

Google Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT^{®1} Version 2.4)

Name of Product/Version: Google Messages for Web (September 2021)

Report Date: 10 September 2021

Product Description: Google Messages for Web is a web application that pairs to a user's phone. This allows users to send and receive SMS and MMS messages through the web application.

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Notes:

Evaluation Methods Used:

This evaluation was conducted with accessibility testing support from the American Foundation for the Blind. Testing was performed using JAWS, NVDA, VoiceOver, ChromeVox, Color Contrast Analyzer, Chrome Browser, and Firefox.

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

Applicable Standards/Guidelines

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

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

Terms

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

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

WCAG 2.0/2.1 Report

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

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

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

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Messages for Web: Supports</p> <p>Documentation: Supports</p>	<p>Both the Google Messages web application and documentation support non-text content in all areas.</p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Messages for Web: Supports</p> <p>Documentation: Supports</p>	<p>Neither the Google Messages web application nor documentation uses prerecorded media.</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Messages for Web: Supports</p> <p>Documentation: Supports</p>	<p>Neither the Google Messages web application nor documentation includes prerecorded synchronized media content.</p>
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Messages for Web: Supports</p> <p>Documentation: Supports</p>	<p>Neither the Google Messages web application nor documentation includes prerecorded media.</p>
<p><u>1.3.1 Info and Relationships</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Messages for Web: Supports</p> <p>Documentation: Supports</p>	<p>Both the Google Messages web application and documentation support info and relationships.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Messages for Web: Supports</p> <p>Documentation: Supports</p>	<p>Both the Google Messages web application and the documentation present a correct and logical reading sequence.</p>
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Messages for Web: Supports</p> <p>Documentation: Supports</p>	<p>Neither the Google Messages web application nor the documentation relies solely on shape, color, size, location, orientation, or sound to convey information.</p>
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Messages for Web: Supports</p> <p>Documentation: Supports</p>	<p>Neither the Google Messages web application nor the documentation relies on color to convey information or to distinguish elements.</p>
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Messages for Web: Supports</p> <p>Documentation: Supports</p>	<p>Neither the Google Messages web application nor the documentation contains audio content.</p>
<p><u>2.1.1 Keyboard</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Messages for Web: Supports</p> <p>Documentation: Supports</p>	<p>Both the Google Messages web application and the documentation are operable with a keyboard.</p>
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) 	<p>Google Messages for Web: Supports</p>	<p>Neither the Google Messages web application nor the documentation presents a keyboard trap.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 	Documentation: Supports	
<p>2.1.4 Character Key Shortcuts (Level A 2.1 only)</p>	<p>Google Messages for Web: Supports</p> <p>Documentation: Supports</p>	<p>Google Messages for Web: The Google Messages web application's character key shortcuts are active only on focus.</p> <p>Documentation: The documentation does not have character key shortcuts available.</p>
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Google Messages for Web: Partially Supports</p> <p>Documentation: Supports</p>	<p>Google Messages for Web: The Google Messages web application supports time-based events, with one exception:</p> <ul style="list-style-type: none"> Some "toast" notifications that an event occurred appear and disappear without any interaction from the user. This behavior is not configurable. <p>Documentation: The documentation does not have time based events.</p>
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Google Messages for Web: Not Applicable</p> <p>Documentation: Not Applicable</p>	<p>Neither the Google Messages web application nor the documentation includes moving, blinking, scrolling, or auto-updating information that lasts more than five seconds.</p>
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to: Revised Section 508</p>	<p>Google Messages for Web: Supports</p>	<p>Neither the Google Messages web application nor the documentation includes content which flashes more than 3 times per second.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Documentation: Supports	
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs 	Google Messages for Web: Supports Documentation: Supports	Both the Google Messages web application and the documentation include landmark regions.
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Google Messages for Web: Supports Documentation: Supports	Both the Google Messages web application and the documentation provide titles for pages that describe topic or purpose.
<p><u>2.4.3 Focus Order</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Google Messages for Web: Supports Documentation: Supports	Both the Google Messages web application and the documentation provide a logical focus order for content.
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Google Messages for Web: Supports Documentation: Supports	Both the Google Messages web application and the documentation provide text that describes the purpose of the link.
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 only)</p>	Google Messages for Web: Not Applicable Documentation: Not Applicable	Neither the Google Messages web application nor the documentation includes multipoint or path-based gestures for operation.

Criteria	Conformance Level	Remarks and Explanations
2.5.2 Pointer Cancellation (Level A 2.1 only)	Google Messages for Web: Supports Documentation: Supports	Both the Google Messages web application and the documentation allow users to cancel pointer interactions.
2.5.3 Label in Name (Level A 2.1 only)	Google Messages for Web: Supports Documentation: Supports	Both the Google Messages web application and the documentation present labels both visually and programmatically.
2.5.4 Motion Actuation (Level A 2.1 only)	Google Messages for Web: Not Applicable Documentation: Not Applicable	Neither the Google Messages web application nor the documentation uses motion actuation for user interaction.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Google Messages for Web: Supports Documentation: Supports	Both the Google Messages web application and the documentation specify the document language in the HTML markup.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) 	Google Messages for Web: Supports Documentation: Supports	Neither the Google Messages web application nor the documentation changes context when a component receives focus.

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: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Google Messages for Web: Supports Documentation: Supports	Neither the Google Messages web application nor the documentation changes context on user interaction without notice.
<p><u>3.3.1 Error Identification</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Google Messages for Web: Supports Documentation: Supports	Both the Google Messages web application and the documentation provide error identification in text.
<p><u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Google Messages for Web: Supports Documentation: Supports	Both the Google Messages web application and the documentation provide labels or instructions for user inputs.
<p><u>4.1.1 Parsing</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Google Messages for Web: Supports Documentation: Supports	Both the Google Messages web application and the documentation provide start and end tags, are nested appropriately, do not contain duplicate attributes, and have unique IDs.
<p><u>4.1.2 Name, Role, Value</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Google Messages for Web: Supports Documentation: Supports	Both the Google Messages web application and the documentation provide appropriate names, roles, and values for interactive elements.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Messages for Web: Not Applicable</p> <p>Documentation: Not Applicable</p>	<p>Neither the Google Messages web application nor the documentation contains live synchronized media.</p>
<p>1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Messages for Web: Not Applicable</p> <p>Documentation: Not Applicable</p>	<p>Neither the Google Messages web application nor the documentation includes prerecorded video content.</p>
<p>1.3.4 Orientation (Level AA 2.1 only)</p>	<p>Google Messages for Web: Supports</p> <p>Documentation: Support</p>	<p>Neither the Google Messages web application nor the documentation restricts the view to a single orientation.</p>
<p>1.3.5 Identify Input Purpose (Level AA 2.1 only)</p>	<p>Google Messages for Web: Supports</p> <p>Documentation: Supports</p>	<p>Both the Google Messages web application and the documentation appropriately identify the purposes of components, icons, and regions.</p>
<p>1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) 	<p>Google Messages for Web: Supports</p>	<p>Both the Google Messages web application and the documentation provide sufficient color contrast between text and its background.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 	Documentation: Supports	
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Google Messages for Web: Supports Documentation: Supports	Both the Google Messages web application and the documentation allow users to zoom in up to 200% without loss of content or functionality.
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Google Messages for Web: Not Applicable Documentation: Not Applicable	Neither the Google Messages web application nor the documentation includes images of text.
<p>1.4.10 Reflow (Level AA 2.1 only)</p>	Google Messages for Web: Partially Supports Documentation: Supports	Google Messages for Web: The Google Messages web application reflows to support zoom, with one exception: <ul style="list-style-type: none"> At higher levels of zoom, the viewport can become too small to view content effectively. Documentation: The documentation reflows to support 400% zoom.
<p>1.4.11 Non-text Contrast (Level AA 2.1 only)</p>	Google Messages for Web: Supports Documentation: Supports	Both the Google Messages web application and the documentation provide sufficient color contrast between important components or graphics and their backgrounds.

Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing (Level AA 2.1 only)	Google Messages for Web: Supports Documentation: Supports	Both the Google Messages web application and the documentation allow users to adjust text spacing without loss of content or functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Google Messages for Web: Supports Documentation: Supports	Both the Google Messages web application and the documentation ensure that content which appears on hover or focus is dismissible, hoverable, and persistent.
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs 	Google Messages for Web: Supports Documentation: Supports	Both the Google Messages web application and the documentation provide users with multiple ways to navigate to pages and content.
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Google Messages for Web: Supports Documentation: Supports	Both the Google Messages web application and the documentation provide users with headings or labels to describe the topic or purpose of content.
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Google Messages for Web: Supports Documentation: Supports	Both the Google Messages web application and the documentation provide visible focus indicators for all interactive elements.

Criteria	Conformance Level	Remarks and Explanations
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Messages for Web: Partially Supports</p> <p>Documentation: Supports</p>	<p>Google Messages for Web:</p> <p>The Google Messages web application interface does not include passages or phrases in a language other than the main language of the page, with one exception:</p> <ul style="list-style-type: none"> ● Messages by users may be in a different language than the interface language. There is not a mechanism to indicate the language of user messages. <p>Documentation:</p> <p>The documentation does not include passages or phrases in a language other than the main language of the page.</p>
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Google Messages for Web: Supports</p> <p>Documentation: Supports</p>	<p>Both the Google Messages web application and the documentation provide clear and consistent navigation across pages.</p>
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Google Messages for Web: Supports</p> <p>Documentation: Supports</p>	<p>Both the Google Messages web application and the documentation consistently identify components with the same functionality.</p>
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to: Revised Section 508</p>	<p>Google Messages for Web: Supports</p>	<p>Both the Google Messages web application and the documentation provide suggestions for resolving errors on input.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Documentation: Supports	
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Google Messages for Web: Not Applicable</p> <p>Documentation: Not Applicable</p>	Neither the Google Messages web application nor the documentation inherently cause legal commitments or financial transactions to occur.
<p>4.1.3 Status Messages (Level AA 2.1 only)</p>	<p>Google Messages for Web: Supports</p> <p>Documentation: Not Applicable</p>	<p>Google Messages for Web:</p> <p>The Google Messages web application provides status messages that are presented to assistive technologies.</p> <p>Documentation: The documentation does not utilize status messages.</p>

Table 3: Success Criteria, Level AAA

WCAG 2.0 AAA Criteria were not evaluated

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

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

Chapter 4: [Hardware](#)

Notes: This is a web only application and conforms to WCAG 2.0 and 2.1 A and AA as specified in Tables 1 and 2.

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

Criteria	Conformance Level	Remarks and Explanations
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	
<i>407.8 Reach Height and Depth</i>	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	
407.8.2 Side Reach	Not Applicable	
407.8.2.1 Unobstructed Side Reach	Not Applicable	
407.8.2.2 Obstructed Side Reach	Not Applicable	
407.8.3 Forward Reach	Not Applicable	
407.8.3.1 Unobstructed Forward Reach	Not Applicable	
407.8.3.2 Obstructed Forward Reach	Not Applicable	
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	
<i>408 Display Screens</i>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	
408.3 Flashing	Not Applicable	
<i>409 Status Indicators</i>	Heading cell – no response required	Heading cell – no response required
409.1 General	Not Applicable	
<i>410 Color Coding</i>	Heading cell – no response required	Heading cell – no response required
410.1 General	Not Applicable	
<i>411 Audible Signals</i>	Heading cell – no response required	Heading cell – no response required
411.1 General	Not Applicable	
<i>412 ICT with Two-Way Voice Communication</i>	Heading cell – no response required	Heading cell – no response required
<i>412.2 Volume Gain</i>	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	
<i>412.3 Interference Reduction and Magnetic Coupling</i>	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	
412.3.2 Wireline Handsets	Not Applicable	
412.4 Digital Encoding of Speech	Not Applicable	
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
412.7 Video Communication	Not Applicable	
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable	
412.8.2 Voice and Hearing Carry Over	Not Applicable	
412.8.3 Signal Compatibility	Not Applicable	
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not Applicable	
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	
414.1.2 Other ICT	Not Applicable	
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not Applicable	
415.1.2 Audio Description Controls	Not Applicable	

Chapter 5: [Software](#)

Notes: This is a web only application and conforms to WCAG 2.0 and 2.1 A and AA as specified in Tables 1 and 2.

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

Criteria	Conformance Level	Remarks and Explanations
502.3.9 Modification of Text	Not Applicable	
502.3.10 List of Actions	Not Applicable	
502.3.11 Actions on Objects	Not Applicable	
502.3.12 Focus Cursor	Not Applicable	
502.3.13 Modification of Focus Cursor	Not Applicable	
502.3.14 Event Notification	Not Applicable	
502.4 Platform Accessibility Features	Not Applicable	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	
503.3 Alternative User Interfaces	Not Applicable	
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	
503.4.2 Audio Description Controls	Not Applicable	
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.0 section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Not Applicable	
504.3 Prompts	Not Applicable	
504.4 Templates	Not Applicable	

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

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	The Google Disability Support team can answer questions about accessibility through various support channels.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section

Criteria	Conformance Level	Remarks and Explanations
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	All necessary documentation for Google Messages for Web is provided electronically.
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	The <u>Google Disability Support team</u> can answer questions about accessibility through various support channels.
603.3 Accommodation of Communication Needs	Supports	The <u>Google Disability Support team</u> can answer questions about accessibility through various support channels.

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