Release Notes

Security Awareness and Training Services 24.4

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FEEDBACK

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Change Log

Date	Change Description
2024-12-10	Initial release.

Introduction

The Fortinet Security Awareness and Training (SA&T) Service is a SaaS subscription offering. It provides customers with the ability to deploy and maintain a cybersecurity awareness training program within their company. Using the Service, customers can educate and train employees on current cyber threat, such as phishing, social engineering, and ransomware attacks, and provides tips on how to protect themselves and their company.

The Service also provides the customer with the ability to manage and track employee training progress via a central dashboard. Using the dashboard, they can monitor the training progress of their employees, as each employee progresses through the Security Awareness modules. The customer can view a full list of their employees, or focus on specific individuals.

The Fortinet Training Department uses the National Institute of Standards and Technology (NIST): Building an Information Technology Security Awareness and Training Program resource as a benchmark for development and compliance.

What's new

This topic covers the new features available per release.

What's new for 24.4

- Remediation and FortiPhish:
  - You can schedule the training campaigns in advance instead of waiting for the FortPhish campaign to be launched.
  - Different FortiPhish remedial options for are available for allocation.
- Campaign Training: Campaign templates have been removed.
- Domain: The custom domain has changed to Site URL. A sub-domain is required when a tenant is registered.
- SMTP: A new option to customize SMTP server and sender is available.
- Setting/Authentication: Attributes can be customized.
- Management/Contract: The account contract has been moved to central tenant management.
- Learner Interface: Quizzes have been merged within the module video.
- Tenant Authentication: 2FA has been moved to APP token.

What's new for 24.3

- There are no new features with 24.3.

What's new for 24.2.1

- Added *Japanese* language to Additional language support on page 13.
- Added *Department Lead assignment* option to *B. Manage users* within *Admin Setup* in Platform on page 13.
- General user interface improvements.

What's new for 24.1.1

- Added a filtering option to *B. Manage users* within *Admin Setup* in Platform on page 13.
- Added *F. Preview Video Content* within *Campaign Setup* in Platform on page 13.

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What's new for 23.4.1

- Added assets for Student Curriculum to the SAT platform.
- Added *Assign Admin role* sub-section to *A. Account Management: User Accounts* within *Admin Setup* in Platform on page 13.

What's new for 23.3.1

- Added *Manage users* sub-features within *Admin Setup* in Platform on page 13.
- Added *Assets* within *Admin Setup* in Platform on page 13.

What's new for 23.2

There are no new features with 23.2.

What's new for 23.1

- There are no new features with 23.1.

What's new for 22.4.2

- Updated Supported browsers, platforms, and languages on page 9.
- Updated *Additional language support* sub-section of Key features on page 10.

What's new for 22.4.1

- Added education specific modules containing *for Educators* to *Modules* in Key features on page 10.
- Added *E. Certificate of Completion* section to *Campaign Setup* in Key features on page 10.
- Added *Assets* section to Key features on page 10.

What's new for 22.3

- Updated Supported browsers, platforms, and languages on page 9.
- Added *Additional language support* sub-section to Key features on page 10.
- Added *C. LDAPS-AD integration support* feature to Key features on page 10.
- Added *D. Multi language support (limited) for Reporting and Email notifications* feature to Key features on page 10.

What's new for 22.2

- The Security Awareness and Training Services is initially released.

Supported browsers, platforms, and languages

> For easy reference, any updated and new text has been **bolded**.

Supported browsers and platforms:

- Google Chrome (latest version as of 28th July 2022) — Windows, Mac OS X, iOS,
- Android
- Apple Safari (latest version as of 28th July 2022) — Mac OS X, iOS
- Microsoft Edge (latest version as of 28th July 2022) — Windows
- Mozilla Firefox (latest version as of 28th July 2022) — Windows

Languages: English, Spanish, Brazilian Portuguese, French, Portuguese, Italian, Japanese, and German

Key features

> For easy reference, any updated and new text has been **bolded**.

Content

Modules
A   Training Modules
- InfoSec Awareness   - Bad Actors   - Social Engineering   - Phishing Attacks   - Email Security   - Malware and Ransomware   - Password Protection   - Multifactor Authentication   - Data Security   - Data Privacy   - Access Control   - Mobile Security   - Insider Threat   - Clean Desk Policy   - Working Remotely   - Web Conference   - Security Managers: Cyber Security Frameworks   - Managers: Security Awareness   - Managers: Deploying and Managing the Fortinet Security Awareness and Training   - Social Media   - Business Email Compromise   - Intellectual Property   - Secure Travel Tips   - Introduction to Information Security for Educators   - Bad Actors for Educators   - Social Engineering for Educators

Modules
• Phishing Attacks for Educators • Email Security for Educators • Malware and Ransomware for Educators • Password Protection for Educators • Multi-Factor Authentication for Educators • Data Security for Educators • Data Privacy for Educators • Access Control for Educators • Mobile Security for Educators • Insider Threat for Educators • Clean Desk Policy for Educators • Working Remotely for Educators • Web Conference Security for Educators • Business Email Compromise for Educators • Intellectual Property for Educator • Secure Travel Tips for Educators • Social Media for Educators
Micro Modules
• Social Engineering • Phishing Attacks • Email Security • Malware and Ransomware • Password Protection • Data Security • Data Privacy • Business Email Compromise • Insider Threat • Clean Desk Policy • Social Engineering for Educators • Phishing Attacks for Educators • Email Security for Educators • Malware and Ransomware for Educators • Password Protection for Educators • Data Security for Educators • Data Privacy for Educators • Business Email Compromise for Educators • Insider Threat for Educators • Clean Desk Policy for Educators

Modules
Nano Modules

- Shoulder Surfing
- Tailgating
- See Something, Hear Something, Say Something
- Follow Company Policy
- Avoid Unknown Wi-Fi Networks
- Good Password Hygiene
- Think Before You Click
- Web Conference Tips
- Travel Tips
- Back up Your Data
- Data Disposal
- Disable Automatic Wi-Fi
- Encrypt Sensitive Data
- Enable Screen Locks
- Update Your Software
- Protect Your Devices
- Non-discoverable Bluetooth
- Use Multifactor Authentication
- Shoulder Surfing for Educators
- Tailgating for Educators
- See Something, Say Something for Educators
- Follow Company Policy for Educators
- Avoid Unknown Wi-Fi Networks for Educators
- Good Password Hygiene for Educators
- Think Before You Click for Educators
- Web Conference Tips for Educators
- Travel Tips for Educators
- Back Up Your Data for Educators
- Good Mobile Habits for Educators
- Encrypt Sensitive Data for Educators
- Update Your Software for Educators
- Protect Your Devices for Educators
- Non-discoverable Bluetooth for Educators
- Use Multi-factor Authentication for Educators
- Device Disposal for Educators
- Enable Screen Locks for Educators
- Clean Desk Tips for Educators
- Phishing Attacks for Educators

Additional language support

All modules (Base, Micro, and Nano) will be available in seven additional languages: Spanish, Brazilian Portuguese, French, Italian, German, Japanese, and Portuguese.

Platform

Admin Setup		
A	Account Management: User Accounts	
	Validate Domain	Prove ownership of domain using TXT string validation.
	Custom sub-domain	Admin will have the option to use default domain (*.ftnt.info) or enter custom sub-domain for their Students' Learner Portal.
	Assign Admin role	Additional Administrators have full access to perform the same functions as the Super User account, except they cannot access the FortiCloud portal.
B	Upload Users (Manual or .CSV or LDAP)	Use case: Add users in an organization structure either manually or bulk upload using CSV or LDAP.
	Manage users	• Select specific or all users to be deleted. Search user by email or name. • Filter user by department. • Department Lead assignment
C	LDAPS-AD integration support	Admin can connect AD server via LDAPS and import users.
D	Account Management: Own as well as Customer accounts (if any)	
	Contract Information	View all purchased contracts and their status in one view and provide high level snapshot of: • Contracts status (Active, Pending or Expired) • Number of licenses in use vs available • Add-ons purchased
	Customer account information (applicable for Partners)	Manage customer accounts. For all the connected sub-accounts (customers), Partner admin can: • List view of all connected accounts • Log into its customer's account directly from their own instance of SAT service
E	Authentication	
	Single Sign On (Available only with Premium profile)	Admin can work with their own IT team to setup SSO for its students by connecting to their own or external Identity provider.
	2FA	Admin can enable 2FA authentication over email.

Admin Setup		
F	Appearance	
	Co-branding (Available only with Premium profile)	Customize tenancy • Tenancy follows Resellers/Seller's branding • Admin can add/modify 'Image Settings'
	Custom-Branding (Available as add-on)	Branding can be customized by Admin.
G	Assets	Banners, screensavers, posters, tip sheets, email templates, and nano videos are available in the following options: • Fully Fortinet Inc. branded assets • Co-branded assets • K-12 School assets

Campaign Setup		
A	Campaign Structure Creation	Intuitive UI to create and view campaigns including: • Select/Create Programs (group of modules) to roll up to a Campaign • Setup campaign schedule • Assign training to users (by individual, department, and title)

B	Setup Reporting	Each tenant comes with standard reports (templates) that an Admin can setup for a particular campaign.
		• Select from available reports:
		    • Executive (Company-wide as well Campaign level)
		    • Manager (Employee –level)
		    • Admin (Company-wide detailed)
		• Setup schedule
		• Select Audience
		• Select report format

C	Setup Remediation Actions	Each tenant comes with standard remediation rules (templates) that an Admin can setup for a particular campaign.
D	Multi language support (limited) for Reporting and Email notifications	Executive report (PDF) format and standard (uneditable) email notifications will be available in the end-user's preferred language (Spanish, Brazilian Portuguese and French).
E	Certificate of completion	Every learner will receive a certificate of completion upon completion of each training campaign.
F	Preview Video Content	This feature allows the user to preview a training module while creating a new campaign, and allows the user to select the tab for type of module: Basic, Micro and Education Industry.

Monitoring and Reporting		
A	Monitoring dashboard	Intuitive UI view campaign Training as well as Phishing campaign.

Assets		
A	Marketing assets	Admins will have access to following marketing assets: • Banners • Tip sheets • Screensavers • Nano videos • Posters Email & Reminders

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Troubleshooting

Fortinet will provide customer support for the Service via email only at infosec_awareness@fortinet.com.

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