Citrix Systems, Inc. – Accessibility Conformance Report WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Virtual Desktop Agent and Citrix Virtual Apps and Desktops Meta-installer 2705 LTSR

Report Date: July 2025, Updated March 2026

Product Description: Virtualization agent that is installed on applications and desktops and the Citrix Virtual Apps and Desktops installer GUI.

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Notes: N/A

Evaluation Methods Used: Evaluation of the product involved a combination of automated, manual, and functional testing against the applicable success criteria within the Web Content Accessibility Guidelines (WCAG) 2.2 Conformance Levels A and AA. Level Access (Level) tested a selection of the product using a representative sample to cover the components and functionality of use flows. Below is a list of the assistive technologies (ATs) used:

- Chrome/NVDA

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1

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 - 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

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2

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 Level AAA.

WCAG 2.2 Report

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.2 Conformance Requirements.

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3

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	Non-text content presented to the user in the product has text alternatives that serve the equivalent purpose. Decorative non-text content is marked as presentational.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	The product does not contain prerecorded audio-only or video-only media.
1.2.2 Captions (Prerecorded) (Level A)	Supports	The product does not contain any prerecorded synchronized media (video with audio) that requires captions.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	The product does not contain any prerecorded video media that requires audio descriptions or a media alternative.

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4

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A)	Partially Supports	In most instances, the product ensures that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text. Exceptions include: • Content, like headings and elements in a dimmed state, is not read by the screen reader. • Radio buttons are grouped incorrectly. • Content is read by the screen reader 'altogether'.
1.3.2 Meaningful Sequence (Level A)	Supports	The product ensures that a correct reading order can be programmatically determined for content whose presentation sequence affects its meaning.
1.3.3 Sensory Characteristics (Level A)	Supports	The product does not contain instructions that rely solely on sensory characteristics such as shape, size, visual location, or sound.
1.4.1 Use of Color (Level A)	Supports	The product does not use color as the only visual means of conveying information, indicating an action, or prompting a response.
1.4.2 Audio Control (Level A)	Supports	The product does not include audio that plays automatically [for more than 3 seconds].

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5

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A)	Partially Supports	In most instances, the product ensures that interactive content and functionality is accessible and operable using a keyboard. Exceptions include: • Interactive controls, like the Close button and tooltips, are not operable using only the keyboard.
2.1.2 No Keyboard Trap (Level A)	Supports	Where a component can receive keyboard focus, the product allows focus to be moved away using only the keyboard.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Partially Supports	In most instances, the product uses character key shortcuts that can be turned off, remapped to non-printable keyboard characters (such as Ctrl, Alt, etc.), or that are active only when the intended component has focus. Exceptions include: • The implemented character key shortcuts will create difficulty for keyboard and screen reader users navigating around the application.
2.2.1 Timing Adjustable (Level A)	Supports	The product does not contain time-limited or time-dependent content.
2.2.2 Pause, Stop, Hide (Level A)	Supports	The product does not contain content that moves, blinks, scrolls, or auto-updates.

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6

Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	The product does not contain flashing content.
2.4.1 Bypass Blocks (Level A)	Supports	The product provides skip links and other mechanisms to bypass blocks of content repeated on multiple pages.
2.4.2 Page Titled (Level A)	Supports	Pages of the product provide titles that adequately describe their topic or purpose.
2.4.3 Focus Order (Level A)	Partially Supports	In most] instances, pages of the product can be navigated sequentially with a focus order that matches the logical reading order. Exceptions include: • The focus order for the "Start" buttons is the reverse of their visual order. • Some elements receive dual tab focus. • Non-interactive element receives inappropriate tab focus.
2.4.4 Link Purpose (In Context) (Level A)	Supports	The product ensures that the purpose of links can be determined from the link text alone or in combination with the surrounding or programmatic context.
2.5.1 Pointer Gestures (Level A 2.1 only)	Supports	The product does not require multipoint or path-based gestures for operation.

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7

Criteria	Conformance Level	Remarks and Explanations
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	The product does not contain functionality that uses a pointer for operation, or the down-event of the pointer is not used to execute any part of the functionality.
2.5.3 Label in Name (Level A 2.1 only)	Supports	The product ensures that when interface components have visual labels that include text, the provided accessible name contains the visually presented text.
2.5.4 Motion Actuation (Level A 2.1 only)	Supports	The product does not contain functionality that requires device motion or user motion.
3.1.1 Language of Page (Level A)	Supports	The product ensures that the default human language used on each page can be programmatically determined.
3.2.1 On Focus (Level A)	Supports	The product ensures that interface components do not initiate a change of context when receiving focus.
3.2.2 On Input (Level A)	Supports	The product ensures that interactive components do not initiate a change in context when the component setting is changed unless followed by an explicit user action such as activation of a button or link.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	Help mechanisms occur in the same order relative to other page content in the product

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8

Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A)	Supports	Where the product automatically detects input errors, the item or field in error is identified and the error is described to the user in text.
3.3.2 Labels or Instructions (Level A)	Supports	Where user input is required, the product presents adequate labels or instructions for successfully providing that input.
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	The product does not request redundant user-entered information in multi-step processes.
4.1.1 Parsing (Level A)	Supports	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.
4.1.2 Name, Role, Value (Level A)	Partially Supports	In most instances, the product contains user interface components whose name, role, state, and value can be programmatically determined. Exceptions include: • Some controls, such as buttons, checkboxes, comboboxes and buttons, do not provide appropriate role and/or name information.

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9

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Supports	The product does not contain any live synchronized media (video with audio) that requires real-time captioning.
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	The product does not contain any prerecorded synchronized media (video with audio) that requires audio descriptions.
1.3.4 Orientation (Level AA 2.1 only)	Supports	The product does not restrict its view and operation to a single display orientation, such as portrait or landscape.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Supports	The product ensures that the purpose of input fields that request information about the user, such as name or email, can be programmatically determined.

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10

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	In most instances, the visual presentation of text and images of text in the product provides a contrast ratio of at least 4.5:1 against adjacent colors. Exceptions include: • Some text does not meet the required minimum color contrast ratio with its background.
1.4.4 Resize text (Level AA)	Partially Supports	In most instances, the product allows text to be resized without assistive technology up to 200 percent without loss of content or functionality. Exceptions include: • Some text cannot be resized when the user configuration is set to 200%.
1.4.5 Images of Text (Level AA)	Supports	Except for logos, the product uses text instead of images of text.
1.4.10 Reflow (Level AA 2.1 only)	Supports	The product allows for resizing of content to a minimum width of 320 CSS pixels or vertical height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions.

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11

Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA 2.1 only)	Partially Supports	In most instances, the visual presentation of non-text content in the product has a contrast ratio of at least 3:1 against adjacent color(s). Exceptions include: • Some user interface components have a contrast ratio below 3.00:1.
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	The product supports user changes in text style properties, such as line height or text spacing, without loss of content or functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Supports	Content in the product that is triggered by hover or focus remains visible while triggered, remains visible while moving the pointer over it, and can be dismissed without moving the pointer or changing focus if it obscures other content.
2.4.5 Multiple Ways (Level AA)	Supports	The product provides multiple ways to navigate through pages in the product.
2.4.6 Headings and Labels (Level AA)	Partially Supports	The product uses headings and labels that describe their topic or purpose in most instances. Exceptions include: • The accessible names of the "Start" buttons have extraneous text that is announced by the screen reader.

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12

Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA)	Partially Supports	In most instances, the product provides a visible indication of keyboard focus for elements on each page. Exceptions include: • The "Start" buttons do not have visible keyboard focus indicators.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	When user interface components receive keyboard focus, they are, at minimum, partially visible.
2.5.7 Dragging Movements (Level AA 2.2 only)	Supports	The product does not use dragging movements for interactive functionality.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	The size of targets in the product meets the requirements of this criterion.
3.1.2 Language of Parts (Level AA)	Supports	Pages of the product present content in a single language.
3.2.3 Consistent Navigation (Level AA)	Supports	The product ensures that navigational mechanisms repeated across the product are presented consistently and in the same relative order.
3.2.4 Consistent Identification (Level AA)	Supports	The product ensures that components with the same functionality are identified consistently across pages of the product.

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13

Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA)	Supports	Where the product automatically detects input errors and provides error messages, the product also provides suggestions for correcting each error.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	The product does not cause financial transactions or legal commitments to occur. User-controllable data is checked before submission and can be reversed or revised after submission.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	The product does not require an authentication process.
4.1.3 Status Messages (Level AA 2.1 only)	Supports	When status messages appear, the product automatically provides those messages to assistive technology without requiring focus.

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14