

Dropbox Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Dropbox for Web

Report Date: December 2024

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, 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"> Some decorative graphics can be read by screen readers and lack image-alternative text. 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	<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)	Partially Supports	<p>The application supports 1.2.3 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)	Partially Supports	<ul style="list-style-type: none"> Character limits on some text fields are not contextualized when read by screen readers. The screen reader does not consistently inform the user of changes in the page content after the user has performed an action. Some text headings are missing heading tags. Notification menu rows are not identified correctly in their screen reader description. Tooltips are inaccessible to some screen readers.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> ● Screen readers cannot read the contents of some modals, such as the Google Files dialog and the Explore Free Features modal. ● Some informational content in the Admin Console cannot be read by a screen reader. ● Cell information is not correctly identified in the Backups tables. ● Some pages within the Admin Console contain headings that are ranked incorrectly or are not programmatically tagged as headings. ● Some pages within the Admin Console use dynamic content to notify the user of realtime status changes on various settings; These may not receive live readouts from screen readers. ● Facepile icons that lack user profile pictures are read using a single letter as their screen reader readout. ● Comment pins on image files do not use screen reader readouts that effectively describe their entire context on the page. ● The number indicating the quantity of comments on a file is not contextualized when read by screen readers. ● The onboarding quiz presented to Dropbox For Business users has a progress bar that may be identified by screen readers.
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 links use only color as their visual identifier.
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"> ● Some admin console content is inaccessible with a screen reader and/or keyboard.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> ● Actionable objects in alert toasts are difficult to access with a screen reader. ● Several buttons in the Automations userflows are inaccessible with a screen reader and/or keyboard. ● The rewind points in the chart step of the Rewind Backup flow are inaccessible with a keyboard. ● The Create Shared Folder button on the Shared page cannot be selected using the keyboard focus. ● The timeline navigator on the Photos page is inaccessible to the keyboard focus. ● The Add More Files button in the File Requests userflow is inaccessible to the keyboard focus. ● The Learn More button in the Transfer userflow is inaccessible to the keyboard focus. ● The screen recorder interface cannot be accessed by the keyboard focus. ● The volume slider on video players is not operable with the keyboard. ● The Learn More button on the Try Out Dropbox page is inaccessible to the keyboard focus. ● Notification menu rows are inaccessible to the keyboard focus. ● The sticker menu inside the file commenting feature is not accessible with a keyboard interface. ● File action buttons cannot be selected with the keyboard focus when file browser is in list view.
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)	Partially Supports	<ul style="list-style-type: none"> ● Some animations cannot be paused by the user.

Criteria	Conformance Level	Remarks and Explanations
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 screen reader and keyboard focus do not automatically move to several pop-ups and dialogs when they are loaded. ● Some pages of the admin console do not move the keyboard focus to the top of the focus order when a new interface is loaded into view. ● Disabled fields in the File Requests modal are not consistently excluded from the focus order. ● A hidden Exit Search button on the Home page can be selected by the keyboard/screen reader. ● The focus does not start at the top of the page in the Forgot Password, File Requests, and Try Out Dropbox user flows. ● Collapsed content on the Settings pages is not excluded from the focus order. ● Content in the Automations flow is not in the expected focus order sequence. ● The screen reader cannot select from the autocomplete menu in the Share modal. ● Switching tabs on the Shared page causes the focus to move back to the top of the focus order. ● The focus does not move to the expected position when performing some file actions. ● Some File Preview contents and actions are not accessible to screen readers. ● Comment pins on file previews have two keyboard focus selection states each.
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.

Criteria	Conformance Level	Remarks and Explanations
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Partially Supports	<ul style="list-style-type: none"> The Learn More button in the Transfer userflow triggers on the mouse-down event.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Partially Supports	<ul style="list-style-type: none"> The Admin Console Alerts checkbox description does not match its visual label. The description of the Show/Hide button in the Suggested Activity section does not match its visual label.
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"> The Search page opens automatically when the keyboard focus moves to the Search field.
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"> Several icon buttons do not have a text label that displays on hover. Some text fields do not have a visual label after text has been entered into them. Required fields in the account creation flow do not have Required labels.
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"> Expandable buttons in the Manage Account section do not have expanded/collapsed labels. Some buttons in the File actions modals are missing names. The show/hide button in the Get Started With Dropbox section does not have a name. The toggle state of checkboxes in the External Sharing menu is not described. Buttons in the Explore Free Features, Home Navigation, and Home Folders pages do not have a role/value.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> Folder info tags are incorrectly identified as toggle-able. Some radio buttons and checkboxes on forms within the admin console are not labeled programmatically for screen readers. Some buttons in the video player interface inside of the file preview page are missing labels. All comment thread buttons on the file comment panel use the same screen reader description. The close button on the file action menu in mobile web view does not have a label. The contents of tip buttons in the admin console cannot be read with a 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 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.
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"> The link on the Branding Settings page has low contrast. Text in the Create Automated Folder userflow has low contrast. The success text in the upload tray has low contrast.

Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (Level AA)	Partially Supports	<ul style="list-style-type: none"> Some page content may not zoom while viewing an image on the file preview page.
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"> The star icon on the Files page has low contrast. The Mark As Read button on the Notifications page has low contrast.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Partially Supports	<ul style="list-style-type: none"> Text spacing in the Create Screen Recording dialog does not respect user override.
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"> Menu buttons are not contextually labeled based on their location in the website. Some buttons in the Admin Console, File Actions menu, PDF editor, Help and Resources, Homepage, and Try Out Dropbox pages do not have correct descriptions and labels. Many page headings are incorrectly labeled as clickable. Elements of the Files tables are not fully labeled.
2.4.7 Focus Visible (Level AA)	Partially Supports	<ul style="list-style-type: none"> The keyboard focus is not visible on buttons in the Admin Console, Account, Backups, and Cookie Preferences pages. The keyboard focus is not visible on some buttons within the file commenting feature.
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"> There is no single-pointer alternative to dragging items into the Quick View panel.
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.

Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (Level AA)	Supports	The application supports Consistent Identification.
3.3.3 Error Suggestion (Level AA)	Partially Supports	<ul style="list-style-type: none"> Some required fields within forms inside the admin console do not make use of a legend.
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

Criteria	Conformance Level	Remarks and Explanations
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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