

# Dropbox Accessibility Conformance Report

## WCAG Edition

(Based on VPAT® Version 2.5)

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

**Report Date:** December 2024

**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
<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>Screen readers are able to detect several non-essential graphics which lack alt-text.</li> </ul>
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Not Applicable	The application does not use audio or video content.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Not Applicable	The application does not use audio or video content.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Not Applicable	The application does not use audio or video content.
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Supports	The application supports Info and Relationships.
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	The application supports Meaningful Sequence.
<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)	Supports	The application supports Use of Color.
<a href="#">1.4.2 Audio Control</a> (Level A)	Supports	The application does not use audio or video content.
<a href="#">2.1.1 Keyboard</a> (Level A)	Partially Supports	<ul style="list-style-type: none"> <li>Screen readers cannot access the folder link presented on file rows in the Dropbox tray menu.</li> <li>The Dropbox tray menu does not open when the system tray icon is activated using the Enter key.</li> <li>The permission settings menu in the Share window cannot be operated using the keyboard.</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.
<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 keyboard focus and screen reader focus does not automatically move to the active window or modal overlay during some setup userflows.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>• The focus is able to escape modal overlays during some setup userflows.</li> <li>• The More Actions button on file rows in the Dropbox tray menu is inaccessible to screen readers.</li> <li>• The contents of the Sync History list are not grouped in a format that is easily navigable with screen readers.</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)	Partially Supports	<ul style="list-style-type: none"> <li>• Tabs in the tray menu trigger on the mouse-down event.</li> </ul>
<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.
<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 screen reader does not announce search results in the Dropbox tray menu as they load onto the screen.</li> <li>• Buttons in the Dropbox tray menu do not display tooltips when selected by the keyboard focus.</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 notification badge is not read by the screen reader.</li> <li>• The actively selected Share setting in the Who Has Access menu is not identified by the screen reader.</li> <li>• The Back button on the Share Settings page is incorrectly labeled as “Settings.”</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 audio or video content.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Not Applicable	The application does not use audio or video content.
<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)	Supports	The application supports Contrast (Minimum).
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	The application supports Resize Text.
<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)	Supports	The application supports Non-text Contrast.
<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)	Supports	The application supports Headings and Labels.
<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)	Supports	The application supports Dragging Movements.
<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).

Criteria	Conformance Level	Remarks and Explanations
<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

Criteria	Conformance Level	Remarks and Explanations
<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
<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

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