Introduction

Every campaign needs a recipient group to work. The recipient group are 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 Admin/Recipients.

1 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 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

st group 1			
St group 1	- Email	testesisist∂huursuutu.com	E
ecipients	Email	testrecipient@lucysecurity.com	
lit Group Name	Phone		θ
nport	Language	N/A.	~ 0
can	Name	Test Recipient	0
	Gender	Please select	~
	Staff Type		0
	Location		9
	Division		0
	Link		0
	Comment		0

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Introduction

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)

2024/04/26 14:49

2. scenario (2)

Summary		Search Search by re	cipient name, e	mail, phone,	staff type,	location, d	Q Search	C Res	et
Statistics	2	E-mail/Phone	Name	Language	Staff	Location	Division	Comment	Last Tested
Reports	×	oliver@muenchow.ch	Oliver Muenchow	NA	NA	switzerland	N/A	N/A	05/31/2018
Configuration	×	oliver@lucysecurity.com	Oliver	N/A	N/A	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	2	oliver@kunstwarenhaus.ch	Oliver Muenchow	NA	N/A	Switzerland	N/A	N/A	05/31/2018
Schedule	<)
Recipients		Mapping Campaign +	Awareness						
Advanced Settings		Campaign Awareness	acra over acree	ico socrieno	a.) 1		
User Settings	ī	Scenarios Select All					Ξ.		
Custom Fields		Scenario (W						2	
Reminders		sdsd (Mixed	i)						

The default mapping is "campaign and awareness". This means the user group will recieve the phishing simulation and if configured, also the elarning content. If you wish, you can limit the mapping to "awarness only" or "campaign only". If you for example configure "campaign only", the according group would only get the attack simulation, but no elearning.

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.

Results	Search				٩
Summary	Name	Scenario	Mapping	Recipients	
Statistics	C-Level Company X 🕼	Max1 - Scenario	Campaign + Awareness	3	×
Reports	7				
Reports	- • • • / /ac	dmin/recipien	t/230		100 🔻
Exports	/ac	dmin/recipien	t/230		100 🔻
Exports	/ac	dmin/recipien	t/230		100 🔻
Exports	/ac	dmin/recipien	t/230		100 -

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	*N	ew Recipient	C Cop	y X Del
Recipients	Search	h by recipient name, email,	phone, staff type	location, divi	ision or comm	nent	Q Sear	ch CR	eset
Edit Group Name		Email/Phone	Full Name	Language	Staff	Location	Division	Comment	Last Tested
mport		particular and an	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:

		Group	test				>			
Summary		Group	00004				•			
Jser Settings		Search	Search by	recipient na	ame, email, ph	one, staff t	ype, location, d	Q.S	Search	C Reset
Statistics	2	E-mail/Phon	e	Name	Language	Staff	Location	Division	Comment	Last Tested
Recipients	×	oliver@muer	chow.ch	Oliver	N/A	N/A	N/A	N/A	N/A	Invalid Date
Base Settings	2	info@phishin server.com	9-9-	asdasd	N/A	N/A	N/A	N/A	N/A	Invalid Date
Schedule	-									
wareness	~	oliver@lucys	ecunty.com	sddf	N/A	N/A	N/A	N/A	N/A	Invalid Date
Reports	<									
Message Log										
Errors		Mapping	Campaigr	n + Awarene	55		~			
		Scenarios		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 checkbox:

318 new templates available!										Download
Lucy Phishi…	Campaigr	Status: Not St	arted							
Results		Group	OLIVER MD	ΈD			~			
Summary		Search	Search by re	cipient name,	email, phone,	staff type, io	cation, d	Q, Search	C Res	et
Statistics Reports	×	E-mail/Phon	e	Name	Language	Staff	Location	Division	Comment	Last Tested
Exports	×	oliver@muer	chow.ch	Oliver Muenchow	N/A	N/A	switzerland	N/A	N/A	05/31/2018
Configuration		oliver@lucys	ecurity.com	Oliver	N/A	N/A	N/A	N/A	N/A	05/31/2018
Base Settings	V	info@kaduu.	ch	Kaduu	N/A	N/A	N/A	N/A	N/A	05/31/2018
Awareness Settings	×	oliver@kunst	warenhaus.ch	Oliver Muenchow	N/A	N/A	Switzerland	N/A	N/A	05/31/2018
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:

04/26 14:49						7/10				Int
Summary										
Statistics		100% 4	100%		25%	25%	0%		0%	25%
File Downloads		Recipients	Sent		Opened	Clicked	Vulnerable	File	Downloaded	Data Submittee
Collected Data										
Recipients	-	Name		os	UA	Plugins	_	Succ	Train	123
Awareness Website		Oliver Muencho Login	w	Windows 10	Chrome 66	± 0 0 Q D	<mark>ال</mark>	-		CG×
Benchmark		Oliver Login		-	-	1 O O Q D	8 X	-	-	36×
Reports		Kaduu Login		-	-	≟ Ø ₽ Q D	1 .	-	-	36×
Exports		Oliver Muencho	7₩	-	-		I A	-	-	36×

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Copy Recipients

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

And Company Name - Company	Сору То			×				
Home / Recipients / test peter	Existing Group	Select Group	-		sw Recipient	Ca		Delete
test peter		+ Create New Group			III I VIEL PREI			nenere .
Recipients								۹
Edit Group Name			Copy Can		Division	Comment	Tested	
Import			Copy Can	.ei	-	-	27.09.2016	×

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 not that LUCY cannot handle wrong syntax. Also don't use header lines. Duplicate or wrong entries will not be imported.

ummy Rand	lom Long	
	2 errors occurred during the import:	
Recipients Edit Group Name	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.	0
Import		
Scan		

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:

UCY	Campaigns	Recipients	Sessions	Incidents	Settings +	Support +	Status	Account	Logout		
<u>Home</u>	/ Recipients										
1 new t	templates avaita	biel									Download
Rec	ipients	6								¥ Delete	+ New Grou
Recip	ients		Search	h							(
Custo	m Fields			Group						Recip	ients
				Language Tee	at					2	
				SMSIHING						2	
				TEST IMPOR	T						

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

Custom Fields			+ ^
Recipients Custom Fields 17 by LUCY Security	BoardMember	×	×
est			
Recipients	E-mail		
Edit Group Name	Phone		0
Import	Language	N/A	♥ 0
Scan	Name		0
	Staff Type		0
	Location		0
	Division		0
	Link		0
	Comment		0
	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.

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Recipients	The collected results	may differ from what you see in the search results.	
Edit Group Name	Domain	lucysecurity.com	θ
Import		Crawler	
Scan		I 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 campagin statistics or data exports:

-			Open	Campeign Status Running	Conversional 2012/02/09 12:50
E-mail	of ver@lucysecurity.com		Results	Staff Type Stats	Location Stats
Phone		•	summary		
Language	NA	- 0	Statistics	Counting	laterind
Катне	a	0	Time Technology Chails		
Gender	Male	•	Calegories		
Staff Type	Consulting	0	Events	0 2 4 4 M	i i i i
Location	Switzerland	0	Top Wont	Division Stats	Comment Stats
Division	π	•	COMPANY LINE	→ .	
LINK			Recipients		
Comment		•	Assamment Verdezle Benchmark		
			Compare		
OLI Special	Custom Field		Reports	0 1 3 1 8 1 6 7 8 Hybranism	1 1 4 4 1 Spins
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			Configuration	Comm PAN	



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