

# **Breach Solutions**

## **Set-Up & Training Manual**

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## Setting Up Staff Accounts

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# INTRODUCTION

Your new Breach Solutions tool is an all-in-one cyber protection solution that equips your business with expert-led training modules and other features designed to enhance security awareness across your organization.

With Breach Solutions, you'll have access to a central admin dashboard, while your employees will each have their own staff portals. This guide walks you through every step to help you set up your account seamlessly.

## Key Features

### Training & Education

You can set up risk assessments for your team, with actions tailored to their needs based on a quick cyber assessment. You'll also have the option to assign specific courses with video content and quizzes for employees to complete. In addition, they'll have access to trends, developments, and educational resources to further enhance their cybersecurity knowledge.

### Phishing Simulation

Our phishing simulator helps maintain vigilance across your organization by allowing you to schedule realistic phishing tests for employees. Choose from a variety of phishing templates, set up campaigns, and track employee performance to identify areas for improvement.

### Policy Management

Easily create, distribute, edit, activate, and manage company policies within the platform. Employees can access these policies anytime through their staff portal, ensuring they stay informed and compliant.

### Procedures

Gain access to a library of downloadable procedure templates covering key compliance areas such as HIPAA, GDPR, and BCI. These resources help streamline your organization's cybersecurity and regulatory processes.

# SETTING UP YOUR ADMIN ACCOUNT

## Registration


Accessing Breach Solutions is quick and simple. There are two available options when registering your account for the first time:

Go to the main website URL <https://coverys.breachsolutions.com/> and click “Don’t have an account?” OR go directly to [https://coverys.breachsolutions.com/en\\_US/signup/license-code](https://coverys.breachsolutions.com/en_US/signup/license-code) and enter the license code **3oiusiflh2a1on9r8j0bgrmzz9hselep** when prompted, then fill in your user details.

Please Note:

- This is for admin registrations only. Refer to page 33 for staff registration.
- Each email address can only be used to create one account.
- It is best to use a non-Gmail address to register. If you use a Gmail email address for admin registration, you will be unable to complete whitelisting, which means phishing simulation emails are likely to land in spam.

## Screen 1. Embedded URL



## Registration

### Create Your Administrative User

First Name

Last Name

Phone Number

Email

Password

Uppercase  
  15 Characters  
  Numbers  
  Lowercase  
  Special Characters

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## Screen 2. Manual License Code

## Registration

### Enter License Code

License Code

[Already have an account?](#)

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# Setting Up Your New Account

## Activating Your Account

- Once you've registered, you'll receive an activation email.
- Simply click the link in the email to verify your account and access the welcome screen.
- From there, click the "Start" button and follow the on-screen steps to set up your account.

## Setting Up Your Team

At this stage, you'll have the option to:

- Add a list of staff email addresses via .CSV file.
- Assign an additional administrative user to help manage the portal.
- Have additional admin users who will have the same admin privileges as the account owner, except they won't be able to manage user permissions.

If you'd prefer to do this later, you can skip these steps for now. You can always add staff emails or assign extra admin users at any time through the portal.

- 1 Add Staff Emails**  
Add email addresses of staff members to send training guides and simulated phishing emails to.
- 2 Add Administrator

Add additional staff email addresses to send training material and simulated phishing emails to. Ensure you've whitelisted our systems to ensure the phishing emails reach your users. For more information on whitelisting, [click here](#).

↑ **UPLOAD .CSV**

Staff Email (maximum 100)

staff@company.com



No Staff emails added



SKIP

NEXT

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# Setting Up IP Whitelisting

## What is whitelisting?

To ensure the phishing simulator works effectively, you'll need to whitelist our IP address and domains. This allows simulated phishing emails to be delivered to your staff's inboxes instead of being filtered into spam.

Whitelisting simply tells your email server that our sending domain is safe, ensuring our phishing templates are delivered directly to your company's inbox. Additionally, browser whitelisting may be required to ensure that when staff click on phishing test emails, they are directed to the correct landing pages without being blocked.

We've included links to our step-by-step guides below. You can pass this information to your IT team, or if you use a managed services provider, they can set this up for you or assist with the process.

If this step isn't completed, your team may not receive the phishing test emails, reducing the effectiveness of the training.

## Whitelisting Guides for Email

- [Google Workspace](#)
- [Microsoft Exchange 2013 and 2016](#)
- [Office 365 \(IP\)](#)
- [Office 365 \(Domain\)](#)
- [Gmail](#)
- [Whitelisting by Email Header](#)
- [Exchange Server 2019](#)

## Whitelisting Guides for Web Browser

- [Google Safe Browsing \(Chrome\)](#)

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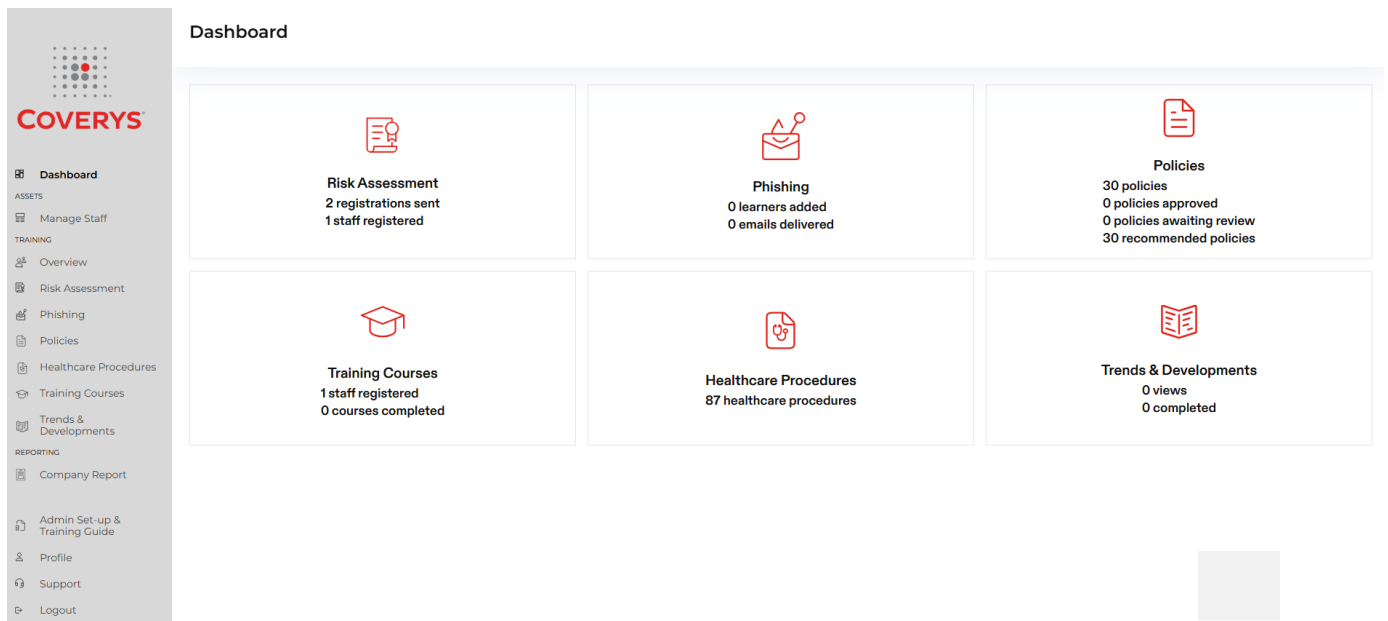
- [Microsoft Edge](#)

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# USING YOUR NEW DASHBOARD

## Dashboard Overview

Welcome to your new dashboard! From here, you can access all the different modules by clicking on the squares. You can also navigate through them using the left-hand navigation bar.



Simply hover over the module you want to access, and you'll be taken to the main module screen. This dashboard view also provides a quick glance at overall progress and key statistics within each module.

## Adding Staff Emails

You can add staff email addresses to the system at any time. These email addresses will receive invitations for staff risk assessments/staff portal activation and

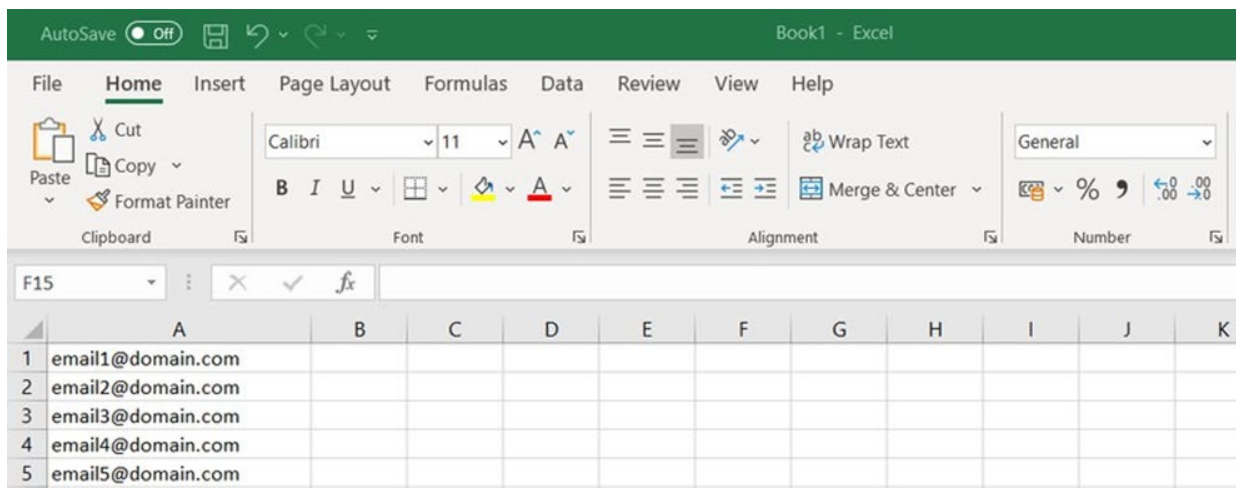
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will receive phishing simulations. However, for employees to receive risk assessments or phishing, these modules must first be activated.

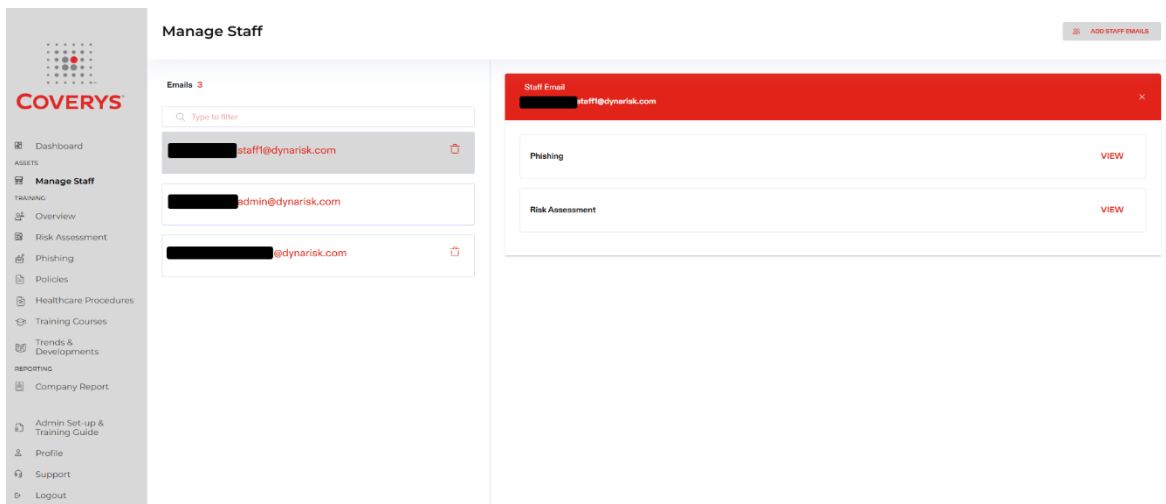
Once risk assessments or phishing is activated by the admin user, new email addresses will automatically receive their risk assessment invitations or future phishing campaigns once added to the system.

You can add new staff members by either typing in their email individually or by uploading a .CSV (comma-separated values) file.

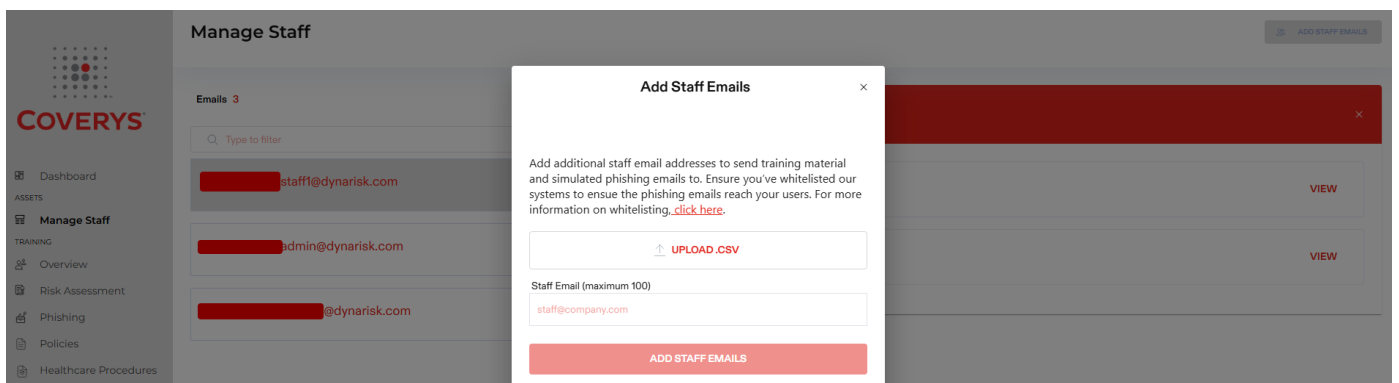
To upload your emails, please ensure they are in the correct format as shown below. The easiest way to do this is to open an Excel file, enter your emails, and then save it as a CSV.



Once you have formatted your file correctly, head to “Manage Staff” on the navigation bar on the left.



Then, click “Add Staff Emails” and upload your file, or type in the email.



## Initiating Risk Assessments

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## Risk Assessment

### 1 Overview

#### Invitation Email

Staff will be sent an email invitation

Knowledge Assessment

Dashboard

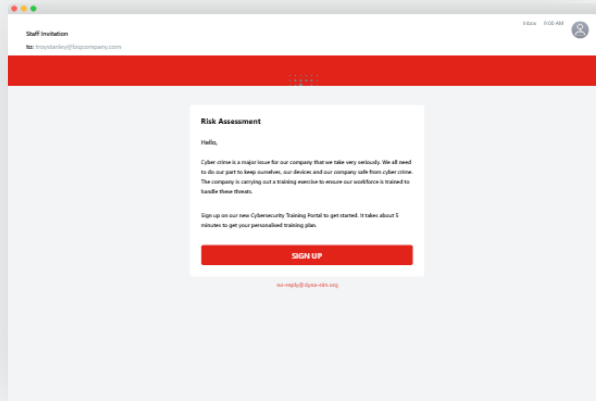
Action Plan

Trends & Developments

### 2 Notify Staff

### 3 Test

### 4 Summary & Launch



NEXT

Once you've added your staff email addresses to the account, you can initiate risk assessments for your team. Simply click on the “Risk Assessment” tab and then the “Start” button to follow the guided steps.

This activation will send an email to each staff member, inviting them to set up their accounts. We recommend notifying your team via email in advance, so they know to expect the message and don't mistake it for spam.

Any new staff members added to the system after risk assessments have commenced will automatically receive emails prompting them to activate their accounts and complete the risk assessment.

## Monitoring Risk Assessments

Once the risk assessments have been activated, you can monitor the progress of employees at any time by visiting the “Risk Assessment” module. The module will

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give you an overview of how each employee is progressing with their assessments and action plan.

Staff	Cybersecurity Score	Given	Completed	Complete
[redacted]@dynarisk.com	799 / 999	0	0	0 %
[redacted]admin@dynarisk.com	844 / 999	4	0	0 %
[redacted]staff1@dynarisk.com	650 / 999	6	0	0 %

The score provides a quick overview of how cyber-safe an employee is, based on their risk assessment and training action plan. This reflects their cybersecurity score in their staff portal. You can also view the number of actions assigned to the employee, how many they have completed, and their completion rate.

For an overview of all actions that have been generated by the initial assessment, you can click on “Overview.” This is a good way to gauge the common issues your employees are facing regarding their cyber knowledge or current practices.

ACTION	ACTION PRIORITY	GENERATED	COMPLETED	COMPLETION RATIO
Create Complex Passwords	medium	2	0	0%
Create Unique Passwords	medium	2	0	0%
Dispose of physical documents securely	high	2	0	0%
Enable Privacy Settings Instagram	low	1	0	0%

## Phishing Simulation

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The phishing simulator is an excellent tool for enhancing your staff's vigilance regarding email security. It encourages employees to adopt a mindset of analyzing emails before taking any action.

Our simulator offers a variety of templates that you can schedule for regular distribution to your team. These realistic-looking emails are designed to help employees identify the signs of phishing attempts. In the event that someone accidentally clicks on a link or submits information, they will eventually be redirected to a landing page that alerts them.

Activating your phishing campaigns is simple. Just go to the “Phishing” tab and follow the steps. You can select multiple templates, send yourself a test email, and choose when you'd like the campaign to be sent.

It's important to ensure whitelisting has been completed so that you and your staff receive these emails.

**Set Up Phishing Campaign**

Phishing campaigns help your team recognise and avoid real-world threats. By sending simulated phishing emails, you can safely test awareness, identify vulnerabilities, and strengthen your organisation's cyber hygiene over time.

1 **Choose Templates**  Select all Template selected 0 / 9

2 Choose Timing

3 Whitelist

4 Review & Send

- EBay: Check Out Today's Deals PREVIEW
- Office 365: Please Reset Your Office 365 Password PREVIEW
- Dropbox: Alex Shared "Get Started With Dropbox.Pdf" With You PREVIEW
- Amazon: Join Amazon Household PREVIEW
- Google PREVIEW
- Google Drive PREVIEW

NEXT

## Tracking Phishing

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Once phishing has been activated, you can head back to the “Phishing” tab to monitor the progress of employees at any point.

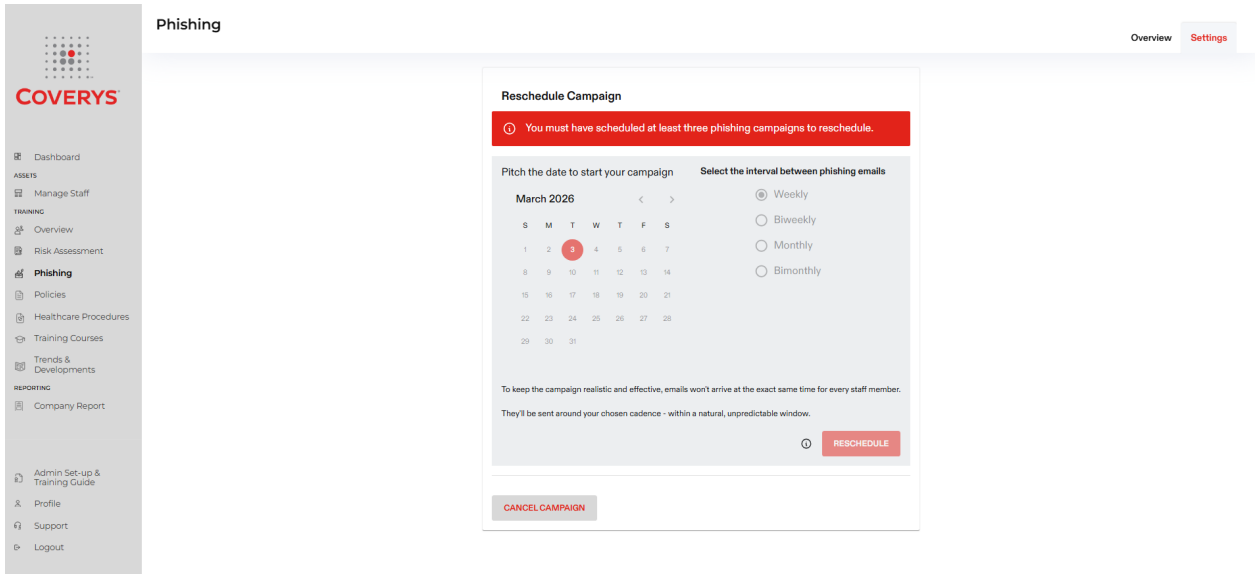
Template	Clicked	Phished	Scheduled for
eBay: Check out today's deals	0	0	Sep 10, 2025 - Sep 17, 2025

If you click on “More Info,” you will see the details of which employees have accidentally interacted with the phishing template. "Clicked" indicates that an employee has clicked any link in the email, while "Phished" means they have submitted information that was captured on the associated landing page.

Staff	Delivered	Clicked	Phished	Scheduled for	Last sent
iran@coverys1@dynamisk.com	0	0	0	Mar 4, 2026	-

## Amending Phishing Campaigns

If you need to reschedule or cancel a phishing campaign, simply click on the “Settings” tab in the main “Phishing” overview.



You can then reschedule your campaign by selecting a new date and hitting reschedule, or you can cancel the campaign altogether.

Please note that you must have at least three phishing campaigns scheduled for future dates in order for you to be able to reschedule your campaigns.

## Managing Policies

Managing policies is straightforward and effortless with Breach Solutions. Simply navigate to the “Policies” tab to explore a variety of preloaded policy templates that you can edit or create your own. Please note that these are template documents. We recommend that you consult with legal counsel prior to implementing.

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No	Policy	Policy Status	Actions
1	Test	In Effect	View, Disable, Delete
2	Anti-Virus Policy	Recommended	View
3	Asset Management Policy	Recommended	View
4	Preventive Action Procedure	Recommended	View
5	Business Continuity Management Policy	Recommended	View
6	Cloud Data Security Policy	Recommended	View
7	Corrective Action Procedure	Recommended	View
8	Data Encryption Policy	Recommended	View
9	Data Retention Policy	Recommended	View
10	Document Control Procedure	Recommended	View

The tab will display all policies, allowing you to easily identify which ones are currently active (In Effect) and visible to employees in their staff portal. You can download, disable, or remove a policy at any time using the icons provided under the “Actions” column.

No	Policy	Policy Status	Actions
1	Test Policy	In Effect	View, Disable, Delete

## Activating/Creating Policies

To modify an existing template, simply click on it to access the editing screen, then select the "Edit" option located at the bottom of the screen. Or if you want to create a new policy, press “New Custom Policy” on the main screen.



**+ NEW CUSTOM POLICY**

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**COVERYS**

- Dashboard
- ASSETS
  - Manage Staff
- TRAINING
  - Overview
  - Risk Assessment
  - Phishing
  - Policies**
  - Healthcare Procedures
  - Training Courses
  - Trends & Developments
- REPORTING
  - Company Report
- Admin Set-up & Training Guide
- Profile
- Support
- Logout

Anti-Virus Policy

1. Purpose  
The purpose of this Anti-Virus Policy is to protect the integrity, confidentiality, and availability of Company's data and computing resources. This policy outlines the minimum requirements for deploying, maintaining, and updating anti-virus software on all Company-owned or controlled computing devices and systems to mitigate the risks of malware and other malicious software attacks.

2. Scope  
This policy applies to:  
a. All employees, contractors, vendors, or any individual who has access to Company-owned or managed computing devices.  
b. All computing devices, including but not limited to desktops, laptops, servers, virtual machines, and mobile devices that access or store Company data.  
c. All Company network segments and systems where anti-virus protection can feasibly be implemented.

3. Policy

3.1 Anti-Virus Software Installation  
a. All Company-owned computing devices must have Company-approved anti-virus software installed.  
b. Anti-virus software must be installed and configured to provide real-time protection against viruses, malware, spyware, and other malicious software.  
c. Only IT-approved anti-virus software is permitted. Personal anti-virus software installations on Company devices are strictly prohibited.

3.2 Regular Updates  
a. Anti-virus software and virus definitions must be updated automatically, at least once per day. IT administrators must monitor that updates are occurring as scheduled.  
b. System administrators must ensure all patches and updates to the anti-virus software itself are applied as soon as they are available and deemed stable.

3.3 Regular Scans  
a. All computing devices must be configured to perform automatic, scheduled scans at least once a week.  
b. Users are encouraged to initiate manual scans if they suspect a potential malware infection.  
c. Full-system scans should be conducted on a bi-monthly basis or after any significant software or hardware change.

3.4 User Responsibilities  
a. Users must not disable or tamper with the anti-virus software for any reason.  
b. Any suspicion of malware infection must be reported to IT immediately.

**EDIT**

You will arrive at the editing screen, where you can make any necessary changes and include details such as who approved the policy and the date of approval.

8. Legal Hold  
In the event of litigation, investigation, or audit, certain data may be placed on "legal hold," suspending its scheduled deletion. The Compliance Team will coordinate with Data Owners to ensure that relevant data is retained until the legal hold is lifted.

9. Policy Review and Updates  
This policy will be reviewed annually or as required due to regulatory changes to ensure its continued relevance and effectiveness. Any changes to the policy will be communicated to all relevant stakeholders.

10. Compliance and Violations  
Failure to adhere to this policy may result in disciplinary actions, up to and including termination. All employees are expected to understand and follow this policy as part of their data-handling responsibilities.

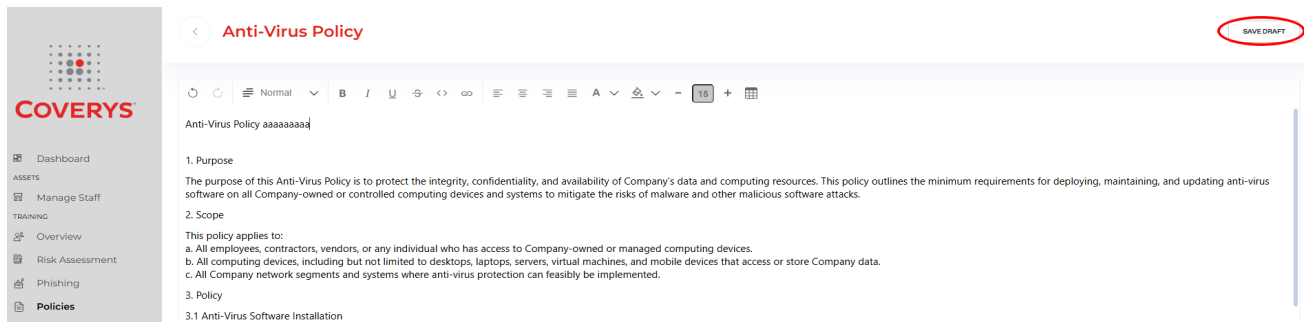
11. Exceptions  
Any exceptions to this policy must be approved in writing by the Compliance Team and documented, including the justification and duration of the exception.

Effective Date: 12/12/2024

## Publishing Policies

After making your amends or creating your policy, hit the "Save Draft" button at the top right of the screen.

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Once you've saved a draft, you can "Approve" the policy, or if you need to make further changes, just hit "Save Changes" each time.



Once your policy is approved, you'll be able to see that this is "In Effect" in the main overview, which means employees will now be able to access this policy in their staff portal. As soon as new policies are added and approved, or changes are made and approved, employees will be emailed a notification.

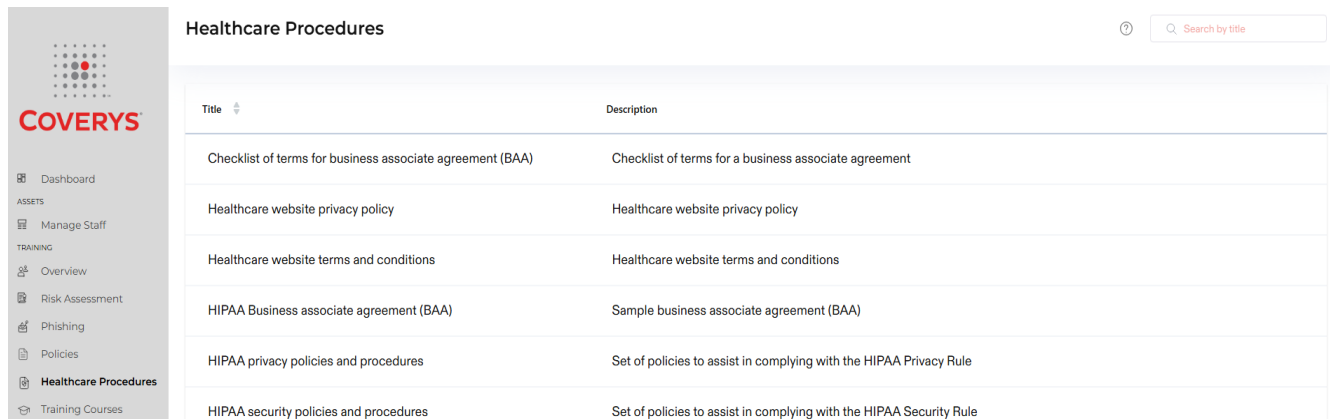
Please be aware that the policy templates are a standardized collection located within the admin portal. These items serve as template documents, so we advise consulting with legal counsel before implementation.

## Healthcare Procedures

Our healthcare procedures tab provides admin users with easy access to a variety of procedure templates for download. Just browse the available templates, select one, and click the download icon next to the desired item.

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To find a specific procedure, you can utilize the search bar located at the top right of the screen.



Title	Description
Checklist of terms for business associate agreement (BAA)	Checklist of terms for a business associate agreement
Healthcare website privacy policy	Healthcare website privacy policy
Healthcare website terms and conditions	Healthcare website terms and conditions
HIPAA Business associate agreement (BAA)	Sample business associate agreement (BAA)
HIPAA privacy policies and procedures	Set of policies to assist in complying with the HIPAA Privacy Rule
HIPAA security policies and procedures	Set of policies to assist in complying with the HIPAA Security Rule

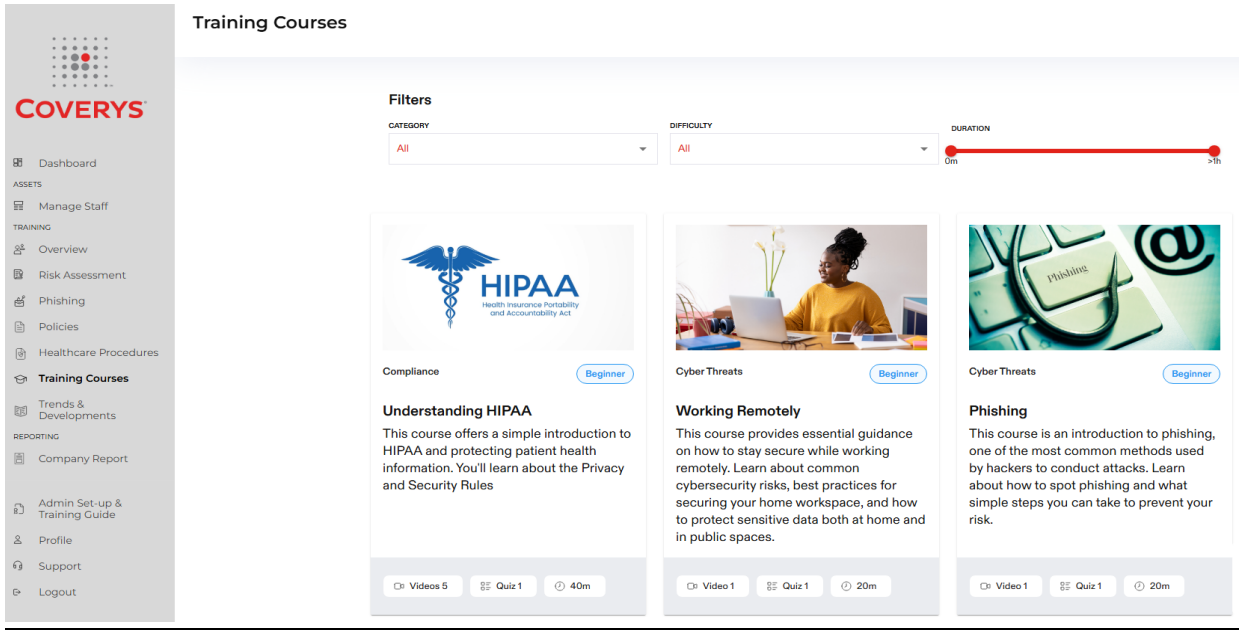
Please be aware that the procedure templates are a standardized collection located within the admin portal and are not editable. These items also serve as template documents, so we advise consulting with legal counsel before implementation.

Furthermore, these templates are not accessible to staff members in their staff portal.

## Training Courses Overview

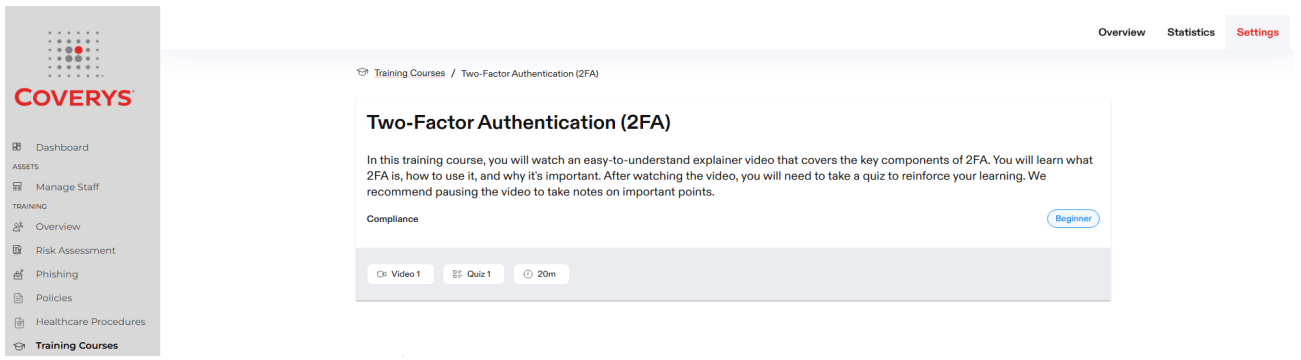
Our training courses aim to enhance employee development by providing specialized courses that build upon their risk assessment training. These courses address essential and comprehensive subjects using videos and quizzes. You can explore the range of available training courses and activate them for your team. The system will automatically send emails to the staff members once assigned, informing them of their assigned training courses using the email addresses already in the system. Employees will then be able to access the training course in their staff portals.

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## Assigning Training Courses

To assign a training course to employees, you first need to access the training course dashboard and choose the specific course you wish to assign.

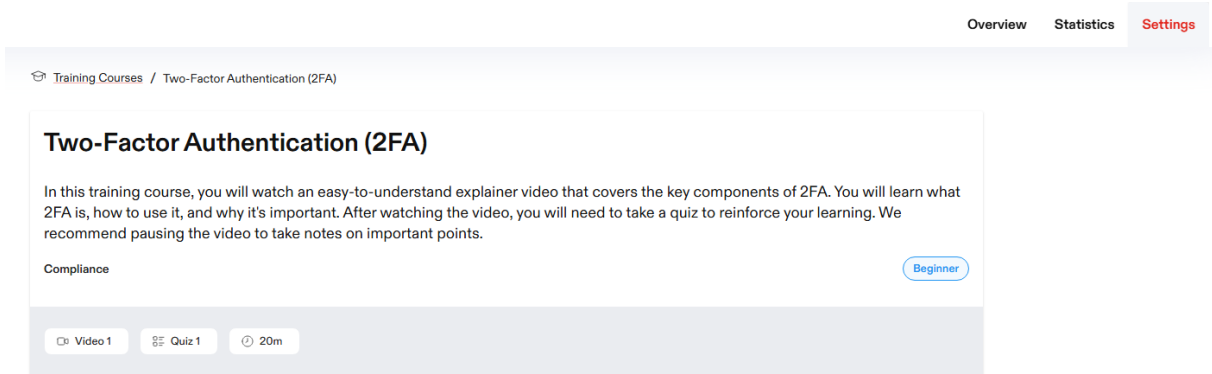


Once you've clicked into a course, you'll be able to view all of the content, including the videos and quizzes. The quiz questions are prepopulated in the admin portal, allowing

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admin users to see the correct answers. Please note that the content of these courses cannot be amended.

Next, head to the “Settings” tab at the top right of the screen on the training course you want to assign.



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## Notification

Users will receive an email notifying them that their training course has started with the link to login and complete the course. The following template is what will be sent to them which can be customized.

Your training course - Two-Factor Authentication (2FA) - has started

We take cybersecurity and data protection seriously, this is why we are ensuring all staff members have a base level of cybersecurity awareness training.

The following will be appended to the end of the email:

"Please ensure you complete the course by Wed, Sep 17, 2025."

## Start Date

09/10/2025



## Days to complete

Please select the timeframe for this course. This determines how long staff members will have to complete the course after activation. Once the timeframe expires, staff members who haven't completed the course will no longer be able to access it.

7 DAYS

30 DAYS

CUSTOM

SAVE SETTINGS AND SETUP COURSE

In the settings, scroll down to fill in the necessary details for assigning the course. Here, you can choose the start date, specify the number of days the user has to complete the course, and enter a message that will be emailed to staff members to notify them of the new course assignment.

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Please allow 10 minutes for the training course to activate. Please note, before a future training course begins, the admin user will be able to amend the course settings. However, once this is active, settings cannot be changed.

## Monitoring Training Courses

Once your training courses are successfully activated, you will be able to see this in the course settings.

You'll be able to monitor the progress of employees at any stage by pressing the "Statistics" tab in the course overview screen. If an employee fails the course, they will need to retake it. They will be required to complete all of the video chapters again to be able to retake the quiz. They will be able to begin rewatching the videos immediately, however, they will only be able to reattempt the quiz after 16 hours following the first quiz completion. The admin user will be able to view total attempts and quiz results in the "Statistics" screen. Admin users can also download statistics if required.

Training Courses / Working Remotely

### Working Remotely

In this training course, you will watch a short and informative video explaining the key security risks of remote work and how to protect yourself from cyber threats. You'll then complete a quick quiz to reinforce your learning and ensure you understand the best practices for working securely from home and public spaces.

Cyber Threats

Beginner

Video 1

Quiz 1

20m

DOWNLOAD STATISTICS

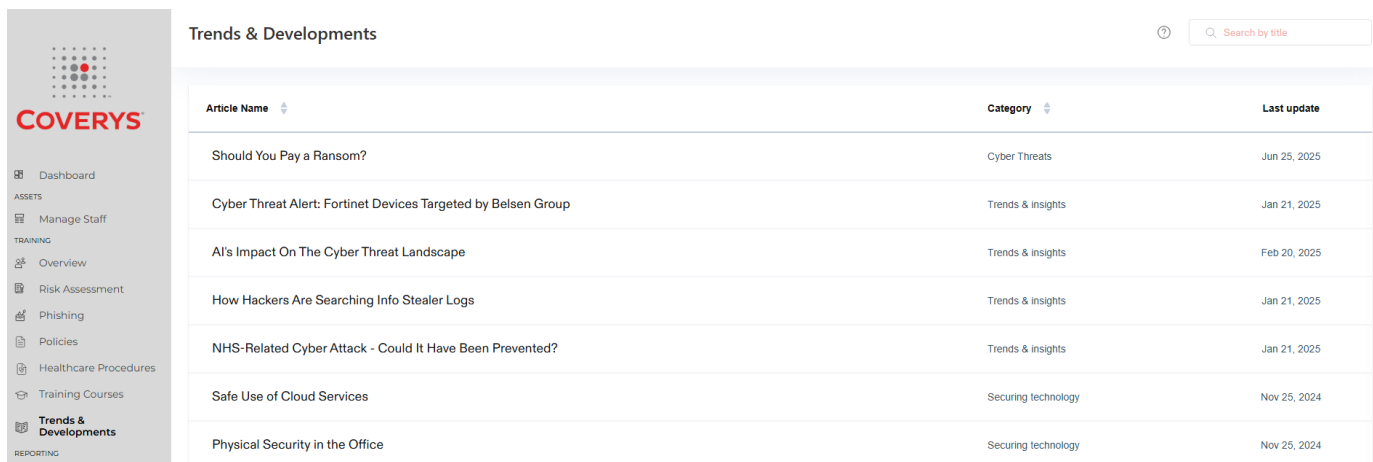
charley@test.com

Email	Lessons	Status	Attempts	Quiz Results	Deadline
[REDACTED]@dynarisk.com	0%	Pending	0	0/0	Feb 26, 2025
[REDACTED]staff1@dynarisk.com	0%	Pending	0	1/15	Feb 26, 2025

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# Trends & Developments

The “Trends & Developments” tab provides your employees with a continuously updated library of cybersecurity content and insights to enhance their knowledge. This section serves as a valuable learning hub, from guides and best practices to the latest trends and developments in the cybersecurity landscape. It complements their action plans (generated by the initial risk assessment) and training courses, offering extra materials to help them stay informed and proactive against cyber threats.



Article Name	Category	Last update
Should You Pay a Ransom?	Cyber Threats	Jun 25, 2025
Cyber Threat Alert: Fortinet Devices Targeted by Belsen Group	Trends & insights	Jan 21, 2025
AI's Impact On The Cyber Threat Landscape	Trends & insights	Feb 20, 2025
How Hackers Are Searching Info Stealer Logs	Trends & insights	Jan 21, 2025
NHS-Related Cyber Attack - Could It Have Been Prevented?	Trends & insights	Jan 21, 2025
Safe Use of Cloud Services	Securing technology	Nov 25, 2024
Physical Security in the Office	Securing technology	Nov 25, 2024

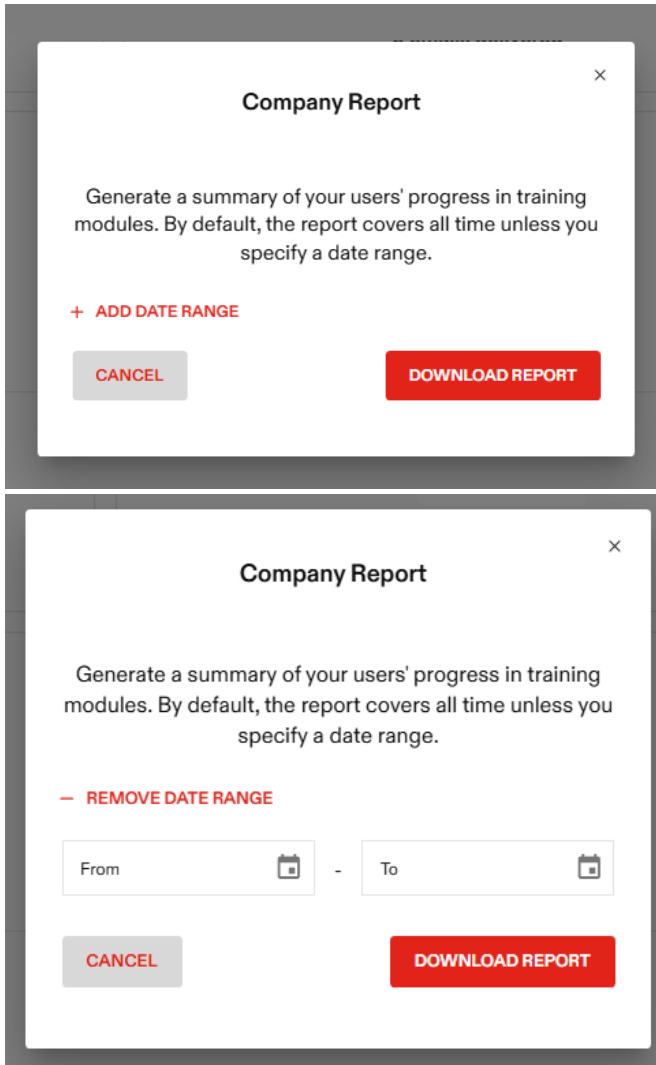
Please be aware that these resources are not set by the admin, and articles cannot be edited.

## Company Report

The Company Report provides a quick and easy way to generate a downloadable overview of employee engagement across the platform.

Simply select the report to download year-to-date statistics or apply a custom date range to view performance for a specific period in time.

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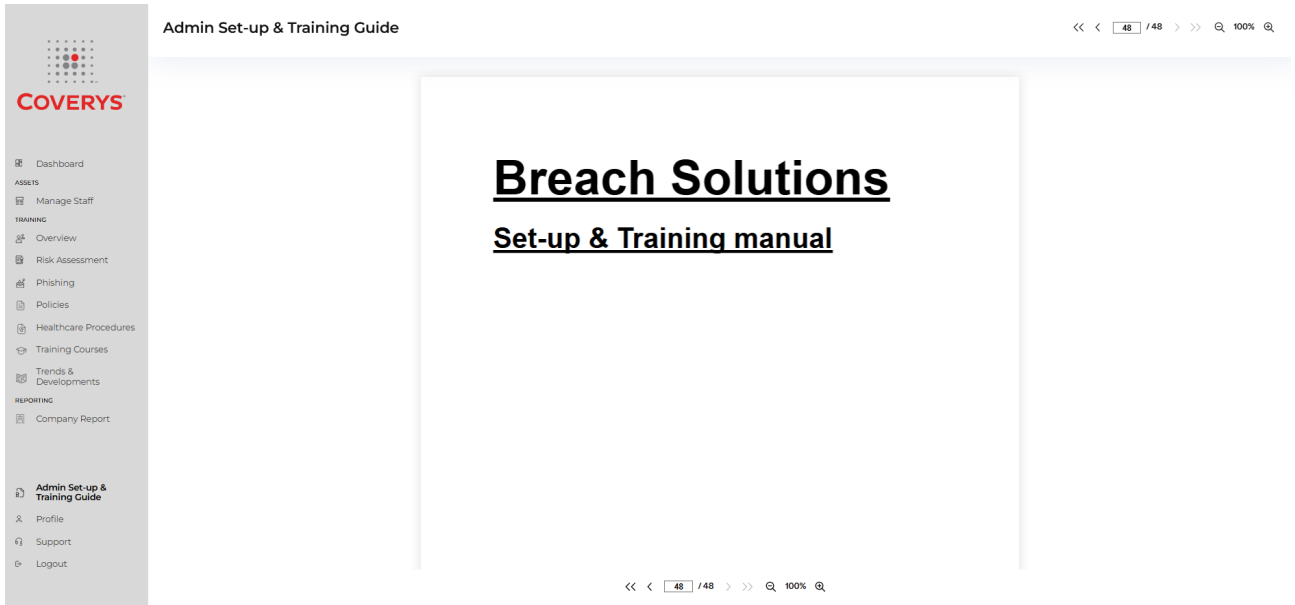


This report offers a holistic view of engagement across your organisation, helping you understand how employees are interacting with the system and progressing with their assigned activities.

## Admin Set-Up & Training Guide

The Admin Set-Up & Training Guide is a conveniently accessible version of this manual, hosted directly within the portal for easy reference at any time.

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## Changing Account Details

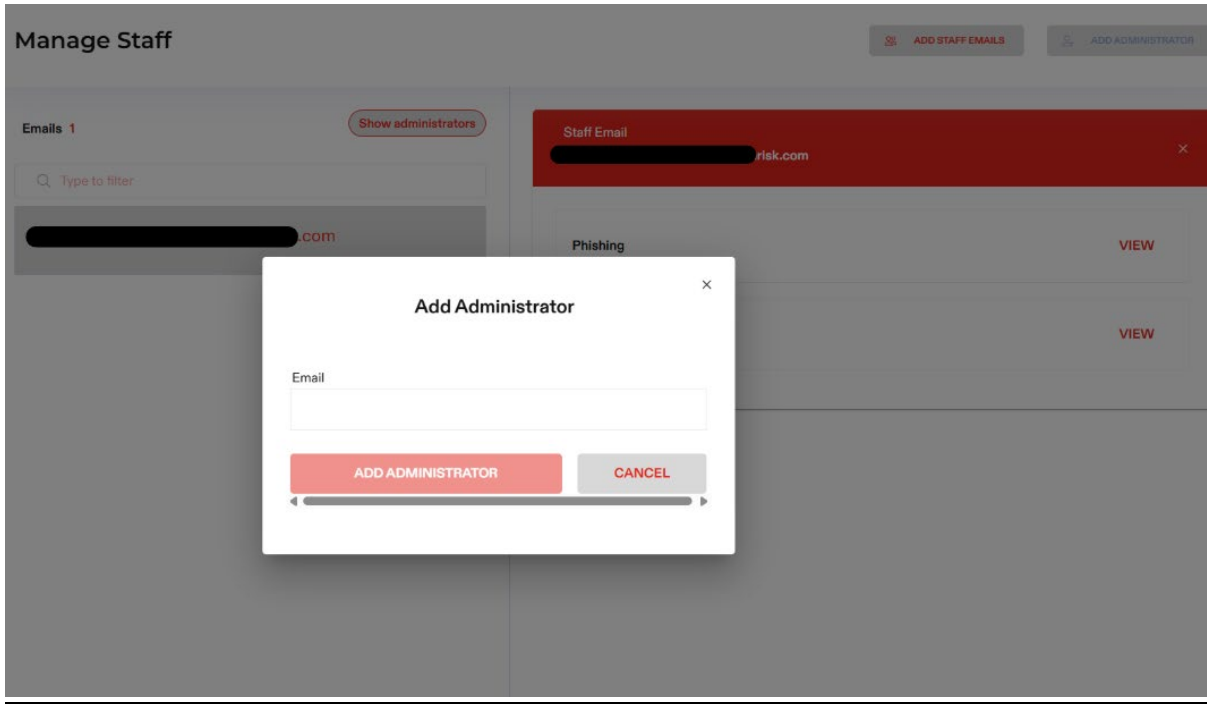
In the “Profile” tab, you can change details relating to your account. “Admin details” enables you to change basic admin information. Please note that the account owner has access to all settings in the tab. However, additional admin users will not be able to access the “Add Administrator” tab. The add administrator tab allows you to upgrade staff access to admin access, but the simplest way to add admin users is detailed on the next page. We recommend using this method for ease.

If you wish to change your password, you can do so by hitting the “Password” tab.

## Adding New Admin Users

To give new users admin access, simply head to the “Manage Staff” section and press “Add Administrator.”

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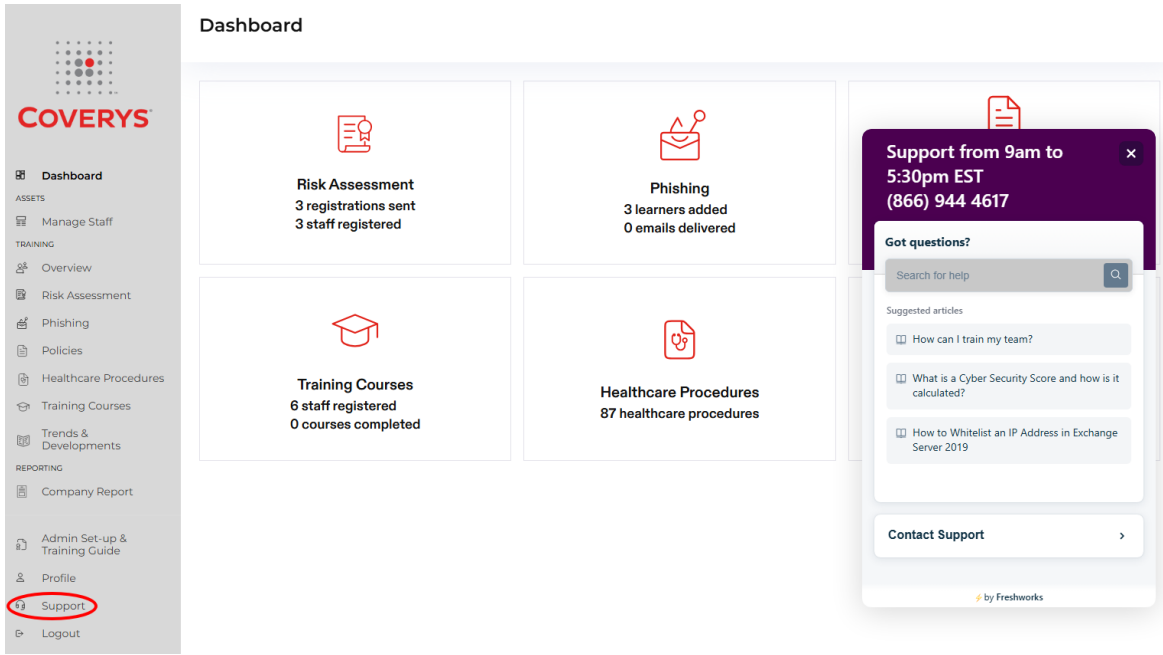
The user will then receive an email notification to alert them that they have been granted admin permissions. If they already have an existing account, they can use their staff account credentials to log in to the admin view. If they are not an existing user, they will need to set up an account.

Please note that only the account owner is able to manage these settings.

## Accessing Support

You can access support via the “Support” tab in the admin portal. You can search for FAQs or select the option to contact the support team.

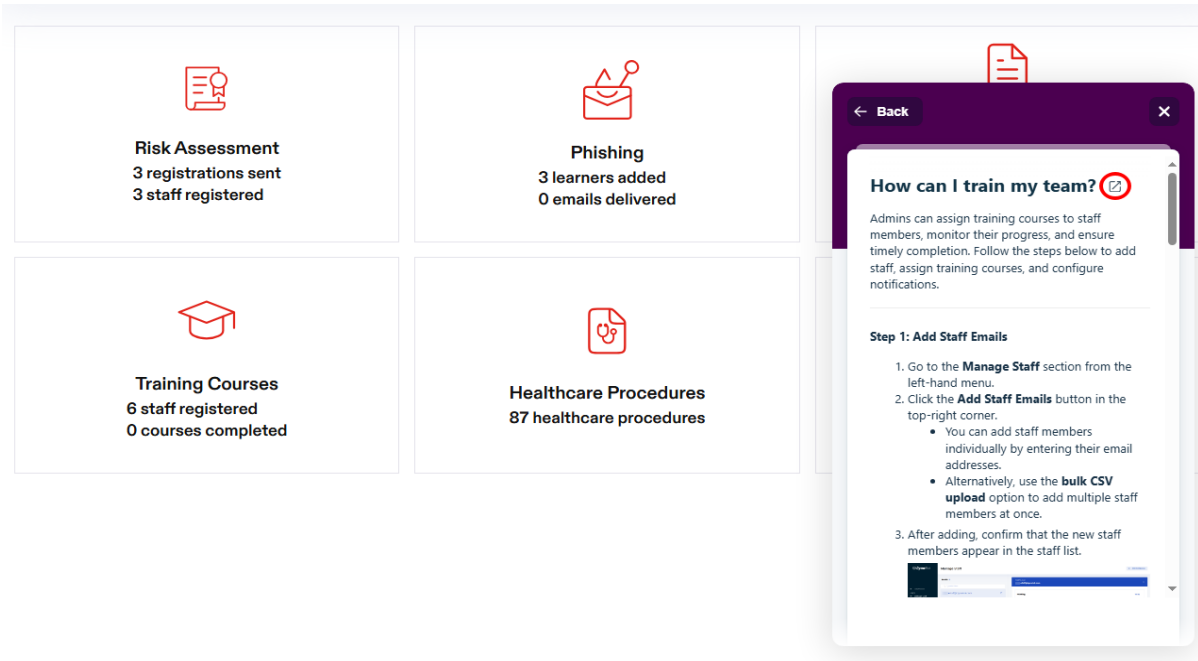
Claims handling and breach response services are provided by Beazley USA Services, a member of Beazley Group. Beazley USA Services does not underwrite insurance for Medical Professional Mutual Insurance Company, ProSelect Insurance Company, Coverys Specialty Insurance Company, Nevada Mutual Insurance Company, or Coverys Risk Retention Group, Inc. Policies purchased through Coverys are subject to Coverys' underwriting processes. Coverys\_0426



To view the full library of FAQs, click on a suggested article, and press the icon to the right of the article title (circled).

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## Dashboard



## Raising a Ticket

If needed, you can submit a support ticket to our team. Please include as much detail as possible and attach screenshots to support your request. This will help our support team resolve your issue more efficiently. Note that support hours are listed in the portal, and our team will aim to contact you within an hour of you raising the ticket.

You can also contact the support team using the number 866.944.4617 during the specified working hours, or by reaching out to them directly via email at [beazley@dynarisk.com](mailto:beazley@dynarisk.com).



**Dashboard**

ASSETS

Manage Staff

TRAINING

Overview

Risk Assessment

Phishing

Policies

Healthcare Procedures

Training Courses

Trends & Developments

REPORTING

Company Report


Admin Set-up & Training Guide


Profile


Support


Logout


## Dashboard

  
**Risk Assessment**  
3 registrations sent  
3 staff registered

  
**Phishing**  
3 learners added  
0 emails delivered

  
**Training Courses**  
6 staff registered  
0 courses completed

  
**Healthcare Procedures**  
87 healthcare procedures



← Back ×


**Contact Support**

Your name

Your email address \*

Subject

Description \*

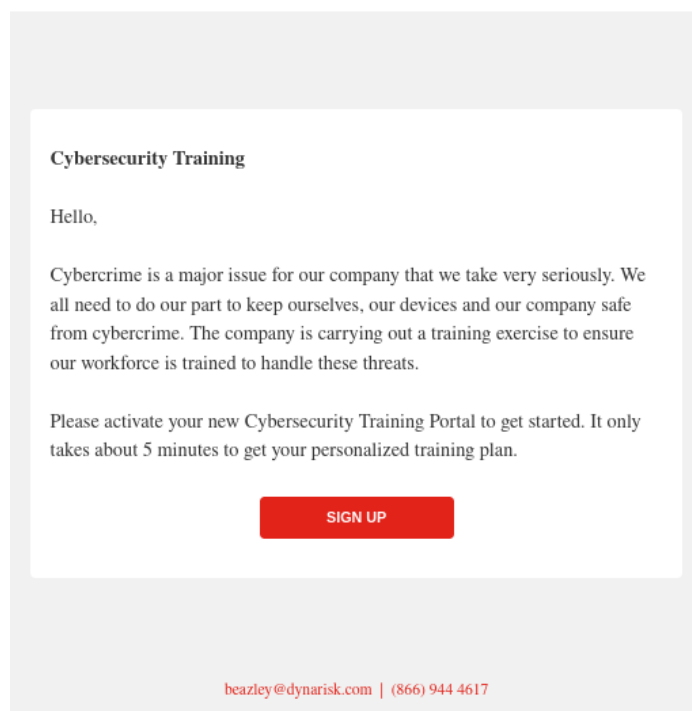
 Take screenshot

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# SETTING UP STAFF ACCOUNTS

## Activating a Staff Portal

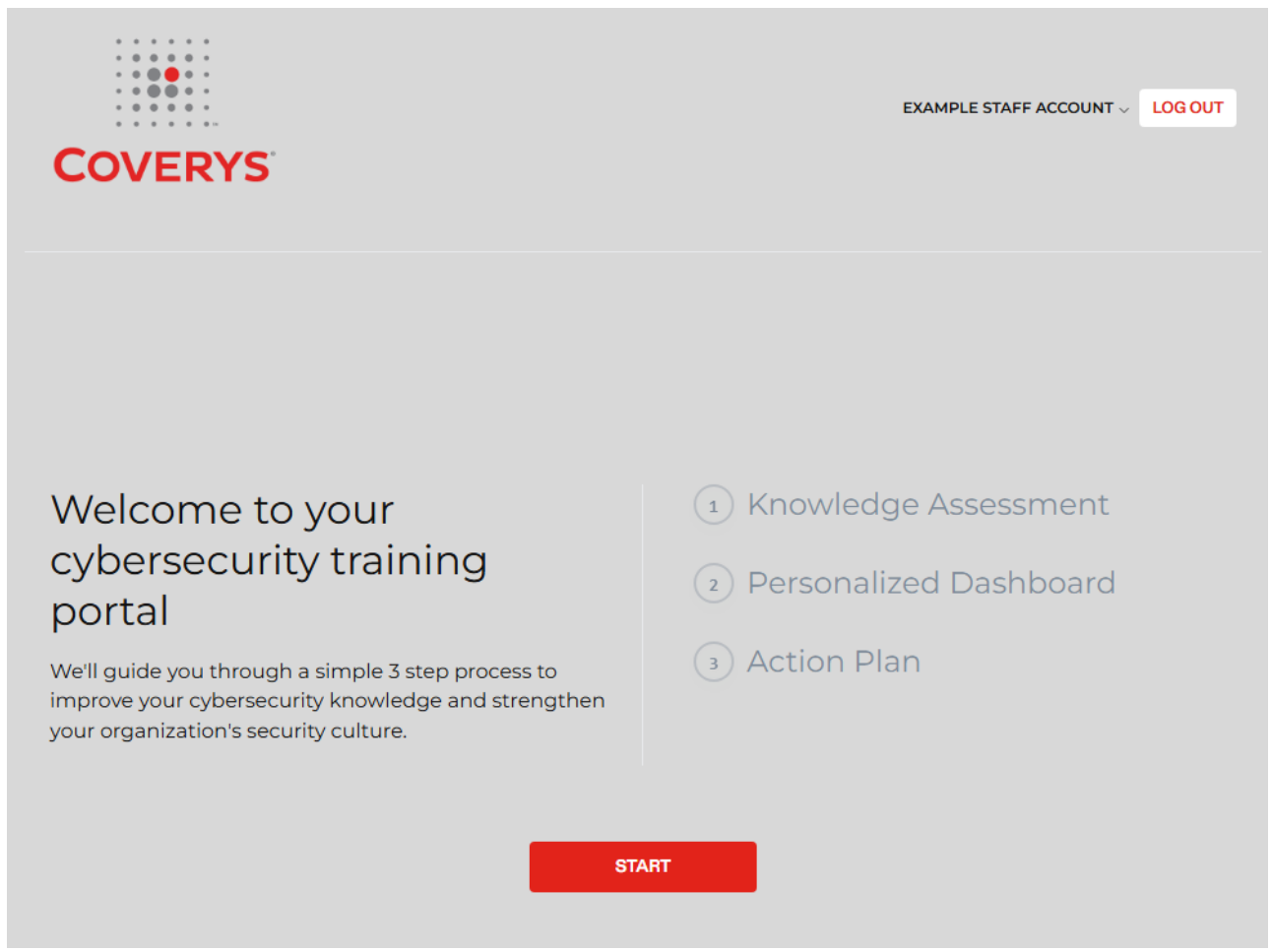
Staff are given access to a separate staff portal, which hosts their risk assessments and action plans, training courses, policies, and trends and developments. Once the admin initiates risk assessments, staff members will receive an invitation to set up their accounts. All staff whose email addresses are in the system at the time of initiation will receive an invite, and any new staff added thereafter will automatically receive an invitation upon being added to the system.



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# Registration & Cybersecurity Risk Assessment

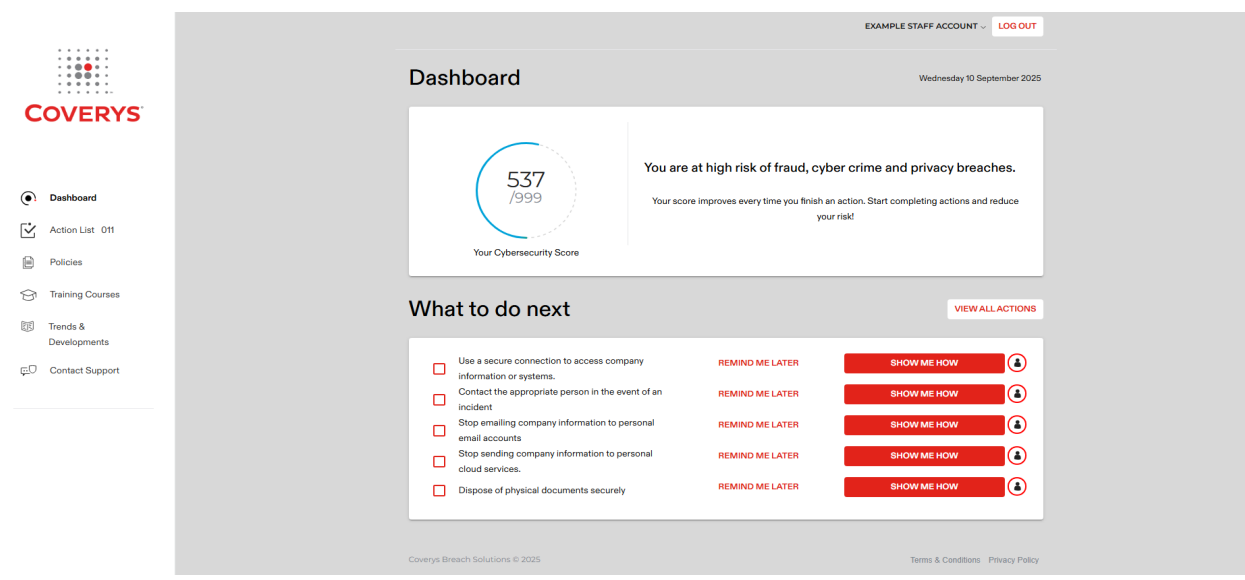
Once employees click the activation email, they will be directed to the staff portal, where they'll need to enter some basic details and complete a risk assessment. This assessment isn't a test but rather a way to identify knowledge gaps, allowing us to tailor the action plan to their specific needs.



## Staff Portal Main Dashboard

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Once the employee activates their account, they will arrive at the main dashboard. Here, they can view their initial cybersecurity score along with a personalized cyber action plan. The score provides insight into their risk level, while the action plan offers bite-sized, step-by-step recommendations to help reduce that risk. This information is generated based on their assessment input.



Once users complete an action, they can check it off, which will contribute to improving their cybersecurity score. Admin users have the ability to view both cybersecurity scores and training progress at any time through the admin dashboard.

## Staff Policies

Staff can view active company policies set by the admin user under the “Policy” tab. If an admin user adds a new policy or makes a change to an existing policy, staff members will also be alerted via email.

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- Dashboard
- Action List 0/11
- Policies**
- Training Courses
- Trends & Developments
- Contact Support

EXAMPLE STAFF ACCOUNT [LOG OUT](#)

### Policies

Test Policy

[SEE DETAILS](#)



Hello [REDACTED].

We wanted to inform you that our policy, Anti-Virus Policy, has recently changed. Please take a moment to review the details by logging in to your dashboard.

[LOG IN](#)

Stay secure.

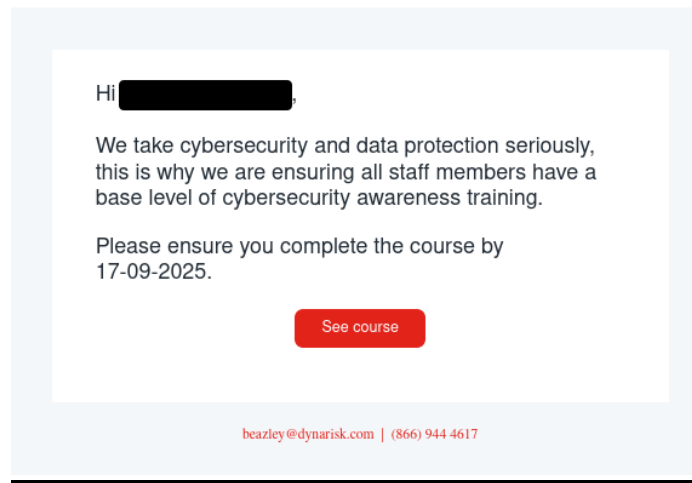
The Coverys Breach Solutions Team

[beazley@dynarisk.com](mailto:beazley@dynarisk.com) | (866) 944 4617

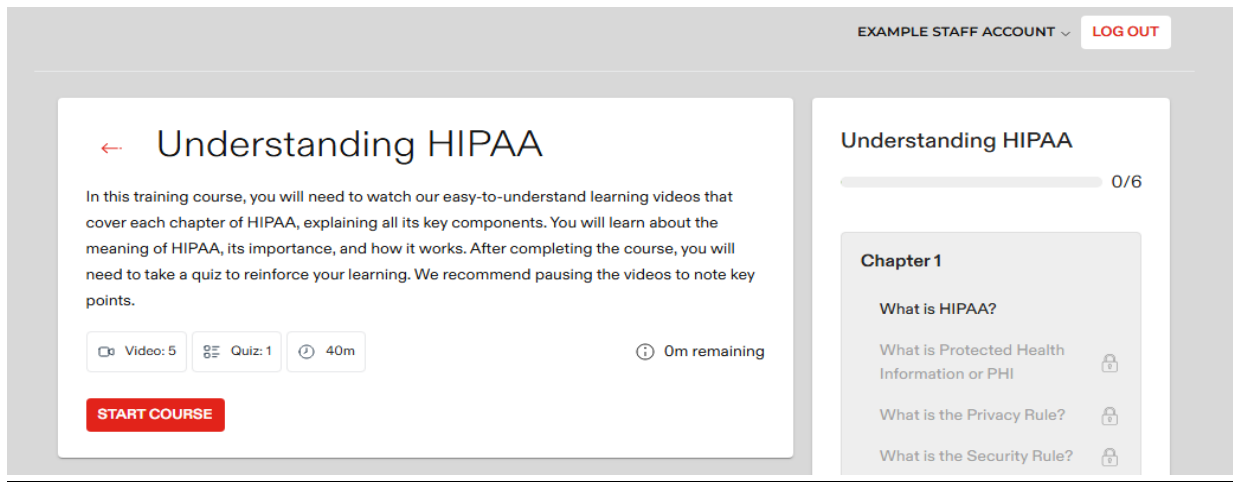
## Staff Training Courses

Employees will have access to video training courses assigned by the admin user. They will receive email notifications and can then access the designated courses in the training tab.

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To access a course, employees can click on the “Training” tab and then click on the course they wish to access. Employees will see the course information, such as how many videos and quizzes are included, and an estimated duration of how long it takes to complete the course if completed in one go. The (i) icon tells the employee how long they have left until they reach the deadline set by the admin user to complete the course.



The employee can then work through the videos by clicking “Start Course” and then clicking into each chapter, and they can then complete the quiz at the end of the course.

Employees can work through the chapters at their own pace, logging in and out as required, as their progress will be saved.

However, please note that the quiz must be completed in one session; if the browser is interrupted or if the user logs out, the quiz will automatically restart.

## Completing a Training Course

Once an employee has worked through the video chapter, they will be able to press “Complete video.” Once all video chapters have been completed, they will need to take a final quiz. The employee must score 80% or above to pass the course.

**Final Quiz**

1 of 15

Which of the following is considered Information (PHI)?

- A patient's name and diagnosis
- A patient's favorite color
- The address of a hospital
- A doctor's phone number

15 / 15  
Your score

Great work, you've passed this course!  
You can now complete the course and download your certificate.

DOWNLOAD CERTIFICATE

NEXT QUESTION >

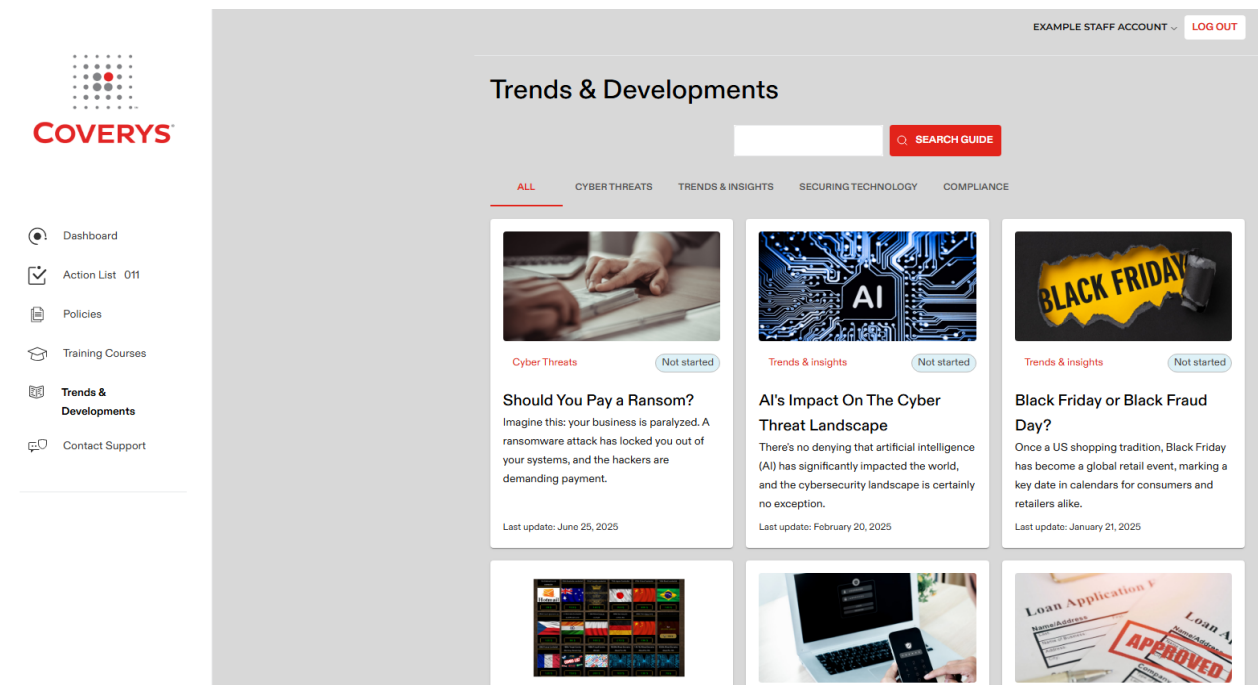


Upon completion, the employee can download a pass certificate. If an employee fails the course, they will need to retake it. They will be required to complete all of the video chapters again to be able to retake the quiz. They will be able to begin rewatching the videos immediately, however, they will only be able to reattempt the quiz after 16 hours following the first quiz completion.

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# Trends & Developments

Employees have the ability to explore a comprehensive library of cyber trends, developments, and insights, allowing them to view content across various categories. This library is automatically populated by the service provider, as per the admin portal and is not editable.



# Accessing Support

Employees can access support at any time by heading to the support tab. They can then either raise a support ticket or call the support helpline using the contact details shown in the portal. Our team will aim to respond to tickets within an hour of submission, within the specified support hours displayed.

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- Dashboard
- Action List 011
- Policies
- Training Courses
- Trends & Developments
- Contact Support**

EXAMPLE STAFF ACCOUNT LOG OUT

### Contact Support

Example Staff Account

staff5@dynamisk.com 6

+1 US Phone number

Subject

Message

**SEND MESSAGE**

#### Call us

Monday to Friday  
Working hours  
9am - 5:30pm EST  
(866) 944 4617

## Get started today!

Should you require any additional help, please utilize the support features available in either the admin portal or the staff portal and contact our support team.

Access support via the “Support” tab in the admin portal. You can search for FAQs or select the option to contact the support team.

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