#### Introduction

Every campaign needs a recipient group to work. The recipient group is the users who receive the attack simulation or awareness content. You can create multiple groups for a single campaign. Groups can be used within LUCY to target users with specific phishing or training campaigns. Many organizations start by grouping users by department, location (if you have multiple office locations), or even domains (if there are multiple domains). The recipients can be in any number of groups and you can set up an unlimited number of groups.

#### **How to Enter Your Recipients?**

Recipients and groups can be configured under **Settings**  $\rightarrow$  **Recipients**.

Templates Benchmark Sectors Recipients NO. New Gri Domains: Dynamic DNS Help Use this button to create your first Adapt Authoring Toolkit recipient group Custom Fleikhi Recipients End Users Copyright © 2020 Lucy Security AG All Rights Reserved Administrative Users

You can either add them manually (1), import them (2), or search the internet by using the "SCAN FEATURE" (3). The groups are always defined globally and you can re-use them among different campaigns.



We recommend importing them because it will enable you to create a custom text file with additional information about each target user (e.g. defining the division or location where they work). This information can later be used for automatic analysis and statistics. The more information you provide, the better.

**Note**: Searching the internet without a Bing or Google API won't get you the same results as if you searched directly with a search engine.

#### **Import Recipients**

You can import the recipients via file, via LDAP or via Azure AD synchronization. There is no restriction on the number of recipients you can add to a group (even though your license might restrict the sending of all emails).

**SYNTAX**: LUCY requires a special syntax. Otherwise, it will throw an error. In LUCY version > 3.1 it will continue the import with the correct recipients. In an awareness or phishing campaign which is sent via email, it will need at least the mail address as a mandatory field. All other fields are voluntary.

The import file should contain one recipient per line. Each record should consist of 1 to 12 columns separated by the colon (:) or semi-colon symbol (;). All columns, except for the first one, are optional. If you want to skip the column value, just don't type anything between column separators (:). You can skip the columns at the end of the record - for example, if you have only Email and Name, you can just specify these 2 columns. The email address is mandatory for the Recipient list. All other fields (like Name) are compulsory. If you want to send a personalized email (using the %name% variable within the email or landing page) you need to define the Name field too. The possible columns are:

- 1.Email Recipient's e-mail address
- 2.Full Name Recipient's full name
- 3.Staff Job position or related to that
- 4.Location Recipient's location
- 5.Division Company division
- 6.Comment Any custom comment
- 7.Link Unique link part for the Landing Page. Only use this if access to the internet by clicking on a link in an email is not possible (e.g. if you use some terminal client or a separate browser to access the internet). More information about this can be found here.
- 8.Phone Recipient's phone number
- 9.Language Recipient's language
- 10.Gender Recipient's gender.("m" Male; "f" Female)
- 11.First Name Recipient's first name
- 12.Last Name Recipient's last name

Also in LUCY, it is possible to add **Custom Fields** to recipient groups. So if there are any custom fields one has to add values for these fields by adding columns to the end of the line separating them with colons or semi-colons too. Note about language: if you upload a recipient group file (txt or CSV) and want to specify the language you need to use the English description (example "Spanish").

FILE FORMAT: You can import a plain text file (.txt) or CSV (.csv) format and name it as you want.

**EXAMPLE**: Please note that **Sample File** is available for download from **Import** page. Your CSV or TXT file should look something like this:

john@example.com:John Doe:senior consultant:new york:accounting marcus@aurelius.com:Marcus Aurelius peter@example.com sarah@example.com:Sarah::boston

Recipients	Email	ronald@corp.com	E
dit Group Name	Phone	+1003	Θ
mport	Language	English	~ 0
Scan	Full Name	Ronald Koeman	0
DAP Import Settings	First Name	Ronald	
	Last Name	Koeman	
	Gender	Male	*
	Staff Type	Accountant	0
	Location	Luxembourg	0
	Division	Financial Department	0
	Link		0
	Comment	Loves Lucy	0

Please note, that using the file import into one particular group containing new or updated info in any fields (except email address) would result in the data being overwritten with the new file import. For example, Recipient Group 1 contains a recipient with an email user1@default.com who has Country set as Luxemburg. The file import is initiated into this recipient group and the user has Country in the .csv file set as Germany. Once the import is completed, the info will be updated with the over-written Country value to Germany.

## Adding multiple groups in a campaign and associating them with a scenario

LUCY allows you to add multiple groups in one campaign. After you added a group, you will be asked to define:

- 1. mapping (1)
- 2. scenario (2)

Summary		Search Search by re	cipient name,	email, phone,	staff type,	location, d	Q, Search	C Res	et
Statistics	×	E-mail/Phone	Name	Language	Staff	Location	Division	Comment	Last Tested
Reports Exports	×	oliver@muenchow.ch	Oliver Muenchow	N/A	NA	switzerland	N/A	N/A	05/31/2018
Configuration	×	oliver@lucysecurity.com	Oliver	N/A	NA	N/A	N/A	N/A	05/31/2018
Base Settings	×	info@kaduu.ch	Kaduu	N/A	N/A	N/A	N/A	N/A	05/31/2018
Awareness Settings	×	oliver@kunstwarenhaus.ch	Oliver Muenchow	N/A	N/A	Switzerland	N/A	N/A	05/31/2018
Schedule	c								
Recipients		Mapping Campaign +	Awareness						
Advanced Settings		Campaign Awareness		acu acciano	a.		, 1		
User Settings	Ē	Scenarios Select All					5		
Custom Fields		Scenario (W						2	
Reminders		sdsd (Mixed	)						

The default mapping is "campaign and awareness". This means the user group will receive the phishing simulation and if configured, also the le-earning content. If you wish, you can limit the mapping to "awareness only" or "campaign only". If you for example configure "campaign only", the according group would only get the attack simulation, but no e-learning.

The scenario association can be used to control, which group gets which attack scenario. In the screenshot, you see (2) that all the available scenarios added to the campaign will be displayed. Example: If you select 2 scenarios with a specific group, each user from this group will get two emails (one from scenario 1 and one from scenario 2). If you don't want the users to get multiple emails, you can enable the checkbox "Distribute users over selected scenarios". Lucy will then randomly split the users over the selected scenarios. Every user will get a unique single attack and no user will be attacked with the same scenario twice. If you want to control the distribution of receivers even more deeply, you would have to create a scheduler rule. This allows the distribution to be even more complex.

#### Adding recipients to a running campaign

In LUCY you can add recipients to a running campaign. Please click here to read more.

#### Automatic adding of recipients in a group (LDAP SYNC)

You can add your recipients by an LDAP server. How to setup LDAP you can find here LDAP Integration.

Note, this configuration will not be active if there are global settings for recipients import disabled.

ucy					
Recipients		Autoupdate LDAP Republic Autoupdate Autoupd	ecipients		
Edit Group Name	LDAP Search Filter	Base DN	Ξ	Filter	Comment
Import	Filter	Base DN		Filter	Comment
Scan		Base DN		Filter	Comment

#### **Recipient group associations**

If you have multiple recipient groups with the same name (this can happen if you, for example, copy a campaign with recipients), use this procedure to find the correct group/campaign association:

Step 1: Go to your campaign under "recipients" Step 2: Click on the recipient link to get to the associated group Step 3: Rename your group in order to identify it better

As an alternative, you can also hover over the link and look at the group ID. When you hover over the groups within the generic recipient settings, you will see also the corresponding ID's.

Max1 (copy)	Campaign Status: Not Started			+ Add Group	× Delete
Results	Search				٩
Summary	Name	Scenario	Mapping	Recipients	
Statistics	C-Level Company X 🖒	Max1 - Scenario	Campaign + Awareness	3	×
Reports	1				
Exports	• • • • /a	admin/recipien	t/230		100 🔻
Configuration					
Base Settings					
Awareness Settings					
Schedule	/				
Recipients					

#### Language considerations

LUCY is able to deal with multiple languages within the same recipient group. It is not necessary to define different groups for each language. Please consult this section for more information.

#### Identify recipients that have been already tested

LUCY allows you to identify recipients that have been previously tested. If you click on the recipient group details you will notice that there is a column called "already tested" which shows you the last date this user has been tested.

ucy Test 1				2	Export to CS	\$V + N	ew Recipient	C Cop	y 🗙 Del
Recipients	Searc	h by recipient name, email	, phone, staff type	, location, div	ision or comr	ment	Q Sear	ch 🛛 📿 R	eset
Edit Group Name		Email/Phone	Full Name	Language	Staff	Location	Division	Comment	Last Tested
Import		particular second con-	Lucy Test	N/A	N/A	N/A	N/A	N/A	N/A
Scan			Lucy Support	N/A	N/A	N/A	N/A	N/A	20.08.2020
LDAP Import Settings	4								

#### **Filter Recipients**

After importing your mail recipients you will see a search field that allows you to search & filter specific emails in your list:

Summary		Group	test				~			
User Settings		Search	Search by	recipient na	rme, email, ph	one, staff t	ype, location, d	Qs	Search	Reset
Statistics	Z	E-mail/Phon	e	Name	Language	Staff	Location	Division	Comment	Last Tested
Recipients	2	oliver@muer	chow.ch	Oliver	N/A	N/A	N/A	N/A	N/A	Invalid Date
Base Settings	×.	info@phishin server.com	9-	asdasd	N/A	N/A	N/A	N/A	N/A	Invalid Date
Schedule Awareness	2	oliver@lucys	ecurity.com	sddf	N/A	N/A	N/A	N/A	N/A	Invalid Date
Reports	<									
Message Log										
Errors		Mapping	Campaig	n + Awarene	55		~			
		Scenarios	LHCF D	OWNLOAD				0		

#### Disable recipients from a group within a campaign

You can load a group into LUCY and then uncheck users, you don't want to test or train in this specific campaign. Just click on the according to the checkbox:

ucy Phishi…	Campaig	n Status: Not St	arted							
esults		Group	OLIVER MD	ΈD						
Summary		Search	Search by re	cipient name,	email, phone,	staff type, i	ocation, d	Q, Search	C Res	et
Statistics	×.	E-mail/Phon	e	Name	Language	Staff	Location	Division	Comment	Last Tested
Reports Exports	×	oliver@muer	nchow.ch	Oliver Muenchow	N/A	N/A	switzerland	N/A	N/A	05/31/201
onfiguration	×	oliver@lucys	ecurity.com	Oliver	N/A	N/A	N/A	N/A	N/A	05/31/201
Base Settings		info@kaduu.	ch	Kaduu	N/A	N/A	N/A	N/A	N/A	05/31/201
Awareness Settings	×	oliver@kunst	twarenhaus.ch	Oliver Muenchow	N/A	N/A	Switzerland	N/A	N/A	05/31/201
Schedule										

#### Recipient actions within a running campaign

Under the statistics/recipient tab, you will have a table view of all recipients used in a campaign. In the last column you can (1) re-send an attack to a specific user, (2) edit the user's details or (3) remove the user stats from the specific campaign:

Summary							
Statistics	100%	100%	25%	25%	0%	0%	25%
File Downloads	4 Recipients	4 Sent	1 Opened	1 Clicked	0 Vuinerable	0 File Downloaded	1 Data Submitt
Collected Data							
Recipients	Name	os	UA	Plugins	s	Succ Train	123
Awareness Website	Oliver Muenchow	Windo 10	WS Chrome 66	1 0 0 Q C	8 <mark>.4</mark> .		50×
Benchmark	Oliver	-	-	4000 Q I	- 25		SGX
Compare	Kaduu	-	-	40000			SGX
Reports Exports	Oliver Muenchow	-	-	40000			SGX

#### **Copy Recipients**

LUCY allows you to copy one or multiple recipients from one group to another group (new or existing).

New Company New Yorks	Сору То		×			
Home / Recipients / test peter	Existing Group	Select Group	•	ew Recipient	C Capy	× Delete
Recipients		+ Create New Group				٩
Edit Group Name			Copy Cancel	Division Co	mment Tested	2016 ×

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#### Import Error-Log

LUCY will create an import error log which will help you to quickly identify import errors with mail addresses that had a syntax error. For LUCY please click here. Please note, that LUCY cannot handle the wrong syntax. Also, don't use header lines. Duplicate or wrong entries will not be imported.

Dumm	y Randon	n Long
Recipients		2 errors occurred during the import:
		Error on line 16: e-mail '135phishing-services.com' is not a valid email address. Error on line 17: e-mail '139phishing-services.com' is not a valid email address.
Edit Group Na	me	
Import		

#### **Custom Recipient Fields**

In LUCY you have the ability to create custom recipient fields. You can add any new recipient attribute you want (e.g. city, gender, education, etc.). Those attributes can be used for using customized statistics in LUCY (dashboard filters or raw exports).

In order to create a new custom field go to recipients. Under the recipient link you will find the "custom field" link:

ATLS Compages accord	Settings <del>-</del>	100
Home / Recipients / Custom Field	Templates	
	Benchmark Sectors	
Custom Fields	Domains Dynamic DNS	
Recipients Custom Fields	Adapt Authoring Toolkit	
	Recipients	
	Clients	
Copyright © 2020 Lucy Security AG	End Users	F
All Rights Reserved	Administrative Users	

The new recipient attribute (can be freely chosen) is then added as a new attribute in the recipient list:

ustom Fields			+ 4
Recipients Custom Fields	Board Member Save		×
by LUCY Security			
	Email		Ē
Edit Group Name	Phone		0
import	Language	N/A	~ 0
Scan	Full Name		0
DAP Import Settings	First Name		
	Last Name		
	Gender	Please select	~
	Staff Type		0
	Location		9
	Division		9
	Link		0
	Comment		0

### E-Mail Scanning Feature (E-Mail Spider)

Under the recipient tab, you find an option to scan for mail addresses on the internet.

Recipients	The collected results m	ay differ from what you see in the search results.	
Edit Group Name	Domain	lucysecurity.com	0
Import		Crawler	
Scan		Yahoo	
		Lixam	
		Wotbox	
		Yandex	
		Bing	
		Public Key Servers	
		Additional Sources	
		Paid Sources	
		► Start	

We use different sources like Bing or Google.

# Analysis of the campaign based on recipient attributes

All attributes defined within the Recipient group can be analyzed within the campaign statistics or data exports:

			Open	Campaign Statue: Punning	Garantine 26.00.0010 (2-60
E-mail	ofiver@lucysecurity.com		Results	Staff Type Stats	Lacation Stats
Phone			Turnmary		
Language	NA	- 0	Statutes	Constitut and Constitution	latarlari
Катно	ai		Texas		
Gender	Male	۲	Calegores		
Staff Type	Consulting		Events	0 2 4 6 8 100000-00	3 2 4 4 <sub>1000</sub>
Location	Switzerland	0	Top Work	Division Stats	Comment Stats
Division	п	•	COMPOSE LINE	→ . <mark>=</mark>	
Link			Recipients		
Comment		•	Automotes Website Benchmark		
LI Special	Custom Field		Company	0 1 2 1 4 1 4 7 B	1 1 4 4 Npan
	Save		Reports	OLI TAHEAI MARE	
			Configuration		

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