# Nuvolo Service Portal Accessibility Conformance Report

## International Edition

## Based on VPAT® Version 2.4

| Field | Description |
|---|---|
| Name of Product | **Capital Planning and Projects** |
| Version | Wales |
| Report Date | 20/11/2025 |
| Product Description | The Capital Projects application provides an overview of all candidate Capital Projects and all budget-related and contract-related aspects of a Capital Project. Capital Projects is a product that helps clients view all project-related tasks in one place, while editing all capabilities to reach the desired outcome. A Capital Projects subscription client manages and monitors all aspects of a project's performance from initiation through completion. |
| Contact Information | compliance@nuvolo.com |
| Notes | • This product is a web-only application. The information contained in this report only applies to this release of this application. <br> • Accessibility conformance details for other ServiceNow products are covered in separate reports. See Accessibility Conformance Reports on the Product Documentation site. <br> • Any customization of this application or the Now Platform may have an impact on the specifics in this report. <br> • This version of the report replaces the Tokyo Service Portal version dated March 2, 2023. |

## Evaluation Methods Used

• This application was evaluated using the most recent versions of multiple browsers (Chrome, and Edge Chromium).

• Assistive technologies used in this evaluation included NVDA Screen reader, WAVE extension, PEAT tool and Lighthouse tool.

Additionally, the keyboard was used exclusively to navigate and operate the product content and functionality.

## Applicable Standards/Guidelines

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

| Standard / Guidelines | Included in Report |
|---|---|
| Web Content Accessibility Guidelines 2.0 | Level A (Yes)<br>Level AA (Yes)<br>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.

• 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 2.0 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

Notes:

| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **1.1.1 Non-text Content** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Partially Supports | The CPPM is not fully compliant with accessibility standards due to the absence of appropriate text alternatives for non-text elements. |

| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **1.2.1 Audio-only and Video-only (Prerecorded)** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Not Applicable | CPPM does not have prerecorded audio or video. |

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| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **1.2.2 Captions (Prerecorded)** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Not Applicable | The CPPM does not have any prerecorded audio/video content support in the app. |

| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **1.2.3 Audio Description or Media Alternative (Prerecorded)** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Not Applicable | The CPPM does not have any element that requires support for prerecorded audio/video content. |

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| Criteria | Conformance Level | Remarks & Explanations |
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| **1.3.1 Info and Relationships** (Level A)<br>Also applies to:<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 504.2 (Authoring Tool)<br>&bull; 602.3 (Support Docs) | Partially Supports | In CPPM for some pages,<br><br>the information is not clearly available to the user non- visually / programattically. |

| Criteria | Conformance Level | Remarks & Explanations |
| --- | --- | --- |
| **1.3.2 Meaningful Sequence** (Level A)<br>Also applies to:<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 504.2 (Authoring Tool) | Partially Supports | For CPPM, some tabular fields are not read-out as per expected sequence. |

| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| • 602.3 (Support Docs) | | |

| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **1.3.3 Sensory Characteristics** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Supports | |

| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **1.4.1 Use of Color** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software) | Supports | |

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|---|---|---|
| • 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | | |

| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **1.4.2 Audio Control** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Not applicable | CPPM 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)<br>Also applies to:<br>Revised Section 508 | Partially Supports | The CPPM app does not reach **each element** by using the keyboard. |

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|---|---|---|
| • 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | | |

| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **2.1.2 No Keyboard Trap** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Partially Supports | In CPPM apps, keyboard cannot be used to access all elements. |

| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **2.1.4 Character Key Shortcuts** (Level A) | Partially Supports | CPPM do not support single-character keyboard |

| | | shortcut for couple of components |
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| Criteria | Conformance Level | Remarks & Explanations |
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| **2.2.1 Timing Adjustable** (Level A) Also applies to: Revised Section 508 <ul><li>501 (Web)(Software)</li><li>504.2 (Authoring Tool)</li><li>602.3 (Support Docs)</li></ul> | Not applicable | CPPM app does not have any element that requires time adjustment. |

| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **2.2.2 Pause, Stop, Hide** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Not Applicable | CPPM 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)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Not Applicable | CPPM does not have elements that flashes. |

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| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **2.4.1 Bypass Blocks** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software) – Does not apply to non-web software<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) – Does not apply to non-web docs | Does not Support | CPPM 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)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Partially Supports | CPPM has titles missing for few tabs that describe their topic or purpose. |

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| Criteria | Conformance Level | Remarks & Explanations |
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| **2.4.3 Focus Order** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Partially Supports | CPPM does not provide a meaningful / sequential focus order for a couple of pages. |

| Criteria | Conformance Level | Remarks & Explanations |
| --- | --- | --- |
| **2.4.4 Link Purpose (In Context)** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Partially  Support | In CPPM purpose of each link cannot be determined from the link text alone. |

| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **3.1.1 Language of Page** (Level A) Also applies to: Revised Section 508 <ul><li>501 (Web)(Software)</li><li>504.2 (Authoring Tool)</li><li>602.3 (Support Docs)</li></ul> | Partially Supports | CPPM has a page where language of the web page is not identified. |

| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **3.2.1 On Focus** (Level A) Also applies to: Revised Section 508 <ul><li>501 (Web)(Software)</li><li>504.2 (Authoring Tool)</li><li>602.3 (Support Docs)</li></ul> | Partially Supports | In CPPM, the context of the element changes on focusing the element via keyboard or mouse. |

| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **3.2.2 On Input** (Level A) Also applies to: Revised Section 508 <ul><li>501 (Web)(Software)</li><li>504.2 (Authoring Tool)</li></ul> | Partially Supports | In CPPM, interacting with certain elements changes the form view that is not notified to user. |

| Criteria | | |
|---|---|---|
| • 602.3 (Support Docs) | | |

| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **3.3.1 Error Identification** (Level A) <br> Also applies to: <br> Revised Section 508 <br> • 501 (Web)(Software) <br> • 504.2 (Authoring Tool) <br> • 602.3 (Support Docs) | Partially Supports | CPPM has certain fields where errors are not described to the user. |

| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **3.3.2 Labels or Instructions** (Level A) <br> Also applies to: <br> Revised Section 508 | Partially Supports | CPPM has few elements where clear instructions for the fields or labels are missing. |

| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| • 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | | |

| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **4.1.1 Parsing** (Level A)<br>Also applies to:<br>WCAG 2.0 – Always answer 'Supports'<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 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 |
|---|---|---|

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|---|---|---|
| **4.1.2 Name, Role, Value** (Level A) Also applies to: Revised Section 508 <br> • 501 (Web)(Software) <br> • 504.2 (Authoring Tool) <br> • 602.3 (Support Docs) | Partially Supports | In CPPM, for few fields components have missing information. |

**Table 2: Success Criteria, Level AA**

Notes:

| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **1.2.4 Captions (Live)** (Level AA) Also applies to: Revised Section 508 <br> • 501 (Web)(Software) <br> • 504.2 (Authoring Tool) <br> • 602.3 (Support Docs) | Not Applicable | CPPM does not have support for live audio/video content. |

| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **1.2.5 Audio Description (Prerecorded)** (Level AA)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Not Applicable | CPPM does not have content which required audio description. |

| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **1.3.4 Orientation** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.3.4 (Web)<br>• 10.1.3.4 (Non-web document)<br>• 11.1.3.4 (Open Functionality Software)<br>• 11.1.3.4 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Not Applicable | |

| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **1.3.5 Identify Input Purpose** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9. 1.3.5 (Web)<br>• 10.1.3.5 (Non-web document)<br>• 11.1.3.5 (Open Functionality Software)<br>• 11.1.3.5 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Partially Support | In CPPM, not all input fields have the intended input purpose clearly defined. |

| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **1.4.3 Contrast (Minimum)** (Level AA)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Partially Supports | CPPM has certain elements where contrast is not up to the wcag standards. |

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| Criteria | Conformance Level | Remarks & Explanations |
| --- | --- | --- |
| **1.4.4 Resize text** (Level AA)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Supports |  |

| Criteria | Conformance Level | Remarks & Explanations |
| --- | --- | --- |
| **1.4.5 Images of Text** (Level AA)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Supports |  |

| Criteria | Conformance Level | Remarks & Explanations |
| --- | --- | --- |
| **1.4.10 Reflow** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1. 4.10 (Web)<br>• 10.1.4.10 (Non-web document) | Not Applicable |  |

- 11.1.4.10.1 (Open Functionality Software)
- 11.1.4.10.2 (Closed Software)
- 11.8.2 (Authoring Tool)
- 12.1.2 (Product Docs)
- 12.2.4 (Support Docs)

| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **1.4.11 Non-Text Contrast** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.4.11 (Web)<br>• 10.1.4.11 (Non-web document)<br>• 11.1.4.11 (Open Functionality Software)<br>• 11.1.4.11 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs | Partial Support | CPPM has some elements that are difficult to distinguish against the background. |

| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **1.4.12 Text Spacing** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.4.12 (Web)<br>• 10.1.4.12 (Non-web document) | Not Applicable | |

| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| • 11.1.4.12 (Open Functionality Software)<br>• 11.1.4.12 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | | |

| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **1.4.13 Content on Hover or Focus** (Level AA)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Not Applicable | |

| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **2.4.5 Multiple Ways** (Level AA)<br>Also applies to:<br>Revised Section 508 | Partially Supports | In the CPPM App, users cannot find each element through more than one method. |

- 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

| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **2.4.6 Headings and Labels** (Level AA)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Partially Supports | CPPM App in some pages headings and labels lack correct topic/purpose of the page. |

| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **2.4.7 Focus Visible** (Level AA)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software) | Supports | |

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|---|---|---|
| • 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | | |

| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **2.5.1 Pointer Gestures** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.5.1 (Web)<br>• 10.2.5.1 (Non-web document)<br>• 11.2.5.1 (Open Functionality Software)<br>• 11.2.5.1 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs | Not Applicable | |

| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **2.5.2 Pointer Cancellation** (Level AA) | Not Applicable | |

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

| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **2.5.3 Label in Name** (Level AA) Also applies to: EN 301 549 Criteria <ul><li>9.2.5.3 (Web)</li><li>10.2.5.3 (Non-web document)</li><li>11.2.5.3 (Open Functionality Software)</li><li>11.2.5.3 (Closed Software)</li><li>11.8.2 (Authoring Tool)</li><li>12.1.2 (Product Docs)</li><li>12.2.4 (Support Docs</li></ul> | Partial Support | Projects has few components that has missing accessible names |

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| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **2.5.4 Motion Actuation** (Level AA) Also applies to: EN 301 549 Criteria<br>• 9.2.5.4 (Web)<br>• 10.2.5.4 (Non-web document)<br>• 11.2.5.4 (Open Functionality Software)<br>• 11.2.5.4 (Closed Software<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Not Applicable | |

| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **3.1.2 Language of Parts** (Level AA) Also applies to: Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Partially Supports | For CPPM, not all elements has proper language content. |

| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **3.2.3 Consistent Navigation** (Level AA)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software) – Does not apply to non-web software<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) – Does not apply to non-web docs | Partially Supports | The CPPM App sometimes, but not always, uses the same labels for the same functions on different pages. |

| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **3.2.4 Consistent Identification** (Level AA)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software) – Does not apply to non-web software<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) – Does not apply to non-web docs | Partially Supports | The CPPM does not identifies similar web elements in a page consistently. |

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| 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 | The CPPM App partially provides error suggestions when input errors are detected. |

| 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) | Partially Supports | In CPPM, mechanism is not always available for reviewing, confirming, and correcting information before finalizing the submission. |

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| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **4.1.3 Status Messages** (Level AA) Also applies to: EN 301 549 Criteria <ul><li>9.4.1.3 (Web)</li><li>10.4.1.3 (Non-web document) – Does not apply</li><li>11.4.1.3 (Open Functionality Software) – Does not apply</li><li>11.4.1.3 (Closed Software) – Does not apply</li><li>11.8.2 (Authoring Tool)</li><li>12.1.2 (Product Docs)</li><li>12.2.4 (Support Docs)</li></ul> | Partially Supports | CPPM app, do not informs to the user for important change in the form |

**Table 3: Success Criteria, Level AAA**

Notes:

| Criteria | Conformance Level | Remarks & Explanations |
|---|---|---|
| **1.2.6 Sign Language (Prerecorded)** (Level AAA) Revised Section 508 – Does not apply | Not Evaluated | |

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| **1.2.7 Extended Audio Description (Prerecorded)** (Level AAA)<br>Revised Section 508 – Does not apply | Not Evaluated | |
| **1.2.8 Media Alternative (Prerecorded)** (Level AAA)<br>Revised Section 508 – Does not apply | Not Evaluated | |
| **1.2.9 Audio-only (Live)** (Level AAA)<br>Revised Section 508 – Does not apply | Not Evaluated | |
| **1.3.6 Identify Purpose** (Level AAA)<br>Revised Section 508 – Does not apply | Not Evaluated | |
| **1.4.6 Contrast (Enhanced**) (Level AAA)<br>Revised Section 508 – Does not apply | Not Evaluated | |
| **1.4.7 Low or No Background Audio** (Level AAA)<br>Revised Section 508 – Does not apply | Not Evaluated | |
| **1.4.8 Visual Presentation** (Level AAA)<br>Revised Section 508 – Does not apply | Not Evaluated | |
| **1.4.9 Images of Text (No Exception)** (Level AAA)<br>Revised Section 508 – Does not apply | Not Evaluated | |
| **2.1.3 Keyboard (No Exception)** (Level AAA)<br>Revised Section 508 – Does not apply | Not Evaluated | |
| **2.2.3 No Timing** (Level AAA)<br>Revised Section 508 – Does not apply | Not Evaluated | |
| **2.2.4 Interruptions** (Level AAA) | Not Evaluated | |

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|---|---|---|
| Revised Section 508 – Does not apply | | |
| **2.2.5 Re-authenticating** (Level AAA)<br>Revised Section 508 – Does not apply | Not Evaluated | |
| **2.2.6 Timeouts** (Level AAA)<br>Revised Section 508 – Does not apply | Not Evaluated | |
| **2.3.2 Three Flashes** (Level AAA)<br>Revised Section 508 – Does not apply | Not Evaluated | |
| **2.3.3 Animation from Interactions** (Level AAA)<br>Revised Section 508 – Does not apply | Not Evaluated | |
| **2.4.8 Location** (Level AAA)<br>Revised Section 508 – Does not apply | Not Evaluated | |
| **2.4.9 Link Purpose (Link Only)** (Level AAA)<br>Revised Section 508 – Does not apply | Not Evaluated | |
| **2.4.10 Section Headings** (Level AAA)<br>Revised Section 508 – Does not apply | Not Evaluated | |
| **2.5.5 Target Size** (Level AAA)<br>Revised Section 508 – Does not apply | Not Evaluated | |
| **2.5.6 Concurrent Input Mechanisms** (Level AAA)<br>Revised Section 508 – Does not apply | Not Evaluated | |
| **3.1.3 Unusual Words** (Level AAA)<br>Revised Section 508 – Does not apply | Not Evaluated | |

| | | |
|---|---|---|
| **3.1.4 Abbreviations** (Level AAA)<br>Revised Section 508 – Does not apply | Not Evaluated | |
| **3.1.5 Reading Level** (Level AAA)<br>Revised Section 508 – Does not apply | Not Evaluated | |
| **3.1.6 Pronunciation** (Level AAA)<br>Revised Section 508 – Does not apply | Not Evaluated | |
| **3.2.5 Change on Request** (Level AAA)<br>Revised Section 508 – Does not apply | Not Evaluated | |
| **3.3.5 Help** (Level AAA)<br>Revised Section 508 – Does not apply | Not Evaluated | |
| **3.3.6 Error Prevention (All)** (Level AAA)<br>Revised Section 508 – Does not apply | Not Evaluated | |

**Revised Section 508 Report**

Notes:

**Chapter 3: Functional Performance Criteria (FPC)**

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 302.1 Without Vision | | |
| 302.2 With Limited Vision | | |
| 302.3 Without Perception of Color | | |
| 302.4 Without Hearing | | |
| 302.5 With Limited Hearing | | |
| 302.6 Without Speech | | |
| 302.7 With Limited Manipulation | | |

| Criteria | | |
|---|---|---|
| 302.8 With Limited Reach and Strength | | |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | | |

**Chapter 4: Hardware**

Notes:

| Criteria | Conformance level | Remarks and Explanations |
|---|---|---|
| **402 Closed Functionality** | Heading cell – no response required | Heading cell – no response required |
| ***402.1 General*** | Heading cell – no response required | Heading cell – no response required |
| ***402.2 Speech-Output Enabled*** | Heading cell – no response required | Heading cell – no response required |
| 402.2.1 Information Displayed On-Screen | | |
| 402.2.2 Transactional Outputs | | |
| 402.2.3 Speech Delivery Type and Coordination | | |
| 402.2.4 User Control | | |
| 402.2.5 Braille Instructions | | |
| **402.3 Volume** | Heading cell – no response required | Heading cell – no response required |
| 402.3.1 Private Listening | | |
| 402.3.2 Non-private Listening | | |
| 402.4 Characters on Display Screens | | |
| 402.5 Characters on Variable Message Signs | | |
| **403 Biometrics** | Heading cell – no response required | Heading cell – no response required |
| 403.1 General | | |
| **404 Preservation of Information Provided for Accessibility** | Heading cell – no response required | Heading cell – no response required |
| 404.1 General | | |

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|---|---|---|
| **405 Privacy** | Heading cell – no response required | Heading cell – no response required |
| 405.1 General | | |
| **406 Standard Connections** | Heading cell – no response required | Heading cell – no response required |
| 406.1 General | | |
| **407 Operable Parts** | Heading cell – no response required | Heading cell – no response required |
| 407.2 Contrast | | |
| ***407.3 Input Controls*** | Heading cell – no response required | Heading cell – no response required |
| 407.3.1 Tactilely Discernible | | |
| 407.3.2 Alphabetic Keys | | |
| 407.3.3 Numeric Keys | | |
| 407.4 Key Repeat | | |
| 407.5 Timed Response | | |
| 407.6 Operation | | |
| 407.7 Tickets, Fare Cards, and Keycards | | |
| **407.8 Reach Height and Depth** | Heading cell – no response required | Heading cell – no response required |
| 407.8.1 Vertical Reference Plane | | |
| 407.8.1.1 Vertical Plane for Side Reach | | |
| 407.8.1.2 Vertical Plane for Forward Reach | | |
| 407.8.2 Side Reach | | |
| 407.8.2.1 Unobstructed Side Reach | | |
| 407.8.2.2 Obstructed Side Reach | | |
| 407.8.3 Forward Reach | | |
| 407.8.3.1 Unobstructed Forward Reach | | |
| 407.8.3.2 Obstructed Forward Reach | | |
| 407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach | | |
| 407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach | | |

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|---|---|---|
| 408 Display Screens | Heading cell – no response required | Heading cell – no response required |
| 408.2 Visibility | | |
| 408.3 Flashing | | |
| 409 Status Indicators | Heading cell – no response required | Heading cell – no response required |
| 409.1 General | | |
| 410 Color Coding | Heading cell – no response required | Heading cell – no response required |
| 410.1 General | | |
| 411 Audible Signals | Heading cell – no response required | Heading cell – no response required |
| 411.1 General | | |
| 412 ICT with Two-Way Voice Communication | Heading cell – no response required | Heading cell – no response required |
| **412.2 Volume Gain** | Heading cell – no response required | Heading cell – no response required |
| 412.2.1 Volume Gain for Wireline Telephones | | |
| 412.2.2 Volume Gain for Non-Wireline ICT | | |
| **412.3 Interference Reduction and Magnetic Coupling** | Heading cell – no response required | Heading cell – no response required |
| 412.3.1 Wireless Handsets | | |
| 412.3.2 Wireline Handsets | | |
| 412.4 Digital Encoding of Speech | | |
| 412.5 Real-Time Text Functionality | Reserved for future | Reserved for future |
| 412.6 Caller ID | | |
| 412.7 Video Communication | | |
| **412.8 Legacy TTY Support** | Heading cell – no response required | Heading cell – no response required |
| 412.8.1 TTY Connectability | | |
| 412.8.2 Voice and Hearing Carry Over | | |
| 412.8.3 Signal Compatibility | | |
| 412.8.4 Voice Mail and Other Messaging Systems | | |
| 413 Closed Caption Processing Technologies | Heading cell – no response required | Heading cell – no response required |

| Criteria | | |
|---|---|---|
| 413.1.1 Decoding and Display of Closed Captions | | |
| 413.1.2 Pass-Through of Closed Caption Data | | |
| 414 Audio Description Processing Technologies | Heading cell – no response required | Heading cell – no response required |
| 414.1.1 Digital Television Tuners | | |
| 414.1.2 Other ICT | | |
| 415 User Controls for Captions and Audio Descriptions | Heading cell – no response required | Heading cell – no response required |
| 415.1.1 Caption Controls | | |
| 415.1.2 Audio Description Controls | | |

## Chapter 5: Software

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 501.1 Scope – Incorporation of WCAG 2.0 AA | See WCAG 2.x section | See information in WCAG 2.x section |
| 502 Interoperability with Assistive Technology | Heading cell – no response required | Heading cell – no response required |
| 502.2.1 User Control of Accessibility Features | | |
| 502.2.2 No Disruption of Accessibility Features | | |
| **502.3 Accessibility Services** | Heading cell – no response required | Heading cell – no response required |
| 502.3.1 Object Information | | |
| 502.3.2 Modification of Object Information | | |
| 502.3.3 Row, Column, and Headers | | |
| 502.3.4 Values | | |
| 502.3.5 Modification of Values | | |
| 502.3.6 Label Relationships | | |
| 502.3.7 Hierarchical Relationships | | |

| | | |
|---|---|---|
| 502.3.8 Text | | |
| 502.3.9 Modification of Text | | |
| 502.3.10 List of Actions | | |
| 502.3.11 Actions on Objects | | |
| 502.3.12 Focus Cursor | | |
| 502.3.13 Modification of Focus Cursor | | |
| 502.3.14 Event Notification | | |
| 502.4 Platform Accessibility Features | | |
| 503 Applications | Heading cell – no response required | Heading cell – no response required |
| 503.2 User Preferences | | |
| 503.3 Alternative User Interfaces | | |
| **503.4 User Controls for Captions and Audio Description** | Heading cell – no response required | Heading cell – no response required |
| 503.4.1 Caption Controls | | |
| 503.4.2 Audio Description Controls | | |
| 504 Authoring Tools | 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.x section | See information in WCAG 2.x section |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | | |
| 504.2.2 PDF Export | | |
| 504.3 Prompts | | |
| 504.4 Templates | | |

**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 | | |
| 602.3 Electronic Support Documentation | See WCAG 2.x section | See information in WCAG 2.x section |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | | |
| 603 Support Services | Heading cell – no response required | Heading cell – no response required |
| 603.2 Information on Accessibility and Compatibility Features | | |
| 603.3 Accommodation of Communication Needs | | |