

Client Name



SPOT
Shield Managed IT Security Services

BREACH PREVENTION PLATFORM

Employee User Guide

Last updated 3/28/2022

Why do I need to take a Cybersecurity course?

It seems like we can't go a day without hearing about another data breach or cybercriminal activity in the news. But did you know, there's so many more breaches out there that DON'T get news coverage, even companies [just like ours](#). That means our organization has a big responsibility to prevent one from occurring – and with cybercriminals targeting small to medium-sized businesses more than ever, it's not an easy task to protect our customer's credit cards or our employee's W2's.

Unfortunately, human-error accounts for **most** of these data breaches. Whether it's clicking on the wrong link, approving a very convincing request for a fund transfer – [FROM THE CEO](#), or allowing network access to an outsider, data breaches come in all forms, and cybercriminals are relentlessly targeting organizations just like ours to exploit our valuable data.

The good news? Most of this can be prevented with ongoing education and routine testing. That's why we've partnered with [The Fulcrum Group](#) to ensure we are staying up-to-date on the latest threats and doing our part to protect our business. [Technology alone isn't enough anymore.](#)

Being well trained in cybersecurity will go a long way in protecting our organization, and the individuals whose data we may access.



Questions or Concerns?

Email: helpdesk@fulcrumgroup.net

Phone: (817) 898-1277

What does this program consist of?

Employee Secure Score

- Each employee will be given an Employee Secure Score (ESS). This score is generated by combining many of the key metrics listed below. You can think of your ESS like a credit score for your how security strength. The higher the ESS, the more likely you are to defend against a data breach.

Micro-Trainings

- Each week, you'll be sent an email to watch a 1-2-minute micro-training video on the latest cybersecurity threats. Complete the 4-question quiz at the end of the video to increase your Employee Secure Score!

Dark Web Monitoring

- As part of this program, we will continually monitor the Dark Web for your email address and notify you if it is discovered, that way you can take the appropriate next steps like quickly updating your passwords.

Dark Web Scans

- The more you know, the better you can protect yourself and your loved ones. This program allows you to scan your personal, friends', or family member's email addresses to find out if they're out there on the Dark Web. Perform as many scans as you'd like!

Leaderboard

- The leaderboard lets you compete head-to-head with your co-workers to see who has the highest ESS! Don't forget to pick a good screen name! Have fun and enjoy the healthy competition!

Phishing

- We will be sending routine phishing emails to test you on the various types of phishing attacks you could encounter in real-life. Phishing is the number one attack method for cybercriminals, so being able to spot a malicious email will go a long way in protecting yourself, and our organization.

Annual Security Awareness Training

- You'll be required to complete annual security awareness training. This training course will get you familiar with real-life examples of how data breaches occur, and how you can prevent them. In addition, you'll learn all about how to protect personally identifiable information (PII). You must complete your annual training course annually.

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Your Employee Secure Score (ESS)

Getting Started

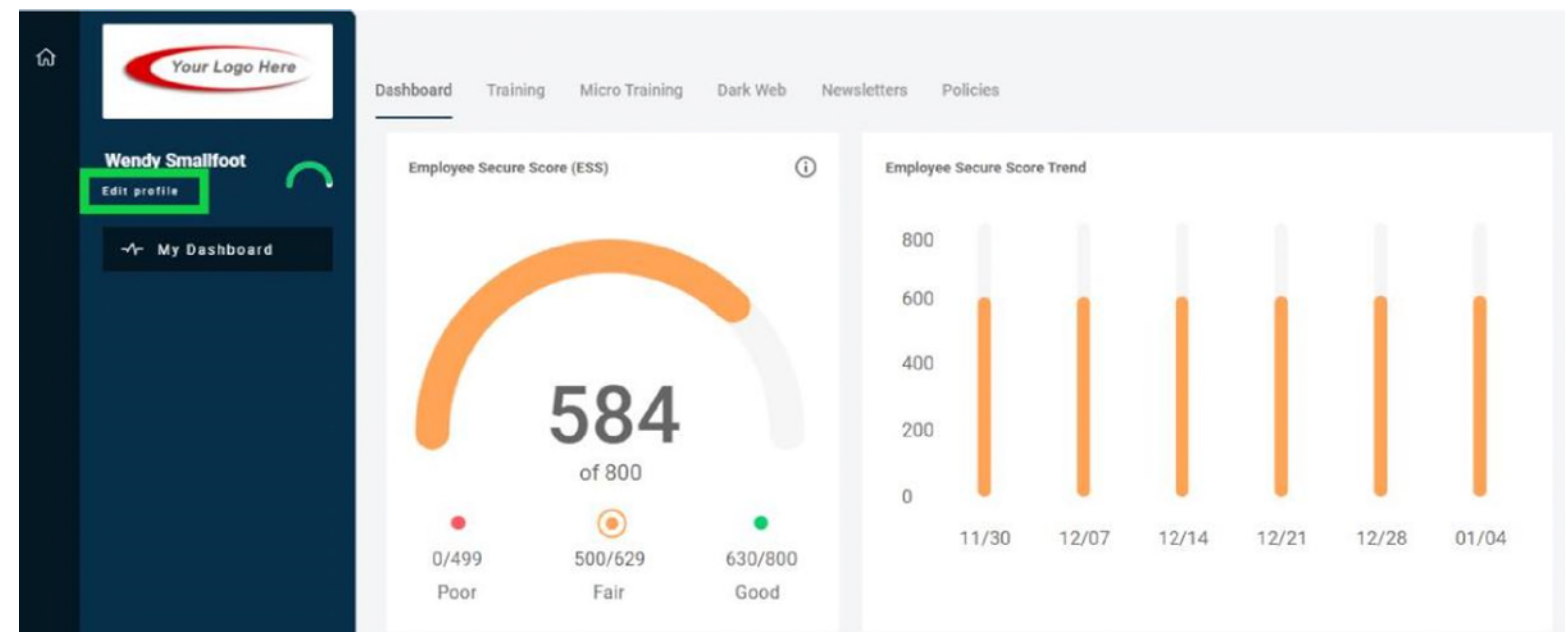
To begin, here are a few steps to successfully set up your screen name in the portal and tips for how you can maximize your Employee Secure Score (ESS).

Tips for maximizing your ESS:

- You'll receive ESS points for acknowledging all policies & procedures, which needs to be completed annually.
- You'll receive ESS points for completing your annual security awareness training, which needs to be completed annually. You can retake your quiz at any time to get a higher final score.
- The more micro-training quizzes you miss, the more it will negatively impact your ESS.
- Falling for a phishing email will negatively impact your ESS.
- If you're email address is found on the Dark Web, your ESS will be negatively impacted.

Logging in and Completing Your Profile

1. Login to your account: <https://portal.pii-protect.com/#/login>
 - Use the credentials you setup from the Welcome email
 - Can't log in? Contact: helpdesk@fulcrumgroup.net or 817-898-1277.
2. Complete your Profile
 - Claim your screen name and start climbing up the leaderboard by clicking **"Edit Profile"** below your name at the top of the dashboard (home screen).



Questions or Concerns?

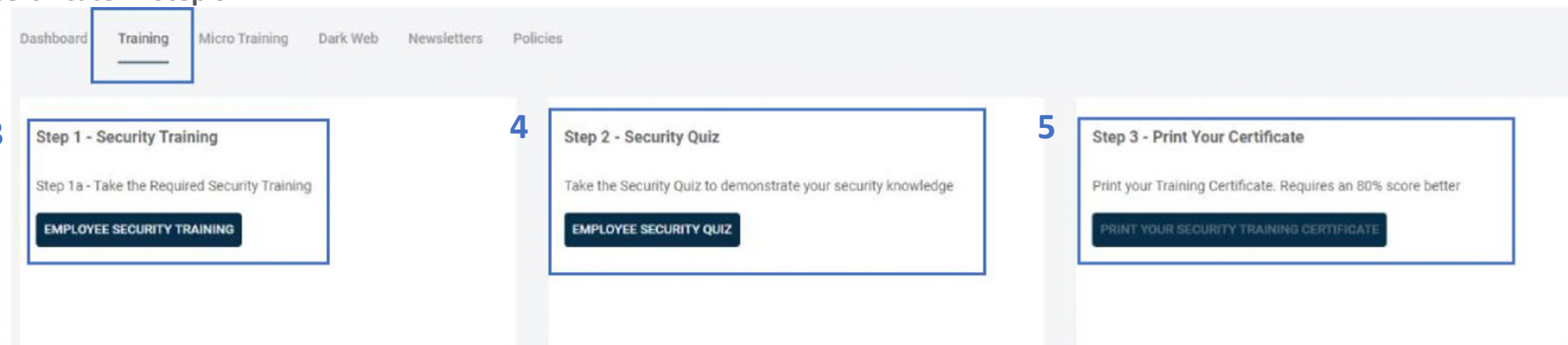
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How to Complete Annual Security Awareness Training

Getting Started

1. Login to your account: <https://portal.pii-protect.com/#/login>
 - Use your network or Office 365 credentials
 - Can't log in? Contact: helpdesk@fulcrumgroup.net or 817-898-1277.
2. Select the "Training" tab at the top of the page.
3. On this screen, begin with **Step 1** to complete your training program.
4. Once you've gone through the training course, move on to **Step 2** to complete your 20-question quiz.
5. Once you successfully complete your quiz (with a score of 80% or higher), you will have the option to **print your training certificate in Step 3**.



Security Awareness Training FAQs:

How long does the training take?

- Training should take approximately 40 minutes to complete.

Do I have to complete the training in one sitting?

- No. You can start and stop the training at any point. When you return to finish the training, make sure you click "resume" to pick up where you left off.

What does the training consist of?

- The course is made up of case study-based videos that provide real-life examples of incidents that can happen to anyone, at any time, along with "lessons learned", which will provide details on the incident, the outcome, and how it could have been avoided.

How do I get credit for completing the training?

- You must complete a 20-question quiz following the course. You will need to receive a passing score of 80% to satisfy this requirement. Upon successful completion, you will receive a training certificate indicating that you have passed the course.



You must complete your Security Awareness Training course annually.

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Micro-Training Videos & Quizzes

Weekly Email

- Each week you'll receive an email from No-reply@security-reminders.com with a link to our weekly Micro-Training videos



Important Information

- Videos are typically between 2-3 minutes long.
- Following the video, you will see a short 4-question quiz based on the content you just watched.
- The more quizzes you take, the higher your ESS, so take the 5-minute break and educate yourself on what to lookout for this week!
- You will receive a micro-training email every week. 3 weeks out of the month the email will contain a video and a quiz. Once per month your micro-training email will include a Security Newsletter.

Questions or Concerns?

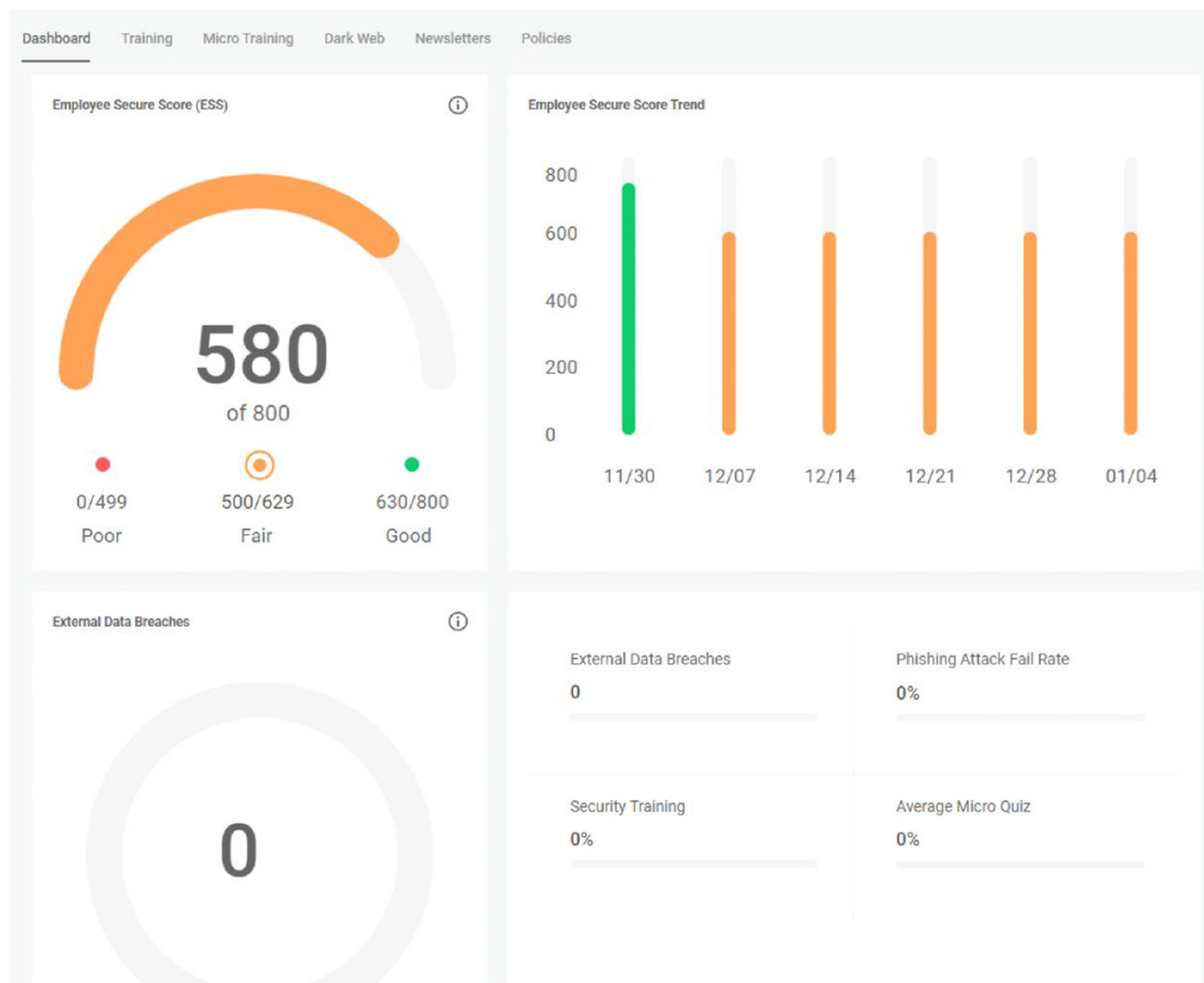
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Cybersecurity is a Continuous Process

Cybercriminals never stop learning new tricks to get into our network and our data, which means we can't stop learning either!

You've done the basics! Thank you for your help in keeping our workplace safe! Keep it up! We know you're busy and we appreciate all your hard work. Help us protect each other by staying up-to-date. Keep in mind, it takes all of us to stop cybercriminals!



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Secure Score Trend



50/800
Good



External Data Breach

0

Security Training

0%

Good luck!

Remember, having a strong cybersecurity program is critical for many reasons, including having strong safeguards to fight cybercriminals, and most importantly to protect the client data we store, access or transmit.

Thank you for doing your part!

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