



Nuvolo Asset and Maintenance Management

Accessibility Conformance Report

International Edition

Based on VPAT® Version 2.5

Field	Description
Name of Product	Asset and Maintenance Management
Release	Vietnam
Report Date	Jun 11, 2025
Product Description	The Maintenance Portfolio Product Line is a collection of products that provide a connection between devices, locations and users in a single platform allowing clients to centrally manage assets and service maintenance activity.
Contact Information	compliance@nuvolo.com
Notes	• This report pertains exclusively to the web-based version of this application. The details provided are specific to this release. • Accessibility compliance information for other Nuvolo products is available in separate reports, which can be found on the Nuvolo Community portal. • Customizations made to this application or the Now Platform could affect the details outlined in this report.

Evaluation Methods Utilized

- This application was evaluated using the most recent versions of multiple browsers, specifically Chrome and Edge Chromium.
- The evaluation also incorporated various assistive technologies, including the NVDA Screen Reader, WAVE extension, PEAT tool, and Lighthouse tool.



- Furthermore, the keyboard was exclusively used to navigate and operate the product's content and functionality.

Applicable Standards/Guidelines

This report assesses the degree of conformance to the following accessibility standards/guidelines:

Standards / Guidelines	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 the criterion through equivalent facilitation.
- **Partially Supports:** Some aspects of the product's functionality do not meet the criterion.
- **Does Not Support:** The majority of the product's functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been assessed against the criterion. This term is applicable only to WCAG 2.0 Level AAA.

WCAG 2.0 Report

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

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

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



Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks & Explanations
<u>1.1.1 Non-text Content</u> (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Some elements lack full compliance with specific exceptions outlined in the guidelines.

Criteria	Conformance Level	Remarks & Explanations
<u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Instances where audio and video content lack text alternatives or do not include descriptive text or audio tracks that explain the visual content.

Criteria	Conformance Level	Remarks & Explanations
<u>1.2.2 Captions</u> <u>(Prerecorded)</u> (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Synchronized media content lacks captions or they fail to capture essential non-vocal music.

Criteria	Conformance Level	Remarks & Explanations
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Training videos and instructional movies do not provide audio descriptions of visual content.

Criteria	Conformance Level	Remarks & Explanations
<u>1.3.1 Info and Relationships</u> (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	This functionality is not fully implemented across all the web pages.

Criteria	Conformance Level	Remarks & Explanations
<u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	

Criteria	Conformance Level	Remarks & Explanations
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Few elements are not fully accessible or consistently implemented across the web pages.

Criteria	Conformance Level	Remarks & Explanations
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	

Criteria	Conformance Level	Remarks & Explanations
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	There are no controls available to stop or mute the audio.

Criteria	Conformance Level	Remarks & Explanations
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	

Criteria	Conformance Level	Remarks & Explanations
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	

Criteria	Conformance Level	Remarks & Explanations
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	Time limits are imposed without providing users the ability to extend, adjust, or deactivate them.

Criteria	Conformance Level	Remarks & Explanations
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not Applicable	There are instances where blinking or animated content persists beyond five seconds without providing users the ability to pause, stop, or hide.

Criteria	Conformance Level	Remarks & Explanations
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	

Criteria	Conformance Level	Remarks & Explanations
2.4.1 Bypass Blocks (Level A) Also applies to: 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	Does not Support	There are instances where users cannot quickly and easily bypass repetitive navigation links and blocks to reach the main content.

Criteria	Conformance Level	Remarks & Explanations
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	: Some titles are not fully descriptive or consistently implemented.

Criteria	Conformance Level	Remarks & Explanations
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	

Criteria	Conformance Level	Remarks & Explanations
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Support	Web pages contain instances where link purposes are not fully clear or consistently implemented

Criteria	Conformance Level	Remarks & Explanations
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	

Criteria	Conformance Level	Remarks & Explanations
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	

Criteria	Conformance Level	Remarks & Explanations
3.2.2 On Input (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does Not Supports	Changes of context occur unexpectedly without warning or user control.

Criteria	Conformance Level	Remarks & Explanations
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	Some error messages are vague, lack specific corrective guidance, or do not offer additional help.

Criteria	Conformance Level	Remarks & Explanations
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	Labels or instructions are not consistently associated with input elements.

Criteria	Conformance Level	Remarks & Explanations
4.1.1 Parsing (Level A) Also applies to: WCAG 2.0 – Always answer ‘Supports’ Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	For WCAG 2.0 and the 508 standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata .

Criteria	Conformance Level	Remarks & Explanations
<u>4.1.2 Name, Role, Value</u> (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Some user interface components not determined.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks & Explanations
<u>1.2.4 Captions (Live)</u> (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Some media do not provide captions that include dialogue, identify speakers, and convey non-speech information.

Criteria	Conformance Level	Remarks & Explanations
<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Some media do not provide captions that include dialogue, identify speakers, and convey non-speech information.

Criteria	Conformance Level	Remarks & Explanations
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Contrast is insufficient, text cannot be resized properly, or images of text are used inappropriately. Top of Form
Criteria	Conformance Level	Remarks & Explanations
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Text resizing causes layout issues or content loss.

Criteria	Conformance Level	Remarks & Explanations
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Images of text are used without alternatives or customization options.

Criteria	Conformance Level	Remarks & Explanations
2.4.5 Multiple Ways (Level AA) Also applies to: 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	Supports	

Criteria	Conformance Level	Remarks & Explanations
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Instances where headings and labels are not clear or consistent.

Criteria	Conformance Level	Remarks & Explanations
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	

Criteria	Conformance Level	Remarks & Explanations
<u>3.1.2 Language of Parts</u> (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Language changes are not properly marked.

Criteria	Conformance Level	Remarks & Explanations
<u>3.2.3 Consistent Navigation</u> (Level AA) Also applies to: 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	Supports	

Criteria	Conformance Level	Remarks & Explanations
<u>3.2.4 Consistent Identification</u> (Level AA) Also applies to: 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	Partially Supports	Identical functions are labeled differently on different pages

Criteria	Conformance Level	Remarks & Explanations
<u>3.3.3 Error Suggestion</u> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	Error messages are unclear, lack specific guidance, or do not offer additional help.

Criteria	Conformance Level	Remarks & Explanations
<u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	