

Citrix – Accessibility Conformance Report WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: StoreFront 2507

Report Date: February 2026

Product Description:

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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:

- NVDA/Chrome

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

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

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.x Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Web: Supports	Web: Non-text content presented to the user in the product has text alternatives that serve the equivalent purpose.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Web: Supports	Web: The product provides an alternative for time-based media that presents equivalent information for prerecorded audio-only or video-only content.
1.2.2 Captions (Prerecorded) (Level A)	Web: Supports	Web: The product provides captions for prerecorded synchronized media (video with audio).
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Web: Supports	Web: The product provides appropriate audio descriptions or a media alternative for prerecorded video media.
1.3.1 Info and Relationships (Level A)	Web: Supports	Web: The product ensures that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text.

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A)	Web: Supports	Web: 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)	Web: Supports	Web: 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)	Web: Supports	Web: 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)	Web: Supports	Web: Audio content in the product that plays automatically can be muted, paused, or stopped using a control near the top of the page, and/or allows the user to control the volume independently of system audio.

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A)	Web: Partially Supports	<p>Web: The product ensures that interactive content and functionality is accessible and operable using a keyboard or keyboard emulator. Exceptions include:</p> <ul style="list-style-type: none"> Interactive controls are not accessible from the keyboard, e.g., the expand buttons in the status dashboard window on the Home page.
2.1.2 No Keyboard Trap (Level A)	Web: Supports	Web: 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)	Web: Supports	Web: 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.
2.2.1 Timing Adjustable (Level A)	Web: Supports	Web: The product allows users to turn off, adjust, or extend time limits imposed for content before expiration.

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A)	Web: Partially Supports	<p>Web: The product allows users to pause, stop, or hide moving, blinking, scrolling, or auto-updating content. Exceptions include:</p> <ul style="list-style-type: none"> • Animation used to indicate a virtual machine is online and running cannot be paused, stopped, or hidden without exiting the module on the Desktops page.
2.3.1 Three Flashes or Below Threshold (Level A)	Web: Supports	Web: The product does not contain flashing content.
2.4.1 Bypass Blocks (Level A)	Web: Supports	Web: The product provides skip links and other mechanisms to bypass blocks of content repeated on multiple pages.
2.4.2 Page Titled (Level A)	Web: Supports	Web: Pages 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)	Web: Partially Supports	<p>Web: The product ensures that focusable components receive focus in an order that preserves meaning and operability. Exceptions include:</p> <ul style="list-style-type: none"> • Focus does not move to newly revealed content, e.g., status dashboard on the Home page.
2.4.4 Link Purpose (In Context) (Level A)	Web: Partially Supports	<p>Web: 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. Exceptions include:</p> <ul style="list-style-type: none"> • Link text is insufficiently descriptive, e.g., the Citrix Workspace image link on the Home page.
2.5.1 Pointer Gestures (Level A 2.1 only)	Web: Supports	<p>Web: The product ensures functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture.</p>
2.5.2 Pointer Cancellation (Level A 2.1 only)	Web: Supports	<p>Web: 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.</p>

Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name (Level A 2.1 only)	Web: Supports	Web: 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)	Web: Supports	Web: The product ensures that functionality triggered by device or user motion can also be operated by conventional user interface components.
3.1.1 Language of Page (Level A)	Web: Supports	Web: The product ensures that the default human language used on each page can be programmatically determined.
3.2.1 On Focus (Level A)	Web: Supports	Web: The product ensures that interface components do not initiate a change of context when receiving focus.
3.2.2 On Input (Level A)	Web: Supports	Web: 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.

Criteria	Conformance Level	Remarks and Explanations
3.2.6 Consistent Help (Level A 2.2 only)	Web: Supports	Web: Help mechanisms occur in the same order relative to other page content in the product.
3.3.1 Error Identification (Level A)	Web: Supports	Web: 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)	Web: Supports	Web: 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)	Web: Supports	Web: User information that is required to be entered again in the same process is made available to the user without the user having to re-enter information.

Criteria	Conformance Level	Remarks and Explanations
<p>4.1.1 Parsing (Level A)</p> <p>Applies to:</p> <p>WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply</p>	Supports	<p>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>	Web: Partially Supports	<p>Web: The product ensures that user interface components have name, role, state, and value information that can be programmatically determined. Exceptions include:</p> <ul style="list-style-type: none"> • Custom controls, like expand/collapse controls and sorting buttons, do not provide appropriate name, role and state information.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Web: Supports	Web: The product provides real-time captions for live synchronized media (video with audio).
1.2.5 Audio Description (Prerecorded) (Level AA)	Web: Supports	Web: The product provides appropriate audio descriptions for prerecorded synchronized media (video with audio).
1.3.4 Orientation (Level AA 2.1 only)	Web: Supports	Web: 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)	Web: Supports	Web: The product ensures that the purpose of input fields that request information about the user, such as name or email, can be programmatically determined.
1.4.3 Contrast (Minimum) (Level AA)	Web: Supports	Web: 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)	Web: Supports	Web: The product allows text to be resized without assistive technology up to 200 percent without loss of content or functionality.
1.4.5 Images of Text (Level AA)	Web: Supports	Web: The images of text contained in the product are essential and can be visually customized to user viewing requirements.
1.4.10 Reflow (Level AA 2.1 only)	Web: Supports	Web: 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)	Web: Partially Supports	Web: 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"> User interface components have a contrast ratio below 3.00:1, e.g., the Favorite buttons.
1.4.12 Text Spacing (Level AA 2.1 only)	Web: Supports	Web: The product supports user changes in text style properties, such as line height or text spacing, without loss of content or functionality.

Criteria	Conformance Level	Remarks and Explanations
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Web: Supports	Web: 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)	Web: Supports	Web: The product provides multiple ways to navigate through pages in the product.
2.4.6 Headings and Labels (Level AA)	Web: Supports	Web: Headings and labels provided in the product adequately describe the topic or purpose of the content with which they are associated.
2.4.7 Focus Visible (Level AA)	Web: Supports	Web: The product provides a visible indication of keyboard focus for elements on each page.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Web: Supports	Web: When user interface components receive keyboard focus they are, at minimum, partially visible.

Criteria	Conformance Level	Remarks and Explanations
2.5.7 Dragging Movements (Level AA 2.2 only)	Web: Supports	Web: When dragging movement is needed for operation the product allows the functionality to be accomplished by a single pointer without dragging.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Web: Supports	Web: The size of targets in the product meet the requirements of this criterion.
3.1.2 Language of Parts (Level AA)	Web: Supports	Web: Where pages of the product contain text in multiple languages, the language used for each passage can be programmatically determined.
3.2.3 Consistent Navigation (Level AA)	Web: Supports	Web: 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)	Web: Supports	Web: The product ensures that components with the same functionality are identified consistently across pages of the product.
3.3.3 Error Suggestion (Level AA)	Web: Supports	Web: Where the product automatically detects input errors and provides error messages, the product also provides suggestions for correcting each error.

Criteria	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Web: Supports	Web: 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)	Web: Supports	Web: The product provides assistance by allowing users to paste data and by properly applying autocomplete attributes on appropriate input fields to identify the input purpose.
4.1.3 Status Messages (Level AA 2.1 only)	Web: Supports	Web: When status messages appear, the product automatically provides those messages to assistive technology without requiring focus.

Table 3: Success Criteria, Level AAA

Notes: Applicable, not tested