TEXAS ASSOCIATION *of* COUNTIES
CYBERSECURITY AWARENESS TRAINING

The Texas Association of Counties (TAC) provides Texas local government employees with a low cost 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. **Please note TAC does not monitor, enforce or report course completion. Your county or organization will need to report compliance with the training requirement to the Department of Information Resources by Aug. 31 each year. For more information on how to report compliance, please email securitytraining@county.org.**

As a Course Administrator for your county or entity, 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.

Guide Contents (click to skip to topic)

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 views 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 or organization's progress, as well as to make any changes to your users (adding and removing users, resetting passwords, etc.)

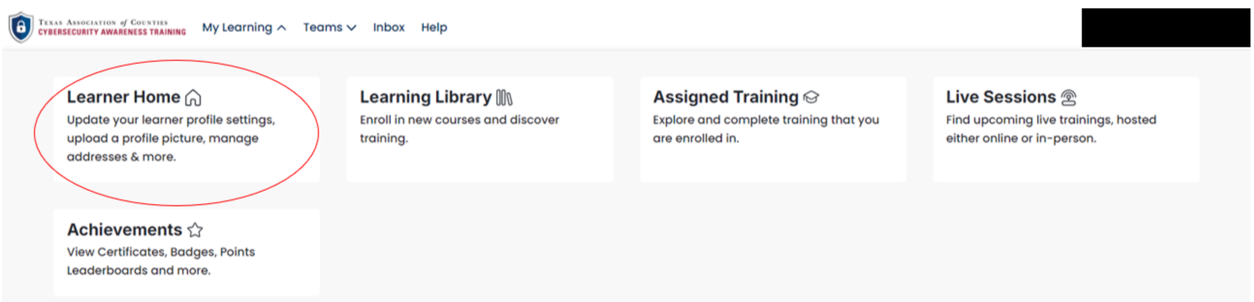

Figure 1 Access Learner View while on the Admin Dashboard

As a course admin, your screen will default to **Admin View**. To Switch to **Learner View**, locate the navigation bar at the top of the page then hover your mouse over **My Learning**, and a drop-down menu will appear. Click on **Learner Home** this will bring you to the **Learner View**. To return to the **Admin View** you have two options. First, if you click on the TAC Cybersecurity logo on the navigation bar, you will be brought back to the admin dashboard. Second, locate the navigation bar at the top of the page and hover your mouse over **Teams**. While hovering, select **Team Admin Dashboard** under the **Teams** section. This will also return you to the admin dashboard.

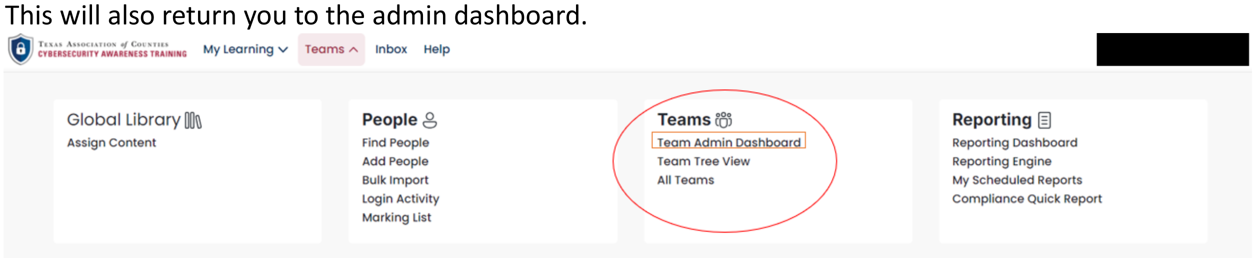

Figure 2 Find your Team Admin Dashboard

When in **Admin View**, you will see a dashboard including information about your county or organization's training, its users and a selection of available reports.

Figure 3 Icons found on the Admin Dashboard

Please see the following sections for instructions around how to access the information that is available to you as a course administrator.

User Information

On the Admin Dashboard you will see a **Total Users** icon, pictured below.

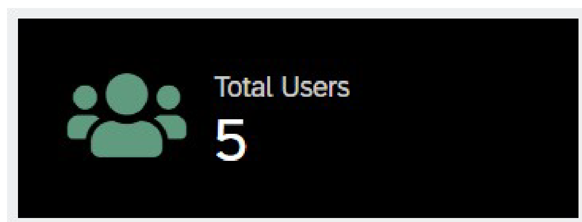

Figure 4 Total Users Icon

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 person.

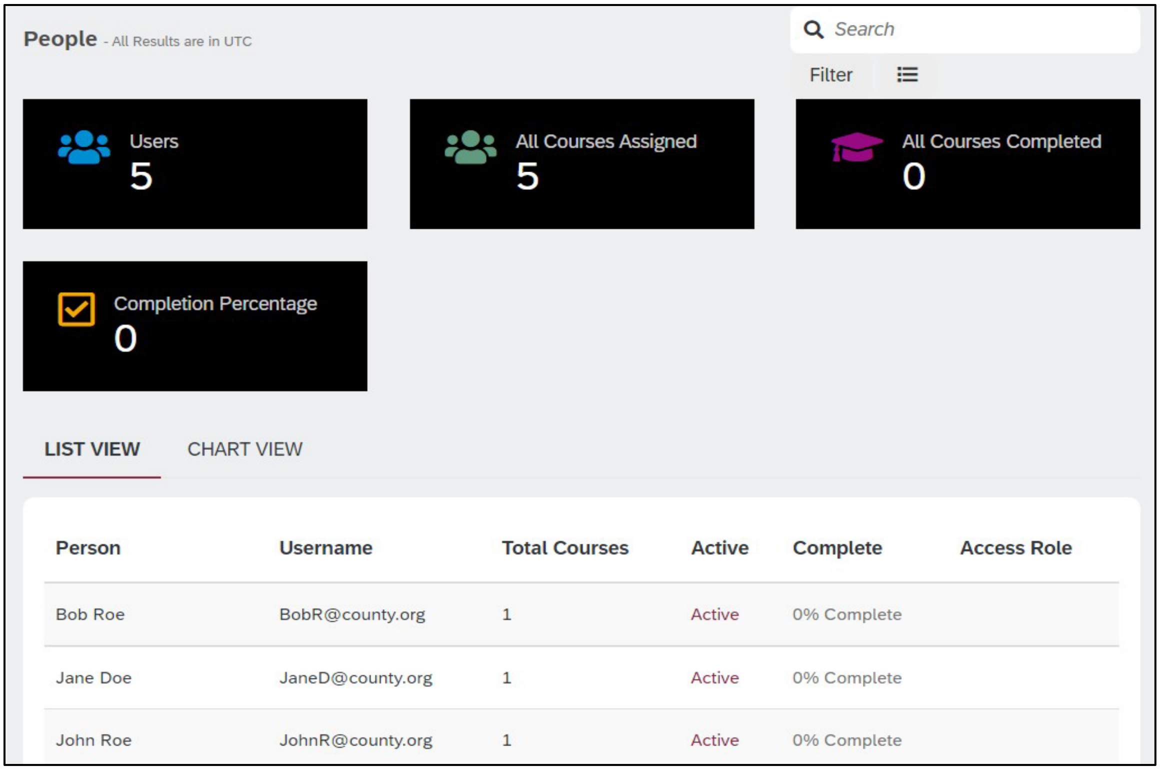

Figure 5 The list of users, total courses assigned and completion percentage.

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**.

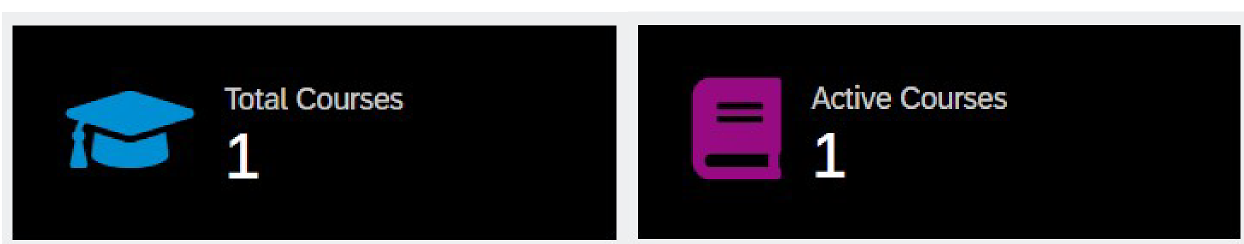

Figure 6 The icons showing total and active courses.

This will show you the list of enrolled users, along with completion status.

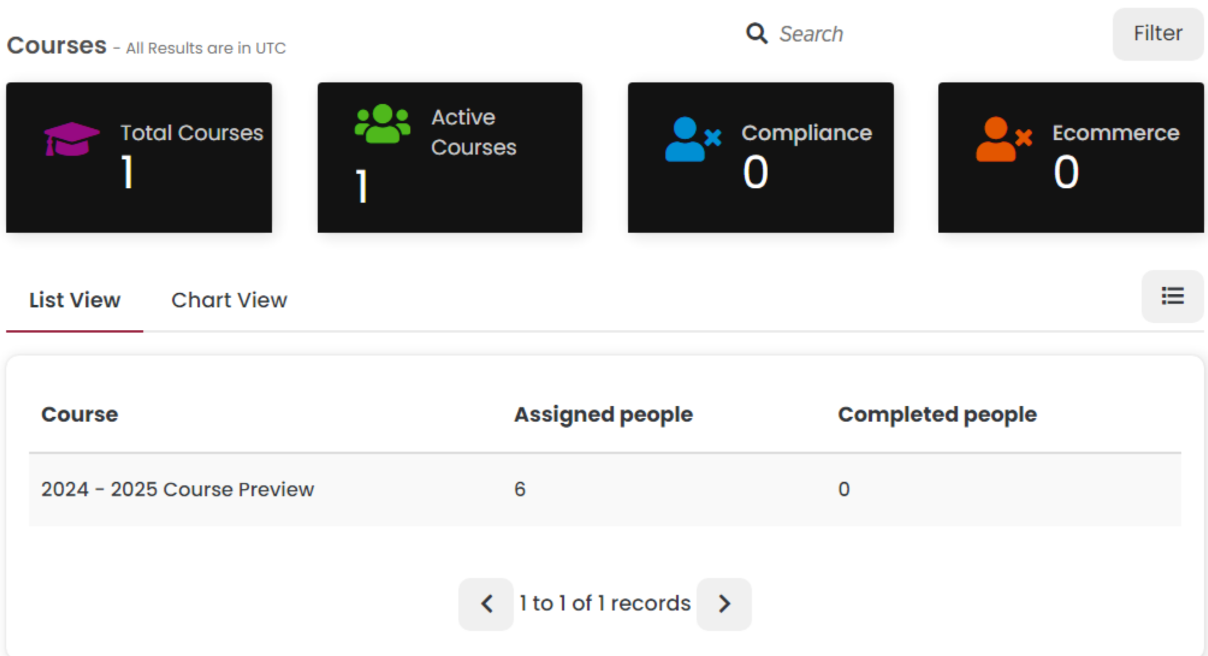

Figure 7 Course screen showing a list of enrolled users and completion status

Download On-Demand Completion Reports

Use reports to access information about your team's activity and progress. To access reports. Locate the **Teams** dropdown from the navigation menu at the top of the page. On the far right of the drop-down you will see **Reporting** with options listed underneath. To access the reports dashboard, click on the Reporting heading.

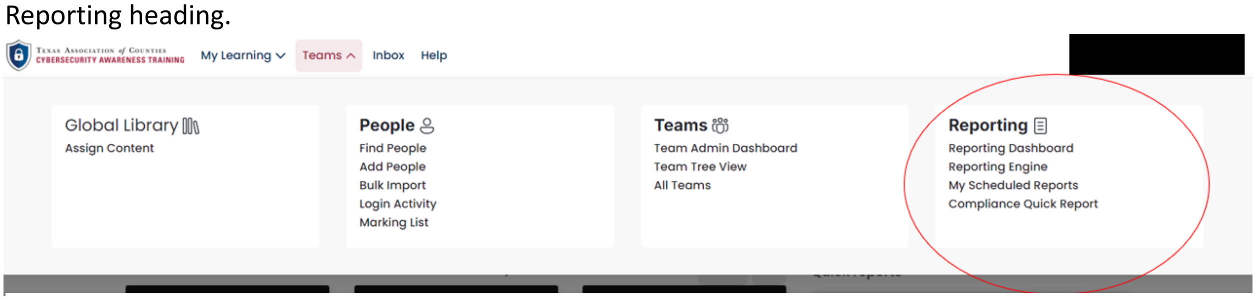

Figure 8 Locating the Reporting Dashboard from the Navigation Menu

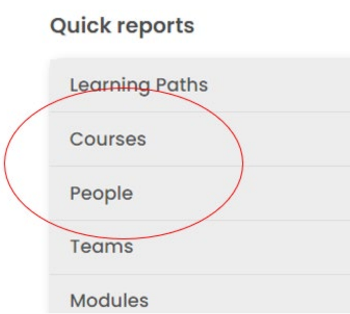

Figure 9 The Courses and People reports under Quick Reports

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** page.
The **Courses** and **People** quick reports will be the most useful for monitoring your county or 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.

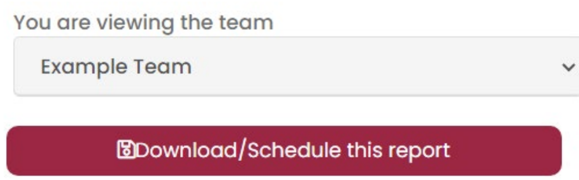

Figure 10 Download/Schedule this report Button

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**.

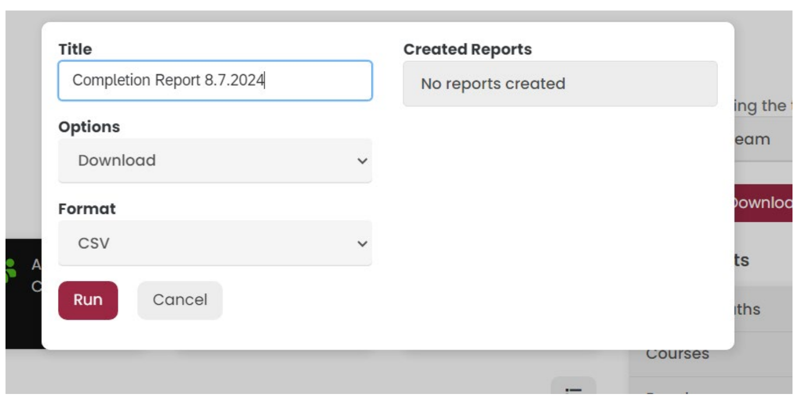

Figure 11 Example of the fields that appear while downloading or scheduling a report

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 top of your screen or within the Downloads folder of your File Explorer, depending on your internet browser's settings.

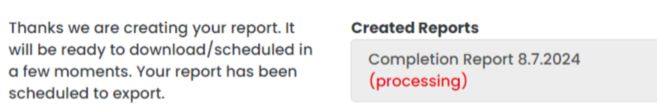

Figure 12 A processing report

Schedule Periodic Completion Reports

You can use the same quick reports identified in the last section to configure scheduled 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 users 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.** You can set which frequency you would like to receive the report and in which format. After you have set all these fields, click **Run** to schedule the report.

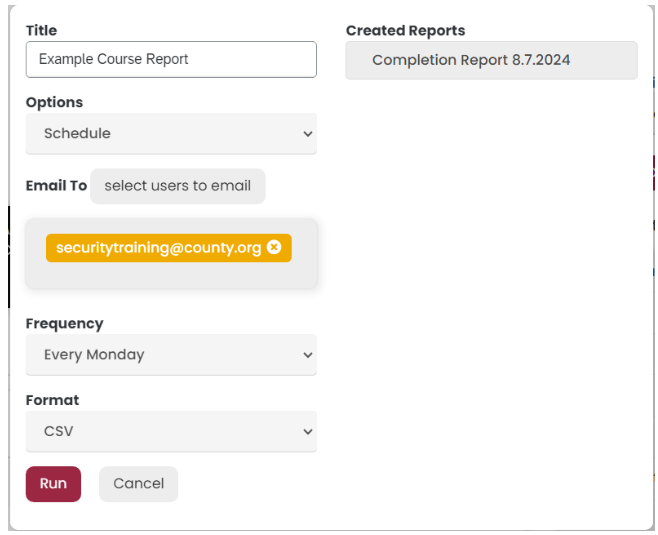

Figure 13 The screen and fields shown when scheduling a report

The dialog box confirming the scheduled report will appear.
Click into another area on your screen to make the dialog 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 you requested.

You can see scheduled reports on the Reporting Dashboard. This is under **Manage Reports**. This is also where you can delete the schedule reports once you no longer desire to receive them.

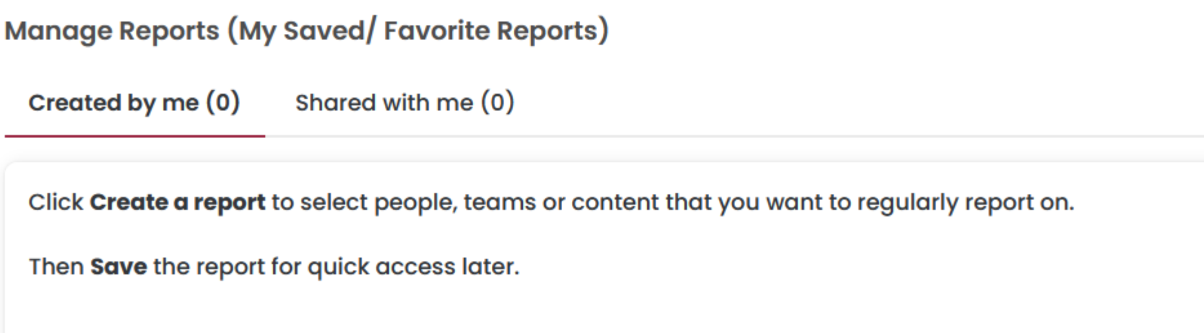

Figure 14 List of saved and favorite reports for quick access.

Custom Report

On the right side of the reporting dashboard, above the quick reports option is the red **Reporting Engine** button. This reporting engine will allow you to create more customized reports.

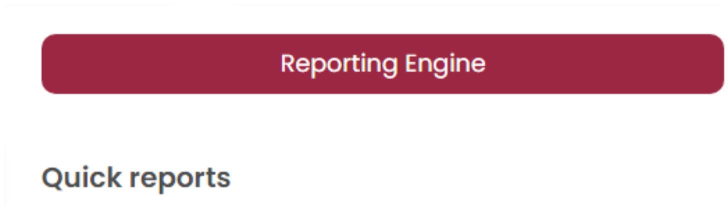

Figure 15 The Report Engine button above the Quick reports on the reporting dashboard

Within the Reporting Engine, the most helpful report for viewing each of your team member's completion status is the Team report. Select **Team → Details → Results → Team Course**.

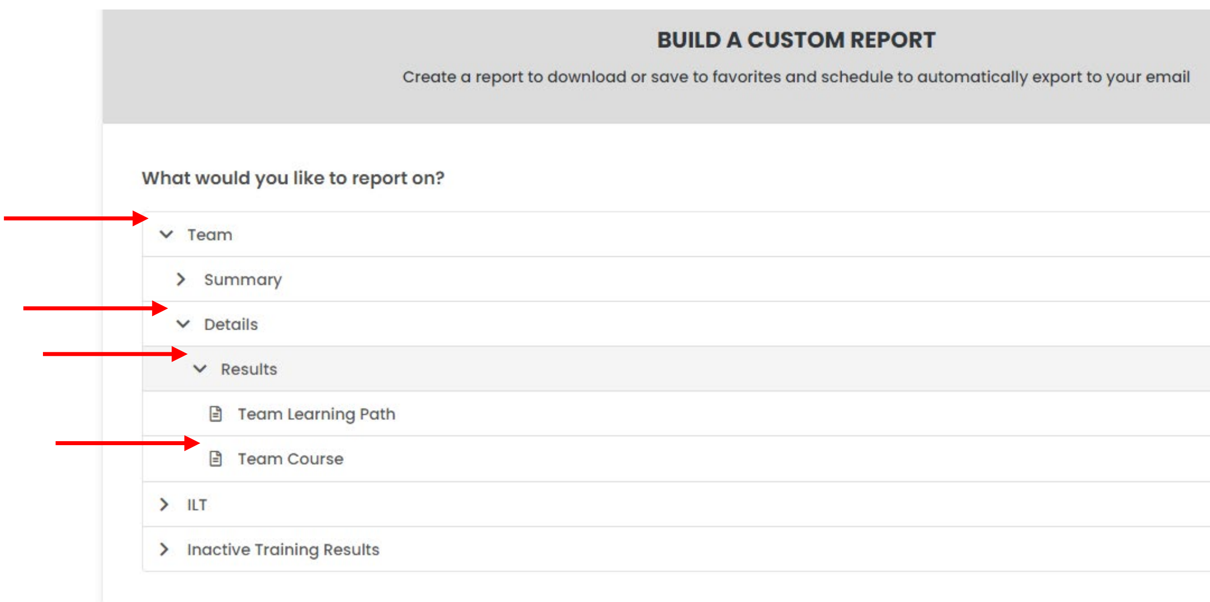

Figure 16 Custom report builder showing options to select.

You will then be brought to a page where you can select the fields you would like to include in your report. A set of fields will populate by default in orange. To add additional fields, click to expand the report categories on the left and then select the specific report field(s) you'd like to add to the report. Once you've added all fields, click **Next**.

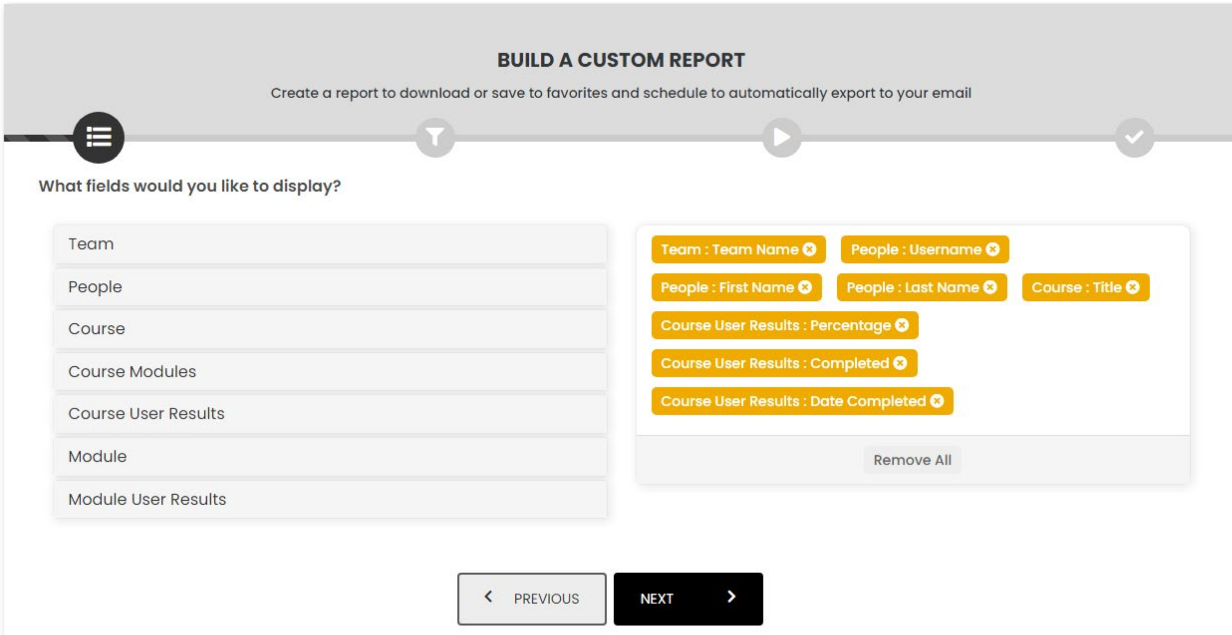

Figure 17 The custom report builder showing field selections that will show of the report.

On the next screen, you can make selections to specify data criteria that you want to include or exclude from your report.

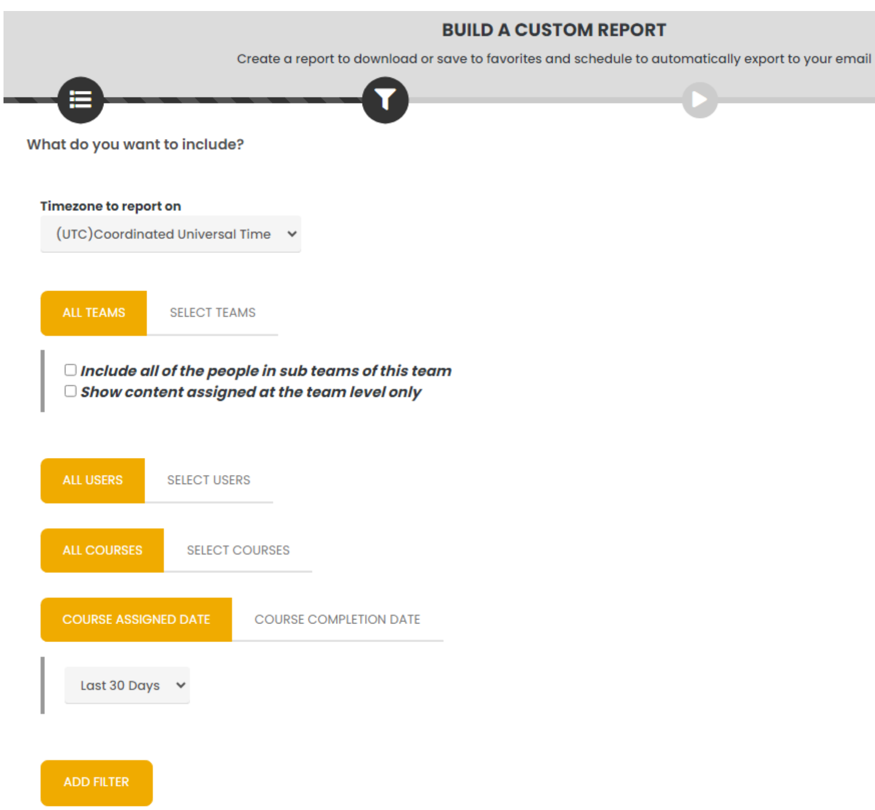

Figure 18 Custom report builder page showing data you would like to include on the report.

After clicking **Next**, you'll be taken to a screen where you can preview the fields and data that will populate into your report. If you can determine that changes need to be made, you can click the **Previous** button to go back and modify your selections. After you are finished previewing, select **Next**.

On the next screen, you can select whether you want to download the report or schedule it to be sent via email at your preferred frequency.

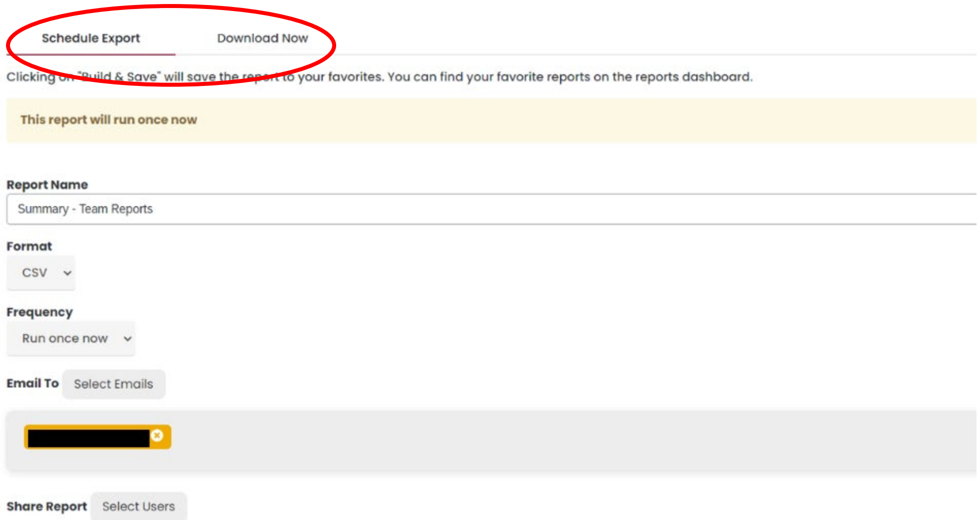

Figure 19 Screen showing where you can set a custom report to be scheduled or download the report now.

Download a Completion Certificate for a User

When going to download a user's completion certificate, you will want to ensure you are logged into the platform under the Admin View. On the navigation bar at the top of the screen, select **Teams** then **People** from the dropdown menu.

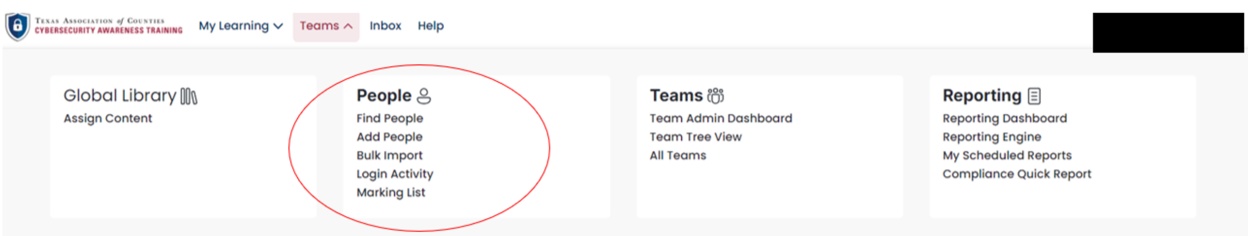

Figure 20 The Teams dropdown where you will find the People tab

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. You can also search for the user using the **Quick Search** field at the top left of the screen. 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.

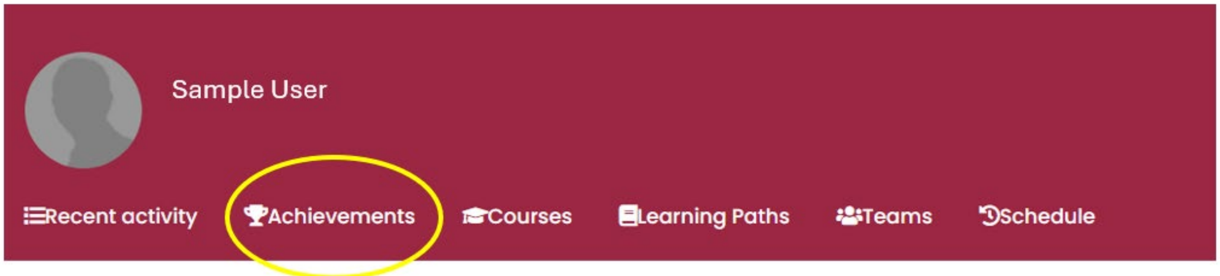

Figure 21 The achievements tab under a user profile

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. If you notice an employee is already in the platform but not assigned to the current year's team or course, please email securitytraining@county.org to have them assigned to this year's team.

When logged into the Admin View, locate **Teams** on the navigation menu at the top of the screen. From there select **People** from the drop-down menu.

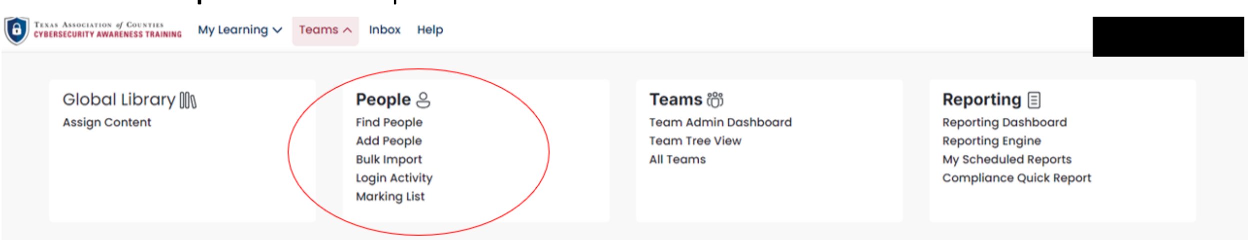

Figure 22 The drop down from the Teams Tab showing the People menu.

You will be shown a list of the people on your county or organization's team. On the right side of the screen, underneath the red 'Add a new person' button there is a drop-down that allows you to toggle between teams. Make sure you are on the current year's team to make sure you are seeing the correct list. Click the red **Add a new person** button toward the right of the screen.

On the next screen, select this year's team from the Team drop-down and fill in the appropriate information for the user. Be sure to complete the First Name, Last Name, Username, Email (unless one is not available) and County fields. To add a user without an email or with a shared email, please see the sections below. Please be sure to use the person's email address as their Username - the email address should be entered in both fields. You will also have the option to fill in the user's Title and Department.

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 will not need to be changed.

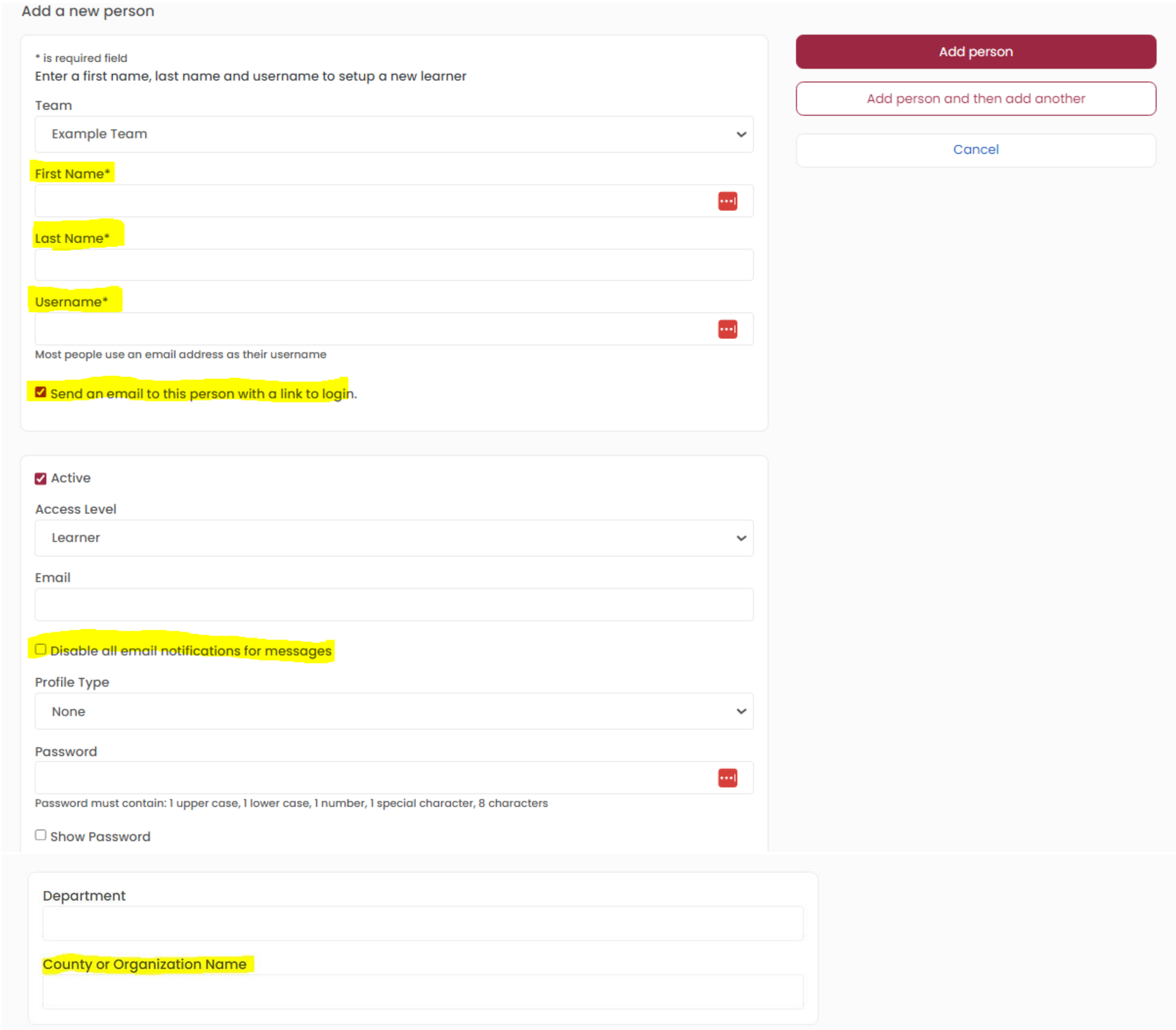

Figure 23 The fields shown when adding a user individually with important fields highlighted.

After adding the appropriate fields, select to add the one person, or you can choose to Add person and then add another

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, your organization and their first and last name ("countyFirstLast"), or the name of your county followed by the user's initials ("county- FL").

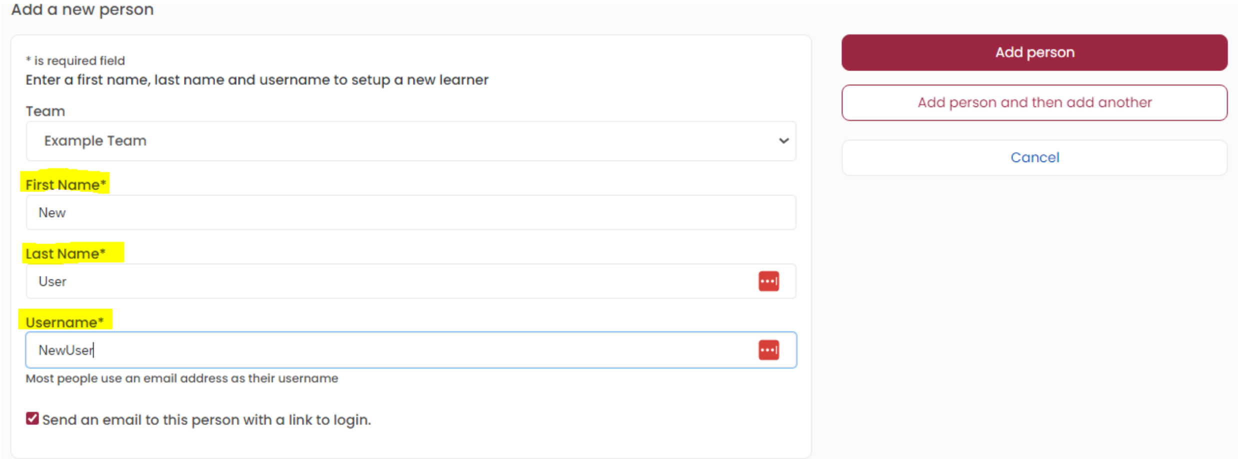

Figure 24 The fields shown when adding a user individually with important fields highlighted.

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 and username 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 uncheck 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, your organization and their first and last name ("countyFirstLast"), or the name of your county followed by the user's initials ("county-FL"). Next, set the password for the account. The password field is two fields below the email field. Make note of the password as you will need to communicate it to the employee.

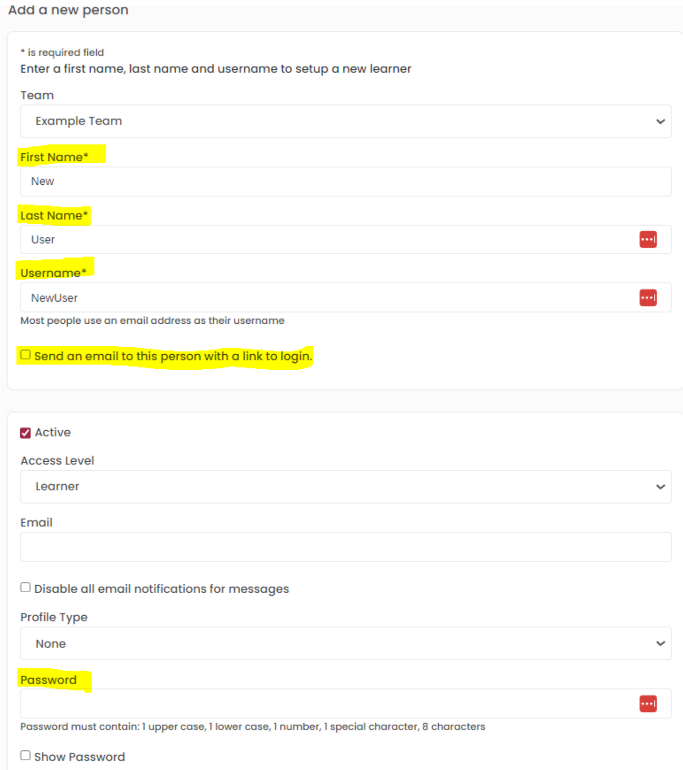

Figure 25 The fields shown when adding a user individually with important fields highlighted.

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 county or 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.

If the user has previously logged into the account, there will not be an option to resend an invitation. In this case you will need to reset the user's password. Please see the directions under How to Reset a User's Password.

See the two sections below for instructions on how to resend a login email to an individual user.

Resend login email to individual user

From your course administrator dashboard find Teams on the top navigation bar. From here select the **People** heading option from the drop-down. You will be presented with a list of all users that are on your organizations team. Click the name of the user that you would like to resend a login invitation to.

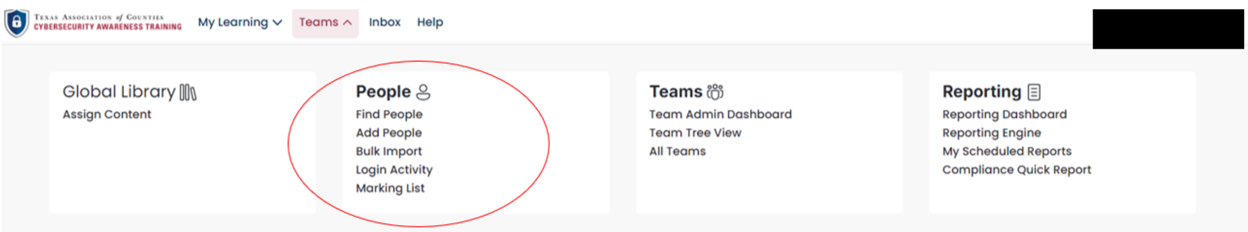

Figure 26 The drop down from the Teams Tab showing the People menu.

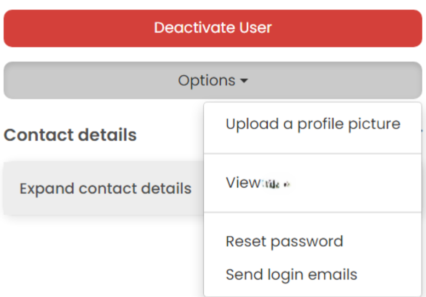

Figure 27 The options menu found on the user page where resending a login email is located.

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

You will then be presented with a draft of the login email template, pictured below. Click **Send**.

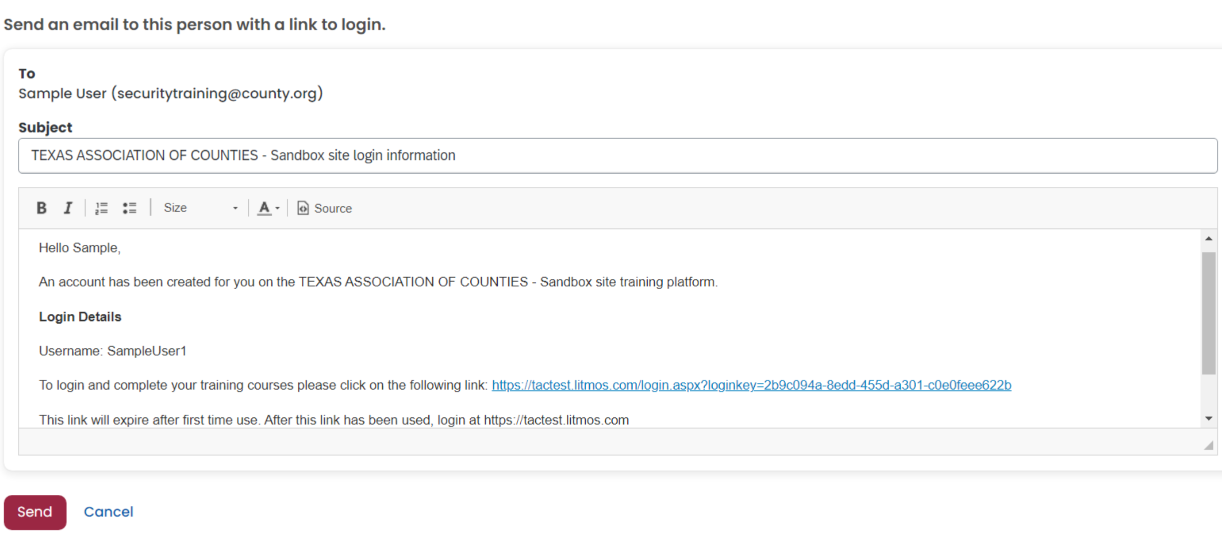

Figure 28 A preview of the login email that will be sent.

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 or email a password reset link to them. You can find more about how to send a password reset in the How to Reset a User's Password section.

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 or organization's team, log into your dashboard and ensure you're on the admin dashboard. Find Teams on the top navigation bar and select the **People** heading option from the drop-down.

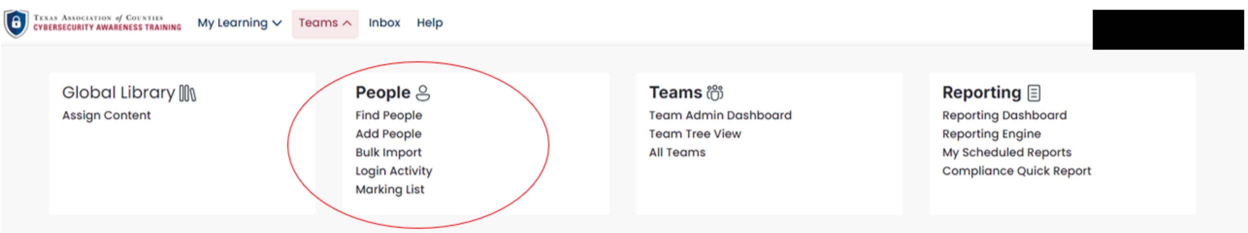

Figure 29 The drop down from the Teams Tab showing the People menu.

Select the name of the user whose account you are deactivating and then click the red **Deactivate user** button located at the right side of the user's profile.

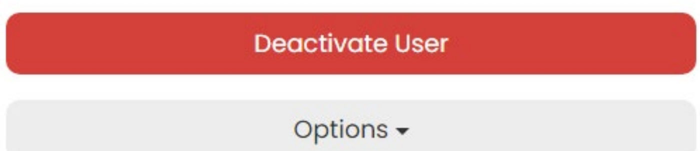

Figure 30 The deactivate user button found on the user profile.

Next, click on the **Teams** button within the user's profile, and then the little **x** next to the team 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 Update 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. Find Teams on the navigation menu at the top of the page and select the **People** heading from the dropdown menu.

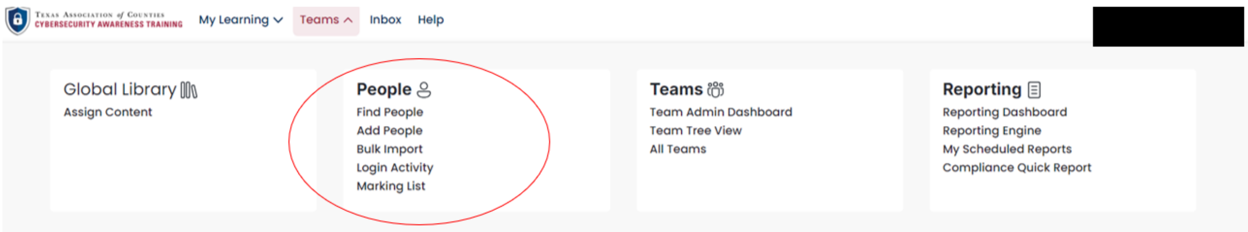

Figure 31 The drop down from the Teams Tab showing the People menu.

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.**

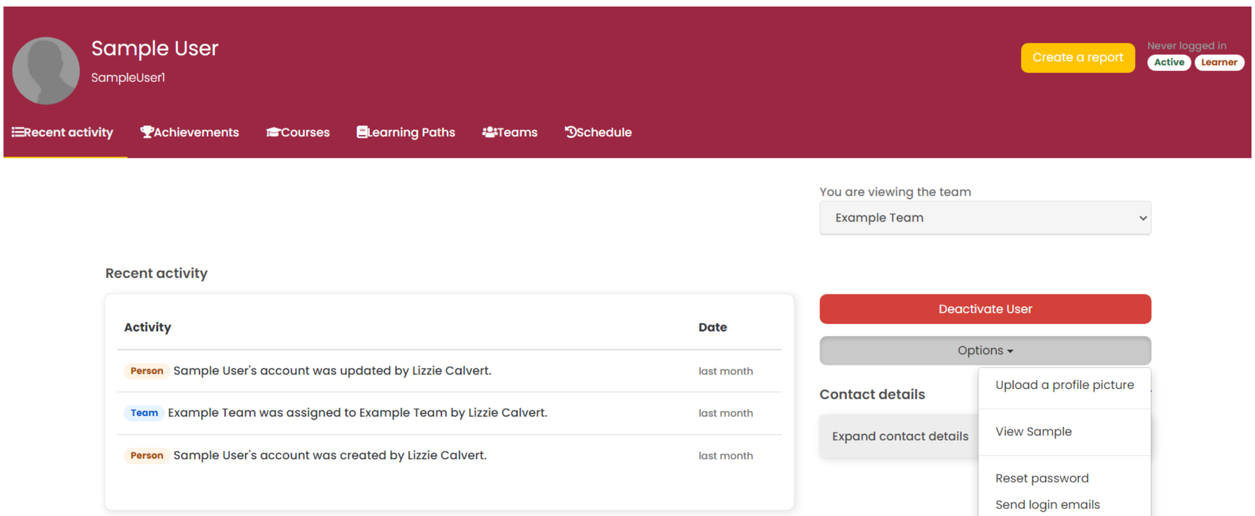

Figure 32 The user profile page. View "user's name" under options is used to edit user information.

Click the pencil icon in the section of the information you'd like to edit.

Make the appropriate updates to the fields requiring a change and then click the red **Save** button.

How to Reset a User's Password

If a user doesn't remember their password, you can reset it for them or send them a link to reset their password. 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.

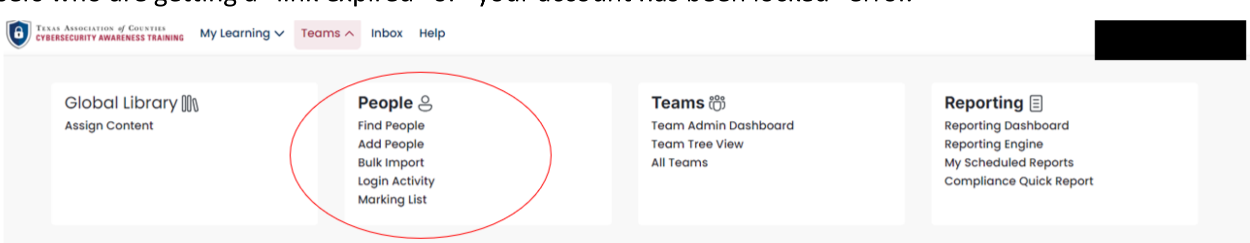

Figure 33 The drop down from the Teams Tab showing the People menu.

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

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

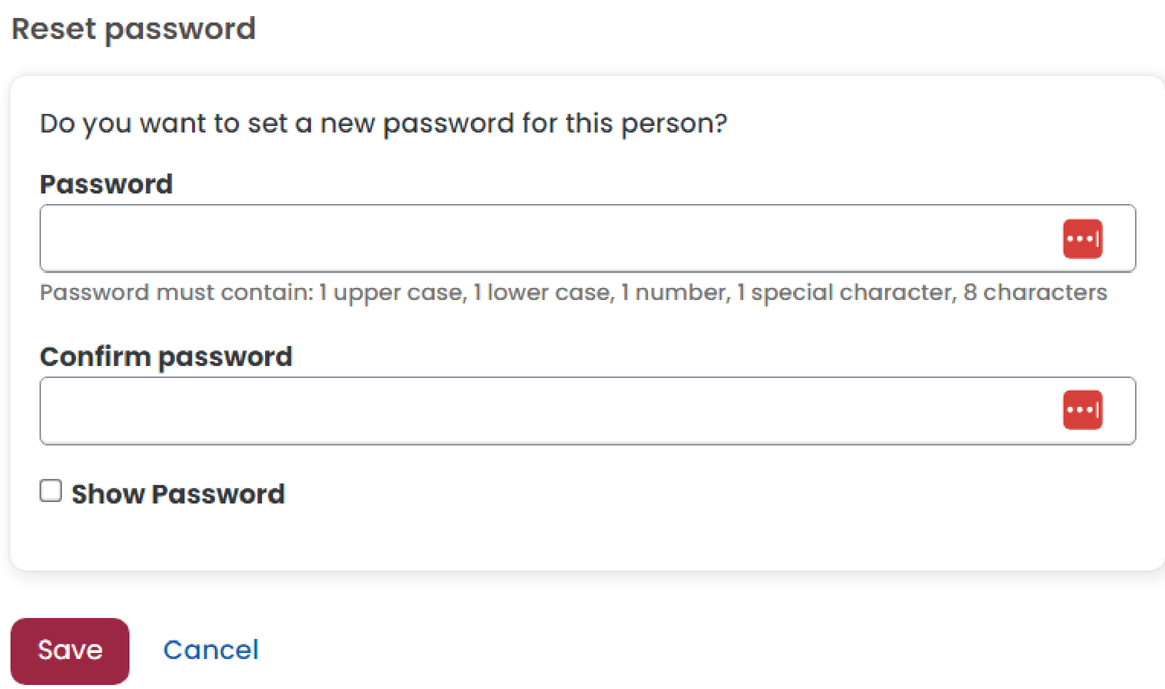

Figure 34 the reset password fields.

When on the Reset password screen you will see three sections. "Email a link" will send your user an email with a new link for them to set their own password. This email will come from system@litmos.com. "Reset password" allows you to set a new temporary password for the user. Be sure to remember this password as you will need to communicate it to the user. When the user logs in with their username and password, they will be prompted to set a password different from the one you provided.

Using the Inbox

The Inbox feature lets you send messages to individual users as well as teams from within the learning management system.

To access the inbox, locate **Inbox** on the top navigation menu. This will bring you to a page where you can see your inbox as well as sent messages. To send a new message, click the **New Messages** button on the righthand side.

Figure 35 New message and delete message buttons in the message portal.

This will bring you to a screen that looks similar to your email. You will be prompted to type the first name, last name, username, or team name into the "To" field. When typing in to the "To" field, options will populate for you to choose from. The "Subject" and following message field operate just like an email. After filling out the fields click **Send**. The person or people you have sent to will receive the message in two ways. The first is by email to the address listed in the system, and the second is in their inbox on the platform.

When the message has a response, there are two ways which you may receive it. The first is that you will receive an email to your mailbox. Replying to the message in your inbox will send the email directly to their email address without going into the platform. The second will only show if they reply off the platform and is in your inbox on the platform.

Tips for Smooth Course Completion

Smooth Email Delivery

After enrollment users will be imported into the course platform within two weeks. Once imported, users will receive an email with a unique link to log in to the system. **Ensure that your county's IT staff safelists 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 safelisting 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. Certain browsers, such as Internet Explorer and Microsoft Edge, are known to have issues with the course, such as not displaying a course to be taken. We highly recommend users use either Google Chrome or Firefox to access and take the course. Google Chrome and Firefox are free to 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. This will let your county known that the email is legitimate and not to delete the email.

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