

Sample Training Introduction Email from KnowBe4

Hello,

Information Security is an issue that affects the entire ESF community. Our students, co-workers, and collaborators have entrusted confidential and sensitive information to our care. It is important for every member of our community to understand what the basic issues and threats are as we work toward defending the confidentiality, integrity, and availability of information that we are responsible for protecting.

It is a compliance requirement for all Faculty and Staff to complete a basic program of information security awareness training. Many of you would be surprised by the amount of sensitive information that we handle. This training helps maintain our compliance with Financial Aid processes, eligibility for Federal Grants, ability to process Credit Cards, our participation in State programs, as well as address various legal and contractual responsibilities.

The Administration at ESF and SUNY have selected a curriculum from KnowBe4.com. It is a selection of videos which may be interactive or include quiz material. You will learn what needs to be done to protect your own personal information, in addition to protecting the research, institutional, and controlled data that is important to ESF.

This year's selection includes Basic Information Security Awareness Training and Contemporary Password Guidelines.

- On October 1, 2022, you will be able to login and complete the training. If you have trouble logging in, please launch a private browsing window and then login again. If issues persist, please contact the CNS help desk for assistance.
- **The deadline to complete the training is October 31, 2022, at 11:59PM.**
- **Users who do not complete their annual information/cyber security training will have their ESFiD password reset weekly until training is complete. This year, password resets will begin on November 7, 2022.**
- If your password is reset, follow this link to the Microsoft self-service password recovery site to change your reset password to a password of your choosing. <https://aka.ms/sspr>

To start using your Information Security Awareness training account, login at <https://Training.KnowBe4.com>:

[[login_link]]

As with the SUNY portal, you will be prompted to identify your relationship with ESF and then asked for your ESFiD username and password.

Click the "Start " button on your training page to begin.

NOTES:

- It is important to close your training browser window to record your assignment completion, or if you need to pause the training so that you can return to it later. This will allow you to resume your training once you log back in.
- Phishing emails are a common way that cyber criminals gain access to systems. The goal of a phishing email is to dupe the recipient into believing it has been sent by a legitimate source so that they will divulge sensitive data or information like passwords, usernames, credit card or bank account details, and more. Annual required training will be supplemented by security training phishing emails throughout the year that will simulate real phishing emails. This is a best practice and may result in additional required training if deemed necessary by ESF's Information Security Team.

Thank you.