

# Google Chat (Chat.google.com) Accessibility Conformance Report

## Revised Section 508 Edition

(Based on VPAT<sup>®1</sup> Version 2.4)

**Name of Product/Version:** Google Chat (Chat.google.com) (March, 2022)

**Report Date:** 5 July 2022

**Product Description:** Google Chat (Chat.google.com) is a web application which allows users to message and collaborate with teammates from anywhere.

**Contact Information:** [vpat-questions@google.com](mailto:vpat-questions@google.com)

**Notes:**

**Evaluation Methods Used:**

This evaluation was conducted with accessibility testing support from the Digital Accessible Experience (DAX) team at The Chicago Lighthouse. Testing was performed using JAWS, NVDA, VoiceOver, ChromeVox, Color Contrast Analyzer, Chrome Browser and Firefox.

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

## Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	(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 2.0/2.1 Report

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

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

**Table 1: Success Criteria, Level A**

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.1.1 Non-text Content</u></b> (Level A)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Google Chat Web Application: Partially Supports</p> <p>Documentation: Supports</p>	<p>Google Chat web application properly labels and announces all non-text elements during navigation, with some exceptions:</p> <ul style="list-style-type: none"> <li>● After a GIF has been added to a chat edit box, it is no longer perceived by the screen reader. When it has been sent to the conversation and has been added to the chat history, it reports as “web page.”</li> <li>● When viewing a GIF in the chat history, a link to a GIF viewer is created. However, this reports as “graphic image icon” while exploring the viewer.</li> </ul> <p>Documentation properly labels and announces all non-text elements during navigation.</p>
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Google Chat Web Application: Supports</p> <p>Documentation: Supports</p>	<p>Neither Google Chat web application nor the documentation contains prerecorded media.</p>
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Google Chat Web Application: Supports</p> <p>Documentation: Supports</p>	<p>Neither Google Chat web application nor the documentation contains prerecorded, synchronized media content.</p>
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p>	<p>Google Chat Web Application: Supports</p>	<p>Neither Google Chat web application nor the documentation contains prerecorded media.</p>

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Documentation: Supports	
<u><a href="#">1.3.1 Info and Relationships</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Google Chat Web Application: Supports  Documentation: Partially Supports	Google Chat web application presents information, structure, and relationships that can be programmatically determined or are available in text.  Documentation presents information, structure, and relationships that can be programmatically determined or are available in text, with one exception: <ul style="list-style-type: none"> <li>● After selecting either Computer, Android, iPhone or iPad tabs, focus lands on the previously selected section rather than the current selection.</li> </ul>
<u><a href="#">1.3.2 Meaningful Sequence</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Google Chat Web Application: Supports  Documentation: Supports	Both Google Chat web application and documentation present elements in a correct and logical reading sequence.
<u><a href="#">1.3.3 Sensory Characteristics</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Google Chat Web Application: Supports  Documentation: Supports	Both Google Chat web application and documentation provide multiple sensory characteristics for operations.
<u><a href="#">1.4.1 Use of Color</a></u> (Level A) Also applies to: Revised Section 508	Google Chat Web Application: Supports	Neither Google Chat web application nor the documentation relies solely on color to convey information or to distinguish elements.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Documentation: Supports	
<p><b><u>1.4.2 Audio Control</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Google Chat Web Application: Supports  Documentation: Supports	Neither Google Chat web application nor the documentation contains audio that plays automatically for more than 3 seconds.
<p><b><u>2.1.1 Keyboard</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Google Chat Web Application: Supports  Documentation: Supports	Both Google Chat web application and the documentation are operable with a keyboard.
<p><b><u>2.1.2 No Keyboard Trap</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Google Chat Web Application: Supports  Documentation: Supports	Neither Google Chat web application nor the documentation presents instances where a keyboard user could not navigate away from an area with a keyboard.
<p><b><u>2.1.4 Character Key Shortcuts (Level A)</u></b> Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Google Chat Web Application: Supports  Documentation: Supports	Both Google Chat web application and the documentation utilize single character keyboard shortcuts that function properly and as expected.
<p><b><u>2.2.1 Timing Adjustable</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Google Chat Web Application: Supports  Documentation: Supports	Neither Google Chat web application nor the documentation includes content with a timeout.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Google Chat Web Application: Supports</p> <p>Documentation: Supports</p>	<p>Neither Google Chat web application nor the documentation includes moving, blinking, scrolling or auto-updating information that lasts more than five seconds.</p>
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Google Chat Web Application: Supports</p> <p>Documentation: Supports</p>	<p>Neither Google Chat web application nor the documentation includes content which flashes more than three times per second.</p>
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Google Chat Web Application: Partially Supports</p> <p>Documentation: Partially Supports</p>	<p>Google Chat web application has extensive methods of bypassing repeated content such as headings, frames, and keyboard shortcuts, with one exception:</p> <ul style="list-style-type: none"> <li>● There are no “Skip to Main Content” links or “Back to Top” links.</li> </ul> <p>Documentation has extensive methods of bypassing repeated content such as headings, frames, and keyboard shortcuts, with one exception:</p> <ul style="list-style-type: none"> <li>● On the Documentation Main Page, there are no “Skip to Main Content”, “Skip to Navigation”, or “Back to Top” links available.</li> </ul>
<p><b><u>2.4.2 Page Titled</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Google Chat Web Application: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Chat web application and documentation properly indicate the name and function of each page or window.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.4.3 Focus Order</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Google Chat Web Application: Partially Supports</p> <p>Documentation: Partially Supports</p>	<p>Google Chat web application presents components in a meaningful focus order, with some exceptions, including:</p> <ul style="list-style-type: none"> <li>● The chat “Main Menu” button is presented at the top of the page near the search field, but collapsing and expanding this menu impacts visibility of options within the main chat list.</li> <li>● When accessing the Settings modal, focus is briefly set to the “Close” button. However, focus is then lost and lands outside of the web content. The Settings modal is closed after reentering the web content.</li> <li>● When removing individuals from groups or spaces, focus is lost while attempting to navigate the members dialog with Voiceover.</li> </ul> <p>Documentation presents components in a meaningful focus order, with some exceptions:</p> <ul style="list-style-type: none"> <li>● When a topic is expanded and there are only two subtopics, the focus cannot be determined as the user navigates through them.</li> <li>● After selecting either Computer, Android, iPhone or iPad tabs, focus lands on the previously selected section rather than the current selection.</li> </ul>
<p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> </ul>	<p>Google Chat Web Application: Supports</p>	<p>Google Chat web application has links which clearly state their purpose.</p>



Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Documentation: Partially Supports	Documentation has links which clearly state their purpose, with one exception: <ul style="list-style-type: none"> <li>The “Getting Started” page contains an unlabeled link right below the text “You can message a person or group in Google Chat the same way you do in classic Hangouts, but with enhanced features. Google Chat is available”.</li> </ul>
<a href="#">2.5.1 Pointer Gestures</a> (Level A)	Google Chat Web Application: Supports  Documentation: Supports	Neither Google Chat web application nor the documentation contains multipoint or path-based gestures.
<a href="#">2.5.2 Pointer Cancellation</a> (Level A)	Google Chat Web Application: Supports  Documentation: Supports	Both Google Chat web application and documentation allow users to cancel pointer interactions.
<a href="#">2.5.3 Label in Name</a> (Level A)	Google Chat Web Application: Supports  Documentation: Supports	Both Google Chat web application and documentation present labels both visually and programmatically.
<a href="#">2.5.4 Motion Actuation</a> (Level A)	Google Chat Web Application: Supports  Documentation: Supports	Neither Google Chat web application nor its documentation contains any gestures that involve motion actuation.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>3.1.1 Language of Page</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Google Chat Web Application: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Chat web application and documentation specify the document language in the HTML markup.</p>
<p><b><u>3.2.1 On Focus</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Google Chat Web Application: Supports</p> <p>Documentation: Partially Supports</p>	<p>Google Chat web application does not contain elements that initiate changes of context when focused.</p> <p>Documentation does not contain elements that initiate changes of context when focused, with one exception:</p> <ul style="list-style-type: none"> <li>● When navigating through the various tabs on the “Get started with Google Chat” page, focus is moved to the top of the screen when selecting each option.</li> </ul>
<p><b><u>3.2.2 On Input</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Google Chat Web Application: Supports</p> <p>Documentation: Partially Supports</p>	<p>Google Chat web application contains form controls that behave predictably.</p> <p>Documentation contains form controls that behave predictably, with one exception:</p> <ul style="list-style-type: none"> <li>● When toggling the “Enable” or “Disable Dark Mode” button, focus is reset to the top of the page</li> </ul>
<p><b><u>3.3.1 Error Identification</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Google Chat Web Application: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Chat web application and documentation present textual errors.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>3.3.2 Labels or Instructions</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Google Chat Web Application: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Chat web application and documentation provide appropriate instructions or labels when user input is required.</p>
<p><b><u>4.1.1 Parsing</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Google Chat Web Application: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Chat web application and documentation provide elements that have start and end tags, are nested appropriately, do not contain duplicate attributes, and have unique IDs.</p>
<p><b><u>4.1.2 Name, Role, Value</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Google Chat Web Application: Partially Supports</p> <p>Documentation: Supports</p>	<p>Google Chat web application provides proper names, roles and values for elements, with some exceptions:</p> <ul style="list-style-type: none"> <li>● In the Settings menu, options for notification sounds are reported by the screen reader regardless of the state of the menu. After activating an option, the menu is expanded automatically, but does not collapse again after making a different selection. The menu is always reported as "expanded" and all options are reported as if it were.</li> <li>● When navigating through the "Navigational Sounds" settings with the up and down arrows, the screen reader does not report what the current selection is set to unless the list is tabbed to or activated.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"><li data-bbox="1486 212 2011 427">• When navigating in the group of chat buttons, the first button does not have a label associated with it. Screen reader reports this element as “button” during navigation.</li></ul> <p data-bbox="1346 467 1982 532">Documentation provides proper names, roles and values for elements.</p>

**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks
<p><b><u>1.2.4 Captions (Live)</u></b> (Level AA)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Google Chat Web Application: Supports</p> <p>Documentation: Supports</p>	<p>Neither Google Chat web application nor the documentation contains live synchronized media.</p>
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Google Chat Web Application: Supports</p> <p>Documentation: Supports</p>	<p>Neither Google Chat web application nor the documentation contains prerecorded video content.</p>
<p><b><u>1.3.4 Orientation</u></b> (Level AA 2.1 only)</p>	<p>Google Chat Web Application: Supports</p> <p>Documentation: Supports</p>	<p>Neither Google Chat web application nor the documentation restricts anything exclusively to a single orientation.</p>
<p><b><u>1.3.5 Identify Input Purpose</u></b> (Level AA 2.1 only)</p>	<p>Google Chat Web Application: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Chat web application and documentation appropriately identify controls, icons, and regions.</p>
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Google Chat Web Application: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Chat web application and documentation have sufficient color contrast between text and its background.</p>

Criteria	Conformance Level	Remarks
<p><b>1.4.4 Resize text</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Google Chat Web Application: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Chat web application and documentation allow users to zoom in up to 200% without loss of content or functionality.</p>
<p><b>1.4.5 Images of Text</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Google Chat Web Application: Supports</p> <p>Documentation: Supports</p>	<p>Neither Google Chat web application nor the documentation contains images of text.</p>
<p><b>1.4.10 Reflow</b> (Level AA 2.1 only)</p>	<p>Google Chat Web Application: Partially Supports</p> <p>Documentation: Partially Supports</p>	<p>Google Chat web application is able to reflow to fit most screen sizes and zoom levels, with some exceptions:</p> <ul style="list-style-type: none"> <li>● When using a small browser window, the focus indicator eventually goes off screen while navigating with tab.</li> <li>● After the page is zoomed to 400%, the “Send” button disappears instead of reflowing into the single column view.</li> </ul> <p>Documentation is able to reflow to fit most screen sizes and zoom levels, with some exceptions:</p> <ul style="list-style-type: none"> <li>● After the page is zoomed to 400%, some content disappears instead of reflowing into the single column view.</li> <li>● While zoomed in at the range of 250-400% and using tab and shift+tab keys for navigation, the screen sometimes does not scroll back up to the previous focus element, and remains focused on</li> </ul>

Criteria	Conformance Level	Remarks
		the current element after attempting to navigate.
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)	Google Chat Web Application: Supports  Documentation: Supports	Both Google Chat web application and documentation have sufficient contrast between components, graphics, and their backgrounds.
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)	Google Chat Web Application: Supports  Documentation: Supports	Both Google Chat web application and documentation allow users to adjust text spacing without loss of content or functionality.
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)	Google Chat Web Application: Supports  Documentation: Supports	Neither Google Chat web application nor the documentation contains content that appears when hovering or focusing.
<a href="#">2.4.5 Multiple Ways</a> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Google Chat Web Application: Supports  Documentation: Supports	Both Google Chat web application and documentation provide multiple ways to reach their various sections.
<a href="#">2.4.6 Headings and Labels</a> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> </ul>	Google Chat Web Application: Partially Supports  Documentation:	Google Chat web application provides descriptive headings and labels, with one exception: <ul style="list-style-type: none"> <li>● When navigating the main “Chat” page, there is no heading level one present.</li> </ul>

Criteria	Conformance Level	Remarks
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Supports	Documentation provides descriptive headings and labels.
<p><b>2.4.7 Focus Visible</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Google Chat Web Application: Supports</p> <p>Documentation: Supports</p>	Both Google Chat web application and documentation provide a visible keyboard focus.
<p><b>3.1.2 Language of Parts</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Google Chat Web Application: Supports</p> <p>Documentation: Supports</p>	Both Google Chat web application and documentation display passages in the page's native language.
<p><b>3.2.3 Consistent Navigation</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Google Chat Web Application: Supports</p> <p>Documentation: Supports</p>	Both Google Chat web application and documentation have similar navigation menus throughout their various sections.
<p><b>3.2.4 Consistent Identification</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Google Chat Web Application: Supports</p> <p>Documentation: Supports</p>	Both Google Chat web application and documentation consistently identify components with the same functionality.



Criteria	Conformance Level	Remarks
<p><b><u>3.3.3 Error Suggestion</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Google Chat Web Application: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Chat web application and documentation provide suggestions for resolving errors on input.</p>
<p><b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Google Chat Web Application: Supports</p> <p>Documentation: Supports</p>	<p>Neither Google Chat web application nor documentation contains workflows involving legal or financial transactions.</p>
<p><b><u>4.1.3 Status Messages</u></b> (Level AA 2.1 only)</p>	<p>Google Chat Web Application: Supports</p> <p>Documentation: Supports</p>	<p>Both Google Chat web application and documentation contain status messages which are presented to assistive technologies.</p>

### **Table 3: Success Criteria, Level AAA**

WCAG 2.0 AAA success criteria were not evaluated.

# Revised Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Google Chat provides the correct name, role, state and other important accessibility information for most interface elements, with few exceptions detailed in Table 2.
302.2 With Limited Vision	Partially Supports	Google Chat provides the correct name, role, state, and other important accessibility information for most interface elements, with few exceptions detailed in Table 2.
302.3 Without Perception of Color	Supports	
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Supports	
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

## Chapter 4: [Hardware](#)

Notes: Web Only Application.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">402 Closed Functionality</a>	Heading cell – no response required	Heading cell – no response required
<b>402.1 General</b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
<b>402.2 Speech-Output Enabled</b>	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Not Applicable	
402.2.2 Transactional Outputs	Not Applicable	
402.2.3 Speech Delivery Type and Coordination	Not Applicable	
402.2.4 User Control	Not Applicable	
402.2.5 Braille Instructions	Not Applicable	
<b>402.3 Volume</b>	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	
402.3.2 Non-private Listening	Not Applicable	
402.4 Characters on Display Screens	Not Applicable	
402.5 Characters on Variable Message Signs	Not Applicable	
<b><u>403 Biometrics</u></b>	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	
<b><u>404 Preservation of Information Provided for Accessibility</u></b>	Heading cell – no response required	Heading cell – no response required
404.1 General	Not Applicable	
<b><u>405 Privacy</u></b>	Heading cell – no response required	Heading cell – no response required
405.1 General	Not Applicable	
<b><u>406 Standard Connections</u></b>	Heading cell – no response required	Heading cell – no response required
406.1 General	Not Applicable	
<b><u>407 Operable Parts</u></b>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not Applicable	
<b>407.3 Input Controls</b>	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Not Applicable	
407.3.2 Alphabetic Keys	Not Applicable	

<b>Criteria</b>	<b>Conformance Level</b>	<b>Remarks and Explanations</b>
407.3.3 Numeric Keys	Not Applicable	
407.4 Key Repeat	Not Applicable	
407.5 Timed Response	Not Applicable	
407.6 Operation	Not Applicable	
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	
<b>407.8 Reach Height and Depth</b>	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	
407.8.2 Side Reach	Not Applicable	
407.8.2.1 Unobstructed Side Reach	Not Applicable	
407.8.2.2 Obstructed Side Reach	Not Applicable	
407.8.3 Forward Reach	Not Applicable	
407.8.3.1 Unobstructed Forward Reach	Not Applicable	
407.8.3.2 Obstructed Forward Reach	Not Applicable	
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	
<b><u>408 Display Screens</u></b>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	
408.3 Flashing	Not Applicable	
<b><u>409 Status Indicators</u></b>	Heading cell – no response required	Heading cell – no response required
409.1 General	Not Applicable	
<b><u>410 Color Coding</u></b>	Heading cell – no response required	Heading cell – no response required
410.1 General	Not Applicable	
<b><u>411 Audible Signals</u></b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
411.1 General	Not Applicable	
<b><u>412 ICT with Two-Way Voice Communication</u></b>	Heading cell – no response required	Heading cell – no response required
<b>412.2 Volume Gain</b>	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	
<b>412.3 Interference Reduction and Magnetic Coupling</b>	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	
412.3.2 Wireline Handsets	Not Applicable	
412.4 Digital Encoding of Speech	Not Applicable	
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Not Applicable	
412.7 Video Communication	Not Applicable	
<b>412.8 Legacy TTY Support</b>	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable	
412.8.2 Voice and Hearing Carry Over	Not Applicable	
412.8.3 Signal Compatibility	Not Applicable	
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	
<b><u>413 Closed Caption Processing Technologies</u></b>	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not Applicable	
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	
<b><u>414 Audio Description Processing Technologies</u></b>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	
414.1.2 Other ICT	Not Applicable	
<b><u>415 User Controls for Captions and Audio Descriptions</u></b>	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
415.1.2 Audio Description Controls	Not Applicable	

## Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See <a href="#">WCAG 2.0/2.1 Report</a>	See information in WCAG 2.0 section
<b><a href="#">502 Interoperability with Assistive Technology</a></b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	
502.2.2 No Disruption of Accessibility Features	Not Applicable	
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	
502.3.2 Modification of Object Information	Not Applicable	
502.3.3 Row, Column, and Headers	Not Applicable	
502.3.4 Values	Not Applicable	
502.3.5 Modification of Values	Not Applicable	
502.3.6 Label Relationships	Not Applicable	
502.3.7 Hierarchical Relationships	Not Applicable	
502.3.8 Text	Not Applicable	
502.3.9 Modification of Text	Not Applicable	
502.3.10 List of Actions	Not Applicable	
502.3.11 Actions on Objects	Not Applicable	
502.3.12 Focus Cursor	Not Applicable	
502.3.13 Modification of Focus Cursor	Not Applicable	
502.3.14 Event Notification	Not Applicable	
502.4 Platform Accessibility Features	Not Applicable	
<b><a href="#">503 Applications</a></b>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
503.3 Alternative User Interfaces	Not Applicable	
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	
503.4.2 Audio Description Controls	Not Applicable	
<b><u>504 Authoring Tools</u></b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See <a href="#">WCAG 2.0/2.1 Report</a>	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Not Applicable	
504.3 Prompts	Not Applicable	
504.4 Templates	Not Applicable	

## Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b><u>602 Support Documentation</u></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0/2.1 Report</a>	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	All documentation for Google Chat for Web is provided electronically.
<b><u>603 Support Services</u></b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	The <a href="#">Google Disability Support Team</a> can answer questions about



Criteria	Conformance Level	Remarks and Explanations
		accessibility through various support channels.
603.3 Accommodation of Communication Needs	Supports	The <a href="#">Google Disability Support Team</a> can answer questions about accessibility through various support channels.

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