



ACP-520^{Q&As}

Atlassian Cloud Organization Admin Certification

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**QUESTION 1**

You added your domain "acme.com" to user access settings to make onboarding easier for all your employees to all your organization's products.

You asked employee Frank to test the configuration and he was able to access Confluence but not Jira Software.

Identify the cause of the problem.

- A. Frank's access to Jira Software has been suspended.
- B. Jira Software invitation link is disabled.
- C. Any domain has been deleted.
- D. User invites for Jira Software is set to None.
- E. On the Edit domain page, Jira Software product role is set to None.

Correct Answer: E

When you add a domain to user access settings, you can specify the default product role for each product in your organization. This determines the level of access that users with verified email addresses from that domain will have when they join your site. If you set the product role to None, users will not have access to that product unless you manually grant them access later. ReferencesSpecify how users get site access User access settings

QUESTION 2

The following tasks need to be performed:

1.

Verify an email domain

2.

Configure an email handler in Jira Software

3.

Add a custom email address.

4.

Customize a notification scheme for a Jira Software project

5.

Manage personal notification settings

How many of these tasks can be performed only by an org admin?

- A. none



B. one

C. two

D. all

E. three

Correct Answer: C

Out of the five tasks, only verifying an email domain and adding a custom email address require org admin permissions. Configuring an email handler, customizing a notification scheme, and managing personal notification settings can be done by project admins or site admins. References: Verify a domain to manage accounts, Add custom email addresses for product notifications, Create issues and comments from email, Configure notification schemes, Manage your Jira personal settings

QUESTION 3

There are several methods to grant Confluence product access to new users, with or without admin approval.

One of those methods never requires admin approval.

Identify that method.

A. invitation links

B. approved domains

C. user invites

D. anonymous access

E. allowlist

Correct Answer: D

Anonymous access is a method to grant Confluence product access to new users without requiring admin approval or an Atlassian account. Users can view public spaces and pages in Confluence without logging in. However, anonymous access does not allow users to edit, comment, or create content in Confluence.

QUESTION 4

Foogie performed the following task.

He navigated to the Project Role Browser and set a default group in the Developers project role.

What admin privileges does Foogie definitely have?

A. Product admin role for Jira Administration

B. project admin role

C. site admin role



- D. Product admin role for Confluence
- E. org admin role

Correct Answer: C

To access the Project Role Browser and set a default group for a project role, Foogie must have the Administer Jira global permission, which is granted by the site admin role¹. The product admin role for Jira Administration does not have this permission². The project admin role can only manage project role members for specific projects, not the default members³. The product admin role for Confluence and the org admin role are irrelevant for this task. References: Manage project roles, Jira Cloud site and product administration, Project permissions

QUESTION 5

Your organization has a single site with a single product, Jira Software on the Standard subscription plan.

What two actions can you perform? (Choose two.)

- A. Create a sandbox for Jira Software on the existing site.
- B. Add Jira Software on the existing site.
- C. Change Release Tracks for Jira Software on the existing site.
- D. Add Jira Service Management on the existing site.
- E. Create a sandbox for Jira Work Management on the existing site.
- F. Add Jira Software on a new site.

Correct Answer: DF

With a Standard subscription plan, you can add multiple products to your existing site, such as Jira Service Management¹. You can also add Jira Software to a new site, if you need to create a separate instance for a different team or project². However, you cannot create or use sandboxes, which are only available for Premium and Enterprise plans³. You also cannot change release tracks, which are only available for Enterprise plans⁴. References: Manage your bill for Standard and Premium plans, Add a new product to your organization, How many instances of a product does my organization need?, Manage product sandboxes, Release tracks for cloud products

QUESTION 6

Review the users and roles below.

User	Role
Owen	Org admin
Jeselle	Jira admin
Praj	Project admin in Jira Software

Which statement is true?



- A. Owen and Jeselle can remove users from Jira Software.
- B. Owen and Jeselle can generate Invitation links for Jira Software.
- C. Jeselle and Praj can configure the User invites setting for Jira Software.
- D. Jeselle can make Praj a Jira admin.
- E. Owen can make Praj an org admin.

Correct Answer: E

According to the Atlassian Cloud Organization Admin ACP-520 documents and learning resources, only an org admin can make another user an org admin. In this case, Owen is the only org admin, so he is the only one who can make Praj an org admin. <https://community.atlassian.com/t5/Training-Certification-articles/How-to-prepare-for-ACP-520-Atlassian-Cloud-Organization-Admin/ba-p/2441713> <https://support.atlassian.com/organization-administration/docs/learn-aboutatlassian-organizations/>

QUESTION 7

Your organization has multiple products. You need a count of billable users only for Jira Software, which is on a monthly subscription of the Standard plan on your

site "acme.atlassian.net".

Where can you find this information?

- A. Directory > Users > Total users
- B. Directory > Managed accounts > Total
- C. Directory > Users > Active users
- D. Groups > "jira-software-users-acme" > Members
- E. Billing > Jira Software "acme.atlassian.net" > Users

Correct Answer: E

The Billing page shows you the number of billable users for each product on your site, as well as the user tier and the monthly cost. You can filter by product and site to see the specific details for Jira Software on "acme.atlassian.net".

References:

How to prepare for ACP-520: Atlassian Cloud Organization Admin Certification, section "Manage product subscriptions and billing" Manage your bill for Standard and Premium plans, subsection "View your bill"

QUESTION 8

Ahmed, a new org admin, made a change to organization settings that caused a problem in Jira Software.

When users respond to notifications, the replies are no longer being sent to "support@acme.com" but instead to "jira@acme.atlassian.net".



What change did Ahmed make?

- A. removed an email domain
- B. removed an approved domain
- C. changed Jira Software product access
- D. removed a Jira product admin
- E. updated the Jira Software product URL

Correct Answer: E

Updating the product URL changes the email address from which notifications are sent and received. Ahmed should have configured the sender email address for the Jira Software project to use the custom email address "support@acme.com". References: Configure email notifications, Update a product URL to a new URL

QUESTION 9

Your organization has multiple sites and Ann is a user.

The domain of Ann's email address is not verified.

What is possibly true about Ann's account?

- A. She has a managed account in another organization.
- B. You can enforce two-step verification on her account.
- C. You can deactivate her account.
- D. She has a managed account in one of your sites.
- E. You can delete her account.

Correct Answer: A

If Ann's email domain is not verified by your organization, it means that you do not own or manage her account. However, she may have a managed account in another organization that has verified her domain. In that case, you cannot enforce security policies, deactivate, or delete her account. References: Verify a domain to manage accounts
Solved: Verify domain - Missing accounts

QUESTION 10

A Cloud organization has two sites and products as shown.

Site	Products
Alpha	Jira Software
Beta	Jira Software Jira Service Management



Which statement is definitely true?

- A. Both sites are on the same pricing plan for Jira Software.
- B. Both sites have the same users for Jira Software.
- C. Both sites have the same product admins.
- D. Both sites have the same org admins.
- E. Both sites have the same default groups.

Correct Answer: D

QUESTION 11

You need strict control over the number of active licenses for Jira Software. What can you do to gain stricter control?

- A. Remove the default group from the Jira Software User product role.
- B. Remove all groups from all Jira Software product roles.
- C. Require admin approval for all approved domains.
- D. Disable anonymous users in Jira and Confluence.
- E. Remove the User product role itself for Jira Software.

Correct Answer: A

By removing the default group from the Jira Software User product role, you can prevent new users from automatically getting access to Jira Software when they join your site. This way, you can control who gets access to Jira Software and how many licenses are consumed. [References](#)[Manage product access](#) [Product roles and permissions](#)

QUESTION 12

As an org admin, you want to ensure that permissions for user Felix are set correctly.

When are you not able to log in as Felix?

- A. if Felix is an org admin
- B. if Felix has a managed account
- C. if Felix has access to multiple sites
- D. if Felix is a product admin of multiple products
- E. if Felix has access to multiple products

Correct Answer: A

As an organization admin, you can log in as another user to ensure their permissions in a product are set correctly, and



complete other configuration tasks in a product. However, you can't use this feature to log in as a user who has the same

role as you or higher (meaning, if you're an organization admin, you can't log in as another organization admin)1.

References:

Log in as another user

QUESTION 13

Review the users and roles below.

User	Role
Amit	Org admin
Lakshmi	Confluence admin
Radha	Space admin in Confluence

Which statement is definitely true?

- A. Lakshmi can revoke Radha's Confluence access.
- B. Amit can deactivate Lakshmi's account.
- C. Amit can delete Radha's account.
- D. Radha can modify global permissions.
- E. Radha can invite other users to Confluence.

Correct Answer: B

As an Org admin, Amit has the highest level of administrative privileges, which includes managing user accounts within the organization. This means that Amit has the authority to deactivate any user's account, including Lakshmi's. The Org admin role typically has more comprehensive permissions than the Confluence admin or a Space admin, who would have more limited and specific administrative powers within the scope of Confluence itself.

QUESTION 14

Previously, your company had two Cloud organizations as shown.

Organization	Products
Original	Jira Software, Confluence
Destination	Jira Software

Just now, all products from Original were transferred to Destination. Afterward, Original was deleted. How does Jira Software appear on the Overview page of the Destination organization?



- A. as two products under the Destination URL only
- B. as a single product under the Original URL
- C. as a single product under the Destination URL
- D. as two products under the Original URL and Destination URL

Correct Answer: C

After the products from Original were transferred to Destination, Jira Software will appear as a single product under the Destination URL. This is because the Original organization was deleted, so there is no longer a separate URL for it.

References:

How to prepare for ACP-520: Atlassian Cloud Organization Admin Certification, section "Manage multiple sites and products"

Transfer products to another organization, subsection "What happens after you transfer products?"

QUESTION 15

Your organization has several products across several sites.

Ravi went to the People menu within one of the products and invited a teammate.

One or more access requests were generated.

Identify a possible outcome for what was generated.

- A. 1 access request for two products, Confluence and Jira Software
- B. 1 access request for Jira Administration
- C. 1 access request for Jira Work Management and 1 access request for Jira Software
- D. 2 access requests for 2 Confluence products
- E. 1 access request for Confluence and 1 access request for Jira Software

Correct Answer: E

When Ravi invites a teammate to join a product, an access request is generated for that product only. If the teammate needs access to another product on the same site, they can request it themselves or Ravi can invite them again.

Therefore, if Ravi wants his teammate to have access to both Confluence and Jira Software, he needs to send two invitations, resulting in two access requests.

References Invite users to your site Approve or deny product access requests