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.

Predefined E-learning templates in LUCY

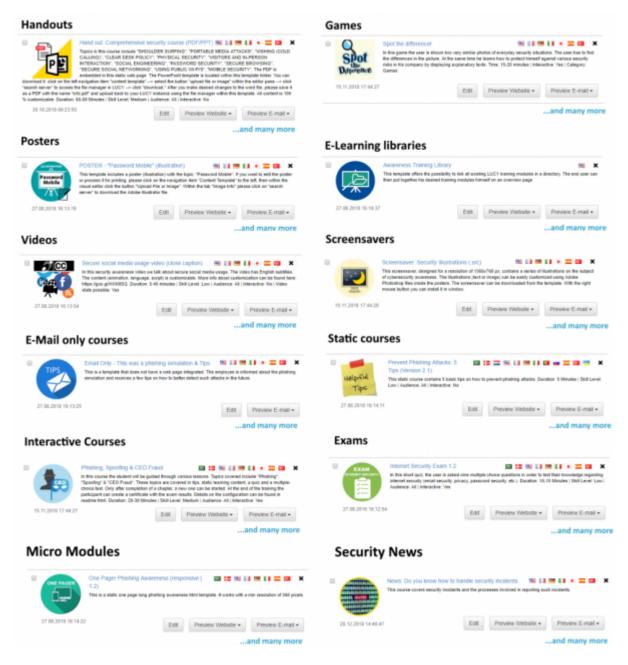
Lucy comes with different awareness templates. The templates can be found in Settings (/admin/settings/awareness-templates).

ATLS Campaigns incidents	Settings 👻	1.
	Templates	Attack Templates
Home / Awareness Templates		Awareness Templates
	Benchmark Sectors	File Templates
Awareness Terr	Domains Dynamic DNS	Report Templates Campaign Templates
Search	Adapt Authoring Teally	Awareness Training Diploma
5-Minute N	Adapt Authoring Toolkit	Download Templates
This short tra practices. A c customizable	Recipients Clients	ed phishing knowledge. The content is fully te: All Interactive: Yes

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 trainings. 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):

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ome / Awareness To 9 new templates available!						Download
warenes	s Template	es				Actions - Delete
Search		۹ 1 🗉	List View Grid View	N Name +	2 a	ear Filters
	best practices and policies th	unity awareness vio at promote securit in can be found her	ieo we have put logether a few s y The content parameters, langua e: https://goo.go/colv0555. Durat	age, script) is customizable.	Type + Audience + Help	Duration + Platform +
13.11.2018 08:52:	26	EdR	Preview Website +	Preview E-mail +	Attention: those are which can be edited	
- -	language, script) is customiz Duration: 1 Minute Skill Lev	deo we talk about s able. More info able	ort version ecure social media usage. The c ecure social media usage. The c output social media of the social All Interactive: No Video stats	ere: https://goo.gi/HXN96G.	If you wish to edit a campaign only, you	for all campaigns. template for a specific need to edit the landing hin the campaign base
13.11.2018 08:52:	18	Edit	Preview Website +	Preview E-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 I	E List View III Grid Vie	ew Name 🗸 🔺	Clear	Filters
Phy	sical Security Course 1.2	= = 0	×	Type -	Duration *
SECULITY Rega	is short security course, the user is preser rding physical security (unattended device itive information, visitors etc.). Duration: 1	es, shoulder surfing, portable me	dia devices, disposal of	Audience -	Platform -
<u> </u>				Help	
13.11.2018 08:53 23	Edit	Preview Website +	Preview E-mail +	Attention: those are the	base templates,
D Phy	sical Security Awareness Video -	Short Version	×	which can be edited for	all campaigns.
tope scrip	is (~ 1 minute) security awareness video ther a few security tips, which involve bes it) is customizable. More info about custor nute Skill Level: Low Audience: All Inte	I practices and policies. The com mization can be found here: https://	tent (animation, language,	If you wish to edit a tem campaign only, you nee page and e-mail within t settings.	d to edit the landing
13.11.2018 08:52:21	Edit	Preview Website -	Preview E-mail +		

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's name (if applicable)

- %email% Recipient's email address (if applicable)
- %client% Client's name
- %started% Date when the related campaign has been started.
- %stopped% Date when the related campaign has been stopped.

Customizing eLearning videos

LUCY comes with a short minutes eLearning video (here an example of a 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 mails. 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 web site detection quiz): this template is 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

Awareness template can also be dynamic. Lucy is able to track answers and 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

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	Compaign Status: Not Started
Summary	Domain yourdomain.goes-here.com
User Settings	Link http://91.228.53.87/awareness/88a445bd5fc45b8d08c13c61ea1c8b699c02db7aef8516cebc9d5d090987b141/index.htm
Statistics	Quiz
Recipients	File index.html 💟 🗙 🔘
Base Settings	
Custom Fields	
Schedule	
Awareness	
Website	Sti - Format - Schriftart - Gr 📐 - 🔀
SSL Settings	Quiz Settings Upload File or Image
Message	
Mail Settings	mulodo

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 how to register a 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.

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 are optional:

Summary		Template	Ciscos WebExe Meeting (Version v. 2.1) / Meeting English	
Scenario Settings		Name	test	
Mail Settings				
SSL Settings		Landing Domain	Local IP	0
Message Template			Note: currently there are no domains configured in Lucy. You can 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	Θ
		Languages	English	
			Anonymous Mode Track Opened Emails	
			Send Link to Awareness Website Automatically •	
	1	Send Awareness By Click Rate	% 🗷	
	2	Send Awareness By Success Rate	%	
		Awareness Delay	0	0
			Advanced Information Gathering I	

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 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.

Lucy Phishing Campaign

Summary	Choose one of the	templates below to start with. You will be at	ble to customize the template later.		
Statistics	MISSINE (HE-HR-1	Quiz I Emple prising quiz			
Recipients	Spe				
Base Settings Schedule	-		Preview Website	Preview E-mail	Use
wareness Websito	Patranet (100 - 107)	Outer II Simple phaning quic.			
	~		Preview Website	Preview E-mail	Use
	your icon	Test Awareness Template Test Description			
			Preview Website	Preview E-mail	Use
	Helpful Tips	Tips Basic phatting Spe and beaching			
	- INESSA		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 hwen 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	@ Quelloode 문 D @ @ D X ⁰ @ @ @ @ ← → Q , ¹ / ₂ ♥ ♥+	
Awareness			
Website		B I U 5 x, x ¹ (J) 규 (규 대 (田 田)) 명 (원 요 요 표) 너 와 했~)	
SSL Settings		∞ ¬ ► O = = = ⊕ Ω += S Sti - Format - Schriftart - Grösse - <u>A</u> - ⊡- X □	
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 (minutes) course to get you familiar with many ways attackers can compromise your data thro	
Reports		use of email. Please visit our elearning page here. Use %link% as the hyperlink behind the text	Ū
Supervision Log		Kind Regards	

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

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

Step 1: Insert a redirect script

rempiate	Content	@ Quellcode 문 D Q @ 표 X ⁰ @ @ @ ← → Q ¹ /2 厚 桚-
plate		
		B I <u>U</u> S x₂ x² 4 ^ℓ I _x ≔ ≔ ⊕ ⊕ 99 ∰ ≡ ≡ ≡ .¶ ¶
		∞ ≕ R ⊕ ≡ ≡ 0 Ω ≠ ∞
		Stil • Normal (• Schriftart • Größe • 🚣 • 🔯 • 🔀 🗐
		Upload File or Image Insert Layer Insert Var *
arameters		Insert Login Form Insert Trackable PDF Insert Redirect Insert Password Redirect Close Handler
ads Variables		
variables		%email%
		Password
		Login
		© 2013 Microsoft Startseite Hilfe
		body div div
		Preview
	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:

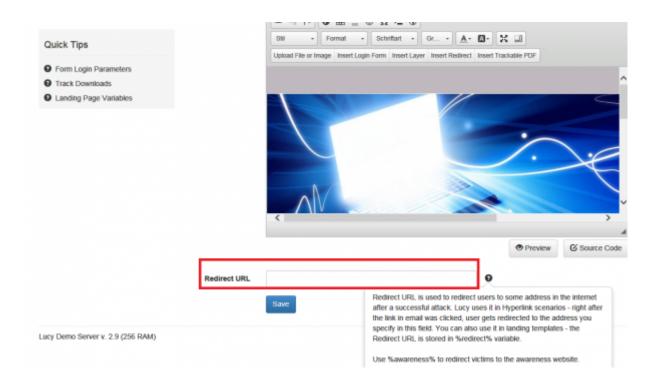
	1	
	<pre>\${'#bot').css{{ 'position':'relative', 'bottom':'auto' }};</pre>	
	} 	
	<script>setTimeout(function () (window.location.replace("%redirect%");), 5000);</td><td></td></tr><tr><td></td><td></script>	
	Preview C Source	Co
Redirect URL	%link-awareness%	
	Save	

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:

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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).

/atar base	Campaign Status: S	topped
lase Settings	Name	Avatar based course: Data Classification
Vebsite	Risk Level	0
SL Settings		Website Enabled
lessage		Create Awareness Training Diploma 9
fail Settings	Languages	🚾 English
		+ Add -
	Page Views	0

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.

vatar base	Campaign Status: S	topped	A Export to SCO
Base Settings	Domain	domain.com	0
Website	Subdomain	awareness	Θ
SSL Settings		🖉 Quiz 😡	
Message		 Use extended method of tracking the 	e end of the quiz
Mail Settings	Quiz Success Score Value		
Quick Tips	Preview link	http://awareness.domain.com/awarenes	s/8619617f9331834c9f43254f411721019
Awareness Website Variables	Language	English	~

Please note that you will loose 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 elearning without sending a link via email

Within the elarning 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 according IP or domain. You

can copy that link and place it on your intranet site:

Home / Campaigns / Lucy Phishin	g Campaign / Awareness	Settings / Avatar ba	ed course: Data Classification / Webs	ite
Avatar base	Campaign Status: S	topped		Export to SCORM
Base Settings	Domain	domain.com		0
Website	Subdomain	awareness		0
SSL Settings		🖾 Quiz 9		
Message		Use extended me	thod of tracking the end of the quiz Θ	
Mail Settings	Quiz Success Score Value			
Quick Tips	Preview link	http://awareness.do	nain.com/awareness/8619617f9331834c	9f43254f411721019290e4
O Awareness Website Variables	Language	English		~

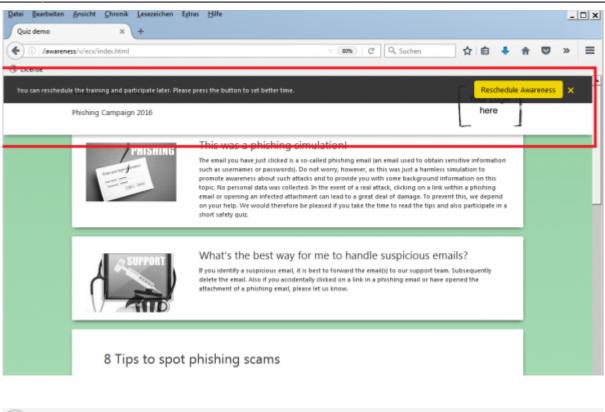
Please note that you will loose the ability to track the individual eLearning statistics when you use the same static link for every user. If you want to track the eLearning, you need to use LUCY's to deliver the mail with the awareness content.

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:

Configuration		
Base Settings		Suppress duplicated recipients in campaign.
Awareness Settings		Enduser Profiles Enabled
Schedule Recipients		Track Responses Email Tracking
Advanced Settings	Antivirus/Firewall	off v Q
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):



(i /awarer	ness/v/ecx/index.html	80% C
License		
		The email you have just clicked is a so-called phishing email (an esuch as usernames or passwords). Do not worry, however, as this promote awareness about such attacks and to provide you with topic. No personal data was collected. In the event of a real attack email or opening an infected attachment can lead to a great deal on your help. We would therefore he pleased if you take the tim short sat
		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!							lownload
Video Stat 🕯	ampaign Status: Running					Filters	~
Summary				Г		1	
User Settings	\bigcirc	•	\mathbf{O}		\sim		
Statistics	\bigcirc		-0-	- O			
Collected Data							
Recipients	Hightharts.com 1 awareness	Highcharts.com 100.00% opened	Highcharts.com 0.00% completed	Highdearts.com 0.00% of correc	Highcharts.com 100.00%		
Awareness Website	emails sent	the awareness website	the quiz	answers (average)	rescheduled the training		
Benchmark			Awareness W	ebsite Stats	ſ	Week	~

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.

SCORM export

All e-learning templates can now be exported using the SCORM 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 16 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.

void & Recog	nize Phishin	g Attacks (V 2.2)	A Export to S	CORM Upload Webpag
Edit	Language	English	~	
Content Template	File	index.html	⊻ × 0	
E-mail Template	Content	🖻 Ouelcode 😽 🗋 🗟 👼 🖻 🐰		2 曲 令

Exports					
Date	Name	Туре	Status		
22.01.2018 08:22	Awareness Template - Avoid & Recognize Phishing Attacks (V 2.2)	SCORM Awareness Template	*	×	
17.01.2018 15:21	Campaign - Lucy Phishing Campaign	Quiz Answers	-	×	
17.01.2018 15:21	Campaign - Lucy Phishing Campaign	Awareness Webaite Visits	~	×	

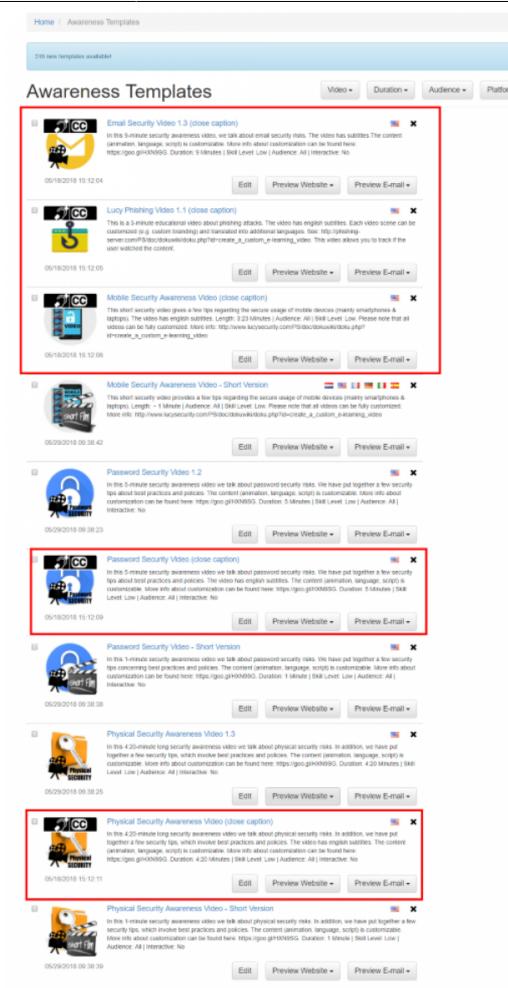
Assign custom e-learning content based on a user's reputation level

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 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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