Dropbox Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.3 (Revised) – April 2019

Name of Product/Version: Dropbox application for Android

Product Description: Dropbox application for Android lets you access all your most important files any time from your computer, even ones that were originally created on another device.

Report Date: December 13, 2019

Contact Information: accessibility@dropbox.com

Notes: Dropbox application for Android has been tested against the Marshmallow and later versions. 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.

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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)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

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

Tables 1 and 2 also document conformance with:
- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 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) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: The application supports Non-text Content
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Not Applicable	Software: The application does not use audio or video content
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Not Applicable	Software: The application does not use audio or video content
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: The application supports Audio Descriptions
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: The application supports Info and Relationships
1.3.2 Meaningful Sequence (Level A)	Software: Supports	Software: The application supports Meaningful Sequence

Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Supports	Software: The application supports Sensory Characteristics
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Supports	Software: The application supports Use of Color
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Not Applicable	Software: The application does not use audio or video content
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Partially Supports	Software: Some instances that are not optimized or may include a work around include: - Re-arranging photos on the Arrange Pages screen of the Document Scan flow is relatively difficult with Talkback. -Performing a document search does not indicate to Talkback user where the matched words are in the document
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Supports	Software: The application supports No Keyboard Trap

2.2.1 Timing Adjustable (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Software:
	Supports
		Software:
		The application supports Timing Adjustable

2.2.2 Pause, Stop, Hide (Level A)
Also applies to:
   •
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Software:
	Supports
		Software:
		The application supports Pause, Stop, Hide

2.3.1 Three Flashes or Below Threshold (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Software:
	Supports
		Software:
		The application supports Three Flashes or Below Threshold

2.4.1 Bypass Blocks (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software) – Does not apply to non-web software
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs) – Does not apply to non-web docs
	Software:
	Not Applicable
		Software:
		The application does not use large blocks of text that require additional navigation

2.4.2 Page Titled (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Software:
	Supports
		Software:
		The application supports Page Titled.

2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Software: Partially Supports	Software: Some instances that are not optimized or may include a work around include: -While previewing a document, when the Talkback focus reaches the bottom of the visible page on the screen,

● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		swiping right to continue on to the next page instead loops back to the top of the screen. - When the user expands the comments drawer, the Talkback auto-focuses on the Send Comment button instead of at the top of the modal.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Software: Supports	Software: The application supports Link Purpose (In Context).
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Software: Supports	Software: The application supports Language of Page
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Software: Supports	Software: The application supports On Focus
3.2.2 On Input (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Software: Partially Supports	Software: Some instances that are not optimized or may include a work around include: - When tagging a user in a comment, no feedback is given to the user when autocomplete suggestions become available in the menu.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Software: Supports	Software: The application supports Error Identification.
3.3.2 Labels or Instructions (Level A) Also applies to:	Software: Partially Supports	Software:

Criteria	Conformance Level	Remarks and Explanations

Revised Section 508
  ● 501 (Web)(Software)
  ● 504.2 (Authoring Tool)
  ● 602.3 (Support Docs)
		Some instances that are not optimized or may include a work around include:
		- The Talkback description for a video preview is "Multi-page view," which doesn't indicate to the user that they can double-tap to activate the preview and start playing the video.

4.1.1 Parsing (Level A)
Also applies to:
Revised Section 508
  ● 501 (Web)(Software)
  ● 504.2 (Authoring Tool)
  ● 602.3 (Support Docs)
	Software:
	Partially Supports
		Software:
		Some instances that are not optimized or may include a work around include:
		- App crashes if Talkback user opens large spreadsheet

4.1.2 Name, Role, Value (Level A)
Also applies to:
Revised Section 508
  ● 501 (Web)(Software)
  ● 504.2 (Authoring Tool)
  ● 602.3 (Support Docs)
	Software:
	Partially Supports
		Software:
		Some instances that are not optimized or may include a work around include:
		- Description of PDF pages are not adequate

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations

1.2.4 Captions (Live) (Level AA)
Also applies to:
Revised Section 508
  ● 501 (Web)(Software)
  ● 504.2 (Authoring Tool)
  ● 602.3 (Support Docs)
	Software:
	Not Applicable
		Software:
		The application does not use audio or video content

1.2.5 Audio Description (Prerecorded) (Level AA)
Also applies to:
Revised Section 508
  ● 501 (Web)(Software)
  ● 504.2 (Authoring Tool)
  ● 602.3 (Support Docs)
	Software:
	Supports
		Software:
		The application supports Audio Description

1.4.3 Contrast (Minimum) (Level AA) Also applies to:	Software: Supports	Software: The application supports Contrast (Minimum)

Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Software: Supports	Software: The application supports Resize text
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Software: Supports	Software: The application supports Images of Text
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs	Software: Supports	Software: The application supports Multiple Ways
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Software: Supports	Software: The application supports Headings and Labels
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Software: Supports	Software: The application supports Focus Visible

3.1.2 Language of Parts (Level AA)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Software:
	Supports
		Software:
		The application supports Language of Parts

3.2.3 Consistent Navigation (Level AA)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software) – Does not apply to non-web software
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs) – Does not apply to non-web docs
	Software:
	Supports
		Software:
		The application supports Consistent Navigation

3.2.4 Consistent Identification (Level AA)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software) – Does not apply to non-web software
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs) – Does not apply to non-web docs
	Software:
	Supports
		Software:
		The application supports Consistent Identification

3.3.3 Error Suggestion (Level AA)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Software:
	Supports
		Software:
		The application supports Error Suggestion

3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)
Also applies to:
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Software:
	Supports
		Software:
		The application supports Error Prevention

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	Not Evaluated
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	Not Evaluated
1.2.8 Media Alternative (Prerecorded) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	Not Evaluated
1.2.9 Audio-only (Live) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	Not Evaluated
1.4.6 Contrast Enhanced (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	Not Evaluated
1.4.7 Low or No Background Audio (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	Not Evaluated
1.4.8 Visual Presentation (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	Not Evaluated
1.4.9 Images of Text (No Exception) Control (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	Not Evaluated
2.1.3 Keyboard (No Exception) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	Not Evaluated
2.2.3 No Timing (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	Not Evaluated
2.2.4 Interruptions (Level AAA) Also applies to:	Not Evaluated	Not Evaluated

Revised Section 508 – Does not apply		
2.2.5 Re-authenticating (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	Not Evaluated
2.3.2 Three Flashes (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	Not Evaluated
2.4.8 Location (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	Not Evaluated
2.4.9 Link Purpose (Link Only) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	Not Evaluated
2.4.10 Section Headings (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	Not Evaluated
3.1.3 Unusual Words (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	Not Evaluated
3.1.4 Abbreviations (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	Not Evaluated
3.1.5 Reading Level (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	Not Evaluated
3.1.6 Pronunciation (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	Not Evaluated
3.2.5 Change on Request (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	Not Evaluated
3.3.5 Help (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	Not Evaluated
3.3.6 Error Prevention (All) (Level AAA) Also applies to:	Not Evaluated	Not Evaluated

Revised Section 508 – Does not apply		

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Notes:

Chapter 3: **Functional Performance Criteria** (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Users without vision can use the application without assistance. There is functionality that is not optimized and may require a workaround
302.2 With Limited Vision	Partially Supports	Users with limited vision can use the application without assistance. There is functionality that is not optimized and may require a workaround
302.3 Without Perception of Color	Supports	
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Supports	
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

Chapter 4: **Hardware**

Notes: Not Applicable

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen		
402.2.2 Transactional Outputs		
402.2.3 Speech Delivery Type and Coordination		
402.2.4 User Control		
402.2.5 Braille Instructions		
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening		

402.3.2 Non-private Listening		
402.4 Characters on Display Screens		
402.5 Characters on Variable Message Signs		
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General		
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General		
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General		
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General		
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast		
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible		
407.3.2 Alphabetic Keys		
407.3.3 Numeric Keys		
407.4 Key Repeat		
407.5 Timed Response		
407.6 Operation		
407.7 Tickets, Fare Cards, and Keycards		
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane		
407.8.1.1 Vertical Plane for Side Reach		
407.8.1.2 Vertical Plane for Forward Reach		
407.8.2 Side Reach		
407.8.2.1 Unobstructed Side Reach		
407.8.2.2 Obstructed Side Reach		
407.8.3 Forward Reach		
407.8.3.1 Unobstructed Forward Reach		
407.8.3.2 Obstructed Forward Reach		
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach		
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach		

408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility		
408.3 Flashing		
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General		
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General		
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General		
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones		
412.2.2 Volume Gain for Non-Wireline ICT		
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets		
412.3.2 Wireline Handsets		
412.4 Digital Encoding of Speech		
412.5 Real-Time Text Functionality		
412.6 Caller ID		
412.7 Video Communication		
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability		
412.8.2 Voice and Hearing Carry Over		
412.8.3 Signal Compatibility		
412.8.4 Voice Mail and Other Messaging Systems		
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions		
413.1.2 Pass-Through of Closed Caption Data		
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners		
414.1.2 Other ICT		
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls		
415.1.2 Audio Description Controls		

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	
502.2.2 No Disruption of Accessibility Features	Supports	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	
502.3.2 Modification of Object Information	Supports	
502.3.3 Row, Column, and Headers	Supports	
502.3.4 Values	Partially Supports	Values can be identified programmatically. However, there is functionality that is not optimized and may require a workaround
502.3.5 Modification of Values	Partially Supports	Relationships that a component has a label for another component and can be identified programmatically. However, there is functionality that is not optimized and may require a workaround
502.3.6 Label Relationships	Partially Supports	
502.3.7 Hierarchical Relationships	Supports	
502.3.8 Text	Supports	
502.3.9 Modification of Text	Supports	
502.3.10 List of Actions	Supports	
502.3.11 Actions on Objects	Supports	
502.3.12 Focus Cursor	Partially Supports	Focus can be maintained. However, there is work that needs to be done to ensure focus is maintained consistently
502.3.13 Modification of Focus Cursor	Supports	
502.3.14 Event Notification	Supports	
502.4 Platform Accessibility Features	Supports	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	
503.3 Alternative User Interfaces	Not Applicable	
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	

503.4.2 Audio Description Controls	Not Applicable	
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.0 section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Not Applicable	
504.3 Prompts	Not Applicable	
504.4 Templates	Not Applicable	

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Partially Supports	Dropbox has a help center (https://www.dropbox.com/help) with information about accessibility.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Dropbox support teams have documented processes for supporting users with accessibility needs. Information about accessibility support services is documented on the dropbox.com website.
603.3 Accommodation of Communication Needs	Supports	Users can contact Dropbox through: Email Community Forum Social Media

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