Google Accessibility Conformance Report

International edition, based on VPAT® Version 2.4Rev[1]

Name of product/version:	Google Gmail
Report date:	9 August 2023
Product description:	Google Gmail is a web application which allows users to send, receive, and organize emails.
Contact information:	vpat-questions@google.com
Evaluation methods used:	The [W3C Website Accessibility Conformance Evaluation Methodology](#) (WCAG-EM) was followed for conducting the accessibility audit. The testing included manual accessibility testing, automated accessibility tools, and testing with assistive technology across multiple platforms and browsers. The following applications were used as part of the audit to identify potential accessibility issues: ● Desktop browsers: Chrome (NVDA) ● Assistive technologies: NVDA ● Accessibility testing tools: Deque DevTools Pro, Deque Auditor, Color Contrast Analyser
Applicable standards/guidelines:	This report covers the degree of conformance for the following accessibility standards/guidelines: ● [Web Content Accessibility Guidelines (WCAG) 2.0](#) Level A and AA ● [Web Content Accessibility Guidelines (WCAG) 2.1](#) Level A and AA ● [Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](#) ● [EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11)](#) and [EN 301 549](#)

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[1] "Voluntary Product Accessibility Template" and "VPAT" are registered service marks of the Information Technology Industry Council (ITI)

Name of product/version:	Google Gmail
	[Accessibility requirements for ICT products and services - V3.2.1 (2021-03)](#)

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Tested Pages

Send a quick short message
Send an important formal message
Understand a conversation
I want to find information from a message received earlier.
Clean up or get rid of the messages
Don't miss any important messages
Share content with someone
Remember to get back to a message later
Keep my Gmail account secure

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 Level AAA criteria.

WCAG 2.1 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 — Web, Sections 10.1–10.4 of Chapter 10 — Non-Web Documents, Sections 11.1–11.4 and 11.8.2 of Chapter 11 — Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 — Documentation and Support Services

- Revised Section 508: Chapter 5 — 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 — 602.3 Electronic Support Documentation

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) Also applies to: EN 301 549 Criteria ● 9.1.1.1 (Web) ● 10.1.1.1 (Non-web document) ● 11.1.1.1.1 (Open Functionality Software) ● 11.1.1.1.2 (Closed Functionality Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs)	Supports	The non-text content has text alternatives or has a text alternate that serve equivalent purpose across the pages tested. However, there is an exception: ● Images must have alternate text on the "Understand a conversation" page. .

Criteria	Conformance level	Remarks and explanations
● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria ● 9.1.2.1 (Web) ● 10.1.2.1 (Non-web document) ● 11.1.2.1.1 (Open Functionality Software) ● 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool)	Supports	There is no prerecorded video, and the prerecorded audio has equivalent information.

Criteria	Conformance level	Remarks and explanations
● 602.3 (Support Docs)		
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria ● 9.1.2.2 (Web) ● 10.1.2.2 (Non-web document) ● 11.1.2.2 (Open Functionality Software) ● 11.1.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Not Applicable	There is no synchronized media in the tested pages, therefore no captions.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria	Not Applicable	There is no synchronized media in the tested pages, therefore no audio description required.

Criteria	Conformance level	Remarks and explanations
9.1.2.3 (Web) 10.1.2.3 (Non-web document) 11.1.2.3.1 (Open Functionality Software) 11.1.2.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria 9.1.3.1 (Web) 10.1.3.1 (Non-web document) 11.1.3.1.1 (Open Functionality Software)	Partially Supports	Most Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. However, there are exceptions: More than one table element used to create a single table on the "Send an important formal message" page.

Criteria	Conformance level	Remarks and explanations
● 11.1.3.1.2 (Closed Software) – Informative only ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		● Group of checkboxes is missing <fieldset> on the "I want to find information from a message received earlier" page. ● Group of radio buttons is missing <fieldset> on the "Share content with someone" page. ● Heading levels are out of order on the "Keep my Gmail account secure" page. ● Visual heading text is not marked as heading on the "Understand a conversation" page.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria ● 9.1.3.2 (Web) ● 10.1.3.2 (Non-web document) ● 11.1.3.2.1 (Open Functionality Software) ● 11.1.3.2.2 (Closed Software) – Informative only ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs)	Partially Supports	The reading and navigation order of most content is logical and intuitive. However, there are exceptions: ● Correct reading order of dynamic content not determinable on the "Remember to get back to a message later", "Send an important formal message", "Share content with someone" and "Understand a conversation" pages. ● Informative (static) content is not readable by a screen reader on the "Understand a conversation" page.

Criteria	Conformance level	Remarks and explanations
● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria ● 9.1.3.3 (Web) ● 10.1.3.3 (Non-web document) ● 11.1.3.3 (Open Functionality Software) ● 11.1.3.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool)	Supports	Content does not rely on sensory characteristics of components such as shape, color, size, visual location, orientation, or sound for understanding and operating content.

Criteria	Conformance level	Remarks and explanations
● 602.3 (Support Docs)		
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria ● 9.1.4.1 (Web) ● 10.1.4.1 (Non-web document) ● 11.1.4.1 (Open Functionality Software) ● 11.1.4.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	Use of alternates to color is widely supported across Gmail. However, there are exceptions: ● Color alone is used to convey info on the "Don't miss any important messages", "I want to find information from a message received earlier", "Keep my Gmail account secure", "Remember to get back to a message later", "Send a quick short message" and "Share content with someone" pages. ● Link contrast is not at least 3:1 with surrounding text on the "Keep my Gmail account secure", "Send a quick short message" and "Understand a conversation" pages.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria ● 9.1.4.2 (Web) ● 10.1.4.2 (Non-web document)	Not Applicable	There is no prerecorded audio that plays automatically in the tested pages.

Criteria	Conformance level	Remarks and explanations
● 11.1.4.2 (Open Functionality Software) ● 11.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria ● 9.2.1.1 (Web) ● 10.2.1.1 (Non-web document) ● 11.2.1.1.1 (Open Functionality Software) ● 11.2.1.1.2 (Closed Software) ● 11.8.2 (Authoring Tool)	Partially Supports	Keyboard navigation is well supported across the pages tested. However, there are exceptions: ● A function cannot be performed by keyboard alone on the "I want to find information from a message received earlier", "Send a quick short message", and "Send an important formal message" pages. ● Device-dependent event handlers are used on the "Don't miss any important messages", "I want to find

Criteria	Conformance level	Remarks and explanations
● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		information from a message received earlier", "Send a quick short message" and "Share content with someone" pages.
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria ● 9.2.1.2 (Web) ● 10.2.1.2 (Non-web document) ● 11.2.1.2 (Open Functionality Software) ● 11.2.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software)	Supports	Keyboard focus is not locked or trapped in a particular area and the user is able to navigate to and from all navigable elements using only a keyboard.

Criteria	Conformance level	Remarks and explanations
● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria ● 9.2.1.4 (Web) ● 10.2.1.4 (Non-web document) ● 11.2.1.4.1 (Open Functionality Software) ● 11.2.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Keyboard shortcuts are supported across the pages tested.
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria ● 9.2.2.1 (Web) ● 10.2.2.1 (Non-web document)	Partially Supports	Timing and time limit adjustment is well-supported across the site. However, there is an exception: ● Content visually appears and disappears with no ability to adjust timing on the "Clean up or get rid of the messages", "Keep my Gmail

Criteria	Conformance level	Remarks and explanations
11.2.2.1 (Open Functionality Software) 11.2.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		account secure" and "Remember to get back to a message later" pages.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria 9.2.2.2 (Web) 10.2.2.2 (Non-web document) 11.2.2.2 (Open Functionality Software) 11.2.2.2 (Closed Software) 11.8.2 (Authoring Tool)	Supports	Moving, blinking, scrolling, or auto-updating information is well supported on the pages tested.

Criteria	Conformance level	Remarks and explanations
● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria ● 9.2.3.1 (Web) ● 10.2.3.1 (Non-web document) ● 11.2.3.1 (Open Functionality Software) ● 11.2.3.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software)	Supports	There is no flashing content across the pages tested.

Criteria	Conformance level	Remarks and explanations
● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria ● 9.2.4.1 (Web) ● 10.2.4.1 (Non-web document) – Does not apply ● 11.2.4.1 (Open Functionality Software) – Does not apply ● 11.2.4.1 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not	Supports	Bypass blocks are supported across the pages tested.

Criteria	Conformance level	Remarks and explanations
apply to non-web docs		
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria ● 9.2.4.2 (Web) ● 10.2.4.2 (Non-web document) ● 11.2.4.2 (Open Functionality Software) - Does not apply ● 11.2.4.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Pages have valid titles across the pages tested.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria ● 9.2.4.3 (Web)	Partially Supports	Most focusable components receive focus in an order that preserves meaning and operability across the pages tested. However, there are exceptions:

Criteria	Conformance level	Remarks and explanations
● 10.2.4.3 (Non-web document) ● 11.2.4.3 (Open Functionality Software) ● 11.2.4.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		● Hidden or empty element receives focus on the "Send a quick short message" page. ● Keyboard focus is lost or misplaced due to user interaction or content update on the "I want to find information from a message received earlier" and "Remember to get back to a message later" pages. ● Keyboard focus order is not logical on the "Clean up or get rid of the messages", "Keep my Gmail account secure" and "Remember to get back to a message later" pages. ● Modal is closed, focus is not returned to trigger on the "Share content with someone" page.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria ● 9.2.4.4 (Web) ● 10.2.4.4 (Non-web document) ● 11.2.4.4 (Open Functionality Software)	Supports	The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context across the pages tested.

Criteria	Conformance level	Remarks and explanations
● 11.2.4.4 (Closed Software ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria ● 9.2.5.1 (Web) ● 10.2.5.1 (Non-web document) ● 11.2.5.1 (Open Functionality Software) ● 11.2.5.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs)	Supports	There are no pointer gestures across the pages tested.

Criteria	Conformance level	Remarks and explanations
● 12.2.4 (Support Docs) Revised Section 508 – Does not apply		

2.5.2 Pointer Cancellation (Level A 2.1 only)
    Also applies to:
    EN 301 549 Criteria
 	
● 9.2.5.2 (Web)
 	
● 10.2.5.2 (Non-web document)
 	
● 11.2.5.2 (Open Functionality Software)
 	
● 11.2.5.2 (Closed Software)
 	
● 11.8.2 (Authoring Tool)
 	
● 12.1.2 (Product Docs)
 	
● 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Supports	Pointer cancellation is supported across the pages tested.

2.5.3 Label in Name (Level A 2.1 only)
    Also applies to:
    EN 301 549 Criteria
 	
● 9.2.5.3 (Web)
 	
● 10.2.5.3 (Non-web document)
	Partially Supports	Label in Name is generally well-supported across the pages tested. However, there are exceptions:
		
		● An accessible name does not contain its visible label on the "I want to find information from a message received earlier", "Send a quick short

Criteria	Conformance level	Remarks and explanations
● 11.2.5.3.1 (Open Functionality Software) ● 11.2.5.3.2 (Closed Software) – Informative only ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply		message" and "Share content with someone" pages. ● Accessible name missing on the "Don't miss any important messages", "I want to find information from a message received earlier", "Remember to get back to a message later", "Send a quick short message" and "Share content with someone" pages.
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: EN 301 549 Criteria ● 9.2.5.4 (Web) ● 10.2.5.4 (Non-web document) ● 11.2.5.4 (Open Functionality Software) ● 11.2.5.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs)	Not Applicable	There is no functionality that is operated by device motion across the pages tested.

Criteria	Conformance level	Remarks and explanations
Revised Section 508 – Does not apply		
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria ● 9.3.1.1 (Web) ● 10.3.1.1 (Non-web document) ● 11.3.1.1.1 (Open Functionality Software) ● 11.3.1.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Default human language of pages is supported across the pages tested.
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria ● 9.3.2.1 (Web)	Supports	No user interface components initiate changes of context across the pages tested.

Criteria	Conformance level	Remarks and explanations
● 10.3.2.1 (Non-web document) ● 11.3.2.1 (Open Functionality Software) ● 11.3.2.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria ● 9.3.2.2 (Web) ● 10.3.2.2 (Non-web document) ● 11.3.2.2 (Open Functionality Software) ● 11.3.2.2 (Closed Software)	Partially Supports	In most cases, when a user inputs information or interacts with a control, it does not result in a substantial change to the page that could disorient the user or the user is informed ahead of time. However, there is an exception: ● Form field causes unexpected change on the "Share content with someone" page.

Criteria	Conformance level	Remarks and explanations
● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria ● 9.3.3.1 (Web) ● 10.3.3.1 (Non-web document) ● 11.3.3.1.1 (Open Functionality Software) ● 11.3.3.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508	Supports	Input errors are detected and described across the pages tested.

Criteria	Conformance level	Remarks and explanations
● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		

3.3.2 Labels or Instructions (Level A)
  Also applies to:
  EN 301 549 Criteria
 	
  ● 9.3.3.2 (Web)
  ● 10.3.3.2 (Non-web document)
  ● 11.3.3.2 (Open Functionality Software)
  ● 11.3.3.2 (Closed Software)
  ● 11.8.2 (Authoring Tool)
  ● 12.1.2 (Product Docs)
  ● 12.2.4 (Support Docs)
  Revised Section 508
  ● 501 (Web)(Software)
  ● 504.2 (Authoring Tool)
  ● 602.3 (Support Docs)
	Partially Supports	Labels or instructions on content are provided when required across the pages tested.
		However, there are exceptions:
		
		● Instructions missing for assistive technology users on the "Send an important formal message" page.
		● Label is not persistent on the "I want to find information from a message received earlier" and "Send a quick short message" pages.

Criteria	Conformance level	Remarks and explanations
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria 9.4.1.1 (Web) 10.4.1.1 (Non-web document) 11.4.1.1.1 (Open Functionality Software) 11.4.1.1.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	Content is implemented with proper markup on the pages tested. However, there are exceptions: - Certain ARIA roles must be contained by particular parents on the "Keep my Gmail account secure" and "Understand a conversation" pages. - Certain ARIA roles must contain particular children on the "I want to find information from a message received earlier", "Send a quick short message", "Send an important formal message" and "Share content with someone" pages. - Interactive controls must not be nested on the "Share content with someone" page. - id attribute value must be unique on the "Send a quick short message" and "Send an important formal message" pages.
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria 9.4.1.2 (Web) 10.4.1.2 (Non-web document)	Partially Supports	Majority of the user interface components provide programmatic name, role, and/or state information. However, there are exceptions ARIA attributes must conform to valid values on the "Send

Criteria	Conformance level	Remarks and explanations
● 11.4.1.2.1 (Open Functionality Software) ● 11.4.1.2.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		an important formal message" page. ● ARIA toggle fields must have an accessible name on the "Remember to get back to a message later" page. ● Elements must only use allowed ARIA attributes on the "Send a quick short message" and "Send an important formal message" pages. ● Index count conveyed incorrectly for the listbox options on the "I want to find information from a message received earlier" page. ● Index count of radio buttons conveyed incorrectly on the "Don't miss any important messages" page. ● Name: The element's name is missing or incorrect on the "Share content with someone" page. ● Required ARIA attributes must be provided on the "Share content with someone" page. ● Tooltip: Tooltip content is not accessible to screen readers on the "Don't miss any important messages" page.

Criteria	Conformance level	Remarks and explanations
		- ARIA commands must have an accessible name on the "Send a quick short message" and "Send an important formal message" pages. - Button: Button disabled state is not conveyed on the "I want to find information from a message received earlier" page. - Button: Button does not have a name on the "Clean up or get rid of the messages", "Keep my Gmail account secure" and "Remember to get back to a message later" pages. - Button: Button does not have a role on the "Send a quick short message" page. - Checkbox: Custom checkbox does not have a role and/or state on the "Remember to get back to a message later" page. - Form elements must have labels on the "Send a quick short message", "Send an important formal message" and "Share content with someone" pages.

Criteria	Conformance level	Remarks and explanations
		● Form field: Form field is not labeled on the "I want to find information from a message received earlier", "Remember to get back to a message later", "Send a quick short message" and "Share content with someone" pages.
		● iframe: iframe does not have a title on the "Share content with someone" page.
		● Select element must have an accessible name on the "Don't miss any important messages" page.
		● State: Selected state of the element is missing or incorrect on the "Don't miss any important messages" and "I want to find information from a message received earlier" pages.

Table 2: Success Criteria, Level AA

Criteria	Conformance level	Remarks and explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria 9.1.2.4 (Web) 10.1.2.4 (Non-web document) 11.1.2.4 (Open Functionality Software) 11.1.2.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not Applicable	There were no captions or synchronized media across the pages tested.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria 9.1.2.5 (Web)	Not Applicable	There was no prerecorded video content across the pages tested.

Criteria	Conformance level	Remarks and explanations
● 10.1.2.5 (Non-web document) ● 11.1.2.5 (Open Functionality Software) ● 11.1.2.5 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria ● 9.1.3.4 (Web) ● 10.1.3.4 (Non-web document) ● 11.1.3.4 (Open Functionality Software) ● 11.1.3.4 (Closed Software)	Supports	Content view is not restricted across the pages tested.

Criteria	Conformance level	Remarks and explanations
● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
1.3.5 Identify Input Purpose (Level AA 2.1 only) 　Also applies to: 　EN 301 549 Criteria ● 9.1.3.5 (Web) ● 10.1.3.5 (Non-web document) ● 11.1.3.5.1 (Open Functionality Software) ● 11.1.3.5.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The purpose of each input field collecting information can be programmatically determined across the pages tested.
1.4.3 Contrast (Minimum) (Level AA) 　Also applies to: 　EN 301 549 Criteria ● 9.1.4.3 (Web)	Partially Supports	Majority of the text content meets the minimum contrast requirements. However, there are exceptions;

Criteria	Conformance level	Remarks and explanations
● 10.1.4.3 (Non-web document) ● 11.1.4.3 (Open Functionality Software) ● 11.1.4.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		● Large text content lacks 3:1 contrast ratio on the "Share content with someone" page. ● Elements must have sufficient color contrast on the "I want to find information from a message received earlier", "Keep my Gmail account secure" and "Understand a conversation" pages. ● Link or button text lacks 4.5:1 contrast ratio on hover or focus on the "Clean up or get rid of the messages", "I want to find information from a message received earlier", "Keep my Gmail account secure", "Remember to get back to a message later", "Send a quick short message" and "Share content with someone" pages. ● Placeholder text lacks 4.5:1 contrast ratio on the "I want to find information from a message received earlier" and "Send a quick short message" pages. ● Text content lacks 4.5:1 contrast ratio on the "I want to find information from a message received earlier", "Remember to get back to a

Criteria	Conformance level	Remarks and explanations
		message later", "Send a quick short message", "Share content with someone" and "Understand a conversation" pages. ● Text over an image lacks 4.5:1 contrast ratio on the "Understand a conversation" page.
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.4.4 (Web) ● 10.1.4.4 (Non-web document) ● 11.1.4.4.1 (Open Functionality Software) ● 11.1.4.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool)	Partially Supports	Most text can be resized without assistive technology up to 200 percent without loss of content or functionality throughout the pages tested. However, there is an exception: ● Functionality is lost at 200% zoom on the "I want to find information from a message received earlier", "Share content with someone" and "Understand a conversation" pages.

Criteria	Conformance level	Remarks and explanations
● 602.3 (Support Docs)		
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.4.5 (Web) ● 10.1.4.5 (Non-web document) ● 11.1.4.5.1 (Open Functionality Software) ● 11.1.4.5.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Images of text are not used incorrectly across the pages tested.
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria ● 9.1.4.10 (Web)	Does Not Support	Majority of the page content can't be presented at 320px width without any information loss & horizontal scrolling.

Criteria	Conformance level	Remarks and explanations
● 10.1.4.10 (Non-web document) ● 11.1.4.10 (Open Functionality Software) ● 11.1.4.10 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply		● Content overlaps other content at 320px width equivalent on the "Don't miss any important messages", "I want to find information from a message received earlier", "Keep my Gmail account secure", "Remember to get back to a message later", "Send a quick short message", "Send an important formal message", "Share content with someone", and "Understand a conversation" pages.
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria ● 9.1.4.11 (Web) ● 10.1.4.11 (Non-web document) ● 11.1.4.11 (Open Functionality Software) ● 11.1.4.11 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs)	Partially Supports	Much of the non-textual informative content meets the minimum contrast ratio requirements. However, there is are exceptions ● Active user interface component lacks 3 to 1 contrast ratio on the "Clean up or get rid of the messages", "I want to find information from a message received earlier", "Remember to get back to a message later", "Send a quick short message" and "Share content with someone" pages. ● An icon lacks 3 to 1 contrast ratio on the "Send a quick short message", "Share content with someone" and "Understand a conversation" pages.

Criteria	Conformance level	Remarks and explanations
Revised Section 508 – Does not apply		● State of active component lacks 3 to 1 contrast ratio on the "Clean up or get rid of the messages", "Don't miss any important messages", "I want to find information from a message received earlier", "Keep my Gmail account secure", "Remember to get back to a message later", "Send a quick short message", "Send an important formal message", "Share content with someone" and "Understand a conversation" pages.
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria ● 9.1.4.12 (Web) ● 10.1.4.12 (Non-web document) ● 11.1.4.12 (Open Functionality Software) ● 11.1.4.12 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	Most of the spacing between letters, words, lines of text and paragraphs can be adjusted. However, there is an exception: ● Text spacing content cut off on the "Send a quick short message" page.

Criteria	Conformance level	Remarks and explanations
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: EN 301 549 Criteria ● 9.1.4.13 (Web) ● 10.1.4.13 (Non-web document) ● 11.1.4.13 (Open Functionality Software) ● 11.1.4.13 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	Much of the additional content that is available on hover or focus is dismissible and/or hoverable and/or persistent. However, there are exceptions ● Additional content not dismissible on the "I want to find information from a message received earlier", "Keep my Gmail account secure", "Send a quick short message", "Send an important formal message", "Share content with someone" and "Understand a conversation" pages. ● Hover content disappearing on the "Don't miss any important messages", "I want to find information from a message received earlier", "Remember to get back to a message later", "Send a quick short message", "Send an important formal message", "Share content with someone" and "Understand a conversation" pages.
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria ● 9.2.4.5 (Web)	Supports	There are multiple ways to locate pages across the pages tested.

Criteria	Conformance level	Remarks and explanations
● 10.2.4.5 (Non-web document) – Does not apply ● 11.2.4.5 (Open Functionality Software) – Does not apply ● 11.2.4.5 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs		
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria ● 9.2.4.6 (Web) ● 10.2.4.6 (Non-web document)	Partially Supports	Most headings and labels for form and interactive controls are informative. However, there are exceptions: ● Buttons have same name but different actions on the

Criteria	Conformance level	Remarks and explanations
● 11.2.4.6 (Open Functionality Software) ● 11.2.4.6 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		"Understand a conversation" page. ● Programmatic label does not convey purpose of control on the "I want to find information from a message received earlier", "Share content with someone" and "Understand a conversation" pages.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria ● 9.2.4.7 (Web) ● 10.2.4.7 (Non-web document) ● 11.2.4.7 (Open Functionality Software) ● 11.2.4.7 (Closed Software) ● 11.8.2 (Authoring Tool)	Partially Supports	Focus is visible and well-supported across the pages tested. However, there is an exception: ● A focus indicator is missing for an element on the "Share content with someone" page.

Criteria	Conformance level	Remarks and explanations
● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria ● 9.3.1.2 (Web) ● 10.3.1.2 (Non-web document) ● 11.3.1.2 (Open Functionality Software) – Does not apply ● 11.3.1.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508	Supports	The human language of each passage or phrase in the content can be programmatically determined across the pages tested.

Criteria	Conformance level	Remarks and explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria 9.3.2.3 (Web) 10.3.2.3 (Non-web document) – Does not apply 11.3.2.3 (Open Functionality Software) – Does not apply 11.3.2.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software	Supports	Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order across the pages tested.

Criteria	Conformance level	Remarks and explanations
● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs		
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria ● 9.3.2.4 (Web) ● 10.3.2.4 (Non-web document) – Does not apply ● 11.3.2.4 (Open Functionality Software) – Does not apply ● 11.3.2.4 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool)	Supports	Components that have the same functionality within a set of Web pages are identified consistently across the pages tested.

Criteria	Conformance level	Remarks and explanations
● 602.3 (Support Docs) – Does not apply to non-web docs		
3.3.3 Error Suggestion (Level AA) 　Also applies to: 　EN 301 549 Criteria 　　● 9.3.3.3 (Web) 　　● 10.3.3.3 (Non-web document) 　　● 11.3.3.3 (Open Functionality Software) 　　● 11.3.3.3 (Closed Software) 　　● 11.8.2 (Authoring Tool) 　　● 12.1.2 (Product Docs) 　　● 12.2.4 (Support Docs) 　Revised Section 508 　　● 501 (Web)(Software) 　　● 504.2 (Authoring Tool) 　　● 602.3 (Support Docs)	Supports	Error suggestion is implemented across the pages tested.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) 　Also applies to: 　EN 301 549 Criteria	Not Applicable	There were no legal commitments or financial transactions across the pages tested.

Criteria	Conformance level	Remarks and explanations
● 9.3.3.4 (Web) ● 10.3.3.4 (Non-web document) ● 11.3.3.4 (Open Functionality Software) ● 11.3.3.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria ● 9.4.1.3 (Web) ● 10.4.1.3 (Non-web document) ● 11.4.1.3 (Open Functionality Software)	Partially Supports	Status messages announcements are generally well-supported across the pages tested. However, there is one exception: ● A status message is not automatically announced on the "I want to find information from a message received earlier" and "Share content with someone" pages.

Criteria	Conformance level	Remarks and explanations
● 11.4.1.3 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply		

Table 3: Success Criteria, Level AAA

Notes: Not evaluated

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Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance level	Remarks and explanations
302.1 Without Vision	Web: Partially Supports	Most functions of the product are usable without vision. Exceptions are noted in: ● 1.1.1 Non-text content ● 1.3.1 Info and Relationships ● 1.3.2 Meaningful sequence ● 1.4.1 Use of color ● 2.1.1 Keyboard ● 2.2.1 Timing adjustable ● 2.4.3 Focus order ● 2.4.6 Headings and Labels ● 3.2.2 On Input ● 4.1.1 Parsing ● 4.1.2 Name, role, value
302.2 With Limited Vision	Web: Partially Supports	Web: Most functions of the product are usable with limited vision. Exceptions are noted in: ● 1.1.1 Non-text content ● 1.3.1 Info and Relationships ● 1.3.2 Meaningful sequence ● 1.4.1 Use of color ● 1.4.3 Contrast Minimum ● 1.4.4 Resize text ● 2.1.1 Keyboard ● 2.2.1 Timing adjustable ● 2.4.3 Focus order

Criteria	Conformance level	Remarks and explanations
		● 2.4.6 Headings and Labels ● 2.4.7 Focus visible ● 3.2.2 On Input ● 3.3.2 Labels or Instructions ● 4.1.2 Name, role, value
302.3 Without Perception of Color	Web: Partially Supports	Web: Most functions of the product are usable without perception of color. Exceptions are noted in: ● 1.4.1 Use of Color ● 1.4.3 Contrast Minimum
302.4 Without Hearing	Web: Supports	Web: The functions of the product are usable without hearing.
302.5 With Limited Hearing	Web: Supports	Web: The functions of the product are usable without hearing.
302.6 Without Speech	Web: Supports (Not Applicable)	Web: The product does not require the use of speech.
302.7 With Limited Manipulation	Web: Partially Supports	Web: Users with limited manipulation who use speech recognition or switch control software will not have difficulty navigating to most of the controls. Exceptions are noted in: ● 2.1.1 Keyboard ● 2.2.1 Timing adjustable ● 2.4.3 Focus order ● 2.4.6 Headings and Labels

Criteria	Conformance level	Remarks and explanations
		● 2.4.7 Focus visible ● 4.1.1 Parsing ● 4.1.2 Name, role, value
302.8 With Limited Reach and Strength	Web: Supports (Not Applicable)	Web: The product does not provide a manual mode of operation.
302.9 With Limited Language, Cognitive, and Learning Abilities	Web: Partially Supports	Web: The product is functional for users with limited language, cognitive, and learning abilities. Users with cognitive disabilities have varying needs for features that allow them to adapt content and work with assistive technology. The product provides labelling for most controls. Exceptions are noted in: ● 1.1.1 Non-text content ● 1.3.1 Info and Relationships ● 1.3.2 Meaningful sequence ● 1.4.1 Use of color ● 2.1.1 Keyboard ● 2.2.1 Timing adjustable ● 2.4.3 Focus order ● 2.4.6 Headings and Labels ● 2.4.7 Focus visible ● 3.2.2 On Input ● 3.3.2 Labels or instructions ● 4.1.1 Parsing ● 4.1.2 Name, role, value

Chapter 4: Hardware

Notes: Not applicable. The product is not a hardware product.

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.1 section	See information in WCAG 2.1 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	See WCAG 2.1 section	
502.2.2 No Disruption of Accessibility Features	See WCAG 2.1 section	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	See WCAG 2.1 section	
502.3.2 Modification of Object Information	See WCAG 2.1 section	
502.3.3 Row, Column, and Headers	See WCAG 2.1 section	
502.3.4 Values	See WCAG 2.1 section	
502.3.5 Modification of Values	See WCAG 2.1 section	
502.3.6 Label Relationships	See WCAG 2.1 section	

Criteria	Conformance Level	Remarks and Explanations
502.3.7 Hierarchical Relationships	See WCAG 2.1 section	
502.3.8 Text	See WCAG 2.1 section	
502.3.9 Modification of Text	See WCAG 2.1 section	
502.3.10 List of Actions	See WCAG 2.1 section	
502.3.11 Actions on Objects	See WCAG 2.1 section	
502.3.12 Focus Cursor	See WCAG 2.1 section	
502.3.13 Modification of Focus Cursor	See WCAG 2.1 section	
502.3.14 Event Notification	See WCAG 2.1 section	
502.4 Platform Accessibility Features	See WCAG 2.1 section	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	See WCAG 2.1 section	

Criteria	Conformance Level	Remarks and Explanations
503.3 Alternative User Interfaces	See WCAG 2.1 section	
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	See WCAG 2.1 section	
503.4.2 Audio Description Controls	See WCAG 2.1 section	
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.1 section	See information in WCAG 2.1 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	This functionality was not covered in the user flows tested.
504.2.2 PDF Export	Not Applicable	This functionality was not covered in the user flows tested.
504.3 Prompts	See WCAG 2.1 section	
504.4 Templates	See WCAG 2.1 section	

Chapter 6: Support Documentation and Services

Notes: Not evaluated. Pending evaluation of the shared documentation website and shared support services for Google products.

Criteria	Conformance level	Remarks and explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features	Not Applicable	
602.3 Electronic Support Documentation	Not applicable	
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	
603 Support Services		
603.2 Information on Accessibility and Compatibility Features	Not applicable	
603.3 Accommodation of Communication Needs	Supports	

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Chapter 4: Functional Performance Statements (FPS)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Web: Partially Supports	Most functions of the product are usable without vision. Exceptions are noted in: ● 1.1.1 Non-text content ● 1.3.1 Info and Relationships ● 1.3.2 Meaningful sequence ● 1.4.1 Use of color ● 2.1.1 Keyboard ● 2.2.1 Timing adjustable ● 2.4.3 Focus order ● 2.4.6 Headings and Labels ● 3.2.2 On Input ● 4.1.1 Parsing ● 4.1.2 Name, role, value ● 4.1.3 Status messages
4.2.2 Usage with limited vision	Web: Partially Supports	Web: Most functions of the product are usable with limited vision. Exceptions are noted in: ● 1.1.1 Non-text content ● 1.3.1 Info and Relationships ● 1.3.2 Meaningful sequence ● 1.4.1 Use of color ● 1.4.3 Contrast Minimum ● 1.4.4 Resize text ● 1.4.10 Reflow ● 1.4.11 Non-Text contrast ● 1.4.12 Text Spacing

Criteria	Conformance Level	Remarks and Explanations
		1.4.13 Content on Hover or Focus 2.1.1 Keyboard 2.2.1 Timing adjustable 2.4.3 Focus order 2.4.6 Headings and Labels 2.4.7 Focus visible 3.2.2 On Input 3.3.2 Labels or Instructions 4.1.2 Name, role, value 4.1.3 Status messages
4.2.3 Usage without perception of colour	Web: Partially Supports	Web: Most functions of the product are usable without perception of color. Exceptions are noted in: 1.4.1 Use of Colour 1.4.3 Contrast Minimum 1.4.11 Non-text contrast
4.2.4 Usage without hearing	Web: Supports	Web: The functions of the product are usable without hearing.
4.2.5 Usage with limited hearing	Web: Supports	Web: The functions of the product are usable without hearing.
4.2.6 Usage without vocal capability	Web: Supports (Not Applicable)	Web: The product does not require the use of speech.
4.2.7 Usage with limited manipulation or strength	Web: Partially Supports	Web: Users with limited manipulation who use speech recognition or switch control software will not have difficulty navigating to most of the controls.

Criteria	Conformance Level	Remarks and Explanations
		Exceptions are noted in: ● 1.4.13 Content on Hover or Focus ● 2.1.1 Keyboard ● 2.2.1 Timing adjustable ● 2.4.3 Focus order ● 2.4.6 Headings and Labels ● 2.4.7 Focus visible ● 2.5.3 Label in Name ● 4.1.1 Parsing ● 4.1.2 Name, role, value
4.2.8 Usage with limited reach	Web: Supports (Not Applicable)	Web: The product does not provide a manual mode of operation.
4.2.9 Minimize photosensitive seizure triggers	Web: Supports	Web: The Google Appliances webpages do not contain flashing content or media.
4.2.10 Usage with limited cognition	Web: Partially Supports	Web: The product is functional for users with limited language, cognitive, and learning abilities. Users with cognitive disabilities have varying needs for features that allow them to adapt content and work with assistive technology. The product provides labelling for most controls. Exceptions are noted in: ● 1.1.1 Non-text content ● 1.3.1 Info and Relationships ● 1.3.2 Meaningful sequence ● 1.4.1 Use of color ● 2.1.1 Keyboard ● 2.2.1 Timing adjustable

Criteria	Conformance Level	Remarks and Explanations
		2.4.3 Focus order 2.4.6 Headings and Labels 2.4.7 Focus visible 3.2.2 On Input 3.3.2 Labels or instructions 4.1.1 Parsing 4.1.2 Name, role, value 4.1.3 Status Messages
4.2.11 Privacy	Web: Supports	The Google Appliances webpages do not provide any privacy features.

Chapter 5: Generic Requirements

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 General	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.2 Auditory output delivery including speech	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.3 Auditory output correlation	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.4 Speech output user control	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.5 Speech output automatic interruption	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.6 Speech output for non-text content	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.7 Speech output for video information	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.8 Masked entry	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.9 Private access to personal data	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.10 Non-interfering audio output	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.11 Private listening	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.12 Speaker volume	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.13 Volume reset	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.14 Spoken languages	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.15 Non-visual error identification	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.16 Receipts, tickets, and transactional outputs	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.4 Functionality closed to text enlargement	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from enlarging text.
5.1.5 Visual output for auditory information	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to 5.1.5 Visual output for auditory information.
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from operating a keyboard interface.

Criteria	Conformance Level	Remarks and Explanations
5.1.6.2 Input focus	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from operating a keyboard interface.
5.2 Activation of accessibility features	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to 5.2 Activation of accessibility features.
5.3 Biometrics	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to 5.3 Biometrics.
5.4 Preservation of accessibility information during conversion	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to 5.4 Preservation of accessibility information during conversion.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to 5.5 Operable parts – 5.5.1 Means of operation.
5.5.2 Operable parts discernibility	Supports	On-screen controls, such as buttons, are distinguishable without user vision.
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to 5.6 Locking or toggle controls – 5.6.1 Tactile or auditory status.

Criteria	Conformance Level	Remarks and Explanations
5.6.2 Visual status	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to 5.6 Locking or toggle controls – 5.6.2 Visual status.
5.7 Key repeat	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to 5.7 Key repeat.
5.8 Double-strike key acceptance	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to 5.8 Double-strike key acceptance.
5.9 Simultaneous user actions	Supports	The product does not require simultaneous user actions. The product is compatible with system settings for sequential key presses, such as Sticky Keys.

Chapter 6: <u>ICT with Two-Way Voice Communication</u>

Notes: Not applicable. The product does not contain functionality relating to, nor does it require/rely on, two-way voice communication.

Chapter 7: **ICT with Video Capabilities**

Notes: Not Applicable. This product does not contain any multimedia.

Chapter 8: Hardware

Notes: Not applicable. The product is not a hardware product.

Chapter 9: [Web](#)

See the WCAG 2.1 Report section.

Chapter 10: Non-Web Documents

Notes: Not applicable. The product does not include non-web documents.

Chapter 11: [Software](#)

Notes: Not applicable. The product is a web application and does not have authoring tool functionality.

Chapter 12: Documentation and Support Services

Notes: Not evaluated. Pending evaluation of the shared documentation website and shared support services for Google Appliances products.

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Not Applicable	Support documentation for this product exists but is verified in another Accessibility Conformance Report.
12.1.2 Accessible documentation	Not applicable	Support documentation for this product exists but is verified in another Accessibility Conformance Report.
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Not applicable	
12.2.3 Effective communication	Not applicable	
12.2.4 Accessible documentation	Not applicable	

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: Not applicable. The product does not provide relay or emergency service access.

Legal disclaimer