

1. How do I enroll my organization into one of the State's KnowBe4 Training Programs?

- Local Governments may sign-up by contacting Jeanetta Carrender jecarrender@iot.in.gov
- K-12 Schools may sign-up by contacting Brad Hagg bhagg@doe.in.gov

2. How do I know which training plan to sign up for?

- You may visit the policy document here <https://www.in.gov/iot/files/KnowBe4-Usage-Policy.pdf> to see the details of each plan.

3. Do I need to sign up for a State managed training program if my organization is already conducting our own Phishing and Training Campaigns on the KnowBe4 platform?

- If your organization is already running your own phishing and training campaigns and you are meeting the minimum usage required, you do not need to sign up for a state managed training program.

4. If we sign up for a state managed plan, can we still add additional training and phishing campaigns?

- Yes, signing up for a state managed plan does not limit your access or capability to create your own training and phishing campaigns. Additional training campaigns launched throughout the year to tie into Cybersecurity Awareness Month, Data Privacy Week, World Password Day or other cybersecurity holidays are encouraged!

5. What if my organization has not participated in a KnowBe4 phishing or training campaign before. How do we need to prepare?

- Before you can begin phishing and training your users, you'll need to whitelist KnowBe4 to ensure that our training notifications and simulated phishing security tests (PSTs) successfully reach your users' inboxes. If you don't whitelist their emails properly, they may be blocked or filtered by your mail server or spam filter. Please reference the article found here and share with your IT Department:
<https://support.knowbe4.com/hc/en-us/articles/203645138-Whitelisting-Guide#mailservers>

6. What if I need to gain buy-in from our Leadership team before I decide on a plan?

- Reach out to the appropriate State KnowBe4 contact and let them know your interest and where your organization is with committing to a state managed training plan.

7. What if I am a K-12 school and wish to participate in the Full State or Reduced State-Managed Plan?

- You may sign up for the Full State or Reduced State Managed Plan as a K-12 school. The K-12 Reduced State Plan would then include training modules every other month Sept-April and three phish campaigns.

8. Can I decide to sign-up for one of the State's Training Programs after January when the new training calendar has already launched?

- Yes, you may sign up for the State Training Program at any time of the year to be added to the schedule.

9. How long do our users have to complete the training modules in each campaign?

- Users will be given 3 weeks to complete the training modules before overdue notifications will be sent to the user and their manager.
- New user enrollments will be paused in each training campaign before the next month's module is assigned. (For Option One this will be approx. every 30 days and for Option Two every 60 days)
- Training modules will remain open until the end of the year for users to complete. For locals this will be December 31 and for Schools this will be July 31.

10. Are we able to adjust which of our user groups are participating in the state's phishing and training campaigns?

- Yes, as long as you have created the groups on your own console and provide those to IOT before the training launch date, they can be included in the campaigns.

11. Is there remediation training in the state managed plans for staff that fail phishing tests?

- There are no remedial trainings currently set-up in the State managed programs, however we do plan to revisit this incorporation once the program is fully operational.

12. Who do I contact if I have feedback regarding content found in the KnowBe4 modules or phishing templates?

- Local Governments may contact Jeanetta Carrender jecarrender@iot.in.gov
- K-12 Schools may contact Brad Hagg bhagg@doe.in.gov

13. How do I add and remove users on my organization's KnowBe4 console?

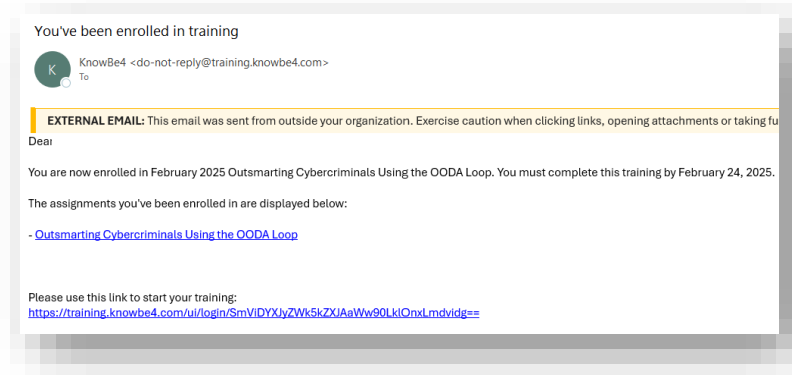
- If you do not have MS Active Directory Integration activated, please visit the page here: [Managing Users and Groups](#) From this page you will see an option for **Adding Users > Create Single User** and **Archiving and Deleting Users** that will walk you through the steps.
- If you wish to set up MS Active Directory Integration for your users, you will need to follow the steps to submit a ticket directly to KnowBe4 as seen in item #19.

14. Will my users need to create a password to login and access the training modules from the KnowBe4 platform?

- If your organization has SSO/Single Sign set up no password is required.
- If there is no SSO and you do not wish for your learners to create passwords there is an option to set up password less logins from your console.
- Otherwise yes, your learners will set up passwords to login if neither of the above options are used.

15. What will my learners see once they are enrolled in a training campaign?

- All training campaigns will be set up with a “You’ve been enrolled in training” notification from do-not-reply@training.knowbe4.com



16. How do I run reports for my organization on the Training and Phishing Campaigns the State is administering?

You will have access to all reporting functions for the state-run campaigns directly inside your KnowBe4 console. Please visit the online support pages below for detailed steps on reporting.

- **Training Campaign Reports** <https://support.knowbe4.com/hc/en-us/articles/204950377-Training-Reports-Guide>
- **Phishing Campaign Reports** <https://support.knowbe4.com/hc/en-us/articles/215781208-Monitor-and-Review-Overall-Phishing-Reports>

- 17. Can we include the Scam of the Week or the KnowBe4 Security Tips in our Campaigns?** You will need to use KnowBe4’s User Messaging feature to create a recurring message from your own console. KnowBe4 is retiring the ability to send out the two messages through the Phishing Campaign feature which will limit our ability to send the messages out from IOT’s parent console. For more information on how you may send out these messages yourself please review the KnowBe4 resources below.

Scam of the Week is a weekly newsletter written by KnowBe4. The newsletter summarizes a recent real-world scam and provides tips on how to stay safe from similar scams. You can use the User Messaging feature to create a recurring message. Please visit the Knowledge Base article here: <https://support.knowbe4.com/hc/en-us/articles/226314167-What-Is-the-Scam-of-the-Week-Newsletter->

Security Hints and Tips Newsletter: Every month, KnowBe4 updates our Security Hints and Tips newsletter category with hints and tips about common cybersecurity topics, such as the importance of using a VPN and protecting passwords. These newsletters can help keep your users informed about security threats and help reinforce the topics they learn about in their security training. You can use the User Messaging feature to create a recurring message. Please visit the Knowledge Base article here: <https://support.knowbe4.com/hc/en-us/articles/115010414108-What-Is-the-Security-Hints-and-Tips-Newsletter->

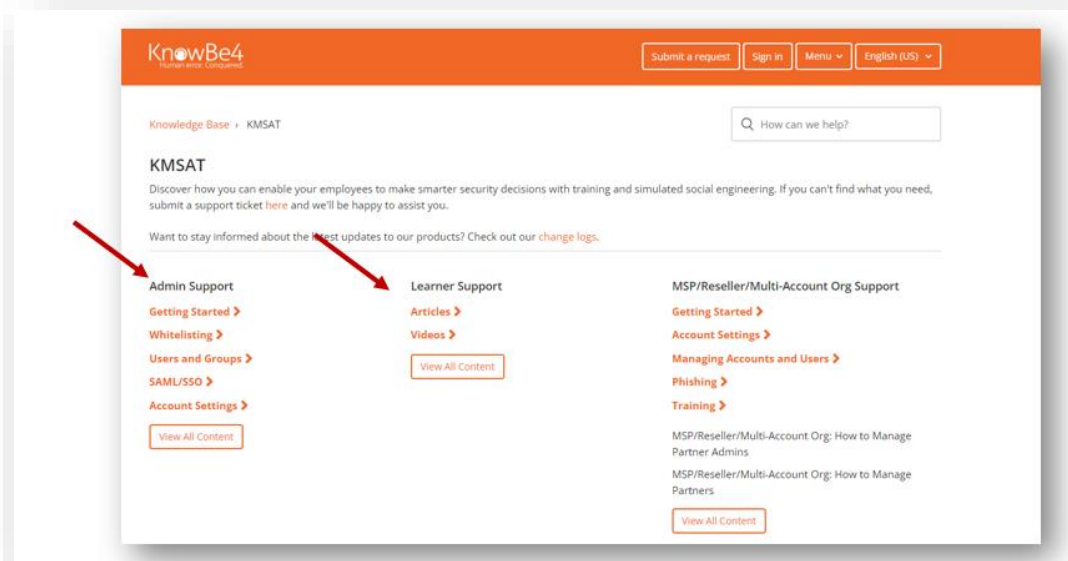
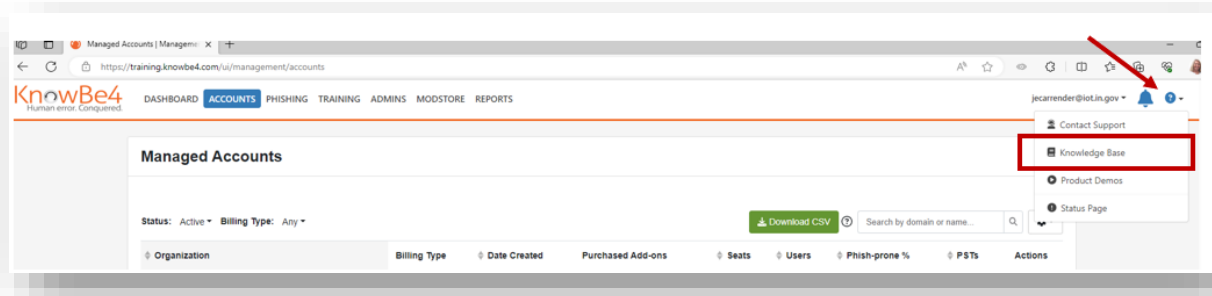
18. Can the Content Manager be used in the Training Schedule that IOT creates for our organization?

If you wish to remove any content or add additional content inside a KnowBe4 module that contains the Content Manager option in one of the State’s training plans, you will need to reach out directly to IOT Local Government Program IOTLocalGovernmentProgram@iot.IN.gov to request any content modifications for the State managed plans.

19. Who do I contact if I have technical issues on the KnowBe4 platform or have a user who is unable to login and complete training?

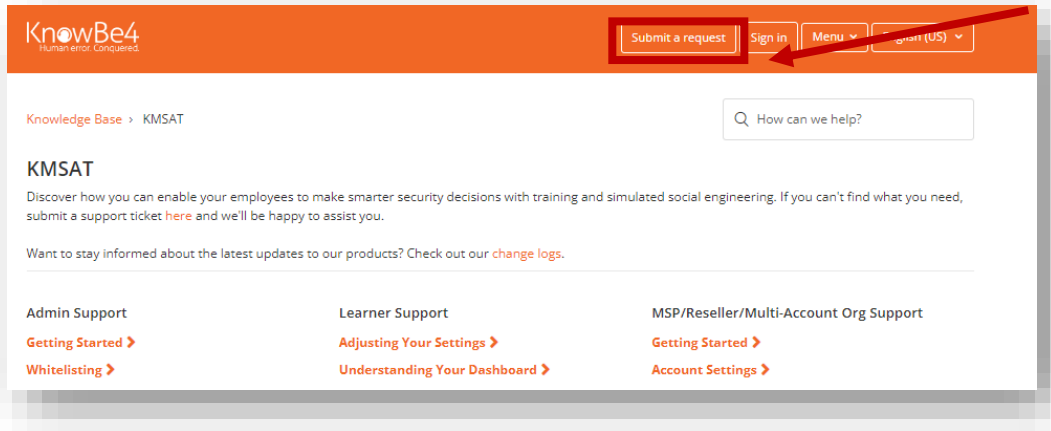
- Please submit a ticket directly to KnowBe4 by following the steps below.

Login to your organization’s KnowBe4 portal and you will see the **small question mark** in the upper right-hand corner of the KnowBe4 screen. Once selected, a **drop-down menu will populate**, select **Knowledge Base**, this will take you to KnowBe4’s online help portal. You may also access the Knowledge Base by logging directly in here: <https://support.knowbe4.com/hc/en-us> *Additional instructions on filling out the Help ticket are found on the next page.*



Submit a Ticket to KnowBe4:

Once inside the Knowledge Base you may submit a ticket directly to KnowBe4 by selecting the **Submit a request** option found in the upper right-hand corner of the screen.



Next, fill out the 5 required fields, include a description and attach any documentation or screenshots of error messages you may be seeing and select **Submit**. A KnowBe4 technician will reach out to the email address included in the first field below.

