

# **KnowBe4 User Guide**

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# 1 Registering for KnowBe4

When you are first enrolled in training in KnowBe4, you will receive an email to your intl.unbound.org gmail account to let you know you have been enrolled, when you must complete the training, and the training assignments you have. Click on the link in the email:

You've been enrolled in training External Inbox x

**KnowBe4** <do-not-reply@training.knowbe4.com>

to me ▾

Dear KnowBe4 1,

You are now enrolled in English test. You must complete this training by 03/11/2022 11:59 PM.

The assignments you've been enrolled in are displayed below:

- 2022 Your Role: Internet Security and You

Please use this link to start your training:

<https://training.knowbe4.com/ui/login/a25bvd2JINC>

You will then see the following message indicating that a confirmation link has been sent in another email to complete the registration process:

## Thank you for signing up!

We have sent an email to **knowbe41@intl.unbound.org** to verify your email address.

Please click on the confirmation link inside this email to complete the registration process.

If you do not receive the email confirmation, please add **do-not-reply@knowbe4.com** to your address book and [click here to resend the email](#). If you need help, please check out our [support](#) page.

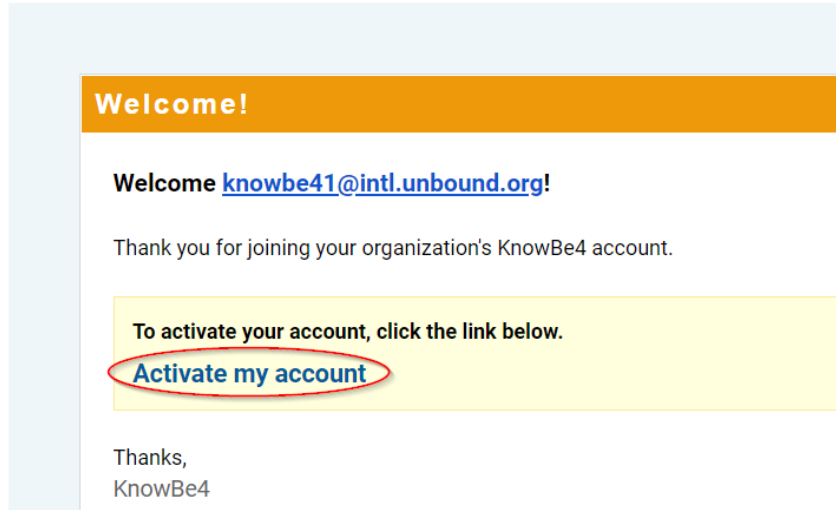
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When you receive this second email, click on the link that says, “Activate my account”:

## Confirmation Instructions External Inbox x

do-not-reply@knowbe4.com

to me ▾



Then, complete the form with your first name and last name. Create your password for KnowBe4 by entering the password once, then entering it again to confirm. Then click Sign In:

### ☰ Setup your account

Email:

First name:

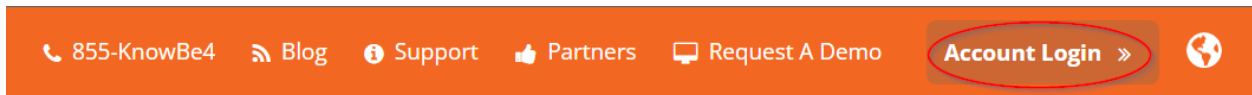
Last name:

Password:

Confirm new password:

## 2 Logging into KnowBe4

Once you have registered, to login to KnowBe4, go to [www.knowbe4.com](http://www.knowbe4.com) and click on Account Login in the upper right:



Enter your intl.unbound.org email address and click Next:

To start with KnowBe4 enter your email address below

Email:

[Next](#)

Enter the KnowBe4 password you created while registering and click Sign in. If you do not remember your password, click “Forgot your password?” to send yourself a reset password link.

Email:

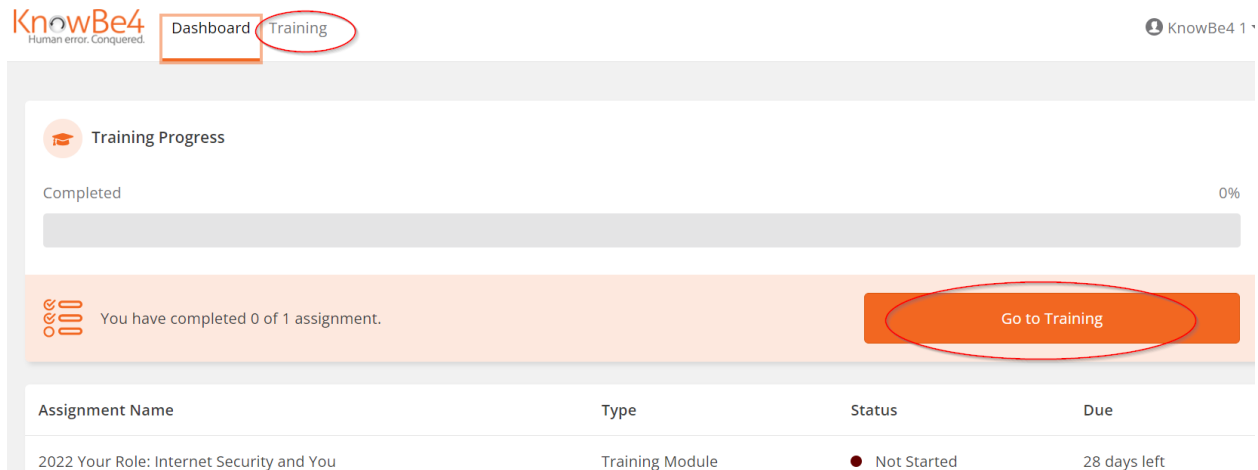
Password:

[Sign In](#)

[Forgot your password?](#) [Didn't receive confirmation instructions?](#)

### 3 Viewing and completing training

After logging into KnowBe4, you will see your Dashboard that shows any pending assignments. To go to your training assignments, click on “Go to Training” or click on the Training tab:



The screenshot shows the KnowBe4 dashboard interface. At the top left is the KnowBe4 logo with the tagline "Human error. Conquered." To its right are two navigation tabs: "Dashboard" and "Training", with "Training" highlighted. In the top right corner, there is a user profile icon and the text "KnowBe4 1". Below the navigation is a "Training Progress" section with a graduation cap icon, showing "Completed" progress at "0%". A summary bar below this indicates "You have completed 0 of 1 assignment." and features a prominent orange "Go to Training" button. At the bottom, a table lists training assignments.

Assignment Name	Type	Status	Due
2022 Your Role: Internet Security and You	Training Module	● Not Started	28 days left

If this is your first time logging in to KnowBe4, you will see an option to take a tour. Click Show Me Around to take the tour or Skip Tour to close the tour:



#### Welcome to Your Training

Cybercriminals know it's easier to trick people than break through security technology. This means we're all at risk.


You will be assigned training to help protect yourself and your organization. You can get started right away or click Show Me Around for a quick tour.


[Show Me Around](#)

Want to jump right in? [Skip Tour](#)

 English (United States)

If you would like, you can click on English (United States) to view the languages in which the training is available and select another language. Otherwise, click on Start to begin the training:

 14 minutes

 28 days left

## 2022 Your Role: Internet Security and You

Start

 English (United States) ▼

Your training will open in a new window. Follow the instructions. It is necessary to watch the videos that are part of the training in order to click Next to advance to the next section. Sometimes it is necessary to click on icons to watch certain videos or to read information. The on-screen instructions will let you know if it is necessary to click on icons.

Once you have completed all of your required training, you will see this message on the Training tab. It is not necessary to complete additional training modules unless you receive an email asking you to do so.

**You have completed all of your training!**

Keep an eye on your inbox for upcoming assignments.

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# 4 Phishing attempts

As part of internet security training, each user will receive simulated phishing attempts at random times. It is necessary to report these attempts to pass the training. If you click on a simulated phishing attempt, you will be added to additional training.

## 4.1 Activate Gmail Phish Alert Add-on

In order to report and track phishing attempts sent as part of training, each user will receive a Gmail Phish Alert Add-on Activation email. When you receive this email, open it and click on the Phish Alert button on the right of Gmail. It is not necessary to use the manual registration key in the email.

Gmail Phish Alert Add-on Activation External Inbox x

do-not-reply@knowbe4.com  
to me

10:59 AM (6 minutes ago) ☆ ↶ ⋮



Thank you for using KnowBe4's Gmail Phish Alert Button Add-on!

Unbound International has recently implemented KnowBe4's Gmail Phish Alert Button Add-on.

To register your account with our servers, click the Phish Alert Button icon on the right side of your browser. If you are using a mobile device, you can find the Phish Alert Button at the bottom of this email.

Once registration is completed, refresh the browser. If you are using a mobile device, close this email once registration is completed.

Manual Registration Key: USAFF67A54C1D3A1F4B1AAC3A487F4275E

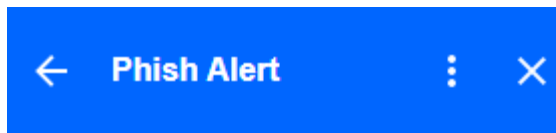
If you have any questions, please visit our [Gmail Phish Alert Button Add-on Product Manual](#) for more information.

Thanks,  
KnowBe4





You will then see a message that says that you have successfully activated the Phish Alert button. Close the message. You do not need to do anything else at this time. You will use this button in the future to report phishing attempts.



Activation Successful  
KnowBe4 Inc.

### CONGRATULATIONS!

You have successfully activated your Phish Alert Button Add-on!

Please click the Refresh button on your browser.

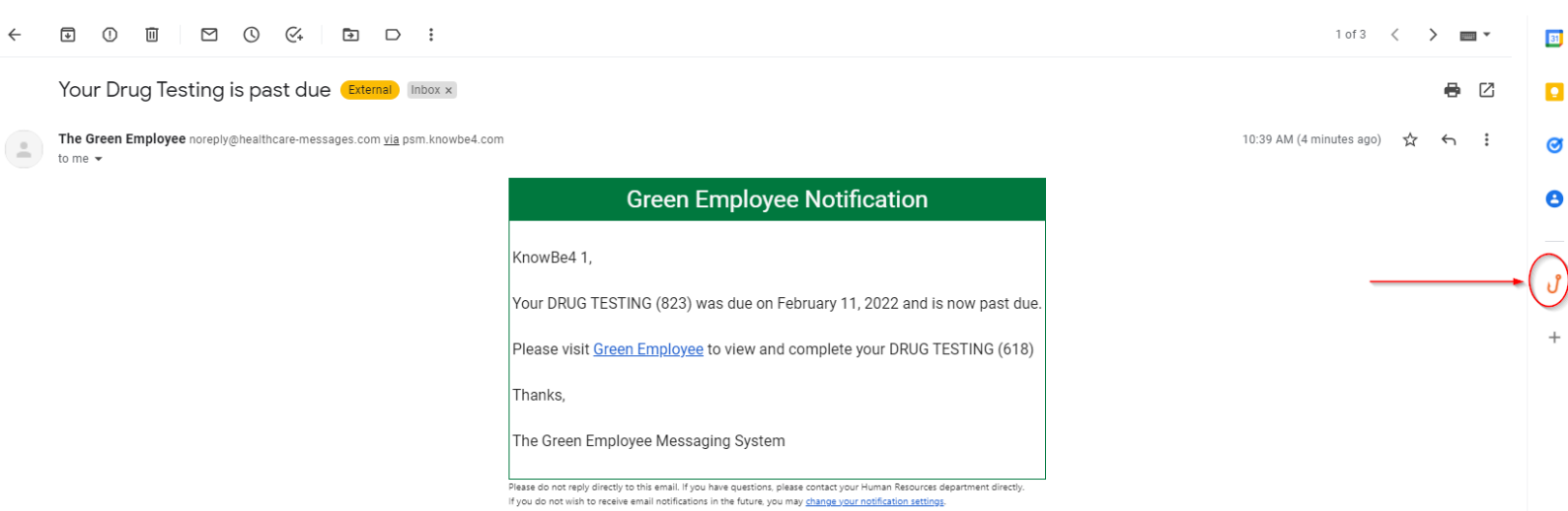
If you are using a mobile device, close this email and select a different email in your inbox for reporting.

**Thank You!**

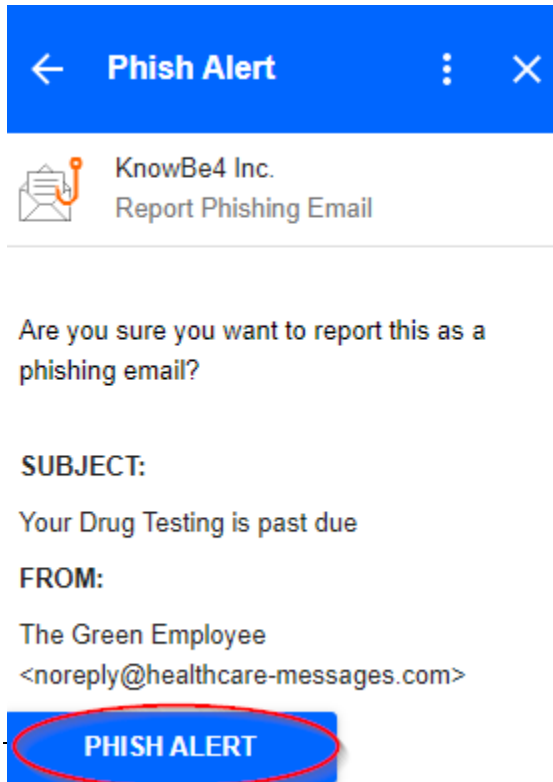
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## 4.2 Reporting phishing attempts

When receiving an email, if you notice anything suspicious, such as typos, a sense of urgency, unexpected senders, unexpected attachments, etc., the email should be reported as phishing. To do this, open the email, and click on the Phish Alert button on the right. Only use this button to report emails that are phishing attempts. Do not use it for marketing emails or other unwanted emails that are not malicious attempts. You can unsubscribe from those emails or report them as spam as appropriate.

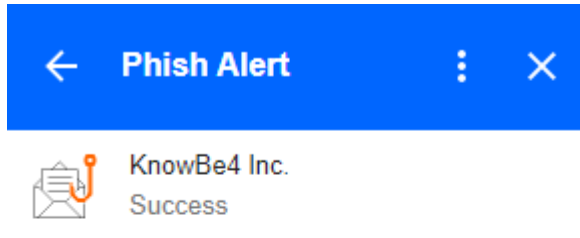


You will see a confirmation message. Click on Phish Alert to proceed to report the email as phishing:



## 4.2.1 Phish alert – simulated phishing attempt from KnowBe4

If the email you reported was a simulated phishing attempt from KnowBe4, you will see a message letting you know this. Good job! You passed the phishing test, and you can close the message. The email will be deleted. You do not need to do anything else at this time, but monitor your email for additional phishing messages so you can report them in the future.



### EMAIL QUEUED FOR DELETION

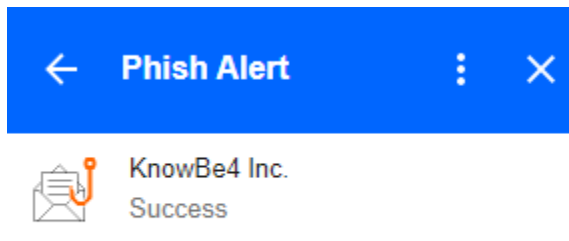
Congratulations! The email you reported was a simulated phishing attack initiated by your company. Good job!

*Please refresh this page and go back to your inbox.*

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## 4.2.2 Phish alert – what to do if you report an email that was not from KnowBe4

If you click the Phish Alert button for an email that was not a simulated phishing attempt from KnowBe4, you will see the message below, and the email will be deleted (moved to your Trash folder). This could mean that the message was a real phishing attempt (not from KnowBe4) or the message was legitimate. To review the message again, go to your Trash folder, but be careful not to click on any links or attachments if you suspect the email is a phishing attempt.



### EMAIL QUEUED FOR DELETION

Thank you for reporting this email to your security team. People like you are the reason our company is more secure!

*Please refresh this page and go back to your inbox.*

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### 4.2.3 Failed phishing attempt

If you receive a simulated phishing attempt from KnowBe4 and click on a link or open an attachment in that email, you will see a message that you clicked on a simulated phishing test. You will then be added to additional phishing training in KnowBe4, so watch your email for information on additional required training in KnowBe4.



## Oops! You clicked on a simulated phishing test.

Remember these three 'Rules to Stay Safe Online'

#### Rule Number One:

- Stop, Look, Think!
- Use that delete key.

#### Rule Number Two:

- Do I spot a Red Flag?
- Verify suspicious email with the sender via a different medium.

#### Rule Number Three:

- "When in doubt, throw it out." There are a thousand ways that internet criminals will try to scam you, and only one way to stay safe: Stay alert as YOU are the last line of defense!



**Please Note:** This message came from KnowBe4, Inc. and not from the company whose name is mentioned in the body of the email message, as the company has no association with KnowBe4, Inc. and does not endorse the services of KnowBe4, Inc. The purpose of this message is to demonstrate how phishing attacks can come in emails that deceptively appear to be from reputable companies.