

# Dropbox Accessibility Conformance Report

## WCAG Edition

(Based on VPAT® Version 2.5)

**Name of Product/Version:** Dropbox for Web

**Report Date:** December 2025

**Product Description:** Dropbox for Web 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](mailto:dropboxforall@dropbox.com)

**Notes:** Dropbox for Web 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
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.2</a>	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
<a href="#"><b>1.1.1 Non-text Content</b></a> (Level A)	Supports	The application supports Non-text Content. <ul style="list-style-type: none"><li>• Note: The application contains user-generated non-text content which may not support this guideline.</li></ul>
<a href="#"><b>1.2.1 Audio-only and Video-only (Prerecorded)</b></a> (Level A)	Supports	The application supports Audio-only and Video-only (Prerecorded). <ul style="list-style-type: none"><li>• Note: The application contains user-generated audio and video content which may not support this guideline.</li></ul>
<a href="#"><b>1.2.2 Captions (Prerecorded)</b></a> (Level A)	Supports	The application supports Captions (Prerecorded). <ul style="list-style-type: none"><li>• Note: The application contains user-generated audio and video content which may not support this guideline.</li></ul>
<a href="#"><b>1.2.3 Audio Description or Media Alternative (Prerecorded)</b></a> (Level A)	Supports	The application supports Audio Description or Media Alternative (Prerecorded). <ul style="list-style-type: none"><li>• Note: The application contains user-generated audio and video content which may not support this guideline.</li></ul>
<a href="#"><b>1.3.1 Info and Relationships</b></a> (Level A)	Does Not Support	<ul style="list-style-type: none"><li>• Share - Manage Permissions: People with access related content lacks association</li><li>• Share - Manage Permissions: Tooltip notification is not communicated to screen reader users</li></ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>● Share - Manage Permissions: Users are not informed when suggested people results appear</li> <li>● Share - Manage Permissions: Lacks heading labels</li> <li>● Share - Transfer a Copy: Transfer information modal lacks list structure</li> <li>● Share - Add People: Text field has an additional unnecessary "Add a Note" instruction</li> <li>● Share - Add People: Suggested person is repeated multiple times by screen reader</li> <li>● Share - Add People: Non-functional text has button roles</li> <li>● The profile icons and related content on the Add People modal lack context for screen reader users</li> <li>● Heading labels are missing for most Share flows</li> <li>● The add comment "Tag someone" button label is repeated by screen reader</li> <li>● The Version History tooltip messages for unavailable file versions are not announced to screen reader users</li> <li>● The Version History headings have an unnecessary heading level 2 roles included in a grouped heading level 1</li> <li>● Tags lack instruction on how to remove unwanted tags for screen reader users</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>• The create tag symbol lacks context for screen reader users</li> <li>• Tags and properties lack heading labels</li> <li>• The deleted item message not announced to a screen reader</li> <li>• The menu section headers lack heading labels</li> <li>• The uploads dialog lacks a heading label for screen reader users</li> <li>• The New Folder modal headings lack heading labels</li> <li>• The activity menu section headings lack heading labels</li> <li>• The Onboarding and Reset Password Flows have missing heading labels</li> <li>• There are no heading labels on the Account Notification page</li> <li>• The currently selected speed is not reported when speed button gains screen reader focus</li> </ul>
<a href="#"><u>1.3.2 Meaningful Sequence</u></a> (Level A)	Supports	The application supports Meaningful Sequence.
<a href="#"><u>1.3.3 Sensory Characteristics</u></a> (Level A)	Supports	The application supports Sensory Characteristics.
<a href="#"><u>1.4.1 Use of Color</u></a> (Level A)	Supports	The application supports Use of Color.
<a href="#"><u>1.4.2 Audio Control</u></a> (Level A)	Supports	The application supports Audio Control.
<a href="#"><u>2.1.1 Keyboard</u></a> (Level A)	Partially Supports	<ul style="list-style-type: none"> <li>• A screen reader user is unable to create tag with screen reader specific controls on the File Info page</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>● A keyboard-only user cannot select all checkboxes for files</li> <li>● A user is unable to select the restart button with screen reader controls on the Video Editing page</li> </ul>
<a href="#"><b>2.1.2 No Keyboard Trap</b></a> (Level A)	Supports	The application supports No Keyboard Trap.
<a href="#"><b>2.1.4 Character Key Shortcuts</b></a> (Level A 2.1 and 2.2)	Supports	The application supports Character Key Shortcuts.
<a href="#"><b>2.2.1 Timing Adjustable</b></a> (Level A)	Supports	The application supports Timing Adjustable.
<a href="#"><b>2.2.2 Pause, Stop, Hide</b></a> (Level A)	Supports	The application supports Pause, Stop, Hide.
<a href="#"><b>2.3.1 Three Flashes or Below Threshold</b></a> (Level A)	Supports	<p>The application supports Three Flashes or Below Threshold.</p> <ul style="list-style-type: none"> <li>● Note: The application contains user-generated video content which may not support this guideline.</li> </ul>
<a href="#"><b>2.4.1 Bypass Blocks</b></a> (Level A)	Supports	The application supports Bypass Blocks.
<a href="#"><b>2.4.2 Page Titled</b></a> (Level A)	Supports	The application supports Page Titled.
<a href="#"><b>2.4.3 Focus Order</b></a> (Level A)	Does Not Support	<ul style="list-style-type: none"> <li>● The screen reader focus is not directed to newly expanded content to several tooltips in the account section</li> <li>● In Transfer settings, focus jumps to beginning of focus order after selecting collapse</li> <li>● The Exit full-screen button is focused when entering the slideshow window, skipping many other buttons in screen reader focus order.</li> <li>● The screen reader focus lands at the bottom of the slideshow toolbar buttons when the button is expanded</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>Focus resets to the top of page after selecting the Edit link settings button</li> <li>View/Edit permission menu does not gain focus after opening</li> <li>The create tag dropdown does not close when the screen reader focus moves away</li> <li>File Browser - File Info: Screen reader unable to focus on/read Properties list</li> <li>The screen reader focus focus does not shift to the notification message to access available buttons</li> <li>The screen reader focus is not contained within the file preview overlay</li> <li>The screen reader focus resets outside of the modal after a choice is selected</li> <li>Copying a link resets focus to beginning of focus order</li> <li>Closing "Get started" menu resets focus back to beginning of focus order</li> <li>The user is unable to shift focus through the Video Edit listed items</li> <li>The user is unable to shift screen reader focus through the Transfer a Copy listed items</li> <li>Multi-file organization: screen reader focus resets outside of the modal after each option is selected</li> <li>Uploads dialog: "Image" is repeated for the upload complete icon</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>File Browser - New Folder Modal: Unable to navigate access settings with screen reader controls</li> <li>There is inconsistent screen reader focus when activating the forward and back buttons</li> <li>Focus is directed to password more info button, skipping all other content on the sign up page</li> <li>The Subscription plans tooltip gains screen reader focus multiple times</li> <li>Screen readers unable to shift focus to card elements on the How will you use Dropbox page of the Onboarding flow</li> <li>The keyboard focus cannot enter the More menu frame on the left side panel</li> </ul>
<a href="#"><u>2.4.4 Link Purpose (In Context)</u></a> (Level A)	Supports	The application supports Link Purpose (In Context).
<a href="#"><u>2.5.1 Pointer Gestures</u></a> (Level A 2.1 and 2.2)	Supports	The application supports Pointer Gestures.
<a href="#"><u>2.5.2 Pointer Cancellation</u></a> (Level A 2.1 and 2.2)	Supports	The application supports Pointer Cancellation.
<a href="#"><u>2.5.3 Label in Name</u></a> (Level A 2.1 and 2.2)	Supports	The application supports Label in Name.
<a href="#"><u>2.5.4 Motion Actuation</u></a> (Level A 2.1 and 2.2)	Supports	The application supports Motion Actuation.
<a href="#"><u>3.1.1 Language of Page</u></a> (Level A)	Supports	The application supports Language of Page.
<a href="#"><u>3.2.1 On Focus</u></a> (Level A)	Supports	The application supports On Focus
<a href="#"><u>3.2.2 On Input</u></a> (Level A)	Partially Supports	<ul style="list-style-type: none"> <li>Pressing Tab after opening account moves focus to more button of first file instead of All Files</li> <li>Page changes when focus is shifted to search bar of the File Browser</li> </ul>
<a href="#"><u>3.2.6 Consistent Help</u></a> (Level A 2.2 only)	Supports	The application supports Consistent Help.

Criteria	Conformance Level	Remarks and Explanations
<a href="#"><b>3.3.1 Error Identification</b></a> (Level A)	Supports	The application supports Error Identification.
<a href="#"><b>3.3.2 Labels or Instructions</b></a> (Level A)	Supports	The application supports Labels or Instructions.
<a href="#"><b>3.3.7 Redundant Entry</b></a> (Level A 2.2 only)	Supports	The application supports Redundant Entry.
<a href="#"><b>4.1.2 Name, Role, Value</b></a> (Level A)	Does Not Support	<ul style="list-style-type: none"> <li>● The account security tab tooltips do not have labeled close buttons</li> <li>● The currently selected speed is not reported when the video preview speed button gains screen reader focus</li> <li>● When in compact view to preview an edited image, buttons are unlabeled for screen reader users</li> <li>● The recommended action on the Security tab of settings has a button role, but is non-functional</li> <li>● An unlabeled button is found in focus order before settings content on the general tab</li> <li>● The currently Multi-file organize selected file extension is not reported to screen reader users</li> <li>● The currently selected Multi-file organize folder is not reported to screen reader users</li> <li>● Breadcrumb elements in Transfer a Copy modal lack a role for screen reader users</li> <li>● File checkboxes and check boxes lack labels</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>Files table reports empty cells for file selection check boxes until a file is selected</li> <li>Current view button does not report which view is selected when gaining screen reader focus</li> <li>New folder settings modal, back button is unlabeled</li> <li>Dropbox homepage, home and folder buttons lack a selected or active state to screen reader users</li> <li>Non-functional text on the Add People modal during Share has button roles</li> </ul>

**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#"><u>1.2.4 Captions (Live)</u></a> (Level AA)	Not Applicable	The application does not contain live synchronized media.
<a href="#"><u>1.2.5 Audio Description (Prerecorded)</u></a> (Level AA)	Supports	<p>The application supports Audio Description (Prerecorded).</p> <ul style="list-style-type: none"> <li>Note: The application contains user-generated audio and video content which may not support this guideline.</li> </ul>
<a href="#"><u>1.3.4 Orientation</u></a> (Level AA 2.1 and 2.2)	Supports	The application supports Orientation.
<a href="#"><u>1.3.5 Identify Input Purpose</u></a> (Level AA 2.1 and 2.2)	Supports	The application supports Identify Input Purpose.
<a href="#"><u>1.4.3 Contrast (Minimum)</u></a> (Level AA)	Partially Supports	<ul style="list-style-type: none"> <li>Sign Up / Log In: Focus indicator on blue Continue button has poor visibility</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<a href="#"><u>1.4.4 Resize text</u></a> (Level AA)	Partially Supports	<ul style="list-style-type: none"> <li>● 200% zoom shrinks viewport of the file preview and causes poor visibility</li> <li>● Sharing email example graphic gets truncated at 200% zoom</li> <li>● Horizontal scrolling required at 200% zoom</li> <li>● Comment viewport not visible at 200% zoom</li> <li>● Upload modal gets truncated at 200% zoom</li> <li>● All files page requires horizontal scrolling at 200% zoom</li> <li>● Share button on file in All files is truncated at 200% zoom</li> </ul>
<a href="#"><u>1.4.5 Images of Text</u></a> (Level AA)	Supports	The application supports Images of Text.
<a href="#"><u>1.4.10 Reflow</u></a> (Level AA 2.1 and 2.2)	Does Not Support	<ul style="list-style-type: none"> <li>● Many pages are not accessible inside of a 320px width browser window.</li> </ul>
<a href="#"><u>1.4.11 Non-text Contrast</u></a> (Level AA 2.1 and 2.2)	Partially Supports	<ul style="list-style-type: none"> <li>● Color signifying Shared files on bar fails non-text contrast minimum</li> <li>● File icons fail non-text color contrast minimum</li> <li>● The focus indicator on the blue Continue button has poor visibility</li> </ul>
<a href="#"><u>1.4.12 Text Spacing</u></a> (Level AA 2.1 and 2.2)	Supports	The application supports Text Spacing.
<a href="#"><u>1.4.13 Content on Hover or Focus</u></a> (Level AA 2.1 and 2.2)	Supports	The application supports Content on Hover or Focus.
<a href="#"><u>2.4.5 Multiple Ways</u></a> (Level AA)	Supports	The application supports Multiple Ways.
<a href="#"><u>2.4.6 Headings and Labels</u></a> (Level AA)	Partially Supports	<ul style="list-style-type: none"> <li>● The sign up and log in heading is described as both level 1 and 2</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>Some links do not have a unique and descriptive name label</li> <li>The set buttons for account details are generic, and do not identify the button's purpose</li> </ul>
<a href="#"><b>2.4.7 Focus Visible</b></a> (Level AA)	Partially Supports	<ul style="list-style-type: none"> <li>In Transfer settings, focus has poor visibility due to poor color contrast on Done button</li> <li>On the success page, focus has poor visibility due to color contrast on the Send email element</li> <li>After file has been uploaded, focus has poor visibility due to poor color contrast on Create transfer button</li> <li>Focus has poor visibility due to poor color contrast on Create transfer button</li> <li>Notifications focus has poor visibility due to poor color contrast</li> <li>Focus not visible on star button</li> <li>Language menu button does not have visible keyboard focus</li> </ul>
<a href="#"><b>2.4.11 Focus Not Obscured (Minimum)</b></a> (Level AA 2.2 only)	Supports	The application supports Focus Not Obscured (Minimum).
<a href="#"><b>2.5.7 Dragging Movements</b></a> (Level AA 2.2 only)	Supports	The application supports Dragging Movements.
<a href="#"><b>2.5.8 Target Size (Minimum)</b></a> (Level AA 2.2 only)	Supports	The application supports Focus Not Obscured (Minimum).
<a href="#"><b>3.1.2 Language of Parts</b></a> (Level AA)	Supports	The application supports Language of Parts.

Criteria	Conformance Level	Remarks and Explanations
<a href="#"><b>3.2.3 Consistent Navigation</b></a> (Level AA)	Supports	The application supports Consistent Navigation.
<a href="#"><b>3.2.4 Consistent Identification</b></a> (Level AA)	Supports	The application supports Consistent Navigation.
<a href="#"><b>3.3.3 Error Suggestion</b></a> (Level AA)	Supports	The application supports Error Suggestion.
<a href="#"><b>3.3.4 Error Prevention (Legal, Financial, Data)</b></a> (Level AA)	Supports	The application supports Error Prevention (Legal, Financial, Data).
<a href="#"><b>3.3.8 Accessible Authentication (Minimum)</b></a> (Level AA 2.2 only)	Supports	The application supports Accessible Authentication (Minimum).
<a href="#"><b>4.1.3 Status Messages</b></a> (Level AA 2.1 and 2.2)	Partially Supports	<ul style="list-style-type: none"> <li>When activating the horizontal flip button, screen reader does not report a status message</li> <li>Opening of the right sidebar is not communicated to screen reader users</li> <li>Screen reader users are not notified about populating search results</li> </ul>

**Table 3: Success Criteria, Level AAA**

Notes:

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

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

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