



Citrix Accessibility Conformance Report

VPAT® Version 2.4

Citrix Virtual Apps and Desktops: Director

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Name of Product/Version

Name of Product: Citrix Virtual Apps and Desktops: Director

Version: 2203

Product Description

The Director web application is a management console that allows administrators to monitor virtual desktops and applications, troubleshoot issues, and perform support tasks for end users.

Notes

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of **Citrix Virtual Apps and Desktops: Director** as of **March 31, 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.

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 |
|---|--------------------|---|
| <p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Does Not Support | Images do not have alternative text. |
| <p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Not Applicable | No time-based media present. |
| <p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Not Applicable | No time-based media present. |
| <p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Not Applicable | No time-based media present. |
| <p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Partially Supports | <p>Some user interface controls have programmatically determined names; some user interface controls do not have programmatically determined names.</p> <p>On some pages, header cells in data tables are programmatically determinable. On some pages, header cells in data tables are not programmatically determinable. Some columns are missing headers.</p> <p>Heading tags are not used in the application.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|--|
| <p><u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Partially Supports | <p>On some pages, correct reading sequences can be programmatically determined.</p> <p>On the Dashboard page, the correct sequence cannot be programmatically determined in the License Server pane.</p> |
| <p><u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | Instructions and content do not rely solely on sensory characteristics of components. |
| <p><u>1.4.1 Use of Color</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Partially Supports | <p>On some pages, color is not used as the sole means of conveying information.</p> <p>On some pages, color is the only means used to relay information (e.g., links, focus). In some line graphs, the only difference between the lines is color.</p> |
| <p><u>1.4.2 Audio Control</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Not Applicable | The application does not use audio. |
| <p><u>2.1.1 Keyboard</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Partially Supports | <p>Some functions of the application are keyboard operable.</p> <p>Some controls (e.g., menu items, tooltips, checkboxes, radio buttons, tabstrips) are not keyboard operable.</p> |
| <p><u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | The application does not contain a keyboard trap. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| <p>2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply</p> | Supports | One-character shortcuts are not used. |
| <p>2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | A session timeout dialog appears, allowing the user to keep the session active. |
| <p>2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Does Not Support | Some information messages disappear a few seconds after being displayed. Some pages refresh automatically. |
| <p>2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | Flashing or blinking does not occur in the prohibited range. |
| <p>2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs | Does Not Support | The application does not have a keyboard method to skip repetitive navigation links. |
| <p>2.4.2 Page Titled (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Does Not Support | Descriptive titles are not used on any page in the application. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|---|
| <p>2.4.3 Focus Order (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Partially Supports | <p>On some pages, components can be navigated in an order that preserves meaning and operability.</p> <p>On some pages, components cannot be navigated in an order that preserves meaning and operability. In addition, there are tab stops on some non-interactive controls. When some dialogs open, focus remains in the parent page. Some disabled controls remain in the tab order.</p> |
| <p>2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | The purpose of each link can be determined from the link text together with context. |
| <p>2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply</p> | Not Applicable | Multipoint or path-based gestures are not used. |
| <p>2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply</p> | Supports | Pointer functionality is not triggered by down-events. |
| <p>2.5.3 Label in Name (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply</p> | Partially Supports | <p>For some user interface components with labels, the accessible name contains the text that is presented visually.</p> <p>Some edit fields contain a visible label and are not programmatically labeled. Some combo box programmatic labels do not match their visible label.</p> |
| <p>2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply</p> | Not Applicable | The application does not contain device or user motion functionality. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|--|
| <p><u>3.1.1 Language of Page</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Does Not Support | The default human language cannot be programmatically determined. |
| <p><u>3.2.1 On Focus</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | Moving focus to components does not initiate a change of context. |
| <p><u>3.2.2 On Input</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | Changing the setting of user interface components does not automatically cause a change of context. |
| <p><u>3.3.1 Error Identification</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Partially Supports | Error messages are displayed when required fields are empty or incorrectly formatted, but the messages are not specific. |
| <p><u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Partially Supports | Labels are provided for input fields. Some field labels are located in close proximity to the associated field; some field labels are not located in close proximity to the associated field. |
| <p><u>4.1.1 Parsing</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Partially Supports | The application shows parsing errors when running a markup validation service. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|---|
| <p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) | Partially Supports | <p>The application provides name, role, state or value information to assistive technology for some components.</p> <p>Many components (i.e., dropdown menus, links, buttons, radio buttons, accordion controls, checkboxes, tabstrips, tooltips, and text boxes) do not provide name, role, state, or value information to assistive technology.</p> <p>Some elements that are not visible on the page are still detectable by assistive technology.</p> |

Table 2: Success Criteria, Level AA

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| <p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) | Not Applicable | No time-based media present. |
| <p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) | Not Applicable | No time-based media present. |
| <p>1.3.4 Orientation (Level AA 2.1 only)</p> <p>Also applies to: Revised Section 508 – Does not apply</p> | Supports | The application does not restrict content to a single orientation. |
| <p>1.3.5 Identify Input Purpose (Level AA 2.1 only)</p> <p>Also applies to: Revised Section 508 – Does not apply</p> | Not Applicable | User personal information is not requested. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|---|
| <p>1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 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. |
| <p>1.4.4 Resize text (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | Text can be resized without loss of content or functionality. |
| <p>1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | Images of text are not used. |
| <p>1.4.10 Reflow (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply</p> | Partially Supports | Software application requires scrolling in both directions after 125% browser zoom. |
| <p>1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply</p> | Partially Supports | Some charts and controls do not meet the minimum contrast ratio of 3:1. |
| <p>1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply</p> | Partially Supports | <p>No loss of content occurs by setting style properties to meet the text spacing requirement in some areas.</p> <p>Some Dashboard text overlaps setting style properties to meet the text spacing requirement.</p> |
| <p>1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply</p> | Does Not Support | Hover content (e.g., chart popups, tooltips) does not allow for dismissal or hovering of the popup content. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|---|
| <p><u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 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. |
| <p><u>2.4.6 Headings and Labels</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Partially Supports | <p>On some pages, headings and labels describe topic or purpose.</p> <p>The “User” and “Machine” pages have a “Maintenance Mode” toggle button; the user must open a tooltip to see the state (on/off).</p> |
| <p><u>2.4.7 Focus Visible</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Partially Supports | Where keyboard operability exists, the visual focus is well defined on some components, but does not appear on some components (e.g., links, buttons, list items, radio buttons, checkboxes). |
| <p><u>3.1.2 Language of Parts</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Does Not Support | The default human language cannot be programmatically determined. |
| <p><u>3.2.3 Consistent Navigation</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 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. |
| <p><u>3.2.4 Consistent Identification</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 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 |
|--|--------------------|---|
| <p>3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) | Partially Supports | Error messages are displayed when required fields are empty or incorrectly formatted, but the messages are not specific. |
| <p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) | Not Applicable | Application does not cause legal commitments or financial transactions to occur for the user. |
| <p>4.1.3 Status Messages (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply</p> | Partially Supports | <p>Some status messages create a popup dialog that is read.</p> <p>Some status messages cannot be programmatically determined through role.</p> |

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> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|--|
| 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.</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 errors, the currently selected item, or the presence of a link.</p> |
| 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 |
| 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 | No accessibility statement is provided. |
| 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: Director** as of **March 31, 2022** and is only valid for the version and date it was tested.

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