# Service Portal Accessibility Conformance Report

## International Edition

Based on VPAT® Version 2.4

## Report Details

| Field | Description |
|---|---|
| Name of Product | ServiceNow® Service Portal |
| Version | Tokyo |
| Report Date | October 6, 2022 |
| Product Description | Service Portal is an application in the Now Platform® that is used to build mobile-friendly self-service experiences for users. |
| Contact Information | accessibility@servicenow.com |
| Notes | • This 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 San Diego Service Portal Accessibility Conformance Report dated August 4, 2022. |

# Evaluation Methods Used

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

- Assistive technologies used in this evaluation included NVDA, JAWS, and VoiceOver, as well as exclusive use of the keyboard to navigate and operate the product content and functionality.

- The evaluation process used a combination of automated checks as well as human testing/evaluation of specific workflows.

- This Accessibility Conformance Report is based on known conformance issues related to Service Portal. Other potential accessibility and usability issues may exist but are unknown at this time.

# Applicable Standards/Guidelines

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

| Standard/Guideline | Included in Report |
|---|---|
| Web Content Accessibility Guidelines 2.0 | Level A (Yes) <br> Level AA (Yes) <br> Level AAA (No) |
| Web Content Accessibility Guidelines 2.1 | 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) |
| EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11) | (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.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549:  Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation

- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.x 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: Level A Success Criteria

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.1.1 Non-text Content** (Level A)<br><br>Also applies to:<br><br>EN 301 549 Criteria<br><br>• 9.1.1.1 (Web)<br>• 10.1.1.1 (Non-web document)<br>• 11.1.1.1.1 (Open Functionality Software)<br>• 11.1.1.1.2 (Closed Functionality Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br><br>Revised Section 508<br><br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Partially Supports** | Service Portal provides sufficient text alternatives for any instances of non-text content, with the following exception:<br><br>• Vendor Risk Assessments: iocns lack accessible name. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.2.1 Audio-only and Video-only (Prerecorded)** (Level A)<br><br>Also applies to:<br><br>EN 301 549 Criteria<br><br>• 9.1.2.1 (Web)<br>• 10.1.2.1 (Non-web document)<br>• 11.1.2.1.1 (Open Functionality Software)<br>• 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br><br>Revised Section 508<br><br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Not Applicable** | Service Portal does not contain prerecorded audio-only or video-only media. |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.2.2 Captions (Prerecorded)** (Level A)<br><br>Also applies to:<br><br>EN 301 549 Criteria<br><br>• 9.1.2.2 (Web)<br>• 10.1.2.2 (Non-web document)<br>• 11.1.2.2 (Open Functionality Software)<br>• 11.1.2.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br><br>Revised Section 508<br><br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Not Applicable** | Service Portal does not contain prerecorded synchronized media. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.2.3 Audio Description or Media Alternative (Prerecorded)** (Level A)<br><br>Also applies to:<br><br>EN 301 549 Criteria<br><br>• 9.1.2.3 (Web)<br>• 10.1.2.3 (Non-web document)<br>• 11.1.2.3.1 (Open Functionality Software)<br>• 11.1.2.3.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br><br>Revised Section 508<br><br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Not Applicable** | Service Portal does not contain prerecorded video content that would require audio description or a media alternative. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.3.1 Info and Relationships** (Level A)<br><br>Also applies to:<br><br>EN 301 549 Criteria<br><br>• 9.1.3.1 (Web)<br>• 10.1.3.1 (Non-web document)<br>• 11.1.3.1.1 (Open Functionality Software)<br>• 11.1.3.1.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br><br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Partially Supports** | Visual structure and relationship information for Service Portal is provided through object information or is available in text.<br><br>Exceptions include:<br><br>• In the Activity section, information about user profile images present beside comments is not available for screen reader users.<br><br>• When multiple sorting options are selected, there is an intrinsic order to the options selected. However, this information is only presented visually; assistive technology users will not have access to this information.<br><br>• Search edit field: List items are not defined in the semantic order for the check boxes present in the page.<br><br>• Vendor Risk Assessments: The table lacks appropriate table headers for the icons column.<br><br>• The Last updated value displayed is not the same as the value read by the screen reader. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.3.2 Meaningful Sequence** (Level A) <br> Also applies to: <br> EN 301 549 Criteria <br> • 9.1.3.2 (Web) <br> • 10.1.3.2 (Non-web document) <br> • 11.1.3.2.1 (Open Functionality Software) <br> • 11.1.3.2.2 (Closed Software) <br> • 11.8.2 (Authoring Tool) <br> • 12.1.2 (Product Docs) <br> • 12.2.4 (Support Docs) <br> Revised Section 508 <br> • 501 (Web)(Software) <br> • 504.2 (Authoring Tool) <br> • 602.3 (Support Docs) | **Supports** | Content in Service Portal is presented in a meaningful sequence. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.3.3 Sensory Characteristics** (Level A) Also applies to: EN 301 549 Criteria <br>• 9.1.3.3 (Web) <br>• 10.1.3.3 (Non-web document) <br>• 11.1.3.3 (Open Functionality Software) <br>• 11.1.3.3 (Closed Software) <br>• 11.8.2 (Authoring Tool) <br>• 12.1.2 (Product Docs) <br>• 12.2.4 (Support Docs) <br>Revised Section 508 <br>• 501 (Web)(Software) <br>• 504.2 (Authoring Tool) <br>• 602.3 (Support Docs) | **Supports** | Instructions in Service Portal do not rely solely on sensory characteristics. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.4.1 Use of Color** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br><br>• 9.1.4.1 (Web)<br>• 10.1.4.1 (Non-web document)<br>• 11.1.4.1 (Open Functionality Software)<br>• 11.1.4.1 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br><br>Revised Section 508<br><br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Partially Supports** | Service Portal site content and functionality do not convey information through color alone, with the following exception:<br><br>• On any form field that contains an error, the error is indicated by color alone once you dismiss the error notification message. |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.4.2 Audio Control** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.4.2 (Web)<br>• 10.1.4.2 (Non-web document)<br>• 11.1.4.2 (Open Functionality Software)<br>• 11.1.4.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Not Applicable** | Service Portal does not contain audio that plays automatically. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.1.1 Keyboard** (Level A)<br><br>Also applies to:<br><br>EN 301 549 Criteria<br>- 9.2.1.1 (Web)<br>- 10.2.1.1 (Non-web document)<br>- 11.2.1.1.1 (Open Functionality Software)<br>- 11.2.1.1.2 (Closed Software)<br>- 11.8.2 (Authoring Tool)<br>- 12.1.2 (Product Docs)<br>- 12.2.4 (Support Docs)<br><br>Revised Section 508<br>- 501 (Web)(Software)<br>- 504.2 (Authoring Tool)<br>- 602.3 (Support Docs) | **Partially Supports** | Service Portal functionality can be accessed and operated using a keyboard, with the following exceptions:<br><br>- Tooltips are unavailable for the Toggle Date/Time picker button and Close button(user record dialog) when accessed with the keyboard.<br>- Record producer - Multi row variable set - Closing an error message is not operable through the keyboard.<br>- The X (Close) icon in the Code Editor/Source code in TinyMCE is not accessible via the keyboard.<br>- At small viewport sizes, navigation items are collapsed into a menu and are not keyboard focusable. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.1.2 No Keyboard Trap** (Level A)<br><br>Also applies to:<br><br>EN 301 549 Criteria<br><br>• 9.2.1.2 (Web)<br>• 10.2.1.2 (Non-web document)<br>• 11.2.1.2 (Open Functionality Software)<br>• 11.2.1.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br><br>Revised Section 508<br><br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Supports** | Service Portal does not include any known keyboard traps. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.1.4 Character Key Shortcuts** (Level A 2.1 only)<br><br>Also applies to:<br><br>EN 301 549 Criteria<br><br>• 9.2.1.4 (Web)<br>• 10.2.1.4 (Non-web document)<br>• 11.2.1.4.1 (Open Functionality Software)<br>• 11.2.1.4.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br><br>Revised Section 508 – Does not apply | **Supports** | Service Portal does not use single-key shortcuts. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.2.1 Timing Adjustable** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.2.1 (Web)<br>• 10.2.2.1 (Non-web document)<br>• 11.2.2.1 (Open Functionality Software)<br>• 11.2.2.1 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Partially Supports** | In Service Portal, there are known instances of users being logged out of authenticated sessions for security reasons without the ability to extend the session; users are only notified of the termination of the authenticated session after-the-fact. |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.2.2 Pause, Stop, Hide** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.2.2 (Web)<br>• 10.2.2.2 (Non-web document)<br>• 11.2.2.2 (Open Functionality Software)<br>• 11.2.2.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Supports** | Service Portal does not include elements that move, blink, scroll, or auto-update. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.3.1 Three Flashes or Below Threshold** (Level A)<br><br>Also applies to:<br><br>EN 301 549 Criteria<br>• 9.2.3.1 (Web)<br>• 10.2.3.1 (Non-web document)<br>• 11.2.3.1 (Open Functionality Software)<br>• 11.2.3.1 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br><br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Supports** | Service Portal does not contain any flashing or strobing content. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.4.1 Bypass Blocks** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.4.1 (Web)<br>• 10.2.4.1 (Non-web document) – Does not apply<br>• 11.2.4.1 (Open Functionality Software) – Does not apply<br>• 11.2.4.1 (Closed Software) – Does not apply<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<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 | **Supports** | Pages in Service Portal use HTML5 landmark regions, which will allow screen readers to meet this requirement.<br><br>However, there is no specific "Skip nav" link on multiple pages, which will impede (but not block) sighted keyboard-only users. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.4.2 Page Titled** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.4.2 (Web)<br>• 10.2.4.2 (Non-web document)<br>• 11.2.4.2 (Open Functionality Software) - Does not apply<br>• 11.2.4.2 (Closed Software) – Does not apply<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Supports** | Pages in Service Portal have appropriate page titles. |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.4.3 Focus Order** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.4.3 (Web)<br>• 10.2.4.3 (Non-web document)<br>• 11.2.4.3 (Open Functionality Software)<br>• 11.2.4.3 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Supports** | Components in Service Portal receive focus in a meaningful order. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.4.4 Link Purpose (In Context)** (Level A) Also applies to: EN 301 549 Criteria <ul><li>9.2.4.4 (Web)</li><li>10.2.4.4 (Non-web document)</li><li>11.2.4.4 (Open Functionality Software)</li><li>11.2.4.4 (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> Revised Section 508 <ul><li>501 (Web)(Software)</li><li>504.2 (Authoring Tool)</li><li>602.3 (Support Docs)</li></ul> | **Supports** | The purpose of each link in Service Portal can be determined from the link text alone or from the programmatic context of the link. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.5.1 Pointer Gestures** (Level A 2.1 only)<br><br>Also applies to:<br><br>EN 301 549 Criteria<br><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)<br><br>Revised Section 508 – Does not apply | **Supports** | Service Portal does not contain any functionality that uses multipoint or path-based gestures for operation. |
| **2.5.2 Pointer Cancellation** (Level A 2.1 only)<br><br>Also applies to:<br><br>EN 301 549 Criteria<br><br>• 9.2.5.2 (Web)<br>• 10.2.5.2 (Non-web document)<br>• 11.2.5.2 (Open Functionality Software)<br>• 11.2.5.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br><br>Revised Section 508 – Does not apply | **Supports** | In Service Portal, the down-event of the pointer is not used to execute any part of the function. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.5.3 Label in Name** (Level A 2.1 only)<br><br>Also applies to:<br><br>EN 301 549 Criteria<br><br>• 9.2.5.3 (Web)<br>• 10.2.5.3 (Non-web document)<br>• 11.2.5.3.1 (Open Functionality Software)<br>• 11.2.5.3.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br><br>Revised Section 508 – Does not apply | **Partially Supports** | In the Service Portal interface, components with labels that include text or images of text, the name contains the text that is presented visually, with the following exception:<br><br>• The 'Send' button on the activity stream is labelled 'Submit', yet the editorial content speaks to the "Send button". |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.5.4 Motion Actuation** (Level A 2.1 only)<br><br>Also applies to:<br><br>EN 301 549 Criteria<br><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)<br><br>Revised Section 508 – Does not apply | **Supports** | Service Portal does not have any Functionality that can be operated by device motion or user motion. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **3.1.1 Language of Page** (Level A)<br><br>Also applies to:<br><br>EN 301 549 Criteria<br><br>• 9.3.1.1 (Web)<br>• 10.3.1.1 (Non-web document)<br>• 11.3.1.1.1 (Open Functionality Software)<br>• 11.3.1.1.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br><br>Revised Section 508<br><br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Supports** | The default language of each page in Service Portal is identified using the LANG attribute in the HTML element. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **3.2.1 On Focus** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.3.2.1 (Web)<br>• 10.3.2.1 (Non-web document)<br>• 11.3.2.1 (Open Functionality Software)<br>• 11.3.2.1 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Supports** | Components in Service Portal do not initiate a change of context when in focus. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **3.2.2 On Input** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br><ul><li>9.3.2.2 (Web)</li><li>10.3.2.2 (Non-web document)</li><li>11.3.2.2 (Open Functionality Software)</li><li>11.3.2.2 (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>Revised Section 508<br><ul><li>501 (Web)(Software)</li><li>504.2 (Authoring Tool)</li><li>602.3 (Support Docs)</li></ul> | **Supports** | In Service Portal, changes of context do not occur automatically on user input. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **3.3.1 Error Identification** (Level A)<br><br>Also applies to:<br><br>EN 301 549 Criteria<br>• 9.3.3.1 (Web)<br>• 10.3.3.1 (Non-web document)<br>• 11.3.3.1.1 (Open Functionality Software)<br>• 11.3.3.1.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Supports** | Where errors are automatically detected in Service Portal, the error is identified and an error message is provided as text. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **3.3.2 Labels or Instructions** (Level A) <br> Also applies to: <br> EN 301 549 Criteria <br> • 9.3.3.2 (Web) <br> • 10.3.3.2 (Non-web document) <br> • 11.3.3.2 (Open Functionality Software) <br> • 11.3.3.2 (Closed Software) <br> • 11.8.2 (Authoring Tool) <br> • 12.1.2 (Product Docs) <br> • 12.2.4 (Support Docs) <br> Revised Section 508 <br> • 501 (Web)(Software) <br> • 504.2 (Authoring Tool) <br> • 602.3 (Support Docs) | **Partially Supports** | A label is provided for each of Service Portal's input fields, with the following exceptions: <br> • Multiple Form controls rely on placeholder text as a label. <br> • There's no visual cue to users that column headers are sortable, or that they can/should be clicked. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **4.1.1 Parsing** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.4.1.1 (Web)<br>• 10.4.1.1 (Non-web document)<br>• 11.4.1.1.1 (Open Functionality Software)<br>• 11.4.1.1.2 (Closed Software) – Does not apply<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Supports** | Service Portal webpages use semantically correct markup for all interface elements and have complete start and end tags. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **4.1.2 Name, Role, Value** (Level A)<br><br>Also applies to:<br><br>EN 301 549 Criteria<br><br>• 9.4.1.2 (Web)<br>• 10.4.1.2 (Non-web document)<br>• 11.4.1.2.1 (Open Functionality Software)<br>• 11.4.1.2.2 (Closed Software) – Not required<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br><br>Revised Section 508<br><br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Partially Supports** | User interface components in Service Portal provide programmatic name, role, and/or state information, with the following exceptions:<br><br>• Screen reader on a carousel in service portal navigation doesn't tell which slide is currently active.<br>• Search Assist: Submit button is read aloud as blank.<br>• IOS - MESP : Value of the "Quantity" form control is programmatically exposed incorrectly as a link.<br>• Order confirmation dialog does not have role of dialog.<br>• Create a catalog item: X icon (Close modal) is read only as button and clicking on it does not convey any information to the screen reader user.<br>• Misuse of aria-attribute - places focus on content not intended to be focusable. |

## Table 2: Level AA Success Criteria

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.2.4 Captions (Live)** (Level AA)<br><br>Also applies to:<br><br>EN 301 549 Criteria<br><br>• 9.1.2.4 (Web)<br>• 10.1.2.4 (Non-web document)<br>• 11.1.2.4 (Open Functionality Software)<br>• 11.1.2.4 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br><br>Revised Section 508<br><br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Not Applicable** | Service Portal does not contain live synchronized media. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.2.5 Audio Description (Prerecorded)** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.2.5 (Web)<br>• 10.1.2.5 (Non-web document)<br>• 11.1.2.5 (Open Functionality Software)<br>• 11.1.2.5 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Not Applicable** | Service Portal does not contain prerecorded video content that would require audio description. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.3.4 Orientation** (Level AA 2.1 only)<br><br>Also applies to:<br><br>EN 301 549 Criteria<br><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)<br><br>Revised Section 508 – Does not apply | **Supports** | Service Portal content does not restrict its view and operation to a single display orientation. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.3.5 Identify Input Purpose** (Level AA 2.1 only)<br><br>Also applies to:<br><br>EN 301 549 Criteria<br><br>• 9.1.3.5 (Web)<br><br>• 10.1.3.5 (Non-web document)<br><br>• 11.1.3.5.1 (Open Functionality Software)<br><br>• 11.1.3.5.2 (Closed Software)<br><br>• 11.8.2 (Authoring Tool)<br><br>• 12.1.2 (Product Docs)<br><br>• 12.2.4 (Support Docs)<br><br>Revised Section 508 – Does not apply | **Supports** | Service Portal does not have any applicable text input fields. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.4.3 Contrast (Minimum)** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.4.3 (Web)<br>• 10.1.4.3 (Non-web document)<br>• 11.1.4.3 (Open Functionality Software)<br>• 11.1.4.3 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Partially Supports** | Text in Service Portal meets minimum contrast requirements, including the text color on hover and focus states, with the following exceptions (mostly related to High Contrast mode):<br>• When in High Contrast Black/White modes, keyboard focus is not visible on Image Scale radio buttons and the Choice list items.<br>• In High Contrast black mode the Show Password button is not visible in the login window.<br>• Create a catalog item: There are color contrast issues on the input combo box List collector and the Requestor form. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.4.4 Resize text** (Level AA) <br> Also applies to: <br> EN 301 549 Criteria <br> • 9.1.4.4 (Web) <br> • 10.1.4.4 (Non-web document) <br> • 11.1.4.4.1 (Open Functionality Software) <br> • 11.1.4.4.2 (Closed Software) <br> • 11.8.2 (Authoring Tool) <br> • 12.1.2 (Product Docs) <br> • 12.2.4 (Support Docs) <br> Revised Section 508 <br> • 501 (Web)(Software) <br> • 504.2 (Authoring Tool) <br> • 602.3 (Support Docs) | **Partially Supports** | Service Portal supports standard zoom capabilities built into modern web browsers and operating systems. Content can be increased up to 200 percent without loss of content or functionality, with the following exception: <br> • Resizing text styles within browser settings. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.4.5 Images of Text** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.4.5 (Web)<br>• 10.1.4.5 (Non-web document)<br>• 11.1.4.5.1 (Open Functionality Software)<br>• 11.1.4.5.2 (Closed Software) – Does not apply<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Supports** | Service Portal uses text instead of images of text. |

![servicenow logo]

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.4.10 Reflow** (Level AA 2.1 only)<br><br>Also applies to:<br><br>EN 301 549 Criteria<br><br>• 9.1.4.10 (Web)<br>• 10.1.4.10 (Non-web document)<br>• 11.1.4.10 (Open Functionality Software)<br>• 11.1.4.10 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br><br>Revised Section 508 – Does not apply | **Partially Supports** | Service Portal content reflows at different screen widths without loss of information or functionality, and without requiring scrolling in two dimensions, with the following exceptions:<br><br>• At 200% zoom, some input field values do not fully move onto the screen on input focus.<br>• When the horizontal scrollbar appears, the page overflows at 120% and 133% text zoom. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.4.11 Non-text Contrast** (Level AA 2.1 only)<br><br>Also applies to:<br><br>EN 301 549 Criteria<br><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)<br><br>Revised Section 508 – Does not apply | **Supports** | Interface Components and parts of graphics required to understand the content of the application meet the minimum 3:1 color contrast requirements. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.4.12 Text Spacing** (Level AA 2.1 only)<br><br>Also applies to:<br><br>EN 301 549 Criteria<br><br>• 9.1.4.12 (Web)<br>• 10.1.4.12 (Non-web document)<br>• 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)<br><br>Revised Section 508 – Does not apply | **Partially Supports** | Service Portal meets the text spacing requirements found in WCAG 2.1, with the following exception:<br><br>• 'Virtual Agent' dialog does not appear to support Text spacing as required. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.4.13 Content on Hover or Focus** (Level AA 2.1 only)<br><br>Also applies to:<br><br>EN 301 549 Criteria<br><br>• 9.1.4.13 (Web)<br>• 10.1.4.13 (Non-web document)<br>• 11.1.4.13 (Open Functionality Software)<br>• 11.1.4.13 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br><br>Revised Section 508 – Does not apply | **Partially Supports** | Service Portal meets the requirements of this Success Criteria, with the following exceptions:<br><br>• When a user hovers on the 'star ratings', a tooltip appears but the user is unable to move the mouse pointer over the additional star ratings tooltip.<br>• Remove Sort Order hover content does not allow the user to move the mouse cursor to it. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.4.5 Multiple Ways** (Level AA)<br><br>Also applies to:<br><br>EN 301 549 Criteria<br><br>• 9.2.4.5 (Web)<br>• 10.2.4.5 (Non-web document) – Does not apply<br>• 11.2.4.5 (Open Functionality Software) – Does not apply<br>• 11.2.4.5 (Closed Software) – Does not apply<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br><br>Revised Section 508<br><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 | **Supports** | Service Portal provides more than one way of finding content, including a navigation bar, and search. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.4.6 Headings and Labels**<br>(Level AA)<br><br>Also applies to:<br><br>EN 301 549 Criteria<br><br>• 9.2.4.6 (Web)<br><br>• 10.2.4.6 (Non-web document)<br><br>• 11.2.4.6 (Open Functionality Software)<br><br>• 11.2.4.6 (Closed Software)<br><br>• 11.8.2 (Authoring Tool)<br><br>• 12.1.2 (Product Docs)<br><br>• 12.2.4 (Support Docs)<br><br>Revised Section 508<br><br>• 501 (Web)(Software)<br><br>• 504.2 (Authoring Tool)<br><br>• 602.3 (Support Docs) | **Partially Supports** | Service Portal uses meaningful semantic headings to label content blocks. Form input labels are associated to their inputs and provide a useful label to those inputs, with the following exception:<br><br>• On the survey page, combo boxes (used for choice and reference questions) have no associated accessible name. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.4.7 Focus Visible** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.4.7 (Web)<br>• 10.2.4.7 (Non-web document)<br>• 11.2.4.7 (Open Functionality Software)<br>• 11.2.4.7 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Partially Supports** | Focusable elements in Service Portal have a visible keyboard focus indicator, with the following exceptions:<br>• Search Assist: Focus is not visible on the Submit button.<br>• Vaccine Administration Management - Patient Portal : Focus is not visible after form submission. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **3.1.2 Language of Parts** (Level AA)<br><br>Also applies to:<br><br>EN 301 549 Criteria<br><br>• 9.3.1.2 (Web)<br>• 10.3.1.2 (Non-web document)<br>• 11.3.1.2 (Open Functionality Software) – Does not apply<br>• 11.3.1.2 (Closed Software) – Does not apply<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br><br>Revised Section 508<br><br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Supports** | Within Service Portal default webpages, the language of each portion of the page is programmatically determinable. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **3.2.3 Consistent Navigation** (Level AA)<br><br>Also applies to:<br><br>EN 301 549 Criteria<br><br>• 9.3.2.3 (Web)<br>• 10.3.2.3 (Non-web document) – Does not apply<br>• 11.3.2.3 (Open Functionality Software) – Does not apply<br>• 11.3.2.3 (Closed Software) – Does not apply<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br><br>Revised Section 508<br><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 | **Supports** | Service Portal provides consistent and repeatable navigation. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **3.2.4 Consistent Identification** (Level AA) <br><br> Also applies to: <br><br> EN 301 549 Criteria <br><br> • 9.3.2.4 (Web) <br><br> • 10.3.2.4 (Non-web document) – Does not apply <br><br> • 11.3.2.4 (Open Functionality Software) – Does not apply <br><br> • 11.3.2.4 (Closed Software) – Does not apply <br><br> • 11.8.2 (Authoring Tool) <br><br> • 12.1.2 (Product Docs) <br><br> • 12.2.4 (Support Docs) <br><br> Revised Section 508 <br><br> • 501 (Web)(Software) – Does not apply to non-web software <br><br> • 504.2 (Authoring Tool) <br><br> • 602.3 (Support Docs) – Does not apply to non-web docs | **Supports** | Components that have the same functionality within Service Portal are identified consistently. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **3.3.3 Error Suggestion** (Level AA)<br><br>Also applies to:<br><br>EN 301 549 Criteria<br><br>• 9.3.3.3 (Web)<br>• 10.3.3.3 (Non-web document)<br>• 11.3.3.3 (Open Functionality Software)<br>• 11.3.3.3 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br><br>Revised Section 508<br><br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Supports** | When an error is automatically detected within a native data entry form in Service Portal, the resulting error message provides suggestions for correction. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **3.3.4 Error Prevention (Legal, Financial, Data)** (Level AA)<br><br>Also applies to:<br><br>EN 301 549 Criteria<br>• 9.3.3.4 (Web)<br>• 10.3.3.4 (Non-web document)<br>• 11.3.3.4 (Open Functionality Software)<br>• 11.3.3.4 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br><br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Supports** | No forms within Service Portal submit actions that cause legal commitments or financial transactions to occur, nor do any forms submit actions that modify or delete user-controllable data in the data storage system. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **4.1.3 Status Messages** (Level AA 2.1 only)<br><br>Also applies to:<br><br>EN 301 549 Criteria<br>• 9.4.1.3 (Web)<br>• 10.4.1.3 (Non-web document)<br>• 11.4.1.3 (Open Functionality Software)<br>• 11.4.1.3 (Closed Software) – Does not apply<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | **Partially Supports** | Service Portal status messages can be programmatically determined through role or properties, with the following exception:<br><br>• A status message is not announced when a request is Approved/Rejected. |

## Table 3: Level AAA Success Criteria

Notes: Not Evaluated

# Revised Section 508 Report

Notes:

## Chapter 3: [Functional Performance Criteria](#) (FPC)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 302.1 Without Vision | **Partially Supports** | With some exceptions noted above, Service Portal is functional to screen reading technology. |
| 302.2 With Limited Vision | **Partially Supports** | With some minor exceptions noted above, Service Portal supports text and screen enlargement. |
| 302.3 Without Perception of Color | **Partially Supports** | There are a few instances in Service Portal where color is being used to convey information. |
| 302.4 Without Hearing | **Supports** | There is nothing within Service Portal that explicitly requires hearing. |
| 302.5 With Limited Hearing | **Supports** | There is nothing within Service Portal that explicitly requires hearing. |
| 302.6 Without Speech | **Supports** | There is nothing within Service Portal that explicitly requires speech. |
| 302.7 With Limited Manipulation | **Partially Supports** | There is some functionality within Service Portal that cannot be manipulated via the keyboard. |
| 302.8 With Limited Reach and Strength | **Partially Supports** | There is some functionality within Service Portal that |

| Criteria | Conformance Level | Remarks and Explanations |
|----------|------------------|--------------------------|
| | | cannot be manipulated via the keyboard. |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | **Supports** | Certain terms and descriptions of features necessary for the use of Service Portal use standard terms which may not be understandable by users with limited language, cognitive, or learning abilities. |

## Chapter 4: : [Hardware](#)

Notes: Not Applicable

## 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 | Does not apply to a web only application. |
| *503 Applications* | Heading cell – no response required | Does not apply to a web only application. |
| *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. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | **Not Applicable** | Service Portal is not an authoring tool. |
| 504.2.2 PDF Export | **Not Applicable** | Service Portal is not an authoring tool. |
| 504.3 Prompts | **Not Applicable** | Service Portal is not an authoring tool. |
| 504.4 Templates | **Not Applicable** | Service Portal is not an authoring tool. |

## 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 |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 602.2 Accessibility and Compatibility Features | **Not Applicable** | This report covers accessibility conformance for Service Portal and does not address Support Documentation or Support Services. For Product Documentation accessibility conformance, see the Product Documentation site ACR on the Accessibility Conformance Reports page of the Product Documentation site. |
| 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 | **Not Applicable** | This report covers accessibility conformance for Service Portal only and does not address Support Documentation or Support Services. |
| *603 Support Services* | Heading cell – no response required | Heading cell – no response required |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 603.2 Information on Accessibility and Compatibility Features | **Not Applicable** | This report covers accessibility conformance for Service Portal only and does not address Support Documentation or Support Services. |
| 603.3 Accommodation of Communication Needs | **Not Applicable** | This report covers accessibility conformance for Service Portal only and does not address Support Documentation or Support Services. |

# EN 301 549 Report

Notes:

## Chapter 4: Functional Performance Statements (FPS)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 4.2.1 Usage without vision | **Partially Supports** | With some minor exceptions noted above, Service Portal is functional to screen reading technology. |
| 4.2.2 Usage with limited vision | **Partially Supports** | With some minor exceptions noted above, Service Portal supports text and screen enlargement. |

![servicenow](servicenow logo)

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 4.2.3 Usage without perception of color | **Partially Supports** | There are a few instances in Service Portal where color alone is being used to convey information. |
| 4.2.4 Usage without hearing | **Supports** | There is nothing within Service Portal that explicitly requires hearing. |
| 4.2.5 Usage with limited hearing | **Supports** | There is nothing within Service Portal that explicitly requires hearing. |
| 4.2.6 Usage with no or limited vocal capability | **Supports** | There is nothing within Service Portal that explicitly requires speech. |
| 4.2.7 Usage with limited manipulation or strength | **Partially Supports** | There is some functionality within Service Portal that cannot be manipulated via the keyboard. |
| 4.2.8 Usage with limited reach | **Partially Supports** | There is some functionality within Service Portal that cannot be manipulated via the keyboard. |
| 4.2.9 Minimize photosensitive seizure triggers | **Supports** | There is nothing within Service Portal that would act as a photosensitive seizure trigger. |
| 4.2.10 Usage with limited cognition, language, or learning | **Supports** | Certain terms and descriptions of features necessary for the use of Service Portal use standard terms which may not be understandable by users with limited language, cognitive, or learning abilities. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 4.2.11 Privacy | **Supports** | Service Portal has systems in place to protect the privacy of individual users. |

## Chapter 5: **Generic Requirements**

Notes: Not Applicable – There is no closed functionality in Service Portal.

## Chapter 6: **ICT with Two-Way Voice Communication**

Notes: Not Applicable

## Chapter 7: **ICT with Video Capabilities**

Notes: Not Applicable

## Chapter 8: **Hardware**

Notes: Not Applicable

## Chapter 9: **Web** *(See WCAG 2.x section)*

Notes:

## Chapter 10:  Non-Web Software

Notes: Not Applicable

# Chapter 11: Software

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 11.0 General (informative) | Heading cell – no response required | Heading cell – no response required |
| 11.1.1.1 through 11.4.1.3 | See WCAG 2.x section | See information in WCAG 2.x section. |
| 11.5 Interoperability with assistive technology | Heading cell – no response required | Heading cell – no response required |
| 11.5.1 Closed functionality | Heading cell – no response required | Heading cell – no response required |
| 11.5.2 Accessibility services | Heading cell – no response required | Heading cell – no response required |
| 11.5.2.1 Platform accessibility service support for software that provides a user interface | See 11.5.2.5 through 11.5.2.17 | See information in 11.5.2.5 through 11.5.2.17. |
| 11.5.2.2 Platform accessibility service support for assistive technologies | See 11.5.2.5 through 11.5.2.17 | See information in 11.5.2.5 through 11.5.2.17. |
| 11.5.2.3 Use of accessibility services | **Not Applicable** | Service Portal is a web-based application that relies on user-agent functionality. |
| 11.5.2.4 Assistive technology | **Not Applicable** | Service Portal is a web-based application that relies on user-agent functionality. |
| 11.5.2.5 Object information | **Not Applicable** | Service Portal is a web-based application that relies on user-agent functionality. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 11.5.2.6 Row, column, and headers | **Not Applicable** | Service Portal is a web-based application that relies on user-agent functionality. |
| 11.5.2.7 Values | **Not Applicable** | Service Portal is a web-based application that relies on user-agent functionality. |
| 11.5.2.8 Label relationships | **Not Applicable** | Service Portal is a web-based application that relies on user-agent functionality. |
| 11.5.2.9 Parent-child relationships | **Not Applicable** | Service Portal is a web-based application that relies on user-agent functionality. |
| 11.5.2.10 Text | **Not Applicable** | Service Portal is a web-based application that relies on user-agent functionality. |
| 11.5.2.11 List of available actions | **Not Applicable** | Service Portal is a web-based application that relies on user-agent functionality. |
| 11.5.2.12 Execution of available actions | **Not Applicable** | Service Portal is a web-based application that relies on user-agent functionality. |
| 11.5.2.13 Tracking of focus and selection attributes | **Not Applicable** | Service Portal is a web-based application that relies on user-agent functionality. |
| 11.5.2.14 Modification of focus and selection attributes | **Not Applicable** | Service Portal is a web-based application that relies on user-agent functionality. |
| 11.5.2.15 Change notification | **Not Applicable** | Service Portal is a web-based application that relies on user-agent functionality. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 11.5.2.16 Modifications of states and properties | **Not Applicable** | Service Portal is a web-based application that relies on user-agent functionality. |
| 11.5.2.17 Modifications of values and text | **Not Applicable** | Service Portal is a web-based application that relies on user-agent functionality. |
| 11.6 Documented accessibility usage | Heading cell – no response required | Heading cell – no response required |
| 11.6.1 User control of accessibility features | **Not Applicable** | Service Portal is a web-based application that relies on user-agent functionality. |
| 11.6.2 No disruption of accessibility features | **Not Applicable** | Service Portal is a web-based application that relies on user-agent functionality. |
| 11.7 User preferences | **Not Applicable** | Service Portal is a web-based application that relies on user-agent functionality. |
| 11.8 Authoring tools | Heading cell – no response required | Heading cell – no response required |
| 11.8.1 Content technology | Heading cell – no response required | Heading cell – no response required |
| 11.8.2 Accessible content creation | See WCAG 2.x section (If not authoring tool, enter "Not Applicable") | See information in WCAG 2.x section. |
| 11.8.3 Preservation of accessibility information in transformations | **Not Applicable** | Service Portal is not an authoring tool. |
| 11.8.4 Repair assistance | **Not Applicable** | Service Portal is not an authoring tool. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 11.8.5 Templates | **Not Applicable** | Service Portal is not an authoring tool. |

## Chapter 12: Documentation and Support Services

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 12.1 Product documentation | Heading cell – no response required | Heading cell – no response required |
| 12.1.1 Accessibility and compatibility features | **Not Applicable** | This report covers accessibility conformance for Service Portal only and does not address Documentation or Support Services.<br><br>For Product Documentation accessibility conformance, see the Product Documentation site ACR on the Accessibility Conformance Reports page of the Product Documentation site. |
| 12.1.2 Accessible documentation | See WCAG 2.x section | See information in WCAG 2.x section. |
| 12.2 Support Services | Heading cell – no response required | Heading cell – no response required |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 12.2.2 Information on accessibility and compatibility features | **Not Applicable** | This report covers accessibility conformance for Service Portal only and does not address Documentation or Support Services. |
| 12.2.3 Effective communication | **Not Applicable** | This report covers accessibility conformance for Service Portal only and does not address Documentation or Support Services. |
| 12.2.4 Accessible documentation | See WCAG 2.x section | See information in WCAG 2.x section. |

## Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: Not Applicable

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