

Scope of Study

This accessibility study was conducted between September 2025 - January 2026.

The purpose of this study is to observe both pros and flaws in Thunderbird's accessibility features for its users, including but not limited to the following when using the Global Search Bar:

- **Navigational Focus**
- **Keyboard Navigation**
- **Screen Reader**
- **Voice Control**
 - ****Voice control analysis is currently *on hold***

Additionally, I included observations I had when opening and responding to emails after using the global search bar as this was my next expected behavior of a user.

A comparison to other a11y-focused platforms (such as Gmail and Outlook) was completed to observe established patterns of accessibility users have come to expect.

It is important to note that users are as diverse as the systems they use to navigate computers; many use a combination of these accessibility features to use Thunderbird, so an inability to operate something **without** the use of a mouse is a critical flaw.

Flaws / Areas of Improvement

Screen Reader

Summary:

Screen reader testing using macOS VoiceOver revealed several usability barriers. Announced output was frequently verbose or redundant, and key fields such as "To" and "From" were not consistently identified. Email body content was largely unread, with VoiceOver announcing only interactive elements such as links. On macOS, instructions for interacting with content frames were unclear, and activating those frames did not produce meaningful output. These findings indicate that Thunderbird's screen reader experience requires refinement to deliver clear, relevant, and navigable feedback for VoiceOver users.

Screen Reader Testing (*macOS Voiceover*)

VoiceOver provides verbose and context-heavy output after search operations (see Images 3a–3d in full study)

- VO announces metadata and structural information (e.g., “window savory, insertion on word: savory...”) in addition to user-facing content
 - **User Impact:** Excessive or technical speech output can be jarring and reduce comprehension, increasing cognitive load for screen reader users. This may obscure primary task information and reduce usability.
 - **Environment:** macOS Tahoe 26.2 | Thunderbird 146.0.1 | VoiceOver
 - **Priority:** **HIGH**

Message metadata (“to” and “from”) is not explicitly announced during navigation (see Images 4a/4b and 3b–3d in full study)

- VO does not clearly label message direction when tabbing or clicking fields
 - **User Impact:** Users may be uncertain whether they are viewing sent or received messages, reducing orientation and message context understanding. This limits accessibility for screen reader workflows.
 - **Environment:** macOS Tahoe 26.2 | Thunderbird 146.0.1 | VoiceOver
 - **Priority:** **HIGH**

VoiceOver does not announce the “preferences” element even when selected (see Image 6c in full study)

- UI element lacks audible announcement despite interaction
 - **User Impact:** Screen reader users cannot confirm element focus or access preferences via auditory feedback, reducing accessibility and navigation confidence.
 - **Environment:** macOS Tahoe 26.2 | Thunderbird 146.0.1 | VoiceOver
 - **Priority:** **HIGH**

Screen Reader Testing (*macOS Voiceover*)

VoiceOver does not read message body content when navigating email content (only reads links during tab navigation) (see Images 5a–5e)

- VO announces structural elements but omits message body content outside interactive links
 - **User Impact:** Screen reader users cannot access email content in non-link regions, limiting message comprehension and usability. While promotional/ad emails often use sandboxed content (a common pattern), handwritten emails should surface readable message text. This suggests inconsistent content accessibility.
 - **Environment:** macOS Tahoe 26.2 | Thunderbird 146.0.1 | VoiceOver
 - **Priority:** **HIGH**

VoiceOver interaction with content frames does not surface readable message content (announces “scroll area” only) (see Images 5a–5d)

- Content frame is identified as a scroll area but message body text is not announced
 - **User Impact:** Screen reader users cannot access message content within the frame, limiting information accessibility and usability. This represents a content exposure issue rather than cosmetic feedback.
 - **Environment:** macOS Tahoe 26.0 | Thunderbird 143.0.1 | VoiceOver
 - **Priority:** **HIGH** (*access to core content is required for accessibility*)

Study Notes & Observations

Screen Reader Compatibility

3a Voice Over and Thunderbird - unnecessary verbiage (*global search bar*)

The screenshot shows the Thunderbird email interface with a search for 'savory'. The search bar at the top right contains 'Q, savory|'. The search results are displayed in a list format, showing several promotional emails from 'Savory Spice' to 'Kaci McAfee'. The first email is titled 'New Holiday Bundles Just Dropped' and includes links to the Savory Spice website and a 'FIND A STORE' link. The second email is titled 'Crave The Unexpected With FREE Bourbon Barrel Smoked Salt' and also includes similar links. The third email is titled 'You're a Cardamom VIP!' and the fourth is titled 'Peppermint Sugars Are Back for the Season!'. The interface includes a left sidebar with filters and a top navigation bar with several open tabs.

Filters

From Me (0) To Me (21)

People

- Dash Events & Rio Grande Fes... 1
- Savory Spice (savory@savorys... 22
- Savory Spice (savory@hello.sa... 2

Results for: savory Show results as list

10 of 25 Toggle timeline Sort by Relevance

New Holiday Bundles Just Dropped Savory Spice
to:Kaci McAfee 5:00 AM

[Free Shipping on Orders Over \$49] (<https://www.savoryspiceshop.com>)
Savory Spice (<https://www.savoryspiceshop.com/>)
[FIND A STORE] (<https://www.savoryspiceshop.com/pages/locations>)...

Crave The Unexpected With FREE Bourbon Barrel Smoked Salt Savory Spice
to:Kaci McAfee October 8

[Free Shipping on Orders Over \$35] (<https://www.savoryspiceshop.com/>)
Savory Spice (<https://www.savoryspiceshop.com/>)
[FIND A STORE] (<https://www.savoryspiceshop.com/pages/locations>)...

You're a Cardamom VIP! Savory Spice
to:Kaci McAfee October 5

[Free Shipping on Orders Over \$35] (<https://www.savoryspiceshop.com/>)
Savory Spice (<https://www.savoryspiceshop.com/>)
[FIND A STORE] (<https://www.savoryspiceshop.com/pages/locations>)...

Peppermint Sugars Are Back for the Season! Savory Spice
to:Kaci McAfee October 12

[Free Shipping on Orders Over \$35] (<https://www.savoryspiceshop.com/>)
Savory Spice (<https://www.savoryspiceshop.com/>)
[FIND A STORE] (<https://www.savoryspiceshop.com/pages/locations>)...

Dash Events & Rio Grande Festivals July 18

crucks has something for everyone. From

✕ VoiceOver on Thunderbird, savory, window savory, Insertion on word: savory, , between characters: , and , Search <⌘K>, search text field, has keyboard focus

3b Voice Over and Thunderbird - unnecessary verbiage (on "From:")

Countdown to success: Just one week to the Spring ASHA Virtual Career Fair 2 Messages

ASHA Career Portal <careerportal@mail.asha.org>
Countdown to success: Just one week to the Spring ASHA Virtual Career Fair
4/2/25, 4:02 PM

ASHA Career Portal <careerportal@mail.asha.org>
Countdown to success: Just one week to the Spring ASHA Virtual Career Fair
4/2/25, 4:02 PM

ASHA Career Portal <careerportal@mail.asha.org>
Countdown to success: Just one week to the Spring ASHA Virtual Career Fair

To protect your privacy, Thunderbird has blocked remote content in this message.

Register today. | View in Browser
Spring ASHA Virtual Career Fair

Get hired without leaving home!

Kaci,

With just 1 week to go until the Spring ASHA Virtual Career Fair, time is running out to register! [Secure your spot](#) at this **FREE** hiring event today.

Why attend?

- **Explore opportunities** for SLPs, SLPAs, and CF-SLPs.
- **Interview** with [top employers](#) for positions in clinics, health care, hospitals, private practice, schools, skilled nursing, and telepractice.
- Attend webinars, and get expert **career advice**.
- Participate in a live **career development workshop: Thriving as an Introverted SLP**.
- **Win prizes**—including an ASHA Learning Pass subscription!

× ASHA Career Portal, and 2 more items, list item, (1 of 1), list From 1 item

3c Voice Over and Thunderbird - unnecessary verbiage (on "To:")

Search... [magnifying glass icon]

Countdown to success: Just one week to the Spring ASHA Virtual Career Fair 2 Messages Quick Filter

ASHA Career Portal <careerportal@mail.asha.org> 4/2/25, 4:02 PM
Countdown to success: Just one week to the Spring ASHA Virtual Career Fair
1 reply

ASHA Career Portal <careerportal@mail.asha.org> 4/2/25, 4:02 PM
Countdown to success: Just one week to the Spring ASHA Virtual Career Fair

ASHA Career Portal <careerportal@mail.asha.org>
To: mcafeekaci@gmail.com
Reply to: ASHA Career Portal <reply-fec6107477630c7d-32_HTML-48203847-526001768-671@mail.asha.org>
Countdown to success: Just one week to the Spring ASHA Virtual Career Fair

To protect your privacy, Thunderbird has blocked remote content in this message.
Preferences

[Register today](#) | [View in Browser](#)
[Spring ASHA Virtual Career Fair](#)

Get hired without leaving home!

Kaci,

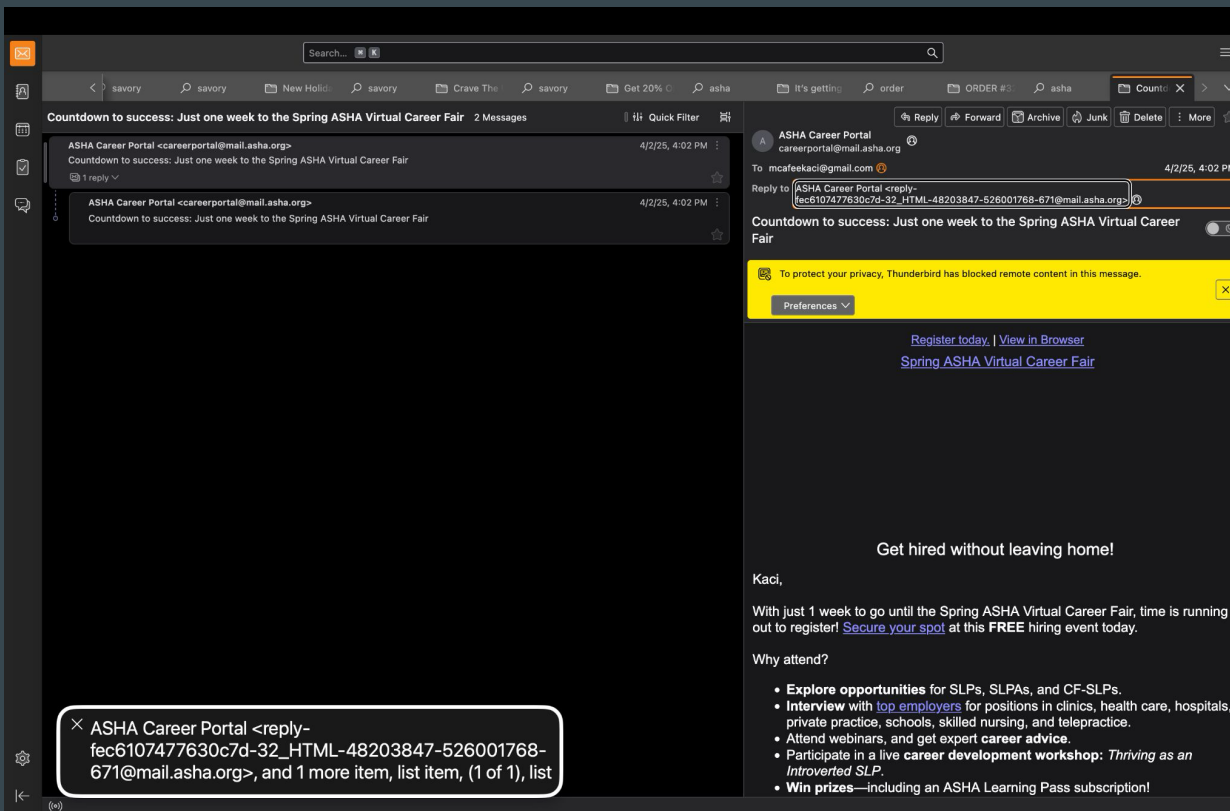
With just 1 week to go until the Spring ASHA Virtual Career Fair, time is running out to register! [Secure your spot](#) at this **FREE** hiring event today.

Why attend?

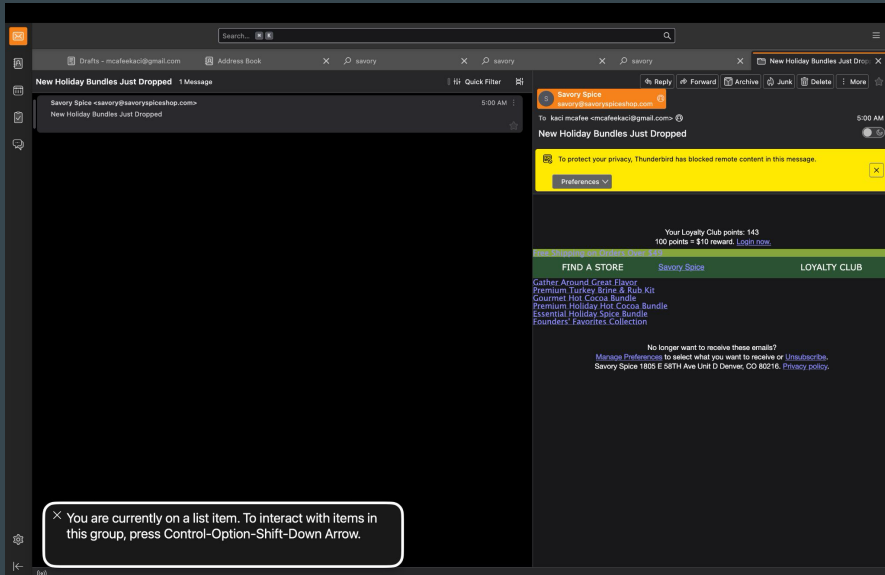
- Explore opportunities for SLPs, SLPAs, and CF-SLPs.
- Interview with [top employers](#) for positions in clinics, health care, hospitals, private practice, schools, skilled nursing, and telepractice.
- Attend webinars, and get expert **career advice**.
- Participate in a live **career development workshop**: *Thriving as an Introverted SLP*.
- Win prizes—including an ASHA Learning Pass subscription!

mcafeekaci@gmail.com, and 1 more item, list item, (1 of 1), list To 1 item

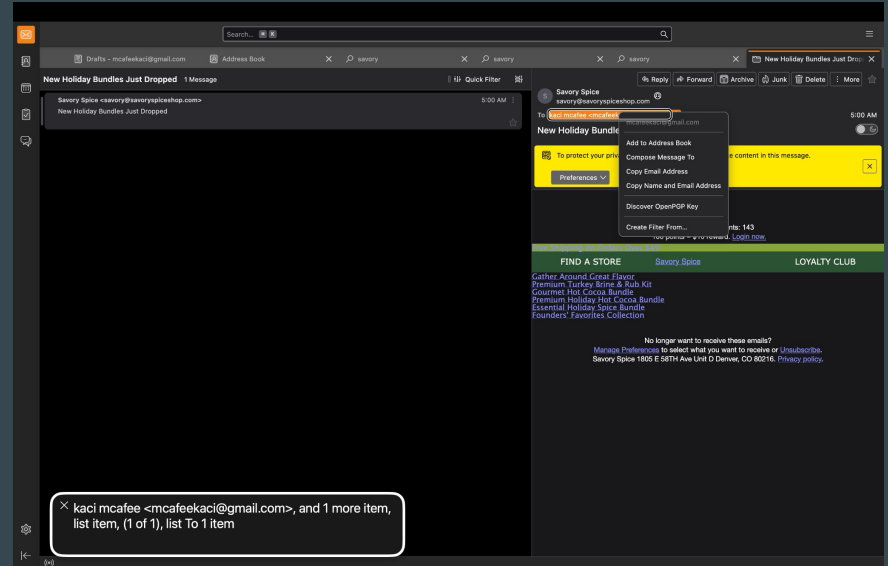
3d Voice Over and Thunderbird - unnecessary verbiage (on "Reply to:")



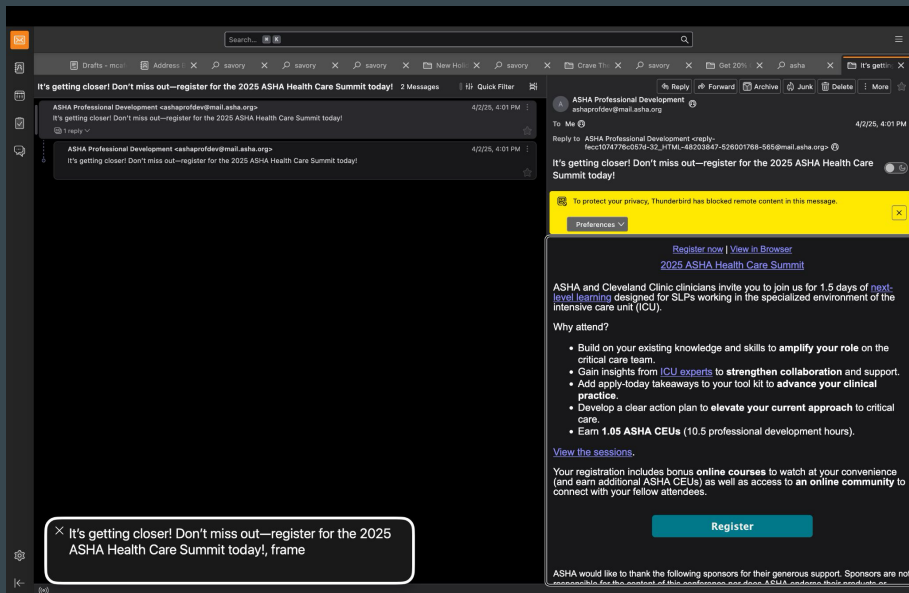
4a Voice Over and Thunderbird - reading who the message is **from**



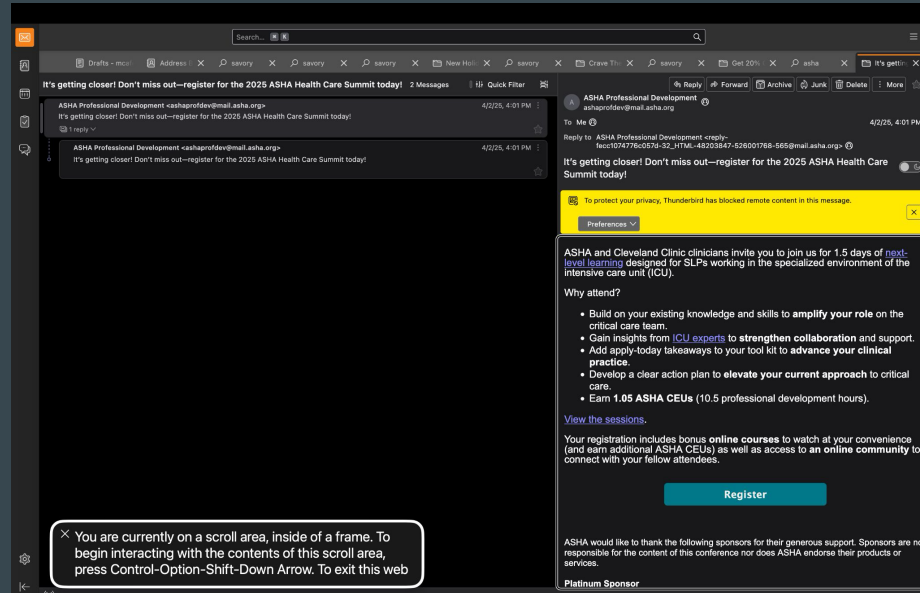
4b Voice Over and Thunderbird - reading who the message is **to**



5a Voice Over - Step #1 - Clicked on content frame to read message, and VO read the message banner title instead

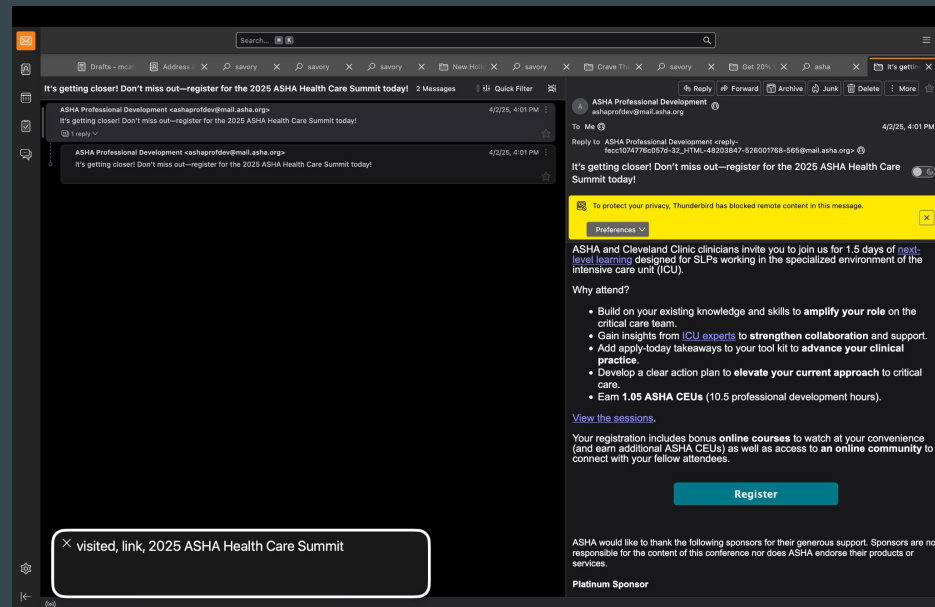
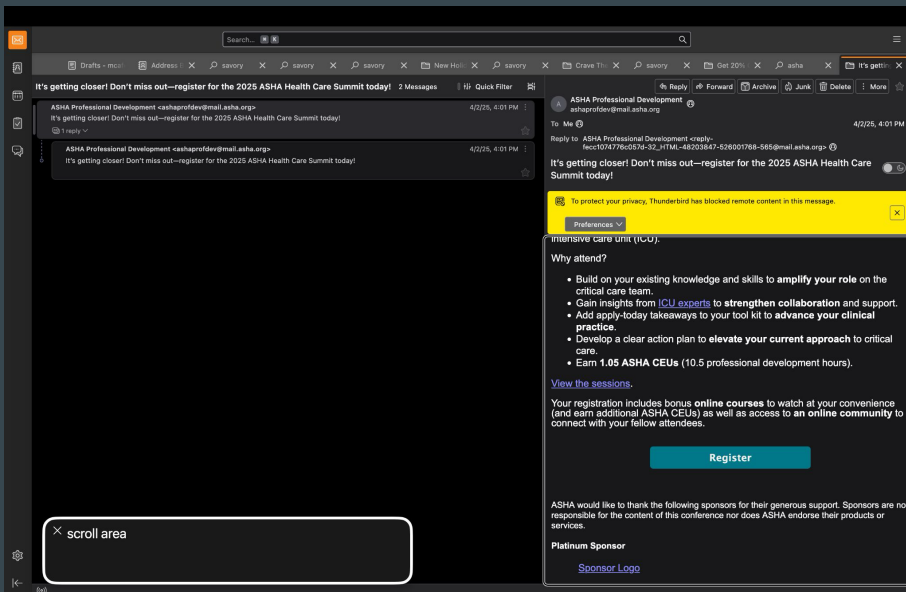


5b Voice Over - Step #2 - After clicking on content frame to read message, VO said following:



5e Voice Over - **Step #3** - After using command, VO (usually) says following :
***still does not read aloud message content despite clicking/scrolling/tapping through content*

5d Voice Over - **Step #3** - After using command, VO (sometimes) says following :
***still does not read aloud message content despite clicking/scrolling/tapping through content*





Thunderbird - not reading message body

The screenshot displays the Thunderbird email client interface. On the left is a sidebar with folders: mcafeekaci@gmail.c... (Inbox: 3230, Drafts, Sent Mail, All Mail: 9289, Spam: 72, Trash: 171, Important: 189, Starred, Taxes 2025, UXcel), and Local Folders (Trash, Outbox). The main pane shows a list of messages in the 'Sent Mail' folder. The selected message is from Kaci McAfee to mcafeekaci@outlook.com, dated 4:00 PM, with the subject 'Test'. The message body contains the text 'Test test test test'. A dark grey frame with a close button and the text 'Test, frame' is overlaid on the bottom right of the message body. The top of the interface includes a search bar and various action buttons like Reply, Forward, Archive, Spam, Delete, and More.

Search... [magnifying glass icon]

+ New Mess... ...

Sent Mail 127 Messages [Quick Filter icon]

Filter messages... [magnifying glass icon]

mcafeekaci@gmail.c... [magnifying glass icon]

Inbox 3230

Drafts

Sent Mail

All Mail 9289

Spam 72

Trash 171

Important 189

Starred

Taxes 2025

UXcel

Local Folders

Trash

Outbox

Kaci McAfee
mcafeekaci@gmail.com
To: mcafeekaci@outlook.com
4:00 PM

Test

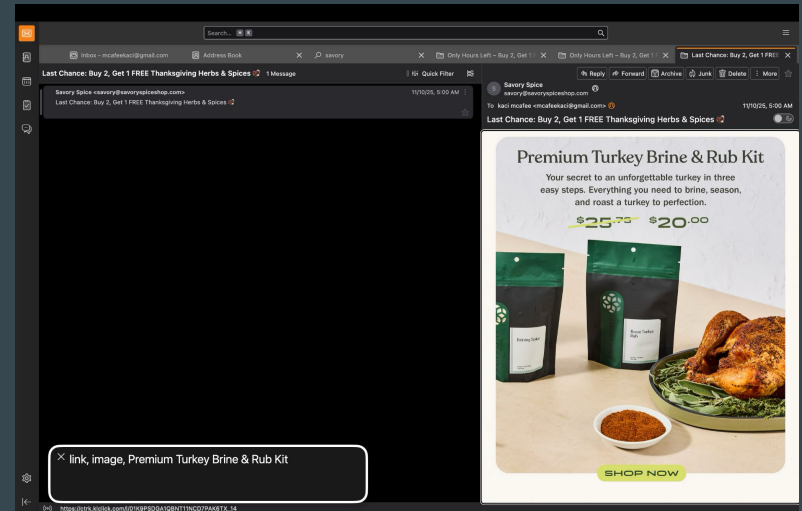
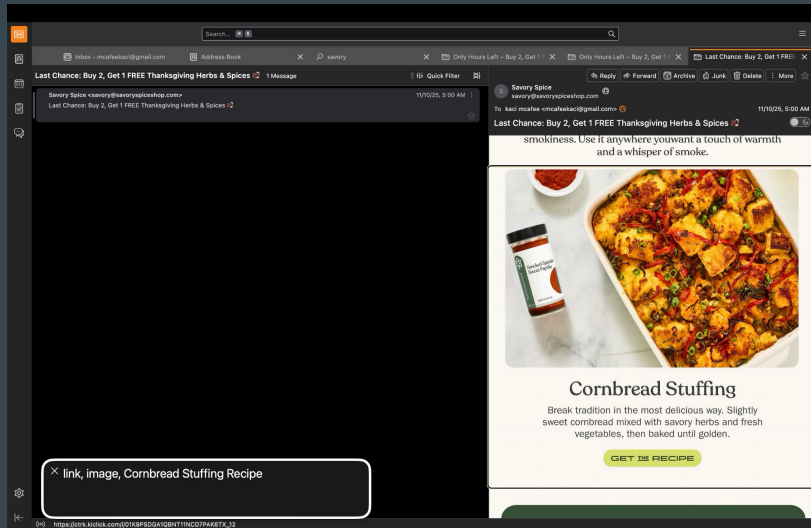
Test test test test

✕ Test, frame

Sender	Subject	Date
Erin Patrick <erin.patrick@ssg-healthcare.com>	Re: Payroll	8/22/25, 10:59 AM
Erin Patrick <erin.patrick@ssg-healthcare.com>	Re: Payroll	8/22/25, 11:03 AM
HR Payroll <hr.payroll@ssg-healthcare.com>	Re: Payroll	8/25/25, 6:52 AM
HR Payroll <hr.payroll@ssg-healthcare.com>	Re: Payroll	8/26/25, 4:53 PM
1axdJy2rqngtmim63r4bq5kao8fo29k4h4e5k1-mcafeekaci@gmail.com@544893m.gitkraken.com	unsubscribe	8/24/25, 7:19 AM
unsubscribe@unsubscribe.bebee.com	beBee Alerts Unsubscribe - aHR0cHM6Ly91cy5lZjZlZS5jb20vYVxlcncRZP2U9Z2lXKcGRpSTZJbHBGZEhkdidsQmxS...	8/20/25, 9:17 AM
kgoates@ppid.org	Website Accessibility Volunteer	8/20/25, 8:55 AM
list-unsubscribe+841954363_100604_1289212_9fjPe465W6@emarsys.net	unsubscribe	8/5/25, 10:20 PM
AbeBooks Support <info+500at00000ESq29AAD@support.abebooks.com>	Re: AbeBooks Case #43109981 Correspondence	7/24/25, 1:03 PM
tours@wolfeducation.org	Free Website Accessibility Audit	7/21/25, 10:45 AM
contact@emmasbookshop.com	Free Website Accessibility Audit	7/21/25, 10:42 AM
Kaci McAfee <mcafeekaci@gmail.com>		7/19/25, 8:43 AM

→ (0)

6a Voice Over and Thunderbird - if text is in image, reads some (but not entire message)



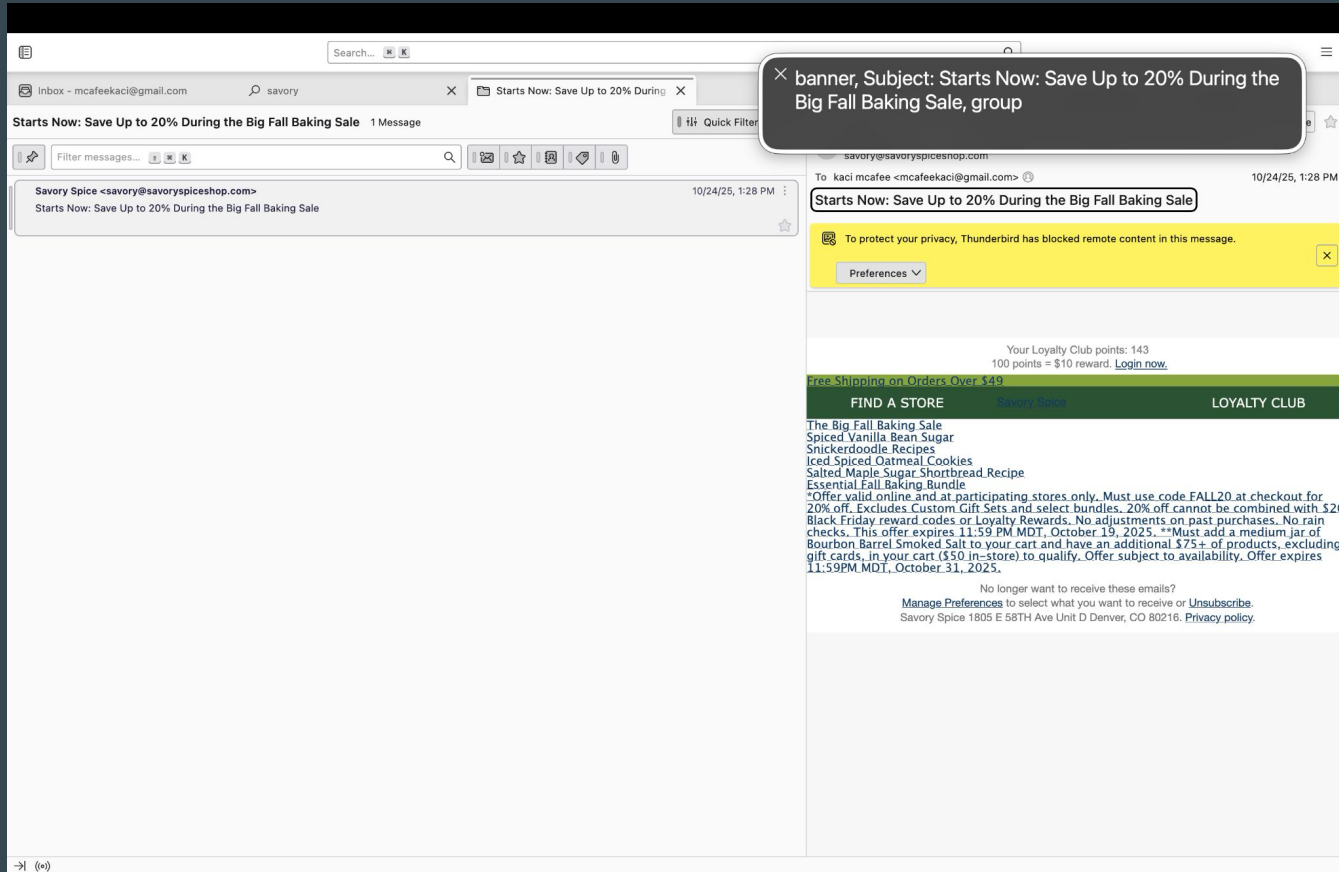
6b

Voice Over and Thunderbird - if text is in image, reads some (but not entire message) –
***in this image, it read the title of the email instead of the reviews*

The screenshot shows an email client window with the following content:

- Search bar:** Search...
- Browser tabs:** Inbox - mcafeekaci@gmail.com, Address Book, savory, Only Hours Left - Buy 2, Get 1 FREE, Last Chance: Buy 2, Get 1 FREE.
- Message header:** Last Chance: Buy 2, Get 1 FREE Thanksgiving Herbs & Spices (1 Message)
- Sender:** Savory Spice <savory@savoryspiceshop.com> (11/10/25, 5:00 AM)
- Subject:** Last Chance: Buy 2, Get 1 FREE Thanksgiving Herbs & Spices
- Review Section:**
 - WHAT PEOPLE ARE SAYING**
 - ★★★★★
"Great, unmistakable smoked flavor. Better than the dull, bland, and stale ones sitting on grocery store shelves"
- RICHARD M.
 - ★★★★★
"A staple in my kitchen. The subtle smokiness adds depth without overpowering dishes."
- KRISTY K.
 - ★★★★★
"I never thought paprika had a taste before purchasing this. I always keep my pantry stocked with it!"
- HANNA M.
 - SHOP SWEET PAPRIKA**
- Tooltip (bottom left):** Thunderbird, Last Chance: Buy 2, Get 1 FREE Thanksgiving Herbs & Spices, window, link, image, Smoked Spanish Sweet Paprika, has keyboard focus

6c Cannot select “preferences” to be read via screen reader only title or body of message (even when using mouse)



Screen Reader: Pros

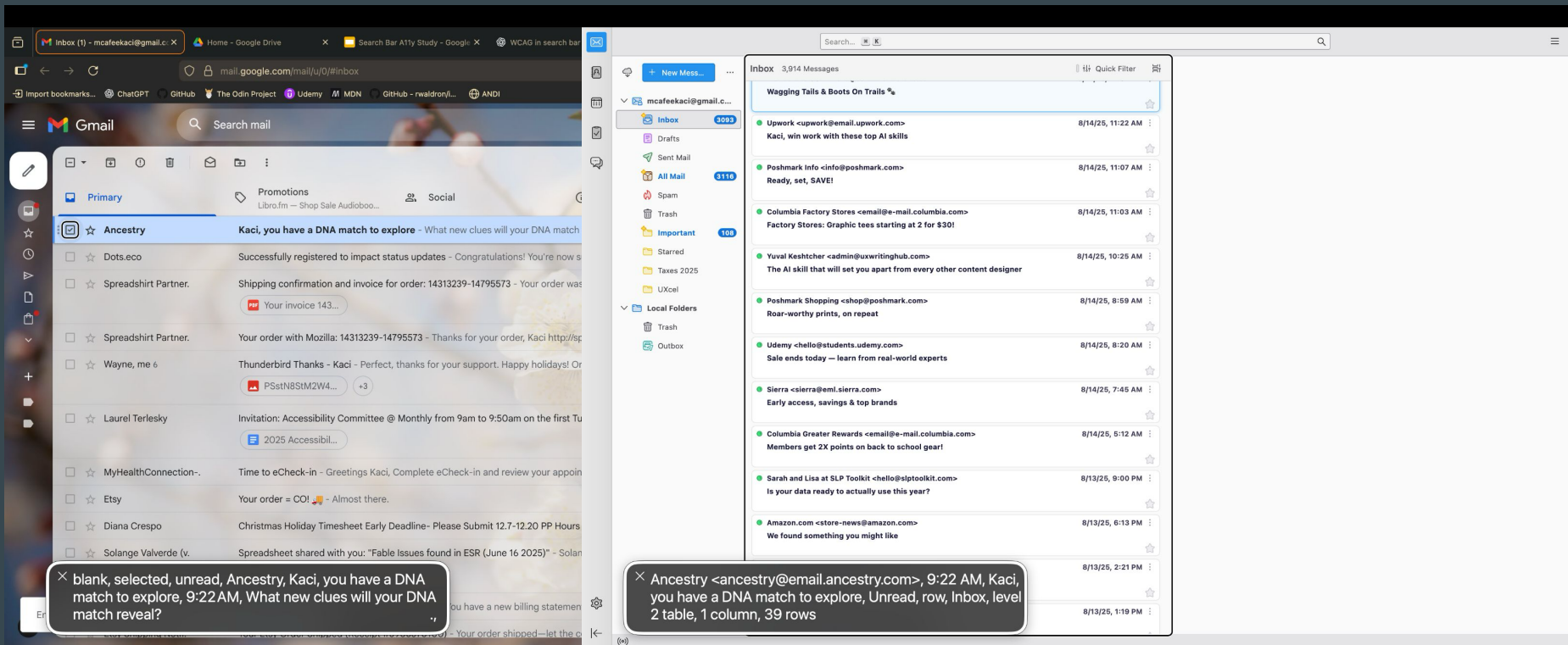
- Security -- Tells you password won't be read out loud in voice over
 - **Last updated: 10/31/25**
 - MacOS Tahoe 26.0 / Thunderbird App 143.0.1
 - VoiceOver (Tahoe 26.0)
- will read “banner- subject...” for subject line (however, unsure if “banner” is necessary/expected pattern for subject line)
 - **Last updated: 10/31/25**
 - MacOS Tahoe 26.0 / Thunderbird App 143.0.1
 - VoiceOver (Tahoe 26.0)
- will read state if you have already visited a link before so you know if you have visited it before (see **image 5d**)
 - **Last updated: 11/4/25**
 - MacOS Tahoe 26.0 / Thunderbird App 143.0.1
 - VoiceOver (Tahoe 26.0)

Comparing Thunderbird to Gmail

Screen Reader

(Gmail)

10a VoiceOver: Gmail vs. Thunderbird



10b Test Email: Gmail

The screenshot displays the Gmail web interface in a browser window. The browser's address bar shows 'mail.google.com'. The Gmail header includes the search bar with 'in:sent' and the Gmail logo. The email being viewed is titled 'Test' and is from 'Kaci McAfee <mcafeekaci@gmail.com>' to 'mcafeekaci'. The email body contains the text 'Test test test test'. A window title bar is overlaid on the email content, displaying the text: 'Safari, Test - mcafeekaci@gmail.com - Gmail, window Test test test test'. At the bottom of the screen, a notification banner reads: 'Enable desktop notifications for Gmail. OK No thanks X'. The interface includes standard Gmail navigation elements like the left sidebar and top action icons.

10c Email Selection: Thunderbird

The screenshot displays the Thunderbird email client interface. On the left is a sidebar with folders: 'mcafeekaci@gmail.c...' (containing 'Inbox' with 3230 messages, 'Drafts', 'Sent Mail', 'All Mail' with 3253 messages, 'Spam' with 72 messages, 'Trash' with 171 messages, 'Important' with 109 messages, 'Starred', 'Taxes 2025', and 'UXcel'), and 'Local Folders' (containing 'Trash' and 'Outbox'). The main pane shows the 'Sent Mail' folder with 127 messages. A search bar is at the top. The email list includes:

- 1axdnv70zqsq9pla0h3tp94z0gxcd6ceiw5u5x-mcafeekaci@gmail.com@544893m.gitkraken.com 9/1/25, 10:12 AM : unsubscribe
- HR Payroll <hr.payroll@ssg-healthcare.com> 8/22/25, 7:15 AM : Payroll (5 replies >)
- 1axdijy2rqngmtim63r4bq5kao8fo29k4h4e5k1-mcafeekaci@gmail.com@544893m.gitkraken.com 8/24/25, 7:19 AM : unsubscribe
- unsubscribe@unsubscribe.bebec.com 8/20/25, 9:17 AM : beBee Alerts Unsubscribe - aHR0cHM6Ly91cy5iZWJlZS5jb2V0YXlicnRzP2U9ZlZlK0RrSTZJbHBGZEHkldisQmXs...
- kgoates@ppld.org 8/20/25, 8:55 AM : Website Accessibility Volunteer
- list-unsubscribe+841954363_100604_1289212_9fjPe465W6@emarsys.net 8/5/25, 10:20 PM : unsubscribe
- AbeBooks Support <info+500at0000ESq29AAD@support.abebooks.com> 7/24/25, 1:03 PM : Re: AbeBooks Case #43109981 Correspondence (1 reply >)
- tours@wolffeducation.org 7/21/25, 10:45 AM : Free Website Accessibility Audit
- contact@emmasbookshop.com 7/21/25, 10:42 AM : Free Website Accessibility Audit
- Kaci McAfee <mcafeekaci@gmail.com> 7/19/25, 8:43 AM : Google
- Chewy.com <service@chewy.com> 7/18/25, 10:40 AM : Re: Thanks for Donating!
- kacinmcafee@gmail.com <kacinmcafee@gmail.com> 7/16/25, 5:57 PM : columbia1_label_1Z309A259028357649

The right pane shows a detailed view of an email from Kaci McAfee (mcafeekaci@gmail.com) to mcafeekaci@outlook.com at 4:00 PM. The subject is 'Test' and the body contains 'Test test test test'. A tooltip at the bottom right of the interface reads: 'table, 1 column, 36 rows Sent Mail, level 2 table, 1 column, 60 rows'.

Screen Reader Observations

(compared to GMAIL)

- Gmail reads more naturally than TB (see **image 10a**) – TB read this as “Ancestry - Lesser than - ancestry@email.ancestry.com - Greater than - ...”
 - **Last updated: 1/5/26**
 - MacOS Tahoe 26.2 / Thunderbird App 146.0.1 || Safari 26.2
 - VoiceOver
- Have to select each word individually in the “to” and “from” section to have it read to me, but able to select the message body itself and it reads the whole message at once (see **image 10b**)
 - **Last updated: 1/5/26**
 - MacOS Tahoe 26.2 / Thunderbird App 146.0.1 || Safari 26.2
 - VoiceOver
- Strange verbiage in TB, (e.g. “row, inbox, table/column/rows” etc...) (see **image 10c**)
 - **Last updated: 1/5/26**
 - MacOS Tahoe 26.2 / Thunderbird App 146.0.1 || Safari 26.2
 - VoiceOver

Comparing Thunderbird to Outlook

Screen Reader *(Outlook)*

13a VO on Outlook - does not read selected text if in image

The screenshot displays the Outlook.com web interface. The browser address bar shows the URL: outlook.live.com/mail/0/id/AQQkADAwATM3ZmYBLWE4YzQtNDU3Yy0wMAItMDAKABAahJHwGth2EiAG0AgfYm9g%3D. The interface includes a navigation bar with 'File', 'Home', 'View', and 'Help' options. A left sidebar lists folders like 'Inbox', 'Drafts', and 'Archive'. The main content area shows a 'Welcome to your new Outlook.com account' message. A red circle highlights a specific text element in the welcome message: 'Use Word, Excel, PowerPoint, and OneDrive for free on the web'. A dark grey tooltip with a white border is overlaid on the page, containing the text: 'X You are currently on a text element.' The tooltip is positioned over the highlighted text, demonstrating that the voice-over function is not reading the text because it is part of an image.

Mail - Kaci McAfee - Outlook x Inbo - mcafeekaci@gmail.com x +

outlook.live.com/mail/0/id/AQQkADAwATM3ZmYBLWE4YzQtNDU3Yy0wMAItMDAKABAahJHwGth2EiAG0AgfYm9g%3D

All folders <v> <v> outlook

File Home View Help

New mail <v> Delete <v> Archive <v> Report <v> Move <v> Reply <v> Read / Unread <v> Flag / Unflag <v> Discover groups <v> Undo <v>

Favorites

- Inbox
- Drafts
- Archive

mcafeekaci@outl...

- Inbox
- Junk Email 3
- Drafts
- Sent Items
- Deleted Items
- Archive
- Conversation His...
- Notes
- Go to Groups

All Mail Files People <v> Has attachments <v> Unread <v> To me <v> Mentions me <v>

Top results

- Outlook Team
Welcome to your new Outlook... Sun 12/21
Hi Welcome to your Outlook!... Inbox
- Microsoft account team
Microsoft account security ... Mon 12/29
Microsoft account Thanks for... Inbox
- Microsoft account team
Microsoft account security ... Mon 12/29
Microsoft account Security in... Inbox

Welcome to your new Outlook.com account

Use Word, Excel, PowerPoint, and OneDrive for free on the web

Do more with Microsoft 365 for free on the web right from within Outlook using your new Microsoft Account. Save all your important photos, videos, and documents in OneDrive with free storage.

Use Microsoft 365 for free

Write better emails

Use the advanced AI of Microsoft Editor, built into all of Outlook, to get suggestions as you type for impactful, clear, and mistake-free messages.

Personalize Outlook for your style

X You are currently on a text element.

Use your email and calendar together in one place

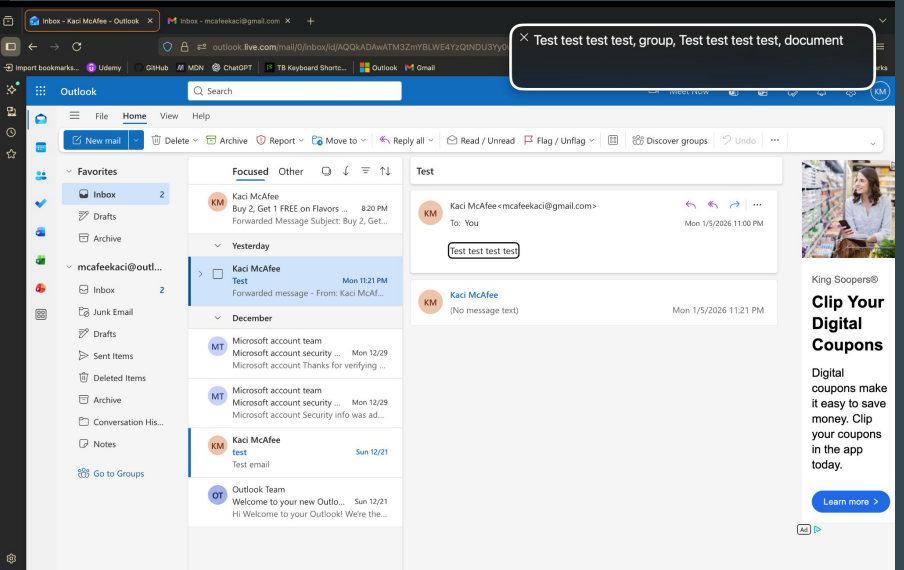
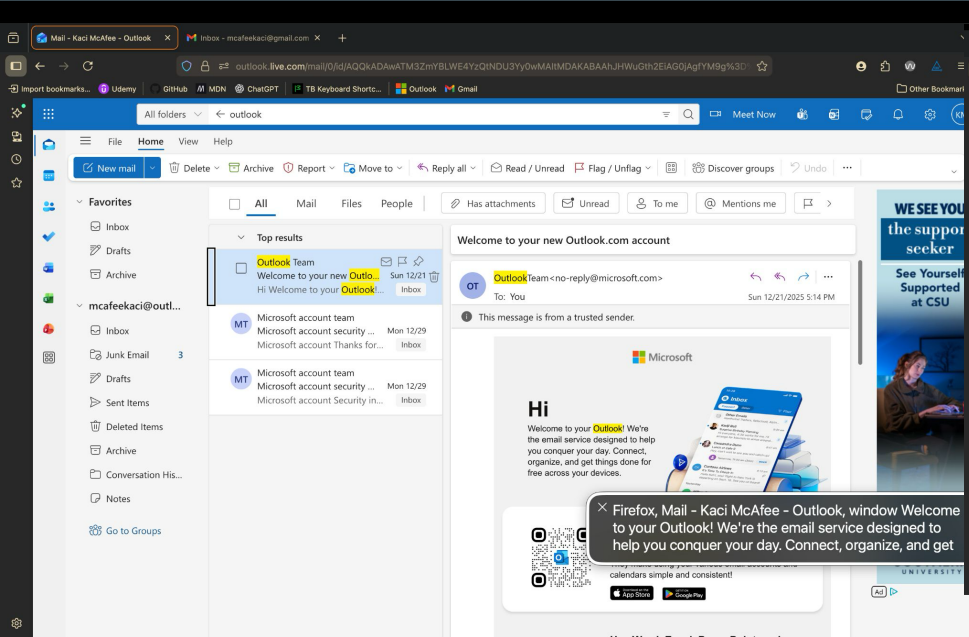
Outlook's built-in calendar and to-do list keeps track of appointments and events to help you have the time to prioritize people and life's

Adobe Creative Cloud Pro

Express yourself your way.

Try now

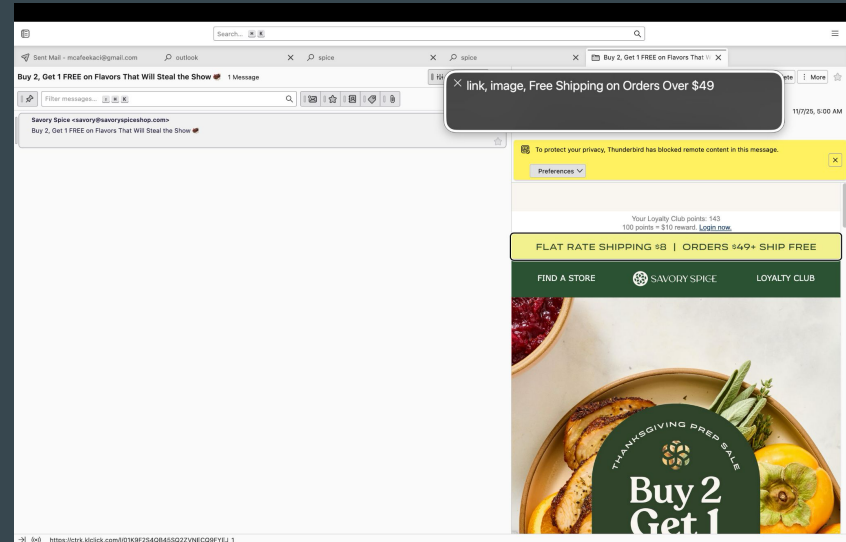
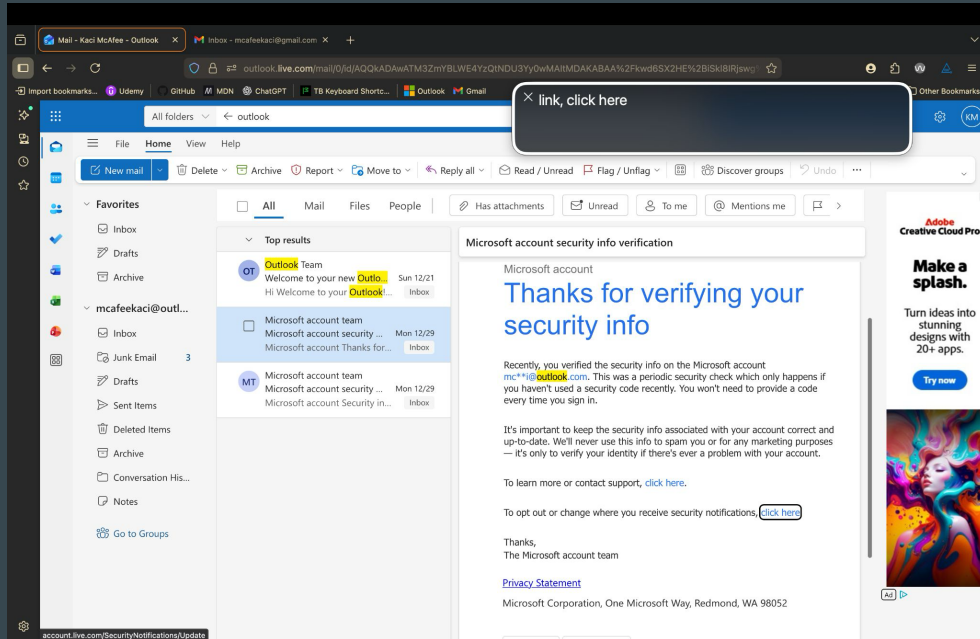
13b VO on Outlook - correctly reads message title & content (if not presented in image format)



13c VO after Search - more meaningful text

The screenshot displays the Outlook web interface. The search bar at the top contains the text "outlook". A callout box with a white background and a dark border is positioned over the search results, containing the text: "outlook, Insertion at end of text., Search for email, meetings, files and more., edit text, expanded, search". The email list shows a search result for "Outlook Team" with a snippet: "Welcome to your new Outlook! Hi Welcome to your Outlook!". Below this, there are several "Microsoft account team" messages. The main content area shows an email from "Outlook Team" with the subject "To: You" and a timestamp of "Sun 12/21/2025 5:14 PM". The email body contains a Microsoft logo, the text "Hi", and a welcome message: "Welcome to your Outlook! We're the email service designed to help you conquer your day. Connect, organize, and get things done for free across your devices." Below the text is a QR code and a section titled "Get the free Outlook mobile app" with links to the App Store and Google Play. On the right side of the interface, there is a vertical banner for "COLUMBIA SOUTHERN UNIVERSITY" with the text "WE SEE YOU the support seeker" and "See Yourself Supported at CSU".

13d VO and links



13e Outlook properly tells me To/From

The screenshot displays the Outlook web interface in a browser window. The address bar shows the URL `outlook.live.com/mail/0/inbox/id/AQQKADAwATM3ZmYBLWE4YzQlNDU3YzYwMAIIMDAKABAhnZoh7kobkS1nu%2FKo%2`. The Outlook navigation pane on the left shows the 'Inbox' folder selected, with 4 items. The main content area displays an email thread:

- From:** Kaci McAfee (8:20 PM)
Subject: Buy 2, Get 1 FREE on Flavors That Will Steal the Show
- From:** Kaci McAfee (2) (Mon 11:21 PM)
Subject: Test
- From:** Microsoft account team (Mon 12/29)
Subject: Microsoft account security ...
- From:** Microsoft account team (Mon 12/29)
Subject: Microsoft account security info was ad...
- From:** Kaci McAfee (Sun 12/21)
Subject: test
- From:** Outlook Team (Sun 12/21)
Subject: Welcome to your new Outlook! We're the...

A forwarded message is visible within the thread:

- Subject:** Buy 2, Get 1 FREE on Flavors That Will Steal the Show
- Date:** Fri, 07 Nov 2025 12:00:52 +0000 (UTC)
- From:** Savory Spice

A pop-up notification box is overlaid on the email content, displaying:

Email message, group, To: mcafeekaci@outlook.com, group

The interface also shows a sidebar for 'King Soopers®' with the text 'Clip Your Digital' and 'for less when you shop today. Save at King Soopers®. Learn more >'. The bottom of the page features a banner for 'FLAT RATE SHIPPING \$8 | ORDERS \$49+ SHIP FREE' and 'FIND A STORE SAVORY SPICE LOYALTY CLUB'.

13f Outlook reads out “table, column, etc..”

The screenshot displays the Outlook web interface. At the top, the browser address bar shows the URL: `outlook.live.com/mail/0/inbox/fd/AQQkADAwATM3ZmYBLWE4YzQINDU3Yy0wMAItMDAKABAhnZoh7kobkS1nu%2FKo%2`. The Outlook navigation bar includes a search box and icons for 'Meet Now', 'Share', 'Print', 'Refresh', 'Settings', and 'KM'. Below the navigation bar, a toolbar contains actions like 'New mail', 'Delete', 'Archive', 'Report', 'Move to', 'Reply all', 'Read / Unread', 'Flag / Unflag', 'Discover groups', and 'Undo'. A dark tooltip is visible over the 'Delete' button, containing the text: `link, <savory@savoryspiceshop.com>, table, 2 columns, 4 rows`. The main content area shows an email from 'Kaci McAfee' with the subject 'Buy 2, Get 1 FREE on Flavors That Will Steal the Show'. The email body includes the following text:
Subject: Buy 2, Get 1 FREE on Flavors That Will Steal the Show
Date: Fri, 07 Nov 2025 12:00:52 +0000 (UTC)
From: Savory Spice savory@savoryspiceshop.com
To: kaci mcafee <mcafeekaci@gmail.com>
Below the email content, there is a promotional banner for 'SAVORY SPICE' with the text 'FLAT RATE SHIPPING \$8 | ORDERS \$49+ SHIP FREE' and 'FIND A STORE SAVORY SPICE LOYALTY CLUB'. The banner features an image of a bowl of food and a circular logo that says 'THANKSGIVING PREP SALE Buy 2'. To the right of the banner is an advertisement for 'King Soopers' with the text 'Clip Your Digital Coupons' and 'Find your fresh favorites for less when you shop today. Save at King Soopers®. Learn more >'. The left sidebar shows the 'mcafeekaci@outlook.com' account with folders for 'Inbox', 'Junk Email', 'Drafts', 'Sent Items', 'Deleted Items', 'Archive', 'Conversation His...', 'Notes', and 'Go to Groups'. The 'Inbox' folder is selected, showing a list of emails including a forwarded message from Kaci McAfee, two Microsoft account team security notifications, and a test email from Kaci McAfee.

Screen Reader Observations

(compared to OUTLOOK)

- Outlook also does not read emails if the text is inside an image (see **image 13a**)
 - **Last updated: 1/6/26**
 - MacOS Tahoe 26.2 / Thunderbird App 146.0.1 || Firefox 146.0.1
 - Mac Air Built-In Keyboard
- Outlook correctly reads message title in VO (see **image 13b**)
 - **Last updated: 1/6/26**
 - MacOS Tahoe 26.2 / Thunderbird App 146.0.1 || Firefox 146.0.1
 - Mac Air Built-In Keyboard
- Outlook has more meaningful feedback when using search bar (see **image 13c**)
 - **Last updated: 1/6/26**
 - MacOS Tahoe 26.2 / Thunderbird App 146.0.1 || Firefox 146.0.1
 - Mac Air Built-In Keyboard
- Outlook will read what a link says, but not where it takes you - I am unable to get VO to read the message itself, so semantics of actual message is lost. TB does this as well on some links (e.g. “subscribe” or “click here”, but other text is more meaningful) (see **image 13d**)
 - **Last updated: 1/6/26**
 - MacOS Tahoe 26.2 / Thunderbird App 146.0.1 || Firefox 146.0.1
 - Mac Air Built-In Keyboard

Screen Reader Observations

(compared to OUTLOOK)

- Outlook properly announces to/from (see **image 13e**)
 - **Last updated: 1/6/26**
 - MacOS Tahoe 26.2 / Thunderbird App 146.0.1 || Firefox 146.0.1
 - Mac Air Built-In Keyboard
- Outlook will also read out things like “tables, rows”, etc... like TB (see **image 13f**)
 - **Last updated: 1/6/26**
 - MacOS Tahoe 26.2 / Thunderbird App 146.0.1 || Firefox 146.0.1
 - Mac Air Built-In Keyboard
- Outlook has more meaningful feedback when using search bar (see **image 13c**)
 - **Last updated: 1/6/26**
 - MacOS Tahoe 26.2 / Thunderbird App 146.0.1 || Firefox 146.0.1
 - Mac Air Built-In Keyboard