



**Section 508 Conformance Audit**  
**Voluntary Product Accessibility Template**  
***Citrix Self-Service Password Reset***

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## Section 508 Evaluation Template

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of Citrix Self-Service Password Reset as of 11/21/2017.

**Name of Product:** Citrix Self-Service Password Reset  
**Version:** 1.1.0.0

The current version of **Citrix Self-Service Password Reset** 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 **November 21, 2017**, and is only valid for the version and date it was tested.

Assistive technology products used as part of testing included Freedom Scientific JAWS 18.0, NVDA 2017.3, AI Squared ZoomText 11, Inspect, Microsoft Windows accessibility features, and keyboard-only control.

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

<b>VPAT Summary</b>	<b>Total Standards</b>	<b>Total Applicable Standard</b>	<b>Supports</b>	<b>Exceptions</b>	<b>Remarks</b>
Section 1194.21 Software Applications and Operating Systems	12	10	5	5	Applicable. See included 1194.21 table.
Section 1194.22 Web-based Internet Information and Applications	16	5	2	3	Applicable. See included 1194.22 table.
Section 1194.23 Telecommunications Products	14	0	0	0	Self-Service Password Reset is not a product of this type.
Section 1194.24 Video and Multi-media Products	5	0	0	0	Self-Service Password Reset is not a product of this type.

<b>VPAT Summary</b>	<b>Total Standards</b>	<b>Total Applicable Standard</b>	<b>Supports</b>	<b>Exceptions</b>	<b>Remarks</b>
Section 1194.25 Self-Contained, Closed Products	13	2	2	0	Applicable. See included 1194.25 table.
Section 1194.26 Desktop and Portable Computers	4	0	0	0	Self-Service Password Reset is not a product of this type.
Section 1194.31 Functional Performance Criteria	6	6	4	2	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>26</b>	<b>16</b>	<b>10</b>	

<b>Section 1194.21 Software Applications and Operating Systems -- Detail</b> <b>VPAT™</b> <b>Voluntary Product Accessibility Template®</b>		
<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
<p>(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.</p>	<p>Supports with Exceptions</p>	<p>Some functions can be executed via the keyboard.</p> <p>Some functions (e.g., accessing rows in certain tables, opening a right-click menu, and accessing a parent window after a child window closes) cannot be executed via the keyboard.</p>
<p>(b) Applications shall not disrupt or disable activated features of 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>Supports</p>	<p>The application does not disable or disrupt accessibility features of the Microsoft Windows operating system and assistive technologies.</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 with Exceptions</p>	<p>In some windows, the application provides a clear indication of current visual focus, and focus is provided programmatically to assistive technology.</p> <p>However, when focus lands on certain controls (e.g., buttons, nodes in a tree view), focus is not clearly visible. In addition, focus is sometimes not provided 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 with Exceptions</p>	<p>Some user interface elements provide the required information, including name, role and state, to assistive technology.</p> <p>Some user interface elements (e.g., buttons, rows in a table, text boxes, tree view nodes, dropdown boxes) do not provide sufficient information to help the user understand the control.</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 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>Supports</p>	<p>Operating system functions are used for 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>Some user interface elements do not override the Windows High Contrast settings selected by the user.</p> <p>Some user interface elements override the Windows High Contrast settings selected by the user.</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, indicating an action, prompting a response, or distinguishing a visual element.</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 do 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 required for completion and submission of the form, including all directions and cues.</p>	<p>Supports with Exceptions</p>	<p>Some user interface elements provide the required information, including name, role and state, to assistive technology.</p> <p>Some user interface elements (e.g., buttons, rows in a table, text boxes, tree view nodes, dropdown boxes) do not provide sufficient information to help the user understand the control.</p>
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<p align="center"><b>Section 1194.22 Web-based Internet information and applications -- Detail</b>  <b>VPAT™</b>  <b>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) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).</p>	<p>Does Not Support</p>	<p>There is no alternative text for icons that indicate that user names and passwords have passed or failed validation.</p>
<p>(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.</p>	<p>Not Applicable</p>	<p>Multimedia is not used.</p>
<p>(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.</p>	<p>Supports</p>	<p>Color coding is not used as the sole means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>
<p>(d) Documents shall be organized so they are readable without requiring an associated style sheet.</p>	<p>Not Applicable</p>	<p>Citrix Self-Service Password Reset is a Windows software application; it does not use style sheets.</p>

<p>(e) Redundant text links shall be provided for each active region of a server-side image map.</p>	<p>Not Applicable</p>	<p>Image map links are not used.</p>
<p>(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.</p>	<p>Not Applicable</p>	<p>Client and server-side image maps are not used.</p>
<p>(g) Row and column headers shall be identified for data tables.</p>	<p>Does Not Support</p>	<p>Column headers are not identified in data tables.</p>
<p>(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.</p>	<p>Not Applicable</p>	<p>Data tables with multiple logical levels are not used.</p>
<p>(i) Frames shall be titled with text that facilitates frame identification and navigation</p>	<p>Not applicable</p>	<p>Frames are not used.</p>
<p>(j) Pages 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>Flickering does not occur in the prohibited range.</p>
<p>(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.</p>	<p>Not Applicable</p>	<p>A text-only page cannot be substituted for an interactive software application.</p>



<p>(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.</p>	<p>Not Applicable</p>	<p>The software application does not use client-side scripting.</p>
<p>(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).</p>	<p>Not Applicable</p>	<p>Plug-ins are not used.</p>
<p>(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</p>	<p>Supports with Exceptions</p>	<p>Some user interface elements provide the required information, including name, role and state, to assistive technology.  Some user interface elements (e.g., buttons, rows in a table, text boxes, tree view nodes, dropdown boxes) do not provide sufficient information to help the user understand the control.</p>
<p>(o) A method shall be provided that permits users to skip repetitive navigation links.</p>	<p>Not Applicable</p>	<p>The software application does not use repetitive navigation links.</p>
<p>(p) 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>

*Note to 1194.22:* The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

**Section 1194.25 Self-Contained, Closed Products – Detail**  
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<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
<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 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 any time.</p>	<p>Not Applicable</p>	<p>This product is not a self-contained, closed 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, indicating an action, prompting a response, or distinguishing a visual element.</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 to support the changing of display attributes.</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 do not occur in the prohibited range.</p>
<p>(j) (1) Products which are freestanding, non-portable, and intended to be used in one 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>Not Applicable</p>	<p>This product is a software application and is not a self-contained, closed product.</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 not be more than 24 inches behind the reference plane.</p>	<p>Not Applicable</p>	<p>This product is a software application and is not a self-contained, closed product.</p>

**Section 1194.31 Functional Performance Criteria – Detail**  
**VPAT™**  
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<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
<p>(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.</p>	<p>Supports with Exceptions</p>	<p>Some features of the application work when combined with screen reader assistive technology.</p> <p>Some user interface elements (e.g., buttons, rows in a table, text boxes, tree view nodes, dropdown boxes) do not provide sufficient information to help the user understand the control.</p>
<p>(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.</p>	<p>Supports</p>	<p>The application may be used without visual acuity greater than 20/70 when combined with screen magnification assistive technology.</p>
<p>(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</p>	<p>Supports</p>	<p>Does not require user hearing to operate or for information retrieval.</p>

<p>(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 enhanced auditory fashion, or support for assistive hearing devices shall be provided.</p>	<p>Supports</p>	<p>Does not require user hearing to operate or for information retrieval.</p>
<p>(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.</p>	<p>Supports</p>	<p>User speech is not required for operations.</p>
<p>(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.</p>	<p>Supports with Exceptions</p>	<p>Some functions are keyboard operable. Some functions are not keyboard operable. See 1194.21(a) for more details.</p>

<b>Section 1194.41 Information, Documentation and Support – Detail</b> <b>VPAT™</b> <b>Voluntary Product Accessibility Template®</b>		
<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 shall accommodate the communication needs of end-users with disabilities.	Supports	Citrix offers phone, online and email support.