Please refer to the information provided below for tips and troubleshooting for the most common issues reported by staff.

Common issues:

Phishing: Please use the Phish Alert Button on your Outlook toolbar or send reports of phishing directly to ReportAPhish@das.oregon.gov

Workday Access issues: CSS Information Security & Training does NOT have access to agency Workday domains or individual Workday accounts. If you cannot access your Workday account, if you don't have the correct permissions for this training, you cannot log in to Workday, you completed the course, but Workday doesn't show the completion, Workday froze or kicked you out of the training, etc. you will need to contact Workday directly for help.

Annual Training navigation problems:
First #1 most important thing - **Did you complete all the elements in the section or course? The course will not allow you to proceed if there are incomplete sections.**

Display and other IT issues: CSS Information Security & Training does NOT have access to your agency's or your individual IT configuration.
Each agency and employee have any number of individual settings and/or variables that can affect the behavior of the course.
If you are unable to see parts of the screen. Check your display settings. If your display is set larger than normal or different colors, you may have problems seeing the training or all parts of the screen. Contact your agency's IT helpdesk for assistance.
Examples of other IT related issues: pop up blocker, display settings, internet speed, etc.
Please contact your agency IT helpdesk for any technology related issues.

Assessment: The Assessment will not be activated until all sections are complete (see above). The assessment WILL NOT be active until all sections are completed.

Trouble shooting may include:

1. Verify that all sections are complete – you will be asked to provide screen shots and a detailed description of the issue that you are having.

2. Verify that the course was completed in one session. If the course was not completed in one session it will often have issues. If you did NOT complete the course in one session, then your Workday Learning Partner or Workday helpdesk may need to restart the progress of the training for you, and you will need to complete it in one go.

3. Verify that you are using your workstation to complete the training, not a mobile device or tablet. If you are using any device other than your workstation and are experiencing issues, please restart the training when you are back at your workstation. CSS Information Security & Training cannot troubleshoot anything related to other devices.

4. If the none of the above resolves the issue allowing you to complete the assessment in the training on Workday then you will be required to take the assessment using an alternative format. Please refer to the instructions for alternative formats and recording for the DAS – EIS – Information Security Training: Foundations course.

If you have questions about any of the above, please contact security.training@das.oregon.gov . We will direct you to the appropriate person to assist you.

Please refer to the security resources page for additional information including:

- Annual training alternative format instructions and documents.
- Phishing Awareness Program.
- Free resources.
- ISAT catalog.

https://www.oregon.gov/eis/cyber-security-services/Pages/guidance-for-state-agencies.aspx

For more information, please contact security.training@das.oregon.gov