ASANA Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version:	ASANA Web Application April 2024 release
Report Date:	April 2024
Product Description:	Asana is a software-as-a-service designed to improve team collaboration and work management. It helps teams manage projects and tasks in one tool. Teams can create projects, assign work to teammates, specify deadlines, and communicate about tasks directly in Asana. The review was performed on the live site of Asana and does not include the static site. The following flows were tested from a representative sample of different pages and states, content types such as text, images, grid, multimedia, and types of web technologies. ● Log In, Log Out ● Forgot/ Reset Password ● Accept Invite ● Create a new task & add details ● Create a new project & add a basic structure ● Access an existing project & make updates ● Invite to team or project ● Inbox: Review, Comment, Archive, and Like ● Review, Edit, and organize My Tasks ● Search [Excluding Advanced Search] ● Multihoming Tasks ● Contact Support
Contact Information:	a11y@asana.com

Notes:	Asana is committed to providing an experience that is fully accessible to everyone. Due to the scale and complex nature of the Asana product's content and service, this is an ongoing effort. We appreciate your feedback.
	We identified our top 12 core user flows, as mentioned in the "Product Description" section above, to serve as a representative sample of Asana's level of accessibility.
Evaluation Methods Used:	The Asana application is checked for accessibility using a range of automated, manual, and screen readers. Tools used for accessibility include: ● Keyboard / On-Screen Keyboard ● NVDA (NonVisual Desktop Access) Screen Reader ● AXE DevTool provided by Deque (Free version) ● WAVE Tool (Web Accessibility Evaluation tool) ● Color Contrast Analyzer (CCA) ● Chrome Developer Tools ● Text spacing bookmarklet

Applicable 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)

Terms

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

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports**: Some functionality of the product does not meet the criterion.

- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.1 Level AAA.

WCAG 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	Asana provides text alternatives to non-text content such as buttons, and graphics. Programmatic labels allow assistive technology users to understand the nature and purpose of non-text content.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	There is no audio-only or video-only time-based media available in the current iteration of the product.
1.2.2 Captions (Prerecorded) (Level A)	Supports	Synchronized captions are available for the video content (e.g., tutorial video).
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	A transcript is provided for the video content from the caption menu (e.g., tutorial video).
1.3.1 Info and Relationships (Level A)	Partially Supports	For most of the elements like buttons, checkboxes, and toggle buttons, screen readers announce associated labels. However, there are exceptions: ● Relative information is not announced while inviting the guest users, which is conveyed through alert message textual presentation.

1.3.2 Meaningful Sequence (Level A)	Supports	All the content is in a meaningful and correct reading sequence that can be programmatically determined.
1.3.3 Sensory Characteristics (Level A)	Supports	The majority of instructions provided do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound. Typically, hints, descriptive text, and labels are used.
1.4.1 Use of Color (Level A)	Supports	Color is not used generally as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. e.g., using red color indicators for the wrong email/ password also shows the error message with it, and information is conveyed to the user this way in other instances as well.
1.4.2 Audio Control (Level A)	Not Applicable	Asana does not include any automatically playing audio or video content.
2.1.1 Keyboard (Level A)	Partially Supports	Asana supports standard keyboard navigation and input functions (such as pressing [Tab] to move between input fields, pressing the arrow keys to move between list items, and pressing [Space] or [Enter] to make selections). However, there are exceptions: - Keyboard focus is not getting inside the type dropdown menu while creating a custom field. - Keyboard focus does not set on the message or details button to open the sent message. - Unable to add collaborators in My Tasks (list view) through a keyboard.
2.1.2 No Keyboard Trap (Level A)	Supports	No keyboard trap issues are present in Asana features.
2.1.4 Character Key Shortcuts (Level A)	Supports	The keyboard shortcut for a user interface component is only active when that component has focus.
2.2.1 Timing Adjustable (Level A)	Supports	Asana has session timeout functionality implemented for the majority of features.

2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	Asana does not include moving, blinking, scrolling, or auto-updating information.
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	Asana does not use flashing interface elements.
2.4.1 Bypass Blocks (Level A)	Supports	Headings are defined on all pages to help users bypass repetitive elements and skip to the main content button also available to access the main content quickly.
2.4.2 Page Titled (Level A)	Supports	Web pages within Asana have descriptive titles that indicate the topic and purpose of each page.
2.4.3 Focus Order (Level A)	Partially Supports	Asana supports the focus order on the majority of elements. However, there are exceptions: ● Focus is not set on the comment section after clicking enter on the comment icon in the Inbox page. ● Focus order gets reset when clicking enter on "See more activity" in Inbox notifications. ● Focus sets on the hidden "Mark Complete" button after the "Leave Task" button in a task pane.
2.4.4 Link Purpose (In Context) (Level A)	Supports	In Asana, the purpose of each link is determined from the link text alone.
2.5.1 Pointer Gestures (Level A)	Not Applicable	Asana does not rely on multipoint or path-based gestures for operation.
2.5.2 Pointer Cancellation (Level A)	Supports	Asana allows for pointer cancellation to prevent accidental or erroneous pointer input.
2.5.3 Label in Name (Level A)	Supports	Accessible names of all the user interface controls match with their visual labels.
2.5.4 Motion Actuation (Level A)	Not Applicable	Asana does not include functionality offered through motion.
3.1.1 Language of Page (Level A)	Supports	In Asana, the pages have the language attribute on the HTML element to specify the default language.

3.2.1 On Focus (Level A)	Supports	When any component receives focus, it does not initiate any unintended change of context.
3.2.2 On Input (Level A)	Supports	Action is not initiated after the user enters data or selects form controls until the user clicks the appropriate button.
3.3.1 Error Identification (Level A)	Supports	Asana identifies the error for some of the flow like Reset Email, Change Password, and Profile Settings.
3.3.2 Labels or Instructions (Level A)	Supports	Asana product provides capabilities for specifying labels and instructions for user input components at some of the places.
4.1.1 Parsing (Level A)	Supports	Asana uses semantically correct markup for all interface elements. The markup is programmatically generated to prevent parsing errors.
4.1.2 Name, Role, Value (Level A)	Partially Supports	The name, role, and value used in the user interface elements are available to assistive technologies via HTML which describes the identity, operation, and state. However, there are exceptions: - Accessible names were not announced for the "Field Title", "Field type" & "Description" fields on the Add Field dialog. - Collaborator names are not announced for messages on the "Messages I've sent" page. - Screen reader does not announce the selected/unselected state of Tabs available in Search Result.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	Asana has no live videos or audio.
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	Asana has a couple of videos for which an audio description is also provided.

1.3.4 Orientation (Level AA)	Not Applicable	Asana website does not support orientation [As it's specific to Mobile Applications only].
1.3.5 Identify Input Purpose (Level AA)	Supports	Asana provides capabilities for auto-complete.
1.4.3 Contrast (Minimum) (Level AA)	Supports	The visual presentation of the text in Asana provides a sufficient contrast ratio of 4.5:1.
1.4.4 Resize text (Level AA)	Supports	Asana is responsive and content gets resized when the browser zoom level is set to 200%.
1.4.5 Images of Text (Level AA)	Not Applicable	Asana does not contain any images with text content.
1.4.10 Reflow (Level AA)	Partially Supports	The Asana main navigation (Sidebar) supports reflow to fit the width of the window. However, there are exceptions: ● The modals, project page, and other pages are not responsive when the screen zooms to 400%.
1.4.11 Non-text Contrast (Level AA)	Partially Supports	Asana provides sufficient contrast for non-text content in some places. However, there are a significant amount of non-text elements that fail minimum contrast across the site such as: ● Form field borders ● Grid borders
1.4.12 Text Spacing (Level AA)	Supports	Asana allows users to override text spacing via bookmarklets to help improve the reading experience.
1.4.13 Content on Hover or Focus (Level AA)	Supports	In Asana, additional tooltips and menu content are dismissible, hoverable, and persistent.
2.4.5 Multiple Ways (Level AA)	Supports	Asana has capabilities for incorporating navigation links and search functions in user interfaces. Application designers may choose to implement these techniques as they see fit (e.g., Search, Sidebar, Invite, Asana object linking).

2.4.6 Headings and Labels (Level AA)	Supports	Descriptive headings and subheadings are used in content where appropriate.
2.4.7 Focus Visible (Level AA)	Partially Supports	In most places, the keyboard focus indicator is visible on elements like buttons, input fields, checkboxes, tabs, etc. However, there are exceptions: ● The focus is not visible clearly as they have the same color as the button color and there is no space between them (e.g. New Project > Add Field Dialog> "Create Field" button). ● Focus is not visible for the message response received by the Bot on Asana Help Chatbox. ● Add collaborators icon is not visible when it receives focus in My Tasks. ● Focus is not visible on some of the dropdown menus that open from the custom field option selections.
3.1.2 Language of Parts (Level AA)	Not Applicable	In Asana, the language of a page can be programmatically determined. However, there is no content in a different language than the primary selected language.
3.2.3 Consistent Navigation (Level AA)	Supports	Asana uses the same navigation mechanisms across pages.
3.2.4 Consistent Identification (Level AA)	Supports	Asana provides standard components ensuring consistent functionality and presentation across pages for Project, Search, and Sidebar.
3.3.3 Error Suggestion (Level AA)	Supports	Asana provides possible suggestions with the elements where there is a chance of error.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	No legal or financial data is used in the scope of the selected flow of Asana.
4.1.3 Status Messages (Level AA)	Partially Supports	The status messages are provided to the user when needed, e.g., when a user deletes any task. However, there are exceptions: ● No announcement when the password reset email is sent.

		- Error message not announced by screen reader when duplicate options were added for any of the Single/Multi-select custom fields. - Acknowledgment message not announced when search result list generated after typing content to search in the field. - Alert is not announced when the profile image is uploaded successfully during the onboarding of the user.

Table 3: Success Criteria, Level AAA

Notes: Asana has not been evaluated for WCAG 2.1 Level AAA conformance.

Legal Disclaimer (Company)

This Accessibility Conformance Report was commissioned by Asana and performed by Tech Mahindra, a provider of product and data quality assurance services. Tech Mahindra's evaluation for both WCAG 2.1 Success Criteria Level A & Level AA was completed independently by Tech Mahindra in September 2023.

This document is being provided solely for use by a customer or potential customer to evaluate Asana as a service.