LMS Instructions for Administrators

How do I create a user?

You can add one user at time. To add several users at once, contact CybersecurityEducationSupport@trustwave.com

1. On the blue bar, select My Team | Users from the blue bar.
2. Click Add User to open the Add new user page.
3. In the first section, fill out the First Name, Last Name, User Name, User ID, and Active Status.

TIP: Make the username either the user’s email address or a name that follows a specific pattern, such as [First Name].[Last name]-[Company name] for example: Jane.Doe-Acme

4. Under Contact information, fill out the email address. You can also add other contact information.
5. Under Settings, select a Display Language.
6. In the Organization Structure settings, select a Division. Click the button next to the Division field to find one.
7. Click Save. The user is created while you are returned to the Users page.

How do I assign training?

1. On the black bar, select Learning | Learning Assignment Tool.
2. On the Manage Learning Assignments page, click Create Assignment.
3. On the Create Assignment tool setup page:
   a. For the Assignment Type, choose Standard.
   b. Fill out the Assignment Title and Assignment Description fields.
   c. Click Select Training and search for the training you want to add. Mark the checkboxes of the courses you want and click Select to add them to the assignment.
   d. Click Next in the lower right corner.
4. Set options:
   a. Under Training Assignment Workflow, select Assigned, Approved, and Registered.
   b. Email settings: If you would like users to receive email notifications regarding their assignments, choose Send Register Training Emails. If you do not want any users to receive emails, click on No Emails.
c. Choose Next.

5. On the Schedule page:
   a. Select whether you want the assignment to be assigned to users As soon as Assignment is submitted or on a Specific date. If you chose a Specific Date, enter the date in the field that appears.
   b. Set the Training Due Date:
      - No due date – There is no date by which users must complete this assignment.
      - Relative date – Users must complete this assignment within a certain time period after they receive it. Specify the time period in the fields that appear.
      - Specific date – Users must complete this assignment by a specific date. Enter the date in the field that appears.
   c. Choose Next.

6. Select who will receive this assignment.
   a. To select all users, click All Users.
   b. To select individual users or an entire division, click Select Users and search for the users you want. You can search by users or division. If you choose a division then all users in that division are automatically selected. Mark the users' checkboxes and click Select to add them to the assignment.
   c. To assign users a new instance of the courses for this assignment, Enable Assign New Occurrence. To assign a new instance only if a user has already completed any previous instances, enable Only assign new occurrence to users in the 'Completed' status.
   d. Click Generate Initial User List to see a list of affected users.

NOTE: In this list, you can deselect users or courses to exclude them from the training but still keep them in the list. This feature allows you to select an entire division but exclude specific individuals.

e. Choose Next.

7. Review your assignment and when you are satisfied, click Submit.

8. When the confirmation appears, click Yes.

The assignment appears on the Manage Learning Assignments page. Cybersecurity Education will assign the courses to the appropriate users and email them about their new training. This may take a few minutes to occur.

How do I view a report?

1. On the black bar, select Reports | Custom Reports.

2. Look in the Custom Reports table for your report.

3. In the row of the report you want, click the Actions down arrow and select Refresh to build your report. This may take a few minutes.

4. When that is done, select Actions | View.
How do I view a dashboard report?

1. On the black bar, select Reports | Dashboards.
2. Hover your mouse in the top right of the dashboard you want.
3. Click the down arrow that appears and select Refresh to get current information. This may take a few minutes.

How do I deactivate a user account to re-use their license?

1. Under My Team, search for the user whose record you want to change.
2. In the search results, click the user’s name. The User Record page opens displaying the record of the user you selected.
3. Click Edit Record in the lower right. The Edit User Record page opens with the user’s information filled in.
4. To deactivate the user, change the user’s Active Status to Inactive.
5. Click Save in the lower right. The license is now available to re-assign to another user.