VPAT – Balsamiq Cloud, Balsamiq for Jira Cloud and Balsamiq for Confluence Cloud

Balsamiq Accessibility Conformance Report WCAG Edition, based on VPAT® Version 2.5

Name of product and version

Balsamiq Cloud (balsamiq.cloud), Balsamiq for Jira Cloud (app key `com.balsamiq.mockups.jira`) and Balsamiq for Confluence Cloud (app key `com.balsamiq.mockups.confluence`), as of November 2026.

Report date

November 2026. Replaces the Section 508 VPAT dated 22 January 2021.

Product description

Balsamiq is a tool for creating low-fidelity wireframes. Users place and arrange user-interface controls on a board, mostly with a pointer, in a visual editor that runs in the browser. The same editor runs in Balsamiq Cloud and, embedded in Jira and Confluence, in the Jira and Confluence Cloud apps, so this report applies to all three.

Balsamiq is a visual design tool, and its core task, laying out controls on a canvas, depends on seeing and pointing. As a small team, we're not able to build a fully accessible editor, but we continue to improve accessibility where we can.

Contact information

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Evaluation methods used

- An automated scan of the Balsamiq Cloud editor with axe-core 4.10 (rules for WCAG 2.0 and 2.1, Level A and AA), in Google Chrome on macOS, on 8 November 2026.
- A second scan of the editor with the fixes for that scan's findings, with a board open, with the Images popup open and with Quick Add's results open. None of the fixed findings remained.
- Manual keyboard testing of the same editor: tab order, visible focus, keyboard traps, and adding, moving and deleting controls without a pointer.
- The findings of the 2021 Section 508 evaluation, where the editor hasn't changed.
- The Jira and Confluence Cloud apps were evaluated through the shared editor. The surrounding Jira and Confluence pages are Atlassian's.
- No testing with screen readers (JAWS, NVDA, VoiceOver) was done for this report. The accessibility tree was inspected instead.

Applicable standards and 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	No

Terms

- **Supports:** the functionality of the product has at least one method that meets the criterion without known defects, or meets it with equivalent facilitation.
- **Partially Supports:** some functionality of the product does not meet the criterion.
- **Does Not Support:** the majority of product functionality does not meet the criterion.
- **Not Applicable:** the criterion is not relevant to the product.

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Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content	Partially Supports	Text in wireframes is real text and is exposed to assistive technology. The editor's own images have text alternatives, or are marked as decorative, and icon-only buttons are named after their tooltips. Images that users add to wireframes have no text alternative.
1.2.1 Audio-only and Video-only (Prerecorded)	Not Applicable	The product has no audio-only or video-only content.
1.2.2 Captions (Prerecorded)	Not Applicable	The product has no prerecorded video.
1.2.3 Audio Description or Media Alternative (Prerecorded)	Not Applicable	The product has no prerecorded video.
1.3.1 Info and Relationships	Partially Supports	Menus, dialogs and forms use standard elements. Wireframe controls on the board are exposed only as plain text, without their type (button, checkbox, and so on), state or grouping.
1.3.2 Meaningful Sequence	Partially Supports	The editor's interface reads in a meaningful order. The text of wireframe controls is exposed in the order the controls were created, not in their visual layout.
1.3.3 Sensory Characteristics	Supports	Instructions don't rely only on shape, size, position or sound.
1.4.1 Use of Color	Supports	Color isn't the only way information is conveyed. Selection is shown with handles and a toolbar.

Criteria	Conformance Level	Remarks and Explanations
1.4.2 Audio Control	Not Applicable	The product doesn't play audio.
2.1.1 Keyboard	Partially Supports	Menus, toolbars, dialogs and search work from the keyboard. Controls can be added from the keyboard (Quick Add, "/" or "+"), and the selected controls can be moved and resized with the arrow keys, aligned, grouped, edited, deleted, copied and pasted, and changes undone (keyboard shortcuts). Select All works from the keyboard, but selecting one existing control among others, and drawing, need a pointer.
2.1.2 No Keyboard Trap	Supports	No keyboard trap was found. Focus can always be moved away with Tab or Escape.
2.1.4 Character Key Shortcuts	Partially Supports	The editor has single-character shortcuts (for example "/" to search) that can't be turned off or remapped. They don't fire while typing in a text field.
2.2.1 Timing Adjustable	Supports	The editor has no time limits.
2.2.2 Pause, Stop, Hide	Supports	The editor has no moving, blinking or auto-updating content that lasts more than five seconds.
2.3.1 Three Flashes or Below Threshold	Supports	The product has no flashing content.
2.4.1 Bypass Blocks	Does Not Support	There's no skip link and no main landmark.
2.4.2 Page Titled	Supports	The page title names the board, the project and the Space.
2.4.3 Focus Order	Partially Supports	Focus moves through the menus, toolbars and canvas in a logical order. The board is a single tab stop: its controls can't be reached one by one with Tab.
2.4.4 Link Purpose (In Context)	Supports	Links have descriptive text.
2.5.1 Pointer Gestures	Supports	No multipoint or path-based gesture is required: position and size can also be typed in the properties panel.
2.5.2 Pointer Cancellation	Supports	Actions use standard click behavior and can be undone.
2.5.3 Label in Name	Supports	Buttons with visible text include it in their name. Icon-only buttons are named after their tooltips.
2.5.4 Motion Actuation	Not Applicable	No function is triggered by device motion.
3.1.1 Language of Page	Supports	The page language is set (English).
3.2.1 On Focus	Supports	Focus doesn't change context.
3.2.2 On Input	Supports	Entering values doesn't change context unexpectedly.

Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification	Supports	Input errors are described in text.
3.3.2 Labels or Instructions	Partially Supports	Fields have labels or visible instructions. Quick Add, the field for adding controls, shows its instructions as a placeholder that disappears while typing; its accessible name stays.
4.1.1 Parsing	Supports	Per the WCAG 2.1 errata, this criterion is always satisfied for HTML.
4.1.2 Name, Role, Value	Partially Supports	Menus, toolbars and dialogs expose names, roles and states, and Quick Add exposes its results as a list whose highlighted item assistive technology can follow. Wireframe controls on the board expose no role or state.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live)	Not Applicable	The product has no live audio or video.
1.2.5 Audio Description (Prerecorded)	Not Applicable	The product has no prerecorded video.
1.3.4 Orientation	Supports	The editor doesn't restrict orientation. It's designed for desktop and tablet screens.
1.3.5 Identify Input Purpose	Partially Supports	Not every field that collects information about the user identifies its purpose for autofill.
1.4.3 Contrast (Minimum)	Partially Supports	The editor's interface text passed the automated contrast check. Wireframe colors are chosen by users, and some secondary interface text wasn't measured.
1.4.4 Resize Text	Partially Supports	Browser zoom works on desktop. On mobile devices the page disables pinch zoom.
1.4.5 Images of Text	Supports	Interface and wireframe text is rendered as real text.
1.4.10 Reflow	Does Not Support	The editor needs a desktop- or tablet-sized window and doesn't reflow to a 320-pixel width.
1.4.11 Non-text Contrast	Partially Supports	Focus indicators and buttons are visible. The sketch-style wireframe controls and some selection handles have low contrast.
1.4.12 Text Spacing	Partially Supports	The interface wasn't fully tested with user-overridden text spacing. Wireframe text is laid out at a fixed size and may clip.
1.4.13 Content on Hover or Focus	Partially Supports	Tooltips appear on hover and focus. Whether every tooltip and popover can be dismissed without moving the pointer or focus wasn't tested.
2.4.5 Multiple Ways	Supports	Boards can be found from the project's board list, by search, and through links.

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels	Supports	Dialogs and panels have headings. Toolbar buttons are labelled by their tooltips and accessible names.
2.4.7 Focus Visible	Supports	Focusable elements show a visible focus indicator.
3.1.2 Language of Parts	Supports	The interface is in a single language.
3.2.3 Consistent Navigation	Supports	Menus and toolbars are in the same place on every board.
3.2.4 Consistent Identification	Supports	Components with the same function are identified the same way.
3.3.3 Error Suggestion	Supports	Where an input error is detected, a suggestion is given in text.
3.3.4 Error Prevention (Legal, Financial, Data)	Supports	Changes can be undone, deleted boards can be restored from the trash, and purchases are confirmed before they're made.
4.1.3 Status Messages	Does Not Support	Status messages (for example saving, or a control being added) aren't announced to assistive technology.

Table 3: Success Criteria, Level AAA

Not evaluated.

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Chapter 3: Functional Performance Criteria

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	Creating and arranging wireframes depends on vision.
302.2 With Limited Vision	Partially Supports	Browser zoom works on desktop. See 1.4.3, 1.4.4 and 1.4.11.
302.3 Without Perception of Color	Supports	See 1.4.1.
302.4 Without Hearing	Supports	The product doesn't rely on sound.
302.5 With Limited Hearing	Supports	The product doesn't rely on sound.
302.6 Without Speech	Supports	Speech isn't required.
302.7 With Limited Manipulation	Partially Supports	See 2.1.1: some editing tasks need a pointer.
302.8 With Limited Reach and Strength	Partially Supports	See 2.1.1.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	The interface is simple and consistent, and changes can be undone.

Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
602.2 Accessibility and Compatibility Features	Supports	Keyboard shortcuts are documented at balsamiq.com/support/creating-and-editing/shortcuts/.
602.3 Electronic Support Documentation	Partially Supports	The documentation at balsamiq.com is HTML. Its accessibility wasn't evaluated for this report.
603.2 Information on Accessibility and Compatibility Features	Supports	Support answers accessibility questions by email at support@balsamiq.com.
603.3 Accommodation of Communication Needs	Supports	Support is by email, in writing.

Legal disclaimer

This report describes the accessibility of the products named above as evaluated on the date shown. It's provided for information only and doesn't constitute a warranty. "VPAT" is a registered service mark of the Information Technology Industry Council (ITI).