# Accessibility statement and VPAT

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KnowledgeOwl is committed to making our software usable by everyone, including people with disabilities. That covers the knowledge bases our customers publish and the app their teams use to build them. This article has the same information as the accessibility statement on our website.

## Our standard

We measure KnowledgeOwl against the Web Content Accessibility Guidelines (WCAG) 2.2, Level AA.

## VPAT and Accessibility Conformance Report (ACR)

KnowledgeOwl has a completed VPAT (Voluntary Product Accessibility Template), called an Accessibility Conformance Report (ACR). In October 2026, Accessible.org completed a third-party audit of KnowledgeOwl against WCAG 2.2 Level A and AA, and the results are in our ACR, based on the VPAT 2.5 template (WCAG edition).

The audit covered:

- The reader-facing knowledge base
- The KnowledgeOwl authoring app
- PDF exports

KnowledgeOwl partially conforms to WCAG 2.2 Level AA, which means some parts don't yet fully meet the standard. We're working on remediation now.

To request a copy of our ACR, email support@knowledgeowl.com.

## Your knowledge base

Customers can customize their knowledge base's theme and content, and those changes affect its accessibility. Web accessibility best practices explains how to keep yours accessible.

## Report an accessibility problem

If you run into an accessibility barrier in KnowledgeOwl or in a knowledge base built with it, email support@knowledgeowl.com. Tell us which page you were on and what happened, and we'll work with you to fix it.

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