



## **Section 508 Conformance Audit**

### **Voluntary Product Accessibility Template**

*Citrix Online and Web Plug-in*

**Citrix Systems, Inc.**  
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## Section 508 Evaluation Template

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of the Citrix Online and Web Plug-in as of 1/14/2011.

**Name of Product:** Citrix Online and Web Plug-in  
**Version:** 12.1

The current version of the **Citrix Online and Web Plug-in** was tested for conformance with Section 508 of the Rehabilitation Act, specifically, the U.S. Access Board's Technical Requirements. This product was tested as of **January 14, 2011** and is only valid for the version and date it was tested.

### VPAT™ Summary Table Voluntary Product Accessibility Template®

VPAT Summary	Total Standards	Total Applicable Standard	Supports	Exceptions	Remarks
Section 1194.21 Software Applications and Operating Systems	12	10	7	3	Applicable. See included 1194.21 table.
Section 1194.22 Web-based Internet Information and Applications	16	0	0	0	The Online and Web plug-ins are not a product of this type.
Section 1194.23 Telecommunications Products	14	0	0	0	The Online and Web plug-ins are not a product of this type.
Section 1194.24 Video and Multi-media Products	5	0	0	0	The Online and Web plug-ins are not a product of this type.
Section 1194.25 Self-Contained, Closed Products	13	3	3	0	Applicable. See included 1194.25 table.

Section 1194.26 Desktop and Portable Computers	4	0	0	0	The Online and Web plug-ins are not a product of this type.
Section 1194.31 Functional Performance Criteria	6	6	3	3	Applicable. See included 1194.31 table.
Section 1194.41 Information, Documentation and Support	3	3	3	0	Applicable. See included 1194.41 table.
<b>Total</b>	<b>73</b>	<b>22</b>	<b>16</b>	<b>6</b>	

<p align="center"><b>Section 1194.21 Software Applications and Operating Systems -- Detail</b>  <b>VPAT™</b>  <b>Voluntary Product Accessibility Template®</b></p>		
<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Supports with Exceptions	<p>Some functions are keyboard operable. Some items are not. To enable hot keys in the client, the Desktop Viewer Toolbar should be disabled. This allows the user to switch between full screen and window mode, and carry out other Windows keystrokes with the hot key alternatives. When the Desktop Viewer Toolbar is enabled, the hot keys do not function. The Preferences dialog in the Desktop Viewer Toolbar cannot be opened via the keyboard.</p> <p>The "OK" button in the dialog listing hot keys when a session opens cannot gain focus via the keyboard.</p>
(b) Applications shall not disrupt or disable activated features of	Supports with	The application does not disable or disrupt accessibility features of the Microsoft

<p>other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</p>	<p>Exceptions</p>	<p>Windows operating system and assistive technologies with an exception. When the Desktop Viewer Toolbar is enabled keystrokes to the JAWS screen reader are intercepted and lost. Disabling the toolbar corrects the issue.</p>
<p>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.</p>	<p>Supports</p>	<p>There exists a clear indication of current visual focus and assistive technology can track the focus programmatically.</p>
<p>(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>	<p>Supports</p>	<p>Sufficient information is provided for user interface elements including name, role and state information.</p>
<p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	<p>Supports</p>	<p>The meaning of images is consistent.</p>
<p>(f) Textual information shall be</p>	<p>Supports</p>	<p>Operating system functions are used for</p>

<p>provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p>		<p>displaying text.</p>
<p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Supports with Exceptions</p>	<p>The application does not override user selected display settings with some exceptions. The “Preferences” and “Disconnect” dialogue boxes from the Desktop Viewer do not honor Windows high contrast settings.</p>
<p>(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>	<p>Not Applicable</p>	<p>Animation is not used.</p>
<p>(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	<p>Supports</p>	<p>Color coding is not used as the sole means of conveying information.</p>
<p>(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.</p>	<p>Not Applicable</p>	<p>The application does not contain functionality to support the changing of display attributes.</p>
<p>(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Supports</p>	<p>Blinking and flashing does not occur in the prohibited range.</p>
<p>(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality</p>	<p>Supports</p>	<p>Sufficient information is provided for user interface elements including name, role and state information.</p>

<p>required for completion and submission of the form, including all directions and cues.</p>		
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<p align="center"><b>Section 1194.25 Self-Contained, Closed Products – Detail VPAT™ Voluntary Product Accessibility Template®</b></p>		
<p><b>Criteria</b></p>	<p><b>Supporting Features</b></p>	<p><b>Remarks and explanations</b></p>
<p>(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.</p>	<p>Not Applicable</p>	<p>This product is not a self-contained, closed product.</p>
<p>(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p>	<p>Not Applicable</p>	<p>A timed response is not required.</p>
<p>(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).</p>	<p>Not Applicable</p>	<p>This product is not a self-contained, closed product.</p>
<p>(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.</p>	<p>Not Applicable</p>	<p>This product is not a self-contained, closed product.</p>
<p>(e) When products provide</p>	<p>Not</p>	<p>This product is not a self-contained, closed</p>

<p>auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.</p>	<p>Applicable</p>	<p>product.</p>
<p>(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.</p>	<p>Not Applicable</p>	<p>This product is not a self-contained, closed product.</p>
<p>(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	<p>Supports</p>	<p>Color coding is not used as the sole means of conveying information</p>
<p>(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.</p>	<p>Not Applicable</p>	<p>The application does not contain functionality support for the changing of color and contrast settings.</p>
<p>(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Supports</p>	<p>Blinking and flashing does not occur in the prohibited range.</p>
<p>(j) (1) Products which are freestanding, non-portable, and intended to be used in one</p>	<p>Not Applicable</p>	<p>This product is a software application and is not a self-contained, closed product.</p>

<p>location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.</p>		
<p>(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.</p>	<p>Not Applicable</p>	<p>This product is a software application and is not a self-contained, closed product.</p>
<p>(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.</p>	<p>Not Applicable</p>	<p>This product is a software application and is not a self-contained, closed product.</p>
<p>(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall</p>	<p>Not Applicable</p>	<p>This product is a software application and is not a self-contained, closed product.</p>



not be more than 24 inches behind the reference plane.		
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**Section 1194.31 Functional Performance Criteria – Detail**  
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<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports with Exceptions	The application is keyboard accessible in some modes. See 1194.21(a) for details of keyboard accessibility.  The client supports using assistive technology in conjunction with it on a remote system when the server also supports the assistive technology.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supports	The application may be used without visual acuity greater than 20/70 when combined with screen magnification assistive technology.  The client supports using assistive technology in conjunction with it on a remote system when the server also supports the assistive technology.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	Supports	Does not require user hearing to operate or for information retrieval.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an	Supports	Does not require user hearing to operate or for information retrieval.

enhanced auditory fashion, or support for assistive hearing devices shall be provided.		
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Supports	User speech is not required for operations.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supports with Exceptions	The application is keyboard accessible in some modes. See 1194.21(a) for details.

**Section 1194.41 Information, Documentation and Support – Detail  
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<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports	Product documentation is available in accessible electronic format.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	Product documentation is available in accessible electronic format.
(c) Support services for products	Supports	Citrix offers support via phone, online and

shall accommodate the communication needs of end-users with disabilities.		email.
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