



## Citrix Accessibility Conformance Report

*VPAT® Version 2.3 (Revised)*

*Citrix Virtual Apps and Desktop: Studio*

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## Name of Product/Version

**Name of Product:** Citrix Virtual Apps and Desktops: Studio

**Version:** 1912.1

## Product Description

Citrix Studio is the console that allows administrators to configure and manage a Citrix Virtual Apps and Desktops deployment.

## Notes

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of **Citrix Virtual Apps and Desktops: Studio** as of **December 2, 2019**, and is only valid for the version and date it was tested.

## Evaluation Methods Used

Assistive technology products used as part of testing included Freedom Scientific JAWS 2019, NVDA 2019.1, Freedom Scientific ZoomText 2019, The Paciello Group's Colour contrast Analyser 2.5, Microsoft Windows accessibility features, and keyboard-only control. Testing was performed on Windows Server 2016.

## Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	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 2.0 Report

Tables 1 and 2 also document conformance with:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.0 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**

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.1.1 Non-text Content</a> (Level A)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	Some graphical buttons (e.g., in the main toolbar) have alternative text. Some graphical buttons (e.g., the expand/collapse button in the Search window, the +/- buttons in the search pane) do not have alternative text.
<p><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	There are no audio-only or video-only recordings in the application.
<p><a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	There are no audio-only or video-only recordings in the application.
<p><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	There are no audio-only or video-only recordings in the application.
<p><a href="#">1.3.1 Info and Relationships</a> (Level A)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Some user interface controls have programmatically determined names; some user interface controls (e.g., checkboxes, radio buttons, text boxes) do not have programmatically determined names.</p> <p>Header cells in data tables are not programmatically determinable.</p>
<p><a href="#">1.3.2 Meaningful Sequence</a> (Level A)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	Correct reading sequences can be programmatically determined. When the application detects a screen reader, the tab order is altered to include static text elements, resulting in multiple tab stops per control.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Instructions and content do not rely solely on sensory characteristics of components.
<p><b><u>1.4.1 Use of Color</u></b> (Level A)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>In some areas, color is not used as the sole means of conveying information.</p> <p>In some areas, color is the only means used to indicate the presence of a link.</p>
<p><b><u>1.4.2 Audio Control</u></b> (Level A)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	No videos or audio recordings launch automatically when a window opens.
<p><b><u>2.1.1 Keyboard</u></b> (Level A)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	Some functions of the application are keyboard operable. Some controls (e.g., tooltips, checkboxes, sortable column headers, interactive elements in table rows) are not keyboard operable.
<p><b><u>2.1.2 No Keyboard Trap</u></b> (Level A)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	No keyboard traps were observed.
<p><b><u>2.2.1 Timing Adjustable</u></b> (Level A)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The application does not require a timed response.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	The application does not contain automatically scrolling or updating content.
<p><a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Flashing or blinking does not occur in the prohibited range.
<p><a href="#">2.4.1 Bypass Blocks</a> (Level A)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Not Applicable	The application is non-web software.
<p><a href="#">2.4.2 Page Titled</a> (Level A)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Windows throughout the application contain descriptive titles.
<p><a href="#">2.4.3 Focus Order</a> (Level A)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>In some windows the application can be navigated in an order that preserves meaning and operability.</p> <p>In some windows, the tab order does not follow reading order.</p> <p>When the application detects a screen reader, the tab order is altered to include static text elements, resulting in multiple tab stops per control.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The purpose of each link can be determined from the link text together with context.
<p><b><u>3.1.1 Language of Page</u></b> (Level A)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The default human language can be determined.
<p><b><u>3.2.1 On Focus</u></b> (Level A)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Gaining focus on components does not initiate a change of context.
<p><b><u>3.2.2 On Input</u></b> (Level A)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>In some windows, changing the setting of user interface components does not automatically cause a change of context.</p> <p>In some windows, changing the setting of a control (e.g., radio button, accordion control) automatically causes a change of context.</p>
<p><b><u>3.3.1 Error Identification</u></b> (Level A)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Input errors are identified and error messages are displayed.</p> <p>When users enter invalid characters in the Search window, the specific characters are not identified in the error message.</p>
<p><b><u>3.3.2 Labels or Instructions</u></b> (Level A)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Labels are provided for input fields.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">4.1.1 Parsing</a> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	The software compiles and runs.
<p><a href="#">4.1.2 Name, Role, Value</a> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>The application provides name, role, state and value information to assistive technology for some components.</p> <p>The application does not provide name, role, state, and value information for some controls (e.g., accordion controls, text boxes, buttons, dropdown menus, checkboxes). For some list items, the accessible name is an internal Citrix string.</p>

**Table 2: Success Criteria, Level AA**

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.4 Captions (Live)</a> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	No time-based media present.
<p><a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	No live presentations hosted.



Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	Some areas of the application meet the required contrast ratio. Some areas do not meet the required 4.5:1 contrast ratio.
<p><b><u>1.4.4 Resize text</u></b> (Level AA)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Text can be resized without loss of content or functionality.
<p><b><u>1.4.5 Images of Text</u></b> (Level AA)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	Images of text are used for each digit in the number of days remaining for a license.
<p><b><u>2.4.5 Multiple Ways</u></b> (Level AA)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	There are multiple ways to perform various functions throughout the application.
<p><b><u>2.4.6 Headings and Labels</u></b> (Level AA)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Headings and labels describe topic or purpose.
<p><b><u>2.4.7 Focus Visible</u></b> (Level AA)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>In some areas, focus is well defined.</p> <p>In some windows, focus is not clearly visible when it lands on certain controls (e.g., buttons, tree views).</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>3.1.2 Language of Parts</u></b> (Level AA)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The default human language can be programmatically determined.
<p><b><u>3.2.3 Consistent Navigation</u></b> (Level AA)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Consistent navigation occurs throughout the application.
<p><b><u>3.2.4 Consistent Identification</u></b> (Level AA)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Consistent identification occurs throughout the application.
<p><b><u>3.3.3 Error Suggestion</u></b> (Level AA)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>In some windows, input errors are identified and error messages are displayed.</p> <p>When users enter invalid characters in the Search window, the specific characters are not identified in the error message.</p>
<p><b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Application does not cause legal commitments or financial transactions to occur for the user.

**Table 3: Success Criteria, Level AAA**

Notes: Product was not tested to WCAG 2.0 AAA level

## Revised Section 508 Report

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	<p>The application is partially keyboard operable.</p> <p>The application provides name, role, state and value information to assistive technology for some components.</p>
302.2 With Limited Vision	Partially Supports	<p>The application is partially keyboard operable.</p> <p>The application provides name, role, state and value information to assistive technology for some components.</p> <p>The application can be used by users with low visual acuity when combined with screen magnification assistive technology.</p> <p>The application does not meet required contrast ratios in some areas and does not completely support Windows High Contrast settings.</p>
302.3 Without Perception of Color	Partially Supports	<p>Color is not used as the sole means of conveying information in some areas.</p> <p>In some areas, color is the only means used to indicate the presence of a link.</p>
302.4 Without Hearing	Supports	The application does not require user hearing.
302.5 With Limited Hearing	Supports	The application does not require user hearing.

Criteria	Conformance Level	Remarks and Explanations
302.6 Without Speech	Supports	Does not require user speech.
302.7 With Limited Manipulation	Partially Supports	The application is partially keyboard operable.
302.8 With Limited Reach and Strength	Partially Supports	The application is partially keyboard operable.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

## Chapter 4: [Hardware](#)

Notes: This product is not hardware and therefore this section is not applicable to the product.

## Chapter 5: [Software](#)

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
<b><a href="#">502 Interoperability with Assistive Technology</a></b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	The application is not an operating system (platform software).
502.2.2 No Disruption of Accessibility Features	Partially Supports	The application does not interfere with some operating system accessibility features. Windows High Contrast settings are partially supported.
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	The application provides name, role, state and value information to assistive technology for some components.  The application does not provide name, role, state, and value information for some controls (e.g., accordion controls, text boxes, buttons, dropdown menus, checkboxes). For some list items, the accessible name is an internal resource string that is not human-readable.

Criteria	Conformance Level	Remarks and Explanations
502.3.2 Modification of Object Information	Partially Supports	<p>The application can be operated by assistive technology.</p> <p>Some controls (e.g., accordion controls, checkboxes) do not expose state information to screen readers.</p>
502.3.3 Row, Column, and Headers	Does Not Support	Table headers are not associated to their corresponding data cells.
502.3.4 Values	Partially Supports	Assistive technology can operate the user interface to determine values. For some dropdown menus, the value cannot be determined by assistive technology.
502.3.5 Modification of Values	Partially Supports	<p>Assistive technology can operate the user interface in some areas.</p> <p>For some dropdown menus, the value cannot be modified programmatically.</p>
502.3.6 Label Relationships	Partially Supports	<p>The application provides label information to assistive technology for some components.</p> <p>Some components (e.g., checkboxes, radio buttons, text boxes) do not provide accessible name labels.</p>
502.3.7 Hierarchical Relationships	Partially Supports	<p>Parent-child relationships can be determined programmatically.</p> <p>For some accordion controls, the parent-child relationship cannot be determined programmatically.</p>
502.3.8 Text	Supports	Assistive technology can operate the user interface to read text.
502.3.9 Modification of Text	Supports	Assistive technology can operate the user interface to modify text.

Criteria	Conformance Level	Remarks and Explanations
502.3.10 List of Actions	Partially Supports	Some objects provide their roles and the actions may be programmatically determined.  Some controls (e.g., buttons, checkboxes, dropdown menus, radio buttons) do not provide the correct role, so actions cannot be programmatically determined.
502.3.11 Actions on Objects	Partially Supports	Some objects provide their roles and the actions may be programmatically determined.  Some controls (e.g., buttons, checkboxes, dropdown menus, radio buttons) do not provide the correct role.
502.3.12 Focus Cursor	Supports	Edit fields are compatible with assistive technology.
502.3.13 Modification of Focus Cursor	Supports	Edit fields are compatible with assistive technology.
502.3.14 Event Notification	Partially Supports	Some controls (e.g., checkboxes, accordion controls) do not provide change in state information to screen readers.
502.4 Platform Accessibility Features	Not Applicable	The application is not an operating system.
<b><u>503 Applications</u></b>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Partially Supports	Windows High Contrast settings are partially supported.
503.3 Alternative User Interfaces	Not Applicable	The application does not provide an alternative user interface and is not assistive technology.
<b><i>503.4 User Controls for Captions and Audio Description</i></b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	Multimedia is not used.
503.4.2 Audio Description Controls	Not Applicable	Multimedia is not used.
<b><u>504 Authoring Tools</u></b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See <a href="#">WCAG 2.0</a> section	See information in WCAG section

Criteria	Conformance Level	Remarks and Explanations
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Application is not an Authoring Tool.
504.2.2 PDF Export	Not Applicable	Application is not an Authoring Tool.
504.3 Prompts	Not Applicable	Application is not an Authoring Tool.
504.4 Templates	Not Applicable	Application is not an Authoring Tool.

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

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b><a href="#">602 Support Documentation</a></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	The documentation is in electronic format and can be converted to other formats.
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	The documentation is in electronic format and can be converted to other formats.
<b><a href="#">603 Support Services</a></b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Does Not Support	The application does not provide documentation on accessibility and compatibility features.
603.3 Accommodation of Communication Needs	Supports	Support services accommodate end users with disabilities.

## Legal Disclaimer (Company)

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of **Citrix Virtual Apps and Desktops: Studio** as of **December 2, 2019**, and is only valid for the version and date it was tested.

This document is for informational purposes only, and Accessibility Partners makes no warranties, express or implied, in this document.

