Citrix Accessibility Conformance Report

VPAT® Version 2.4

Citrix Virtual Apps and Desktops: Workspace for Web

Citrix Systems, Inc.
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Name of Product/Version

Name of Product: Citrix Virtual Apps and Desktops: Workspace for Web
Version: 2203

Product Description

The Workspace for Web application is a website used as an app store. Users can open the site to securely access applications and desktops published for them through Citrix Virtual Apps and Desktops

Notes

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of **Citrix Virtual Apps and Desktops: Workspace for Web** as of **April 20, 2022** 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 2022, NVDA 2021.4, Freedom Scientific ZoomText 2020, Microsoft Windows accessibility features, and keyboard-only control. Testing was performed with this assistive technology on Chrome and Firefox on Windows 11 and Windows Server 2022.

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)

Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11)	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 2.0 Level AAA.

WCAG 2.x 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.x 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
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	Images for some graphical buttons have alternative text. Some images do not have alternative text.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Not Applicable	No time-based media present.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Not Applicable	No time-based media present.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Not Applicable	No time-based media present.
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	User interface controls have programmatically determined names. Heading tags are not used in most application pages. Heading tags are used in the Third-Party Notices page; gaps occur in the heading levels.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Correct reading sequences can be programmatically determined.

Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Instructions and content do not rely solely on sensory characteristics of components.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Color is not used as the sole means of conveying information.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Not Applicable	The application does not use audio.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	Some components in the application are keyboard operable. Some controls (e.g., tooltips) are not keyboard operable.
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	No keyboard traps were encountered.
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Supports	One-character shortcuts are not used.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	A timeout dialog appears, allowing the user to refresh the session.

Criteria	Conformance Level	Remarks and Explanations

2.2.2 Pause, Stop, Hide (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 602.3 (Support Docs)
	Supports	The application does not contain moving or auto-updating content.

2.3.1 Three Flashes or Below Threshold (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 602.3 (Support Docs)
	Supports	Flashing or blinking does not occur in the prohibited range.

2.4.1 Bypass Blocks (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software) – Does not apply to non-web software
   • 602.3 (Support Docs) – Does not apply to non-web docs
	Not Applicable	The application has a small set of repetitive links, so the implementation of bypass blocks is not necessary.

2.4.2 Page Titled (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 602.3 (Support Docs)
	Partially Supports	All pages have a page title. Some page titles do not accurately reflect the page content.

2.4.3 Focus Order (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 602.3 (Support Docs)
	Partially Supports	On some pages, components can be navigated in an order that preserves meaning and operability.
		
		On some pages, components cannot be navigated in an order that preserves meaning and operability. When the About dialog closes, focus does not return to the calling control.

2.4.4 Link Purpose (In Context) (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 602.3 (Support Docs)
	Supports	The purpose of each link can be determined from the link text together with context.

Criteria	Conformance Level	Remarks and Explanations
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Not Applicable	Multipoint or path-based gestures are not used.
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Supports	Pointer functionality is not triggered by down-events.
2.5.3 Label in Name (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Supports	For user interface components with labels, the accessible name contains the text that is presented visually.
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Not Applicable	The application does not contain device or user motion functionality.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	On most pages, the default human language can be programmatically determined. On the Third-Party Notices page, the default human language cannot be programmatically determined.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Moving focus to components does not initiate a change of context.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	In some areas, changing the setting of user interface components does not automatically cause a change of context. In some areas, changing the setting of user interface components automatically causes a change of context.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Error messages are displayed when required fields are empty or incorrectly formatted.

Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Labels are provided for input fields.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	The application shows parsing errors when running a markup validation service.
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	The application provides name, role, state or value information to assistive technology for some components. Some components (i.e., buttons, menu buttons, accordion controls, tabstrips) do not provide name, role, state, or value information to assistive technology.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Not Applicable	No time-based media present.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Not Applicable	No time-based media present.

Criteria	Conformance Level	Remarks and Explanations
1.3.4 Orientation (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Supports	The application does not restrict content to a single orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Not Applicable	User personal information is not requested.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	Some areas of the application meet the required contrast ratios. Some areas do not meet the required 4.5:1 contrast ratio.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Text can be resized without loss of content or functionality.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Images of text are used. They are logos, so they are considered essential.
1.4.10 Reflow (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Partially Supports	After the main application pages reach some zoom levels, two scrollbars appear. After some pages reach specific zoom levels, content is truncated or unreachable.
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Partially Supports	Some user interface elements (e.g., focus indicators, graphical buttons) do not meet the minimum contrast ratio of 3:1.
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Supports	No loss of content occurs by setting style properties to meet the text spacing requirement.

Criteria	Conformance Level	Remarks and Explanations
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Does Not Support	Hover content (e.g., tooltips) does not allow for dismissal or hovering of the popup content.
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	There are multiple ways to perform various functions throughout the application.
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Headings and labels describe topic or purpose.
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	The visual focus is well defined on some components, but does not appear on some components (e.g., links). The focus indicator on some controls (e.g., buttons, checkboxes) is not well defined.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	On most pages, the default human language can be programmatically determined. On the Third-Party Notices page, the default human language cannot be programmatically determined.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Consistent navigation occurs throughout the application.
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Consistent identification occurs throughout the application.

Criteria	Conformance Level	Remarks and Explanations

3.3.3 Error Suggestion (Level AA)
Also applies to:
Revised Section 508
  • 501 (Web)(Software)
  • 602.3 (Support Docs)
	Supports	Error messages are displayed when required fields are empty or incorrectly formatted.

3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)
Also applies to:
Revised Section 508
  • 501 (Web)(Software)
  • 602.3 (Support Docs)
	Not Applicable	Application does not cause legal commitments or financial transactions to occur for the user.

4.1.3 Status Messages (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Partially Supports	Some status messages are announced by the screen readers. Some status messages are not announced by the screen readers.

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	The application is partially keyboard operable. Some components (i.e., buttons, menu buttons, accordion controls, tabstrips) do not provide name, role, state, or value information to assistive technology.

Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	Partially Supports	The application is partially keyboard operable. Some components (i.e., buttons, menu buttons, accordion controls, tabstrips) do not provide name, role, state, or value information to assistive technology. The application can be used by users with low visual acuity when combined with screen magnification assistive technology. The application does not meet required contrast ratios in some areas.
302.3 Without Perception of Color	Supports	Color is not used as the sole means of conveying information.
302.4 Without Hearing	Supports	Does not require user hearing.
302.5 With Limited Hearing	Supports	Does not require user hearing.
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

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

Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
602 Support Documentation	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 WCAG 2.0 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.
603 Support Services	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: Workspace for Web** as of **April 20, 2022** and is only valid for the version and date it was tested.

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