

Google Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version:

Google Classroom Mobile Application

Report Date:

October 2023

Product Description:

Google Classroom helps educators create engaging learning experiences they can personalize, manage, and measure.

Contact Information:

apps-accessibility@google.com

Notes:

Evaluation Methods Used:

Evaluation of the product involved a combination of automated, manual, and functional testing against the applicable success criteria within the Web Content Accessibility Guidelines (WCAG) 2.1 Conformance Level A and AA. The application was tested using a set of use cases designed to cover the

components and functionality of use flows. Assistive technologies used include: Talkback, VoiceOver (iOS), and platform assistive technologies for magnification, high contrast, dark mode, etc.

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)
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(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.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and 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
<u>1.1.1 Non-text Content</u> (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS and Android: Partially Supports	The product mostly provides equivalent text alternatives for non-text content with the following exceptions: iOS: • Redundant and decorative images are not hidden programmatically. • Some buttons, like More Options and Profile avatars, lack descriptive names. • Icons can lack accessible names. • The Google Classroom logo lacks an accessible name. Android: • Redundant and decorative images are not hidden programmatically. • Some buttons and icons, like more options, remove, and Profile avatars, lack descriptive names. • The Google Classroom logo lacks an accessible name.
<u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs)	iOS and Android: Supports	The product does not have any prerecorded audio or video content.

Criteria	Conformance Level	Remarks and Explanations
12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
<u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria 9.1.2.2 (Web) 10.1.2.2 (Non-web document) 11.1.2.2 (Open Functionality Software) 11.1.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	iOS and Android: Supports	The product does not have any prerecorded video content.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria 9.1.2.3 (Web) 10.1.2.3 (Non-web document) 11.1.2.3.1 (Open Functionality Software) 11.1.2.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	iOS and Android: Supports	The product does not have any prerecorded video content.

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria 9.1.3.1 (Web) 10.1.3.1 (Non-web document) 11.1.3.1.1 (Open Functionality Software) 11.1.3.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	iOS and Android: Partially Supports	The information, structure, and relationships conveyed through presentation in the product can mostly be programmatically determined or is available in text with the following exceptions: iOS: - Many visual headings, like in dialogs, settings, and assignments, are not programmatically determinable. Android: - Many visual headings, like in dialogs, settings, and assignments, are not programmatically determinable. - Sometimes header text is not conveyed to TalkBack users.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria 9.1.3.2 (Web) 10.1.3.2 (Non-web document) 11.1.3.2.1 (Open Functionality Software) 11.1.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	iOS and Android: Partially Supports	The product allows for the correct reading sequence to be programmatically determined with the following exceptions: iOS: - Classwork answer's reading order may not be intuitive. Android: - Account Settings' reading order may not be intuitive.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria 9.1.3.3 (Web)	iOS: Partially Supports Android: Supports	Instructions within the product do not rely solely on sensory characteristics of components such as shape,

Criteria	Conformance Level	Remarks and Explanations
10.1.3.3 (Non-web document) 11.1.3.3 (Open Functionality Software) 11.1.3.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		size, visual location, orientation, or sound with the following exception: iOS: Checkmarks to identify completed assignments may not be available programmatically.
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria 9.1.4.1 (Web) 10.1.4.1 (Non-web document) 11.1.4.1 (Open Functionality Software) 11.1.4.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	iOS and Android: Partially Supports	The product does not use color as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element with the following exceptions: iOS: - Color alone is sometimes used to identify links, tabs and assignment and profile statuses. Android: - Color alone is sometimes used to identify links, tabs and assignment and profile statuses.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria 9.1.4.2 (Web) 10.1.4.2 (Non-web document) 11.1.4.2 (Open Functionality Software) 11.1.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs)	iOS and Android: Supports	The product does not have any prerecorded audio content.

Criteria	Conformance Level	Remarks and Explanations
12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria 9.2.1.1 (Web) 10.2.1.1 (Non-web document) 11.2.1.1.1 (Open Functionality Software) 11.2.1.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	iOS and Android: Partially Supports	All of the product's functionality is operable through a keyboard interface, within the criterion's requirements, with the following exceptions: iOS: - Some links, accordions, and selectable options are not keyboard accessible. - The help popup, bottomsheet, and feedback pane have keyboard navigation issues. - Time selection in the date picker is not keyboard accessible. - Keyboard focus is not reliable in Class Settings. Android: - Some links, accordions, spinners, controls, and selectable options are not keyboard accessible. - The sign in and help popup, feedback pane, and rubric info have keyboard navigation issues.
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria 9.2.1.2 (Web) 10.2.1.2 (Non-web document) 11.2.1.2 (Open Functionality Software) 11.2.1.2 (Closed Software) 11.8.2 (Authoring Tool)	iOS and Android: Partially Supports	If keyboard focus can be moved to a component of the product using a keyboard interface, then focus can be moved away from that component using only a keyboard interface with the following exception: iOS: Focus can get trapped in the help popup and drawing surfaces.

Criteria	Conformance Level	Remarks and Explanations
12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		Android: Focus can get trapped on the Welcome page.
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria 9.2.1.4 (Web) 10.2.1.4 (Non-web document) 11.2.1.4.1 (Open Functionality Software) 11.2.1.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	iOS and Android: Supports	The product does not use one character keyboard shortcuts.
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria 9.2.2.1 (Web) 10.2.2.1 (Non-web document) 11.2.2.1 (Open Functionality Software) 11.2.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	iOS and Android: Supports	The product's time limits can be turned off, adjusted, or extended for events that do not fall under the real-time or essential exceptions.

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS and Android: Supports	The product does not contain moving, blinking, scrolling, or auto-updating information.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS and Android: Supports	The product does not contain anything that flashes more than 3 times a second.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply	iOS and Android: Supports	The product does not contain web pages.

Criteria	Conformance Level	Remarks and Explanations
• 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 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		
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS and Android: Supports	The product does not contain web pages.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	iOS and Android: Partially Supports	The product's focusable components receive focus in an order that preserves meaning and operability with the following exceptions: iOS: • Some links cannot be navigated to using a keyboard. • Focus placement is sometimes not managed properly. • Containers of multiple controls sometimes

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		receive focus instead of the controls themselves. • Sometimes hidden elements receive focus. Android: • Sometimes hidden elements receive Talkback and keyboard focus. • Containers of multiple controls sometimes receive focus instead of the controls themselves. • Focus is sometimes placed on the container of a control in addition to the control itself. • Text is occasionally in the keyboard focus order. • Focus placement is sometimes not managed properly.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS: Partially Supports Android: Supports	The purpose of each of the product's links can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the links would be ambiguous to users in general with the following exception: iOS: • Similar controls in Settings may not have unique names.
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria	iOS and Android: Supports	The product does not use multipoint or path-based gestures for operation.

Criteria	Conformance Level	Remarks and Explanations
9.2.5.1 (Web) 10.2.5.1 (Non-web document) 11.2.5.1 (Open Functionality Software) 11.2.5.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: EN 301 549 Criteria 9.2.5.2 (Web) 10.2.5.2 (Non-web document) 11.2.5.2 (Open Functionality Software) 11.2.5.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	iOS and Android: Supports	The product can be operated using a single pointer, but does not contain any down events.
2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria 9.2.5.3 (Web) 10.2.5.3 (Non-web document) 11.2.5.3.1 (Open Functionality Software) 11.2.5.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	iOS and Android: Supports	The product's user interface components with labels have names that contain the text that is presented visually.
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: EN 301 549 Criteria	iOS and Android: Supports	The product cannot be operated by device motion or user motion.

Criteria	Conformance Level	Remarks and Explanations
9.2.5.4 (Web) 10.2.5.4 (Non-web document) 11.2.5.4 (Open Functionality Software) 11.2.5.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria 9.3.1.1 (Web) 10.3.1.1 (Non-web document) 11.3.1.1.1 (Open Functionality Software) 11.3.1.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	iOS and Android: Supports	The default language of the product's pages can be programmatically determined.
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria 9.3.2.1 (Web) 10.3.2.1 (Non-web document) 11.3.2.1 (Open Functionality Software) 11.3.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508	iOS and Android: Supports	When the product's components receive focus they do not initiate a change of context.

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS and Android: Supports	The product's user interface components do not automatically cause a change of context.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS and Android: Supports	The product identifies input errors and describes the error to the user in text.
3.3.2 Labels or Instructions (Level A) Also applies to:	iOS and Android: Partially Supports	The product provides labels or instructions when

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria ● 9.3.3.2 (Web) ● 10.3.3.2 (Non-web document) ● 11.3.3.2 (Open Functionality Software) ● 11.3.3.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		content requires user input, with the following exceptions: iOS: ● Some required fields are not identified as required before submission. ● Some select dropdowns lack a programmatic selected state. Android: ● Some required fields are not identified as required before submission. ● Selected menu items may not have their state identified programmatically.
<u>4.1.1 Parsing</u> (Level A) Also applies to: EN 301 549 Criteria ● 9.4.1.1 (Web) ● 10.4.1.1 (Non-web document) ● 11.4.1.1.1 (Open Functionality Software) ● 11.4.1.1.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	iOS and Android: Supports	The product does not use HTML or XML.
<u>4.1.2 Name, Role, Value</u> (Level A) Also applies to: EN 301 549 Criteria ● 9.4.1.2 (Web) ● 10.4.1.2 (Non-web document) ● 11.4.1.2.1 (Open Functionality Software)	iOS and Android: Partially Supports	The product's interface components have programmatically determinable names and roles, users can programmatically set states, properties, and values, and notification of changes to these

Criteria	Conformance Level	Remarks and Explanations
11.4.1.2.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		items is available to user agents, including assistive technologies, with the following exceptions: iOS: - Required fields may not be identified. - The selected state for menu drop downs may not be available programmatically. - Some controls lack an accessible name or role. - Some controls are nested and are conveyed improperly by Voice Over. Android: - Some controls and fields lack an accessible name or role. - Some labels and accessible names are not accurate. - The selected state for menu drop downs may not be available programmatically.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria 9.1.2.4 (Web) 10.1.2.4 (Non-web document) 11.1.2.4 (Open Functionality Software) 11.1.2.4 (Closed Software) 11.8.2 (Authoring Tool)	iOS and Android: Supports	The product does not contain synchronized media.

Criteria	Conformance Level	Remarks and Explanations
12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) Also applies to: EN 301 549 Criteria 9.1.2.5 (Web) 10.1.2.5 (Non-web document) 11.1.2.5 (Open Functionality Software) 11.1.2.5 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	iOS and Android: Supports	The product does not contain synchronized media.
<u>1.3.4 Orientation</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 9.1.3.4 (Web) 10.1.3.4 (Non-web document) 11.1.3.4 (Open Functionality Software) 11.1.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	iOS and Android: Supports	The product does not restrict its view and operation to a single display orientation.

Criteria	Conformance Level	Remarks and Explanations
<u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria ● 9.1.3.5 (Web) ● 10.1.3.5 (Non-web document) ● 11.1.3.5.1 (Open Functionality Software) ● 11.1.3.5.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	iOS and Android: Supports	The purpose of each input field of the product collecting information about the user can be programmatically determined.
<u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.4.3 (Web) ● 10.1.4.3 (Non-web document) ● 11.1.4.3 (Open Functionality Software) ● 11.1.4.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	iOS and Android: Partially Supports	The product provides sufficient contrast between text and its background, with the following exceptions: iOS: ● Nav menu items may not have sufficient contrast. ● Some buttons have insufficient contrast between their text and background. ● Light gray text is used for indicating assigned status, newly added emails, footer text, and Assignment scores have insufficient contrast from its white background. Android: ● Nav menu items may not have sufficient contrast. ● Some buttons have insufficient contrast between their text and background. ● Light gray text is used for indicating assigned status, newly added emails, footer text, and Assignment scores have insufficient contrast from its white background.

Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.4.4 (Web) ● 10.1.4.4 (Non-web document) ● 11.1.4.4.1 (Open Functionality Software) ● 11.1.4.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	iOS and Android: Partially Supports	The product allows text to be resized without assistive technology up to 200% without loss of content or functionality, with the following exceptions: iOS: ● The Top Bar of the App, Feedback page, Welcome screen, footer tabs, email notification template, and Assignment scores don't respond to text resizing. ● Some pages show overlapping text and controls when text is increased in size. Android: ● The Top Bar of the App, Feedback page, Welcome screen, footer tabs, email notification template, and Assignment scores don't respond to text resizing.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.4.5 (Web) ● 10.1.4.5 (Non-web document) ● 11.1.4.5.1 (Open Functionality Software) ● 11.1.4.5.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	iOS and Android: Supports	The product uses text instead of images of text, for all text that is not a logo.

Criteria	Conformance Level	Remarks and Explanations
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	iOS and Android: Supports	The product allows for content to be presented without loss of information or functionality, and without requiring scrolling in two dimensions.
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	iOS and Android: Partially Supports	The visual presentation of non-text content has a contrast ratio of at least 3:1, with the following exceptions: iOS: • The controls for viewing uploaded documents have insufficient contrast from their background. Android: • Some interactive icons have insufficient contrast from their backgrounds.
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	iOS and Android: Supports	The content of the product is not implemented using a markup language.

Criteria	Conformance Level	Remarks and Explanations
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 9.1.4.13 (Web) 10.1.4.13 (Non-web document) 11.1.4.13 (Open Functionality Software) 11.1.4.13 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	iOS and Android: Supports	The product does not have interactions where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden.
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria 9.2.4.5 (Web) 10.2.4.5 (Non-web document) – Does not apply 11.2.4.5 (Open Functionality Software) – Does not apply 11.2.4.5 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 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	iOS and Android: Supports	The product does not use web pages.
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria 9.2.4.6 (Web) 10.2.4.6 (Non-web document) 11.2.4.6 (Open Functionality Software) 11.2.4.6 (Closed Software) 11.8.2 (Authoring Tool)	iOS and Android: Partially Supports	The product uses headings and labels that describe their topic or purpose, with the following exceptions: iOS: - Google Classroom's name in the header is not read by VoiceOver. - Some text fields lack labels.

Criteria	Conformance Level	Remarks and Explanations
12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		- In Private comments the whole section of text may be read as part of the heading. Android: - Some headings are only identifiable visually and lack their appropriate role. - Some text fields lack labels.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria 9.2.4.7 (Web) 10.2.4.7 (Non-web document) 11.2.4.7 (Open Functionality Software) 11.2.4.7 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	iOS and Android: Partially Supports	The product provides a visible indication of keyboard focus, with the following exceptions: iOS: - Several buttons, like the account profile button, save buttons, create classwork button, and when changing a profile picture or selecting settings for Stream, lack a visible focus indicator. - The visible focus can sometimes leave the viewable area. Android: - Several buttons, like the account profile button, save buttons, create classwork button, and when changing a profile picture or selecting settings for Stream, lack a visible focus indicator.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria 9.3.1.2 (Web) 10.3.1.2 (Non-web document) 11.3.1.2 (Open Functionality Software) – Does not apply 11.3.1.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool)	iOS and Android: Supports	The product programmatically indicates the human language of each applicable passage or phrase in the content.

Criteria	Conformance Level	Remarks and Explanations
12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria 9.3.2.3 (Web) 10.3.2.3 (Non-web document) – Does not apply 11.3.2.3 (Open Functionality Software) – Does not apply 11.3.2.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 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	iOS and Android: Supports	The product does not use web pages.
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria 9.3.2.4 (Web) 10.3.2.4 (Non-web document) – Does not apply 11.3.2.4 (Open Functionality Software) – Does not apply 11.3.2.4 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool)	iOS and Android: Supports	The product does not use web pages.

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs) – Does not apply to non-web docs		
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria 9.3.3.3 (Web) 10.3.3.3 (Non-web document) 11.3.3.3 (Open Functionality Software) 11.3.3.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	iOS and Android: Supports	The product provides suggestions to the user when input errors are automatically detected.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria 9.3.3.4 (Web) 10.3.3.4 (Non-web document) 11.3.3.4 (Open Functionality Software) 11.3.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	iOS and Android: Supports	The product does not process legal commitments or financial transactions. Changes to user controllable data are reversible or can be confirmed before finalizing.
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 9.4.1.3 (Web)	iOS and Android: Supports	The content of the product is not implemented using a markup language.

Criteria	Conformance Level	Remarks and Explanations
• 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		

Table 3: Success Criteria, Level AAA

Notes: Not Evaluated

EN 301 549 Report

Notes:

Chapter 4: [Functional Performance Statements \(FPS\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	iOS and Android: Partially Supports	Where ICT provides visual modes of operation, the ICT provides at least one mode of operation that does not require vision, with the following exceptions previously described in: • 1.1.1 Non-text Content • 1.3.1 Info and Relationships • 1.3.2 Meaningful Sequence • 1.3.3 Sensory Characteristics (iOS only) • 1.4.1 Use of Color • 2.1.1 Keyboard • 2.1.2 No Keyboard Trap • 2.4.3 Focus Order • 2.4.4 Link Purpose (In Context) (iOS only) • 2.4.6 Headings and Labels • 3.3.2 Labels or Instructions • 4.1.2 Name, Role, Value
4.2.2 Usage with limited vision	iOS and Android: Partially Supports	Where ICT provides visual modes of operation, the ICT provides features that enable users to make better use of their limited vision, with the following exceptions previously described in: • 1.1.1 Non-text Content

Criteria	Conformance Level	Remarks and Explanations
		• 1.3.3 Sensory Characteristics (iOS only) • 1.4.1 Use of Color • 1.4.3 Contrast (Minimum) • 1.4.4 Resize text • 1.4.11 Non-text Contrast • 2.1.1 Keyboard • 2.1.2 No Keyboard Trap • 2.4.3 Focus Order • 2.4.4 Link Purpose (In Context) (iOS only) • 2.4.6 Headings and Labels • 2.4.7 Focus Visible • 3.3.2 Labels or Instructions • 4.1.2 Name, Role, Value
4.2.3 Usage without perception of colour	iOS and Android: Partially Supports	Where ICT provides visual modes of operation, the ICT provides a visual mode of operation that does not require user perception of colour, with the following exceptions previously described in: • 1.3.3 Sensory Characteristics (iOS only) • 1.4.1 Use of Color • 1.4.3 Contrast (Minimum) • 1.4.11 Non-text Contrast
4.2.4 Usage without hearing	iOS and Android: Supports	Where ICT provides auditory modes of operation, the ICT provides at least one mode of operation that does not require hearing.
4.2.5 Usage with limited hearing	iOS and Android: Supports	Where ICT provides auditory modes of operation, the ICT provides enhanced audio features.
4.2.6 Usage with no or limited vocal capability	iOS and Android: Supports	Where ICT requires vocal input from users,

Criteria	Conformance Level	Remarks and Explanations
		the ICT provides at least one mode of operation that does not require them to generate vocal output.
4.2.7 Usage with limited manipulation or strength	iOS and Android: Partially Supports	Where ICT requires manual actions, the ICT provides features that enable users to make use of the ICT through alternative actions not requiring manipulation, simultaneous action or hand strength, with the following exceptions previously described in: • 2.1.1 Keyboard • 2.1.2 No Keyboard Trap • 2.4.3 Focus Order • 2.4.4 Link Purpose (In Context) (iOS only) • 2.4.6 Headings and Labels • 2.4.7 Focus Visible
4.2.8 Usage with limited reach	iOS and Android: Supports	The ICT product is not free-standing or installed.
4.2.9 Minimize photosensitive seizure triggers	iOS and Android: Supports	Where ICT provides visual modes of operation, the ICT provides at least one mode of operation that minimizes the potential for triggering photosensitive seizures.
4.2.10 Usage with limited cognition, language or learning	iOS and Android: Partially Supports	The ICT provides features and/or presentation that makes it simpler and easier to understand, operate and use, with the following exceptions previously described in: • 2.4.3 Focus Order

Criteria	Conformance Level	Remarks and Explanations
		3.3.2 Labels or Instructions 2.4.7 Focus Visible
4.2.11 Privacy	iOS and Android: Supports	Where ICT provides features for accessibility, the ICT maintains the privacy of users of these features at the same level as other users.

Chapter [5: Generic Requirements](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information	Not Applicable	The product does not have any closed functionality.
5.1.3.2 Auditory output delivery including speech	Not Applicable	The product does not have any closed functionality.
5.1.3.3 Auditory output correlation	Not Applicable	The product does not have any closed functionality.
5.1.3.4 Speech output user control	Not Applicable	The product does not have any closed functionality.
5.1.3.5 Speech output automatic interruption	Not Applicable	The product does not have any closed functionality.
5.1.3.6 Speech output for non-text content	Not Applicable	The product does not have

Criteria	Conformance Level	Remarks and Explanations
		any closed functionality.
5.1.3.7 Speech output for video information	Not Applicable	The product does not have any closed functionality.
5.1.3.8 Masked entry	Not Applicable	The product does not have any closed functionality.
5.1.3.9 Private access to personal data	Not Applicable	The product does not have any closed functionality.
5.1.3.10 Non-interfering audio output	Not Applicable	The product does not have any closed functionality.
5.1.3.11 Private listening volume	Not Applicable	The product does not have any closed functionality.
5.1.3.12 Speaker volume	Not Applicable	The product does not have any closed functionality.
5.1.3.13 Volume reset	Not Applicable	The product does not have any closed functionality.
5.1.3.14 Spoken languages	Not Applicable	The product does not have any closed functionality.
5.1.3.15 Non-visual error identification	Not Applicable	The product does not have any closed functionality.
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	The product does not have any closed functionality.
5.1.4 Functionality closed to text enlargement	Not Applicable	The product does not have any closed functionality.
5.1.5 Visual output for auditory information	Not Applicable	The product does not have any closed functionality.
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Not Applicable	The product does not have any closed functionality.
5.1.7 Access without speech	Not Applicable	The product does not have

Criteria	Conformance Level	Remarks and Explanations
		any closed functionality.
5.2 Activation of accessibility features	Not Applicable	The product does not contain documented accessibility features.
5.3 Biometrics	Not Applicable	The product does not rely on biological characteristics.
5.4 Preservation of accessibility information during conversion	Not Applicable	The product does not convert information or communication.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not Applicable	The product does not have operable parts.
5.5.2 Operable parts discernibility	Not Applicable	The product does not have operable parts.
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not Applicable	The product does not have locking or toggle controls.
5.6.2 Visual status	Not Applicable	The product does not have locking or toggle controls.
5.7 Key repeat	Not Applicable	The product does not have a key repeat function.
5.8 Double-strike key acceptance	Not Applicable	The product does not provide a custom keyboard or keypad.
5.9 Simultaneous user actions	Not Applicable	The product does not require simultaneous user actions for its operation.

Chapter 6: [ICT with Two-Way Voice Communication](#)

Notes: Not Applicable

Chapter [7: ICT with Video Capabilities](#)

Notes: Not Applicable

Chapter [8: Hardware](#)

Notes: Not Applicable

Chapter [9: Web](#) (see [WCAG 2.x section](#))

Notes:

Chapter [10: Non-web Documents](#)

Notes: Not Applicable

Chapter [11: Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through
11.5.2.3 Use of accessibility services	iOS and Android: Partially Supports	The product's user interface meets some of the criteria. Refer to the criteria 11.5.2.5 through 11.5.2.17

Criteria	Conformance Level	Remarks and Explanations
11.5.2.4 Assistive technology	iOS and Android: Partially Supports	The product uses some documented accessibility services. Refer to the criteria 11.5.2.5 to 11.5.2.17.
11.5.2.5 Object information	iOS and Android: Partially Supports	The product's user interface elements are programmatically determinable, with the exceptions found in WCAG 1.3.1 Info and Relationships and 4.1.2 Name, Role, Value.
11.5.2.6 Row, column, and headers	iOS and Android: Supports	The product contains data tables whose structures are programmatically determinable.
11.5.2.7 Values	iOS and Android: Partially Supports	The product's user interface elements have some values and ranges of values that are programmatically determinable, with the exceptions found in 4.1.2 Name, role, value.
11.5.2.8 Label relationships	iOS and Android: Partially Supports	The relationship between some of the product's user interface elements and their labels are programmatically determinable, with the exceptions found in 4.1.2.
11.5.2.9 Parent-child relationships	iOS and Android: Supports	The product's user interface elements and their parent-child relationships are programmatically determinable.
11.5.2.10 Text	iOS and Android: Partially Supports	The product's rendered text, including its contents, attributes, and boundary, are programmatically determinable, with the exceptions found in 1.3.1 Info and relationships and 4.1.2 Name, Role, Value.
11.5.2.11 List of available actions	iOS and Android: Partially Supports	The available actions of the product's user interface elements can be programmatically executed, with the exceptions found in 4.1.2 Name, Role, Value.

Criteria	Conformance Level	Remarks and Explanations
11.5.2.12 Execution of available actions	iOS and Android: Partially Supports	The available actions of the product's user interface elements can be programmatically executed, with the exceptions found in 2.1.1 Keyboard and 1.1.2 Name, Role, Value.
11.5.2.13 Tracking of focus and selection attributes	iOS and Android: Partially Supports	The product's user interface elements for text editing provide information and mechanisms necessary to track focus, text insertion point, and selection attributes in a way that is programmatically determinable, with the exceptions found in 2.4.7 Focus Visible and 4.1.2 Name, Role, Value.
11.5.2.14 Modification of focus and selection attributes	iOS and Android: Partially Supports	The product's user interface elements for text editing allow for programmatic modification of tracking focus, text insertion points, and selecting attributes, with the exceptions found in 2.1.1 Keyboard and 2.1.2 No Keyboard Trap
11.5.2.15 Change notification	iOS and Android: Partially Supports	The product notifies assistive technologies of changes to programmatically determinable attributes for some of the user interface elements per the requirements 11.5.2.5 to 11.5.2.11 and 11.2.5.13, with the exceptions found in 1.3.1 Info and relationships and 4.1.2 Name, Role, Value.
11.5.2.16 Modifications of states and properties	iOS and Android: Partially Supports	The product's user interface elements allow for the programmatic modification of state and properties, with the exceptions found in 2.1.1 Keyboard and 4.1.2 Name, Role, Value.

Criteria	Conformance Level	Remarks and Explanations
11.5.2.17 Modifications of values and text	iOS and Android: Partially Supports	The product's user interface elements allow for the programmatic modification of values and text, with the exceptions found in 2.1.1 Keyboard and 4.1.2 Name, Role, Value.
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	iOS and Android: Supports	The product provides sufficient modes of operation for user control over documented platform accessibility features.
11.6.2 No disruption of accessibility features	iOS and Android: Partially Supports	The product does not disrupt normal operation of platform accessibility features, with the exception of some controls when using switch control on iOS.
11.7 User preferences	iOS and Android: Partially Supports	The product's user interface follows user preferences for applicable platform settings, with the exceptions of Large Text on iOS and bold text on both iOS and Android
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	Not Applicable	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations	Not Applicable	The product is not an authoring tool
11.8.4 Repair assistance	Not Applicable	The product is not an authoring tool
11.8.5 Templates	Not Applicable	The product is not an authoring tool

Chapter [12: Documentation and Support Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Applicable - not tested	Product documentation was not included in this audit's scope.
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Applicable - not tested	Information on accessibility and compatibility features that are mentioned in the product's documentation was not included in this audit's scope.
12.2.3 Effective communication	Applicable - not tested	ICT support services were not included in this audit's scope.
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

Chapter [13: ICT Providing Relay or Emergency Service Access](#)

Notes: Not Applicable

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