## Awareness (eLearning) Settings

## LUCY eLearning Introduction

Awareness templates can be used to teach users about the risks of phishing and malware attacks. It helps reduce the users susceptibility to successful phishing attacks and malware infections. You can use our Auto-Enrollment feature to quickly and easily schedule training for the most susceptible users or manually schedule training for a larger set of employees. Measurement is a key component of our Anti-Phishing Training Suite, and we offer a range of detailed reports that give you broad and granular insights into the results of your assessments and training. Here are the most important features of our eLearning:

- Computer-based training enables employees to take training from any location.
- Includes short, customizable modular videos allow employees to complete training in multiple sessions as time permits.
- Training topics & layout can be tailored to address specific audiences.
- Support materials allow you to reinforce training through alternative methods.
- Language options offer consistent training across your entire organization regardless of geography.
- Module quiz questions test learner comprehension.
- Completion reports allow you to track completion for compliance reporting purposes.

Please note, that most of the awareness trainings use cookies to show progress. Visual representation of the page might be consistent with the previous answers unless the browser's cache & cookies are being cleared before opening the training page.

## **Predefined E-learning templates in LUCY**

Lucy comes with different awareness templates. The templates can be found in Settings (/admin/settings/awareness-templates).

ATLS Campaigns Incidents	Settings 👻	1.	
	Templates	Attack Templates	
Home / Awareness Templates	Benchmark Sectors	Awareness Templates File Templates Report Templates Campaign Templates	
Awareness Terr	Domains Dynamic DNS		
Search	Adapt Authoring Toolkit	Awareness Training Diploma	
This short tra practices. A c customizable	Recipients Clients	Download Templates	

The template list is continuously growing. If there is a topic missing, please get in touch with us and we will create this within a short time frame.

#### **Rich Media Awareness Training**

Integrate rich media (video, audio, or other elements that encourage viewers to interact and engage with the content) in your awareness training. Use the existing educational videos, adapt them, or add your own rich media:



## **Templates filtering/views**

**Note:** Not all awareness templates are available in the different LUCY editions. Please find out which templates are available before purchasing LUCY. If you do not find the template in the list, we can also create it for you on request.

**Views and search:** The e-learning templates can be displayed either as a list (LIST VIEW) or as symbols (GRID VIEW). To do this, select the corresponding view at (1). If you want to apply specific filters, please make the according selection (2):

anne / Annaneniess lenn	pares						Downloa
wareness	Templates						Actions - Delet
Search	Q	1	List View Grid View	Name 🕶 🔺	2	Clea	r Filters
	Security Tips - Short Version	5		× 10		Туре •	Duration +
	In this short (- 1 minute) security awa best practices and policies that prom More into about customization can be Low[ Audience: All ] Interactive: Yes	eness be secu found	video we have put together a few s urity. The content (animation, langua here: https://goo.gi/HON955G. Durat	ecurity tips, which involve ige, script) is customizable, icm: 1 Minute   Skill Lévét	Не	Audience -	Platform +
13.11.2018 08:52:26		Edi	Preview Website +	Preview E-mail +	Att	ention: those are the	e base templates.
- -	Secure social media usage vi in this security awareness video we t language, script is customizable. Mo Duration: 1 Minute   Skill Levet Low	deo - s alk abox re into a Audieno	short version ut secure social media usage. The o about outomization can be found h ce. All   Interactive: No   Video stats	tontent (animation, ere: https://goo.gri+kkN690, possible: yes	wh If y car pa	ich can be edited fo ou wish to edit a ten mpaign only, you ne ge and e-mail within tings.	r all campaigns. nplate for a specific ed to edit the landing the campaign base
13.11.2018 08:52:18		Edit	Provine Wahella -	Draview F.mail -		-	

The search mask also allows you to search specifically for topics in the titles (but not the described ones) of the content:

	· ·							
physical	Q	Elst View	Grid View	Name +		Clear	Filters	
Physic	al Security Course 1.2				×	Type =	Duration -	
PHYAICAL SECUITY Sensitive	hort security course, the user is pre- g physical security (unattended dev e information, visitors etc). Duration:	sented a few facts ices, shoulder sur 10 Minutes   Skill	about common threa fing, portable media ( Level: Low   Audienc	its and countermea devices, disposal of ce: All   Interactive:	sures f No	Audience -	Platform -	
<u> </u>						Help		
13.11.2018 08:52 23	Ed	it Previe	w Website 👻	Preview E-ma	ail 🖛	Attention: those are the	base templates,	
Physic	al Security Awareness Video	- Short Versio	on		×	which can be edited for	all campaigns.	
script) is 1 Minute	1 minute) security awareness vide a few security tips, which involve b customizable. More info about cust   Skill Level: Low  Audience: All   In	o we talk about pl est practices and p tomization can be interactive: No	tysical security risks. policies. The content found here: https://ge	We also have put (animation, langua too.gliHXN9SG, Dur	ge, ration:	If you wish to edit a tem campaign only, you nee page and e-mail within t settings.	plate for a specific d to edit the landing he campaign base	
13.11.2018 08.52.21	Ed	It Previe	w Website +	Preview E-ma	all <del>-</del>			

## Create a new template in LUCY

LUCY allows you to build E-learning templates using different methods:

- 1. Upload your own e-learning template to LUCY
- 2. Create a new e-learning template using the visual editor (WYSIWYG)
- 3. Create a new e-learning using the adapt authoring tool. Click here for more info.

## Static eLearning template creation in LUCY

You can also create your own templates. You may use the following variables in the templates:

- %name% recipient full name (if applicable)
- %firstname% recipient first name (if applicable)
- %lastname% recipient last name (if applicable)
- %email% recipient email address (if applicable)
- %client% client name
- %gender("MALE ADDRESSING", "FEMALE ADDRESSING", "NO GENDER")% recipient gender
- %started% date when the related campaign has been started
- %**stopped**% date when the related campaign has been stopped

Please note, that these variables are not available in CSS and Javascript files.

## **Customizing eLearning videos**

LUCY comes with a short minutes eLearning video (here an example of an English version: https://www.youtube.com/watch?v=2z9mPh5QYWI), that can be embedded within any page in LUCY. This video can be fully tailored to your needs and have your own branding. See this chapter for more details.

## Interactive eLearning Quiz Pages

LUCY comes with a large selection of fully customizable interactive, mixed awareness sites:

- Mixed Interactive Quiz (phishing email detection quiz): this template contains multiple customizable sections (Info, Tips, Quiz, Video). The QUIZ contains mainly phishing emails. You have a separate language dropdown menu option within the page (can be disabled) in case you cannot determine in advance what language the user might speak. Other customization options are defined as well in this tutorial.
- 2. Lucy Interactive Awareness (phishing website detection quiz): this template contains an interactive phishing QUIZ. The QUIZ contains mainly phishing websites and asks the user to spot them.
- 3. etc.

More details about those pages can be found here.

## Interactive eLearning template creation in LUCY

The awareness template can also be dynamic. Lucy is able to track answers and the time users spent on each answer. Answer information can be viewed later on the Awareness Statistics page in your campaign. In order to integrate Lucy interactive tracking please check out this chapter.

## Using Domains for your awareness content

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By default, LUCY will use the IP address of your server to host the eLearning content. But you can replace that with any domain name.

Test Rans	Campaign Status: Not Started	
Summary	Domain yourdomain.goes-here.com	
User Settings	Link http://91.228.53.87/awareness/88a445bd5fc45b8d08c13c61ea1c8b699c02db7aef8516cebc9d5d090987b141/ind	ex.html
Statistics	Guiz	
Recipients	File index.html V X O	
Base Settings		
Custom Fields		
Schedule		
Awareness		
Website	Sti - Format - Schriftart - Gr A- G- 2C	
SSL Settings	Quiz Settings Upload File or Image	
Message		
Mail Settings		

You can either use a FQDN like www.myteaching.com or just a domain name like myteaching.com. In both cases, you must make sure that the domain name is pointing to LUCY's IP address. This is done automatically if you register the domain within LUCY. If you registered the domain using a third-party provider you need to adjust the settings there.

## Delivery of e-learning (awareness) content to users

Initiating follow-up training is easy with our unique and effective Auto-Enrollment feature. There are a few delivery options to have the awareness landing page displayed for the user:

#### a) Send the dynamic eLearning link via mail:

- Use the build-in mail Server (postfix). Disadvantage: users might not trust the mail sender. E-Learning tracking is possible.
- Use the companies mail server (relay). Details here. E-Learning tracking is possible.

b) Create a static eLearning link and distribute it wither via mail or place it on a website. You can also create a static link and distribute it via mail (e.g. your own mail server or place it on an intranet site). Disadvantage: individual user tracking is not possible. Please check the subchapter "Manually send out eLearning using your own company email account" on this WIKI page.

#### c) Enroll the eLearning in combination with a phishing simulation:

 eMail: If you want to send out the eLearning mail-in association with a successful phishing campaign, you need to activate the checkbox "send Link to Awareness website automatically" within scenario settings. This requires that LUCY has triggered a successful attack. Details on how to register successful attacks can be found here.

• **Redirection:** Redirect the user directly to the awareness page without involving a mail. This is done by using the %link-awareness% variable within the landing page or the redirect input field.

#### d) Start an eLearning campaign without starting a phishing simulation.

#### e) Distribution of the training via End-user portal:

- With the first training email sent out, the user will receive a text attachment (in case the enduser training portal is enabled) that contains the link to the training portal and a password.
- Using **Direct Login** to the end-user portal without sending emails to the recipients. In this case the endusers need to be imported via Azure/LDAP channels to the LUCY instance before the start of the campaign.

## **DELIVERY OPTION 1:** Send the awareness page via mail (conditional awareness)

1a) First enable the automatic sending option. Once you select this option, you will see two menu's appearing which is optional:

Summary	Template	Ciscos WebExe Meeting (Version v. 2.1) / March English	
Scenario Settings	Name	test	
Mail Settings			
SSL Settings	Landing Domain	Local IP T	0
Message Template		point your existing domain to this server and save the domain here or you can start the	
Errors		Lucy Domain Registration Wizard	
	Custom Domain	192.168.1.147	0
	Languages	English	
		+ Add -	
		Anonymous Mode O	
		Track Opened Emails I	
		Send Link to Awareness Website Automatically	
1	Send Awareness By Click Rate	% ₪	
2	Send Awareness By Success Rate	%	
	Awareness Delay	0	θ
		Advanced Information Gathering •	

**Send Awareness By Click Rate (1)**: You can specify, the required historical click rate to roll out the awareness. Example: If you specify 50 %, the user will only get an awareness email, if he clicked at least on half of the links sent to him in a phishing simulation.

**Send Awareness By Success Rate (2)**: The success rate works the same as the click rate, only that a different success action is used to initiate the E-learning.

1b) Then select the Awareness website in the template which you would like to send to your users.

Summary	Choose one of the	templates below to start with. You will be a	ble to customize the template later.		
Statistics Recipients		Quiz I Simple phatting quiz			
Base Settings Schedule	$\diamond$		Preview Website	Preview E-mail	Use -
Awaroness Websito Errors		Quiz II Simple prishing quiz.			
	$\sim$		Preview Website	Preview E-mail	Use -
	your icon	Test Awareness Template Test Description			
			Preview Website	Preview E-mail	Use •
	Help-Ful Tips	Tips Basic phasing Sps and Seaching			
			Preview Website	Preview E-mail	Use -

Please activate the website ("website enabled") by selecting the according checkbox.

**Please note**: you will first need to define the success action, so LUCY knows what a successful attack is and when it should send the eLearning content.

1c) Now you need to define the message template which contains the link to the awareness course. In order to track users, you will need the %link% variable within the message template.

Summary	Language	English
User Settings	Subject	IT Security Awareness Course (Phishing)
Statistics	Sender Name	Your Name
Recipients	Sender E-mail	yourname@example.com
Base Settings		
Custom Fields		Send Plain-Text Email
Schedule	Content	B Queloode   🖶 D B 🕸   B   X 0 📾 📾 🗟   ← →   Q 😏   第   ♥+
Awareness		
Website		
SSL Settings		Still - Format - Schriftant - Grösse - A- D- X II
Message		Upload File or Image Insert Var -
Mail Settings		Dear %name%
Reminders		Only by working together can we achieve our IT security goals. We have designed a short (5-10 minutes) course to get you familiar with many ways attackers can compromise your data through use of small. Blace wish and learning page from the security of small blace wish and the security of security of small blace wish and the security of small blace wish and the security of
Reports		Use or email. mease visit our rearring page terms. Use %link% as the hyperlink behind the text
Supervision Log		Kind Regards

awareness\_e-learning\_settings https://wiki.lucysecurity.com/doku.php?id=awareness\_e-learning\_settings

Please note: you can also use the static link displayed under the awareness website configuration. But if you use a static link you lose the ability to track the users.

## **DELIVERY OPTION 2:** Redirect the user directly to the awareness page without involving a mail

Step 1: Insert a redirect script

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plate		
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		∞ ∞ ⊨ 0 ⊞ ≣ 0 Ω ∞ S
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arameters		Insert Login Form Insert Trackable PDF Insert Redirect Insert Password Redirect Close Handler
ads		1
Variables		Rí am sil94
		7001101/20
		Password
		Login
		© 2013 Microsoft Startseite Hilfe
		body div div
		Treview @
	Redirect URL	%link-awareness%
		Save

This will create a small JavaScript within your landing page. By default, the user will get redirected within 5 seconds to the awareness page. You can change that value according to your needs:

	\$('#bot').css(( '	position':'relative'.	"bottom": 'au	ito' ));	
	)	,,		,,,,	
	}				
	<script>setTimeout(fun</th><th>ction () (window.loca</th><th>tion.replace</th><th>("%redirect%");</th><th>3, 5000);</th></tr><tr><th></th><th></script>				
				Preview	C Source Co
Redirect URI	%link_awareness%		0		
The wine of one					

**Note:** In a campaign where you use two pages (e.g. page 1 is a login page, and page 2 is the authenticated page), you should insert the redirect script on page two. Otherwise, the user will get redirected before he is able to login.

**Step 2:** Insert the awareness variable within the landing page template input field:

Lust aparter Every control and chess e rearning settings hepsiff intendes became from a dual chess e rearning settings	t update: 2022/03/11 08:08 awareness e-learning settings https://wiki.lucysecurity.com/doku.phi	ip?id=awareness e-learning sett	ings
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### **DELIVERY OPTION 3: Manually send out eLearning mails with LUCY**

You can have LUCY send you the e-learning e-mail by starting an awareness only campaign. Please click here to learn more about this topic.

#### Manually send out eLearning using your own company email account

Within your campaign go to the awareness section (1) and select the awareness template of your choice, then click on the checkbox "enable website" (2) and save the settings (3).

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Campagn Status. S	nappea.
Name	Avatar based course: Data Classification
Risk Level	0
	Website Enabled
	Create Awareness Training Diploma
Languages	🔤 English
	+ Add -
Page Views	0
	Name Risk Level Languages Page Views

Now go to the website menu (1) and configure the IP or domain name (2) that you want to use for your eLearning site (make sure the IP or domain points to LUCY!). Next, save the settings. Now you should see the link (3) to your eLearning site with the according IP or domain. You can copy that link and paste it into your company's mail.

Home / Campaigns / Lucy Phishin	g Campaign / Awareness	Settings / Avatar based course	: Data Classification / Website
Avatar base…	Campaign Status: S	topped	A Export to SCORM
Base Settings	Domain	domain.com	0
Website	Subdomain	awareness	Θ
SSL Settings		🖾 Quiz 🖸	
Message		Use extended method of tra	cking the end of the quiz <b>9</b>
Mail Settings	Quiz Success Score Value		
Quick Tips	Preview link	http://awareness.domain.com/a	wareness/8619617f9331834c9f43254f411721019290e4
• Awareness Website Variables	Language	English	~

Please note that you will lose the ability to track the individual eLearning statistics when you use the same static link for every user. If you want to track the eLearning, you need to use LUCY's to deliver the mail with the awareness content.

#### Publish the e-learning without sending a link via email

Awareness scenarios can be configured not to send emails at all. In that case, awareness will be delivered to the recipient via a global link. Proceed to awareness scenario Base Settings and select the **Do not send emails** checkbox.

Base Settings	Name	Awareness Training
Website	Risk Level	0
SSL Settings		Vebsite Enabled
Message		Create Awareness Training Diploma
Mail Settings		Do not send emails
	Languages	nglish
		+ Add -

Within the learning settings website menu page (1) you can configure the IP or domain name (2) that you want to use for your eLearning site (make sure the IP or domain points to LUCY!). Next, save the settings. Now you should see the link (3) to your eLearning site with the accordant IP or domain. You can copy that link and place it on your intranet site:

Home / Campaigns / no email / A	wareness Settings / 5-M	inute Micro E-Learning (Physical Security) / W	lebsite		
5-Minute Mi…	Campeign Status: R	lunning	2	Export to SCORM	O Upload Webpage
Base Settings	Domain	lucysavior.com		•	
Website	Subdomain	training		0	
SSL Settings		🗹 Quiz 🔍			
Message		Use extended method of tracking the end of	of the quiz		
Mail Settings	Quiz Success Score Value				
Awareness Groups	Preview link	https://training.lucysavior.com/awareness/da3	5193c901c893dbaf5	a56/8#385d204aa1	1357a771f66a97045049eb8
Quick Tine	Global link	https://training.lucysavior.com/awareness/s/da	35193c901c893dba	r9a56f8ff385d204a	a1357a771f65a97045049eb

Please note that you will lose the ability to track the individual eLearning statistics when you use the same static link for every user. If you want to track the eLearning, you need to use LUCY's to deliver the mail with the awareness content.

### **End User Awareness Portal**

Lucy offers the possibility for each recipient to create an individual login page where the user can see his training content. More info here.

### Awareness Re-Scheduling (user based)

Starting with LUCY 3.3 the recipient will be able to re-schedule an awareness training. In order to allow re-scheduling, you need to enable the checkbox in the awareness template section:

2024/05/29 12:55	13/18	Awarenes	s (eLearning) Settings
Configuration			
Base Settings		Suppress duplicated recipients in campaign.	
Awareness Settings		Enduser Profiles Enabled	
Schedule			
Recipients		Track Responses	
		Email Tracking •	
Advanced Settings	Antivirus/Firewall	off	· •
User Settings	Protection Interval		
Custom Fields		Allow Awareness Rescheduling	
Reminders		Ignore repeated answers in awareness.	
Logs		Stop the Campaign Automatically	

Once this option is enabled, the user will see in his browser a little popup that allows him to reschedule the training for a specific date (the mail will be re-send again):

Datei Bearbeiten Ansicht Chronik Lesezeichen Egtr Quiz demo × +	as Hife					_ [	X
( Jawareness/v/ecx/index.html	∀ (aons)   C ] [ Q, Suchen	☆ 自	+	ŧ	◙	30	=
You can reschedule the training and participate later. Please	press the button to set better time.	Res	chedule	Aware	eness	×	1
Phishing Campaign 2016		her	e	İ			
	This was a phishing simulation!						
THIS HING	The email you have just clicked is a so-called phishing email [an email used to obtain si such as usernames or passwordd]. Do not worry, however, at this was just a harmless s promote awareness about such attacks and to provide you with some background infl topic. No perional data was collected. In the event of a real attack, clicking on a link w email or opening an infected attachment can lead to a great deal of damage. To prever on your help. We would therefore be pleased if you take the time to read the tips and short safety quiz.	ensitive informa imulation to ormation on thi ithin a phishing nt this, we depe also participate	ation is g end e in a				
SUPPORT	What's the best way for me to handle suspicious emit If you identify a suspicious email, it is best to forward the email(s) to our support team delete the email. Also if you accidentally dicked on a link in a phishing email or have o attachment of a phishing email, please let us know.	ails? Subsequently pened the					
8 Tips to spot p	ohishing scams						

Last update: 2022/03/11 08:08 awareness\_e-learning\_settings https://wiki.lucysecurity.com/doku.php?id=awareness\_e-learning\_settings

🗲 🕕 /awa	areness/v/ecx/index.html	80% C
License		
		This was a phishing simulation! The email you have just clicked is a so-called phishing email fam such as usernames or passwords). Do not worry, however, as the promote awareness about such attacks and to provide you with topic. No personal data was collected. In the event of a real atta email or opening an infected attachment can lead to a great de on your belo. We would therefore he pleased if you take the the short saft Reschedule Awareness
		What 05.03.2017 17:09

The administrator will then be able to see within the statics, how many users re-scheduled a campaign:

1 new templates available!			Download
Video Stat	Campaign Status: Running	Filters	~
Summary User Settings Statistics Collected Data Recipients Awareness Website	1       +       1       +       0       +       0       +       1         Majoritants.com       Hightharts.com       Hightharts.c	]	
Benchmark	Awareness Website Stats	Week	~

## SCORM export

All e-learning templates can now be exported using the SCORM 2004 format, allowing you to use the LUCY content in your own LMS. SCORM (Sharable Content Object Reference Model) is the most commonly used content standard in eLearning. Since it was released 18 years ago, the SCORM specification has worked to standardize learning content between the industry's many developers and vendors.

When you click on the learning template you will see a button called "Export to SCORM". This allows you within the general template section or within the actual campaign, to export your awareness template. The SCORM export then can be downloaded as a ZIP file from the export section.

Content Template	File	index.html	<b>v</b>	× 0	
E-mail Template	Content	R Quelcode E D R		6 + + Q 5 #	1 5.
Home / Exports		B I U 5 ×, ×	✓ L   Z = Z   41 44	*** ** * * *	,•¶ ¶( <u>Ε</u> ξ-
Home / Exports Exports Date	Name	B I U 5 X <sub>2</sub> X <sup>2</sup>	✓ Z.   2= 1=   -   -   -	57 27 E ≗ ⊴ ≣	,• <b>1</b> , <u>25</u> -
Home / Exports Exports Date 22.01.2018 08:22	Name Awareness Template - Avoid & Re (V 2.2)	B I U S X <sub>2</sub> X <sup>2</sup> Ty ecognize Phishing Attacks SC		51 III E E S III Status	, e
Home / Exports Exports 22.01.2018 08:22 17.01.2018 15:21	Name Awareness Template - Avoid & Re (V 2.2) Campaign - Lucy Phishing Campa	B I U S X <sub>2</sub> X <sup>2</sup> Ty ecognize Phishing Attacks SC		Status	, e 1, <u>25</u> -

# Assign custom e-learning content based on a user's reputation level

Based on the amount of successful attack simulations for an individual user, you can assign a specific e-learning template in LUCY. If a user didn't fall for a phishing simulation yet, you might want to assign a different e-learning content than for a user who continuously submitted sensitive data in previous phishing simulations. Please visit this chapter for details.

## **508 Compliance**

Section 508 of the Workforce Rehabilitation Act is a law that requires federal agencies and their contractors to make their electronic and information technology accessible to those with disabilities. It outlines the minimum acceptable standards, such as "the use of text labels or descriptors for graphics and certain format elements." This section also addresses the usability of multimedia presentations, image maps, style sheets, scripting languages, applets and plug-ins and electronic forms. The purpose of Section 508 is to eliminate barriers in information technology, to make available new opportunities for people with disabilities, and to encourage the development of technologies that will help achieve these goals. For this reason, LUCY follows various standards in the creation of its content:

- Anything not "Initially Visible" when the page loads will not be read by a screen reader.
- Ability to change font sizing for those who may need to see text at a larger size.

- Color contrast for those who are colorblind or have trouble determining different colors.
- We provide captioning and transcripts of audio as well as descriptions of any video.
- Most courses are structured consistently.



## Awareness (training) library

The training library should give employees the opportunity to download their training content from an overview page called "training library". The large selection of regular e-learning templates in LUCY serves as learning input. The overview page can be sorted by certain topics (video, quiz, test etc.). Please read more about this topic here.

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