MetaCompliance®

Summer PowerUser Series Phish Remediation

Here's what you asked ...

Q: How can we run a baseline phishing test where users who log in are redirected to a blank page, instead of a MetaCompliance URL, to prevent them from realising it's a test and still report it as a phishing attempt?

A: Users can be redirected to an HTML screen or a 404 error page. Please reach out to our Support Team so we can review your URL and assist with this setup.

Q: Can we only add MetaCompliance courses as remediation? We have internal phishing courses we'd like to promote and direct staff to instead.

A: We support SCORM courses, so if your internal courses are in this format, they can be added as Phish Remediation Courses.

Q. If you add multiple templates to a phishing simulation, can you select different remediation training based on the phishing template? For example, can a QR phishing template trigger QR code remediation training, while a template with a link triggers training on avoiding clicking links in emails?

A: Currently, you can only select one Learning Experience or remediation. However, we have a feature on our Product Roadmap that will allow for multiple Learning Experiences when multiple phishing templates are used.

Q. Should we upload our policy for the phishing remediation course, or is it already available in the system?

A: The policy must be uploaded through the policy elements within Fusion Template Creation. The course, including the policy, can then be managed within a campaign and supplemented with remediation measures.

Q. Can we include the training and then introduce a new phishing attempt within the same campaign to ensure that the training was understood?

A: Yes, eLearning can be the initial step in your campaign, followed by a phishing simulation. You can determine within the campaign when to engage users.

Q. Can you simply send a remediation email that directs recipients to content outside of MetaCompliance?

A: No, you cannot. However, you can use our Blogs feature to create your own communication, send it out via a campaign, and it will be delivered to the users' mailboxes.

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Here's what you asked, continued...

Q:Is it possible to tailor phishing simulations so that specific types of employees receive phishing emails related to their roles, such as the financial team, HR team, and sales team?

A: Yes, all templates can be tailored and targeted to specific users or groups. Bulk Upload Users can be utilised to target users across multiple groups if needed.

Q:Do you have any pre-made templates or selections available for HR, sales, or similar areas?

A: Please reach out to your Customer Success Manager directly for guidance and information on available
pre-made templates for specific areas such as HR and sales.

Q:In the Phishing reports it shows all the data and also there is a column called reporting. How does the user report the email is this added functionality

A: If the user has the MetaCompliance Phish Outlook Report Button, they can report the email, and it will appear in the "reporting" column within MetaCompliance.

> *Thank you to everyone who attended our webinar on 07/08/2024. We greatly appreciate your participation and engagement, and we hope you enjoyed the session.*
>
> *We have more exciting content coming soon. In the meantime, please make sure to sign up for our upcoming events, which will be held until the end of August. You can register for these events* ***HERE.***
>
> **Laura Wade - Head Of Customer Experience**
>
> Make it personal.

Don't Miss Our Upcoming Summer Power Sessions - Get Registered Here!

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