

# Dropbox Accessibility Conformance Report

## WCAG Edition

(Based on VPAT® Version 2.5)

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

**Report Date:** December 2024

**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.

**Contact Information:** [dropboxforall@dropbox.com](mailto:dropboxforall@dropbox.com)

**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
<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 2.2 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
<a href="#">1.1.1 Non-text Content</a> (Level A)	Partially Supports	<ul style="list-style-type: none"> <li>The animation on the welcome screen does not have alt-text.</li> <li>Note: The application contains user-generated non-text content which may not support this guideline.</li> </ul>
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Supports	<p>The application supports Audio-only and Video-only (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="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Supports	<p>The application supports Captions (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="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Supports	<p>The application supports Audio Description or Media Alternative (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="#">1.3.1 Info and Relationships</a> (Level A)	Supports	<ul style="list-style-type: none"> <li>The user is not notified when content is expanded from the Accounts menu.</li> <li>The Zoom buttons on the Photos interface are not contextualized in their screen reader description.</li> <li>The screen reader does not notify the user of changes made with the photo editor.</li> <li>The Sort By button is not labeled correctly in its screen reader description.</li> <li>The screen reader does not confirm to the user when a file is made available offline.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>Folder types are not identified by the screen reader.</li> <li>The screen reader does not announce search results as they load onto the screen.</li> <li>The Unread Notifications dot is not described by screen readers.</li> <li>Some page headings do not have heading labels.</li> <li>The screen reader does not notify user when interface objects become obfuscated on the File Preview page.</li> <li>Toggle-able buttons in the Doc Scanner user flow do not include their toggle state in their screen reader description.</li> <li>Actively selected list items on the Photo Backup screen are not labeled in their screen reader description.</li> </ul>
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Partially Supports	<ul style="list-style-type: none"> <li>The reading order of content on the Storage and Devices section of the Account screen is incorrect.</li> </ul>
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	The application supports Sensory Characteristics.
<a href="#">1.4.1 Use of Color</a> (Level A)	Partially Supports	<ul style="list-style-type: none"> <li>The Who Has Access button on the Link Settings screen uses color to identify it as a button.</li> </ul>
<a href="#">1.4.2 Audio Control</a> (Level A)	Supports	The application supports Audio Control.
<a href="#">2.1.1 Keyboard</a> (Level A)	Partially Supports	<ul style="list-style-type: none"> <li>File comments can only be copied using touch input.</li> <li>Signatures can only be created and edited using touch input.</li> </ul>
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	The application supports No Keyboard Trap.
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 and 2.2)	Supports	The application supports Character Key Shortcuts.
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Supports	The application supports Timing Adjustable.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Supports	The application supports Pause, Stop, Hide.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Supports	The application supports Three Flashes or Below Threshold.
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Supports	The application supports Bypass Blocks.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	The application supports Page Titled.
<a href="#">2.4.3 Focus Order</a> (Level A)	Partially Supports	<ul style="list-style-type: none"> <li>● The screen reader focus does not start in the correct location on the File Request Tutorial page or Single Sign On page.</li> <li>● The More Accounts button is inaccessible with a screen reader.</li> <li>● The screen reader focus does not automatically move to the Switch Account overlay when it is opened.</li> <li>● The device type icons on the Accounts tab are inaccessible to the screen reader.</li> <li>● All notifications on the Activity tab are read by the screen reader as a single phrase.</li> <li>● Links in the Send Feedback menu cannot be accessed using the screen reader.</li> <li>● The image cropping handles in the photo editor are inaccessible to the screen reader.</li> <li>● Message toasts with interactivity are not automatically focused by the screen reader.</li> <li>● The screen reader does not automatically move to the Customize modal when it is opened.</li> <li>● The screen reader detects hidden objects during the onboarding flows.</li> <li>● The screen reader can read from obfuscated tabs on the Plan Details page.</li> <li>● The screen reader detects hidden objects on the Photos screen when reading page contents in reverse order.</li> </ul>
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Supports	The application supports Link Purpose (In Context).
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 and 2.2)	Supports	The application supports Pointer Gestures.
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 and 2.2)	Supports	The application supports Pointer Cancellation.
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 and 2.2)	Supports	The application supports Label in Name.
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 and 2.2)	Supports	The application supports Motion Actuation.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	The application supports Language of Page.
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	The application supports On Focus.
<a href="#">3.2.2 On Input</a> (Level A)	Supports	The application supports On Input.
<a href="#">3.2.6 Consistent Help</a> (Level A)	Supports	The application supports Consistent Help.
<a href="#">3.3.1 Error Identification</a> (Level A)	Supports	The application supports Error Identification.
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Partially Supports	<ul style="list-style-type: none"> <li>The text label on some text fields does not retain visibility while the user is entering text.</li> </ul>
<a href="#">3.3.7 Redundant Entry</a> (Level A 2.2 only)	Supports	The application supports Redundant Entry.
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Partially Supports	<ul style="list-style-type: none"> <li>The Close button on the Edit File Request page does not have a name.</li> <li>The Switch accounts button does not have a name.</li> <li>The Subscription Details button does not include an expanded/collapsed label.</li> <li>The CCPA toggle does not have a name.</li> <li>The checkboxes in the multi-select interface do not have names.</li> <li>Toggle buttons on the Link Settings page do not have names.</li> <li>The Terms and Privacy links on the Sign In page are not identified as links.</li> </ul>

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Not applicable	The application does not use live audio or video content.
<a href="#">1.2.5 Audio Description (Prerecorded)</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>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 and 2.2)	Supports	The application supports Orientation.
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 and 2.2)	Supports	The application supports Identify Input Purpose.
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Partially Supports	<ul style="list-style-type: none"> <li>• Text on the Vault number pad does not pass contrast requirements.</li> <li>• Some text does not pass contrast requirements while using the application in Dark Mode.</li> <li>• Text on the Home, Share, and Onboarding pages does not pass contrast requirements.</li> <li>• Placeholder text in text fields does not pass contrast requirements.</li> </ul>
<a href="#">1.4.4 Resize text</a> (Level AA)	Partially Supports	<ul style="list-style-type: none"> <li>• Text in many locations becomes truncated while using enlarged fonts.</li> <li>• Text in many locations does not respect changes in font size.</li> </ul>
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	The application supports Images of Text.
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 and 2.2)	Supports	The application supports Reflow.
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 and 2.2)	Partially Supports	<ul style="list-style-type: none"> <li>• The folder icons do not pass contrast requirements.</li> <li>• Device type icons on the Devices page do not pass contrast requirements.</li> </ul>
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 and 2.2)	Supports	The application supports Text Spacing.
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 and 2.2)	Supports	The application supports Content on Hover or Focus.
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	The application supports Multiple Ways.
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Partially Supports	<ul style="list-style-type: none"> <li>• The Settings button on the Account tab is labeled incorrectly.</li> <li>• The Space Used progress bar lacks a descriptive label.</li> <li>• The description of the close button on the Edit File Request page lacks context.</li> <li>• The label indicating the current account in the account switcher modal is unclear.</li> <li>• The Edit Profile button is not effectively described in its screen reader description.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>The Close Activity button and File Actions buttons on the Request page are not effectively described in their screen reader description.</li> <li>The Search button is not effectively described in its screen reader description.</li> <li>The Create Folder button is not effectively described in its screen reader description.</li> <li>Selected objects on the Customize Home page do not have a selection state label.</li> <li>Disabled buttons in the Camera Uploads flow are not labeled as disabled when read by a screen reader.</li> </ul>
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Supports	The application supports Focus Visible.
<a href="#">2.4.11 Focus Not Obscured (Minimum)</a> (Level AA 2.2 only)	Supports	The application supports Focus Not Obscured (Minimum).
<a href="#">2.5.7 Dragging Movements</a> (Level AA 2.2 only)	Partially Supports	<ul style="list-style-type: none"> <li>Dragging movements required in the Scanner and photo editor do not have a non-dragging alternative.</li> </ul>
<a href="#">2.5.8 Target Size (Minimum)</a> (Level AA 2.2 only)	Supports	The application supports Target Size (Minimum).
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Supports	The application supports Language of Parts.
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	The application supports Consistent Navigation.
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	The application supports Consistent Identification.
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	The application supports Error Suggestion.
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Supports	The application supports Error Prevention (Legal, Financial, Data).
<a href="#">3.3.8 Accessible Authentication (Minimum)</a> (Level AA 2.2 only)	Supports	The application supports Accessible Authentication (Minimum).
<a href="#">4.1.3 Status Messages</a> (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
<a href="#">1.2.6 Sign Language (Prerecorded)</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">1.2.7 Extended Audio Description (Prerecorded)</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">1.2.8 Media Alternative (Prerecorded)</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">1.2.9 Audio-only (Live)</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">1.3.6 Identify Purpose</a> (Level AAA 2.1 and 2.2)	Not Evaluated	Not Evaluated
<a href="#">1.4.6 Contrast (Enhanced)</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">1.4.7 Low or No Background Audio</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">1.4.8 Visual Presentation</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">1.4.9 Images of Text (No Exception)</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">2.1.3 Keyboard (No Exception)</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">2.2.3 No Timing</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">2.2.4 Interruptions</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">2.2.5 Re-authenticating</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">2.2.6 Timeouts</a> (Level AAA 2.1 and 2.2)	Not Evaluated	Not Evaluated
<a href="#">2.3.2 Three Flashes</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">2.3.3 Animation from Interactions</a> (Level AAA 2.1 and 2.2)	Not Evaluated	Not Evaluated
<a href="#">2.4.8 Location</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">2.4.9 Link Purpose (Link Only)</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">2.4.10 Section Headings</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">2.4.12 Focus Not Obscured (Enhanced)</a> (Level AAA 2.2 only)	Not Evaluated	Not Evaluated
<a href="#">2.4.13 Focus Appearance</a> (Level AAA 2.2 only)	Not Evaluated	Not Evaluated
<a href="#">2.5.5 Target Size</a> (Level AAA 2.1 and 2.2)	Not Evaluated	Not Evaluated
<a href="#">2.5.6 Concurrent Input Mechanisms</a> (Level AAA 2.1 and 2.2)	Not Evaluated	Not Evaluated
<a href="#">3.1.3 Unusual Words</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">3.1.4 Abbreviations</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">3.1.5 Reading Level</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">3.1.6 Pronunciation</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">3.2.5 Change on Request</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">3.3.5 Help</a> (Level AAA)	Not Evaluated	Not Evaluated

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.3.6 Error Prevention (All)</a> (Level AAA)	Not Evaluated	Not Evaluated
<a href="#">3.3.9 Accessible Authentication (Enhanced)</a> (Level AAA 2.2 only)	Not Evaluated	Not Evaluated

## Dropbox Disclaimer

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