Google Sites (Sites.google.com) Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT®[1] Version 2.4)

Name of Product/Version: Google Sites (Sites.google.com) (March 2022)

Report Date: 24 June 2022

Product Description: Google Sites (Sites.google.com) is a web application which allows users to create and customize websites through a series of tools and templates.

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Notes:

Evaluation Methods Used:

This evaluation was conducted with accessibility testing support from the Digital Accessible Experience (DAX) team at The Chicago Lighthouse. Testing was performed using JAWS, NVDA, VoiceOver, ChromeVox, Color Contrast Analyzer, Chrome Browser and Firefox.

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Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0/2.1 Report

Tables 1 and 2 also document conformance with Revised Section 508:
- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

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

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Sites Web Application: Partially Supports Documentation: Partially Supports	Google Sites web application properly labels and announces all non-text elements during navigation, with some exceptions: ● The "Start your first site" region contains an unlabeled graphic, reported by screen reader as "/0-state-text-carior.png." ● When adding captions to images in a carousel, screen reader users are unable to perceive images in the list to be aware of which one is being edited. Documentation: The documentation properly labels and announces all non-text elements during navigation, with one exception: ● After opening the "Create, name, or copy a site" section, there are graphics that are not labeled properly under the "Make a copy of your entire site" instructions.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Sites Web application: Supports Documentation: Supports	Neither Google Sites web application nor documentation contains prerecorded media.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Sites Web application: Supports Documentation: Supports	Neither Google Sites web application nor documentation contains prerecorded synchronized media content.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to:	Google Sites Web application: Supports	Neither Google Sites web application nor documentation contains prerecorded media.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Documentation: Supports	
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Sites Web application: Partially Supports Documentation: Supports	Google Sites web application supports info and relationships, with some exceptions: ● There is no level 1 heading on the main page. It starts with a level 2 heading titled "Start a new site". ● When adding captions to images in a carousel, screen reader users are unable to perceive images in the list to be aware of which one is being edited. Documentation: The documentation supports info and relationships.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Sites Web Application: Partially Supports Documentation: Supports	Google Sites web application presents elements in a correct and logical reading sequence, with one exception: ● On the Sites homepage, the list of recently used templates appears before the section with the corresponding title. Documentation: The documentation presents content in a correct and logical reading sequence.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Sites Web application: Supports Documentation: Supports	Both Google Sites web application and documentation provide multiple sensory characteristics for operations.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Google Sites Web Application: Supports	Neither Google Sites web application nor documentation relies solely on color to convey information or to distinguish elements.

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)	Documentation: Supports	
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Google Sites Web Application: Supports Documentation: Supports	Neither Google Sites web application nor documentation contains audio that plays automatically for more than 3 seconds.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Google Sites Web Application: Partially Supports Documentation: Supports	Google Sites web application is operable with a keyboard, with some exceptions, including: - When creating a new site, the "Tools" options for new web pages are unreachable with tab. - When turning on image transitions in a carousel, keyboard users are unable to select any transition speed besides medium. - When grouping text boxes and photos, there is no discernable way for keyboard users to group the items vertically across all platforms, as well as horizontally with Mac and Voiceover. Documentation: The documentation is operable with a keyboard.
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Google Sites Web Application: Supports Documentation: Supports	Neither Google Sites web application nor documentation presents instances where a keyboard user could not navigate away from an area with a keyboard.
2.1.4 Character Key Shortcuts (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Google Sites Web Application: Supports Documentation: Supports	Both Google Sites web application and documentation utilize single character keyboard shortcuts that function properly and as expected.

Criteria	Conformance Level	Remarks and Explanations
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Sites Web Application: Supports Documentation: Supports	Neither Google Sites web application nor documentation includes content with a timeout.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Sites Web Application: Partially Supports Documentation: Supports	Google Sites web application provides mechanisms to pause, stop, or hide moving, blinking, scrolling or auto-updating information that lasts more than five seconds, with one exception: ● When viewing an image carousel created in Google Sites, there are no perceivable options to pause or stop image transitions. Documentation: The documentation does not include moving, blinking, scrolling or auto-updating information that lasts more than five (5) seconds.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Sites Web Application: Supports Documentation: Supports	Neither Google Sites web application nor documentation includes content which flashes more than three (3) times per second.
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs	Google Sites Web Application: Partially Supports Documentation: Supports	Google Sites web application has extensive methods of bypassing repeated content such as headings, frames, and keyboard shortcuts, with one exception: ● On the Main Menu page there are only two landmarks available and neither allows for users to quickly return to the top of the page. Documentation:

Criteria	Conformance Level	Remarks and Explanations
		The documentation has extensive methods of bypassing repeated content such as headings, frames, and keyboard shortcuts.

2.4.2 Page Titled (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Google Sites Web Application:
	Supports
	
	Documentation:
	Supports
		Both Google Sites web application and documentation provide titles for pages that describe topic or purpose.

2.4.3 Focus Order (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Google Sites Web Application:
	Partially Supports
	
	Documentation:
	Supports
		Google Sites web application presents components in a meaningful focus order, with some exceptions, including:
		    ● In the "Settings" options that can be accessed from the Sites homepage, focus is not programmatically set correctly to the dialog.
		    ● Focus is lost after closing the "Settings" dialog available from the Sites homepage, after utilizing the "Clear Search" button, changing the font for a custom theme, and toggling the button "Expand detail versions."
		    ● When copying selected pages within a site, the alert "Copy started, check your email for updates" does not receive focus.
		
		Documentation:
		The documentation presents components in a meaningful focus order.

2.4.4 Link Purpose (In Context) (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Google Sites Web Application:
	Supports
	
	Documentation:
	Supports
		Both Google Sites web application and documentation contain links which clearly state their purpose.

Criteria	Conformance Level	Remarks and Explanations
2.5.1 Pointer Gestures (Level A)	Google Sites Web Application: Supports Documentation: Supports	Neither Google Sites web application nor documentation contains multipoint or path-based gestures for operation.
2.5.2 Pointer Cancellation (Level A)	Google Sites Web Application: Supports Documentation: Supports	Both Google Sites web application and documentation allow users to cancel pointer interactions.
2.5.3 Label in Name (Level A)	Google Sites Web Application: Supports Documentation: Supports	Both Google Sites web application and documentation present labels both visually and programmatically.
2.5.4 Motion Actuation (Level A)	Google Sites Web Application: Supports Documentation: Supports	Neither Google Sites web application nor documentation uses motion actuation for user interaction.

3.1.1 Language of Page (Level A)
    Also applies to:
    Revised Section 508
      ● 501 (Web)(Software)
      ● 504.2 (Authoring Tool)
      ● 602.3 (Support Docs)
	Google Sites Web Application:
	Supports
	
	Documentation:
	Supports
		Both Google Sites web application and documentation specify the document language in the HTML markup.

3.2.1 On Focus (Level A)
    Also applies to:
    Revised Section 508
      ● 501 (Web)(Software)
      ● 504.2 (Authoring Tool)
      ● 602.3 (Support Docs)
	Google Sites Web Application:
	Partially Supports
	
	Documentation:
	Supports
		Google Sites web application does not contain elements that initiate changes of context when focused, with one exception:
		  ● When creating a new site and navigating with VoiceOver navigation hotkeys "VO + (left or right)Arrow," the tabs are

Criteria	Conformance Level	Remarks and Explanations
		automatically selected. Therefore, the last tab, "General" is selected even if the user wanted "(organization name)" to be the selected tab. Documentation: The documentation does not contain elements that initiate changes of context when focused.

3.2.2 On Input (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Google Sites Web Application:
	Partially Supports
	
	Documentation:
	Partially Supports
		Google Sites web application contains form controls that behave predictably, with some exceptions:
		    ● When adding a title to a site or changing the title, no indication is given that moving focus away from the edit field will apply the change.
		    ● When entering or changing the title of the site, there is no indication that it has been changed. The only way to know is by pressing tab to apply the changes and utilize the screen reader hotkey to read the title bar.
		
		Documentation:
		The documentation contains form controls that behave predictably with one exception:
		    ● When toggling the button "Enable dark mode" or "Disable dark mode" focus is set to the top of the page.

3.3.1 Error Identification (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Google Sites Web Application:
	Supports
	
	Documentation:
	Supports
		Both Google Sites web application and documentation provide error identification in text.

3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508	Google Sites Web Application: Supports	Both Google Sites web application and documentation provide appropriate instructions or labels when user input is required.

Criteria	Conformance Level	Remarks and Explanations
● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Documentation: Supports	

4.1.1 Parsing (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Google Sites Web Application: Supports
	
	Documentation: Supports
		Both Google Sites web application and documentation provide elements that have start and end tags, are nested appropriately, do not contain duplicate attributes, and have unique IDs.

4.1.2 Name, Role, Value (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Google Sites Web Application: Partially Supports
	
	Documentation: Supports
		Google Sites web application provides proper names, roles and values for elements with some exceptions, including:
		● States of elements are not reported correctly across pages and functions, including the "Google Apps" menu, "Advanced" menu when creating a page or subpage, checkboxes for copying pages and adding an editor, "Settings" and "Remove" buttons for image carousels, "Style Options" button, "Crop" and "Uncrop" buttons, and "Expand Detail Versions" button.
		● After adding collapsible text, the "Click to edit text" control does not report as a control that can be interacted with.
		● There is an unlabeled button in the components section of "Editing your custom theme," as well as the function for editing a button.
		
		Documentation:
		The documentation provides proper names, roles and values for elements.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Google Sites Web Application: Supports Documentation: Supports	Neither Google Sites web application nor documentation contains live synchronized media.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Google Sites Web Application: Supports Documentation: Supports	Neither Google Sites web application nor documentation includes prerecorded video content.
1.3.4 Orientation (Level AA 2.1 only)	Google Sites Web Application: Supports Documentation: Supports	Neither Google Sites web application nor documentation restricts the view to a single orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Google Sites Web Application: Supports Documentation: Supports	Both Google Sites web application and documentation appropriately identify the purpose of components, icons, and regions.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Google Sites Web Application: Supports Documentation: Supports	Both Google Sites web application and documentation have sufficient color contrast between text and its background.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508	Google Sites Web Application: Partially Supports	Google Sites web application allows users to zoom in up to 200% without loss of content or functionality, with some exceptions:

Criteria	Conformance Level	Remarks
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Documentation: Supports	- When zoomed in at 150%, the "Portfolio" option is no longer visible. - When zoomed in at 175%, the "Student Portfolio" option is no longer visible. Documentation: The documentation allows users to zoom in up to 200% without loss of content or functionality.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Google Sites Web Application: Supports Documentation: Supports	Neither Google Sites web application nor documentation includes images of text.
1.4.10 Reflow (Level AA 2.1 only)	Google Sites Web Application: Partially Supports Documentation: Partially Supports	Google Sites web application is able to reflow to fit most screen sizes and zoom levels with some exceptions, including: - When zoomed in at 400%, the "Club" option is no longer visible, the "Class" option gets cut off, and 'List View', 'Sort Options', and 'Open File Picker' are altered in a vertical format. - When zoomed in at 250% or more, the options contained on the right of the screen are no longer visible. - When zoomed in at 300% or above on a published site, the links at the top are no longer visible. Documentation: The documentation is able to reflow to fit most screen sizes and zoom levels, with some exceptions: - When zoomed in at 300%, the links for "Additional Links" and "Send Feedback" are no longer visible.

Criteria	Conformance Level	Remarks
		● When zoomed in at 250% or more, the links for "Privacy Policy" and "Terms of Service" are no longer visible.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Google Sites Web Application: Supports Documentation: Supports	Both Google Sites web application and documentation have sufficient contrast between important components or graphics and their backgrounds.
1.4.12 Text Spacing (Level AA 2.1 only)	Google Sites Web Application: Supports Documentation: Supports	Both Google Sites web application and documentation allow users to adjust text spacing without loss of content or functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Google Sites Web Application: Supports Documentation: Supports	Both Google Sites web application and documentation ensure that content which appears on hover or focus is dismissible, hoverable, and persistent.
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs	Google Sites Web Application: Supports Documentation: Supports	Both Google Sites web application and documentation provide users with multiple ways to navigate to pages and content.
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Sites Web Application: Supports Documentation: Supports	Both Google Sites web application and documentation provide users with headings or labels to describe topic or purpose or content.

Criteria	Conformance Level	Remarks
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Sites Web Application: Supports Documentation: Supports	Both Google Sites web application and documentation provide visible focus indicators for all interactive elements.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Sites Web Application: Supports Documentation: Supports	Both Google Sites web application and documentation display passages or phrases in the page's native language.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs	Google Sites Web Application: Supports Documentation: Supports	Both Google Sites web application and documentation provide clear and consistent navigation across pages.
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs	Google Sites Web Application: Supports Documentation: Supports	Both Google Sites web application and documentation consistently identify components with the same functionality.
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Sites Web Application: Supports Documentation: Supports	Both Google Sites web application and documentation provide suggestions for resolving errors on input.

Criteria	Conformance Level	Remarks

3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Google Sites Web Application:
	Supports
	
	Documentation:
	Supports
		Neither Google Sites web application nor documentation inherently causes legal commitments or financial transactions to occur.

4.1.3 Status Messages (Level AA 2.1 only)	Google Sites Web Application:
	Partially Supports
	
	Documentation:
	Supports
		Google Sites web application utilizes status messages which are presented through assistive technology without receiving focus, with some exceptions, including:
		    ● When making a copy of an entire site or copying pages within a site, no confirmation is given that the action was successful. An alert does display, but it is not reported by screen reader.
		    ● When the subpage is created and focused, there is no indication that the action was successful.
		    ● When publishing a site and entering a URL, the alert, "Updating the URL will break any previous custom domain, external links, and bookmarks," is not reported by screen reader.
		
		Documentation:
		The documentation does not utilize status messages.

Table 3: Success Criteria, Level AAA

WCAG 2.0 AAA success criteria were not evaluated.

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Chapter 3: Functional Performance Criteria (FPC)

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

Chapter 4: Hardware

Notes: This is a web only application and conforms to WCAG 2.0 and 2.1 A and AA as specified in Tables 1 and 2.

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Not Applicable	
402.2.2 Transactional Outputs	Not Applicable	
402.2.3 Speech Delivery Type and Coordination	Not Applicable	
402.2.4 User Control	Not Applicable	
402.2.5 Braille Instructions	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	
402.3.2 Non-private Listening	Not Applicable	
402.4 Characters on Display Screens	Not Applicable	
402.5 Characters on Variable Message Signs	Not Applicable	
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General	Not Applicable	
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General	Not Applicable	
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General	Not Applicable	
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not Applicable	
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Not Applicable	
407.3.2 Alphabetic Keys	Not Applicable	
407.3.3 Numeric Keys	Not Applicable	
407.4 Key Repeat	Not Applicable	
407.5 Timed Response	Not Applicable	
407.6 Operation	Not Applicable	
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	
407.8.2 Side Reach	Not Applicable	
407.8.2.1 Unobstructed Side Reach	Not Applicable	
407.8.2.2 Obstructed Side Reach	Not Applicable	
407.8.3 Forward Reach	Not Applicable	
407.8.3.1 Unobstructed Forward Reach	Not Applicable	
407.8.3.2 Obstructed Forward Reach	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	
408.3 Flashing	Not Applicable	
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General	Not Applicable	
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General	Not Applicable	
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General	Not Applicable	
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	
412.3.2 Wireline Handsets	Not Applicable	
412.4 Digital Encoding of Speech	Not Applicable	
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Not Applicable	
412.7 Video Communication	Not Applicable	
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable	
412.8.2 Voice and Hearing Carry Over	Not Applicable	
412.8.3 Signal Compatibility	Not Applicable	
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not Applicable	
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
414.1.2 Other ICT	Not Applicable	
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not Applicable	
415.1.2 Audio Description Controls	Not Applicable	

Chapter 5: Software

Notes: This is a web only application and conforms to WCAG 2.0 and 2.1 A and AA as specified in Tables 1 and 2.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	
502.2.2 No Disruption of Accessibility Features	Not Applicable	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	
502.3.2 Modification of Object Information	Not Applicable	
502.3.3 Row, Column, and Headers	Not Applicable	
502.3.4 Values	Not Applicable	
502.3.5 Modification of Values	Not Applicable	
502.3.6 Label Relationships	Not Applicable	
502.3.7 Hierarchical Relationships	Not Applicable	
502.3.8 Text	Not Applicable	
502.3.9 Modification of Text	Not Applicable	
502.3.10 List of Actions	Not Applicable	
502.3.11 Actions on Objects	Not Applicable	
502.3.12 Focus Cursor	Not Applicable	
502.3.13 Modification of Focus Cursor	Not Applicable	
502.3.14 Event Notification	Not Applicable	
502.4 Platform Accessibility Features	Not Applicable	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	
503.3 Alternative User Interfaces	Not Applicable	
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
503.4.2 Audio Description Controls	Not Applicable	
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.0 section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Not Applicable	
504.3 Prompts	Not Applicable	
504.4 Templates	Not Applicable	

Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	All documentation for Google Chat for Web is provided electronically.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	The Google Disability Support Team can answer questions about accessibility through various support channels.
603.3 Accommodation of Communication Needs	Supports	The Google Disability Support Team can answer questions about accessibility through various support channels.

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