

KnowBe4 Learner App Overview | CCT-6624

In this video, I'll show you how to use the KnowBe4 Learner App. This app allows you to access your KnowBe4 security awareness and compliance training anytime and anywhere.

[[Title slide: The KnowBe4 Learner App]]

Just like your KnowBe4 Learner Experience, the KnowBe4 Learner App can be used to complete assigned training, review past training, acknowledge policies, and view completion certificates. You can also find optional learning content, read your messages, and view your badges and leaderboard.

[[Slide with a bulleted list:

How can I use the KnowBe4 Learner App?

- Complete, find, and review training content.
- Acknowledge policies.
- View completion certificates.
- Read your messages.
- View your badges and leaderboard.]]

First, I'll show you how to download the app and link your device.

[[Title slide that says "Download the App and Link Your Device"]]

To get started, we'll open the app store on our mobile device. For Android devices, this is the Google Play Store. For Apple devices, this is the Apple App Store.

[[show screenshots of the app in both stores when they're mentioned]]

Then, we'll search for the "KnowBe4 Learner App" and download the app.

[[search for and download the app - **Austin:** I think for demonstration purposes, we can stick with the Apple side, but if you think it would be better to show both side-by-side or something that could work]]

Once the app is downloaded, we'll log in to our KnowBe4 training account on either a desktop or mobile browser.

[[scene change to a desktop browser. To get to this page as "Aaron Anderson" for screen recording purposes, go to **CA KMSAT - OLS** in Okta. Then, search for **Sales Demo** and view that account as an admin. Next, click the username in the top-right corner and click **My Training**. You'll be viewing the LX as Aaron so you're safe to record, though it's probably still good practice to blur his QR code in post.

Video notes for Austin: maybe we can have an outline of the screen share that shows this is a computer? And then when it's on the phone, we can have it in someone's hand with a phone frame or something? You can probably think of a better way to show this visually or reuse some of the cute animations from the marketing video]]

Then, we'll click the **KnowBe4 Learner App** tab at the top of the page. On our mobile device, we'll open the KnowBe4 Learner App and tap **Log In**.

[[nav to KB4 Learner App tab on desktop, then open app on mobile. Show the app screen that requests a QR code scan.]]

Next, we'll use our mobile device to scan the QR code on the page.

[[scan QR code]]

If you're using a mobile browser, click **If you would prefer to log in with a link, click here**. The page that opens will display a link to log in to the KnowBe4 Learner App automatically.

[[click the **If you would prefer...** link on the desktop browser and show the page. Maybe a little tasteful zoom on the link it gives you, hover over the App Store link like you're going to click it, etc.]]

Now, we're ready to use the app! Let's take a quick tour.

[[Title slide that says "Using the App"]]

On the **Training** tab, you can view all of your assigned training. A banner at the top of the tab will display your training completion percentage.

[[scroll through this tab and show off training completion percentage with a tasteful zoom]]

You can tap on a card to view more information about the training assignment. If you would like to start this training, tap the play icon on the page that opens.

[[tap **Security Culture Survey (SCS)** training assignment, emphasize play icon]]

To view your completed assignments, scroll down to the bottom of the tab. You can tap on a card to view more information about that completed training assignment. On the page that opens, you can tap the play icon to review the content or tap **View Certificate** to view your completion certificate.

[[scroll through completed training, then tap **Privacy Edition blah blah > View Certificate**]]

On the **Library** tab, you can view all of the optional learning content available to you. To learn more about a piece of content, tap on the card. You can enroll by tapping the play icon on the page that opens. For information about the types of available content, see the links below this video.

[[tap on **Understanding URLs** content and then if we're showing like a hover finger or something, you can show that over the play button]]

On the **Messages** tab, you can view messages sent to you from your organization. If you have unread messages, you will see a number next to the Messages icon at the bottom of the app.

[[show messages section and highlight the unread notification]]

Finally, on the **Profile** tab, you can view your achievements and update settings such as your app language.

[[“displays your achievements” - show that section and zoom if you wish
“Provides access to app settings” - click gear in top-right corner, then click the language menu as that is mentioned]]

Under **Achievements**, you can tap on the **Badges** card to view the badges you've earned and see which badges are still available.

[[click into Badges, it says “You’ve earned X badges!”]]

You can also tap on the **Leaderboard** card to view your organization's leaderboard.

[[click into Leaderboard, it says “Your group is ranked X on the leaderboard.”]]

For more information about the KnowBe4 Learner App, see the links below this video or search our Knowledge Base at support.knowbe4.com. Thanks for watching!

Links:

- [Learner Support: KnowBe4 Learner App](#)
- Navigating the Learner Experience