

# Atlassian Accessibility VPAT: Jira Software Cloud

VPAT® Version 2.3 (Revised) – April 2020

<b>Name of Product/Version</b>	Jira Software Cloud - Jan 2020
<b>Product Description</b>	Jira Software is a powerful platform that combines issue collection and agile project management capabilities into a single application. Using Jira Software helps plan and organize tasks, workflows, and reports for agile team more efficiently.
<b>Date</b>	April 2020
<b>Contact Information</b>	<a href="https://support.atlassian.com/contact/#/">https://support.atlassian.com/contact/#/</a> or email <a href="mailto:a11y@atlassian.com">a11y@atlassian.com</a>
<b>Notes</b>	<p>The review was performed on the live site for the Jira Software Cloud. 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 registering for an account, buying a product or completing a form.</p> <ul style="list-style-type: none"> <li>• Sign up–Invite your team</li> <li>• Sign-up–Help us set up your Jira</li> <li>• Sign-up –Choose a classic template</li> <li>• Sign up –Create a classic project</li> <li>• Projects</li> <li>• Agile board –Classic</li> <li>• Create a Next Gen project</li> <li>• Agile board –Next Gen</li> <li>• Project settings People</li> <li>• Project settings –Features</li> <li>• Project settings –Issue types</li> <li>• Backlog</li> </ul>
<b>Evaluation Methods Used</b>	Conformance to the listed WCAG 2.1 A, and AA accessibility standards has been evaluated 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 with Chrome (79) on PC running Windows 10
- Colour Contrast Analysers
- Windows High Contrast Mode
- aXe: The Accessibility Engine

## Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A ( <b>Yes</b> ) Level AA ( <b>Yes</b> ) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A ( <b>Yes</b> ) Level AA ( <b>Yes</b> ) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	<b>Yes</b>
<a href="#">EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V2.1.2 (2018-08)</a>	<b>Yes</b>

## 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 2.1 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**

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.1.1 Non-text Content</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.1.1 (Web)</li> <li>• 10.1.1.1 (Non-web document)</li> <li>• 11.1.1.1.1 (Open Functionality Software)</li> <li>• 11.1.1.1.2 (Closed Functionality Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Does Not Support <b>Authoring Tool:</b> Does Not Support</p>	<p><b>Web:</b></p> <ul style="list-style-type: none"> <li>• Meaningful profile icons, emojis and images across many of the tested pages are displayed using CSS background-image and therefore not visible in Windows High Contrast mode</li> <li>• Meaningful images across many of the tested pages have no alternate text.</li> <li>• Decorative images across the tested pages are not hidden from screen readers</li> </ul> <p><b>Authoring Tool:</b></p> <ul style="list-style-type: none"> <li>• Images uploaded through the RTE do not have alternative text.</li> <li>• Issue type icons do not have alternate text</li> </ul>
<p><b>1.2.1 Audio-only and Video-only (Prerecorded)</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.1 (Web)</li> <li>• 10.1.2.1 (Non-web document)</li> <li>• 11.1.2.1.1 (Open Functionality Software)</li> <li>• 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Not Applicable <b>Authoring Tool:</b> Not Applicable</p>	<p>Jira Software Cloud and RTE tested content have no pre-recorded video or audio.</p>
<p><b>1.2.2 Captions (Prerecorded)</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.2 (Web)</li> </ul>	<p><b>Web:</b> Not Applicable <b>Authoring Tool:</b> Not Applicable</p>	<p>Jira Software Cloud and RTE tested content have no pre-recorded videos.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 10.1.2.2 (Non-web document)</li> <li>• 11.1.2.2 (Open Functionality Software)</li> <li>• 11.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.3 (Web)</li> <li>• 10.1.2.3 (Non-web document)</li> <li>• 11.1.2.3.1 (Open Functionality Software)</li> <li>• 11.1.2.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Not Applicable <b>Authoring Tool:</b> Not Applicable</p>	<p>Jira Software Cloud and RTE tested content have no pre-recorded videos.</p>
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.1 (Web)</li> <li>• 10.1.3.1 (Non-web document)</li> <li>• 11.1.3.1.1 (Open Functionality Software)</li> <li>• 11.1.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> </ul>	<p><b>Web:</b> Partially Supports <b>Authoring Tool:</b> Partially Supports</p>	<p>Jira Software Cloud mostly conveys information, structure, and relationships by accessible methods. However, there are exceptions: <b>Web:</b></p> <ul style="list-style-type: none"> <li>• The information in the tooltips provide extra context for the visible but screen reader users can't access this information.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		<ul style="list-style-type: none"> <li>The filter function on the Assignee checkboxes on Agile Board is not made clear to screen readers.</li> <li>Site-wide breadcrumbs are not marked up as a list.</li> <li>Related items are not marked up as lists.</li> <li>The group labels inside menus are not announced by screen readers</li> <li>Some text elements should be marked up as headings</li> </ul> <p><b>Authoring Tool:</b></p> <ul style="list-style-type: none"> <li>The existence of uploaded files, placeholder text and the contextual controls that appear on focus inside the RTE are not announced to screen readers.</li> </ul>
<p><a href="#">1.3.2 Meaningful Sequence</a> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.3.2 (Web)</li> <li>10.1.3.2 (Non-web document)</li> <li>11.1.3.2.1 (Open Functionality Software)</li> <li>11.1.3.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Partially Supports <b>Authoring Tool:</b> Partially Supports</p>	<p>Jira Software Cloud core services and content are developed in a meaningful and correct reading sequence that can be programmatically determined. Reading order and focus order mostly coincide and are in a meaningful sequence.</p> <p>However, there are a couple of exceptions:</p> <ul style="list-style-type: none"> <li>'More formatting' &amp; 'Insert' sub-menu items in Project Settings – Issue Types and RTE do not sit directly below the respective menu items in the source order, and so are not sequential.</li> </ul>
<p><a href="#">1.3.3 Sensory Characteristics</a> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.3.3 (Web)</li> </ul>	<p><b>Web:</b> Supports <b>Authoring Tool:</b> Supports</p>	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 10.1.3.3 (Non-web document)</li> <li>• 11.1.3.3 (Open Functionality Software)</li> <li>• 11.1.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>1.4.1 Use of Color</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.1 (Web)</li> <li>• 10.1.4.1 (Non-web document)</li> <li>• 11.1.4.1 (Open Functionality Software)</li> <li>• 11.1.4.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Partially Supports <b>Authoring Tool:</b> Supports</p>	<p>Color is not used generally as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p> <p>However, there are exceptions:</p> <ul style="list-style-type: none"> <li>• Links sitewide use color alone to indicate that they are links</li> <li>• When the estimation feature is enabled in “Backlogs” the Story Points tooltip is distinguished by color alone.</li> <li>• Priority icons site-wide are distinguished by color alone.</li> </ul>
<p><b><u>1.4.2 Audio Control</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.2 (Web)</li> <li>• 10.1.4.2 (Non-web document)</li> <li>• 11.1.4.2 (Open Functionality Software)</li> <li>• 11.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p><b>Web:</b> Not Applicable <b>Authoring Tool:</b> Not Applicable</p>	<p>Jira Software Cloud tested pages do not include audio or video content.</p>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><a href="#">2.1.1 Keyboard</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.1 (Web)</li> <li>• 10.2.1.1 (Non-web document)</li> <li>• 11.2.1.1.1 (Open Functionality Software)</li> <li>• 11.2.1.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Does Not Support</p> <p><b>Authoring Tool:</b> Does Not Support</p>	<p><b>Web:</b> A significant number of site-wide and page specific interactive features within Jira Software Cloud are not fully keyboard accessible such as:</p> <ul style="list-style-type: none"> <li>• Site-wide: Tooltips, window splitter, drag and drop</li> <li>• Agile Boards: Copy button, priority field combobox, create new version, epic link dropdown, backlog button, linked issues dropdown, add people combobox, roles dropdown, add epic combobox, issues, manage rules modal, board settings link</li> <li>• Project Settings: Role combobox, disabled toggle,</li> <li>• Backlog: Break line click and drag</li> </ul> <p><b>Authoring Tool:</b> A significant number of interactive features within Jira Software Cloud Rich Text Editor toolbar are not fully keyboard accessible such as:</p> <ul style="list-style-type: none"> <li>• Submenu items</li> <li>• suggested links</li> <li>• emoji buttons and menu</li> <li>• contextual controls</li> <li>• upload sources</li> <li>• add file modal</li> <li>• annotate and delete buttons</li> </ul>
<p><a href="#">2.1.2 No Keyboard Trap</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.2 (Web)</li> <li>• 10.2.1.2 (Non-web document)</li> </ul>	<p><b>Web:</b> Supports</p> <p><b>Authoring Tool:</b> Supports</p>	



Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.2.1.2 (Open Functionality Software)</li> <li>• 11.2.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>2.1.4 Character Key Shortcuts</u></b> (Level A 2.1 only)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.1.4 (Web)</li> <li>• 10.2.1.4 (Non-web document)</li> <li>• 11.2.1.4.1 (Open Functionality Software)</li> <li>• 11.2.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	<p><b>Web:</b> Does Not Support  <b>Authoring Tool:</b> Does Not Support</p>	<p>Jira Software Cloud provides keyboard shortcuts without giving users with a way to turn them off or remap them.</p>
<p><b><u>2.2.1 Timing Adjustable</u></b> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.2.1 (Web)</li> <li>• 10.2.2.1 (Non-web document)</li> <li>• 11.2.2.1 (Open Functionality Software)</li> <li>• 11.2.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Partially Supports  <b>Authoring Tool:</b> Supports</p>	<p>Time limits can be extended, with the following exception:</p> <p><b>Web:</b></p> <ul style="list-style-type: none"> <li>• notifications are dismissed automatically on the Projects page.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.2 (Web)</li> <li>• 10.2.2.2 (Non-web document)</li> <li>• 11.2.2.2 (Open Functionality Software)</li> <li>• 11.2.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supports <b>Authoring Tool:</b> Supports</p>	
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.3.1 (Web)</li> <li>• 10.2.3.1 (Non-web document)</li> <li>• 11.2.3.1 (Open Functionality Software)</li> <li>• 11.2.3.1(Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supports <b>Authoring Tool:</b> Supports</p>	
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.1 (Web)</li> <li>• 10.2.4.1 (Non-web document) – Does not apply</li> </ul>	<p><b>Web:</b> Partially Supports <b>Authoring Tool:</b> Supports</p>	<p><b>Web:</b></p> <ul style="list-style-type: none"> <li>• There are no skip links across all Jira Software Cloud pages</li> <li>• Jira Software Cloud has no core landmark structure.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.1 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<p><b>2.4.2 Page Titled</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.2 (Web)</li> <li>• 10.2.4.2 (Non-web document)</li> <li>• 11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>• 11.2.4.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Partially Supports <b>Authoring Tool:</b> Supports</p>	<p><b>Web:</b></p> <ul style="list-style-type: none"> <li>• The page &lt;title&gt; settings are the same for the Details, Access, Issue types and Features pages within Project Settings. They are not unique and don't adequately describe the page subject.</li> </ul>
<p><b>2.4.3 Focus Order</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.3 (Web)</li> <li>• 10.2.4.3 (Non-web document)</li> <li>• 11.2.4.3 (Open Functionality Software)</li> <li>• 11.2.4.3 (Closed Software)</li> </ul>	<p><b>Web:</b> Does Not Support <b>Authoring Tool:</b> Does Not Support</p>	<p><b>Web:</b></p> <ul style="list-style-type: none"> <li>• Focus is not managed properly when opening, while open, and after closing modals</li> <li>• “Next Gen” SVG is focusable in left sidebar navigation</li> <li>• Focus of submenus of “Project Settings – Issue Types” page are not managed</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		<ul style="list-style-type: none"> <li>• Agile Board Pages: Some buttons and links receive focus twice, show more fields button focus order is not logical, non-interactive share button appears in the focus order, duplicate buttons perform same function</li> <li>• Backlog page: Focus is not managed on Type filter</li> <li>• Create project page: Focus is set on an input field when the page loads</li> </ul> <p><b>Authoring Tool:</b></p> <ul style="list-style-type: none"> <li>• Contextual controls receive focus out of sequence</li> <li>• Insert menu options are not announced by the screen reader</li> <li>• Add text color SVG is focusable</li> <li>• Focus of submenus are not managed</li> </ul>
<p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.4.4 (Web)</li> <li>• 10.2.4.4 (Non-web document)</li> <li>• 11.2.4.4 (Open Functionality Software)</li> <li>• 11.2.4.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supports</p> <p><b>Authoring Tool:</b> Supports</p>	
<p><b><u>2.5.1 Pointer Gestures</u></b> (Level A 2.1 only)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.5.1 (Web)</li> </ul>	<p><b>Web:</b> Supports</p> <p><b>Authoring Tool:</b> Supports</p>	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 10.2.5.1 (Non-web document)</li> <li>• 11.2.5.1 (Open Functionality Software)</li> <li>• 11.2.5.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		
<p><b><u>2.5.2 Pointer Cancellation</u></b> (Level A 2.1 only)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.5.2 (Web)</li> <li>• 10.2.5.2 (Non-web document)</li> <li>• 11.2.5.2 (Open Functionality Software)</li> <li>• 11.2.5.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	<p><b>Web:</b> Supports</p> <p><b>Authoring Tool:</b> Supports</p>	
<p><b><u>2.5.3 Label in Name</u></b> (Level A 2.1 only)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.5.3 (Web)</li> <li>• 10.2.5.3 (Non-web document)</li> <li>• 11.2.5.3 (Open Functionality Software)</li> <li>• 11.2.5.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	<p><b>Web:</b> Partially Supports</p> <p><b>Authoring Tool:</b> Supports</p>	<p><b>Web:</b></p> <ul style="list-style-type: none"> <li>• Agile Board page: the visible label is sufficiently different from the in-code label for the following elements that speech interface users can't interreact with them directly: "Edit Assignee" button, Preview issue, Create new issue, Issue Type &amp; Description text fields on Project Settings page, Backlog "Create story".</li> </ul>
<p><b><u>2.5.4 Motion Actuation</u></b> (Level A 2.1 only)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.5.4 (Web)</li> <li>• 10.2.5.4 (Non-web document)</li> </ul>	<p><b>Web:</b> Not Applicable</p> <p><b>Authoring Tool:</b> Not Applicable</p>	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.2.5.4 (Open Functionality Software)</li> <li>• 11.2.5.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		
<p><b>3.1.1 Language of Page</b> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.3.1.1 (Web)</li> <li>• 10.3.1.1 (Non-web document)</li> <li>• 11.3.1.1.1 (Open Functionality Software)</li> <li>• 11.3.1.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supports  <b>Authoring Tool:</b> Supports</p>	
<p><b>3.2.1 On Focus</b> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.3.2.1 (Web)</li> <li>• 10.3.2.1 (Non-web document)</li> <li>• 11.3.2.1 (Open Functionality Software)</li> <li>• 11.3.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Supports  <b>Authoring Tool:</b> Supports</p>	

Criteria	Conformance Level	Remarks and Explanations
<p><b>3.2.2 On Input</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.2 (Web)</li> <li>• 10.3.2.2 (Non-web document)</li> <li>• 11.3.2.2 (Open Functionality Software)</li> <li>• 11.3.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Partially Supports <b>Authoring Tool:</b> Supports</p>	<p><b>Web:</b> When a user types in the search field, the table is filtered automatically. This occurs on:</p> <ul style="list-style-type: none"> <li>• Projects</li> <li>• Agile board (Classic)</li> <li>• Agile board (Next Gen)</li> <li>• Project Settings –Access</li> <li>• Backlog</li> </ul>
<p><b>3.3.1 Error Identification</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.1 (Web)</li> <li>• 10.3.3.1 (Non-web document)</li> <li>• 11.3.3.1.1 (Open Functionality Software)</li> <li>• 11.3.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Partially Supports <b>Authoring Tool:</b> Supports</p>	<p><b>Web:</b></p> <ul style="list-style-type: none"> <li>• Create project: Errors displayed on blur are not announced by the screen reader on Invite your team email field</li> <li>• Agile board: Error message is not programmatically associated with its field on Enter name, team or email field validation</li> <li>• Project Settings (Issue types): Error generated on Issue Type text field does not have visible error text</li> </ul>
<p><b>3.3.2 Labels or Instructions</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.2 (Web)</li> <li>• 10.3.3.2 (Non-web document)</li> <li>• 11.3.3.2 (Open Functionality Software)</li> </ul>	<p><b>Web:</b> Does Not Support <b>Authoring Tool:</b> Partially Supports</p>	<p><b>Web:</b> There are a significant number of instances across Jira Software Cloud of elements without clear labels:</p> <ul style="list-style-type: none"> <li>• Many of the form fields across all tested pages do not have programmatically associated labels</li> <li>• Placeholder text is used as a label across many of the tested pages</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.3.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		<b>Authoring Tool:</b> <ul style="list-style-type: none"> <li>• Rich text editor does not have a programmatically associated label</li> <li>• Placeholder text is used as a label on the Emoji search field and Paste link/Text to display Input fields</li> </ul>
<u>4.1.1 Parsing</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.4.1.1 (Web)</li> <li>• 10.4.1.1 (Non-web document)</li> <li>• 11.4.1.1.1 (Open Functionality Software)</li> <li>• 11.4.1.1.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Web:</b> Does Not Support <b>Authoring Tool:</b> Does Not Support	Jira Software Cloud contains parsing errors: <ul style="list-style-type: none"> <li>• duplicate IDs</li> <li>• incorrect nesting of elements</li> <li>• attributes not used according to their specification</li> </ul>
<u>4.1.2 Name, Role, Value</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.4.1.2 (Web)</li> <li>• 10.4.1.2 (Non-web document)</li> <li>• 11.4.1.2.1 (Open Functionality Software)</li> <li>• 11.4.1.2.2 (Closed Software) – Not required</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<b>Web:</b> Does Not Support <b>Authoring Tool:</b> Does Not Support	The name, role and value used in Jira Software Cloud user interface elements are frequently unavailable to assistive technologies via HTML or WAI-ARIA which describe the identity, operation, and state. <b>Web:</b> <ul style="list-style-type: none"> <li>• aria-label is placed on non-interactive elements site-wide</li> <li>• many buttons and links do not communicate their current state (e.g. sidebar navigation)</li> <li>• Incorrect roles are assigned to many interactive elements</li> </ul>



Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		<b>Authoring Tool:</b> <ul style="list-style-type: none"> <li>Many buttons do not have programmatically associated labels</li> <li>Many buttons do not communicate their current state</li> <li>aria-label is placed on non-interactive elements</li> </ul>

**Table 2: Success Criteria, Level AA**

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.4 Captions (Live)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.4 (Web)</li> <li>10.1.2.4 (Non-web document)</li> <li>11.1.2.4 (Open Functionality Software)</li> <li>11.1.2.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Not Applicable</p> <p><b>Authoring Tool:</b> Not Applicable</p>	<p>Jira Software Cloud and RTE tested content have no live videos or audios.</p>
<p><a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.5 (Web)</li> <li>10.1.2.5 (Non-web document)</li> <li>11.1.2.5 (Open Functionality Software)</li> <li>11.1.2.5 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> </ul>	<p><b>Web:</b> Not Applicable</p> <p><b>Authoring Tool:</b> Not Applicable</p>	<p>Jira Software Cloud and RTE tested content do not contain any prerecorded synchronized media which would need audio description applied.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<u>1.3.4 Orientation</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.1.3.4 (Web)</li> <li>• 10.1.3.4 (Non-web document)</li> <li>• 11.1.3.4 (Open Functionality Software)</li> <li>• 11.1.3.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	<b>Web:</b> Supports <b>Authoring Tool:</b> Supports	
<u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.1.3.5 (Web)</li> <li>• 10.1.3.5 (Non-web document)</li> <li>• 11.1.3.5 (Open Functionality Software)</li> <li>• 11.1.3.5 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	<b>Web:</b> Not Applicable <b>Authoring Tool:</b> Not Applicable	Jira Software Cloud and RTE tested content do not contain any forms that request personal information about the user.
<u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.1.4.3 (Web)</li> <li>• 10.1.4.3 (Non-web document)</li> <li>• 11.1.4.3 (Open Functionality Software)</li> <li>• 11.1.4.3 (Closed Software)</li> </ul>	<b>Web:</b> Partially Supports <b>Authoring Tool:</b> Partially Supports	<b>Web:</b> The following text elements do not meet minimum contrast requirements: <ul style="list-style-type: none"> <li>• Placeholder text</li> <li>• Breadcrumb hover text</li> <li>• Light grey text across most pages</li> <li>• Set up a customer service desk card text and focus state on Projects page</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		<p><b>Authoring Tool:</b> The following text elements do not meet minimum contrast requirements:</p> <ul style="list-style-type: none"> <li>• Placeholder text</li> <li>• Code snippet numbers</li> <li>• Ctrl + Shift + E shortcut</li> <li>• Ctrl + Shift + 0 shortcut hover state</li> </ul>
<p><a href="#">1.4.4 Resize text</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.4 (Web)</li> <li>• 10.1.4.4 (Non-web document)</li> <li>• 11.1.4.4.1 (Open Functionality Software)</li> <li>• 11.1.4.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Does Not Support</p> <p><b>Authoring Tool:</b> Does Not Support</p>	<ul style="list-style-type: none"> <li>• Text doesn't resize or respect browser settings.</li> <li>• Content overruns, truncates or disappears on many pages when zoomed to 200%</li> </ul>
<p><a href="#">1.4.5 Images of Text</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.5 (Web)</li> <li>• 10.1.4.5 (Non-web document)</li> <li>• 11.1.4.5.1 (Open Functionality Software)</li> <li>• 11.1.4.5.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul>	<p><b>Web:</b> Supports</p> <p><b>Authoring Tool:</b> Supports</p>	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul> <p><b>1.4.10 Reflow</b> (Level AA 2.1 only)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.10 (Web)</li> <li>10.1.4.10 (Non-web document)</li> <li>11.1.4.10.1 (Open Functionality Software)</li> <li>11.1.4.10.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p><b>Web:</b> Does Not Support</p> <p><b>Authoring Tool:</b> Does Not Support</p>	<p><b>Web:</b></p> <ul style="list-style-type: none"> <li>Horizontal scroll bar displayed when content is resized to 400% on some pages</li> <li>The sticky header and footer obscure the main content area when the page is zoomed to 400% on some pages</li> </ul> <p><b>Authoring Tool:</b> There is loss of content and functionality when zoom is increased to 400%.</p>
<p><b>1.4.11 Non-text Contrast</b> (Level AA 2.1 only)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.11 (Web)</li> <li>10.1.4.11 (Non-web document)</li> <li>11.1.4.11 (Open Functionality Software)</li> <li>11.1.4.11 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p><b>Web:</b> Does Not Support</p> <p><b>Authoring Tool:</b> Does Not Support</p>	<p><b>Web:</b> There are a significant amount of non-text elements that fail minimum contrast across the whole site such as:</p> <ul style="list-style-type: none"> <li>Icons</li> <li>Focus indicators</li> <li>Form field borders (search fields, checkboxes, buttons)</li> <li>Checkboxes and hover state</li> <li>Next/Previous buttons and pagination in “Choose a template” carousel</li> <li>Drop down options hover / focus state in “Backlog” page</li> <li>Star buttons and states in “Projects” page</li> <li>Task and Issue Type icons and states in “Agile Board (NG)” page</li> <li>Table sort icon in “Project Settings (People)” page</li> </ul> <p><b>Authoring Tool:</b> There are a significant amount of non-text elements within the Rich Text Editor that fail minimum contrast such as:</p> <ul style="list-style-type: none"> <li>Emoji buttons and hover states</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>Icons and focus states</li> <li>Remove indicator</li> <li>Cell highlighter</li> </ul>
<p><b>1.4.12 Text Spacing</b> (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.12 (Web)</li> <li>10.1.4.12 (Non-web document)</li> <li>11.1.4.12 (Open Functionality Software)</li> <li>11.1.4.12 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p><b>Web:</b> Partially Supports <b>Authoring Tool:</b> Supports</p>	<p><b>Web:</b></p> <ul style="list-style-type: none"> <li>The text inside the Recents project cards is cut off when text spacing is increased on “Projects” page.</li> <li>Content is truncated when text spacing is increased on “Project Settings (People)” page</li> </ul>
<p><b>1.4.13 Content on Hover or Focus</b> (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.13 (Web)</li> <li>10.1.4.13 (Non-web document)</li> <li>11.1.4.13 (Open Functionality Software)</li> <li>11.1.4.13 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p><b>Web:</b> Partially Supports <b>Authoring Tool:</b> Supports</p>	<p><b>Web:</b></p> <ul style="list-style-type: none"> <li>Agile board (Classic): The tooltips content that displays when the mouse cursor hovers over the “Time spent” and “Time remaining” disappears when the pointer is moved away from the trigger.</li> <li>On the “Create project” page, the project key popup can't be dismissed without moving the pointer or keyboard focus.</li> <li>On the “Project Settings (Issue Types)” page, the ‘What’s this?’ tooltip can't be dismissed without moving the pointer or keyboard focus.</li> <li>Menu button overlaps content on hover and focus on the “Agile Board (NG)” page</li> <li>Member tooltip remains open and obscures content when focus moves away from the tooltip on “Project Settings (People)” page.</li> <li>Text describing why feature is disabled is only available on hover on “Project Settings (Features)” page.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.4.5 Multiple Ways</b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.5 (Web)</li> <li>• 10.2.4.5 (Non-web document) – Does not apply</li> <li>• 11.2.4.5 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.5 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p><b>Web:</b> Supports <b>Authoring Tool:</b> Supports</p>	
<p><b>2.4.6 Headings and Labels</b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.6 (Web)</li> <li>• 10.2.4.6 (Non-web document)</li> <li>• 11.2.4.6 (Open Functionality Software)</li> <li>• 11.2.4.6 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Web:</b> Partially Supports <b>Authoring Tool:</b> Supports</p>	<p><b>Web:</b> There are some button labels that are not informative or descriptive, such as:</p> <ul style="list-style-type: none"> <li>• Watchers, Status, Description and Environment buttons on Agile Board (NG &amp; Classic) pages</li> <li>• Menu, Group by and Edit board heading buttons on Agile Board (NG) page</li> <li>• Star button on “Projects” page</li> </ul>
<p><b>2.4.7 Focus Visible</b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.7 (Web)</li> </ul>	<p><b>Web:</b> Partially Supports <b>Authoring Tool:</b> Partially Supports</p>	<p><b>Web:</b></p> <ul style="list-style-type: none"> <li>• Focus indicators are not visible in Windows High Contrast mode</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 10.2.4.7 (Non-web document)</li> <li>• 11.2.4.7 (Open Functionality Software)</li> <li>• 11.2.4.7 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		<ul style="list-style-type: none"> <li>• Child issue interactive element on Agile board (Next Gen) page has no visible focus indicator</li> </ul> <b>Authoring Tool:</b> <ul style="list-style-type: none"> <li>• The files under Recent uploads in the “Add files” modal have no visible focus indicator.</li> </ul>
<p><b>3.1.2 Language of Parts</b> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.3.1.2 (Web)</li> <li>• 10.3.1.2 (Non-web document)</li> <li>• 11.3.1.2 (Open Functionality Software) – Does not apply</li> <li>• 11.3.1.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<b>Web:</b> Supports <b>Authoring Tool:</b> Supports	
<p><b>3.2.3 Consistent Navigation</b> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.3.2.3 (Web)</li> <li>• 10.3.2.3 (Non-web document) – Does not apply</li> <li>• 11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.3 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> </ul>	<b>Web:</b> Supports <b>Authoring Tool:</b> Supports	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<p><b><u>3.2.4 Consistent Identification</u></b> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.3.2.4 (Web)</li> <li>• 10.3.2.4 (Non-web document) – Does not apply</li> <li>• 11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.4 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p><b>Web:</b> Supports</p> <p><b>Authoring Tool:</b> Supports</p>	
<p><b><u>3.3.3 Error Suggestion</u></b> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.3.3.3 (Web)</li> <li>• 10.3.3.3 (Non-web document)</li> <li>• 11.3.3.3 (Open Functionality Software)</li> <li>• 11.3.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> </ul>	<p><b>Web:</b> Partially Supports</p> <p><b>Authoring Tool:</b> Supports</p>	<p>Whenever an error is automatically detected within Jira Software Cloud data entry forms, the error suggestions for corrections are identified and provided visually to the user on the input form. However, there is an exception:</p> <ul style="list-style-type: none"> <li>• When invalid or incomplete data is entered into a text input that has validation, an error is displayed but not announced by the screen</li> </ul>



Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		reader. The error text also disappears when focus moves away from the field. This occurs on “Invite your team” and “Create a project” pages
<u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.3.4 (Web)</li> <li>10.3.3.4 (Non-web document)</li> <li>11.3.3.4 (Open Functionality Software)</li> <li>11.3.3.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<b>Web:</b> Supports  <b>Authoring Tool:</b> Supports	
<u>4.1.3 Status Messages</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.4.1.3 (Web)</li> <li>10.4.1.3 (Non-web document) – Does not apply</li> <li>11.4.1.3 (Open Functionality Software) – Does not apply</li> <li>11.4.1.3 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	<b>Web:</b> Partially Supports  <b>Authoring Tool:</b> Partially Supports	<b>Web:</b> <ul style="list-style-type: none"> <li>Loading screens site-wide are not announced by the screen reader</li> <li>Next and previous carousel buttons don't provide feedback to a screen reader on the “What's in this modal: Choose a classic template” page</li> <li>Status messages are either not announced by screen reader or incorrect on the “Agile Boards” page</li> </ul> <b>Authoring Tool:</b> <ul style="list-style-type: none"> <li>Auto suggestions are not announced by the screen reader on the “Add link” popup in the Rich Text Editor</li> </ul>

### **Table 3: Success Criteria, Level AAA**

Notes: Jira Software Cloud has not been evaluated for WCAG 2.1 Level AAA conformance.

# Section 508 Report

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	<ul style="list-style-type: none"><li>• As described in <b>1.1.1 Non-text content</b>, meaningful profile icons, emojis and images across many of the tested pages are displayed using CSS background-image and therefore not visible in Windows High Contrast mode, meaningful images across many of the tested pages have no alternate text, decorative images across the tested pages are not hidden from screen readers, mages uploaded through the RTE do not have alternative text, issue type icons in the RTE do not have alternate text.</li><li>• As described in <b>1.3.1 Info and Relationships</b>, the information in the tooltips provide extra context for the visible but screen reader users can't access this information, the filter function on the Assignee checkboxes on Agile Board is not made clear to screen readers, site-wide breadcrumbs are not marked up as a list, the group labels inside menus are not announced by screen readers, some text elements should be marked up as headings, the existence of uploaded files, placeholder text and the contextual controls that appear on focus inside the RTE are not announced to screen readers.</li><li>• As described in <b>1.3.2 Meaningful Sequence</b>, navigation of some sub-menu items in Project Settings – Issue Types are not sequential.</li><li>• As described in <b>1.4.13 Content on Hover or Focus</b>, some tooltip text content is only available on hover and not accessible to screen reader users.</li><li>• As described in <b>2.1.1 Keyboard</b>, there are many controls in Jira Software Cloud and the Rich Text Editor which are not navigable by keyboard.</li><li>• As described in <b>2.1.4 Character Key Shortcuts</b>, shortcuts are used which cannot be disabled or remapped.</li><li>• As described in <b>2.4.1 Bypass Blocks</b>, there are no skip links or core landmark structure across Jira Software Cloud pages.</li><li>• As described in <b>2.4.2 Page Titled</b>, the &lt;title&gt; settings are the same for the Details, Access, Issue types and Features pages within Project Settings and don't adequately describe the page subject.</li><li>• As described in <b>2.4.3 Focus Order</b>, keyboard focus is not appropriately managed within Jira Software Cloud and the Rich Text Editor.</li></ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>• As described in <b>2.4.6 Headings and Labels</b>, some button labels across the pages are not informative or descriptive.</li> <li>• As described in <b>3.2.2 On Input</b>, when a user types into the search field on some pages, the table is filtered automatically.</li> <li>• As described in <b>3.3.1 Error identification</b>, some errors displayed on blur are not announced by the screen reader, some error messages are not visible or are not programmatically associated with its field.</li> <li>• As described in <b>3.3.2 Labels or Instructions</b>, many of the form fields across all tested pages in Jira Software Cloud and Rich Text Editor do not have programmatically associated labels and placeholder text is used as a label.</li> <li>• As described in <b>3.3.3 Error Suggestion</b>, when invalid or incomplete data is entered into a text input that has validation, an error is displayed but not announced by the screen reader.</li> <li>• As described in <b>4.1.1 Parsing</b>, there are instances of duplicate IDs, incorrect nesting of elements and attributes not used according to their specification.</li> <li>• As described in <b>4.1.2 Name, Role, Value</b>, in both Jira Software Cloud and the Rich Text Editor, many buttons and links do not communicate their current state, aria-label is placed on non-interactive elements site-wide and incorrect roles are assigned to many interactive elements.</li> <li>• As described in <b>4.1.3 Status Messages</b>, both Jira Software Cloud and Rich Text Editor fail to provide status messages that can be programmatically determined using role or properties that can be presented to assistive technology users without receiving focus.</li> </ul>
302.2 With Limited Vision	Does Not Support	<ul style="list-style-type: none"> <li>• As described in <b>1.1.1 Non-text content</b>, meaningful profile icons, emojis and images across many of the tested pages are displayed using CSS background-image and therefore not visible in Windows High Contrast mode, meaningful images across many of the tested pages have no alternate text, decorative images across the tested pages are not hidden from screen readers, mages uploaded through the RTE do not have alternative text, issue type icons in the RTE do not have alternate text.</li> <li>• As described in <b>1.3.2 Meaningful Sequence</b>, navigation of some sub-menu items is not sequential.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>• As described in <b>1.4.3 Contrast (Minimum)</b> and <b>1.4.11 Non-text Contrast</b>, some text and user interface components within Jira Software Cloud and the Rich Text Editor have insufficient contrast with their backgrounds.</li> <li>• As described in <b>1.4.12 Text Spacing</b>, some text is truncated or cut off when text spacing is increased on some pages.</li> <li>• As described in <b>1.4.4 Resize text</b> and <b>1.4.10 Reflow</b>, some content and functionality will be lost when resized up to 200% and at 400%, horizontal scrolling is required on most pages in Jira Software Cloud. Content overruns, truncates or disappears on many pages when zoomed to 200% There is loss of content and functionality when zoom is increased to 400% in the RTE.</li> <li>• As described in <b>2.1.1 Keyboard</b>, there are many controls in Jira Software Cloud and the Rich Text Editor which are not navigable solely using the keyboard.</li> <li>• As described in <b>2.1.4 Character Key Shortcuts</b>, shortcuts are used which cannot be disabled or remapped and so could interfere with assistive technologies.</li> <li>• As described in <b>2.2.1 Timing Adjustable</b>, some notifications are dismissed automatically on the Projects page.</li> <li>• As described in <b>2.4.1 Bypass Blocks</b>, there are no skip links or core landmark structure across Jira Software Cloud pages.</li> <li>• As described in <b>2.4.2 Page Titled</b>, the &lt;title&gt; settings are the same for the Details, Access, Issue types and Features pages within Project Settings and don't adequately describe the page subject.</li> <li>• As described in <b>2.4.3 Focus Order</b>, keyboard focus is not appropriately managed within Jira Software Cloud and the Rich Text Editor.</li> <li>• As described in <b>2.4.6 Headings and Labels</b>, some button labels across the pages are not informative or descriptive.</li> <li>• As described in <b>2.4.7 Focus Visible</b>, focus indicators in the Jira Software Cloud content and Rich Text Editor interface is not always visible. Focus indicators are not visible in Windows High Contrast mode.</li> <li>• As described in <b>3.2.2 On Input</b>, when a user types into the search field on some pages, the table is filtered automatically.</li> <li>• As described in <b>3.3.1 Error identification</b>, some errors displayed on blur are not announced by the screen reader, some error messages are not visible or are not programmatically associated with its field.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>As described in <b>3.3.2 Labels or Instructions</b>, many of the form fields across all tested pages in Jira Software Cloud and Rich Text Editor do not have programmatically associated labels and placeholder text is used as a label.</li> <li>As described in <b>3.3.3 Error Suggestion</b>, when invalid or incomplete data is entered into a text input that has validation, an error is displayed but not announced by the screen reader.</li> <li>As described in <b>4.1.1 Parsing</b>, there are instances of duplicate IDs, incorrect nesting of elements and attributes not used according to their specification.</li> <li>As described in <b>4.1.2 Name, Role, Value</b>, in both Jira Software Cloud and the Rich Text Editor, many buttons and links do not communicate their current state, aria-label is placed on non-interactive elements site-wide and incorrect roles are assigned to many interactive elements.</li> <li>As described in <b>4.1.3 Status Messages</b>, both Jira Software Cloud and Rich Text Editor 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.</li> </ul>
302.3 Without Perception of Color	Partially Supports	<ul style="list-style-type: none"> <li>As described in <b>1.4.1 Use of Color</b>, links sitewide use color alone to indicate that they are links, Story Points tooltip and priority icons site-wide are distinguished by color alone.</li> </ul>
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Does Not Support	<ul style="list-style-type: none"> <li>As described in <b>1.4.13 Content on Hover or Focus</b>, tooltip content can't be accessed by keyboard and screen reader users. Some popup content can't be dismissed without moving the pointer or keyboard focus. Some tooltip content remains open and obscures other content when focus is moved away.</li> <li>As described in <b>2.1.1 Keyboard</b>, there is a lack of keyboard accessibility through both Jira Software Cloud and Rich Text Editor.</li> <li>As described in <b>2.1.4 Character Key Shortcuts</b>, both Jira Software Cloud uses single character shortcuts with no way of disabling or remapping.</li> <li>As described in <b>2.4.1 Bypass Blocks</b>, there are no skip links across all Jira Software Cloud pages and no core landmark structure.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>As described in <b>2.4.3 Focus Order</b>, focus of user interface controls is not managed in a logical or sequential order across many features of Jira Software Cloud and Rich Text Editor.</li> <li>As described in <b>2.5.3 Label in Name</b>, some visible labels are sufficiently different to the label in code for certain elements that speech interface users can't interact with them directly.</li> <li>As described in <b>3.2.2 On Input</b>, on several pages, when a user types into the search field the table is filtered automatically.</li> </ul>
302.8 With Limited Reach and Strength	Does Not Support	<ul style="list-style-type: none"> <li>As described in <b>1.4.13 Content on Hover or Focus</b>, tooltip content can't be accessed by keyboard and screen reader users. Some popup content can't be dismissed without moving the pointer or keyboard focus. Some tooltip content remains open and obscures other content when focus is moved away.</li> <li>As described in <b>2.1.1 Keyboard</b>, there is a lack of keyboard accessibility through both Jira Software Cloud and Rich Text Editor.</li> <li>As described in <b>2.1.4 Character Key Shortcuts</b>, both Jira Software Cloud uses single character shortcuts with no way of disabling or remapping.</li> <li>As described in <b>2.4.1 Bypass Blocks</b>, there are no skip links across all Jira Software Cloud pages and no core landmark structure.</li> <li>As described in <b>2.4.3 Focus Order</b>, focus of user interface controls is not managed in a logical or sequential order across many features of Jira Software Cloud and Rich Text Editor.</li> <li>As described in <b>2.5.3 Label in Name</b>, some visible labels are sufficiently different to the label in code for certain elements that speech interface users can't interact with them directly.</li> <li>As described in <b>3.2.2 On Input</b>, on several pages, when a user types into the search field the table is filtered automatically.</li> </ul>
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	<ul style="list-style-type: none"> <li>As described in <b>1.4.10 Reflow &amp; 1.4.4 Resize Text</b>, at 400%, horizontal scrolling is required on most pages in Jira Software Cloud. Content overruns, truncates or disappears on many pages when zoomed to 200%. There is loss of content and functionality when zoom is increased to 400% in the RTE.</li> <li>As described in <b>1.4.12 Text Spacing</b>, some text is truncated or cut off when text spacing is increased on some pages.</li> <li>As described in <b>1.4.13 Content on Hover or Focus</b>, tooltip content can't be accessed by keyboard and screen reader users. Some popup content can't be</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<p>dismissed without moving the pointer or keyboard focus. Some tooltip content remains open and obscures other content when focus is moved away.</p> <ul style="list-style-type: none"> <li>• As described in <b>2.2.1 Timing Adjustable</b>, some notifications are dismissed automatically on the Projects page.</li> <li>• As described in <b>2.4.2 Page Titled</b>, the &lt;title&gt; settings are the same for several pages and don't adequately describe the page subject.</li> <li>• As described in <b>2.4.6 Headings and Labels</b>, there are some button labels across Jira Software Cloud pages that are not informative or descriptive.</li> <li>• As described in <b>3.3.1 Error identification</b>, some errors displayed on blur are not announced by the screen reader, some error messages are not visible or are not programmatically associated with its field.</li> <li>• As described in <b>3.3.2 Labels or Instructions</b>, many of the form fields across all tested pages in Jira Software Cloud and Rich Text Editor do not have programmatically associated labels and placeholder text is used as a label.</li> <li>• As described in <b>3.3.3 Error Suggestion</b>, when invalid or incomplete data is entered into a text input that has validation, an error is displayed but not announced by the screen reader.</li> </ul>

## Chapter 4: [Hardware](#)

Notes: The Jira Software Cloud is not subject to the requirements of this section.

## Chapter 5: [Software](#)

Notes: The Jira Software Cloud is not subject to the requirements of this section.

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

Notes: Support Documentation and Services were not in scope and therefore not evaluated.

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b><a href="#">602 Support Documentation</a></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Not evaluated	Out of scope
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.1</a> section	See information in WCAG 2.1 section



Criteria	Conformance Level	Remarks and Explanations
602.4 Alternate Formats for Non-Electronic Support Documentation	Not evaluated	Out of scope
<b><u>603 Support Services</u></b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not evaluated	Out of scope
603.3 Accommodation of Communication Needs	Not evaluated	Out of scope

# EN 301 549 Report

## Chapter 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Does Not Support	<ul style="list-style-type: none"><li>• As described in <b>1.1.1 Non-text content</b>, meaningful profile icons, emojis and images across many of the tested pages are displayed using CSS background-image and therefore not visible in Windows High Contrast mode, meaningful images across many of the tested pages have no alternate text, decorative images across the tested pages are not hidden from screen readers, mages uploaded through the RTE do not have alternative text, issue type icons in the RTE do not have alternate text.</li><li>• As described in <b>1.3.1 Info and Relationships</b>, the information in the tooltips provide extra context for the visible but screen reader users can't access this information, the filter function on the Assignee checkboxes on Agile Board is not made clear to screen readers, site-wide breadcrumbs are not marked up as a list, the group labels inside menus are not announced by screen readers, some text elements should be marked up as headings, the existence of uploaded files, placeholder text and the contextual controls that appear on focus inside the RTE are not announced to screen readers.</li><li>• As described in <b>1.3.2 Meaningful Sequence</b>, navigation of some sub-menu items in Project Settings – Issue Types are not sequential.</li><li>• As described in <b>1.4.13 Content on Hover or Focus</b>, some tooltip text content is only available on hover and not accessible to screen reader users.</li><li>• As described in <b>2.1.1 Keyboard</b>, there are many controls in Jira Software Cloud and the Rich Text Editor which are not navigable solely using the keyboard</li><li>• As described in <b>2.1.4 Character Key Shortcuts</b>, shortcuts are used which cannot be disabled or remapped and so could interfere with assistive technologies.</li><li>• As described in <b>2.2.1 Timing Adjustable</b>, some notifications are dismissed automatically on the Projects page.</li><li>• As described in <b>2.4.1 Bypass Blocks</b>, there are no skip links or core landmark structure across Jira Software Cloud pages.</li></ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>• As described in <b>2.4.2 Page Titled</b>, the &lt;title&gt; settings are the same for the Details, Access, Issue types and Features pages within Project Settings and don't adequately describe the page subject.</li> <li>• As described in <b>2.4.3 Focus Order</b>, keyboard focus is not appropriately managed within Jira Software Cloud and the Rich Text Editor.</li> <li>• As described in <b>2.4.6 Headings and Labels</b>, some button labels across the pages are not informative or descriptive.</li> <li>• As described in <b>3.2.2 On Input</b>, when a user types into the search field on some pages, the table is filtered automatically.</li> <li>• As described in <b>3.3.1 Error identification</b>, some errors displayed on blur are not announced by the screen reader, some error messages are not visible or are not programmatically associated with its field.</li> <li>• As described in <b>3.3.2 Labels or Instructions</b>, many of the form fields across all tested pages in Jira Software Cloud and Rich Text Editor do not have programmatically associated labels and placeholder text is used as a label.</li> <li>• As described in <b>3.3.3 Error Suggestion</b>, when invalid or incomplete data is entered into a text input that has validation, an error is displayed but not announced by the screen reader.</li> <li>• As described in <b>4.1.1 Parsing</b>, there are instances of duplicate IDs, incorrect nesting of elements and attributes not used according to their specification.</li> <li>• As described in <b>4.1.2 Name, Role, Value</b>, in both Jira Software Cloud and the Rich Text Editor, many buttons and links do not communicate their current state, aria-label is placed on non-interactive elements site-wide and incorrect roles are assigned to many interactive elements.</li> <li>• As described in <b>4.1.3 Status Messages</b>, both Jira Software Cloud and Rich Text Editor 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.</li> </ul>
4.2.2 Usage with limited vision	Does Not Support	<ul style="list-style-type: none"> <li>• As described in <b>1.1.1 Non-text content</b>, meaningful profile icons, emojis and images across many of the tested pages are displayed using CSS background-image and therefore not visible in Windows High Contrast mode, meaningful images across many of the tested pages have no alternate text, decorative images across the tested pages are not hidden from screen</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<p>readers, images uploaded through the RTE do not have alternative text, issue type icons in the RTE do not have alternate text.</p> <ul style="list-style-type: none"> <li>• As described in <b>1.3.2 Meaningful Sequence</b>, navigation of some sub-menu items are not sequential.</li> <li>• As described in <b>1.4.3 Contrast (Minimum)</b> and <b>1.4.11 Non-text Contrast</b>, some text and user interface components within Jira Software Cloud and the Rich Text Editor have insufficient contrast with its background.</li> <li>• As described in <b>1.4.12 Text Spacing</b>, some text is truncated or cut off when text spacing is increased on some pages.</li> <li>• As described in <b>1.4.4 Resize text</b> and <b>1.4.10 Reflow</b>, some content and functionality will be lost when resized up to 200% and at 400%, horizontal scrolling is required on most pages in Jira Software Cloud. Fonts are set in px instead of relative units for text site-wide Content overruns, truncates or disappears on many pages when zoomed to 200% Functionality breaks when zoom is increased to 400% in the Rich Text Editor.</li> <li>• As described in <b>2.1.1 Keyboard</b>, there are many controls in Jira Software Cloud and the Rich Text Editor which are not navigable solely using the keyboard.</li> <li>• As described in <b>2.1.4 Character Key Shortcuts</b>, shortcuts are used which cannot be disabled or remapped and so could interfere with assistive technologies.</li> <li>• As described in <b>2.2.1 Timing Adjustable</b>, some notifications are dismissed automatically on the Projects page.</li> <li>• As described in <b>2.4.1 Bypass Blocks</b>, there are no skip links or core landmark structure across Jira Software Cloud pages.</li> <li>• As described in <b>2.4.2 Page Titled</b>, the &lt;title&gt; settings are the same for the Details, Access, Issue types and Features pages within Project Settings and don't adequately describe the page subject.</li> <li>• As described in <b>2.4.3 Focus Order</b>, keyboard focus is not appropriately managed within Jira Software Cloud and the Rich Text Editor.</li> <li>• As described in <b>2.4.6 Headings and Labels</b>, some button labels across the pages are not informative or descriptive.</li> <li>• As described in <b>2.4.7 Focus Visible</b>, focus indicators in the Jira Software Cloud content and Rich Text Editor interface is not always visible. Focus indicators are not visible in Windows High Contrast mode.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>As described in <b>3.2.2 On Input</b>, when a user types into the search field on some pages, the table is filtered automatically.</li> <li>As described in <b>3.3.1 Error identification</b>, some errors displayed on blur are not announced by the screen reader, some error messages are not visible or are not programmatically associated with its field.</li> <li>As described in <b>3.3.2 Labels or Instructions</b>, many of the form fields across all tested pages in Jira Software Cloud and Rich Text Editor do not have programmatically associated labels and placeholder text is used as a label.</li> <li>As described in <b>3.3.3 Error Suggestion</b>, when invalid or incomplete data is entered into a text input that has validation, an error is displayed but not announced by the screen reader.</li> <li>As described in <b>4.1.1 Parsing</b>, there are instances of duplicate IDs, incorrect nesting of elements and attributes not used according to their specification.</li> <li>As described in <b>4.1.2 Name, Role, Value</b>, in both Jira Software Cloud and the Rich Text Editor, many buttons and links do not communicate their current state, aria-label is placed on non-interactive elements site-wide and incorrect roles are assigned to many interactive elements.</li> <li>As described in <b>4.1.3 Status Messages</b>, both Jira Software Cloud and Rich Text Editor 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.</li> </ul>
4.2.3 Usage without perception of color	Partially Supports	<ul style="list-style-type: none"> <li>As described in <b>1.4.1 Use of Color</b>, links sitewide use color alone to indicate that they are links, Story Points tooltip and priority icons site-wise are distinguished by color alone.</li> </ul>
4.2.4 Usage without hearing	Supports	
4.2.5 Usage with limited hearing	Supports	
4.2.6 Usage without vocal capability	Supports	
4.2.7 Usage with limited manipulation or strength	Does Not Support	<ul style="list-style-type: none"> <li>As described in <b>1.4.13 Content on Hover or Focus</b>, tooltip content can't be accessed by keyboard and screen reader users. Some popup content can't be dismissed without moving the pointer or keyboard focus. Some tooltip content remains open and obscures other content when focus is moved away.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>As described in <b>2.1.1 Keyboard</b>, there is a lack of keyboard accessibility through both Jira Software Cloud and Rich Text Editor.</li> <li>As described in <b>2.1.4 Character Key Shortcuts</b>, both Jira Software Cloud uses single character shortcuts with no way of disabling or remapping.</li> <li>As described in <b>2.4.1 Bypass Blocks</b>, there are no skip links across all Jira Software Cloud pages and no core landmark structure.</li> <li>As described in <b>2.4.3 Focus Order</b>, focus of user interface controls is not managed in a logical or sequential order across many features of Jira Software Cloud and Rich Text Editor.</li> <li>As described in <b>2.5.3 Label in Name</b>, some visible labels are different to the label in code for certain elements.</li> <li>As described in <b>3.2.2 On Input</b>, on several pages, when a user types into the search field the table is filtered automatically.</li> </ul>
4.2.8 Usage with limited reach	Not Applicable	Jira Software Cloud is not free-standing or installed.
4.2.9 Minimize photosensitive seizure triggers	Supports	
4.2.10 Usage with limited cognition	Partially Supports	<ul style="list-style-type: none"> <li>As described in <b>1.4.10 Reflow</b>, at 400%, horizontal scrolling is required on most pages in Jira Software Cloud. Fonts are set in px instead of relative units for text site-wide. Content overruns, truncates or disappears on many pages when zoomed to 200%. Functionality breaks when zoom is increased to 400% in the Rich Text Editor.</li> <li>As described in <b>1.4.12 Text Spacing</b>, some text is truncated or cut off when text spacing is increased on some pages.</li> <li>As described in <b>1.4.13 Content on Hover or Focus</b>, tooltip content can't be accessed by keyboard and screen reader users. Some popup content can't be dismissed without moving the pointer or keyboard focus. Some tooltip content remains open and obscures other content when focus is moved away.</li> <li>As described in <b>2.2.1 Timing Adjustable</b>, some notifications are dismissed automatically on the Projects page.</li> <li>As described in <b>2.4.2 Page Titled</b>, the &lt;title&gt; settings are the same for several pages and don't adequately describe the page subject.</li> <li>As described in <b>2.4.6 Headings and Labels</b>, there are some button labels across Jira Software Cloud pages that are not informative or descriptive.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>As described in <b>3.3.1 Error identification</b>, some errors displayed on blur are not announced by the screen reader, some error messages are not visible or are not programmatically associated with its field.</li> <li>As described in <b>3.3.2 Labels or Instructions</b>, many of the form fields across all tested pages in Jira Software Cloud and Rich Text Editor do not have programmatically associated labels and placeholder text is used as a label.</li> <li>As described in <b>3.3.3 Error Suggestion</b>, when invalid or incomplete data is entered into a text input that has validation, an error is displayed but not announced by the screen reader.</li> </ul>
4.2.11 Privacy	Supports	

## Chapter [5: Generic Requirements](#)

Criteria	Conformance Level	Remarks and Explanations
<b>5.1 Closed functionality</b>	Heading cell – no response required	Heading cell – no response required
<b>5.1.2 General</b>	Heading cell – no response required	Heading cell – no response required
<b>5.1.2.1 Closed functionality</b>	See 5.2 through 13	See information in 5.2 through 13
<b>5.1.2.2 Assistive technology</b>	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
<b>5.1.3 Non-visual access</b>	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	
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	

Criteria	Conformance Level	Remarks and Explanations
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	
<b>5.1.6 Operation without keyboard interface</b>	Heading cell – no response required	Heading cell – no response required
<b>5.1.6.1 Closed functionality</b>	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 Evaluated	Not in scope
5.3 Biometrics	Not Applicable	
5.4 Preservation of accessibility information during conversion	Not evaluated	Not in scope
<b>5.5 Operable parts</b>	Heading cell – no response required	Heading cell – no response required



Criteria	Conformance Level	Remarks and Explanations
5.5.1 Means of operation	Not Applicable	
5.5.2 Operable parts discernibility	Not Applicable	
<b>5.6 Locking or toggle controls</b>	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not Applicable	
5.6.2 Visual status	Not Applicable	
5.7 Key repeat	Not Applicable	
5.8 Double-strike key acceptance	Not Applicable	
5.9 Simultaneous user actions	Not Applicable	

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

Notes: Jira Software Cloud is not subject to the requirements of this section.

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

Notes: Jira Software Cloud features tested does not include video content.

## **[Chapter 8: Hardware](#)**

Notes: Jira Software Cloud is not subject to the requirements of this section.

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

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

Notes: Jira Software Cloud is not subject to the requirements of this section.

## Chapter [11: Software](#)

Notes: Jira Software Cloud is not subject to the requirements of this section.

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

Notes: Support Documentation and Services were not in scope and therefore not evaluated.

Criteria	Conformance Level	Remarks and Explanations
<b>12.1 Product documentation</b>	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Not evaluated	Out of scope
12.1.2 Accessible documentation	See <a href="#">WCAG 2.1</a> section	See information in WCAG 2.1 section
<b>12.2 Support Services</b>	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Not evaluated	Out of scope
12.2.3 Effective communication	Not evaluated	Out of scope
12.2.4 Accessible documentation	See <a href="#">WCAG 2.1</a> section	See information in WCAG 2.1 section

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

Notes: Jira Software Cloud is not subject to the requirements of this section.