

# Dropbox Accessibility Conformance Report

## WCAG Edition

(Based on VPAT® Version 2.4)

**Name of Product/Version:** Desktop for Macintosh

**Report Date:** December 23, 2021

**Product Description:** Dropbox Desktop for Macintosh 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 Desktop for Macintosh has been tested against the latest version (Big Sur 11.2.3). Previous versions of Macintosh OS 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)<br>Level AA (Yes)<br>Level AAA (No) |
| <a href="#">Web Content Accessibility Guidelines 2.1</a> | Level A (Yes)<br>Level AA (Yes)<br>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 be used only in WCAG 2.0 Level AAA.

# WCAG 2.0 Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 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>• VoiceOver focuses on decorative calendar image in Share Modal settings</li><li>• Image of user in Share Modal member list has a user-unfriendly description</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)                               | Partially Supports | <ul style="list-style-type: none"><li>• All pages lack a main heading</li></ul>   |
| <a href="#">1.3.2 Meaningful Sequence</a> (Level A)                                  | Supports           | This application supports Meaningful Sequence   |
| <a href="#">1.3.3 Sensory Characteristics</a> (Level A)                              | Supports           | This application supports Sensory Characteristics   |
| <a href="#">1.4.1 Use of Color</a> (Level A)   | Supports           | This application supports Use of Color  |
| <a href="#">1.4.2 Audio Control</a> (Level A)  | Not Applicable     | 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>Start New and Preview Transfer links cannot be focused using keyboard-only controls</li> <li>Transfer Settings calendar cannot be focused using keyboard-only controls</li> </ul> |
| <a href="#">2.1.2 No Keyboard Trap</a> (Level A)                 | Supports           | This application supports No Keyboard Trap   |
| <a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only) | Supports           | This application supports Character Key Shortcuts  |
| <a href="#">2.2.1 Timing Adjustable</a> (Level A)                | Not Applicable     | The application does not use audio or video content  |
| <a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)                | Not Applicable     | The application does not use audio or video content  |
| <a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A) | Not Applicable     | The application does not use audio or video content  |
| <a href="#">2.4.1 Bypass Blocks</a> (Level A)                    | Supports           | This application supports Bypass Blocks  |
| <a href="#">2.4.2 Page Titled</a> (Level A)                      | Supports           | This application supports Page Titled  |

| Criteria  | Conformance Level  | Remarks and Explanations  |
|---|--------------------|---|
| <a href="#">4.1.2 Name, Role, Value</a> (Level A) | Partially Supports | <ul style="list-style-type: none"> <li>Expiration date in Share Modal link settings is incorrectly identified' as a text field</li> <li>Switches in Share Modal link settings are missing input purpose labels for screen reader users</li> <li>Member details dialog in Share Modal has an unintuitive group label</li> <li>Share Modal dialog buttons are missing input purpose labels for screen reader users</li> </ul> |

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

Notes:

| Criteria   | Conformance Level | Remarks and Explanations                            |
|--|-------------------|---|
| <a href="#">1.2.4 Cap&lt;ons (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 only)                | Supports           | This application supports Orientation  |
| <a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)     | Supports           | This application supports Identify Input Purpose   |
| <a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)                  | Partially Supports | <ul style="list-style-type: none"> <li>Share Modal settings subtext has a low contrast ratio against the background</li> </ul> |
| <a href="#">1.4.4 Resize text</a> (Level AA)                         | Supports           | This application supports Resize Text  |
| <a href="#">1.4.5 Images of Text</a> (Level AA)                      | Supports           | This application supports Images of Text   |
| <a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)                    | Supports           | This application supports Reflow   |
| <a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)         | Supports           | This application supports Non-text Contrast  |
| <a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)              | Supports           | This application supports Text Spacing   |
| <a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only) | Supports           | This application supports Content on Hover or Focus  |
| <a href="#">2.4.5 Multiple Ways</a> (Level AA)                       | Supports           | This application supports Multiple Ways  |
| <a href="#">2.4.6 Headings and Labels</a> (Level AA)                 | Supports           | This application supports Headings and Labels  |
| <a href="#">2.4.7 Focus Visible</a> (Level AA)                       | Supports           | This application supports Focus Visible  |

| Criteria   | Conformance Level | Remarks and Explanations                            |
|--|-------------------|---|
| <a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only) | Supports          | This application supports Content on Hover or Focus |
| <a href="#">2.4.5 Multiple Ways</a> (Level AA)                       | Supports          | This application supports Multiple Ways             |
| <a href="#">2.4.6 Headings and Labels</a> (Level AA)                 | Supports          | This application supports Headings and Labels       |
| <a href="#">2.4.7 Focus Visible</a> (Level AA)                       | Supports          | This application supports Focus Visible             |
| <a href="#">3.1.2 Language of Parts</a> (Level AA)                   | Supports          | This application supports Language of Parts         |

|  |                    |   |
|--|--------------------|---|
| <a href="#">3.2.3 Consistent Navigation</a> (Level AA)                     | Supports           | This application supports Consistent Navigation   |
| <a href="#">3.2.4 Consistent Identification</a> (Level AA)                 | Partially Supports | <ul style="list-style-type: none"> <li>• Activating Preferences checkbox has inconsistent screen reader announcement</li> </ul> |
| <a href="#">3.3.3 Error Suggestion</a> (Level AA)                          | Supports           | This application supports Error Suggestion  |
| <a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA) | Supports           | This application supports Error Prevention  |
| <a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)                  | Supports           | This application supports Status Messages   |

**Table 3: Success Criteria, Level AAA**

Notes:

| <b>Criteria</b>  | <b>Conformance Level</b> | <b>Remarks and Explanations</b> |
|--|--------------------------|---------------------------------|
| <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</a> (Level AAA 2.1 only)                        | 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                   |
| <b>Criteria</b>  | <b>Conformance Level</b> | <b>Remarks and Explanations</b> |
| <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 only)                        | 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 only) | 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="#">2.5.5 Target Size</a> (Level AAA 2.1 only)                 | Not Evaluated | Not Evaluated |
| <a href="#">2.5.6 Concurrent Input Mechanisms</a> (Level AAA 2.1 only) | 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 |

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