

Google Chat Mobile Application Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT^{®1} Version 2.4)

Name of Product/Version: Google Chat Mobile Application (July 2022)

Report Date: 25 July 2022

Product Description: Google Chat Mobile is a mobile application for Android and iOS which allows users to message and collaborate.

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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 with VoiceOver on iOS, TalkBack for Android, and built in magnification features for iOS and Android.

¹“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
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

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><u>1.1.1 Non-text Content</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Chat Mobile Application: Supports</p> <p>Documentation: Partially Supports</p>	<p>Google Chat mobile application properly labels and announces all non-text elements during navigation.</p> <p>Documentation properly labels and announces all non-text elements during navigation, with one exception:</p> <ul style="list-style-type: none"> ● The help topic “Edit or Delete a Message” contains an unlabeled graphic.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Chat Mobile Application: Supports</p> <p>Documentation: Supports</p>	<p>Neither Google Chat mobile application nor the documentation contains prerecorded media.</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Chat Mobile Application: Supports</p> <p>Documentation: Supports</p>	<p>Neither Google Chat mobile application nor the documentation contains prerecorded synchronized media content.</p>
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Chat Mobile Application: Supports</p> <p>Documentation: Supports</p>	<p>Neither Google Chat mobile application nor the documentation contains prerecorded media.</p>
<p><u>1.3.1 Info and Relationships</u> (Level A) Also applies to:</p>	<p>Google Chat Mobile Application:</p>	<p>Both Google Chat mobile application and the documentation present information, structure,</p>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports Documentation: Supports	and relationships that can be programmatically determined or are available in text.
<u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Google Chat Mobile Application: Supports Documentation: Supports	Both Google Chat mobile application and the documentation present content in a correct and logical reading sequence.
<u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Google Chat Mobile Application: Supports Documentation: Supports	Both Google Chat mobile application and the documentation provide multiple sensory characteristics for operations.
<u>1.4.1 Use of Color</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Google Chat Mobile Application: Supports Documentation: Supports	Neither Google Chat mobile application nor the documentation relies solely on color to convey information or to distinguish elements.
<u>1.4.2 Audio Control</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Google Chat Mobile Application: Supports Documentation: Supports	Neither Google Chat mobile application nor the documentation contains audio that plays automatically for more than 3 seconds.
<u>2.1.1 Keyboard</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) 	Google Chat Mobile Application: Supports Documentation:	Both Google Chat mobile application and the documentation are operable with a keyboard.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Google Chat Mobile Application: Partially Supports</p> <p>Documentation: Supports</p>	<p>Google Chat mobile application does not present instances where a keyboard user could not navigate away from an area with a keyboard, with some exceptions:</p> <ul style="list-style-type: none"> After entering the Google App settings screen, there is not a clear way for VoiceOver users to exit it. VoiceOver users need to know that they are required to use VoiceOver’s dedicated go back gesture to leave that screen. After opening the “More options” menu there are two controls to “Search in conversations” or “Send feedback” but no clear method of going back or closing the menu. Performing the “back” gesture allows the user to go back if utilizing TalkBack. <p>Documentation does not present instances where a keyboard user could not navigate away from an area with a keyboard.</p>
<p><u>2.1.4 Character Key Shortcuts</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Google Chat Mobile Application: Supports</p> <p>Documentation: Supports</p>	Neither Google Chat mobile application nor the documentation contains keyboard shortcuts.
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to: Revised Section 508</p>	Google Chat Mobile Application: Supports	Neither Google Chat mobile application nor the documentation includes content with a timeout.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Documentation: Supports	
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Google Chat Mobile Application: Supports Documentation: Supports	Neither Google Chat mobile application nor the documentation includes moving, blinking, scrolling or auto-updating information that lasts more than five seconds.
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Google Chat Mobile Application: Supports Documentation: Supports	Neither Google Chat mobile application nor the documentation includes content which flashes more than 3 times per second.
<p><u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 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 	Google Chat Mobile Application: Supports Documentation: Supports	Both Google Chat mobile application and the documentation have extensive methods of bypassing repeated content such as headings, frames, and keyboard shortcuts.
<p><u>2.4.2 Page Titled</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Google Chat Mobile Application: Supports Documentation: Supports	Both Google Chat mobile application and the documentation properly indicate the name and function of each page or window.
<p><u>2.4.3 Focus Order</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) 	Google Chat Mobile Application: Supports	Both Google Chat mobile application and the documentation present components in a meaningful focus order.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 	Documentation: Supports	
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Google Chat Mobile Application: Supports</p> <p>Documentation: Partially Supports</p>	<p>Google Chat mobile application contains links which clearly state their purpose.</p> <p>Documentation contains links which clearly state their purpose, with one exception:</p> <ul style="list-style-type: none"> There is a link that directs a user to the GMail help center. However, this is only reported as a “link” to screen readers. User needs to activate the link to be made aware of the link’s purpose.
<p><u>2.5.1 Pointer Gestures</u> (Level A)</p>	<p>Google Chat Mobile Application: Supports</p> <p>Documentation: Supports</p>	Neither Google Chat mobile application nor the documentation contains multipoint or path-based gestures
<p><u>2.5.2 Pointer Cancellation</u> (Level A)</p>	<p>Google Chat Mobile Application: Supports</p> <p>Documentation: Supports</p>	Both Google Chat mobile application and the documentation allow users to cancel pointer interactions.
<p><u>2.5.3 Label in Name</u> (Level A)</p>	<p>Google Chat Mobile Application: Supports</p> <p>Documentation: Supports</p>	Both Google Chat mobile application and the documentation present labels visually and programmatically.
<p><u>2.5.4 Motion Actuation</u> (Level A)</p>	Google Chat Mobile Application: Supports	Neither Google Chat mobile application nor the documentation contains any gestures that involve motion actuation.

Criteria	Conformance Level	Remarks and Explanations
	Documentation: Supports	
<u>3.1.1 Language of Page</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Google Chat Mobile Application: Supports Documentation: Supports	Both Google Chat mobile application and the documentation specify the document language in the HTML markup.
<u>3.2.1 On Focus</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Google Chat Mobile Application: Supports Documentation: Supports	Neither Google Chat mobile application nor the documentation contains elements that initiate changes of context when focused.
<u>3.2.2 On Input</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Google Chat Mobile Application: Supports Documentation: Supports	Both Google Chat mobile application and the documentation contain form controls that behave predictably.
<u>3.3.1 Error Identification</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Google Chat Mobile Application: Supports Documentation: Supports	Both Google Chat mobile application and the documentation offer error detection and correction.
<u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Google Chat Mobile Application: Supports Documentation: Supports	Both Google Chat mobile application and the documentation provide appropriate instructions or labels when user input is required.

Criteria	Conformance Level	Remarks and Explanations
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Chat Mobile Application: Supports</p> <p>Documentation: Partially Supports</p>	<p>Google Chat mobile application provides elements that have start and end tags, are nested appropriately, do not contain duplicate attributes, and have unique IDs.</p> <p>Documentation provides elements that have start and end tags, are nested appropriately, do not contain duplicate attributes, and have unique IDs, with one exception:</p> <ul style="list-style-type: none"> ● The Get Started with Google Chat page contains a link that appears as blank, but has the same function as an adjacent link, which directs users to Gmail when activated.

Criteria	Conformance Level	Remarks and Explanations
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Chat Mobile Application: Partially Supports</p> <p>Documentation: Partially Supports</p>	<p>Google Chat mobile application provides proper names, roles and values for elements, with some exceptions:</p> <ul style="list-style-type: none"> ● Controls such as the “Sign In As” or the chat feeds do not report as control types. A user would only know they are controls from the context or if they have hints enabled. A user is also not able to use navigational aids to move through these controls since they do not identify as a control type. ● When activating the “options” menu the state changes but it does not announce automatically, so the user needs to navigate away from the control and navigate back to know if it has expanded or collapsed. <p>Documentation provides proper names, roles and values for elements, with one exception:</p> <ul style="list-style-type: none"> ● The Get Started with Google Chat page contains a link that appears as blank, but has the same function as an adjacent link, which directs users to Gmail when activated.

Table 2: Success Criteria, Level AA

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

Criteria	Conformance Level	Remarks
		Documentation has sufficient color contrast between text and its background, with one exception: <ul style="list-style-type: none"> After activating Dark mode, contrast is too low for the platform icon text.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Google Chat Mobile Application: Supports Documentation: Supports	Both Google Chat mobile application and the documentation allow users to zoom in up to 200% without loss of content or functionality.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Google Chat Mobile Application: Supports Documentation: Supports	Neither Google Chat mobile application nor the documentation contains images of text.
1.4.10 Reflow (Level AA 2.1 only)	Google Chat Mobile Application: Supports Documentation: Supports	Both Google Chat mobile application and the documentation are able to reflow to support 400% zoom.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Google Chat Mobile Application: Supports Documentation: Supports	Both Google Chat mobile application and the documentation have sufficient contrast between components, graphics, and their backgrounds.
1.4.12 Text Spacing (Level AA 2.1 only)	Google Chat Mobile Application: Supports	Both Google Chat mobile application and the documentation allow users to adjust text spacing without loss of content or functionality.

Criteria	Conformance Level	Remarks
	Documentation: Supports	
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Google Chat Mobile Application: Supports Documentation: Supports	Neither Google Chat mobile application nor the documentation contains content that appears when hovering or focusing.
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 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 	Google Chat Mobile Application: Supports Documentation: Supports	Both Google Chat mobile application and the documentation provide multiple ways to reach their various sections.
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Google Chat Mobile Application: Supports Documentation: Supports	Both Google Chat mobile application and the documentation provide descriptive headings and labels.
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Google Chat Mobile Application: Supports Documentation: Supports	Both Google Chat mobile application and the documentation provide a visible keyboard focus.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) 	Google Chat Mobile Application: Supports Documentation:	Both Google Chat mobile application and the documentation display passages in the page's native language.

Criteria	Conformance Level	Remarks
<ul style="list-style-type: none"> 602.3 (Support Docs) 	Supports	
<p><u>3.2.3 Consistent Navigation</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 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 	<p>Google Chat Mobile Application: Supports</p> <p>Documentation: Supports</p>	Both Google Chat mobile application and the documentation provide clear and consistent navigation across pages.
<p><u>3.2.3 Consistent Identification</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 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 	<p>Google Chat Mobile Application: Supports</p> <p>Documentation: Supports</p>	Both Google Chat mobile application and the documentation consistently identify components with the same functionality.
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Google Chat Mobile Application: Supports</p> <p>Documentation: Supports</p>	Both Google Chat mobile application and the documentation provide suggestions on how to correct errors.
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Google Chat Mobile Application: Supports</p> <p>Documentation: Supports</p>	Neither Google Chat mobile application nor the documentation contains workflows involving legal or financial transactions.
<p><u>4.1.3 Status Messages</u> (Level AA 2.1 only)</p>	<p>Google Chat Mobile Application: Partially Supports</p>	Google Chat mobile application provides status messages which are presented to assistive technologies, with some exceptions:

Criteria	Conformance Level	Remarks
	Documentation: Supports	<ul style="list-style-type: none"> ● When entering text in the edit field for, "Search in Chat", no indication is given by VoiceOver that search results are available. Users are only made aware of the results by exploring the screen. ● When entering text in the edit field for, "Person, Space, or Bot," no indication is given by VoiceOver that search results are available. Users are only made aware of the results by exploring the screen. ● If selecting certain options in the context menu, there is no indication given to VoiceOver that the action was successful. <p>Documentation provides status messages which are presented to assistive technologies.</p>

Table 3: Success Criteria, Level AAA

WCAG 2.0 AAA success criteria were not evaluated.

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

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

Chapter 4: [Hardware](#)

Notes: Mobile Application with no hardware components.

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
402.2.1 Information Displayed On-Screen	Not Applicable	
402.2.2 Transactional Outputs	Not Applicable	
402.2.3 Speech Delivery Type and Coordination	Not Applicable	
402.2.4 User Control	Not Applicable	
402.2.5 Braille Instructions	Not Applicable	
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	
402.3.2 Non-private Listening	Not Applicable	
402.4 Characters on Display Screens	Not Applicable	
402.5 Characters on Variable Message Signs	Not Applicable	
<u>403 Biometrics</u>	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	
<u>404 Preservation of Information Provided for Accessibility</u>	Heading cell – no response required	Heading cell – no response required
404.1 General	Not Applicable	
<u>405 Privacy</u>	Heading cell – no response required	Heading cell – no response required
405.1 General	Not Applicable	
<u>406 Standard Connections</u>	Heading cell – no response required	Heading cell – no response required
406.1 General	Not Applicable	
<u>407 Operable Parts</u>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not Applicable	
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Not Applicable	
407.3.2 Alphabetic Keys	Not Applicable	
407.3.3 Numeric Keys	Not Applicable	
407.4 Key Repeat	Not Applicable	
407.5 Timed Response	Not Applicable	
407.6 Operation	Not Applicable	
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	
407.8.2 Side Reach	Not Applicable	
407.8.2.1 Unobstructed Side Reach	Not Applicable	
407.8.2.2 Obstructed Side Reach	Not Applicable	
407.8.3 Forward Reach	Not Applicable	
407.8.3.1 Unobstructed Forward Reach	Not Applicable	
407.8.3.2 Obstructed Forward Reach	Not Applicable	
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	
<u>408 Display Screens</u>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	
408.3 Flashing	Not Applicable	
<u>409 Status Indicators</u>	Heading cell – no response required	Heading cell – no response required
409.1 General	Not Applicable	
<u>410 Color Coding</u>	Heading cell – no response required	Heading cell – no response required
410.1 General	Not Applicable	
<u>411 Audible Signals</u>	Heading cell – no response required	Heading cell – no response required
411.1 General	Not Applicable	
<u>412 ICT with Two-Way Voice Communication</u>	Heading cell – no response required	Heading cell – no response required
<u>412.2 Volume Gain</u>	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	
<u>412.3 Interference Reduction and Magnetic Coupling</u>	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	

Criteria	Conformance Level	Remarks and Explanations
412.7 Video Communication	Not Applicable	
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable	
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	
413 Closed Caption Processing Technologies	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	
414 Audio Description Processing Technologies	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	
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not Applicable	
415.1.2 Audio Description Controls	Not Applicable	

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	
502.2.2 No Disruption of Accessibility Features	Not Applicable	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	
502.3.2 Modification of Object Information	Not Applicable	
502.3.3 Row, Column, and Headers	Not Applicable	
502.3.4 Values	Not Applicable	
502.3.5 Modification of Values	Not Applicable	
502.3.6 Label Relationships	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
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	
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	
503.3 Alternative User Interfaces	Not Applicable	
<i>503.4 User Controls for Captions and Audio Description</i>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	
503.4.2 Audio Description Controls	Not Applicable	
<u>504 Authoring Tools</u>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.0 section	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](#)

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	

Criteria	Conformance Level	Remarks and Explanations
602.3 Electronic Support Documentation	See WCAG 2.0 section	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.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	The Google Disability Support Team can answer questions about accessibility through various support channels.
603.3 Accommodation of Communication Needs	Supports	The Google Disability Support Team can answer questions about accessibility through various support channels.

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