FAQ for Wombat Security Education

DHS/OIT-Security, edition 1

1. **How do I request help/assistance?**
   a. For user account issues and DHS-specific queries, send emails to Wombat.Help@dhs.ga.gov.
      i. Please don't share this mailbox link with anyone outside of DHS.
      ii. Inquiries to the Wombat.Help@dhs.ga.gov mailbox will receive a response within 24 to 36 hours during business days.
   b. For Wombat customer service, send emails to wst-support@proofpoint.com.

2. **I haven't received my training assignment email. How can I get it?**
   a. There are 6 possible reasons you haven't received the email:
      i. You have overlooked or missed the email. *(Please __search__ for it again.)*
      ii. You accidentally deleted the email. *(Pull it back out of the trash.)*
      iii. The email was redirected to a spam, junk, or other folder. *(Check these folders.)*
      iv. Your email address changed and needs to be updated in the system.
      v. You are a new employee, or you have never been registered in the Wombat system.
      vi. There is an unidentified error preventing delivery of the email.
   b. The path to resolving the problem depends on the reason above:
      i. The first 3 possibilities listed above are the most common issues and can be resolved without assistance.
      ii. For case **iv.** above, please send email to Wombat.Help@dhs.ga.gov listing your former email address and your current email address.
      iii. For case **v.** above, please send email to Wombat.Help@dhs.ga.gov notifying that you are a new employee and need to be registered in Wombat.
      iv. For case **vi.** above, please send email to Wombat.Help@dhs.ga.gov describing the problem and someone will work with you to troubleshoot and resolve the problem.
   c. The system will send out periodic reminders (generally on Mondays) to registered users who have not yet completed the assignment(s). The reminder emails will include a hyperlink to your personalized training assignment. The link is specific to you, so please do not share it with anyone else.

3. **Why can't I find the Wombat training on LMS or IOTIS ?**
   a. The Wombat Security Education training is **NOT available** via LMS or IOTIS; rather it is available only via the Wombat Security Education platform under license to GTA/GETS and administered by Atos and DHS/OIT Security.
   b. Access the training by clicking on the hyperlink sent to you via email from the Wombat platform. The link is specific to you, so please do not share it with anyone else.

4. **Is the Wombat training a replacement for LMS or IOTIS ?**
   a. No. The Wombat training is separate from, and in addition to, trainings provided via LMS and IOTIS.

5. **The email from Wombat is marked as potentially unsafe because it originated outside of the organization. How can I be sure about it and how can I see all the pictures/graphics in the email?**

> CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

   a. This training platform is licensed to GTA/GETS and managed by Atos and DHS/OIT Security. It is external to the organization, hence the warning banner. Messages from wombat_training_platform@wombatsecurity.com are legitimate and can be trusted.
   b. Click "**Click here to download pictures**" in the Wombat email message and select "**Add Sender to Safe Senders List**" from the menu to ensure Wombat messages are displayed correctly in Outlook.

6. **Which internet browser should I use to access Wombat training?**
   a. Please ensure you are using one of the following browsers: **Firefox**, **Chrome**, **Edge**
   b. Users have reported compatibility problems with Internet Explorer (IE). In general, all staff should avoid using IE moving forward, except for mandated compatibility with legacy systems.
   c. If you experience browser-related problems, please try clearing your browser's cache and relaunching the training from the hyperlink you received via email.

7. **Can I log into the Wombat Security Education platform?**
   a. The short answer is "yes"; however, there is no need to log into the platform to complete a training assignment. Instead, simply click on the hyperlink provided in the training assignment or reminder email from the Wombat platform. This hyperlink is personalized for you and will take you directly to your training assignment.
   b. A user must be registered in the Wombat platform with their correct email address before they can login. Most DHS staff have been registered, but if you have not received an email from the Wombat platform, you should send an email to Wombat.Help@dhs.ga.gov requesting to be registered (especially if you are a new employee or your email address has changed recently).
   c. Registered users can login via https://gets-dhs-ga.securityeducation.com/login. If you don't know/recall your password, click the "**Forgot your password?**" link.

8. **What about all the other Wombat training modules? Can I access them?**
   a. Right now, and to avoid confusion, staff are allowed to take only the two training modules mandated by Gov. Kemp, namely "Introduction to Phishing" and "Preventing Ransomware".
   b. In the future, we will open-up and/or prescribe additional training modules.

9. **How can I print/reprint my training certificate?**
   a. Currently, the only opportunity to print the certificate is the one-time option presented upon completion of each training module.
   b. We suggest that you use the "**Microsoft Print-To-PDF**" option (available on Windows 10) to save your training certificate as a PDF file so that you can view and print it later.
   c. Registered users can login to the platform and print a report of their entire training record. See the "**User Report Card**" report.

10. **I accidentally deleted my training assignment email. What should I do?**
   a. Please try pulling the deleted email out of the trash or "deleted items" folder.

11. **Can I use the hyperlink from a coworker's training assignment email, or from a forwarded training assignment email?**
    a. No; Each assignment email has a unique hyperlink personalized for the intended recipient.
    b. If you use the link from someone else's email, you will be completing their training assignment, rather than yours. You cannot receive credit for completing someone else's assignment.

12. **I tried to login to the Wombat platform, but I'm locked out. How can I get it unlocked?**
    a. If your account is locked, please send email to Wombat.Help@dhs.ga.gov. After verification, an administrator will unlock your account for you, then you will have to reset your password.
    b. Please note that there is no need to log into the platform to complete a training assignment. Instead, simply click on the hyperlink provided in the training assignment or reminder email from the Wombat platform. This hyperlink is personalized for you and will take you directly to your training assignment.

13. **How can I suggest an improvement?**
    a. For DHS-specific suggestions, send emails to Wombat.Help@dhs.ga.gov.
    b. For Wombat platform enhancements, send emails to wst-support@proofpoint.com.

14. **What does a training assignment email look like?**