

# Dropbox Accessibility Conformance Report

## WCAG Edition

(Based on VPAT® Version 2.5)

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

**Report Date:** December 2024

**Product Description:** Dropbox for iOS 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 iOS has been tested against the latest version (iOS 17). Previous versions of iOS 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)	Supports	The application supports Non-text Content. <ul style="list-style-type: none"> <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	The application supports Audio-only and Video-only (Prerecorded). <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	The application supports Captions (Prerecorded). <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)	Partially Supports	<ul style="list-style-type: none"> <li>The How To Offline tutorial video does not have a media-alternative or audio description.</li> <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)	Partially Supports	<ul style="list-style-type: none"> <li>The screen reader does not confirm to the user when a file is made available offline.</li> <li>Some page headings do not have heading labels.</li> <li>The screen reader does not announce search results as they load onto the screen.</li> <li>The screen reader does not inform the user of the progress of photo uploads.</li> <li>File information on the Activity page is not contextualized by the screen reader.</li> <li>Filter buttons do not include their selection state in their screen reader description.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>• The screen reader does not notify the user of the new orientation of the image after it has been edited using the image editor.</li> <li>• Tagged user objects in comments are not described by the screen reader.</li> <li>• Visual relationships of comments are not contextualized in their screen reader description.</li> <li>• The screen reader does not announce when the audio recorder has stopped.</li> </ul>
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Partially Supports	<ul style="list-style-type: none"> <li>• The content of the Your Plan screen are not read by the screen reader in an order that preserves its meaning.</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>• Selectable objects on the Link Settings page are indicated via color.</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>• Some actions on the Manage Devices screen can only be performed with swipe gestures.</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 screen reader focus does not automatically move to some modals and menus when they are opened.</li> <li>• The screen reader detects hidden content on the Home screen.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>• The Actions button on file rows is inaccessible with a screen reader.</li> <li>• The screen reader identifies the search field twice.</li> <li>• The screen reader cannot access all content in the Onboarding flows while the device is in landscape orientation.</li> <li>• The screen reader focus is not locked inside some overlay modals.</li> <li>• The screen reader focus cannot navigate past the title on the File Preview screen.</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)	Partially Supports	<ul style="list-style-type: none"> <li>• The Done button on the Settings page reads as “Cancel”, which does not match its visual text label, “Done”.</li> </ul>
<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 visual label on text fields does not remain visible after text has been entered into the field.</li> <li>• The user is not instructed on how to use swipe actions to navigate between files while on the File Preview page.</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 Upload Location buttons on the Camera Uploads screen always has a “Selected” label.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>● The “Only You” text is inaccurately labeled as a button.</li> <li>● Selected photos on the Photos page do not have a “Selected” label.</li> <li>● Interactive objects on the Notifications screen are not identified as interactive.</li> <li>● The Sort button on the Search screen does not have a name.</li> <li>● The filter menu buttons do not have roles or state labels.</li> <li>● Buttons on the free trial promotional page are not labeled correctly.</li> <li>● Toggle buttons do not have names.</li> <li>● Buttons on empty folder pages do not have button labels.</li> <li>● Folder rows do not have button labels while in several user flows.</li> <li>● The active selection in Who Has Access menu does not have a selection state label.</li> <li>● The Link For Editing button does not have a button label.</li> <li>● File information is not read by the screen reader on the Completed Uploads screen.</li> <li>● The Rename button erroneously has a “Dimmed” label applied while in the Add Files userflow.</li> <li>● Text fields in many locations do not have names.</li> <li>● The status of settings with toggle buttons is not identified by the screen reader.</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	The application supports Audio Description (Prerecorded). <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="#">1.3.4 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>The File Actions userflow contains instances of low contrast text.</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)	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)	Partially Supports	<ul style="list-style-type: none"> <li>The Select Photos button is not described correctly.</li> <li>The Photo actions button is not described correctly.</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)	Supports	<ul style="list-style-type: none"> <li>There is no non-dragging alternative method of cropping a photo in the photo editor.</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.

Criteria	Conformance Level	Remarks and Explanations
<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)	Partially Supports	<ul style="list-style-type: none"> <li>Alerts and toasts are not automatically read by the screen reader.</li> </ul>

**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



Criteria	Conformance Level	Remarks and Explanations
<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
<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

- The information contained in this document represents the current view of Dropbox as of the date of publication. Dropbox does not guarantee the accuracy of any information presented after the date of publication. This document is provided for informational purposes only and does not create any contractual obligations.
- Dropbox does not warrant that the information in this document will be error-free or that any errors will be corrected. THIS DOCUMENT IS PROVIDED "AS IS." TO THE FULLEST EXTENT PERMITTED BY LAW, DROPBOX DOES NOT MAKE ANY WARRANTY OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR USE, OR NON-INFRINGEMENT.