# Dropbox Accessibility Conformance Report
# WCAG Edition

**(Based on VPAT® Version 2.4)**

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

**Report Date:** December 23, 2021

**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.

**Contact Information:** **dropboxforall@dropbox.com**

**Notes:** This VPAT covers only the Dropbox logged in experience.  Dropbox for Web has been tested against the latest versions of Chrome, Edge, Safari and Firefox. Previous versions 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)<br>Level AA (Yes)<br>Level AAA (No) |
| [Web Content Accessibility Guidelines 2.1](#) | 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 |
|---|---|---|
| **1.1.1 Non-text Content** (Level A) | Partially Supports | • File/folder icon in Share modal has no name in screen reader description<br>• Image on sign in page has no screen reader description<br>• User icons in Activity rail use generic descriptions<br>• Folder images in file browser lack alt-text<br>• Icons in App Settings page do not have screen reader names<br>• Screen reader detects images with no alt-text in File Transfer user flow<br>• Remove button lacks alt-text in File Request for<br>• Images and icons on Plus page lack 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 | • Main Sign In heading does not have heading formatting<br>• Headings on Preview page info panel have incorrect rankings<br>• Many elements in File Browser table read as blank<br>• Sort information on File Browser table is not described<br>• File Transfer settings modal does not use headings |
| **1.3.2 Meaningful Sequence** (Level A) | Supports | This application supports Meaningful Sequence |
| **1.3.3 Sensory Characteristics**  (Level A) | Supports | This application supports Sensory Characteristics |
| **1.4.1 Use of Color** (Level A) | Supports | This application supports Use of Color |
| **1.4.2 Audio Control** (Level A) | Not Applicable | The application does not use audio or video content |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.1.1 Keyboard** (Level A) | Partially Supports | • Screen reader cannot read pop-ups for user icons at top of Preview page |
| **2.1.2 No Keyboard Trap** (Level A) | Partially Supports | • Screen reader navigation becomes disabled after closing some modal overlays, requiring page refresh |
| **2.1.4 Character Key Shortcuts** (Level A 2.1 only) | Supports | This application supports Character Key Shortcuts |
| **2.2.1 Timing Adjustable** (Level A) | Not Applicable | The application does not use audio or video content |
| **2.2.2 Pause, Stop, Hide** (Level A) | Not Applicable | The application does not use audio or video content |
| **2.3.1 Three Flashes or Below Threshold** (Level A) | Not Applicable | The application does not use audio or video content |
| **2.4.1 Bypass Blocks** (Level A) | Supports | This application supports Bypass Blocks |
| **2.4.2 Page Titled** (Level A) | Supports | This application supports Page Titled |
| **2.4.3 Focus Order** (Level A) | Partially Supports | • Pop-up menus are last in the tab order (Though they still auto-focus when loaded)<br>• Screen reader detects empty sidebar at end of Settings pages<br>• Hidden content on App Settings page is not excluded from focus order<br>• Tips in File Transfer user flow are read in unintuitive order<br>• Screen readers may read content behind modals in File Transfer user flow<br>• Pagination sidebar on Preview page is not excluded from focus order while hidden<br>• Some screen readers will start on the left side panel of the Preview page when page is loaded |
| **2.4.4 Link Purpose (In Context)** (Level A) | Supports | This application supports Link Purpose (In Context) |
| **2.5.1 Pointer Gestures** (Level A 2.1 only) | Not Applicable | This software does not use pointer gestures. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| [2.5.2 Pointer Cancellation](#) (Level A 2.1 only) | Not Applicable | This software does not use pointer gestures. |
| [2.5.3 Label in Name](#) (Level A 2.1 only) | Partially Supports | • File Transfer Password toggle lacks description |
| [2.5.4 Motion Actuation](#) (Level A 2.1 only) | Not Applicable | This software does not use motion control. |
| [3.1.1 Language of Page](#) (Level A) | Supports | This application supports Language of Page |
| [3.2.1 On Focus](#) (Level A) | Partially Supports | • Settings tabs become toggled active when read by the screen reader<br>• File Transfer settings modal opens automatically when button is focused |
| [3.2.2 On Input](#) (Level A) | Supports | This application supports On Input |
| [3.3.1 Error Identification](#) (Level A) | Supports | This application supports Error Identification |
| [3.3.2 Labels or Instructions](#) (Level A) | Partially Supports | • File Browser permission button labels do not match visual labels<br>• Users are not instructed on how to collapse File Browser folders from navigation panel<br>• File Browser comboboxes have incorrect instructions instructions for screen reader interaction<br>• VoiceOver users must enter two groups to interact with Contact combo box |
| [4.1.1 Parsing](#) (Level A) | Supports | This application supports Parsing |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 4.1.2 Name, Role, Value (Level A) | Partially Supports | • File Browser top banner has clickable label but is not interactive.<br>• File Browser checkboxes lack labeling<br>• File Browser shared folder modal close button is unlabeled<br>• Share settings toggle buttons are missing input purpose labels<br>• User icon buttons in Share modal are missing accessible labels<br>• Settings: Plan - Dropbox icon has confusing screen reader readout<br>• File Browser search bar lacks name and value<br>• App settings buttons do not include expanded/ collapsed label in readout<br>• Selected options in File Browser menu have unintentional text in label<br>• File transfer create settings elements are described incorrectly by screen readers<br>• File Transfer background options lack descriptions<br>• File Request remove file button lacks label<br>• Screen reader detects invisible "0" at end of Preview page |

## 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 |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| [1.3.4 Orientation](#) (Level AA 2.1 only) | Supports | This application supports Orientation |
| [1.3.5 Identify Input Purpose](#) (Level AA 2.1 only) | Supports | This application supports Identify Input Purpose |
| [1.4.3 Contrast (Minimum)](#) (Level AA) | Supports | This application supports Contrast (Minimum) |
| [1.4.4 Resize text](#) (Level AA) | Supports | This application supports Resize Text |
| [1.4.5 Images of Text](#) (Level AA) | Supports | This application supports Images of Text |
| [1.4.10 Reflow](#) (Level AA 2.1 only) | Supports | This application supports Reflow |
| [1.4.11 Non-text Contrast](#) (Level AA 2.1 only) | Supports | This application supports Non-text Contrast |
| [1.4.12 Text Spacing](#) (Level AA 2.1 only) | Supports | This application supports Text Spacing |
| [1.4.13 Content on Hover or Focus](#) (Level AA 2.1 only) | Supports | This application supports Content on Hover or Focus |
| [2.4.5 Multiple Ways](#) (Level AA) | Supports | This application supports Multiple Ways |
| [2.4.6 Headings and Labels](#) (Level AA) | Supports | This application supports Headings and Labels |
| [2.4.7 Focus Visible](#) (Level AA) | Partially Supports | • App settings buttons do not have visible keyboard focus states<br>• Actions button on Preview page does not have visible keyboard focus state |
| [3.1.2 Language of Parts](#) (Level AA) | Supports | This application supports Language of Parts |
| [3.2.3 Consistent Navigation](#) (Level AA) | Partially Supports | • Create New Folder modal header is grouped unnecessarily when read by VoiceOver |
| [3.2.4 Consistent Identification](#) (Level AA) | Supports | This application supports Consistent Identification |
| [3.3.3 Error Suggestion](#) (Level AA) | Supports | This application supports Error Suggestion |
| [3.3.4 Error Prevention (Legal, Financial, Data)](#) (Level AA) | Supports | This application supports Error Prevention |
| [4.1.3 Status Messages](#) (Level AA 2.1 only) | Supports | This 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 only) | 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 only) | 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 only) | 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 |
| **2.5.5 Target Size** (Level AAA 2.1 only) | Not Evaluated | Not Evaluated |
| **2.5.6 Concurrent Input Mechanisms** (Level AAA 2.1 only) | 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 |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **3.3.5 Help** (Level AAA) | Not Evaluated | Not Evaluated |
| **3.3.6 Error Prevention (All)** (Level AAA) | 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.
- For more information on accessibility and Dropbox, contact accessibility@dropbox.com.