

Cybersecurity Awareness Training (CSAT)



2025

FAQs

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1. How will I know the training is live?

If you have an Health Care Agency (HCA) email: You will receive a link to log into the training dashboard via email on or after July 18, 2025. The email will be sent from either do-not-reply@knowbe4.com or do-not-reply@ocgov.com.

If you do not have an HCA email: Please expect to receive training notifications through your organization's supervisor, HR, HCA Contract Services, or your HCA contract monitor. You will need an account. If you have not previously taken CSAT, contact CSAT@ochca.com for a dummy account.

2. Do I have to take training?

Only if you meet at least one of the three criteria:

- 1) Access any County or HCA data systems or third-party websites.
 - Examples include Cerner, IRIS, EHR, Citrix, Techcare EHR, etc.
- 2) Use any County or HCA device that connects to the County or HCA network.
 - Examples include computers, laptops, phones, iPads, fax machines, printers, etc.
 - Note: iPhones, iPads, and laptops would have been provisioned and managed by HCA IT or are e-devices purchased with HCA funds that have an asset tag.
- 3) Have an HCA email address.

3. What link do I use?

I have an HCA email: To log into the training dashboard at any time using your County email, use this link: <https://training.knowbe4.com/login>.

I don't have an HCA email:

- A. Have an existing dummy account in KnowBe4:
 - a. If you are working remotely and/or are not accessing the County network, or if you have had a dummy account created for you, use the following link: <https://training.knowbe4.com/ui/users/login>
- B. Forgot your dummy account login information:
 - a. Contact csat@ochca.com to obtain login information for your account. Ensure to include your full legal name and the name of the provider you are with to expedite the process.
- C. Don't have an existing account:
 - a. Please email csat@ochca.com for a dummy account.

4. How do I log in?

I have an HCA email: To start your training, click on the link provided in the email from KnowBe4 (or copy and paste it into your browser's address bar). You will be prompted to activate your account and create a password if you have not done so in previous years.

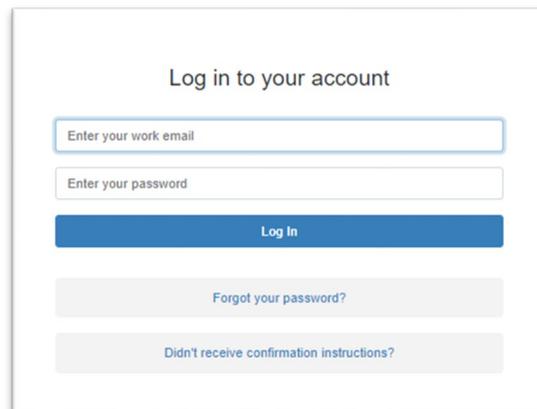
****Note:**** KnowBe4 uses Single Sign-On (SSO), a user authentication service that allows you to access multiple applications with a single set of login credentials. If you are connected to the County network, you may not need to enter your password again when you log in.

To begin, enter your username (your County email address) and then select "Next."

Once you sign in, you will be directed to your User Dashboard. If you are a Department Team Admin, please refer to the "Team Admin KnowBe4 Dashboard Training" video for more information about the capabilities available on your dashboard. If you are not an admin, you will only be able to access your assigned content under the "Training" tab.

I don't have an HCA email: If you are working remotely, not accessing the County network, or have created a dummy account, use the following link:
<https://training.knowbe4.com/ui/users/login>.

Enter your dummy account email and password obtained from the CSAT team, then select "Log In."



Log in to your account

Enter your work email

Enter your password

Log In

Forgot your password?

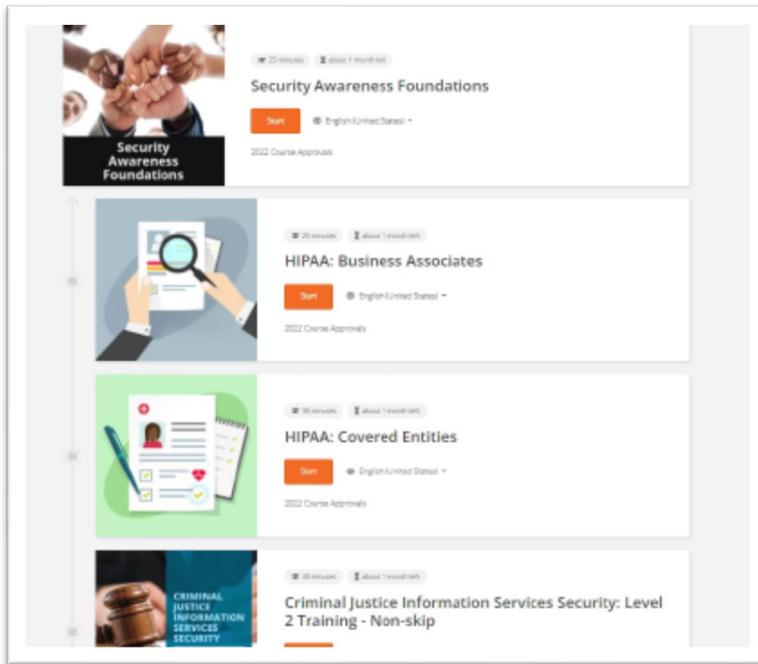
Didn't receive confirmation instructions?

5. How do I access and complete my training?

Once you are on your Dashboard, you can begin your assigned training in two ways:

- 1) Click on the "Training" tab in the top navigation bar, or
- 2) Select one of your mandatory courses listed in the "Assignment Name" section of your Dashboard.

After clicking "Training" or selecting an assigned course, you will be taken to a landing page that displays a list of required courses. Scroll down to view all the mandatory courses.



To start the training, click the “Start” button next to each module. This will open the corresponding module in a new browser window (pop-up).

Please note: If you need a break during the course, you can exit the training module and return to it later without losing your progress. The 2025 training campaign includes several modules.

You must complete all courses listed in your “My Training”

section to meet the County CSAT and/or specialized training requirements. If you don’t see all the modules, use the scroll bar on the right side to scroll down.

6. What if I receive a pop-up blocker when I try to start the course?

If you encounter a pop-up blocker, such as the message on the right, click the Start button to proceed with launching the training.



7. How long do I have to complete my training?

CSAT campaigns are launched based on the County Fiscal Year (FY) rather than the calendar year. The FY 2025-2026 CSAT campaign will begin on Friday, July 18, 2025. You will have 60 days from this start date to complete all your training modules; however, you do not need to complete all the modules at once.

For all new contractors who join the County after the training campaign starts on Friday, July 18, 2025, there will be a 30-day period from their hire date to complete the required training.

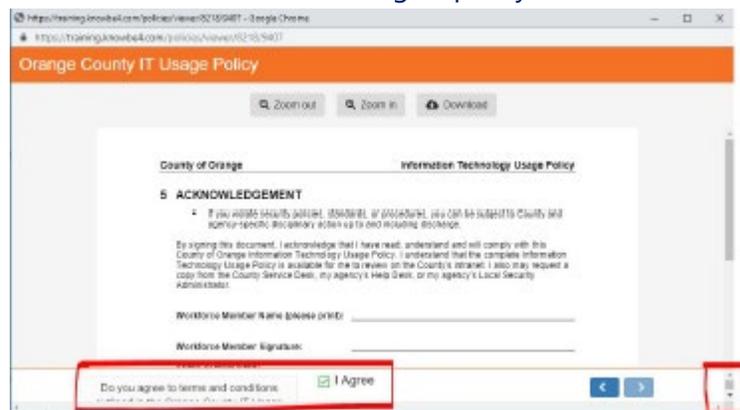
8. Do I need to complete all the training modules in one session?

No, you can break up the modules as needed. You must complete all modules within 60 days from the campaign start date, which is Friday, July 18, 2025. Please coordinate with your supervisor to schedule a time to complete the training.

9. How do I acknowledge the Orange County IT Usage and/or Department policies?

If you have been assigned policies or resource pages in your training dashboard, it is essential to acknowledge these policies to receive full credit for the training campaign. The policies will appear on your dashboard similar to course modules. To acknowledge a policy, click on it, which will open a new browser window.

You must carefully review each page of the document, as there is a minimum time requirement for this process. After reviewing the document, you will need to confirm your acceptance of the policy by clicking the checkbox located at the bottom of the last page. You may need to scroll down or up using the small scroll bar to locate the acceptance checkbox, or you might have to adjust your computer's resolution settings to view it clearly.



10. How do I know if I have completed the training, and how do I download my training certificate?

After you acknowledge your policy or complete a course, you will exit the pop-up window and return to the "My Training" page. Any completed courses should now be marked as complete,

indicated by a checkmark next to them (you may need to refresh the page first). You will also have the option to download your certificate for that course. The "Download Certificate" button will appear next to the course title and image. Please note that policies and resource pages do not provide a certificate, but they will still show as "complete."

11. What do I do if I forget my password?

Please get in touch with csat@ochca.com to have your password reset.

12. How can I change my password?

In the top right corner of your screen, click the drop-down arrow next to your name and select "Profile." This action will take you to your profile settings.



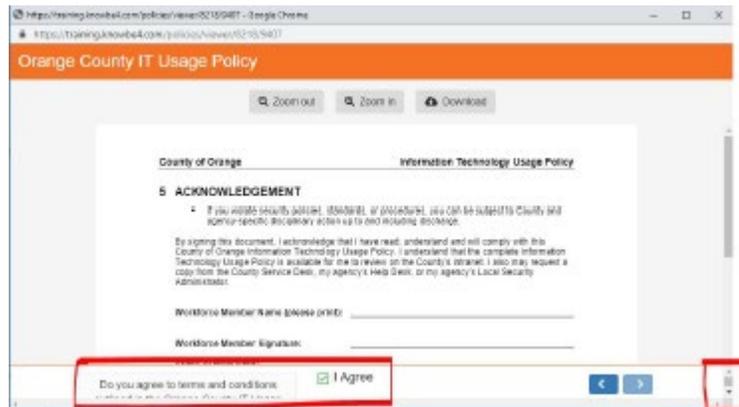
From the profile settings window, select Password and then Change Password.

A screenshot of the "Your Profile" settings page. It contains several input fields: "Email" (AExample@ochca.com), "First Name" (Ann), "Last Name" (Example), "Phone Number" (714-555-1212), "Extension", and "Mobile Phone Number". There is a "Multi-Factor Authentication" section with a "Disabled" status. The "Password" section shows a masked password field and a "Change Password" button highlighted with a red box. At the bottom, there are "Cancel", "Save", and "Log Out of All Sessions" buttons.A screenshot of the "Change Password" dialog box. It has three input fields: "Current Password", "New Password", and "Confirm New Password". Below the fields are two buttons: a large orange "Save" button and a smaller "Cancel" button.

Enter your current and new passwords twice. Then click Save.

13. Where can I find the acknowledgment checkbox on the assigned policy?

The policy acknowledgment checkbox is located at the bottom of the last page of the policy. If the checkbox is not visible, please scroll all the way down. In some cases, you may need to adjust your browser's resolution settings to see the check mark properly. If you need assistance with changing the resolution, please contact your local IT service desk for help.



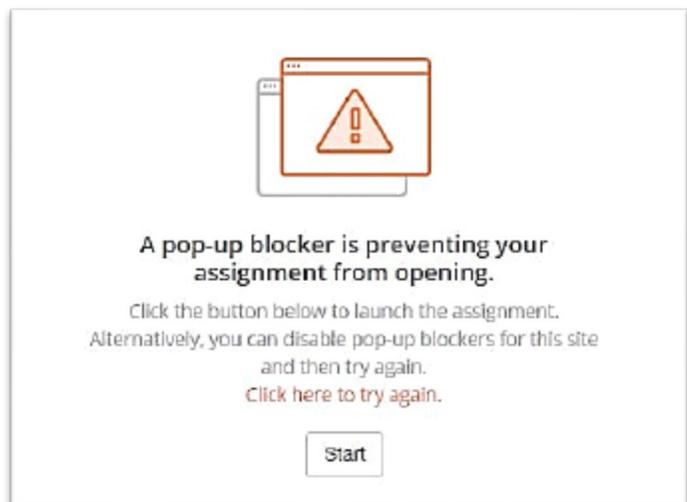
14. How will I know what training I must take?

Once you log in, all the required training will be listed on your dashboard.

15. I clicked the "Start" button on my training module, but did not see the course. What should I do?

Please disable your pop-up blockers while taking the training courses, as they open in a separate browser window. If you're unsure how to do this, please reach out to your local IT service desk for assistance. KnowBe4 will prompt you to turn off any pop-up blockers that are currently enabled.

If you don't have a pop-up blocker, check behind open windows to ensure your course didn't open behind your browser or other applications, hidden from view.



16. Why am I enrolled in the same training courses twice?

We apologize for this error. Our training database is synchronized with our Active Directory Global Address Book, and sometimes users may be automatically assigned to two different

training groups that contain the same courses. If this occurs, please email our team to address the issue at Securityadmin@ocit.ocgov.com.

17. Should I turn my training certificates in to securityadmin@ocit.ocgov.com or csat@ochca.com?

You do not need to email your training certificates to the Security Admin mailbox. OCIT security personnel can log into the system to check who has completed the training. However, if your manager requires you to submit your certificates, please do so.

18. Should I inform the County when someone has been hired or separated from my organization?

The KnowBe4 dashboard is connected to the Global Address Book through Active Directory. Most departments use Active Directory, which allows user information to be automatically updated in our system whenever someone is hired or removed. However, a few departments that do not utilize Active Directory need to email csat@ochca.com to inform us when a new employee is hired or when someone leaves the organization.

19. What happens if I don't complete the training by the due date?

Your access to the HCA network will be disabled. This means you will not be able to access your HCA email, use IRIS, or any other associated resources. Please contact CSAT@ochca.com for assistance.