

Accessibility statement for the Box (Cloud Storage) Mobile App

This accessibility statement applies solely to the mobile app for Box cloud storage that is available to download on the Apple App Store & Google Play store.

[AbilityNet](#) has advice on making your device easier to use if you have a disability.

How accessible this app is

We know some parts of the app are not fully accessible:

- Some keyboard navigation barriers may be difficult for people with vision or motor disabilities.
- Colour contrast barriers may be difficult for people with colour blindness
- Magnified view of pages may be difficult for people with vision disabilities.

Feedback and contact information

If you wish to submit feedback, then please contact:

- Email: itpurchasing@hud.ac.uk
- Call: (01484) 472022
- In Person: Floor 1, Schwann Building, Queensgate Campus, University of Huddersfield, Queensgate, Huddersfield, HD1 3DH

We will consider your request and get back to you in 5 days.

Reporting accessibility problems with this app

We are always looking to improve the accessibility of this app. If you find any problems not listed on this page or think we are not meeting accessibility requirements, contact the IT Purchasing team using the information found in the Feedback and Contact information section.

Enforcement procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations'). If you are not happy with how we respond to your complaint, [contact the Equality Advisory and Support Service \(EASS\)](#).

Contacting us by phone or visiting in person

To contact us, please find our details below:

- Email: itpurchasing@hud.ac.uk
- Call: (01484) 472022
- In Person: Floor 1, Schwann Building, Queensgate Campus, University of Huddersfield, Queensgate, Huddersfield, HD1 3DH

Technical information about this app's accessibility

The University of Huddersfield is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

Compliance status

This app is partially compliant with the [Web Content Accessibility Guidelines \(WCAG\) 2.0](#) standard, due to the non-compliances listed below in the next section.

Non-accessible content

The content listed below is non-accessible for the following reasons

- Any data stored on the Box cloud platform that are in the various 3rd party file formats (Excel, PDF, CSV) are not fully accessible to screen reader software.
- Menu buttons may not move correctly with keyboard focus.
- Keyboard focus may not always match the visual presentation.
- Some font colours and page elements may have insufficient or low colour contrast with the background and may make it more difficult to navigate.
- When the screens are magnified, some parts of the page may not properly reflow in the page.
- Search & navigation bars are in a fixed non-moveable position.

Non-compliance with the accessibility regulations

Failure of meet the colour contrast within WCAG 2.0 success criterion 1.4.3 (contrast minimum).

You cannot modify the line height or spacing of text as the data presented within the pages needs to be within set line height and spacing to ensure the page formats properly. This fails WCAG 2.0 success criterion 1.4.8 (visual presentation).

Disproportionate burden

Any data exported via reports into various file formats (Excel, PDF, CSV) are not fully accessible to screen reader software due to the nature of these file formats and the 3rd-party software required which may or may not be compatible with screen reader technology. The University has no responsibility for screen reader compatibility in 3rd-party applications.

This is a 3rd-party system which the University has purchased, and we cannot modify the user interface in any way. We can work with the vendor to help implement changes and modifications, but it is not guaranteed and will be subject to the development & product plans that Box has for its products. Any changes that require a fix in the software for accessibility will likely be implemented in future software updates and the University cannot guarantee a timeline for these fixes.

Content that is not within the scope of the accessibility regulations

Any of 3rd party files that are stored on the Box cloud storage platform are not within the scope of the accessibility regulations.

What we are doing to improve accessibility

Where an issue around accessibility arises when using the Box mobile app, the University will contact the vendor (Box) and work with them to find a workaround or a resolution or a fix to the issue that has been raised.

Preparation of this accessibility statement

This statement was prepared on Monday, 2nd August 2021. It was last reviewed on the Monday, 2nd August 2021.

The system has never been tested to WCAG 2.0 standards. Some of the WCAG 2.0 principles were met during the development of the system but the overall system is aiming to be WCAG 2.0 AA compliant by Autumn 2021.