

# **USER MANUAL**

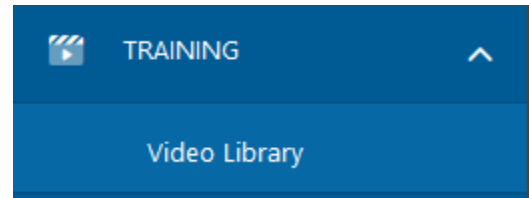
## **TRAINING**

## Training

uRISQ's Training module provides a library of videos aimed at educating your employees on subjects that help your business reduce the risk of accidental data loss caused by employee action or error, like phishing, smishing, and security and privacy best practices. The videos are 5-7 minutes which lessens the impact to your employees' work schedule.

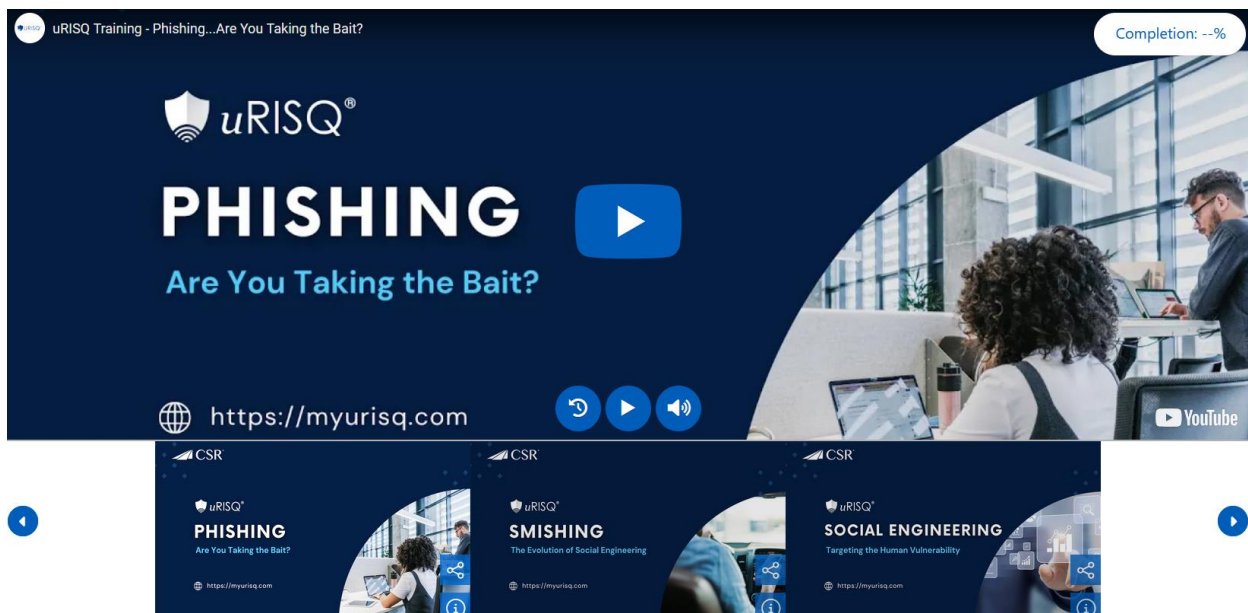
To access the video library:

1. Click on Training in the left-hand side navigation
2. The training video library will appear
3. Select the video you wish to view or share



The Video Library shows all the training videos CSR has created for uRISQ customers and are active. The page is divided into two main parts.

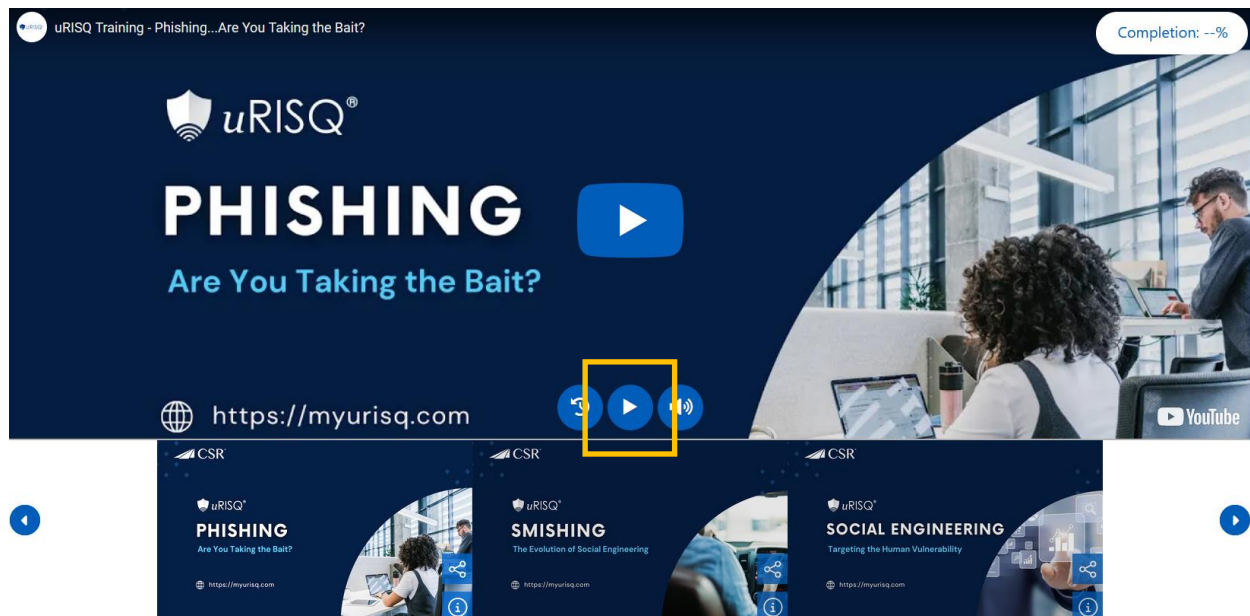
1. Video viewer – top portion of the page
2. Video selector - lower portion with a carousel of available videos



## Watch a Training Video

To watch a training video:

1. Click on Training in the left-side navigation
2. Click on the video you want to watch in the Video selector
3. Click on the circle play button at the bottom of the Video viewer



4. As you play the video your completion percentage will display in the upper right-hand side of the video.



## Restarting a Video

At any time, a user may pause the video. The next time the user clicks on the play button, uRISQ will pick up where they paused the video previously. If you have been away from the video for a significant period of time, uRISQ will ask if you wish to restart the video or continue where you left off.

## Sharing a Video

A Training administrator will have the ability to share uRISQ videos. There are 3 ways to share videos with your employees:

1. Sending a video link in an email you create
2. Sending a training email through uRISQ
3. Creating training user accounts for each employee

Each method can be more beneficial based on the type of company and the number of employees.

### Sending a video link in an email you create

Sharing a video link is the fastest and potentially easiest way to distribute a training link. However, there are some management disadvantages.

Advantage: Easy to send communication by using your own email account.

Disadvantages:

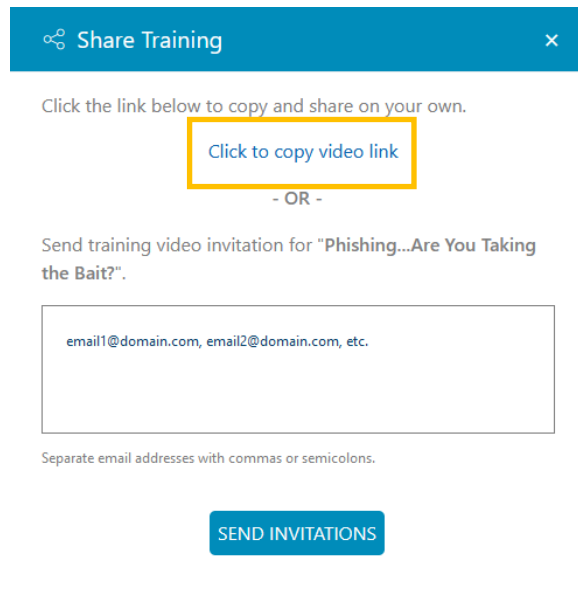
1. The system will only remind employees that started the training video with reminders. Anyone that neglects to start the training video will not be reminded by the system leaving the follow-up task with the training administrator.
2. Increased training administrator management.
3. The training administrator must initiate sharing of each training video

To access a share link for distribution:

1. Click on Training in the left-side navigation
2. Click on the share button on the video you wish to share (in Video Selector bar)



3. A Share Training window will open
4. Click, Click to copy video link

A screenshot of a 'Share Training' dialog box. The title bar is blue with a share icon and the text 'Share Training' and a close button. The main content area is white. It starts with the instruction 'Click the link below to copy and share on your own.' followed by a blue button labeled 'Click to copy video link' which is highlighted with a yellow rectangle. Below this is the text '- OR -'. Then, it says 'Send training video invitation for "Phishing...Are You Taking the Bait?".' followed by a text input field containing the placeholder 'email1@domain.com, email2@domain.com, etc.'. Below the input field is the instruction 'Separate email addresses with commas or semicolons.' and a blue button labeled 'SEND INVITATIONS'.

## Sending a training email through uRISQ

uRISQ gives training administrators the ability to share training videos through the uRISQ training module. Like other sharing options, there are advantages and disadvantages.

### Advantage:

1. uRISQ will know the employees you are training and will send reminders to encourage watching and completion based on their activity, taking the onerous task away from the training administrator.
2. Decreased training administration, all uploaded emails regardless of user activity will receive system reminders and communication.

### Disadvantages:

1. The need to prepare the emails. Emails can be copied and pasted into the Share Training window. (Hint: If you have a distribution list of all your employees, open an email and add the distribution list to the "To" field. Click the plus icon to expand the distribution list. Copy the email addresses and paste into the Share Training window.)
2. The training administrator must initiate sharing of each training video

## Creating training user accounts for each employee

uRISQ is designed to provide automated security and program management. Training Standard Users will receive system notifications for each training video over time. Training is a critical component to decreasing the risk of accidental data loss caused by employee errors. However, the most effective method of training is ongoing. All training users and administrators automatically receive uRISQ training emails making them aware of the training requirement and tracking their activity.

Based off user activity and completion, additional videos are “trickled” to the user automatically keeping the security and privacy topics top of mind which decreases the likelihood of employee error that leads to data loss.

### Advantages:

1. uRISQ will take care of all the training management for all active training users
2. uRISQ will remind and encourage users to help with compliance percentage
3. Users are sent a new video to watch on a recurring basis to ensure continuous education

### Disadvantages:

1. Users must be created and maintained in the [User Management](#) section of the uRISQ.

## Example of Training Video Notification

**YOUR  
LOGO  
HERE**

# Awareness Training

## Phishing...Are You Taking the Bait?



Your Company Name Here wants to help you avoid being a victim of the various techniques used by cybercriminals to gain access to your personal information.

AVOIDANCE THROUGH AWARENESS

Phishing...Are You Taking the Bait?

WATCH VIDEO

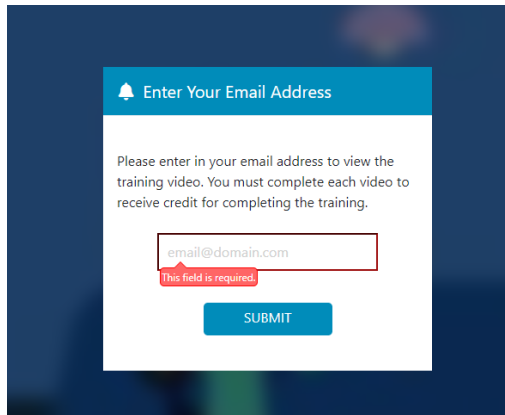
The information provided is informational in nature and provides no guarantee or warranty against identity theft or data breach. Action must be taken on behalf of the user to decrease the risk of impact.

This information was sent to you as a uRISQ subscriber provided by Your Company Name Here and is consistent with your communication preferences. If you wish to stop system notifications, log in to your account and unselect Application Notifications in your account settings.

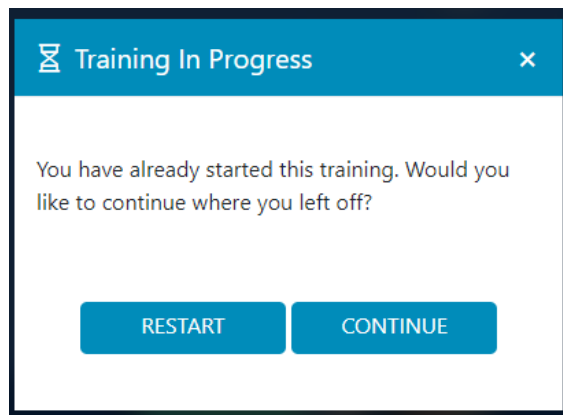
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## Watching a Training Video

1. Clicks the 'Watch Video' button from the uRISQ system email or the link provided in a user generated email
2. Users will be prompted to enter in their email address
3. Click 'Submit'.
4. Training video will start
5. If the user already started the video, they will be asked if they would like to restart or continue where they left off.



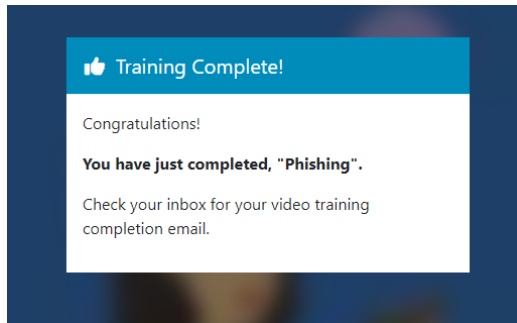
A screenshot of a web form titled "Enter Your Email Address" with a bell icon. The form contains a text input field with the placeholder "email@domain.com" and a red error message "This field is required." below it. A blue "SUBMIT" button is at the bottom.



A screenshot of a dialog box titled "Training In Progress" with a close button (X). The text inside says: "You have already started this training. Would you like to continue where you left off?". At the bottom are two blue buttons: "RESTART" and "CONTINUE".



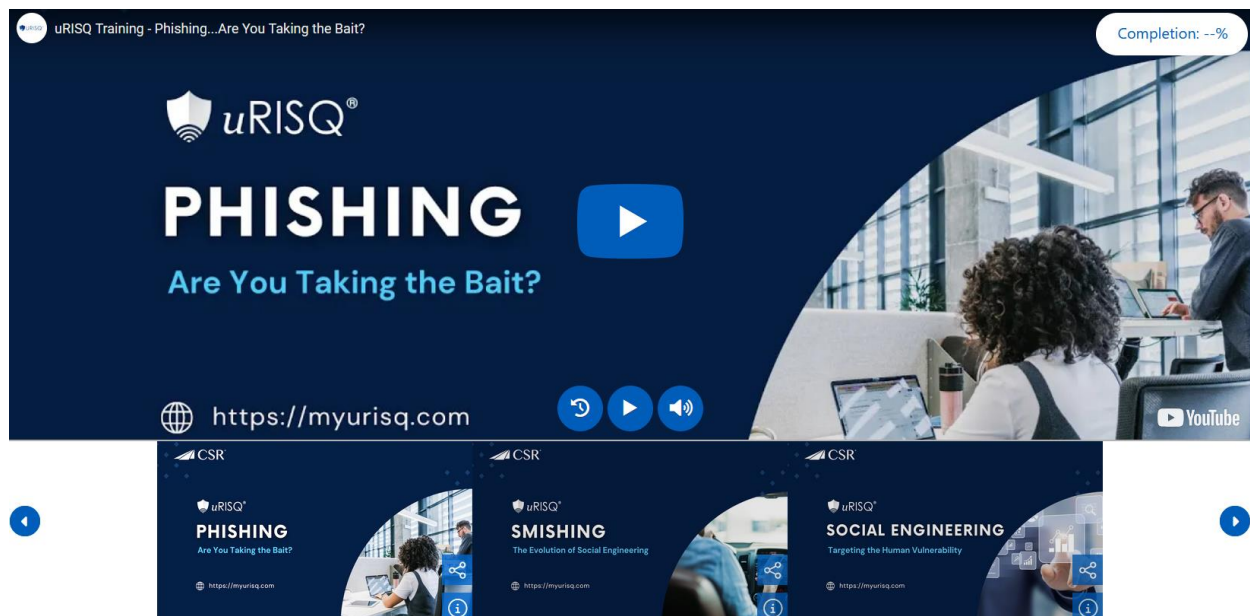
Once the user is completed watching a video the completion record will be created, and the user will be presented with notification and will receive an completion email.



### Video Controls

The video player has additional controls to help the user navigate the video.

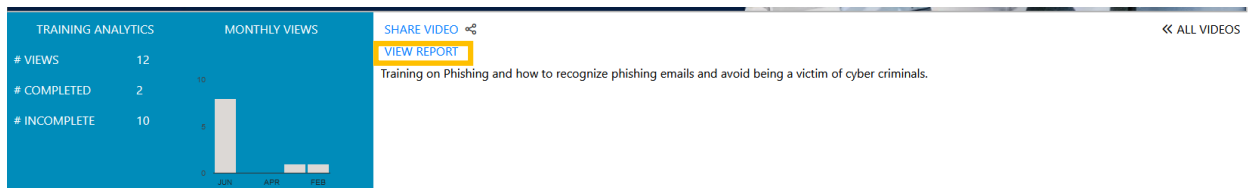
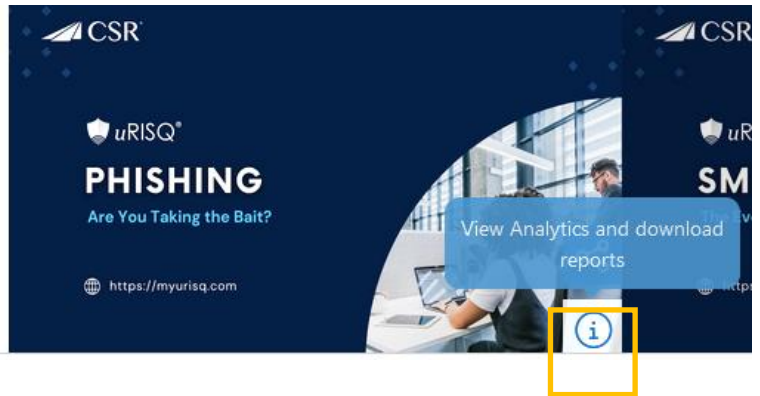
1. Pause/Play – used to start and stop the video
2. Rewind – used to go back 10 seconds on the video
3. Volume adjustment – mute or unmute the video



## Video Report

Global administrators and application managers will also have access to the view analytics and reports. Each report has key analytics and an activity report. To access video analytics and reports:

1. Click on Training in the left-side navigation
2. Go to the video selector and find the video
3. Click on the information icon on the respective video
4. Statistics will be displayed in the blue box with summary information and a graph showing monthly views.
5. To view the report, click View Report link
6. A PDF report will automatically download



## Training Best Practices and Notifications

Training should be conducted at least annually, however the best practice is to continuously educate your employees, so security and privacy is always top of mind.


uRISQ allows business to have easily train employees on security and privacy topics by:

1. Automatically sending the first video in our video series to all training users every year to help maintain annual compliance.
2. Automatically sending new videos to training users once they have completed the previous video in the series.
3. Reminding users to complete the training every 2 weeks if they have not completed an assigned training video. Reminders are sent 6 times before moving on to the next video in the cycle.
4. Training Administrators receive a monthly email detailing their company's training program status.

**YOUR LOGO HERE**

**uRISQ**

**Awareness Training**



The following users have not completed their training session(s).

| Trainee Email  | Training Video     | Last Action Date |
|--|--------------------|------------------|
| <a href="mailto:tmarcusUPGRADEDELITE@csrs.com">tmarcusUPGRADEDELITE@csrs.com</a> | Social Engineering | 8/21/2023        |
| <a href="mailto:tmarcusUPGRADEDELITE@csrs.com">tmarcusUPGRADEDELITE@csrs.com</a> | Vishing            | 12/1/2023        |
| <a href="mailto:tmarcusUPGRADEDELITE@csrs.com">tmarcusUPGRADEDELITE@csrs.com</a> | Smishing           | 3/12/2024        |
| <a href="mailto:tmarcusUPGRADEDELITE@csrs.com">tmarcusUPGRADEDELITE@csrs.com</a> | Social Engineering | 6/23/2024        |

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