

Dropbox Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Dropbox for Desktop

Report Date: December 2025

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

Contact Information: dropboxforall@dropbox.com

Notes: Dropbox for Desktop has been tested against the latest versions of MacOS (Tahoe) and Windows (11). Outdated versions of 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.

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	<ul style="list-style-type: none">The Dropbox icon on the tray does not have a name
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	The application does not use audio or video content.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	The application does not use audio or video content.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	The application does not use audio or video content.
1.3.1 Info and Relationships (Level A)	Partially Supports	<ul style="list-style-type: none">The focus remains on the forward and back buttons, and screen reader users are not directed to update slide content
1.3.2 Meaningful Sequence (Level A)	Partially Supports	<ul style="list-style-type: none">The keyboard focus on the Sync dashboard does not follow the visual sequence in the account menuAfter the first line of the tool tip banner, the screen reader focus moves to an empty group
1.3.3 Sensory Characteristics (Level A)	Supports	The application supports Sensory Characteristics.

Criteria	Conformance Level	Remarks and Explanations
<u>1.4.1 Use of Color</u> (Level A)	Supports	The application supports Use of Color.
<u>1.4.2 Audio Control</u> (Level A)	Not Applicable	The application does not use audio or video content.
<u>2.1.1 Keyboard</u> (Level A)	Partially Supports	<ul style="list-style-type: none"> • The user is unable to focus on the status banner after copying a link
<u>2.1.2 No Keyboard Trap</u> (Level A)	Supports	The application supports No Keyboard Trap.
<u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 and 2.2)	Supports	The application supports Character Key Shortcuts.
<u>2.2.1 Timing Adjustable</u> (Level A)	Supports	The application supports Timing Adjustable.
<u>2.2.2 Pause, Stop, Hide</u> (Level A)	Supports	The application supports Pause, Stop, Hide.
<u>2.3.1 Three Flashes or Below Threshold</u> (Level A)	Supports	The application supports Three Flashes or Below Threshold.
<u>2.4.1 Bypass Blocks</u> (Level A)	Supports	The application supports Bypass Blocks.
<u>2.4.2 Page Titled</u> (Level A)	Supports	The application supports Page Titled.
<u>2.4.3 Focus Order</u> (Level A)	Partially Supports	<ul style="list-style-type: none"> • Sharing page: Screen reader focus resets after activating buttons on the page • Preferences: Network, custom proxy settings, newly expanded content is in backwards screen reader focus order • Preferences: Network, custom bandwidth, fields and switches for upload and download KB's are in backwards focus order from the custom bandwidth switch

Criteria	Conformance Level	Remarks and Explanations
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.
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	<ul style="list-style-type: none"> • Preferences, sync tab: Choose default sync state, radio buttons lack clear labels • Sharing page: Two buttons labeled settings • Preferences: Network, custom proxy, fields for server and port number are unlabeled

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> ● Preferences: Network, custom bandwidth, fields for upload and download KB's are unlabeled ● Tray assistant: Profile menu button, button does not properly report an expandable status to screen readers ● Tray: Activity: check mark is described as button; screen reader ● Tray assistant: Home and activity buttons do not include an active or selected status reported by screen readers ● Tray assistant: Pause syncing files button is unlabeled, and does not include an updated label when an option is selected

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.4 Captions (Live)</u> (Level AA)	Not Applicable	The application does not contain live synchronized media.
<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)	Supports	<p>The application supports Audio Description (Prerecorded).</p> <ul style="list-style-type: none"> ● Note: The application contains user-generated audio and video

Criteria	Conformance Level	Remarks and Explanations
		content which may not support this guideline.
<u>1.3.4 Orientation</u> (Level AA 2.1 and 2.2)	Supports	The application supports Orientation.
<u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 and 2.2)	Supports	The application supports Identify Input Purpose.
<u>1.4.3 Contrast (Minimum)</u> (Level AA)	Supports	The application supports Contrast (Minimum).
<u>1.4.4 Resize text</u> (Level AA)	Supports	The application supports Resize Text.
<u>1.4.5 Images of Text</u> (Level AA)	Supports	The application supports Images of Text.
<u>1.4.10 Reflow</u> (Level AA 2.1 and 2.2)	Supports	The application supports Reflow.
<u>1.4.11 Non-text Contrast</u> (Level AA 2.1 and 2.2)	Supports	The application supports Non-text Contrast.
<u>1.4.12 Text Spacing</u> (Level AA 2.1 and 2.2)	Supports	The application supports Text Spacing.
<u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 and 2.2)	Supports	The application supports Content on Hover or Focus.
<u>2.4.5 Multiple Ways</u> (Level AA)	Supports	The application supports Multiple Ways.
<u>2.4.6 Headings and Labels</u> (Level AA)	Supports	The application supports Headings and Labels.
<u>2.4.7 Focus Visible</u> (Level AA)	Partially Supports	<ul style="list-style-type: none"> The keyboard focus on the sync dashboard is same color as the toggle preferences
<u>2.4.11 Focus Not Obscured (Minimum)</u> (Level AA 2.2 only)	Supports	The application supports Focus Not Obscured (Minimum).
<u>2.5.7 Dragging Movements</u> (Level AA 2.2 only)	Supports	The application supports Dragging Movements.
<u>2.5.8 Target Size (Minimum)</u> (Level AA 2.2 only)	Supports	The application supports Focus Not Obscured (Minimum).

Criteria	Conformance Level	Remarks and Explanations
<u>3.1.2 Language of Parts</u> (Level AA)	Supports	The application supports Language of Parts.
<u>3.2.3 Consistent Navigation</u> (Level AA)	Supports	The application supports Consistent Navigation.
<u>3.2.4 Consistent Identification</u> (Level AA)	Supports	The application supports Consistent Navigation.
<u>3.3.3 Error Suggestion</u> (Level AA)	Supports	The application supports Error Suggestion.
<u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)	Supports	The application supports Error Prevention (Legal, Financial, Data).
<u>3.3.8 Accessible Authentication (Minimum)</u> (Level AA 2.2 only)	Supports	The application supports Accessible Authentication (Minimum).
<u>4.1.3 Status Messages</u> (Level AA 2.1 and 2.2)	Partially Supports	The application supports Status Messages.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.6 Sign Language (Prerecorded)</u> (Level AAA)	Not Evaluated	Not Evaluated
<u>1.2.7 Extended Audio Description (Prerecorded)</u> (Level AAA)	Not Evaluated	Not Evaluated
<u>1.2.8 Media Alternative (Prerecorded)</u> (Level AAA)	Not Evaluated	Not Evaluated
<u>1.2.9 Audio-only (Live)</u> (Level AAA)	Not Evaluated	Not Evaluated
<u>1.3.6 Identify Purpose</u> (Level AAA 2.1 and 2.2)	Not Evaluated	Not Evaluated
<u>1.4.6 Contrast (Enhanced)</u> (Level AAA)	Not Evaluated	Not Evaluated
<u>1.4.7 Low or No Background Audio</u> (Level AAA)	Not Evaluated	Not Evaluated
<u>1.4.8 Visual Presentation</u> (Level AAA)	Not Evaluated	Not Evaluated

Criteria	Conformance Level	Remarks and Explanations
<u>1.4.9 Images of Text (No Exception)</u> (Level AAA)	Not Evaluated	Not Evaluated
<u>2.1.3 Keyboard (No Exception)</u> (Level AAA)	Not Evaluated	Not Evaluated
<u>2.2.3 No Timing</u> (Level AAA)	Not Evaluated	Not Evaluated
<u>2.2.4 Interruptions</u> (Level AAA)	Not Evaluated	Not Evaluated
<u>2.2.5 Re-authenticating</u> (Level AAA)	Not Evaluated	Not Evaluated
<u>2.2.6 Timeouts</u> (Level AAA 2.1 and 2.2)	Not Evaluated	Not Evaluated
<u>2.3.2 Three Flashes</u> (Level AAA)	Not Evaluated	Not Evaluated
<u>2.3.3 Animation from Interactions</u> (Level AAA 2.1 and 2.2)	Not Evaluated	Not Evaluated
<u>2.4.8 Location</u> (Level AAA)	Not Evaluated	Not Evaluated
<u>2.4.9 Link Purpose (Link Only)</u> (Level AAA)	Not Evaluated	Not Evaluated
<u>2.4.10 Section Headings</u> (Level AAA)	Not Evaluated	Not Evaluated
<u>2.4.12 Focus Not Obscured (Enhanced)</u> (Level AAA 2.2 only)	Not Evaluated	Not Evaluated
<u>2.4.13 Focus Appearance</u> (Level AAA 2.2 only)	Not Evaluated	Not Evaluated
<u>2.5.5 Target Size</u> (Level AAA 2.1 and 2.2)	Not Evaluated	Not Evaluated
<u>2.5.6 Concurrent Input Mechanisms</u> (Level AAA 2.1 and 2.2)	Not Evaluated	Not Evaluated
<u>3.1.3 Unusual Words</u> (Level AAA)	Not Evaluated	Not Evaluated
<u>3.1.4 Abbreviations</u> (Level AAA)	Not Evaluated	Not Evaluated
<u>3.1.5 Reading Level</u> (Level AAA)	Not Evaluated	Not Evaluated
<u>3.1.6 Pronunciation</u> (Level AAA)	Not Evaluated	Not Evaluated
<u>3.2.5 Change on Request</u> (Level AAA)	Not Evaluated	Not Evaluated
<u>3.3.5 Help</u> (Level AAA)	Not Evaluated	Not Evaluated
<u>3.3.6 Error Prevention (All)</u> (Level AAA)	Not Evaluated	Not Evaluated
<u>3.3.9 Accessible Authentication (Enhanced)</u> (Level AAA 2.2 only)	Not Evaluated	Not Evaluated

Dropbox Disclaimer

- The information contained in this document represents the current view of Dropbox as of the date of publication. Dropbox does not guarantee the accuracy of any information presented after the date of publication. This document is provided for informational purposes only and does not create any contractual obligations.
- Dropbox does not warrant that the information in this document will be error-free or that any errors will be corrected. THIS DOCUMENT IS PROVIDED "AS IS." TO THE FULLEST EXTENT PERMITTED BY LAW, DROPBOX DOES NOT MAKE ANY WARRANTY OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR USE, OR NON-INFRINGEMENT.
- For more information on accessibility and Dropbox, contact accessibility@dropbox.com.