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

Elevatic Apps

12 November, 2026

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Name of Product/ Version	User Profiles for Jira Cloud (Atlassian Cloud, Forge — version from 11 Nov 2026)
Report Date	11 Nov 2026
Product Description	An Atlassian Cloud app for Jira that synchronizes Microsoft Entra ID / Microsoft 365 user profile attributes into Jira custom fields and provides a Jira admin configuration interface. User interfaces include Forge Custom UI surfaces (React + Atlassian Design System / Atlaskit) rendered in iframes within Jira — the User Profiles configuration page, custom-field mapping dialogs, synchronization settings and support views — the synced custom-field values displayed on Jira issues, and the tenant-approval info and redirect pages hosted by Elevatic on Microsoft Azure. The embedded feedback form is third-party ICT and is tracked separately.
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 Jira admin configuration page, custom-field mapping and synchronization settings, the field names and values the app writes into Jira issue custom fields, and the tenant-approval info and redirect pages hosted by Elevatic on Microsoft Azure. Jira renders the issue view and native custom-field infrastructure; this report covers the app-provided field content, while Jira's host presentation is covered by Atlassian's Jira Cloud conformance documentation. 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 synchronized by the app, including names, job titles, departments, locations, phone numbers, email addresses, managers and other values supplied by Microsoft 365 / Microsoft Entra ID. • The **Atlassian host application** (Jira Cloud), including Jira project/issue chrome, issue navigation, native custom-field infrastructure, permissions, notifications, workflow UI and the browser. • The embedded feedback form (communardo.app / Microsoft Forms). • 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: Jira admin configuration, Microsoft 365 connection/configuration, custom-field mapping, synchronization settings, app error states, synced custom-field display on Jira issues, 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. Configuration dialogs, custom-field display on Jira issues, form validation, dynamic status messages and tenant-approval pages carry the highest residual risk and are listed under Open Verification Items where follow-up is still required. The embedded feedback form is treated as third-party ICT and tracked in the Third-Party Conformance Evidence table.

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 in the Jira app's configuration UI and issue custom-field display. Icon-only edit, delete and information buttons are expected to have accessible names, and Atlaskit icons are generally decorative or named by the component. Customer-supplied directory values are source content, but the app's rendering of synced values must expose non-text information 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	PARTIALLY SUPPORTS	Most Jira admin screens use Atlaskit tabs, forms, dialogs and tables with semantic relationships. Known issue: the tenant-domain input in the Microsoft 365 connection flow relies on placeholder text rather than a programmatic label. Error-message and form-field relationships in the Create/Edit custom field dialog also require screen-reader verification. Requires correction and verification via T-AXE, T-SR.
1.3.2 Meaningful Sequence	PRELIMINARY	Reading and focus order follow DOM order in the Custom UI. Verify the four-tab configuration flow, dialogs, field-mapping table, synchronization settings and Jira issue custom-field values so controls and related instructions are read in a meaningful sequence. T-KBD executed; to be confirmed via T-SR.
1.3.3 Sensory Characteristics	SUPPORTS	Instructions do not rely solely on shape, size, or location.

Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color	SUPPORTS	Assessment found that configuration and synchronization states use text, labels, icons and status messages in addition to colour. Verified via T-MAN.
1.4.2 Audio Control	SUPPORTS	No audio plays automatically.
2.1.1 Keyboard	PARTIALLY SUPPORTS	Assessment and keyboard testing found known keyboard defects: the expander for the Microsoft 365 administrator message template, the empty-table "Click here to add one" action, and the step 4 "the configuration of the custom fields" action are implemented as clickable links without an href and are not reliably keyboard-focusable or activatable. The lightbulb hint in the Type column header appears only on mouse hover and cannot receive keyboard focus. Other Atlaskit tabs, dialogs, selects, radio buttons and buttons are expected to be keyboard operable. Requires correction and re-verification via T-KBD.
2.1.2 No Keyboard Trap	SUPPORTS	Dialogs and configuration panels can be exited by keyboard, and focus returns to the invoking control or the Jira 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 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 configuration or synchronization 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 Jira configuration views, dialogs and issue-field displays without repeated blocks of app navigation beyond a short tab list; page-level navigation is provided by the Atlassian host.

Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled	PARTIALLY SUPPORTS	Jira Custom UI surfaces are expected to have descriptive titles, and the admin page sets a clear title, "User Profiles configuration". Assessment found that the tenant-approval info and redirect page templates do not set distinct page titles; these Azure-hosted tenant-approval pages are in scope because they are provided by the app. Verified via T-MAN; requires correction.
2.4.3 Focus Order	PRELIMINARY	Focus order generally follows the visual and reading order. Remaining verification: tab changes, dialogs, validation errors and Jira issue custom-field display must communicate context changes and preserve focus predictably. T-KBD executed; to be confirmed via T-SR.
2.4.4 Link Purpose (In Context)	SUPPORTS	Links and actions generally identify their purpose in context. The empty-state text "Click here to add one" is not ideal but its surrounding sentence explains that it creates a custom-field mapping; the same action is covered as a keyboard defect under 2.1.1. Verified via T-MAN.
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	Visible text labels for buttons, tabs, field labels and dialog actions are expected to be included in accessible names. Icon-only edit, delete and information controls require automated and screen-reader verification. 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 tabs, selects, radio buttons or custom-field mappings updates available options or preview/status 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 and feedback links are provided, they appear in a consistent location. Verified via T-MAN.
3.3.1 Error Identification	PARTIALLY SUPPORTS	Manual inspection found that error states include missing Microsoft consent, missing Entra ID permissions, expired licence, synchronization/configuration problems and form validation messages, with text identifying the issue and corrective action where applicable. Known issue: validation messages in the Create/Edit custom field dialog are not clearly programmatically associated with their fields. Requires correction and verification via T-SR.
3.3.2 Labels or Instructions	PARTIALLY SUPPORTS	Most inputs have visible labels and instructions. Known issue: the tenant-domain input uses placeholder text ("Enter tenant domain e.g. example-domain.onmicrosoft.com") without a proper programmatic label. Requires correction and verification via T-AXE, T-SR.
3.3.7 Redundant Entry (2.2 only)	SUPPORTS	Multi-step flows do not require re-entering previously supplied information; selected tenant connection, custom-field mappings and synchronization settings are retained through the 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: three clickable link-style controls are not exposed as reliable keyboard-operable links or buttons, the message-template expander does not expose expanded/collapsed state, and the tenant-domain input lacks a programmatic label. 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)	PRELIMINARY	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's own forms collect no end-user personal data. Configuration inputs are tenant-domain, Jira field, Microsoft attribute, user-field and synchronization controls that map to no defined autocomplete input purpose. The embedded feedback form is third-party ICT and is tracked separately. 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). Measurement is required for the configuration pages and dialogs. To be confirmed via T-CONTRAST.
1.4.4 Resize Text	PRELIMINARY	Atlaskit text is expected to resize to 200% without loss of content or function. Verify that Forge iframes, configuration tables and dialogs adapt rather than clipping content. To be confirmed via T-ZOOM.
1.4.5 Images of Text	SUPPORTS	Text is rendered as real text; imagery is limited to icons and logos. 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. Configuration screens and dialogs are expected to reflow; field-mapping tables require verification. 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 icon-only edit/delete/info controls, focus indicators, tab states, form controls, dialog boundaries and status indicators. To be confirmed via T-CONTRAST.
1.4.12 Text Spacing (2.1 and 2.2)	PRELIMINARY	No loss of content is expected 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 a known exception: the lightbulb hint in the custom-field Type column header appears only on mouse hover and is not keyboard-reachable. Requires correction and verification via T-KBD and T-SR.
2.4.5 Multiple Ways (AA)	SUPPORTS	App functionality is reached through Jira administration navigation, the app configuration entry point, issue custom-field display and support entry points. Verified via T-MAN.
2.4.6 Headings and Labels	SUPPORTS	Headings and visible labels are descriptive, including the configuration tabs, Microsoft connection steps, custom-field mapping dialogs, synchronization settings and issue custom-field values. The tenant-domain input's programmatic labelling issue is addressed under 1.3.1, 3.3.2 and 4.1.2. 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 keyboard-focusable interactive elements. Known link-style controls that are not reliably focusable are addressed under 2.1.1 and 4.1.2. Verify after remediation via T-KBD.
2.4.11 Focus Not Obscured (Minimum) (2.2 only)	PRELIMINARY	Focused elements are expected to be scrolled clear of sticky page furniture. Still to verify: configuration dialogs and field-mapping tables do not fully hide the focused component. T-KBD executed; to be confirmed via T-SR where focus moves dynamically.
2.5.7 Dragging Movements (2.2 only)	SUPPORTS	No app functionality requires dragging. Custom fields, Microsoft attributes and synchronization settings are selected or entered by activation and standard form input. Verified via T-KBD and T-MAN.
2.5.8 Target Size (Minimum) (2.2 only)	PRELIMINARY	Icon-only controls, tabs, dialog actions and field-mapping actions are expected to meet the 24x24 CSS px minimum or have sufficient spacing. To be confirmed via T-MAN.
3.1.2 Language of Parts	SUPPORTS	Assessment confirms the app's own interface is English only. Synced 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 configuration surfaces. Verified via T-MAN.
3.2.4 Consistent Identification	SUPPORTS	Components with the same function are identified consistently across the configuration page, custom-field mapping dialogs, synchronization settings and tenant-approval pages. Verified via T-MAN.

Criteria	Conformance Level	Remarks and Explanations
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, complete required configuration, select another field or retry synchronization. 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 writes selected values into Jira custom fields according to administrator configuration; it does not write to or modify the source Microsoft 365 / Microsoft Entra ID directory data. Administrative actions that change Microsoft connection, custom-field mappings or synchronization settings provide review and/or confirmation steps, and deleting a field mapping asks for confirmation. 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)	PRELIMINARY	Loading, Microsoft consent, permission, synchronization, validation and saved/updated states are shown in text. Screen-reader announcement as programmatic status messages without moving focus remains 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.
1.2.8 Media Alternative (Prerecorded)	NOT EVALUATED	Level AAA is not within the reported scope of this document.

Criteria	Conformance Level	Remarks and Explanations
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.
2.4.8 Location	NOT EVALUATED	Level AAA is not within the reported scope of this document.

Criteria	Conformance Level	Remarks and Explanations
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.
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 and 4.1.2. Customer-authored profile data, Jira host UI, the embedded feedback form and platform sign-in are out of boundary; app-synchronized custom-field values on Jira issues are included in this report. T-KBD executed; to be confirmed via T-SR.
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. Configuration screens and dialogs 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: configuration and synchronization states carry text and/or icons in addition to colour. 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: three link-style controls on the configuration page are not reliably keyboard-operable, and the Type column lightbulb hint is mouse-hover only. Target size verified via T-MAN. Requires correction and re-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, configuration and synchronization errors; 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 synchronizes Microsoft 365 profile attributes into Jira custom fields and provides admin configuration; it is not a content-authoring tool. Accessibility of user-authored Jira issue content remains governed by Jira and its 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 — configuration and synchronization states carry text and/or icons in addition to colour. 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: three link-style controls on the configuration page are not reliably keyboard-operable, and the Type column lightbulb hint is mouse-hover only. Target size remains to be confirmed via T-MAN. Requires correction and re-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 Jira 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 Jira custom fields and the app's admin interface; 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).

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 Jira 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.
11.7 User preferences	SUPPORTS	The UI honours platform/browser user preferences. Verified via T-MAN.

Criteria	Conformance Level	Remarks and Explanations
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 365 / Microsoft Entra ID profile data	MISSING	To be requested. Covers customer directory source data, job titles, departments, locations, managers and other values synchronized by the app.
Jira Cloud (host)	PUBLICLY AVAILABLE, NOT FILED	Atlassian publishes product VPATs; obtain the current Jira Cloud edition. Jira host chrome and native issue UI are outside the boundary, while app-synchronized custom-field values on Jira issues are included in this report.
Embedded feedback form (communardo.app / Microsoft Forms)	MISSING	Third-party ICT, outside the boundary of this report. Obtain the supplier's accessibility statement for Microsoft Forms.
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, Jira custom-field synchronization and admin configuration surfaces, not the formal WCAG level.

Prio	Item	Surface	Criteria	Method
P1	Correct keyboard and name/role/state defects for link-style controls: the Microsoft 365 administrator message-template expander, the empty-state "Click here to add one" action, and the step 4 "the configuration of the custom fields" action. Ensure the expander exposes expanded/collapsed state.	Jira admin configuration	2.1.1, 4.1.2	T-KBD, T-SR, T-AXE
P1	Make the lightbulb hint in the Type column header keyboard-focusable and show its content on focus as well as hover; ensure it can be dismissed without moving focus.	Custom-field mapping table	1.4.13, 2.1.1	T-KBD
P1	Add a visible and programmatic label for the tenant-domain input and verify that instructions and errors are associated with the field.	Microsoft 365 connection flow	1.3.1, 3.3.2, 4.1.2	T-SR, T-AXE
P1	Associate validation errors in the Create/Edit custom field dialog with their corresponding fields and verify screen-reader announcement.	Custom-field mapping dialogs	3.3.1, 3.3.3, 4.1.3	T-SR, T-AXE
P1	Full screen-reader pass with NVDA (Windows) and VoiceOver (macOS) against the deployed app, including Jira issue custom-field display.	All surfaces	All Level A/AA	T-SR
P1	Automated axe-core sweep per user interface, retained as ongoing coverage; open states of menus, panels, forms and dialogs must be checked explicitly.	All entry points	All automatable	T-AXE
P2	Verify that loading, saved/updated, synchronization and permission states are announced as programmatic status messages without moving focus unexpectedly.	Configuration, synchronization	3.2.2, 4.1.3	T-SR
P2	Contrast verification for configuration pages, dialogs, tabs, icon-only edit/delete/info controls and status indicators.	All app surfaces	1.4.3, 1.4.11	T-CONTRAST

Prio	Item	Surface	Criteria	Method
P2	Reflow to 320 CSS px and 200% text resize; Forge iframe height adapts instead of clipping configuration tables or dialogs.	All app surfaces	1.4.4, 1.4.10	T-REFLOW, T-ZOOM
P2	Set distinct page titles for the tenant-approval info and redirect pages and confirm the titles in browser tabs and assistive technology.	Tenant-approval pages (Azure)	2.4.2	T-MAN, T-SR
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	—
P3	File Atlassian's Jira Cloud VPAT, Microsoft evidence for Microsoft 365 / Entra ID profile source data, Scroll Sites statement, and evidence for the embedded feedback form 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

This Accessibility Conformance Report (ACR) is provided for informational purposes only and reflects the results of a self-assessment of User Profiles for Jira Cloud as of the report date. It is not a warranty, guarantee, certification, or legally binding representation of compliance, accessibility, availability, or fitness for a particular purpose. Accessibility may vary depending on the Atlassian host application, the Microsoft 365 tenant and its services, the browser, assistive technology, configuration, customer-authored profile data, and subsequent product or platform changes. Content and services supplied by Microsoft — including Microsoft sign-in and consent and Microsoft 365 / Microsoft Entra ID profile source data — are third-party ICT and are not covered by this report; conformance statements referenced for those components are reproduced as received from the respective vendor and are not independently verified by Elevatic. Elevatic does not warrant that the application will be free from accessibility defects and may update this report when material changes or additional testing occur. This ACR should be considered together with the stated scope, boundaries, evaluation methods, conformance levels, limitations, and documented exceptions; readers should conduct their own evaluation for their intended use and environment. To the extent permitted by law, Elevatic disclaims liability arising from reliance on this document, except where such liability cannot lawfully be excluded or limited. VPAT® is a registered service mark of the Information Technology Industry Council (ITI).

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