Account Basics

Information on accessing and modifying your account.

- Accessing Your Account
- Reset Password

Accessing Your Account

The KnowBe4 training can be accessed via the following URL. Please login with your email address and password.

https://training.knowbe4.com/

> The KnowBe4 service does not use your domain credentials. If you are unable to access your account or recall your password, please perform a password reset.

First Time Sign-in

On first sign-in the KnowBe4 service will walk you through some basic account setup. Below is a guide walking you through the process.

> If you run into any issues during this process, please reach out to IT Support for assistance.

1. Please browse to https://training.knowbe4.com and enter your email address.

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2. A confirmation email will be sent your inbox. Please open the email and select **Activate my account**.

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3. Please enter your full name and a password you wish to use for the KnowBe4 service.

> The password must be at least 12 characters in length. Its recommended to use a unique and new password. Please do not reuse an old password.

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4. You've successfully signed into your account.

Reset Password

If you've forgotten your account credentials, please browse to the following URL to perform a password reset.

https://training.knowbe4.com/users/password/new

> Your new password must be at least 12 characters in length. We recommend not reusing an existing password.