Google Accessibility Conformance Report
International Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version: Google Messages for Web

Report Date: June 03, 2024

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.

Contact Information: vpat-questions@google.com

Notes:

This report was created by Deque Systems Inc. upon completion of an accessibility evaluation performed between May 24th, 2024 and May 30th, 2024.

Evaluation Methods Used:

A combination of automated and manual testing techniques was employed for the accessibility assessment.

- Manual assessment was performed using Chrome on Windows, Chrome on ChromeOS, Safari on MacOS and included exclusive use of the keyboard.
- Automated tools used included axe Auditor and the axe DevTools browser extension.
- Assistive technologies employed included NVDA, JAWS, ChromeVOX, and VoiceOver.

Scope of Evaluation

The pages in the following table were evaluated as part of the assessment on which this report is based.

Page Title	URL
Archived Messages Modal	https://messages.google.com/web/conversations
Conversations	https://messages.google.com/web/u/2/conversations/1
Dashboard	https://messages.google.com/web/conversations
Help Modal	https://messages.google.com/web/conversations
Help Screen	https://support.google.com/messages/answer/7611075?hl=en&ref_topic=7502209&sjid=4613740741379963550-NA
Landing/QR Code	https://messages.google.com/web/authentication
Send Feedback to Google Modal	https://messages.google.com/web/conversations
Google Account Pairing	https://messages.google.com/web/welcome
Settings	https://messages.google.com/web/settings
Start Chat	https://messages.google.com/web/conversations/new

Applicable Standards/Guidelines

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

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

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 2.1 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, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- 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, the criteria 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

Notes: Google Messages was assessed using Chrome/JAWS/NVDA, Firefox/Chrome/JAWS, Chrome/ChromeVOX, and Safari/VoiceOver. Issues are present across all browser/screen reader combinations unless otherwise noted.

Criteria	Conformance Level	Remarks and Explanations

1.1.1 Non-text Content (Level A)
Also applies to:
EN 301 549 Criteria
   ● 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)
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Google messages for Web: Partially Supports
	
	Documentation: Partially Supports
		Web: Most non-text content has text alternatives or a text alternate that serves an equivalent purpose. The following exceptions exist:
		   ● 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: Help Screen; Conversations.
		   ● A text alternative does not serve the same purpose as the image, so people who are blind and/or use a screen reader will not be able to access the information available in the image or be given incorrect information. This occurs on the following page: Conversations.
		   ● Safari/VoiceOver: Some decorative images are not hidden from screen readers, so people who are blind and/or use a screen reader will have to navigate through unnecessary and duplicative text. This occurs on the following pages: Help Screen; Send Feedback to Google Modal.

Criteria	Conformance Level	Remarks and Explanations
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Google messages for Web: Not Applicable Documentation: Not Applicable	Web: Prerecorded audio-only files are not present.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Google messages for Web: Not Applicable Documentation: Not Applicable	Web: Prerecorded videos are not present.

Criteria	Conformance Level	Remarks and Explanations
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google messages for Web: Not Applicable Documentation: Not Applicable	Web: Prerecorded videos are not present, so audio description is not required.
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria ● 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) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google messages for Web: Partially Supports Documentation: Partially Supports	Web: Most information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. The following exceptions exist: ● An element's programmatic role requires one or more child element(s) but the child element(s) is/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. This occurs on the following page: Help Screen. ● 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 page: Send Feedback to Google Modal.

Criteria	Conformance Level	Remarks and Explanations
		● Some text that does not function as a heading is 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: Send Feedback to Google Modal.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria ● 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) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google messages for Web: Partially Supports Documentation: Partially Supports	Web: The reading and navigation order of most content is logical and intuitive. The following exceptions exist: ● The screen reader skips and does not announce informative static content (text or images), 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: Help Screen. ● Safari/VoiceOver: Screen readers can read content outside the modal dialog, so people who are blind and/or use a screen reader may become disoriented or confused. This occurs on the following page: Send Feedback to Google Modal.

Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google messages for Web: Supports Documentation: Supports	Web: Instructions to operate and/or understand content do not rely on sensory characteristics of components such as shape, color, size, visual location.
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google messages for Web: Partially Supports Documentation: Partially Supports	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: ● 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 may not be able to identify the link. This occurs on the following page: Help Screen.

Criteria	Conformance Level	Remarks and Explanations
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google messages for Web: Supports Documentation: Supports	Web: A mechanism is provided to stop, pause, mute, or adjust volume for audio that automatically plays for more than 3 seconds.
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria ● 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) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google messages for Web: Partially Supports Documentation: Partially Supports	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 access keys are present, some may conflict with existing browser and screen reader shortcuts, and some functionality based on custom gestures may not be available when a screen reader is turned on. The following exceptions exist: ● 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 pages: Send feedback to Google Modal; Help Modal. ● Safari/VoiceOver: An action cannot be performed when using a screen reader, so people who use a screen reader cannot perform this action. This occurs on the following page: Help Modal.

Criteria	Conformance Level	Remarks and Explanations
		● Safari/VoiceOver: A frame with focusable content is provided with tabindex=-1, so people who use the keyboard alone cannot focus on content within the frame. This occurs on the following page: Help Modal.
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria ● 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 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google messages for Web: Supports Documentation: 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.
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 – Does not apply	Google messages for Web: Supports Documentation: Supports	Web: If a single character key shortcut exists, then the single character key shortcut can be turned off or remapped, or it is only active when the relevant user interface component is in focus.

Criteria	Conformance Level	Remarks and Explanations
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google messages for Web: Supports Documentation: Supports	Web: If a time limit exists, the user is given options to turn off, adjust, or extend that time limit.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria ● 9.2.2.2 (Web) ● 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 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google messages for Web: Supports Documentation: Supports	Web: Moving, blinking, scrolling, or auto-updating information can be paused, stopped, hidden, or otherwise controlled by the user.

Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google messages for Web: Not Applicable Documentation: Not Applicable	Web: The tested application does not contain flashing content.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria ● 9.2.4.1 (Web) ● 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 ● 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	Web: A method is provided to skip navigation and other page elements that are repeated across web pages.

Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Google messages for Web: Supports Documentation: Supports	Web: Pages have descriptive and informative titles.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Google messages for Web: Supports Documentation: Supports	Web: The navigation order of interactive elements (such as links, buttons, or form elements) is logical and preserves meaning and operability.

Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Google messages for Web: Supports Documentation: Supports	Web: The purpose of the link(s) can be determined from the link text alone or from the link text and its programmatic context.
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 – Does not apply	Google messages for Web: Supports Documentation: Supports	Web: All functionality that can be operated with a pointer can be operated with single-point actions.

Criteria	Conformance Level	Remarks and Explanations

2.5.2 Pointer Cancellation (Level A 2.1 only)
Also applies to:
EN 301 549 Criteria
  • 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)
  • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Google messages for Web: Supports
	
	Documentation: Supports
		Web: For functionality that can be operated using a single pointer, at least one of the following is true:
		  • 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.
		  • The up-event reverses any outcome of the preceding down-event.
		  • Completing the function on the down-event is essential.

2.5.3 Label in Name (Level A 2.1 only)
Also applies to:
EN 301 549 Criteria
  • 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)
  • 11.8.2 (Authoring Tool)
  • 12.1.2 (Product Docs)
  • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Google messages for Web: Supports
	
	Documentation: Supports
		Web: User interface components that include a visible text label have an accessible name that matches (or includes) the visible text in the label.

2.5.4 Motion Actuation (Level A 2.1 only)
Also applies to:
EN 301 549 Criteria
  • 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)
Revised Section 508 – Does not apply
	Google messages for Web: Supports
	
	Documentation: 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
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google messages for Web: Supports Documentation: Supports	Web: The language of each page is correct and can be determined programmatically.
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google messages for Web: Supports Documentation: 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
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google messages for Web: Supports Documentation: 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.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google messages for Web: Supports Documentation: 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
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google messages for Web: Supports Documentation: Supports	Web: For 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.
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria ● 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) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google messages for Web: Supports Documentation: 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.
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria ● 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	Google messages for Web: Partially Supports Documentation: Partially Supports	Web: The name, role, state, and value of most user interface components can be programmatically determined. The following exceptions exist: ● An Aria attribute does not conform to valid values, meaning assistive technology users may be confused as to its function,

Criteria	Conformance Level	Remarks and Explanations
11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		or unable to use it. This occurs on the following page: Help Screen. - An element that appears and functions like a combo box does not have the required attributes in its HTML code needed to provide its programmatic role, name, state, and other properties 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: Help Modal. - Firefox/Chrome/JAWS: 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 page: Help Modal. - An element is missing a required attribute in its HTML code that provides its programmatic role, name, state, or other 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: Help Screen. - An element does not have an attribute in its HTML code that will provide its programmatic role to assistive technology

Criteria	Conformance Level	Remarks and Explanations
		or the role assigned is not correct (like assigning a button the role of "checkbox"), 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 pages: Conversations; Send Feedback to Google Modal.

Table 2: Success Criteria, Level AA

Notes: Google Messages was assessed using Chrome/JAWS/NVDA, Firefox/Chrome/JAWS, Chrome/ChromeVOX, and Safari/VoiceOver. Issues are present across all browser/screen reader combinations unless otherwise noted.

Criteria	Conformance Level	Remarks and Explanations

1.2.4 Captions (Live) (Level AA)
Also applies to:
EN 301 549 Criteria
    ● 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)
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Google messages for Web: Not Applicable
	
	Documentation:
	Not Applicable
		Web: Live multimedia files with audio are not present, so synchronized captions are not required.

Criteria	Conformance Level	Remarks and Explanations

1.2.5 Audio Description (Prerecorded) (Level AA)
Also applies to:
EN 301 549 Criteria
   ● 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
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Google messages for Web: Not Applicable
	
	Documentation: Not Applicable
		Web: Prerecorded multimedia files are not present, so audio descriptions are not required.

1.3.4 Orientation (Level AA 2.1 only)
Also applies to:
EN 301 549 Criteria
   ● 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)
   ● 11.8.2 (Authoring Tool)
   ● 12.1.2 (Product Docs)
   ● 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Google messages for Web: Supports
	
	Documentation: Supports
		Web: Orientation of the content is not locked to either landscape or portrait unless a specific orientation is essential for the functionality.

1.3.5 Identify Input Purpose (Level AA 2.1 only)
Also applies to:
EN 301 549 Criteria
   ● 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
	Google messages for Web: Supports
	
	Documentation: Supports
		Web: The purpose for 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.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria ● 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 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google messages for Web: Partially Supports Documentation: Partially Supports	Web: Most text and images of regular text have the required color contrast ratio with their backgrounds. The following exceptions exist: ● Firefox/Chrome/JAWS: The color contrast ratio between placeholder text in multiple inputs and each input's background is less than 4.5:1, so people who are colorblind or have low vision may have difficulty reading the placeholder text. This occurs on the following pages: Help Screen
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google messages for Web: Partially Supports Documentation: Partially Supports	Web: Most content is readable and functional when browser zoom is set to 200% of its initial size. The following exceptions exist: ● 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 pages: Help Screen; Help Modal (Chrome/ChromeVOX; Safari/VoiceOver).

Criteria	Conformance Level	Remarks and Explanations

1.4.5 Images of Text (Level AA)
Also applies to:
EN 301 549 Criteria
    ● 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) – Does not apply
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Google messages for Web: Supports
	
	Documentation: Supports
		Web: When content can be presented visually using only text, an image of text is not used to present that text.

Criteria	Conformance Level	Remarks and Explanations
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 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) Revised Section 508 – Does not apply	Google messages for Web: Does Not Support Documentation: Does Not Support	Web: The content of the majority of pages is not viewable without scrolling horizontally when the viewport is set to 320 CSS pixels wide. - 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 page: Send Feedback to Google. - 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 all of the page's content and/or functionality. This occurs on the following page: Help Modal (Safari/VoiceOver).
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 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)	Google messages for Web: Partially Supports Documentation: Partially Supports	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: 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

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		- people who are colorblind or have low vision may not be able to understand the information presented by the icon. This occurs on the following page: Help Modal. - The focus indicators of some interactive elements (like buttons or input fields) do 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 each interactive element is receiving focus. This occurs on the following pages: Help Screen; Send Feedback to Google Modal; Help Modal. - An active user interface component 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 each interactive element is receiving focus. This occurs on the following page: Conversations.
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 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) Revised Section 508 – Does not apply	Google messages for Web: Supports Documentation: Partially Supports	Web: Most spacing between letters, words, lines of text and paragraphs can be adjusted with no loss of content or functionality. Exceptions exist in the following: The text spacing is not adjusted, meaning persons who rely on adjusting space to read may have a harder time reading the content. This occurs on the following page: Send Feedback to Google Modal.

Criteria	Conformance Level	Remarks and Explanations

1.4.13 Content on Hover or Focus (Level AA 2.1 only)
Also applies to:
EN 301 549 Criteria
    ● 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)
Revised Section 508 – Does not apply
	Google messages for Web: Partially Supports
	
	Documentation: Partially Supports
		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:
		    ● 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 page: Send Feedback to Google Modal.
		    ● 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 Feedback to Google Modal.

Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 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	Web: Multiple ways are available to find other pages on the site.
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google messages for Web: Supports Documentation: Supports	Web: Headings and labels for form and interactive controls are informative.

Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google messages for Web: Partially Supports Documentation: Partially Supports	Web: In most cases, it is visually apparent which page element is currently receiving keyboard focus. The following issues exist: ● The visual focus indicator for an interactive element (such as a link, button, or form input) is not visible, so sighted people who use a keyboard to navigate content will not know when that element is receiving focus. This occurs on the following page: Help Modal.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Google messages for Web: Supports Documentation: Supports	Web: 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.

Criteria	Conformance Level	Remarks and Explanations
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 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	Web: Navigation patterns that are repeated on web pages are presented in the same relative order each time they appear and do not change order when navigating through the site.
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria ● 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) Revised Section 508 ● 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	Web: Labels, names, and text alternatives for content that have the same functionality across multiple web pages are consistently identified.

Criteria	Conformance Level	Remarks and Explanations

3.3.3 Error Suggestion (Level AA)
Also applies to:
EN 301 549 Criteria
   • 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)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Google messages for Web: Supports
	
	Documentation: Supports
		Web: 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.

3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)
Also applies to:
EN 301 549 Criteria
   • 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)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Google messages for Web: Supports
	
	Documentation: Supports
		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.

4.1.3 Status Messages (Level AA 2.1 only)
Also applies to:
EN 301 549 Criteria
   • 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)
	Google messages for Web: Partially Supports
	
	Documentation: Partially Supports
		Web: In most cases, status messages can be programmatically determined and presented by assistive technologies without receiving focus. The following exceptions exist:
		   • Some status messages are not automatically announced by the screen reader, so people who are blind and/or use a screen reader or other assistive

Criteria	Conformance Level	Remarks and Explanations
● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply		technology may completely miss the status messages or they may not hear them in a timely fashion. This occurs on the following page: Help Modal.

Table 3: Success Criteria, Level AAA

Not applicable. Google Messages was not assessed for WCAG 2.1 AAA conformance.

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Google messages for Web: Partially Supports Documentation: Partially Supports	Web: Most functionality is usable without vision. Exceptions are noted in: ● 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 ● 4.1.2 Name, Role, Value
302.2 With Limited Vision	Google messages for Web: Partially Supports Documentation: Partially Supports	Web: Most functionality is usable with limited vision. Exceptions are noted in: ● 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 ● 2.4.7 Focus Visible ● 4.1.2 Name, Role, Value
302.3 Without Perception of Color	Google messages for Web: Partially Supports Documentation: Partially Supports	Web: Most functionality is usable without perception of color. Exceptions are noted in: ● 1.4.1 Use of Color ● 1.4.3 Contrast (minimum)

Criteria	Conformance Level	Remarks and Explanations
302.4 Without Hearing	Google messages for Web: Partially Supports Documentation: Partially Supports	Web: Most functionality is usable without hearing. Exceptions are noted in: ● 1.1.1 Non-Text Content
302.5 With Limited Hearing	Google messages for Web: Partially Supports Documentation: Partially Supports	Web: Most functionality is usable with limited hearing. Exceptions are noted in: ● 1.1.1 Non-Text Content
302.6 Without Speech	Google messages for Web: Not Applicables Documentation: Not Applicable	Web: The product does not require the use of speech.
302.7 With Limited Manipulation	Google messages for Web: Partially Supports Documentation: 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: ● 2.1.1 Keyboard ● 2.4.7 Focus Visible ● 4.1.2 Name, Role, Value
302.8 With Limited Reach and Strength	Google messages for Web: Supports Documentation: Supports	Web: All functionality is usable with limited reach and strength.

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Google messages for Web: Partially Supports Documentation: 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: ● 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 ● 2.4.7 Focus Visible ● 4.1.2 Name, Role, Value

Chapter 4: Hardware

Notes: The ICT covered by this report is not hardware. As such, the requirements of this chapter do not apply.

Chapter 5: Software

Notes: The ICT covered by this report is not platform software. As such the requirements of this chapter do not apply

Chapter 6: Support Documentation and Services

Notes:

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	
602.3 Electronic Support Documentation	See WCAG 2.1 section	See information in WCAG 2.1 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	Not Applicable	

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Notes:

Chapter 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Google messages for Web: Partially Supports Documentation: Partially Supports	Web: Most functionality is usable without vision. Exceptions are noted in: ● 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 ● 4.1.2 Name, Role, Value ● 4.1.3 Status Messages
4.2.2 Usage with limited vision	Google messages for Web: Partially Supports Documentation: Partially Supports	Web: Most functionality is usable with limited vision. Exceptions are noted in: ● 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 Non-Text Contrast ● 1.4.11 Non-Text Contrast ● 1.4.13 Content on Hover or Focus ● 2.1.1 Keyboard ● 2.4.7 Focus Visible ● 4.1.2 Name, Role, Value

Criteria	Conformance Level	Remarks and Explanations
4.2.3 Usage without perception of color	Google messages for Web: Partially Supports Documentation: Partially Supports	Web: Most functionality is usable without perception of color. Exceptions are noted in: ● 1.4.1 Use of Color ● 1.4.3 Contrast (minimum) ● 1.4.11 Non-Text Contrast
4.2.4 Usage without hearing	Google messages for Web: Partially Supports Documentation: Partially Supports	Web: Most functionality is usable without hearing. Exceptions are noted in: ● 1.1.1 Non-Text Content
4.2.5 Usage with limited hearing	Google messages for Web: Partially Supports Documentation: Partially Supports	Web: Most functionality is usable with limited hearing. Exceptions are noted in: ● 1.1.1 Non-Text Content
4.2.6 Usage with no or limited vocal capability	Google messages for Web: Not Applicable Documentation: Not Applicable	Web: The product does not require the use of speech or other vocal output.
4.2.7 Usage with limited manipulation or strength	Google messages for Web: Partially Supports Documentation: Partially Supports	Web: Most functionality is usable by people with limited manipulation and does not require manipulation, simultaneous action, or hand strength. Exceptions are noted in: ● 1.4.13 Content on Hover or Focus ● 2.1.1 Keyboard ● 2.4.7 Focus Visible ● 4.1.2 Name, Role, Value

Criteria	Conformance Level	Remarks and Explanations
4.2.8 Usage with limited reach	Google messages for Web: Supports Documentation: Supports	Web: All functionality is usable by people with limited reach. ● 1.4.13 Content on Hover or Focus
4.2.9 Minimize photosensitive seizure triggers	Google messages for Web: Supports Documentation: 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, language or learning	Google messages for Web: Partially Supports Documentation: 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: ● 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 ● 1.4.13 Content on Hover or Focus ● 2.1.1 Keyboard ● 2.4.7 Focus Visible ● 4.1.2 Name, Role, Value ● 4.1.3 Status Messages
4.2.11 Privacy	Google messages for Web: Supports Documentation: Supports	The Google Messages webpages do not provide any privacy features.

Chapter 5: Generic Requirements

Notes:

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 Audio output of visual information	Not applicable	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	Not applicable	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	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.4 Speech output user control	Not applicable	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	Not applicable	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	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.7 Speech output for video information	Not applicable	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	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.
5.1.3.9 Private access to personal data	Not applicable	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	Not applicable	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 volume	Not applicable	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	Not applicable	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	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.14 Spoken languages	Not applicable	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	Not applicable	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	Not applicable	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	Not applicable	The product does not contain functionality limited by characteristics that prevent a user from enlarging text.
5.1.5 Visual output for auditory information	Not applicable	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.
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Not applicable	
5.2 Activation of accessibility features	Not applicable	
5.3 Biometrics	Not applicable	The criterion is not relevant to the product. The product does not have a feature relevant to 5.3 Biometrics.

Criteria	Conformance Level	Remarks and Explanations
5.4 Preservation of accessibility information during conversion	Not applicable	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.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not applicable	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	Supports	On-screen controls, such as buttons, are distinguishable without user vision.
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not applicable	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	Not applicable	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.
5.7 Key repeat	Not applicable	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	Not applicable	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	Supports	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

Notes: The ICT covered by this report does not contain functionality relating to, nor does it require/rely on, two-way voice communication. As such, the requirements of this chapter do not apply.

Chapter 7: ICT with Video Capabilities

Notes: The ICT covered by this report does not contain any multimedia. As such, the requirements of this chapter do not apply.

Chapter 8: Hardware

Notes: The ICT covered by this report is not hardware. As such, the requirements of this chapter do not apply.

Chapter 9: Web *(see WCAG 2.1 section)*

Notes:

Chapter 10: Non-Web Documents

Notes: The ICT covered by this report does not include non-web documents. As such, the requirements of this chapter do not apply.

Chapter 11: Software

Notes: The ICT covered by this report is a web application and does not have authoring tool functionality. As such, the requirements of this chapter do not apply.

Chapter 12: Documentation and Support Services

Notes:

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	Supports	The product has support documentation and it explains how to use the features.
12.1.2 Accessible documentation	See WCAG 2.1 section	See information in WCAG 2.1 section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
12.2.2 Information on accessibility and compatibility features	Not Applicable	
12.2.3 Effective communication	Supports	
12.2.4 Accessible documentation	See WCAG 2.1 section	See information in WCAG 2.1 section

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: The ICT covered by this report does not provide relay or emergency service access. As such, the requirements of this chapter do not apply.

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