Google Sign in **Create an account**

Gmail

Voluntary Product Accessibility Template (VPAT)

- **Date:** November 11, 2015
- **Name of Product:** Gmail Standard View
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Summary Table

Criteria	Supporting features	Remarks
Section 1194.21 Software Applications and Operating Systems	Applicable	Supports with exceptions
Section 1194.22 Web-based Internet Information and Applications	Applicable	Supports with exceptions
Section 1194.23 Telecommunications Products	Not applicable	-
Section 1194.24 Video and Multimedia Products	Not applicable	-
Section 1194.25 Self-Contained, Closed Products	Not applicable	-
Section 1194.26 Desktop and Portable Computers	Not applicable	-
Section 1194.31 Functional Performance Criteria	Applicable	Supports with exceptions
Section 1194.41 Information, Documentation, and Support	Applicable	Supports with exceptions

Section 1194.21 Software Applications and Operating

Criteria	Supporting features	Remarks
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a	Supports with exceptions	Most of Gmail's core functionality is keyboard accessible, with

Criteria	Supporting features	Remarks
keyboard where the function itself or the result of performing a function can be discerned textually.		some exceptions such as the following: • Some instances of drag and drop functionality, which have no keyboard equivalents. • Isolated instances of partial implementation of custom and standard keyboard interaction.
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Supports	Gmail does not interfere with or deactivate the accessibility features of the operating system.
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that assistive technology can track focus and focus changes.	Supports with exceptions	Gmail provides a visual indication of focus for most interactive elements. Isolated instances of interactive elements across the Gmail user interface may have limited focus indication. Keyboard focus is exposed programmatically to assistive technology.

Section 1194.21 Software Applications and Operating

Criteria	Supporting features	Remarks
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to assistive technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Supports with exceptions	WAI-ARIA is used to expose role and state information on most elements, with some exceptions such as the following: • Tables used for formatting. • Images used as active elements. • Tab controls without required container role information.
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Supports	Bitmap images are used consistently within Gmail.
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Supports	Textual information is available to assistive technology in Gmail.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports with exceptions	Some buttons and other visual information in Gmail have limited contrast when used in Windows Operating System high contrast mode. These include: • Buttons that do not have a visible label displayed until they receive focus, such as the Conversation action bar controls.

Section 1194.21 Software Applications and Operating

Criteria	Supporting features	Remarks
		• Image checkbox and attachments image link in the conversation list view. • Close buttons in dialogs. • Checked checkboxes in the Configure Inbox dialog. Alternative high contrast can be enabled by activating the 'High Contrast' Gmail theme.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Supports	Gmail has no core features that utilize animation.
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports with exceptions	In some cases, Gmail uses color to convey information, such as indicating the active tab in Settings. This information is not available to assistive technology users.
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Supports	Gmail provides options for users to change themes containing a selection of color and contrast levels.
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supports	Gmail has no flashing or blinking text, objects, or other elements.
(l) When electronic forms are used, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and	Supports with exceptions	Most form controls have accessible names, with some exceptions such as the following: • Text inputs in the Conversations action bar.

Criteria	Supporting features	Remarks
submission of the form, including all directions and cues.		• Some fields in the Gmail settings.

Section 1194.22 Web-based Internet Information and Applications

Criteria	Supporting features	Remarks
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports with exceptions	Text alternatives are available for core Gmail features using non-text elements. Some images do not have alt text, including: • Some decorative images used for layout do not include null alt attributes. • Emoticons and stickers in the hangouts UI have no alt text.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not applicable	Gmail core features do not include any multimedia presentations.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports with exceptions	In some cases Gmail uses color to convey information, such as indicating the active tab in Settings. This information is not available to assistive technology users.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Not applicable	Gmail is a web-based application (not a document), and therefore the product's user interface depends on the availability of associated style sheets.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not applicable	Google Docs does not use image maps.

Section 1194.22 Web-based Intranet and Internet Information and Applications

Criteria	Supporting features	Remarks
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not applicable	Google Docs does not use image maps.
(g) Row and column headers shall be identified for data tables.	Supports	The core Gmail UI does not contain any traditional data tables.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Not applicable	Gmail UI does not contain data tables that have two or more logical levels of row or column headers.
(i) Frames shall be titled with text that facilitates frame identification and navigation.	Supports	Frames designed for interaction have frame titles in the Gmail UI.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	Gmail does not cause screen flicker with a frequency greater than 2 Hz and lower than 55 Hz.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Not applicable	Accessibility provisions in Gmail can be provided without requiring a separate text-only version.
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by assistive technology.	Supports with exceptions	Most elements that utilize scripting are announced correctly to assistive technologies, with some exceptions, including Hangouts (chat) messages in Internet Explorer.
(m) When a web page requires that an applet, plug-in or other application be	Not applicable	

Section 1194.22 Web-based Intranet and Internet Information and Applications

Criteria	Supporting features	Remarks
present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).		Gmail core functionality does not require that an applet, plug-in, or other application be present.
(n) When electronic forms are designed to be completed online, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports with exceptions	Most form controls have accessible names, with some exceptions such as the following: • Text inputs in the Conversations action bar. • Some fields in the Gmail settings.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	Gmail contains section headers and WAI-ARIA landmark roles to allow for quick navigation when accessed with a screen reader.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supports	Gmail does not require a timed response as part of its core functionality.

Section 1194.31 Functional Performance Criteria

Criteria	Supporting features	Remarks
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for assistive technology used by people who are blind or visually impaired shall be provided.	Supports with exceptions	Gmail's core functionality is keyboard accessible. Some additional features may lack keyboard accessibility, such as the following: • Viewing email header information.ort options on table headers. • Some rich email text formatting options.

Section 1194.31 Functional Performance Criteria

Criteria	Supporting features	Remarks
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for assistive technology used by people who are visually impaired shall be provided.	Supports	Gmail supports the use of screen magnifiers.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for assistive technology used by people who are deaf or hard of hearing shall be provided	Supports	Gmail does not rely on sound alone to access any of its core functionality.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support forassistive hearing devices shall be provided.	Supports	Gmail does not rely on audio to present information.
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for assistive technology used by people with disabilities shall be provided.	Supports	Gmail does not require user speech.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is	Supports with exceptions	Gmail supports keyboard use, and, where not available, offers large target areas that are accessible for users who lack fine motor control or have limited reach or

Section 1194.31 Functional Performance Criteria

Criteria	Supporting features	Remarks
operable with limited reach and strength shall be provided.		strength. A few elements, such as dialog close (x) buttons, may have smaller targets that are suboptimal for users with mobility impairments.

Section 1194.41 Information, documentation, and support.

Criteria	Supporting features	Remarks
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supports	Google Help Centers provide electronic versions of all product support documentation.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	Google Help Centers provide information on accessibility features in the documentation. Electronic versions of all product support documentation are provided.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Google Help Centers are compatible with screen-reader technology.