

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.

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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
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)	Supports	The application supports Non-text Content. <ul style="list-style-type: none"> 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). <ul style="list-style-type: none"> 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). <ul style="list-style-type: none"> 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). <ul style="list-style-type: none"> Note: The application contains user-generated audio and video content which may not support this guideline.
1.3.1 Info and Relationships (Level A)	Does Not Support	<ul style="list-style-type: none"> Share - Manage Permissions: People with access related content lacks association Share - Manage Permissions: Tooltip notification is not communicated to screen reader users

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

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • The create tag symbol lacks context for screen reader users • Tags and properties lack heading labels • The deleted item message not announced to a screen reader • The menu section headers lack heading labels • The uploads dialog lacks a heading label for screen reader users • The New Folder modal headings lack heading labels • The activity menu section headings lack heading labels • The Onboarding and Reset Password Flows have missing heading labels • There are no heading labels on the Account Notification page • The currently selected speed is not reported when speed button gains screen reader focus
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	<ul style="list-style-type: none"> • A screen reader user is unable to create tag with screen reader specific controls on the File Info page

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • A keyboard-only user cannot select all checkboxes for files • A user is unable to select the restart button with screen reader controls on the Video Editing page
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	<p>The application supports Three Flashes or Below Threshold.</p> <ul style="list-style-type: none"> • 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)	Does Not Support	<ul style="list-style-type: none"> • The screen reader focus is not directed to newly expanded content to several tooltips in the account section • In Transfer settings, focus jumps to beginning of focus order after selecting collapse • The Exit full-screen button is focused when entering the slideshow window, skipping many other buttons in screen reader focus order. • The screen reader focus lands at the bottom of the slideshow toolbar buttons when the button is expanded

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

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> File Browser - New Folder Modal: Unable to navigate access settings with screen reader controls There is inconsistent screen reader focus when activating the forward and back buttons Focus is directed to password more info button, skipping all other content on the sign up page The Subscription plans tooltip gains screen reader focus multiple times Screen readers unable to shift focus to card elements on the How will you use Dropbox page of the Onboarding flow The keyboard focus cannot enter the More menu frame on the left side panel
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)	Partially Supports	<ul style="list-style-type: none"> Pressing Tab after opening account moves focus to more button of first file instead of All Files Page changes when focus is shifted to search bar of the File Browser
3.2.6 Consistent Help (Level A 2.2 only)	Supports	The application supports Consistent Help.

Criteria	Conformance Level	Remarks and Explanations
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)	Does Not Support	<ul style="list-style-type: none"> • The account security tab tooltips do not have labeled close buttons • The currently selected speed is not reported when the video preview speed button gains screen reader focus • When in compact view to preview an edited image, buttons are unlabeled for screen reader users • The recommended action on the Security tab of settings has a button role, but is non-functional • An unlabeled button is found in focus order before settings content on the general tab • The currently Multi-file organize selected file extension is not reported to screen reader users • The currently selected Multi-file organize folder is not reported to screen reader users • Breadcrumb elements in Transfer a Copy modal lack a role for screen reader users • File checkboxes and check boxes lack labels

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

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	<p>The application supports Audio Description (Prerecorded).</p> <ul style="list-style-type: none"> 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.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	<ul style="list-style-type: none"> Sign Up / Log In: Focus indicator on blue Continue button has poor visibility

Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (Level AA)	Partially Supports	<ul style="list-style-type: none"> 200% zoom shrinks viewport of the file preview and causes poor visibility Sharing email example graphic gets truncated at 200% zoom Horizontal scrolling required at 200% zoom Comment viewport not visible at 200% zoom Upload modal gets truncated at 200% zoom All files page requires horizontal scrolling at 200% zoom Share button on file in All files is truncated at 200% zoom
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	<ul style="list-style-type: none"> 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)	Partially Supports	<ul style="list-style-type: none"> Color signifying Shared files on bar fails non-text contrast minimum File icons fail non-text color contrast minimum The focus indicator on the blue Continue button has poor visibility
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	<ul style="list-style-type: none"> The sign up and log in heading is described as both level 1 and 2

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

Criteria	Conformance Level	Remarks and Explanations
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	<ul style="list-style-type: none"> When activating the horizontal flip button, screen reader does not report a status message Opening of the right sidebar is not communicated to screen reader users Screen reader users are not notified about populating search results

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
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

Criteria	Conformance Level	Remarks and Explanations
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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