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 is 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 Lis**t 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.