

Google Accessibility Conformance Report

International Edition, Based on VPAT[®] Version 2.5Rev

Product Information

- **Name of Product/Version:** Google Chat Web
- **Report Date:** October 6th, 2025
- **Product Description:** Web Application
- **Contact Information:** vpat-questions@google.com

Evaluation Methods Used:

The [W3C Website Accessibility Conformance Evaluation Methodology](#) (WCAG-EM) was followed for conducting the accessibility audit. The testing included manual accessibility testing, automated accessibility tools, and testing with assistive technology across multiple platforms and browsers.

The following applications were used as part of the audit to identify potential accessibility issues:

- Desktop browsers: Chrome
- Assistive technologies: NVDA
- Accessibility testing tools: axe DevTools Pro, axe Auditor, Color Contrast Analyser

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)

Standard/Guideline	Included In Report
	Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(Yes)

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Tested Pages

- Chat Header - Widget
- Left Navigation Panel
- Chat Landing Page
- Send Message
- Message Screen
- Search Filters
- Search Result
- Create Space Modal
- Space Landing View
- Add Members Modal
- Custom/Manage Emoji Modal
- Create Emoji
- Reply In Thread
- Read a message (Chat & Spaces) in the message stream
- Get notified when I have a new message across all platforms (Chat & Spaces)
- Gemini - Simple Conversation
- Gemini - Use a Suggested prompt and insert it and send it.
- Gemini - Copy

- Gemini - Conversation History Context
- Gemini - Pasting Links into Prompt Input (not applicable to Gmail)
- Gemini - Using a link as context for a message
- Gemini - Use Show more or show less suggestion
- Gemini - Create Image and generate additional ones
- Gemini - Inline Prompt Editing
- Gemini - Summary Feedback
- Gemini - Summarize a file that is present in Chat Message stream
- Gemini - Clear your recent Chat Gemini history and ask for more suggestions using more options
- Gemini - Review Gemini summaries for chat conversations in Home
- Gemini - Access unread conversation summaries in Chat
- AI Features - Automatic Translations in Chat

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 Level AAA criteria.

WCAG 2.1 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 — Web, Sections 10.1–10.4 of Chapter 10 — Non-Web Documents, Sections 11.1–11.4 and 11.8.2 of Chapter 11 — Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 — Documentation and Support Services
- Revised Section 508: Chapter 5 — 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 — 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Criteria	Conformance level	Remarks and explanations
<p>1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: Most non-text content has text alternatives or a text alternate that serves an equivalent purpose. The following exceptions exist:</p> <ul style="list-style-type: none"> • Some images do not have a text alternative, so people who are blind and/or use a screen reader will not be able to access the information available in the image and if it is an active image, will not understand its function. This occurs on the following pages: Gemini-Wide; Create Image and generate additional ones.
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to:</p>	Web: Not Applicable	Web: Prerecorded audio-only files are not present.

Criteria	Conformance level	Remarks and explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.2.1 (Web) ● 10.1.2.1 (Non-web document) ● 11.1.2.1.1 (Open Functionality Software) ● 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.2.2 (Web) ● 10.1.2.2 (Non-web document) ● 11.1.2.2 (Open Functionality Software) ● 11.1.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: Captions are provided for videos shared via Google Drive. The following exception exist:</p> <ul style="list-style-type: none"> ● Videos uploaded directly from a local device and Video messages recorded within Chat.

Criteria	Conformance level	Remarks and explanations
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.2.3 (Web) ● 10.1.2.3 (Non-web document) ● 11.1.2.3.1 (Open Functionality Software) ● 11.1.2.3.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: Text Transcript is provided for videos shared via Google Drive. The following exception exist:</p> <ul style="list-style-type: none"> ● Video messages recorded within Chat.
<p><u>1.3.1 Info and Relationships</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.1 (Web) ● 10.1.3.1 (Non-web document) ● 11.1.3.1.1 (Open Functionality Software) ● 11.1.3.1.2 (Closed Software) – Informative only ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: Most information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. The following exceptions exist:</p> <ul style="list-style-type: none"> ● An element's programmatic role requires one or more child elements, but the child elements are missing, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the purpose or content of the element or its related content.

Criteria	Conformance level	Remarks and explanations
		<p>This occurs on the following pages: Chat Landing Page; Read a message (Chat & Spaces) in the message stream; Search Filters; Gemini - Using a link as context for a message.</p> <ul style="list-style-type: none">• Content is arranged visually like a data table, but it is not programmatically marked up as a table, so the table's structure and relationships are not conveyed to people who are blind and/or use a screen reader. This occurs on the following page: Custom/Manage Emoji Modal.• A group of form controls is not programmatically associated with their group label, so the purpose of individual controls in the group cannot be understood by people who are blind and/or use a screen reader. This occurs on the following page: Send Message.• A block of text is marked up as a heading but is not a heading, so the structure of the content is misrepresented to assistive technologies and people who

Criteria	Conformance level	Remarks and explanations
		<p>are blind and/or use a screen reader. This occurs on the following page: Create Space Modal.</p> <ul style="list-style-type: none">• Text that visually functions as a heading is not marked up as a heading, so the structure of the content is not properly conveyed to assistive technologies and people who are blind and/or use a screen reader. This occurs on the following pages: Search Result; Chat Landing Page; Custom/Manage Emoji Modal; Create Space Modal; Create Emoji.• Content that is visually presented as a list is not marked up as a list, so the presence and structure of the list are not conveyed to assistive technologies and people who are blind and/or use a screen reader. This occurs on the following page: Space Landing View.• A block of text visually styled as deleted or inserted does not have semantic markup or text to indicate programmatically that

Criteria	Conformance level	Remarks and explanations
		<p>the text is deleted or inserted, so people who are blind and/or use a screen reader may not be aware that the text is deleted or inserted. This occurs on the following page: Send Message; Gemini - Inline Prompt Editing.</p> <ul style="list-style-type: none">● A heading level is out of order, so the structure of the content is not properly conveyed to assistive technologies and people who are blind and/or use a screen reader. This occurs on the following page: Gemini-Wide.● Some content that is visually presented as multiple lists is not marked up as a list, so the presence and structure of each list are not conveyed to assistive technologies and people who are blind and/or use a screen reader. This occurs on the following pages: Review Gemini summaries for chat conversations in Home; Gemini - Use Show more or show less suggestion; Gemini - Access unread conversation summaries in Chat.

Criteria	Conformance level	Remarks and explanations
		<ul style="list-style-type: none"> Some text that visually functions as a heading is not marked up as a heading, so the structure of the content is not properly conveyed to assistive technologies and people who are blind and/or use a screen reader. This occurs on the following pages: Review Gemini summaries for chat conversations in Home; Gemini - Access unread conversation summaries in Chat. Some information, structure, and/or relationships are only presented visually but not conveyed programmatically, so context provided to sighted users is not available to people who are blind. This occurs on the following page: Gemini-Wide.
<p><u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.3.2 (Web) 10.1.3.2 (Non-web document) 11.1.3.2.1 (Open Functionality Software) 11.1.3.2.2 (Closed Software) – Informative only 	Web: Partially Supports	Web: The reading and navigation order of most content is logical and intuitive. The following exceptions exist: <ul style="list-style-type: none"> The order that the screen reader announces static content does not match the visual order of the content and changes the

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<p>meaning of that content, so the intended meaning of the content will be lost or changed for people who are blind and/or use a screen reader. This occurs on the following page: Create Emoji.</p> <ul style="list-style-type: none"> ● The screen reader skips and does not announce informative static content (text or images), so the intended meaning of that content will be lost or changed for people who are blind and/or use a screen reader. This occurs on the following page: Chat Landing Page.
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.3 (Web) ● 10.1.3.3 (Non-web document) ● 11.1.3.3 (Open Functionality Software) ● 11.1.3.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) 	Web: Supports	Web: Instructions to operate and/or understand content do not rely on sensory characteristics of components such as shape, color, size, and visual location.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.1 (Web) 10.1.4.1 (Non-web document) 11.1.4.1 (Open Functionality Software) 11.1.4.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: For most content, color is not used as the only method to convey information, indicate an action, prompt a response, or distinguish visual elements. The following exceptions exist:</p> <ul style="list-style-type: none"> Color is used as the only method to convey the state (such as "checked," "pressed," or "selected") of a control, so that information will not be available to people who are colorblind and people who are blind and/or use a screen reader. This occurs on the following pages: Space Landing View; Search Result; Chat Landing Page; Send Message; Message Screen; Chat Header; Gemini - Summary Feedback; AI Features - Automatic Translations in Chat. Color is the only visual method used to identify a link, and a link text's contrast ratio with the color of the surrounding text is less than 3:1, so people who are colorblind or have low vision

Criteria	Conformance level	Remarks and explanations
		<p>may not be able to identify the link. This occurs on the following pages: AI Features - Automatic Translations in Chat.</p>
<p><u>1.4.2 Audio Control</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.2 (Web) ● 10.1.4.2 (Non-web document) ● 11.1.4.2 (Open Functionality Software) ● 11.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: A mechanism is provided to stop, pause, mute, or adjust volume for audio that automatically plays for more than 3 seconds.</p>
<p><u>2.1.1 Keyboard</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.1.1 (Web) ● 10.2.1.1 (Non-web document) ● 11.2.1.1.1 (Open Functionality Software) ● 11.2.1.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) 	<p>Web: Partially Supports</p>	<p>Web: On most pages, all functionality is available using only the keyboard (unless that functionality cannot be accomplished in any known way using a keyboard). If shortcut keys and accesskeys present, some may conflict with existing browser and screen reader shortcuts, and some functionality based on custom gestures</p>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		may not be available when a screen reader is turned on. The following exceptions exist: <ul style="list-style-type: none"> ● A function cannot be performed using only the keyboard, so people who use the keyboard alone to navigate and operate content cannot use this function. This occurs on the following page; Gemini - Using a link as context for a message.
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.2.1.2 (Web) ● 10.2.1.2 (Non-web document) ● 11.2.1.2 (Open Functionality Software) ● 11.2.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Supports	Web: Keyboard focus is never locked or trapped in a particular area, and the user is able to navigate to and from all navigable elements using only a keyboard.
<p><u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 and 2.2)</p> Also applies to:	Web: Supports	Web: If a single character key shortcut exists, then the single character key

Criteria	Conformance level	Remarks and explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.1.4 (Web) ● 10.2.1.4 (Non-web document) ● 11.2.1.4.1 (Open Functionality Software) ● 11.2.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>		<p>shortcut can be turned off or remapped, or it is only active when the relevant user interface component is in focus.</p>
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.2.1 (Web) ● 10.2.2.1 (Non-web document) ● 11.2.2.1 (Open Functionality Software) ● 11.2.2.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: In most cases when a time limit exists, the user is given an option to turn off, adjust, or extend the time limit. The following exceptions exist:</p> <ul style="list-style-type: none"> ● Some content visually appears and disappears with no ability to adjust how long the content is visible, potentially preventing people who are blind, have low vision, or have mobility or cognitive disabilities from locating or reading the content. This occurs on the following pages: Chat Landing Page; Message Screen; Gemini-Wide
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.2.2 (Web) 	<p>Web: Supports</p>	<p>Web: Where moving, blinking, scrolling, or auto-updating information is present in parallel , that information can be paused, stopped, hidden, or otherwise</p>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 10.2.2.2 (Non-web document) ● 11.2.2.2 (Open Functionality Software) ● 11.2.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		controlled by the user with the Accessibility settings.
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.3.1 (Web) ● 10.2.3.1 (Non-web document) ● 11.2.3.1 (Open Functionality Software) ● 11.2.3.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Not Applicable	Web: The tested application does not contain flashing content.
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.1 (Web) 	Web: Supports	Web: A method is provided to skip navigation and other page elements that are repeated across web pages.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 10.2.4.1 (Non-web document) – Does not apply ● 11.2.4.1 (Open Functionality Software) – Does not apply ● 11.2.4.1 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <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><u>2.4.2 Page Titled</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.2 (Web) ● 10.2.4.2 (Non-web document) ● 11.2.4.2 (Open Functionality Software) - Does not apply ● 11.2.4.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Supports	Web: Pages have descriptive and informative titles.
<p><u>2.4.3 Focus Order</u> (Level A) Also applies to: EN 301 549 Criteria</p>	Web: Partially Supports	Web: The navigation order of most interactive elements (such as links, buttons, or form elements) is logical

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 9.2.4.3 (Web) ● 10.2.4.3 (Non-web document) ● 11.2.4.3 (Open Functionality Software) ● 11.2.4.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<p>and preserves meaning and operability. The following exceptions exist:</p> <ul style="list-style-type: none"> ● When a modal closes, keyboard focus is not returned to the control that opened the modal or to another logical location, so people who use the keyboard to navigate content (including screen reader users) may become disoriented on the page. This occurs on the following pages: Custom/Manage Emoji Modal; Create Emoji. ● Keyboard focus is lost or misplaced as a result of user interaction or content update or refresh, so people who use the keyboard to navigate content (including screen reader users) will become disoriented. This occurs on the following pages: Space Landing View; Search Result.
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.4 (Web) ● 10.2.4.4 (Non-web document) ● 11.2.4.4 (Open Functionality Software) 	Web: Supports	Web: The purpose of each link can be determined from the link text alone or from the link text and its programmatic context.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 11.2.4.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.5.1 (Web) ● 10.2.5.1 (Non-web document) ● 11.2.5.1 (Open Functionality Software) ● 11.2.5.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: All functionality that can be operated with a pointer can be operated with single-point actions.
<p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.5.2 (Web) ● 10.2.5.2 (Non-web document) ● 11.2.5.2 (Open Functionality Software) ● 11.2.5.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) 	Web: Supports	Web: For functionality that can be operated using a single pointer, at least one of the following is true: <ul style="list-style-type: none"> - The action is not triggered on the down event. - The action triggers on the up event, and a mechanism is available to abort the function before completion or to undo the function after completion.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply		<ul style="list-style-type: none"> - The up-event reverses any outcome of the preceding down-event. - Completing the function on the down-event is essential.
<p>2.5.3 Label in Name (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.5.3 (Web) ● 10.2.5.3 (Non-web document) ● 11.2.5.3.1 (Open Functionality Software) ● 11.2.5.3.2 (Closed Software) – Informative only ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Partially Supports	Web: For most user interface components that include visible text labels, the accessible name matches (or includes) the visible text in the label. The following exceptions exist: <ul style="list-style-type: none"> ● The accessible name of an interactive element (such as a link, button, or form input) does not contain the visible label, so people who use speech input to navigate and operate content will not be able to access the element. This occurs on the following page: Create Emoji.
<p>2.5.4 Motion Actuation (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.5.4 (Web) ● 10.2.5.4 (Non-web document) ● 11.2.5.4 (Open Functionality Software) ● 11.2.5.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) 	Web: Supports	Web: Functionality that can be triggered by device motion or user motion detected by a device can be disabled, and the functionality can be operated without using motion.

Criteria	Conformance level	Remarks and explanations
Revised Section 508 – Does not apply		
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.1.1 (Web) ● 10.3.1.1 (Non-web document) ● 11.3.1.1.1 (Open Functionality Software) ● 11.3.1.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Supports	Web: The language of each page is correct and can be determined programmatically.
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.2.1 (Web) ● 10.3.2.1 (Non-web document) ● 11.3.2.1 (Open Functionality Software) ● 11.3.2.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) 	Web: Supports	Web: When an element receives focus, a change in context (such as a substantial change to the page, the spawning of a pop-up window, or a change in focus) that may disorient the user does not occur.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p><u>3.2.2 On Input</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.2.2 (Web) 10.3.2.2 (Non-web document) 11.3.2.2 (Open Functionality Software) 11.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: When a user inputs information or interacts with a control, it does not result in a substantial change to the page that could disorient the user unless the user is informed about the change ahead of time.
<p><u>3.3.1 Error Identification</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.3.1 (Web) 10.3.3.1 (Non-web document) 11.3.3.1.1 (Open Functionality Software) 11.3.3.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 	Web: Supports	Web: For form controls where an input error is automatically detected, a text message or alert is provided that identifies the field/control where the error was detected and describes the error.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p><u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.3.2 (Web) 10.3.3.2 (Non-web document) 11.3.3.2 (Open Functionality Software) 11.3.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	Web: For most form controls/input fields requiring user input, labels, instructions, and/or error messages are provided to identify the controls/input fields in the form so that users know what input data is expected. The following exceptions exist: <ul style="list-style-type: none"> Some labels of elements are not persistent (always visible on the page), so the element's purpose may be difficult to discover. This occurs on the following pages: Search Result; Chat Landing Page; Add Members Modal; Custom/Manage Emoji Modal; Create Space Modal; Gemini-Wide.
<p><u>4.1.1 Parsing</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.4.1.1 (Web) 10.4.1.1 (Non-web document) 11.4.1.1.1 (Open Functionality Software) 11.4.1.1.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 	Web: Supports	Web: For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata .

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.4.1.2 (Web) ● 10.4.1.2 (Non-web document) ● 11.4.1.2.1 (Open Functionality Software) ● 11.4.1.2.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: The name, role, state, and value of most interface components can be programmatically determined, without causing problems for users of assistive technologies. The following exceptions exist:</p> <ul style="list-style-type: none"> ● An element does not have the required attributes in its HTML code needed to provide its programmatic role, name, state, and other properties to assistive technology or the state assigned is not correct, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the current state of the element or how to interact with it. This occurs on the following pages: Search Result; Search Filters; Send Message; Add Members Modal; Gemini - Inline Prompt Editing; Gemini-Wide.

Criteria	Conformance level	Remarks and explanations
		<ul style="list-style-type: none"><li data-bbox="1455 280 1944 760">● An element has an invalid attribute in its HTML code that is intended to provide its programmatic role, name, state, or another property to assistive technology, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the name, purpose, or content of the element or how to interact with it. This occurs on the following page: Custom/Manage Emoji Modal.<li data-bbox="1455 773 1944 1114">● A button does not have a programmatic role, so its role (usually button, but sometimes link or something else) is not conveyed to screen readers and other assistive technologies and will not be available to people who use those technologies. This occurs on the following pages: Left Navigation Panel.<li data-bbox="1455 1127 1944 1325">● The programmatic state of an element that reveals or hides content ("expanded" or "collapsed") is missing or is used incorrectly, so people who are blind and/or use a screen reader

Criteria	Conformance level	Remarks and explanations
		<p>or other assistive technology will not be informed of the current state of the element or the state will be misrepresented. This occurs on the following pages: Space Landing View; Send Message; Message Screen; Chat Header; Left Navigation Panel; Gemini-Wide.</p> <ul style="list-style-type: none">• For an element that allows a user either to select or not select a single option (like a checkbox or radio buttons) or to select from among 2 or more options (like a select dropdown), the state (such as checked/unchecked or selected/not selected) is not conveyed to assistive technology, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the purpose of the element, the options available, and whether the element or an option is currently checked. This occurs on the following page: Send Message; AI Features -

Criteria	Conformance level	Remarks and explanations
		<p>Automatic Translations in Chat; Gemini - Summary Feedback.</p> <ul style="list-style-type: none"><li data-bbox="1455 354 1938 938">● In a table that can be sorted by column, the sorted state (ascending or descending) of the table's columns is not conveyed to assistive technology or the state conveyed is incorrect, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the order in which the table's content is presented and whether that order is meaningful when interpreting the data. This occurs on the following page: Custom/Manage Emoji Modal.<li data-bbox="1455 946 1938 1328">● An iframe does not have a programmatic title that is conveyed to assistive technology, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the purpose or content of the iframe without browsing its content. This occurs on the following pages: Search Result;

Criteria	Conformance level	Remarks and explanations
		<p>Chat Landing Page; Add Members Modal; Custom/Manage Emoji Modal; Create Emoji; Get notified when I have a new message across all platforms (Chat & Spaces); AI Features - Automatic Translations in Chat.</p> <ul style="list-style-type: none"> • The HTML code for a link or button is nested inside the code of another link or button, so assistive technologies may not be able to determine the function of the element. This occurs on the following page: Search Result.

Table 2: Success Criteria, Level AA

Criteria	Conformance level	Remarks and explanations
<p>1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) 	<p>Web: Not Applicable</p>	<p>Web: Live multimedia files with audio are not present, so synchronized captions are not required.</p>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.2.5 (Web) ● 10.1.2.5 (Non-web document) ● 11.1.2.5 (Open Functionality Software) ● 11.1.2.5 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Not Applicable	Web: Prerecorded multimedia files are not present, so audio descriptions are not required.
<p><u>1.3.4 Orientation</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.4 (Web) ● 10.1.3.4 (Non-web document) ● 11.1.3.4 (Open Functionality Software) ● 11.1.3.4 (Closed Software) 	Web: Supports	Web: Orientation of the content is not locked to either landscape or portrait unless a specific orientation is essential for the functionality.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p><u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.5 (Web) ● 10.1.3.5 (Non-web document) ● 11.1.3.5.1 (Open Functionality Software) ● 11.1.3.5.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports	Web: The purpose of each input field that collects an individual's personal data is programmatically defined based on the WCAG list of Input Purposes for User Interface Components.
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.3 (Web) ● 10.1.4.3 (Non-web document) ● 11.1.4.3 (Open Functionality Software) ● 11.1.4.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) 	Web: Partially Supports	Web: Most text and images of regular text have the required color contrast ratio with their backgrounds. The following exceptions exist: <ul style="list-style-type: none"> ● The color contrast ratio between text placed over an image and that image is less than 4.5:1, so people who are colorblind or have low vision may have difficulty reading the text. This occurs on the following pages: Send Message; Left Navigation Panel.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		<ul style="list-style-type: none"> The color contrast ratio between text and its background is less than 4.5:1, so people who are colorblind or have low vision may have difficulty reading the text. This occurs on the following page: Chat Header.
<p>1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.4 (Web) 10.1.4.4 (Non-web document) 11.1.4.4.1 (Open Functionality Software) 11.1.4.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	Web: Most content is readable and functional when browser zoom is set to 200% of its initial size. The following exceptions exist: <ul style="list-style-type: none"> Content is lost, clipped, or obscured when the page is zoomed to 200%, so people who have low vision and need to enlarge text to read it may not have access to that content. This occurs on the following page: Send Message. Functionality is lost when the page is zoomed to 200%, so people who have low vision and need to enlarge text to read it may not have access to this functionality. This occurs on the following page: Send Message.

Criteria	Conformance level	Remarks and explanations
<p><u>1.4.5 Images of Text</u> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.5 (Web) ● 10.1.4.5 (Non-web document) ● 11.1.4.5.1 (Open Functionality Software) ● 11.1.4.5.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: Content is presented visually using text where the image of text is not used.</p>
<p><u>1.4.10 Reflow</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.10 (Web) ● 10.1.4.10 (Non-web document) ● 11.1.4.10 (Open Functionality Software) ● 11.1.4.10 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports</p>	<p>Web: The content of most pages is viewable without scrolling horizontally when the viewport is set to 320 CSS pixels wide. The following exceptions exist:</p> <ul style="list-style-type: none"> ● When the page is adjusted to an equivalent width of 320 pixels and content reflows to fit within the viewport, some content or functionality becomes unavailable, so people with low vision who increase the size of text and other content using the browser zoom will not be able to access

Criteria	Conformance level	Remarks and explanations
		<p>all of the page's content and/or functionality. This occurs on the following pages: Space Landing View; Send Message; Message Screen; Add Members Modal; Chat Header; Read a message (Chat & Spaces) in the message stream; Reply In Thread; AI Features - Automatic Translations in Chat.</p> <ul style="list-style-type: none">● When the page is adjusted to an equivalent width of 320 pixels and content reflows to fit within the viewport, some content overlaps and cannot be seen or understood, so the overlapping content is not available to people with low vision who increase the size of text and other content using the browser zoom. This occurs on the following pages: Add Members Modal; Create Space Modal.● When the page is adjusted to an equivalent width of 320 pixels and content reflows to fit within the viewport, some content does not fit horizontally, so it cannot be viewed without

Criteria	Conformance level	Remarks and explanations
		<p>scrolling. People with low vision who increase the size of text and other content using the browser zoom may have difficulty accessing the content that can only be seen by horizontal scrolling. This occurs on the following page: Gemini-Wide.</p>
<p><u>1.4.11 Non-text Contrast</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.11 (Web) ● 10.1.4.11 (Non-web document) ● 11.1.4.11 (Open Functionality Software) ● 11.1.4.11 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports</p>	<p>Web: Most of the boundaries and indicators of the visual state(s) of each active user component and any graphics required to understand content have a 3:1 color contrast ratio with adjacent color(s) or their background. The following exceptions exist:</p> <ul style="list-style-type: none"> ● The focus indicator of an interactive element (like a button or input field) does not have a 3:1 color contrast ratio with the background, so people who are colorblind or have low vision may have difficulty perceiving when the interactive element is receiving focus. This occurs on the following pages: Chat Landing Page; Send Message; Message Screen; Add Members

Criteria	Conformance level	Remarks and explanations
		<p>Modal; Left Navigation Panel; Custom/Manage Emoji Modal; AI Features - Automatic Translations in Chat.</p> <ul style="list-style-type: none"><li data-bbox="1459 418 1936 906">● The visual boundary of an interactive element (like a radio button or input field) does not have a 3:1 color contrast ratio with the background, so people who are colorblind or have low vision may have difficulty perceiving the boundaries of the interactive element. This occurs on the following pages: Space Landing View; Chat Landing Page; Send Message; AI Features - Automatic Translations in Chat.<li data-bbox="1459 909 1936 1295">● An icon (or part of the icon required to understand its content) does not have a 3:1 color contrast ratio with the background or adjacent colors, so people who are colorblind or have low vision may not be able understand the information presented by the icon. This occurs on the following page: Send Message.

Criteria	Conformance level	Remarks and explanations
		<ul style="list-style-type: none"> • The indicator for the state of an interactive element (like a checkbox or radio button) does not have a 3:1 color contrast ratio with the background, so people who are colorblind or have low vision may have difficulty perceiving the state of the interactive element. This occurs on the following pages: Chat Landing Page; Send Message; AI Features - Automatic Translations in Chat. • An image or graphic (like a chart) or part of the image/graphic required to understand its content does not have a 3:1 color contrast ratio with the background or adjacent colors, so people who are colorblind or have low vision may not be able to understand the information presented by the image/graphic. This occurs on the following page: Gemini-Wide.
<p>1.4.12 Text Spacing (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria</p>	<p>Web: Partially Supports</p>	<p>Web: For most content, the spacing between letters, words, lines of text and paragraphs can be adjusted with</p>

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> ● 9.1.4.12 (Web) ● 10.1.4.12 (Non-web document) ● 11.1.4.12 (Open Functionality Software) ● 11.1.4.12 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>		<p>no loss of content or functionality. The following exceptions exist:</p> <ul style="list-style-type: none"> ● When text spacing is adjusted to help people with vision, reading and cognitive disabilities, some content cannot be seen because it is cut off. This occurs on the following page: Chat Header.
<p><u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.13 (Web) ● 10.1.4.13 (Non-web document) ● 11.1.4.13 (Open Functionality Software) ● 11.1.4.13 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports</p>	<p>Web: In most cases when additional content is triggered by pointer hover or keyboard focus, that additional content can be dismissed and hovered over, and the content persists until the user dismisses it. The following exceptions exist:</p> <ul style="list-style-type: none"> ● Content that appears on mouse hover or keyboard focus (such as tooltips, drop-down menus, or popups) is not dismissible, so it obscures all or part of the original content on the page. This occurs on the following pages: Search Result; Chat Landing Page; Send Message; Add Members Modal; Read a message (Chat & Spaces) in the message stream.

Criteria	Conformance level	Remarks and explanations
		<ul style="list-style-type: none"> Content that appears on mouse hover (such as tooltips, drop-down menus, or popups) disappears when the mouse pointer is moved over that content, meaning people with disabilities, especially people with low vision who need to magnify text, may not be able to read the additional content. This occurs on the following pages: Send Message; Chat Header.
<p><u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.4.5 (Web) 10.2.4.5 (Non-web document) – Does not apply 11.2.4.5 (Open Functionality Software) – Does not apply 11.2.4.5 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>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 	Web: Supports	Web: Multiple ways are available to find other pages on the site.

Criteria	Conformance level	Remarks and explanations
<p><u>2.4.6 Headings and Labels</u> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.6 (Web) ● 10.2.4.6 (Non-web document) ● 11.2.4.6 (Open Functionality Software) ● 11.2.4.6 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: Most headings and labels for form and interactive controls are informative. The following exceptions exist:</p> <ul style="list-style-type: none"> ● A programmatic label for a control or form input field does not convey the purpose of the control or input, so people who are blind and/or use a screen reader may not understand what the control does or what data to enter. This occurs on the following pages: Search Result; Chat Header; Gemini - Inline Prompt Editing. ● Multiple buttons have identical programmatic labels but different functionality, and there is no programmatic context, so people who are blind and/or use a screen reader will not know or may be confused or misled about what each button does. This occurs on the following pages: Custom/Manage Emoji Modal; Gemini - Summary Feedback; Gemini-Wide.
<p><u>2.4.7 Focus Visible</u> (Level AA) Also applies to:</p>	<p>Web: Partially Supports</p>	<p>Web: In most cases, it is visually apparent which page element is</p>

Criteria	Conformance level	Remarks and explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.7 (Web) ● 10.2.4.7 (Non-web document) ● 11.2.4.7 (Open Functionality Software) ● 11.2.4.7 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<p>currently receiving keyboard focus. The following exceptions exist:</p> <ul style="list-style-type: none"> ● An interactive element (such as a link, button, or form input) does not have a visual focus indicator, so sighted people who use a keyboard to navigate content will not know when that element is receiving focus. This occurs on the following pages: Search Result; Left Navigation Panel.
<p><u>3.1.2 Language of Parts</u> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.1.2 (Web) ● 10.3.1.2 (Non-web document) ● 11.3.1.2 (Open Functionality Software) – Does not apply ● 11.3.1.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Supports	Web: On most pages, the language of each section of content that is different from the default language of the page is correctly identified and can be determined programmatically.
<p><u>3.2.3 Consistent Navigation</u> (Level AA) Also applies to:</p>	Web: Supports	Web: Navigation patterns that are repeated on web pages are presented

Criteria	Conformance level	Remarks and explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.2.3 (Web) ● 10.3.2.3 (Non-web document) – Does not apply ● 11.3.2.3 (Open Functionality Software) – Does not apply ● 11.3.2.3 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>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>in the same relative order each time they appear and do not change order when navigating through the site.</p>
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.2.4 (Web) ● 10.3.2.4 (Non-web document) – Does not apply ● 11.3.2.4 (Open Functionality Software) – Does not apply ● 11.3.2.4 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>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>Web: Supports</p>	<p>Web: Labels, names, and text alternatives for content that have the same functionality across multiple web pages are consistently identified.</p>

Criteria	Conformance level	Remarks and explanations
<p><u>3.3.3 Error Suggestion</u> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.3.3 (Web) ● 10.3.3.3 (Non-web document) ● 11.3.3.3 (Open Functionality Software) ● 11.3.3.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: In most cases, if input errors are automatically detected, suggestions are provided in text for correcting the input in a timely and accessible manner before the data is submitted to the server. The following exception exists:</p> <ul style="list-style-type: none"> ● A form field's error message does not suggest how to correct the error, so users may have difficulty determining how to complete the form successfully. This occurs on the following page: Gemini-Wide.
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.3.4 (Web) ● 10.3.3.4 (Non-web document) ● 11.3.3.4 (Open Functionality Software) ● 11.3.3.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: If the user can change or delete legal transactions, financial transactions, student exam responses, or data transactions that are unrecoverable or unintentionally modify or delete data, the changes and/or deletions are reversible, verified, or confirmed.</p>

Criteria	Conformance level	Remarks and explanations
<p>4.1.3 Status Messages (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.4.1.3 (Web) ● 10.4.1.3 (Non-web document) ● 11.4.1.3 (Open Functionality Software) ● 11.4.1.3 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports</p>	<p>Web: In most cases, status messages are programmatically determined and presented by assistive technologies without receiving focus. The following exceptions exist:</p> <ul style="list-style-type: none"> ● A status message is not automatically announced by the screen reader, so people who are blind and/or use a screen reader or other assistive technology may completely miss the status message or they may not hear it in a timely fashion. This occurs on the following pages: Chat Header; Custom/Manage Emoji Modal; Gemini-Wide; Gemini - Summary Feedback.

Table 3: Success Criteria, Level AAA

Notes: Not evaluated. Google Chat was not assessed for WCAG 2.1 Level AAA conformance.

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Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance level	Remarks and explanations
302.1 Without Vision	Web: Partially Supports	Web: Most functionality is usable without vision. Exceptions are noted in: <ul style="list-style-type: none"> ● 1.1.1 Non-Text Content ● 1.3.1 Info and Relationships ● 1.3.2 Meaningful Sequence ● 1.4.1 Use of Color ● 2.1.1 Keyboard ● 2.2.1 Timing Adjustable ● 2.4.3 Focus Order ● 2.4.6 Headings and Labels ● 3.3.3 Error Suggestion ● 4.1.2 Name, Role, Value
302.2 With Limited Vision	Web: Partially Supports	Web: Most functionality is usable with limited vision. Exceptions are noted in: <ul style="list-style-type: none"> ● 1.1.1 Non-Text Content ● 1.3.1 Info and Relationships ● 1.3.2 Meaningful Sequence ● 1.4.1 Use of Color ● 1.4.3 Contrast (minimum) ● 1.4.4 Resize Text ● 2.1.1 Keyboard ● 2.2.1 Timing Adjustable ● 2.4.3 Focus Order ● 2.4.6 Headings and Labels ● 2.4.7 Focus Visible ● 3.3.2 Labels or Instructions ● 3.3.3 Error Suggestion

Criteria	Conformance level	Remarks and explanations
		<ul style="list-style-type: none"> ● 4.1.2 Name, Role, Value
302.3 Without Perception of Color	Web: Partially Supports	Web: Most functionality is usable without perception of color. Exceptions are noted in: <ul style="list-style-type: none"> ● 1.4.1 Use of Color ● 1.4.3 Contrast (minimum)
302.4 Without Hearing	Web: Partially Supports	Web: Most functionality is usable without hearing. Exceptions are noted in: <ul style="list-style-type: none"> ● 1.1.1 Non-Text Content ● 1.2.2 Captions (Prerecorded)
302.5 With Limited Hearing	Web: Partially Supports	Web: Most functionality is usable with limited hearing. Exceptions are noted in: <ul style="list-style-type: none"> ● 1.1.1 Non-Text Content ● 1.2.2 Captions (Prerecorded)
302.6 Without Speech	Web: Not Applicable	Web: The product does not require the use of speech.
302.7 With Limited Manipulation	Web: Partially Supports	Web: Most functionality is usable with limited manipulation and does not require fine motor control or simultaneous manual operations. Exceptions are noted in: <ul style="list-style-type: none"> ● 2.1.1 Keyboard ● 2.2.1 Timing Adjustable

Criteria	Conformance level	Remarks and explanations
		<ul style="list-style-type: none"> ● 2.4.3 Focus Order ● 2.4.6 Headings and Labels ● 2.4.7 Focus Visible ● 3.3.3 Error Suggestion ● 4.1.2 Name, Role, Value
302.8 With Limited Reach and Strength	Web: Supports	Web: All functionality is usable with limited reach and strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Web: Partially Supports	<p>Web: Most functionality is usable by people with limited language, cognitive, and learning abilities. People with cognitive disabilities have varying needs for features that allow them to adapt content and work with assistive technology. Exceptions are noted in:</p> <ul style="list-style-type: none"> ● 1.1.1 Non-Text Content ● 1.3.1 Info and Relationships ● 1.3.2 Meaningful Sequence ● 1.4.1 Use of Color ● 2.1.1 Keyboard ● 2.2.1 Timing Adjustable ● 2.2.2 Pause, Stop, Hide ● 2.4.3 Focus Order ● 2.4.6 Headings and Labels ● 2.4.7 Focus Visible ● 3.3.2 Labels or Instructions ● 3.3.3 Error Suggestion ● 4.1.2 Name, Role, Value

Chapter 4: [Hardware](#)

Notes: Not applicable. Google Chat is not a hardware product.

Chapter 5: [Software](#)

Notes: Google Chat is a web application, so its compliance with some of this chapter's criteria is dependent on the accessibility features available in the browser and operating system used to access this application.

Criteria	Conformance level	Remarks and explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	Web: See WCAG 2.1 section	Web: See information in WCAG 2.1 section
<i>502 Interoperability with Assistive Technology</i>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Web: Supports	
502.2.2 No Disruption of Accessibility Features	Web: Supports	
<i>502.3 Accessibility Services</i>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Web: Partially Supports	Web: The role, state(s), properties, boundary, name, and description of most objects can be programmatically determined, so those attributes can be perceived and conveyed by assistive technology. Exceptions are noted in: <ul style="list-style-type: none">● 4.1.2. Name, Role, Value

Criteria	Conformance level	Remarks and explanations
502.3.2 Modification of Object Information	Web: Partially Supports	<p>Web: For most objects that allow the user to set their respective properties and/or state, the act of setting a property or state is available programmatically, so that it can be perceived and performed using assistive technology. Exceptions are noted in:</p> <ul style="list-style-type: none"> • 4.1.2. Name, Role, Value
502.3.3 Row, Column, and Headers	Web: Partially Supports	<p>Web: In most instances when a data table is present, all information in the data cells and the row and/or column headers associated with each data cell are available programmatically, so they can be perceived and conveyed by assistive technology. Exceptions are noted in:</p> <ul style="list-style-type: none"> • 1.3.1 Info and Relationships
502.3.4 Values	Web: Partially Supports	<p>Web: For most objects that have a current value or have a set or range of values associated with the object, the value(s) is available programmatically, so it can be perceived and conveyed by assistive technology. Exceptions include:</p> <ul style="list-style-type: none"> • 4.1.2. Name, Role, Value
502.3.5 Modification of Values	Web: Partially Supports	<p>Web: For most objects that allow the user to set or modify its value, the act of setting a value is available</p>

Criteria	Conformance level	Remarks and explanations
		<p>programmatically, so that it can be perceived and performed using assistive technology. Exceptions include:</p> <ul style="list-style-type: none"> ● 4.1.2 Name, Role, Value
502.3.6 Label Relationships	Web: Partially Supports	<p>Web: For most elements that act as a label for another element and elements that are labeled by another element, the labeling relationship is programmatically determinable, so it can be perceived and conveyed by assistive technology. Exceptions are noted in:</p> <ul style="list-style-type: none"> ● 1.3.1 Info and Relationships ● 4.1.2. Name, Role, Value
502.3.7 Hierarchical Relationships	Web: Supports	<p>Web: When a page contains elements that have a parent-child relationship, those relationships are programmatically determinable, so they can be perceived by assistive technology.</p>
502.3.8 Text	Web: Supports	<p>Web: The content of text objects, text attributes, and the boundary of text rendered to the screen, are programmatically determinable.</p>
502.3.9 Modification of Text	Web: Supports	<p>Web: All text that can be set by the user is capable of being set</p>

Criteria	Conformance level	Remarks and explanations
		programmatically, including through assistive technology.
502.3.10 List of Actions	Web: Supports	Web: For objects, a list of all actions that can be executed on that object are programmatically determinable.
502.3.11 Actions on Objects	Web: Partially Supports	Web: For most of the elements on which one or more actions may be performed, all of those actions are available programmatically, so that each action can be performed using assistive technology. Exceptions include: <ul style="list-style-type: none"> ● 2.1.1 Keyboard
502.3.12 Focus Cursor	Web: Supports	Web: The application exposes information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components.
502.3.13 Modification of Focus Cursor	Web: Supports	Web: All focus, text insertion point, and selection attributes that can be set by the user can be set programmatically, including using assistive technology.
502.3.14 Event Notification	Web: Partially Supports	Web: In most cases, status messages relevant to user interactions are available to, and presented by, assistive technology. Exceptions are noted in:

Criteria	Conformance level	Remarks and explanations
		<ul style="list-style-type: none"> 4.1.3 Status Messages
502.4 Platform Accessibility Features	Web: Supports	Web: The application does not have independent accessibility features. It utilizes the accessibility features of the browser and operating system used to access it.
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Web: Supports	Web: The application permits user preferences from platform settings for color, contrast, font type, font size, and focus cursor.
503.3 Alternative User Interfaces	Web: Not Applicable	Web: The application does not provide an alternative user interface.
<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	Web: Partially supports	<p>Web: User control for caption is supported for videos shared via Google Drive. The following exception exist:</p> <ul style="list-style-type: none"> Videos uploaded directly from a local device and Video messages recorded within Chat.
503.4.2 Audio Description Controls	Web: Not Applicable	Web: Prerecorded videos are not present, so audio description is not required.

Criteria	Conformance level	Remarks and explanations
<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”)	Web: Partially supports	Web: The application allows for the creation of images but does not provide a means to give the images valid Alternatives to text.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Web: Not Applicable	Web: the application does not convert formats.
504.2.2 PDF Export	Web: Not Applicable	Web: The application does not export PDFs
504.3 Prompts	Web: Not Applicable	Web: The application is not an authoring tool.
504.4 Templates	Web: Not Applicable	Web: The application is not an authoring tool.

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

Notes: Not evaluated. Pending evaluation of the shared documentation website and shared support services for Google products.

Criteria	Conformance level	Remarks and explanations
601.1 Scope		

Criteria	Conformance level	Remarks and explanations
<u>602 Support Documentation</u>		
602.2 Accessibility and Compatibility Features	Web: Not Applicable	Web: Support documentation for this product exists but is verified in another Accessibility Conformance Report.
602.3 Electronic Support Documentation	Web: Not applicable	Web: Support documentation for this product exists but is verified in another Accessibility Conformance Report.
602.4 Alternate Formats for Non-Electronic Support Documentation	Web: Not applicable	Web: Support documentation for this product exists but is verified in another Accessibility Conformance Report.
<u>603 Support Services</u>		
603.2 Information on Accessibility and Compatibility Features	Web: Not applicable	
603.3 Accommodation of Communication Needs	Web: Not applicable	

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Chapter 4: Functional Performance Statements (FPS)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Web: Partially Supports	<p>Web: Most functionality is usable without vision. Exceptions are noted in:</p> <ul style="list-style-type: none"> ● 1.1.1 Non-Text Content ● 1.3.1 Info and Relationships ● 1.3.2 Meaningful Sequence ● 1.4.1 Use of Color ● 2.1.1 Keyboard ● 2.2.1 Timing Adjustable ● 2.4.3 Focus Order ● 2.4.6 Headings and Labels ● 3.3.3 Error Suggestion ● 4.1.2 Name, Role, Value ● 4.1.3 Status Messages
4.2.2 Usage with limited vision	Web: Partially Supports	<p>Web: Most functionality is usable with limited vision. Exceptions are noted in:</p> <ul style="list-style-type: none"> ● 1.1.1 Non-Text Content ● 1.3.1 Info and Relationships ● 1.3.2 Meaningful Sequence ● 1.4.1 Use of Color ● 1.4.3 Contrast (minimum) ● 1.4.4 Resize Text ● 1.4.10 Reflow ● 1.4.11 Non-Text Contrast ● 1.4.12 Text Spacing ● 1.4.13 Content on Hover or Focus ● 2.1.1 Keyboard

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> ● 2.2.1 Timing Adjustable ● 2.4.3 Focus Order ● 2.4.6 Headings and Labels ● 2.4.7 Focus Visible ● 3.3.2 Labels or Instructions ● 3.3.3 Error Suggestion ● 4.1.2 Name, Role, Value
4.2.3 Usage without perception of colour	Web: Partially Supports	Web: Most functionality is usable without perception of color. Exceptions are noted in: <ul style="list-style-type: none"> ● 1.4.1 Use of Color ● 1.4.3 Contrast (minimum) ● 1.4.11 Non-Text Contrast
4.2.4 Usage without hearing	Web: Partially Supports	Web: Most functionality is usable without hearing. Exceptions are noted in: <ul style="list-style-type: none"> ● 1.1.1 Non-Text Content ● 1.2.2 Captions (Prerecorded)
4.2.5 Usage with limited hearing	Web: Partially Supports	Web: Most functionality is usable with limited hearing. Exceptions are noted in: <ul style="list-style-type: none"> ● 1.1.1 Non-Text Content ● 1.2.2 Captions (Prerecorded)
4.2.6 Usage without vocal capability	Web: Not Applicable	Web: The product does not require the use of speech or other vocal output.

Criteria	Conformance Level	Remarks and Explanations
4.2.7 Usage with limited manipulation or strength	Web: Partially Supports	<p>Web: Most functionality is usable by people with limited manipulation and does not require manipulation, simultaneous action, or hand strength. Exceptions are noted in:</p> <ul style="list-style-type: none"> ● 1.4.13 Content on Hover or Focus ● 2.1.1 Keyboard ● 2.2.1 Timing Adjustable ● 2.4.3 Focus Order ● 2.4.6 Headings and Labels ● 2.4.7 Focus Visible ● 2.5.3 Label in Name ● 3.3.3 Error Suggestion ● 4.1.2 Name, Role, Value
4.2.8 Usage with limited reach	Web: Supports	Web: All functionality is usable by people with limited reach.
4.2.9 Minimize photosensitive seizure triggers	Web: Supports	Web: All functionality may be operated in a mode that minimizes the potential for triggering photosensitive seizures.
4.2.10 Usage with limited cognition	Web: Partially Supports	Web: Most functionality is usable by people with limited language, cognitive, and learning abilities. People with cognitive disabilities have varying needs for features that allow them to adapt content and work with assistive technology. Exceptions are noted in:

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> ● 1.1.1 Non-Text Content ● 1.3.1 Info and Relationships ● 1.3.2 Meaningful Sequence ● 1.4.1 Use of Color ● 1.4.10 Non-Text Contrast ● 1.4.12 Text Spacing ● 1.4.13 Content on Hover or Focus ● 2.1.1 Keyboard ● 2.2.1 Timing Adjustable ● 2.2.2 Pause, Stop, Hide ● 2.4.3 Focus Order ● 2.4.6 Headings and Labels ● 2.4.7 Focus Visible ● 2.5.3 Label in Name ● 3.3.2 Labels or Instructions ● 3.3.3 Error Suggestion ● 4.1.2 Name, Role, Value ● 4.1.3 Status Messages
4.2.11 Privacy	Web: Supports	Web: The Google Chat web pages do not provide any privacy features

Chapter 5: Generic Requirements

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 General	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.2 Auditory output delivery including speech	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.3 Auditory output correlation	Web: Not applicable	Web: The product does not contain functionality limited by characteristics

Criteria	Conformance Level	Remarks and Explanations
		that prevent a user from attaching, installing, or using assistive technology.
5.1.3.4 Speech output user control	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.5 Speech output automatic interruption	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.6 Speech output for non-text content	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.7 Speech output for video information	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.8 Masked entry	Web: Not applicable	Web: The product does not contain functionality limited by characteristics

Criteria	Conformance Level	Remarks and Explanations
		that prevent a user from attaching, installing, or using assistive technology.
5.1.3.9 Private access to personal data	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.10 Non-interfering audio output	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.11 Private listening	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.12 Speaker volume	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.13 Volume reset	Web: Not applicable	Web: The product does not contain functionality limited by characteristics

Criteria	Conformance Level	Remarks and Explanations
		that prevent a user from attaching, installing, or using assistive technology.
5.1.3.14 Spoken languages	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.15 Non-visual error identification	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.16 Receipts, tickets, and transactional outputs	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.4 Functionality closed to text enlargement	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from enlarging text.
5.1.5 Visual output for auditory information	Web: Not applicable	Web: The criterion is not relevant to the product. The product does not have a feature relevant to 5.1.5 Visual output for auditory information.

Criteria	Conformance Level	Remarks and Explanations
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from operating a keyboard interface.
5.1.6.2 Input focus	Web: Not applicable	Web: The product does not contain functionality limited by characteristics that prevent a user from operating a keyboard interface.
5.2 Activation of accessibility features	Web: Not Applicable	Web: The product's documented accessibility features for specific needs can be activated without relying on a method that does not support that need.
5.3 Biometrics	Web: Not applicable	Web: The criterion is not relevant to the product. The product does not have a feature relevant to 5.3 Biometrics.
5.4 Preservation of accessibility information during conversion	Web: Not applicable	Web: The criterion is not relevant to the product. The product does not have a feature relevant to 5.4 Preservation of accessibility information during conversion.

Criteria	Conformance Level	Remarks and Explanations
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Web: Not applicable	Web: The criterion is not relevant to the product. The product does not have a feature relevant to 5.5 Operable parts – 5.5.1 Means of operation.
5.5.2 Operable parts discernibility	Web: Not applicable	Web: The criterion is not relevant to the product. The product does not have a feature relevant to 5.5 Operable parts – 5.5.1 Means of operation.
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Web: Not applicable	Web: The criterion is not relevant to the product. The product does not have a feature relevant to 5.6 Locking or toggle controls – 5.6.1 Tactile or auditory status.
5.6.2 Visual status	Web: Not applicable	Web: The criterion is not relevant to the product. The product does not have a feature relevant to 5.6 Locking or toggle controls – 5.6.2 Visual status.

Criteria	Conformance Level	Remarks and Explanations
5.7 Key repeat	Web: Not applicable	Web: The criterion is not relevant to the product. The product does not have a feature relevant to 5.7 Key repeat.
5.8 Double-strike key acceptance	Web: Not applicable	Web: The criterion is not relevant to the product. The product does not have a feature relevant to 5.8 Double-strike key acceptance.
5.9 Simultaneous user actions	Web: Supports	Web: The product does not require simultaneous user actions. The product is compatible with system settings for sequential key presses, such as Sticky Keys.

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

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech	Supports	The product can encode and decode audio with a frequency range and upper limit of 7000 Hertz
6.2 Real-time text (RTT) functionality	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
6.2.1.1 RTT communication	Not Applicable	The product does not contain functionality relating to, nor does it require/rely on, two-way voice communication
6.2.1.2 Concurrent voice and text	Not Applicable	The product does not contain functionality relating to, nor does it require/rely on, two-way voice communication
6.2.2.1 Visually distinguishable display	Not Applicable	The product does not contain functionality relating to, nor does it require/rely on, two-way voice communication
6.2.2.2 Programmatically determinable send and receive direction	Not Applicable	The product does not contain functionality relating to, nor does it require/rely on, two-way voice communication
6.2.2.3 Speaker identification	Not Applicable	The product does not contain functionality relating to, nor does it require/rely on, two-way voice communication.
6.2.2.4 Visual indicator of Audio with RTT	Not Applicable	The product does not contain functionality relating to, nor does it require/rely on, two-way voice communication
6.2.3 Interoperability	Not Applicable	The product does not contain functionality relating to, nor does it require/rely on, two-way voice communication.
6.2.4 RTT responsiveness	Not Applicable	The product does not contain functionality relating to, nor does it require/rely on, two-way voice communication.

Criteria	Conformance Level	Remarks and Explanations
6.3 Caller ID	Supports	The product provides caller identification.
6.4 Alternatives to voice-based services	Not Applicable	
6.5 Video communication	Heading cell – no response required	Heading cell – no response required
6.5.1 General (informative)	Heading cell – no response required	Heading cell – no response required
6.5.2 Resolution	Not Applicable	The product does not contain functionality relating to Video Communication.
6.5.3 Frame rate	Not Applicable	The product does not contain functionality relating to Video Communication.
6.5.4 Synchronization between audio and video	Not Applicable	The product does not contain functionality relating to Video Communication.
6.5.5 Visual indicator of audio with video	Not Applicable	The product does not contain functionality relating to Video Communication.
6.5.6 Speaker identification with video (sign language) communication	Not Applicable	The product does not contain functionality relating to Video Communication.
6.6 Alternatives to video-based services (advisory only)	Advisory – no response required	Advisory – no response required

Chapter 7: ICT with Video Capabilities

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Partially Supports	Web: Caption is provided for videos shared via Google Drive. The following exception exist: <ul style="list-style-type: none"> • Videos uploaded directly from a local device
7.1.2 Captioning synchronization	Partially Supports	Web: Synchronized caption is supported for videos shared via Google Drive. The following exception exist: <ul style="list-style-type: none"> • Videos uploaded directly from a local device
7.1.3 Preservation of captioning	Partially Supports	Web: Preservation of caption is supported for videos shared via Google Drive. The following exception exist: <ul style="list-style-type: none"> • Videos uploaded directly from a local device.
7.1.4 Captions characteristics	Partially Supports	Web: Captions characteristics are provided for videos shared via Google Drive. The following exception exist: <ul style="list-style-type: none"> • Videos uploaded directly from a local device.

Criteria	Conformance Level	Remarks and Explanations
7.1.5 Spoken subtitles	Not Applicable	Subtitles are not present
7.2.1 Audio description playback	Not Applicable	The website or application does not contain any media
7.2.2 Audio description synchronization	Not Applicable	The website or application does not contain any media
7.2.3 Preservation of audio description	Not Applicable	The website or application does not contain any media
7.3 User controls for captions and audio description	Partially Supports	<p>Web: User control for caption is supported for videos shared via Google Drive. The following exception exist:</p> <ul style="list-style-type: none"> • Videos uploaded directly from a local device.

Chapter 8: [Hardware](#)

Criteria	Conformance Level	Remarks and Explanations
8.1.1 Generic requirements	Heading cell – no response required	Heading cell – no response required
8.1.2 Standard connections	Not Applicable	The product is not a hardware product.
8.1.3 Colour	Not Applicable	The product is not a hardware product.

Criteria	Conformance Level	Remarks and Explanations
8.2 Hardware products with speech output	Heading cell – no response required	Heading cell – no response required
8.2.1.1 Speech volume range	Not Applicable	The product is not a hardware product.
8.2.1.2 Incremental volume control	Not Applicable	The product is not a hardware product.
8.2.2.1 Fixed-line devices	Not Applicable	The product is not a hardware product.
8.2.2.2 Wireless communication devices	Not Applicable	The product is not a hardware product.
8.3 Stationary ICT	Heading cell – no response required	Heading cell – no response required
8.3.2.1 Unobstructed high forward reach	Not Applicable	The product is not a hardware product.
8.3.2.2 Unobstructed low forward reach	Not Applicable	The product is not a hardware product.
8.3.2.3.1 Clear space	Not Applicable	The product is not a hardware product.
8.3.2.3.2 Obstructed (< 510 mm) forward reach	Not Applicable	The product is not a hardware product.
8.3.2.3.3 Obstructed (< 635 mm) forward reach	Not Applicable	The product is not a hardware product.
8.3.2.4 Knee and toe clearance width	Not Applicable	The product is not a hardware product.
8.3.2.5 Toe clearance	Not Applicable	The product is not a hardware product.
8.3.2.6 Knee clearance	Not Applicable	The product is not a hardware product.
8.3.3.1 Unobstructed high side reach	Not Applicable	The product is not a hardware product.
8.3.3.2 Unobstructed low side reach	Not Applicable	The product is not a hardware product.
8.3.3.3.1 Obstructed (\leq 255 mm) side reach	Not Applicable	The product is not a hardware product.
8.3.3.3.2 Obstructed (\leq 610 mm) side reach	Not Applicable	The product is not a hardware product.
8.3.4.1 Change in level	Not Applicable	The product is not a hardware product.
8.3.4.2 Clear floor or ground space	Not Applicable	The product is not a hardware product.
8.3.4.3.2 Forward approach	Not Applicable	The product is not a hardware product.
8.3.4.3.3 Parallel approach	Not Applicable	The product is not a hardware product.
8.3.5 Visibility	Not Applicable	The product is not a hardware product.
8.3.6 Installation instructions	Not Applicable	The product is not a hardware product.
8.4 Mechanically Operable parts	Heading cell – no response required	Heading cell – no response required
8.4.1 Numeric keys	Not Applicable	The product is not a hardware product.
8.4.2.1 Means of operation of mechanical parts	Not Applicable	The product is not a hardware product.
8.4.2.2 Force of operation of mechanical parts	Not Applicable	The product is not a hardware product.

Criteria	Conformance Level	Remarks and Explanations
8.4.3 Keys, tickets and fare cards	Not Applicable	The product is not a hardware product.
8.5 Tactile indication of speech mode	Not Applicable	The product is not a hardware product.

Chapter 9: [Web](#)

Notes: The ICT covered by this report is a web application. As such, its accessibility requirements are covered in the WCAG 2.1 section.

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

Criteria	Conformance Level	Remarks and Explanations
10.0 General (informative)	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See WCAG 2.1 section	See information in WCAG 2.1 section
10.5 Caption positioning	Not Applicable	
10.6 Audio description timing	Not Applicable	

Chapter 11: [Software](#)

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.1 section	See information in WCAG 2.1 section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17

Criteria	Conformance Level	Remarks and Explanations
11.5.2.4 Assistive technology	Not Applicable	The Product is not an assistive technology.
11.5.2.5 Object information	Partially Supports	<p>The role, states, properties, boundary, name, and description of most objects can be programmatically determined, so those attributes can be perceived and conveyed by assistive technology. Exceptions are noted in:</p> <ul style="list-style-type: none"> ● 4.1.2 Name, Role, Value
11.5.2.6 Row, column, and headers	Supports	In all instances when a data table is present, all information in the data cells and the row and/or column headers associated with each data cell are available programmatically, so they can be perceived and conveyed by assistive technology.
11.5.2.7 Values	Partially Supports	<p>For most objects that have a current value or have a set or range of values associated with the object, the values is available programmatically, so it can be perceived and conveyed by assistive technology. Exceptions are noted in:</p> <ul style="list-style-type: none"> ● 4.1.2 Name, Role, Value

Criteria	Conformance Level	Remarks and Explanations
11.5.2.8 Label relationships	Partially Supports	<p>For most elements that act as a label for another element and elements that are labeled by another element, the labeling relationship is programmatically determinable, so it can be perceived and conveyed by assistive technology.</p> <p>Exceptions are noted in:</p> <ul style="list-style-type: none"> • 4.1.2 Name, Role, Value
11.5.2.9 Parent-child relationships	Supports	<p>For all elements that have a parent-child relationship, those relationships are programmatically determinable, so they can be perceived by assistive technology.</p>
11.5.2.10 Text	Partially Supports	<p>Most text, text attributes (such as whether text is static or editable), and text boundaries are programmatically determinable, so they can be perceived and conveyed by assistive technology.</p> <p>Exceptions are noted in:</p> <ul style="list-style-type: none"> • 1.3.2 Meaningful Sequence
11.5.2.11 List of available actions	Partially Supports	<p>For most objects programmatic role information and actions are programmatically determinable, so they can be conveyed by assistive technology.</p> <p>Exceptions are noted in:</p> <ul style="list-style-type: none"> • 4.1.2 Name, Role, Value

Criteria	Conformance Level	Remarks and Explanations
11.5.2.12 Execution of available actions	Partially Supports	For most of the elements on which one or more actions may be performed, all of those actions are available programmatically, so that each action can be performed using assistive technology. Exceptions include: <ul style="list-style-type: none"> ● 2.1.1 Keyboard Navigation
11.5.2.13 Tracking of focus and selection attributes	Supports	Users can track focus, select items, and insert focus into editable text.
11.5.2.14 Modification of focus and selection attributes	Supports	Users are not prevented from programmatically modifying user interface elements involved with text editing.
11.5.2.15 Change notification	Partially Supports	Most Status messages relevant to user interactions are available to, and presented by, assistive technology. Exceptions are noted in: <ul style="list-style-type: none"> ● 4.1.3 Status Messages
11.5.2.16 Modifications of states and properties	Partially Supports	For most objects that allow the user to set or modify its states or properties, modifications can be made using assistive technology. Exceptions are noted in: <ul style="list-style-type: none"> ● 4.1.2 Name, Role, Value
11.5.2.17 Modifications of values and text	Partially Supports	For most objects that have a current value and text or have a set or range of value associated with the objects, the values and text is available programmatically, so it can be conveyed by assistive technology. Exceptions are noted in: <ul style="list-style-type: none"> ● 4.1.2 Name, Role, Value

Criteria	Conformance Level	Remarks and Explanations
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Not Applicable	The product is not platform software, so this clause does not apply.
11.6.2 No disruption of accessibility features	Supports	The product does not disrupt platform features that are defined in the platform documentation as accessibility features.
11.7 User preferences	Supports	The website or application allows users to set or modify color, contrast, font type and size, and focus cursor.
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	Not Applicable	Google Chat is not a content authoring tool.
11.8.3 Preservation of accessibility information in transformations	Not Applicable	Google Chat is not a content authoring tool.
11.8.4 Repair assistance	Not Applicable	Google Chat is not a content authoring tool.
11.8.5 Templates	Not Applicable	Google Chat is not a content authoring tool.

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

Notes: Not evaluated. Pending evaluation of the shared documentation website and shared support services for Google Chat Web.

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Not Evaluated	The accessibility and compatibility features are used across multiple Google products and are evaluated in a separate ACR.
12.1.2 Accessible documentation	Not Evaluated	The accessible documentation is used across multiple Google products and is evaluated in a separate ACR.
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Not Evaluated	The accessibility and compatibility information are used across multiple Google products and are evaluated in a separate ACR.
12.2.3 Effective communication	Not applicable	
12.2.4 Accessible documentation	Not Evaluated	The accessibility and compatibility Documentation is used across multiple Google products and are evaluated in a separate ACR.

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: Not applicable. Google Chat does not provide relay or emergency service access.