

End User Security Awareness Training FAQs

1. Who is Eligible to utilize DIR offered End User Security Awareness Training and Phishing Simulation services?

Texas state agencies, institutions of higher education (IHE), and as of September 1, public junior colleges are also eligible entities.

2. When are services available?

Services became available on February 10, 2022.

3. Is there a deadline to request licenses?

There is no deadline to request licenses. You can sign up at any time using the [Proofpoint End-User Security Awareness Training and Phishing Simulations License Request form](#).

4. Who is eligible to obtain these services at no cost?

DIR will fund the cost of these services for state agencies, institutions of higher education, and public junior colleges in the state of Texas.

5. How do I request access to services?

Complete and submit a [Proofpoint End-User Security Awareness Training and Phishing Simulations License Request form](#). DIR and Proofpoint will be notified of the request and the identified administrators will be added. The first admin added to the system will receive an email notification from “no-reply@proofpoint.com” with instructions on how to access the platform.

6. Who can I contact for access issues or technical support? If you experience any issues with accessing the platform, email TexasSLED@proofpoint.com.

7. Where on the platform can I find online resources and or support?

The PSAT platform has a user community, accessible from the top right corner of your home page.

8. Is there a limit to the number of licenses an organization can have?

DIR has 200,000 licenses available on a first come, first serve basis. If the need for licenses exceeds that amount, DIR does have the ability to add seats to help meet the demand.

9. Do I need a separate license for both Security Awareness training and Phishing Simulation?

No, a single license per user has access to all services available on the platform.

10. Can I add users at any time, or do I have to add them all at once?

You can add users at any time. Either one at a time via bulk CSV upload, or with AD/Azure Sync.

11. Are integrations available for AD/Azure and Single Sign On?
 Yes. Proofpoint supports automated user management via AD/Azure & SSO for authentication.

12. Can I try the platform before signing up?
 This is a DIR funded service. You may request licenses to familiarize yourself with the content and administration of the PSAT services and add additional licenses later if you choose to expand your usage. It may be useful to request a small number of licenses so several individuals may participate.

13. Are there any systems requirements for me to implement services or access the platform?
 Yes. See table below for general systems requirements.

	Security Education Platform End Users	Security Education Platform Administrators
Operating System	Windows 10 Windows 8.1 Mac OS® iOS® Android®	Windows 10 Windows 8.1 Mac OS®
Browser	<i>Current browser version at time of Platform release</i> Desktop Browsers: Firefox Google Chrome Microsoft Edge Safari for Mac OS Mobile Browsers: Chrome for Android Safari for iOS	<i>Current browser version at time of Platform release</i> Desktop Browsers: Firefox Google Chrome Microsoft Edge Safari for Mac OS

14. Does Proofpoint have other events, webinars, or information that I can access?
 Yes, Proofpoint will send threat alerts via email as they see trending threats in the wild. These are typically sent weekly/biweekly. Other emails to administrators and customers as security related events are scheduled. Proofpoint also administers a Threat Research Blog:
<https://www.proofpoint.com/us/blog/threat-insight>

15. What is the DIR certified cybersecurity training offered through the PSAT solution?
 Proofpoint training is certified by DIR. The minimum requirements to meet the mandatory training standards can be found on DIR’s website: [FY21-22 Certified Training Programs V11.docx \(live.com\)](#)

16. Are there any privacy specific modules to aid in covering this compliance topic?

Yes, PSAT offers numerous modules covering privacy.

17. How many modules are available for use?

Today, Proofpoint offers 356 training modules. You will also have access to new modules as they are released.

18. How long does it take to complete an average training module?

The average module takes about 7 minutes to complete. However, Proofpoint offers modules of various lengths, from 1-2 minutes up to 20+ minutes in length.

19. How many modules can be released at the same time?

You will have access to all modules available at the time your platform is provisioned, and new modules created in future releases. The platform accommodates multiple concurrent training assignments and phishing simulations.

20. Will I be notified when new content is available?

New training content is added on the second Tuesday of every month. There is a blue alert badge in the bottom left corner of your training platform that also updates you when new features and content is released.

21. Can videos be downloaded and reviewed before releasing them to the agency?

Training content can be previewed within the Proofpoint platform, before assigning to your end users.

22. Are multiple languages included?

Yes, Proofpoint offers content in 40 languages, including English and Spanish.

23. What type of reports will be available to each agency?

Proofpoint offers live user enrollment reports showing who hasn't started, who is in progress, and who has completed the training assignment. Phishing simulation metrics, knowledge assessment and training scores, and training completion rates are also readily available.

24. Can training metrics for a specific business area be provided?

Yes, if you include user property details like the Manager Email Address, you can send managers reports for their employees. You may also cc and bcc managers on training reminder notifications.

25. Can training be customized?

Proofpoint has 157 customizable training modules that allow you to edit text, images, quiz questions, and add/delete content.

26. Can training modules be used in our in-house Learning Management System (LMS)?

Yes, Proofpoint modules are available in SCORM format. They can be exported from your platform and uploaded to your LMS.

27. What if I am already using Proofpoint under another contract?

If you are currently using Proofpoint under another contract, there are two scenarios to consider:

- 1) If you are currently only using the PSAT product (what DIR is funding under this contract), you can move under this contract and may add your users utilizing the bulk load method. You will also need to populate this new account with any specialized campaigns you had created.
- 2) If you are currently using or have purchased Proofpoint services other than PSAT and you want to keep those additional features, you would need to continue under your current contract as unbundling your Proofpoint services will most likely increase your costs.

28. Can PSAT be integrated with Workday?

Yes, PSAT integrates with Workday. You can download training modules in a SCORM format and upload the files into Workday for use.

29. Does PSAT incorporate something like a “phish alert” button for users?

Yes, PSAT’s reporting button is called PhishAlarm.

30. Are there any limitations to use of the simulated phish platform: frequency, annual volume, limits on available templates, or customization of templates?

No. You can use the phishing simulation tool as often as you like. PSAT has over 1,300 templates available that can all be customized. You can also create your own templates.

31. Will we be given whitelist addresses/domains so emails from the platform aren’t blocked?

Yes. This information will be provided with the onboarding guide documentation.