# Jira Data Center Accessibility Conformance Report International Edition

**(Based on VPAT**® **Version 2.5)**

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| --- | --- |
| **Name of Product/Version** | Jira Data Center (Version 10.3.1) |
| **Report Date** | 3rd February 2025 |
| **Product Description** | 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 teams more efficiently. |
| **Contact Information** | [a11y@atlassian.com](mailto:a11y@atlassian.com) |
| **Notes** | Atlassian Accessibility QA Team performed an accessibility audit for the Jira DC website. |
| **Evaluation Methods Used** | The [WCAG-EM](https://www.w3.org/WAI/test-evaluate/conformance/wcag-em/) was used to select a representative sample of pages (including modal dialogs) to perform the audit. |

## Test Environment

|  |  |  |
| --- | --- | --- |
| Operating System | Browser | Assistive Technology |
| Windows 11 | Google Chrome | JAWS 2023 |
| Windows 11 | Mozilla Firefox | NVDA 2023 |
| Mac OS 14.6 | Safari | VoiceOver Latest |

## Scope

## The WCAG-EM was used to select a representative sample of pages to perform the audit. The pages are organized by customer experience:

### Primary experiences

|  |
| --- |
| Pages/ Components |
| Header |
| Sidebar |
| Login |
| Logout |
| Forgot Login credentials |
| Kanban board |
| Backlog |
| Create issue |
| Viewing an issue |
| Find an issue (basic & advanced) |
| View system dashboard |

## 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](https://www.w3.org/TR/WCAG21/) | Level A: Yes  Level AA: Yes  Level AAA: No |
| [Web Content Accessibility Guidelines 2.1](http://www.w3.org/TR/WCAG20/) | Level A: Yes  Level AA: Yes  Level AAA: No |
| [Web Content Accessibility Guidelines 2.2](http://www.w3.org/TR/WCAG20/) | Level A: Yes  Level AA: Yes  Level AAA: No |
| [Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](https://www.access-board.gov/ict/) | Yes |
| [EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11)](https://www.access-board.gov/ict/)  *AND* [EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)](http://www.w3.org/TR/WCAG20/) | No |

## Terms

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

|  |  |
| --- | --- |
| **Term** | **Description** |
| Supports | The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation. |
| Supports With Exceptions | 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 only be used in WCAG Level AAA criteria. |

## WCAG 2.2 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 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](https://www.access-board.gov/ict/#conformance-reqs).

### Table 1: Success Criteria, Level A

Notes: Applicable for a sample set of pages.

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| [**1.1.1 Non-text Content**](http://www.w3.org/TR/WCAG20/#text-equiv-all) (Level A)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports With Exceptions | On a few pages, the informative and functional images are missing or inaccurate with textual description.  On a few pages, the decorative images are either missing empty alt or textual description is provided unnecessarily. |
| [**1.2.1 Audio-only and Video-only (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-av-only-alt) (Level A)  Also applies to:  EN 301 549 Criteria   * 9.1.2.1 (Web) * 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   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Not Applicable | Pre-recorded audio-only and video-only content is not present in the scope of pages tested.  Jira allows user to upload audio and video in page & comments. In this case, the user will have to provide alternatives for those files. |
| [**1.2.2 Captions (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-captions) (Level A)  Also applies to:  EN 301 549 Criteria   * 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   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Not Applicable | Pre-recorded audio-only and video-only content is not present in the scope of pages tested.  Jira allows user to upload audio and video in page & comments. In this case, the user will have to provide alternatives for those files. |
| [**1.2.3 Audio Description or Media Alternative (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc) (Level A)  Also applies to:  EN 301 549 Criteria   * 9.1.2.3 (Web) * 10.1.2.3 (Non-web document) * 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   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Not Applicable | Pre-recorded audio-only and video-only content is not present in the scope of pages tested.  Jira allows user to upload audio and video in page & comments. In this case, the user will have to provide alternatives for those files. |
| [**1.3.1 Info and Relationships**](http://www.w3.org/TR/WCAG20/#content-structure-separation-programmatic) (Level A)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports With Exceptions | On some pages,   * Heading levels are defined inappropriately. * Related elements either lack list markup or are defined unnecessarily. * Heading markup is used unnecessarily. * Instruction is not associated with the form fields.   On a few pages, landmarks are either not defined or inappropriately defined.  On “Backlog” and “Find an issue (basic & advanced)” pages, instruction text is not associated with respective form fields.  On “Find an issue (basic & advanced)” page, form controls are either missing label or not explicitly associated and error message is not associated with respective form field.  On “Backlog” and “View system dashboard” pages, table is defined with empty headers.  On “Find an issue” page, incorrect label is defined for form field.  On “Backlog” page, grouping is missing for form controls. |
| [**1.3.2 Meaningful Sequence**](http://www.w3.org/TR/WCAG20/#content-structure-separation-sequence) (Level A)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports With Exceptions | On a few pages, the content in an expanded component are not presented in the correct sequence in the HTML code.  For example, expanded content are placed at the end of the HTML page (DOM) rather than directly after the expand button. |
| [**1.3.3 Sensory Characteristics**](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding)(Level A)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports |  |
| [**1.4.1 Use of Color**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-without-color) (Level A)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports With Exceptions | On “Header” and “Find an issue (basic & advanced)” pages, color is only the medium used to distinguish links from the surrounding text.  On “Header” page, color is only the medium used to distinguish selected state. |
| [**1.4.2 Audio Control**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-dis-audio) (Level A)  Also applies to:  EN 301 549 Criteria   * 9.1.4.2 (Web) * 10.1.4.2 (Non-web document) * 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   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Not Applicable |  |
| [**2.1.1 Keyboard**](http://www.w3.org/TR/WCAG20/#keyboard-operation-keyboard-operable) (Level A)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports With Exceptions | Some interactive elements are not keyboard operable across few pages.   * Buttons * Tooltip * Drag and drop elements * Links |
| [**2.1.2 No Keyboard Trap**](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) (Level A)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports |  |
| [**2.1.4 Character Key Shortcuts**](https://www.w3.org/TR/WCAG21/#character-key-shortcuts) (Level A 2.1 and 2.2)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508 – Does not apply | | Supports | Character key shortcuts are present across all the pages.  There is a mechanism to turn off the keyboard shortcuts. |
| [**2.2.1 Timing Adjustable**](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors) (Level A)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports |  |
| [**2.2.2 Pause, Stop, Hide**](http://www.w3.org/TR/WCAG20/#time-limits-pause) (Level A)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports With Exceptions | On “Header” page, no means to control moving content. |
| [**2.3.1 Three Flashes or Below Threshold**](http://www.w3.org/TR/WCAG20/#seizure-does-not-violate) (Level A)  Also applies to:  EN 301 549 Criteria   * 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   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Not Applicable |  |
| [**2.4.1 Bypass Blocks**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-skip) (Level A)  Also applies to:  EN 301 549 Criteria   * 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   * 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 | | Supports |  |
| [**2.4.2 Page Titled**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-title) (Level A)  Also applies to:  EN 301 549 Criteria   * 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   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports With Exceptions | On “Kanban board” and “Backlog” pages, have incomplete page titles.  On “Find an issue (basic & advanced)” page, have inaccurate page title. |
| [**2.4.3 Focus Order**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-order) (Level A)  Also applies to:  EN 301 549 Criteria   * 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   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports With Exceptions | On a few pages, keyboard focus does not return to triggering control when the dialog is dismissed.  On “Header” page, keyboard focus not set onto the modal dialog.  On “Backlog” page, non-interactive element receives keyboard focus.  On “Backlog” page, focus does not move to the logical element.  On “Find an issue (basic & advanced)” page, disabled element receives keyboard focus.  On “Kanban board” page, interactive elements follow an illogical tabbing order.  On “Find an issue (basic & advanced)” page, focus does not remain on the sorting element after activation. |
| [**2.4.4 Link Purpose (In Context)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) (Level A)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports With Exceptions | On “Backlog” and “View system dashboard” pages, the link text is non-descriptive of its purpose. |
| [**2.5.1 Pointer Gestures**](https://www.w3.org/TR/WCAG21/#pointer-gestures) (Level A 2.1 and 2.2)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508 – Does not apply | | Not Applicable |  |
| [**2.5.2 Pointer Cancellation**](https://www.w3.org/TR/WCAG21/#pointer-cancellation) (Level A 2.1 and 2.2)  Also applies to:  EN 301 549 Criteria   * 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) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508 – Does not apply | | Supports |  |
| [**2.5.3 Label in Name**](https://www.w3.org/TR/WCAG21/#label-in-name) (Level A 2.1 and 2.2)  Also applies to:  EN 301 549 Criteria   * 9.2.5.3 (Web) * 10.2.5.3 (Non-web document) * 11.2.5.3.1 (Open Functionality Software) * 11.2.5.3.2 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508 – Does not apply | | Supports With Exceptions | On “Backlog” and “View all projects” page, the accessible names of the comboboxes do not match with their visual labels.  On “Find an issue (basic & advanced)” page, the accessible name of the input field does not match with its visual label. |
| [**2.5.4 Motion Actuation**](https://www.w3.org/TR/WCAG21/#motion-actuation) (Level A 2.1 and 2.2)  Also applies to:  EN 301 549 Criteria   * 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 | | Not Applicable |  |
| [**3.1.1 Language of Page**](http://www.w3.org/TR/WCAG20/#meaning-doc-lang-id) (Level A)  Also applies to:  EN 301 549 Criteria   * 9.3.1.1 (Web) * 10.3.1.1 (Non-web document) * 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   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports |  |
| [**3.2.1 On Focus**](http://www.w3.org/TR/WCAG20/#consistent-behavior-receive-focus) (Level A)  Also applies to:  EN 301 549 Criteria   * 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   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports |  |
| [**3.2.2 On Input**](http://www.w3.org/TR/WCAG20/#consistent-behavior-unpredictable-change) (Level A)  Also applies to:  EN 301 549 Criteria   * 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) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports |  |
| [**3.2.6 Consistent Help**](https://www.w3.org/TR/WCAG22/#consistent-help)(Level A 2.2 only)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | | Not Applicable |  |
| [**3.3.1 Error Identification**](http://www.w3.org/TR/WCAG20/#minimize-error-identified) (Level A)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports With Exceptions | On few pages, the error message is difficult to locate. |
| [**3.3.2 Labels or Instructions**](http://www.w3.org/TR/WCAG20/#minimize-error-cues) (Level A)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports With Exceptions | On “Backlog” and “Find an issue (basic & advanced)” pages, instructions are missing for the mandatory fields and date format.  On “Backlog” and “Find an issue (basic & advanced)” pages, the label is missing for the form fields.  On “Header” and “Kanban board” pages, mandatory fields not identified. |
| [**3.3.7 Redundant Entry**](https://www.w3.org/TR/WCAG22/#redundant-entry)(Level A 2.2 only)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | | Supports |  |
| [**4.1.1 Parsing**](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) (Level A)  Applies to:  WCAG 2.0 and 2.1 – Always answer ‘Supports’  WCAG 2.2 (obsolete and removed) - Does not apply  EN 301 549 Criteria   * 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   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports | For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the [WCAG 2.0 Editorial Errata](https://www.w3.org/WAI/WCAG20/errata/#editorial) and the [WCAG 2.1 Editorial Errata](https://www.w3.org/WAI/WCAG21/errata/#editorial). |
| [**4.1.2 Name, Role, Value**](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) (Level A)  Also applies to:  EN 301 549 Criteria   * 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) – Does not apply * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports With Exceptions | On some pages, interactive controls are defined with inappropriate aria attributes.  A few custom controls mentioned below do not have role, state, value, and properties defined programmatically.   * Buttons * Links * Input fields * Combo box * Tooltip * Drag and drop * Modal dialog   On “Header” and “Find an issue (basic & advanced)” pages, labels for form fields are either missing or inappropriate.  On “Kanban board” page, user need to turn off browse mode in order to move tickets around.  On “View system dashboard” page, menu semantics used inappropriately.  On “Header” page, input field label announces repeatedly.  On “Sidebar” page, hidden content read by screen reader. |

### Table 2: Success Criteria, Level AA

Notes: Applicable for sample set of pages.

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| [**1.2.4 Captions (Live)**](http://www.w3.org/TR/WCAG20/#media-equiv-real-time-captions) (Level AA)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Not Applicable |  |
| [**1.2.5 Audio Description (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc-only) (Level AA)  Also applies to:  EN 301 549 Criteria   * 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) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Not Applicable | Pre-recorded multimedia content is not present in the scope of pages tested.  Jira allows user to upload audio and video in page & comments. In this case, the user will have to provide alternatives for those files. |
| [**1.3.4 Orientation**](https://www.w3.org/TR/WCAG21/#orientation) (Level AA 2.1 and 2.2)  Also applies to:  EN 301 549 Criteria   * 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 | | Does Not Support | This website is not designed to be used on a mobile device.  Atlassian has a separate mobile web application which is not part of the scope of this VPAT. |
| [**1.3.5 Identify Input Purpose**](https://www.w3.org/TR/WCAG21/#identify-input-purpose) (Level AA 2.1 and 2.2)  Also applies to:  EN 301 549 Criteria   * 9.1.3.5 (Web) * 10.1.3.5 (Non-web document) * 11.1.3.5.1 (Open Functionality Software) * 11.1.3.5.2 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508 – Does not apply | | Supports With Exceptions | On “Find login credentials” page, the purpose of input field is not identified. |
| [**1.4.3 Contrast (Minimum)**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast) (Level AA)  Also applies to:  EN 301 549 Criteria   * 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   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports With Exceptions | On “Header” page, insufficient color contrast is observed for standard text content. |
| [**1.4.4 Resize text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) (Level AA)  Also applies to:  EN 301 549 Criteria   * 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   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports |  |
| [**1.4.5 Images of Text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation) (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.1.4.5 (Web) * 10.1.4.5 (Non-web document) * 11.1.4.5.1 (Open Functionality Software) * 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   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports |  |
| [**1.4.10 Reflow**](https://www.w3.org/TR/WCAG21/#reflow) (Level AA 2.1 and 2.2)  Also applies to:  EN 301 549 Criteria   * 9.1.4.10 (Web) * 10.1.4.10 (Non-web document) * 11.1.4.10 (Open Functionality Software) * 11.1.4.10 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508 – Does not apply | | Supports |  |
| [**1.4.11 Non-text Contrast**](https://www.w3.org/TR/WCAG21/#non-text-contrast) (Level AA 2.1 and 2.2)  Also applies to:  EN 301 549 Criteria   * 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 | | Supports With Exceptions | On few pages, the insufficient color contrast is found for some functional images, key images, border of input fields, checkboxes and focus indicator of user interface controls. |
| [**1.4.12 Text Spacing**](https://www.w3.org/TR/WCAG21/#text-spacing) (Level AA 2.1 and 2.2)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508 – Does not apply | | Supports With Exceptions | On “Create issue” page, the text gets cut off when the spacing styles are applied. |
| [**1.4.13 Content on Hover or Focus**](https://www.w3.org/TR/WCAG21/#content-on-hover-or-focus) (Level AA 2.1 and 2.2)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508 – Does not apply | | Supports With Exceptions | On “Kanban Board” page, the additional content available on hover is not hoverable.  On “Backlog” page, the additional content available on hover or focus is not dismissible. |
| [**2.4.5 Multiple Ways**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc) (Level AA)  Also applies to:  EN 301 549 Criteria   * 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 * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 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 | | Supports |  |
| [**2.4.6 Headings and Labels**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-descriptive) (Level AA)  Also applies to:  EN 301 549 Criteria   * 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   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports With Exceptions | On some pages, the buttons have labels that are identical, non-descriptive and inappropriate. |
| [**2.4.7 Focus Visible**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-visible) (Level AA)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports With Exceptions | On “Find an issue” page, the focus is not visible for interactive elements. |
| [**2.4.11 Focus Not Obscured (Minimum)**](https://www.w3.org/TR/WCAG22/#focus-not-obscured-minimum) (Level AA 2.2 only)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | | Supports |  |
| [**2.5.7 Dragging Movements**](https://www.w3.org/TR/WCAG22/#dragging-movements)(Level AA 2.2 only)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | | Supports With Exceptions | On “Find an issue” page, the dragging functionality is missing single pointer alternatives. |
| [**2.5.8 Target Size (Minimum)**](https://www.w3.org/TR/WCAG22/#target-size-minimum)(Level AA 2.2 only)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | | Supports |  |
| [**3.1.2 Language of Parts**](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id) (Level AA)  Also applies to:  EN 301 549 Criteria   * 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   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Not Applicable |  |
| [**3.2.3 Consistent Navigation**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations) (Level AA)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 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 | | Supports |  |
| [**3.2.4 Consistent Identification**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-functionality) (Level AA)  Also applies to:  EN 301 549 Criteria   * 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   * 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 | | Supports |  |
| [**3.3.3 Error Suggestion**](http://www.w3.org/TR/WCAG20/#minimize-error-suggestions) (Level AA)  Also applies to:  EN 301 549 Criteria   * 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) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Supports |  |
| [**3.3.4 Error Prevention (Legal, Financial, Data)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible) (Level AA)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | | Not Applicable |  |
| [**3.3.8 Accessible Authentication (Minimum)**](https://www.w3.org/TR/WCAG22/#accessible-authentication-minimum) (Level AA 2.2 only)  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply | | Not Applicable |  |
| [**4.1.3 Status Messages**](https://www.w3.org/TR/WCAG21/#status-messages)(Level AA 2.1 and 2.2)  Also applies to:  EN 301 549 Criteria   * 9.4.1.3 (Web) * 10.4.1.3 (Non-web document) * 11.4.1.3 (Open Functionality Software) * 11.4.1.3 (Closed Software) – Does not apply * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508 – Does not apply | | Supports With Exceptions | The following dynamic updates are not determined programmatically on some of the pages:   * Status/Feedback message announcement * Dynamically added content * Search result announcement   On “Find an issue | Edit current filter” page, button is updating content dynamically. |

### Table 3: Success Criteria, Level AAA

Notes: Not Evaluated

## Revised Section 508 Report Notes: Applicable for sample set of pages.

### Chapter 3: [Functional Performance Criteria](https://www.access-board.gov/ict/#chapter-3-functional-performance-criteria) (FPC)

Notes: Applicable for sample set of pages.

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| 302.1Without Vision | Supports With Exceptions | The website features allow people with vision loss to use page readers to interact with user interface elements. Some challenges may occur while accessing the website as disclosed in   * Table 1: 1.1.1, 1.3.1, 1.3.2, 1.4.1, 2.1.1, 2.4.2, 2.4.3, 2.4.4, 3.3.1, 3.3.2, 4.1.2, and * Table 2: 2.4.6 |
| 302.2 With Limited Vision | Supports With Exceptions | The website features allow people with limited vision loss to access most of the interface elements. Some challenges may occur while accessing the website as disclosed in   * Table 1: 1.1.1, 1.3.1, 1.4.1, 2.1.1, 2.4.3, 2.4.4, 3.3.1, 3.3.2, 4.1.2, and * Table 2: 1.4.3, 2.4.6, 2.4.7 |
| 302.3Without Perception of Color | Supports With Exceptions | The website features allow people without perception of color to access most of the content and functionality. Some challenges of color alone used to convey information and insufficient color contrast are found as disclosed in   * Table 1: 1.4.1, 3.3.1 and * Table 2: 1.4.3 |
| 302.4Without Hearing | Supports | The website features allow people without hearing to access most of the content and functionality of the website. |
| 302.5With Limited Hearing | Supports | The website features allow people with limited hearing to access most of the content and functionality of the website. |
| 302.6Without Speech | Supports | The website features allow people without speech to access all the content and functionality as controls do not require speech input. |
| 302.7With Limited Manipulation | Supports With Exceptions | The website feature can be operated by people with limited manipulation. A few challenges may occur while accessing the websites as disclosed in   * Table 1: 1.3.1, 2.1.1, 2.4.3, 2.4.4, 4.1.2 and * Table 2: 2.4.6, 2.4.7 |
| 302.8With Limited Reach and Strength | Supports With Exceptions | The website features can be operated by people with limited reach and strength. A few challenges may occur while accessing the websites as disclosed in   * Table 1: 1.3.1, 2.1.1, 2.4.3 and * Table 2: 2.4.7 |
| 302.9With Limited Language, Cognitive, and Learning Abilities | Supports With Exceptions | The website features can be accessed by people with limited language, cognitive and learning abilities. A few challenges may occur while accessing the website as disclosed in   * Table 1: 2.4.4, 3.3.1, 3.3.2 and * Table 2: 2.4.6, 2.4.7 |

### Chapter 4: [Hardware](https://www.access-board.gov/ict/#chapter-4-hardware)

Notes: Jira Data Center is not hardware and thus, all the requirements of this section are not applicable.

### Chapter 5: [Software](https://www.access-board.gov/ict/#chapter-5-software)

Notes: Jira Data Center is not software and thus, all the requirements of this section are not applicable.

### Chapter 6: [Support Documentation and Services](https://www.access-board.gov/ict/#chapter-6-support-documentation-and-services)

Notes: Support documentation and services of Jira Data Center is not a part of the accessibility review.

## 

## EN 301 549 Report

Notes: Not Evaluated