

Dropbox Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Dropbox for Android

Report Date: December 2023

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 version (Android 14). Previous versions of Android 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 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.2 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 animation on the welcome screen does not have alt-text.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	<p>The application supports Audio-only and Video-only (Prerecorded).</p> <ul style="list-style-type: none"> Note: The application contains user-generated audio and video content which may not support this guideline.
1.2.2 Captions (Prerecorded) (Level A)	Supports	<p>The application supports Captions (Prerecorded).</p> <ul style="list-style-type: none"> Note: The application contains user-generated audio and video content which may not support this guideline.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	<p>The application supports Audio Description or Media Alternative (Prerecorded).</p> <ul style="list-style-type: none"> Note: The application contains user-generated audio and video content which may not support this guideline.
1.3.1 Info and Relationships (Level A)	Supports	<ul style="list-style-type: none"> The user is not notified when content is expanded from the Accounts menu. The Zoom buttons on the Photos interface are not contextualized in their screen reader description. The screen reader does not notify the user of changes made with the photo editor. The Sort By button is not labeled correctly in its screen reader description. The screen reader does not confirm to the user when a file is made available offline. Folder types are not identified by the screen reader. The screen reader does not announce search results as they load onto the screen.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • The Unread Notifications dot is not described by screen readers. • Some page headings do not have heading labels. • The screen reader does not notify user when interface objects become obfuscated on the File Preview page. • Toggle-able buttons in the Doc Scanner user flow do not include their toggle state in their screen reader description. • Actively selected list items on the Photo Backup screen are not labeled in their screen reader description.
1.3.2 Meaningful Sequence (Level A)	Partially Supports	<ul style="list-style-type: none"> • The reading order of content on the Storage and Devices section of the Account screen is incorrect.
1.3.3 Sensory Characteristics (Level A)	Supports	The application supports Sensory Characteristics.
1.4.1 Use of Color (Level A)	Partially Supports	<ul style="list-style-type: none"> • The Who Has Access button on the Link Settings screen uses color to identify it as a button.
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"> • File comments can only be copied using touch input. • Signatures can only be created and edited using touch input.
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.
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)	Partially Supports	<ul style="list-style-type: none"> ● The screen reader focus does not start in the correct location on the File Request Tutorial page or Single Sign On page. ● The More Accounts button is inaccessible with a screen reader. ● The screen reader focus does not automatically move to the Switch Account overlay when it is opened. ● The device type icons on the Accounts tab are inaccessible to the screen reader. ● All notifications on the Activity tab are read by the screen reader as a single phrase. ● Links in the Send Feedback menu cannot be accessed using the screen reader. ● The image cropping handles in the photo editor are inaccessible to the screen reader. ● Message toasts with interactivity are not automatically focused by the screen reader. ● The screen reader does not automatically move to the Customize modal when it is opened. ● The screen reader detects hidden objects during the onboarding flows. ● The screen reader can read from obfuscated tabs on the Plan Details page. ● The screen reader detects hidden objects on the Photos screen when reading page contents in reverse order.
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)	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)	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)	Partially Supports	<ul style="list-style-type: none"> The text label on some text fields does not retain visibility while the user is entering text.
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"> The Close button on the Edit File Request page does not have a name. The Switch accounts button does not have a name. The Subscription Details button does not include an expanded/collapsed label. The CCPA toggle does not have a name. The checkboxes in the multi-select interface do not have names. Toggle buttons on the Link Settings page do not have names. The Terms and Privacy links on the Sign In page are not identified as links.

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 use live audio or video content.
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.

Criteria	Conformance Level	Remarks and Explanations
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"> ● Text on the Vault number pad does not pass contrast requirements. ● Some text does not pass contrast requirements while using the application in Dark Mode. ● Text on the Home, Share, and Onboarding pages does not pass contrast requirements. ● Placeholder text in text fields does not pass contrast requirements.
1.4.4 Resize text (Level AA)	Partially Supports	<ul style="list-style-type: none"> ● Text in many locations becomes truncated while using enlarged fonts. ● Text in many locations does not respect changes in font size.
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)	Partially Supports	<ul style="list-style-type: none"> ● The folder icons do not pass contrast requirements. ● Device type icons on the Devices page do not pass contrast requirements.
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 Settings button on the Account tab is labeled incorrectly. ● The Space Used progress bar lacks a descriptive label. ● The description of the close button on the Edit File Request page lacks context. ● The label indicating the current account in the account switcher modal is unclear. ● The Edit Profile button is not effectively described in its screen reader description.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • The Close Activity button and File Actions buttons on the Request page are not effectively described in their screen reader description. • The Search button is not effectively described in its screen reader description. • The Create Folder button is not effectively described in its screen reader description. • Selected objects on the Customize Home page do not have a selection state label. • Disabled buttons in the Camera Uploads flow are not labeled as disabled when read by a screen reader.
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)	Partially Supports	<ul style="list-style-type: none"> • Dragging movements required in the Scanner and photo editor do not have a non-dragging alternative.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	The application supports Target Size (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)	Supports	The application supports Consistent Identification.
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
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

Criteria	Conformance Level	Remarks and Explanations
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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