

**Date of Current Revision:** August 2021

**Primary Responsible Officer:** AVP for MIS

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## 1. PURPOSE

The purpose of this document is to define the procedures of Fayetteville Technical Community College (FTCC) Management Information Services (MIS) staff to effectively use KnowBe4 to provide Security Awareness Training to help manage the IT security problems of social engineering, spear phishing and ransomware attacks.

## 2. SCOPE

These procedures apply to all FTCC staff, whether full or part-time. In the event that any particular information at FTCC is governed by more specific requirements under other College policies or procedures the more specific requirements shall take precedence over these procedures to the extent there are any conflicts.

## 3. ACRONYMS / DEFINITIONS

**FTCC.** Fayetteville Technical Community College.

**MIS.** Management Information 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. PROCEDURES

### 4.1. KNOWBE4 IS USED TO PROVIDE SECURITY AWARENESS TRAINING.

Training can be accessed from the Desktop Icon  or through link in the training notification email:

Date of Current Revision: August 2021

Primary Responsible Officer: AVP for MIS

Dear User,

You are now enrolled in Test. You must complete this training by 09/20/2021.

The assignments you've been enrolled in are displayed below.

10 Ways to Avoid Phishing Scams with Quiz

Please use this link to start your training:

[KNOWBE4 LOGIN](#)

Login with AD credentials:

Username: ad\username4567

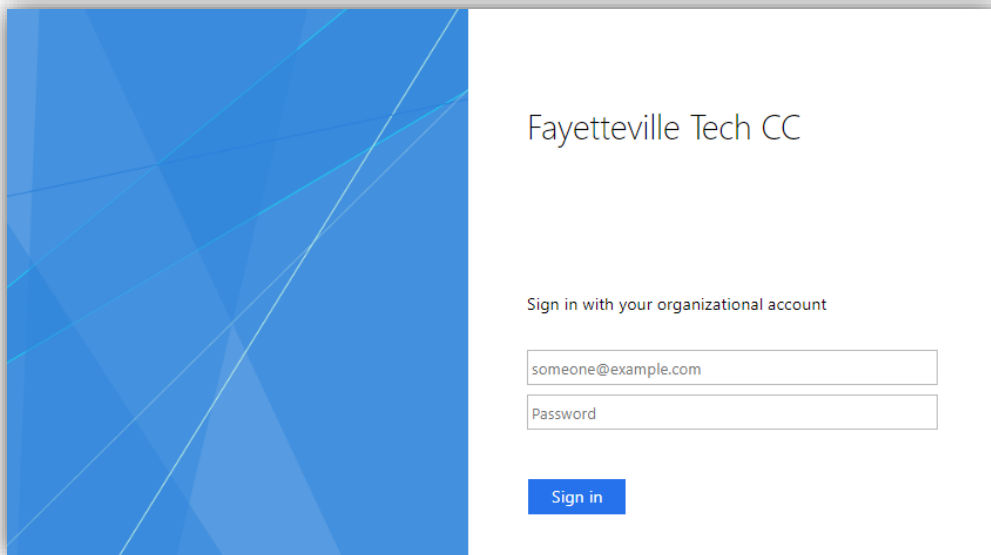
**After completion of each course, Please remember to hit the "complete" button. At that time, you should also download, print out and save your certificates for your records. Once the training modules are closed, you won't have an opportunity to go back and print your certificates.**

This is required training. It is important that you complete this training before the deadline. Thank you for helping to keep our organization safe from cybercrime.

Sincerely,

MIS Support Team

#### 4.2 You will login using your AD credentials Ad\username4567

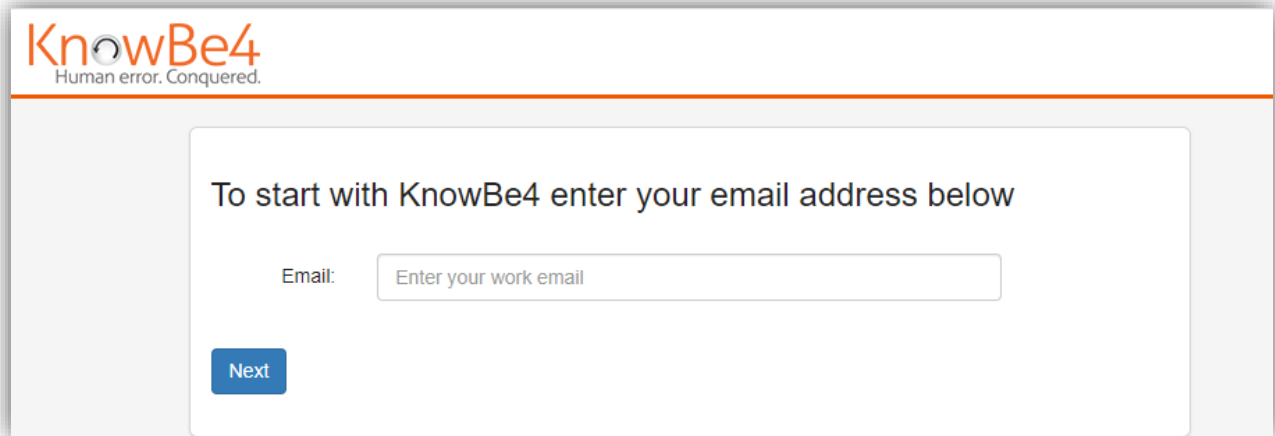


The screenshot shows a login interface for Fayetteville Tech CC. On the left, there is a blue abstract geometric pattern. On the right, the text 'Fayetteville Tech CC' is displayed. Below this, the instruction 'Sign in with your organizational account' is shown. There are two input fields: the first contains the email address 'someone@example.com' and the second is labeled 'Password'. A blue 'Sign in' button is located below the password field.

Date of Current Revision: August 2021

Primary Responsible Officer: AVP for MIS

4.3 If you do not have access to your desktop and have deleted the notification email, go to <https://training.knowbe4.com> and enter your email address ([username@faytechcc.edu](mailto:username@faytechcc.edu)) and click Next. You will then enter you AD credentials to access your training:



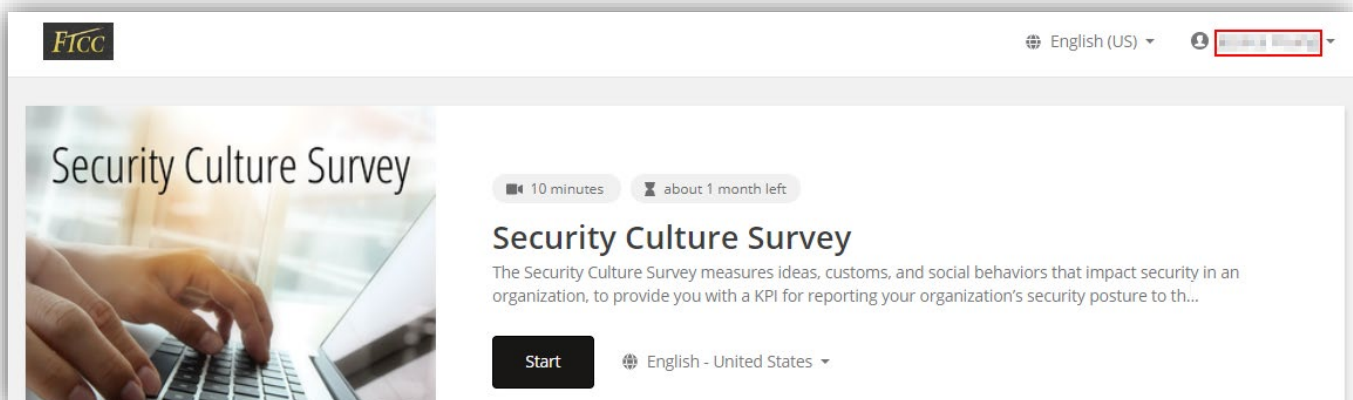
The image shows the KnowBe4 registration interface. At the top left is the KnowBe4 logo with the tagline "Human error. Conquered." Below the logo is a white box containing the text "To start with KnowBe4 enter your email address below". Underneath this text is a form with the label "Email:" and a text input field containing the placeholder "Enter your work email". Below the input field is a blue button labeled "Next".

4.4 Once you are logged in, available training will be listed:

## 5. EXCLUSIONS / EXCEPTIONS

No approved exceptions exist at this time.

## 6. RELATED COLLEGE DOCUMENTS, FORMS, AND TOOLS



The image shows a training card for the "Security Culture Survey". At the top left is the FTCC logo. In the top right corner, there are language and user selection options: "English (US)" and a user profile icon. The main content area features a large image of hands typing on a laptop keyboard. To the right of the image, the title "Security Culture Survey" is displayed in a large font. Below the title, there are two small icons: a clock icon indicating "10 minutes" and a calendar icon indicating "about 1 month left". Below these icons is a "Start" button. At the bottom right, there is a language selection dropdown menu set to "English - United States".

## 7. DOCUMENT ADMINISTRATION

### 7.1 DOCUMENT OWNER

This document is owned by Management Information Services Office which is responsible for its content and maintenance. For questions or comments, please email [help@faytechcc.edu](mailto:help@faytechcc.edu).

### 7.2 DOCUMENT REVIEW

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This document is subject to periodic review to validate the content remains relevant and up-to-date. Significant or material changes to this document must be submitted to the AVP for MIS and ISE for review and comment prior to adoption.

### 7.3 CHANGE HISTORY

Version	Description	Author	Date
1.0	Publication	JL	08/2021

### 7.4 APPROVAL HISTORY

Version	Name	Title	Date
1.0	James Locklair	System Administrator	08/2021

## 8. APPENDIX

N/A