

Citrix, a business unit of Cloud Software Group – Accessibility Conformance Report

WCAG and Revised Section 508 Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: Citrix Workspace App LTSR 2402

Report Date: August 2025

Product Description: Client software for Citrix Virtual Apps and Desktops

Contact Information: jill.smith@cloud.com

Notes: None

Evaluation Methods Used: Evaluation of the product involved a combination of manual and functional testing against the applicable success criteria within the Web Content Accessibility Guidelines (WCAG) 2.2 Conformance Level A and AA and Section 508. 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:

- NVDA

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
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	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 Level AAA.

WCAG 2.x Report

Tables 1 and 2 also document conformance with Revised Section 508:

- 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 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: 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) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: The product does not contain prerecorded audio-only or video-only media.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: 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) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: The product does not contain any prerecorded video media that requires audio descriptions or a media alternative.

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Partially Supports	Software: In some instances, the product ensures that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text. Exceptions include: <ul style="list-style-type: none"> • In the Header the "Citrix Workspace" logo is announced as "start/home". • On the Add or Remove Accounts screen when navigating the data grid with a screen reader, the header cells are announced, but the data cell contents are not announced.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: 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) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: 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) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: The product does not use color as the only visual means of conveying information, indicating an action, or prompting a response.

Criteria	Conformance Level	Remarks and Explanations
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: The product does not include audio that plays automatically.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Partially Supports	Software: In some instances, the product ensures that interactive content and functionality is accessible and operable using a keyboard or keyboard emulator. Exceptions include: <ul style="list-style-type: none"> • On the Search screen after zooming in or resizing the window, the auto-suggest results are no longer accessible with the keyboard. • On the Apps screen there are icon button tooltips that appear only on mouse hover, not on keyboard focus. • On the Welcome screen after activating "Add..." from the "Add or Remove Accounts" dialog, keyboard focus cannot be moved to the "Welcome to Citrix Workspace" screen, making all of the controls on this screen inaccessible with a keyboard.

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Partially Supports	Software: In most instances, where a component can receive keyboard focus, the product allows focus to be moved away using only the keyboard. Exceptions include: <ul style="list-style-type: none"> • On the Welcome screen after activating "Add..." from the "Add or Remove Accounts" dialog, keyboard focus cannot be moved to the "Welcome to Citrix Workspace" screen, and the screen cannot be closed with the keyboard, trapping keyboard users on this screen.
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Software: Supports	Software: The product does not use character key shortcuts.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Partially Supports	Software: In most instances, the product allows users to turn off, adjust, or extend time limits imposed for content before expiration. Exceptions include: <ul style="list-style-type: none"> • On the Progress and Alerts screen the "Your apps and desktops are being refreshed" message only appears for a brief moment before disappearing.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Partially Supports	Software: In most instances, the product allows users to pause, stop, or hide moving, blinking, scrolling or auto-updating content. Exceptions include: <ul style="list-style-type: none"> • On the Apps screen the loading animation for Desktops goes on indefinitely with no method to stop or hide the animation.

Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: The product does not contain flashing content.
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 <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 	Software: Supports	Software: This success criterion does not apply to non-web software.
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: Screens of the product provide titles that adequately describe their topic or purpose.

Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Partially Supports	Software: In some instances, screens of the product can be navigated sequentially with a focus order that matches the logical reading order. Exceptions include: <ul style="list-style-type: none"> • In the Header the "Citrix Workspace" logo receives keyboard focus, but it is not interactive. • On the Activity Manager screen the More Options control is activated, the screen reader announces "blank" instead of moving focus into the opened menu. • On the Apps screen there are interactive controls that are improperly nested within each other. The favorite button and the more options buttons are nested within the button to start the app, causing all of the controls to be announced at once when the parent button receives focus.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: 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) Also applies to: Revised Section 508 – Does not apply	Software: Supports	Software: The product does not require multipoint or path-based gestures for operation.
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Software: Supports	Software: The product ensures that functionality on pointer down-event is completed only when the user releases the pointer or allows the user to abort and/or undo the action.

Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Software: Partially Supports	Software: In some instances, the product ensures that when interface components have visual labels that include text, the provided accessible name contains the visually presented text. Exceptions include: <ul style="list-style-type: none"> On the Add or Remove accounts screen there are buttons with accessible names that do not match their visible labels. On the Welcome screen the form field has visible placeholder text of "Enter your Store URL or email address", but its accessible name is "EmailOrServerTextField".
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Software: Supports	Software: The product does not contain functionality that requires device motion or user motion.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Software: Supports	Software: The product ensures that the default human language used on each screen can be programmatically determined.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Software: Supports	Software: The product ensures that interface components do not initiate a change of context when receiving focus.

Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: 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) Revised Section 508 – Does not apply	Software: Supports	Software: The product does not contain help mechanisms.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: 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) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Partially Supports	Software: In most instances, where user input is required, the product presents adequate labels or instructions for successfully providing that input. Exceptions include: <ul style="list-style-type: none"> • On the Welcome screen the label/instructions "Enter you Store URL or email address" are provided only by placeholder text which disappears when a value is entered.
3.3.7 Redundant Entry (Level A 2.2 only) Revised Section 508 – Does not apply	Software: Supports	Software: The product does not request redundant user-entered information in multi-step processes.

Criteria	Conformance Level	Remarks and Explanations
<p>4.1.1 Parsing (Level A)</p> <p>WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	<p>Software: 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>
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Partially Supports	<p>Software: In some instances, the product contains user interface components whose name, role, state, and value can be programmatically determined. Exceptions include:</p> <ul style="list-style-type: none"> • On the Search screen after the window is resized or zoomed in, there is no longer a screen reader announcement of the number of results available. • On the Progress and Alerts screen the button to expand the toast messages does not have an accessible name. • On the Progress and Alerts screen the toast messages are not announced by the screen reader.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: 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) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: 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) Also applies to: Revised Section 508 – Does not apply	Software: Supports	Software: 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) Also applies to: Revised Section 508 – Does not apply	Software: Supports	Software: This success criterion does not apply to non-web software.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: Visual presentation of text and images of text in the product provides a contrast ratio of at least 4.5:1 against adjacent colors.

Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Partially Supports	Software: In [some/most] instances, the product allows text to be resized without assistive technology up to 200 percent without loss of content or functionality. Exceptions include: <ul style="list-style-type: none"> • On the Progress and Alerts screen the text in the toast messages does not increase in size when the user zooms or changes the default text size in the OS settings. • On the Add or Remove Accounts screen there is text that does resize when the user zooms or changes the text size in the OS settings.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: Except for logos, the product uses text instead of images of text.
1.4.10 Reflow (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Software: Supports	Software: 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.
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Software: Partially Supports	Software: In some 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: <ul style="list-style-type: none"> • On several screens there are interactive components that do not have sufficient color contrast.

Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Software: Supports	Software: 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) Also applies to: Revised Section 508 – Does not apply	Software: Partially Supports	Software: In some instances, content 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. Exceptions include: <ul style="list-style-type: none"> On the Activity Manager screen there are tooltips that disappear when trying to hover over the tooltip content. On the Apps screen there are tooltips that disappear when trying to hover over the tooltip content.
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 <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 	Software: Supports	Software: The product does not provide a set of pages or apps and is not otherwise implemented in a way that make it subject to this criterion.

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Partially Supports	Software: The product uses headings and labels that describe their topic or purpose in some instances. Exceptions include: <ul style="list-style-type: none"> • On the Apps screen the buttons that open menus have the text "menu button" as part of their accessible name. • On the Apps screen the controls that launch the apps have confusing labels that do not describe the function of the control, such as: • "clickable Favorite check box checked Favorite graphic FirefoxDesktop App clickable More Options for Firefox button". • On the Add or Remove Accounts screen there are input fields with non-descriptive accessible names.
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Partially Supports	Software: In some instances, the product provides a visible indication of keyboard focus for elements on each screen. Exceptions include: <ul style="list-style-type: none"> • On the Add or Remove Accounts screen the readonly "URL" field does not have a visible keyboard focus indicator.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) Revised Section 508 – Does not apply	Software: Supports	Software: When user interface components receive keyboard focus, they are, at minimum, partially visible.
2.5.7 Dragging Movements (Level AA 2.2 only) Revised Section 508 – Does not apply	Software: Supports	Software: The product does not use dragging movements for interactive functionality.
2.5.8 Target Size (Minimum) (Level AA 2.2 only) Revised Section 508 – Does not apply	Software: Supports	Software: The size of targets in the product meet the requirements of this criterion.

Criteria	Conformance Level	Remarks and Explanations
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: Screens of the product present content in a single language.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 <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 	Software: Supports	Software: 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) Also applies to: Revised Section 508 <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 	Software: Supports	Software: This success criterion does not apply to non-web software.
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: The product does not automatically detect or provide input errors that require suggestions for correction.

Criteria	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: The product does not cause legal commitments, process financial transactions, or modify or delete user-controllable data.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) Revised Section 508 – Does not apply	Software: Supports	Software: The product does not require users to complete a cognitive function test during its authentication process.
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Software: Supports	Software: The product is not implemented using a markup language subject to this criterion.

Revised Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The product's features mostly allow people without vision to use screen readers to interact with user interface elements except as disclosed in: <ul style="list-style-type: none">• 1.3.1 Info and relationships• 2.1.1 Keyboard• 2.1.2 No keyboard trap• 2.2.1 Timing adjustable• 2.4.3 Focus order• 2.4.6 Headings and labels• 4.1.2 Name, role, value
302.2 With Limited Vision	Partially Supports	The product's features mostly allow people with vision loss to interact with user interface elements except as disclosed in: <ul style="list-style-type: none">• 1.3.1 Info and relationships• 2.1.1 Keyboard• 2.1.2 No keyboard trap• 2.2.1 Timing adjustable• 2.4.3 Focus order• 2.4.6 Headings and labels• 4.1.2 Name, role, value• 1.4.4 Resize text• 2.4.7 Focus visible• 3.3.2 Labels or instructions
302.3 Without Perception of Color	Supports	The product's features allow users without perception of color to interact with user interface elements.
302.4 Without Hearing	Supports	The product is usable by people without hearing.

Criteria	Conformance Level	Remarks and Explanations
302.5 With Limited Hearing	Supports	The product is usable by people with limited hearing.
302.6 Without Speech	Supports	The product is usable by people without speech.
302.7 With Limited Manipulation	Partially Supports	<p>The product features mostly allow people with limited manipulation to interact with user interface elements except as disclosed in:</p> <ul style="list-style-type: none"> • 2.1.1 Keyboard • 2.1.2 No keyboard trap • 2.2.1 Timing adjustable • 2.4.3 Focus order • 2.4.6 Headings and labels • 2.4.7 Focus visible • 4.1.2 Name, role, value
302.8 With Limited Reach and Strength	Supports	The product's features allow people with limited reach or strength to interact with the user interface.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	<p>The product's features mostly allow people with limited language, cognition, and learning abilities to interact with the user interface except as disclosed in:</p> <ul style="list-style-type: none"> • 2.1.1 Keyboard • 2.2.1 Timing adjustable • 2.4.3 Focus order • 2.4.6 Headings and labels • 4.1.2 Name, role, value • 2.4.7 Focus visible • 2.2.2 Pause, stop, hide • 1.3.1 Info and relationships • 3.3.2 Labels or instructions

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 2.1 section	See information in WCAG 2.1 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	Software does not contain platform features.
502.2.2 No Disruption of Accessibility Features	Not Applicable	The product is not platform software.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	To some degree, objects in the product correctly report their name, role, state, boundary, and description information to assistive technologies, except as disclosed in: <ul style="list-style-type: none">• 4.1.2 - Name, Role, Value
502.3.2 Modification of Object Information	Not Applicable	The product's state and properties cannot be set by the user.
502.3.3 Row, Column, and Headers	Partially Supports	For the most part, the product appropriately associates rows, columns, and headers for data tables and the associations are programmatically determinable, except as disclosed in: <ul style="list-style-type: none">• 1.3.1 - Info and Relationships
502.3.4 Values	Supports	In the product any current value(s), and any set or range of allowable values associated with an object, are programmatically determinable.

Criteria	Conformance Level	Remarks and Explanations
502.3.5 Modification of Values	Not Applicable	The product does not allow users to set values.
502.3.6 Label Relationships	Partially Supports	To some degree, component labels in the product are programmatically determinable, except as disclosed in: <ul style="list-style-type: none"> • 2.4.6 - Headings and Labels • 2.5.3 - Label in Name • 3.3.2 - Labels or Instructions
502.3.7 Hierarchical Relationships	Supports	Hierarchical relationships for components in the product are programmatically determinable.
502.3.8 Text	Supports	In the product, the content of text objects, text attributes, and the boundary of text are programmatically determinable.
502.3.9 Modification of Text	Supports	In the product, text that can be set by the user is able to be set programmatically.
502.3.10 List of Actions	Not Applicable	The product does not contain lists of actions that can be executed on its objects.
502.3.11 Actions on Objects	Supports	The product allows users to perform actions on objects programmatically.
502.3.12 Focus Cursor	Partially Supports	Some of the product's user interface elements for text editing provide information and mechanisms necessary to track focus, text insertion point, and selection attributes in a way that is programmatically determinable except as disclosed in: <ul style="list-style-type: none"> • 2.4.7 - Focus Visible
502.3.13 Modification of Focus Cursor	Supports	The product's user interface elements for text editing allow for the programmatic modification of tracking focus, text insertion points, and selecting attributes.
502.3.14 Event Notification	Partially Supports	The product sometimes makes notifications of events relevant to user interactions available to assistive technologies, except as disclosed in: <ul style="list-style-type: none"> • 4.1.2 - Name, Role, Value
502.4 Platform Accessibility Features	Not Applicable	The product is not platform software.

Criteria	Conformance Level	Remarks and Explanations
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	Because this is running on a virtual machine, the product is designed to be isolated from the underlying platform software.
503.3 Alternative User Interfaces	Not Applicable	The product 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	The product does not provide user controls for volume adjustment.
503.4.2 Audio Description Controls	Not Applicable	The product does not provide user controls for program selection.
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 2.1 section	See information in WCAG 2.1 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	The product is not an authoring tool.
504.2.2 PDF Export	Not Applicable	The product is not an authoring tool.
504.3 Prompts	Not Applicable	The product is not an authoring tool.
504.4 Templates	Not Applicable	The product is not an authoring tool.

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

Notes: Not Applicable

Legal Disclaimer (Citrix)