Dropbox Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.3 (Revised) – April 2019

Name of Product/Version: Dropbox Desktop for Windows

Product Description: Dropbox Desktop for Windows 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 Desktop for Windows has been tested against the latest version. 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
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: Partially Supports	Software: Some instances that are not optimized or may include a work around include: - The sync status icon on file rows in the search results list can be selected by the NVDA navigator and does not have a meaningful name - The down-pointing arrow on the account switcher button can be selected by NVDA but has no description other than "graphic" - The presence of the badging that appears on the system tray icon and the user settings menu icon is not included in icons' NVDA descriptions
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	Software: Partially Supports	Software: Some instances that are not optimized or may include a work around include:

• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		- When previewing multi-page documents, activating a page in the page sidebar skips the document preview to that page, but when navigating to the previewed content with NVDA after doing so, the user must still start at the beginning of the document, effectively rendering the page sidebar useless for an NVDA user
1.3.2 Meaningful Sequence (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 Meaningful Sequence
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: - NVDA does not notify user of contact suggestions menu and hears no feedback when interacting with it - The buttons in the folder description field toolbar cannot be selected by the keyboard focus. Note however that these buttons have hotkey equivalents

		- Keyboard-only users cannot annotate text in the Dropbox Preview window - The context menu cannot be opened using keyboard-only controls - A keyboard-only user cannot select multiple files that are not adjacent to each other - User must click on previewed image to allow panning with keyboard
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	Software: Not Applicable	Software: The application does not use large blocks of text that require additional navigation

● 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		
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) ● 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 label for the Snooze drop-down menu in the Notifications tab of the Preferences window can be selected and read by NVDA while the menu itself is inactive - Some of the groupings in the Preferences menu require the user to enter the NVDA focus into them twice in order to read the text inside them. The affected groupings are listed below: ● The Devices section on the Import tab ● The Camera Upload section on the Import tab
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:
		- NVDA does not automatically notify user of search results as they appear
		- After activating the "You" button on the Recent tab, the keyboard focus jumps

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:
	Partially Supports
		Software:
		Some instances that are not optimized or may include a work around include:
		- VoiceOver does not inform the user of the error messages that occur when a user attempts to sign in with incomplete or incorrect information

3.3.2 Labels or Instructions (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 reading plain text elements in the Sign Up window, such as those found on the Congratulations screen, NVDA will say "Edit" after reading the text

4.1.1 Parsing (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 Parsing

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:
		- The active tab selection in the Preferences menu is not stated by NVDA when that tab is selected
		- The "To" field in the share modal has a user-unfriendly description, "typeAhead input"

		- The autocomplete list items that appear when the user enters text in the contact field are described by NVDA only as "list item" - NVDA describes the page sidebar list by reading out every page and page number consecutively - When previewing multi-page documents, each page in the preview is always described as "list item" by NVDA - The To: field in the Share modal has "typeAhead input" as its name, which is potentially confusing to users - The expansion button on the member folder row does not have a name when described by NVDA, only being described as "Button"

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:
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:
		- The placeholder text in the folder description fields has very low contrast
		- Several smaller grey text elements in the sign up and log in windows have text-to-background ratios that do not meet WCAG compliance. See screenshots

1.4.4 Resize text (Level AA)	Software: Supports	Software: The application supports Resize text

Also applies to:
Revised Section 508
  ● 501 (Web)(Software)
  ● 504.2 (Authoring Tool)
  ● 602.3 (Support Docs)		

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:
	Partially Supports
		Software:
		Some instances that are not optimized or may include a work around include:
		- The arrow button at the bottom of the Assistant Tray does not have a visible keyboard focus selection state
		- Keyboard focus is not visible on permission menu drop-downs
		- 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

3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508	Software: Supports	Software: The application supports Language of Parts

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
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: Partially Supports	Software: Some instances that are not optimized or may include a work around include: - Unmasking password functionality (an eye icon or 'Show password' checkbox) is missing for Sign Up and Log in forms

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

Revised Section 508 Report

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 without 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		
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		

Criteria	Conformance Level	Remarks and Explanations
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	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	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	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	

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

Dropbox Disclaimer

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