Information Technology Services

Technical Management

KnowBe4

User Guide

Log in to your KnowBe4 dashboard

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1 Purpose

The purpose of this document is to define how to log in and access the KnowBe4 security awareness training maintained and required by Fayetteville Technical Community College.

2 Scope

This document applies to all FTCC staff, whether full or part-time. If any particular information at FTCC is governed by more specific requirements under other College Standads and Guidelines, the more specific requirements shall take precedence over this document.

3 Acronyms/definitions

- **FTCC:** Fayetteville Technical Community College.
- **ITS –** Information Technology Services
- **AD - Active Directory:** A directory service, such as Active Directory Domain Services (AD DS), provides the methods for storing directory data and making this data available to network users and administrators. For example, AD DS stores information about user accounts, such as names, usernames, email addresses, phone numbers, and so on, and enables, other authorized users on the same network to access this information.
- **KnowBe4:** A security awareness training and simulated phishing platform.
- **Phishing:** The fraudulent practice of sending emails purporting to be from reputable companies in order to induce individuals to reveal personal information, such as passwords and credit card numbers

4 Procedure

4.1 How to log in via training enrollment email

When the KnowBe4 Administrator creates a training campaign for the FTCC faculty and staff, you will receive numerous emails regarding the training you have been enrolled in. All emails will include links and login credential examples.

4.1.1 Email notification types

1. **Day of enrollment** - When the campaign begins, you will receive a welcome email. This email will include:
   a. Training Campaign title
   b. Training Campaign Due Date
   c. Training Campaign modules
   d. Login Link
   e. Login credentials example
   f. Other instructions for logging in, asking for help, etc.

You've been enrolled in KnowBe4 training

FTCC KnowBe4 Admin <kb4@faytechcc.edu>
To ●

Wed 9/3/2025 9:24 AM

Dear ▮▮▮▮,

You are now enrolled in September 2025 KB4 training
You must complete this training by **September 29, 2025 by 5:00 P.M.**

The assignments included in training are:

- The Inside Man: Season 3 Ep 01 - Getting In

- The Inside Man: Season 3 Ep 02 - Challenge Accepted

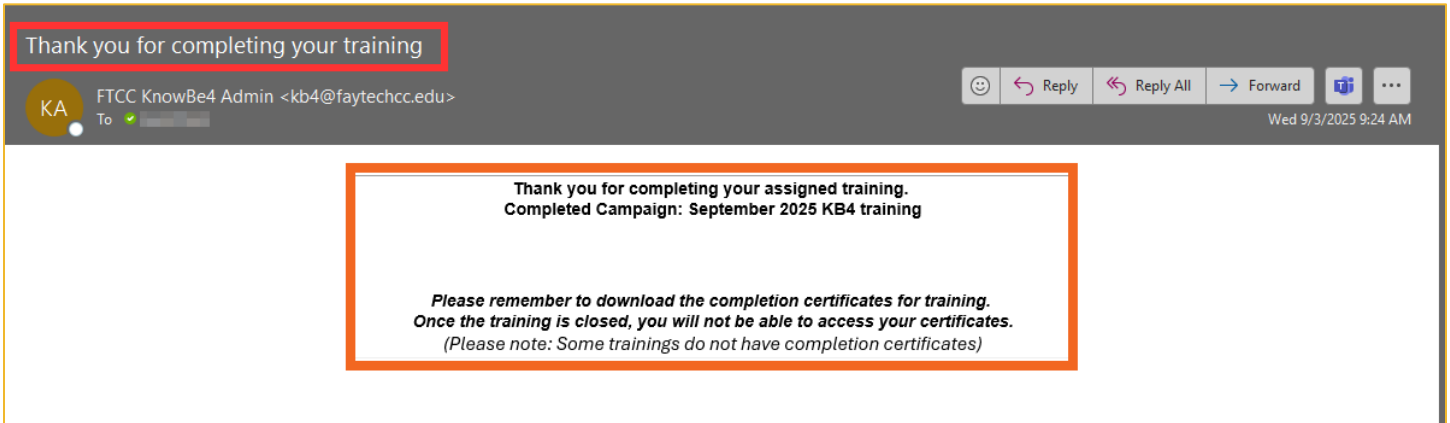- The Inside Man: Season 3 Ep 03 - Things Unsaid

Failure to complete this training before the deadline, will result in your FTCC account being disabled until contact has been made with Administration to make up past-due training.

Use this link to login: KNOWBE4 LOGIN
Login with AD credentials: username1234@ad.faytechcc.edu

After completion of each course, please remember to hit the "complete" button. Download completion certificates, when available. You will not be able to go back and save certificates.
If you have problems logging in, completing training and/or downloading certificates, please contact Service Desk.

FTCC KnowBe4 Admin
Fayetteville Technical Community College
kb4@faytechcc.edu
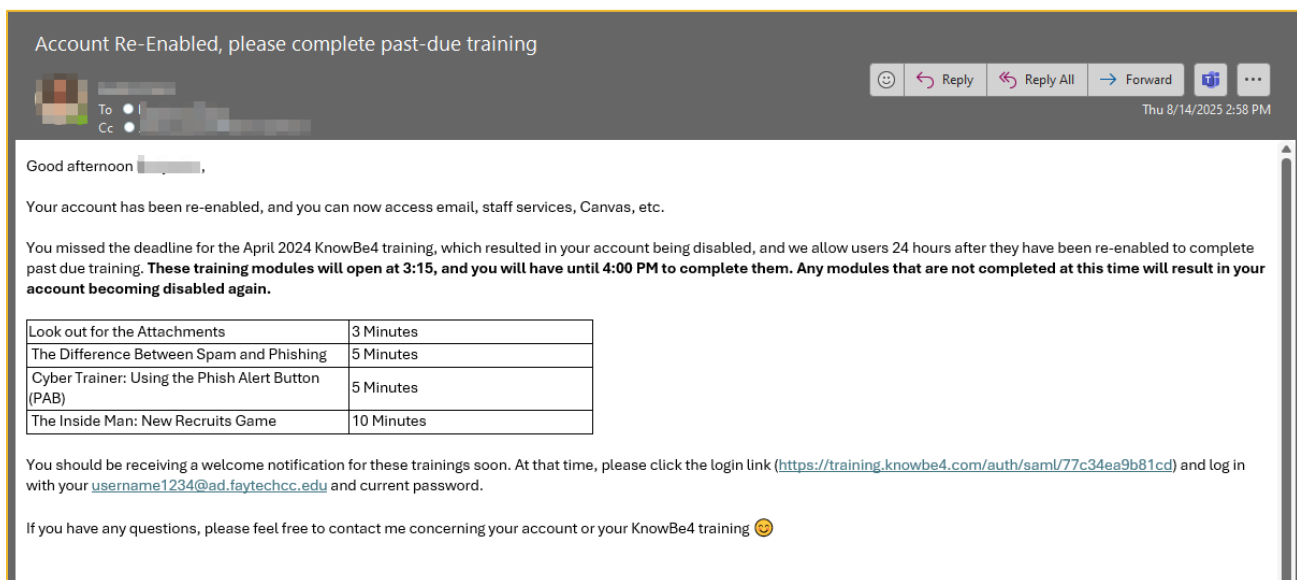*NOTE: This mailbox is not monitored outside of normal business hours*

2. **Reminders** – These email highlights the days you have left to complete the training before its deadline. *You cannot access training after it has closed.*

REMINDER: You have 26 days left to complete training

FTCC KnowBe4 Admin <kb4@faytechcc.edu>
To ●

Wed 9/3/2025 9:24 AM

Dear ▮▮▮▮,

The following assignments are due by **September 29, 2025 at 5:00PM:**

- The Inside Man: Season 3 Ep 01 - Getting In

- The Inside Man: Season 3 Ep 02 - Challenge Accepted

- The Inside Man: Season 3 Ep 03 - Things Unsaid

Failure to complete this training before the deadline, will result in your FTCC account being disabled until contact has been made with Administration to make up past-due training.

Use this link to login: KNOWBE4 LOGIN
Login with your AD credentials: username1234@ad.faytechcc.edu

After completion of each course, please remember to hit the "complete" button. Download completion certificates [*when available*]. You will not be able to go back and save certificates.
If you have problems logging in, completing training and/or downloading certificates, please contact Service Desk.

FTCC KnowBe4 Admin
Fayetteville Technical Community College
kb4@faytechcc.edu
NOTE: This mailbox is not monitored outside of normal business hours

3. **Completion** – When you have completed any training you are enrolled in

Thank you for completing your training

FTCC KnowBe4 Admin <kb4@faytechcc.edu>
To
Wed 9/3/2025 9:24 AM

> Thank you for completing your assigned training.
> Completed Campaign: September 2025 KB4 training
>
> *Please remember to download the completion certificates for training.*
> *Once the training is closed, you will not be able to access your certificates.*
> (Please note: Some trainings do not have completion certificates)

4. **Past Due training reminders** - The only time you will have access to past due training is if ITS has reopened the campaign for you (this requires a meeting with David Sullivan to approve being re-enabled). This notification will be an email directly from the KnowBe4 Administrator (not the console) with instructions on how to re-enable your account to complete this training.

Account Re-Enabled, please complete past-due training

To
Cc
Thu 8/14/2025 2:58 PM

Good afternoon ,

Your account has been re-enabled, and you can now access email, staff services, Canvas, etc.

You missed the deadline for the April 2024 KnowBe4 training, which resulted in your account being disabled, and we allow users 24 hours after they have been re-enabled to complete past due training. **These training modules will open at 3:15, and you will have until 4:00 PM to complete them. Any modules that are not completed at this time will result in your account becoming disabled again.**

Look out for the Attachments	3 Minutes
The Difference Between Spam and Phishing	5 Minutes
Cyber Trainer: Using the Phish Alert Button (PAB)	5 Minutes
The Inside Man: New Recruits Game	10 Minutes

You should be receiving a welcome notification for these trainings soon. At that time, please click the login link (https://training.knowbe4.com/auth/saml/77c34ea9b81cd) and log in with your username1234@ad.faytechcc.edu and current password.

If you have any questions, please feel free to contact me concerning your account or your KnowBe4 training 😊

4.1.2 Login Page/Splash Page

A. You can click on the training modules within the emails, but you will be taken to a different login screen than the FTCC Splash page. Typically, this is what the Single Sign On (SSO) screen looks like. This is where you use your email username@faytechcc.edu or username1234@ad.faytechcc.edu and your password to log in.
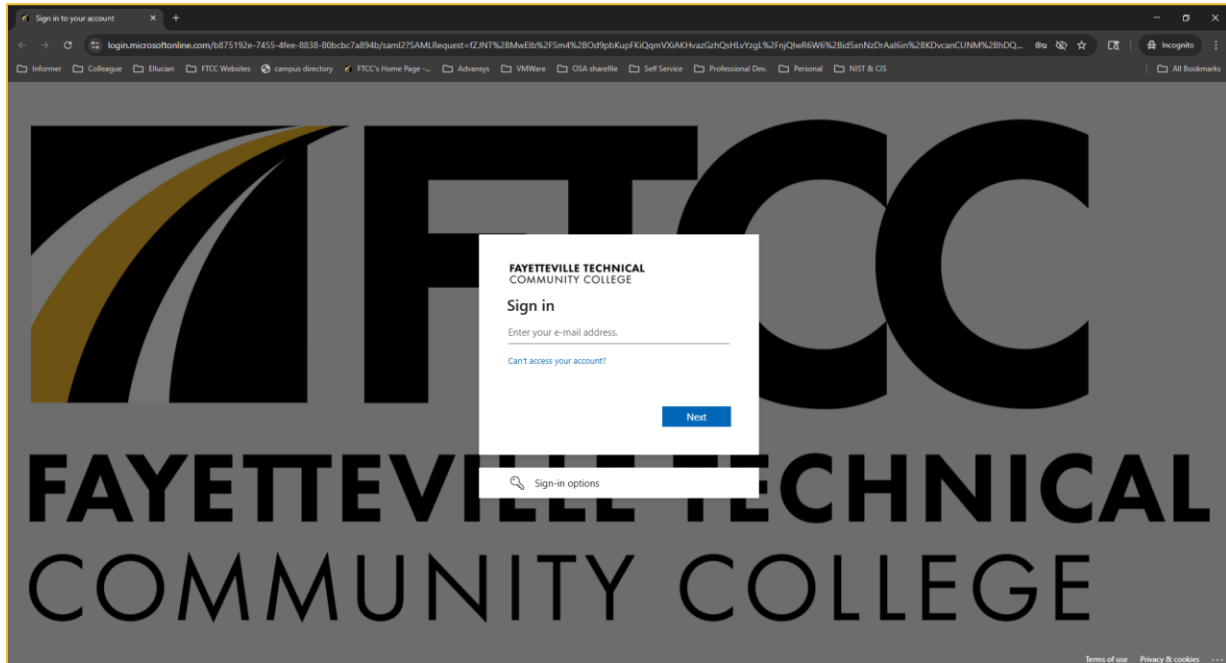
B. When you see this type of login screen (where FTCC is not present), use your email address **username@faytechcc.edu** format.
   a. For example: robertj@faytechcc.edu instead of "robertj1234@ad.faytechcc.edu" and your password you use to log in to your FTCC computer/devices/accounts. This will take you to the FTCC SSO page.

4.2 How to Log in via a Shortcut or Web Browser

1. You can either use the KnowBe4 shortcut (found in the FTCC Shortcuts folder on your desktop) or go to: https://training.knowbe4.com/auth/saml/77c34ea9b81cd
   o Following the login instructions in 4.1.2 of this document, log in to the KnowBe4 console using your email and current password
      ▪ Username1234@ad.faytechcc.edu or username@faytechcc.edu

4.3 User Dashboard overview

A. Upon logging in, you will see your dashboard.
   a. **Training status/progress** (**Orange arrow**)
   b. **Testing results** (Phishing Test given by ITS) (**Purple arrow)**
   c. Your **risk score**, which calculates how much of a risk to security you are based on your training progress (not completing trainings), inability to understand trainings (wrong answers given on module questions), etc. (**Blue arrow**)
   d. There are also a few ways to see **past and current training progress** (**green arrow**)

B. At the top of the dashboard, you'll also have other screens you can see. The next screen is the "**Training**" screen. It is located here:
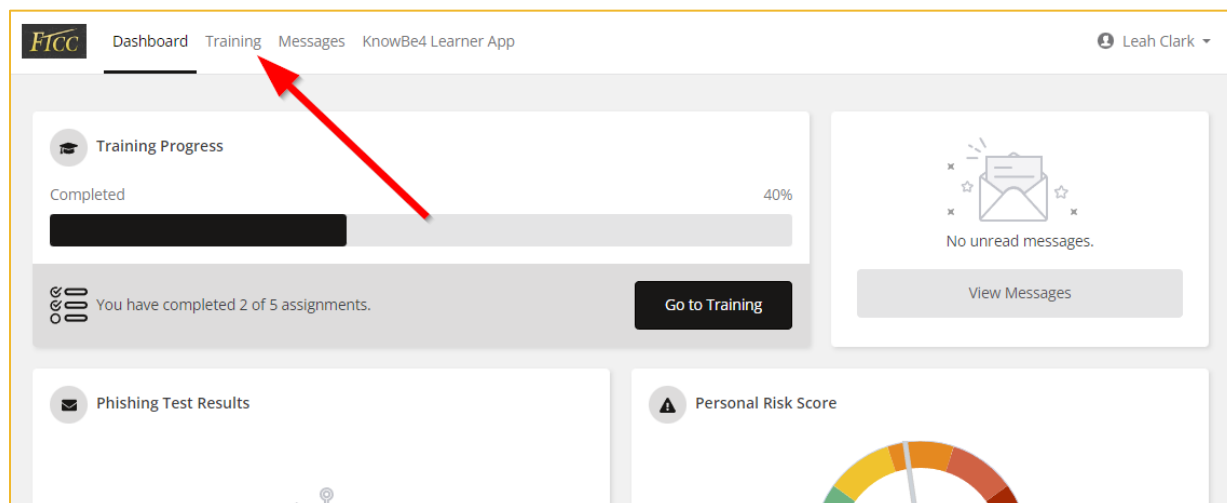
a. The training screen brings you to a welcome screen with a tour prompt. You can use the tour to familiarize yourself with the dashboard. Skip this tour if you want to go directly to training. Your training dashboard will allow you to access any current training, view past trainings you have completed, and verify it you are all caught up!
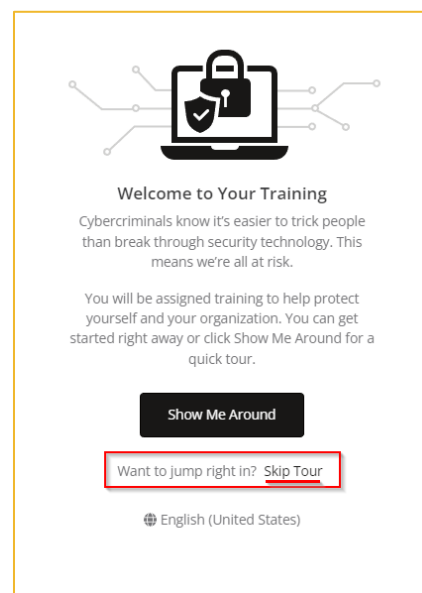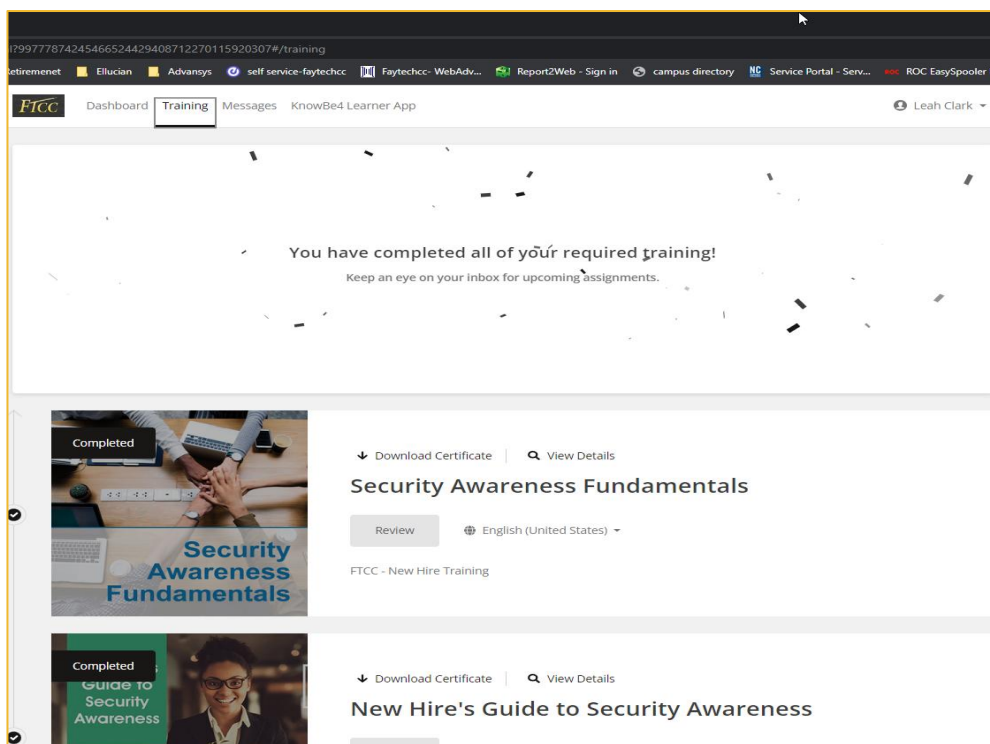
5 Exclusions/exceptions

No approved exceptions exist at this time.

6 Related college documents, forms, and tools

7 Document administration

7.1 Document owner

This document is owned by the Information Technology Services Office, which is responsible for its content and maintenance. For questions or comments, please email help@faytechcc.edu.

7.2 Document review

This document is subject to periodic review to validate that the content remains relevant and up-to-date. Significant or material changes to this document must be submitted to the AVP for ITS

7.3 Version History

Version	Version Date	Author	Reason / Comments
1.0	3/1/2020	JY	Document origination
1.1	7/1/2023	MW	Formatting Update
2.0	10/29/2025	L. Clark	Document step updates, additions, font, and naming convention changes
3.0	Click or tap to enter a date.		
4.0	Click or tap to enter a date.		

7.4 Approval History

Version	Version Date	Name	Title
1.0	3/1/2020	P. Scully	AVP for MIS
1.1	7/1/2023	P. Scully	AVP for MIS
2.0	10/29/2025	T. Prevatte	AVP for ITS
3.0	Click or tap to enter a date.		
4.0	Click or tap to enter a date.		