

Google Accessibility Conformance Report

International Edition, Based on VPAT® Version 2.5Rev

Product Information

- **Name of Product/Version:** Google Gmail Web
- **Report Date:** February 20th, 2025
- **Product Description:** Web Application
- **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
- Assistive technologies: NVDA
- Accessibility testing tools: axe DevTools Pro, axe Auditor, Color Contrast Analyser

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 (Yes)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (Yes)
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(Yes)

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Tested Pages

- Send a quick short message
- Send an important formal message
- Understand a conversation
- Find information from a message received earlier
- Clean up or get rid of messages
- Don't miss any important messages
- Share content with someone
- Remember to get back to a message later
- Keep my Gmail account secure
- Help Page link (general)
- Help Page link (a11y)
- Gemini Help Me Write
- Gemini Refine a Draft
- Gemini Contextual Smart Reply
- Gemini - Simple Conversation
- Gemini - Using a Suggested prompt
- Gemini - Copy
- Gemini - Conversation History Context
- Gemini - Using a link as context for a message
- Gemini - Response Sources
- Gemini Image Suggestion (No user prompt image generation)
- Gemini Inline Prompt Editing
- Gemini - Feedback

- Gemini - General Feedback
- Gemini Clear your recent Chat Gemini history and ask for more suggestions using more options

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 criteria.
- **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
<p>1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: Most non-text content has text alternatives or a text alternate that serves an equivalent purpose. The following exceptions exist:</p> <ul style="list-style-type: none"> ● A decorative image is not hidden from screen readers, so people who are blind and/or use a screen reader will have to navigate through unnecessary and duplicative text. This occurs on the following pages: Send an important formal message; Send a quick short message. ● An image does not have a text alternative, so people who are blind and/or use a screen reader will not be able to access the information available in the image and if it is an active image, will not understand its function. This occurs on the following pages: Gemini - Project wide; Image Suggestion (No user prompt image generation), Understand a conversation. ● A Text alternative for the informative image is missing, meaning information about the image’s function may be lost to assistive technologies, especially screen readers. This

Criteria	Conformance level	Remarks and explanations
		<p>occurs on the following pages: Send a quick short message.</p> <ul style="list-style-type: none"> • A Text alternative for the active image is missing, meaning information about the image's function may be lost to assistive technologies, especially screen readers. This occurs on the following page: Help Page link (a11y).
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	Web: Prerecorded audio-only files are not present.
<p>1.2.2 Captions (Prerecorded) (Level A) Also applies to:</p>	Web: Not Applicable	Web: Prerecorded videos are not present.

Criteria	Conformance level	Remarks and explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Not Applicable	Web: Prerecorded videos are not present, so audio description is not required.

Criteria	Conformance level	Remarks and explanations
<p>1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.1 (Web) ● 10.1.3.1 (Non-web document) ● 11.1.3.1.1 (Open Functionality Software) ● 11.1.3.1.2 (Closed Software) – Informative only ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: Most information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. The following exceptions exist:</p> <ul style="list-style-type: none"> ● Content is arranged visually like a data table, but it is not programmatically marked up as a table, so the table's structure and relationships are not conveyed to people who are blind and/or use a screen reader. This occurs on the following page: Share content with someone. ● A group of form controls is not programmatically associated with their group label, so the purpose of individual controls in the group cannot be understood by people who are blind and/or use a screen reader. This occurs on the following pages: Understand a conversation; I want to find information from a message received earlier. ● A heading level is out of order, so the structure of the content is not properly conveyed to assistive technologies and people who are blind and/or use a screen reader. This occurs on the following pages: Gemini - Project wide; Gemini - Using a Suggested prompt; Keep my Gmail account secure. ● A block of text is marked up as a heading but is not a heading, so the structure of the content is misrepresented to assistive

Criteria	Conformance level	Remarks and explanations
		<p>technologies and people who are blind and/or use a screen reader. This occurs on the following pages: Inline Prompt Editing; Keep my Gmail account secure.</p> <ul style="list-style-type: none">• Text that visually functions as a heading is not marked up as a heading, so the structure of the content is not properly conveyed to assistive technologies and people who are blind and/or use a screen reader. This occurs on the following pages: Help Page link (general); Gemini - Using a link as context for a message; Send a quick short message; Share content with someone.• A block of text visually styled as deleted or inserted does not have semantic markup or text to indicate programmatically that the text is deleted or inserted, so people who are blind and/or use a screen reader may not be aware that the text is deleted or inserted. This occurs on the following page: Send an important formal message.• Content that is visually presented as a single table is marked up as more than one table element, so the table's structure and data relationships will be incorrectly conveyed to people who are blind and/or use a screen reader. This occurs on the following page: Send an important formal message.• An element's programmatic role requires one or more child elements, but the child

Criteria	Conformance level	Remarks and explanations
		<p>elements is/are missing, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the purpose or content of the element or its related content. This occurs on the following pages: Help Page link (general); Send an important formal message; Send a quick short message; Don't miss any important messages; Gemini - Project wide; Share content with someone.</p> <ul style="list-style-type: none">● An element's programmatic role requires that the element have a parent element, but the parent element is missing, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the purpose or content of the element without the context provided by the parent. This occurs on the following pages: Understand a conversation; Don't miss any important messages.● Content that is visually presented as a list is not properly marked up as a list, so the structure of the list is not correctly conveyed to assistive technologies and people who are blind and/or use a screen reader. This occurs on the following pages: Help Page link (a11y); Contextual Smart Reply.● Content that does not visually function as a list is marked up as a list, so the structure of the page is misrepresented to people who

Criteria	Conformance level	Remarks and explanations
		<p>are blind and/or use a screen reader or other assistive technology. This occurs on the following page: Gemini - Project wide.</p> <ul style="list-style-type: none"> • A Group of radio is buttons not associated with the group label, meaning the label information may not be presented to certain users. This occurs on the following page: Help Page link (a11y); Share content with someone. • A Group of checkboxes is not associated with the group label, meaning the label information may not be presented to certain users. This occurs on the following page: I want to find information from a message received earlier.
<p>1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Partially Supports</p>	<p>Web: The reading and navigation order of most content is logical and intuitive. The following exceptions exist:</p> <ul style="list-style-type: none"> • The screen reader skips and does not announce informative static content (text or images), so the intended meaning of that content will be lost or changed for people who are blind and/or use a screen reader. This occurs on the following pages: Understand a conversation; Gemini - Project wide; Share content with someone; Help Me Write. • The screen reader skips and does not announce informative static content (text or images), so the intended meaning of the

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<p>content will be lost or changed for people who are blind and/or use a screen reader. This occurs on the following pages: Help Page link (general); Share content with someone.</p>
<p>1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: Instructions to operate and/or understand content do not rely on sensory characteristics of components such as shape, color, size, and visual location.</p>
<p>1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.1 (Web) ● 10.1.4.1 (Non-web document) ● 11.1.4.1 (Open Functionality Software) 	<p>Web: Partially Supports</p>	<p>Web: For most content, color is not used as the only method to convey information, indicate an action, prompt a response, or distinguish visual elements. The following exceptions exist:</p> <ul style="list-style-type: none"> ● Color is used as the only method to convey information, so that information will not be available to people who are colorblind and people who are blind and/or use a screen

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 11.1.4.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<p>reader. This occurs on the following pages: I want to find information from a message received earlier.</p> <ul style="list-style-type: none"> ● Color is the only visual method used to identify a link, and a link text's contrast ratio with the color of the surrounding text is less than 3:1, so people who are colorblind or have low vision may not be able to identify the link. This occurs on the following pages: Help Page link (general); Help Page link (a11y); Understand a conversation; Keep my Gmail account secure; Send a quick short message. ● Color is used as the only method to identify errors on a form field, so the error will not be available to people who are colorblind and people who are blind and/or use a screen reader. This occurs on the following page: Gemini - Project wide. ● Color is used as the only method to convey the state (such as "checked," "pressed," or "selected") of a control, so that information will not be available to people who are colorblind and people who are blind and/or use a screen reader. This occurs on the following pages: Help Page link (general); Send an important formal message; Understand a conversation; Keep my Gmail account secure; Send a quick short message; Don't miss any important

Criteria	Conformance level	Remarks and explanations
		<p>messages; I want to find information from a message received earlier; Share content with someone; Remember to get back to a message later; Help Me Write; Contextual Smart Reply; Refine a Draft.</p>
<p>1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.2 (Web) ● 10.1.4.2 (Non-web document) ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: A mechanism is provided to stop, pause, mute, or adjust volume for audio that automatically plays for more than 3 seconds.</p>
<p>2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) 	<p>Web: Partially Supports</p>	<p>Web: On most pages, all functionality is available using only the keyboard (unless that functionality cannot be accomplished in any known way using a keyboard). If shortcut keys and accesskeys present, some may conflict with existing browser and screen reader shortcuts, and some functionality based on custom gestures may not be available when a screen reader is turned on. The following exceptions exist:</p>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<ul style="list-style-type: none"> ● A function cannot be performed using only the keyboard, so people who use the keyboard alone to navigate and operate content cannot use this function. This occurs on the following pages: Send an important formal message; Understand a conversation; Send a quick short message; Don't miss any important messages; Gemini - Project wide; I want to find information from a message received earlier; Share content with someone; Clean up or get rid of the messages. ● An action cannot be performed when using a screen reader, so people who are blind and others who use a screen reader cannot perform this action. This occurs on the following page: Gemini - Image Suggestion (No user prompt image generation). ● The content in a scrollable region cannot be accessed using a keyboard, so people who use a keyboard to navigate will not be able to view this content. This occurs on the following pages: Share content with someone.
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.1.2 (Web) ● 10.2.1.2 (Non-web document) 	Web: Supports	Web: Keyboard focus is never 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
<ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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	Web: Supports	Web: If a single character key shortcut exists, then the single character key shortcut can be turned off or remapped, or it is only active when the relevant user interface component is in focus.
<p>2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.2.1 (Web) 	Web: Partially Supports	Web: In most cases when a time limit exists, the user is given an option to turn off, adjust, or extend the time limit. The following exceptions exist:

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 10.2.2.1 (Non-web document) ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<ul style="list-style-type: none"> ● Some content visually appears and disappears with no ability to adjust how long the content is visible, potentially preventing people who are blind, have low vision, or have mobility or cognitive disabilities from locating or reading the content. This occurs on the following pages: Keep my Gmail account secure; Gemini - Project wide; Remember to get back to a message later; Clean up or get rid of the messages; Help Me Write.
<p>2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Partially Supports	Web: On most pages where moving, blinking, scrolling, or auto-updating information is present, that information can be paused, stopped, hidden, or otherwise controlled by the user. The following exceptions exist: <ul style="list-style-type: none"> ● The user cannot pause, stop, or hide a carousel, so people who cannot read text quickly, have attention deficit disorders or other cognitive disabilities, or use a screen reader may not be able to read or understand the carousel's content. This occurs on the following page: Help Page link (general); Help Me Write.
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p>	Web: Not Applicable	Web: The tested application does not contain flashing content.

Criteria	Conformance level	Remarks and explanations
<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p>	Web: Supports	Web: A method is provided to skip navigation and other page elements that are repeated across web pages.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 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 		
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Supports	Web: Pages have descriptive and informative titles.
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.3 (Web) ● 10.2.4.3 (Non-web document) ● 11.2.4.3 (Open Functionality Software) 	Web: Partially Supports	<p>Web: The navigation order of most interactive elements (such as links, buttons, or form elements) is logical and preserves meaning and operability. The following exceptions exist:</p> <ul style="list-style-type: none"> ● Keyboard focus or touch screen swiping goes to an element that is hidden or empty,

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 11.2.4.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<p>so people who use the keyboard to navigate content (including screen reader users) may become disoriented or confused. This occurs on the following page: Send an important formal message.</p> <ul style="list-style-type: none"> ● Keyboard focus is lost or misplaced as a result of user interaction or content update or refresh, so people who use the keyboard to navigate content (including screen reader users) will become disoriented. This occurs on the following pages: I want to find information from a message received earlier; Remember to get back to a message later. ● When a modal closes, keyboard focus is not returned to the control that opened the modal or to another logical location, so people who use the keyboard to navigate content (including screen reader users) may become disoriented on the page. This occurs on the following page: Share content with someone.
<p>2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.4 (Web) ● 10.2.4.4 (Non-web document) ● 11.2.4.4 (Open Functionality Software) ● 11.2.4.4 (Closed Software) 	<p>Web: Partially Supports</p>	<p>Web: The purpose of most links can be determined from the link text alone or from the link text and its programmatic context. The following exceptions exist:</p> <ul style="list-style-type: none"> ● Multiple links have identical link text but different destinations, and the context provided by the content that immediately surrounds each link does not provide any clarification, so people who are blind and/or

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		use a screen reader will not know or may be confused about where each link goes. This occurs on the following page: Send a quick short message.
<p>2.5.1 Pointer Gestures (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: All functionality that can be operated with a pointer can be operated with single-point actions.
<p>2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.5.2 (Web) ● 10.2.5.2 (Non-web document) 	Web: Supports	Web: For functionality that can be operated using a single pointer, at least one of the following is true: <ul style="list-style-type: none"> ● The action is not triggered on the down event. ● The action triggers on the up event, and a mechanism is available to abort the function

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 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) <p>Revised Section 508 – Does not apply</p>		<p>before completion or to undo the function after completion.</p> <ul style="list-style-type: none"> ● The up-event reverses any outcome of the preceding down-event. ● Completing the function on the down-event is essential.
<p>2.5.3 Label in Name (Level A 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.5.3 (Web) ● 10.2.5.3 (Non-web document) ● 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) <p>Revised Section 508 – Does not apply</p>	Web: Partially Supports	<p>Web: For most user interface components that include visible text labels, the accessible name matches (or includes) the visible text in the label. The following exceptions exist:</p> <ul style="list-style-type: none"> ● The accessible name of an interactive element (such as a link, button, or form input) does not contain the visible label, so people who use speech input to navigate and operate content will not be able to access the element. This occurs on the following pages: Help Page link (general); Help Page link (a11y); Send a quick short message; I want to find information from a message received earlier; Share content with someone; Remember to get back to a message later; Help Me Write. ● An interactive element (such as a link, button, or form input) does not have an accessible name because its visible label is not programmatically associated with the element, so people who use speech input to

Criteria	Conformance level	Remarks and explanations
		<p>navigate and operate content will not be able to access the element. This occurs on the following pages: Send a quick short message; Don't miss any important messages; I want to find information from a message received earlier; Share content with someone; Remember to get back to a message later.</p> <ul style="list-style-type: none"> • The accessible name of an interactive element (such as a link, button, or form input) contains its visible label, but the words are in a different order, so the accessible name does not contain the visible label, and people who use speech input to navigate and operate content will not be able to access the element. This occurs on the following pages: I want to find information from a message received earlier.
<p>2.5.4 Motion Actuation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) 	<p>Web: Supports</p>	<p>Web: Functionality that can be triggered by device motion or user motion detected by a device can be disabled, and the functionality can be operated without using motion.</p>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Supports	Web: The language of each page is correct and can be determined programmatically.
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.2.1 (Web) ● 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) 	Web: Supports	Web: When an element receives focus, a change in context (such as a substantial change to the page, the spawning of a pop-up window, or a change in focus) that may disorient the user does not occur.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: 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 about the change ahead of time. The following exceptions exist:</p> <ul style="list-style-type: none"> ● When a user changes the setting of a user interface control (such as entering text in an input field or selecting a checkbox or radio button), it results in an unanticipated context change (such as opening a new window, moving focus to another element, or submitting a form), so people who have cognitive disabilities and others may be confused or disoriented. This occurs on the following pages: Share content with someone.
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.3.1 (Web) ● 10.3.3.1 (Non-web document) ● 11.3.3.1.1 (Open Functionality Software) 	Web: Partially Supports	<p>Web: For most form controls where an input error is automatically detected, a text message or alert is provided that identifies the field/control where the error was detected and describes the error. The following exceptions exist:</p> <ul style="list-style-type: none"> ● A form field with an error is not identified in the text error message or a text alternative for an image, and the error message with

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<p>the field name is not programmatically associated with the form field (so it is announced when a screen reader user navigates to the field), so people who are blind and/or use a screen reader will not be able to identify in which form field the error occurred. This occurs on the following pages: Gemini - Project wide; Help Me Write.</p>
<p>3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: For most form controls/input fields requiring user input, labels, instructions, and/or error messages are provided to identify the controls/input fields in the form so that users know what input data is expected. The following exceptions exist:</p> <ul style="list-style-type: none"> ● The label of an element is not persistent (always visible on the page), so the element's purpose may be difficult to discover. This occurs on the following pages: Send a quick short message; Gemini - Project wide; Inline Prompt Editing; Gemini - General Feedback; I want to find information from a message received earlier. ● Select or dropdown control missing a visible label, meaning the purpose of the element may not be fully understood. This occurs on the following pages: Send an important formal message; I want to find information from a message received earlier; Help Me Write.

Criteria	Conformance level	Remarks and explanations
<p>4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.</p>
<p>4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.4.1.2 (Web) ● 10.4.1.2 (Non-web document) ● 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) <p>Revised Section 508</p>	<p>Web: Partially Support</p>	<p>Web: The name, role, state, and value of most user interface components can be programmatically determined. The following exceptions exist:</p> <ul style="list-style-type: none"> ● A breadcrumb region is missing one or more required attributes in its HTML code that provides its programmatic role, name, state, or another property to assistive technology, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the name, purpose, or current state of the region and its contents or how to interact with the region and contents. This occurs on the following pages: Help

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<p>Page link (a11y); Share content with someone.</p> <ul style="list-style-type: none"> ● A button does not have a programmatic name, so its name (such as "Submit" or "Cancel") is not conveyed to screen readers and other assistive technologies and will not be available to people who use those technologies. This occurs on the following pages: Keep my Gmail account secure; Remember to get back to a message later; Clean up or get rid of the messages; Contextual Smart Reply. ● A button does not have a programmatic role, so its role (usually button, but sometimes link or something else) is not conveyed to screen readers and other assistive technologies and will not be available to people who use those technologies. This occurs on the following pages: Understand a conversation; Send a quick short message; Share content with someone. ● A custom checkbox element does not have a programmatic role and/or its current state (checked or not checked) is not conveyed programmatically, so people who are blind and/or use a screen reader or other assistive technology will not be aware that the element is a checkbox or if the checkbox is checked. This occurs on the following pages: Remember to get back to a message later.

Criteria	Conformance level	Remarks and explanations
		<ul style="list-style-type: none"><li data-bbox="1205 289 1885 721">● An element that appears and functions like a combobox does not have the required attributes in its HTML code needed to provide its programmatic role, name, state, and other properties to assistive technology, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the name, purpose, or content of the element or how to interact with it. This occurs on the following pages: I want to find information from a message received earlier.<li data-bbox="1205 730 1885 1127">● An element does not have an attribute in its HTML code that will provide its programmatic role to assistive technology or the role assigned is not correct (like assigning a button the role of "checkbox"), so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the name, purpose, or content of the element or how to interact with it. This occurs on the following page: Send an important formal message.<li data-bbox="1205 1136 1885 1380">● The programmatic state of an element that reveals or hides content ("expanded" or "collapsed") is missing or is used incorrectly, so people who are blind and/or use a screen reader or other assistive technology will not be informed of the current state of the element or the state will be misrepresented.

Criteria	Conformance level	Remarks and explanations
		<p>This occurs on the following pages: Understand a conversation; Send a quick short message; I want to find information from a message received earlier; Remember to get back to a message later.</p> <ul style="list-style-type: none"> • For an element that allows a user either to select or not select a single option (like a checkbox or radio buttons) or to select from among 2 or more options (like a select dropdown), the state (such as checked/unchecked or selected/not selected) is not conveyed to assistive technology, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the purpose of the element, the options available, and whether the element or an option is currently checked. This occurs on the following pages: Don't miss any important messages; I want to find information from a message received earlier. • The content of a tooltip cannot be accessed using a screen reader, so people who are blind and others who use a screen reader will not be able to read this content. This occurs on the following pages: Don't miss any important messages; I want to find information from a message received earlier. • The state of the currently displayed carousel slide is indicated visually but not

Criteria	Conformance level	Remarks and explanations
		<p>programmatically, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand which slide in the carousel is currently visible. This occurs on the following page: Help Page link (general).</p> <ul style="list-style-type: none">• A form field does not have a programmatic name, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the purpose of the form field or what input it requires. This occurs on the following pages: Send a quick short message; I want to find information from a message received earlier.• A link does not have discernible link text, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the destination or function of the link. This occurs on the following page: Help Page link (general).• An element is missing one or more required attributes in its HTML code that would provide its programmatic role, name, state, or another property to assistive technology, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the name, purpose, or content of the element or how to interact with it. This occurs on the following pages: Help Page link (general); Send an important

Criteria	Conformance level	Remarks and explanations
		<p>formal message; Share content with someone.</p> <ul style="list-style-type: none"><li data-bbox="1205 363 1902 797">● An element does not have an attribute in its HTML code that will provide its programmatic state (such as "checked"/"not checked") to assistive technology or the state assigned is not correct, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the current state of the element or how to interact with it. This occurs on the following pages: I want to find information from a message received earlier; Share content with someone; Help Me Write.<li data-bbox="1205 805 1902 1198">● An element with a "link," "button," or "menuitem" role is missing or has an incorrect programmatic name, so people who are blind and/or use a screen reader or other assistive technology may not be able to determine the name of the element and may not understand its purpose or content or how to interact with it. This occurs on the following pages: Gemini - Image Suggestion (No user prompt image generation); Send an important formal message.<li data-bbox="1205 1206 1902 1395">● A form input element does not have a programmatic name, so people who are blind and/or use a screen reader or other assistive technology may not be able to determine the name of the element and may not

Criteria	Conformance level	Remarks and explanations
		<p>understand its purpose or how to interact with it. This occurs on the following page: Share content with someone.</p> <ul style="list-style-type: none">● An element has an invalid attribute in its HTML code that is intended to provide its programmatic role, name, state, or another property to assistive technology, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the name, purpose, or content of the element or how to interact with it. This occurs on the following page: Send an important formal message.● A link does not have discernible text, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the destination or function of the link. This occurs on the following page: Help Page link (a11y).● An iframe does not have a programmatic title that is conveyed to assistive technology, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the purpose or content of the iframe without browsing its content. This occurs on the following pages: Send an important formal message; Share content with someone.● The HTML code for a link or button is nested inside the code of another link or button, so

Criteria	Conformance level	Remarks and explanations
		<p>assistive technologies may not be able to determine the function of the element. This occurs on the following pages: Gemini - Image Suggestion (No user prompt image generation); Share content with someone.</p> <ul style="list-style-type: none">● A form input element does not have a programmatic name, so people who are blind and/or use a screen reader or other assistive technology may not be able to determine the name of the element and may not understand its purpose or how to interact with it. This occurs on the following pages: Send an important formal message; Remember to get back to a message later.● An element has an invalid attribute in its HTML code that is intended to provide its programmatic role, name, state, or another property to assistive technology, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the name, purpose, or content of the element or how to interact with it. This occurs on the following pages: Help Page link (general).● A select element does not have a programmatic name, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the purpose of the select control. This occurs

Criteria	Conformance level	Remarks and explanations
		<p>on the following screens: Don't miss any important messages.</p> <ul style="list-style-type: none">● State: The disabled state of an element is not conveyed meaning assistive technologies may not understand why the element doesn't function. This occurs on the following pages: I want to find information from a message received earlier.● Index count conveyed incorrectly for the listbox options, meaning some assistive technologies may misrepresent the number of items in the listbox. This occurs on the following page: I want to find information from a message received earlier.● When a button is pressed, its pressed state is not conveyed programmatically, so people who are blind and/or use a screen reader or other assistive technology will not be informed that the button is pressed. This occurs on the following pages: Gemini - Project wide; Gemini - General Feedback.● Index count of radio buttons conveyed incorrectly, meaning some assistive technologies may misrepresent the number of items in the radiogroup. This occurs on the following page: Don't miss any important messages.● An element is missing a required attribute in its HTML code that provides its programmatic role, name, state, or other

Criteria	Conformance level	Remarks and explanations
		property to assistive technology, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the name, purpose, or content of the element or how to interact with it. This occurs on the following page: Refine a Draft.

Table 2: Success Criteria, Level AA

Criteria	Conformance level	Remarks and explanations
<p>1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Not Applicable	Web: Live multimedia files with audio are not present, so synchronized captions are not required.

Criteria	Conformance level	Remarks and explanations
<p>1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.2.5 (Web) ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Not Applicable	Web: Prerecorded multimedia files are not present, so audio descriptions are not required.
<p>1.3.4 Orientation (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) 	Web: Supports	Web: Orientation of the content is not locked to either landscape or portrait unless a specific orientation is essential for the functionality.

Criteria	Conformance level	Remarks and explanations
Revised Section 508 – Does not apply		
<p>1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: The purpose for each input field that collects an individual's personal data is programmatically defined based on the WCAG list of Input Purposes for User Interface Components.
<p>1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.3 (Web) ● 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) <p>Revised Section 508</p>	Web: Partially Supports	Web: Most text and images of regular text have the required color contrast ratio with their backgrounds. The following exceptions exist: <ul style="list-style-type: none"> ● The color contrast ratio between placeholder text in an input and the input's background is less than 4.5:1, so people who are colorblind or have low vision may have difficulty reading the placeholder text. This occurs on the following pages: Send an important formal message; Gemini - Project wide; I want to find information from a message received earlier; Help Me Write.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<ul style="list-style-type: none"> ● The color contrast ratio between text and its background is less than 4.5:1, so people who are colorblind or have low vision may have difficulty reading the text. This occurs on the following pages: Help Page link (general); Help Page link (a11y); Send an important formal message; Understand a conversation; Send a quick short message; I want to find information from a message received earlier; Share content with someone; Contextual Smart Reply. ● The color contrast ratio on hover or focus between a control's text label and its background is less than 4.5:1, so people who are colorblind or have low vision may have difficulty reading the text label of the control. This occurs on the following pages: Send an important formal message; Keep my Gmail account secure; I want to find information from a message received earlier; Gemini - Project wide; Share content with someone; Remember to get back to a message later; Clean up or get rid of the messages; Help Me Write. ● The color contrast ratio between text placed over an image and that image is less than 4.5:1, so people who are colorblind or have low vision may have difficulty reading the text. This occurs on the following page: Understand a conversation.

Criteria	Conformance level	Remarks and explanations
		<ul style="list-style-type: none"> The color contrast ratio between text and its background is less than 4.5:1 (or less than 3:1 for large text), so people who are color blind or have low vision may have difficulty reading the text. This occurs on the following pages: I want to find information from a message received earlier; Clean up or get rid of the messages.
<p>1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: Most content is readable and functional when browser zoom is set to 200% of its initial size. The following exceptions exist:</p> <ul style="list-style-type: none"> Content is lost, clipped, or obscured when the page is zoomed to 200%, so people who have low vision and need to enlarge text to read it may not have access to that content. This occurs on the following pages: Help Page link (general); Understand a conversation; Help Me Write; Contextual Smart Reply. Functionality is lost when the page is zoomed to 200%, so people who have low vision and need to enlarge text to read it may not have access to this functionality. This occurs on the following pages: Help Page link (general); Understand a conversation; I want to find information from a message received earlier; Share content with someone; Remember to get back to a message later.

Criteria	Conformance level	Remarks and explanations
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: When content can be presented visually using only text, an image of text is not used to present that text.</p>
<p>1.4.10 Reflow (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.10 (Web) ● 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) <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports</p>	<p>Web: The content of most pages is viewable without scrolling horizontally when the viewport is set to 320 CSS pixels wide. The following exceptions exist:</p> <ul style="list-style-type: none"> ● When the page is adjusted to an equivalent width of 320 pixels and content reflows to fit within the viewport, some content or functionality becomes unavailable, so people with low vision who increase the size of text and other content using the browser zoom will not be able to access all of the page's content and/or functionality. This occurs on the following pages: Help Page link (general); Send an important formal message; Understand a conversation; Keep

Criteria	Conformance level	Remarks and explanations
		<p>my Gmail account secure; Send a quick short message; Don't miss any important messages; I want to find information from a message received earlier; Share content with someone; Remember to get back to a message later; Help Me Write; Contextual Smart Reply; Refine a Draft.</p> <ul style="list-style-type: none"> • When the page is adjusted to an equivalent width of 320 pixels and content reflows to fit within the viewport, some content overlaps and cannot be seen or understood, so the overlapping content is not available to people with low vision who increase the size of text and other content using the browser zoom. This occurs on the following pages: Help Page link (general); Help Page link (a11y); Send an important formal message; Understand a conversation; Keep my Gmail account secure; Send a quick short message; Don't miss any important messages; Share content with someone; Refine a Draft.
<p>1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) 	<p>Web: Partially Supports</p>	<p>Web: Most of the boundaries and indicators of the visual states of each active user component and any graphics required to understand content have a 3:1 color contrast ratio with adjacent colors or their background. The following exceptions exist:</p> <ul style="list-style-type: none"> • The visual boundary of an interactive element (like a radio button or input field) does not have a 3:1 color contrast ratio with

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 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) <p>Revised Section 508 – Does not apply</p>		<p>the background, so people who are colorblind or have low vision may have difficulty perceiving the boundaries of the interactive element. This occurs on the following pages: Help Page link (general); Send an important formal message; Understand a conversation; I want to find information from a message received earlier; Remember to get back to a message later; Clean up or get rid of the messages.</p> <ul style="list-style-type: none"> ● An icon (or part of the icon required to understand its content) does not have a 3:1 color contrast ratio with the background or adjacent colors, so people who are colorblind or have low vision may not be able understand the information presented by the icon. This occurs on the following pages: Help Page link (general); Send an important formal message; Understand a conversation. ● The indicator for the state of an interactive element (like a checkbox or radio button) does not have a 3:1 color contrast ratio with the background, so people who are colorblind or have low vision may have difficulty perceiving the state of the interactive element. This occurs on the following pages: Gemini - Project wide; Gemini - General Feedback; Help Page link (general); Help Page link (a11y); Send an important formal message; Understand a

Criteria	Conformance level	Remarks and explanations
		<p>conversation; Send a quick short message; I want to find information from a message received earlier; Share content with someone.</p> <ul style="list-style-type: none"> • The focus indicator of an interactive element (like a button or input field) does not have a 3:1 color contrast ratio with the background, so people who are colorblind or have low vision may have difficulty perceiving when the interactive element is receiving focus. This occurs on the following pages: Help Page link (a11y); Send an important formal message; Understand a conversation; Keep my Gmail account secure; Send a quick short message; Don't miss any important messages; I want to find information from a message received earlier; Share content with someone; Remember to get back to a message later; Gemini - Project wide; Clean up or get rid of the messages; Help Me Write; Contextual Smart Reply.
<p>1.4.12 Text Spacing (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) 	<p>Web: Partially Supports</p>	<p>Web: For most content, the spacing between letters, words, lines of text and paragraphs can be adjusted with no loss of content or functionality. The following exceptions exist:</p> <ul style="list-style-type: none"> • When text spacing is adjusted to help people with vision, reading and cognitive disabilities, some content cannot be seen because it is cut off. This occurs on the

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 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		following pages: Send an important formal message.
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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	Web: Partially Supports	Web: In most cases when additional content is triggered by pointer hover or keyboard focus, additional content can be dismissed and hovered over, and the content persists until the user dismisses it. The following exceptions exist: <ul style="list-style-type: none"> ● Content that appears on mouse hover or keyboard focus (such as tooltips, drop-down menus, or popups) is not dismissible, so it obscures all or part of the original content on the page. This occurs on the following pages: Send an important formal message; Understand a conversation; Keep my Gmail account secure; Send a quick short message; Gemini - Project wide; I want to find information from a message received earlier; Share content with someone; Help Me Write. ● Content that appears on mouse hover (such as tooltips, drop-down menus, or popups) disappears when the mouse pointer is moved over that content, meaning people with disabilities, especially people with low vision who need to magnify text, may not be

Criteria	Conformance level	Remarks and explanations
		<p>able to read the additional content. This occurs on the following pages: Help Page link (general); Send an important formal message; Understand a conversation; Send a quick short message; Don't miss any important messages; I want to find information from a message received earlier; Share content with someone; Remember to get back to a message later; Clean up or get rid of the messages; Help Me Write.</p>
<p>2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.5 (Web) ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) 	<p>Web: Supports</p>	<p>Web: Multiple ways are available to find other pages on the site.</p>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) – Does not apply to non-web docs 		
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.4.6 (Web) 10.2.4.6 (Non-web document) 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: Most headings and labels for form and interactive controls are informative. The following exceptions exist:</p> <ul style="list-style-type: none"> A programmatic label for a control or form input field does not convey the purpose of the control or input, so people who are blind and/or use a screen reader may not understand what the control does or what data to enter. This occurs on the following pages: Help Page link (general); Understand a conversation; I want to find information from a message received earlier; Gemini - Inline Prompt Editing; Gemini - Image Suggestion (No user prompt image generation); Share content with someone; Remember to get back to a message later. A heading does not describe the content that follows it accurately, so people who are blind and/or use a screen reader and people with cognitive disabilities may be misled about the organization and structure of the page. This occurs on the following page(s): Gemini - Project wide Multiple buttons have identical programmatic labels but different functionality, and there is no programmatic context, so people who are blind and/or use a screen reader will not

Criteria	Conformance level	Remarks and explanations
		<p>know or may be confused or misled about what each button does. This occurs on the following pages: Gemini - Project wide; Gemini - Image Suggestion (No user prompt image generation); Understand a conversation.</p>
<p>2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: In most cases, it is visually apparent which page element is currently receiving keyboard focus. The following exceptions exist:</p> <ul style="list-style-type: none"> ● An interactive element (such as a link, button, or form input) does not have a visual focus indicator, so sighted people who use a keyboard to navigate content will not know when that element is receiving focus. This occurs on the following pages: Help Page link (general); Share content with someone. ● The visual focus indicator for an interactive element (such as a link, button, or form input) is not visible, so sighted people who use a keyboard to navigate content will not know when that element is receiving focus. This occurs on the following pages: I want to find information from a message received earlier.
<p>3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.1.2 (Web) ● 10.3.1.2 (Non-web document) 	<p>Web: Supports</p>	<p>Web: The language of each section of content that is different from the default language of the page is correctly identified and can be determined programmatically.</p>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) 	Web: Supports	Web: Navigation patterns that are repeated on web pages are presented in the same relative order each time they appear and do not change order when navigating through the site.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 602.3 (Support Docs) – Does not apply to non-web docs 		
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 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 	Web: Supports	Web: Labels, names, and text alternatives for content that have the same functionality across multiple web pages are consistently identified.
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.3.3 (Web) ● 10.3.3.3 (Non-web document) 	Web: Supports	Web: If input errors are automatically detected, suggestions are provided in text for correcting the input in a timely and accessible manner before the data is submitted to the server.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Supports	Web: If the user can change or delete legal transactions, financial transactions, student exam responses, or data transactions that are unrecoverable or unintentionally modify or delete data, the changes and/or deletions are reversible, verified, or confirmed.
<p>4.1.3 Status Messages (Level AA 2.1 and 2.2)</p>	Web: Partially Supports	Web: In most cases, status messages can be programmatically determined and presented by

Criteria	Conformance level	Remarks and explanations
<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.4.1.3 (Web) ● 10.4.1.3 (Non-web document) ● 11.4.1.3 (Open Functionality Software) ● 11.4.1.3 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>		<p>assistive technologies without receiving focus. The following exceptions exist:</p> <ul style="list-style-type: none"> ● A status message is not automatically announced by the screen reader, so people who are blind and/or use a screen reader or other assistive technology may completely miss the status message or they may not hear it in a timely fashion. This occurs on the following pages: Send an important formal message; I want to find information from a message received earlier; Gemini - Project wide; Gemini - Feedback; Gemini - General Feedback; Share content with someone.

Table 3: Success Criteria, Level AAA

Notes: Not evaluated. Gmail was not assessed for WCAG 2.1 Level AAA conformance.

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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	<p>Web: Most functionality is usable without vision. Exceptions are noted in:</p> <ul style="list-style-type: none"> ● 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 ● 2.4.4 Link Purpose (in context) ● 2.4.6 Headings and Labels ● 3.2.2 On Input ● 3.3.1 Error Identification ● 4.1.2 Name, Role, Value ● 4.1.3 Status Messages
4.2.2 Usage with limited vision	Web: Partially Supports	<p>Web: Most functionality is usable with limited vision. Exceptions are noted in:</p> <ul style="list-style-type: none"> ● 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 Non-Text Contrast ● 1.4.11 Non-Text Contrast ● 1.4.12 Text Spacing ● 1.4.13 Content on Hover or Focus ● 2.1.1 Keyboard

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> ● 2.2.1 Timing Adjustable ● 2.4.3 Focus Order ● 2.4.4 Link Purpose (in context) ● 2.4.6 Headings and Labels ● 2.4.7 Focus Visible ● 3.2.2 On Input ● 3.3.1 Error Identification ● 3.3.2 Labels or Instructions ● 4.1.2 Name, Role, Value
4.2.3 Usage without perception of colour	Web: Partially Supports	Web: Most functionality is usable without perception of color. Exceptions are noted in: <ul style="list-style-type: none"> ● 1.4.1 Use of Color ● 1.4.3 Contrast (minimum) ● 1.4.11 Non-Text Contrast ● 3.3.1 Error Identification
4.2.4 Usage without hearing	Web: Partially Supports	Web: Most functionality is usable without hearing. Exceptions are noted in: <ul style="list-style-type: none"> ● 1.1.1 Non-Text Content
4.2.5 Usage with limited hearing	Web: Partially Supports	Web: Most functionality is usable with limited hearing. Exceptions are noted in: <ul style="list-style-type: none"> ● 1.1.1 Non-Text Content
4.2.6 Usage without vocal capability	Web: Not Applicable	Web: The product does not require the use of speech or other vocal output.
4.2.7 Usage with limited manipulation or strength	Web: Partially Supports	Web: Most functionality is usable by people with limited manipulation and does not require

Criteria	Conformance Level	Remarks and Explanations
		<p>manipulation, simultaneous action, or hand strength. Exceptions are noted in:</p> <ul style="list-style-type: none"> ● 1.4.13 Content on Hover or Focus ● 2.1.1 Keyboard ● 2.2.1 Timing Adjustable ● 2.4.3 Focus Order ● 2.4.4 Link Purpose (in context) ● 2.4.6 Headings and Labels ● 2.4.7 Focus Visible ● 2.5.3 Label in Name ● 4.1.2 Name, Role, Value
4.2.8 Usage with limited reach	Web: Supports	Web: All functionality is usable by people with limited reach.
4.2.9 Minimize photosensitive seizure triggers	Web: Supports	Web: All functionality may be operated in a mode that minimizes the potential for triggering photosensitive seizures.
4.2.10 Usage with limited cognition	Web: Partially Supports	<p>Web: Most functionality is usable by people with limited language, cognitive, and learning abilities. People with cognitive disabilities have varying needs for features that allow them to adapt content and work with assistive technology. Exceptions are noted in:</p> <ul style="list-style-type: none"> ● 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
		<ul style="list-style-type: none"> • 2.4.3 Focus Order • 2.4.4 Link Purpose (in context) • 2.4.6 Headings and Labels • 3.3.1 Error Identification • 3.2.2 On Input • 4.1.2 Name, Role, Value • 4.1.3 Status Messages
4.2.11 Privacy	Web: Supports	Web: Gmail web pages 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

Criteria	Conformance Level	Remarks and Explanations
5.1.3.1 General	Web: Not applicable	Web: 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	Web: Not applicable	Web: 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	Web: Not applicable	Web: 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	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.5 Speech output automatic interruption	Web: Not applicable	Web: 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	Web: Not applicable	Web: 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	Web: Not applicable	Web: 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
5.1.3.8 Masked entry	Web: Not applicable	Web: 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	Web: Not applicable	Web: 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	Web: Not applicable	Web: 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	Web: Not applicable	Web: 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	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.13 Volume reset	Web: Not applicable	Web: 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	Web: Not applicable	Web: 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
5.1.3.15 Non-visual error identification	Web: Not applicable	Web: 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	Web: Not applicable	Web: 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	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from enlarging text.
5.1.5 Visual output for auditory information	Web: Not applicable	Web: 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	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from operating a keyboard interface.
5.1.6.2 Input focus	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from operating a keyboard interface.
5.2 Activation of accessibility features	Web: Not Applicable	Web: The product's documented accessibility features for specific needs can be activated without

Criteria	Conformance Level	Remarks and Explanations
		relying on a method that does not support that need.
5.3 Biometrics	Web: Not applicable	Web: 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	Web: Not applicable	Web: 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	Web: Not applicable	Web: 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	Web: Not applicable	Web: 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.
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Web: Not applicable	Web: 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	Web: Not applicable	Web: 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	Web: Not applicable	Web: 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	Web: Not applicable	Web: 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	Web: Supports	Web: 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: [ICT with Two-Way Voice Communication](#)

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech	Not Applicable	The product does not have two-way voice communication.
6.2 Real-time text (RTT) functionality	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
6.2.1.1 RTT communication	Not Applicable	The product does not have two-way voice communication.
6.2.1.2 Concurrent Gmail and text	Not Applicable	The product does not have two-way voice communication.
6.2.2.1 Visually distinguishable display	Not Applicable	The product does not have two-way voice communication.
6.2.2.2 Programmatically determinable send and receive direction	Not Applicable	The product does not have two-way voice communication.
6.2.2.3 Speaker identification	Not Applicable	The product does not have two-way voice communication.
6.2.2.4 Visual indicator of Audio with RTT	Not Applicable	The product does not have two-way voice communication.
6.2.3 Interoperability	Not Applicable	The product does not have two-way voice communication.
6.2.4 RTT responsiveness	Not Applicable	The product does not have two-way voice communication.

Criteria	Conformance Level	Remarks and Explanations
6.3 Caller ID	Not Applicable	The product does not have two-way voice communication.
6.4 Alternatives to Gmail-based services	Not Applicable	The product does not have two-way voice communication.
6.5 Video communication	Heading cell – no response required	Heading cell – no response required
6.5.1 General (informative)	Heading cell – no response required	Heading cell – no response required
6.5.2 Resolution	Not Applicable	
6.5.3 Frame rate	Not Applicable	
6.5.4 Synchronization between audio and video	Not Applicable	
6.5.5 Visual indicator of audio with video	Not Applicable	
6.5.6 Speaker identification with video (sign language) communication	Not Applicable	
6.6 Alternatives to video-based services (advisory only)	Advisory – no response required	Advisory – no response required

Chapter 7: ICT with Video Capabilities

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Not Applicable	
7.1.2 Captioning synchronization	Not Applicable	
7.1.3 Preservation of captioning	Not Applicable	
7.1.4 Captions characteristics	Not Applicable	
7.1.5 Spoken subtitles	Not Applicable	
7.2.1 Audio description playback	Not Applicable	
7.2.2 Audio description synchronization	Not Applicable	

Chapter 8: [Hardware](#)

Criteria	Conformance Level	Remarks and Explanations
8.1.1 Generic requirements	Heading cell – no response required	Heading cell – no response required
8.1.2 Standard connections	Not Applicable	The product is not a hardware product.
8.1.3 Colour	Not Applicable	The product is not a hardware product.
8.2 Hardware products with speech output	Heading cell – no response required	Heading cell – no response required
8.2.1.1 Speech volume range	Not Applicable	The product is not a hardware product.
8.2.1.2 Incremental volume control	Not Applicable	The product is not a hardware product.
8.2.2.1 Fixed-line devices	Not Applicable	The product is not a hardware product.
8.2.2.2 Wireless communication devices	Not Applicable	The product is not a hardware product.
8.3 Stationary ICT	Heading cell – no response required	Heading cell – no response required
8.3.2.1 Unobstructed high forward reach	Not Applicable	The product is not a hardware product.
8.3.2.2 Unobstructed low forward reach	Not Applicable	The product is not a hardware product.
8.3.2.3.1 Clear space	Not Applicable	The product is not a hardware product.

Criteria	Conformance Level	Remarks and Explanations
8.3.2.3.2 Obstructed (< 510 mm) forward reach	Not Applicable	The product is not a hardware product.
8.3.2.3.3 Obstructed (< 635 mm) forward reach	Not Applicable	The product is not a hardware product.
8.3.2.4 Knee and toe clearance width	Not Applicable	The product is not a hardware product.
8.3.2.5 Toe clearance	Not Applicable	The product is not a hardware product.
8.3.2.6 Knee clearance	Not Applicable	The product is not a hardware product.
8.3.3.1 Unobstructed high side reach	Not Applicable	The product is not a hardware product.
8.3.3.2 Unobstructed low side reach	Not Applicable	The product is not a hardware product.
8.3.3.3.1 Obstructed (\leq 255 mm) side reach	Not Applicable	The product is not a hardware product.
8.3.3.3.2 Obstructed (\leq 610 mm) side reach	Not Applicable	The product is not a hardware product.
8.3.4.1 Change in level	Not Applicable	The product is not a hardware product.
8.3.4.2 Clear floor or ground space	Not Applicable	The product is not a hardware product.
8.3.4.3.2 Forward approach	Not Applicable	The product is not a hardware product.
8.3.4.3.3 Parallel approach	Not Applicable	The product is not a hardware product.

Criteria	Conformance Level	Remarks and Explanations
8.3.5 Visibility	Not Applicable	The product is not a hardware product.
8.3.6 Installation instructions	Not Applicable	The product is not a hardware product.
8.4 Mechanically Operable parts	Heading cell – no response required	Heading cell – no response required
8.4.1 Numeric keys	Not Applicable	The product is not a hardware product.
8.4.2.1 Means of operation of mechanical parts	Not Applicable	The product is not a hardware product.
8.4.2.2 Force of operation of mechanical parts	Not Applicable	The product is not a hardware product.
8.4.3 Keys, tickets, and fare cards	Not Applicable	The product is not a hardware product.
8.5 Tactile indication of speech mode	Not Applicable	The product is not a hardware product.

Chapter 9: [Web](#)

Notes: The ICT covered by this report is a web application. As such, its accessibility requirements are covered in the WCAG 2.1 section.

Chapter 10: [Non-Web Documents](#)

Criteria	Conformance Level	Remarks and Explanations
10.0 General (informative)	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See WCAG 2.1 section	See information in WCAG 2.1 section
10.5 Caption positioning	Not Applicable	
10.6 Audio description timing	Not Applicable	

Chapter 11: [Software](#)

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.1 section	See information in WCAG 2.1 section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Not Applicable	The Product is not an assistive technology.
11.5.2.5 Object information	Partially Supports	The role, states, properties, boundary, name, and description of most objects can be programmatically determined, so those attributes can be perceived and conveyed by assistive technology. Exceptions are noted in: <ul style="list-style-type: none"> • 4.1.2 Name, Role, Value
11.5.2.6 Row, column, and headers	Supports	In all instances when a data table is present, all information in the data cells and the row and/or column headers associated with each data cell are available programmatically, so they can be perceived and conveyed by assistive technology.

Criteria	Conformance Level	Remarks and Explanations
11.5.2.7 Values	Partially Supports	<p>For most objects that have a current value or have a set or range of values associated with the object, the values are available programmatically, so it can be perceived and conveyed by assistive technology. Exceptions are noted in:</p> <ul style="list-style-type: none"> ● 4.1.2 Name, Role, Value
11.5.2.8 Label relationships	Partially Supports	<p>For most elements that act as a label for another element and elements that are labeled by another element, the labeling relationship is programmatically determinable, so it can be perceived and conveyed by assistive technology. Exceptions are noted in:</p> <ul style="list-style-type: none"> ● 4.1.2 Name, Role, Value
11.5.2.9 Parent-child relationships	Supports	<p>For all elements that have a parent-child relationship, those relationships are programmatically determinable, so they can be perceived by assistive technology.</p>
11.5.2.10 Text	Partially Supports	<p>Most text, text attributes (such as whether text is static or editable), and text boundaries are programmatically determinable, so they can be perceived and conveyed by assistive technology. Exceptions are noted in:</p> <ul style="list-style-type: none"> ● 1.3.2 Meaningful Sequence
11.5.2.11 List of available actions	Partially Supports	<p>For most objects programmatic role information and actions are programmatically determinable, so they can be conveyed by assistive technology. Exceptions are noted in:</p> <ul style="list-style-type: none"> ● 4.1.2 Name, Role, Value

Criteria	Conformance Level	Remarks and Explanations
11.5.2.12 Execution of available actions	Partially Supports	For most of the elements on which one or more actions may be performed, all of those actions are available programmatically, so that each action can be performed using assistive technology. Exceptions include: <ul style="list-style-type: none"> • 2.1.1 Keyboard Navigation
11.5.2.13 Tracking of focus and selection attributes	Supports	Users can track focus, select items, and insert focus into editable text.
11.5.2.14 Modification of focus and selection attributes	Supports	Users are not prevented from programmatically modifying user interface elements involved with text editing.
11.5.2.15 Change notification	Partially Supports	Most Status messages relevant to user interactions are available to, and presented by, assistive technology.
11.5.2.16 Modifications of states and properties	Partially Supports	For most objects that allow the user to set or modify its states or properties, modifications can be made using assistive technology. Exceptions are noted in: <ul style="list-style-type: none"> • 4.1.2 Name, Role, Value
11.5.2.17 Modifications of values and text	Partially Supports	For most objects that have a current value and text or have a set or range of value associated with the objects, the values and text are available programmatically, so it can be conveyed by assistive technology. Exceptions are noted in: <ul style="list-style-type: none"> • 4.1.2 Name, Role, Value
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Not Applicable	The product is not platform software, so this clause does not apply.

Criteria	Conformance Level	Remarks and Explanations
11.6.2 No disruption of accessibility features	Supports	The product does not disrupt platform features that are defined in the platform documentation as accessibility features.
11.7 User preferences	Supports	The website or application allows users to set or modify color, contrast, font type and size, and focus cursor.
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	Not Applicable	Google Gmail is not a content authoring tool.
11.8.3 Preservation of accessibility information in transformations	Not Applicable	Google Gmail is not a content authoring tool.
11.8.4 Repair assistance	Not Applicable	Google Gmail is not a content authoring tool.
11.8.5 Templates	Not Applicable	Google Gmail is not a content authoring tool.

Chapter 12: [Documentation and Support Services](#)

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
12.1.1 Accessibility and compatibility features	Not Evaluated	The accessibility and compatibility features are used across multiple Google products and are evaluated in a separate ACR.
12.1.2 Accessible documentation	Not Evaluated	The accessible documentation is used across multiple Google products and is evaluated in a separate ACR.
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Not Evaluated	The accessibility and compatibility information are used across multiple Google products and are evaluated in a separate ACR.
12.2.3 Effective communication	Not applicable	
12.2.4 Accessible documentation	Not Evaluated	The accessibility and compatibility Documentation is used across multiple Google products and are evaluated in a separate ACR.

Chapter 13: [ICT Providing Relay or Emergency Service Access](#)

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

Criteria	Conformance Level	Remarks and Explanations
13.1 Relay services requirements	Heading cell – no response required	Heading cell – no response required
13.1.2 Text relay services	Not applicable	The product does not provide relay or emergency services.
13.1.3 Sign relay services	Not applicable	The product does not provide relay or emergency services.
13.1.4 Lip-reading relay services	Not applicable	The product does not provide relay or emergency services.
13.1.5 Captioned telephony services	Not applicable	The product does not provide relay or emergency services.
13.1.6 Speech to speech relay services	Not applicable	The product does not provide relay or emergency services.
13.2 Access to relay services	Not applicable	The product does not provide relay or emergency services.
13.3 Access to emergency services	Not applicable	The product does not provide relay or emergency services.

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