Dropbox Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Dropbox Dash

Report Date: December 2025

Product Description: Dropbox Dash is an AI-powered assistant that brings your work from multiple platforms into a single, manageable workspace—summarizing, organizing, and reminding you about the files you use daily.

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Notes: Dropbox Dash has been tested against the latest versions of Chrome, Safari, and Firefox. Outdated browsers 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.

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 application supports Non-text Content. ● Note: The application contains user-generated non-text content which may not support this guideline.
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	- A backslash is present in the Stack title field readout - The Stacks group lacks an accessible name on the home screen - The Connect buttons lack context on the Apps section - The Create new stack page has an invisible link that gains focus - The Account Menu items are described as menus when they are a list - All rotating placeholder messages get read out when focusing on search field - The clear button gets mentioned several times while using the search field - The Connect apps heading does not have a heading tag - The Recents files content is not grouped in a way that preserves context or relationships - The Recents toggles have an inconsistent readout of information - The function of Stacks, Activity, and Recents buttons not conveyed to screen reader user

Criteria	Conformance Level	Remarks and Explanations
		- The visual dot signifying current day in calendar receives focus and is read out without context - There is no audible indication of the highlighted/current day - The calendar days do not mention the weekdays - Content is not grouped or associated in left sidebar - When signing in, screen reader repeats "Dropbox Dash" several times and says the page has no links - There is no heading 1 on page to orient user at start of content - The Stacks filter selected status not conveyed via screen reader - The Selected tabs on the Stacks page are not described as selected
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 section of stack links in search results is skipped in focus order

Criteria	Conformance Level	Remarks and Explanations
		● The focus resets to beginning of focus order if search bar is used or exited
2.1.2 No Keyboard Trap (Level A)	Supports	The application supports No Keyboard Trap.
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.
2.4.3 Focus Order (Level A)	Partially Supports	● The Stacks section of links in the search results is skipped in focus order. ● The focus resets to the beginning of focus order if the search bar is used or exited on the Home page.
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.

Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A)	Supports	The application supports Language of Page.
3.2.1 On Focus (Level A)	Supports	The application supports 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)	Supports	The application supports Error Identification.
3.3.2 Labels or Instructions (Level A)	Supports	The application supports Labels or Instructions.
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	The application supports Redundant Entry.
4.1.2 Name, Role, Value (Level A)	Partially Supports	- There is an unlabeled button between Hide suggestions and suggested items on the Stacks page. - There is an unlabeled button on the Search field on the Hope page.

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

Criteria	Conformance Level	Remarks and Explanations
		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.
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)	Does Not Support	● Many pages are not accessible inside of a 320px width browser window.
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 Pinned Stacks elements do not have an accurate label ● The Suggested items do not have an accurate label
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).
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).

Criteria	Conformance Level	Remarks and Explanations
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)	Supports	The application supports Consistent Navigation.
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)	Partially Supports	- The Stacks filter selected status not conveyed via screen reader - The Selected tabs on the Stacks page are not described as selected

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
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

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

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