

Accessibility statement

This accessibility statement applies to the University's Service Now ([Ask a Question](#)) service.

This website is run by the University of Reading as a cloud based SAAS solution provided by ServiceNow. We want as many people as possible to be able to use this online system. For example, that means you should be able to:

- navigate most of the online system using just a keyboard
- change colours, contrast levels and fonts using browser or device settings
- zoom in up to 200% without the text spilling off the screen
- listen to most of the online system using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)

We've also made the online system text as simple as possible to understand.

[AbilityNet](#) has advice on making your device easier to use if you have a disability ([My Computer My Way](#)).

How accessible this website is

We know some parts of this online system are not fully accessible:

- Most older PDF documents are not fully accessible to screen reader software
- There is a keyboard trap if you go into My team's cases. You can press Escape key to exit.
- On Platform Analytics page you cannot access the main content using keyboard if you navigate using Tab key. However, you can access the content via Skip to main content link.
- Walk-in scheduler time slots cannot be changed using keyboard alone. However, you can access the first timeslot available for the selected day.

Our ServiceNow online system is a third-party platform which means that some aspects of its accessibility are outside of our immediate control.

Feedback and contact information

If you have any problems accessing the Service Now (Ask a Question) service, or related tools and functionality, please contact:

- Email: dts@reading.ac.uk
- Call: 0118 378 6262

You can expect a response within two working days.

If you need content featured on our website in a different format, and you are having problems accessing the necessary format(s) (such as tagged PDFs, large print, easy read, or audio recording), please contact:

WebAccessibilityTeam@reading.ac.uk

In most cases, you can expect a response within five working days.

If you find any problems that aren't listed in this statement, or think we're not meeting the requirements of the accessibility regulations, please contact:

legalservices@reading.ac.uk

In most cases, you can expect a response within seven working days.

Enforcement procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations'). If you're not happy with how we respond to your complaint, [contact the Equality Advisory and Support Service \(EASS\)](#).

Technical information about this system's accessibility

The University of Reading is committed to making its online system accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

Compliance status

This online system is partially compliant with the [Web Content Accessibility Guidelines version 2.2](#) AA standard, due to the non-compliances and exemptions listed below.

Non-accessible content

The content listed below is non-accessible for the following reasons.

Please refer to [ServiceNow Voluntary Product Accessibility Statement \(VPAT\)](#) (03 October 2024).

Non-compliance with the accessibility regulations

Some non-text content, for example action icons, does not have correct alternative text. This fails the WCAG 2.2 success criterion 1.1.1 Non-text Content.

There is some content without correct ARIA hierarchical organisation. This fails the WCAG 2.2 success criterion 1.3.1 Info and Relationships.

Some information is differentiated by colour, for example colour differentiation of links from body text and timeline sections. This fails WCAG 2.2 success criterion 1.4.1 Use of Colour.

There is some content with insufficient colour contrast. This fails WCAG 2.2 success criteria 1.4.3 Contrast (Minimum) and 1.4.11 Non-text Contrast.

Some content cannot be accessed using keyboard alone. For example, some of the top menu functions in agent view: sidebar discussions, show help, show notifications and user profile cannot be accessed using keyboard. This fails WCAG 2.2 success criterion 2.1.1 Keyboard.

In entering My team's cases in Agent home page, pressing the enter key goes into a keyboard trap. This fails WCAG 2.2 success criteria 2.1.2 No Keyboard Trap.

In some places the keyboard focus is not visible. This fails WCAG 2.2 success criterion 2.4.7 Focus Visible.

Some clickable buttons are smaller than the minimum target size required, for example, the information buttons on Accessibility dialog. This fails WCAG 2.2 criterion 2.5.8 Target Size (Minimum).

Some content, for example Create New Case form and Categories tree view does not contain correct aria-label attributes. This fails WCAG 2.2 success criterion 4.1.2 Name, Role, Value.

Some dynamic updates are not conveyed to the screen reader users. This fails WCAG 2.2 success criterion 4.1.3 Status Messages.

Content that's not within the scope of the accessibility regulations.

PDFs and other documents

The accessibility regulations [do not require us to fix PDFs or other office documents published before 23 September 2018](#) if they're not essential to providing our services.

Any new PDFs or Word documents we publish will meet accessibility standards.

What we're doing to improve accessibility

We are continually monitoring our online system for accessibility.

We've provided staff with accessibility training and guidance on creating and improving accessible content.

In addition, we are working with our supplier [NewRocket](#) to fix issues relevant to the accessibility of this content and system.

Preparation of this accessibility statement

A sample of pages representing different page templates were tested using automated testing tools and manually on the [test environment](#).

This statement was prepared on 06 June 2025. It was last reviewed on 12 June 2025.