Glean – Accessibility Conformance Report WCAG 2.1 and Revised Section 508 Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version: Glean

Report Date: October 2023

Product Description: Note-taking software

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Notes: N/A

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. Level Access (Level) tested a selection of the product using a representative sample to cover the components and functionality of use flows. Below is a list of the assistive technologies (ATs) used:

- JAWS/Chrome

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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 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Terms

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

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

WCAG 2.x Report

Tables 1 and 2 also document conformance with Revised Section 508:

- 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.

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Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: Most non-text content in the product presented to the user has a text alternative that serves the equivalent purpose. Exceptions include: • Decorative images are exposed to assistive technology, such as the ones encountered in the navigation.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: The product provides an alternative for time-based media that presents equivalent information for prerecorded audio-only or video-only content in most instances. Exceptions include: • On the Intro Video page, there is no text transcript or audio track provided for prerecorded video-only presentations.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product provides captions for "synchronized multimedia" (video with an audio track).

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Criteria	Conformance Level	Remarks and Explanations
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product provides appropriate audio description or a media alternative for the included "synchronized multimedia" (video with an audio track).
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: The product does not always ensure that information, structure and relationships conveyed through presentation can also be determined programmatically or through text. Examples include: • Some table headers, like the Created table header, span multiple columns but do not indicate this programmatically. • Some form labels, like Preferred Name, are not programmatically associated with the field. • Some form fields rely on the placeholder attribute to supply an accessible name. • There is content that appears as a list but does not use list markup. This occurs on the Specific Collection page, Account Modal Page, and others.

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Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web The product presents content in a meaningful sequence.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product does not include Instructions that solely rely on sensory characteristics.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: The product does not include instructions that rely solely on sensory characteristics. • Some error messages rely on color to convey their error status, such as "Please fill out this field." This occurs on the Account Modal page and Login page.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Audio content can be controlled by the user.

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Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: Most interactive content within the product is accessible from the keyboard. Exceptions include: • On the Header, there are interactive controls that cannot be navigated to and operated with the keyboard alone while a screen reader is running.
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product does not include keyboard traps.
2.1.4 Character Key Shortcuts (Level A 2.1 only) Revised Section 508 – Does not apply	Web: Supports	Web: The product does not use character key shortcuts.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product does not include time limits.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product allows users to pause, stop, or hide moving, blinking, scrolling, and auto-updating information.

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Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product contains content that does not flash or does not flash more than three times a second.
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: The product provides skip links and other mechanisms to bypass blocks of content that are repeated on multiple Web pages.
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: The product mostly provides a suitable title for each page. Exceptions include: • Some page titles do not sufficiently describe the page's purpose. This occurs on the following pages: Collections, Specific Collection, and Intro Video.

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Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: The product can mostly be navigated sequentially in a focus order which matches the logical reading order. Exceptions include: • The focus order does not always preserve meaning, for example checkboxes gain focus after their associated label. • When dialogs are closed focus does not return to the element that triggered it.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	The product contains links which indicate their purpose in context.
2.5.1 Pointer Gestures (Level A 2.1 only) Revised Section 508 – Does not apply	Web: Supports	Web: The product does not require multipoint or path-based gestures for operation.
2.5.2 Pointer Cancellation (Level A 2.1 only) Revised Section 508 – Does not apply	Web: Supports	Web: The product does not use a pointer to execute any part of the function.
2.5.3 Label in Name (Level A 2.1 only) Revised Section 508 – Does not apply	Web: Supports	Web: In the product, when user interface components with labels include text, the accessible name contains the text that is presented visually.
2.5.4 Motion Actuation (Level A 2.1 only) Revised Section 508 – Does not apply	Web: Supports	Web: The product does not have functionality that requires device motion or user motion.

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Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product programmatically indicates the default human language used on each page.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product does not initiate a change in context as a result of any component receiving focus.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product does not initiate a change in context when the setting of a user interface component is changed.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: The product mostly indicates specifically which input is in error, using a text description, when such errors are detected. Exceptions include: • There are inline errors that are not programmatically associated with their corresponding fields, such as on the Login page.

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Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: The product provides programmatically identifiable labels and instructions for most user input fields. Exceptions include: • There are fields, like "Sort collections", that do not have persistent visual labels. This occurs on the Collections page, Login Page, and others.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product uses markup languages that satisfy this criterion.

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Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: The product mostly consists of user interface components which indicate their name, role, and values programmatically. Exceptions include: • There are tabs missing appropriate role and state information. • Some custom select controls are missing role information. • Some buttons that trigger submenus are missing role and state information. • Toggle buttons and checkboxes are missing state information and are not programmatically associated with their visible labels.

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Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product does not contain live synchronized media.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product does not include any "synchronized multimedia" (video with an audio track).
1.3.4 Orientation (Level AA 2.1 only) Revised Section 508 – Does not apply	Web: Supports	Web: The product does not restrict its view and operation to a single display orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only) Revised Section 508 – Does not apply	Web: Supports	Web: The purpose of each input field collecting information about the user can be programmatically determined within the product.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: The product provides sufficient contrast between most text and backgrounds. Exceptions include: • There is text on the homepage that does not meet the required minimum color contrast ratio of 4.5:1 with its background.

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Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product allows text to be resized without assistive technology up to 200 percent without loss of content or functionality.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product uses text instead of images of text (except for logos).
1.4.10 Reflow (Level AA 2.1 only) Revised Section 508 – Does not apply	Web: Partially Supports	Web: The product mostly allows for content to be presented without loss of information or functionality, and without requiring scrolling in two dimensions. Exceptions include: • There is content that is cut off when the page has a viewport width of 320 CSS pixels, such as input fields and buttons.

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Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA 2.1 only) Revised Section 508 – Does not apply	Web: Partially Supports	Web: The visual presentation of non-text content has a contrast ratio of at least 3:1 in most instances. Exceptions include: • Some components and elements, like "Collection Event", have a contrast ratio below 3:1. This occurs on the following pages: Homepage (Dark mode), Header, Side Navigation, and others.
1.4.12 Text Spacing (Level AA 2.1 only) Revised Section 508 – Does not apply	Web: Partially Supports	Web: The product mostly supports custom text spacing without loss of content or functionality. Exceptions include: • Some content, like "Sign in with SSO" and "Sign in with Google", overlaps when viewing the page with custom text spacing. This occurs on the Login page.
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Revised Section 508 – Does not apply	Web: Supports	Web: Content that becomes visible on pointer hover or keyboard focus is dismissible, hoverable, and persistent.

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Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: The product allows users to navigate through pages in multiple ways.
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: The product uses headings and labels that describe their topic or purpose in most instances. Exceptions include: • Some form fields are not unique. This occurs on the Side Navigation page. • There are buttons, like "+", that perform different actions but have the same accessible name.
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	The product provides a visible indication of keyboard focus for elements on pages.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product programmatically indicates the human language of each applicable passage or phrase in the content.

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Criteria	Conformance Level	Remarks and Explanations
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: The product provides navigational mechanisms that are repeated on multiple Web pages within a set of Web pages in the same relative order each time they are repeated.
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: The product provides consistent identification of components with the same functionality.
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: The product frequently provides suggestions when user input does not comply with constraints on that input. Exceptions include: • Some error messages contain a generic message such as "Please fill out this field."

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Criteria	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product does not process legal commitments or financial transactions, does not submit test responses, and does not modify user-controllable data.
4.1.3 Status Messages (Level AA 2.1 only) Revised Section 508 – Does not apply	Web: Partially Supports	Web: When most status messages in the product do not receive focus, they can be programmatically determined through role or properties and are presented to users of assistive technology without receiving focus. Exceptions include: • Success messages displayed when a task is complete are not announced via screenreaders.

Revised Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The product's features mostly allow people without vision to use screen readers to interact with user interface elements except as disclosed in: • 1.1.1 Non-text Content • 1.2.1 Audio Only and Video Only • 1.3.1 Info and Relationships • 1.4.1 Use of Color • 2.1.1 Keyboard • 2.4.2 Page Titled • 2.4.3 Focus Order • 2.4.6 Headings and Labels • 3.3.1 Error Identification • 3.3.3 Error Suggestion • 4.1.2 Name, Role, Value

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Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	Partially Supports	• 1.1.1 Non-text Content • 1.2.1 Audio Only and Video Only • 1.4.1 Use of Color • 2.1.1 Keyboard • 2.4.2 Page Titled • 2.4.3 Focus Order • 2.4.6 Headings and Labels • 3.3.1 Error Identification • 3.3.2 Labels or Instructions • 3.3.3 Error Suggestion • 4.1.2 Name, Role, Value
302.3 Without Perception of Color	Partially Supports	The product's features mostly allow users without perception of color to interact with user interface elements except as disclosed in: • 1.4.1 Use of Color
302.4 Without Hearing	Supports	The product is usable by people without hearing.
302.5 With Limited Hearing	Supports	The product is usable by people with limited hearing.
302.6 Without Speech	Supports	The product is usable by people without speech.
302.7 With Limited Manipulation	Supports	The product features allow people with limited manipulation to interact with user interface elements.
302.8 With Limited Reach and Strength	Supports	The product's features allow people with limited reach or strength to interact with the user interface.

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Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	The product's features mostly allow people with limited language, cognition, and learning abilities to interact with the user interface except as disclosed in: • 1.3.1 Info and Relationships • 2.4.2 Page Titled • 3.3.2 Labels or Instructions • 3.3.3 Error Suggestion

Chapter 4: Hardware

Notes: Not Applicable

Chapter 5: Software

Notes: Not Applicable

Chapter 6: Support Documentation and Services

Notes:

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	Applicable – not tested	Documentation listing and an explanation of how to use the accessibility and compatibility features was not included in this audit's scope.
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	Applicable – not tested	Non-electronic documentation formats and other alternate formats usable by individuals with disabilities were not included in this audit's scope.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Applicable – not tested	ICT support services that include information on the accessibility and compatibility features required by 602.2 were not included in this audit's scope.
603.3 Accommodation of Communication Needs	Applicable – not tested	Direct user support services or referral to a point of contact that accommodates a user with disabilities was not included in this audit's scope.

Legal Disclaimer (Glean)

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