

Google Drive for Desktop Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT^{®1} Version 2.4)

Name of Product/Version: Google Drive for desktop

Report Date: 28 October 2022

Product Description: Google Drive for desktop is a downloadable application that allows users to sync files and folders, allowing access from supported devices.

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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, Color Contrast Analyzer, Chrome Browser and Firefox.

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

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.
- **Supports With Exceptions:** 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
<p><u>1.1.1 Non-text Content</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Drive for desktop: Partially Supports</p> <p>Documentation: Supports</p>	<p>Google Drive for desktop properly labels and announces all non-text elements during navigation, with one exception:</p> <ul style="list-style-type: none"> ● While installing the app, there is an unlabeled graphic present in the installer window, reported by screen reader as “Image.” This also occurs on the page that indicates that users have successfully logged in. <p>Documentation: The documentation properly labels and announces all non-text elements during navigation.</p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Drive for desktop: Supports</p> <p>Documentation: Supports</p>	<p>Neither Google Drive for desktop nor documentation contains prerecorded media.</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Drive for desktop: Supports</p> <p>Documentation: Supports</p>	<p>Neither Google Drive for desktop nor documentation contains prerecorded, synchronized media content.</p>
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Drive for desktop: Supports</p> <p>Documentation: Supports</p>	<p>Neither Google Drive for desktop nor documentation contains prerecorded media.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.3.1 Info and Relationships</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Drive for desktop: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Drive for desktop and documentation support info and relationships</p>
<p><u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Drive for desktop: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Drive for desktop and documentation present elements in a correct and logical reading sequence</p>
<p><u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Drive for desktop: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Drive for desktop and documentation provide multiple sensory characteristics for operations.</p>
<p><u>1.4.1 Use of Color</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Drive for desktop: Supports</p> <p>Documentation: Supports</p>	<p>Neither Google Drive for desktop nor documentation relies solely on color to convey information or to distinguish elements.</p>
<p><u>1.4.2 Audio Control</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Drive for desktop: Supports</p> <p>Documentation: Supports</p>	<p>Neither Google Drive for desktop nor documentation contains audio that plays automatically for more than three (3) seconds.</p>
<p><u>2.1.1 Keyboard</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Drive for desktop: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Drive for desktop and documentation are operable with a keyboard</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Drive for desktop: Supports</p> <p>Documentation: Supports</p>	<p>Neither Google Drive for desktop nor documentation presents instances where a keyboard user could not navigate away from an area with a keyboard.</p>
<p><u>2.1.4 Character Key Shortcuts</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Drive for desktop: Supports</p> <p>Documentation: Supports</p>	<p>Google Drive for desktop does not utilize single character key shortcuts.</p> <p>Documentation: The documentation properly utilizes single character keyboard shortcuts that function properly and as expected.</p>
<p><u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Drive for desktop: Supports</p> <p>Documentation: Supports</p>	<p>Neither Google Drive for desktop nor documentation includes content with a timeout.</p>
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Drive for desktop: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Drive for desktop and documentation provide mechanisms to pause, stop, or hide moving, blinking, scrolling or auto-updating information that lasts more than five (5) seconds.</p>
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Drive for desktop: Supports</p> <p>Documentation: Supports</p>	<p>Neither Google Drive for desktop nor documentation includes content which flashes more than three (3) times per second.</p>
<p><u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software 	<p>Google Drive for desktop: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Drive for desktop and documentation have extensive methods of bypassing repeated content such as headings, frames, and keyboard shortcuts.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 		
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Google Drive for desktop: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Drive for desktop and documentation provide titles for pages that describe topic or purpose.</p>
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Google Drive for desktop: Supports</p> <p>Documentation: Partially Supports</p>	<p>Google Drive for desktop presents components in a meaningful focus order.</p> <p>Documentation: The documentation presents components in a meaningful focus order, with one exception:</p> <ul style="list-style-type: none"> After toggling dark mode, focus lands at the top of the page instead of being retained on the “Dark mode” button.
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Google Drive for desktop: Partially Supports</p> <p>Documentation: Partially Supports</p>	<p>Google Drive for desktop contains links which clearly state their purpose, with one exception:</p> <ul style="list-style-type: none"> While navigating the preferences window, there is a "Learn more" link that does not have a clear description of where the link will direct the user too. If a screen reader user navigates the screen using the dedicated link navigation commands, this link is further out of context. <p>Documentation: The documentation contains links which clearly state their purpose, with one exception:</p> <ul style="list-style-type: none"> There is a link right below the text: “Note: Recent versions of macOS may have a slightly different streaming behavior” that reports as “Learn more,” with no

Criteria	Conformance Level	Remarks and Explanations
		description of where the link will direct the user to. If a screen reader user navigates the screen using the dedicated link navigation commands, this link is further out of context.
2.5.1 Pointer Gestures (Level A)	Google Drive for desktop: Supports Documentation: Supports	Neither Google Drive for desktop nor documentation contains multipoint or path-based gestures for operation.
2.5.2 Pointer Cancellation (Level A)	Google Drive for desktop: Supports Documentation: Supports	Both Google Drive for desktop and documentation allow users to cancel pointer interactions.
2.5.3 Label in Name (Level A)	Google Drive for desktop: Supports Documentation: Supports	Both Google Drive for desktop and documentation present labels visually and programmatically.
2.5.4 Motion Actuation (Level A)	Google Drive for desktop: Supports Documentation: Supports	Neither Google Drive for desktop nor documentation uses motion actuation for user interaction.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Google Drive for desktop: Supports Documentation: Supports	Both Google Drive for desktop and documentation specify the document language in the HTML markup.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) 	Google Drive for desktop: Supports Documentation:	Neither Google Drive for desktop nor documentation contains elements that initiate changes of context when focused.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	
<p><u>3.2.2 On Input</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Google Drive for desktop: Supports Documentation: Supports	Both Google Drive for desktop and documentation contain form controls that behave predictably.
<p><u>3.3.1 Error Identification</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Google Drive for desktop: Supports Documentation: Supports	Both Google Drive for desktop and documentation provide error identification in text.
<p><u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Google Drive for desktop: Supports Documentation: Supports	Both Google Drive for desktop and documentation provide appropriate instructions or labels when user input is required.
<p><u>4.1.1 Parsing</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Google Drive for desktop: Supports Documentation: Supports	Both Google Drive for desktop 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
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Drive for desktop: Partially Supports</p> <p>Documentation: Partially Supports</p>	<p>Google Drive for desktop provides proper names, roles, and values for elements, with one exception:</p> <ul style="list-style-type: none"> ● The buttons in the installer do not have proper labels for screen reader users when utilizing JAWS and Windows 11. Screen reader users need to guess which of the buttons will continue the installation process. Unlabeled buttons are also present on the uninstaller in the same fashion. <p>Documentation: The documentation provides proper names, roles, and values for elements, with one exception:</p> <ul style="list-style-type: none"> ● When activating dropdowns in the documentation, no information is provided to screen reader users if the dropdown has expanded or not. Users need to explore the content to see if new options have appeared.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks
<p>1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Drive for desktop: Supports</p> <p>Documentation: Supports</p>	<p>Neither Google Drive for desktop nor documentation contains live synchronized media.</p>
<p>1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Drive for desktop: Supports</p> <p>Documentation: Supports</p>	<p>Neither Google Drive for desktop nor documentation includes prerecorded video content.</p>
<p>1.3.4 Orientation (Level AA 2.1 only)</p>	<p>Google Drive for desktop: Supports</p> <p>Documentation: Supports</p>	<p>Neither Google Drive for desktop nor documentation restricts the view to a single orientation.</p>
<p>1.3.5 Identify Input Purpose (Level AA 2.1 only)</p>	<p>Google Drive for desktop: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Drive for desktop and documentation appropriately identify the purpose of components, icons, and regions.</p>
<p>1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Drive for desktop: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Drive for desktop and documentation have sufficient color contrast between text and its background.</p>
<p>1.4.4 Resize text (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) 	<p>Google Drive for desktop: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Drive for desktop and documentation allow users to zoom in up to 200% without loss of content or functionality.</p>

Criteria	Conformance Level	Remarks
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Google Drive for desktop: Supports</p> <p>Documentation: Supports</p>	<p>Neither Google Drive for desktop nor documentation includes images of text.</p>
<p>1.4.10 Reflow (Level AA 2.1 only)</p>	<p>Google Drive for desktop: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Drive for desktop and documentation are able to reflow to fit most screen sizes and zoom levels.</p>
<p>1.4.11 Non-text Contrast (Level AA 2.1 only)</p>	<p>Google Drive for desktop: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Drive for desktop and documentation have sufficient contrast between important components or graphics and their backgrounds.</p>
<p>1.4.12 Text Spacing (Level AA 2.1 only)</p>	<p>Google Drive for desktop: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Drive for desktop and documentation allow users to adjust text spacing without loss of content or functionality.</p>
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only)</p>	<p>Google Drive for desktop: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Drive for desktop and documentation ensure that content which appears on hover or focus is dismissible, hoverable, and persistent.</p>
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 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 	<p>Google Drive for desktop: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Drive for desktop and documentation provide users with multiple ways to navigate to pages and content.</p>

Criteria	Conformance Level	Remarks
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Drive for desktop: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Drive for desktop and documentation provide users with headings or labels to describe topic, purpose, or content.</p>
<p><u>2.4.7 Focus Visible</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Drive for desktop: Supports</p> <p>Documentation: Partially Supports</p>	<p>Google Drive for desktop provides visible focus indicators for all interactive elements.</p> <p>Documentation: The documentation provides visible focus indicators for all interactive elements, with one exception:</p> <ul style="list-style-type: none"> ● When navigating with the tab key with dark mode enabled, users are not able to tell when the focus is over Download for Windows and Download for Mac buttons.
<p><u>3.1.2 Language of Parts</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Drive for desktop: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Drive for desktop and documentation display passages or phrases in the page's native language.</p>
<p><u>3.2.3 Consistent Navigation</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 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 	<p>Google Drive for desktop: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Drive for desktop and documentation provide clear and consistent navigation across pages.</p>
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) 	<p>Google Drive for desktop: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Drive for desktop and documentation consistently identify components with the same functionality.</p>

Criteria	Conformance Level	Remarks
<ul style="list-style-type: none"> 602.3 (Support Docs) – Does not apply to non-web docs 		
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Google Drive for desktop: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Drive for desktop and documentation provide suggestions for resolving errors on input.</p>
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Google Drive for desktop: Supports</p> <p>Documentation: Supports</p>	<p>Neither Google Drive for desktop nor documentation inherently causes legal commitments or financial transactions to occur.</p>
<p><u>4.1.3 Status Messages</u> (Level AA 2.1 only)</p>	<p>Google Drive For desktop: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Drive For desktop and documentation provide status messages which are presented to assistive technology</p>

Table 3: Success Criteria, Level AAA

WCAG 2.0 AAA success criteria were not evaluated.

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Google Drive for desktop 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 Drive for desktop 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 desktop application, downloadable from the web, which does not contain any hardware components 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	
402.2.4 User Control	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
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	
407.8.3.2 Obstructed Forward Reach	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
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	
<u>408 Display Screens</u>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	
408.3 Flashing	Not Applicable	
<u>409 Status Indicators</u>	Heading cell – no response required	Heading cell – no response required
409.1 General	Not Applicable	
<u>410 Color Coding</u>	Heading cell – no response required	Heading cell – no response required
410.1 General	Not Applicable	
<u>411 Audible Signals</u>	Heading cell – no response required	Heading cell – no response required
411.1 General	Not Applicable	
<u>412 ICT with Two-Way Voice Communication</u>	Heading cell – no response required	Heading cell – no response required
<u>412.2 Volume Gain</u>	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	
<u>412.3 Interference Reduction and Magnetic Coupling</u>	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	
<u>412.8 Legacy TTY Support</u>	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	
<u>413 Closed Caption Processing Technologies</u>	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	
<u>414 Audio Description Processing Technologies</u>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
414.1.2 Other ICT	Not Applicable	
<u>415 User Controls for Captions and Audio Descriptions</u>	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 desktop application that can be downloaded from the web 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 section
<u>502 Interoperability with Assistive Technology</u>	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	
<u>502.3 Accessibility Services</u>	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	
<u>503 Applications</u>	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 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	The documented keyboard shortcuts and hotkeys for Google Drive For Desktop are functional.
602.3 Electronic Support Documentation	See WCAG 2.0/2.1 Report section	See information in WCAG 2.0/2.1 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	All documentation for Google Drive For Desktop 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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