

Dropbox Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.3 (Revised) – April 2019

Name of Product/Version: Dropbox Desktop for Macintosh

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.

Report Date: December 11, 2019

Contact Information: accessibility@dropbox.com

Notes: Dropbox Desktop for Macintosh has been tested against the latest version (Mojave 10.14). 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
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
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Supports</p>	<p>Software: The application supports Non-text Content</p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Not Applicable</p>	<p>Software: The application does not use audio or video content</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Not Applicable</p>	<p>Software: The application does not use audio or video content</p>
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Supports</p>	<p>Software: The application supports Audio Descriptions</p>
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Partially Supports</p>	<p>Software: Some instances that are not optimized or may include a work around include: - In the Assistant Tray, connect your calendar's heading and dismiss button are grouped together</p>
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p>	<p>Software: Supports</p>	<p>Software: The application supports Meaningful Sequence</p>

<p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Supports</p>	<p>Software: The application supports Sensory Characteristics</p>
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Supports</p>	<p>Software: The application supports Use of Color</p>
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Not Applicable</p>	<p>Software: The application does not use audio or video content</p>
<p><u>2.1.1 Keyboard</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Does Not Support</p>	<p>Software: Issue that currently does not have a workaround: -VoiceOver always treats the list of users added to file as empty regardless of its contents</p> <p>Some instances that are not optimized or may include a work around include: -The buttons in the folder description field toolbar cannot be selected by the keyboard focus. Note however that these buttons have hotkey equivalents -User cannot move to the hover content buttons using VoiceOver keys (control-option-arrow key). Moving between those buttons is only possible using TAB key -VoiceOver focus gets stuck when navigating from 'Enable Smart Sync' top banner title. VoiceOver keys have to be pressed twice</p>

		<p>-In the Assistant Tray, TAB key skips 'Learn more' link under 'Connect your calendar' on 'For You' tab. Also, VoiceOver focus sometimes gets stuck when navigating the tray and the VoiceOver keys have to be pressed twice</p> <p>-Keyboard-only users are unable to annotate images.</p> <p>-Keyboard-only user with or without VoiceOver is able to select non-contiguous files</p> <p>- VoiceOver cannot focus on the time mark for the file being edited on the Recent in the Assistant Tray</p>
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Software: Supports	Software: The application supports No Keyboard Trap
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Software: Supports	Software: The application supports Timing Adjustable
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to:</p> <ul style="list-style-type: none"> ● <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Software: Supports	Software: The application supports Pause, Stop, Hide
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Software: Supports	Software: The application supports Three Flashes or Below Threshold
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to: Revised Section 508</p>	Software: Not Applicable	Software: The application does not use large blocks of text that require additional navigation

<ul style="list-style-type: none"> ● 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 		
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Supports</p>	<p>Software: The application supports Page Titled</p>
<p><u>2.4.3 Focus Order</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Partially Supports</p>	<p>Software: Some instances that are not optimized or may include a work around include: -After moving through a section of comments in the details panel, the focus loops back to the top. This loop only occurs once (so not a keyboard trap) and does not occur when moving the focus backwards - The user must perform two navigational inputs to move the focus forward from the comment tab button on the right side of the Dropbox Preview window - Moving VoiceOver over the focus into multi-page preview content loops focus unexpectedly if first page is not active selection - The VoiceOver the focus does not start at the heading when the user is navigated to the Congratulations page or the Advanced Settings page in the sign up/log in window - When the 2FA security code page loads during the log in flow, the VoiceOver the focus starts at the text field by default, making it difficult for VoiceOver users to read the content above it</p>
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Supports</p>	<p>Software: The application supports Link Purpose (In Context)</p>
<p><u>3.1.1 Language of Page</u> (Level A)</p> <p>Also applies to:</p>	<p>Software: Supports</p>	<p>Software: The application supports Language of Page</p>

<p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>3.2.1 On Focus</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Supports</p>	<p>Software: The application supports On Focus</p>
<p><u>3.2.2 On Input</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Partially Supports</p>	<p>Software: Some instances that are not optimized or may include a work around include: -When typing into a Search field, VoiceOver user is not aware of the auto-suggested list of results displaying below</p>
<p><u>3.3.1 Error Identification</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Supports</p>	<p>Software: The application supports Error Identification</p>
<p><u>3.3.2 Labels or Instructions</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Partially Supports</p>	<p>Software: Some instances that are not optimized or may include a work around include: - On the "Set up Dropbox" window of the Dropbox install app, the reCaptcha box does not have VoiceOver description</p>
<p><u>4.1.1 Parsing</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Supports</p>	<p>Software: The application supports Parsing</p>

<p><u>4.1.2 Name, Role, Value</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Partially Supports</p>	<p>Software: Some instances that are not optimized or may include a work around include: -In certain instances, selection status of sidebar is not included in description - Dropbox Preview - Description of page sidebar list is every page number listed consecutively - Share Modal - "To" field has confusing description - The Expiration date field on the Link Settings page has a confusing description when read by NVDA. NVDA describes the field as "Previous month next month." - VoiceOver does not read the actual text of the contact suggestions in the autocomplete menu - On the Setup Dropbox screen, VoiceOver should not give a command on how to click a disabled button, but point the dropdown state instead (dimmed)</p>
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Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Not Applicable</p>	<p>Software: The application does not use audio or video content</p>
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: Supports</p>	<p>Software: The application supports Audio Description</p>
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) 	<p>Software: Supports</p>	<p>Software: The application supports Contrast (Minimum)</p>

<ul style="list-style-type: none"> ● 602.3 (Support Docs) 		
<p><u>1.4.4 Resize text</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Software: Supports	Software: The application supports Resize text
<p><u>1.4.5 Images of Text</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Software: Supports	Software: The application supports Images of Text
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 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
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Software: Supports	Software: The application supports Headings and Labels
<p><u>2.4.7 Focus Visible</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 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: -No visible focus outline for elements in "How should your files sync?" - The Open my Dropbox button on the post-sign-in screen does not have a visible outline when the keyboard is focused on it
<p><u>3.1.2 Language of Parts</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p>	Software: Supports	Software: The application supports Language of Parts

<ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>3.2.3 Consistent Navigation</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 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
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 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
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Software: Supports	Software: The application supports Error Suggestion
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 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
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<u>1.2.6 Sign Language (Prerecorded)</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	Not Evaluated
<u>1.2.7 Extended Audio Description (Prerecorded)</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	Not Evaluated
<u>1.2.8 Media Alternative (Prerecorded)</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	Not Evaluated
<u>1.2.9 Audio-only (Live)</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	Not Evaluated
<u>1.4.6 Contrast Enhanced</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	Not Evaluated
<u>1.4.7 Low or No Background Audio</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	Not Evaluated
<u>1.4.8 Visual Presentation</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	Not Evaluated
<u>1.4.9 Images of Text (No Exception) Control</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	Not Evaluated
<u>2.1.3 Keyboard (No Exception)</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	Not Evaluated
<u>2.2.3 No Timing</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	Not Evaluated
<u>2.2.4 Interruptions</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	Not Evaluated
<u>2.2.5 Re-authenticating</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Evaluated	Not Evaluated

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

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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	Partially Supports	Users with limited manipulation can use the application without assistance. There is functionality that is not optimized and may require a workaround
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		
<u>403 Biometrics</u>	Heading cell – no response required	Heading cell – no response required
403.1 General		
<u>404 Preservation of Information Provided for Accessibility</u>	Heading cell – no response required	Heading cell – no response required
404.1 General		
<u>405 Privacy</u>	Heading cell – no response required	Heading cell – no response required
405.1 General		
<u>406 Standard Connections</u>	Heading cell – no response required	Heading cell – no response required
406.1 General		
<u>407 Operable Parts</u>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast		
<u>407.3 Input Controls</u>	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		
<u>407.8 Reach Height and Depth</u>	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		
<u>408 Display Screens</u>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility		
408.3 Flashing		
<u>409 Status Indicators</u>	Heading cell – no response required	Heading cell – no response required
409.1 General		
<u>410 Color Coding</u>	Heading cell – no response required	Heading cell – no response required
410.1 General		
<u>411 Audible Signals</u>	Heading cell – no response required	Heading cell – no response required
411.1 General		
<u>412 ICT with Two-Way Voice Communication</u>	Heading cell – no response required	Heading cell – no response required
<u>412.2 Volume Gain</u>	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		
<u>412.3 Interference Reduction and Magnetic Coupling</u>	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		
<u>412.8 Legacy TTY Support</u>	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		
<u>413 Closed Caption Processing Technologies</u>	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		
<u>414 Audio Description Processing Technologies</u>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners		
414.1.2 Other ICT		

<u>415 User Controls for Captions and Audio Descriptions</u>	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 <u>WCAG 2.0</u> section	See information in WCAG 2.0 section
<u>502 Interoperability with Assistive Technology</u>	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	
<u>502.3 Accessibility Services</u>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	Controls can be identified programmatically. However, there is functionality that is not optimized and may require a workaround
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	Supports	
502.3.6 Label Relationships	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
502.3.7 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	
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	
503.3 Alternative User Interfaces	Not Applicable	
<i>503.4 User Controls for Captions and Audio Description</i>	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	
<u>504 Authoring Tools</u>	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
<i>601.1 Scope</i>	Heading cell – no response required	Heading cell – no response required
<u>602 Support Documentation</u>	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	
<u>603 Support Services</u>	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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