



NAAA and Wizer Cybersecurity Awareness Training Program FAQs

- **Are there tutorials and how-to guides to help use Wizer’s security awareness platform?**
 - Yes! Tutorials, user guides, and system FAQs can be found under Guides -> How-to Guides in the Wizer administration interface.
- **Where do my employees see and track their assigned training?**
 - Employees can see assigned courses and track progress through the end-user facing Learner Experience dashboard. Go to the Guides -> How-to Guides -> See the Learner Experience for more information.
- **Who do I contact if I have a question about the Wizer platform or if I am having trouble and need system support?**
 - Contact Wizer support using the “Help” button located in the lower righthand corner of the Wizer administration interface, or email Wizer at support@wizer-training.com.
- **Who do I contact if I have a question about my organization’s Wizer training enrollment status or if I need to change the training administrator?**
 - Contact NAAA at naaa@naaa.com.
- **How do I track employee progress?**
 - Training administrators can track employee activity and progress in the Reporting section of the Wizer administration interface.
- **Can I add corporate policies that are not part of Wizer training to the platform?**
 - Yes! Go to Training -> Policies in the Wizer administration interface to upload company policies that employees should be familiar with. Users will see company policies in their Learner Dashboard.



- **What do the Annual Training courses cover?**
 - Level 1 is tailored for first-timers in security awareness training. It introduces fundamental concepts such as ‘What is MFA?’, ‘What is Phishing?’, etc.
 - Level 2 caters to those who have previously completed security awareness training. This level delves deeper into topics like MFA bombing and Incident Response, while briefly revisiting the basics for a quick refresher.
 - Level 3 focuses on the latest threats, including DeepFake and Voice Cloning, etc.
 - Level 4 continues to emphasize the security basics best practices as recommended by NIST such as social engineering, malware and phishing awareness, while expanding to focus on ever-growing challenges of supply chain risks and the advantages of a strong security culture.
- **What topics are included within “Courses”?**
 - All available training courses can be found under “Courses” on the “Get Started” administration page. However, many clients elect to use “Courses” to assign Specialized (e.g., CEO Scams), Compliance (e.g., HIPAA Training), or Role-Based (e.g., Call Center Fraud) training.
- **What is included in “Monthly Videos”?**
 - Monthly videos are short training videos that supplement core security awareness training (e.g., Annual Training) by educating employees on numerous, fresh topics.
- **What is the “Phishing Exercise”?**
 - The phishing exercise tests employees’ ability to spot suspicious messages in a safe, controlled way. Users are challenged with phishing emails with 4 possible courses of action.



- **What is the “Phishing Simulation”?**
 - The phishing simulation tests an organization’s phishing awareness by sending them realistic, but fake, emails in an attempt to deceive them into clicking links to give up their credentials. The results of the phishing test can be used to help the organization gauge the risk and response rate of learners to a phishing attack.
- **Are Secure Code Training courses included in NAAA’s Wizer package?**
 - No. However, NAAA members using the Wizer solution can reach out to [Wizer](#) directly to discuss access.
- **Can training/courses be customized?**
 - Yes! There are several ways to customize training. For example, a given monthly video can be swapped out for another video that might be more relevant, or annual training videos can be customized to remove certain chapters that might not be applicable. See “How to Set up, Customize, and End the Training” under Guides -> How to Guides -> Training in the Wizer administration interface.
- **Is there a sample annual awareness training plan that we can follow?**
 - Yes! Wizer’s “Awareness plan PDF” can be found in the upper righthand corner of the “Get Started” page within the Wizer administration Interface.
- **How can you save a personalized message to use when inviting Users?**
 - To save customized messages for your users, click the save icon beneath the Group dropdown under Add Users -> Add by Email under “Users”. The custom message will be used for all future messages. Note that this functionality does not exist for the Import CSV and SSO settings options.
- **Can employees see all available courses on the Learner dashboard?**
 - Yes. To do this, add the NAAA Wizer Security Awareness Training Course Library to the Policies section under “Training” on the lefthand side of the Wizer administration interface. Employees will



then see the full course library under “Policies” on the Learner dashboard.

- **Can you add an employee’s manager to Reporting so they can track employee training progress?**
 - Yes. To do this, each employee must be assigned to a Department under “Users” when they are added to the Wizer platform. Next, select “Departments” and add manager emails under the “Reports To” column. Up to 5 emails can be added per department. Note that updates are automatically sent each Monday.
- **During the “Add New Users” by email process, there is an option to deselect the Notifications & assignments check box.**
 - Administrators can uncheck this box if they would like to send notifications to employees later. To go back later and send notifications, go to Users, select the employees you would like to send a message to, and using the “Actions” dropdown on the righthand side of the page, select “Send Reminder”.