



Help Desk Technology Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: ServicePRO / Version 14.3.1.x

Report Date: May 15, 2026

Product Description:

ServicePRO serves as self-service portal for your end users. It offers them a convenient way to log, monitor, and respond to requests in ServicePRO. Developed with the Angular web application framework, it provides maximum compatibility with modern browsers. Fully responsive design allows easy access from mobile devices like tablets and phones.

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Notes:

The following functions of the “ServicePRO when logging in as End Users” were tested and evaluated for Accessibility:

- New request form
- Request Preview
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- My Request view
- Messages Listing
- Best Solution Listing
- Best Solution Entry Form

Evaluation Methods Used:

- Testing based on general product knowledge
- Testing using JAWS Reader - <https://webaim.org/articles/jaws/>

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (No) Level AA (No) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (No) Level AA (No) 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)	(No)

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.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

D1194.31 Functional performance criteria		
Criteria	Conformance Level	Remarks and Explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for assistive technology used by people who are blind or visually impaired shall be provided.	Partially Supports	Most elements in the application are available for and ready by the screen reader. Some Field labels may not be accessible when tab through the fields, they may be skipped.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support	Supports	Audio and text size can be controlled through browser or windows settings.

D1194.31 Functional performance criteria		
Criteria	Conformance Level	Remarks and Explanations
for assistive technology used by people who are visually impaired shall be provided.		
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for assistive technology used by people who are deaf or hard of hearing shall be provided.	Supports	No audio instructions are used in ServicePRO.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Not Applicable	No audio instructions are used in ServicePRO.
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for assistive technology used by people with disabilities shall be provided.	Supports	ServicePRO does not use speech.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supports	

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	As detailed in criteria (a) in the previous table titled "D1194.31 Functional performance criteria"
302.2 With Limited Vision	Supports	As detailed in criteria (b) in the previous table titled "D1194.31 Functional performance criteria"
302.3 Without Perception of Color	Supports	
302.4 Without Hearing	Supports	All elements in the application are properly labeled and organized to facilitate the user to read, understand and perform actions. No audio instructions are used in ServicePRO.
302.5 With Limited Hearing	Supports	All elements in the application are properly labeled and organized to facilitate

Criteria	Conformance Level	Remarks and Explanations
		the user to read, understand and perform actions. No audio instructions are used in ServicePRO.
302.6 Without Speech	Supports	The application does not work by voice commands. It works purely by actions using Keyboard and Mouse.
302.7 With Limited Manipulation	Supports	
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Most of the elements have text attribute specified using simple language to facilitate the user understand and perform actions.

Chapter 5: Software

Notes:

D1194.21 Software applications and operating systems		
Criteria	Conformance Level	Remarks and Explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Partially Supports	Some Field labels may not be accessible when tab through the fields, they may be skipped.
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Supports	No features of any other products or operating systems are disrupted or disabled by ServicePRO.
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that assistive technology can track focus and focus changes.	Supports	Focus is given to items and can be changed using the Tab, Shift+Tab commands and arrow keys where applicable.
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to assistive technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Partially Supports	Most elements have alternative text specified. ServicePRO Custom fields should be configured by the ServicePRO Designer user with custom names, in order for it to show on the UI. There are no images in the application that represent a program element. The images/screenshots that are added as part of the data (for eg: in the request memo or in the best solutions) will not be read to the user.

D1194.21 Software applications and operating systems		
Criteria	Conformance Level	Remarks and Explanations
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Supports	Image elements are consistent
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Partially Supports	As detailed in the remarks and explanations for criteria (a), certain items do not load or are not available for the screen reader.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not Applicable	ServicePRO does not have any animations
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports	
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Not Applicable	Marking as "Not Applicable" as we do not allow fully customizing colour (other than the pre -defined colour themes)
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable	
(l) When electronic forms are used, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cue	Partially Supports	The screen reader will not read some of the field elements since they have some focus issues.

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
<i>502 Interoperability with Assistive Technology</i>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
502.2.1 User Control of Accessibility Features	Partially Supports	As detailed in criteria (a) in the previous table titled “D1194.21 Software applications and operating systems”
502.2.2 No Disruption of Accessibility Features	Supports	As detailed in criteria (b) in the previous table titled “D1194.21 Software applications and operating systems”
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	As detailed in criteria (a), (d), (f), (l) in the previous table titled “D1194.21 Software applications and operating systems”
502.3.2 Modification of Object Information	Partially Supports	As detailed in criteria (a), (d), (f), (l) in the previous table titled “D1194.21 Software applications and operating systems”
502.3.3 Row, Column, and Headers	Supports	
502.3.4 Values	Partially Supports	Supports except that the reader cannot read the images contained in the data.
502.3.5 Modification of Values	Partially Supports	Supports except that the reader cannot read the images contained in the data.
502.3.6 Label Relationships	Supports	
502.3.7 Hierarchical Relationships	Not Applicable	
502.3.8 Text	Supports	
502.3.9 Modification of Text	Supports	
502.3.10 List of Actions	Supports	
502.3.11 Actions on Objects	Supports	
502.3.12 Focus Cursor	Supports	As detailed in criteria (c) in the previous table titled “D1194.21 Software applications and operating systems”
502.3.13 Modification of Focus Cursor	Supports	As detailed in criteria (c) in the previous table titled “D1194.21 Software applications and operating systems”
502.3.14 Event Notification	Not Applicable	
502.4 Platform Accessibility Features	Supports	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	Web Applicable running in browser.

Criteria	Conformance Level	Remarks and Explanations
503.3 Alternative User Interfaces	Not Applicable	ServicePRO does not provide an alternative user interface that functions as assistive technology.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	ServicePRO does not display Video or Audio.
503.4.2 Audio Description Controls	Not Applicable	ServicePRO does not display Video or Audio.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	ServicePRO is not an authoring tool.
504.2.2 PDF Export	Supports	PDF export is supported in ServicePRO for printing Service Requests – Not for content authoring.
504.3 Prompts	Not Applicable	ServicePRO is not an authoring tool.
504.4 Templates	Not Applicable	ServicePRO is not an authoring tool.

Chapter 6: [Support Documentation and Services](#)

Notes:

D1194.41 Information, documentation, and support		
Criteria	Conformance Level	Remarks and Explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supports	Wiki and user guides in PDF and/or Word format are available.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	Available in ServicePRO Wiki at https://servicedesk.servicepro.wiki/Attachments/Documents/ServicePRO-EndUser_Accessibility_Documentation.pdf
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	All the support documents are available in Electronic format.
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Available in ServicePRO Wiki at https://servicedesk.servicepro.wiki/Attachments/Documents/ServicePRO-EndUser_Accessibility_Documentation.pdf
603.3 Accommodation of Communication Needs	Supports	

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