Chatbot Accessibility Checklist

10/21/26

Checklist Area	Checklist Verification Item	Applicable WCAG 2.2 Criteria
Keyboard	Open the chat with the keyboard alone (Enter or Space on the launcher)	WCAG 2.1.1 Keyboard, WCAG 2.4.3 Focus Order, WCAG 2.4.7 Focus Visible
Keyboard	Move through every control with Tab, in a logical order	WCAG 2.1.1 Keyboard, WCAG 2.4.3 Focus Order, WCAG 2.4.7 Focus Visible , WCAG 2.4.11 Focus Not Obscured (Minimum)
Keyboard	Type and send a message without reaching for the mouse	WCAG 2.1.1 Keyboard, WCAG 3.2.2 On Input (Level A)
Keyboard	Confirm focus is never trapped inside the widget with no way out.	WCAG 2.1.2 No Keyboard Trap
Keyboard	Close the chat and return focus to where you were on the page.	WCAG 2.4.3 Focus Order, WCAG 2.4.7 Focus Visible
Keyboard	A keyboard-only user can jump directly to the chatbot launcher without tabbing through the entire page.	WCAG 2.4.1 Bypass Blocks Skip to chat example
Keyboard	Press the Escape key inside the chat window to close the dialog and safely return focus to the launcher button.	WCAG 2.1.1 Keyboard
Keyboard	The message history pane can be focused and scrolled with arrow keys if a scrollbar is present.	WCAG 2.1.1 Keyboard
Screen Reader	The chat's role and state are communicated (it's a dialog, it's open).	WCAG 4.1.2 Name, Role, Value WCAG 1.3.1 Info, Relationships ARIA roles for Chatbots

Checklist Area	Checklist Verification Item	Applicable WCAG 2.2 Criteria
Screen Reader	The reading order matches the visual order.	WCAG 1.3.2 Meaningful Sequence, WCAG 2.4.3 Focus Order)
Screen Reader	Loading or "bot is typing" states are conveyed, not silent.	WCAG 4.1.3 Status Messages, WCAG 4.1.2 Name, Role, Value
Screen Reader	New bot and user messages are announced as they arrive.	WCAG 4.1.3 Status Messages, WCAG 4.1.2 Name, Role, Value
Screen Reader	Buttons and inputs have clear text labels. Use icons that are widely understood.	WCAG 1.1.1 Non-text Content , WCAG 4.1.2 Name, Role, Value , WCAG 2.5.3 Label in Name, WCAG 3.3.2 Labels or Instructions
Screen Reader	The chatbot is encapsulated in a recognized landmark container (e.g., role="complementary" or <aside>) with an accessible name.	WCAG 1.3.1 Info and Relationships
Color & Contrast	Text to background color ratio equal or greater than 4.5:1; Informational icons/button color ratio equal or greater than 3:1	WCAG 1.4.3 Contrast (Minimum), WCAG 1.4.11 Non-text Contrast, 1.4.1 Use of Color
Form / Input	Any login flows triggered inside the chat allow copy-pasting, autofill, or use a secure alternative to manual password recall.	WCAG 3.3.7 Accessible Authentication
Form / Input	Form fields within the chat (e.g. asking for ZIP or Email) identify format errors and suggest visual/textual corrections.	WCAG 3.3.1 Error Identification, WCAG 3.3.3 Error Suggestion
Form / Input	If the chatbot includes any user-profile–related inputs (like name, phone, email inside the chat), autocomplete attributes must be provided.	WCAG 1.3.5 Identify Input Purpose

Checklist Area	Checklist Verification Item	Applicable WCAG 2.2 Criteria
Text Scaling	Text is not truncated or obscured when resized or spaced.	WCAG 1.4.4 Resize Text, WCAG 1.4.10 Reflow, WCAG 1.4.12 Text Spacing
Motion & Timing	If session timeout exists, allow user to turn off, adjust or give advance warning; No flashing animations	WCAG 2.2.1 Timing Adjustable, WCAG 2.3.1 Three Flashes
Visual Navigation	The chat launcher, close icon, and quick-reply buttons have an interactive target area of at least 24x24 CSS pixels.	WCAG 2.5.8 Target Size (Minimum)
Visual Navigation	If the chatbot *serves* as a help resource, make sure the chatbot launcher is consistently located and available across pages.	WCAG 3.2.6 Consistent Help
Visual Navigation	If the chatbot UI uses tooltips, hover cards, or flyouts, they must be dismissible, stay visible while hovered and do not disappear unexpectedly.	WCAG 1.4.13 Content on Hover or Focus
Mobile	Chat must work fully in portrait and landscape on mobile.	WCAG 1.3.4 Orientation
Mobile	If any part of the chatbot includes gesture interactions (dragging to resize a panel, pull-out drawer, etc.), provide a non-drag alternative.	WCAG 2.5.7 Dragging Movements

Additional testing resources

- Accessibility Checklist (new Excel version)
  This version expands to include WCAG severity level, level of effort, success and failure examples, testing methods and tools, etc.
- Accessibility Checklist (Word version)
- State of Missouri Accessibility Testing page