

Google Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Chrome for Windows

Report Date: Sept 8, 2020

Product Description: Chrome is a web browser

Contact Information: chrome-vpats@google.com

Notes:

Chrome is a browser with the primary purpose of allowing users to browse the web. This document makes no claims of conformance for any third-party content that users access through the web. Chrome provides access to the document structure of web pages to the operating system through accessibility APIs.

The scope of this document includes:

- the user interface for the Chrome browser (denoted as Chrome UI)
- accessibility support for web content by exposing document structure to the operating system accessibility APIs (denoted as web content), and
- Chrome electronic documentation (denoted as electronic docs)

The scope of this document does not include the Chrome developer tools.

Evaluation Methods Used:

This evaluation was conducted by the American Foundation for the Blind using expert usability testers and accessibility engineers to thoroughly evaluate each checkpoint. Testing was performed using the JAWS and NVDA screen readers.

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)
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.
- **Supported with Exceptions:** Some functionality of the product does not meet the criterion.
- **Not Supported:** 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 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>1.1.1 Non-text Content (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>Chrome UI: Supported Web Content: Supported Electronic Docs: Supported</p>	
<p>1.2.1 Audio-only and Video-only (Prerecorded) (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>Chrome UI: Supported Web Content: Supported Electronic Docs: Supported</p>	
<p>1.2.2 Captions (Prerecorded) (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>Chrome UI: Supported Web Content: Supported Electronic Docs: Supported</p>	
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (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>Chrome UI: Supported Web Content: Supported Electronic Docs: Not supported</p>	<p>Electronic Docs: The electronic documentation does not provide audio description for prerecorded media.</p>
<p>1.3.1 Info and Relationships (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>Chrome UI: Supported with Exceptions Web Content: Supported Electronic Docs: Supported with Exceptions</p>	<p>Chrome UI: Chrome supports appropriate info and relationships in all areas of the user interface except the following:</p> <ul style="list-style-type: none"> • In the browser history, check boxes for entries do not have a label directly associated them

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> The Manage Search Engines table in settings is not marked up as a table, and does not have appropriate table headings The task manager table headings are not properly associated with the table cells <p>Electronic Docs:</p> <ul style="list-style-type: none"> The video modal dialog, available in some articles, does not properly associate its heading
<p>1.3.2 Meaningful Sequence (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>Chrome UI: Supported Web Content: Supported Electronic Docs: Supported</p>	
<p>1.3.3 Sensory Characteristics (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>Chrome UI: Supported Web Content: Supported Electronic Docs: Supported</p>	
<p>1.4.1 Use of Color (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>Chrome UI: Supported Web Content: Supported Electronic Docs: Supported</p>	
<p>1.4.2 Audio Control (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>Chrome UI: Supported Web Content: Supported Electronic Docs: Supported</p>	
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Chrome UI: Supported Web Content: Supported Electronic Docs: Supported</p>	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Chrome UI: Supported Web Content: Supported Electronic Docs: Supported</p>	
<p><u>2.2.1 Timing Adjustable</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>Chrome UI: Supported Web Content: Supported Electronic Docs: Supported</p>	
<p><u>2.2.2 Pause, Stop, Hide</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>Chrome UI: Supported Web Content: Supported Electronic Docs: Supported</p>	
<p><u>2.3.1 Three Flashes or Below Threshold</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>Chrome UI: Supported Web Content: Supported Electronic Docs: Supported</p>	
<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 	<p>Chrome UI: Supported Web Content: Supported Electronic Docs: Supported</p>	
<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) 	<p>Chrome UI: Supported Web Content: Supported Electronic Docs: Supported</p>	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p>2.4.3 Focus Order (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>Chrome UI: Supported Web Content: Supported Electronic Docs: Supported with Exceptions</p>	<p>Electronic Docs:</p> <ul style="list-style-type: none"> The video modal, available in some articles, does not properly manage keyboard focus. Users can navigate to this modal at the end of the document.
<p>2.4.4 Link Purpose (In Context) (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>Chrome UI: Supported Web Content: Supported Electronic Docs: Supported</p>	
<p>3.1.1 Language of Page (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>Chrome UI: Supported Web Content: Supported Electronic Docs: Supported</p>	
<p>3.2.1 On Focus (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>Chrome UI: Supported Web Content: Supported Electronic Docs: Supported</p>	
<p>3.2.2 On Input (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>Chrome UI: Supported Web Content: Supported Electronic Docs: Supported</p>	
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Chrome UI: Supported Web Content: Supported Electronic Docs: Supported</p>	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p>3.3.2 Labels or Instructions (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>Chrome UI: Supported with Exceptions</p> <p>Web Content: Supported</p> <p>Electronic Docs: Supported</p>	<p>Chrome UI: Chrome provides proper labels or instructions in all areas except for the following:</p> <ul style="list-style-type: none"> In the address bar, when the “remove from history” option is available for an autocomplete result, users do not receive instructions that they can tab then press enter to remove this entry from the suggestions.
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Chrome UI: Supported</p> <p>Web Content: Supported</p> <p>Electronic Docs: Supported</p>	
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Chrome UI: Supported with Exceptions</p> <p>Web Content: Supported</p> <p>Electronic Docs: Supported</p>	<p>Chrome UI: Chrome provides proper name, role and value information in all areas except for the following:</p> <ul style="list-style-type: none"> In the address bar, the first suggestion in the autocomplete list does not provide name or role information On the history page, some screen readers are unable to determine role information for the table and headings On the settings menu, some screen readers are unable to determine the role of the radio buttons

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 	<p>Chrome UI: Supported</p> <p>Web Content: Supported</p> <p>Electronic Docs: Supported</p>	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Chrome UI: Supported Web Content: Supported Electronic Docs: Supported</p>	
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Chrome UI: Supported Web Content: Supported Electronic Docs: Supported</p>	
<p><u>1.4.4 Resize text</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Chrome UI: Supported Web Content: Supported Electronic Docs: Supported</p>	
<p><u>1.4.5 Images of Text</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Chrome UI: Supported Web Content: Supported Electronic Docs: Supported</p>	
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Chrome UI: Supported Web Content: Supported Electronic Docs: Supported</p>	
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 	<p>Chrome UI: Supported Web Content: Supported Electronic Docs: Supported</p>	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>2.4.7 Focus Visible (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>Chrome UI: Supported Web Content: Supported Electronic Docs: Supported</p>	
<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>Chrome UI: Supported Web Content: Supported Electronic Docs: Supported</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>Chrome UI: Supported Web Content: Supported Electronic Docs: Supported</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>Chrome UI: Supported Web Content: Supported Electronic Docs: Supported</p>	
<p>3.3.3 Error Suggestion (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>Chrome UI: Supported Web Content: Supported Electronic Docs: Not Applicable</p>	
<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) 	<p>Chrome UI: Not Applicable Web Content: Supported Electronic Docs: Not Applicable</p>	

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		

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

Notes: Chrome implements system APIs to allow users to use any conformant assistive technology supported by Windows.

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supported	Chrome works with popular Windows screen readers, including NVDA and JAWS. Both screen readers also offer Braille support.
302.2 With Limited Vision	Supported with Exceptions	Chrome does not support the Windows High Contrast setting; however, Chrome offers a dark theme and extensions to enable various contrast filters in the Chrome Web Store. The Chrome browser allows for magnification of web content up to 500% and works with third party screen magnification software such as ZoomText.
302.3 Without Perception of Color	Supported	Color is not required to use the Chrome UI. Color usage on the web is dependent on third party content. Chrome has extensions on the Web Store that can help make web content easier to use for people without color perception.
302.4 Without Hearing	Supported	The Chrome UI does not require hearing for usage. Chrome supports HTML and ARIA mechanisms to provide alternatives to audio within conformant media.
302.5 With Limited Hearing	Supported	The Chrome UI does not require hearing for usage. Chrome supports HTML and ARIA mechanisms to provide alternatives to audio within conformant media.

Criteria	Conformance Level	Remarks and Explanations
302.6 Without Speech	Supported	The Chrome UI does not require speech input.
302.7 With Limited Manipulation	Supported	The Chrome UI is fully functional with a keyboard. Windows supports assistive technologies that emulate keyboard input with switches and other assistive devices. Chrome supports keyboard control in web content through HTML and JavaScript.
302.8 With Limited Reach and Strength	Supported	The Chrome UI is fully functional with a keyboard. Windows supports assistive technologies that emulate keyboard input with switches and other assistive devices. Chrome supports keyboard control in web content through HTML and JavaScript.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supported	The Chrome UI is a simple interface and features autocomplete suggestions in the address bar. Chrome also provides an integrated password manager, spell checker, and autofill for addresses and more.

Chapter 4: [Hardware](#)

Chrome is not a hardware device.

Chapter 5: [Software](#)

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	Supported with Exceptions	Chrome does not support the Windows High Contrast setting. In some cases, Chrome does not support the Windows 10 text cursor indicator.

Criteria	Conformance Level	Remarks and Explanations
502.2.2 No Disruption of Accessibility Features	Supported with Exceptions	Chrome does not support the Windows High Contrast setting. In some cases, Chrome does not support the Windows 10 text cursor indicator.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supported with Exceptions	<p>Chrome UI: Chrome provides proper name, role and value information in all areas except for the following:</p> <ul style="list-style-type: none"> • In the address bar, the first suggestion in the autocomplete list does not provide name or role information • On the history page, some screen readers are unable to determine role information for the table and headings • On the settings menu, some screen readers are unable to determine the role of the radio buttons
502.3.2 Modification of Object Information	Supported	
502.3.3 Row, Column, and Headers	Supported with Exceptions	<p>Chrome UI:</p> <ul style="list-style-type: none"> • The Manage Search Engines table in settings is not marked up as a table, and does not have appropriate table headings • The task manager table headings are not properly associated with the table cells
502.3.4 Values	Supported	
502.3.5 Modification of Values	Supported	
502.3.6 Label Relationships	Supported with Exceptions	<p>Chrome UI: Chrome provides proper labels or instructions in all areas except for the following:</p> <ul style="list-style-type: none"> • In the address bar, when the “remove from history” option is

Criteria	Conformance Level	Remarks and Explanations
		<p>available for an autocomplete result, users do not receive instructions that they can tab then press enter to remove this entry from the suggestions.</p> <ul style="list-style-type: none"> In the browser history, check boxes for entries do not have a label directly associated them <p>Electronic Docs:</p> <ul style="list-style-type: none"> The video modal dialog, available in some articles, does not properly associate its heading
502.3.7 Hierarchical Relationships	Supported	
502.3.8 Text	Supported	
502.3.9 Modification of Text	Supported	
502.3.10 List of Actions	Supported	
502.3.11 Actions on Objects	Supported	
502.3.12 Focus Cursor	Supported	
502.3.13 Modification of Focus Cursor	Supported	
502.3.14 Event Notification	Supported	
502.4 Platform Accessibility Features	Not Applicable	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supported with Exceptions	Chrome does not support the Windows High Contrast setting. In some cases, Chrome does not support the Windows 10 text cursor indicator.
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	Supported	Chrome supports customization of caption controls if implemented by a website through HTML and JavaScript techniques.
503.4.2 Audio Description Controls	Supported	Chrome supports customization of audio description controls if implemented by a

Criteria	Conformance Level	Remarks and Explanations
		website through HTML and JavaScript techniques.
<u>504 Authoring Tools</u>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.0 section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Not Applicable	
504.3 Prompts	Not Applicable	
504.4 Templates	Not Applicable	

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>601.1 Scope</u>	Heading cell – no response required	Heading cell – no response required
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supported	
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supported	The Google Disability Support team can answer questions about the accessibility of Chrome through various support channels.
603.3 Accommodation of Communication Needs	Supported	The Google Disability Support team can answer questions about the accessibility of Chrome through various support channels.

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