

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	The Google Gmail web application does not include prerecorded audio-only or prerecorded video-only content.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	The Google Gmail web application does not include prerecorded synchronized media content.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	The Google Gmail web application does not include prerecorded video content.
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	<p>The Google Gmail web application provides clear and consistent navigation across pages with one exception:</p> <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
1.2.6 Sign Language (Prerecorded) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	
1.2.8 Media Alternative (Prerecorded) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	
1.2.9 Audio-only (Live) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	
1.4.6 Contrast Enhanced (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	
1.4.7 Low or No Background Audio (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	
1.4.8 Visual Presentation (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	
1.4.9 Images of Text (No Exception) Control (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	

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

Criteria	Conformance Level	Remarks and Explanations
3.1.4 Abbreviations (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	
3.1.5 Reading Level (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	
3.1.6 Pronunciation (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	
3.2.5 Change on Request (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	
3.3.5 Help (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	
3.3.6 Error Prevention (All) (Level AAA) Also applies to: Revised Section 508 – Does not apply	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	
<u>404 Preservation of Information Provided for Accessibility</u>	Heading cell – no response required	Heading cell – no response required
404.1 General	Not Applicable	
<u>405 Privacy</u>	Heading cell – no response required	Heading cell – no response required
405.1 General	Not Applicable	
<u>406 Standard Connections</u>	Heading cell – no response required	Heading cell – no response required
406.1 General	Not Applicable	
<u>407 Operable Parts</u>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not Applicable	
<u>407.3 Input Controls</u>	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	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	
503.3 Alternative User Interfaces	Not Applicable	
503.4 User Controls for Captions and Audio Description	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	
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 2.0 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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