



Buyer's Guide

Security Awareness Training and Simulated Phishing Platform

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KnowBe4 is the world's largest integrated platform for security awareness training and simulated phishing. In this guide you'll find:

- Why security awareness training is needed
- What the KnowBe4 platform offers
- Vital attributes to look for in any security awareness training vendor

The Ongoing Problem of Social Engineering

Your employees are the weak link in your IT security. Social engineering is the number one security threat to any organisation. The alarming growth in sophisticated cyberattacks only makes this problem worse, as cybercriminals go for the low-hanging fruit: employees. Numerous reports and white papers show that organisations have been exposed to a massive increase in cyberattacks over the past five years.

Threat actors focusing on your employees means that security awareness training is needed. Security awareness training is a form of education that seeks to equip members of an organisation with the information that they need to protect themselves and their organisation's assets from loss or harm.

The goal of security awareness training is to arm your employees with the knowledge that they need to combat these threats. Employees cannot be expected to know what threats exist or what to do about them on their own. They need to be taught what their employers consider to be risky or acceptable, the clues to look for that indicate threats and how to respond when they see them.

'People are used to having a technology solution [but] social engineering bypasses all technologies, including firewalls. Technology is critical, but we also have to look at people and processes. Social engineering is a form of hacking that uses influence tactics.'

– Kevin Mitnick



The KnowBe4 Approach – Phish, Train, Analyse

KnowBe4 helps tens of thousands of customers to manage the ongoing problem of social engineering. With the world's largest library of security awareness training content, including interactive modules, videos, games, posters and newsletters, our mission is to enable your employees to make smarter security decisions, every day.

KnowBe4's competitive advantage is twofold. First, using a variety of tools and information feeds, we give the organisation a clear snapshot of their current risk profile. This step, often skipped by competitors, is a necessary part of selecting the right defensive mitigations and efficiently decreasing risk. Secondly, KnowBe4's focus on local threat intelligence allows you to focus more clearly on stopping the threats which are being specifically made, and succeeding, against your environment. Most security awareness training vendors focus primarily on using globally collected phishing email statistics, across all phishing email attempts and customers, and communicate the global trends as if they are the threats that you should be the most worried about. KnowBe4 reports on emerging global trends; but also gives IT administrators the power to see how local phishing attempts and successes differ from those in the larger world and how to respond accordingly.

KnowBe4 uses a multi-pronged approach, which begins with understanding your organisation's specific risk posture and then allows you to leverage both the global pulse of the real-world phishing attempts and the ones that have made it past your specific defences:

Baseline Testing

We provide baseline testing to assess the Phish-Prone™ Percentage of your users through a free simulated phishing attack.

Train Your Users

Take advantage of the world's largest library of security awareness training content; including interactive modules, videos, games, posters and newsletters. Automated training campaigns with scheduled reminder emails are also provided.

Phish Your Users

Deploy best-in-class, fully automated simulated phishing attacks, thousands of templates with unlimited usage and community phishing templates.

See The Results

Explore enterprise-strength reporting, showing stats and graphs for both security awareness training and phishing, ready for management to highlight your successes and areas for improvement.



Continue reading this guide to explore our array of training content and the variety of features available in our training and simulated phishing platform.

The KnowBe4 Training Library and Simulated Phishing Content

Training Library

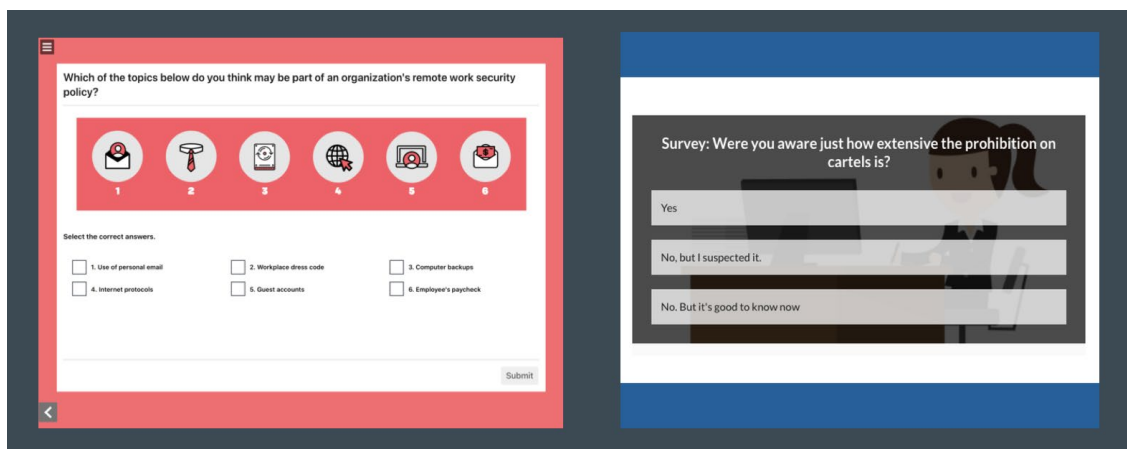
KnowBe4 offers the world's largest library of always-fresh security awareness training content that includes assessments, interactive training modules, videos, games, posters and newsletters.

To easily deliver this content library to customers, KnowBe4 has a 'ModStore'. As a customer, you can use the ModStore to search, browse and preview content and – depending on subscription level – add your chosen training content to your KnowBe4 account library.

Our partnerships with e-learning and security awareness content providers across the globe, bring a unique flavour and flair to the collection, ensuring that training campaigns stay current, relevant and engaging for your users. The ModStore contains a wide variety of content spanning many different topics and content types.

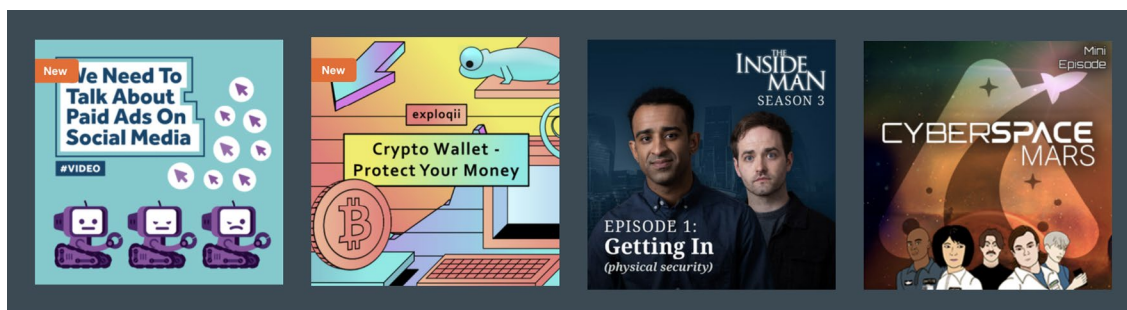
Training Modules

Training Modules are interactive modules that cover a wide range of topics. Modules are SCORM-compliant and can be downloaded for use with your own LMS. Hundreds of training modules are brandable.



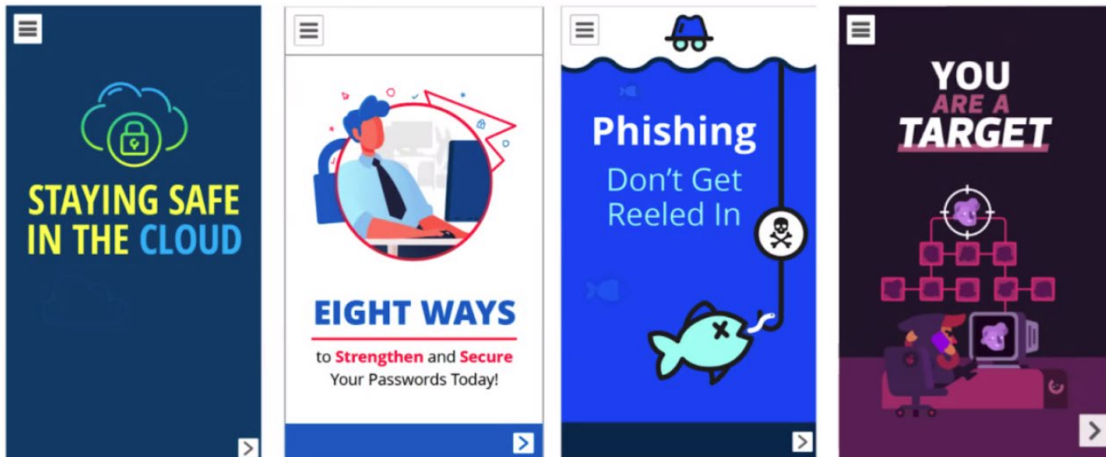
Video Modules

Videos are MP4 files that can be watched in-browser or downloaded for use with your own LMS.



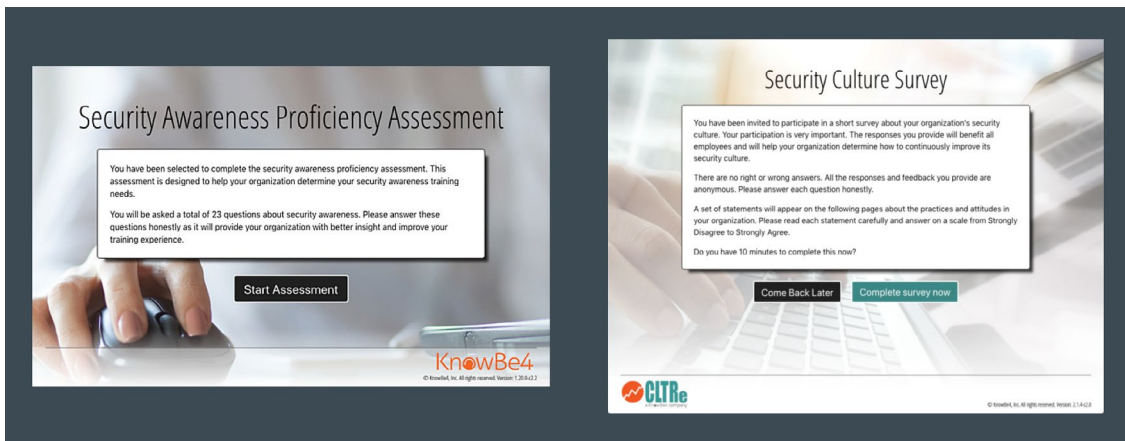
Mobile-First Modules

Mobile-First Modules are optimised to be viewed and interacted with on a mobile device. These modules last no longer than five minutes and are designed to engage users, whether while they're on the go or located in low-bandwidth regions. Mobile-First Modules are brandable and SCORM-compliant, so they can be downloaded for use with your own LMS.



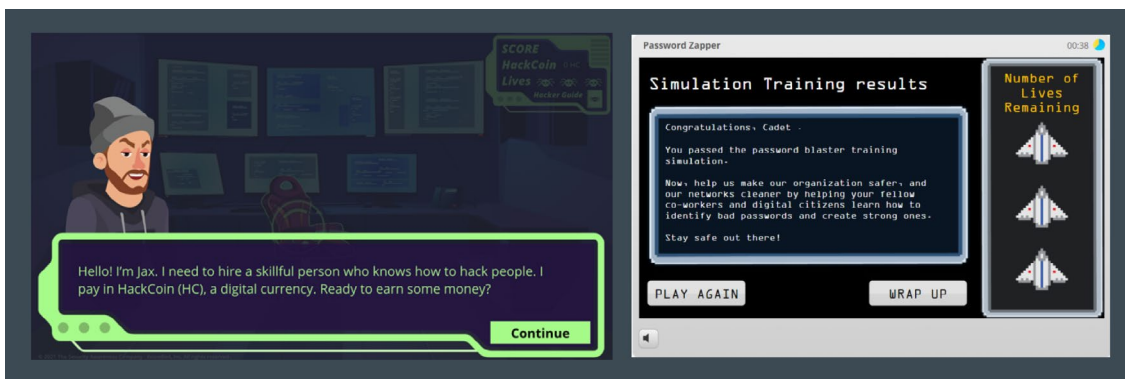
Assessments

Assessments can provide a breakdown of your organisation's strengths and weaknesses. You can use assessment results to create a more targeted security awareness training plan.



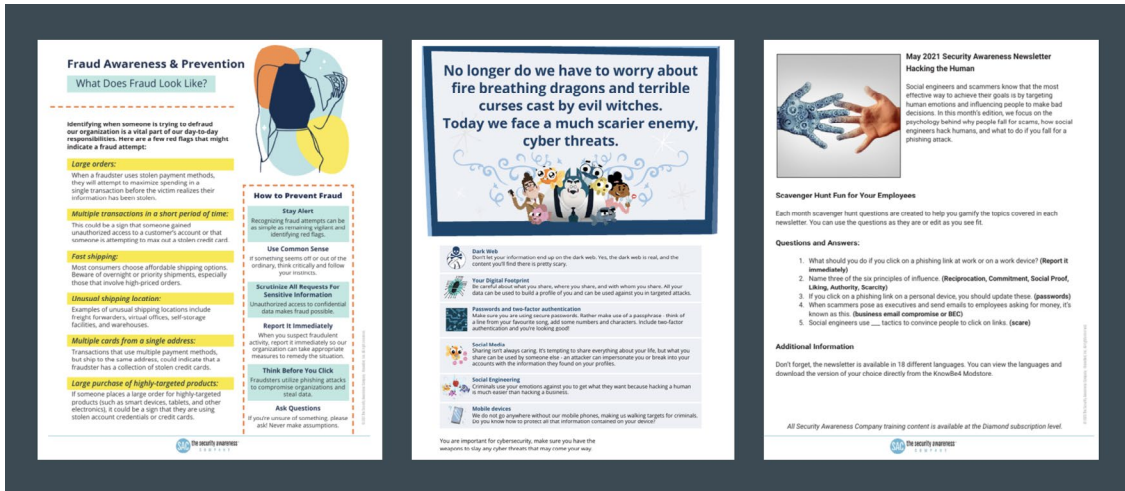
Games

Games can reinforce the skills and information that your users are learning in a new and interesting way. Games are SCORM-compliant and can be downloaded for use with your own LMS.



Newsletters and Security Documents

Newsletters and security documents are PDF files that can be printed or shared digitally with your users. These documents cover a wide range of cybersecurity topics that help to reinforce the skills that your users learn from training.



Posters and Artwork

Posters and artwork are high-quality images and PDFs that can be printed or shared digitally with your users. We encourage you to hang posters within your office or to distribute them to your employees' home offices to act as a visual reminder to keep security in mind during everyday tasks.



Training Access Levels

We offer three Training Access Levels: I, II and III, depending on your subscription level. The security awareness training content in each level is carefully curated to build on the level that came before and each subscription provides varying levels of multi-language support and mobile-friendly content options. To see our entire continually updated library in real time, sign up for the [KnowBe4 ModStore Training Preview!](#)

Training Access Level I (Silver)

Training Access Level I provides you with the fundamental elements required to begin a security awareness training programme. It's ideal for organisations that do not have security awareness training in place and want to start at least an annual training programme. You receive training and video modules, assessments and educational reinforcements such as security documents and posters. Many customers start with Level I, so that their users grasp the basics of security awareness, including an understanding of what social engineering is, and then find that they are ready to move on to the next level of training content, which takes a deeper dive into other cybersecurity topics. When annual training is no longer sufficient and you are ready to launch more frequent training campaigns, Training Access Levels II and III will set you on a path to develop a more robust and fully mature, security awareness training programme.

Training Access Level II (Gold and Platinum)

The Training Access Level II library builds on and expands the scope of Level I, to provide a greater variety in training content styles, formats and topics. From animation to live action to self-paced learning, Level II unlocks the potential for you to offer more targeted training based on your users' roles, their locations around the world and your organisation's industry. And, with an assortment of bite-sized training modules that last five minutes or less, it's easy to set up a more frequent cadence of training campaigns that keep your users engaged. More training more often can help to drive behavioural change with security awareness top of mind.

Training Access Level III (Diamond)

Training Access Level III includes all the training content in Levels I and II, plus access to a comprehensive library of security awareness training content, enhancing your organisation's ability to deliver a fully mature awareness programme on an ongoing basis. Level III includes multiple award-winning, streaming-quality video series that tie scenes from each episode to key cybersecurity best practices, ensuring that learning how to make smarter security decisions via real-world applications is fun and engaging. With a wide array of topics, formats, lengths and styles from multiple content publishers, you have many content options to meet the unique needs of your users and align with your organisation's corporate culture. With Level III, you can experiment with different styles and formats in different audience segments to maximise user engagement. This level also gives you the flexibility to mix things up and to hone in on what content resonates best across different departments and regional locations. You can create shorter and more frequent training campaigns that make it easier to deploy your awareness programme all year long. Keep your learners engaged with a consistent cadence of campaigns, using a variety of content on security best practices. This mix of fresh content will build muscle memory over time, without reusing the same training over and over again.

Training Publishers

Learn a little bit about each of the publishers below and find the best mix to build your own mature, multi-faceted, security awareness training programme.



KnowBe4

Interactive security awareness training content developed by KnowBe4 and Kevin Mitnick demonstrates real-world scenarios where Kevin, the world's most famous hacker, takes learners behind the scenes to see how cybercriminals do what they do. KnowBe4 training content includes the right mix of graphics and text to keep learners engaged and absorbing information. Training modules and videos include actionable tips and hints, memorable characters and impactful storylines.



The Security Awareness Company (SAC)

SAC offers diverse, foundational training that's jam-packed with information. The content is thoughtfully designed to maximise comprehension, retention and behavioural change, with a well-rounded course line-up that also features knowledge checks, course interaction, quizzes, games, documents and monthly newsletters.



Popcorn Training

Everyone loves a good story! This training engages emotions, triggers the imagination and motivates learners to take action. Colourful animations, live-action video clips and quizzes help to reinforce learning and come with complementary security documents and posters to reinforce key messages.



Exploqii

Security awareness training simplified. Quick, bite-sized training videos presented in lively colourful animations. This content is focused on delivering a message that's easy to digest and retain.



Canada Privacy Training

Training content tailored to Canadian privacy laws, including the federal Personal Information Protection and Electronic Documents Act (PIPEDA).



Twist & Shout

Edutainment sprinkled with humour that's sure to be an instant hit. These 'inspired-by-TV-series' videos bring it all together in a way that makes training personable, relatable, real and enjoyable.



El Pescador

Colourful animations bring training to life! Adventures with the memorable Captain El Pescador will have learners tuned in for sound advice about security awareness with a variety of training modules, videos, posters and documents.



CLTRe

CLTRe's Security Culture Survey provides an effective and easy-to-use method to assess the current state of your security culture and track its changes over time. The Security Culture Survey uses proven social scientific methods and principles to provide reliable, evidence-based results that enable organisations to assess, build and improve their security culture.



Saya University

Saya University's micro-learning modules are originally scripted and produced to represent the actual voices and social economic and threat landscape in Japan, to ensure that every person is empowered with information to guard against the global threats of cybersecurity.



lawpilots

Prepare your users for the legal challenges of digitisation with training content from Berlin-based lawpilots, which can help your users to develop sustainable awareness of data protection, compliance, information security and occupational safety.



MediaPRO

Interactive modules and short videos ensure that lessons are engaging and that information is retained, and they cover such topics as data privacy regulations, corporate compliance and preventing sexual harassment.



Kontra Application Security

Kontra is accelerating application security training and software security education through interactive learning. Inspired by real-world vulnerabilities and case studies, Kontra offers a series of interactive application security training modules to help developers understand, identify, and mitigate security vulnerabilities in their applications.



Compliance Plus Training

(Available as an add-on to any subscription level)

KnowBe4's Compliance Plus training is interactive, relevant and engaging, including simulated, real-world scenarios to help teach your users how to respond in a challenging situation. The content addresses difficult topics such as sexual harassment, diversity and inclusion, discrimination and business ethics. The Compliance Plus library includes various types of media formats and reinforcement materials to support your compliance training programme.

Simulated Phishing Content

Our extensive library of templates allows you to use the KnowBe4 platform for 'turnkey phishing'. You can be up and running in less than 30 minutes.

Email Templates

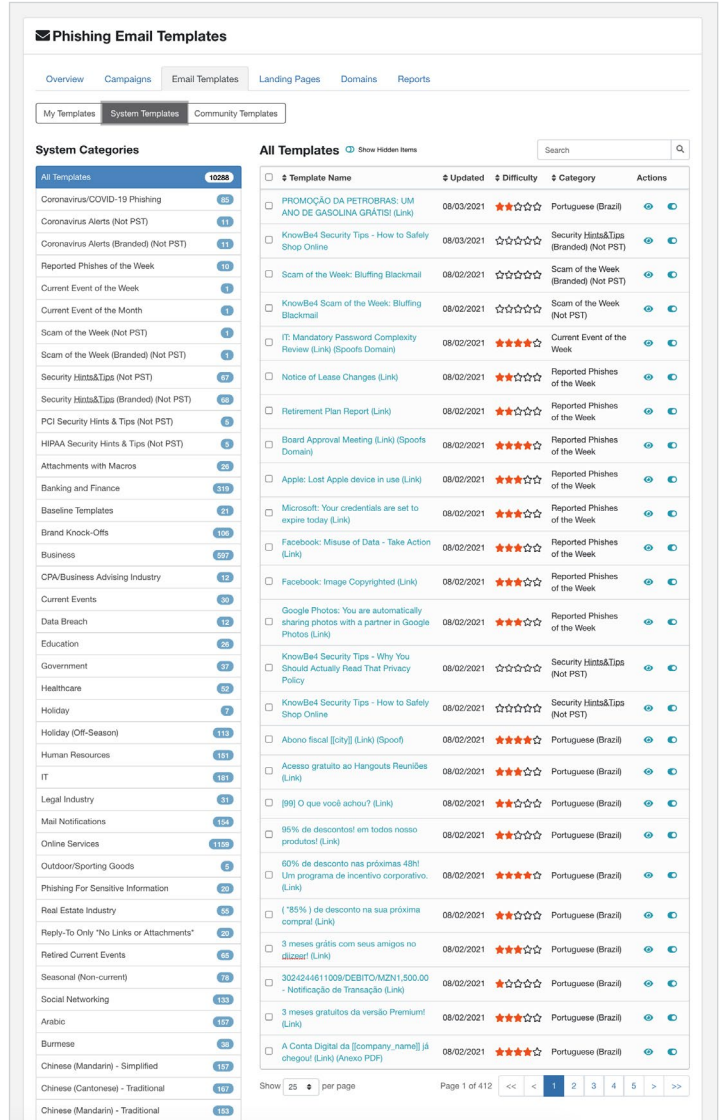
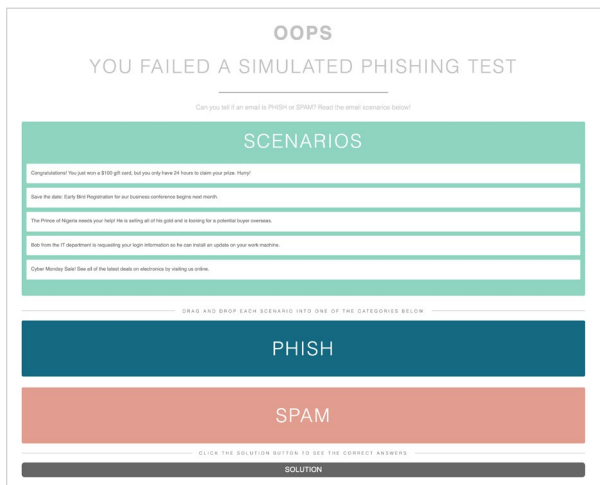
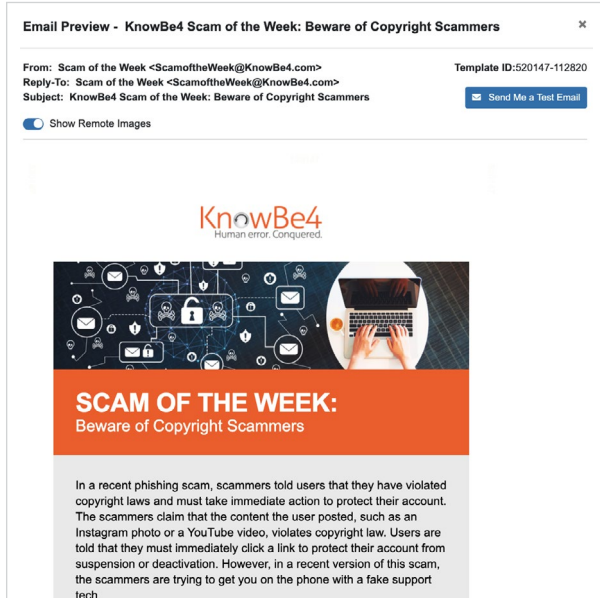
Our library of multi-language templates includes emails in 30+ categories such as: Banking and Finance, Social Media, IT, Government, Online Services, Current Events, Healthcare and many more. You also have access to a community section, where you can swap templates with thousands of other KnowBe4 customers.

Landing Page Templates

Each phishing email template can also have its own customised landing page, which allows for point-of-failure education and landing pages that specifically phish for sensitive information. Choosing from 150+ landing pages, you have the ability to influence your users' reactions to a phishing test. There are three options for setting which landing page your users will see when they fail your phishing tests. With support for mobile-friendly pages, you can 1) customise your default landing page, 2) choose a campaign-specific landing page or 3) set a template-specific landing page.

Newsletters

As part of KnowBe4's phishing template categories, you have access to 'Scam of the Week' and 'Security Hints and Tips' newsletters to keep your users informed on the latest phishing scams and help to reinforce basic security tips. You can use these newsletters as part of a weekly, biweekly or monthly campaign when you set up a phishing campaign in the KnowBe4 console.



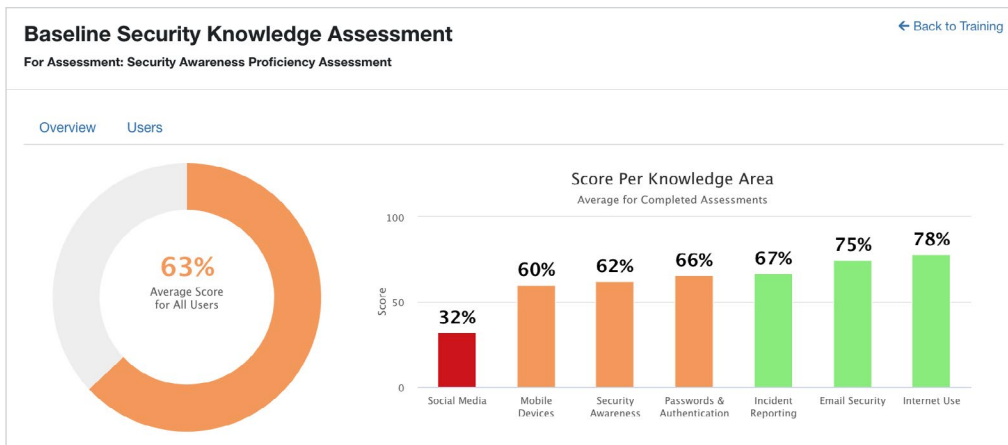
Assessments

Find out where your users are regarding both security knowledge and security culture to help establish baseline security metrics that you can improve over time.

KnowBe4's assessments, which are built into the KnowBe4 platform and included at no additional cost, help you to identify users who are both aware of the most secure action to take in risky situations and know how to follow through. This knowledge can help you to set a baseline for the security culture you're trying to achieve in your organisation and track the success of your training efforts.

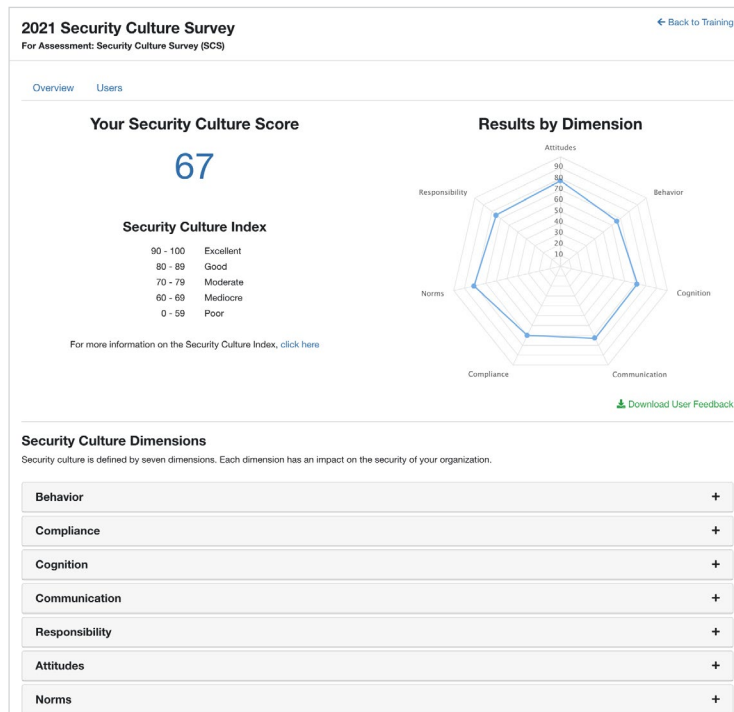
Security Awareness Proficiency Assessment (SAPA)

SAPA is a skills-based assessment designed to help your organisation to determine your security awareness training needs, by identifying gaps in individual users' knowledge, as well as recommended learning improvements.



Security Culture Survey (SCS)

The Security Culture Survey measures the sentiments of your users towards security in your organisation – the psychological and social aspects that drive social behaviour. The SCS shows you the overall effectiveness of your security culture programme and how your security culture improves over time.



Both SAPA and SCS are rooted in assessment science and allow you to measure the security knowledge and proficiency of your users and measure your organisation's overall security culture posture.

Multi-Language Support

Localised phishing and training content is available in 34+ languages, with support for localised Admin Console and Learner Experience in select languages.

The KnowBe4 Console

The KnowBe4 platform is user-friendly, intuitive and powerful. It was built to scale for busy IT pros who have 16 other fires to put out. Customers with businesses of all sizes can get the KnowBe4 platform deployed into production at least twice as quickly as our competitors.

Read on to learn more about all the features the KnowBe4 platform has to offer.

Automated Security Awareness Programme (ASAP)

Many IT pros do not know where to start when it comes to creating a security awareness training and culture programme that will work for their organisation.

We have removed all the guesswork with our Automated Security Awareness Programme builder (ASAP). ASAP is an in-console tool that helps you to build your own customised security awareness programme for your organisation. ASAP will show you the steps needed to create a fully mature training programme in just a few minutes!

By answering seven questions about your goals and organisation, the ASAP tool will suggest and schedule a programme for you automatically. The programme tasks will be based on best practices on how to achieve your security awareness goals.

The screenshot displays the ASAP interface within the KnowBe4 console. It features a central panel titled "Start your Automated Security Awareness Program (ASAP)" with a "Get Started" button and a "Watch Video" link. Below this, the "Create Your Security Awareness Program" section is divided into three steps: "Complete a Questionnaire", "Receive Custom Program", and "Train Your Users". To the left, a calendar for August 2021 shows a series of tasks scheduled throughout the month. To the right, a "Task List" shows a vertical list of tasks, each with a "Completed" status and a dropdown menu.

The programme comes complete with actionable tasks, helpful tips, training content suggestions and a task management calendar. Your customised programme can then be fully managed from within the KnowBe4 console. You also have the ability to export the full programme as a detailed or executive summary version in PDF format to be used for compliance requirements and/or reporting management.

Console Dashboard

Our Phishing and Training Dashboard allows you to view your organisation's Risk Score and see how your end users are doing at a glance, and compare their results to your peers across industries with Industry Benchmarking.

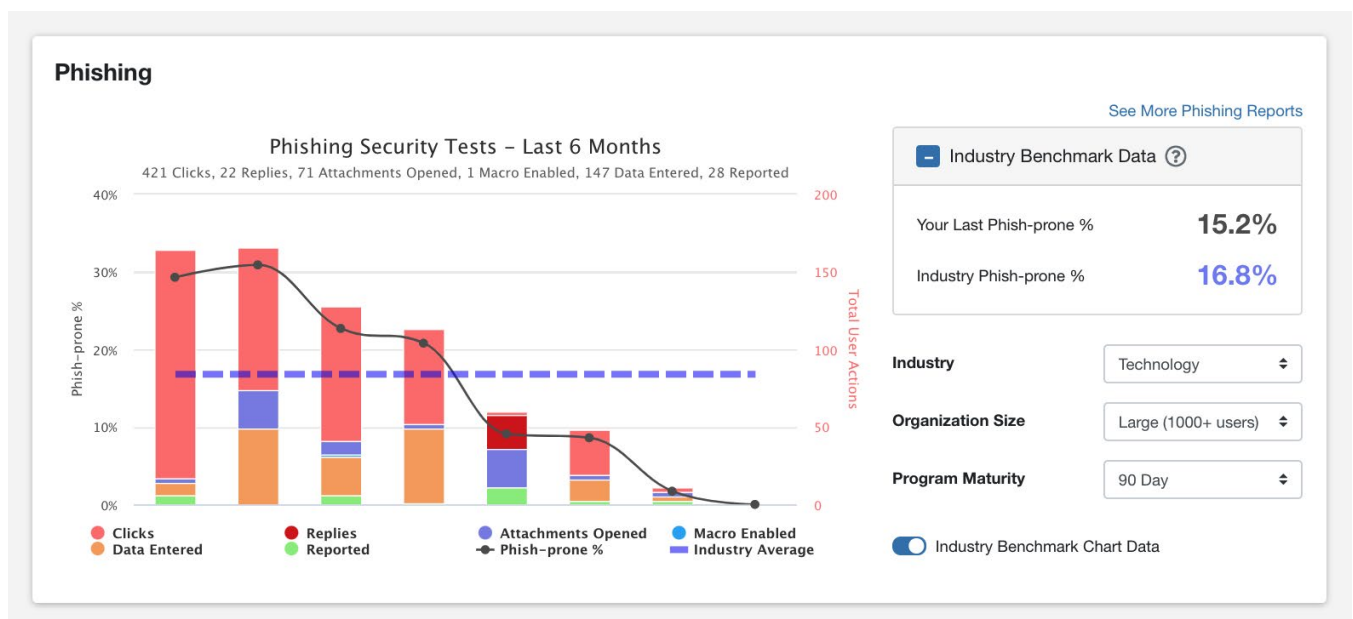
View Organisation Risk Score

View your organisation's overall risk score based on the combined risk scores across all your users.



Phish-Prone Percentage Results

Our platform offers different ways to gauge your end users' progress across similar industries based on phishing and assessment results. This dashboard feature allows you to see your organisation's Phish-Prone Percentage (or how many users are likely to click on a phishing email) benchmarked against peers in your industry.



Simulated Phishing Platform

KnowBe4 offers a 'new-school' approach to training users on the threat of phishing, by allowing you to create phishing campaigns that send your users simulated phishing emails. These simulated attacks mimic actual phishing attacks and teach users how to stay alert.

KnowBe4 customers can schedule and send an unlimited number of simulated Phishing Security Tests (PSTs) to your users during the subscription period. Read on to learn more about our phishing platform's most popular features.

Phishing Campaigns

The KnowBe4 platform is designed to help you determine what types of attacks your users are vulnerable to, educate users on how to look for red flags and calculate your organisation's Phish-Prone Percentage. To get started with your training programme, create your phishing campaign – this is the first step to testing your users so that you can determine what training they need to be enrolled in.

Phishing Test Scheduling

You can schedule phishing tests from our extensive library of more than 10,000 templates available in 34+ languages or choose a template from the community templates section, which was created by admins for admins to share with their peers. Choose from one-off, weekly, biweekly or monthly simulated phishing attacks and immediately see which employees fall for these social engineering attacks. And, with KnowBe4's unique 'anti-prairie dog' feature, you can send random phishing templates at random times throughout a phishing campaign, mimicking real-life phishing attacks and preventing users from giving each other advance notice of a phishing test.

New Phishing Campaign [← Back to Campaigns](#)

Note: A campaign will start 10 minutes after it is activated or created.

Campaign Name:

Send to: [?](#)

Frequency: One-time Weekly Biweekly Monthly Quarterly [?](#)

Start Time: (GMT-05:00 Eastern Time (US & Canada))

Sending Period: Send all emails when the campaign starts [?](#)
 Send emails over [?](#)

Define Business Days and Hours Using Time Zone: GMT-05:00 [?](#)
9:00 AM to 5:00 PM
 Sun Mon Tues Wed Thur Fri Sat

Track Activity: after the last email is sent [?](#)
 Track Replies to Phishing Emails [?](#)

Template Categories:

Send Localized Emails [?](#)

Difficulty Rating: [?](#)

Phish Link Domain: [?](#)

Landing Page: [?](#)

Add Clickers to: [?](#)

Send an email report to account admins after each phishing test
 Hide from Reports [?](#)

WebFaxOnline: Your Customer Sent A Fax (Link) [← Back to Phishing Email Templates](#)

This is a system template. By saving it, it will be added to your templates list.

Template Name:

Leave this field blank to use the Subject field as the Template Name.

Sender's Email Address:

Sender's Name:

Reply-To Email Address:

Reply-To Name:

Do you know this sender?

Subject:

Attachment File Name:

Attachment Type:

WebFaxBusiness
World Leader in Digital Training

Fax Message (Caller-Id: [random_number_31]-[random_number_31]-[random_number_4])
You have received a s apper fax.

* The reference number for this fax is [\[random_number_31\]-\[random_number_31\]-\[random_number_4\]](#).

View this fax using your PDF reader.
[Click here to view this message](#)

Please visit [www.webfaxbusiness.com/en/fax/has/qspechtd](#) if you have any questions regarding this message or your service. Thank you for using the great service!

Landing Page:

Landing Domain:

Difficulty Rating: Easy Moderate Difficult

Phishing Template Customisation

You can customise any system template as well as include simulated attachments and macros. You have the ability to create customised phishing email templates from scratch, or you can change our existing templates to send to your users. You can go even further and customise scenarios based on public and/or personal information, creating targeted spear-phishing campaigns, which replace fields with personalised data.

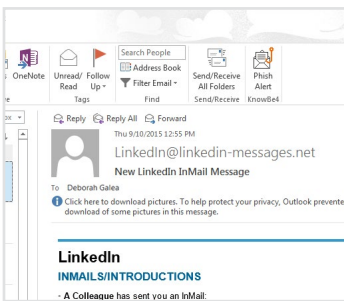
With the ability to use logos in phishing emails, you can create legitimate-looking email templates with our platform, through the use of embedded links in the email pointing back to the original URL address of the logo. This way the owner of the logo is still hosting the image and owns the rights to it.

Phish Alert Button

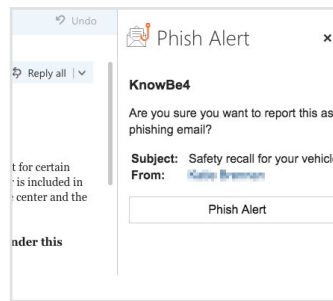
With just one click, KnowBe4's Phish Alert add-in button gives your users a safe way to forward email threats to the security team for analysis, and deletes the email from the user's inbox to prevent future exposure. All with just one click. The Phish Alert Button (PAB) for Microsoft 365 allows you to add languages to your PAB instance to automatically display the preferred language based on your users' system language settings.

- When the user clicks on the Phish Alert Button in a simulated Phishing Security Test, this user's correct action is reported
- When the user clicks on the Phish Alert Button in a non-simulated phishing email, the email will be directly forwarded to your Incident Response team
- Has fully customisable button text and user dialogue boxes
- Clients supported: Outlook 2010, 2013, 2016 and Outlook for Microsoft 365, Exchange 2013 and 2016, Outlook on the web (Outlook.com), the Outlook mobile app (iOS and Android), Chrome 54 and later (Linux, OS X and Windows), Gmail accounts connected through Google Workspace; Gmail add-on is compatible with Gmail in browser and mobile clients.

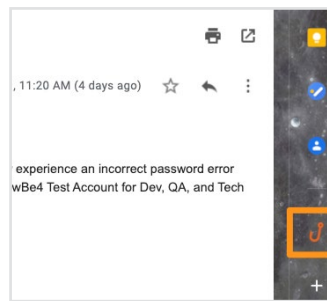
Outlook Toolbar
Adds a Phish Alert Button for your users



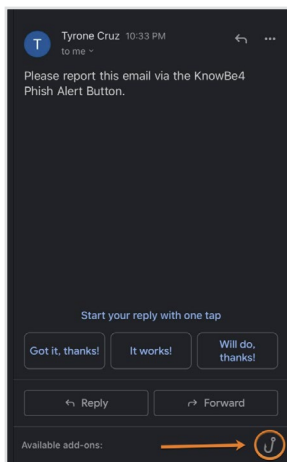
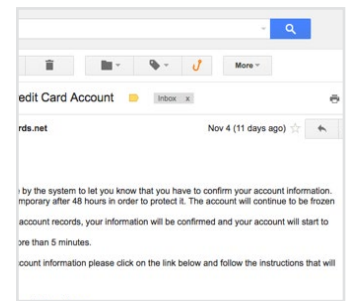
Microsoft 365 Add-in Pane
Adds a Phish Alert Button for your users



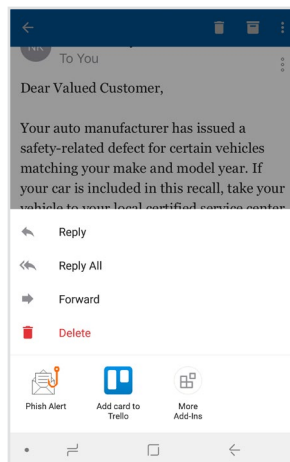
Gmail Add-On
Adds a Phish Alert Button for your users



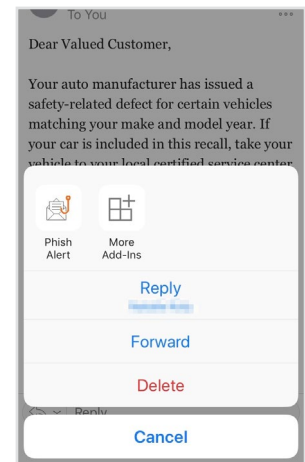
Gmail Extension
Adds a Phish Alert Button for your users



Gmail Mobile (Android)



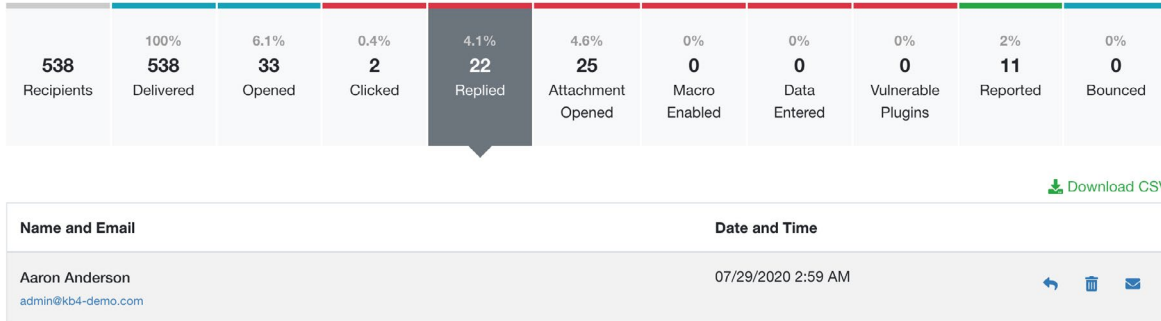
Outlook Mobile (Android)



Outlook Mobile (iOS)

Phishing Reply Tracking

KnowBe4's Phishing Reply Tracking allows you to track if a user replies to a simulated phishing email and can also capture the information in the reply for review within the KnowBe4 console. We also provide a category of system-simulated phishing templates called 'Reply-To Online' that are specifically designed to test whether users will interact with the bad actors on the other end. However, the Phishing Reply Tracking also works with any of our phishing templates.



Phishing Reply Tracking is simple to use and is enabled by default for new phishing campaigns via the 'Track replies to phishing emails' option.

Custom Phish Domains

Phish Domain is the name that we've given to the URL that populates in the lower left-hand corner of your screen when you hover your mouse over a link in a suspicious email. We have a variety of different phish domains you can select from so the URL that populates is always changing, keeping your end users on their toes. With unlimited domain spoofing, we also allow you to spoof any email address when doing simulated phishing campaigns.

Advanced Phishing Features


Select [subscription levels](#) include additional ways to get the most out of our phishing platform. Read on to learn more about these features.

Social Engineering Indicators

Our Social Engineering Indicators (SEI) feature is patented technology that turns every simulated phishing email into a tool that IT can use to instantly train employees.

When a user clicks on any of the KnowBe4 simulated phishing emails, they are routed to a landing page that includes a dynamic copy of that phishing email, showing all the red flags. You can also customise any simulated phishing email and create your own red flags.

Users can then immediately see the potential pitfalls and learn to spot the indicators that they missed for future reference.



English - United States

Oops!
You clicked on a simulated phishing test!

Remember these three rules to stay safe online:

- 01 Always stop, look, and think before you click!
- 02 Check for red flags that indicate a phishing attack is happening.
- 03 Verify suspicious emails with the sender through a different medium.

Please review the Social Engineering Indicators found in the email you clicked on. Always think before you click!

Hover over the red flags to see details:

From: IT <IT@kb4-demo.com>
Reply-to: IT@kb4-demo.com
Subject: Change of Password Required Immediately

We suspect a security breach happened earlier this week. In order to prevent further damage, we need everyone to change their password immediately.

Please click here to do that: [Change Password](#)

Please do this right away. Thanks!

Sincerely,
IT

USB Drive Test

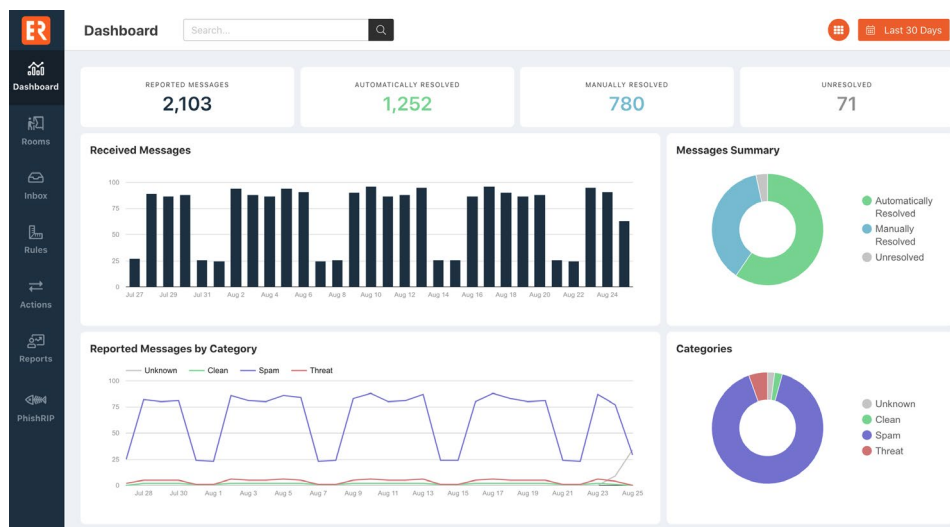
You can easily create your own USB Drive Test from the KnowBe4 console and download the special 'beaconised' Microsoft Office files. You can also rename these files to entice employees to open them. Then place the files onto any USB drive, which you can then drop at an on-site high traffic area. If an employee picks up the USB drive, plugs it into their workstation and opens the file, it will 'call home' and report the failure as well as information such as access time and IP address. Should a user also enable the macros in the file, then additional data such as username and computer name is also tracked and made available in the console.

AI-Driven Phishing

AI-Driven Phishing enables you to leverage the power of AI to automatically choose the best phishing template for each of your users based on their individual training and phishing history. Using data from KnowBe4's AIDA (Artificial Intelligence Driven Agent), a recommendation engine enables you to automate the dynamic selection of unique phishing security test templates for your users. Think of it as your own AI phishing assistant that automatically chooses the best phishing test for each user, at that moment. When you use AI-Driven Phishing, you essentially create a unique phishing campaign for each of your users to make sure every user receives simulated phishing tests personalised to their individual level. Give your users a more personalised experience that adapts to their current level of knowledge.

PhishER

PhishER is available as a product add-on option to any subscription level, and is a simple and easy-to-use web-based platform that helps your InfoSec and Security Operations team to cut through the inbox noise and respond to the most dangerous threats more quickly. It's your lightweight Security Orchestration, Automation and Response (SOAR) platform to orchestrate your threat response and manage the high volume of potentially malicious email messages reported by your users. When you combine KnowBe4 and PhishER as part of your email security workstream, not only can you reduce the burden on your InfoSec and IR teams while identifying real threats more quickly, but you can also take your security awareness training programme to a whole new level. These products work together to not only remove email threats from your users' inboxes, but to also turn those real threats into instant training opportunities for your users.



Key benefits of PhishER include:

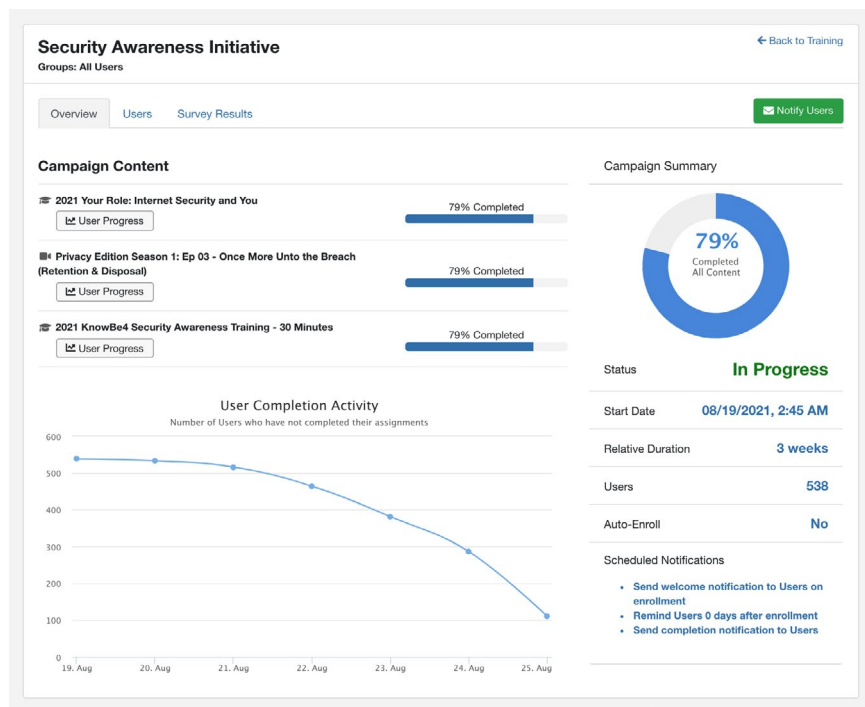
- Free up incident response resources to identify and manage the 90% of messages that are either spam or legitimate email
- See clusters or groups of messages based on patterns that can help you to identify a widespread phishing attack against your organisation
- PhishML™ is a PhishER machine-learning module that analyses every message that comes into the PhishER platform and gives you info that makes your prioritisation process easier, faster and more accurate

- PhishRIP™ is a PhishER email quarantine feature that integrates with Microsoft 365 and Google Workspace to help you to remove, inoculate and protect against email threats so that you can shut down active phishing attacks quickly
- PhishFlip™ is a PhishER feature that automatically turns user-reported phishing attacks targeted at your organisation into safe, simulated phishing campaigns

Training Platform

Training Campaigns

In the KnowBe4 console, you can quickly create ongoing or time-limited campaigns, select training modules by user groups, auto-enrol new users and automate 'nudge' emails to users who have not completed training. You can also edit training notification templates, prepare policies for user acknowledgment and view training reports. Training campaigns are used to customise and manage your users' training content within our learner experience.



Learning Management System Options

With KnowBe4's robust learning management system (LMS), you can upload your own SCORM-compliant training and video content in any language that you choose and manage it alongside your KnowBe4 ModStore Training content all in one place – at no extra cost.

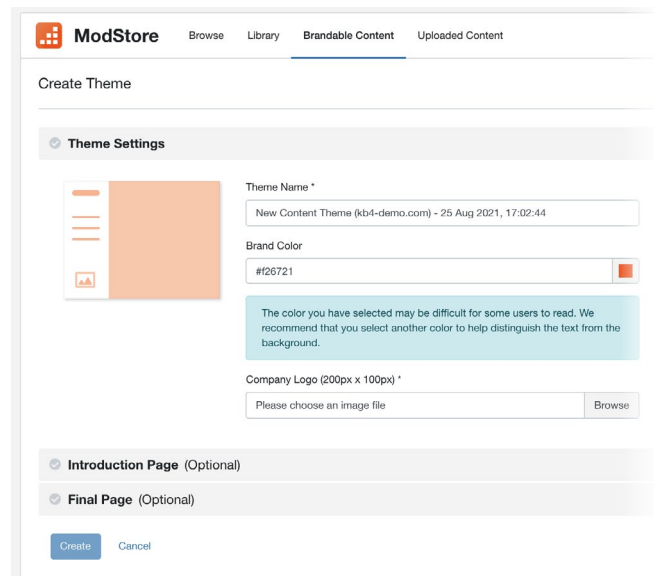
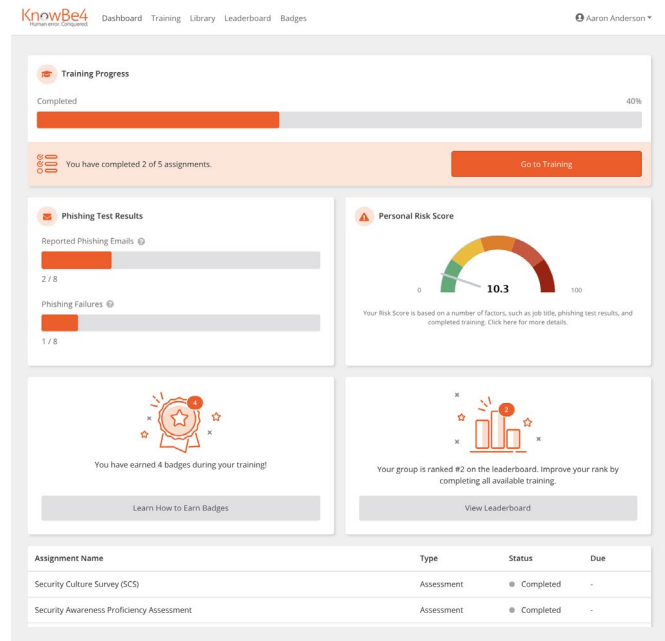
The screenshot shows the 'ModStore' interface with the 'Uploaded Content' tab selected. The 'Add New Content' form includes fields for 'Content Title', 'Description', and 'Expected Duration (Minutes)', each with a help icon. The 'Artwork' field has a 'Choose File' button and shows 'No file chosen'. 'Save' and 'Cancel' buttons are at the bottom.

Learner Experience

KnowBe4's learner experience (LX) adds customisation abilities, as well as engaging and fun gamification to your security awareness training plan.

Your users can compete against their peers on leader boards and earn badges, while learning how to keep themselves and your organisation safe from cyberattacks. An optional, informative tour is also provided to show your users around and to make them feel comfortable with their new learning environment.

The LX interface also includes a Learner Dashboard. Here, your users will see a summary of their training completion, including training status and due dates. Optionally, you can choose to show your users' Phishing Test Results, Personal Risk Score and gamification statistics.



Brandable Content

The brandable content feature allows you to create a branded theme and apply it to active training campaigns with eligible content. Use the Brandable Content tab to set your brand colour, upload a company logo and add an introduction and closing page. These optional pages include your company logo, customised text and an image of your choice.

Use this feature to provide a familiar look and feel for your employees. You also have the ability to upload your organisation's Branded Certificates onto the KnowBe4 platform. These customised certificates of completion can be made available to your users at the end of each training module.

Recommended Training Suggestions

The KnowBe4 ModStore leverages machine learning to offer informed training suggestions based on your users' performance metrics from your phishing security test campaigns. Personalised to your organisation's overall Phish-Prone Percentage, the ModStore will present recommended training modules that you can select to help reduce your users' click rates over time.

Optional Learning for Users

Optional Learning enables you to offer your users additional training content from your KnowBe4 ModStore. Simply create specific training campaigns with the optional training content you would like to make available for your users to self-select. You can also leverage the advanced AI-Recommended Optional Learning feature, available to Diamond customers, to recommend and deploy additional training content to your users based on their previous course completions without the need to create a separate training campaign.

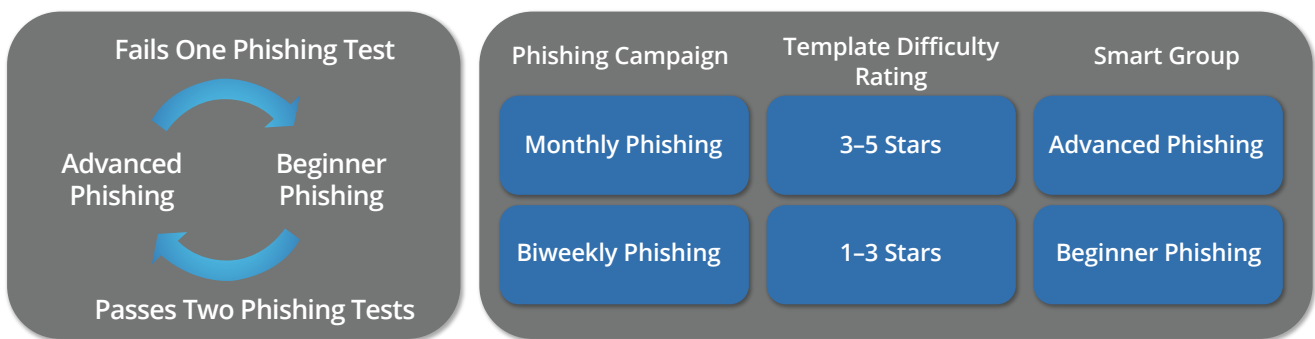
User Management

User Provisioning via Active Directory or SCIM Integration

KnowBe4 makes user management easy using Active Directory Integration (ADI) or SCIM Integration for identifying providers such as Azure, Okta or OneLogin. Both ADI and SCIM integration allow you to upload or sync user data to your KnowBe4 console and save you time by eliminating the need to manually manage user changes.

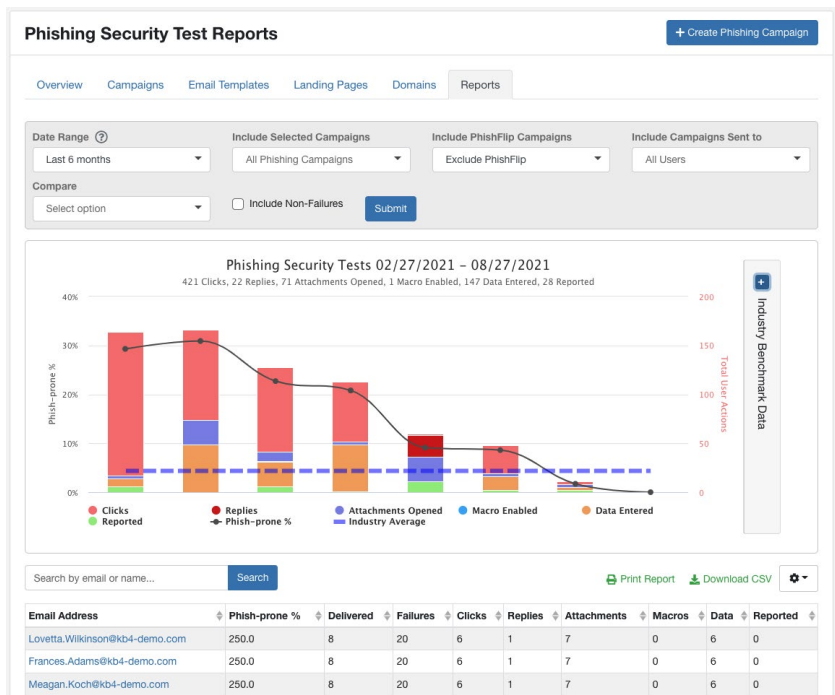
Smart Groups

Put phishing, training and reporting on autopilot with Smart Groups. Automate the path your employees take to smarter security decisions. Our Smart Groups feature, which is available to Platinum and Diamond customers, allows you to deliver dynamic phishing campaigns by creating groups based on the criteria that you choose. Users are dynamically added and removed from Smart Groups based on these criteria. Campaigns are considered dynamic because your users are tested more or less often, as necessary, depending on their performance in phishing campaigns. We recommend using this feature for phishing tests, training campaigns and generating unique reports. With the powerful Smart Groups feature, you can use each employee's behavioural and user attributes to tailor phishing campaigns, training assignments, remedial learning and reporting.



You can create 'set-it-and-forget-it' phishing and training campaigns so that you can instantly respond to any phishing clicks with remedial training, or have new employees automatically notified of onboarding training, and much more. Choose from five key criteria types per Smart Group, then add your triggers, conditions and actions to send the right phishing emails or training to the right employee, at the right time.

Best of all, you have the ability to filter and pull reports based on the different criteria used in your Smart Group rules. For example, you may want to filter specific 'Phish Event' criteria and create a report showing which users may or may not be improving as a result of the phishing tests that you have conducted, enabling you to assign remedial training campaigns or advanced phishing tests for this Smart Group.



Security Roles

KnowBe4's Security Roles feature can be used to assign granular access throughout the KnowBe4 console. Each Security Role is completely customisable, which allows for the creation of the exact roles needed by your organisation.

Because the roles are not simply a set of predefined permissions, it is possible to create the exact permission model that fits your needs. Below are some common scenarios where Security Roles will allow the console administrator to only give users access to the portions of the KnowBe4 console that they need to obtain their results:

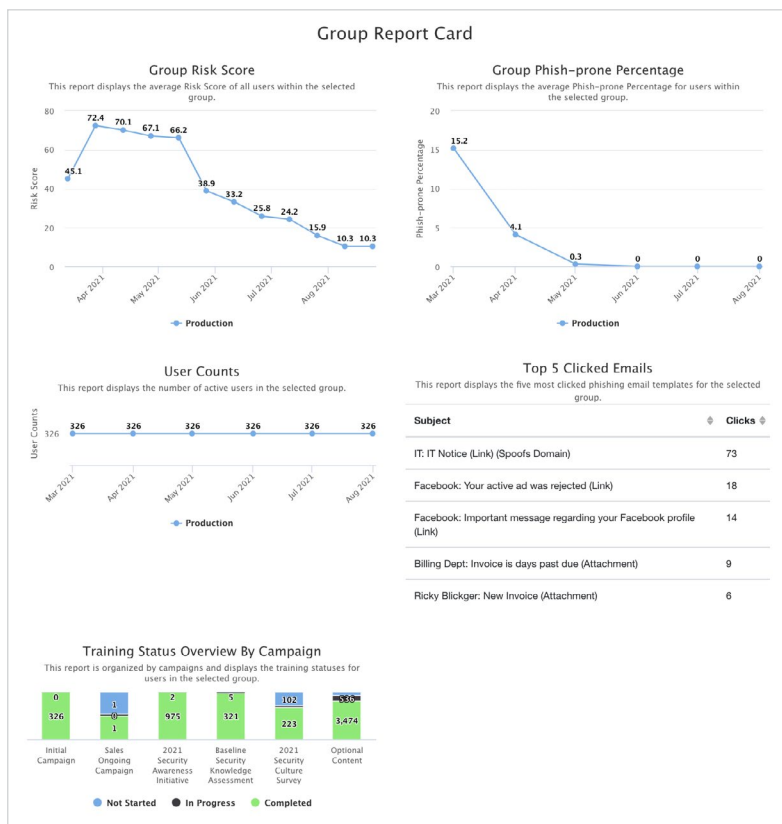
- Auditors that need to review training history
- HR departments that want to see individual user results
- Training groups that want to review training content prior to deployment

Reporting

KnowBe4's security awareness training platform offers a wide range of reports that give an insight into the effectiveness of your security awareness training programme. Each available report in your console can be downloaded as either a CSV or PDF file, depending on the type of report. Learn more about the various report categories and types [here](#).

Executive and enterprise-level reporting gives visibility into your entire organisation's security awareness performance, with insights into correlated training and phishing simulation data over any specified period of time. You can even save reports to be viewed at a later time or send saved reports to other users. You can also choose to schedule reports to be generated and sent at a set frequency, such as every quarter. Leverage Reporting APIs to create your own customised reports to integrate with other BI systems. If you manage multiple KnowBe4 accounts, Roll-up Reporting makes it easy to select reports and compare results in aggregate, across accounts or multi-location offices.

The **Dashboard** of your console contains your organisation's Risk Score and Phishing reports. These reports provide general information about your organisation's Phish-Prone Percentage at the time of the phishing campaign and also your users' actions during the campaign. You can hover over the points in the table to get more details on specific phishing campaigns, how many users each test was sent to and your users' actions.



Read on for more details about the variety of reporting features available.

Phishing Reports

The Phishing Reports section of the KnowBe4 console gives you access to reports that are useful for totalling user actions on multiple campaigns (for example, how many times did each user click on a phishing link?).

Your report can be filtered by specific date range, certain campaigns and campaigns sent to certain users. You can also compare failures and reported phishing emails (emails reported using the Phish Alert Button) or compare results by group.

Training Reports

The Training Reports section of the KnowBe4 console gives you access to reports that show which users have logged in at least once, and a report of which users have never logged in. You can also create reports based on specific courses offered in the console. This report can be filtered to include All Users or just certain groups and can have a certain start or end date; you also have the option of including archived users.

These reports can provide the following information about your users:

- Users who have started their courses within the given date range
- Users who were enrolled within the given date range but have not started their courses
- Users who started their courses within the given date range but have not finished them
- Users who were enrolled within the given date range but have not started or finished their courses
- Users who completed their courses within the given date range
- Users who were enrolled within the given date range but have not acknowledged their course-attached policies
- Users who acknowledged their course-attached policies within the given date range

Email Exposure Check Pro

Available in the Gold and above subscription levels, the Email Exposure Check (EEC) Pro tool identifies the at-risk users in your organisation, by crawling business social media information and thousands of breach databases.

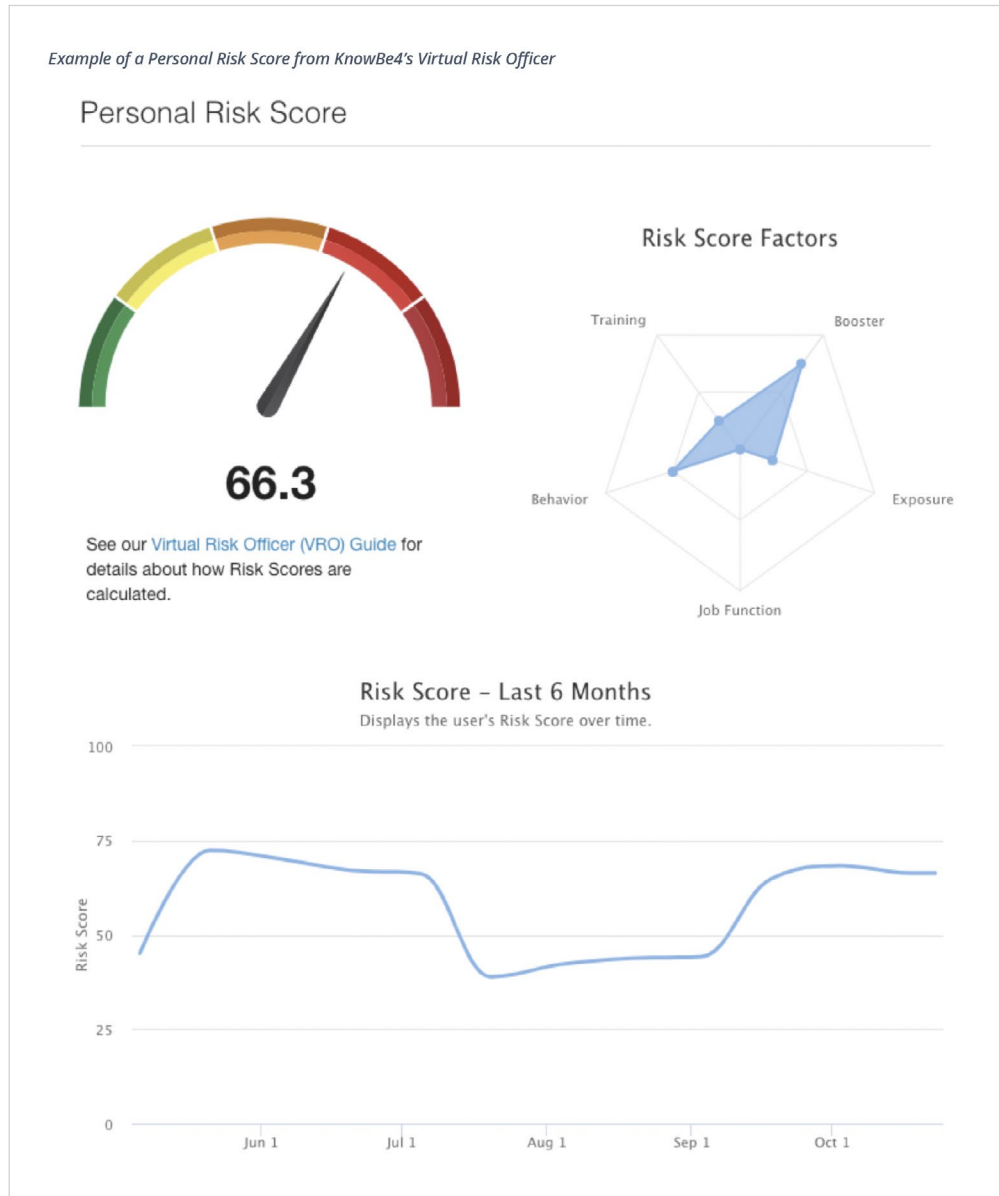
Users are placed in a Risk Distribution group after the EEC Pro tool has gathered data from the searches that it performs. The group placements are: **Very High Risk**, **High Risk** and **Medium Risk**, and are based on how much data was gathered on that specific user.

Advanced Reporting

Advanced Reporting provides actionable metrics and insight into the effectiveness of your security awareness training. You can use Advanced Reporting to create many types of reports, to meet the needs of your organisation. This feature comes with a collection of 60+ built-in reports, with insights that provide a holistic view of your entire organisation over time and dramatically expands instant detailed reporting on a host of key awareness training indicators.

Virtual Risk Officer

The Virtual Risk Officer (VRO) functionality helps you to identify risk at the user, group and organisational level and enables you to make data-driven decisions when it comes to your security awareness plan. With VRO, you can monitor where your employees and organisation stand over time when it comes to user risk.



Flexible APIs

Available in the Platinum and above subscription levels, KnowBe4 offers two robust APIs for additional options for user activity analysis and reporting.

- Reporting APIs allow you to pull data from your KnowBe4 console for reporting purposes. The APIs allow requests for phishing, training, user and group data.
- The User Event API allows you to easily integrate data from your users' security-related events or training activities that happen in other third-party platforms and push them into your KnowBe4 console. Add these events to your users' timelines and/or choose to use these events to augment your users' risk scores to help you tailor specific content for additional phishing or training campaigns.

Subscription Levels

Silver Level: Training Access Level I, includes the Kevin Mitnick Security Awareness Training in the full 45-minute module and in the executive 15-minute version. Simulated Phishing Tests, Assessments and Enterprise-Strength Reporting are also included for the length of your subscription.

Gold Level: Includes all Silver level features plus Training Access Level II content, which also includes KnowBe4 training modules. Gold also includes monthly Email Exposure Check (EEC) Reports and Vishing Security Tests using IVR attacks over the phone (available for the US and Canada).

Platinum Level: Includes all the features of Silver and Gold. Platinum also includes our Advanced Phishing Features: Smart Groups, Reporting APIs, User Event API, Security Roles and landing page Social Engineering Indicators.

Diamond Level: Includes all features of Silver, Gold and Platinum plus Training Access Level III, which gives you full access to our content library of 1,000+ items including interactive modules, videos, games, posters and newsletters related to security awareness training. In addition, you will be able to leverage our AI-Driven Phishing feature to personalise phishing tests per user and enable AI-Recommended Optional Learning for your users.

Compliance Plus: Available as an optional add-on across all subscription levels. Compliance Plus training is interactive, relevant and engaging, using simulated, real-world scenarios to help teach your users how to respond in a challenging situation. The content addresses difficult topics such as sexual harassment, diversity and inclusion, discrimination and business ethics. The Compliance Plus library includes various types of media formats and reinforcement materials to support your compliance training programme.

PhishER: Available as a stand-alone product or as an optional add-on across all subscription levels. PhishER is your lightweight SOAR platform, used to orchestrate your threat response and to manage the high volume of potentially malicious messages reported by your users. Emails can be reported through the KnowBe4 Phish Alert Button or simply by forwarding to an email inbox. With automatic prioritisation for emails, PhishER helps your InfoSec and security operations team to cut through the inbox noise and respond to the most dangerous threats more quickly (minimum 101 seats).

'Social Engineering is information security's weakest link.'

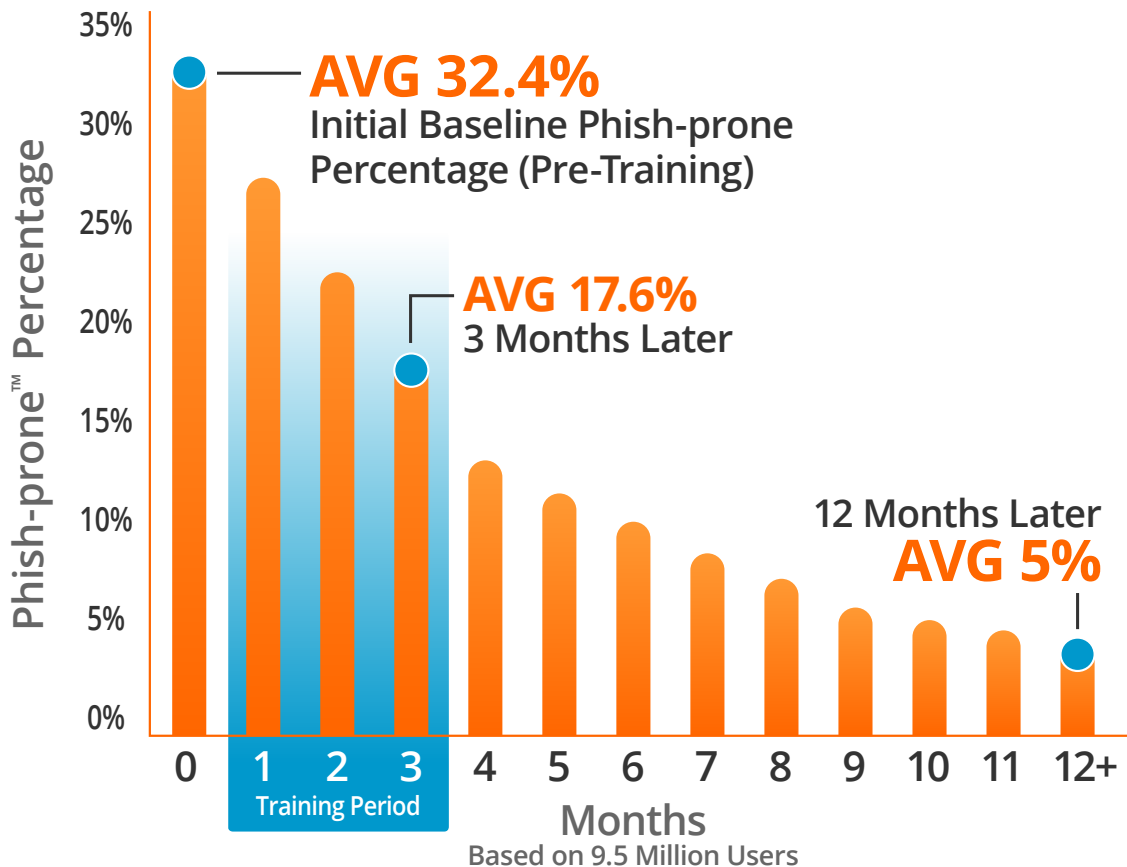
– Kevin Mitnick, 'The World's Most Famous Hacker', IT Security Consultant

Visible Proof that the KnowBe4 System Works

When you invest in Security Awareness Training and Phishing Security Testing you see value and ROI—fast.

The results of the 2022 KnowBe4 Phishing Industry Benchmarking Report clearly show where organizations' Phish-prone Percentages started and where they ended up after at least 12 months of regular testing and security awareness training.

The overall industry initial Phish-prone Percentage benchmark turned out to be a troubling 32.4%. Fortunately, the data showed that this 32.4% can be brought down almost in half to 17.6% within 90 days of deploying new-school security awareness training. The one-year results show that by following these best practices, the final Phish-prone Percentage can be minimized to 5% on average.



Source: 2022 KnowBe4 Phishing by Industry Benchmarking Report

Note: The initial Phish-prone Percentage is calculated on the basis of all users evaluated. These users had not received any training with the KnowBe4 console prior to the evaluation. Subsequent time periods reflect Phish-prone Percentages for the subset of users who received training with the KnowBe4 console.

KnowBe4
Human error. Conquered.