

Security Awareness Training and Phishing Simulation Service FAQ

What is the no-cost DIR Certified Security Awareness Training and Phishing Simulation service?

This service provides the Infosec IQ platform to your school system at no cost. Infosec IQ includes the following features:

- Security awareness training, including more than 500 cybersecurity training modules integrated in the IQ platform
- Phishing simulator with more than 2,000 customizable templates
- Incident response through a report phishing button
- Reporting utilizing learner risk scores against industry benchmarks

What control will my school system have over our Infosec IQ deployment?

You will have full administrative control over your school system's Infosec IQ deployment, including all dashboards, user management, and reporting.

How do I request this service for my school system?

[Contact your regional ESC](#) to begin the process of verifying staff licensing counts. Your ESC will acquire and assign your licenses within a week and inform you of the next steps to begin implementation.

My school system is already an Infosec IQ customer. Is this available to me at no cost?

Yes, if you previously purchased Infosec IQ from your ESC, your ESC will contact you prior to your annual renewal date to verify you desire to continue using the platform. Upon renewal, you will not receive an invoice for your Infosec IQ licensing.

I am an existing customer, but I need more licenses to reflect staffing increases. What should I do?

[Contact your regional ESC](#) to request additional licenses. Your ESC will verify that your request reflects actual staff levels.

What is involved with implementing this service for new customers?

Once your licenses have been acquired, your regional ESC contact will create your school system's account and create your administrator user logon. You will be provided with an invite for a pre-implementation/kickoff call or video. After the kickoff call, you will be provided with a link to schedule a 1:1 implementation meeting with an Infosec success manager. You will hold one or two implementation calls depending on your needs.

When implementation is complete, you will have monthly phishing simulations scheduled and desired learning assignments created. The process from initial request to full implementation should be approximately one month, provided someone from your school is able to attend the implementation calls.

What email platforms are supported by Infosec IQ?

Infosec IQ supports Gmail, M365 Exchange online, local Exchange, and other platforms. [Contact your regional ESC](#) to inquire about other email platforms.

Who is included in the Infosec IQ licensing for my school system?

All staff members at your school system are covered at no cost through this service. The learning modules are also available to your students at no cost (see information regarding LMS systems below).

Does Infosec IQ training provide the required State of Texas DIR Annual Security Awareness Training?

Yes, Infosec IQ includes a training module that is DIR certified for current 2025-2026 annual security awareness training requirements. A new certified DIR training course will be available June 2026 for the 2026-2027 Annual Security Awareness training.

Does Infosec IQ include the required DIR certified AI training?

Infosec IQ includes an additional course for AI training in Infosec IQ that is available for you to assign to learners immediately.

Does Infosec IQ integrate and sync users with major platforms?

Infosec IQ includes sync features with AD and Google Workspace. SSO is available if requested, but end users are not required to login to Infosec IQ to access training (see next question).

Do users have to login to Infosec IQ to complete their training?

No, learners do not have to login to Infosec to take their training. All training is assigned to learners, and email notifications are delivered to each learner containing a unique link to take each learner to their training.

What support is available?

Infosec's customer experience team is your resource for product questions and technical support. You can contact support at 608.313.7191 or customer-support@infosecinstitute.com

Can school admins use Infosec IQ training content in their own LMS rather than going through IQ to deliver the training?

Infosec IQ video content can be exported in a SCORM-compatible format that can be uploaded to a Learning Management System (LMS). This is readily available to all schools now if they choose to administer Infosec training content into their own LMS. Contact Infosec support for more information.

Infosec/Cengage offer other products such as the Skills platform and bootcamps. Are those included with this service?

No, this service is limited to the Infosec IQ platform.