Section 508 Conformance Audit
Voluntary Product Accessibility Template
Citrix ShareFile: Web App

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Section 508 Evaluation Template

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of **Citrix ShareFile Web App** as of **August 18, 2017.**

Name of Product: Citrix ShareFile Web App

The current version of the **Citrix ShareFile Web App** 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 **August 18, 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, NVDA 2017, Freedom Scientific MAGic 14, AI Squared ZoomText 11, Dragon NaturallySpeaking 13, Microsoft Windows accessibility features, and keyboard-only control.

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	11	4	7	Applicable. See included 1194.21 table
Section 1194.22 Web-based Internet Information and Applications	16	10	4	6	Applicable. See included 1194.22 table.
Section 1194.23 Telecommunications Products	14	0	0	0	ShareFile Web App is not a product of this type.
Section 1194.24 Video and Multi-media Products	5	2	0	2	Applicable. See included 1194.25 table.
Section 1194.25 Self-Contained, Closed Products	13	3	1	2	Applicable. See included 1194.25 table.

VPAT Summary	Total Standards	Total Applicable Standard	Supports	Exceptions	Remarks
Section 1194.26 Desktop and Portable Computers	4	0	0	0	ShareFile Web App is 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.
Total	**73**	**35**	**15**	**20**	

Section 1194.21 Software Applications and Operating Systems - Detail
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Criteria	Supporting Features	Remarks and explanations
(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	Some functions of the application are keyboard operable. Some functions are not keyboard operable.
(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.	Supports	The application does not interfere with other assistive technologies.

Criteria	Supporting Features	Remarks and explanations
(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.	Supports with Exceptions	Visual focus is clear and well-defined in some areas. Some checkboxes and radio buttons do not show visual focus. Focus is programmatically available to assistive technology.
(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.	Supports with Exceptions	The application provides name, role, state and value information to assistive technology for some components. Some components do not provide some required information, such as names, roles and states.
(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.	Supports	Images are consistent throughout the application's performance.

Criteria	Supporting Features	Remarks and explanations
(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.	Supports	Textual information is provided through operating system functions.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports with Exceptions	The application honors user selected color and contrast settings such as Windows High Contrast in some areas. In some areas, there are controls (e.g., folder view and favorite buttons) that do not honor Windows High Contrast.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Supports with Exceptions	Some screens do not use animation. Some status messages, such as saved settings notifications, are briefly displayed on the screen and then removed.
(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.	Supports with Exceptions	Color is not used as the sole means of conveying information on some screens. Some calendar popups use only color to convey information.
(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.	Not Applicable	The application does not permit the user to adjust color and contrast settings.

Criteria	Supporting Features	Remarks and explanations
(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.	Supports	Does not use flashing or blinking text.
(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.	Supports with Exceptions	The application provides name, role, state and value information to assistive technology for some components. Some components do not provide some required information, such as names, roles and states.

Section 1194.22 Web-based Internet information and applications - Detail
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Criteria	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports with Exceptions	Some images have alternative text. Some graphical buttons do not have alternative text.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Does Not Support	Video tutorials do not have closed captioning.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports with Exceptions	Color is not used as the sole means of conveying information on some screens. Some calendar popups use only color to convey information.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports with Exceptions	The web pages are readable without the use of style sheets. Heading markup is not used throughout the application.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	Server-side image maps are not used.

Criteria	Supporting Features	Remarks and explanations
(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.	Not Applicable	Client-side image maps are not used.
(g) Row and column headers shall be identified for data tables.	Supports	Headers are identified in data tables.
(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.	Not Applicable	Tables of two or more logical levels are not used.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not Applicable	Frames are not used.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	Flickering does not occur in the prohibited range.

Criteria	Supporting Features	Remarks and explanations
(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.	Not Applicable	A text-only page is not applicable to operate an interactive web application.
(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.	Supports	Client-side scripting is readable by assistive technology.
(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).	Not Applicable	Plug-ins are not used.

Criteria	Supporting Features	Remarks and explanations
(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.	Supports with Exceptions	The application provides name, role, state and value information to assistive technology for some components. Some components do not provide some required information, such as names, roles and states.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Does Not Support	Skip navigation links do not exist.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supports	Settings allow for user to never be logged out.

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 1194.24 Video and Multi-media Products - Detail
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Criteria	Supporting Features	Remarks and explanations
(a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.	Not Applicable	Does not have analog television receiver or display circuitry.
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	Not Applicable	Does not have tuner capabilities.

Criteria	Supporting Features	Remarks and explanations
(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.	Does Not Support	Video tutorials do not support the displaying of closed captions.
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.	Not Applicable	Videos do not need an audio description for the comprehension of the content.
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Supports with Exceptions	Video tutorials do not support the displaying of closed captions.

Section 1194.25 Self-Contained, Closed Products - Detail
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Criteria	Supporting Features	Remarks and explanations
(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.	Not Applicable	This product is not a self-contained, closed product
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Does Not Support	After a period of time, the application times out without warning.
(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).	Not Applicable	This product is not a self-contained, closed product
(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.	Not Applicable	This product is not a self-contained, closed product

Criteria	Supporting Features	Remarks and explanations
(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 anytime.	Not Applicable	This product is not a self-contained, closed product
(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.	Not Applicable	This product is not a self-contained, closed product
(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.	Supports with Exceptions	Color is not used as the sole means of conveying information on some screens. Some calendar popups use only color to convey information.

Criteria	Supporting Features	Remarks and explanations
(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.	Not Applicable	The application does not permit the user to change display settings.
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	Flickering does not occur in the prohibited range.
(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.	Not Applicable	This product is not a self-contained, closed product

Criteria	Supporting Features	Remarks and explanations
(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.	Not Applicable	This product is not a self-contained, closed product
(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.	Not Applicable	This product is not a self-contained, closed product
(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.	Not Applicable	This product is not a self-contained, closed product

Section 1194.31 Functional Performance Criteria - Detail
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Criteria	Supporting Features	Remarks and explanations
(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 partially keyboard operable. The application provides name, role, state and value information to assistive technology for some components. See 1194.21 and 1194.22 for details.
(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 can be used by users with a visual acuity of 20/70 when combined with screen magnification 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 with Exceptions	Videos do not offer closed captioning.

Criteria	Supporting Features	Remarks and explanations
(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.	Supports	The user can connect assistive technology to the web browsing device, such as a PC, for enhanced audio or additional audio support.
(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	Does not require user speech.
(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 partially usable via the keyboard. Some dropdown menus, such as the action menu used to upload a file, are not keyboard operable.

Section 1194.41 Information, Documentation and Support - Detail
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Criteria	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports	The documentation is in electronic format and can be converted to other formats.
(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	The documentation is in electronic format and can be converted to other formats.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Citrix offers phone, online and email support.