifications • elements contain duplicate attributes • IDs are not unique. Authoring Tool: Rich Text Editor provides semantically correct markup for all interface elements. The HTML elements used within core features have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and IDs are unique.
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Web: Does Not Support Authoring Tool: Does Not Support	The name, role and value used in Confluence Cloud and Rich Text Editor user interface elements are frequently unavailable to assistive technologies via HTML or WAI-ARIA which describe the identity, operation, and state. Examples: Web: <ul style="list-style-type: none"> • many elements are not labelled, or the labels are placed on the wrong element. • main menu dropdown, space name, watch, share, help and profile buttons do not announce their role or state (expanded/collapsed) • sortable table headers do not announce role or state.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		Authoring Tool: <ul style="list-style-type: none"> emoji menu buttons do not announce state or role delete buttons do not have a role status buttons do not announce state sortable table headers do not announce role or state.

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> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Confluence Cloud and Rich Text Editor do not include any live audio and video content.</p>
<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) 	<p>Web: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Confluence Cloud and Rich Text Editor do not contain any prerecorded synchronised media which would need audio description applied.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 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>1.3.4 Orientation (Level AA 2.1 only)</p> Also applies to: EN 301 549 Criteria <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) Revised Section 508 – Does not apply	<p>Web: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web: The ‘View page’ was the only page tested as per scope. This web content on this page was not restricted to only portrait or landscape orientation.</p>
<p>1.3.5 Identify Input Purpose (Level AA 2.1 only)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5 (Open Functionality Software) • 11.1.3.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	<p>Web: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Confluence Cloud and Rich Text Editor content that was tested does not contain any forms that request personal information about the user.</p>
<p>1.4.3 Contrast (Minimum) (Level AA)</p> Also applies to: EN 301 549 Criteria	<p>Web: Partially Supports</p>	<p>Confluence Cloud and Rich Text Editor do not provide enough color contrast between many instances of foreground and background text colors site-wide</p>

Criteria	Conformance Level	Remarks and Explanations
<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) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Authoring Tool: Partially Supports	
<u>1.4.4 Resize text</u> (Level AA) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Does Not Support Authoring Tool: Does Not Support	Text cannot be resized without assistive technology up to 200 percent without loss of content and functionality.
<u>1.4.5 Images of Text</u> (Level AA) Also applies to: EN 301 549 Criteria <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) 	Web: Supports Authoring Tool: Supports	Text is used to convey information rather than images of text.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 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) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>1.4.10 Reflow (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10.1 (Open Functionality Software) • 11.1.4.10.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	<p>Web: Does Not Support</p> <p>Authoring Tool: Does Not Support</p>	<p>Horizontal scroll bar is displayed and main menu links are visually hidden when content is resized to 400%.</p>
<p>1.4.11 Non-text Contrast (Level AA 2.1 only)</p> <p>Also applies to: 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) Revised Section 508 – Does not apply	<p>Web: Partially Supports</p> <p>Authoring Tool: Partially Supports</p>	<p>Web: Confluence Cloud user interface components and meaningful graphics are not easily distinguishable by individuals with moderately low vision.</p> <p>For example:</p> <ul style="list-style-type: none"> • a few non-text objects and most state indicators site-wide fail minimum contrast ratio of 3:1. <p>Authoring Tool:</p> <ul style="list-style-type: none"> • many instances of non-text objects on the ‘Create/Edit’ page fail minimum contrast • the contrast of the video control on published content is insufficient.
<p>1.4.12 Text Spacing (Level AA 2.1 only)</p>	<p>Web: Partially Supports</p>	

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to: 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>Authoring Tool: Supports</p>	<p>Confluence Cloud user interface is implemented with proper use of CSS markup language, that supports the different text style properties; and ensures no loss to content or functionality when there is any change in setting or style properties such as line height and spacing with the following exceptions:</p> <p>Web:</p> <ul style="list-style-type: none"> • cannot override author specified text spacing in ‘Slack notifications’ • content truncates when text spacing is increased on ‘People’ page.
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only)</p> <p>Also applies to: 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>Web: Partially Supports</p> <p>Authoring Tool: Partially Supports</p>	<p>Web: Confluence Cloud user interface works in coordination with keyboard focus or pointer hover with the following exception:</p> <ul style="list-style-type: none"> • a mechanism does not exist to dismiss text labels on buttons and icons that are displayed on hover site-wide besides moving the pointer away. <p>Authoring Tool: Confluence Cloud Rich Text Editor user interface works in coordination with keyboard focus or pointer hover with the following exception:</p> <ul style="list-style-type: none"> • date picker on ‘Create/edit’ page covers up content and can't be closed using a keyboard.
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.5 (Web) • 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 	<p>Web: Supports</p> <p>Authoring Tool: Supports</p>	<p>There is more than one way available to locate a web page within a set of web pages in Confluence Cloud and Rich Text Editor (e.g. top navigation menu), except where the web page is the result of, or a step in, a process.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 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) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 		
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p> <p>Authoring Tool: Supports</p>	<p>Web: Confluence Cloud contains descriptive headings and labels text to inform assistive technology users of their location and current activity with the following exceptions:</p> <ul style="list-style-type: none"> • site-wide tabs are not marked as headings • import page heading is not descriptive • modal headings on slack subscription • edit space logo modal.
<p><u>2.4.7 Focus Visible</u> (Level AA)</p> Also applies to: EN 301 549 Criteria <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) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web: Partially Supports</p> <p>Authoring Tool: Partially Supports</p>	<p>Web: The focus indicator within the Confluence Cloud user interface and controls are visible but with the following exceptions:</p> <ul style="list-style-type: none"> • In high contrast mode, focus indicator is not visible <ul style="list-style-type: none"> ○ 'Like' button in Articles and comments section ○ checkbox (selected state) site-wide and ○ links in 'Recent pages' panel. • When tick or cross button is selected to save/cancel form field content on 'Your Team – People' page, focus indicator is not visible on any interactive element.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		Authoring Tool: The focus indicator within the Rich Text Editor user interface and controls are visible in many instances but is inconsistent. Examples: <ul style="list-style-type: none"> • video player toolbar and interactive elements in published content • emoji toolbar and menu on 'Create/Edit' page.
<u>3.1.2 Language of Parts</u> (Level AA) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Does not Support Authoring Tool: Does Not Support	Web: The human language of each passage or phrase in the Confluence Cloud content cannot be programmatically determined. Authoring Tool: Authors cannot define the human language of content they create.
<u>3.2.3 Consistent Navigation</u> (Level AA) Also applies to: EN 301 549 Criteria <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) 	Web: Supports Authoring Tool: Supports	Navigational mechanisms that are repeated on multiple web pages occur in the same relative order each time they are repeated.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <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 		
<u>3.2.4 Consistent Identification</u> (Level AA) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <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>Web: Partially Supports</p> <p>Authoring Tool: Supports</p>	<p>Web: Components and user interface controls are identified consistently for the same functionality across all Confluence Cloud web pages with the following exceptions:</p> <ul style="list-style-type: none"> • error message is not linked to the input field on the Attachments page • star icon is used to perform different actions on different pages (content pages and Space directory). <p>Authoring Tool: Components and user interface controls within Rich Text Editor are identified consistently for the same functionality.</p>
<u>3.3.3 Error Suggestion</u> (Level AA) Also applies to: EN 301 549 Criteria <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) 	<p>Web: Supports</p> <p>Authoring Tool: Supports</p>	<p>Whenever an error is automatically detected within Confluence Cloud & Rich Text Editor data entry forms, the error suggestions for corrections are identified and provided visually to the user on the input form.</p> <p>Suggestions for correcting errors are provided.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 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>3.3.4 Error Prevention (Legal, Financial, Data)</u> (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>Web: Supports</p> <p>Authoring Tool: Supports</p>	<p>Data entered by users within Confluence Cloud and Rich Text Editor functionalities are checked using validation methods to help users confirm and correct data submissions.</p>
<p><u>4.1.3 Status Messages</u> (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) – Does not apply 11.4.1.3 (Open Functionality Software) – Does not apply 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>Web: Does Not Support</p> <p>Authoring Tool: Does Not Support</p>	<p>Confluence Cloud and Rich Text Editor frequently fail to provide status messages that can be programmatically determined using role or properties that can be presented to the user of assistive technology without receiving any focus. Examples include:</p> <p>Web:</p> <ul style="list-style-type: none"> loading screens site-wide search results site-wide tag addition/removal of ‘People’ and ‘Space Settings’ pages file upload/completion on ‘Import’ new page display autosuggestions on ‘Create’ modal

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		filter results on 'Your Work' page <ul style="list-style-type: none"> • username/group addition to table on 'Restrictions' page. Authoring Tool: <ul style="list-style-type: none"> • all notifications on 'Create/Edit' page • suggested links – 'Write a comment' component.

Table 3: Success Criteria, Level AAA

Notes: The Confluence Cloud and Rich Text Editor has not been evaluated for WCAG 2.1 Level AAA conformance.

Revised Section 508 Report

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Web: Does Not Support Authoring Tool: Does Not Support	<p>A rating of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none">• as described in 1.1.1 Non-text Content, much of the non-text content lacks textual equivalents• as described in 1.3.1 Info and Relationships, textual equivalents of visual information and relationships are missing on many Controls and elements• as described in 1.4.1 Use of Color, controls and elements often rely on color alone to convey their state or to notify users• as described in 2.1.1 Keyboard and 2.1.2 No Keyboard Trap, not all controls are navigable solely using the keyboard and in the Rich Text Editor keyboard only users get trapped• as described in 2.1.4 Character Key Shortcuts, shortcuts are used which cannot be disabled or remapped and so could interfere with assistive technologies• as described in 2.4.3 Focus Order, keyboard focus is not always appropriately managed• as described in 3.1.1 Language of Page, the language of the pages across Confluence Cloud is not set• as described in 3.3.1 Error identification, some error messages lack explicitly associated labels• as described in 3.3.2 Labels or Instructions, many form fields and icons lack explicitly associated labels

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • as described in 4.1.1 Parsing, some Confluence Cloud element ids are duplicated, there are incomplete start and end tags, some elements are not nested properly, and some elements contain duplicate attributes. (The Rich Text Editor supports Parsing) • as described in 4.1.2 Name, Role, Value, many critical elements are not exposed correctly to screen readers due to improperly implemented ARIA roles and attributes, and state changes are not always communicated programmatically • as described in 1.4.13 Content on Hover or Focus, text content on icons and buttons that appear on hover or focus as well as the date picker in the Rich Text Editor are not accessible to screen readers • as described in 4.1.3 Status Messages, both Confluence Cloud and Rich Text Editor fail to provide status messages that can be presented to users of assistive technologies.
302.2 With Limited Vision	<p>Web: Does Not Support</p> <p>Authoring Tool: Does Not Support</p>	<p>A rating of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none"> • as described in 1.1.1 Non-text Content, visually hidden text is still available to screen readers and 1.4.1 Use of Color, users with limited vision will have issues when using both Confluence Cloud and Rich Text Editor products • as described in 1.4.3 Contrast (Minimum) and 1.4.11 Non-text Contrast, some text and user interface components have insufficient contrast with its background • as described in 1.4.4 Resize text and 1.4.10 Reflow, some critical content and functionality will be lost when resized up to 200% and at 400%, horizontal scrolling is required on most pages in Confluence Cloud and Rich Text Editor • as described in 2.4.7 Focus Visible, focus indicators in the Confluence Cloud content and Rich Text Editor interface is not always visible

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> as described in 3.3.2 Labels or Instructions, many form fields and icons lack explicitly associated labels and placeholder text is used as a replacement for permanently visible labels.
302.3 Without Perception of Color	<p>Web: Does Not Support</p> <p>Authoring Tool: Partially Supports</p>	<p>A rating for web of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none"> as described in 1.4.1 Use of Color, color is frequently used as the only visual means to distinguish content current states. <p>A rating of Partially Supports has been given for the Rich Text Editor for the following reason:</p> <ul style="list-style-type: none"> as described in 1.4.1 Use of Color, in some instances only color alone is used to convey meaning.
302.4 Without Hearing	<p>Web: Supports</p> <p>Authoring tool: Partially Supports</p>	<p>Web: A rating of Supports has been given to Confluence Cloud because:</p> <ul style="list-style-type: none"> in its default state it does not include any prerecorded audio or video content. The product is usable therefore by those without hearing. <p>Authoring Tool: A rating of Partially Supports for Rich Text Editor has been given for the following reasons:</p> <ul style="list-style-type: none"> authors are not able to add captions for videos which prevents creation of accessible media content.
302.5 With Limited Hearing	<p>Web: Supports</p> <p>Authoring tool: Partially Supports</p>	<p>Web: A rating of Supports has been given for the following reason:</p> <ul style="list-style-type: none"> Confluence Cloud in its default state does not include audio or video features that require hearing to be used. The product is usable therefore by those with limited hearing. <p>Authoring Tool: A rating of Partially Supports for Rich Text Editor has been given for the following reasons:</p> <ul style="list-style-type: none"> Authors are not able to add captions for videos which prevents creation of accessible media content.
302.6 Without Speech	Web: Supports	Confluence Cloud and Rich Text Editor are usable by those without speech.

Criteria	Conformance Level	Remarks and Explanations
	Authoring tool: Supports	
302.7 With Limited Manipulation	Web: Partially Supports Authoring tool: Partially Supports	<p>Confluence Cloud and Rich Text Editor does not require operation of more than one control at the same time but a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • as described in 1.4.13 Content on Hover or Focus, some text labels displayed on hover or focus and the date picker in the Rich Editor Tool are not keyboard accessible • as described in 2.1.1 Keyboard, 2.1.2 and No Keyboard Trap, there is a lack of keyboard accessibility through some user flows in both Confluence Cloud and Rich Text Editor • as described in 2.1.4 Character Key Shortcuts, both Confluence Cloud and Rich Text Editor use single character shortcuts with no way of disabling or remapping • as described in 2.4.1 Bypass Blocks, Confluence Cloud does not contain “Skip navigation” and “Skip to main content” links at the top of every page. There are multiple main landmarks on one page and no landmarks on the rest of the pages site-wide nor within the authoring tool • as described in 2.4.3 Focus Order, focus of user interface controls is not managed in a logical or sequential order across many features of Confluence Cloud and Rich Text Editor.
302.8 With Limited Reach and Strength	Web: Partially Supports Authoring tool: Partially Supports	<p>Confluence Cloud and Rich Text Editor does not require operation of more than one control at the same time but a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • as described in 2.1.1 Keyboard, 2.1.2 and No Keyboard Trap, there is a lack of keyboard accessibility through user flows in both Confluence Cloud and Rich Text Editor

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • as described in 2.4.1 Bypass Blocks, skip navigation and skip to main content links are not present sitewide • as described in 2.4.3 Focus Order, focus of user interface controls is not managed in a logical or sequential order across many features of Confluence Cloud and Rich Text Editor.
302.9 With Limited Language, Cognitive, and Learning Abilities	Web: Partially Supports Authoring tool: Partially Supports	<p>A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • as described in 2.4.3 Focus Order, focus of user interface controls is not managed in a logical or sequential order across many features of Confluence Cloud and Rich Text Editor • as described in 2.4.6 Headings and Labels, important page headings are not descriptive • as described in 3.3.2 Labels or Instructions, placeholder text is used as a replacement for permanently visible labels • as described in 3.1.1 Language of Page, page language has not been programmatically set on any of the web pages.

Chapter 4: [Hardware](#)

Notes: The Confluence Cloud is a web application including an inbuilt Rich text Editor and is not subject to the requirements of this section.

Chapter 5: [Software](#)

Notes: The Confluence Cloud and the Rich Text Editor are presented in a web environment. They are not locally installed executables, they are not subject to the requirements of this section.

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
<u>602 Support Documentation</u>	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. There is no documentation around how to use accessible features such as heading markup, list markup or high contrast colors.</p> <p>Some documentation is not keyboard accessible.</p> <p>Some features in Confluence are not documented or are identified by a different name within the documentation.</p>
602.3 Electronic Support Documentation	See WCAG 2.1 section	See information in WCAG 2.1 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	<p>End-users with disabilities can request additional product support documentation at https://support.atlassian.com/contact/#/</p>
<u>603 Support Services</u>	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	<p>Support service related to Confluence can be found at https://support.atlassian.com/confluence-cloud/</p>

Criteria	Conformance Level	Remarks and Explanations
		<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>

EN 301 549 Report

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	<p>Web: Does Not Support</p> <p>Authoring Tool: Does Not Support</p>	<p>A rating of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none"> • as described in 1.1.1 Non-text Content, much of the non-text content lacks textual equivalents • as described in 1.3.1 Info and Relationships, textual equivalents of visual information and relationships are missing on many Controls and elements • as described in 1.4.1 Use of Color, controls and elements often rely on color alone to convey their state or to notify users • as described in 2.1.1 Keyboard and 2.1.2 No Keyboard Trap, not all controls are navigable solely using the keyboard and in the Rich Text Editor keyboard only users get trapped • as described in 2.1.4 Character Key Shortcuts, shortcuts are used which cannot be disabled or remapped and so could interfere with assistive technologies • as described in 2.4.3 Focus Order, keyboard focus is not always appropriately managed

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • as described in 3.1.1 Language of Page, the language of the pages across Confluence Cloud is not set • as described in 3.3.2 Labels or Instructions, many form fields and icons lack explicitly associated labels • as described in 4.1.1 Parsing, some Confluence Cloud element ids are duplicated, there are incomplete start and end tags, some elements are not nested properly, and some elements contain duplicate attributes. (The Rich Text Editor supports Parsing) • as described in 4.1.2 Name, Role, Value, many critical elements are not exposed correctly to screen readers due to improperly implemented ARIA roles and attributes, and state changes are not always communicated programmatically • as described in 1.4.13 Content on Hover or Focus, text content on icons and buttons that appear on hover or focus as well as the date picker in the Rich Text Editor are not accessible to screen readers • as described in 4.1.3 Status Messages, both Confluence Cloud and Rich Text Editor fail to provide status messages that can be presented to users of assistive technologies.
4.2.2 Usage with limited vision	<p>Web: Does Not Support</p> <p>Authoring Tool: Does Not Support</p>	<p>A rating of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none"> • as described in 1.1.1 Non-text Content, visually hidden text is still available to screen readers and 1.4.1 Use of Color, users with limited vision will have issues when using both Confluence Cloud and Rich Text Editor products • as described in 1.4.3 Contrast (Minimum) and 1.4.11 Non-text Contrast, some text and user interface components have insufficient contrast with its background

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • as described in 1.4.4 Resize text and 1.4.10 Reflow, some critical content and functionality will be lost when resized up to 200% and at 400%, horizontal scrolling is required on most pages in Confluence Cloud and Rich Text Editor • as described in 2.4.7 Focus Visible, focus indicators in Confluence Cloud content and the Rich Text Editor interface is not always visible • as described in 3.3.2 Labels or Instructions, many form fields and icons lack explicitly associated labels and placeholder text is used as a replacement for permanently visible labels.
4.2.3 Usage without perception of Color	<p>Web: Does Not Support</p> <p>Authoring Tool: Partially Supports</p>	<p>A rating for web of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none"> • as described in 1.4.1 Use of Color, color is frequently used as the only visual means to distinguish content current states. <p>A rating of Partially Supports has been given for the Rich Text Editor for the following reason:</p> <ul style="list-style-type: none"> • as described in 1.4.1 Use of Color, in some instances only, color alone is used to convey meaning.
4.2.4 Usage without hearing	<p>Web: Supports</p> <p>Authoring Tool: Partially Supports</p>	<p>Web: A rating of Supports has been given to Confluence Cloud because:</p> <ul style="list-style-type: none"> • in its default state it does not include any prerecorded audio or video content. The product is usable therefore by those without hearing. <p>Authoring Tool: A rating of Partially Supports for Rich Text Editor has been given for the following reasons:</p> <ul style="list-style-type: none"> • authors are not able to add captions for videos which prevents creation of accessible media content.
4.2.5 Usage with limited hearing	<p>Web: Supports</p>	<p>Web: A rating of Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • Confluence Cloud in its default state does not include audio or video features that require hearing to be used. The product is usable therefore by those with limited hearing.

Criteria	Conformance Level	Remarks and Explanations
	Authoring Tool: Partially Supports	Authoring Tool: A rating of Partially Supports for Rich Text Editor has been given for the following reasons: <ul style="list-style-type: none"> • authors are not able to add captions for videos which prevents creation of accessible media content.
4.2.6 Usage without vocal capability	Web: Supports Authoring Tool: Supports	Confluence Cloud and Rich Text Editor are usable by those without speech.
4.2.7 Usage with limited manipulation or strength	Web: Partially Supports Authoring Tool: Partially Supports	A rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> • as described in 1.4.13 Content on Hover or Focus, some text labels displayed on hover or focus and the date picker in the Rich Editor Tool are not keyboard accessible • as described in 2.1.1 Keyboard, 2.1.2 and No Keyboard Trap, there is a lack of keyboard accessibility through user flows in both Confluence Cloud and Rich Text Editor • as described in 2.1.4 Character Key Shortcuts, both Confluence Cloud and Rich Text Editor use single character shortcuts with no way of disabling or remapping • as described in 2.4.3 Focus Order, focus of user interface controls is not managed in a logical or sequential order across many features of Confluence Cloud and Rich Text Editor • as described in 2.4.1 Bypass Blocks, skip navigation and skip to main content links are not present sitewide.
4.2.8 Usage with limited reach	Web: Supports Authoring Tool: Supports	The Confluence Cloud and Rich Text Editor are not free-standing or installed.

Criteria	Conformance Level	Remarks and Explanations
4.2.9 Minimize photosensitive seizure triggers	Web: Supports Authoring Tool: Supports	The Confluence Cloud and Rich Text Editor do not trigger photosensitive seizures.
4.2.10 Usage with limited cognition	Partially Supports	A rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> as described in 2.4.3 Focus Order, focus of user interface controls is not managed in a logical or sequential order across many features of Confluence Cloud and Rich Text Editor as described in 2.4.6 Headings and Labels, important page headings are not descriptive as described in 3.3.2 Labels or Instructions, placeholder text is used as a replacement for permanently visible labels.
4.2.11 Privacy	Supports	Privacy is maintained when using product features that are provided for accessibility

Chapter 5: [Generic Requirements](#)

Notes: Confluence Cloud 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 General	Not Applicable	
5.1.3.2 Auditory output delivery including speech	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
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	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	
5.2 Activation of accessibility features	Not Applicable	
5.3 Biometrics	Not Applicable	
5.4 Preservation of accessibility information during conversion	Web: Not Applicable Authoring Tool: Partially Supports	When an accessible Word document is imported into Confluence, the image's alternative text is not retained. When content is exported to PDF, Image alternate text is not retained and Emoticons are not displayed
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	

Criteria	Conformance Level	Remarks and Explanations
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Chapter [6: ICT with Two-Way Voice Communication](#)

Notes: The Confluence Cloud is a web application including an inbuilt Rich text Editor and is not subject to the requirements of this section.

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

Notes:

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	Supports	Uploaded video content containing captions is preserved.
7.1.2 Captioning synchronization	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	Supports	Uploaded video content containing captions is preserved.
7.2.1 Audio description playback	Supports	Uploaded video content containing audio description is preserved.
7.2.2 Audio description synchronization	Supports	For uploaded video content containing audio description, synchronisation is preserved.
7.2.3 Preservation of audio description	Supports	Uploaded video content containing audio description is preserved.
7.3 User controls for captions and audio description	Supports	For video content that is uploaded into Confluence, user controls for captions and audio description are available depending on the third party media player used.

Chapter [8: Hardware](#)

Notes: The Confluence Cloud is a web application including a Rich text Editor and is not subject to the requirements of this section.

Chapter [9: Web](#) (see [WCAG 2.1 section](#))

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

Notes: The Confluence Cloud is a web application including a Rich text Editor and is not subject to the requirements of this section.

Chapter [11: Software](#)

Notes: The Confluence Cloud is a web application including a Rich text Editor and is not subject to the requirements of this section.

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. There is no documentation around how to use accessible features such as heading markup, list markup or high contrast colors. Some features in Confluence are not documented or are identified by a different name within the documentation.
12.1.2 Accessible documentation	See WCAG 2.1 section	See information in WCAG 2.1 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	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. End-users with disabilities can request additional product support documentation at https://support.atlassian.com/contact/#/
12.2.3 Effective communication	Supports	Support service related to Confluence can be found at https://support.atlassian.com/confluence-cloud/

Criteria	Conformance Level	Remarks and Explanations
		<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 2.1 section	See information in WCAG 2.1 section

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

Notes: The Confluence Cloud web application including an inbuilt Rich text Editor is not subject to the requirements of this section.

Legal Disclaimer (Company)

The information herein is provided in good faith based on Confluence Cloud 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.