

Google Gmail Accessibility Conformance Report

WCAG Edition

VPAT^{®1} Version 2.3 (Revised) – April 2019

Name of Product/Version: Google Gmail

Product Description: Google Gmail is a web application which allows users to send, receive, and organize emails.

Report Date: March 11, 2020

Contact Information: apps-accessibility@google.com

Notes:

Evaluation Methods Used: JAWS, NVDA, VoiceOver, ChromeVox, Color Contrast Analyzer, Chrome Browser

Applicable Standards/Guidelines:

This report covers the degree of conformance for the following accessibility standard/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) |

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

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 2.0 Level AAA.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|---|
| 1.1.1 Non-text Content (Level A) | Partially Supports | <p>The Google Gmail web application provides text alternatives for all non-text content with one exception:</p> <ul style="list-style-type: none"> • The counter showing the current messages is inappropriately labeled as “Show more messages” and does not present the displayed ranged or total to assistive technologies |
| 1.2.1 Audio-only and Video-only (Prerecorded) (Level A) | Not Applicable | <p>The Google Gmail web application does not include prerecorded audio-only or prerecorded video-only content.</p> |
| 1.2.2 Captions (Prerecorded) (Level A) | Not Applicable | <p>The Google Gmail web application does not include prerecorded synchronized media content.</p> |
| 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | Not Applicable | <p>The Google Gmail web application does not include prerecorded video content.</p> |
| 1.3.1 Info and Relationships (Level A) | Partially Supports | <p>The Google Gmail web application conveys presentation information programmatically with some exceptions:</p> <ul style="list-style-type: none"> • The visible inbox unread messages number does not match the number that is conveyed to assistive technologies, and no context is provided for the visible number to assistive technology users • Sub labels are not nested in lists, making it difficult for users to determine hierarchy • When the color picker menu is open, the headings are read out of order from the other content |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|---|
| 1.3.2 Meaningful Sequence (Level A) | Supports | The Google Gmail web application presents a correct and logical reading sequence for all content. |
| 1.3.3 Sensory Characteristics (Level A) | Supports | The Google Gmail web application does not rely solely on shape, color, size, location, orientation, or sound to convey instructions. |
| 1.4.1 Use of Color (Level A) | Supports | The Google Gmail web application does not rely solely on color to convey information or to distinguish elements. |
| 1.4.2 Audio Control (Level A) | Not Applicable | The Google Gmail web application does not include audio content. |
| 2.1.1 Keyboard (Level A) | Partially Supports | <p>The Google Gmail web application allows users to access functionality and content using only the keyboard with some exceptions, including:</p> <ul style="list-style-type: none"> ● The Support and Google Apps menus prevent users from interacting with other elements on the page using the keyboard until the menu is closed ● The inbox type menu and the button to open it are not accessible using only the keyboard ● The checkbox to select an email is not accessible using only the keyboard |
| 2.1.2 No Keyboard Trap (Level A) | Supports | The Google Gmail web application does not trap the user's keyboard focus. |
| 2.1.4 Character Key Shortcuts (Level A 2.1 only) | Supports | The Google Gmail web application does include keyboard shortcuts which are only active when the relevant component has focus. |
| 2.2.1 Timing Adjustable (Level A) | Not Applicable | The Google Gmail web application does not include content with a timeout. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|--|
| 2.2.2 Pause, Stop, Hide (Level A) | Not Applicable | The Google Gmail web application does not include moving, blinking, scrolling, or auto-updating information that lasts more than five seconds. |
| 2.3.1 Three Flashes or Below Threshold (Level A) | Supports | The Google Gmail web application does not include content which flashes more than 3 times per second. |
| 2.4.1 Bypass Blocks (Level A) | Supports | The Google Gmail web application provides bypass blocks that allow users to skip repeated content. |
| 2.4.2 Page Titled (Level A) | Supports | The Google Gmail web application provides titles for pages which describe topic or purpose. |
| 2.4.3 Focus Order (Level A) | Partially Supports | <p>The Google Gmail web application provides a logical focus order for content with some exceptions, including:</p> <ul style="list-style-type: none"> ● CC and BCC buttons come after the send button and edit controls in focus order ● The user must leave the edit field and navigate backwards through the page using the arrows keys to access the edit toolbar ● The “clear search” button comes before the advanced search options visually, but comes after in the focus order |
| 2.4.4 Link Purpose (In Context) (Level A) | Partially Supports | <p>The Google Gmail web application provides text to clearly describe the purpose of links with one exception:</p> <ul style="list-style-type: none"> ● The confidential mode edit button does not provide and context for what the button does |
| 2.5.1 Pointer Gestures (Level A 2.1 only) | Not Applicable | The Google Gmail web application does not include multipoint or path-based gestures for operation. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|--|
| 2.5.2 Pointer Cancellation (Level A 2.1 only) | Supports | The Google Gmail web application allows users to cancel pointer interactions. |
| 2.5.3 Label in Name (Level A 2.1 only) | Supports | The Google Gmail web application presents labels both visually and programmatically. |
| 2.5.4 Motion Actuation (Level A 2.1 only) | Not Applicable | The Google Gmail web application does not use motion actuation for user interaction. |
| 3.1.1 Language of Page (Level A) | Supports | The Google Gmail web application specifies the document's language in the HTML code. |
| 3.2.1 On Focus (Level A) | Partially Supports | <p>The Google Gmail web application does not change context when a component receives focus with one exception:</p> <ul style="list-style-type: none"> When leaving the advanced search menu, occasionally focus is set back to the "inbox" label in the left-hand navigation menu |
| 3.2.2 On Input (Level A) | Partially Supports | <p>The Google Gmail web application does not change context on user interaction with some exceptions:</p> <ul style="list-style-type: none"> When selecting a label, focus is moved into the list of emails filed under that label When the popup menus in the edit toolbar for changing font size and text size are opened, the focus is set back into the text area for the email body When attempting to activate the "attach files" button using the spacebar, focus is set back into the text area without warning When selecting a time length in confidential mode, the focus is set to the messages list in the inbox area |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|--|
| 3.3.1 Error Identification (Level A) | Supports | If an input error is detected in the Google Gmail web application, the error is described to the user in text. |
| 3.3.2 Labels or Instructions (Level A) | Supports | The Google Gmail web application provides labels or instructions for user inputs. |
| 4.1.1 Parsing (Level A) | Supports | The Google Gmail web application elements have complete start and end tags, are nested appropriately, do not contain duplicate attributes, and have unique IDs. |
| 4.1.2 Name, Role, Value (Level A) | Partially Supports | <p>The Google Gmail web application provides appropriate names, roles, and values for interactive elements, with some exceptions, including:</p> <ul style="list-style-type: none"> ● The label options menu does not have the appropriate role of “button” ● The tab control for the settings pages do not identify which tab is currently selected ● The text for the currently selected font does not announce the text for the font selection ● The advanced search dropdown does not announce that it provides an expandable menu |

Table 2: Success Criteria, Level AA

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|--|
| 1.2.4 Captions (Live) (Level AA) | Not Applicable | The Google Gmail web application does not include any live synchronized media. |
| 1.2.5 Audio Description (Prerecorded) (Level AA) | Not Applicable | The Google Gmail web application does not include prerecorded video content. |
| 1.3.4 Orientation (Level AA 2.1 only) | Supports | The Google Gmail web application does not restrict its view to a single orientation. |
| 1.3.5 Identify Input Purpose (Level AA 2.1 only) | Supports | The Google Gmail web application appropriately identifies the purposes of components, icons, and regions. |
| 1.4.3 Contrast (Minimum) (Level AA) | Partially Supports | The Google Gmail web application provides sufficient color contrast between text and its background with one exception: <ul style="list-style-type: none"> For search input fields, placeholder text has insufficient contrast. |
| 1.4.4 Resize text (Level AA) | Supports | The Google Gmail web application allows users to zoom in up to 200% without loss of content or functionality. |
| 1.4.5 Images of Text (Level AA) | Not Applicable | The Google Gmail web application does not include images of text. |
| 1.4.10 Reflow (Level AA 2.1 only) | Supports | The Google Gmail web application allows the use of screens as small as 320 CSS pixels by 256 CSS pixels without the loss of information or functionality, and without requiring two-dimensional scrolling. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|--|
| 1.4.11 Non-text Contrast (Level AA 2.1 only) | Supports | The Google Gmail web application provides sufficient color contrast between important components or graphics and their backgrounds. |
| 1.4.12 Text Spacing (Level AA 2.1 only) | Supports | The Google Gmail web application allows users to adjust text spacing without loss of content or functionality. |
| 1.4.13 Content on Hover or Focus (Level AA 2.1 only) | Supports | The Google Gmail web application ensures that content which appears on hover or focus is dismissible, hoverable, and persistent. |
| 2.4.5 Multiple Ways (Level AA) | Supports | The Google Gmail web application provides users with multiple ways to navigate to pages and content. |
| 2.4.6 Headings and Labels (Level AA) | Supports | The Google Gmail web application provides users with headings or labels to describe topic or purpose of content. |
| 2.4.7 Focus Visible (Level AA) | Supports | The Google Gmail web application provides visible focus indicators for all interactive elements. |
| 3.1.2 Language of Parts (Level AA) | Not Applicable | The Google Gmail web application does not include passages or phrases in a language other than the main language of the page. |
| 3.2.3 Consistent Navigation (Level AA) | Partially Supports | The Google Gmail web application provides clear and consistent navigation across pages with one exception: <ul style="list-style-type: none"> The “Support” and “Google Apps” menus both lock focus into the menu, which is not necessary and inconsistent with other menus |
| 3.2.4 Consistent Identification (Level AA) | Supports | The Google Gmail web application consistently identifies components with the same functionality. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| 3.3.3 Error Suggestion (Level AA) | Supports | Where input errors are detected, the Google Gmail web application provides suggestions for resolving them. |
| 3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) | Not applicable | Use of the Google Gmail web application does not inherently cause legal commitments or financial transactions to occur. |
| 4.1.3 Status Messages (Level AA 2.1 only) | Supports | The Google Gmail web application provides status messages which are presented to assistive technologies. |

Table 3: Success Criteria, Level AAA

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| <p>1.2.6 Sign Language (Prerecorded) (Level AAA) Also applies to: Revised Section 508 – Does not apply</p> | Not Evaluated | |
| <p>1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Also applies to: Revised Section 508 – Does not apply</p> | Not Evaluated | |
| <p>1.2.8 Media Alternative (Prerecorded) (Level AAA) Also applies to: Revised Section 508 – Does not apply</p> | Not Evaluated | |
| <p>1.2.9 Audio-only (Live) (Level AAA) Also applies to: Revised Section 508 – Does not apply</p> | Not Evaluated | |
| <p>1.4.6 Contrast Enhanced (Level AAA) Also applies to: Revised Section 508 – Does not apply</p> | Not Evaluated | |
| <p>1.4.7 Low or No Background Audio (Level AAA) Also applies to: Revised Section 508 – Does not apply</p> | Not Evaluated | |
| <p>1.4.8 Visual Presentation (Level AAA) Also applies to: Revised Section 508 – Does not apply</p> | Not Evaluated | |
| <p>1.4.9 Images of Text (No Exception) Control (Level AAA) Also applies to: Revised Section 508 – Does not apply</p> | Not Evaluated | |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| <p>2.1.3 Keyboard (No Exception) (Level AAA) Also applies to: Revised Section 508 – Does not apply</p> | Not Evaluated | |
| <p>2.2.3 No Timing (Level AAA) Also applies to: Revised Section 508 – Does not apply</p> | Not Evaluated | |
| <p>2.2.4 Interruptions (Level AAA) Also applies to: Revised Section 508 – Does not apply</p> | Not Evaluated | |
| <p>2.2.5 Re-authenticating (Level AAA) Also applies to: Revised Section 508 – Does not apply</p> | Not Evaluated | |
| <p>2.3.2 Three Flashes (Level AAA) Also applies to: Revised Section 508 – Does not apply</p> | Not Evaluated | |
| <p>2.4.8 Location (Level AAA) Also applies to: Revised Section 508 – Does not apply</p> | Not Evaluated | |
| <p>2.4.9 Link Purpose (Link Only) (Level AAA) Also applies to: Revised Section 508 – Does not apply</p> | Not Evaluated | |
| <p>2.4.10 Section Headings (Level AAA) Also applies to: Revised Section 508 – Does not apply</p> | Not Evaluated | |
| <p>3.1.3 Unusual Words (Level AAA) Also applies to: Revised Section 508 – Does not apply</p> | Not Evaluated | |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| <p>3.1.4 Abbreviations (Level AAA) Also applies to: Revised Section 508 – Does not apply</p> | Not Evaluated | |
| <p>3.1.5 Reading Level (Level AAA) Also applies to: Revised Section 508 – Does not apply</p> | Not Evaluated | |
| <p>3.1.6 Pronunciation (Level AAA) Also applies to: Revised Section 508 – Does not apply</p> | Not Evaluated | |
| <p>3.2.5 Change on Request (Level AAA) Also applies to: Revised Section 508 – Does not apply</p> | Not Evaluated | |
| <p>3.3.5 Help (Level AAA) Also applies to: Revised Section 508 – Does not apply</p> | Not Evaluated | |
| <p>3.3.6 Error Prevention (All) (Level AAA) Also applies to: Revised Section 508 – Does not apply</p> | Not Evaluated | |

Revised Section 508 Report

Chapter 3: [Functional Performance Criteria \(FPC\)](#)

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|---|
| 302.1 Without Vision | Partially Supports | The Gmail web application provides the correct name, role, state, and other important accessibility information for most interface elements, with few exceptions detailed in Table 2. |
| 302.2 With Limited Vision | Partially Supports | The Gmail web application provides the correct name, role, state, and other important accessibility information for most interface elements, with few exceptions detailed in Table 2. |
| 302.3 Without Perception of Color | Supports | |
| 302.4 Without Hearing | Supports | |
| 302.5 With Limited Hearing | Supports | |
| 302.6 Without Speech | Supports | |
| 302.7 With Limited Manipulation | Supports | |
| 302.8 With Limited Reach and Strength | Supports | |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Supports | |

Chapter 4: [Hardware](#)

Notes: Gmail is not a hardware product.

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|-------------------------------------|
| 402 Closed Functionality | Heading cell – no response required | Heading cell – no response required |
| 402.1 General | Heading cell – no response required | Heading cell – no response required |
| 402.2 Speech-Output Enabled | Heading cell – no response required | Heading cell – no response required |
| 402.2.1 Information Displayed On-Screen | Not Applicable | |
| 402.2.2 Transactional Outputs | Not Applicable | |
| 402.2.3 Speech Delivery Type and Coordination | Not Applicable | |
| 402.2.4 User Control | Not Applicable | |
| 402.2.5 Braille Instructions | Not Applicable | |
| 402.3 Volume | Heading cell – no response required | Heading cell – no response required |
| 402.3.1 Private Listening | Not Applicable | |
| 402.3.2 Non-private Listening | Not Applicable | |
| 402.4 Characters on Display Screens | Not Applicable | |
| 402.5 Characters on Variable Message Signs | Not Applicable | |
| 403 Biometrics | Heading cell – no response required | Heading cell – no response required |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|-------------------------------------|
| 403.1 General | Not Applicable | |
| <i>404 Preservation of Information Provided for Accessibility</i> | Heading cell – no response required | Heading cell – no response required |
| 404.1 General | Not Applicable | |
| <i>405 Privacy</i> | Heading cell – no response required | Heading cell – no response required |
| 405.1 General | Not Applicable | |
| <i>406 Standard Connections</i> | Heading cell – no response required | Heading cell – no response required |
| 406.1 General | Not Applicable | |
| <i>407 Operable Parts</i> | Heading cell – no response required | Heading cell – no response required |
| 407.2 Contrast | Not Applicable | |
| <i>407.3 Input Controls</i> | Heading cell – no response required | Heading cell – no response required |
| 407.3.1 Tactilely Discernible | Not Applicable | |
| 407.3.2 Alphabetic Keys | Not Applicable | |
| 407.3.3 Numeric Keys | Not Applicable | |
| 407.4 Key Repeat | Not Applicable | |
| 407.5 Timed Response | Not Applicable | |
| 407.6 Operation | Not Applicable | |
| 407.7 Tickets, Fare Cards, and Keycards | Not Applicable | |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|-------------------------------------|
| 407.8 Reach Height and Depth | Heading cell – no response required | Heading cell – no response required |
| 407.8.1 Vertical Reference Plane | Not Applicable | |
| 407.8.1.1 Vertical Plane for Side Reach | Not Applicable | |
| 407.8.1.2 Vertical Plane for Forward Reach | Not Applicable | |
| 407.8.2 Side Reach | Not Applicable | |
| 407.8.2.1 Unobstructed Side Reach | Not Applicable | |
| 407.8.2.2 Obstructed Side Reach | Not Applicable | |
| 407.8.3 Forward Reach | Not Applicable | |
| 407.8.3.1 Unobstructed Forward Reach | Not Applicable | |
| 407.8.3.2 Obstructed Forward Reach | Not Applicable | |
| 407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach | Not Applicable | |
| 407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach | Not Applicable | |
| 408 Display Screens | Heading cell – no response required | Heading cell – no response required |
| 408.2 Visibility | Not Applicable | |
| 408.3 Flashing | Not Applicable | |
| 409 Status Indicators | Heading cell – no response required | Heading cell – no response required |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|-------------------------------------|
| 409.1 General | Not Applicable | |
| <i>410 Color Coding</i> | Heading cell – no response required | Heading cell – no response required |
| 410.1 General | Not Applicable | |
| <i>411 Audible Signals</i> | Heading cell – no response required | Heading cell – no response required |
| 411.1 General | Not Applicable | |
| <i>412 ICT with Two-Way Voice Communication</i> | Heading cell – no response required | Heading cell – no response required |
| <i>412.2 Volume Gain</i> | Heading cell – no response required | Heading cell – no response required |
| 412.2.1 Volume Gain for Wireline Telephones | Not Applicable | |
| 412.2.2 Volume Gain for Non-Wireline ICT | Not Applicable | |
| <i>412.3 Interference Reduction and Magnetic Coupling</i> | Heading cell – no response required | Heading cell – no response required |
| 412.3.1 Wireless Handsets | Not Applicable | |
| 412.3.2 Wireline Handsets | Not Applicable | |
| 412.4 Digital Encoding of Speech | Not Applicable | |
| 412.5 Real-Time Text Functionality | Reserved for future | Reserved for future |
| 412.6 Caller ID | Not Applicable | |
| 412.7 Video Communication | Not Applicable | |
| <i>412.8 Legacy TTY Support</i> | Heading cell – no response required | Heading cell – no response required |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|-------------------------------------|
| 412.8.1 TTY Connectability | Not Applicable | |
| 412.8.2 Voice and Hearing Carry Over | Not Applicable | |
| 412.8.3 Signal Compatibility | Not Applicable | |
| 412.8.4 Voice Mail and Other Messaging Systems | Not Applicable | |
| <i>413 Closed Caption Processing Technologies</i> | Heading cell – no response required | Heading cell – no response required |
| 413.1.1 Decoding and Display of Closed Captions | Not Applicable | |
| 413.1.2 Pass-Through of Closed Caption Data | Not Applicable | |
| <i>414 Audio Description Processing Technologies</i> | Heading cell – no response required | Heading cell – no response required |
| 414.1.1 Digital Television Tuners | Not Applicable | |
| 414.1.2 Other ICT | Not Applicable | |
| <i>415 User Controls for Captions and Audio Descriptions</i> | Heading cell – no response required | Heading cell – no response required |
| 415.1.1 Caption Controls | Not Applicable | |
| 415.1.2 Audio Description Controls | Not Applicable | |

Chapter 5: [Software](#)

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|-------------------------------------|
| 501.1 Scope – Incorporation of WCAG 2.0 AA | See WCAG 2.0 section | See information in WCAG 2.0 section |
| 502 Interoperability with Assistive Technology | Heading cell – no response required | Heading cell – no response required |
| 502.2.1 User Control of Accessibility Features | Not Applicable | |
| 502.2.2 No Disruption of Accessibility Features | Not Applicable | |
| 502.3 Accessibility Services | Heading cell – no response required | Heading cell – no response required |
| 502.3.1 Object Information | Not Applicable | |
| 502.3.2 Modification of Object Information | Not Applicable | |
| 502.3.3 Row, Column, and Headers | Not Applicable | |
| 502.3.4 Values | Not Applicable | |
| 502.3.5 Modification of Values | Not Applicable | |
| 502.3.6 Label Relationships | Not Applicable | |
| 502.3.7 Hierarchical Relationships | Not Applicable | |
| 502.3.8 Text | Not Applicable | |
| 502.3.9 Modification of Text | Not Applicable | |
| 502.3.10 List of Actions | Not Applicable | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|-------------------------------------|
| 502.3.11 Actions on Objects | Not Applicable | |
| 502.3.12 Focus Cursor | Not Applicable | |
| 502.3.13 Modification of Focus Cursor | Not Applicable | |
| 502.3.14 Event Notification | Not Applicable | |
| 502.4 Platform Accessibility Features | Not Applicable | |
| <i>503 Applications</i> | Heading cell – no response required | Heading cell – no response required |
| 503.2 User Preferences | Not Applicable | |
| 503.3 Alternative User Interfaces | Not Applicable | |
| <i>503.4 User Controls for Captions and Audio Description</i> | Heading cell – no response required | Heading cell – no response required |
| 503.4.1 Caption Controls | Not Applicable | |
| 503.4.2 Audio Description Controls | Not Applicable | |
| <i>504 Authoring Tools</i> | 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 2.0 section | See information in WCAG 2.0 section |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | Not Applicable | |
| 504.2.2 PDF Export | Not Applicable | |
| 504.3 Prompts | Not Applicable | |

| Criteria | Conformance Level | Remarks and Explanations |
|-----------------|--------------------------|---------------------------------|
| 504.4 Templates | Not Applicable | |

Chapter 6: [Support Documentation and Services](#)

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|--|
| 601.1 Scope | Heading cell – no response required | Heading cell – no response required |
| 602 Support Documentation | Heading cell – no response required | Heading cell – no response required |
| 602.2 Accessibility and Compatibility Features | Supports | The documentation for Gmail lists and explains how to use the accessibility and compatibility features of the product. See g.co/GSuiteAccessibility |
| 602.3 Electronic Support Documentation | Partially Supports | The documentation mostly complies with WCAG 2.0 A/AA, but some content does not provide the correct state information, such as expanded/collapsed disclosure widgets. |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Not Applicable | All necessary documentation for Gmail is provided electronically. |
| 603 Support Services | Heading cell – no response required | Heading cell – no response required |
| 603.2 Information on Accessibility and Compatibility Features | Not Applicable | The Google Disability Support team can answer questions about the accessibility of Gmail through various support channels. |
| 603.3 Accommodation of Communication Needs | Supports | The Google Disability Support team can answer questions about the accessibility of Gmail through various support channels. |

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