

# Google Accessibility Conformance Report

International edition, based on VPAT® Version 2.4Rev

Name of product/version:	Google Groups
Report date:	10 August 2023
Product description:	Google Groups is a web application that allows its users to create & manage web/email-based conversations among a group of people sharing common interests such as projects, topics, and interests.
Contact information:	vpat-questions@google.com
Evaluation methods used:	<p>The <a href="#">W3C Website Accessibility Conformance Evaluation Methodology</a> (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.</p> <p>The following applications were used as part of the audit to identify potential accessibility issues:</p> <ul style="list-style-type: none"><li>• Desktop browsers: Chrome (NVDA)</li><li>• Assistive technologies: NVDA</li><li>• Accessibility testing tools: Deque DevTools Pro, Deque Auditor, Color Contrast Analyser</li></ul>
Applicable standards/guidelines:	<p>This report covers the degree of conformance for the following accessibility standards/guidelines:</p> <ul style="list-style-type: none"><li>• <a href="#">Web Content Accessibility Guidelines (WCAG) 2.0</a> Level A and AA</li><li>• <a href="#">Web Content Accessibility Guidelines (WCAG) 2.1</a> Level A and AA</li><li>• <a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a></li><li>• <a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11)</a> and <a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)</a></li></ul>

## Table of contents

Google Accessibility Conformance Report	1
Table of contents	2
Tested Pages	3
Terms	3
WCAG 2.1 Report	4
Table 1: Success Criteria, Level A	4
Table 2: Success Criteria, Level AA	26
Table 3: Success Criteria, Level AAA	40
Revised Section 508 Report	41
Chapter 3: Functional Performance Criteria (FPC)	41
Chapter 4: Hardware	44
Chapter 5: Software	45
Chapter 6: Support Documentation and Services	45
EN 301 549 Report	47
Chapter 4: Functional Performance Statements (FPS)	47
Chapter 5: Generic Requirements	50
Chapter 6: ICT with Two-Way Voice Communication	55
Chapter 7: ICT with Video Capabilities	56
Chapter 8: Hardware	57
Chapter 9: Web	58
Chapter 10: Non-Web Documents	59
Chapter 11: Software	60
Chapter 12: Documentation and Support Services	61
Chapter 13: ICT Providing Relay or Emergency Service Access	62
Legal disclaimer	63

## Tested Pages

Header- Component  
Left Pane- Component  
Groups Main Page - Global Settings  
Create a Group  
Join a Group Through Search  
Group Settings (Advanced)  
Add Members to an Existing Group (Detail Page)  
Favorite, unfavorite, and Leave  
Create a New Conversation (Initial conversation for newly created group)  
Advanced Search for a Message in a Group  
Approve a Conversation  
Star a Conversation  
Approve a member  
Ban a User and View Banned Users  
Attempt to Leave Group as an Owner  
Conversations - Shared Labels  
Conversations - Reply to a Message  
Conversations - View Unread Messages  
View About Group Page  
Filter External Members  
Manage Members - View and Search Members  
Report Abuse  
Send Feedback to Google

## Terms

The terms used in the conformance level information are defined as follows:

**Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.

**Partially supports:** Some functionality of the product does not meet the criterion.

**Does not support:** The majority of product functionality does not meet the criterion.

**Not applicable:** The criterion is not relevant to the product.

**Not evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG Level AAA criteria.

## WCAG 2.1 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 — Web, Sections 10.1–10.4 of Chapter 10 — Non-Web Documents, Sections 11.1–11.4 and 11.8.2 of Chapter 11 — Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 — Documentation and Support Services
- Revised Section 508: Chapter 5 — 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 — 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

**Table 1: Success Criteria, Level A**

Criteria	Conformance level	Remarks and explanations
<p><b><a href="#">1.1.1 Non-text Content</a></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.1.1 (Web)</li> <li>• 10.1.1.1 (Non-web document)</li> <li>• 11.1.1.1.1 (Open Functionality Software)</li> <li>• 11.1.1.1.2 (Closed Functionality Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> </ul>	Supports	The non-text content has text alternatives or has a text alternate that serve equivalent purpose across the pages tested.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.1 (Web)</li> <li>● 10.1.2.1 (Non-web document)</li> <li>● 11.1.2.1.1 (Open Functionality Software)</li> <li>● 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> </ul>	Not Applicable	There is no prerecorded video or prerecorded audio only, on the tested pages.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.2 (Web)</li> <li>10.1.2.2 (Non-web document)</li> <li>11.1.2.2 (Open Functionality Software)</li> <li>11.1.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Not Applicable	There is no synchronized media in the tested pages, therefore no captions.
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p>	Not Applicable	There is no synchronized media in the tested pages, therefore no audio description required.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>● 9.1.2.3 (Web)</li> <li>● 10.1.2.3 (Non-web document)</li> <li>● 11.1.2.3.1 (Open Functionality Software)</li> <li>● 11.1.2.3.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.1 (Web)</li> <li>● 10.1.3.1 (Non-web document)</li> <li>● 11.1.3.1.1 (Open Functionality Software)</li> </ul>	Partially Supports	<p>Most Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.</p> <p>However, there are exceptions:</p> <ul style="list-style-type: none"> <li>● Data cell is marked as a header cell on the “Approve a Conversation”, “Approve a member”, “Attempt to Leave Group as an Owner”, “Ban a User and View Banned</li> </ul>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>● 11.1.3.1.2 (Closed Software) – Informative only</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		<p>Users”, “Conversations - View Unread Messages”, “Favorite, unfavorite, and Leave” and “Manage Members - View and Search Members” pages.</p> <ul style="list-style-type: none"> <li>● Data table has missing or incomplete header cell markup on the “Filter External Members” page.</li> <li>● Visual heading text is not marked as heading on the “Ban a User and View Banned Users” page.</li> <li>● Role="presentation" or "none" is used incorrectly on the “Join a Group Through Search”, “Favorite, unfavorite, and Leave”, “Approve a Conversation”, “Approve a member”, “Ban a User and View Banned Users”, “Attempt to Leave Group as an Owner”, “Conversations - View Unread Messages” and “Manage Members - View and Search Members” pages.</li> </ul>
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.2 (Web)</li> </ul>	Supports	Content is presented in a meaningful way that can be programmatically determined across the user pages tested.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>● 10.1.3.2 (Non-web document)</li> <li>● 11.1.3.2.1 (Open Functionality Software)</li> <li>● 11.1.3.2.2 (Closed Software) – Informative only</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.3 (Web)</li> <li>● 10.1.3.3 (Non-web document)</li> <li>● 11.1.3.3 (Open Functionality Software)</li> <li>● 11.1.3.3 (Closed Software)</li> </ul>	Supports	Content does not rely on sensory characteristics of components such as shape, color, size, visual location, orientation, or sound for understanding and operating content.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><b><u>1.4.1 Use of Color</u></b> (Level A)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.1 (Web)</li> <li>● 10.1.4.1 (Non-web document)</li> <li>● 11.1.4.1 (Open Functionality Software)</li> <li>● 11.1.4.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p>	Partially Supports	<p>Use of alternates to color is widely supported across the pages tested. However, there is one exception:</p> <ul style="list-style-type: none"> <li>● Color alone is used to convey information on one element on the “Add Members to an Existing Group (Detail Page)”, “Create a New Conversation (Initial conversation for newly created group)”, “Join a Group Through Search” and “Report Abuse” pages.</li> </ul>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><b><u>1.4.2 Audio Control</u></b> (Level A)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.2 (Web)</li> <li>● 10.1.4.2 (Non-web document)</li> <li>● 11.1.4.2 (Open Functionality Software)</li> <li>● 11.1.4.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	There is no prerecorded audio that plays automatically in the tested pages.

Criteria	Conformance level	Remarks and explanations
<p><b><u>2.1.1 Keyboard</u></b> (Level A)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.1.1 (Web)</li> <li>● 10.2.1.1 (Non-web document)</li> <li>● 11.2.1.1.1 (Open Functionality Software)</li> <li>● 11.2.1.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Partially Supports	Keyboard navigation is well supported across the pages tested. However, there is an exception: <ul style="list-style-type: none"> <li>● A function cannot be performed by keyboard alone on the “Group Settings (Advanced)” and “Join a Group Through Search” pages.</li> </ul>
<p><b><u>2.1.2 No Keyboard Trap</u></b> (Level A)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.1.2 (Web)</li> <li>● 10.2.1.2 (Non-web document)</li> </ul>	Supports	Keyboard focus is not locked or trapped in a particular area and the user is able to navigate to and from all navigable elements using only a keyboard.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>● 11.2.1.2 (Open Functionality Software)</li> <li>● 11.2.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><b><u>2.1.4 Character Key Shortcuts</u></b> (Level A 2.1 only)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.1.4 (Web)</li> <li>● 10.2.1.4 (Non-web document)</li> <li>● 11.2.1.4.1 (Open Functionality Software)</li> <li>● 11.2.1.4.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> </ul>	Supports	Keyboard shortcuts are supported across the pages tested.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		
<p><b><u>2.2.1 Timing Adjustable</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.2.1 (Web)</li> <li>● 10.2.2.1 (Non-web document)</li> <li>● 11.2.2.1 (Open Functionality Software)</li> <li>● 11.2.2.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	Timing and time limit adjustment is well-supported across the pages tested.

Criteria	Conformance level	Remarks and explanations
<p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.2.2 (Web)</li> <li>● 10.2.2.2 (Non-web document)</li> <li>● 11.2.2.2 (Open Functionality Software)</li> <li>● 11.2.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Moving, blinking, scrolling, or auto-updating information is well supported on the pages tested.</p> <p>However, there is one exception:</p> <ul style="list-style-type: none"> <li>● Blinking content is present on the “Join a Group Through Search” pages.</li> </ul>
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.3.1 (Web)</li> <li>● 10.2.3.1 (Non-web document)</li> </ul>	Supports	There is no flashing content across the pages tested.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>● 11.2.3.1 (Open Functionality Software)</li> <li>● 11.2.3.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.1 (Web)</li> <li>● 10.2.4.1 (Non-web document) – Does not apply</li> <li>● 11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>● 11.2.4.1 (Closed Software) – Does not apply</li> </ul>	Supports	Bypass blocks are supported across the pages tested.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<p><b><u>2.4.2 Page Titled</u></b> (Level A)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.2 (Web)</li> <li>● 10.2.4.2 (Non-web document)</li> <li>● 11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>● 11.2.4.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> </ul>	Supports	Pages have valid titles across the pages tested.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><b><u>2.4.3 Focus Order</u></b> (Level A)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.3 (Web)</li> <li>● 10.2.4.3 (Non-web document)</li> <li>● 11.2.4.3 (Open Functionality Software)</li> <li>● 11.2.4.3 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> </ul>	Partially Supports	<p>Most focusable components receive focus in an order that preserves meaning and operability across the pages tested.</p> <p>However, there are exceptions:</p> <ul style="list-style-type: none"> <li>● Keyboard focus order is not logical in “Header” component.</li> <li>● Modal is closed, focus is not returned to trigger on the “Conversations - Shared Labels” page.</li> </ul>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.4 (Web)</li> <li>● 10.2.4.4 (Non-web document)</li> <li>● 11.2.4.4 (Open Functionality Software)</li> <li>● 11.2.4.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context across the pages tested.
<p><b><u>2.5.1 Pointer Gestures</u></b> (Level A 2.1 only)  Also applies to:</p>	Supports	There are no pointer gestures across the pages tested.

Criteria	Conformance level	Remarks and explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.5.1 (Web)</li> <li>● 10.2.5.1 (Non-web document)</li> <li>● 11.2.5.1 (Open Functionality Software)</li> <li>● 11.2.5.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>		
<p><b><u>2.5.2 Pointer Cancellation</u></b>  (Level A 2.1 only)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.5.2 (Web)</li> <li>● 10.2.5.2 (Non-web document)</li> <li>● 11.2.5.2 (Open Functionality Software)</li> <li>● 11.2.5.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> </ul>	Supports	Pointer cancellation is supported across the pages tested.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		
<p><b><u>2.5.3 Label in Name</u></b> (Level A 2.1 only)            Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.5.3 (Web)</li> <li>10.2.5.3 (Non-web document)</li> <li>11.2.5.3.1 (Open Functionality Software)</li> <li>11.2.5.3.2 (Closed Software) – Informative only</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Partially Supports	Label in Name is generally well-supported across the pages tested. However, there is an exception: <ul style="list-style-type: none"> <li>The accessible name is missing for some elements on the “Ban a User and View Banned Users”, “Group Settings (Advanced)” and “Groups Main Page - Global Settings” pages.</li> </ul>
<p><b><u>2.5.4 Motion Actuation</u></b> (Level A 2.1 only)            Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.5.4 (Web)</li> <li>10.2.5.4 (Non-web document)</li> </ul>	Not Applicable	There is no functionality that is operated by device motion across the pages tested.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>● 11.2.5.4 (Open Functionality Software)</li> <li>● 11.2.5.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>		
<p><b><u>3.1.1 Language of Page</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.1.1 (Web)</li> <li>● 10.3.1.1 (Non-web document)</li> <li>● 11.3.1.1.1 (Open Functionality Software)</li> <li>● 11.3.1.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p>	Supports	Default human language of pages is supported across the pages tested.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><b><u>3.2.1 On Focus</u></b> (Level A)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.2.1 (Web)</li> <li>● 10.3.2.1 (Non-web document)</li> <li>● 11.3.2.1 (Open Functionality Software)</li> <li>● 11.3.2.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	No user interface components initiate changes of context across the pages tested.

Criteria	Conformance level	Remarks and explanations
<p><b><u>3.2.2 On Input</u></b> (Level A)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.2.2 (Web)</li> <li>● 10.3.2.2 (Non-web document)</li> <li>● 11.3.2.2 (Open Functionality Software)</li> <li>● 11.3.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	Nothing causes a change of context without advising the user beforehand across the pages tested.
<p><b><u>3.3.1 Error Identification</u></b>  (Level A)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.3.1 (Web)</li> <li>● 10.3.3.1 (Non-web document)</li> </ul>	Supports	Input errors are detected and described across the pages tested.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>● 11.3.3.1.1 (Open Functionality Software)</li> <li>● 11.3.3.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><b><u>3.3.2 Labels or Instructions</u></b> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.3.2 (Web)</li> <li>● 10.3.3.2 (Non-web document)</li> <li>● 11.3.3.2 (Open Functionality Software)</li> <li>● 11.3.3.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> </ul>	Partially Supports	<p>Labels or instructions on content are provided when required across the pages tested. However, there are exceptions:</p> <ul style="list-style-type: none"> <li>● Some labels are not persistent on the “Advanced Search for a Message in a Group” and one label is not persistent “Create a New Conversation (Initial conversation for newly created group)” pages.</li> <li>● A visible label missing on the “Join a Group Through Search”, “Favorite, unfavorite, and Leave”, “Approve a</li> </ul>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		<p>Conversation”, “Approve a member”, “Ban a User and View Banned Users”, “Attempt to Leave Group as an Owner”, “Conversations - View Unread Messages” and “Manage Members - View and Search Members” pages.</p>
<p><b><u>4.1.1 Parsing</u></b> (Level A)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.4.1.1 (Web)</li> <li>● 10.4.1.1 (Non-web document)</li> <li>● 11.4.1.1.1 (Open Functionality Software)</li> <li>● 11.4.1.1.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> </ul>	<p>Partially Supports</p>	<p>Content is implemented with proper markup on the pages tested. However, there are exceptions:</p> <ul style="list-style-type: none"> <li>● Some child roles lack required ARIA parent roles on the “Left Pane” component.</li> <li>● Some ARIA roles lack required child roles on the “Add Members to an Existing Group (Detail Page)”, “Approve a Conversation”, “Approve a member”, “Attempt to Leave Group as an Owner”, “Ban a User and View Banned Users”, “Conversations - View Unread Messages”, “Favorite, unfavorite, and Leave”, “Manage Members - View and Search Members”</li> </ul>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		<p>pages and “Left Pane” component.</p> <ul style="list-style-type: none"> <li>● An id attribute is not unique for an element on the “Create a Group” page.</li> </ul>
<p><b><u>4.1.2 Name, Role, Value</u></b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.4.1.2 (Web)</li> <li>● 10.4.1.2 (Non-web document)</li> <li>● 11.4.1.2.1 (Open Functionality Software)</li> <li>● 11.4.1.2.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>The interface components have valid name, role and value (when necessary).</p> <p>However, there are exceptions:</p> <ul style="list-style-type: none"> <li>● ARIA toggle fields lack an accessible name on the “Approve a member”, “Attempt to Leave Group as an Owner”, “Ban a User and View Banned Users”, “Favorite, unfavorite, and Leave”, “Group Settings (Advanced)”, “Groups Main Page - Global Settings”, “Manage Members - View and Search Members” pages.</li> <li>● Some elements use a disallowed ARIA element on the “Create a New Conversation (Initial conversation for newly created group)”, “Join a Group Through Search” pages and “Left Pane” component.</li> <li>● Tooltip content is not accessible to screen readers</li> </ul>

Criteria	Conformance level	Remarks and explanations
		<p>on the "Create a Group" page.</p> <ul style="list-style-type: none"><li>• Expand/collapse state of the element is missing or incorrect on the "Header" component.</li><li>• A selected state of the element is missing on the "Left Pane" component.</li></ul>

**Table 2: Success Criteria, Level AA**

Criteria	Conformance level	Remarks and explanations
<p><b><u>1.2.4 Captions (Live)</u></b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.4 (Web)</li> <li>● 10.1.2.4 (Non-web document)</li> <li>● 11.1.2.4 (Open Functionality Software)</li> <li>● 11.1.2.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	There were no captions or synchronized media across the pages tested.
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.5 (Web)</li> </ul>	Not Applicable	There was no prerecorded video content across the pages tested.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>● 10.1.2.5 (Non-web document)</li> <li>● 11.1.2.5 (Open Functionality Software)</li> <li>● 11.1.2.5 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><b><u>1.3.4 Orientation</u></b> (Level AA 2.1 only)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.4 (Web)</li> <li>● 10.1.3.4 (Non-web document)</li> <li>● 11.1.3.4 (Open Functionality Software)</li> <li>● 11.1.3.4 (Closed Software)</li> </ul>	Supports	Content view is not restricted across the pages tested.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>		
<p><b><u>1.3.5 Identify Input Purpose</u></b> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.5 (Web)</li> <li>● 10.1.3.5 (Non-web document)</li> <li>● 11.1.3.5.1 (Open Functionality Software)</li> <li>● 11.1.3.5.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	The purpose of each input field collecting information can be programmatically determined across the pages tested.
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.3 (Web)</li> </ul>	Partially Supports	Most visual presentation of text and images meets or exceeds contrast ratios across the pages tested. However, there are exceptions:

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>● 10.1.4.3 (Non-web document)</li> <li>● 11.1.4.3 (Open Functionality Software)</li> <li>● 11.1.4.3 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		<ul style="list-style-type: none"> <li>● Some elements lack sufficient color contrast on the “Favorite, unfavorite, and Leave”, “Filter External Members” and “Join a Group Through Search” pages.</li> <li>● Some button text lacks 4.5:1 contrast ratio on hover or focus on the “Advanced Search for a Message in a Group”, “Attempt to Leave Group as an Owner”, “Create a New Conversation (Initial conversation for newly created group)”, “Favorite, unfavorite, and Leave”, “Group Settings (Advanced)” and “Report Abuse” pages.</li> <li>● Placeholder text lacks 4.5:1 contrast ratio on the “Advanced Search for a Message in a Group” page.</li> <li>● Some text content lacks 4.5:1 contrast ratio on the “Add Members to an Existing Group (Detail Page)” and “Join a Group Through Search” pages.</li> </ul>
<p><b><u>1.4.4 Resize text</u></b> (Level AA)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.4 (Web)</li> </ul>	Partially Supports	Most text can be resized without assistive technology up to 200 percent without loss of content or functionality throughout the pages tested. However, there are exceptions:

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>● 10.1.4.4 (Non-web document)</li> <li>● 11.1.4.4.1 (Open Functionality Software)</li> <li>● 11.1.4.4.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		<ul style="list-style-type: none"> <li>● Functionality is lost at 200% zoom on the “Advanced Search for a Message in a Group” page.</li> <li>● Content is lost at 200% zoom on the “Attempt to Leave Group as an Owner”, “Manage Members - View and Search Members” pages and “Header” component.</li> </ul>
<p><b><u>1.4.5 Images of Text</u></b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.5 (Web)</li> <li>● 10.1.4.5 (Non-web document)</li> <li>● 11.1.4.5.1 (Open Functionality Software)</li> <li>● 11.1.4.5.2 (Closed Software)</li> </ul>	Supports	Images of text are not used incorrectly across the pages tested.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><b>1.4.10 Reflow</b> (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.10 (Web)</li> <li>● 10.1.4.10 (Non-web document)</li> <li>● 11.1.4.10 (Open Functionality Software)</li> <li>● 11.1.4.10 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Partially Supports	<p>Most of the content on many pages can be presented without loss of information or functionality, and without requiring scrolling in two dimensions when the viewport is set to 320px.</p> <p>However, there are exceptions:</p> <ul style="list-style-type: none"> <li>● Content does not reflow to fit 320px width equivalent on the “Group Settings (Advanced)” page.</li> <li>● Content overlaps other content at 320px width equivalent on the “Advanced Search for a Message in a Group”, “Attempt to Leave Group as an Owner”, “Ban a User and View Banned Users”, “Conversations - Reply to a Message”,</li> </ul>

Criteria	Conformance level	Remarks and explanations
		<p>“Conversations - View Unread Messages”, “Create a Group”, “Create a New Conversation (Initial conversation for newly created group)”, “Join a Group Through Search”, “Manage Members - View and Search Members”, “View About Group Page” pages and “Left Pane” component.</p>
<p><b><u>1.4.11 Non-text Contrast</u></b>            (Level AA 2.1 only)            Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.11 (Web)</li> <li>● 10.1.4.11 (Non-web document)</li> <li>● 11.1.4.11 (Open Functionality Software)</li> <li>● 11.1.4.11 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p>Partially Supports</p>	<p>A majority of the non-textual informative content meets the minimum contrast ratio requirements. However, there are exceptions.</p> <ul style="list-style-type: none"> <li>● An active user interface component lacks 3 to 1 contrast ratio on the “Add Members to an Existing Group (Detail Page)”, “Advanced Search for a Message in a Group”, “Ban a User and View Banned Users” and “Create a Group” pages.</li> <li>● State of some active components lack 3 to 1 contrast ratio on the “Add Members to an Existing Group (Detail Page)”, “Advanced Search for a Message in a Group”, “Approve a Conversation”, “Approve a Member”, “Attempt to Leave Group as an Owner”, “Ban a User and View Banned Users”, “Conversations - Reply to a Message”, “Conversations - Shared Labels”,</li> </ul>

Criteria	Conformance level	Remarks and explanations
		<p>“Conversations - View Unread Messages”, “Create a Group”, “Create a New Conversation (Initial conversation for newly created group)”, “Favorite, unfavorite, and Leave”, “Filter External Members”, “Group Settings (Advanced)”, “Groups Main Page - Global Settings”, “Join a Group Through Search”, “Manage Members - View and Search Members”, “Report Abuse”, “Send Feedback to Google” pages and “Header”, “Left Pane” components.</p>
<p><b><u>1.4.12 Text Spacing</u></b> (Level AA 2.1 only)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.12 (Web)</li> <li>● 10.1.4.12 (Non-web document)</li> <li>● 11.1.4.12 (Open Functionality Software)</li> <li>● 11.1.4.12 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	<p>Supports</p>	<p>Text spacing is widely supported across the pages tested.</p>

Criteria	Conformance level	Remarks and explanations
Revised Section 508 – Does not apply		
<p><b><u>1.4.13 Content on Hover or Focus</u></b> (Level AA 2.1 only)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.13 (Web)</li> <li>● 10.1.4.13 (Non-web document)</li> <li>● 11.1.4.13 (Open Functionality Software)</li> <li>● 11.1.4.13 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Partially Supports	<p>Most of the additional content that is available on hover or focus is dismissible and/or hoverable and/or persistent. However, there are exceptions;</p> <ul style="list-style-type: none"> <li>● Additional content not dismissible on the “Approve a Conversation”, “Approve a member”, “Attempt to Leave Group as an Owner”, “Conversations - View Unread Messages”, “Create a New Conversation (Initial conversation for newly created group)”, “Filter External Members”, “Join a Group Through Search” and “Send Feedback to Google” pages.</li> <li>● Hover content disappearing across all the pages on the web site.</li> </ul>
<p><b><u>2.4.5 Multiple Ways</u></b> (Level AA)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.5 (Web)</li> <li>● 10.2.4.5 (Non-web document) – Does not apply</li> <li>● 11.2.4.5 (Open Functionality)</li> </ul>	Supports	There are multiple ways to locate pages across the pages tested.

Criteria	Conformance level	Remarks and explanations
<p>Software) – Does not apply</p> <ul style="list-style-type: none"> <li>● 11.2.4.5 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<p><b><u>2.4.6 Headings and Labels</u></b> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.6 (Web)</li> <li>● 10.2.4.6 (Non-web document)</li> <li>● 11.2.4.6 (Open Functionality Software)</li> <li>● 11.2.4.6 (Closed Software)</li> </ul>	Partially Supports	<p>Most headings and labels for form and interactive controls are informative.</p> <p>However, there are exceptions:</p> <ul style="list-style-type: none"> <li>● Buttons have same name but different actions on the “Advanced Search for a Message in a Group”, “Approve a Conversation”, “Approve a member”, “Ban a User and View Banned Users”, “Favorite, unfavorite, </li></ul>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		<p>and Leave” and “Join a Group Through Search” pages.</p> <ul style="list-style-type: none"> <li>● Programmatic label does not convey purpose of control on the “Left Pane” component.</li> </ul>
<p><b><u>2.4.7 Focus Visible</u></b> (Level AA)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.4.7 (Web)</li> <li>● 10.2.4.7 (Non-web document)</li> <li>● 11.2.4.7 (Open Functionality Software)</li> <li>● 11.2.4.7 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p>	Partially Supports	<p>Focus is visible and well-supported across the pages tested. However, there are exceptions:</p> <ul style="list-style-type: none"> <li>● A focus indicator is missing for an element on the “Add Members to an Existing Group (Detail Page)”, “Advanced Search for a Message in a Group”, “Attempt to Leave Group as an Owner”, “Create a Group”, “Group Settings (Advanced)”, “Join a Group Through Search”, “Manage Members - View and Search Members” pages and “Left Pane” component.</li> <li>● Focus indicator is not visible on the “Attempt to Leave Group as an Owner”, “Favorite, unfavorite, and</li> </ul>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		<p>Leave” and “Join a Group Through Search” pages.</p>
<p><b><u>3.1.2 Language of Parts</u></b> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.1.2 (Web)</li> <li>● 10.3.1.2 (Non-web document)</li> <li>● 11.3.1.2 (Open Functionality Software) – Does not apply</li> <li>● 11.3.1.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Supports</p>	<p>The human language of each passage or phrase in the content can be programmatically determined across the pages tested.</p>

Criteria	Conformance level	Remarks and explanations
<p><b><u>3.2.3 Consistent Navigation</u></b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.2.3 (Web)</li> <li>● 10.3.2.3 (Non-web document) – Does not apply</li> <li>● 11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>● 11.3.2.3 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	<p>Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order across the pages tested.</p>
<p><b><u>3.2.4 Consistent Identification</u></b> (Level AA)</p>	Supports	<p>Components that have the same functionality within a set of Web</p>

Criteria	Conformance level	Remarks and explanations
<p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.2.4 (Web)</li> <li>● 10.3.2.4 (Non-web document) – Does not apply</li> <li>● 11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>● 11.3.2.4 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		<p>pages are identified consistently across the pages tested.</p>
<p><b><u>3.3.3 Error Suggestion</u></b> (Level AA) Also applies to: EN 301 549 Criteria</p>	<p>Supports</p>	<p>Error suggestion is implemented across the pages tested.</p>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>● 9.3.3.3 (Web)</li> <li>● 10.3.3.3 (Non-web document)</li> <li>● 11.3.3.3 (Open Functionality Software)</li> <li>● 11.3.3.3 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.3.4 (Web)</li> <li>● 10.3.3.4 (Non-web document)</li> <li>● 11.3.3.4 (Open Functionality Software)</li> </ul>	Not Applicable	There were no legal commitments or financial transactions across the pages tested.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> <li>● 11.3.3.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><b><u>4.1.3 Status Messages</u></b> (Level AA 2.1 only)  Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.4.1.3 (Web)</li> <li>● 10.4.1.3 (Non-web document)</li> <li>● 11.4.1.3 (Open Functionality Software)</li> <li>● 11.4.1.3 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> </ul>	Partially Supports	Status messages announcements are generally well-supported across the pages tested. However, there is one exception: <ul style="list-style-type: none"> <li>● A status message is not automatically announced on the “Favorite, unfavorite, and Leave” and “Manage Members - View and Search Members” pages.</li> </ul>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"><li>• 12.2.4 (Support Docs)</li></ul> Revised Section 508 – Does not apply		

**Table 3: Success Criteria, Level AAA**

Notes: Not evaluated

# Revised Section 508 Report

## Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance level	Remarks and explanations
302.1 Without Vision	Web: Partially Supports	<p>Most functions of the product are usable without vision.</p> <p>Exceptions are noted in:</p> <ul style="list-style-type: none"><li>• 1.3.1 Info and Relationships</li><li>• 1.4.1 Use of color</li><li>• 2.1.1 Keyboard</li><li>• 2.4.3 Focus order</li><li>• 2.4.6 Headings and Labels</li><li>• 4.1.1 Parsing</li><li>• 4.1.2 Name, role, value</li></ul>
302.2 With Limited Vision	Web: Partially Supports	<p>Web: Most functions of the product are usable with limited vision.</p> <p>Exceptions are noted in:</p> <ul style="list-style-type: none"><li>• 1.3.1 Info and Relationships</li><li>• 1.4.1 Use of color</li><li>• 1.4.3 Contrast Minimum</li><li>• 1.4.4 Resize text</li><li>• 2.1.1 Keyboard</li><li>• 2.4.3 Focus order</li><li>• 2.4.6 Headings and Labels</li><li>• 2.4.7 Focus visible</li><li>• 3.3.2 Labels or Instructions</li><li>• 4.1.2 Name, role, value</li></ul>
302.3 Without Perception of Color	Web: Partially Supports	<p>Web: Most functions of the product are usable without perception of color.</p>

Criteria	Conformance level	Remarks and explanations
		<p>Exceptions are noted in:</p> <ul style="list-style-type: none"> <li>● 1.4.1 Use of Color</li> <li>● 1.4.3 Contrast Minimum</li> </ul>
302.4 Without Hearing	Web: Supports	Web: The functions of the product are usable without hearing.
302.5 With Limited Hearing	Web: Supports	Web: The functions of the product are usable without hearing.
302.6 Without Speech	Web: Supports (Not Applicable)	Web: The product does not require the use of speech.
302.7 With Limited Manipulation	Web: Partially Supports	<p>Web: Users with limited manipulation who use speech recognition or switch control software will not have difficulty navigating to most of the controls.</p> <p>Exceptions are noted in:</p> <ul style="list-style-type: none"> <li>● 2.1.1 Keyboard</li> <li>● 2.4.3 Focus order</li> <li>● 2.4.6 Headings and Labels</li> <li>● 2.4.7 Focus visible</li> <li>● 4.1.1 Parsing</li> <li>● 4.1.2 Name, role, value</li> </ul>
302.8 With Limited Reach and Strength	Web: Supports (Not Applicable)	Web: The product does not provide a manual mode of operation.
302.9 With Limited Language, Cognitive, and Learning Abilities	Web: Partially Supports	Web: The product is functional for users with limited language, cognitive, and learning abilities. Users with cognitive

Criteria	Conformance level	Remarks and explanations
		<p>disabilities have varying needs for features that allow them to adapt content and work with assistive technology. The product provides labelling for most controls.</p> <p>Exceptions are noted in:</p> <ul style="list-style-type: none"><li>● 1.3.1 Info and Relationships</li><li>● 1.4.1 Use of color</li><li>● 2.1.1 Keyboard</li><li>● 2.2.2 Pause, stop, hide</li><li>● 2.4.3 Focus order</li><li>● 2.4.6 Headings and Labels</li><li>● 2.4.7 Focus visible</li><li>● 3.3.2 Labels or instructions</li><li>● 4.1.1 Parsing</li><li>● 4.1.2 Name, role, value</li></ul>

## Chapter 4: Hardware

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

## Chapter 5: Software

Notes:

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

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

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

## Chapter 6: Support Documentation and Services

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

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

# EN 301 549 Report

## Chapter 4: Functional Performance Statements (FPS)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Web: Partially Supports	<p>Most functions of the product are usable without vision.</p> <p>Exceptions are noted in:</p> <ul style="list-style-type: none"><li>• 1.3.1 Info and Relationships</li><li>• 1.4.1 Use of color</li><li>• 2.1.1 Keyboard</li><li>• 2.4.3 Focus order</li><li>• 2.4.6 Headings and Labels</li><li>• 4.1.1 Parsing</li><li>• 4.1.2 Name, role, value</li><li>• 4.1.3 Status messages</li></ul>
4.2.2 Usage with limited vision	Web: Partially Supports	<p>Web: Most functions of the product are usable with limited vision.</p> <p>Exceptions are noted in:</p> <ul style="list-style-type: none"><li>• 1.3.1 Info and Relationships</li><li>• 1.4.1 Use of color</li><li>• 1.4.3 Contrast Minimum</li><li>• 1.4.4 Resize text</li><li>• 1.4.10 Reflow</li><li>• 1.4.11 Non-Text contrast</li><li>• 1.4.13 Content on Hover or Focus</li><li>• 2.1.1 Keyboard</li><li>• 2.4.3 Focus order</li><li>• 2.4.6 Headings and Labels</li><li>• 2.4.7 Focus visible</li><li>• 3.3.2 Labels or Instructions</li></ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>● 4.1.2 Name, role, value</li> <li>● 4.1.3 Status messages</li> </ul>
4.2.3 Usage without perception of colour	Web: Partially Supports	<p>Web: Most functions of the product are usable without perception of color.</p> <p>Exceptions are noted in:</p> <ul style="list-style-type: none"> <li>● 1.4.1 Use of Color</li> <li>● 1.4.3 Contrast Minimum</li> <li>● 1.4.11 non-text contrast</li> </ul>
4.2.4 Usage without hearing	Web: Supports	<p>Web: The functions of the product are usable without hearing.</p>
4.2.5 Usage with limited hearing	Web: Supports	<p>Web: The functions of the product are usable without hearing.</p>
4.2.6 Usage without vocal capability	Web: Supports (Not Applicable)	<p>Web: The product does not require the use of speech.</p>
4.2.7 Usage with limited manipulation or strength	Web: Partially Supports	<p>Web: Users with limited manipulation who use speech recognition or switch control software will not have difficulty navigating to most of the controls.</p> <p>Exceptions are noted in:</p> <ul style="list-style-type: none"> <li>● 1.4.13 Content on Hover or Focus</li> <li>● 2.1.1 Keyboard</li> <li>● 2.4.3 Focus order</li> <li>● 2.4.6 Headings and Labels</li> <li>● 2.4.7 Focus visible</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>● 2.5.3 Label in Name</li> <li>● 4.1.1 Parsing</li> <li>● 4.1.2 Name, role, value</li> </ul>
4.2.8 Usage with limited reach	Web: Supports (Not Applicable)	Web: The product does not provide a manual mode of operation.
4.2.9 Minimize photosensitive seizure triggers	Web: Supports	Web: The Google groups webpages do not contain flashing content or media.
4.2.10 Usage with limited cognition	Web: Partially Supports	<p>Web: The product is functional for users with limited language, cognitive, and learning abilities. Users with cognitive disabilities have varying needs for features that allow them to adapt content and work with assistive technology. The product provides labelling for most controls.</p> <p>Exceptions are noted in:</p> <ul style="list-style-type: none"> <li>● 1.3.1 Info and Relationships</li> <li>● 1.4.1 Use of color</li> <li>● 1.4.13 Content on Hover or Focus</li> <li>● 2.1.1 Keyboard</li> <li>● 2.2.2 Pause, stop, hide</li> <li>● 2.4.3 Focus order</li> <li>● 2.4.6 Headings and Labels</li> <li>● 2.4.7 Focus visible</li> <li>● 3.3.2 Labels or instructions</li> <li>● 4.1.1 Parsing</li> <li>● 4.1.2 Name, role, value</li> <li>● 4.1.3 Status Messages</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
4.2.11 Privacy	Web: Supports	The Google groups webpages do not provide any privacy features.

## Chapter 5: Generic Requirements

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

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

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

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

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

## **Chapter 6: ICT with Two-Way Voice Communication**

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

## Chapter 7: ICT with Video Capabilities

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

## Chapter 8: Hardware

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

## Chapter 9: [Web](#)

See the WCAG 2.1 Report section.

## Chapter 10: Non-Web Documents

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

## Chapter 11: Software

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

## Chapter 12: Documentation and Support Services

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

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

## **Chapter 13: ICT Providing Relay or Emergency Service Access**

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

## Legal disclaimer

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