CYBERSECURITY AWARENESS TRAINING

BROUGHT TO YOU BY
THE INFORMATION SECURITY OFFICE
AND **KnowBe4**
Human error. Conquered.

KnowBe4 Login Instructions

- Navigate to **https://training.knowbe4.com**
- Enter your Rutgers email in the format **'netID@rutgers.edu'**
- Enter your **SSO credentials** (your Rutgers netID + password)
- Approve the **DUO push** sent to your personal device
- Click on the **'Training' tab** at the top left of the screen to view the modules assigned to you
- Click **'Start'** next to any module to begin your training

Enrolling in Training

KnowBe4 licenses are available for all Rutgers staff and faculty, and all guests/student workers who have access to data requiring training under a specific mandate (CMMC, PCI-DSS, GLBA, etc.). Directors, managers or supervisors must **submit a request** to the Compliance and Training Team to enroll their personnel in mandatory compliance training. Staff and faculty are also welcome to take voluntary/supplemental training at any time by visiting the **'Library' tab** on the KnowBe4 dashboard, no enrollment required!

Troubleshooting Tips

Exiting a Module

Make sure you do not exit a module using the browser window's 'X' button (unless the module specifically tells you to do so). If you exit a module prematurely or incorrectly, it will not mark itself 'Complete.'

Timed Modules

Some modules, including policy attestations, require a minimum amount of time spent within the module before it can be marked 'Complete.'

A Module Won't Load or Progress

Most modules work in **Chrome, Firefox, MS Edge**, and **Safari**. However, if a module fails to load, buttons appear to be missing, or the module will not mark as 'Complete,' try the following steps:
- Clear your browser cache and refresh
- Try a different browser
- Try using the mobile app instead of a desktop, or vice versa

NEED FURTHER ASSISTANCE?

CONTACT THE COMPLIANCE & TRAINING TEAM: HTTPS://GO.RUTGERS.EDU/CONTACTCOMPSAT