TEXAS ASSOCIATION *of* COUNTIES
CYBERSECURITY AWARENESS TRAINING

A How-To Guide for Course Admins

The Texas Association of Counties (TAC) provides Texas local government employees with a free cybersecurity training course that fulfills the requirements of Texas Government Code § 2054.5191 each year. See more information on TAC's webpage and on the website of the Texas Department of Information Resources (DIR), the entity that counties will need to report their compliance to by Aug. 31 of each year.

As a Course Administrator for your county, you will be responsible for adding users to the system who are required to complete training, removing users who no longer work for your county, and serving as an internal resource for your county's employees to ensure TAC's course is accessible to complete. This guide will walk you through how to fulfill these duties.

Questions? Contact TAC's Cybersecurity Training Support team at SecurityTraining@county.org or by phone at (800) 456-5974.

Your Admin Dashboard

First, log into your account on the training platform, which can be accessed at: https://tac.litmos.com/.

As a course administrator, you will have two different portals within your training account — "Learner View," which will be used to complete your own assigned training, and "Admin View," which will be used to access completion reports for your county's progress, as well as to make any changes to your county's users (adding and removing users, resetting passwords, etc.)

Toggle between the two views by clicking the downward arrow next to your initials at the top right of the screen and selecting either **Switch to admin view** or **Switch to learner view**.
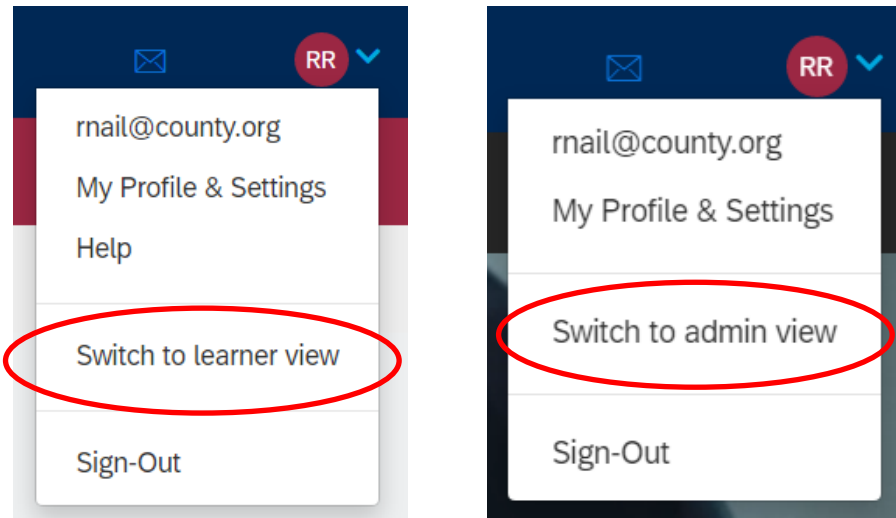

When in admin view, you will see a dashboard including information about your county's training, its users and a selection of available reports.
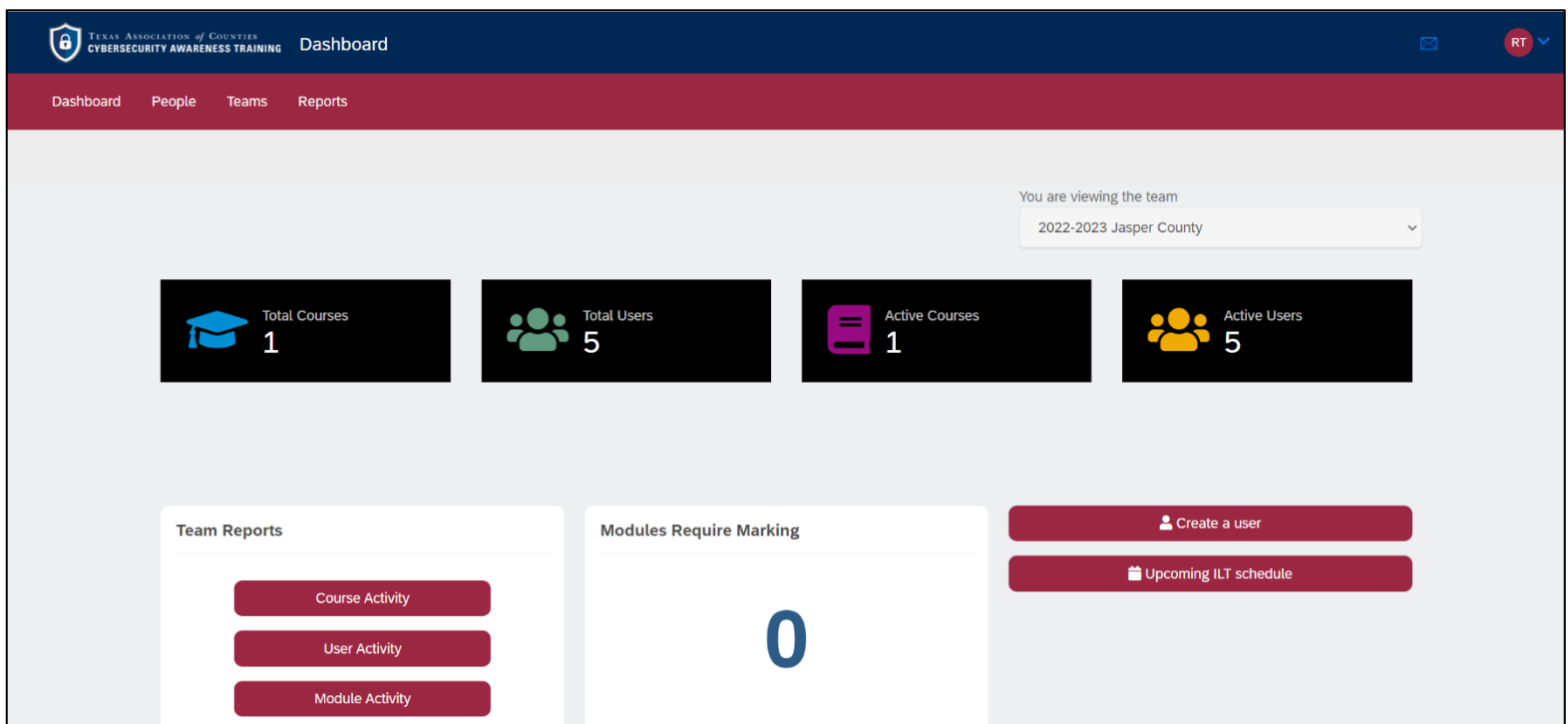
Please see the following sections for instruction around how to access the information that is available to you as a course administrator.

User Information

One method to viewing user information is to click on the **Total Users** button on the dashboard.

Total Users
5
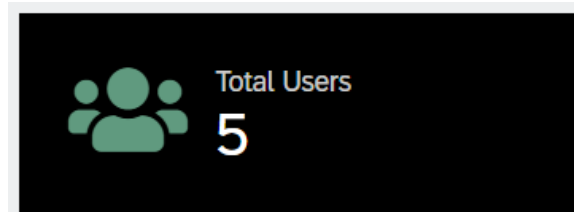
From this view, you will see a list of your team's enrolled users, including information about their completion status. You can click on each user to see courses they're assigned, and the percent completed for each.

People - All Results are in UTC

Q Search

Filter ☰

Users	All Courses Assigned	All Courses Completed
5	5	0

Completion Percentage
0

LIST VIEW   CHART VIEW

Person	Username	Total Courses	Active	Complete	Access Role
Bob Roe	BobR@county.org	1	Active	0% Complete	
Jane Doe	JaneD@county.org	1	Active	0% Complete	
John Roe	JohnR@county.org	1	Active	0% Complete	

Course Information

From your main dashboard, view a breakdown of your team's progress on assigned courses by navigating to **Total Courses** or **Active Courses**.

Total Courses	Active Courses
1	1

From either the **Total Courses** or **Active Courses** page, click the course you'd like to view completion information for.

LIST VIEW	CHART VIEW		☰
Course		**Assigned people**	**Completed people**
2022-2023 DIR-Certified Cybersecurity Training Course		5	0

This will show you the list of enrolled users, along with completion status, overdue status and due dates.

LIST VIEW	CHART VIEW						☰
Person	**Last attempt**	**Marking**	**Overdue**	**Complete**	**Assigned Date**	**Due Date or Initial Compliance Due Date**	**Active**
Reagan Test	09/21/2022 05:18:24 PM			Complete	10/11/2022		Active
Rot Beverly	10/11/2022 06:48:03 PM			Complete	09/30/2022		Active

Download On-Demand Completion Reports

Use the reporting tab to access information about your team's activity and progress – click on **Reports** toward the top of your screen.
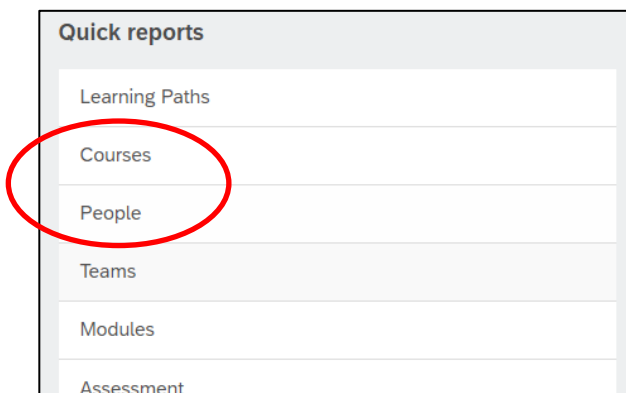
The easiest way to access information about your team is through one of the available **Quick Reports**, which can be found in a menu toward the right of your screen while on the **Reports** tab.

The **Courses** and **People** quick reports will be the most useful for monitoring your organization's progress.
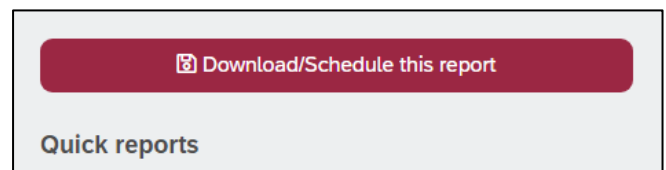
If you choose to utilize the **Courses** quick report, you'll need to click on the **name of the course** that you want to see completion for if there are multiple.

Once you've selected the report, you can download it by clicking the red **Download/Schedule this report** button toward the right side of the screen.

Add a name for the download in the **Title** field so that you can easily find it later.

Under Options, select **Download**.

Under **Format**, select whether you want to download the report in CSV or PDF format.

Click **Run**.

The below dialogue box will appear to let you know that your download has begun processing. The red "(processing)" text will disappear once your report is ready to be downloaded. Click on the **name of the report** under Created Reports. The report will then populate at the bottom of your screen or within the Downloads folder of you File Explorer, depending on your internet browser's settings.

Schedule Periodic Completion Reports

You can use the same quick reports identified in the last section to configure scheduled completion reports to be sent to your email account at your preferred cadence. To schedule a completion report, follow the steps in the last section up until clicking the red **Download/Schedule this report** button toward the right side of the **Reports** tab after you've selected the Quick Report that you'd like to schedule periodic reports for.

Add a name for the report in the **Title** field so that it's clear what you will be receiving at your email.

Under Options, select **Schedule**.

Next to, "Email To", click **select users to email**. You will be presented with a list of team leaders assigned to your organization's team. Check the box next to the account associated with the email address that you'd like to receive the completion reports at, and then click **Select**.

Under **Frequency**, select whether you want to receive the completion reports once, daily, every Monday, or on the 1st of every month.

Under **Format**, select whether you want the reports to be emailed to you in CSV or PDF format.

Click **Run**.

The dialogue box pictured at the right will appear. Click into another area on your screen to make the dialogue box disappear – there's nothing to see on this screen. At this point, your completion report has been scheduled and you can expect to receive an email with the report you selected at the frequency that you requested.

Download a Completion Certificate for a User

Log into your dashboard and ensure you're in Admin View. Click **People** toward the top of the screen. You will be shown a list of the people on your team. Click on the name of the employee that you would like to pull a completion certificate for. Click on the **Achievements** tab within the user's profile, and then **Download Certificate** in green lettering next to the course you want the certificate for.
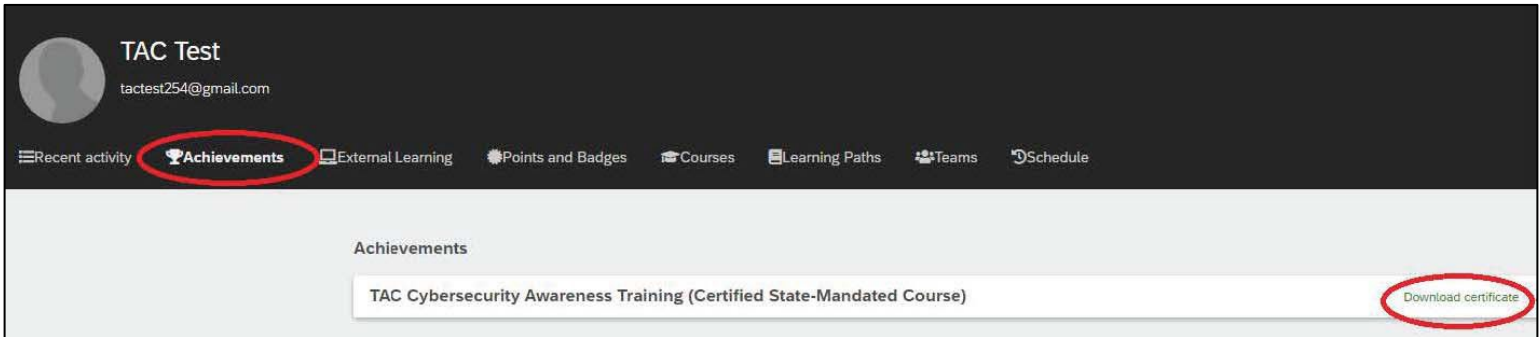

How to Add a User to Your County's Team

Any new employees that you add to your organization's team will automatically be assigned the certified course.
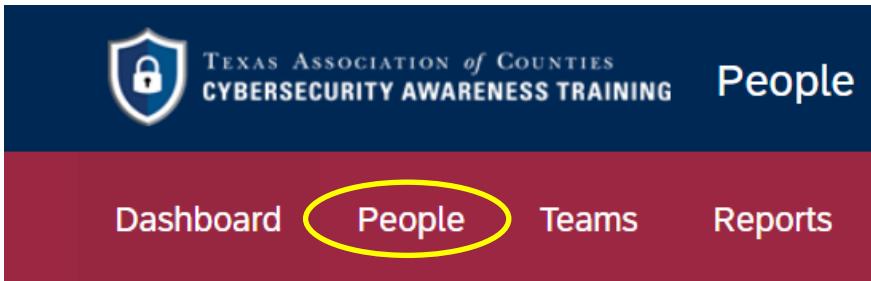
When logged into Admin View, click the **People** option in the menu toward the top of the screen. You will be shown a list of the people on your organization's team.

Click the red **Add a new person** button toward the right of the screen.
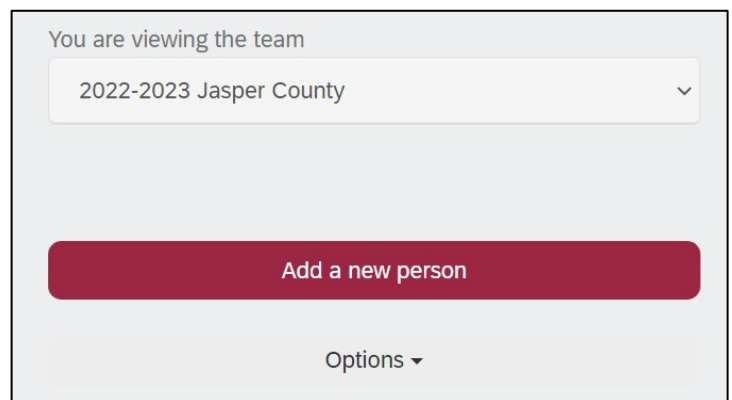
Add a new person

* is required field
Enter a first name, last name and username to setup a new learner

Team

Certified Test Team ▾

First Name*

New

Last Name*

User

Username*

newuser@co.county.tx.us

Most people use an email address as their username

☑ Send an email to this person with a link to login.

Access Level

Learner ▾

Email

newuser@co.county.tx.us

☐ Disable all email notifications

County Name*

Limit 255 characters

On the next screen, fill in the appropriate information for the user. Be sure to complete the First Name, Last Name, Username, Email and County fields.

Please be sure to use the person's email address as their Username – the email address should be entered in both fields.

Ensure that the **Send an email to this person with a link to login** box is <u>checked</u> and that the **Disable all email notifications** box is <u>unchecked</u> – these should be the default settings and likely won't need to be changed

After adding the appropriate fields, select to add the one person, or you can choose to go ahead and add another.

Add person

Add person and then add another

Cancel

The user will then receive an email like the one below from system@litmos.com with their Username, as well as a link to login and set their password.

From: Texas Association of Counties <system@litmos.com>
To: Jane Doe <JaneD@county.org>
Subject: Texas Association of Counties login information

Hello Jane,

Your county or entity registered for a cybersecurity awareness training course, and an account has been created for you on the Texas Association of Counties training platform.

Login Details
This is your username: JaneD@county.org

Please click on the following link to finish setting up your account: https://tac.litmos.com/login.aspx?loginkey=37373e71-3f75-4fa9-8e5a-f579aca1ea85
(This link will expire after you've completed your account setup)

To access your training after setting up your account initially, please use the following link: https://tac.litmos.com

If you have any questions or concerns, please contact TAC's Cybersecurity Training Support Team by responding to this email or calling (800) 456-5974.

Please see the following two sections for instructions on adding users who share the same email address, and adding users who do not have an email address.

How to Add Users who Share an Email Address

Follow the steps from the previous section to begin adding a new user.

Complete the First Name, Last Name and Email (use the shared email address) fields. In most cases, users' Usernames are their email address. However, the system will not allow you to add multiple users with the same username, as a unique username is required for all users. So, for users who share an email address, you will need to use something other than their email address in the Username field.

It's recommended that you choose a Username that will be easy for the user to remember, for example, their first and last name ("FirstLast"), or the name of your county followed by the user's initials ("county- FL").

Each user will receive a separate email at the shared email address. Users should make sure that they are accessing the course through the email indicated with their name to prevent completing the course through someone else's account.
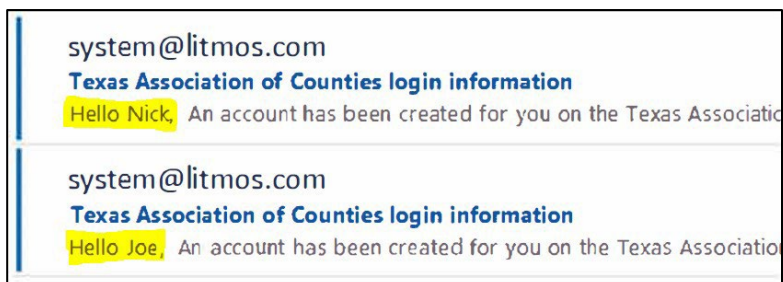
How to Add a User without an Email Address

You will have to communicate login information directly to users who do not have an email address.

Follow the steps from the previous section to begin adding a new user.

On the "Add a new person" screen, leave the Email field blank, and <u>uncheck</u> the box next to **Send an email to this person with a link to login**. Since there is not an email address to add in the Username field, you can create a unique Username for them. Be sure to take note of the Username so that you can communicate it to the user later.

It's recommended that you choose a Username that will be easy for the user to remember, for example, their first and last name ("FirstLast"), or the name of your county followed by the user's initials ("county-FL").

Next, reset the password for the account. To do this, Click **People** toward the top of the screen. You will be shown a list of the people on your team. Click the name of the user that you just added. You will then be shown their user profile page.

Click **Options** toward the right of the screen, then select **Reset password**. Be sure to make note of their password so that you can communicate it to the user at the next step.

Lastly, contact the user in person or by phone to let them know that:

- An account was just created for them so that they can complete a certified cybersecurity course and comply with the state mandate, Texas Government Code § 2054.5191.
- They can login at https://tac.litmos.com.
- Their Username is____.
- Their Password is ____.
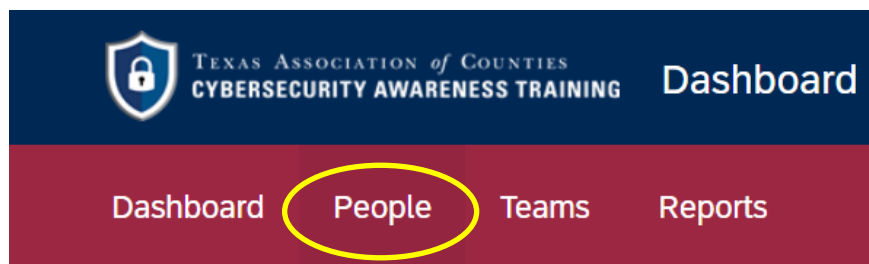

How to Resend Login Emails to Users

Once a user is added to your organization's team they will receive a login email, as stated in previous sections. If you encounter users who are unable to locate their initial login email, you can resend them their invitation.

If after following the below steps you have a user who is still not receiving the login email, you should instead reset their password and have them login at https://tac.litmos.com with their username and the password you set for them.

See the two sections below for instructions on how to resend a login email to an individual user, to all users on your organization's team, or to all users on your organization's team who have never logged in.

Resend login email to individual user

From your course administrator dashboard, navigate to the **People** tab toward the top left of your screen. You will be presented with a list of all users that are on your organization's team. Click on the name of the user that you'd like to resend a login invitation email to.

Toward the right of the user's profile, click on **Options** and then **Send login emails**.

Note: If you are trying to resend a login email to a user who has previously logged into their account, this option will not be present under Options. Instead, you should reset their password and have them login at https://tac.litmos.com with their username and the password you set for them.
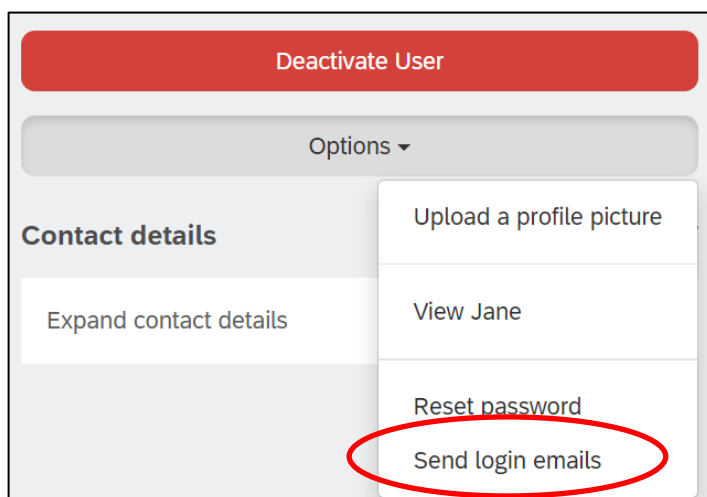
You will then be presented with a draft of the login email template, pictured below. Click **Send**.

Send an email to this person with a link to login.

To
Jane Doe (hellotest@gmail.com)

Subject

Texts Association of Counties login information

B I | ⠿ ⠿ | Size ▾ | **A**▾ | ⬚ Source

Hello Jane,

Your county or entity registered for a cybersecurity awareness training course, and an account has been created for you on the Texas Association of Counties training platform.

Login Details
This is your username: JaneD@county.org

Please click on the following link to finish setting up your account: https://tac.litmos.com/login.aspx?loginkey=f24f6cba-803e-49ba-9b01-fa647b05f779 **(This link will expire after you've**

Send Cancel

Resend login emails to all users who have not logged in

From your course administrator dashboard, navigate to the **Teams** tab toward the top left of your screen and then click on the name of your team under Team Name. You will be presented with a list of all users added to your organization's team.
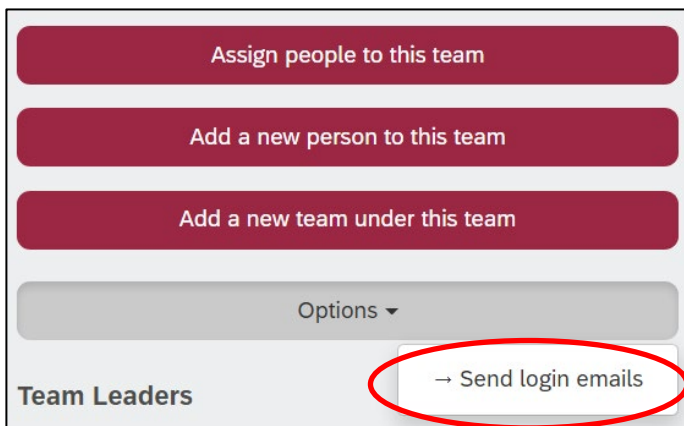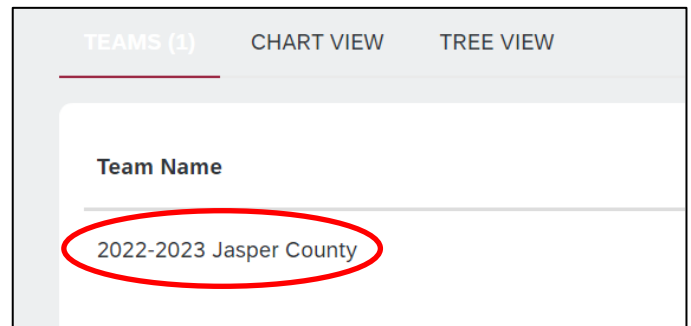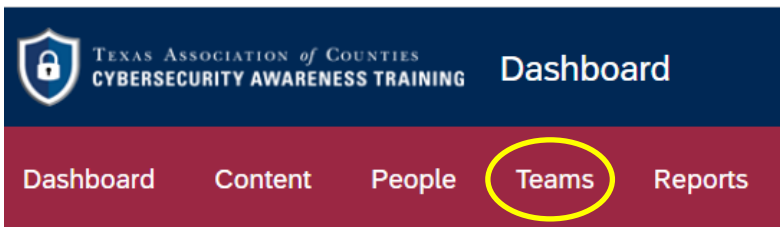
Toward the right of your screen, click on **Options** and then **Send login emails**.
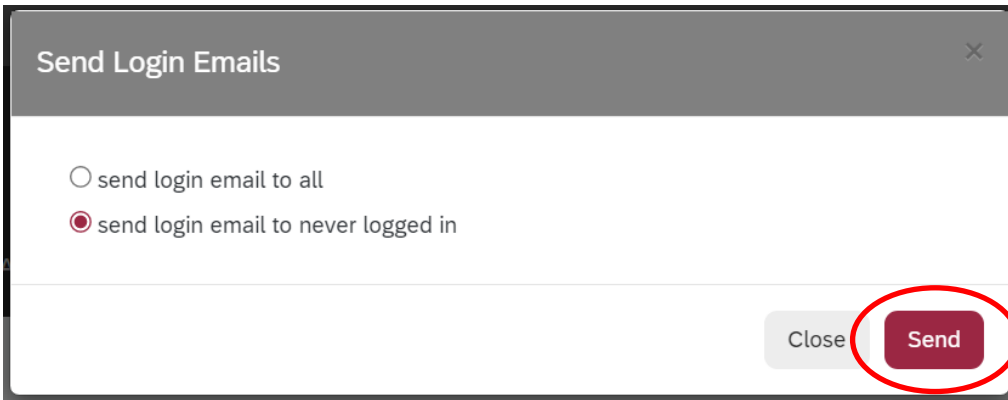
You will be presented with two options. Click the circle next to **send login emails to never logged in** to send an invitation only to the users on your organization's team who have never logged in, or select the circle next to **send login email to all** to send the login email to all users on your team, including those who have previously logged into their account.

Click **Send**.

Note: the login emails do not send instantly. You can expect for the login emails to be sent within 10-30 minutes of initiating them.

If you encounter a user who is having issues receiving the login email, you should instead reset their password and have them login at https://tac.litmos.com with their username and the password you set for them.

How to Deactivate and Remove Users from Your Team

Please note, this should only be done when the user is no longer employed by the county and will not be required to complete the training mandated by Texas Government Code § 2054.5191.

To deactivate and remove a user from your county's team, log into your dashboard and ensure you're in Admin View. Click **People** toward the top of the screen.
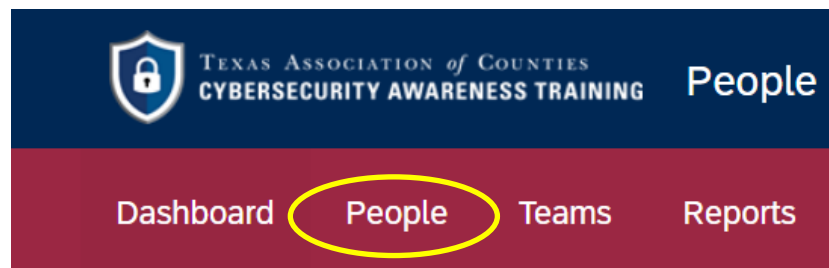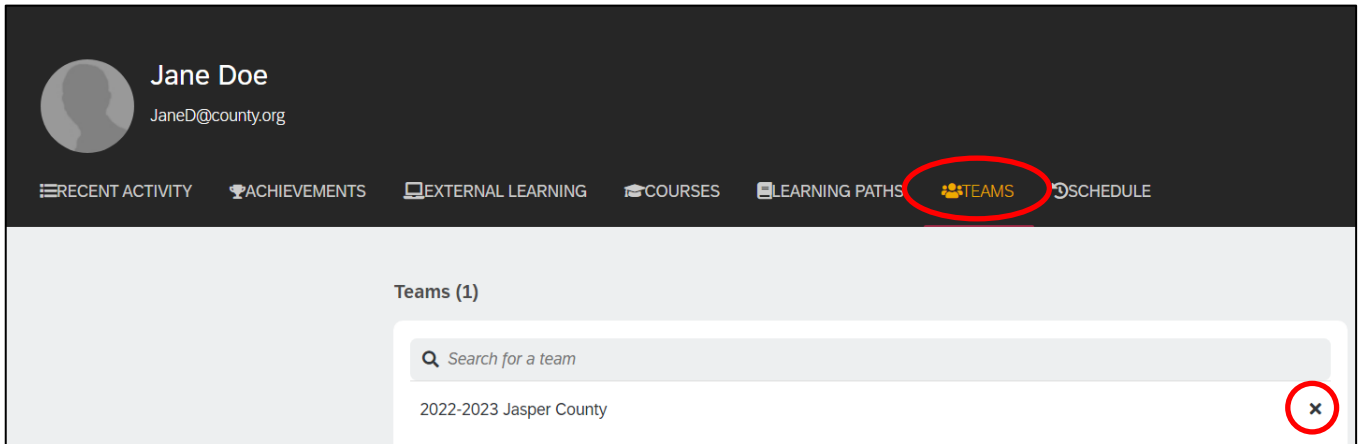

You will be shown a list of the people on your team. Click on the name of the employee that you would like to deactivate and remove.
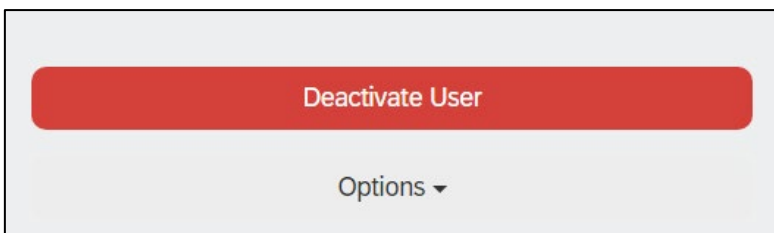

Click the red **Deactivate user** button located at the right side of the user's profile to prevent the user from getting future reminder emails.

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Next, click on the **Teams** button within the user's profile, and then the little **x** next to the team name that you'd like to remove the user from. Removing them from the team will ensure that incompletion by the user doesn't affect your completion reports.
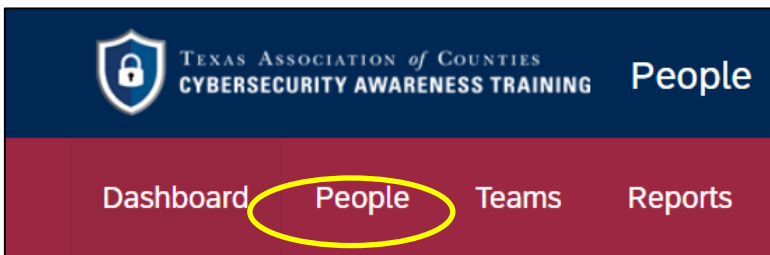

Confirm by clicking **OK**.
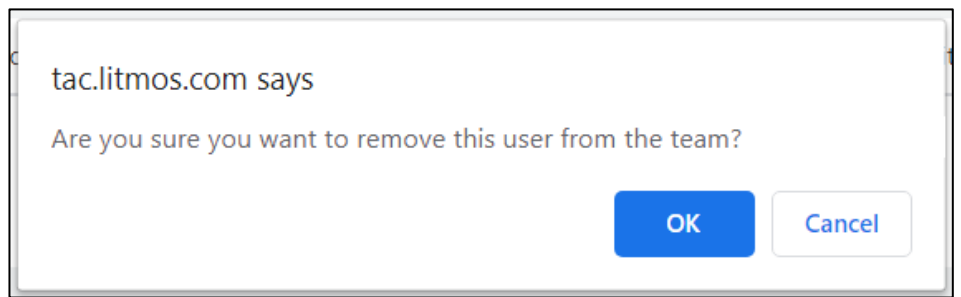
How to Change a User's Information

To change a user's information, such as their name or email address, log into the dashboard and ensure you're in Admin View.

Click **People** toward the top of the screen. You will be shown a list of the people on your team. Click the person's name whose information you'd like to change. You will then be shown their user profile page.

When on the user's profile page, click **Options** toward the right of the screen and then select **View ""**.
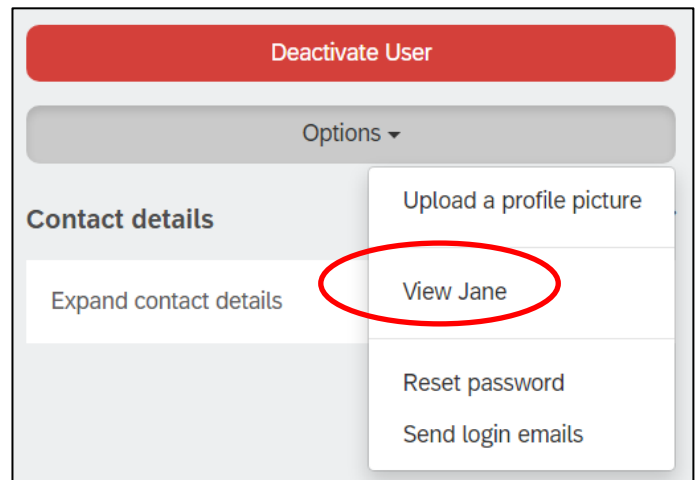
Click the pencil icon in the section of the information you'd like to edit.

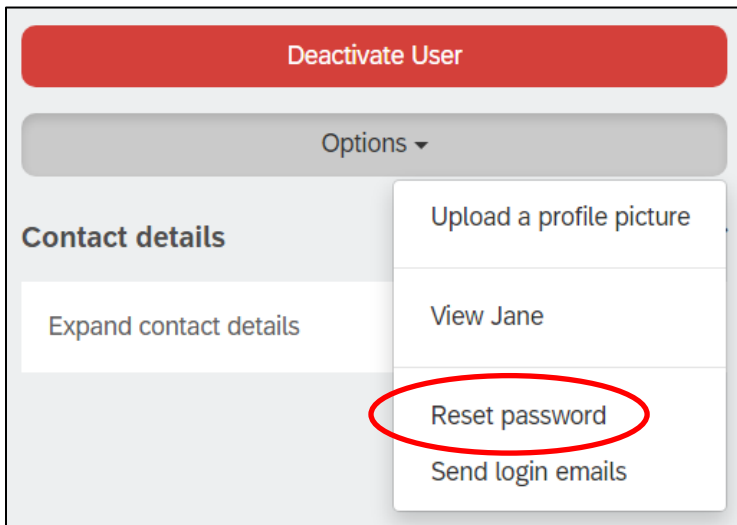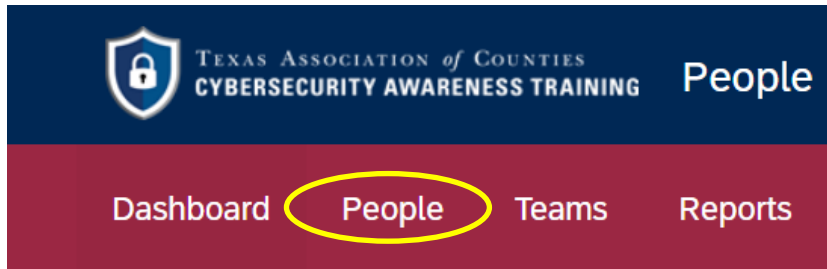Make the appropriate changes to the fields you'd like to change, then click the red **Save** button.

Personal Information

First Name	Paul
Last Name	Test
Username	TestPerson

Most people use an email address as their username

How to Reset a User's Password

If a user doesn't remember their password, you can reset it for them. Resetting a user's password is also a workaround for if you encounter users who are getting a "link expired" or "your account has been locked" error.

To reset a user's password, log into the dashboard and ensure you're in Admin View. Click **People** toward the top of the screen. You will be shown a list of the people on your team. Click the person's name whose password you'd like to reset.

TEXAS ASSOCIATION *of* COUNTIES
CYBERSECURITY AWARENESS TRAINING   People

Dashboard   People   Teams   Reports

Deactivate User

Options ▾

Contact details

Expand contact details

Upload a profile picture

View Jane

Reset password

Send login emails

You will then be shown their user profile page. Click **Options** toward the right of the screen, then select **Reset password**.

Tips for Smooth Course Completion

Smooth Email Delivery

The course training system will send users an email when they've been assigned the course (along with a link for accessing it), as well as deadline reminders and an email upon completion. **Ensure that your county's IT staff whitelists the email address system@litmos.com and the @litmos.com domain to prevent the emails from ending up in junk mail or being blocked altogether.**

If your employees obtain email service from the Texas Association of Counties' County Information Resources Agency (TAC CIRA), the email whitelisting has been completed for you. If you continue to experience email delivery issues, please contact SecurityTraining@county.org.

Access to Course via Internet

County users will need access to the internet to login and complete the course. While all internet browsers (Internet Explorer, Firefox, etc.) should allow the course to be accessed, we've found that it works most smoothly in Google Chrome, as other browsers may experience issues. Google Chrome is a free download, however, some counties' IT departments may require that your staff gains approval prior to being able to download new software.

Communication to Your County's Employees

We strongly suggest using the appropriate communication channels in your county to inform your county's employees that they are enrolled in this training so they know to expect the training email from system@litmos.com and will know it's legitimate.

Reporting Completion to DIR

While TAC is offering this training to counties as a solution to the state mandate, it does not monitor, enforce, or report course completion. Counties will need to report their completion to the Department of Information Resources (DIR), by August 31 each year in order to be compliant with the annual requirement. DIR's form for counties to report their employees' completion of a certified course will be made available on the DIR webpage.

Questions or issues?

Contact TAC's Cybersecurity Training Support Team at securitytraining@county.org or (800) 456-5974