

Now Agent for iOS Accessibility Conformance Report

International Edition
Based on VPAT® Version 2.5

Report Details

Field	Description
Name of Product	ServiceNow® Now Agent for iOS
Version	Zurich
Report Date	March 12, 2026
Product Description	Use the ServiceNow Mobile Agent app to update records, coordinate with coworkers, track your location, and work without an internet connection — all from your mobile device.
Contact Information	accessibility@servicenow.com
Notes	<ul style="list-style-type: none"> • This product is a mobile application. The information contained in this report only applies to this release of this application. • Accessibility conformance details for other ServiceNow products are covered in separate reports. See Accessibility Conformance Reports on the Product Documentation site. • Any customization of this application or the ServiceNow AI Platform may have an impact on the specifics in this report. • This version of the report replaces the Xanadu Now Agent for iOS version dated March 12, 2025.

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, VoiceOver, TalkBack, and ZoomText. Additionally, the keyboard was used exclusively to navigate and operate the product content and functionality.
- The evaluation process used a combination of independent 3rd party assessments and automated checks, as well as human testing/evaluation of specific workflows.
- This Accessibility Conformance Report is based on known conformance issues related to Now Agent for iOS. Other potential accessibility and usability issues may exist but are unknown at this time.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017, and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(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 only be used in WCAG Level AAA criteria.

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: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Now Agent for iOS provides sufficient text alternatives for any instances of non-text content.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Not Applicable</p>	<p>Now Agent for iOS does not contain prerecorded audio-only or video-only media.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Not Applicable</p>	<p>Now Agent for iOS does not contain prerecorded synchronized media.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Not Applicable</p>	<p>Now Agent for iOS does not contain prerecorded video content that would require audio description or a media alternative.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Visual structure and relationship information for Now Agent for iOS are provided through object information or are available in text, with the following exceptions:</p> <ul style="list-style-type: none"> • “Delete entry” buttons do not have an association with an asset tag. • The garbage icon in the location workspace has the same name for all entries.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Content in Now Agent for iOS is presented in a meaningful sequence.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Instructions in Now Agent for iOS do not rely solely on sensory characteristics.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.1 Use of Color</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Now Agent for iOS site content and functionality do not convey information through color alone.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.2 Audio Control</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Now Agent for iOS does not contain audio that plays automatically.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Now Agent for iOS functionality can be accessed and operated using a keyboard, with the following exceptions:</p> <ul style="list-style-type: none"> • When attempting to review, delete text, or correct entered values in the text field of a scan screen, VoiceOver users will find that the text field is not fully interactive. • When VoiceOver users enter values in the asset lookup field, they will find they cannot review entered in values.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Now Agent for iOS does not include any known keyboard traps.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 - Does not apply</p>	<p>Supports</p>	<p>Now Agent for iOS does not use any single-key shortcuts, other than those restricted to a focused component.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Now Agent for iOS allows users to extend the session timeout as required.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Now Agent for iOS does not include elements that move, blink, scroll, or auto-update.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Now Agent for iOS does not contain any flashing or strobing content.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) - Does not apply • 11.2.4.1 (Open Functionality Software) - Does not apply • 11.2.4.1 (Closed Software) - Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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 	<p>Supports</p>	<p>Pages in Now Agent for iOS use HTML5 landmark regions, which will allow screen readers to meet this requirement.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) - Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Pages in Now Agent for iOS have appropriate page titles.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.3 Focus Order</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring 	<p>Partially Supports</p>	<p>Components in Now Agent for iOS receive focus in a meaningful order, with the following exceptions:</p> <ul style="list-style-type: none"> • When a user selects a location card, the focus does not consistently start at the top of page. • Screen reader focus does not begin at the top of content for most pages during the “Stockroom asset” flow. • When VoiceOver users activate the Asset lookup button, they will find that focus shifts to the asset tag input element. • When keyboard users change the tab page selection, the user focus leaves the tabs and returns to the “Stockroom record details” heading. • The “Last scan:” and scanned asset text objects receive focus with keyboard, but they are not operable objects. • When keyboard users change the tab page selection, the user focus leaves the tabs and returns to the record

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>The purpose of each link in Now Agent for iOS can be determined from the link text alone or from the programmatic context of the link.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 - Does not apply</p>	<p>Supports</p>	<p>In Now Agent for iOS, there is no functionality that uses multipoint or path-based gestures to operate.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 - Does not apply</p>	<p>Supports</p>	<p>In Now Agent for iOS, the down-event of the pointer is not used to execute any part of the function.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.5.3 Label in Name</u> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 - Does not apply</p>	<p>Supports</p>	<p>Visual labels of components within Now Agent for iOS match the text associated with the programmatic names.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.5.4 Motion Actuation</u> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 - Does not apply</p>	<p>Supports</p>	<p>In Now Agent for iOS, there is no functionality that can be operated by device motion or user motion.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.1.1 Language of Page</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>The default language of each page in Now Agent for iOS is identified using the LANG attribute in the HTML element.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Components in Now Agent for iOS do not initiate a change of context when in focus.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>In Now Agent for iOS, changes in context do not occur automatically on user input, with the following exceptions:</p> <ul style="list-style-type: none"> • In Create Asset (list view), selecting a state radio button has focus shift to Cancel. • In Create Asset, when user selects the "Scan barcode" button, the text field will be automatically cleared.
<p>3.2.6 Consistent Help (Level A 2.2 only)</p> <p>EN 301 549 Criteria - Does not apply</p> <p>Revised Section 508 - Does not apply</p>	<p>Supports</p>	<p>Now Agent for iOS provides help mechanisms on all applicable pages to assist users in completing forms and other tasks requiring input.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.3.1 Error Identification</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Where errors are automatically detected in Now Agent for iOS, the error is identified, and an error message is provided as text.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.3.2 Labels or Instructions</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>A label is provided for each input field in Now Agent for iOS.</p>
<p><u>3.3.7 Redundant Entry</u> (Level A 2.2 only)</p> <p>EN 301 549 Criteria - Does not apply</p> <p>Revised Section 508 - Does not apply</p>	<p>Supports</p>	<p>In Now Agent for iOS, fields are automatically populated when a user has previously entered this information during the same session.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>4.1.1 Parsing (Level A)</p> <p>Applies to:</p> <p>WCAG 2.0 and 2.1 - Always answer 'Supports'</p> <p>WCAG 2.2 (obsolete and removed) - Does not apply</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) - Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>4.1.2 Name, Role, Value</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) - Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>User interface components in Now Agent for iOS provide programmatic name, role, and/or state information, with the following exceptions:</p> <ul style="list-style-type: none"> • The location list does not have a selectable role. • Stockrooms have no role values reported by VoiceOver. • In Create Asset (list view), the "See all" option does not have the required role. • In Create Asset, the flashlight on/off state is incorrect. • After the create Asset button was selected, the button state will always be "selected".

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level Remarks and Explanations	
<p><u>1.2.4 Captions (Live)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Not Applicable</p>	<p>Now Agent for iOS does not contain live synchronized media.</p>

Criteria	Conformance Level Remarks and Explanations	
<p><u>1.2.5 Audio Description</u> (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) • Revised Section 508 <p>501 (Web)(Software)</p> <ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Not Applicable</p>	<p>Now Agent for iOS does not contain prerecorded video content that would require audio description.</p>

Criteria	Conformance Level Remarks and Explanations	
<p>1.3.4 Orientation (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 - Does not apply</p>	<p>Supports</p>	<p>Now Agent for iOS does not contain fixed orientation for page displays.</p>

Criteria	Conformance Level Remarks and Explanations	
<p>1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 - Does not apply</p>	<p>Supports</p>	<p>In Now Agent for iOS, the purpose of each specifically identified input field collecting information about the user can be programmatically determined.</p>

Criteria	Conformance Level Remarks and Explanations	
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Text in Now Agent for iOS meets minimum contrast requirements, including the text color on hover and focus states.</p>

Criteria	Conformance Level Remarks and Explanations	
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Now Agent for iOS 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.</p>

Criteria	Conformance Level Remarks and Explanations	
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) - Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Now Agent for iOS uses text instead of images of text.</p>

Criteria	Conformance Level Remarks and Explanations	
<p>1.4.10 Reflow (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 - Does not apply</p>	<p>Supports</p>	<p>Now Agent for iOS content reflows at different screen widths without loss of information or functionality and without requiring scrolling in two dimensions.</p>

Criteria	Conformance Level Remarks and Explanations	
<p>1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 - Does not apply</p>	<p>Supports</p>	<p>Components in Now Agent for iOS meet minimum contrast requirements, including the text color on hover and focus states.</p>

Criteria	Conformance Level Remarks and Explanations	
<p>1.4.12 Text Spacing (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 - Does not apply</p>	<p>Supports</p>	<p>Now Agent for iOS allows text style adjustments to meet the minimum thresholds for text spacing.</p>

Criteria	Conformance Level Remarks and Explanations	
<p><u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 - Does not apply</p>	<p>Supports</p>	<p>Now Agent for iOS allows hover content to be manually dismissed.</p>

Criteria	Conformance Level Remarks and Explanations	
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) - Does not apply • 11.2.4.5 (Open Functionality Software) - Does not apply • 11.2.4.5 (Closed Software) - Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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 	<p>Supports</p>	<p>Now Agent for iOS provides more than one way of finding content, including a navigation bar and search.</p>

Criteria	Conformance Level Remarks and Explanations	
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Now Agent for iOS uses meaningful semantic headings to label content blocks. Form input labels are associated with their inputs and provide a useful label to those inputs.</p>

Criteria	Conformance Level Remarks and Explanations	
<p><u>2.4.7 Focus Visible</u> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Focusable elements in Now Agent for iOS have a visible keyboard focus indicator.</p>
<p><u>2.4.11 Focus Not Obscured (Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria - Does not apply Revised Section 508 - Does not apply</p>	<p>Supports</p>	<p>In Now Agent for iOS, the focus indicator is consistently displayed around interactive elements without being obscured by overlapping content or other UI components.</p>

Criteria	Conformance Level Remarks and Explanations	
<p><u>2.5.7 Dragging Movements</u> (Level AA 2.2 only) EN 301 549 Criteria - Does not apply Revised Section 508 - Does not apply</p>	<p>Supports</p>	<p>In Now Agent for iOS, any functionality that requires dragging can be completed using a single pointer action like clicking or tapping.</p>
<p><u>2.5.8 Target Size (Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria - Does not apply Revised Section 508 - Does not apply</p>	<p>Supports</p>	<p>Now Agent for iOS includes interactive elements such as buttons, icons, and links, that are designed with a minimum target size of 24 by 24 CSS pixels except in cases where this would conflict with design or content flow.</p>

Criteria	Conformance Level Remarks and Explanations	
<p><u>3.1.2 Language of Parts</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) - Does not apply • 11.3.1.2 (Closed Software) - Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Within Now Agent for iOS default webpages, the language of each portion of the page is programmatically determinable.</p>

Criteria	Conformance Level Remarks and Explanations	
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) - Does not apply • 11.3.2.3 (Open Functionality Software) - Does not apply • 11.3.2.3 (Closed Software) - Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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 	<p>Supports</p>	<p>Now Agent for iOS provides consistent and repeatable navigation.</p>

Criteria	Conformance Level Remarks and Explanations	
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) - Does not apply • 11.3.2.4 (Open Functionality Software) - Does not apply • 11.3.2.4 (Closed Software) - Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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 	<p>Supports</p>	<p>Components that have the same functionality within Now Agent for iOS are identified consistently.</p>

Criteria	Conformance Level Remarks and Explanations	
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>When an error is automatically detected within a native data entry form in Now Agent for iOS, the resulting error message provides suggestions for correction.</p>

Criteria	Conformance Level Remarks and Explanations	
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>No forms within Now Agent for iOS 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.</p>
<p><u>3.3.8 Accessible Authentication (Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria - Does not apply Revised Section 508 - Does not apply</p>	<p>Not Applicable</p>	<p>Now Agent for iOS does not require cognitive testing during authentication processes.</p>

Criteria	Conformance Level Remarks and Explanations	
<p>4.1.3 Status Messages (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) - Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 - Does not apply</p>	<p>Supports</p>	<p>In Now Agent for iOS, status messages can be programmatically determined through roles or properties so that they can be presented to the user by assistive technologies without receiving focus.</p>

Table 3: Success Criteria, Level AAA

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, Now Agent for iOS is functional to screen reading technology.
302.2 With Limited Vision	Supports	Now Agent for iOS supports text and screen enlargement.
302.3 Without Perception of Color	Supports	There is nothing within Now Agent for iOS where color alone is being used to convey information.
302.4 Without Hearing	Supports	There is nothing within Now Agent for iOS that explicitly requires hearing.
302.5 With Limited Hearing	Supports	There is nothing within Now Agent for iOS that explicitly requires hearing.
302.6 Without Speech	Supports	There is nothing within Now Agent for iOS that explicitly requires speech.
302.7 With Limited Manipulation	Partially Supports	There is some functionality within Now Agent for iOS that cannot be manipulated via the keyboard.

Criteria	Conformance Level	Remarks and Explanations
302.8 With Limited Reach and Strength	Partially Supports	There is some functionality within Now Agent for iOS that cannot be manipulated via the keyboard.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Now Agent for iOS uses standard terms, which are 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

Criteria	Conformance Level	Remarks and Explanations
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Now Agent for iOS is not an authoring tool.
504.2.2 PDF Export	Not Applicable	Now Agent for iOS is not an authoring tool.
504.3 Prompts	Not Applicable	Now Agent for iOS is not an authoring tool.
504.4 Templates	Not Applicable	Now Agent for iOS 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 Now Agent for iOS and does not address Support Documentation or Support Services.
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 Now Agent for iOS only and does not address Support Documentation or Support Services
603 Support Services	Heading cell - no response required	Heading cell - no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	This report covers accessibility conformance for Now Agent for iOS only and does not address Support Documentation or Support Services.
603.3 Accommodation of Communication Needs	Not Applicable	This report covers accessibility conformance for Now Agent for iOS 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 exceptions noted above, Now Agent for iOS is functional to screen reading technology.
4.2.2 Usage with limited vision	Supports	Now Agent for iOS supports text and screen enlargement.
4.2.3 Usage without perception of colour	Supports	There is nothing within Now Agent for iOS where color alone is being used to convey information.
4.2.4 Usage without hearing	Supports	There is nothing within Now Agent for iOS that explicitly requires hearing.
4.2.5 Usage with limited hearing	Supports	There is nothing within Now Agent for iOS that explicitly requires hearing.
4.2.6 Usage with no or limited vocal capability	Supports	There is nothing within Now Agent for iOS that explicitly requires speech.
4.2.7 Usage with limited manipulation or strength	Partially Supports	There is some functionality within Now Agent for iOS that cannot be manipulated via the keyboard.

Criteria	Conformance Level	Remarks and Explanations
4.2.8 Usage with limited reach	Partially Supports	There is some functionality within Now Agent for iOS that cannot be manipulated via the keyboard.
4.2.9 Minimize photosensitive seizure triggers	Supports	There is nothing within Now Agent for iOS that would act as a photosensitive seizure trigger.
4.2.10 Usage with limited cognition, language or learning	Supports	Now Agent for iOS uses standard terms, which are understandable by users with limited language, cognitive, or learning abilities.
4.2.11 Privacy	Supports	Now Agent for iOS has systems in place to protect the privacy of individual users.

Chapter 5: [Generic Requirements](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell - no response required	Heading cell - no response required
5.1.2 General	Heading cell - no response required	Heading cell - no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13

Criteria	Conformance Level	Remarks and Explanations
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information	Not Applicable	Now Agent for iOS does not have closed functionality.
5.1.3.2 Auditory output delivery including speech	Not Applicable	Now Agent for iOS does not have closed functionality.
5.1.3.3 Auditory output correlation	Not Applicable	Now Agent for iOS does not have closed functionality.
5.1.3.4 Speech output user control	Not Applicable	Now Agent for iOS does not have closed functionality.
5.1.3.5 Speech output automatic interruption	Not Applicable	Now Agent for iOS does not have closed functionality.
5.1.3.6 Speech output for non-text content	Not Applicable	Now Agent for iOS does not have closed functionality.
5.1.3.7 Speech output for video information	Not Applicable	Now Agent for iOS does not have closed functionality.
5.1.3.8 Masked entry	Not Applicable	Now Agent for iOS does not have closed functionality.
5.1.3.9 Private access to personal data	Not Applicable	Now Agent for iOS does not have closed functionality.
5.1.3.10 Non-interfering audio output	Not Applicable	Now Agent for iOS does not have closed functionality.
5.1.3.11 Private listening volume	Not Applicable	Now Agent for iOS does not have closed functionality.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.12 Speaker volume	Not Applicable	Now Agent for iOS does not have closed functionality.
5.1.3.13 Volume reset	Not Applicable	Now Agent for iOS does not have closed functionality.
5.1.3.14 Spoken languages	Not Applicable	Now Agent for iOS does not have closed functionality.
5.1.3.15 Non-visual error identification	Not Applicable	Now Agent for iOS does not have closed functionality.
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	Now Agent for iOS does not have closed functionality.
5.1.4 Functionality closed to text enlargement	Not Applicable	Now Agent for iOS does not have closed functionality.
5.1.5 Visual output for auditory information	Not Applicable	Now Agent for iOS does not have closed functionality.
5.1.6 Operation without keyboard interface	Heading cell - no response required	Heading cell - no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Not Applicable	Now Agent for iOS does not have closed functionality.
5.1.7 Access without speech	Not Applicable	Now Agent for iOS does not have closed functionality.
5.2 Activation of accessibility features	Not Applicable	Now Agent for iOS does not have closed functionality.
5.3 Biometrics	Not Applicable	Now Agent for iOS does not have closed functionality.

Criteria	Conformance Level	Remarks and Explanations
5.4 Preservation of accessibility information during conversion	Not Applicable	Now Agent for iOS does not have closed functionality.
5.5 Operable parts	Heading cell - no response required	Heading cell - no response required
5.5.1 Means of operation	Not Applicable	Now Agent for iOS does not have closed functionality.
5.5.2 Operable parts discernibility	Not Applicable	Now Agent for iOS does not have closed functionality.
5.6 Locking or toggle controls	Heading cell - no response required	Heading cell - no response required
5.6.1 Tactile or auditory status	Not Applicable	Now Agent for iOS does not have closed functionality.
5.6.2 Visual status	Not Applicable	Now Agent for iOS does not have closed functionality.
5.7 Key repeat	Not Applicable	Now Agent for iOS does not have closed functionality.
5.8 Double-strike key acceptance	Not Applicable	Now Agent for iOS does not have closed functionality.
5.9 Simultaneous user actions	Not Applicable	Now Agent for iOS does not have closed functionality.

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 Documents](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
10.0 General (informative)	Heading cell - no response required	Heading cell - no response required
10.1.1.1 through 10.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
10.5 Caption positioning	Not Applicable	Now Agent for iOS does not have non-web documents that contain synchronized media.
10.6 Audio description timing	Not Applicable	Now Agent for iOS does not have non-web documents that contain synchronized media.

Chapter [11: Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell - no response required	Heading cell - no response required

Criteria	Conformance Level	Remarks and Explanations
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	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Not Applicable	Now Agent for iOS is a web-based application that relies on user-agent functionality.
11.5.2.5 Object information	Not Applicable	Now Agent for iOS is a web-based application that relies on user-agent functionality.
11.5.2.6 Row, column, and headers	Not Applicable	Now Agent for iOS is a web-based application that relies on user-agent functionality.

Criteria	Conformance Level	Remarks and Explanations
11.5.2.7 Values	Not Applicable	Now Agent for iOS is a web-based application that relies on user-agent functionality.
11.5.2.8 Label relationships	Not Applicable	Now Agent for iOS is a web-based application that relies on user-agent functionality.
11.5.2.9 Parent-child relationships	Not Applicable	Now Agent for iOS is a web-based application that relies on user-agent functionality.
11.5.2.10 Text	Not Applicable	Now Agent for iOS is a web-based application that relies on user-agent functionality.
11.5.2.11 List of available actions	Not Applicable	Now Agent for iOS is a web-based application that relies on user-agent functionality.
11.5.2.12 Execution of available actions	Not Applicable	Now Agent for iOS is a web-based application that relies on user-agent functionality.
11.5.2.13 Tracking of focus and selection attributes	Not Applicable	Now Agent for iOS is a web-based application that relies on user-agent functionality.
11.5.2.14 Modification of focus and selection attributes	Not Applicable	Now Agent for iOS is a web-based application that relies on user-agent functionality.
11.5.2.15 Change notification	Not Applicable	Now Agent for iOS is a web-based application that relies on user-agent functionality.
11.5.2.16 Modifications of states and properties	Not Applicable	Now Agent for iOS is a web-based application that relies on user-agent functionality.

Criteria	Conformance Level	Remarks and Explanations
11.5.2.17 Modifications of values and text	Not Applicable	Now Agent for iOS 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	Now Agent for iOS is a web-based application that relies on user-agent functionality.
11.6.2 No disruption of accessibility features	Not Applicable	Now Agent for iOS is a web-based application that relies on user-agent functionality.
11.7 User preferences	Not Applicable	Now Agent for iOS 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	Not Applicable	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations	Not Applicable	Now Agent for iOS is not an authoring tool.
11.8.4 Repair assistance	Not Applicable	Now Agent for iOS is not an authoring tool.
11.8.5 Templates	Not Applicable	Now Agent for iOS 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 Now Agent for iOS only and does not address Documentation or Support Services.
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
12.2.2 Information on accessibility and compatibility features	Not Applicable	This report covers accessibility conformance for Now Agent for iOS only and does not address Documentation or Support Services.
12.2.3 Effective communication	Not Applicable	This report covers accessibility conformance for Now Agent for iOS only and does not address Documentation or Support Services.

Criteria	Conformance Level	Remarks and Explanations
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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Company Headquarters

2225 Lawson Lane
Santa Clara, CA 95054
United States
(408) 501-8550