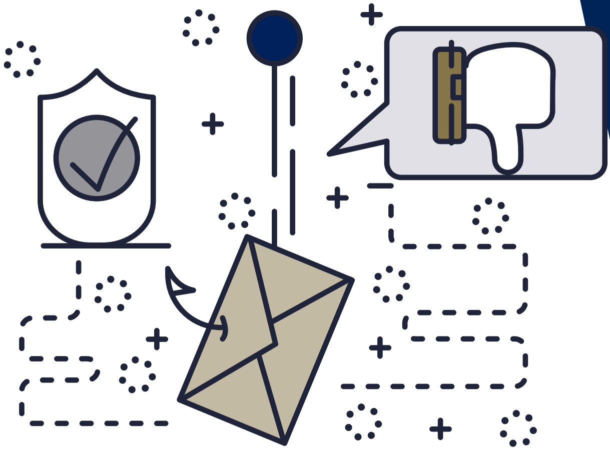


WE ARE YOUR IT SOLUTIONS PROVIDER

KnowBe4
Human error. Conquered.
SECURITY AWARENESS TRAINING

QUESTIONS? CALL 320-441-7050

GENERAL OVERVIEW

KnowBe4, provided by West Central Technology, is an **employee awareness training** service that helps **educate users on the risks of email phishing** and other email-based attacks. Phishing is when an attacker attempts to mislead you in hopes of stealing money, credentials, or your identity. The attacker will impersonate other senders, such as your HR or payroll department, and request that you provide information.

KnowBe4 will periodically send simulated phishing emails to **users to help keep their security awareness high**. Should a user fall for the simulated attack (by clicking on a link in the email or opening an attachment), that user will receive follow-up training on how they could have spotted the harmful email.

WHAT DOES A PHISHING EMAIL LOOK LIKE?

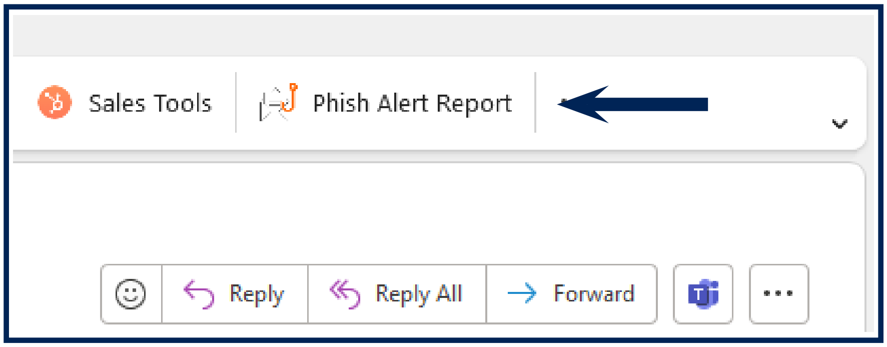
Common indicators of a phishing email are:

- Misspelled words
- Incorrectly formatted signatures
- Unknown domains when hovering (Do not click!) over links
- Incorrect or strange FROM email addresses
- Unsolicited requests for information from an unknown sender

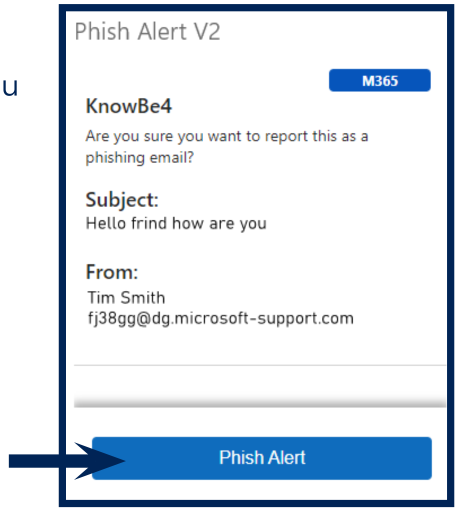
WHAT TO DO IF I RECEIVE A PHISHING EMAIL

If you receive an email that you suspect is a phishing attempt, **DO NOT click any links** within the email. First, contact the sender directly to confirm the authenticity of the email. If you are not able to verify its authenticity or there are multiple indicators it may be a phishing attempt, then utilize the **Phish Alert Report button.**

With the email in question selected, locate the **"Phish Alert Report"** button located in the top right corner of the Outlook toolbar.



When the button is clicked, you will receive a verification box confirming the information you are submitting, such as the Subject and From address. Click the **"Phish Alert"** button at the bottom of the information box.



Phish Alert V2

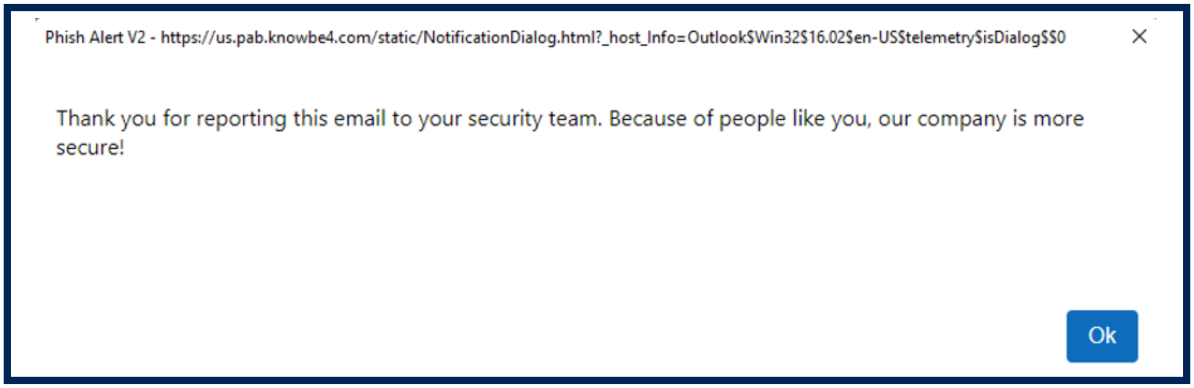
KnowBe4

Are you sure you want to report this as a phishing email?

Subject:
Hello frind how are you

From:
Tim Smith
fj38gg@dg.microsoft-support.com

You will then receive a confirmation.

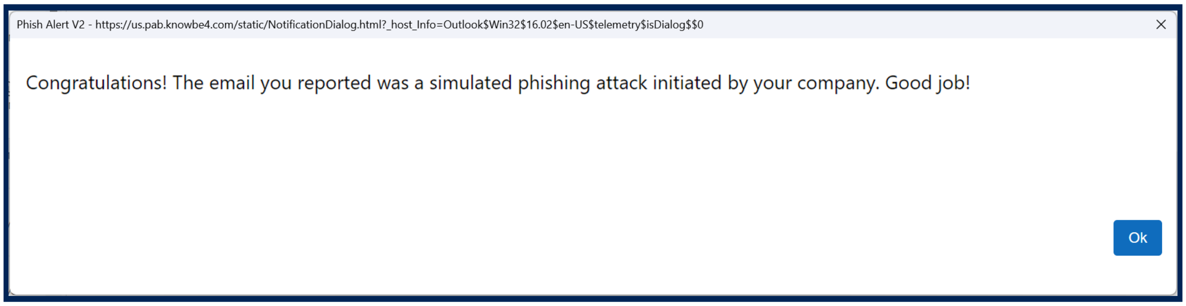


Phish Alert V2 - https://us.pab.knowbe4.com/static/NotificationDialog.html?_host_Info=Outlook$Win32$16.02$en-US$telemetry$isDialog$$0

Thank you for reporting this email to your security team. Because of people like you, our company is more secure!

This will create a ticket with West Central Technology to review the information and determine if any additional course of action needs to be taken.

If the email in question was in fact a simulated phishing attack, you will receive a **Congratulations** notification that you successfully identified the simulated harmful email.



Phish Alert V2 - https://us.pab.knowbe4.com/static/NotificationDialog.html?_host_Info=Outlook$Win32$16.02$en-US$telemetry$isDialog$$0

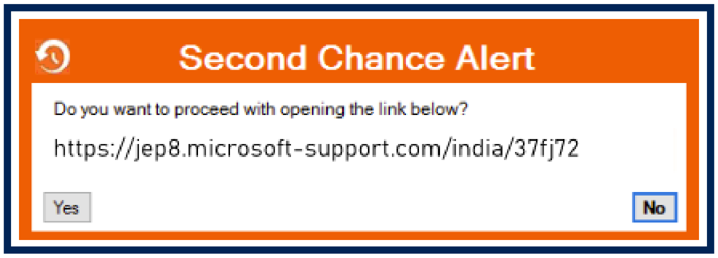
Congratulations! The email you reported was a simulated phishing attack initiated by your company. Good job!

WHAT CAN I EXPECT IF I CLICK A LINK IN A SIMULATED PHISHING EMAIL?

If you click a link within a simulated phishing email, you will be directed to a KnowBe4 website notifying you of the failed test. You will then receive a follow-up KnowBe4 email with a link to a short informational training course on ways you could have spotted the harmful email.

SECOND CHANCE OPTION

As part of the KnowBe4 service, a second chance feature can be enabled that will provide a visual prompt showing the URL you are about to open. If you have this feature enabled, you will receive a prompt like the example below.
Review the URL and select YES or NO if you wish to proceed with the opening.



Second Chance Alert

Do you want to proceed with opening the link below?

https://jep8.microsoft-support.com/india/37fj72

If this is a feature you currently do not have enabled and would like, please contact West Central Technology and request it be added to your service.

NEED ADDITIONAL HELP

If you have any KnowBe4 questions or have any other questions about the service, please visit our Knowledge Center at www.WestCentralTechnology.com/Knowledge-Center You can also create a support ticket by emailing us at WCTsupport@wcthelp.com or by calling **320-441-7050.**