

Nuvolo Service Portal Accessibility Conformance Report

International Edition

Based on VPAT® Version 2.5

Field	Description
Name of Product	Space
Version	2026 R1
Report Date	05/05/2026
Product Description	The Space Management suite of applications provides an organization with the ability to manage their physical space and the locations of all their resources. These applications improve enterprise space management by providing interactive maps and visual representations of data.
Contact Information	compliance@nuvolo.com
Notes	• This report pertains exclusively to the web-based version of this application. The details provided are specific to this release. • Accessibility compliance information for other Nuvolo products is available in separate reports, which can be found on the Nuvolo Community sites. • Customizations made to this application or the Now Platform could affect the details outlined in this report.

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 2.1	Level A (Yes)
Web Content Accessibility Guidelines (WCAG) 2.2	Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- Supports: The functionality of the product has at least one method that meets the criterion without known defects or meets 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 2.1 Level AAA.

WCAG 2.1 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 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the **WCAG 2.1 Conformance Requirements.& Web Content Accessibility Guidelines (WCAG) 2.2**

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks & Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	

Criteria	Conformance Level	Remarks & Explanations
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	In the Space & reservation application, Audio and video prerecorded elements are not applicable.

Criteria	Conformance Level	Remarks & Explanations
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Pre-recrded Audio & Video Captions elements are not applicable within the space & reservation application.

Criteria	Conformance Level	Remarks & Explanations
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Pre-recorded Audio & Media Alternative elements are not applicable within the space & reservation application.

Criteria	Conformance Level	Remarks & Explanations
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Few elements on the pages have missing information in the space and reservation application.

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

Criteria	Conformance Level	Remarks & Explanations
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Few elements do not identify properly in space & reservation application.

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

Criteria	Conformance Level	Remarks & Explanations
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not applicable	Sound turn on/off control button or functionality is not applicable in space & reservation application.

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

Criteria	Conformance Level	Remarks & Explanations
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	In the space & reservation application ,few elements do not allow navigation with keyboard and mouse is required instead.

Criteria	Conformance Level	Remarks & Explanations
2.1.4 Character Key Shortcuts (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	This functionality not applicable for Space and Reservation application

Criteria	Conformance Level	Remarks & Explanations
2.2.1 Timing Adjustable Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Timing adjustable functionality not applicable for Space and Reservation application

Criteria	Conformance Level	Remarks & Explanations
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Pause, Stop, & hide functionality is not applicable in space & reservation application.

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

Criteria	Conformance Level	Remarks & Explanations
<u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Does not Support	In the space & reservation application adding a link at the top of each page that goes directly to the main page is not supported.

Criteria	Conformance Level	Remarks & Explanations
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	In the space & reservation application Few page Titles are non -informative.

Criteria	Conformance Level	Remarks & Explanations
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	space application 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) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Does not support	In space & Reservation application link purpose functionality does not support

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

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

Criteria	Conformance Level	Remarks & Explanations
<u>3.2.6 Consistent Help</u> (Level A)	Not Applicable	This feature is not applicable for space & reservation application

Criteria	Conformance Level	Remarks & Explanations
<u>3.3.1 Error Identification</u> (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Few of the space application modules do not support error identification.

Criteria	Conformance Level	Remarks & Explanations
<u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does not support	In space & Reservation application instructions for elements are not support.

Criteria	Conformance Level	Remarks & Explanations
<u>3.3.7 Redundant Entry</u> (Level A)	Not Applicable	This feature is not applicable for space & reservation application

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

Criteria	Conformance Level	Remarks & Explanations
<u>4.1.2 Name, Role, Value</u> (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	In the space & reservation application for few fields components have missing information.

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

Criteria	Conformance Level	Remarks & Explanations
<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	In the Space & reservation application Audio descriptions are not prerecorded

Criteria	Conformance Level	Remarks & Explanations
1.3.4 Orientation (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	In the Space & reservation application there is no such element present

Criteria	Conformance Level	Remarks & Explanations
1.3.5 Identify Input Purpose (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Support	

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

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

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

Criteria	Conformance Level	Remarks & Explanations
1.4.10 Reflow (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not implemented	In Space & Reservation application this functionality is not implemented

Criteria	Conformance Level	Remarks & Explanations
<u>1.4.11 Non-Text Contrast</u> (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	In Space & Reservation application some elements that are difficult to distinguish against the background.

Criteria	Conformance Level	Remarks & Explanations
<u>1.4.12 Text Spacing</u> (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	

Criteria	Conformance Level	Remarks & Explanations
<u>1.4.13 Content on Hover or Focus</u> (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	

Criteria	Conformance Level	Remarks & Explanations
<u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Not Applicable	In the Space & reservation application there is only single way of finding elements.

Criteria	Conformance Level	Remarks & Explanations
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	

Criteria	Conformance Level	Remarks & Explanations
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	In Space & Reservation application few modules do not get highlighted while using keyboard.

Criteria	Conformance Level	Remarks & Explanations
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Partially Supports	In Space and Reservation application, most of the focused elements remain visible however in certain modal dialogs and scrollable containers, keyboard focus may be partially obscured

Criteria	Conformance Level	Remarks & Explanations
2.5.1 Pointer Gestures (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does not support	In the space & reservation application pointer Gestures are not supported

Criteria	Conformance Level	Remarks & Explanations
2.5.2 Pointer Cancellation (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	supports	

Criteria	Conformance Level	Remarks & Explanations
2.5.3 Label in Name (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	supports	

Criteria	Conformance Level	Remarks & Explanations
2.5.4 Motion Actuation (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	This Functionality is not applicable for Space & reservation application

Criteria	Conformance Level	Remarks & Explanations
2.5.7 Dragging Movements (Level AA 2.2 only)	Not Supported	In Space and reservation application dragging movements are not supported

Criteria	Conformance Level	Remarks & Explanations
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	

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

Criteria	Conformance Level	Remarks & Explanations
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	

Criteria	Conformance Level	Remarks & Explanations
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 • .501 (Web)(Software) – Does not apply to non-web software • · 504.2 (Authoring Tool) • · 602.3 (Support Docs) – Does not apply to non-web doc	Supports	

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	In Space application partially provides error suggestions when input errors are detected.

Criteria	Conformance Level	Remarks & Explanations
<u>3.3.3 Error Suggestion</u> (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	In Space application in few modules Error Suggestion is not working for search field.

Criteria	Conformance Level	Remarks & Explanations
<u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	mechanism is not always available for reviewing, confirming, and correcting information before finalizing the submission.

Criteria	Conformance Level	Remarks & Explanations
<u>3.3.8 Accessible Authentication (Minimum)</u> (Level AA 2.2 only)	Not Applicable	This feature is not applicable for space & reservation application

Criteria	Conformance Level	Remarks & Explanations
<u>4.1.3 Status Messages</u> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	supports	

Table 3: Success Criteria, Level AAA

<u>1.2.6 Sign Language (Prerecorded)</u> (Level AAA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not Applicable	In the Space & reservation application sign languages are not prerecorded
<u>1.2.7 Extended Audio Description (Prerecorded)</u> (Level AAA) Also applies to: Revised Section 508 501 (Web)(Software)	Not Applicable	In the Space & reservation application extended audio description not available

• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.2.8 Media Alternative (Prerecorded) (Level AAA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	In the Space & reservation application Media alternative not applicable
1.2.9 Audio-only (Live) (Level AAA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	In the Space & reservation application there is no such element present

1.4.6 Contrast (Enhanced) (Level AAA) Revised Section 508 – Does not apply	Not Applicable	In the Space & reservation application there is no such functionality to Enhance the contrast.
1.4.7 Low or No Background Audio (Level AAA) Revised Section 508 – Does not apply	Not Applicable	In the Space & reservation application there is no such element present
1.4.8 Visual Presentation (Level AAA) Revised Section 508 – Does not apply	Not Applicable	In the Space & reservation application there is no such element present
1.4.9 Images of Text (No Exception) (Level AAA) Revised Section 508 – Does not apply	Not Applicable	In the Space & reservation application there is no such element present
2.1.3 Keyboard (No Exception) (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
2.2.3 No Timing (Level AAA) Revised Section 508 – Does not apply	Not Applicable	In the Space & reservation application there is no such element present

2.2.4 Interruptions (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
2.2.5 Re-authenticating (Level AAA) Revised Section 508 – Does not apply	Not Applicable	In the Space & reservation application there is no such element present
2.3.2 Three Flashes (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
2.4.8 Location (Level AAA) Revised Section 508 – Does not apply	Not Evaluated	
2.4.9 Link Purpose (Link Only) (Level AAA) Revised Section 508 – Does not apply	Not Applicable	In the Space & reservation application there is no such element present
2.4.10 Section Headings (Level AAA) Revised Section 508 – Does not apply	Supports	

3.1.3 Unusual Words (Level AAA) Revised Section 508 – Does not apply	Not Applicable	In the Space & reservation application there is no such element present
3.1.4 Abbreviations (Level AAA) Revised Section 508 – Does not apply	Not Applicable	In the Space & reservation application there is no such element present
3.1.5 Reading Level (Level AAA) Revised Section 508 – Does not apply	Not Applicable	In the Space & reservation application there is no such element present
3.1.6 Pronunciation (Level AAA) Revised Section 508 – Does not apply	Not Applicable	In the Space & reservation application there is no such element present
3.2.5 Change on Request (Level AAA) Revised Section 508 – Does not apply	Not Applicable	In the Space & reservation application there is no such element present
3.3.5 Help (Level AAA) Revised Section 508 – Does not apply	Not Applicable	In the Space & reservation application there is no such element present

3.3.6 Error Prevention (All) (Level AAA) Revised Section 508 – Does not apply	Not Applicable	In the Space & reservation application there is no such element present
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