Dropbox Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Dropbox for Android

Report Date: December 2025

Product Description: Dropbox for Android lets you access all your most important files any time from your computer, even ones that were originally created on another device.

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Notes: Dropbox for Android has been tested against the latest versions (Android 16) Outdated operating systems are not guaranteed to have the same results.

Evaluation Methods Used: Conformance to the listed accessibility standards has been evaluated by Dropbox and third-party testers using a combination of static analysis tools and manual testing with assistive technologies.

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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)
Web Content Accessibility Guidelines 2.2	Level A (Yes)
	Level AA (Yes)
	Level AAA (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 only be used in WCAG Level AAA criteria.

WCAG 2.2 Report

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially supports	● The Do More with Dropbox upsell image on the Account menu is not sufficiently described to the screen reader.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	The application supports Audio-only and Video-only (Prerecorded). ● Note: The application contains user-generated audio and video content which may not support this guideline.
1.2.2 Captions (Prerecorded) (Level A)	Supports	The application supports Captions (Prerecorded). ● Note: The application contains user-generated audio and video content which may not support this guideline.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	The application supports Audio Description or Media Alternative (Prerecorded). ● Note: The application contains user-generated audio and video

Criteria	Conformance Level	Remarks and Explanations
		content which may not support this guideline.
[1.3.1 Info and Relationships](#) (Level A)	Does Not Support	- Many headers in the share modals lack a heading role - The progress of an uploaded scan is not communicated to the user - The desktop app connection modal header lacks a heading role - The Sort By modal title lacks a heading role - The folder name in the file browser lacks a heading role - A screen reader user is not aware of the search results - The Customize header lacks a heading role - The headers on the sign up and log in dialogs lack a heading role - The New User page headings lack a heading role - On the Choose file in page, the Switch view button does not describe the selected view - On the Choose file in page, the Show all file types toggle is read without context - On the Account page, the Manage devices has an inaccurate list readout - On the Account page, the Camera uploads has inaccurate count of list items

Criteria	Conformance Level	Remarks and Explanations
		- The Trial offer accordion button labels lack the state of the button - The Add Content header lacks a heading role on the Onboarding flow - The Password rule condition meanings are not conveyed to the screen reader on the Sign Up flow - The Upload button on the Photos page is described as idle - The file and folder context menu label does not have association with the item - The save as file type buttons do not have the selected state conveyed to the screen reader
1.3.2 Meaningful Sequence (Level A)	Supports	The application supports Meaningful Sequence.
1.3.3 Sensory Characteristics (Level A)	Supports	The application supports Sensory Characteristics.
1.4.1 Use of Color (Level A)	Supports	The application supports Use of Color.
1.4.2 Audio Control (Level A)	Supports	The application supports Audio Control.
2.1.1 Keyboard (Level A)	Partially Supports	- The File Preview open with modal cannot be closed by a screen reader - A screen reader user cannot crop a photo - A screen reader user cannot reorganize the home sections

Criteria	Conformance Level	Remarks and Explanations
		● The Terms of Service and Privacy Policy links on the Trial Offer page cannot be activated ● A screen reader user cannot navigate backwards through the onboarding flow ● The Terms of Service and Privacy policy links cannot be activated on the Sign Up and Log In flows
2.1.2 No Keyboard Trap (Level A)	Partially Supports	● After file has been uploaded, screen reader user cannot move away from success notification ● File options toast cannot be dismissed by screen reader user
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Supports	The application supports Character Key Shortcuts.
2.2.1 Timing Adjustable (Level A)	Supports	The application supports Timing Adjustable.
2.2.2 Pause, Stop, Hide (Level A)	Supports	The application supports Pause, Stop, Hide.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	The application supports Three Flashes or Below Threshold. ● Note: The application contains user-generated video content which may not support this guideline.
2.4.1 Bypass Blocks (Level A)	Supports	The application supports Bypass Blocks.
2.4.2 Page Titled (Level A)	Supports	The application supports Page Titled.

Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A)	Does Not Support	- The Search for people visual text is focused separately from the button - The user cannot navigate past the uploaded image after a scan - Focus does not begin at the top of the desktop app connection upload modal - The focus does not return to the last element after closing the customization screen - The how to carousel element is skipped in focus order - The header row content on the Home tab is all focused as one element - The focus does not begin at the top of the Single Sign On page - Changing the account photo shifts focus to the home tab - Subscription details on the Trial Offer page are read as one element
2.4.4 Link Purpose (In Context) (Level A)	Supports	The application supports Link Purpose (In Context).
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	The application supports Pointer Gestures.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	The application supports Pointer Cancellation.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	The application supports Label in Name.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Supports	The application supports Motion Actuation.
3.1.1 Language of Page (Level A)	Supports	The application supports Language of Page.

Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (Level A)	Partially Supports	• When scanning a file, the word "Auto" gets selected on focus
3.2.2 On Input (Level A)	Supports	The application supports On Input.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	The application supports Consistent Help.
3.3.1 Error Identification (Level A)	Partially Supports	• The error message on the Create Folder modal is not announced by the screen reader • The error message on the Password screen in the signup flow is not announced to the screen reader
3.3.2 Labels or Instructions (Level A)	Partially Supports	• The search field does not have a persistent label
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	The application supports Redundant Entry.
4.1.2 Name, Role, Value (Level A)	Does Not Support	• Dropdown menus in Photos are not described accurately • The Modify Share settings button lacks a button role • The Search for people button on the Share model lacks a button role • The Crop and Rotate buttons lack button roles on the File Preview page • The radio buttons on the Sort By and List View modals lack information and a button role

Criteria	Conformance Level	Remarks and Explanations
		- The Sort dropdown on the Files browser does not have a button role - The upload buttons during the onboarding flow lack a button role - The set up toggle buttons lack a button role - After a file has been scanned, the file options are not described as buttons - The use case buttons lack a button role - The File options are not described as selectable buttons

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	The application does not contain live synchronized media.
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	The application supports Audio Description (Prerecorded). Note: The application contains user-generated audio and video content which may not support this guideline.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	The application supports Orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	The application supports Identify Input Purpose.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA)	Supports	The application supports Contrast (Minimum)
1.4.4 Resize text (Level AA)	Supports	The application supports Resize text.
1.4.5 Images of Text (Level AA)	Supports	The application supports Images of Text.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Supports	The application supports Reflow.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Supports	The application supports Non-text Contrast
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	The application supports Text Spacing.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	The application supports Content on Hover or Focus.
2.4.5 Multiple Ways (Level AA)	Supports	The application supports Multiple Ways.
2.4.6 Headings and Labels (Level AA)	Partially Supports	- The Option labels on the Link Settings page are repeated twice - The edit button label on the File Preview page is repeated twice - The set up buttons have incorrect data about their states in their label - The Close button does not have context on the Get these files on your computer banner - Dropdown menus in Photos are not described accurately
2.4.7 Focus Visible (Level AA)	Supports	The application supports Focus Visible.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	The application supports Focus Not Obscured (Minimum).

Criteria	Conformance Level	Remarks and Explanations
2.5.7 Dragging Movements (Level AA 2.2 only)	Supports	The application supports Dragging Movements.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	The application supports Focus Not Obscured (Minimum).
3.1.2 Language of Parts (Level AA)	Supports	The application supports Language of Parts.
3.2.3 Consistent Navigation (Level AA)	Supports	The application supports Consistent Navigation.
3.2.4 Consistent Identification (Level AA)	Partially Supports	When linking to the Desktop app, back button is described as a "Navigate up" button
3.3.3 Error Suggestion (Level AA)	Supports	The application supports Error Suggestion.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	The application supports Error Prevention (Legal, Financial, Data).
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	The application supports Accessible Authentication (Minimum).
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Supports	The application supports Status Messages

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	Not Evaluated	Not Evaluated
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Not Evaluated	Not Evaluated

Criteria	Conformance Level	Remarks and Explanations
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Not Evaluated	Not Evaluated
1.2.9 Audio-only (Live) (Level AAA)	Not Evaluated	Not Evaluated
1.3.6 Identify Purpose (Level AAA 2.1 and 2.2)	Not Evaluated	Not Evaluated
1.4.6 Contrast (Enhanced) (Level AAA)	Not Evaluated	Not Evaluated
1.4.7 Low or No Background Audio (Level AAA)	Not Evaluated	Not Evaluated
1.4.8 Visual Presentation (Level AAA)	Not Evaluated	Not Evaluated
1.4.9 Images of Text (No Exception) (Level AAA)	Not Evaluated	Not Evaluated
2.1.3 Keyboard (No Exception) (Level AAA)	Not Evaluated	Not Evaluated
2.2.3 No Timing (Level AAA)	Not Evaluated	Not Evaluated
2.2.4 Interruptions (Level AAA)	Not Evaluated	Not Evaluated
2.2.5 Re-authenticating (Level AAA)	Not Evaluated	Not Evaluated
2.2.6 Timeouts (Level AAA 2.1 and 2.2)	Not Evaluated	Not Evaluated
2.3.2 Three Flashes (Level AAA)	Not Evaluated	Not Evaluated
2.3.3 Animation from Interactions (Level AAA 2.1 and 2.2)	Not Evaluated	Not Evaluated
2.4.8 Location (Level AAA)	Not Evaluated	Not Evaluated
2.4.9 Link Purpose (Link Only) (Level AAA)	Not Evaluated	Not Evaluated
2.4.10 Section Headings (Level AAA)	Not Evaluated	Not Evaluated
2.4.12 Focus Not Obscured (Enhanced) (Level AAA 2.2 only)	Not Evaluated	Not Evaluated
2.4.13 Focus Appearance (Level AAA 2.2 only)	Not Evaluated	Not Evaluated
2.5.5 Target Size (Level AAA 2.1 and 2.2)	Not Evaluated	Not Evaluated
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 and 2.2)	Not Evaluated	Not Evaluated
3.1.3 Unusual Words (Level AAA)	Not Evaluated	Not Evaluated
3.1.4 Abbreviations (Level AAA)	Not Evaluated	Not Evaluated
3.1.5 Reading Level (Level AAA)	Not Evaluated	Not Evaluated
3.1.6 Pronunciation (Level AAA)	Not Evaluated	Not Evaluated
3.2.5 Change on Request (Level AAA)	Not Evaluated	Not Evaluated
3.3.5 Help (Level AAA)	Not Evaluated	Not Evaluated
3.3.6 Error Prevention (All) (Level AAA)	Not Evaluated	Not Evaluated

Criteria	Conformance Level	Remarks and Explanations
3.3.9 Accessible Authentication (Enhanced) (Level AAA 2.2 only)	Not Evaluated	Not Evaluated

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