

KnowBe4 Accessibility Conformance Report

WCAG Edition

VPAT® Version 2.3 (Revised) – April 2019

Name of Product/Version: KnowBe4 Security Awareness Training Modules version 2.11.x and higher

Product Description: KnowBe4 self-paced, interactive training modules

Report Date: 8/22/2019

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Notes:

Evaluation Methods Used:

This conformance report is based on the results of an accessibility audit conducted by a third-party company specializing in accessibility testing, auditing and remediation, Microassist Inc. As noted below, the audit was performed to the Web Content Accessibility Guideline (WCAG) 2.1 Level AA standard.

The audit used a combination of manual and automated tests. The following applications were used as part of the audit to identify and report potential accessibility issues:

- Desktop browsers: Chrome and Firefox
- Assistive Technologies for Manual Testing: NVDA, VoiceOver, Talkback
- Automate Testing Tools: Various tools and plugins, such as HTML CodeSniffer, accessibility bookmarklets, Paciello Group Colour Contrast Analyzer.

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)

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 2.1 Level AAA.

WCAG 2.1 Report

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)	Partially Supports	<p>The presentation has a progress bar at the bottom of the screen which lacks alternative text.</p> <p>One of the “red flag” icons in the Identifying Red Flags exercise does not identify itself as a red flag.</p>
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	All multimedia in this course is synchronized audio and video.
1.2.2 Captions (Prerecorded) (Level A)	Supports	<p>A script is provided for the voiceover for the presentation.</p> <p>Closed captions are provided for video content, with a menu allowing users to adjust the settings of the text itself (size, colors, etc...).</p>
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Partially Supports	All visual content in videos is captured in the audio of the video, with the exception of the USB Attack video, which has some on screen actions that are not described by the narrator.
1.3.1 Info and Relationships (Level A)	Partially Supports	ARIA landmarks are used throughout the presentation, though they are not always well formed or labelled properly.
1.3.2 Meaningful Sequence (Level A)	Supports	Meaningful sequence is preserved throughout the presentation.
1.3.3 Sensory Characteristics (Level A)	Supports	The use of sensory characteristics is not used as the sole means of communicating information or instructions.
1.4.1 Use of Color (Level A)	Supports	Color is not the sole means of communicating information in the presentation.
1.4.2 Audio Control (Level A)	Supports	Audio controls are included within the presentation to mute the audio.
2.1.1 Keyboard (Level A)	Supports	All features of the presentation are operable with keyboard input.

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A)	Supports	No component within the presentation traps keyboard focus.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Supports	The presentation does not rely on character key shortcuts.
2.2.1 Timing Adjustable (Level A)	Supports	No features of the presentation rely on time based input.
2.2.2 Pause, Stop, Hide (Level A)	Supports	Embedded video players have play/pause controls.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	No content in the presentation flashes.
2.4.1 Bypass Blocks (Level A)	Supports	Bypass blocks are provided in the form of landmarks and content headings.
2.4.2 Page Titled (Level A)	Supports	Each slide of the presentation is titled to reflect the slide number.
2.4.3 Focus Order (Level A)	Partially Supports	Focus is not trapped within the modal dialogs that are part of the learning checks. In the Phishing section and like sections, when a modal dialog is closed, focus does not return to the element which opens the modal; it returns to the top of the page.
2.4.4 Link Purpose (In Context) (Level A)	Supports	The purpose of links can be determined in context.
2.5.1 Pointer Gestures (Level A 2.1 only)	Supports	No features on the presentation rely on pointer gestures to be operable.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	
2.5.3 Label in Name (Level A 2.1 only)	Partially Supports	The search field in the navigation menu has an onscreen label and a programmatic label which do not conform to each other.
2.5.4 Motion Actuation (Level A 2.1 only)	Supports	No features of the presentation rely on motion actuation for operability.
3.1.1 Language of Page (Level A)	Supports	The language of the presentation is programmatically set.
3.2.1 On Focus (Level A)	Supports	No content changes or activates on focus.
3.2.2 On Input (Level A)	Supports	No content changes or activates on input.
3.3.1 Error Identification (Level A)	Supports	Errors in form input are identified for the user.

Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A)	Partially Supports	Form fields which require user input are not always clearly indicated as such to the user.
4.1.1 Parsing (Level A)	Supports	Source code appears well formed.
4.1.2 Name, Role, Value (Level A)	Partially Supports	<p>Landmark regions do not always use the proper semantic HTML element.</p> <p>The tabs in the navigation sidebar are not given tab roles.</p> <p>The closed caption menu that accompanies videos does not indicate if it is expanded or collapsed.</p> <p>The options in the learning check which utilizes the “drop zone” feature do not indicate any roles.</p>

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Supports	This presentation does not have any live media.
1.2.5 Audio Description (Prerecorded) (Level AA)	Partially Supports	All visual content in videos is captured in the audio of the video, with the exception of the USB Attack video, which has some on screen actions that are not described by the narrator.
1.3.4 Orientation (Level AA 2.1 only)	Supports	Presentation does not inhibit the user from changing orientations, or require the user to use a particular device orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Supports	All input elements programmatically determine their purpose.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	The navigation sidebar uses an orange color for links which do not meet contrast requirements.

Criteria	Conformance Level	Remarks and Explanations
		<p>The dropdowns in the closed caption menu use white against white for the options which does not meet contrast requirements if it is not highlighted.</p> <p>The example emails in the Hacker Tactics section uses an orange color for links which does not meet contrast requirements.</p>
1.4.4 Resize text (Level AA)	Partially Supports	Some text, such as text in the sidebar or text of particular slides, will become obscured when resized to 200%.
1.4.5 Images of Text (Level AA)	Partially Supports	The presentation avoids using images of text except on the Phishing learning check, where images of text are used to create the options for the user.
1.4.10 Reflow (Level AA 2.1 only)	Supports	Content reflows without losing information when the viewing window is resized.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Partially Supports	<p>The back button which navigates backward through the presentation does not meet color contrast requirements.</p> <p>The checkboxes in the learning checks use a custom focus indicator which does not meet color contrast requirements.</p>
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	Content can be respaced without losing or obscuring content.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Support	No content relies on hover or focus to be activated or exposed.
2.4.5 Multiple Ways (Level AA)	Supports	Presentation is a sequential slide show, but also contains a navigation menu which allows the user to skip back to any slides they have already visited.
2.4.6 Headings and Labels (Level AA)	Supports	Headings and labels are used to identify and structure content within the presentation.
2.4.7 Focus Visible (Level AA)	Partially Supports	Focus is visible and clearly indicated, except in the aforementioned learning check checkboxes which uses

Criteria	Conformance Level	Remarks and Explanations
		a custom focus indicator which does not meet color contrast requirements.
3.1.2 Language of Parts (Level AA)	Supports	No parts of the presentation are presented in any other languages.
3.2.3 Consistent Navigation (Level AA)	Supports	Navigating through presentation is consistent throughout. Users are also provided with a navigation menu which allows them to skip back to previously visited slides.
3.2.4 Consistent Identification (Level AA)	Supports	Components with the same or similar functionality are identified consistently.
3.3.3 Error Suggestion (Level AA)	Partially Supports	Error messages in the learning checks do not provide error suggestions when text input is left blank.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	Presentation does not collect legal, financial, or user data.
4.1.3 Status Messages (Level AA 2.1 only)	Partially Supports	Incorrect answer prompts for some of the learning checks do not automatically read aloud for screen reader users.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	Not Evaluated	
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Not Evaluated	
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Not Evaluated	
1.2.9 Audio-only (Live) (Level AAA)	Not Evaluated	
1.4.6 Contrast Enhanced (Level AAA)	Not Evaluated	
1.4.7 Low or No Background Audio (Level AAA)	Not Evaluated	
1.4.8 Visual Presentation (Level AAA)	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
1.4.9 Images of Text (No Exception) Control (Level AAA)	Not Evaluated	
2.1.3 Keyboard (No Exception) (Level AAA)	Not Evaluated	
2.2.3 No Timing (Level AAA)	Not Evaluated	
2.2.4 Interruptions (Level AAA)	Not Evaluated	
2.2.5 Re-authenticating (Level AAA)	Not Evaluated	
2.3.2 Three Flashes (Level AAA)	Not Evaluated	
2.4.8 Location (Level AAA)	Not Evaluated	
2.4.9 Link Purpose (Link Only) (Level AAA)	Not Evaluated	
2.4.10 Section Headings (Level AAA)	Not Evaluated	
3.1.3 Unusual Words (Level AAA)	Not Evaluated	
3.1.4 Abbreviations (Level AAA)	Not Evaluated	
3.1.5 Reading Level (Level AAA)	Not Evaluated	
3.1.6 Pronunciation (Level AAA)	Not Evaluated	
3.2.5 Change on Request (Level AAA)	Not Evaluated	
3.3.5 Help (Level AAA)	Not Evaluated	
3.3.6 Error Prevention (All) (Level AAA)	Not Evaluated	

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