

## Helpful Links to Get Started:

### **Learner Support: A 4-Step Guide to Getting Started**

<https://support.knowbe4.com/hc/en-us/articles/204469068>

### **Creating and Managing Phishing Campaigns**

<https://support.knowbe4.com/hc/en-us/articles/204239938>

### **Monitoring and Reviewing Overall Phishing Reports**

<https://support.knowbe4.com/hc/en-us/articles/215781208>

### **Creating and Managing Training Campaigns**

<https://support.knowbe4.com/hc/en-us/articles/204948207>

### **How to Import Users with a CSV File**

<https://support.knowbe4.com/hc/en-us/articles/204873347>

### **How to Change the Return-Path Header in Your Account Settings**

<https://support.knowbe4.com/hc/en-us/articles/115004965687>

### **Whitelisting by Header in Google Workspace/Google Apps**

<https://support.knowbe4.com/hc/en-us/articles/115004295208>

### **Whitelisting Data and Anti-Spam Filtering Information**

<https://support.knowbe4.com/hc/en-us/articles/203645138>

### **What Can I Send to My Users After the Baseline Phishing Test Is Completed**

<https://support.knowbe4.com/hc/en-us/articles/219576987>

### **Active Directory Integration (ADI) Configuration Guide**

<https://support.knowbe4.com/hc/en-us/articles/228373888>

### **How Do I Upload Custom Content to Use in My KnowBe4 Account**

<https://support.knowbe4.com/hc/en-us/articles/360019644394>

### **How to Configure SCIM for Microsoft Entra ID**

<https://support.knowbe4.com/hc/en-us/articles/360053851814-How-to-Configure-SCIM-for-Microsoft-Entra-ID>

### **Configuring SSO with Microsoft Entra ID**

<https://support.knowbe4.com/hc/en-us/articles/229661667-How-Do-I-Configure-SSO-SAML-with-Microsoft-Entra-ID>

Please visit the Users and Groups page here: [Users and Groups – Knowledge Base \(knowbe4.com\)](#) From this page you will see an option for **Adding Users > Create Single User** and **Archiving and Deleting Users** that should walk you through the steps you need.

**Users and Groups**

From the Users tab, you can manage your users and groups, assign admins, and create and assign various security roles. Use the links below to learn about the different administrative controls you have inside the Users tab.

You can also watch our user and group management related videos found on our Tutorial Videos page.

Jump to:  
**Adding Users**

Quick Import  
CSV Import  
User Provisioning  
Create Single User

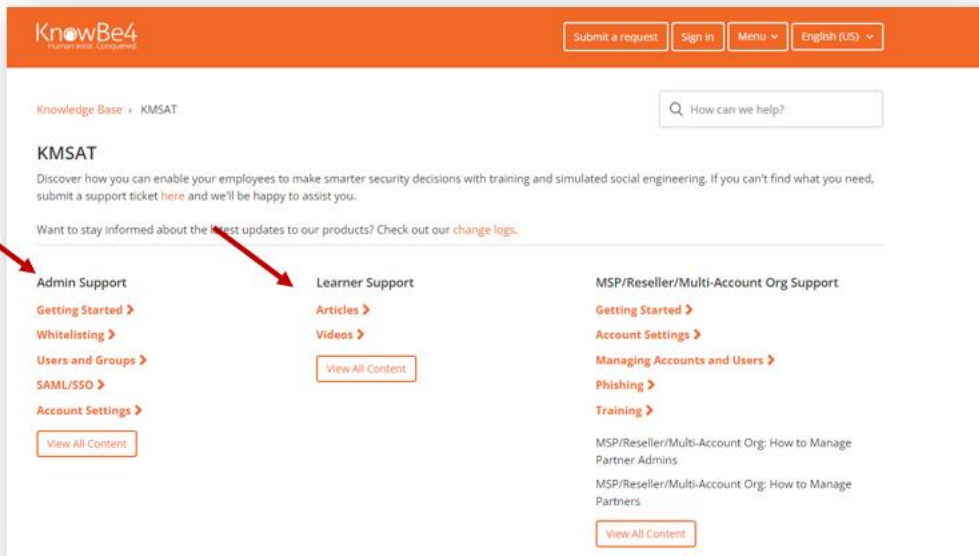
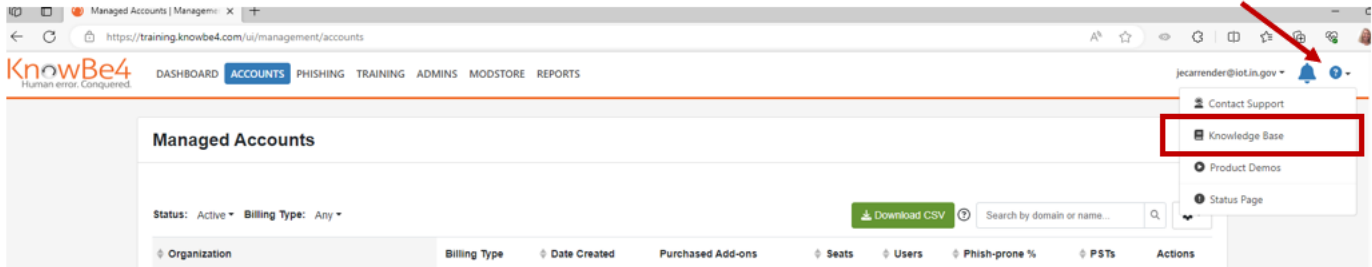
Managing and Editing users  
Editing Users  
Archiving and Deleting users

Assigning or Revoking Admin  
Security Roles  
Managing Groups

Creating Groups  
Adding Users to Groups  
Cloning Groups  
Archiving Groups  
Deleting Groups  
Smart Groups  
Groups and Phishing Campaigns  
Groups and Training Campaigns

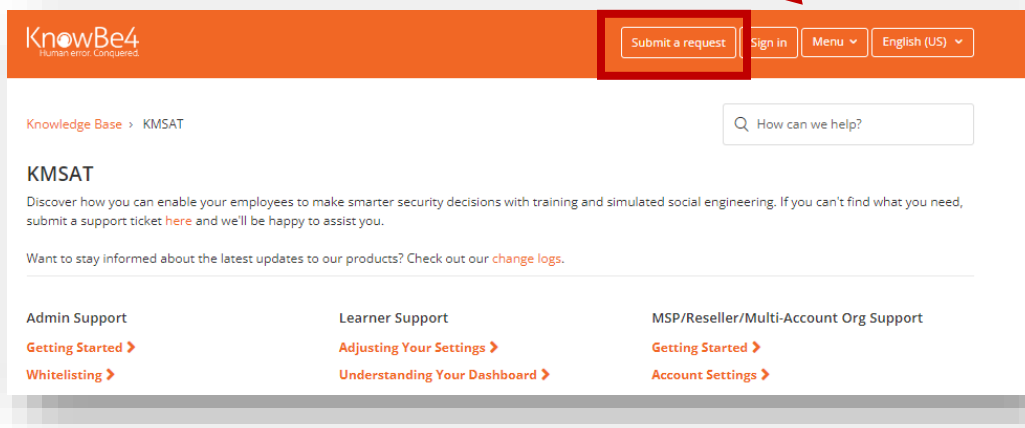
## Knowledge Base:

Once logged into the portal, you will see the **small question mark** in the upper right-hand corner of the KnowBe4 screen, once selected will produce a **drop-down menu**, select **knowledge base**, this will take you to their online help portal with the resources and information you need to administer your platform. Or you can access the Knowledge Base here: <https://support.knowbe4.com/hc/en-us>



## Submit a Ticket to KnowBe4:

Once inside the knowledge base if you cannot locate what you need, you may submit a ticket directly to KnowBe4 by selecting, **submit a request** found in the upper right-hand corner of the screen.



Knowledge Base > Submit a request

### Submit a request

See one of the following articles for more information on submitting a support request:

- [Learner Support: How to Contact Support](#)
- [Admin Support: Requests and Account Access](#)

Your email address\*

Product\*

Subject\*

Description\*

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Requester Country\*

Country

Attachments

Add file or drop files here

**Submit**

You will then 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**.

### **The New KnowBe4 Community:**

The KnowBe4 Community is a private online user community designed for admins to connect, share knowledge, and collaborate on new ideas. You will see 4 main topics within the community (Explore, Events, Ideas, Events).

Without question my favorite part for customers is the Ideas tab. This allows you to submit ideas for our products, see updates on proposed product ideas, and vote on ideas that you like.

For more information on the new Community please visit the **KnowBe4 Community Guide** here: <https://support.knowbe4.com/hc/en-us/articles/15480944821395>

Or watch the **KnowBe4 Community Introduction video** here: <https://support.knowbe4.com/hc/en-us/articles/15534020192147-Video-KnowBe4-Community-Introduction>

**New KnowBe4 Modstore Content Releases:** Use this article to stay up to date with the latest ModStore fresh content releases.

<https://support.knowbe4.com/hc/en-us/articles/18621704256403>

### **Security Awareness Training Blog:**

Read the latest news about security awareness training, best practices, why you need it, and what happens when you don't have it in place. You can sign up for Daily, Weekly or Monthly and you can even search the posts by topic to view past blog posts. Simply select the link below to sign up.

[KnowBe4 Security Awareness Training Blog](#)

### **Scam of the Week Newsletter:**

The 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 have two options for sending the newsletter to your users. You can use our User Messaging feature to create a recurring message, or you can create a phishing campaign from the Phishing tab.

<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 have two options for sending the newsletter to your users. You can use our User Messaging feature to create a recurring message, or you can create a phishing campaign from the Phishing tab.

<https://support.knowbe4.com/hc/en-us/articles/115010414108-What-Is-the-Security-Hints-and-Tips-Newsletter->