

Google Docs Accessibility Conformance Report

VPAT® 2.3 Version 1.0

- Name of product/version: Google Docs
- Product description: Web application
- Date: 11 November 2019
- Contact information: apps-accessibility@google.com
- Evaluation methods used: The following applications were used to evaluate this product:
 - Desktop browsers: Firefox, Chrome, Internet Explorer, and Safari.
 - Assistive technologies: JAWS, NVDA, and VoiceOver.
 - Accessibility testing tools: Browser developer tools.
- This report covers the degree of conformance for the following accessibility standards/guidelines:
 - [Web Content Accessibility Guidelines \(WCAG\) 2.0](#) - Level A and Level AA, but not Level AAA.
 - [Revised Section 508](#), as published by the U.S. Access Board in the Federal Register on January 18, 2017.
 - [Corrections to the ICT Final Rule](#) as published by the US Access Board in the Federal Register on January 22, 2018

Terminology

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 only be used in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

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

Note: When reporting on conformance with the WCAG 2.0 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: Web Content Accessibility Guidelines (WCAG) 2.0 Success Criteria, Level A

Criteria	Conformance level	Remarks and explanations
1.1.1 Non-text Content	Supports	The Google Docs web application provides text alternatives for non-text items.
1.2.1 Audio-only and Video-only (Prerecorded)	Not applicable	The Google Docs web application does not have prerecorded audio-only or prerecorded video-only media.
1.2.2 Captions (Prerecorded)	Not applicable	The Google Docs web application does not have prerecorded audio content.
1.2.3 Audio Description or Media Alternative (Prerecorded)	Not applicable	The Google Docs web application does not have prerecorded video content.
1.3.1 Info and Relationships	Partially supports	<p>The Google Docs web application exposes most semantics, with some exceptions:</p> <ul style="list-style-type: none"> • Some headings do not expose heading semantics. • Some data tables do not identify row or column headers.

Criteria	Conformance level	Remarks and explanations
1.3.2 Meaningful Sequence	Supports	The correct reading sequence is meaningful throughout the Google Docs web application.
1.3.3 Sensory Characteristics	Supports	The Google Docs web application does not rely on sensory characteristics for instructions.
1.4.1 Use of Color	Supports	The Google Docs web application does not rely on color-alone to convey information.
1.4.2 Audio Control	Not applicable	The Google Docs web application does not have audio content.
2.1.1 Keyboard	Partially supports	<p>All functionality is operable using the keyboard-alone in the Google Docs web application with some exceptions, including:</p> <ul style="list-style-type: none"> • The Hue Saturation and Value (HSV) palette and HSV slider are not reachable or operable using the keyboard. • Some buttons are not reachable using the keyboard. • Some buttons are only operable using the ENTER key. • The hamburger menu is not operable using cursor keys.
2.1.2 No Keyboard Trap	Supports	The Google Docs web application does not cause a keyboard trap.

Criteria	Conformance level	Remarks and explanations
2.2.1 Timing Adjustable	Not applicable	The Google Docs web application does not include content with a timeout.
2.2.2 Pause, Stop, Hide	Not applicable	The Google Docs web application does not have content that blinks, scrolls, or updates regularly.
2.3.1 Three Flashes or Below Threshold	Supports	The Google Docs web application does not have flashing content.
2.4.1 Bypass Blocks	Supports	The Google Docs web application provides a set of shortcuts that allow keyboard users to skip to various locations of the user interface.
2.4.2 Page Titled	Supports	The Google Docs web application uses the name of the document for the page title.
2.4.3 Focus Order	Supports	The Google Docs web application has a meaningful focus order.
2.4.4 Link Purpose (In Context)	Supports	The Google Docs web application has meaningful link phrases.

Criteria	Conformance level	Remarks and explanations
3.1.1 Language of Page	Supports	The Google Docs web application identifies the default language of the page.
3.2.1 On Focus	Supports	The Google Docs web application does not cause a change of context on focus.
3.2.2 On Input	Partially supports	The Google Docs web application does not cause an unexpected change of context when interacting with elements, with one exception: <ul style="list-style-type: none"> Operating the font filters causes focus to shift back to the font list in the font selector dialog.
3.3.1 Error Identification	Partially supports	If an input error is detected in the Google Docs web application, the error is described to the user in text, with some exceptions, including: <ul style="list-style-type: none"> Errors are not indicated for input elements in the page setup dialog.
3.3.2 Labels or Instructions	Partially supports	The Google Docs web application has visible labels for most form controls, but some form controls do not have a permanently visible label.
4.1.1 Parsing	Supports	The Google Docs web application has some minor parsing errors, but none that adversely affect accessibility.
4.1.2 Name, Role, Value	Partially supports	The Google Docs web application provides the correct name, role,

Criteria	Conformance level	Remarks and explanations
		<p>state, and other important accessibility information for most user interface components, with some exceptions, including:</p> <ul style="list-style-type: none"> • Sliders do not have a slider role, or other relevant properties for a slider. • Some combo boxes do not indicate the expanded state. When spaces or insufficient content is typed into form fields, the submit button is disabled but no reason is programmatically given.

Table 2: Web Content Accessibility Guidelines (WCAG) 2.0 Success Criteria, Level AA

Notes:

Criteria	Conformance level	Remarks and explanations
1.2.4 Captions (Live)	Not applicable	The Google Docs web application does not have live audio content.
1.2.5 Audio Description (Prerecorded)	Not applicable	The Google Docs web application does not have video content.

Criteria	Conformance level	Remarks and explanations
1.4.3 Contrast (Minimum)	Partially supports	<p>The Google Docs web application has sufficient contrast between the foreground and background colors, with some exceptions, including:</p> <ul style="list-style-type: none"> Placeholder text has insufficient contrast. Some instructional text has insufficient contrast. Link text in the search results of the link dialog has insufficient contrast.
1.4.4 Resize text	Partially supports	<p>Text is resizable to 200% throughout the Google Docs web application without a loss of content or functionality, with some exceptions:</p> <ul style="list-style-type: none"> The menu items in the general header are clipped by the disclosure buttons container when the text is zoomed to 200%. When zoomed to 200%, the bottom of the comments disclosure panel is clipped by the fixed footer if there are several comments.

Criteria	Conformance level	Remarks and explanations
1.4.5 Images of Text	Supports	The Google Docs web application does not contain images of text.
2.4.5 Multiple Ways	Supports	The Google Docs web application has multiple ways of locating screens in the application.
2.4.6 Headings and Labels	Supports	Headings and labels are descriptive throughout the Google Docs web application.
2.4.7 Focus Visible	Partially supports	<p>The Google Docs web application has a visible indication of focus throughout, with some exceptions, including:</p> <ul style="list-style-type: none"> • There is no visible indication of focus when sections like the comment area first receive focus. • There is no visible indication of focus when a sub-menu is first opened in the main menu. • There is no visible indication of focus when an entire comment receives focus in suggest and review edits in the comments panel.

Criteria	Conformance level	Remarks and explanations
3.1.2 Language of Parts	Partially supports	Google Docs web application identifies the language of the UI and allows specification of the language for the entire text of the document, but it does not allow users to specify different languages mixed within the document text.
3.2.3 Consistent Navigation	Supports	The Google Docs web application has a consistent navigation mechanism.
3.2.4 Consistent Identification	Supports	The Google Docs web application components are identified consistently.
3.3.3 Error Suggestion	Not applicable	
3.3.4 Error Prevention (Legal, Financial, Data)	Not applicable	Use of the Google Docs web application does not inherently cause legal commitments or financial transactions to occur.

Table 3: Web Content Accessibility Guidelines (WCAG) 2.0 Success Criteria, Level AAA

Notes:

Criteria	Conformance level	Remarks and explanations
1.2.6 Sign Language (Prerecorded)	Not evaluated	

Criteria	Conformance level	Remarks and explanations
1.2.7 Extended Audio Description (Prerecorded)	Not evaluated	
1.2.8 Media Alternative (Prerecorded)	Not evaluated	
1.2.9 Audio-only (Live)	Not evaluated	
1.4.6 Contrast Enhanced	Not evaluated	
1.4.7 Low or No Background Audio	Not evaluated	
1.4.8 Visual Presentation	Not evaluated	
1.4.9 Images of Text (No Exception) Control	Not evaluated	
2.1.3 Keyboard (No Exception)	Not evaluated	
2.2.3 No Timing	Not evaluated	
2.2.4 Interruptions	Not evaluated	
2.2.5 Re-authenticating	Not evaluated	
2.3.2 Three Flashes	Not evaluated	
2.4.8 Location	Not evaluated	
2.4.9 Link Purpose (Link Only)	Not evaluated	
2.4.10 Section Headings	Not evaluated	
3.1.3 Unusual Words	Not evaluated	

Criteria	Conformance level	Remarks and explanations
3.1.4 Abbreviations	Not evaluated	
3.1.5 Reading Level	Not evaluated	
3.1.6 Pronunciation	Not evaluated	
3.2.5 Change on Request	Not evaluated	
3.3.5 Help	Not evaluated	
3.3.6 Error Prevention (All)	Not evaluated	

Section 508 Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance level	Remarks and explanations
302.1 Without Vision	Partially supports	The Google Docs web application provides the correct name, role, state, and other important accessibility information for most interface elements.
302.2 With Limited Vision	Partially supports	The Google Docs web application can be used with limited vision, but some content is clipped when zoomed to 200%: <ul style="list-style-type: none"> The menu items in

Criteria	Conformance level	Remarks and explanations
		<p>the general header are clipped by the disclosure buttons container when the text is zoomed to 200%.</p> <ul style="list-style-type: none"> • When zoomed to 200%, the bottom of the comments disclosure panel is clipped by the fixed footer if there are several comments.
302.3 Without Perception of Color	Supports	
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	

Criteria	Conformance level	Remarks and explanations
302.7 With Limited Manipulation	Supports	The Google Docs web application is usable by people with limited manipulation.
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

Section 508 Chapter 4: Hardware

Notes: Google Docs is not a hardware product.

Criteria	Conformance level	Remarks and explanations
402 Closed Functionality		
<i>402.1 General</i>		
<i>402.2 Speech-Output Enabled</i>		
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	

Criteria	Conformance level	Remarks and explanations
402.2.4 User Control	Not applicable	
402.2.5 Braille Instructions	Not applicable	
<i>402.3 Volume</i>		
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	
<i>403 Biometrics</i>		
403.1 General	Not applicable	
<i>404 Preservation of Information Provided for Accessibility</i>		
404.1 General	Not applicable	
<i>405 Privacy</i>		
405.1 General	Not applicable	
<i>406 Standard Connections</i>		
406.1 General	Not applicable	
<i>407 Operable Parts</i>		

Criteria	Conformance level	Remarks and explanations
407.2 Contrast	Not applicable	
<i>407.3 Input Controls</i>		
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	
<i>407.8 Reach, Height and Depth</i>		
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	

Criteria	Conformance level	Remarks and explanations
407.8.2.2 Obstructed Side Reach	Not applicable	
407.8.3 Forward Reach	Not applicable	
407.8.3.1 Unobstructed Forward Reach	Not applicable	
407.8.3.2 Obstructed Forward Reach	Not applicable	
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not applicable	
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not applicable	
408 Display Screens		
408.2 Visibility	Not applicable	
408.3 Flashing	Not applicable	
409 Status Indicators		
409.1 General	Not applicable	
410 Color Coding		
410.1 General	Not applicable	
411 Audible Signals		

Criteria	Conformance level	Remarks and explanations
411.1 General	Not applicable	
412 ICT with Two-Way Voice Communication		
<i>412.2 Volume Gain</i>		
412.2.1 Volume Gain for Wireline Telephones	Not applicable	
412.2.2 Volume Gain for Non-Wireline ICT	Not applicable	
<i>412.3 Interference Reduction and Magnetic Coupling</i>		
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	Not applicable	
412.6 Caller ID	Not applicable	
412.7 Video Communication	Not applicable	
413 Closed Caption Processing Technologies		
413.1.1 Decoding and Display of Closed Captions	Not applicable	

Criteria	Conformance level	Remarks and explanations
413.1.2 Pass-Through of Closed Caption Data	Not applicable	
414 Audio Description Processing Technologies		
414.1.1 Digital Television Tuners	Not applicable	
414.1.2 Other ICT	Not applicable	
415 User Controls for Captions and Audio Descriptions		
415.1.1 Caption Controls	Not applicable	
415.1.2 Audio Description Controls	Not applicable	

Section 508 Chapter 5: Software

Notes: Google Docs is a web application, not a software product. However, the web application includes some authoring functionality, hence Chapter 5: Software 504 Authoring Tools applies to this product.

Criteria	Conformance level	Remarks and explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	Refer to the WCAG 2.0 section.	Refer to the WCAG 2.0 section.
502 Interoperability with Assistive Technology		
502.2.1 User Control of Accessibility Features	Not applicable	

Criteria	Conformance level	Remarks and explanations
502.2.2 No Disruption of Accessibility Features	Not applicable	
<i>502.3 Accessibility Services</i>		
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	

Criteria	Conformance level	Remarks and explanations
502.3.14 Event Notification	Not applicable	
502.4 Platform Accessibility Features	Not applicable	
503 Applications		
503.2 User Preferences	Not applicable	
503.3 Alternative User Interfaces	Not applicable	
<i>503.4 User Controls for Captions and Audio Description</i>		
503.4.1 Caption Controls	Not applicable	
503.4.2 Audio Description Controls	Not applicable	
504 Authoring Tools		
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	Partially supports	Google Docs provides a mode of operation to create content that conforms to WCAG 2.0 level A and level AA, with some exceptions. Refer to the WCAG 2.0 section for specific exceptions.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Supports	Google Docs preserves accessibility information when converting to different formats.

Criteria	Conformance level	Remarks and explanations
504.2.2 PDF Export	Not Applicable	Google Docs can be downloaded as a PDF, but the PDF document is not tagged. Alternatively, Google Docs can be downloaded as EPUB.
504.3 Prompts	Partially supports	Google Docs does not prompt for text alternatives for non-text content. Instead, users use application menus to open a dialog for adding alternative text.
504.4 Templates	Partially supports	Google Docs provides several templates to create content that conforms to WCAG 2.0 level A and level AA, with some exceptions. Refer to the WCAG 2.0 section for specific exceptions.

Section 508 Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance level	Remarks and explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features	Supports	The documentation for Google Docs lists and explains how to use the accessibility and compatibility features of the

Criteria	Conformance level	Remarks and explanations
		product, and also includes instructions to create content that incorporates accessibility.
602.3 Electronic Support Documentation	Partially supports	The documentation mostly complies with WCAG 2.0 A/AA, but some content does not provide the correct state information, such as expanded/collapsed disclosure widgets.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	All necessary documentation for Google Docs is provided electronically.
603 Support Services		
603.2 Information on Accessibility and Compatibility Features	Not applicable	The Google Disability Support team can answer questions about the accessibility of Google Docs through various support channels.
603.3 Accommodation of Communication Needs	Supports	The Google Disability Support team can answer questions about the accessibility of Google Docs through various support channels.

Legal disclaimer

© 2019 Google LLC. As of the date of its publication indicated in the information table at the beginning of this Conformance Report, this Conformance Report represents the current view of Google regarding information about the subject Google product as outlined in the ITI's "VPAT® 2.2 Revised Section 508 Edition Version 1.0." Google cannot guarantee that any information in this Conformance Report will remain accurate after such date of publication, but Google works continuously to monitor the accessibility of its products and provide updates from time to time. Any modification or customization to the subject product may render some or all of this Conformance Report to become inapplicable. This Conformance Report is provided "as is" and for informational purposes only.