

Dropbox Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Dropbox for Windows

Report Date: December 2023

Product Description: Dropbox for Windows 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 Windows has been tested against the latest version (Windows 11). Previous versions of Windows 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"> Screen readers are able to detect several non-essential graphics which lack alt-text.
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)	Supports	The application supports Info and Relationships.
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 does not use audio or video content.
2.1.1 Keyboard (Level A)	Partially Supports	<ul style="list-style-type: none"> Screen readers cannot access the folder link presented on file rows in the Dropbox tray menu. The Dropbox tray menu does not open when the system tray icon is activated using the Enter key. The permission settings menu in the Share window cannot be operated using the keyboard.
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.
2.4.3 Focus Order (Level A)	Partially Supports	<ul style="list-style-type: none"> The keyboard focus and screen reader focus does not automatically move to the active window or modal overlay during some setup userflows.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • The focus is able to escape modal overlays during some setup userflows. • The More Actions button on file rows in the Dropbox tray menu is inaccessible to screen readers. • The contents of the Sync History list are not grouped in a format that is easily navigable with screen readers.
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)	Partially Supports	<ul style="list-style-type: none"> • Tabs in the tray menu trigger on the mouse-down event.
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)	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 screen reader does not announce search results in the Dropbox tray menu as they load onto the screen. • Buttons in the Dropbox tray menu do not display tooltips when selected by the keyboard focus.
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 notification badge is not read by the screen reader. • The actively selected Share setting in the Who Has Access menu is not identified by the screen reader. • The Back button on the Share Settings page is incorrectly labeled as "Settings."

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 audio or video content.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	The application does not use audio or video content.
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)	Supports	The application supports Reflow.
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)	Supports	The application supports Headings and Labels.
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 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).

Criteria	Conformance Level	Remarks and Explanations
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

Criteria	Conformance Level	Remarks and Explanations
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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