

Google Contacts Accessibility Conformance Report

VPAT^{®1} Version 2.3 (Revised) – April 2019

Name of Product/Version: Google Contacts

Product Description: Google Contacts is a web app which allows users to collect, edit, and utilize contact information.

Report Date: July 28, 2020

Contact Information: apps-accessibility@google.com

Evaluation Methods Used: JAWS, NVDA, VoiceOver, ChromeVox, Color Contrast Analyzer, Chrome Browser

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)

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

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.x 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 the WCAG 2.x 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

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	The Google Contacts web application does not have any relevant non-text content lacking alternative text.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	The Google Contacts web application does not include any prerecorded audio or video media.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	The Google Contacts web application does not contain any audio content in synchronized media.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	The Google Contacts web application does not contain any visual time-based media.
1.3.1 Info and Relationships (Level A)	Partially Supports	<p>The Google Contacts web application conveys presentational information programmatically with one exception:</p> <ul style="list-style-type: none"> The text within the “Details found via” tooltip is not read out by the NVDA screen reader
1.3.2 Meaningful Sequence (Level A)	Partially Supports	<p>The Google Contacts web application has a reading order which can be appropriately programmatically determined with one exception:</p> <ul style="list-style-type: none"> The text within the “Details not found” tooltip is not read out by the NVDA screen reader

Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics (Level A)	Supports	The Google Contacts web application does not rely on color, shape, size, location, orientation, or sound to convey instructions to users.
1.4.1 Use of Color (Level A)	Supports	The Google Contacts web application does not rely on color as the only way to distinguish a visual element.
1.4.2 Audio Control (Level A)	Not Applicable	The Google Contacts web application does not contain any audio which automatically plays.
2.1.1 Keyboard (Level A)	Supports	The Google Contacts web application does not contain any functionality which is not accessible using only the keyboard.
2.1.2 No Keyboard Trap (Level A)	Supports	The Google Contacts web application does not have any keyboard navigation traps.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Supports	The Google Contacts web application does include keyboard shortcuts which are only active when that component has focus.
2.2.1 Timing Adjustable (Level A)	Supports	The Google Contacts web application does not include any time limits.
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	The Google Contacts web application does not include any moving, blinking, scrolling, or auto-updating information which starts automatically and lasts longer than five seconds.
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	The Google Contacts web application does not include any content which flashes more than three times per second.

Criteria	Conformance Level	Remarks and Explanations
2.4.1 Bypass Blocks (Level A)	Partially Supports	<p>The Google Contacts web application provides a set of shortcuts that allow keyboard users to skip to different locations of the user interface with one exception:</p> <ul style="list-style-type: none"> • It doesn't have a shortcut to skip a block of repeated content
2.4.2 Page Titled (Level A)	Supports	The Google Contacts web application has page titles which describe their topic or purpose.
2.4.3 Focus Order (Level A)	Partially Supports	<p>The Google Contacts web application provides a logical focus order with one exception:</p> <ul style="list-style-type: none"> • When the “Labels” section is collapsed the listed labels within the section are still reachable using the keyboard
2.4.4 Link Purpose (In Context) (Level A)	Supports	The Google Contacts web application has links whose purposes are clear.
2.5.1 Pointer Gestures (Level A 2.1 only)	Not Applicable	The Google Contacts web application does not use multipoint or path-based gestures.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	The Google Contacts web application allows the user to cancel pointer interactions.
2.5.3 Label in Name (Level A 2.1 only)	Supports	The Google Contacts web application presents labels both visually and programmatically.
2.5.4 Motion Actuation (Level A 2.1 only)	Not Applicable	The Google Contacts web application does not use motion actuation for user interaction.
3.1.1 Language of Page (Level A)	Supports	The Google Contacts web application specifies the document's language in the HTML code.

Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (Level A)	Supports	The Google Contacts web application does not change content or context on focus.
3.2.2 On Input (Level A)	Partially Supports	<p>The Google Contacts web application does not change context on user interaction with one exception:</p> <ul style="list-style-type: none"> • The Send Email button opens a new window without warning the user first
3.3.1 Error Identification (Level A)	Supports	The Google Contacts web application provides descriptive error identifications for automatically detected errors.
3.3.2 Labels or Instructions (Level A)	Partially Supports	<p>The Google Contacts web application provides labels and instructions for user inputs. With one exception:</p> <ul style="list-style-type: none"> • The Country listbox does not have a label or instructions
4.1.1 Parsing (Level A)	Supports	The Google Contacts web application elements have complete 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>Partially Supports</p>	<p>The Google Contacts web application provides a name, role, and value for inputs with some exceptions:</p> <ul style="list-style-type: none"> ● The Edit Photo button for a contact does not announce its name, role, or value ● Labels do not announce whether they are checked or unchecked when using VoiceOver ● The Country listbox does not announce a name, role, or value when using VoiceOver ● The Search box autocomplete suggestions are not announced by ChromeVox ● The Search button does not announce a name or role when using NVDA or JAWS ● The “Details found via” tooltip does not announce an appropriate name or role

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	The Google Contacts web application does not include live synchronized media.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	The Google Contacts web application does not include prerecorded video content.
1.3.4 Orientation (Level AA 2.1 only)	Supports	The Google Contacts web application does not restrict its view to one orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Supports	The Google Contacts web application appropriately identifies the purposes of components, icons, and regions.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	<p>The Google Contacts web application has appropriate color contrast between text and its background with some exceptions:</p> <ul style="list-style-type: none"> • Focused navigation menu elements text does not have sufficient color contrast with the background • The Search bar's prepopulated value "Search" does not have sufficient color contrast with the background
1.4.4 Resize text (Level AA)	Supports	The Google Contacts web application allows users to zoom in up to 200% without breaking functionality.
1.4.5 Images of Text (Level AA)	Supports	The Google Contacts web application does not contain any images of text.

Criteria	Conformance Level	Remarks and Explanations
1.4.10 Reflow (Level AA 2.1 only)	Supports	The Google Contacts web application allows the use of screens that are as little as 320 CSS pixels by 256 CSS pixels without the loss of information or functionality, and without requiring two-dimensional scrolling.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Partially Supports	The Google Contacts web application has sufficient color contrast for user interface and graphical objects with some exceptions: <ul style="list-style-type: none"> • Focused navigation menu elements text does not have sufficient color contrast with their background • The Search bar does not have sufficient color contrast with its background to be identifiable
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	The Google Contacts web application allows users to adjust text spacing without the loss of content or functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Supports	The Google Contacts web application allows users to dismiss and hover persistent content which appears on hover or focus.
2.4.5 Multiple Ways (Level AA)	Supports	The Google Contacts web application allows multiple ways to access pages and functionality.
2.4.6 Headings and Labels (Level AA)	Supports	The Google Contacts web application provides headings and labels to describe topic or purpose.
2.4.7 Focus Visible (Level AA)	Supports	The Google Contacts web application provides visible focus indicators for all keyboard operable interfaces.

Criteria	Conformance Level	Remarks and Explanations
3.1.2 Language of Parts (Level AA)	Not Applicable	The Google Contacts web application does not contain passages or phrases in a language other than the main page language.
3.2.3 Consistent Navigation (Level AA)	Supports	The Google Contacts web application provides consistent navigation across multiple pages.
3.2.4 Consistent Identification (Level AA)	Supports	The Google Contacts web application consistently identifies components with the same functionality both visually and programmatically.
3.3.3 Error Suggestion (Level AA)	Supports	The Google Contacts web application provides error suggestions for automatically detected errors.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	The Google Contacts web application allows users to edit and correct submitted data.
4.1.3 Status Messages (Level AA 2.1 only)	Partially Supports	<p>The Google Contacts web application status messages can be detected by assistive technologies with some exceptions:</p> <ul style="list-style-type: none"> ● Pressing the “Show More” button does not announce changes to the page to the user ● Creating a label does not announce to the user whether the label was created successfully

Table 3: Success Criteria, Level AAA

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.6 Sign Language (Prerecorded)</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	Not Evaluated	
<p><u>1.2.7 Extended Audio Description (Prerecorded)</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	Not Evaluated	
<p><u>1.2.8 Media Alternative (Prerecorded)</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	Not Evaluated	
<p><u>1.2.9 Audio-only (Live)</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	Not Evaluated	
<p><u>1.4.6 Contrast Enhanced</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	Not Evaluated	
<p><u>1.4.7 Low or No Background Audio</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	Not Evaluated	
<p><u>1.4.8 Visual Presentation</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	Not Evaluated	
<p><u>1.4.9 Images of Text (No Exception) Control</u> (Level AAA) Also applies to:</p>	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
<p><u>2.1.3 Keyboard (No Exception)</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	Not Evaluated	
<p><u>2.2.3 No Timing</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	Not Evaluated	
<p><u>2.2.4 Interruptions</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	Not Evaluated	
<p><u>2.2.5 Re-authenticating</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	Not Evaluated	
<p><u>2.3.2 Three Flashes</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	Not Evaluated	
<p><u>2.4.8 Location</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	Not Evaluated	
<p><u>2.4.9 Link Purpose (Link Only)</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	Not Evaluated	
<p><u>2.4.10 Section Headings</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.1.3 Unusual Words</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	Not Evaluated	
<p><u>3.1.4 Abbreviations</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	Not Evaluated	
<p><u>3.1.5 Reading Level</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	Not Evaluated	
<p><u>3.1.6 Pronunciation</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	Not Evaluated	
<p><u>3.2.5 Change on Request</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	Not Evaluated	
<p><u>3.3.5 Help</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	Not Evaluated	
<p><u>3.3.6 Error Prevention (All)</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply</p>	Not Evaluated	

Revised Section 508 Report

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The Google Contacts web application provides the correct name, role, state, and other important accessibility information for most interface elements, with few exceptions detailed in Table 2.
302.2 With Limited Vision	Partially Supports	The Google Contacts web application provides the correct name, role, state, and other important accessibility information for most interface elements, with few exceptions detailed in Table 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: Google Contacts is not a hardware product.

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	
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	

Criteria	Conformance Level	Remarks and Explanations
<u>404 Preservation of Information Provided for Accessibility</u>	Heading cell – no response required	Heading cell – no response required
404.1 General	Not Applicable	
<u>405 Privacy</u>	Heading cell – no response required	Heading cell – no response required
405.1 General	Not Applicable	
<u>406 Standard Connections</u>	Heading cell – no response required	Heading cell – no response required
406.1 General	Not Applicable	
<u>407 Operable Parts</u>	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

Criteria	Conformance Level	Remarks and Explanations
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	
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	

Criteria	Conformance Level	Remarks and Explanations
<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
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	

Criteria	Conformance Level	Remarks and Explanations
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	
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](#)

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.X section	See information in WCAG 2.X 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	

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	
<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	
<i>503.4 User Controls for Captions and Audio Description</i>	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	
<u>504 Authoring Tools</u>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	Not Applicable	
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
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 documentation for Google Contacts lists and explains how to use the accessibility and compatibility features of the product. See g.co/GSuiteAccessibility
602.3 Electronic Support Documentation	See WCAG 2.X section	See information in WCAG 2.X section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	All necessary documentation for Google Contacts is provided electronically.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	The Google Disability Support team can answer questions about the accessibility of Google Contacts through various support channels.
603.3 Accommodation of Communication Needs	Supports	The Google Disability Support team can answer questions about the accessibility of Google Contacts through various support channels.

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