

# Nuvolo Service Portal Accessibility Conformance Report

## International Edition

### Based on VPAT® Version 2.5

| Field               | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name of Product     | <b>Asset and Maintenance Management</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Version             | 2026 R1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Report Date         | 05/05/2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 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 | <a href="mailto:compliance@nuvolo.com">compliance@nuvolo.com</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Notes               | <ul style="list-style-type: none"><li>• This product is a web-only application. The information contained in this report only applies to this release of this application.</li><li>• Accessibility conformance details for other ServiceNow products are covered in separate reports. See Accessibility Conformance Reports on the Product Documentation site.</li><li>• Any customization of this application or the Now Platform may have an impact on the specifics in this report.</li><li>• This version of the report replaces the Tokyo Service Portal version dated March 2, 2023.</li></ul> |

### 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                                |
|-----------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|
| <a href="#">Web Content Accessibility Guidelines 2.0</a><br><a href="#">Web Content Accessibility Guidelines (WCAG) 2.2</a> | Level A (Yes)<br>Level AA (Yes)<br>Level AAA (No) |
| <a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>                     | (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](#) & [Web Content Accessibility Guidelines \(WCAG\) 2.2](#)

**Table 1: Success Criteria, Level A**

Notes:

| Criteria                                                                                                                                                                                                                               | Conformance Level  | Remarks & Explanations                                                                  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|-----------------------------------------------------------------------------------------|
| <b><u>1.1.1 Non-text Content</u></b><br>(Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"><li>• 501<br/>(Web)(Software)</li><li>• 504.2 (Authoring Tool)</li><li>• 602.3 (Support Docs)</li></ul> | Partially Supports | Some elements lack full compliance with specific exceptions outlined in the guidelines. |

| Criteria                                                                                                                                                                                                                                                      | Conformance Level | Remarks & Explanations                    |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-------------------------------------------|
| <b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b><br>(Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"><li>• 501<br/>(Web)(Software)</li><li>• 504.2 (Authoring Tool)</li><li>• 602.3 (Support Docs)</li></ul> | Not Applicable    | does not have prerecorded audio or video. |

| Criteria                                                                                                                                                                                                                                  | Conformance Level | Remarks & Explanations                                                                       |
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| <b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Does not support  | Synchronized media content lacks captions or they fail to capture essential non-vocal music. |

| Criteria                                                                                                                                                                                                                                                                | Conformance Level | Remarks & Explanations                                                                        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-----------------------------------------------------------------------------------------------|
| <b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Not Applicable    | Training videos and instructional movies do not provide audio descriptions of visual content. |

| Criteria                                                                                                                                                                                                                                  | Conformance Level  | Remarks & Explanations                                                |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|-----------------------------------------------------------------------|
| <b><u>1.3.1 Info and Relationships</u></b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Partially Supports | This functionality is not fully implemented across all the web pages. |

| Criteria                                                                                                                                                                                                                               | Conformance Level | Remarks & Explanations |
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| <b><u>1.3.2 Meaningful Sequence</u></b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Supports          |                        |

| Criteria                                                                                                                                                                                                                            | Conformance Level  | Remarks & Explanations                                                                  |
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| <b>1.3.3 Sensory Characteristics</b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Partially Supports | Few elements are not fully accessible or consistently implemented across the web pages. |

| Criteria                                                                                                                                                                                                                 | Conformance Level | Remarks & Explanations |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|------------------------|
| <b>1.4.1 Use of Color</b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Supports          |                        |

| Criteria                                                                                                                                                                                                                  | Conformance Level | Remarks & Explanations                                     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|------------------------------------------------------------|
| <b>1.4.2 Audio Control</b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Not applicable    | There are no controls available to stop or mute the audio. |

| Criteria                                                                                                                                                                                                             | Conformance Level | Remarks & Explanations |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|------------------------|
| <b>2.1.1 Keyboard</b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Supports          |                        |

| Criteria                                                                                                                                                                                                                        | Conformance Level | Remarks & Explanations |
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| <b>2.1.2 No Keyboard Trap</b><br>(Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Supports          |                        |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                          | Conformance Level | Remarks & Explanations                                                 |
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| <b>2.1.4 Character Key Shortcuts</b> (Level A 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.1.4 (Web)</li> <li>• 10.2.1.4 (Non-web document)</li> <li>• 11.2.1.4.1 (Open Functionality Software)</li> <li>• 11.2.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> </ul> 12.2.4 (Support Docs) | Not Applicable    | This criterion is not applicable since no keyboard shortcuts are used. |

| Criteria                                                                                                                                                                                                                         | Conformance Level | Remarks & Explanations                                                                             |
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| <b>2.2.1 Timing Adjustable</b><br>(Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Does not support  | Time limits are imposed without providing users the ability to extend, adjust, or deactivate them. |

| Criteria                                                                                                                                                                                                                         | Conformance Level | Remarks & Explanations                                                                                                                           |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>2.2.2 Pause, Stop, Hide</b><br>(Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | 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 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|------------------------|
| <p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | support           |                        |

| Criteria                                                                                                                                                                                                                                                                                                           | Conformance Level | Remarks & Explanations                                                                                                             |
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| <p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | 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                                               |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|----------------------------------------------------------------------|
| <b>2.4.2 Page Titled</b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Partially Supports | : Some titles are not fully descriptive or consistently implemented. |

| Criteria                                                                                                                                                                                                                | Conformance Level | Remarks & Explanations |
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| <b>2.4.3 Focus Order</b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Supports          |                        |

| Criteria                                                                                                                                                                                                                              | Conformance Level  | Remarks & Explanations                                                                          |
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| <b>2.4.4 Link Purpose (In Context)</b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Partially Supports | Web pages contain instances where link purposes are not fully clear or consistently implemented |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                  | Conformance Level  | Remarks & Explanations                                                             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|------------------------------------------------------------------------------------|
| <b>2.5.1 Pointer Gestures</b><br>(Level A 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.5.1 (Web)</li> <li>• 10.2.5.1 (Non-web document)</li> <li>• 11.2.5.1 (Open Functionality Software)</li> <li>• 11.2.5.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> </ul> 12.2.4 (Support Docs) | Partially Supports | Not all multipoint or path-based gestures can be performed with a single pointer . |

| Criteria                                                                                                                                                                                                                        | Conformance Level | Remarks & Explanations |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|------------------------|
| <b>3.1.1 Language of Page</b><br>(Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Supports          |                        |

| Criteria                                                                                                                                                                                                             | Conformance Level | Remarks & Explanations |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|------------------------|
| <b>3.2.1 On Focus</b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Supports          |                        |

| Criteria                                                                                                                                                                                                             | Conformance Level | Remarks & Explanations                                                 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|------------------------------------------------------------------------|
| <b>3.2.2 On Input</b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Does Not Supports | Changes of context occur unexpectedly without warning or user control. |

| Criteria                                  | Conformance Level  | Remarks & Explanations                                                              |
|-------------------------------------------|--------------------|-------------------------------------------------------------------------------------|
| <b>3.2.6 Consistent Help</b><br>(Level A) | Partially Supports | Help options should appear in the same place across pages so they are easy to find. |

| Criteria                                                                                                                                                                                                                                   | Conformance Level  | Remarks & Explanations                                                                             |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|----------------------------------------------------------------------------------------------------|
| <b><u>3.3.1 Error Identification</u></b><br>(Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Partially Supports | Some error messages are vague, lack specific corrective guidance, or do not offer additional help. |

| Criteria                                         | Conformance Level  | Remarks & Explanations                                                                         |
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| <b><u>3.3.7 Redundant Entry</u></b><br>(Level A) | Partially Supports | Users should not have to enter the same information again if they already provided it earlier. |

| Criteria                                                                                                                                                                                                                                | Conformance Level  | Remarks & Explanations                         |
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| <b><u>4.1.2 Name, Role, Value</u></b><br>(Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Partially Supports | Some user interface components not determined. |

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

Notes:

| Criteria                                                                                                                                                                                                                                         | Conformance Level | Remarks & Explanations                                                                                          |
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| <p><b><u>1.2.4 Captions (Live)</u></b><br/>(Level AA)<br/>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Does not support  | Some media do not provide captions that include dialogue, identify speakers, and convey non-speech information. |

| Criteria                                                                                                                                                                                                                                                     | Conformance Level | Remarks & Explanations                                                                                          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-----------------------------------------------------------------------------------------------------------------|
| <p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)<br/>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Not Applicable    | Some media do not provide captions that include dialogue, identify speakers, and convey non-speech information. |

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| Criteria                                                                                                                                                                                                                           | Conformance Level  | Remarks & Explanations                                           |
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| <b>1.4.3 Contrast (Minimum)</b><br>(Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Partially Supports | certain elements where contrast is not up to the wcag standards. |

| Criteria                                                                                                                                                                                                                 | Conformance Level  | Remarks & Explanations                              |
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| <b>1.4.4 Resize text</b> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Partially Supports | Text resizing causes layout issues or content loss. |

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| Criteria                                                                                                                                                                                                                    | Conformance Level  | Remarks & Explanations                                                 |
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| <b>1.4.5 Images of Text</b> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Partially Supports | Images of text are used without alternatives or customization options. |

| Criteria                                                                                                                                                                                                                                                                                         | Conformance Level | Remarks & Explanations |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|------------------------|
| <b>2.4.5 Multiple Ways</b> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | Supports          |                        |

| Criteria                                                                                                                                                                                                                         | Conformance Level  | Remarks & Explanations                                           |
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| <b>2.4.6 Headings and Labels</b> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Partially Supports | Instances where headings and labels are not clear or consistent. |

| Criteria                                                                                                                                                                                                                   | Conformance Level | Remarks & Explanations |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|------------------------|
| <b>2.4.7 Focus Visible</b> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Supports          |                        |

| Criteria | Conformance Level | Remarks & Explanations |
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| <b><u>2.4.11 Focus Not Obscured (Minimum)</u></b> (AA) | Supports | The selected item should stay visible and not be covered by things like pop-ups, sticky bars or headers. |
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| Criteria                                          | Conformance Level | Remarks & Explanations                                                                  |
|---------------------------------------------------|-------------------|-----------------------------------------------------------------------------------------|
| <b><u>2.5.7 Dragging Movements</u></b> (Level AA) | Supports          | If something can be done by dragging, there should also be another simple way to do it. |

| Criteria                                                       | Conformance Level | Remarks & Explanations                                                                  |
|----------------------------------------------------------------|-------------------|-----------------------------------------------------------------------------------------|
| <b><u>2.5.8 Target Size (Minimum)</u></b> (Minimum) (Level AA) | Supports          | Buttons, links and other clickable items should be large enough to tap or click easily. |

| Criteria                                                                                                                                                                                                                        | Conformance Level  | Remarks & Explanations                    |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|-------------------------------------------|
| <b><u>3.1.2 Language of Parts</u></b> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Partially Supports | Language changes are not properly marked. |

| Criteria                                                                                                                                                                | Conformance Level  | Remarks & Explanations                                                                     |
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| <b><u>3.2.3 Consistent Navigation</u></b> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) –</li> </ul> | Partially Supports | sometimes, but not always, uses the same labels for the same functions on different pages. |

| <p>Does not apply to non-web software</p> <ul style="list-style-type: none"> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>                                                                                                                                       |                    |                                                                  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|------------------------------------------------------------------|
| Criteria                                                                                                                                                                                                                                                                                                                    | Conformance Level  | Remarks & Explanations                                           |
| <p><b>3.2.4 Consistent Identification</b> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | Partially Supports | Does not identifies similar web elements in a page consistently. |

| Criteria                                                                                                                                                                                                                                     | Conformance Level  | Remarks & Explanations                                                               |
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| <p><b>3.3.3 Error Suggestion</b> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Partially Supports | Error messages are unclear, lack specific guidance, or do not offer additional help. |

| Criteria | Conformance Level | Remarks & Explanations |
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| <b>3.3.4 Error Prevention</b><br><b>(Legal, Financial, Data)</b><br>(Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>• 501<br/>(Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Supports |  |
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| Criteria                                                              | Conformance Level | Remarks & Explanations                                                                                     |
|-----------------------------------------------------------------------|-------------------|------------------------------------------------------------------------------------------------------------|
| <b>3.3.8 Accessible Authentication</b><br><b>(Minimum)</b> (Level AA) | Supports          | Logging in should be easy to complete and should not depend too much on memory or solving difficult tasks. |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                      | Conformance Level  | Remarks & Explanations                          |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|-------------------------------------------------|
| <b>4.1.3 Status Messages</b><br>(Level AA)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <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> </ul> | Partially Supports | Not all change in state is informed to the user |

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| <ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul> |  |  |
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**Table 3: Success Criteria, Level AAA**

Notes:

| Criteria                                                                                                            | Conformance Level | Remarks & Explanations |
|---------------------------------------------------------------------------------------------------------------------|-------------------|------------------------|
| <b><u>1.2.6 Sign Language (Prerecorded)</u></b><br>(Level AAA)<br>Revised Section 508 – Does not apply              | Not Evaluated     |                        |
| <b><u>1.2.7 Extended Audio Description (Prerecorded)</u></b><br>(Level AAA)<br>Revised Section 508 – Does not apply | Not Evaluated     |                        |
| <b><u>1.2.8 Media Alternative (Prerecorded)</u></b><br>(Level AAA)<br>Revised Section 508 – Does not apply          | Not Evaluated     |                        |
| <b><u>1.2.9 Audio-only (Live)</u></b><br>(Level AAA)<br>Revised Section 508 – Does not apply                        | Not Evaluated     |                        |
| <b><u>1.4.6 Contrast (Enhanced)</u></b><br>(Level AAA)<br>Revised Section 508 – Does not apply                      | Not Evaluated     |                        |
| <b><u>1.4.7 Low or No Background Audio</u></b><br>(Level AAA)<br>Revised Section 508 – Does not apply               | Not Evaluated     |                        |

|                                                                                                |               |  |
|------------------------------------------------------------------------------------------------|---------------|--|
| <b>1.4.8 Visual Presentation</b> (Level AAA)<br>Revised Section 508 – Does not apply           | Not Evaluated |  |
| <b>1.4.9 Images of Text (No Exception)</b> (Level AAA)<br>Revised Section 508 – Does not apply | Not Evaluated |  |
| <b>2.1.3 Keyboard (No Exception)</b> (Level AAA)<br>Revised Section 508 – Does not apply       | Not Evaluated |  |
| <b>2.2.3 No Timing</b> (Level AAA)<br>Revised Section 508 – Does not apply                     | Not Evaluated |  |
| <b>2.2.4 Interruptions</b> (Level AAA)<br>Revised Section 508 – Does not apply                 | Not Evaluated |  |
| <b>2.2.5 Re-authenticating</b> (Level AAA)<br>Revised Section 508 – Does not apply             | Not Evaluated |  |
| <b>2.3.2 Three Flashes</b> (Level AAA)<br>Revised Section 508 – Does not apply                 | Not Evaluated |  |
| <b>2.4.8 Location</b> (Level AAA)<br>Revised Section 508 – Does not apply                      | Not Evaluated |  |
| <b>2.4.9 Link Purpose (Link Only)</b> (Level AAA)<br>Revised Section 508 – Does not apply      | Not Evaluated |  |
| <b>2.4.10 Section Headings</b> (Level AAA)<br>Revised Section 508 – Does not apply             | Not Evaluated |  |
| <b>3.1.3 Unusual Words</b> (Level AAA)                                                         | Not Evaluated |  |

|                                                                                         |               |  |
|-----------------------------------------------------------------------------------------|---------------|--|
| Revised Section 508 – Does not apply                                                    |               |  |
| <b>3.1.4 Abbreviations</b> (Level AAA)<br>Revised Section 508 – Does not apply          | Not Evaluated |  |
| <b>3.1.5 Reading Level</b> (Level AAA)<br>Revised Section 508 – Does not apply          | Not Evaluated |  |
| <b>3.1.6 Pronunciation</b> (Level AAA)<br>Revised Section 508 – Does not apply          | Not Evaluated |  |
| <b>3.2.5 Change on Request</b> (Level AAA)<br>Revised Section 508 – Does not apply      | Not Evaluated |  |
| <b>3.3.5 Help</b> (Level AAA)<br>Revised Section 508 – Does not apply                   | Not Evaluated |  |
| <b>3.3.6 Error Prevention (All)</b> (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                                |  |  |
| 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            |
|-----------------------------------------------------------------------------------|-------------------------------------|-------------------------------------|
| <b><a href="#">402 Closed Functionality</a></b>                                   | Heading cell – no response required | Heading cell – no response required |
| <b>402.1 General</b>                                                              | Heading cell – no response required | Heading cell – no response required |
| <b>402.2 Speech-Output Enabled</b>                                                | 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                                                      |                                     |                                     |
| <b>402.3 Volume</b>                                                               | 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                                        |                                     |                                     |
| <b><a href="#">403 Biometrics</a></b>                                             | Heading cell – no response required | Heading cell – no response required |
| 403.1 General                                                                     |                                     |                                     |
| <b><a href="#">404 Preservation of Information Provided for Accessibility</a></b> | Heading cell – no response required | Heading cell – no response required |
| 404.1 General                                                                     |                                     |                                     |
| <b><a href="#">405 Privacy</a></b>                                                | Heading cell – no response required | Heading cell – no response required |
| 405.1 General                                                                     |                                     |                                     |

|                                                                        |                                     |                                     |
|------------------------------------------------------------------------|-------------------------------------|-------------------------------------|
| <b>406 Standard Connections</b>                                        | Heading cell – no response required | Heading cell – no response required |
| 406.1 General                                                          |                                     |                                     |
| <b>407 Operable Parts</b>                                              | Heading cell – no response required | Heading cell – no response required |
| 407.2 Contrast                                                         |                                     |                                     |
| <b>407.3 Input Controls</b>                                            | 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                                |                                     |                                     |
| <b>407.8 Reach Height and Depth</b>                                    | 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 |                                     |                                     |
| <b>408 Display Screens</b>                                             | Heading cell – no response required | Heading cell – no response required |
| 408.2 Visibility                                                       |                                     |                                     |

|                                                            |                                     |                                     |
|------------------------------------------------------------|-------------------------------------|-------------------------------------|
| 408.3 Flashing                                             |                                     |                                     |
| <a href="#">409 Status Indicators</a>                      | Heading cell – no response required | Heading cell – no response required |
| 409.1 General                                              |                                     |                                     |
| <a href="#">410 Color Coding</a>                           | Heading cell – no response required | Heading cell – no response required |
| 410.1 General                                              |                                     |                                     |
| <a href="#">411 Audible Signals</a>                        | Heading cell – no response required | Heading cell – no response required |
| 411.1 General                                              |                                     |                                     |
| <a href="#">412 ICT with Two-Way Voice Communication</a>   | Heading cell – no response required | Heading cell – no response required |
| <b>412.2 Volume Gain</b>                                   | 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                   |                                     |                                     |
| <b>412.3 Interference Reduction and Magnetic Coupling</b>  | 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                                  |                                     |                                     |
| <b>412.8 Legacy TTY Support</b>                            | 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             |                                     |                                     |
| <a href="#">413 Closed Caption Processing Technologies</a> | Heading cell – no response required | Heading cell – no response required |
| 413.1.1 Decoding and Display of Closed Captions            |                                     |                                     |

|                                                                       |                                     |                                     |
|-----------------------------------------------------------------------|-------------------------------------|-------------------------------------|
| 413.1.2 Pass-Through of Closed Caption Data                           |                                     |                                     |
| <a href="#">414 Audio Description Processing Technologies</a>         | Heading cell – no response required | Heading cell – no response required |
| 414.1.1 Digital Television Tuners                                     |                                     |                                     |
| 414.1.2 Other ICT                                                     |                                     |                                     |
| <a href="#">415 User Controls for Captions and Audio Descriptions</a> | 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 |
| <a href="#">502 Interoperability with Assistive Technology</a> | 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                |                                     |                                     |
| <b>502.3 Accessibility Services</b>                            | 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                                               |                                      |                                     |
| <a href="#">503 Applications</a>                                                    | Heading cell – no response required  | Heading cell – no response required |
| 503.2 User Preferences                                                              |                                      |                                     |
| 503.3 Alternative User Interfaces                                                   |                                      |                                     |
| <b>503.4 User Controls for Captions and Audio Description</b>                       | Heading cell – no response required  | Heading cell – no response required |
| 503.4.1 Caption Controls                                                            |                                      |                                     |
| 503.4.2 Audio Description Controls                                                  |                                      |                                     |
| <a href="#">504 Authoring Tools</a>                                                 | Heading cell – no response required  | Heading cell – no response required |
| 504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)   | See <a href="#">WCAG 2.x</a> 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            |
|------------------------------------------------|-------------------------------------|-------------------------------------|
| <b>601.1 Scope</b>                             | Heading cell – no response required | Heading cell – no response required |
| <a href="#">602 Support Documentation</a>      | Heading cell – no response required | Heading cell – no response required |
| 602.2 Accessibility and Compatibility Features |                                     |                                     |

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