

KnowBe4 Guide

For Ex-Officio Board Members

What is KnowBe4?

KnowBe4 is an information security training platform that provides a library of content, with different methods of learning. CalHFA is using KnowBe4 to provide training opportunities that are accessible to Board members at any time and allow the automated reminder features.

You will be emailed your Username and Temporary Password prior to training.

To access this training, please click on the link and enter your Username and Temporary Password provided below:

<https://training.knowbe4.com/ui/users/login>

First time using KnowBe4 – Create Password & Two-Factor Authentication

① How do I set-up a new password?

Log into KnowBe4 <https://training.knowbe4.com/ui/users/login> using the username and temporary password provided.

Click on your user account, located in the right-hand corner of the screen and select profile.

Change your password. Keep a record of this password, you'll use it every time.

② How do I set-up two factor authentication?

While you logged in to KnowBe4 and from your profile screen (*on your user account, located in the right-hand corner of the screen and select profile*), click the “enable” button to set-up multi-factor authentication.

To Start Training

On the **Training** tab of the Learner Experience, you'll see a card for each of your assignments. For the best experience, review the tips below before starting your training.

- [Disable your pop-up blocker](#). Your training assignment will open in a new window. If you have a pop-up blocker enabled, you will be unable to open the assignment.
- For your security, we recommend that you enable your pop-up blocker again, once you have completed your training.

- Check the selected language before you begin. The assignment title will display in the selected language. You can change this language using the drop-down menu next to the **Start** button.
- If you had already set your preferred language and this assignment is showing a different language, it could mean one of two things: Either this assignment was started before you selected your preferred language or, this assignment is not available in your preferred language.
- Make sure you have enough time to complete the training assignment. At the top of the card, you can see how long the assignment will take to complete and the time left before the due date.
- If you need to take a break from your training but have not completed the assignment, close the browser window to save your progress. You can return to this training later by clicking the **Resume** button on the assignment card.

When you're ready to begin a training assignment, click **Start**. Follow the prompts throughout the training. Keep in mind that different assignments may have different steps.

Once you have completed a training assignment, close the browser window to mark your progress as complete. Recently completed assignments are listed at the bottom of your **Training** tab. From the completed assignment card, you can download a completion certificate, see when you completed this training, and review the training assignment.