

Dropbox Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.3 (Revised) – April 2019

Name of Product/Version: Dropbox for Web

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.

Report Date: December 12, 2019

Contact Information: accessibility@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) 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) 	Software: Partially Supports	<p>Software: Some instances that are not optimized or may include a work around include:</p> <ul style="list-style-type: none"> - The user profile icons in the contact suggestions menu can be selected by VoiceOver and do not have meaningful names - The folder icon in the Create New Folder modal is described only as "image" by VoiceOver - The image of the zig-zagging red bar on the upgrade page for over quota users is not described via image-alternative text
<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) 	Software: Not Applicable	Software: The application does not use audio or video content
<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) 	Software: Not Applicable	Software: The application does not use audio or video content
<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) 	Software: Supports	Software: The application supports Audio Descriptions
<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) 	Software: Supports	Software: The application supports Info and Relationships

<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: Revised Section 508 <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: - The field labels for the Email and Password fields on the log in page are selected after their edit box instead of before it
<u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: The application supports Sensory Characteristics
<u>1.4.1 Use of Color</u> (Level A) Also applies to: Revised Section 508 <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: - The selection state of the Stickers menu toggle buttons is indicated through a low contrast color change. This may be difficult for some users to see
<u>1.4.2 Audio Control</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Not Applicable	Software: The application does not use audio or video content
<u>2.1.1 Keyboard</u> (Level A) Also applies to: Revised Section 508 <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: - VoiceOver cannot select files under the Suggested For You section on the home page - The tip pop-up that appears on Upload Error rows in the Upload Details modal cannot be read by NVDA - Keyboard-only users (and VoiceOver users) cannot comment on text in document preview pages or image areas - Some overflow menus cannot be operated using the keyboard

<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> <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: Not Applicable	Software: The application does not use large blocks of text that require additional navigation
<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) 	Software: Supports	Software: The application supports Page Titled

<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<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:</p> <ul style="list-style-type: none"> - VoiceOver selects the footer link on the Photos page twice - The VoiceOver focus does not move to a designated position after activating a sticker button in the Stickers menu. Also, the arrow button is arbitrary to screen readers -The "Select Basic" button in the Stickers menu is selected first by the NVDA focus - When the share modal for a shortcut is opened with VoiceOver, the focus does not automatically move into it. This is also an issue for keyboard only users with VoiceOver off - When navigating 'Get the most out of Dropbox by installing it on your computer' overlay, NVDA does not focus on 'Download' CTA, but reads 'download'
<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: 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 Language of Page</p>
<p><u>3.2.1 On Focus</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:</p> <ul style="list-style-type: none"> -Once you tab out of the first or last one the tooltip, focus doesn't disappear which blocks keyboard usage - When the VoiceOver focus moves to the tabs in the Share modal, it automatically sets the tab to active, as if the user had clicked it

<p><u>3.2.2 On Input</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: - If a user's log in attempt on the sign in screen fails, VoiceOver does not automatically call out the error or move the focus to the error text</p>
<p><u>3.3.1 Error Identification</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 Error Identification</p>
<p><u>3.3.2 Labels or Instructions</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: - The bold "Password" text inside the transfer settings menu on the File Transfers page has a "clickable" label despite not having any clickable functionality</p>
<p><u>4.1.1 Parsing</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 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: - The buttons that represent added contacts in the Share Modal are described using only the text present in them - The close button in the "Share a folder from your personal Dropbox" modal has no name - When selecting the 'Create New File' option, VoiceOver reads each option multiple times to the use - The user profile icon that appears next to added users in the Share Modal list is described only as "button" by VoiceOver - The To: field in the Share modal has "typeAhead input" as its name, which is potentially confusing to users</p>

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.4 Captions (Live)</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Software: Not Applicable	Software: The application does not use audio or video content
<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Software: Supports	Software: The application supports Audio Description
<u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: Revised Section 508 <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: - The sticker group CTAs in the Stickers menu use a low contrast gray color - File folder navigation has light blue text w low contrast - The text-to-background contrast ratio for the text in the shared folder invitation window is lower than the recommended amount - Several elements in the Share modal of text have contrast that is below the recommended text-to-background contrast ratio, including the To: field, message and member rows
<u>1.4.4 Resize text</u> (Level AA) Also applies to: Revised Section 508 <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
<u>1.4.5 Images of Text</u> (Level AA) Also applies to:	Software: Supports	Software: The application supports Images of Text

Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: Revised Section 508 <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
<u>2.4.6 Headings and Labels</u> (Level AA) Also applies to: Revised Section 508 <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
<u>2.4.7 Focus Visible</u> (Level AA) Also applies to: Revised Section 508 <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: - In the Signup/Login window, buttons that are formatted as blue rectangles, as well as the Dropbox Location drop-down menu, do not have a visible keyboard focus when selected using tab - The keyboard focus is not visible for the footer links while on the Photos page. - The keyboard focus state is not visible on the Dropbox link at the top of the log in page - There is no visible keyboard focus state for the rows on the Files and Links tabs of the Sharing page - The keyboard focus is not visible on the navigational tabs in the Share settings modal - The close button in the "How happy are you with this file preview?" module does not have a visible keyboard focus state
<u>3.1.2 Language of Parts</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) 	Software: Supports	Software: The application supports Language of Parts

<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<u>3.2.3 Consistent Navigation</u> (Level AA) Also applies to: Revised Section 508 <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
<u>3.2.4 Consistent Identification</u> (Level AA) Also applies to: Revised Section 508 <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
<u>3.3.3 Error Suggestion</u> (Level AA) Also applies to: Revised Section 508 <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
<u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA) Also applies to: Revised Section 508 <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
<u>1.2.6 Sign Language (Prerecorded)</u> (Level AAA) Also applies to:	Not Evaluated	Not Evaluated

Revised Section 508 – Does not apply		
<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:	Not Evaluated	Not Evaluated

Revised Section 508 – Does not apply		
<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	Partially Supports	Users with perception of color can use the application without assistance. There is functionality that is not optimized and may require a workaround
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		
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		
<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 WCAG 2.0 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	Labels 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	Partially Supports	Focus can be modified. However, there is work that needs to be done to ensure focus is maintained consistently
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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