

KnowledgeLake Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: KnowledgeLake Cloud Version 3.13.1

Report Date: July 2025

Product Description: KnowledgeLake Cloud is a Document Automation and Management platform that provides IDP, RPA, Workflow, and Document Management capabilities.

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Notes:

- Table 3: Success Criteria, Level AAA – Not evaluated and removed.
- Chapter 4: Hardware – Not Applicable and removed.
- Chapter 6: Support Documentation and Services – Not evaluated and removed.

Evaluation Methods Used: Testing is based on knowledge of general product functionality

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 (YES)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (Yes)
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (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 only be used in WCAG Level AAA criteria.

WCAG 2.x Report

Note: When reporting on conformance with the WCAG 2.x 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)	Supports	All Text Input fields contain labels and descriptions of the field.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	No prerecorded Media.
1.2.2 Captions (Prerecorded) (Level A)	Supports	No prerecorded Media.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	No prerecorded Media.
1.3.1 Info and Relationships (Level A)	Partially Supports	All information, structure, and relationships are available in text. Most information is available programmatically.
1.3.2 Meaningful Sequence (Level A)	Supports	All content is provided in a linear order with a single correct order.
1.3.3 Sensory Characteristics (Level A)	Does Not Support	No use of spaces, only color and text to identify information.
1.4.1 Use of Color (Level A)	Partially Supports	Forms containing required and optional fields include red outline and text. Form elements can be disabled and greyed out. They do not receive focus.
1.4.2 Audio Control (Level A)	Supports	No Audio used in product.
2.1.1 Keyboard (Level A)	Partially Supports	Most aspects of the product can be utilized via keyboard (tabs, hotkeys, shortcuts). Not every aspect of the product can be utilized via keyboard.
2.1.2 No Keyboard Trap (Level A)	Partially Supports	Most aspects of the product can be utilized via keyboard (tabs, hotkeys, shortcuts). Not every aspect of the product can be utilized via keyboard.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Does Not Support	We have keyboard shortcuts in certain portions of the platform, but do not offer a way to disable or reconfigure them.
2.2.1 Timing Adjustable (Level A)	Supports	No time limit exists.
2.2.2 Pause, Stop, Hide (Level A)	Does Not Support	Not supported.
2.3.1 Three Flashes or Below Threshold (Level A)	Does Not Support	Not supported.
2.4.1 Bypass Blocks (Level A)	Supports	Not Applicable.
2.4.2 Page Titled (Level A)	Supports	All app pages have titles and headers.
2.4.3 Focus Order (Level A)	Partially Supports	Most user experience support focus order for tabbing through inputs.

Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A)	Supports	No full Http links are used in the platform; all links are text descriptions that explain where the link will take you.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Not Applicable	We do not use multipoint or path-based gestures within the platform.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	We do not include any down-events.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Partially Supports	We do label most icons with the name of the action, but there are certain areas where this is not the case.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not Applicable	We do not leverage device or user motion functionality.
3.1.1 Language of Page (Level A)	Supports	The language can be programmatically determined.
3.2.1 On Focus (Level A)	Supports	Changing context can be done as well as escaped from.
3.2.2 On Input (Level A)	Supports	Changing user settings requires a commit\save with confirmation.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	We provide an easy to find link to our support and documentation that is ready to help whenever needed.
3.3.1 Error Identification (Level A)	Partially Supports	Error notification is given but not full details and description of the error are immediately present.
3.3.2 Labels or Instructions (Level A)	Supports	All user inputs have labels and can have descriptions included.
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	We require a login with expiring tokens and add a layer of permissions to support multi-layer user access.
4.1.1 Parsing (Level A) WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply	Supports	All webpages have complete start and end tags. For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata .
4.1.2 Name, Role, Value (Level A)	Partially Supports	The platform contains mostly standard HTML controls. It does however contain some scripted user experiences that may or may not be accessible programmatically.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Supports	Audio not supported content, Not Applicable.
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	Audio not supported content, Not Applicable.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	We can support several resolutions.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	We support auto-inputs but specify what users are auto filling in what fields (where applicable)
1.4.3 Contrast (Minimum) (Level AA)	Does Not Support	Contrast does not conform in the entire platform.
1.4.4 Resize text (Level AA)	Supports	Text can be increased or decreased based on browser zoom setting.
1.4.5 Images of Text (Level AA)	Partially Supports	Most images have supporting descriptive text.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Does Not Support	Not Supported.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Partially Supports	We provide a user experience that meets these standards in most cases across the platform.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	We do not believe our platform has any issues supporting Text Spacing currently.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Does Not Support	We do not believe our platform supports this currently.
2.4.5 Multiple Ways (Level AA)	Supports	We have multiple ways to get everywhere in our app. Side nav and main nav and smart links.
2.4.6 Headings and Labels (Level AA)	Supports	Headings and labels all have descriptions and have clear topics and purpose.
2.4.7 Focus Visible (Level AA)	Partially Supports	Most of the platform, but not all, allow keyboard navigation with visible focus.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	We do not have obtrusive pop-ups.
2.5.7 Dragging Movements (Level AA 2.2 only)	Partially Supports	We have minimal portions of our platform that require dragging with a mouse.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	We have made a great effort to ensure users can very clearly target the buttons and interactions they need to navigate and use the platform.
3.1.2 Language of Parts (Level AA)	Does Not Support	Not all text is programmatically available.

Criteria	Conformance Level	Remarks and Explanations
3.2.3 Consistent Navigation (Level AA)	Supports	We support this by having a consistent navigation bar throughout the platform.
3.2.4 Consistent Identification (Level AA)	Supports	We have consistent identification of functions and components throughout our platform.
3.3.3 Error Suggestion (Level AA)	Partially Supports	Most of the platform can determine if an input error is detected but might require the user to configure those rules.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Partially Supports	Data entered by the user is checked for input errors and the user is provided with an opportunity to correct them.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Partially Supports	We support two-factor authentication.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Does Not Support	

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	Not Applicable	No audio within platform to prerecord.
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Not Applicable	No audio within platform to prerecord.
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Not Applicable	No audio within platform to prerecord.
1.2.9 Audio-only (Live) (Level AAA)	Not Applicable	No live audio within the platform.
1.3.6 Identify Purpose (Level AAA 2.1 and 2.2)	Does Not Support	We do not allow users to markup or substitute their own icons within the platform.
1.4.6 Contrast (Enhanced) (Level AAA)	Does Not Support	
1.4.7 Low or No Background Audio (Level AAA)	Not Applicable	No background audio within the platform.
1.4.8 Visual Presentation (Level AAA)	Not Applicable	No blocks of text to visually present.

Criteria	Conformance Level	Remarks and Explanations
1.4.9 Images of Text (No Exception) (Level AAA)	Partially Supported	We have text in nearly all of the platform that defines icons.
2.1.3 Keyboard (No Exception) (Level AAA)	Supports	We do not require the use of specific timing for individual keystrokes.
2.2.3 No Timing (Level AAA)	Supports	Timing is not an essential part of any critical process within the platform.
2.2.4 Interruptions (Level AAA)	Supports	We push updates during off-hours and do not interrupt users during critical business processes.
2.2.5 Re-authenticating (Level AAA)	Partially Supports	We support re-authenticating, but some data could be lost if not saved after time has gone by.
2.2.6 Timeouts (Level AAA 2.1 and 2.2)	Partially Supports	Not Required to be Evaluated.
2.3.2 Three Flashes (Level AAA)	Not Applicable	We do not have any objects that flash.
2.3.3 Animation from Interactions (Level AAA 2.1 and 2.2)	Not Applicable	We do not have any animations from interactions.
2.4.8 Location (Level AAA)	Not Applicable	We do not require the use of a user's location.
2.4.9 Link Purpose (Link Only) (Level AAA)	Supports	We have all links (where available) defined for the user.
2.4.10 Section Headings (Level AAA)	Supports	We have clear headings that define sections within the platform.
2.4.12 Focus Not Obscured (Enhanced) (Level AAA 2.2 only)	Supports	We do not obstruct key components of the platform by author-created content.
2.4.13 Focus Appearance (Level AAA 2.2 only)	Partially Supports	We support this focus within a majority of the platform, but some location could be difficult.
2.5.5 Target Size (Level AAA 2.1 and 2.2)	Not Applicable	
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 and 2.2)	Not Applicable	
3.1.3 Unusual Words (Level AAA)	Partially Supports	We define most unusual wording within the platform but not in all instances.
3.1.4 Abbreviations (Level AAA)	Partially Supports	We define most abbreviations within the platform but not in all instances.
3.1.5 Reading Level (Level AAA)	Partially Supports	We provide documentation in most complex events and processes.
3.1.6 Pronunciation (Level AAA)	Supports	We have documentation to define any complex terminology with pronunciation.

Criteria	Conformance Level	Remarks and Explanations
3.2.5 Change on Request (Level AAA)	Partially Supports	We provide well-defined navigation and ways to customize for users if needed.
3.3.5 Help (Level AAA)	Partially Supports	We provide documentation to help guide users through any complex processes or terms in most cases.
3.3.6 Error Prevention (All) (Level AAA)	Partially Supports	We provide the ability for users to undo changes made in most pivotal portions of the platform.
3.3.9 Accessible Authentication (Enhanced) (Level AAA 2.2 only)	Supports	We do not require users to recognize objects or do puzzles to login.