

Google Drive Accessibility Conformance Report

VPAT[®] 2.3 Revised Section 508 Edition Version 1.0

Information	Description
Name of product/version:	Google Drive
Product description:	Web application
Date:	22 Jul 2019
Contact information	apps-accessibility@google.com
Notes	
Evaluation methods used:	<p>The following applications were used to evaluate this product:</p> <ul style="list-style-type: none">• Desktop browsers: Firefox, Chrome, Internet Explorer, and Safari.• Assistive technologies: JAWS, NVDA, and VoiceOver.• Accessibility testing tools: Browser developer tools.

Information	Description
Applicable standards/guidelines	<p>This report covers the degree of conformance for the following accessibility standards/guidelines:</p> <ul style="list-style-type: none"><li data-bbox="535 443 1385 512">● Web Content Accessibility Guidelines (WCAG) 2.0 - Level A and Level AA, but not Level AAA.<li data-bbox="535 533 1385 602">● Revised Section 508, as published by the U.S. Access Board in the Federal Register on January 18, 2017.<li data-bbox="535 623 1385 693">● Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018

Terminology

The terms used in the conformance level information are defined as follows:

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

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

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

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

Table 1: Web Content Accessibility Guidelines (WCAG) 2.0 Success Criteria, Level A

Criteria	Conformance level	Remarks and explanations
1.1.1 Non-text Content	Partially supports	The Google Drive web application provides text alternatives for non-text items, with a minor exception: <ul style="list-style-type: none">● Some decorative SVG content is not hidden from assistive technologies.
1.2.1 Audio-only and Video-only (Prerecorded)	Not applicable	The Google Drive web application does not have pre-recorded audio-only or pre-recorded video-only media.
1.2.2 Captions (Prerecorded)	Not applicable	The Google Drive web application does not have pre-recorded audio content.
1.2.3 Audio Description or Media Alternative (Prerecorded)	Not applicable	The Google Drive web application does not have pre-recorded video content.

Criteria	Conformance level	Remarks and explanations
1.3.1 Info and Relationships	Partially supports	<p>The Google Drive web application exposes most semantics, with some exceptions:</p> <ul style="list-style-type: none"> • In the Settings dialog, some headings do not expose heading semantics. • In the Details panel, the document title visually and semantically resembles a heading, but is not identified as a heading. • The Keyboard shortcuts dialog presents shortcuts in a data table, which does not expose heading semantics.
1.3.2 Meaningful Sequence	Partially supports	<p>The correct reading sequence is meaningful throughout the Google Drive web application, with one exception:</p> <ul style="list-style-type: none"> • In the Manage Apps tab of the Settings dialog of the Google Drive web application, input options for each app are read out before the app name and description, which appears to the left of the input options in the dialog layout.
1.3.3 Sensory Characteristics	Supports	<p>The Google Drive web application does not rely on sensory characteristics for instructions.</p>
1.4.1 Use of Color	Partially supports	<p>The Google Drive web application does not rely on color alone to convey information, with one exception:</p> <ul style="list-style-type: none"> • In the Settings dialog and Details panel, link text is visually distinguished from non-link text only by a color change.
1.4.2 Audio Control	Not applicable	<p>The Google Drive web application does not have audio content.</p>
2.1.1 Keyboard	Supports	<p>All functionality is operable using the keyboard alone in the Google Drive web</p>

Criteria	Conformance level	Remarks and explanations
		application.
2.1.2 No Keyboard Trap	Supports	The Google Drive web application does not cause a keyboard trap.
2.2.1 Timing Adjustable	Not applicable	The Google Drive web application does not include content with a timeout.
2.2.2 Pause, Stop, Hide	Not applicable	The Google Drive web application does not have content that blinks, scrolls, or updates regularly.
2.3.1 Three Flashes or Below Threshold	Supports	The Google Drive web application does not have flashing content.
2.4.1 Bypass Blocks	Supports	The Google Drive web application provides a set of shortcuts that allow keyboard users to skip to different locations of the user interface.
2.4.2 Page Titled	Supports	The Google Drive web application provides a descriptive page title.
2.4.3 Focus Order	Partially supports	<p>The Google Drive web application has a meaningful focus order, with some exceptions:</p> <ul style="list-style-type: none"> • When the Share with others dialog is closed, after launching from the Document toolbar's Share button, focus is returned to the file in the Grid or List view, instead of the button that launched the dialog. • In the Keyboard shortcuts dialog, when links in the left navigation menu are activated, focus is not moved to the appropriate section in the main content of the dialog.
2.4.4 Link Purpose (In Context)	Supports	The Google Drive web application has meaningful link phrases.
3.1.1 Language of Page	Supports	The language of pages in the Google Drive web application is programmatically

Criteria	Conformance level	Remarks and explanations
		identified.
3.2.1 On Focus	Supports	The Google Drive web application does not cause a change of context on focus.
3.2.2 On Input	Partially supports	The Google Drive web application does not cause an unexpected change of context when interacting with elements, with one exception: <ul style="list-style-type: none"> When the Grid/List view button is activated (i.e., toggled from List view state), focus automatically moves from the button to the first item in the grid or list of items, bypassing the Quick Access items, instead of staying on the button.
3.3.1 Error Identification	Supports	If an input error is detected in the Google Drive web application, the error is described to the user in text.
3.3.2 Labels or Instructions	Partially supports	The Google Drive web application provides labels when content requires input, with one exception: <ul style="list-style-type: none"> The Search Drive and Search Help placeholder labels disappear when a user starts typing into these input fields.
4.1.1 Parsing	Partially supports	The Google Drive web application has some minor parsing errors but none that adversely affect accessibility.
4.1.2 Name, Role, Value	Partially supports	The Google Drive web application provides the correct name, role, state, and other important accessibility information for most user interface components, with some exceptions including the following (not all issues listed): <ul style="list-style-type: none"> The input element of the main, Help and Keyboard shortcut search forms don't indicate expanded state.

Criteria	Conformance level	Remarks and explanations
		<ul style="list-style-type: none">• In Grid and List View, the Name button doubles up the sort functionality of the list of folders and documents, but does not convey purpose or current state.• In the More Options menu, the number of menu items, and the position of each item in the menu, is incorrectly reported by assistive technologies.• iFrame elements without a title attribute are present.• The Advanced Search form includes labels that are not programmatically associated with their corresponding input fields.

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

Criteria	Conformance level	Remarks and explanations
1.2.4 Captions (Live)	Not applicable	The Google Drive web application does not have live audio content.
1.2.5 Audio Description (Prerecorded)	Not applicable	The Google Drive web application does not have video content.
1.4.3 Contrast (Minimum)	Partially supports	The Google Drive web application has sufficient contrast between the foreground and background colors, with some exceptions: <ul style="list-style-type: none"> For search input fields, placeholder text has insufficient contrast.
1.4.4 Resize text	Supports	Text is resizable to 200% throughout the Google Drive web application without a loss of content or functionality.
1.4.5 Images of Text	Supports	The Google Drive web application does not contain images of text.
2.4.5 Multiple Ways	Supports	The Google Drive web application has multiple ways of locating screens in the application.
2.4.6 Headings and Labels	Supports	Headings and labels are descriptive throughout the Google Drive web application.
2.4.7 Focus Visible	Supports	The Google Drive web application has a visible indication of focus throughout.
3.1.2 Language of Parts	Not applicable	The Google Drive web application does not contain text with a change in language.
3.2.3 Consistent Navigation	Supports	The Google Drive web application has a consistent navigation mechanism.

Criteria	Conformance level	Remarks and explanations
3.2.4 Consistent Identification	Supports	The Google Drive web application components are identified consistently.
3.3.3 Error Suggestion	Supports	Where input errors are detected, the Google Drive web application provides suggestions for resolving them.
3.3.4 Error Prevention (Legal, Financial, Data)	Not applicable	Use of the Google Drive web application does not inherently cause legal commitments or financial transactions to occur.

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

Criteria	Conformance level	Remarks and explanations
1.2.6 Sign Language (Prerecorded)	Not evaluated	
1.2.7 Extended Audio Description (Prerecorded)	Not evaluated	
1.2.8 Media Alternative (Prerecorded)	Not evaluated	
1.2.9 Audio-only (Live)	Not evaluated	
1.4.6 Contrast Enhanced	Not evaluated	
1.4.7 Low or No Background Audio	Not evaluated	
1.4.8 Visual Presentation	Not evaluated	
1.4.9 Images of Text (No Exception) Control	Not evaluated	

Criteria	Conformance level	Remarks and explanations
2.1.3 Keyboard (No Exception)	Not evaluated	
2.2.3 No Timing	Not evaluated	
2.2.4 Interruptions	Not evaluated	
2.2.5 Re-authenticating	Not evaluated	
2.3.2 Three Flashes	Not evaluated	
2.4.8 Location	Not evaluated	
2.4.9 Link Purpose (Link Only)	Not evaluated	
2.4.10 Section Headings	Not evaluated	
3.1.3 Unusual Words	Not evaluated	
3.1.4 Abbreviations	Not evaluated	
3.1.5 Reading Level	Not evaluated	
3.1.6 Pronunciation	Not evaluated	
3.2.5 Change on Request	Not evaluated	
3.3.5 Help	Not evaluated	
3.3.6 Error Prevention (All)	Not evaluated	

Section 508 Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance level	Remarks and explanations
302.1 Without Vision	Partially supports	The Google Drive web application provides the correct name, role, state, and other important accessibility information for most interface elements.
302.2 With Limited Vision	Partially supports	The Google Drive web application can be used with limited vision, with some exceptions: <ul style="list-style-type: none"> Some images, including labels for interface elements, do not show in Windows High Contrast Mode.
302.3 Without Perception of Color	Partially supports	The Google Drive web application can be used without color perception, with the exception of distinguishing some links from surrounding text.
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Partially supports	The Google Drive web application is usable by people with limited manipulation, with some exceptions: <ul style="list-style-type: none"> When the Grid/List view button is activated (i.e., toggled from List view state), focus automatically moves from the button to the first item in the grid or list of items instead of staying on the button.
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive,	Supports	

Criteria	Conformance level	Remarks and explanations
and Learning Abilities		

Section 508 Chapter 4: Hardware

Notes: Google Drive is not a hardware product.

Criteria	Conformance level	Remarks and explanations
402 Closed Functionality		
<i>402.1 General</i>		
<i>402.2 Speech-Output Enabled</i>		
402.2.1 Information Displayed On-Screen	Not applicable	
402.2.2 Transactional Outputs	Not applicable	
402.2.3 Speech Delivery Type and Coordination	Not applicable	
402.2.4 User Control	Not applicable	
402.2.5 Braille Instructions	Not applicable	
<i>402.3 Volume</i>		
402.3.1 Private Listening	Not applicable	
402.3.2 Non-private Listening	Not applicable	
402.4 Characters on Display Screens	Not applicable	
402.5 Characters on Variable Message Signs	Not applicable	
403 Biometrics		
403.1 General	Not applicable	
404 Preservation of Information Provided for Accessibility		

Criteria	Conformance level	Remarks and explanations
404.1 General	Not applicable	
405 Privacy		
405.1 General	Not applicable	
406 Standard Connections		
406.1 General	Not applicable	
407 Operable Parts		
407.2 Contrast	Not applicable	
<i>407.3 Input Controls</i>		
407.3.1 Tactilely Discernible	Not applicable	
407.3.2 Alphabetic Keys	Not applicable	
407.3.3 Numeric Keys	Not applicable	
407.4 Key Repeat	Not applicable	
407.5 Timed Response	Not applicable	
407.6 Operation	Not applicable	
407.7 Tickets, Fare Cards, and Keycards	Not applicable	
<i>407.8 Reach, Height and Depth</i>		
407.8.1 Vertical Reference Plane	Not applicable	
407.8.1.1 Vertical Plane for Side Reach	Not applicable	
407.8.1.2 Vertical Plane for Forward Reach	Not applicable	
407.8.2 Side Reach	Not applicable	
407.8.2.1 Unobstructed Side Reach	Not applicable	
407.8.2.2 Obstructed Side	Not applicable	

Criteria	Conformance level	Remarks and explanations
Reach		
407.8.3 Forward Reach	Not applicable	
407.8.3.1 Unobstructed Forward Reach	Not applicable	
407.8.3.2 Obstructed Forward Reach	Not applicable	
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not applicable	
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not applicable	
408 Display Screens		
408.2 Visibility	Not applicable	
408.3 Flashing	Not applicable	
409 Status Indicators		
409.1 General	Not applicable	
410 Color Coding		
410.1 General	Not applicable	
411 Audible Signals		
411.1 General	Not applicable	
412 ICT with Two-Way Voice Communication		
<i>412.2 Volume Gain</i>		
412.2.1 Volume Gain for Wireline Telephones	Not applicable	
412.2.2 Volume Gain for Non-Wireline ICT	Not applicable	

Criteria	Conformance level	Remarks and explanations
<i>412. 3 Interference Reduction and Magnetic Coupling</i>		
412.3.1 Wireless Handsets	Not applicable	
412.3.2 Wireline Handsets	Not applicable	
412.4 Digital Encoding of Speech	Not applicable	
412.5 Real-Time Text Functionality	Not applicable	
412.6 Caller ID	Not applicable	
412.7 Video Communication	Not applicable	
413 Closed Caption Processing Technologies		
413.1.1 Decoding and Display of Closed Captions	Not applicable	
413.1.2 Pass-Through of Closed Caption Data	Not applicable	
414 Audio Description Processing Technologies		
414.1.1 Digital Television Tuners	Not applicable	
414.1.2 Other ICT	Not applicable	
415 User Controls for Captions and Audio Descriptions		
415.1.1 Caption Controls	Not applicable	
415.1.2 Audio Description Controls	Not applicable	

Section 508 Chapter 5: Software

Criteria	Conformance level	Remarks and explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	Refer to the WCAG 2.0 section.	Refer to the WCAG 2.0 section.
502 Interoperability with Assistive Technology		
502.2.1 User Control of Accessibility Features	Not applicable	
502.2.2 No Disruption of Accessibility Features	Not applicable	
<i>502.3 Accessibility Services</i>		
502.3.1 Object Information	Not applicable	
502.3.2 Modification of Object Information	Not applicable	
502.3.3 Row, Column, and Headers	Not applicable	
502.3.4 Values	Not applicable	
502.3.5 Modification of Values	Not applicable	
502.3.6 Label Relationships	Not applicable	
502.3.7 Hierarchical Relationships	Not applicable	
502.3.8 Text	Not applicable	
502.3.9 Modification of Text	Not applicable	

Criteria	Conformance level	Remarks and explanations
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		
503.2 User Preferences	Not applicable	
503.3 Alternative User Interfaces	Not applicable	
<i>503.4 User Controls for Captions and Audio Description</i>		
503.4.1 Caption Controls	Not applicable	
503.4.2 Audio Description Controls	Not applicable	
504 Authoring Tools		
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	Not applicable	
504.2.1 Preservation of Information Provided for	Not applicable	

Criteria	Conformance level	Remarks and explanations
Accessibility in Format Conversion		
504.2.2 PDF Export	Not applicable	
504.3 Prompts	Not applicable	
504.4 Templates	Not applicable	

Section 508 Chapter 6: Support Documentation and Services

Criteria	Conformance level	Remarks and explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features	Supports	The documentation for Google Drive lists and explains how to use the accessibility and compatibility features of the product, including keyboard shortcuts and advice on using screen readers with Google Drive. See https://support.google.com/drive/topic/2650510 .
602.3 Electronic Support Documentation	Partially Supports	The documentation mostly complies with WCAG 2.0 A/AA, but some content does not provide the correct state information, such as expanded/collapsed disclosure widgets.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	All necessary documentation for Google Drive is provided electronically.

Criteria	Conformance level	Remarks and explanations
603 Support Services		
603.2 Information on Accessibility and Compatibility Features	Not applicable	The Google Disability Support team can answer questions about the accessibility of Google Drive through various support channels.
603.3 Accommodation of Communication Needs	Supports	The Google Disability Support team can answer questions about the accessibility of Google Drive through various support channels.

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