Google Admin Console (admin.google.com) Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT®[1] Version 2.4)

Name of Product/Version: Google Admin Console (admin.google.com)

Report Date: 27 December 2022

Product Description: Google Admin Console is a central place to manage Google Workspace services.

Contact Information: **vpat-questions@google.com**

Notes:

Evaluation Methods Used:

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

Applicable Standards/Guidelines

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

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

Terms

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

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

WCAG 2.0/2.1 Report

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

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

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Admin Console Web Application: Partially Supports Documentation: Partially Supports	Google Admin Console web application properly labels and announces all non-text elements during navigation, with some exceptions: ● The Admin Console dashboard contains an unlabeled graphic, reported by screen reader as "Image". ● Unlabeled graphics are also present on the "Bulk update users" page, "Drive and docs settings", "Google Sites settings", and "Manage resources". Documentation: The documentation properly labels and announces all non-text elements during navigation, with some exceptions: ● The table within the "Admin Console map" page contains an unlabeled graphic, reported by screen reader as "Graphic". ● Decorational graphics are not hidden from the screen reader on the main documentation page and "Admin Console map".
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Admin Console Web Application: Supports Documentation: Supports	Neither Google Admin Console web application nor documentation contains prerecorded media.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool)	Google Admin Console Web Application: Supports Documentation:	Neither Google Admin Console web application nor documentation contains prerecorded synchronized media content.

Criteria	Conformance Level	Remarks and Explanations
● 602.3 (Support Docs)	Supports	
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Admin Console Web Application: Supports Documentation: Supports	Neither Google Admin Console web application nor documentation contains prerecorded media.
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Admin Console Web Application: Partially Supports Documentation: Supports	Google Admin Console web application supports info and relationships, with some exceptions: ● When creating a new role, there are radio buttons present that do not have their labels associated with them. ● While interacting with the user list, buttons are present that do not have their labels associated with them, meaning that users need to explore the adjacent content to be made aware of the purpose of the button. ● On the BigQuery Export page, the edit box for "New dataset within project" does not have its label associated with it when users navigate with tab or form quick keys. Documentation: The documentation supports info and relationships.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Admin Console Web Application: Supports Documentation: Supports	Both Google Admin Console web application and documentation present elements in a correct and logical reading sequence.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool)	Google Admin Console Web Application: Supports Documentation:	Both Google Admin Console web application and documentation provide multiple sensory characteristics for operations.

Criteria	Conformance Level	Remarks and Explanations
● 602.3 (Support Docs)	Supports	
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Admin Console Web Application: Supports Documentation: Supports	Neither Google Admin Console web application nor documentation relies solely on color to convey information or to distinguish elements.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Admin Console Web Application: Supports Documentation: Supports	Neither Google Admin Console web application nor documentation contains audio that plays automatically for more than three (3) seconds.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Admin Console Web Application: Partially Supports Documentation: Supports	Google Admin Console web application is operable with a keyboard, with some exceptions: ● When viewing target audiences, the table that displays that information can not be fully navigated or perceived using the keyboard. ● While adding a building on the managed resources page, keyboard users are unable to drag and otherwise interact with the map pin, which is used to locate and choose different offices within the building. ● When viewing security health, keyboard users are unable to interact with the diagram tree. Documentation: The documentation is operable with a keyboard.
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Admin Console Web Application: Supports Documentation: Supports	Neither Google Admin Console web application nor documentation presents instances where a keyboard user could not navigate away from an area with a keyboard.

Criteria	Conformance Level	Remarks and Explanations
2.1.4 Character Key Shortcuts (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Admin Console Web Application: Supports Documentation: Supports	Both Google Admin Console web application and documentation utilize single character keyboard shortcuts that function properly and as expected.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Admin Console Web Application: Partially Supports Documentation: Supports	Google Admin Console web application includes content with a timeout that can be adjusted for users when necessary and applicable, with one exception: ● While operating Admin Console, users are not notified that they are about to be logged out due to inactivity, are not provided with a way to extend the session time, and are not notified upon being logged out automatically. Documentation: The documentation does not contain content with a timeout.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Admin Console Web Application: Supports Documentation: Supports	Both Google Admin Console web application and documentation provide mechanisms to pause, stop, or hide moving, blinking, scrolling or auto-updating information that lasts more than five (5) seconds.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Admin Console Web Application: Supports Documentation: Supports	Neither Google Admin Console web application nor documentation includes content which flashes more than three (3) times per second.
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508	Google Admin Console Web Application: Partially Supports	Google Admin Console web application has extensive methods of bypassing repeated content such as headings, frames, and keyboard shortcuts, with one exception:

Criteria	Conformance Level	Remarks and Explanations
● 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	Documentation: Supports	● The Admin Console homepage does not contain any "Skip to main content" or "Back to top" links to aid in navigation. Documentation: The documentation has extensive methods of bypassing repeated content such as headings, frames, and keyboard shortcuts.
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Admin Console Web Application: Supports Documentation: Supports	Both Google Admin Console web application and documentation provide titles for pages that describe topic or purpose.
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Admin Console Web Application: Partially Supports Documentation: Partially Supports	Google Admin Console web application presents components in a meaningful focus order, with some exceptions, including: ● When expanding and collapsing the organizational units filter for the user list, focus lands at the top of the page instead of remaining on the filter control after it is activated. ● When changing the organizational unit for a new user, focus is lost after activating the "Done" button. ● When the add a printer dialog appears, focus is set to the last control in the dialog, the "Add printer" button. Documentation: The documentation presents components in a meaningful focus order, with one exception: ● After toggling dark mode, focus lands at the top of the page instead of being retained on the "Dark mode" button.

Criteria	Conformance Level	Remarks and Explanations

2.4.4 Link Purpose (In Context) (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Google Admin Console Web Application:
	Partially Supports
	
	Documentation:
	Partially Supports
		Google Admin Console web application contains links which clearly state their purpose, with some exceptions, including:
		● The sign in page contains a "Learn more" link that needs more context for the purpose of the link and where it directs to.
		● When determining whether or not to allow users to edit their profile, a "Learn more" link is present that does not provide enough context regarding its purpose or where the link directs to.
		● While adding alternate emails, users encounter a link that is reported as "Learn more", not giving enough context for the purpose of the link or where it directs to.
		
		Documentation:
		The documentation contains links which clearly state their purpose, with one exception:
		● The section of documentation entitled, Search the Admin Console, contains a "Learn more" link that does not provide enough context for the links purpose or where it will direct to.

2.5.1 Pointer Gestures (Level A)	Google Admin Console Web Application: Supports Documentation: Supports	Neither Google Admin Console web application nor documentation contains multipoint or path-based gestures for operation.
2.5.2 Pointer Cancellation (Level A)	Google Admin Console Web Application: Supports Documentation: Supports	Both Google Admin Console web application and documentation allow users to cancel pointer interactions.

Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name (Level A)	Google Admin Console Web Application: Supports Documentation: Supports	Both Google Admin Console web application and documentation present labels visually and programmatically.
2.5.4 Motion Actuation (Level A)	Google Admin Console Web Application: Supports Documentation: Supports	Neither Google Admin Console web application nor documentation uses motion actuation for user interaction.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Admin Console Web Application: Supports Documentation: Supports	Both Google Admin Console web application and documentation specify the document language in the HTML markup.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Admin Console Web Application: Partially Supports Documentation: Supports	Google Admin Console web application does not contain elements that initiate changes of context when focused, with one exception: ● On the users and browsers app management screen, the "Add app" menu expands automatically when focused. Documentation: The documentation does not contain elements that initiate changes of context when focused.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Admin Console Web Application: Partially Supports Documentation: Supports	Google Admin Console web application contains form controls that behave predictably, with one exception: ● In the enforcement section of the two step verification screen, checking the "On" checkbox moves focus to the calendar

Criteria	Conformance Level	Remarks and Explanations
		section, and no indication is provided to users that this will occur. Documentation: The documentation contains form controls that behave predictably.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Admin Console Web Application: Partially Supports Documentation: Supports	Google Admin Console web application provides error identification, with one exception: ● When trying to add a user to a group that they are already a part of, the error message "Add to groups operation failed" is displayed, with no indication of why it failed or how to fix it. Documentation: The documentation provides error identification.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Admin Console Web Application: Supports Documentation: Supports	Both Google Admin Console web application and documentation provide appropriate instructions or labels when user input is required.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Admin Console Web Application: Supports Documentation: Supports	Both Google Admin Console web application and documentation provide elements that have start and end tags, are nested appropriately, do not contain duplicate attributes, and have unique IDs.

Criteria	Conformance Level	Remarks and Explanations

4.1.2 Name, Role, Value (Level A)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Google Admin Console Web Application:
	Partially Supports
	
	Documentation:
	Partially Supports
		Google Admin Console web application provides proper names, roles, and values for elements, with some exceptions, including:
		● The "Main menu" dropdown reports as collapsed, regardless of the state of the menu.
		● On the managed resources page, the screen reader does not report required edit fields as such.
		● When selecting an app to add to the allow list, users encounter unlabeled checkboxes that report the state, but not the name or role of the control.
		
		Documentation:
		The documentation provides proper names, roles, and values for elements with some exceptions:
		● In the section of the documentation entitled, Sign in to your Admin Console, activating the "Expand all" link causes all the buttons and their respective Q and A content to expand, but the controls are reported as collapsed by the screen reader.
		● After collapsing the "Google Apps" menu, the screen reader will report it as expanded when performing the action, but collapsed if it is encountered again.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks

1.2.4 Captions (Live) (Level AA)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Google Admin Console Web Application: Supports
	
	Documentation: Supports
		Neither Google Admin Console web application nor documentation contains live synchronized media.

1.2.5 Audio Description (Prerecorded) (Level AA)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Google Admin Console Web Application: Supports
	
	Documentation: Supports
		Neither Google Admin Console web application nor documentation includes prerecorded video content.

1.3.4 Orientation (Level AA 2.1 only)	Google Admin Console Web Application: Supports Documentation: Supports	Neither Google Admin Console web application nor documentation restricts the view to a single orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Google Admin Console Web Application: Supports Documentation: Supports	Both Google Admin Console web application and documentation appropriately identify the purpose of components, icons, and regions.

1.4.3 Contrast (Minimum) (Level AA)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Google Admin Console Web Application: Supports
	
	Documentation: Supports
		Both Google Admin Console web application and documentation have sufficient color contrast between text and its background.

1.4.4 Resize text (Level AA) Also applies to: Revised Section 508	Google Admin Console Web Application: Partially Supports	Google Admin Console web application allows users to zoom in up to 200% without loss of content or functionality, with one exception:

Criteria	Conformance Level	Remarks
● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Documentation: Supports	● When zoomed in at 200%, the side menu containing the directory of admins is not fully visible. Documentation: The documentation allows users to zoom in up to 200% without loss of content or functionality.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Admin Console Web Application: Supports Documentation: Supports	Neither Google Admin Console web application nor documentation includes images of text.
1.4.10 Reflow (Level AA 2.1 only)	Google Admin Console Web Application: Partially Supports Documentation: Partially Supports	Google Admin Console web application is able to reflow to fit most screen sizes and zoom levels, with one exception: ● When zoomed in above 200% and up to 400 %, the sidebar containing the directory of admins is not fully visible. Documentation: The documentation can reflow to fit most screen sizes and zoom levels, with one exception: ● When zoomed in at 250% to 300%, the format of the header "Help center" changes so that the word "Center" appears underneath the word "Help."
1.4.11 Non-text Contrast (Level AA 2.1 only)	Google Admin Console Web Application: Supports Documentation: Supports	Both Google Admin Console web application and documentation have sufficient contrast between important components or graphics and their backgrounds.
1.4.12 Text Spacing (Level AA 2.1 only)	Google Admin Console Web Application: Supports	Both Google Admin Console web application and documentation allow users to adjust text spacing without loss of content or functionality.

Criteria	Conformance Level	Remarks
	Documentation: Supports	
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Google Admin Console Web Application: Supports Documentation: Supports	Both Google Admin Console web application and documentation ensure that content which appears on hover or focus is dismissible, hoverable, and persistent.
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs	Google Admin Console Web Application: Supports Documentation: Supports	Both Google Admin Console web application and documentation provide users with multiple ways to navigate to pages and content.
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Admin Console Web Application: Partially Supports Documentation: Supports	Google Admin Console web application provides users with headings or labels to describe topic, purpose, or content, with one exception: ● When updating a user, there is a button present labeled, "Learn more," which does not provide enough information about the control or context for the user. Documentation: The documentation provides users with headings or labels to describe topic, purpose, or content.
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Admin Console Web Application: Supports Documentation: Supports	Both Google Admin Console web application and documentation provide visible focus indicators for all interactive elements.

Criteria	Conformance Level	Remarks

3.1.2 Language of Parts (Level AA)
Also applies to:
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Google Admin Console Web Application:
	Supports
	
	Documentation:
	Supports
		Both Google Admin Console web application and documentation display passages or phrases in the page's native language.

3.2.3 Consistent Navigation (Level AA)
Also applies to:
Revised Section 508
   ● 501 (Web)(Software) – Does not apply to non-web software
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs) – Does not apply to non-web docs
	Google Admin Console Web Application:
	Supports
	
	Documentation:
	Supports
		Both Google Admin Console web application and documentation provide clear and consistent navigation across pages.

3.2.4 Consistent Identification (Level AA)
Also applies to:
Revised Section 508
   ● 501 (Web)(Software) – Does not apply to non-web software
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs) – Does not apply to non-web docs
	Google Admin Console Web Application:
	Supports
	
	Documentation:
	Supports
		Both Google Admin Console web application and documentation consistently identify components with the same functionality.

3.3.3 Error Suggestion (Level AA)
Also applies to:
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Google Admin Console Web Application:
	Partially Supports
	
	Documentation:
	Supports
		Google Admin Console web application provides suggestions for resolving errors on input, with one exception:
		   ● When trying to add a user to a group that they are already a part of, the error message "Add to groups operation failed" is displayed, with no indication of why it failed and how to fix it.
		
		Documentation:
		The documentation provides suggestions for resolving errors on input.

Criteria	Conformance Level	Remarks
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google Admin Console Web Application: Supports Documentation: Supports	Neither Google Admin Console web application nor documentation inherently causes legal commitments or financial transactions to occur.
4.1.3 Status Messages (Level AA 2.1 only)	Google Admin Console Web Application: Partially Supports Documentation: Supports	Google Admin Console web application provides status messages, which are presented to assistive technology, with some exceptions, including: ● When adding or clearing filters for the user list, the screen reader does not successfully announce the message alerting users that the action was successful. ● After checking a box associated with a user in the user list, related options appear above the table, but this change is not reported by screen readers, and users are only made aware that these options are available after further exploring the page. ● While inspecting groups, the screen reader does not announce the error message regarding permissions if it appears. Documentation: The documentation does not utilize status messages.

Table 3: Success Criteria, Level AAA

WCAG 2.0 AAA success criteria were not evaluated.

Revised Section 508 Report

Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Google Admin Console web application provides the correct name, role, state and other important accessibility information for most interface elements, with few exceptions, detailed in Tables 1 and 2.
302.2 With Limited Vision	Partially Supports	Google Admin Console web application provides the correct name, role, state, and other important accessibility information for most interface elements, with few exceptions, detailed in Tables 1 and 2.
302.3 Without Perception of Color	Supports	
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Supports	
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

Chapter 4: Hardware

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

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

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

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

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

Chapter 5: Software

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

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See **WCAG 2.0/2.1 Report** section	See information in WCAG 2.0/2.1 Report section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	
502.2.2 No Disruption of Accessibility Features	Not Applicable	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	
502.3.2 Modification of Object Information	Not Applicable	
502.3.3 Row, Column, and Headers	Not Applicable	
502.3.4 Values	Not Applicable	
502.3.5 Modification of Values	Not Applicable	
502.3.6 Label Relationships	Not Applicable	
502.3.7 Hierarchical Relationships	Not Applicable	
502.3.8 Text	Not Applicable	
502.3.9 Modification of Text	Not Applicable	
502.3.10 List of Actions	Not Applicable	
502.3.11 Actions on Objects	Not Applicable	
502.3.12 Focus Cursor	Not Applicable	
502.3.13 Modification of Focus Cursor	Not Applicable	
502.3.14 Event Notification	Not Applicable	
502.4 Platform Accessibility Features	Not Applicable	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	
503.3 Alternative User Interfaces	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	
503.4.2 Audio Description Controls	Not Applicable	
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See **WCAG 2.0/2.1 Report** section	See information in WCAG 2.0/2.1 Report section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Not Applicable	
504.3 Prompts	Not Applicable	
504.4 Templates	Not Applicable	

Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	
602.3 Electronic Support Documentation	See **WCAG 2.0/2.1 Report** section	See information in WCAG 2.0/2.1 Report section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	All documentation for Google Admin Console web application is provided electronically.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	The Google Disability Support Team can answer questions about accessibility through various support channels.
603.3 Accommodation of Communication Needs	Supports	The Google Disability Support Team can answer questions about accessibility through various support channels.

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