Accessibility Conformance Report for User Profiles for Confluence Cloud (VPAT® 2.5Rev)

Elevatic Apps

12 November, 2026

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Name of Product/ Version	User Profiles for Confluence Cloud (Atlassian Cloud, Forge — version from 11 Nov 2026)
Report Date	11 Nov 2026
Product Description	An Atlassian Cloud app that embeds user profile macros synchronized with Microsoft Entra ID user directory for real-time updates. User interfaces include Forge Custom UI surfaces (React + Atlassian Design System / Atlaskit) rendered in iframes within Confluence — macro renderers, the macro editor, and global app configuration — and the tenant-approval info and redirect pages hosted by Elevatic on Microsoft Azure. The macros are: Contact Person Macro, Contact List Macro, Org Chart Macro
Contact Information	support@elevatic.com[1] · trust.elevatic.com[2]
Scope and Boundaries	The ICT under evaluation is the app's own user interface. This includes the Confluence macro renderers, the macro editor, the global app configuration page, and the tenant-approval info and redirect pages hosted by Elevatic on Microsoft Azure. The following are **outside the boundary** of this assessment and are reported by third parties, not by Elevatic. • The **Microsoft sign-in and consent flow** (Microsoft Entra ID), including the "Need admin approval" dialog. *Covered by Microsoft's Accessibility Conformance Report "Office 365 and Azure AD login experience (Web)", VPAT 2.4Rev, 11 September 2023, which reports* Supports *for every WCAG 2.0 and 2.1 Level A and AA criterion. That report does not cover WCAG 2.2.* • Customer-authored profile data and directory content displayed by the app, including names, job titles, departments, locations, phone numbers, email addresses, profile pictures, manager relationships and availability values supplied by Microsoft 365 / Microsoft Entra ID. • The **Atlassian host application** (Confluence), including the Confluence editor, page chrome, native macro browser, page permissions, and the browser. • The Microsoft Teams chat, call and presence services opened from app links or used as the source of availability information. • The documentation site (help.elevatic.com[3], delivered via Scroll Sites). WCAG Level AAA is included for completeness only and is marked *Not Evaluated*; it is not within the reported scope.

1. mailto:support@elevatic.com
2. https://trust.elevatic.com/
3. http://help.elevatic.com

Evaluation Methods Used	Assessment by evaluators familiar with the product functionality, using the Accessibility Testing Matrix for WCAG Compliance: • Keyboard-only operation (T-KBD), • Screen-reader review with VoiceOver + Web Browser (T-SR), • Colour and non-text contrast measurement (T-CONTRAST), • Text resize and spacing (T-ZOOM), reflow and orientation (T-REFLOW), • Manual heuristic inspection (T-MAN), • Automated checks (T-AXE) via axe-core on rendered components. **Executed as of November 2026**: keyboard-only operation (T-KBD) and manual heuristic inspection (T-MAN) across the app's user interfaces: Contact Person macro, Contact List macro, Org Chart macro, macro editor, Microsoft 365 connection/configuration, app error states, and the tenant-approval info and redirect pages hosted on Azure. **Not yet executed**: screen-reader review (T-SR), automated checks (T-AXE), contrast measurement (T-CONTRAST), text resize and spacing (T-ZOOM), and reflow (T-REFLOW). Criteria that depend on those methods remain Preliminary. The macro renderers, Entra ID connection flow, Teams presence/contact actions, org-chart navigation and tenant-approval pages carry the highest residual risk and are listed under Open Verification Items where follow-up is still required.

1 Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) · Level AA (Yes) · Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) · Level AA (Yes) · Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (Yes) · Level AA (Yes) · Level AAA (No)
Revised Section 508 (Jan 18 2017, corrected Jan 22 2018)	Yes
EN 301 549 V3.1.1 (2019-11) and V3.2.1 (2021-03)	Yes

2 Terms

- **SUPPORTS** at least one method meets the criterion without known defects.
- **PARTIALLY SUPPORTS** some functionality does not meet the criterion.
- **DOES NOT SUPPORT** the majority does not meet the criterion.
- **NOT APPLICABLE** the criterion is not relevant to the product.
- **NOT EVALUATED** not evaluated (WCAG Level AAA only).
- **PRELIMINARY** best-effort, not yet verified — a deviation noted per VPAT rules.

3 WCAG 2.x Report

Tables 1 and 2 also document conformance with the WCAG-referencing provisions of **EN 301 549** (Clause 9 Web; Clauses 10.1–10.4 Non-web documents; Clauses 11.1–11.4 and 11.8.2 Software; Clauses 12.1.2 and 12.2.4) and **Revised Section 508** (501.1, 504.2, 602.3), as noted in those sections. Success criteria are scoped for full pages, complete processes, and accessibility-supported ways of using technology.

3.1 Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content	PRELIMINARY	Assessment identified risks that must be verified: contact-card/ profile-value avatars are labelled generically as “Profile picture” rather than with the person’s name, Teams presence uses an SVG label but is not visible text, and some icon-only actions may lack a reliable accessible name. Org-chart profile pictures use the display name. Customer-supplied profile pictures and Microsoft-supplied presence values are out of boundary as source content, but the app’s rendering must expose them accessibly. To be confirmed via T-AXE, T-SR.
1.2.1 Audio-only and Video-only (Prerecorded)	NOT APPLICABLE	The app itself presents no pre-recorded or live audio or video content.
1.2.2 Captions (Prerecorded)	NOT APPLICABLE	The app itself presents no pre-recorded audio or video content; see 1.2.1.
1.2.3 Audio Description or Media Alternative (Prerecorded)	NOT APPLICABLE	The app itself presents no pre-recorded audio or video content; see 1.2.1.
1.3.1 Info and Relationships	PRELIMINARY	Macro renderers use semantic structure for contact cards, contact-list results and org-chart hierarchy. The Contact List macro presents filtered Microsoft 365 users with meaningful headings and row/card relationships. Org Chart relationships between manager and direct reports must be available programmatically, not only visually. To be confirmed via T-AXE, T-SR.
1.3.2 Meaningful Sequence	PRELIMINARY	Reading and focus order follow DOM order in the Custom UI. Verify the macro editor configuration flow, Contact List results, and Org Chart traversal so manager/direct-report relationships are read in a meaningful sequence. To be confirmed via T-KBD, T-SR.

Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics	SUPPORTS	Instructions do not rely solely on shape, size, or location.
1.4.1 Use of Color	PRELIMINARY	Assessment found that Teams presence and status cues use more than colour in the rendered UI, but Teams presence is not exposed as visible text and requires screen-reader verification. Org-chart relationships are not conveyed by connector colour alone. Verified via T-MAN; to be confirmed via T-SR.
1.4.2 Audio Control	SUPPORTS	No audio plays automatically.
2.1.1 Keyboard	PARTIALLY SUPPORTS	Assessment found known keyboard defects: the Org Chart per-person expand/collapse control is a focusable div with role="button" but has only a mouse click handler and no keyboard activation, and copy-to-clipboard controls for email/phone are revealed only on mouse hover. Other macro configuration, selection, filter and link operations are expected to be keyboard operable. Requires correction and verification via T-KBD.
2.1.2 No Keyboard Trap	SUPPORTS	Dialogs and macro configuration panels can be exited by keyboard, and focus returns to the invoking control or the Confluence editor context. Verified via T-KBD.
2.1.4 Character Key Shortcuts	SUPPORTS	Assessment confirms that the app registers no keyboard shortcuts or access keys. Keys only work inside a focused Atlaskit or Fluent UI component (e.g. arrow keys in select fields and tabs), which 2.1.4 allows.
2.2.1 Timing Adjustable	SUPPORTS	The app imposes no time limits on user interaction. Session and token lifetimes are governed by the Atlassian host and by Microsoft Entra ID; re-authentication uses single sign-on where possible.
2.2.2 Pause, Stop, Hide	SUPPORTS	Motion is limited to loading/progress indicators shown while profile data or presence information is fetched; there is no auto-updating, blinking or scrolling content requiring a pause control.
2.3.1 Three Flashes or Below Threshold	SUPPORTS	No content flashes.
2.4.1 Bypass Blocks	SUPPORTS	UI surfaces are embedded macro renderers, dialogs and configuration pages without repeated blocks of navigation; page-level navigation is provided by the Atlassian host.

Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled	PARTIALLY SUPPORTS	Confluence Custom UI surfaces are expected to have descriptive titles. Manual inspection found that the tenant-approval info and redirect pages share the same title, “User Profiles for Confluence”; these Azure-hosted tenant-approval pages are in scope because they are provided by the app, so their page titles are not distinct. Verified via T-MAN; requires correction.
2.4.3 Focus Order	PRELIMINARY	Focus order follows the visual and reading order. Remaining verification: Contact List filtering and result updates, org-chart expansion/collapse, and macro editor user selection must communicate context changes and preserve focus predictably. To be confirmed via T-SR.
2.4.4 Link Purpose (In Context)	PARTIALLY SUPPORTS	Most email, phone and profile-related actions identify their purpose in context. Known risk for the Teams chat link: it is icon-only, the icon label is empty, and the visible purpose is provided only by tooltip/description, so the link may lack an accessible name. Requires correction and verification via T-AXE, T-SR.
2.5.1 Pointer Gestures	SUPPORTS	No path-based or multipoint gestures are required; all actions use single-pointer activation.
2.5.2 Pointer Cancellation	SUPPORTS	Actions complete on the up-event and can be aborted by moving off the control (Atlaskit/default browser behaviour).
2.5.3 Label in Name	PRELIMINARY	Icon-only controls should carry a text name matching their visible tooltip or label. Assessment identified Teams chat/action icons and org-chart expand/collapse controls as risks; verify that visible labels for contact actions, filter controls and org-chart controls are included at the start of their accessible names. To be confirmed via T-AXE, T-SR.
2.5.4 Motion Actuation	SUPPORTS	No functionality is operated by device or user motion.
3.1.1 Language of Page	SUPPORTS	Assessment confirms that app screens declare lang="en" and the interface is English only, so the declared language matches the app’s own interface content. Should further interface languages be offered, the declared language will follow the selected one.
3.2.1 On Focus	SUPPORTS	Receiving focus does not trigger a change of context. Dialogs place initial focus on their primary input when opened, which is the purpose of opening them. Verified via T-KBD.

Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input	PRELIMINARY	Changing Contact List filters or selecting a user in macro configuration updates available options or preview content. Manual inspection found no unexpected change of context; screen-reader announcement of dynamic updates remains to be confirmed. Verified via T-MAN; to be confirmed via T-SR.
3.2.6 Consistent Help (2.2 only)	SUPPORTS	Where help/support links are provided, they appear in a consistent location. Verified via T-MAN.
3.3.1 Error Identification	PRELIMINARY	Manual inspection found that error states include missing Microsoft consent, missing Entra ID permissions, expired licence, user not found, no matching users, unavailable Teams presence and sync/configuration problems, with text identifying the issue and corrective action where applicable. Programmatic association with the affected control or region remains to be confirmed via T-SR.
3.3.2 Labels or Instructions	SUPPORTS	Inputs have programmatic labels rather than placeholder text alone. To be confirmed via T-AXE.
3.3.7 Redundant Entry (2.2 only)	SUPPORTS	Multi-step flows do not require re-entering previously supplied information; selected users, filters and Microsoft connection context are retained through the macro editor and configuration flow. Verified via T-MAN.
4.1.1 Parsing (obsolete)	SUPPORTS	Per the September 2023 WCAG 2.0/2.1 errata this criterion is always supported; it is removed in WCAG 2.2.
4.1.2 Name, Role, Value	PARTIALLY SUPPORTS	Assessment identified known name/role/state issues: the Org Chart per-person expand/collapse control uses role="button" but lacks keyboard activation and aria-expanded, the Teams chat link may lack an accessible name, and decorative/field icons require axe verification. Other Atlaskit controls are expected to expose names, roles, states and values. Requires correction and verification via T-AXE, T-SR.

3.2 Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live)	NOT APPLICABLE	The app itself presents no live audio or video content; see 1.2.1.
1.2.5 Audio Description (Prerecorded)	NOT APPLICABLE	The app itself presents no pre-recorded audio or video content; see 1.2.1.
1.3.4 Orientation (2.1 and 2.2)	SUPPORTS	Content is not locked to a single orientation and reflows responsively. To be confirmed via T-REFLOW.
1.3.5 Identify Input Purpose (2.1 and 2.2)	SUPPORTS	The app collects no personal data through its forms; inputs are user pickers, user search fields, filters and configuration controls that map to no defined input purpose. Verified via T-MAN.
1.4.3 Contrast (Minimum)	PRELIMINARY	Text colours derive from Atlassian Design System tokens intended to meet 4.5:1 (3:1 large). Assessment confirms that admins can set card header colours for light and dark themes; measurement is required for contact cards, contact-list result cards/tables, org-chart nodes and custom theme colour settings. To be confirmed via T-CONTRAST.
1.4.4 Resize Text	PRELIMINARY	Atlaskit text resizes to 200% without loss of content or function. Verify that macro iframes adapt rather than clipping contact cards, contact-list results and org charts. To be confirmed via T-ZOOM.
1.4.5 Images of Text	SUPPORTS	Text is rendered as real text; imagery is limited to icons, logos and Microsoft 365 profile pictures. Verified via T-MAN.
1.4.10 Reflow (2.1 and 2.2)	PRELIMINARY	Content must reflow to a 320 CSS px equivalent without two-dimensional scrolling. Contact cards and configuration screens are expected to reflow; wide contact lists and org charts require verification and may need alternative linear access when the visual chart is too wide. To be confirmed via T-REFLOW.
1.4.11 Non-text Contrast (2.1 and 2.2)	PRELIMINARY	UI component and graphical-object contrast derives from Atlaskit tokens. Verify Teams presence indicators, icon-only contact actions, focus indicators, filter controls and org-chart connector/expand controls. To be confirmed via T-CONTRAST.
1.4.12 Text Spacing (2.1 and 2.2)	SUPPORTS	No loss of content when user text-spacing overrides are applied. To be confirmed via T-ZOOM.

Criteria	Conformance Level	Remarks and Explanations
1.4.13 Content on Hover or Focus (2.1 and 2.2)	PARTIALLY SUPPORTS	Atlaskit tooltips are expected to meet hover/focus behaviour, but assessment and manual inspection found known exceptions: the Contact Person “Your feedback matters!” pop-up is mouse-hover only and has no Escape handling, and copy-to-clipboard buttons are also mouse-hover only. Requires correction and verification via T-KBD and T-SR.
2.4.5 Multiple Ways (AA)	SUPPORTS	Content is reached through the Atlassian host navigation, the macro on the page, Confluence page search, and app configuration entry points. Verified via T-MAN.
2.4.6 Headings and Labels	SUPPORTS	Headings and labels are descriptive, including macro configuration, user search, filter criteria and contact actions. Assessment identified icon-only Teams/contact actions as risks for accessible names, but visible headings and labels are otherwise expected to be descriptive. Verified via T-MAN; accessible names remain to be confirmed via T-SR and T-AXE.
2.4.7 Focus Visible	SUPPORTS	A visible focus indicator is provided on every keyboard-focusable interactive element. Assessment found hover-only copy controls that are not keyboard-focusable; these are addressed under 2.1.1 and 1.4.13. Verify after remediation via T-KBD.
2.4.11 Focus Not Obscured (Minimum) (2.2 only)	PRELIMINARY	Focused elements are scrolled clear of sticky page furniture. Still to verify: filter panels, org-chart controls and macro editor footers do not fully hide the focused component. To be confirmed via T-KBD.
2.5.7 Dragging Movements (2.2 only)	PRELIMINARY	Users and filters are selected by activation, not by drag. Assessment and manual inspection found that the Org Chart uses a chart library that may support panning/zooming by drag or mouse wheel; verify by keyboard testing that people outside the visible area can be reached without dragging, or provide an alternative single-pointer/keyboard path. To be confirmed via T-KBD.
2.5.8 Target Size (Minimum) (2.2 only)	SUPPORTS	Manual inspection found that icon-only controls, dense contact-list rows, Teams action icons and org-chart expand/collapse targets meet the 24x24 CSS px minimum. Verified via T-MAN.
3.1.2 Language of Parts	SUPPORTS	Assessment confirms the app’s own interface is English only. User profile values, names and job titles may be in another language but are proper names or customer directory data not programmatically language-tagged by the app.
3.2.3 Consistent Navigation	SUPPORTS	Navigation elements appear in a consistent relative order across the app’s surfaces. Verified via T-MAN.

Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification	SUPPORTS	Components with the same function are identified consistently across the Contact Person macro, Contact List macro, Org Chart macro, configuration pages and tenant-approval pages. Verified via T-MAN.
3.3.3 Error Suggestion	PRELIMINARY	Manual inspection found that error messages state corrective actions where known: connect Microsoft 365, ask an administrator to grant consent, renew the licence, adjust filter criteria, select another user or retry when Teams presence is unavailable. Programmatic association remains to be confirmed via T-SR.
3.3.4 Error Prevention (Legal, Financial, Data)	SUPPORTS	Assessment confirms the app reads Microsoft 365 profile data and displays it in Confluence; it does not write to or modify the source Microsoft 365 / Microsoft Entra ID directory data. Administrative actions that change Microsoft connection or app configuration provide review and/or confirmation steps. Verified via T-MAN.
3.3.8 Accessible Authentication (Minimum) (2.2 only)	NOT APPLICABLE	Authentication is performed by the Atlassian platform and by Microsoft Entra ID, not by the ICT under evaluation; the app receives an authenticated context and uses single sign-on where possible. The Microsoft sign-in and consent dialogs are Microsoft's ICT. **Evidence note:** Microsoft's ACR "Office 365 and Azure AD login experience (Web)" (VPAT 2.4Rev, 11 September 2023) reports *Supports* across WCAG 2.0 and 2.1 Level A/AA, but covers WCAG 2.0 and 2.1 only — it therefore provides no evidence for this 2.2-only criterion. An updated edition should be requested to close the WCAG 2.2 evidence gap.
4.1.3 Status Messages (2.1 and 2.2)	SUPPORTS	Search result counts and empty states are shown in text. Loading, Microsoft consent, permission, no-result and Teams presence update states still require confirmation as programmatic status messages without moving focus. To be confirmed via T-SR.

3.3 Table 3: Success Criteria, Level AAA

Level AAA is not within the reported scope; the table is included for completeness with every criterion marked *Not Evaluated* (permitted for Level AAA).

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded)	NOT EVALUATED	Level AAA is not within the reported scope of this document.
1.2.7 Extended Audio Description (Prerecorded)	NOT EVALUATED	Level AAA is not within the reported scope of this document.

Criteria	Conformance Level	Remarks and Explanations
1.2.8 Media Alternative (Prerecorded)	NOT EVALUATED	Level AAA is not within the reported scope of this document.
1.2.9 Audio-only (Live)	NOT EVALUATED	Level AAA is not within the reported scope of this document.
1.3.6 Identify Purpose (2.1 and 2.2)	NOT EVALUATED	Level AAA is not within the reported scope of this document.
1.4.6 Contrast (Enhanced)	NOT EVALUATED	Level AAA is not within the reported scope of this document.
1.4.7 Low or No Background Audio	NOT EVALUATED	Level AAA is not within the reported scope of this document.
1.4.8 Visual Presentation	NOT EVALUATED	Level AAA is not within the reported scope of this document.
1.4.9 Images of Text (No Exception)	NOT EVALUATED	Level AAA is not within the reported scope of this document.
2.1.3 Keyboard (No Exception)	NOT EVALUATED	Level AAA is not within the reported scope of this document.
2.2.3 No Timing	NOT EVALUATED	Level AAA is not within the reported scope of this document.
2.2.4 Interruptions	NOT EVALUATED	Level AAA is not within the reported scope of this document.
2.2.5 Re-authenticating	NOT EVALUATED	Level AAA is not within the reported scope of this document.
2.2.6 Timeouts (2.1 and 2.2)	NOT EVALUATED	Level AAA is not within the reported scope of this document.
2.3.2 Three Flashes	NOT EVALUATED	Level AAA is not within the reported scope of this document.
2.3.3 Animation from Interactions (2.1 and 2.2)	NOT EVALUATED	Level AAA is not within the reported scope of this document.

Criteria	Conformance Level	Remarks and Explanations
2.4.8 Location	NOT EVALUATED	Level AAA is not within the reported scope of this document.
2.4.9 Link Purpose (Link Only)	NOT EVALUATED	Level AAA is not within the reported scope of this document.
2.4.10 Section Headings	NOT EVALUATED	Level AAA is not within the reported scope of this document.
2.4.12 Focus Not Obscured (Enhanced) (2.2 only)	NOT EVALUATED	Level AAA is not within the reported scope of this document.
2.4.13 Focus Appearance (2.2 only)	NOT EVALUATED	Level AAA is not within the reported scope of this document.
2.5.5 Target Size (2.1 and 2.2)	NOT EVALUATED	Level AAA is not within the reported scope of this document.
2.5.6 Concurrent Input Mechanisms (2.1 and 2.2)	NOT EVALUATED	Level AAA is not within the reported scope of this document.
3.1.3 Unusual Words	NOT EVALUATED	Level AAA is not within the reported scope of this document.
3.1.4 Abbreviations	NOT EVALUATED	Level AAA is not within the reported scope of this document.
3.1.5 Reading Level	NOT EVALUATED	Level AAA is not within the reported scope of this document.
3.1.6 Pronunciation	NOT EVALUATED	Level AAA is not within the reported scope of this document.
3.2.5 Change on Request	NOT EVALUATED	Level AAA is not within the reported scope of this document.
3.3.5 Help	NOT EVALUATED	Level AAA is not within the reported scope of this document.
3.3.6 Error Prevention (All)	NOT EVALUATED	Level AAA is not within the reported scope of this document.

Criteria	Conformance Level	Remarks and Explanations
3.3.9 Accessible Authentication (Enhanced) (2.2 only)	NOT EVALUATED	Level AAA is not within the reported scope of this document.

4 Revised Section 508 Report

4.1 Chapter 3: Functional Performance Criteria

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	PRELIMINARY	Operable non-visually via keyboard and screen-reader semantics; see WCAG 1.1.1, 1.3.1, 2.1.1, 4.1.2. Customer-authored profile data, Microsoft-supplied presence data and platform sign-in are out of boundary. To be confirmed via T-SR, T-KBD.
302.2 With Limited Vision	PRELIMINARY	Supports text resize, reflow and design-token contrast; see WCAG 1.4.3/1.4.4/1.4.10/1.4.11. Contact cards, contact lists, org-chart nodes and custom theme colours remain to be verified via T-ZOOM, T-CONTRAST.
302.3 Without Perception of Color	SUPPORTS	Colour is not the sole means of conveying status: Teams presence and app status cues carry text and/or icons in addition to colour; org-chart relationships are not conveyed by colour alone. Verified via T-MAN.
302.4 Without Hearing	SUPPORTS	No audio-only information is presented by the app.
302.5 With Limited Hearing	SUPPORTS	No audio-only information is presented by the app.
302.6 Without Speech	SUPPORTS	No speech input is required to operate the app.
302.7 With Limited Manipulation	PARTIALLY SUPPORTS	See WCAG 2.1.1, 2.4.7, 2.5.7 and 2.5.8. Assessment and testing found known limited-manipulation risks: the Org Chart per-person expand/collapse control lacks keyboard activation, copy-to-clipboard controls are mouse-hover only, and org-chart panning/zooming still requires keyboard verification. Target size verified via T-MAN. Requires correction and verification via T-KBD.
302.8 With Limited Reach and Strength	SUPPORTS	Web software with no physical reach/strength requirement.

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	PRELIMINARY	Clear labels, consistent identification and actionable error guidance are provided for Microsoft consent, Entra ID permissions, licence, empty user results and unavailable Teams presence; see WCAG 3.3.x. Manual inspection found actionable guidance; programmatic announcement and association remain to be confirmed via T-SR.

4.2 Chapter 4: Hardware

Not Applicable. The ICT is web-based software with no hardware component; the entire chapter (401–415) does not apply.

4.3 Chapter 5: Software

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope — Incorporation of WCAG 2.0 AA	SEE WCAG 2.X	See the WCAG 2.x Level A and AA tables above.
502 Interoperability with Assistive Technology	NOT APPLICABLE	The ICT is web-based software rendered in the browser; interoperability with assistive technology is provided through the user agent and addressed under WCAG 4.1.2. The non-web software platform-service provisions (502.2.x, 502.3.x) do not apply.
503.2 User Preferences	SUPPORTS	The UI inherits platform/browser user preferences (font size, colours, reduced motion). Verified via T-MAN.
503.3 Alternative User Interfaces	NOT APPLICABLE	No alternative user interface that itself functions as ICT is provided.
503.4 User Controls for Captions and Audio Description	NOT APPLICABLE	The app presents no audio or video content with captions or audio description.

Criteria	Conformance Level	Remarks and Explanations
504 Authoring Tools	NOT APPLICABLE	The app displays profile information and provides macro configuration, but does not provide a general content-authoring tool. Users configure which Microsoft 365 profile data is displayed; they do not author the source directory content through this app. Accessibility of user-generated Confluence page content remains governed by Confluence and the page authors.

4.4 Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
602.2 Accessibility and Compatibility Features	SUPPORTS	This Accessibility Conformance Report documents accessibility and compatibility features and is available on request.
602.3 Electronic Support Documentation	SEE WCAG 2.X	Product documentation is delivered as web content at help.elevatic.com; see the WCAG 2.x tables. The documentation platform (Scroll Sites) is a third-party component.
602.4 Alternate Formats for Non-Electronic Support Documentation	NOT APPLICABLE	Support documentation is provided electronically.
603.2 Information on Accessibility and Compatibility Features	SUPPORTS	Accessibility information is available through the vendor support channel.
603.3 Accommodation of Communication Needs	SUPPORTS	Support is offered over email/web, accommodating a range of communication needs.

5 EN 301 549 Report

5.1 Clause 4: Functional Performance Statements

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	PRELIMINARY	See Section 508 302.1 / WCAG. To be confirmed via T-SR, T-KBD.
4.2.2 Usage with limited vision	PRELIMINARY	See Section 508 302.2 / WCAG 1.4.x. To be confirmed via T-ZOOM, T-CONTRAST.
4.2.3 Usage without perception of colour	SUPPORTS	See Section 508 302.3 and WCAG 1.4.1 — Teams presence and app status cues carry text and/or icons in addition to colour; org-chart relationships are not conveyed by colour alone. Verified via T-MAN.
4.2.4 Usage without hearing	SUPPORTS	No audio-only information is presented by the app.
4.2.5 Usage with limited hearing	SUPPORTS	No audio-only information is presented by the app.
4.2.6 Usage with no or limited vocal capability	SUPPORTS	No voice input is required.
4.2.7 Usage with limited manipulation or strength	PARTIALLY SUPPORTS	See Section 508 302.7 and WCAG 2.1.1, 2.4.7, 2.5.7 and 2.5.8. Assessment and testing found known limited-manipulation risks: the Org Chart per-person expand/collapse control lacks keyboard activation, copy-to-clipboard controls are mouse-hover only, and org-chart panning/zooming still requires keyboard verification. Target size verified via T-MAN. Requires correction and verification via T-KBD.
4.2.8 Usage with limited reach	SUPPORTS	Web software; no physical reach requirement.
4.2.9 Minimize photosensitive seizure triggers	SUPPORTS	No flashing content; see WCAG 2.3.1.
4.2.10 Usage with limited cognition, language, or learning	PRELIMINARY	See WCAG 3.3.x; the permission/consent error paths are the critical case. Manual inspection found actionable guidance; programmatic announcement and association remain to be confirmed via T-SR.

Criteria	Conformance Level	Remarks and Explanations
4.2.11 Privacy	SUPPORTS	Accessibility features do not degrade the privacy afforded to users. Profile data is retrieved from Microsoft 365 / Microsoft Entra ID according to the configured tenant permissions and the user's Confluence access context.

5.2 Clause 5: Generic Requirements

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	NOT APPLICABLE	The app is open-functionality web software that permits assistive technology via the browser; the closed-functionality provisions (5.1.2–5.1.6) do not apply.
5.2 Activation of accessibility features	SUPPORTS	The app does not disrupt platform accessibility features activated by the user. Verified via T-MAN.
5.3 Biometrics	NOT APPLICABLE	No biometric identification or control is used by the app.
5.4 Preservation of accessibility information during conversion	NOT APPLICABLE	The app does not convert content from one format to another. It displays Microsoft 365 / Microsoft Entra ID profile information in Confluence macro renderers; accessibility information is addressed under Clause 9 / WCAG for the app's web user interface.
5.5 Operable parts	NOT APPLICABLE	No physical/mechanical operable parts (hardware provision).
5.6 Locking or toggle controls	NOT APPLICABLE	Hardware provision; not applicable to web software.
5.7 Key repeat	NOT APPLICABLE	Hardware provision; key-repeat behaviour is governed by the platform.
5.8 Double-strike key acceptance	NOT APPLICABLE	Hardware provision; not applicable.
5.9 Simultaneous user actions	SUPPORTS	No operation requires simultaneous user actions.

5.3 Clauses 6, 7, 8: Two-Way Voice, Video, Hardware

Not Applicable. The app provides no two-way voice communication (Clause 6), no video-capability/ caption-or-audio-description processing (Clause 7), and no hardware (Clause 8). Microsoft Teams chat, call and presence services opened from app links or used as the source of availability information are third-party ICT outside the boundary.

5.4 Clause 9: Web

See the WCAG 2.x Report above; Clause 9 maps directly to WCAG 2.x Level A and AA.

5.5 Clause 10: Non-Web Documents

Criteria	Conformance Level	Remarks and Explanations
10.1.1.1 through 10.4.1.3	NOT APPLICABLE	The app generates no non-web documents and does not display customer documents. Its own output in Confluence is web content covered under Clause 9 / the WCAG tables. Customer-managed Microsoft 365 / Microsoft Entra ID profile records are source data, not documents generated by the app.
10.5 Caption positioning	NOT APPLICABLE	No captioned media is produced by the app.
10.6 Audio description timing	NOT APPLICABLE	No audio-described media is produced by the app.

5.6 Clause 11: Software

Criteria	Conformance Level	Remarks and Explanations
11.1.1.1 through 11.4.1.3	SEE WCAG 2.X	See the WCAG 2.x Level A and AA tables.
11.5 Interoperability with assistive technology	NOT APPLICABLE	Web software; assistive-technology interoperability is provided through the browser and addressed under WCAG 4.1.2.
11.6 Documented accessibility usage	SUPPORTS	Accessibility features are documented in this report.

Criteria	Conformance Level	Remarks and Explanations
11.7 User preferences	SUPPORTS	The UI honours platform/browser user preferences. Verified via T-MAN.
11.8 Authoring tools	NOT APPLICABLE	The app is not an authoring tool (see Section 508 504).

5.7 Clause 12: Documentation and Support Services

Criteria	Conformance Level	Remarks and Explanations
12.1.1 Accessibility and compatibility features	SUPPORTS	Documented in this report.
12.1.2 Accessible documentation	SEE WCAG 2.X	Documentation is delivered as web content; see the WCAG tables.
12.2.2 Information on accessibility and compatibility features	SUPPORTS	Available via the vendor support channel.
12.2.3 Effective communication	SUPPORTS	Support accommodates a range of communication needs.
12.2.4 Accessible documentation	SEE WCAG 2.X	See WCAG tables.

5.8 Clause 13: ICT Providing Relay or Emergency Service Access

Not Applicable. The app provides no relay or emergency-service access.

6 Third-Party Conformance Evidence

Components outside the boundary of this report are tracked in the table below. Current position:

Component	Evidence	Coverage and gaps
Microsoft sign-in and consent (Microsoft Entra ID)	ACR ON FILE	"Office 365 and Azure AD login experience (Web)", VPAT 2.4Rev, 11 September 2023 — *Supports* for all WCAG 2.0 and 2.1 Level A/AA criteria; media criteria *Not Applicable*. Evaluated per the DHS Trusted Tester Program. Gaps: WCAG 2.2 not covered (notably 3.3.8); report is from 2023.
Microsoft Teams chat, call and presence services	MISSING	To be requested. Relevant to Teams links opened from profile cards and presence values used as source data. The app's rendering of those values remains covered in this report; the Teams service experience itself is outside the boundary.
Microsoft 365 / Microsoft Entra ID profile data and photos	MISSING	To be requested. Covers customer directory source data, profile photos, job titles, departments, locations, manager relationships and availability values supplied to the app.
Confluence Cloud (host)	PUBLICLY AVAILABLE, NOT FILED	Atlassian publishes product VPATs; obtain the current Confluence Cloud edition.
Scroll Sites (documentation delivery)	MISSING	Relevant to Section 508 602.3 and EN 301 549 12.1.2.

Third-party conformance statements are reproduced as received from the respective vendor. Elevatic does not independently verify them and does not warrant their accuracy.

7 Open Verification Items

The following checks must be completed before this report is published as a verified self-assessment. Priority reflects the likelihood of a real defect in the app's handling of Microsoft 365 profile data, Teams presence and contact actions, and Confluence macro surfaces, not the formal WCAG level.

Prio	Item	Surface	Criteria	Method
P1	Keyboard and screen-reader verification of the Org Chart macro: traversal order, manager/direct-report relationships, expand/collapse controls and focus management.	Org Chart macro	1.3.1, 2.1.1, 2.4.3, 4.1.2	T-KBD, T-SR, T-AXE
P1	Screen-reader confirmation that Teams presence is exposed as text and that email, call and chat actions have descriptive accessible names.	Contact Person macro, Contact List macro	1.1.1, 1.4.1, 2.4.4, 2.5.3	T-SR, T-AXE
P1	Error and permission states are announced and actionable: login required, admin consent required, missing Entra ID permissions, expired licence, user not found, no matching users and unavailable Teams presence.	All macro renderers, configuration	3.3.1, 3.3.3, 4.1.3	T-SR
P1	Full keyboard and screen-reader pass with NVDA (Windows) and VoiceOver (macOS) against the deployed app.	All surfaces	All Level A/AA	T-SR, T-KBD
P1	Automated axe-core sweep per user interface, retained as ongoing coverage; open states of menus, panels and dialogs must be checked explicitly.	All entry points	All automatable	T-AXE
P2	Contact List filters and result updates preserve focus, announce result counts and empty states, and expose result card/table relationships programmatically.	Contact List macro	1.3.1, 2.4.3, 3.2.2, 4.1.3	T-SR, T-AXE
P2	Contrast verification for profile cards, Teams presence indicators, icon-only contact actions, filter controls, org-chart connectors and custom light/ dark theme colour settings.	All macro renderers	1.4.3, 1.4.11	T-CONTRAST
P2	Reflow to 320 CSS px and 200% text resize; macro iframe height adapts instead of clipping contact cards, contact-list results or org charts.	All macro renderers	1.4.4, 1.4.10	T-REFLOW, T-ZOOM

Prio	Item	Surface	Criteria	Method
P2	Request an updated login-experience ACR from Microsoft covering WCAG 2.2, to close the 3.3.8 evidence gap.	Sign-in and consent	3.3.8	—
P2	Obtain Microsoft evidence for Teams chat, call and presence services and for Microsoft 365 / Entra ID profile source data.	Third-Party Conformance Evidence table	Boundary statement	—
P2	Screen-reader check of the tenant-approval info and redirect pages hosted on Azure.	Tenant-approval pages (Azure)	4.1.2	T-SR
P3	Hover or focus content for profile details and tooltips is dismissible, hoverable, persistent and keyboard-reachable.	Contact Person macro, Contact List macro	1.4.13	T-KBD
P3	File Atlassian's Confluence Cloud VPAT and K15t's Scroll Sites statement in the Third-Party Conformance Evidence table.	This report	Boundary statement, 602.3	—
P3	Confirm accessibility contact address and legal disclaimer wording.	This report	602.2, 603.2	—

8 Legal Disclaimer

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