

Dropbox Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Dropbox Sign

Report Date: December 2024

Product Description: Dropbox Sign lets you send and receive digitally signed documents using a secure and authenticated system.

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Notes: Dropbox Sign has been tested against the latest versions of Chrome, Safari, Firefox, and Edge. 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 2.2 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 Dropbox Sign logo does not have 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)	Partially Supports	<ul style="list-style-type: none"> Some headings in the app are not tagged programmatically. Main landmark is missing on some pages. Description of Edit and Reminder buttons have inaccurate screen reader descriptions. The Change Font feature does not present an input confirmation through the screen reader. Relationships of elements in the document interface on the Send For Signature page may not be effectively described by the screen reader.
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)	Partially Supports	<ul style="list-style-type: none"> Some linked text on the Settings page uses only a blue font to identify its link status.
1.4.2 Audio Control (Level A)	Not Applicable	The application does not use audio or video content.
2.1.1 Keyboard (Level A)	Supports	The application supports 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)	Does Not Support	<ul style="list-style-type: none"> There is no Skip To Content feature to bypass the main navigation region.

Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (Level A)	Partially Supports	<ul style="list-style-type: none"> • The Settings page uses the title “Account” instead of “Settings.” • The Help page does not have a unique page title.
2.4.3 Focus Order (Level A)	Partially Supports	<ul style="list-style-type: none"> • View Info dropdown on Documents page is skipped by some screen readers. • The tooltip button on the API table on the Settings page is skipped by keyboard interfaces. • Some features of the Sign Documents user flow cannot be navigated to using the tab key. • The help overlays in the Send A Signature user flow are not in the correct focus order position on the page. • The help pop-up buttons on the Settings page cannot be selected using the tab key. • The navigation tabs on the Settings page are skipped by the keyboard focus. • The focus does not reset to the top of the page when the user progresses through the Send For Signature user flow.
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)	Partially Supports	<ul style="list-style-type: none"> • Tab buttons in the Home page and Send For Signature user flow become toggled active without a user activation input when read by a screen reader. • The search field menu on the Documents page opens when selected with the tab key.

Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A)	Partially Supports	<ul style="list-style-type: none"> Screen reader focus moves unexpectedly when activating the Auto Detect button on the Settings page. The keyboard focus moves unexpectedly when activating the Copy button in the Send A Signature user flow.
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"> Instructions for reordering documents in the Send For Signature user flow using a screen reader are inaccurate.
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"> Several buttons on the Settings page do not have correct labels. Many buttons in the Send For Signature user flow are missing screen reader accessible labels. The filter button on the Documents page lacks selection value labels. The number of pending/drafts/signed documents on the home page is not read by the screen reader.

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.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	<ul style="list-style-type: none"> Settings page has some text that does not meet contrast requirements. Signature pop-up button text on the Send A Signature page has low contrast while in its keyboard focus state. Some text in the Sign Documents flow has low contrast. The profile icon on the Send A Signature page has low text.
1.4.4 Resize text (Level AA)	Partially Supports	<ul style="list-style-type: none"> The page layout of the Settings page does not support 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)	Partially Supports	<ul style="list-style-type: none"> The Settings page does not support single-dimension scrolling in a 320px window. The Sign Documents flow does not support single-dimension scrolling in a 32px window.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Partially Supports	<ul style="list-style-type: none"> Delete document overlay has content that does not meet contrast requirements. The selected state of documents in Selected Documents list on the Send For Signature uses a low contrast color to represent the state change. Settings page has some buttons that do not meet 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)	Does Not Support	<ul style="list-style-type: none"> Pop-up content cannot be hovered over with the mouse.
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"> Some headings use incorrect rankings. Several buttons on the Settings page use the same screen reader description.
2.4.7 Focus Visible (Level AA)	Partially Supports	<ul style="list-style-type: none"> The buttons in the Save Time With Templates modal do not have visible keyboard focus states.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> Some buttons in the Settings page do not have visible keyboard focus states.
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)	Partially Supports	<ul style="list-style-type: none"> There is no confirmation modal when the user activates a Delete button on the Sign Documents page.
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

Criteria	Conformance Level	Remarks and Explanations
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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