Google Accessibility Conformance Report

International edition, based on VPAT® Version 2.5[1]

Name of product/version:	Google Admin Console
Report date:	December 3rd, 2024
Product description:	**Google Admin console** is where you add users to your account, turn on the services you want them to use, grant people administrator access, and otherwise manage Google services for your organization
Contact information:	vpat-questions@google.com
Evaluation methods used:	The W3C Website Accessibility Conformance Evaluation Methodology (WCAG-EM) was followed for conducting the accessibility audit. The testing included manual accessibility testing, automated accessibility tools, and testing with assistive technology across multiple platforms and browsers. The following applications were used as part of the audit to identify potential accessibility issues: ● Desktop browsers: Chrome ● Assistive technologies: NVDA ● Accessibility testing tools: axe DevTools Pro, axe Auditor, Color Contrast Analyser
Applicable standards/guidelines:	This report covers the degree of conformance for the following accessibility standards/guidelines: ● Web Content Accessibility Guidelines (WCAG) 2.0 Level A and AA ● Web Content Accessibility Guidelines (WCAG) 2.1 Level A and AA ● Revised Section 508 standards published January 18, 2017, and corrected January 22, 2018 ● EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) and EN 301 549

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[1] "Voluntary Product Accessibility Template" and "VPAT" are registered service marks of the Information Technology Industry Council (ITI)

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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
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria - 9.1.1.1 (Web) - 10.1.1.1 (Non-web document)	Web: Partially Supports	Web: Most non-text content has text alternatives or a text alternate that serves an equivalent purpose. The following exceptions exist: - An image does not have a text alternative, so people who are blind and/or use a

Criteria	Conformance level	Remarks and explanations
• 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		screen reader will not be able to access the information available in the image and if it is an active image, will not understand its function. This occurs on the following page: Monitor any new/recent alerts (Enterprise). • Some images do not have a text alternative, so people who are blind and/or use a screen reader will not be able to access the information available in the image and if it is an active image, will not understand its function. This occurs on the following pages: Groups; Upgrade licenses or services.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs)	Web: Not Applicable	Web: Prerecorded audio-only and video-only files are not present.

Criteria	Conformance level	Remarks and explanations
● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		

1.2.2 Captions (Prerecorded) (Level A)
    Also applies to:
    EN 301 549 Criteria
        ● 9.1.2.2 (Web)
        ● 10.1.2.2 (Non-web document)
        ● 11.1.2.2 (Open Functionality Software)
        ● 11.1.2.2 (Closed Software)
        ● 11.8.2 (Authoring Tool)
        ● 12.1.2 (Product Docs)
        ● 12.2.4 (Support Docs)
    Revised Section 508
        ● 501 (Web)(Software)
        ● 504.2 (Authoring Tool)
        ● 602.3 (Support Docs)
	Web: Not Applicable	Web: Prerecorded videos are not present.

1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)
    Also applies to:
    EN 301 549 Criteria
	Web: Not Applicable	Web: Prerecorded videos are not present, so audio description is not required.

Criteria	Conformance level	Remarks and explanations
• 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) – Informative only • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs)	Web: Does not support	Web: Most, if not all, information, structure, and relationships conveyed through presentation cannot be programmatically determined or are not available in text. The following issues exist: • Some heading levels are out of order, so the structure of the content is not properly conveyed to assistive technologies and people who are blind and/or use a screen reader. This occurs on the following pages: Create A User; Homepage. • Content that is visually presented as a list is not

Criteria	Conformance level	Remarks and explanations
● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		properly marked up as a list, so the structure of the list is not correctly conveyed to assistive technologies and people who are blind and/or use a screen reader. This occurs on the following pages: Users - Bulk onboard 3; Suspend A User ● A block of text is marked up as a heading but is not a heading, so the structure of the content is misrepresented to assistive technologies and people who are blind and/or use a screen reader. This occurs on the following page: Create a group - Success page. ● Some text that visually functions as a heading is not marked up as a heading, so the structure of the content is not properly conveyed to assistive technologies and people who are blind and/or use a screen reader. This occurs on the following pages: Users; Monitor any new/recent alerts (Enterprise); Determine why a user is unable to share files externally & resolve; Groups; Create a security rule 4; Upgrade licenses or services; Homepage; Create a security rule 5; Edit Rule 2; User Details; Create a Group 1; Rule Details; Rules;

Criteria	Conformance level	Remarks and explanations
		Organizational Units; Edit Rule 4; Create a group - Success page; Find out how much I will be charged; Edit Rule 1. ● Data is arranged visually like a data table, but the programmatic table header markup is missing or incomplete. People who are blind and/or use a screen reader will not be aware of the association between the table headers and their related data. This occurs on the following pages: Users; Monitor any new/recent alerts (Enterprise). ● Some information, structure, and/or relationships are only presented visually but not conveyed programmatically, so context provided to sighted users is not available to people who are blind. This occurs on the following pages: Edit Rule 2; Create a Group 2. ● One or more data cells is incorrectly marked up as a header cell in a table, so the table structure and the header/data relationship between the cell(s) and other cells in the table will be incorrectly conveyed to people who are blind and/or use a screen reader. This occurs on the following

Criteria	Conformance level	Remarks and explanations
		pages: Users; Monitor any new/recent alerts (Enterprise); Groups; Users - Bulk onboard 1. ● An element's programmatic role requires one or more child element(s) but the child element(s) is/are missing, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the purpose or content of the element or its related content. This occurs on the following pages: Users - Bulk onboard 3; Homepage. ● An element's programmatic role requires that the element have a parent element, but the parent element is missing, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the purpose or content of the element without the context provided by the parent. This occurs on the following page: Upgrade licenses or services. ● Some sets of checkboxes are not programmatically grouped, so the group label for each set of checkboxes will not be conveyed to people who are blind and/or use a screen reader and they will not understand the

Criteria	Conformance level	Remarks and explanations
		purpose of the individual checkboxes. This occurs on the following page: Offboard: Delete User.

1.3.2 Meaningful Sequence (Level A)
    Also applies to:
    EN 301 549 Criteria
        ● 9.1.3.2 (Web)
        ● 10.1.3.2 (Non-web document)
        ● 11.1.3.2.1 (Open Functionality Software)
        ● 11.1.3.2.2 (Closed Software) – Informative only
        ● 11.8.2 (Authoring Tool)
        ● 12.1.2 (Product Docs)
        ● 12.2.4 (Support Docs)
    Revised Section 508
        ● 501 (Web)(Software)
        ● 504.2 (Authoring Tool)
        ● 602.3 (Support Docs)
	Web: Partially Supports	Web: The reading and navigation order of most content is logical and intuitive. The following exceptions exist:
		
		● Some visually hidden content is announced by a screen reader, so people who are blind and/or use a screen reader may be misled or confused when hearing content that is not intended to be part of the reading order on the page. This occurs on the following pages: Homepage; User Details; Rule Details; Edit Rule 4.
		● The screen reader skips and does not announce informative static content (text or images), so the intended meaning of that content will be lost or changed for people who are blind and/or use a screen reader. This occurs on the following pages: Monitor any new/recent alerts (Enterprise); Create a security rule 4; Create a security rule 2; Groups; Organizational Units.
		● The correct reading order of dynamically changing content is not programmatically

Criteria	Conformance level	Remarks and explanations
		determinable by screen readers, so people who are blind and/or use a screen reader may not be made aware of new or changed content that is dynamically added to a page. This occurs on the following pages: Create a security rule 3; Determine why a user is unable to share files externally & resolve; Homepage.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria 9.1.3.3 (Web) 10.1.3.3 (Non-web document) 11.1.3.3 (Open Functionality Software) 11.1.3.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Instructions to operate and/or understand content do not rely on sensory characteristics of components such as shape, color, size, and visual location.

Criteria	Conformance level	Remarks and explanations
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria ● 9.1.4.1 (Web) ● 10.1.4.1 (Non-web document) ● 11.1.4.1 (Open Functionality Software) ● 11.1.4.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Does not support	Web: For most if not all content, color is the only method used to convey information, indicate an action, prompt a response, or distinguish visual elements. The following issues exist: ● Color is the only visual method used to identify a link, and the contrast ratio of some links' text with the color of the surrounding text is less than 3:1, so people who are colorblind or have low vision may not be able to identify those links. This occurs on the following pages: Create a security rule 3; Create a security rule 4; Homepage; User Details; Create a Group 1; Rules; Find out how much I will be charged; Edit Rule 3; Groups; Offboard: Delete User. ● Color is used as the only method to convey the state (such as "checked," "pressed," or "selected") of some controls, so that information will not be available to people who are colorblind and people who are blind and/or use a screen reader. This occurs on the following pages: Users; Edit Rule 3; Offboard: Delete User; Create a security rule 3; Reset Password; Monitor any new/recent alerts (Enterprise); Determine why a

Criteria	Conformance level	Remarks and explanations
		user is unable to share files externally & resolve; Groups; Cancel my subscription; Create a security rule 4; Create A User; Homepage; Edit Rule 2; User Details; Create a Group 1; Create a Group 3; Rules; Organizational Units; Edit Rule 4; Create a group - Success page; Edit Rule 1; Create a security rule 1; Select Recipients Modal; Users - Bulk onboard 2; Users - Bulk onboard 1.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria ● 9.1.4.2 (Web) ● 10.1.4.2 (Non-web document) ● 11.1.4.2 (Open Functionality Software) ● 11.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Not Applicable	Web: The tested application does not contain audio content that plays automatically for more than 3 seconds.

Criteria	Conformance level	Remarks and explanations
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria ● 9.2.1.1 (Web) ● 10.2.1.1 (Non-web document) ● 11.2.1.1.1 (Open Functionality Software) ● 11.2.1.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Partially Supports	Web: On most pages, all functionality is available using only the keyboard (unless that functionality cannot be accomplished in any known way using a keyboard). If shortcut keys and accesskeys present, some may conflict with existing browser and screen reader shortcuts, and some functionality based on custom gestures may not be available when a screen reader is turned on. The following exception exist: ● Multiple functions cannot be performed using only the keyboard, so people who use the keyboard alone to navigate and operate content cannot use these functions. This occurs on the following pages: Monitor & investigate Chat usage reports; Create a security rule 3; Monitor any new/recent alerts (Enterprise); Determine why a user is unable to share files externally & resolve; Homepage; Rules; Create a Group 2.
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria ● 9.2.1.2 (Web) ● 10.2.1.2 (Non-web document)	Web: Supports	Web: Keyboard focus is never locked or trapped in a particular area, and the user is able to navigate to and from all navigable elements using only a keyboard.

Criteria	Conformance level	Remarks and explanations
11.2.1.2 (Open Functionality Software) 11.2.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.2.1.4 (Web) 10.2.1.4 (Non-web document) 11.2.1.4.1 (Open Functionality Software) 11.2.1.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports	Web: If a single character key shortcut exists, then the single character key shortcut can be turned off or remapped, or it is only active when the relevant user interface component is in focus.

Criteria	Conformance level	Remarks and explanations
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria ● 9.2.2.1 (Web) ● 10.2.2.1 (Non-web document) ● 11.2.2.1 (Open Functionality Software) ● 11.2.2.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Partially Supports	Web: In most cases when a time limit exists, the user is given an option to turn off, adjust, or extend the time limit. The following exception exist: ● Some content visually appears and disappears with no ability to adjust how long the content is visible, potentially preventing people who are blind, have low vision, or have mobility or cognitive disabilities from locating or reading the content. This occurs on the following page: Users - Bulk onboard Confirmation pop-up.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria ● 9.2.2.2 (Web) ● 10.2.2.2 (Non-web document) ● 11.2.2.2 (Open Functionality Software) ● 11.2.2.2 (Closed Software) ● 11.8.2 (Authoring Tool)	Web: Supports	Web: Moving, blinking, scrolling, or auto-updating information can be paused, stopped, hidden, or otherwise controlled by the user.

Criteria	Conformance level	Remarks and explanations
● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria ● 9.2.3.1 (Web) ● 10.2.3.1 (Non-web document) ● 11.2.3.1 (Open Functionality Software) ● 11.2.3.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Not Applicable	Web: The tested application does not contain flashing content.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria	Web: Supports	Web: A method is provided to skip navigation and other page elements that are repeated across web pages.

Criteria	Conformance level	Remarks and explanations
9.2.4.1 (Web) 10.2.4.1 (Non-web document) – Does not apply 11.2.4.1 (Open Functionality Software) – Does not apply 11.2.4.1 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 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		
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria 9.2.4.2 (Web) 10.2.4.2 (Non-web document) 11.2.4.2 (Open Functionality Software) - Does not apply	Web: Supports	Web: Pages have descriptive and informative titles.

Criteria	Conformance level	Remarks and explanations
11.2.4.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria 9.2.4.3 (Web) 10.2.4.3 (Non-web document) 11.2.4.3 (Open Functionality Software) 11.2.4.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports	Web: The navigation order of most interactive elements (such as links, buttons, or form elements) is logical and preserves meaning and operability. The following exceptions exist: - Keyboard focus or touch screen swiping goes to an element that is hidden or empty, so people who use the keyboard to navigate content (including screen reader users) may become disoriented or confused. This occurs on the following pages: Homepage; Rule Details; Edit Rule 4. - Keyboard focus is not moved to a modal when the modal opens, so people who use the keyboard to navigate content

Criteria	Conformance level	Remarks and explanations
		(including screen reader users) may not be able to use the modal and in some cases may not know it is present on the page. This occurs on the following pages: Determine why a user is unable to share files externally & resolve. ● The focus order is not logical and presents content in an order that misrepresents its meaning or operability, so people who use a keyboard, switch control, or other assistive technology to navigate content may become disoriented or confused. This occurs on the following page: Homepage. ● When a modal closes, keyboard focus is not returned to the control that opened the modal or to another logical location, so people who use the keyboard to navigate content (including screen reader users) may become disoriented on the page. This occurs on the following pages: Offboard: Delete User; Reset Password; Suspend A User.
2.4.4 Link Purpose (In Context) (Level A)	Web: Partially Supports	Web: The purpose of most links can be determined from the link text

Criteria	Conformance level	Remarks and explanations

Also applies to:
EN 301 549 Criteria
    ● 9.2.4.4 (Web)
    ● 10.2.4.4 (Non-web document)
    ● 11.2.4.4 (Open Functionality Software)
    ● 11.2.4.4 (Closed Software
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
		alone or from the link text and its programmatic context. The following exceptions exist:
		
		● Multiple links have identical link text but different destinations, and the context provided by the content that immediately surrounds each link does not provide any clarification, so people who are blind and/or use a screen reader will not know or may be confused about where each link goes. This occurs on the following pages: Monitor any new/recent alerts (Enterprise); Upgrade licenses or services; Homepage; Rules.
		● The purpose of multiple links is not made clear by each link's text or the context provided by the content that immediately surrounds it, so people who are blind and/or use a screen reader will not know where each link goes. This occurs on the following pages: Monitor any new/recent alerts (Enterprise); Homepage.

2.5.1 Pointer Gestures (Level A 2.1 and 2.2)
Also applies to:
EN 301 549 Criteria
    ● 9.2.5.1 (Web)
    ● 10.2.5.1 (Non-web document)
	Web: Supports	Web: All functionality that can be operated with a pointer can be operated with single-point actions.

Criteria	Conformance level	Remarks and explanations
● 11.2.5.1 (Open Functionality Software) ● 11.2.5.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2) 　Also applies to: 　EN 301 549 Criteria 　● 9.2.5.2 (Web) 　● 10.2.5.2 (Non-web document) 　● 11.2.5.2 (Open Functionality Software) 　● 11.2.5.2 (Closed Software) 　● 11.8.2 (Authoring Tool) 　● 12.1.2 (Product Docs) 　● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports	Web: For functionality that can be operated using a single pointer, at least one of the following is true: ● The action is not triggered on the down event. ● The action triggers on the up event, and a mechanism is available to abort the function before completion or to undo the function after completion. ● The up-event reverses any outcome of the preceding down-event. ● Completing the function on the down-event is essential.
2.5.3 Label in Name (Level A 2.1 and 2.2) 　Also applies to: 　EN 301 549 Criteria	Web: Partially Supports	Web: For most user interface components that include visible text labels, the accessible name matches (or includes) the visible text

Criteria	Conformance level	Remarks and explanations
9.2.5.3 (Web) 10.2.5.3 (Non-web document) 11.2.5.3.1 (Open Functionality Software) 11.2.5.3.2 (Closed Software) – Informative only 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		in the label. The following exceptions exist: - The accessible name of multiple interactive elements (such as links, buttons, or form inputs) does not contain the visible label, so people who use speech input to navigate and operate content will not be able to access those elements. This occurs on the following pages: Users; Edit Rule 3; Offboard: Delete User; Create a security rule 3; Determine why a user is unable to share files externally & resolve; Groups; Create a security rule 4; Create A User; Homepage; Create a security rule 2; Edit Rule 2; Create a Group 3; Find out how much I will be charged; Edit Rule 1; Users - Bulk onboard 2; Users - Bulk onboard 1. - Multiple interactive elements (such as links, buttons, or form inputs) do not have an accessible name because their visible labels are not programmatically associated with the elements, so people who use speech input to navigate and operate content will not be able to access those elements. This occurs on the following pages: Edit Rule 3; Determine why a user

Criteria	Conformance level	Remarks and explanations
		is unable to share files externally & resolve; Create a security rule 4; Create a security rule 5; Create a Group 3.

2.5.4 Motion Actuation (Level A 2.1 and 2.2)
    Also applies to:
    EN 301 549 Criteria   9.2.5.4 (Web)   10.2.5.4 (Non-web document)   11.2.5.4 (Open Functionality Software)   11.2.5.4 (Closed Software)   11.8.2 (Authoring Tool)   12.1.2 (Product Docs)   12.2.4 (Support Docs)   Revised Section 508 – Does not apply
	Web: Supports	Web: Functionality that can be triggered by device motion or user motion detected by a device can be disabled, and the functionality can be operated without using motion.

3.1.1 Language of Page (Level A)
    Also applies to:
    EN 301 549 Criteria   9.3.1.1 (Web)   10.3.1.1 (Non-web document)   11.3.1.1.1 (Open Functionality Software)   11.3.1.1.2 (Closed Software)
	Web: Supports	Web: The language of each page is correct and can be determined programmatically.

Criteria	Conformance level	Remarks and explanations
11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria 9.3.2.1 (Web) 10.3.2.1 (Non-web document) 11.3.2.1 (Open Functionality Software) 11.3.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: When an element receives focus, a change in context (such as a substantial change to the page, the spawning of a pop-up window, or a change in focus) that may disorient the user does not occur.
3.2.2 On Input (Level A) Also applies to:	Web: Partially Supports	Web: In most cases, when a user inputs information or interacts with a

Criteria	Conformance level	Remarks and explanations
EN 301 549 Criteria ● 9.3.2.2 (Web) ● 10.3.2.2 (Non-web document) ● 11.3.2.2 (Open Functionality Software) ● 11.3.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		control, it does not result in a substantial change to the page that could disorient the user, or the user is informed about the change ahead of time. The following exception exist: ● When a user changes the setting of a user interface control (such as entering text in an input field or selecting a checkbox or radio button), it results in an unanticipated context change (such as opening a new window, moving focus to another element, or submitting a form), so people who have cognitive disabilities and others may be confused or disoriented. This occurs on the following pages: Reset Password; Cancel my subscription; Create A User.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria ● 9.3.3.1 (Web) ● 10.3.3.1 (Non-web document) ● 11.3.3.1.1 (Open Functionality Software) ● 11.3.3.1.2 (Closed Software)	Web: Supports	Web: For form controls where an input error is automatically detected, a text message or alert is provided that identifies the field/control where the error was detected and describes the error.

Criteria	Conformance level	Remarks and explanations
● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria ● 9.3.3.2 (Web) ● 10.3.3.2 (Non-web document) ● 11.3.3.2 (Open Functionality Software) ● 11.3.3.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Partially Supports	Web: For most form controls/input fields requiring user input, labels, instructions, and/or error messages are provided to identify the controls/input fields in the form so that users know what input data is expected. The following exceptions exist: ● Some labels of elements are not persistent (always visible on the page), so each element's purpose may be difficult to discover. This occurs on the following pages: Users; Offboard: Delete User; Determine why a user is unable to share files externally & resolve; Create a Group 1; Create a Group 3; Users - Bulk onboard 2. ● The label for a form field is missing, so the field's purpose is not clear. This occurs on the following pages: Users; Create a security rule 3; Groups.

Criteria	Conformance level	Remarks and explanations
		● Select or dropdown control missing a visible label, so the field's purpose is not clear. This occurs on the following page: Create a Group 3.
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria ● 9.4.1.1 (Web) ● 10.4.1.1 (Non-web document) ● 11.4.1.1.1 (Open Functionality Software) ● 11.4.1.1.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports	Web: For the WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata. This criterion was removed from WCAG 2.2.
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria ● 9.4.1.2 (Web) ● 10.4.1.2 (Non-web document)	Web: Does not support	Web: The name, role, state, and/or value of most, if not all, user interface components cannot be programmatically determined. The following issues exist: ● A button does not have a programmatic name, so its name (such as "Submit" or

Criteria	Conformance level	Remarks and explanations
11.4.1.2.1 (Open Functionality Software) 11.4.1.2.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		"Cancel") is not conveyed to screen readers and other assistive technologies and will not be available to people who use those technologies. This occurs on the following page: Offboard: Delete User. - A button does not have a programmatic role and name, so its role (usually button, but sometimes link or something else) and its name (such as "Submit" or "Cancel") are not conveyed to screen readers and other assistive technologies and will not be available to people who use those technologies. This occurs on the following page: Monitor any new/recent alerts (Enterprise). - When a button is pressed, its pressed state is not conveyed programmatically, so people who are blind and/or use a screen reader or other assistive technology will not be informed that the button is pressed. This occurs on the following pages: Reset Password; Create A User. - A custom checkbox element does not have a programmatic role and/or its current state (checked or not checked) is not conveyed programmatically, so people who are blind and/or use a screen reader or other

Criteria	Conformance level	Remarks and explanations
		assistive technology will not be aware that the element is a checkbox or if the checkbox is checked. This occurs on the following page: Monitor & investigate Chat usage reports. ● An element does not have an attribute in its HTML code that will provide its programmatic role to assistive technology or the role assigned is not correct (like assigning a button the role of "checkbox"), so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the name, purpose, or content of the element or how to interact with it. This occurs on the following page: Users. ● The programmatic state of some elements that reveal or hide content ("expanded" or "collapsed") is missing or is used incorrectly, so people who are blind and/or use a screen reader or other assistive technology will not be informed of the current state of each element or the state will be misrepresented. This occurs on the following pages: Homepage; User Details; Create a Group 1; Select Recipients Modal.

Criteria	Conformance level	Remarks and explanations
		● For an element that allows a user either to select or not select a single option (like a checkbox or radio buttons) or to select from among 2 or more options (like a select dropdown), the state (such as checked/unchecked or selected/not selected) is not conveyed to assistive technology, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the purpose of the element, the options available, and whether the element or an option is currently checked. This occurs on the following pages: Users; Determine why a user is unable to share files externally & resolve. ● The content of multiple tooltips cannot be accessed using a screen reader, so people who are blind and others who use a screen reader will not be able to read this content. This occurs on the following pages: Create a security rule 3; Groups; Create a security rule 2; Rules. ● A link does not have a programmatic role, so people who are blind and/or use a screen reader or other assistive technology may not

Criteria	Conformance level	Remarks and explanations
		be able to understand the purpose and function of the link or how to interact with it. This occurs on the following page: Homepage. ● The HTML code for a link or button is nested inside the code of another link or button, so assistive technologies may not be able to determine the function of the element. This occurs on the following page: Homepage. ● A set of form controls (such as a set of radio buttons or related checkboxes) are grouped programmatically but have no programmatic group label, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the purpose of the form controls in the group or what input they require. This occurs on the following page: Offboard: Delete User. ● A form field does not have a programmatic name, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the purpose of the form field or what input it requires. This occurs on the following page: Create a security rule 4. ● A custom select does not have a role and/or a state

Criteria	Conformance level	Remarks and explanations
		(such as which options are available and/or which option is currently selected) that are conveyed to assistive technology, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the purpose of the element, the available options, and which option is selected. This occurs on the following pages: Create a security rule 3; Create a security rule 4. ● An element that appears and functions like a tree view widget that presents a hierarchical list does not have the required attributes in its HTML code needed to provide its programmatic role, name, state, and other properties to assistive technology, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand name, purpose, structure, or content of the list or how to interact with it. This occurs on the following page: Determine why a user is unable to share files externally & resolve. ● An element has an invalid attribute in its HTML code that is intended to provide its programmatic role, name,

Criteria	Conformance level	Remarks and explanations
		state, or another property to assistive technology, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the name, purpose, or content of the element or how to interact with it. This occurs on the following pages: Offboard: Delete User; Create a security rule 3; Create A User; Create a security rule 5; User Details; Find out how much I will be charged. ● Multiple form fields are missing a programmatic name, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the purpose of each form field or what input it requires. This occurs on the following pages: Edit Rule 3; Create a security rule 4; Create a Group 3. ● A radio button, checkbox, or switch element does not have a programmatic name, so people who are blind and/or use a screen reader or other assistive technology may not be able to determine the name of the element and may not understand its purpose or content or how to interact with it. This occurs on the following pages: Edit Rule 3;

Criteria	Conformance level	Remarks and explanations
		Determine why a user is unable to share files externally & resolve; Create a security rule 4; Create a security rule 5. ● The disabled state of an element is not conveyed. So, people who are blind and/or use a screen reader or other assistive technology may not be able to understand the current state of the element or how to interact with it. This occurs on the following pages: Determine why a user is unable to share files externally & resolve; Create a security rule 4.

Table 2: Success Criteria, Level AA

Criteria	Conformance level	Remarks and explanations

1.2.4 Captions (Live) (Level AA)
Also applies to:
EN 301 549 Criteria
    ● 9.1.2.4 (Web)
    ● 10.1.2.4 (Non-web document)
    ● 11.1.2.4 (Open Functionality Software)
    ● 11.1.2.4 (Closed Software)
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Web: Not Applicable	Web: Live multimedia files with audio are not present, so synchronized captions are not required.

1.2.5 Audio Description (Prerecorded) (Level AA)
Also applies to:
EN 301 549 Criteria
    ● 9.1.2.5 (Web)
    ● 10.1.2.5 (Non-web document)
    ● 11.1.2.5 (Open Functionality Software)
    ● 11.1.2.5 (Closed Software)
	Web: Not Applicable	Web: Prerecorded multimedia files are not present, so audio descriptions are not required.

Criteria	Conformance level	Remarks and explanations
● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
1.3.4 Orientation (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.1.3.4 (Web) ● 10.1.3.4 (Non-web document) ● 11.1.3.4 (Open Functionality Software) ● 11.1.3.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports	Web: Orientation of the content is not locked to either landscape or portrait unless a specific orientation is essential for the functionality.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.1.3.5 (Web)	Web: Supports	Web: The purpose for each input field that collects an individual's personal data is programmatically defined based on the WCAG list of

Criteria	Conformance level	Remarks and explanations
● 10.1.3.5 (Non-web document) ● 11.1.3.5.1 (Open Functionality Software) ● 11.1.3.5.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply		Input Purposes for User Interface Components.

1.4.3 Contrast (Minimum) (Level AA)
    Also applies to:
    EN 301 549 Criteria
    ● 9.1.4.3 (Web)
    ● 10.1.4.3 (Non-web document)
    ● 11.1.4.3 (Open Functionality Software)
    ● 11.1.4.3 (Closed Software)
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
    Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
	Web: Does not support	Web: Most, if not all, text and images of regular text does not have the required color contrast ratio with their backgrounds. The following issues exist:
		
		● The color contrast ratio between placeholder text in multiple inputs and each input's background is less than 4.5:1, so people who are colorblind or have low vision may have difficulty reading the placeholder text. This occurs on the following pages: Users; Create a Group 3; Select Recipients Modal; Users - Bulk onboard 2.
		● The color contrast ratio between text and its background is less than 4.5:1, so people who are colorblind or have low vision may have

Criteria	Conformance level	Remarks and explanations
● 602.3 (Support Docs)		difficulty reading the text. This occurs on the following pages: Users; Create a security rule 3; Reset Password; Monitor any new/recent alerts (Enterprise); Create an Organizational Unit; Determine why a user is unable to share files externally & resolve; Groups; Cancel my subscription; Create A User; Homepage; User Details; Create a Group 1; Rules; Edit Rule 4; Create a security rule 1; Select Recipients Modal. ● The color contrast ratio on hover or focus between a control's text label and its background is less than 4.5:1, so people who are colorblind or have low vision may have difficulty reading the text label of the control. This occurs on the following pages: Users; Edit Rule 3; Offboard: Delete User; Create a security rule 3; Reset Password; Monitor any new/recent alerts (Enterprise); Create an Organizational Unit; Determine why a user is unable to share files externally & resolve; Users - Bulk onboard 3; Groups; Create a security rule 4; Upgrade licenses or services; Create A User; Homepage;

Criteria	Conformance level	Remarks and explanations
		Create a security rule 2; Edit Rule 2; User Details; Create a Group 1; Create a Group 3; Rule Details; Rules; Edit Rule 4; Create a group - Success page; Edit Rule 1; Create a security rule 1; Suspend A User; Create a Group 2; Select Recipients Modal; Users - Bulk onboard 1. ● The color contrast ratio between text and its background is less than 4.5:1 (or less than 3:1 for large text), so people who are colorblind or have low vision may have difficulty reading the text. This occurs on the following pages: Edit Rule 3; Create a security rule 3; Monitor any new/recent alerts (Enterprise); Users - Bulk onboard 3; Groups; Create a security rule 4; Upgrade licenses or services; Create a security rule 2; Create a security rule 5; Edit Rule 2; Rules; Organizational Units; Find out how much I will be charged; Edit Rule 1; Create a security rule 1; Select Recipients Modal.
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.4.4 (Web) ● 10.1.4.4 (Non-web document)	Web: Partially Supports	Web: Most content is readable and functional when browser zoom is set to 200% of its initial size. The following exception exist: ● Functionality is lost when the page is zoomed to 200%, so

Criteria	Conformance level	Remarks and explanations
● 11.1.4.4.1 (Open Functionality Software) ● 11.1.4.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		people who have low vision and need to enlarge text to read it may not have access to this functionality. This occurs on the following pages: Users; Edit Rule 3; Monitor any new/recent alerts (Enterprise); Groups; Rules.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.4.5 (Web) ● 10.1.4.5 (Non-web document) ● 11.1.4.5.1 (Open Functionality Software) ● 11.1.4.5.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software)	Web: Partially Supports	Web: On most pages, when content can be presented visually using only text, an image of text is not used to present that text. The following exception exist: ● Text on the page is text embedded in an image instead of actual text. An image of text is difficult to zoom or otherwise modify, so people who have low vision and need to enlarge text to read it may not be able to read the text. People with other disabilities that need to otherwise modify text to read it also may not be able to read this text. This occurs on the following page: Groups.

Criteria	Conformance level	Remarks and explanations
● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
1.4.10 Reflow (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.1.4.10 (Web) ● 10.1.4.10 (Non-web document) ● 11.1.4.10 (Open Functionality Software) ● 11.1.4.10 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Partially Supports	Web: The content of most pages is viewable without scrolling horizontally when the viewport is set to 320 CSS pixels wide. The following exceptions exist: ● When the page is adjusted to an equivalent width of 320 pixels and content reflows to fit within the viewport, some content does not fit horizontally, so it cannot be viewed without scrolling. People with low vision who increase the size of text and other content using the browser zoom may have difficulty accessing the content that can only be seen by horizontal scrolling. This occurs on the following pages: Create a Group 1; Create a Group 3; Create a Group 2. ● When the page is adjusted to an equivalent width of 320 pixels and content reflows to fit within the viewport, some content or functionality becomes unavailable, so people with low vision who increase the size of text and other content using the browser zoom will not be able to access all of the page's

Criteria	Conformance level	Remarks and explanations
		content and/or functionality. This occurs on the following pages: Users; Edit Rule 3; Groups; Homepage; Organizational Units. ● When the page is adjusted to an equivalent width of 320 pixels and content reflows to fit within the viewport, some content overlaps and cannot be seen or understood, so the overlapping content is not available to people with low vision who increase the size of text and other content using the browser zoom. This occurs on the following pages: Monitor & investigate Chat usage reports; Offboard: Delete User; Monitor any new/recent alerts (Enterprise); Cancel my subscription; Homepage; Rules; Select Recipients Modal.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.1.4.11 (Web) ● 10.1.4.11 (Non-web document) ● 11.1.4.11 (Open Functionality Software) ● 11.1.4.11 (Closed Software)	Web: Does not support	Web: Most, if not all, boundaries and indicators of the visual state(s) of each active user component and any graphics required to understand content do not have a 3:1 color contrast ratio with adjacent color(s) or their background. The following issues exist: ● The visual boundaries of some interactive elements (like a radio button or input fields) do not have a 3:1 color

Criteria	Conformance level	Remarks and explanations
● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply		contrast ratio with the background, so people who are colorblind or have low vision may have difficulty perceiving the boundaries of the interactive element. This occurs on the following pages: Users; Determine why a user is unable to share files externally & resolve; Create a Group 3; Create a security rule 1; Create a Group 2; Select Recipients Modal; Users - Bulk onboard 2. ● Some icons (or parts of an icon required to understand its content) do not have a 3:1 color contrast ratio with the background or adjacent colors, so people who are colorblind or have low vision may not be able understand the information presented by each icon. This occurs on the following pages: Users; Offboard: Delete User; Reset Password; Monitor any new/recent alerts (Enterprise); Determine why a user is unable to share files externally & resolve; Users - Bulk onboard 3; Groups; Create a security rule 4; Create A User; Create a Group 1; Rules; Select Recipients Modal. ● The indicators for the state of some interactive elements (like checkboxes or radio

Criteria	Conformance level	Remarks and explanations
		buttons) do not have a 3:1 color contrast ratio with the background, so people who are colorblind or have low vision may have difficulty perceiving the state of the interactive elements. This occurs on the following pages: Users; Monitor & investigate Chat usage reports; Groups; Create a Group 1; Rules; Create a Group 2. ● An image or graphic (like a chart) or part of the image/graphic required to understand its content does not have a 3:1 color contrast ratio with the background or adjacent colors, so people who are colorblind or have low vision may not be able understand the information presented by the image/graphic. This occurs on the following page: Monitor & investigate Chat usage reports. ● The focus indicators of some interactive elements (like buttons or input fields) do not have a 3:1 color contrast ratio with the background, so people who are colorblind or have low vision may have difficulty perceiving when each interactive element is receiving focus. This occurs on the following pages: Edit

Criteria	Conformance level	Remarks and explanations
		Rule 3; Monitor & investigate Chat usage reports; Offboard: Delete User; Create a security rule 3; Reset Password; Monitor any new/recent alerts (Enterprise); Create an Organizational Unit; Determine why a user is unable to share files externally & resolve; Users - Bulk onboard 3; Groups; Cancel my subscription; Create a security rule 4; Upgrade licenses or services; Create A User; Homepage; Create a security rule 2; Create a security rule 5; Edit Rule 2; User Details; Create a Group 1; Create a Group 3; Rule Details; Rules; Organizational Units; Find out how much I will be charged; Edit Rule 1; Create a security rule 1; Suspend A User; Create a Group 2; Select Recipients Modal; Users - Bulk onboard 2; Users - Bulk onboard 1.
1.4.12 Text Spacing (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.1.4.12 (Web) ● 10.1.4.12 (Non-web document)	Web: Partially Supports	Web: For most content, the spacing between letters, words, lines of text and paragraphs can be adjusted with no loss of content or functionality. The following exception exist: ● When text spacing is adjusted to help people with vision,

Criteria	Conformance level	Remarks and explanations
● 11.1.4.12 (Open Functionality Software) ● 11.1.4.12 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply		reading and cognitive disabilities, some content cannot be seen because it is cut off. This occurs on the following pages: Users; Monitor any new/recent alerts (Enterprise); Determine why a user is unable to share files externally & resolve; Upgrade licenses or services; Rules; Find out how much I will be charged.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.1.4.13 (Web) ● 10.1.4.13 (Non-web document) ● 11.1.4.13 (Open Functionality Software) ● 11.1.4.13 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Partially Supports	Web: In most cases when additional content is triggered by pointer hover or keyboard focus, that additional content can be dismissed and hovered over, and the content persists until the user dismisses it. The following exceptions exist: ● Content that appears on mouse hover or keyboard focus (such as tooltips, drop-down menus, or popups) is not dismissible, so it obscures all or part of the original content on the page. This occurs on the following pages: Edit Rule 3; Monitor & investigate Chat usage reports; Create a security rule 3; Monitor any new/recent alerts (Enterprise); Groups; Create a security rule 4; Create A User; Create a Group 3; Rules; Find out how much I will be charged.

Criteria	Conformance level	Remarks and explanations
		● Content that appears on mouse hover (such as tooltips, drop-down menus, or popups) disappears when the mouse pointer is moved over that content, meaning people with disabilities, especially people with low vision who need to magnify text, may not be able to read the additional content. This occurs on the following pages: Users; Edit Rule 3; Monitor & investigate Chat usage reports; Create a security rule 3; Reset Password; Monitor any new/recent alerts (Enterprise); Determine why a user is unable to share files externally & resolve; Groups; Create a security rule 4; Create A User; User Details; Create a Group 3; Rules; Organizational Units; Find out how much I will be charged.
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria ● 9.2.4.5 (Web) ● 10.2.4.5 (Non-web document) – Does not apply ● 11.2.4.5 (Open Functionality Software) – Does not apply	Web: Supports	Web: Multiple ways are available to find other pages on the site.

Criteria	Conformance level	Remarks and explanations
● 11.2.4.5 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) 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		
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria ● 9.2.4.6 (Web) ● 10.2.4.6 (Non-web document) ● 11.2.4.6 (Open Functionality Software) ● 11.2.4.6 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508	Web: Partially Supports	Web: Most headings and labels for form and interactive controls are informative. The following exceptions exist: ● Multiple programmatic labels for controls or form input fields do not convey the purpose of the control or input, so people who are blind and/or use a screen reader may not understand what a control does or what data to enter. This occurs on the following pages: Users; Offboard: Delete User; Determine why a user is unable to share files

Criteria	Conformance level	Remarks and explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		externally & resolve; Groups; Create A User; Homepage; Create a security rule 2; User Details; Create a Group 3; Organizational Units; Create a Group 2. • Multiple buttons have identical programmatic labels but different functionality, and there is no programmatic context, so people who are blind and/or use a screen reader will not know or may be confused or misled about what each button does. This occurs on the following pages: Users; Create a security rule 3; Monitor any new/recent alerts (Enterprise); Groups; Create a security rule 4; Homepage; Create a Group 3; Rules; Users - Bulk onboard 1.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software)	Web: Partially Supports	Web: In most cases, it is visually apparent which page element is currently receiving keyboard focus. The following exceptions exist: • Multiple interactive elements (such as links, buttons, or form inputs) do not have a visual focus indicator, so sighted people who use a keyboard to navigate content will not know when those elements are receiving focus.

Criteria	Conformance level	Remarks and explanations
● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		This occurs on the following pages: Users; Determine why a user is unable to share files externally & resolve; Groups; Create a security rule 4; Homepage; Create a security rule 2; Organizational Units; Find out how much I will be charged. ● The visual focus indicator for multiple interactive elements (such as a links, buttons, or form inputs) are not visible, so sighted people who use a keyboard to navigate content will not know when those elements is receiving focus. This occurs on the following pages: Determine why a user is unable to share files externally & resolve; Homepage.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria ● 9.3.1.2 (Web) ● 10.3.1.2 (Non-web document) ● 11.3.1.2 (Open Functionality Software) – Does not apply ● 11.3.1.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool)	Web: Supports	Web: The language of each section of content that is different from the default language of the page is correctly identified and can be determined programmatically.

Criteria	Conformance level	Remarks and explanations
● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria ● 9.3.2.3 (Web) ● 10.3.2.3 (Non-web document) – Does not apply ● 11.3.2.3 (Open Functionality Software) – Does not apply ● 11.3.2.3 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool)	Web: Supports	Web: Navigation patterns that are repeated on web pages are presented in the same relative order each time they appear and do not change order when navigating through the site.

Criteria	Conformance level	Remarks and explanations
● 602.3 (Support Docs) – Does not apply to non-web docs		
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria ● 9.3.2.4 (Web) ● 10.3.2.4 (Non-web document) – Does not apply ● 11.3.2.4 (Open Functionality Software) – Does not apply ● 11.3.2.4 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) 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	Web: Supports	Web: Labels, names, and text alternatives for content that have the same functionality across multiple web pages are consistently identified.
3.3.3 Error Suggestion (Level AA)	Web: Supports	Web: If input errors are automatically detected, suggestions

Criteria	Conformance level	Remarks and explanations

Also applies to:
EN 301 549 Criteria
   ● 9.3.3.3 (Web)
   ● 10.3.3.3 (Non-web document)
   ● 11.3.3.3 (Open Functionality Software)
   ● 11.3.3.3 (Closed Software)
   ● 11.8.2 (Authoring Tool)
   ● 12.1.2 (Product Docs)
   ● 12.2.4 (Support Docs)
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
		are provided in text for correcting the input in a timely and accessible manner before the data is submitted to the server.

3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)
Also applies to:
EN 301 549 Criteria
   ● 9.3.3.4 (Web)
   ● 10.3.3.4 (Non-web document)
   ● 11.3.3.4 (Open Functionality Software)
   ● 11.3.3.4 (Closed Software)
   ● 11.8.2 (Authoring Tool)
   ● 12.1.2 (Product Docs)
	Web: Supports	Web: If the user can change or delete legal transactions, financial transactions, student exam responses, or data transactions that are unrecoverable or unintentionally modify or delete data, the changes and/or deletions are reversible, verified, or confirmed.

Criteria	Conformance level	Remarks and explanations
● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
4.1.3 Status Messages (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.4.1.3 (Web) ● 10.4.1.3 (Non-web document) ● 11.4.1.3 (Open Functionality Software) ● 11.4.1.3 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Partially Supports	Web: In most cases, status messages can be programmatically determined and presented by assistive technologies without receiving focus. The following exception exist: ● Some status messages are not automatically announced by the screen reader, so people who are blind and/or use a screen reader or other assistive technology may completely miss the status messages or they may not hear them in a timely fashion. This occurs on the following pages; Users; Reset Password; Monitor any new/recent alerts (Enterprise); Create an Organizational Unit; Determine why a user is unable to share files externally & resolve; Users - Bulk onboard 3; Cancel my subscription; Create A User; User Details; Create a Group 1; Create a Group 3; Rules; Create a security rule 1; Suspend A User; Create a

Criteria	Conformance level	Remarks and explanations
		Group 2; Select Recipients Modal.

Table 3: Success Criteria, Level AAA

Notes: Not evaluated. Google Admin Console was not assessed for WCAG 2.1 Level AAA conformance.

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Chapter 3: [Functional Performance Criteria](#) (FPC)

Criteria	Conformance level	Remarks and explanations
302.1 Without Vision	Web: Partially Supports	Web: Most functionality is usable without vision. Exceptions are noted in: ● 1.1.1 Non-Text Content ● 1.3.1 Info and Relationships ● 1.3.2 Meaningful Sequence ● 1.4.1 Use of Color ● 2.1.1 Keyboard ● 2.2.1 Timing Adjustable ● 2.4.3 Focus Order ● 2.4.4 Link Purpose (in context) ● 2.4.6 Headings and Labels ● 3.2.2 On Input ● 4.1.2 Name, Role, Value
302.2 With Limited Vision	Web: Partially Supports	Web: Most functionality is usable with limited vision. Exceptions are noted in: ● 1.1.1 Non-Text Content ● 1.3.1 Info and Relationships ● 1.3.2 Meaningful Sequence ● 1.4.1 Use of Color ● 1.4.3 Contrast (minimum) ● 1.4.4 Resize Text ● 1.4.5 Images of Text ● 2.1.1 Keyboard ● 2.2.1 Timing Adjustable ● 2.4.3 Focus Order ● 2.4.4 Link Purpose (in context) ● 2.4.6 Headings and Labels ● 2.4.7 Focus Visible ● 3.2.2 On Input ● 3.3.2 Labels or Instructions ● 4.1.2 Name, Role, Value

Criteria	Conformance level	Remarks and explanations
302.3 Without Perception of Color	Web: Partially Supports	Web: Most functionality is usable without perception of color. Exceptions are noted in: ● 1.4.1 Use of Color ● 1.4.3 Contrast (minimum)
302.4 Without Hearing	Web: Supports	Web: All functionality is usable without hearing.
302.5 With Limited Hearing	Web: Supports	Web: All functionality is usable with limited hearing.
302.6 Without Speech	Web: Not Applicable	Web: The product does not require the use of speech.
302.7 With Limited Manipulation	Web: Partially Supports	Web: Most functionality is usable with limited manipulation and does not require fine motor control or simultaneous manual operations. Exceptions are noted in: ● 2.1.1 Keyboard ● 2.2.1 Timing Adjustable ● 2.4.3 Focus Order ● 2.4.4 Link Purpose (in context) ● 2.4.6 Headings and Labels ● 2.4.7 Focus Visible ● 4.1.2 Name, Role, Value
302.8 With Limited Reach and Strength	Web: Supports	Web: All functionality is usable with limited reach and strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Web: Partially Supports	Web: Most functionality is usable by people with limited language, cognitive, and learning abilities. People with cognitive disabilities have varying needs for features that allow them to adapt

Criteria	Conformance level	Remarks and explanations
		content and work with assistive technology. Exceptions are noted in: ● 1.1.1 Non-Text Content ● 1.3.1 Info and Relationships ● 1.3.2 Meaningful Sequence ● 1.4.1 Use of Color ● 1.4.5 Images of Text ● 2.1.1 Keyboard ● 2.2.1 Timing Adjustable ● 2.4.3 Focus Order ● 2.4.4 Link Purpose (in context) ● 2.4.6 Headings and Labels ● 2.4.7 Focus Visible ● 3.2.2 On Input ● 3.3.2 Labels or Instructions ● 4.1.2 Name, Role, Value

Chapter 4: Hardware

Notes: Not applicable. Google Admin Console is not a hardware product.

Chapter 5: Software

Notes: Google Admin Console is a web application, so its compliance with some of this chapter's criteria is dependent on the accessibility features available in the browser and operating system used to access this application.

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
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Web: Supports	
502.2.2 No Disruption of Accessibility Features	Web: Supports	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Web: Partially Supports	Web: The role, state(s), properties, boundary, name, and description of most objects can be programmatically determined, so those attributes can be perceived and conveyed by assistive technology. Exceptions are noted in: ● 4.1.2 Name, Role, Value
502.3.2 Modification of Object Information	Web: Partially Supports	Web: For most objects that allow the user to set their respective properties and/or state, the act of

Criteria	Conformance level	Remarks and explanations
		setting a property or state is available programmatically, so that it can be perceived and performed using assistive technology. Exceptions are noted in: • 4.1.2 Name, Role, Value
502.3.3 Row, Column, and Headers	Web: Partially Supports	Web: In most instances when a data table is present, all information in the data cells and the row and/or column headers associated with each data cell are available programmatically, so they can be perceived and conveyed by assistive technology. Exceptions are noted in: • 1.3.1 Info and Relationships
502.3.4 Values	Web: Partially Supports	Web: For most objects that have a current value or have a set or range of values associated with the object, the value(s) is available programmatically, so it can be perceived and

Criteria	Conformance level	Remarks and explanations
		conveyed by assistive technology. Exceptions include: ● 4.1.2 Name, Role, Value
502.3.5 Modification of Values	Web: Partially Supports	Web: For most objects that allow the user to set or modify its value, the act of setting a value is available programmatically, so that it can be perceived and performed using assistive technology. Exceptions include: ● 4.1.2 Name, Role, Value
502.3.6 Label Relationships	Web: Partially Supports	Web: For most elements that act as a label for another element and elements that are labeled by another element, the labeling relationship is programmatically determinable, so it can be perceived and conveyed by assistive technology. Exceptions are noted in: ● 1.3.1 Info and Relationship ● 4.1.2 Name, Role, Value

Criteria	Conformance level	Remarks and explanations
502.3.7 Hierarchical Relationships	Web: Partially Supports	Web: For most elements that have a parent-child relationship, those relationships are programmatically determinable, so they can be perceived by assistive technology. Exceptions are noted in: • 1.3.1 Info and Rlationships • 4.1.2 Name, Role, Value
502.3.8 Text	Web: Supports	Web: The content of text objects, text attributes, and the boundary of text rendered to the screen, are programmatically determinable.
502.3.9 Modification of Text	Web: Supports	Web: All text that can be set by the user is capable of being set programmatically, including through assistive technology.
502.3.10 List of Actions	Web: Supports	Web: For objects, a list of all actions that can be executed on that object are programmatically determinable.
502.3.11 Actions on Objects	Web: Partially Supports	Web: For most of the elements on which

Criteria	Conformance level	Remarks and explanations
		one or more actions may be performed, all of those actions are available programmatically, so that each action can be performed using assistive technology. Exceptions include: ● 2.1.1 Keyboard
502.3.12 Focus Cursor	Web: Supports	Web: The application exposes information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components.
502.3.13 Modification of Focus Cursor	Web: Supports	Web: All focus, text insertion point, and selection attributes that can be set by the user can be set programmatically, including using assistive technology.
502.3.14 Event Notification	Web: Partially Supports	Web: In most cases, status messages relevant to user interactions are available to, and presented by, assistive technology. Exceptions are noted in:

Criteria	Conformance level	Remarks and explanations
		● 4.1.3 Status Messages
502.4 Platform Accessibility Features	Web: Supports	Web: The application does not have independent accessibility features. It utilizes the accessibility features of the browser and operating system used to access it.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Web: Supports	Web: The application permits user preferences from platform settings for color, contrast, font type, font size, and focus cursor.
503.3 Alternative User Interfaces	Web: Not Applicable	Web: The application does not provide an alternative user interface.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Web: Not Applicable	Web: Prerecorded videos are not present, so captions are not required.
503.4.2 Audio Description Controls	Web: Not Applicable	Web: Prerecorded videos are not present, so audio description is not required.

Criteria	Conformance level	Remarks and explanations
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")	Web: Not Applicable	Web: The application is not an authoring tool.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Web: Not Applicable	Web: The application is not an authoring tool.
504.2.2 PDF Export	Web: Not Applicable	Web: The application is not an authoring tool.
504.3 Prompts	Web: Not Applicable	Web: The application is not an authoring tool.
504.4 Templates	Web: Not Applicable	Web: The application is not an authoring tool.

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		
602 Support Documentation		

Criteria	Conformance level	Remarks and explanations
602.2 Accessibility and Compatibility Features	Web: Not Applicable	Web: Support documentation for this product exists but is verified in another Accessibility Conformance Report.
602.3 Electronic Support Documentation	Web: Not applicable	Web: Support documentation for this product exists but is verified in another Accessibility Conformance Report.
602.4 Alternate Formats for Non-Electronic Support Documentation	Web: Not applicable	Web: Support documentation for this product exists but is verified in another Accessibility Conformance Report.
603 Support Services		
603.2 Information on Accessibility and Compatibility Features	Web: Not applicable	
603.3 Accommodation of Communication Needs	Web: Not applicable	

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Chapter 4: [Functional Performance Statements](#) (FPS)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Web: Partially Supports	Web: Most functionality is usable without vision. Exceptions are noted in: ● 1.1.1 Non-Text Content ● 1.3.1 Info and Relationships ● 1.3.2 Meaningful Sequence ● 1.4.1 Use of Color ● 2.1.1 Keyboard ● 2.2.1 Timing Adjustable ● 2.4.3 Focus Order ● 2.4.4 Link Purpose (in context) ● 2.4.6 Headings and Labels ● 3.2.2 On Input ● 4.1.2 Name, Role, Value ● 4.1.3 Status Messages
4.2.2 Usage with limited vision	Web: Partially Supports	Web: Most functionality is usable with limited vision. Exceptions are noted in: ● 1.1.1 Non-Text Content ● 1.3.1 Info and Relationships ● 1.3.2 Meaningful Sequence ● 1.4.1 Use of Color ● 1.4.3 Contrast (minimum) ● 1.4.4 Resize Text ● 1.4.5 Images of Text ● 1.4.10 Reflow ● 1.4.11 Non-Text Contrast ● 1.4.12 Text Spacing ● 1.4.13 Content on Hover or Focus ● 2.1.1 Keyboard ● 2.2.1 Timing Adjustable ● 2.4.3 Focus Order ● 2.4.4 Link Purpose (in context) ● 2.4.6 Headings and Labels

Criteria	Conformance Level	Remarks and Explanations
		• 2.4.7 Focus Visible • 3.2.2 On Input • 3.3.2 Labels or Instructions • 4.1.2 Name, Role, Value
4.2.3 Usage without perception of colour	Web: Partially Supports	Web: Most functionality is usable without perception of color. Exceptions are noted in: • 1.4.1 Use of Color • 1.4.3 Contrast (minimum) • 1.4.11 Non-Text Contrast
4.2.4 Usage without hearing	Web: Supports	Web: All functionality is usable without hearing.
4.2.5 Usage with limited hearing	Web: Supports	Web: All functionality is usable with limited hearing.
4.2.6 Usage without vocal capability	Web: Not Applicable	Web: The product does not require the use of speech or other vocal output.
4.2.7 Usage with limited manipulation or strength	Web: Partially Supports	Web: Most functionality is usable by people with limited manipulation and does not require manipulation, simultaneous action, or hand strength. Exceptions are noted in: • 1.4.13 Content on Hover or Focus • 2.1.1 Keyboard • 2.2.1 Timing Adjustable • 2.4.3 Focus Order • 2.4.4 Link Purpose (in context) • 2.4.6 Headings and Labels • 2.4.7 Focus Visible • 2.5.3 Label in Name • 4.1.2 Name, Role, Value
4.2.8 Usage with limited reach	Web: Supports	Web: All functionality is usable by people with limited reach.

Criteria	Conformance Level	Remarks and Explanations
		● 1.4.13 Content on Hover or Focus ● 2.5.3 Label in Name
4.2.9 Minimize photosensitive seizure triggers	Web: Supports	Web: All functionality may be operated in a mode that minimizes the potential for triggering photosensitive seizures.
4.2.10 Usage with limited cognition	Web: Partially Supports	Web: Most functionality is usable by people with limited language, cognitive, and learning abilities. People with cognitive disabilities have varying needs for features that allow them to adapt content and work with assistive technology. Exceptions are noted in: ● 1.1.1 Non-Text Content ● 1.3.1 Info and Relationships ● 1.3.2 Meaningful Sequence ● 1.4.1 Use of Color ● 1.4.5 Images of Text ● 1.4.10 Reflow ● 1.4.12 Text Spacing ● 1.4.13 Content on Hover or Focus ● 2.1.1 Keyboard ● 2.2.1 Timing Adjustable ● 2.4.3 Focus Order ● 2.4.4 Link Purpose (in context) ● 2.4.6 Headings and Labels ● 2.4.7 Focus Visible ● 2.5.3 Label in Name ● 3.2.2 On Input ● 3.3.2 Labels or Instructions ● 4.1.2 Name, Role, Value ● 4.1.3 Status Messages
4.2.11 Privacy	Web: Supports	Web: The Google Admin Console web pages do not provide any privacy features

Chapter 5: [Generic Requirements](#)

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 General	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.2 Auditory output delivery including speech	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.3 Auditory output correlation	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.4 Speech output user control	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.

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

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

Criteria	Conformance Level	Remarks and Explanations
		prevent a user from operating a keyboard interface.
5.2 Activation of accessibility features	Web: Not Applicable	Web: The product's documented accessibility features for specific needs can be activated without relying on a method that does not support that need.
5.3 Biometrics	Web: Not applicable	Web: The criterion is not relevant to the product. The product does not have a feature relevant to 5.3 Biometrics.
5.4 Preservation of accessibility information during conversion	Web: Not applicable	Web: The criterion is not relevant to the product. The product does not have a feature relevant to 5.4 Preservation of accessibility information during conversion.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Web: Not applicable	Web: The criterion is not relevant to the product. The product does not have a feature relevant to 5.5 Operable parts – 5.5.1 Means of operation.
5.5.2 Operable parts discernibility	Web: Not applicable	Web: The criterion is not relevant to the product. The product does not have a feature relevant to 5.5 Operable parts – 5.5.1 Means of operation.
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Web: Not applicable	Web: The criterion is not relevant to the product. The product does not have a feature relevant to 5.6 Locking or toggle controls – 5.6.1 Tactile or auditory status.

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

Chapter 6: [ICT with Two-Way Voice Communication](#)

Notes: Not applicable. Google Admin Console 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. Google Admin Console does not contain any multimedia.

Chapter 8: Hardware

Notes: Not applicable. Google Admin Console is not a hardware product.

Chapter 9: [Web](#)

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

Chapter 10: **Non-Web Documents**

Notes: Not applicable. Google Admin Console does not include non-web documents.

Chapter 11: [Software](#)

Notes: Not applicable. Google Admin Console is a web application under EN 301 549 definitions.

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

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

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

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: Not applicable. Google Admin Console does not provide relay or emergency service access.

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