



Nuvolo Mobile (iOS and Android) Accessibility Conformance Report International Edition Based on VPAT® Version 2.5

Field	Description
Name of Product	Mobile (iOS and Android)
Release	Vietnam
Report Date	Jun 11, 2025
Product Description	A mobile application is designed to streamline and enhance the daily tasks of technicians responsible for maintaining workplace environments and facilities. This app provides technicians with real-time access to work-orders, tools and information, enabling efficient management of maintenance tasks, asset tracking, and operational workflows. Supports for both online and offline mode.
Contact Information	compliance@nuvolo.com
Notes	• This report pertains exclusively to the mobile version of the application for iOS and Android. 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	The Mobile is not completely compliant with accessibility standards due to the absence of appropriate text alternatives for footers.

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	Mobile does not have prerecorded audio or video content.

Criteria	Conformance Level	Remarks & Explanations
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	The Mobile does not have any prerecorded content.

Criteria	Conformance Level	Remarks & Explanations
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	The Mobile does not support the pre-recorded audio/video 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	In Mobile, voiceover has an issue for couple of pages while reading out the related field contents.

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)	Partially Supports	For mobile app, fields are not read-out as related sequential

Criteria	Conformance Level	Remarks & Explanations
<u>1.3.3 Sensory Characteristics</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
1.4.1 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	Mobile does have any audio/video content that needs support for pause, stop, or adjust the volume/speed of 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)	Partially Supports	The mobile app does not reach to each element via keyboard alone.

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)	Partially Supports	In Mobile, few popups are not accessed by keyboard alone.

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	Mobile app has no element that is depended on time adjustment/extension.

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	Mobile does not have any content that moves, blinks, scrolls, or auto-updates information.

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)	Not Applicable	Mobile does not have elements that flashes.

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	Mobile does not have any mechanism to bypass blocks of content that are repeated on multiple web pages.

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	Mobile has few pages where title itself missing.

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)	Partially Supports	Mobile app does not provide a logical focus order for navigation.

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)	Does not Support	Mobile does not support the link elements that helps to know its purpose.

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)	Partially Supports	In Mobile, for certain elements focus does not remain intact with user actions.
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)	Partially supports	Mobile has certain elements that after clicking navigates to popup where user is not notified.

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	Mobile have certain fields where user just gets error message saying only invalid inputs.

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	Mobile has few fields that has clear instructions missing.

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
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	Web In Mobile, for few field does not have name and role assigned.



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	Mobile does not have support for live audio/video content.

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	Mobile does not have content of type live audio/video.

Criteria	Conformance Level	Remarks & Explanations
<u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	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)	Supports	

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)	Supports	

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	Partially Supports	Multiple methods to locate an element are not supported for few pages in Mobile app.

Criteria	Conformance Level	Remarks & Explanations
<u>2.4.6 Headings and Labels</u> (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Headings of certain pages are not accessible for Mobile App.

Criteria	Conformance Level	Remarks & Explanations
<u>2.4.7 Focus Visible</u> (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	The Mobile App for few popups can't see the keyboard focus indicators.

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	Voiceover reads/mispronounce incorrectly to certain element

Criteria	Conformance Level	Remarks & Explanations
3.2.3 Consistent Navigation (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	Screen readers cant navigate to the list view fields.

Criteria	Conformance Level	Remarks & Explanations
3.2.4 Consistent Identification (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	Mobile app lacks for some icons/buttons for uniform actions. footer icons are not read-out as per the intended icons.

Criteria	Conformance Level	Remarks & Explanations
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	Mobile App at 1 place has app giving the generic invalid field message and not the exact expectations for Accessibility standards.

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