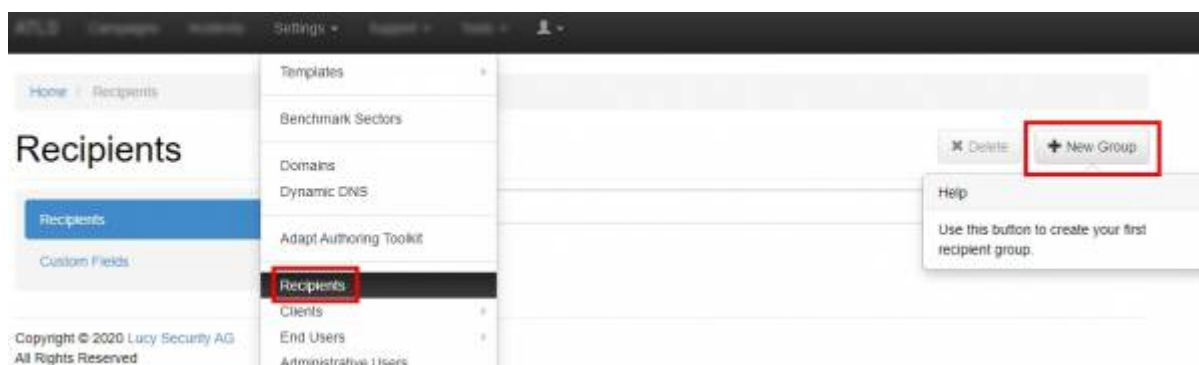


Introduction

Every campaign needs a recipient group to work. The recipient group are the users which receive the attack simulation or the 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 will begin with dividing users into groups by department, location (if you have multiple office locations), or even domains (if there are multiple domains). Recipients can be in as many groups as they need to be in, and you can have an unlimited number of groups set up.

How to Enter Your Recipients?

Recipients and groups can be configured under Admin/Recipients.



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 or via [LDAP](#). 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 mails).

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 send 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 7 columns separated by the 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 columns 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.Name - Recipient's name
- 3.Staff - Job position or related
- 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 phone number
- 9.Language - recipient language

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 format and name it as you want.

EXAMPLE: 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 sarah@example:Sarah::boston
```

Lucy

Campaigns

Clients

Recipients

Sessions

Settings

Users

Help

Logout

Home

Recipients

Test Group 1

New Recipient

Test Group 1

Recipients

Edit Group Name

Import

Scan

E-mail

info@phishing-test.com

Name

Test Recipient

Staff Type

Location

Division

Link

Comment

Save

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

Statistics

Reports

Exports

Configuration

Base Settings

Awareness Settings

Schedule

Recipients

Advanced Settings

User Settings

Custom Fields

Reminders

Logs

Search

Search by recipient name, email, phone, staff type, location, d

Search

Reset

<input checked="" type="checkbox"/>	E-mail/Phone	Name	Language	Staff	Location	Division	Comment	Last Tested
<input checked="" type="checkbox"/>	oliver@muenchow.ch	Oliver Muenchow	N/A	N/A	switzerland	N/A	N/A	06/31/2018
<input checked="" type="checkbox"/>	oliver@lucysecurity.com	Oliver	N/A	N/A	N/A	N/A	N/A	06/31/2018
<input checked="" type="checkbox"/>	info@kaduu.ch	Kaduu	N/A	N/A	N/A	N/A	N/A	06/31/2018
<input checked="" type="checkbox"/>	oliver@kunstwarenhaus.ch	Oliver Muenchow	N/A	N/A	Switzerland	N/A	N/A	06/31/2018

Mapping

Campaign + Awareness

Campaign Awareness

☐ Generate data once selected scenario

Scenarios

☐ Select All

☒ scenario (Web Based)

☐ eded (Mixed)

Save

The default mapping is "campaign and awareness". This means the user group will recieve the

phishing simulation and if configured, also the learning 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 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.

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.

The screenshot shows the LUCY interface for a campaign named "Max1 (copy)". The campaign status is "Not Started". On the left sidebar, the "Recipients" tab is selected. The main area displays a table of recipient groups. The first group, "C-Level Company X", is highlighted with a red box. A red arrow points from the "Recipients" tab in the sidebar to this group. Next to the arrow, the URL `/admin/recipient/230` is displayed in red text. The table has columns for Name, Scenario, Mapping, and Recipients. The "C-Level Company X" group is associated with the "Max1 - Scenario" and has 3 recipients.

Name	Scenario	Mapping	Recipients
C-Level Company X	Max1 - Scenario	Campaign + Awareness	3

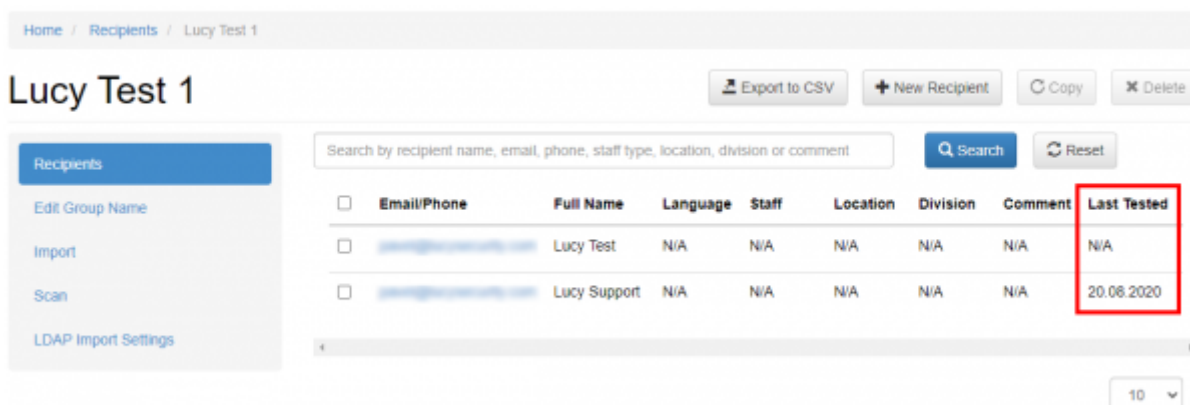
Language considerations

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 > 3.0 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.

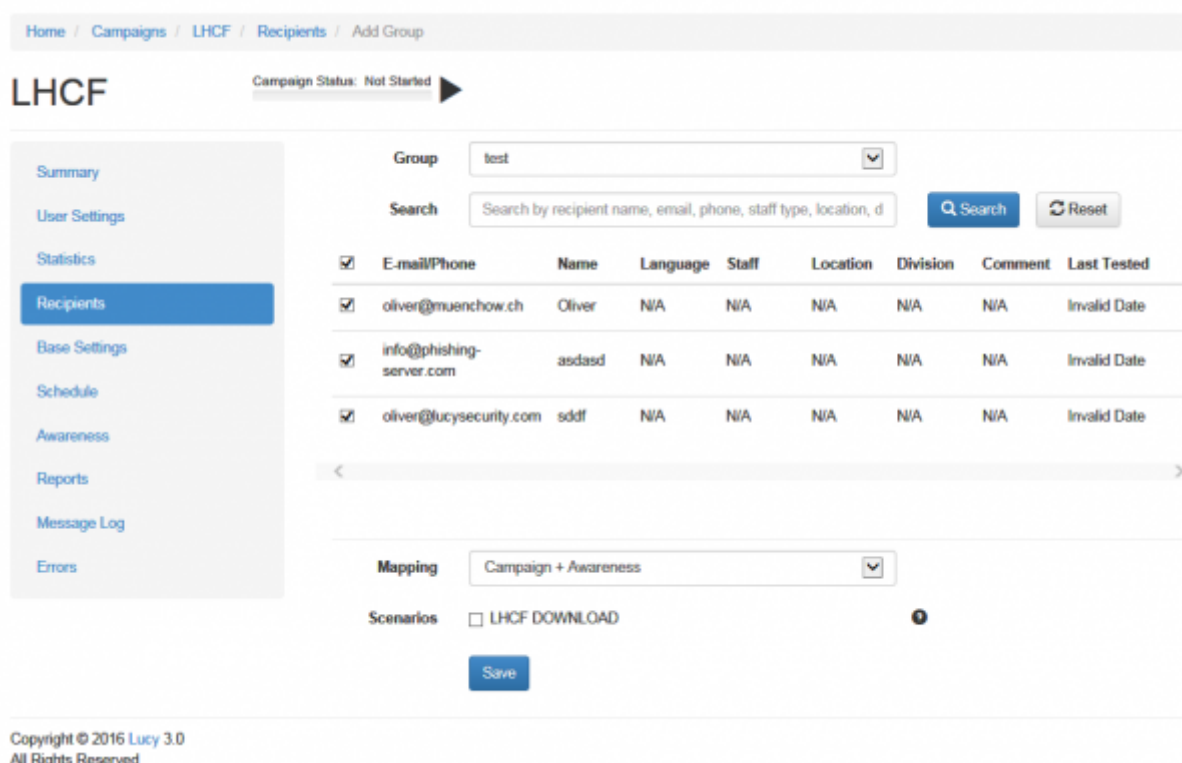


The screenshot shows the 'Lucy Test 1' interface. On the left is a sidebar with 'Recipients' selected. The main area has a search bar and a table of recipients. The 'Last Tested' column is highlighted with a red box.

<input type="checkbox"/>	Email/Phone	Full Name	Language	Staff	Location	Division	Comment	Last Tested
<input type="checkbox"/>	[redacted]	Lucy Test	N/A	N/A	N/A	N/A	N/A	N/A
<input type="checkbox"/>	[redacted]	Lucy Support	N/A	N/A	N/A	N/A	N/A	20.08.2020

Filter Recipients (LUCY > 3.0)

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



The screenshot shows the 'LHCf' interface. On the left is a sidebar with 'Recipients' selected. The main area has a search bar and a table of recipients. The 'Last Tested' column is highlighted with a red box.

Group: test

Search: Search by recipient name, email, phone, staff type, location, d

<input checked="" type="checkbox"/>	E-mail/Phone	Name	Language	Staff	Location	Division	Comment	Last Tested
<input checked="" type="checkbox"/>	oliver@muenchow.ch	Oliver	N/A	N/A	N/A	N/A	N/A	Invalid Date
<input checked="" type="checkbox"/>	info@phishing-server.com	asdasd	N/A	N/A	N/A	N/A	N/A	Invalid Date
<input checked="" type="checkbox"/>	oliver@lucysecurity.com	sddf	N/A	N/A	N/A	N/A	N/A	Invalid Date

Mapping: Campaign + Awareness

Scenarios: ☐ LHCf DOWNLOAD

Save

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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 checkbox:

318 new templates available [Download](#)

Lucy Phishi... Campaign Status: Not Started ▶

Results

Group: OLIVER MIXED

Search: Search by recipient name, email, phone, staff type, location, d [Search](#) [Reset](#)

<input checked="" type="checkbox"/>	E-mail/Phone	Name	Language	Staff	Location	Division	Comment	Last Tested
<input checked="" type="checkbox"/>	oliver@muenchow.ch	Oliver Muenchow	N/A	N/A	switzerland	N/A	N/A	05/31/2018
<input checked="" type="checkbox"/>	oliver@lucysecurity.com	Oliver	N/A	N/A	N/A	N/A	N/A	05/31/2018
<input checked="" type="checkbox"/>	info@kaduu.ch	Kaduu	N/A	N/A	N/A	N/A	N/A	05/31/2018
<input checked="" type="checkbox"/>	oliver@kunstwarenhaus.ch	Oliver Muenchow	N/A	N/A	Switzerland	N/A	N/A	05/31/2018

Configuration

Base Settings
Awareness Settings
Schedule
Recipients

Mapping: Campaign + Awareness

Recipient actions within a running campaign

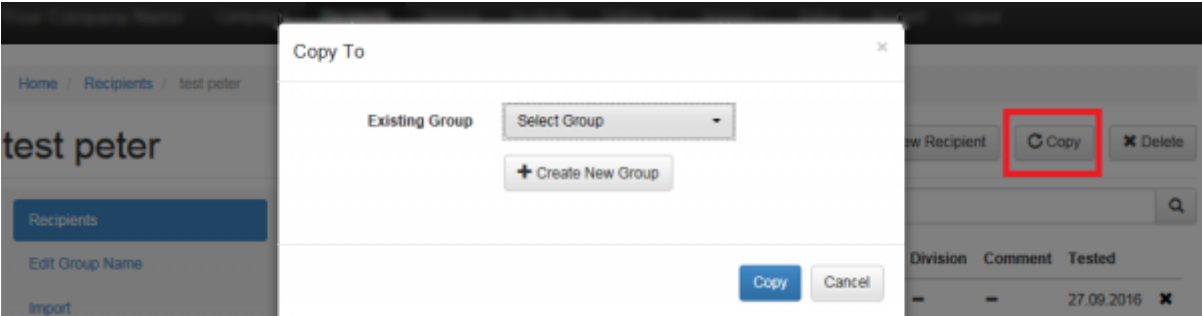
Under the statistics/recipient tab you will have a table view of all recipients used in a campaign. In the last column you can (1) re-send an attack to a specific user, (2) edit the users detail or (3) remove the user stats from the specific campaign:

Summary
Statistics
File Downloads
Collected Data
Recipients
Awareness Website
Benchmark
Compare
Reports
Exports

Name	OS	UA	Plugins	Succ	Train	
Oliver Muenchow Login	Windows 10	Chrome 66		✓	✓	1 2 3
Oliver Login	-	-		-	-	1 2 3
Kaduu Login	-	-		-	-	1 2 3
Oliver Muenchow Login	-	-		-	-	1 2 3

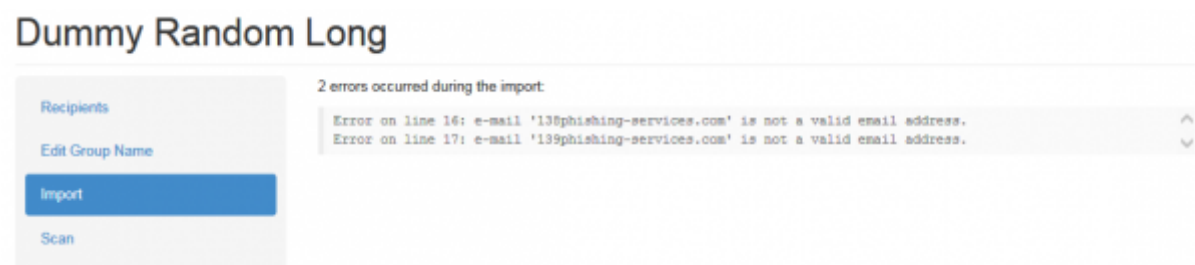
Copy Recipients (LUCY > 3.2)

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



Import Error-Log

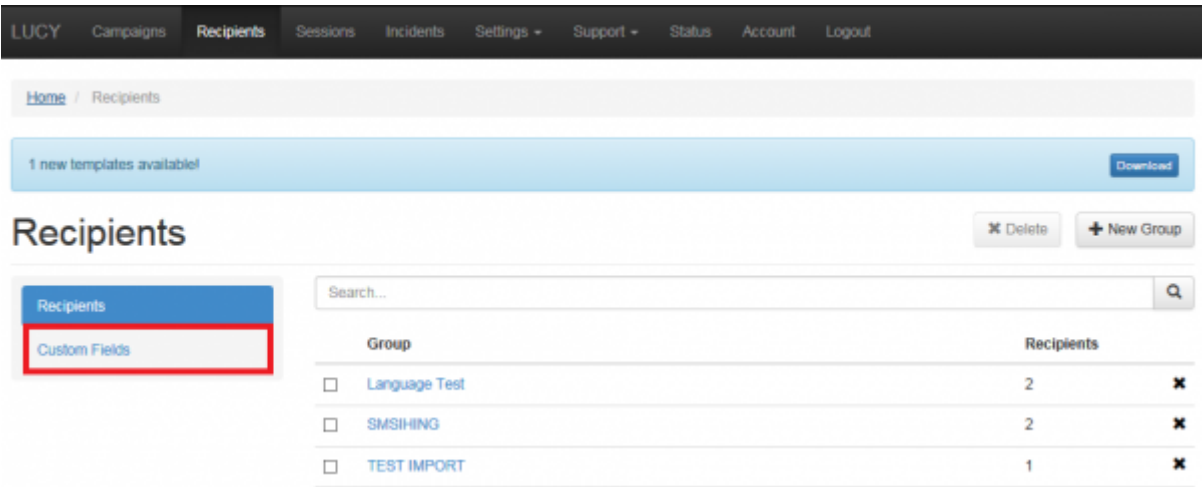
LUCY > 3.1 will create an import error log which will help you to quickly identify import errors with mail addresses that had a syntax error. For LUCY < 3.1 please [click here](#). Please not that LUCY cannot handle wrong syntax. Also don't use header lines. Duplicate or wrong entries will not be imported.



Custom Recipient Fields

In LUCY > 3.3 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:



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

Custom Fields

[+ Add](#)

Recipients

Custom Fields

BoardMember

Save

2017 by LUCY Security

test

Recipients

Edit Group Name

Import

Scan

E-mail

Phone

Language

Name

Staff Type

Location

Division

Link

Comment

N/A

BoardMember

Save

E-Mail Scanning Feature (E-Mail Spider)

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

Recipients

Edit Group Name

Import

Scan

The collected results may differ from what you see in the search results.

Domain

- ☐ Crawler
- ☐ Yahoo
- ☐ Lixam
- ☐ Wotbox
- ☐ Yandex
- ☐ Bing
- ☐ Public Key Servers
- ☐ Additional Sources
- ☐ Paid Sources

▶ Start

We use different sources like Bing or Google.

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