SANS Securing The Human (STH)

State of Montana Information Security Awareness Training Program

Administrator's Guide

One page cheat sheets on
"How To"

http://infosec.mt.gov/infosec2.mcpx

How to Use This Guide

- These one page cheat sheets are brief reminders of where to go and what steps to take for a variety of administrative tasks. The use of these cheat sheets may require an initial hands on training session from the ISSO.
- If more detailed assistance is needed please contact ISSO for assistance or training.
- *Default Views* - the first cheat sheet (next page) points out key parts to the home page that will impact success in completing certain tasks such as selecting the appropriate "Account" to effect the change being attempted.
- Highlighted Menu Items – the menu items to be used for the task being defined will be highlighted.
- Right Side of Page – Step by step instructions are provided on the right side of the page.
- ← Arrows point from the instruction statement to the menu item(s) or group that relates to the instruction.

DEFAULT view information

State of Montana - Information Security Awareness & Training

James Ashmore Logout

Home ▶ Client Administration — State of Montana - Information Security Awareness & Training

Account Status

Seats Used: 1
Queued Users: 0
Seats Remaining: 2476

State of Montana

Sub-accounts: 199
Seats Used: 6832
Queued Users: 5555
Seats Remaining: 5695

Account Admin

Customize Logo & Title
Customize Emails
Add Custom Content
Customize Affirmation Message
Completion Certificate

Account Management

Manage Sub-Accounts
Assign Training Policy
Add Users
Allocate Users

User Management

Show All Users
Assign User Training
Manage Queued Users
Manage Inactive Users
View User Profiles

Reports

Summary Reports
Historical Training

End of Year

Manage Reset Permissions
Reset Training
Release Seats

Profile

Change Password
Choose Language (English)

Help

Contact Support
Manual
FAQ for Client Administrators
Site Status

Show Student View

- Introduction Pass
- You Are The Target Pass
- Social Engineering Pass
- Email and IM Pass
- Browsing Pass
- Social Networking Pass
- Mobile Devices Pass
- Passwords Pass
- Encryption Pass
- Data Protection Pass
- Data Destruction Pass
- Wi-Fi Security Pass
- Working Remotely Pass
- Insider Threat Pass
- Help Desk Pass
- IT Staff Pass
- Physical Security Pass
- Protecting Your Personal Computer Pass
- Hacked Pass
- Senior Leadership Pass
- PII Pass
- The Red Flags Rule Pass
- Ethics Pass
- Advance Persistent Threat Pass
- Cloud Pass
- Data Retention Pass
- Social Security Numbers Pass
- Privacy Pass
- Client Confidentiality in Law Offices Pass
- END Pass

Default settings – when SANS is opened or when menu pages are selected a default structure is viewed. The following list provides an awareness of what these default structures should contain and /or how they may be impacted by the selected account in **Account Status**:

Account Status > Top Level account is selected by default (note that for some tasks this selection must be changed to the specific sub-account needing to be changed or updated.

Account Admin > This menu group is not effected by the Account Status selection.

Account Management > "Add Users" must have the Account needing change selected to complete process correctly. The other menu items in this group should have the Top Level account selected. The view will allow you to see all accounts for the other menu items.

User Management > In this group "Show All Users" and "View User Profiles" default view will only show the selected account. The other menu items in this group when the Top Level account is selected in Account Status you will be able to see all sub-accounts and make the appropriate change to each one individually or all together.

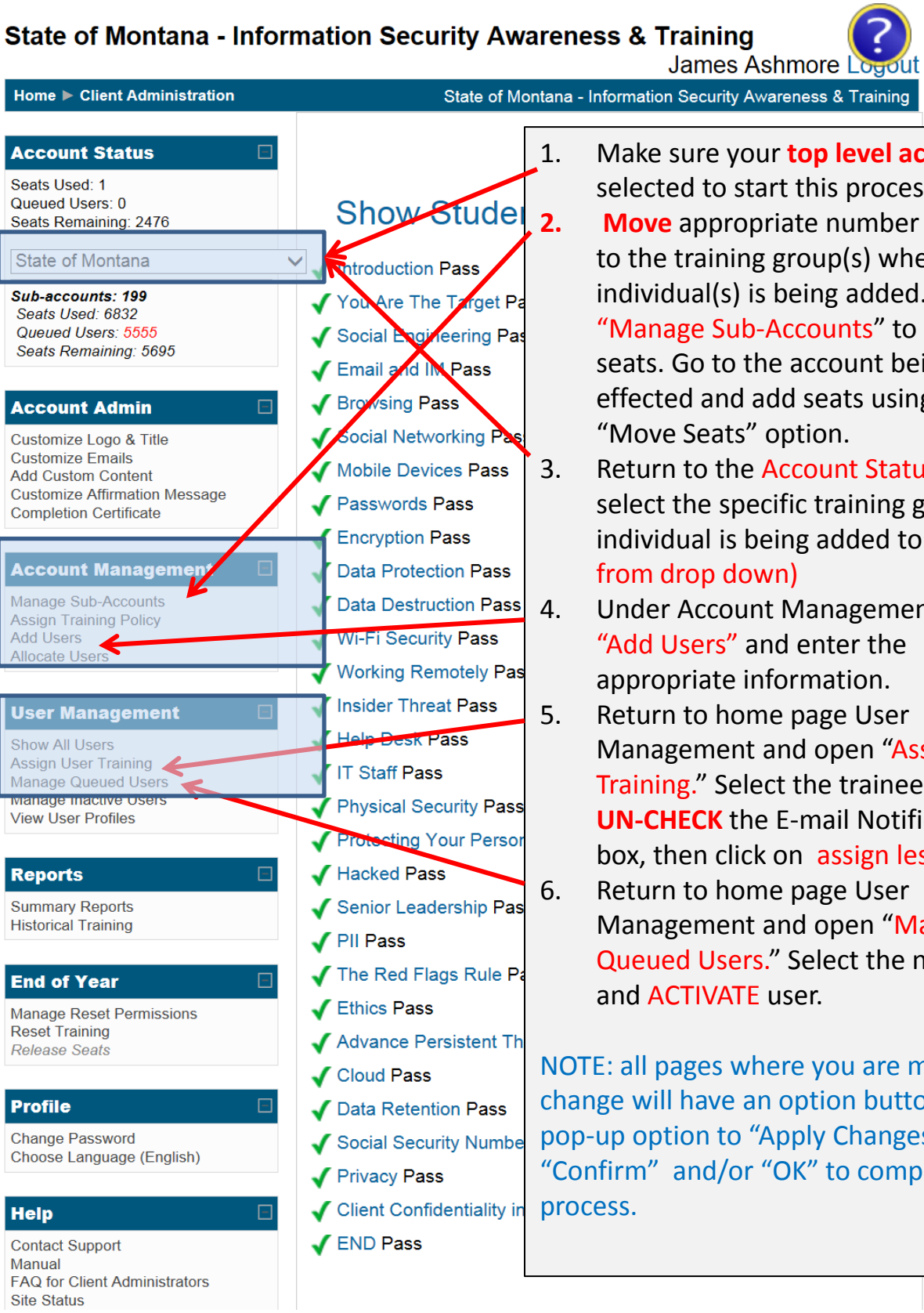
Reports > use this group with Top Level account selected in Account Status

End of Year > DO NOT USE

Profile > no effect

Help > no effect

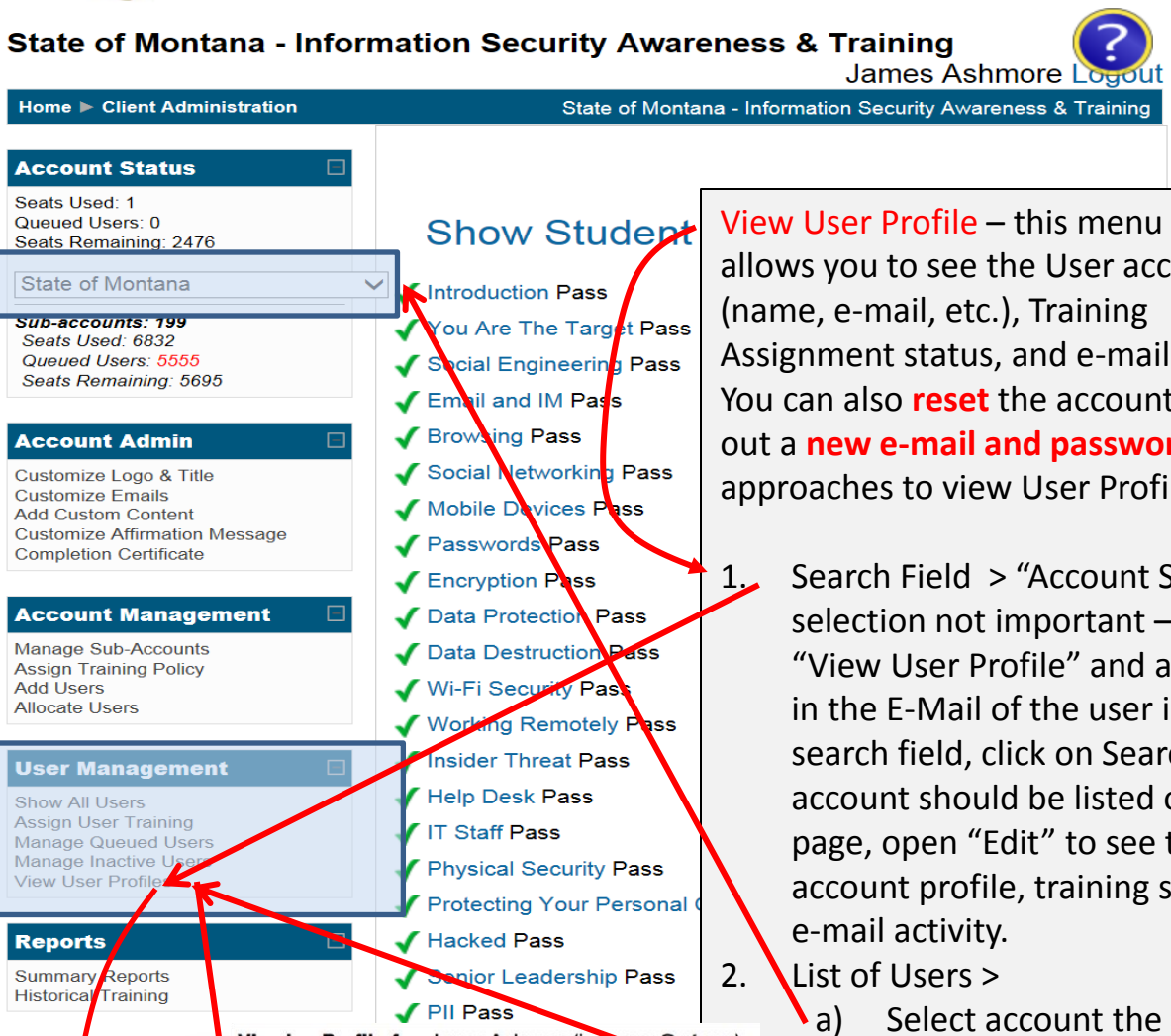
Adding new Users/Trainees



1. Make sure your **top level account** is selected to start this process
2. **Move** appropriate number of **seats** to the training group(s) where individual(s) is being added. Open "Manage Sub-Accounts" to move seats. Go to the account being effected and add seats using the "Move Seats" option.
3. Return to the Account Status and select the specific training group the individual is being added to (select from drop down)
4. Under Account Management open "Add Users" and enter the appropriate information.
5. Return to home page User Management and open "Assign User Training." Select the trainee(s) and **UN-CHECK** the E-mail Notification box, then click on assign lessons.
6. Return to home page User Management and open "Manage Queued Users." Select the new user and ACTIVATE user.

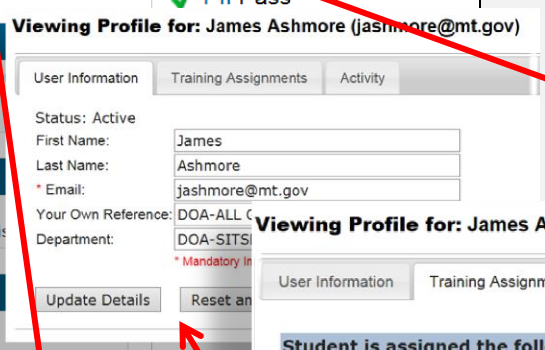
NOTE: all pages where you are making a change will have an option button or a pop-up option to "Apply Changes" or "Confirm" and/or "OK" to complete the process.

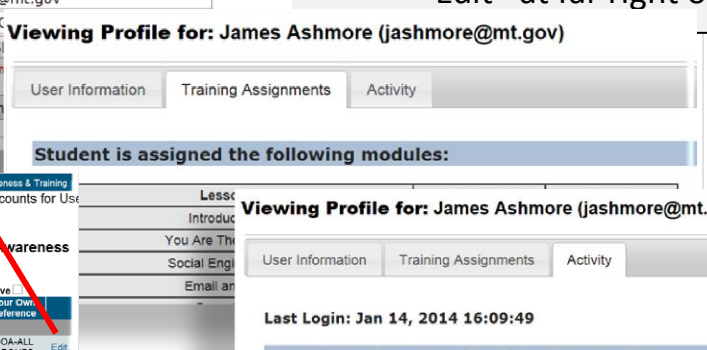
UPDATE a User Account

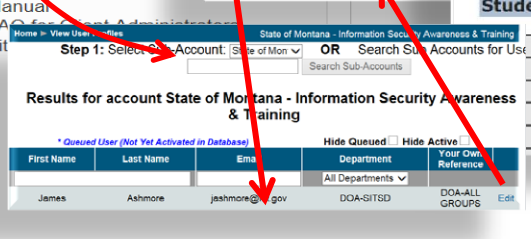


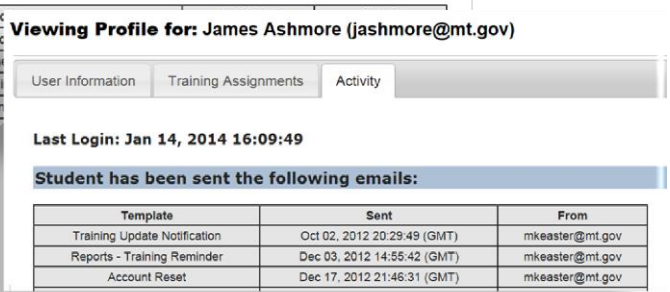
View User Profile – this menu item allows you to see the User account (name, e-mail, etc.), Training Assignment status, and e-mail activity. You can also **reset** the account to send out a **new e-mail and password**. Two approaches to view User Profile form:

1. Search Field > "Account Status" selection not important – open "View User Profile" and at top type in the E-Mail of the user in the search field, click on Search. The account should be listed on the page, open "Edit" to see the account profile, training status, and e-mail activity.
2. List of Users >
   a) Select account the user is a member of (Account Status)
   b) Open "View User Profile"
   c) Find user name and open "Edit" at far right of list

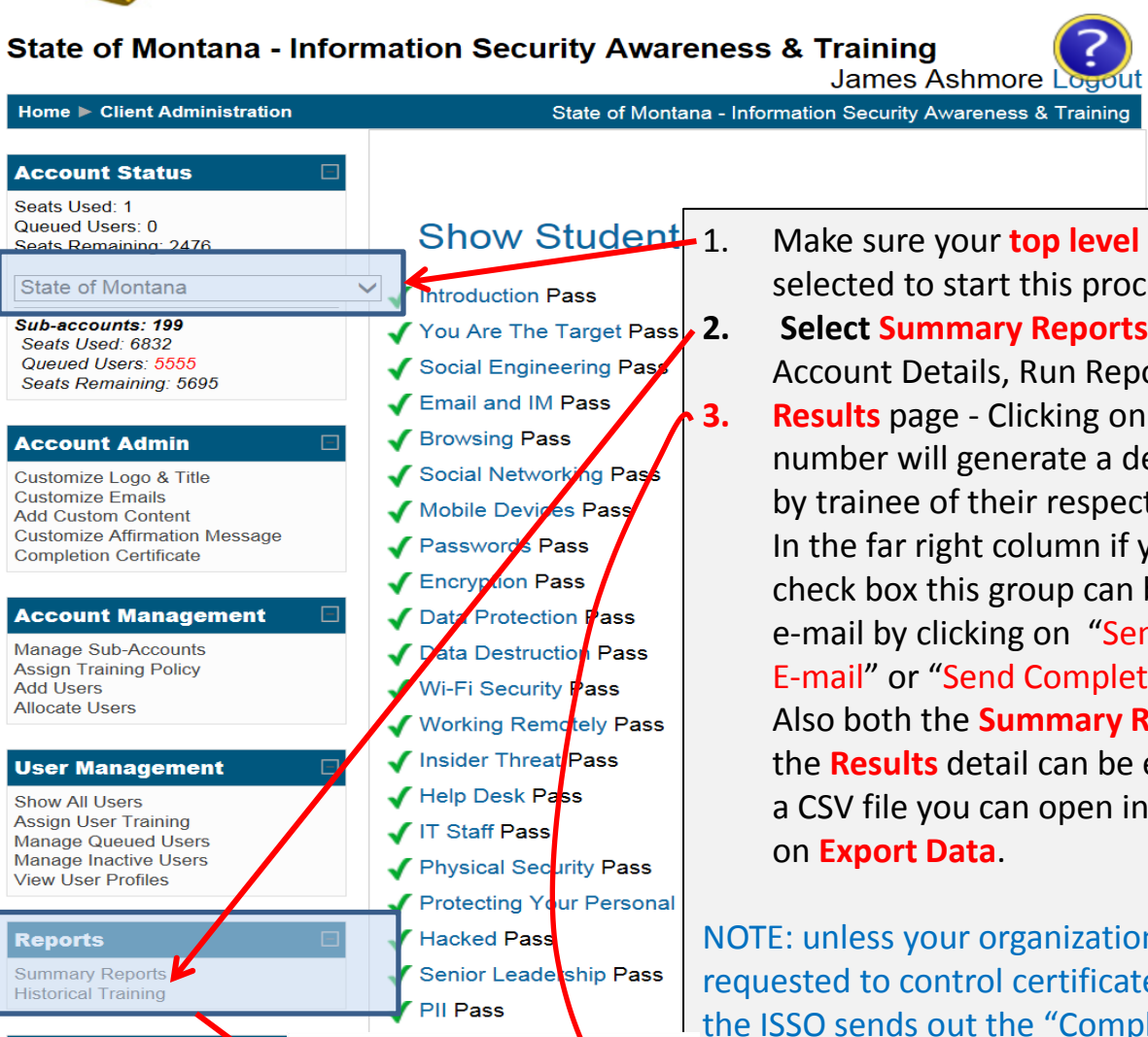






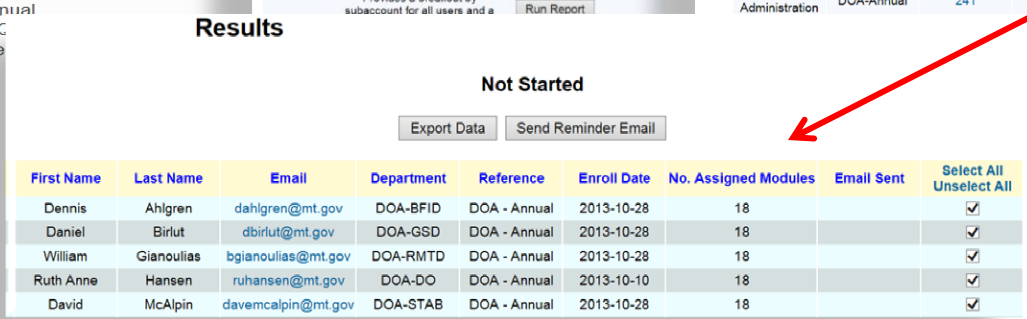


Reports & Reminders



1. Make sure your **top level account** is selected to start this process
2. **Select Summary Reports** and then Account Details, Run Report.
3. **Results** page - Clicking on any blue number will generate a detailed list by trainee of their respective status. In the far right column if you see a check box this group can be sent an e-mail by clicking on "Send Reminder E-mail" or "Send Completed E-mail". Also both the **Summary Reports** and the **Results** detail can be exported to a CSV file you can open in Excel; click on **Export Data**.

NOTE: unless your organization has requested to control certificates, weekly the ISSO sends out the "Completed" e-mail notices for all other agencies.



Certificates

State of Montana - Information Security Awareness & Training

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End of Year

Manage Reset Permissions
Reset Training
Release Seats

Profile

Change Password
Choose Language (English)

Help

Contact Support
Manual
FAQ for Client Administrators
Site Status

Show S

- ✓ Introduction F
- ✓ You Are The
- ✓ Social Engine
- ✓ Email and IM
- ✓ Browsing Pas
- ✓ Social Netwo
- ✓ Mobile Device
- ✓ Passwords P
- ✓ Encryption Pa
- ✓ Data Protecti
- ✓ Data Destruct
- ✓ Wi-Fi Security
- ✓ Working Rem
- ✓ Insider Threa
- ✓ Help Desk Pa
- ✓ IT Staff Pass
- ✓ Physical Secu
- ✓ Protecting Yo
- ✓ Hacked Pass
- ✓ Senior Leade
- ✓ PII Pass
- ✓ The Red Flag
- ✓ Ethics Pass
- ✓ Advance Pers
- ✓ Cloud Pass
- ✓ Data Retentio
- ✓ Social Securit
- ✓ Privacy Pass
- ✓ Client Confide
- ✓ END Pass

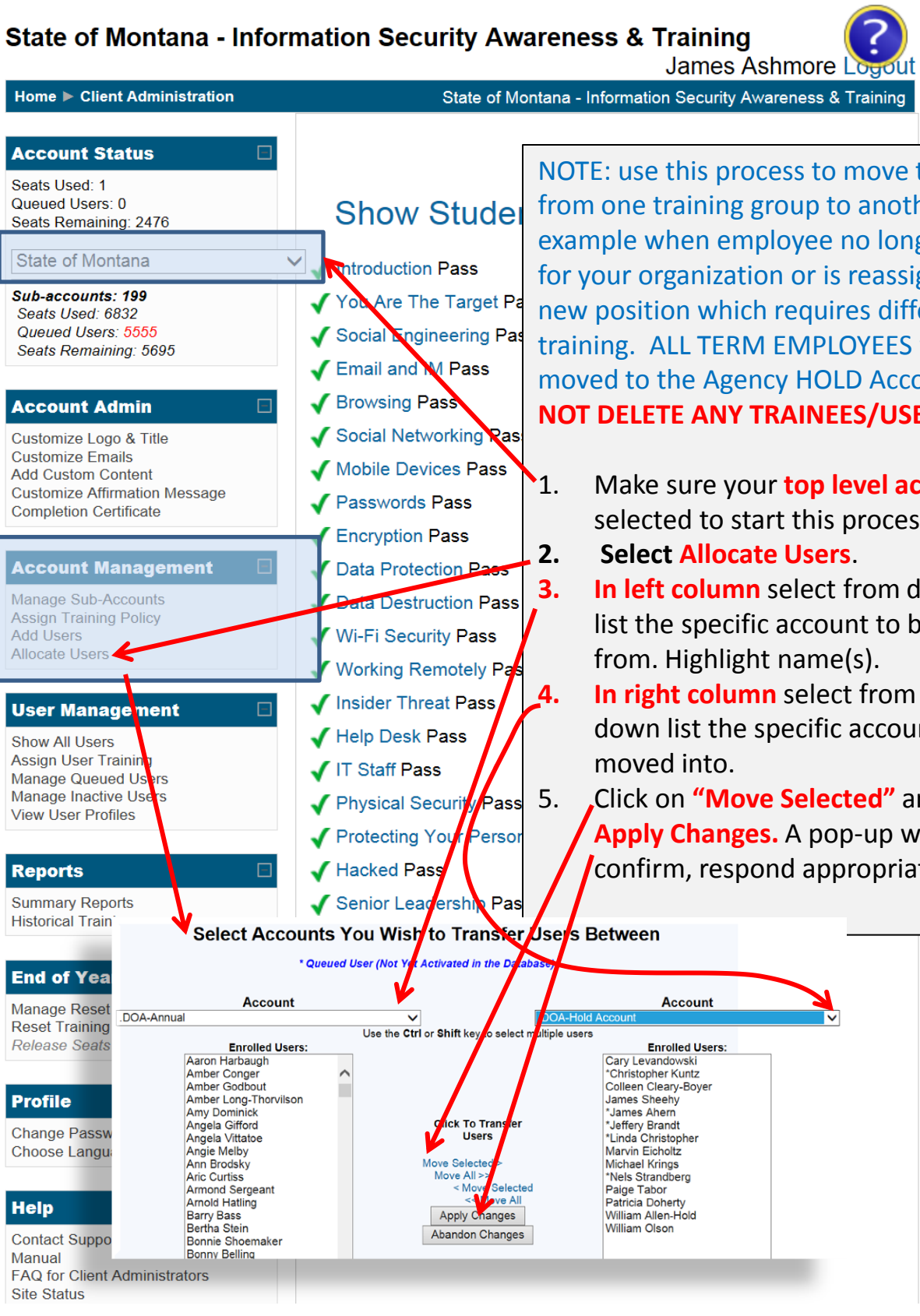
NOTE: Completion Certificates are issued weekly by the ISSO which sends out the "Completed" e-mail notices for all agencies. A few exceptions are those agencies who have requested to manage this process for their organization.

At this time we do not have an automated process to update HR training records with this completed information. You will need to make sure the user/trainee provides a copy of the certificate for their HR record or you can run a Summary Report and export for your records on all users/trainees.

If your agency desires to manage this process please contact the ISSO.

CPE credits – the default certificate from the SANS completed training issues 1 hr CPE credit on the certificate. If you have certified professionals such as Accountants, Auditors, IT systems, and Information Security, etc. , the ISSO can issue a 2 hr CPE certificate based on the added modules requiring on average 2 hours (120 Minutes) to complete, which is over the 50 minute per hour standard by most accreditation requirements.

Moving or Removing Users



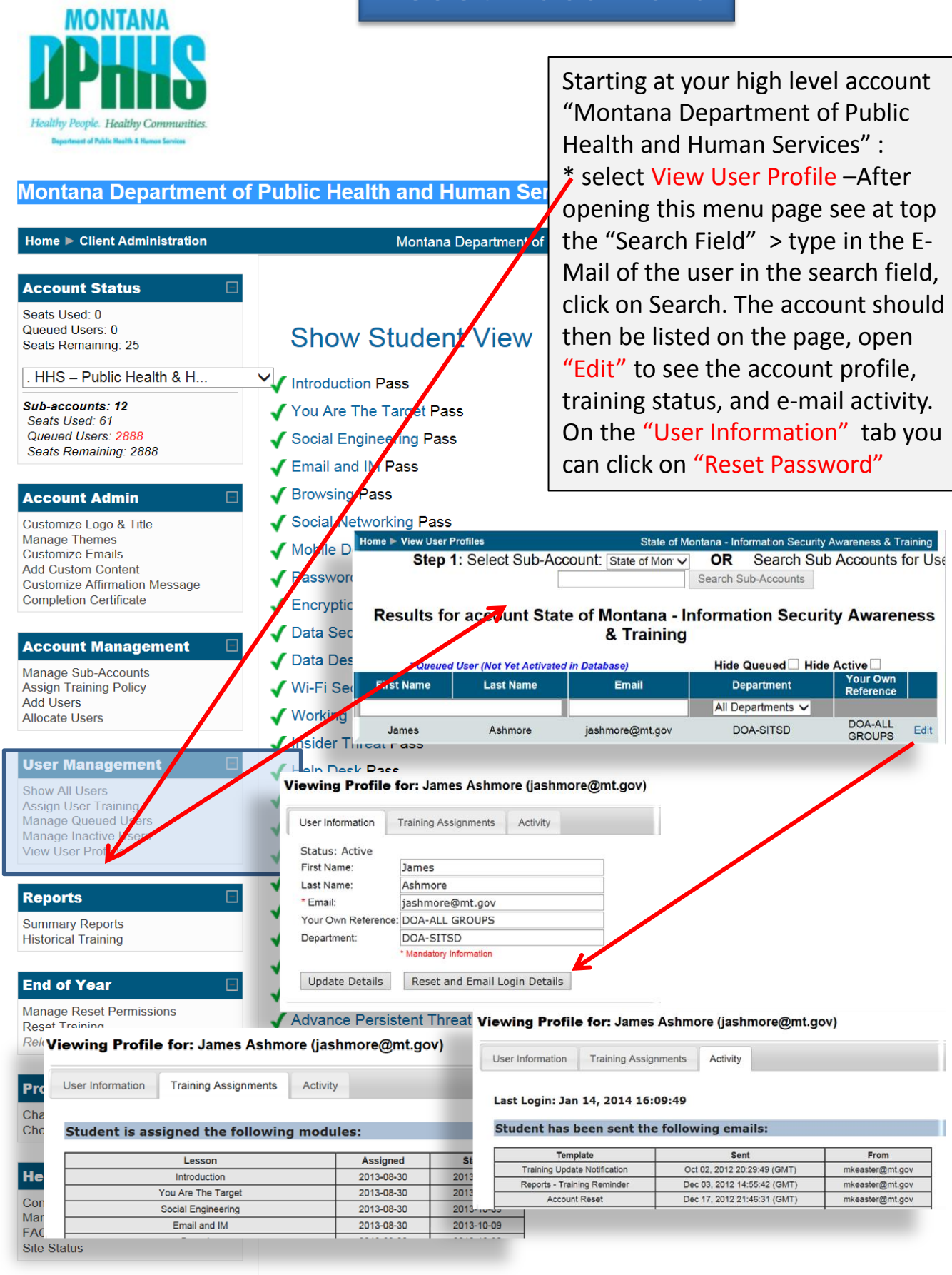
NOTE: use this process to move trainees from one training group to another. For example when employee no longer work for your organization or is reassigned to a new position which requires different training. ALL TERM EMPLOYEES will be moved to the Agency HOLD Account. **DO NOT DELETE ANY TRAINEES/USERS.**

1. Make sure your **top level account** is selected to start this process
2. **Select Allocate Users**.
3. **In left column** select from drop down list the specific account to be moved from. Highlight name(s).
4. **In right column** select from drop down list the specific account to be moved into.
5. Click on **"Move Selected"** and then **Apply Changes.** A pop-up will ask to confirm, respond appropriately.

Help, Training, Contact Information

The Information Systems Security Office (ISS), Risk Management section is the state wide contact for the State of Montana Information Security Awareness Training program. If you would like assistance with training new organization administrators for this program, more detail on the use and administration of this program, or any other help and assistance please use the following resources to obtain this assistance:

1. Routine Training, Administration Assistance, Program ,or Software problems.
   a) Submit a service ticket request:
      Servicedesk.mt.gov (Online)
      servicedesk@mt.gov (E-Mail)
      406-444-2000 (Phone)
2. Emergency/Urgent time sensitive assistance to resolve InfoSec training records/issues.
   a) Call ISSO staff
      Jim Ashmore 444-2571
      Ron Kosena 444-4557
      Lisa Vasa 444-2898
3. Other contact and information resources:
   1. InfoSec Web Site: http://infosec.mt.gov/default.mcpx
   2. General Risk Management E-Mail Box: DOASITSDRiskMgt@mt.gov

Reset Password

Starting at your high level account "Montana Department of Public Health and Human Services" :
* select View User Profile –After opening this menu page see at top the "Search Field" > type in the E-Mail of the user in the search field, click on Search. The account should then be listed on the page, open "Edit" to see the account profile, training status, and e-mail activity. On the "User Information" tab you can click on "Reset Password"