Module Title: Open Roads' Gone Phishing Course

Target Audience: This training is for the call center agents with Open Roads Ins. Most of these representatives are new to the workforce, in their early to mid twenties so they are unfamiliar with cyber attacks and phishing attempts. They work directly with the public, receiving both calls and emails from customers. Some of these emails have pictures or other media attached to them, and the representatives need to be able to distinguish between real emails/attachments and phishing attempts.

Learning Objectives:

Terminal LOs:
1. Differentiate between a valid email and a phishing email.
2. Recognize the validity of email attachments.
3. Judge the validity of links found within emails.

Enabling LOs:
1. Identify red flags of phishing emails.
2. Recognize emails sent from legitimate clients who are sending pictures or other attachments that were requested for their claim.
3. Recognize some of the differences between a valid link in an email and a phishing link.

Seat Time: About 15-20 minutes

Outline:
- Intro to course
- Navigation
- Learning Objectives
- Quick definition of Phishing
- Types of Phishing Emails
- Knowledge Check
- Common attributes of Phishing Emails
- Red Flags found in Emails
- Knowledge Check
- How to Protect Self and Company from Phishers
- Assessment (5 questions)
- Conclusion & Congratulations

Font: Tw Cen MT
Font Color: Dark blue if light background, white if dark background.

Color Palette:

| #28B867 | #45E68B | #80FFB8 | #30395C | #30748A | #67B1C9 |

Module Resources/References:
Protecting yourself online with Spam Filters

Directions:

Please review all fields. To leave feedback, please add a comment or suggestions within the note section for the appropriate slide. Please ensure that your comments provide actionable feedback that can be implemented, aiming to ensure that the module is comprehensive and accurate.

Ex. Instead of writing "This is confusing," please write "This would be clearer if it said: ___," (and suggest language that works better).

Global Comments:

- Slide dimensions are 16:9 ratio with slide size 1280:720
- Add company logo to modern player
- Custom color for modern player
  - Background color HEX#0E0F2D (dark blue)
  - Accent color HEX#28B867 (green)
- All slides and layers have a custom background unless otherwise noted

Title

- Narrator character is named Ahab - vector images recolored to fit the color scheme

- Other pictures needed are provided in assets folder that will be shared with developer.
- Use custom color palette for shapes throughout
- Text in [brackets] should not appear on the slide or be recorded in voiceover (VO)
- Seekbar visible and controllable for learner on all slides and layers; Menu is "free" in the Player properties
- Slide numbers with letters (ex. 1.6a) indicate layers for corresponding slide number
- Audio, images, and text are synced to enter with VO
- Next and Back buttons are enabled unless otherwise noted
- Correct answers for Knowledge Checks and Quiz Questions will be indicated by bold text in the storyboard. Do not bold that text in the course.

Slide: 1.1 / Menu Title: Welcome			LO:
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
No normal background Background is hills with a road snaking over them next to a lake. There is a car ready for a road trip Directions are set in a semitransparent shape to the right side of the screen with the Start and Navigation buttons below. Custom Start and Navigation buttons that are in the course palette	[Slide Title] **Welcome to Open Roads' Gone Phishing Course** [Directions] Click the **Start** button to begin this course. Click on the **Navigation** button for a navigation tutorial. [Buttons] Start Navigation	*[Narrator]* Welcome to Open Roads Insurance - Gone Phishing course. In this course, you will be introduced to some of the telltale signs of email phishing and how to avoid being a target of malicious online scammers so you can navigate your email and attachments with ease. If you are familiar with the course navigation player, click the Start button to begin. If you would like some guidance with how to navigate the course, click the Navigation button. When you're ready, let's get started.	When VO starts, have car animate in from the left side of the screen with a custom motion path. Car will stop on top of a hill next to the lake. In the foreground a fishing rod will fade in as car comes to a stop along with the transparent text box and the Start and Nav buttons Next/Prev buttons are disabled on this slide Start button goes to Slide 1.3 Nav button goes to Slide 1.2 User cannot click on buttons until audio ends.
Notes:			

Slide: 1.2 / Menu Title: Navigation			LO:
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Instead of normal background, get a capture of the entire player to put on the screen. Put all markers near the appropriate icon.	[Slide Title] **Navigation** [Directions] Click on the markers for more	*[Narrator]* Please take a moment to click on the information markers to familiarize yourself with the course navigation window.	Use markers to highlight relevant information on screenshot. Setup markers so nothing shows up when hovered over, only has

Player shows Menu on the left. Background image: Ahab smiling at the learner, his bust is all that is showing on screen Markers with corresponding pictures for each icon set on screen for user to click on	information. [Menu] The menu can be used to keep track of your progress during this module. [Play/Pause] The PLAY/PAUSE button can be used to play or pause the training. [Seekbar] Use the seekbar to go back to a specific point on the slide. [Replay] Replay a slide to hear all the information from the beginning. [Volume] The speaker button can be used to adjust the volume of the slide. [Prev/Next] Use the PREV and NEXT buttons to toggle between the previous and next slides.	When you feel comfortable, click the Next button in the lower right corner.	popup info when clicked on.
Notes:			

Slide: 1.3 / Menu Title: Objectives			LO: 1, 2, 3
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Text is large, taking up the entire screen. Instead of bullet points, use 3 different fish	[Slide Title] **Learning Objectives** By the end of this course, you will be able to: • Differentiate between a valid email and a phishing email. • Recognize the validity of	*[Narrator]* By the end of this course, you will be able to: Differentiate between a valid email and a phishing email by looking in a few key locations, Recognize the validity of email attachments to decide if you	Title is on screen from beginning All other text and relevant fish fade in timed with VO Next button is restricted until audio ends.

| | email attachments.
● Judge the validity of links found within emails. | should open and upload them to the claim,

and

Judge the validity of links found within emails to help you decide if you should click on them or not. | |

Notes:

Slide: 1.4 / Menu Title: What is Phishing?			LO: 1, 2, 3
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Ahab waving is in the center of the slide, upper 3/4th showing Thought bubble is colored with theme palette (use same thought bubble throughout the training when it is called for) Sending email thru Credit Card Numbers text is to the left side of the slide Right grouped bullets are in the splash to the right	[Slide Title] **What is Phishing?** [Ahab thought bubble] Hello, I'm Ahab Sending emails or other messages claiming to be from reputable companies to convince people to reveal personal information. ● Passwords ● Credit Card Numbers [Group to right] ● Email ● Telephone ● Text Message	*[Ahab]* I'm Ahab, I'll be your guide through the treacherous waters of hacking. Let's start by defining what we mean by phishing. Phishing is sending emails or other messages claiming to be from reputable companies to convince people to reveal personal information, such as passwords and credit card numbers. Phishing can be conducted through email, telephone, or text message. We will focus on email phishing in this training.	Thought bubble fades in and out with Ahab's intro All text fades in with VO Animated circle timed with VO to highlight **Email** bullet point. Next button is restricted until the audio finishes.

Notes:

Slide: 1.5 / Menu Title: Sensitive Data			LO: 1, 2, 3
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Ahab is on the right side of the screen, wearing sunglasses This slide starts with just Ahab on the right and an animated short video on the left of someone in a hoodie hacking into a computer. That video is replaced by another video of a CEO at a desk. The words **Company Information** will overlay the CEO video, timed with the VO. Video fades out and is replaced with text explaining PII. That text fades out and is replaced with large, bolded text saying **Identity Theft; Financial Loss**	[Slide Title] **Sensitive Data** Company Information Personally Identifiable Information (PII) ● Banking Information ● Credit Card Information ● Passwords Identity Theft Financial Loss	*[Ahab]* Phishing usually has someone posing as a legitimate institution to lure people into giving away sensitive data. Sometimes the phisher will pretend to be the CEO of the company to trick you into sending sensitive company info. Other times the phisher might try to get your personally identifiable information, such as your banking or credit card info, or your passwords. If not handled correctly, phishing can result in Identity Theft and Financial Loss.	Animated vid of hacker starts from beginning of slide. Animated vid of CEO fades in over hacker video, timed with "Sometimes the phisher…" VO. Make sure video cannot be clicked/stopped by user. Fade in words **Company Information** timed with VO (overlays video). Vids and "Company Info" fade out. Replaced with text and bullets about PII Text fades out to be replaced with **Identity Theft Financial Loss** On screen to end of the slide. Next button is restricted until the timeline ends.
Notes:			

Slide: 1.6 / Menu Title: Types of Phishing			LO: 1, 2, 3
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Slide starts with tabs to the left of the screen	[Slide Title] **Types of Phishing Emails**	*[Ahab]* There are lots of different types	This is an accordion interaction. Each tab will slide open and

Ahab sits on a rock with a bucket in front of him in the middle of the screen.
His thought bubbles show up to the right.

Direction text fades in at the top, to the right of the title.

Tabs are an accordion interaction, so they are setup vertically instead of horizontally.

Four tabs are displayed on the left side of the screen, taking up about ⅓-¼ of the accordion area.

The closed accordion will show on the screen to start. When the learner clicks on each tab, it will glide to its open position and display the information for that tab.

Each tab should be a different palette color. The layer associated with each tab, and therefore the "open" section of each accordion area should have the same background palette color as the tab for that section.

[Tabs]
- Spam Email
- Spear Phishing
- Link Manipulation
- Malware

[Ahab Text Bubbles]
There are lots of different types of Phishing lures hackers can send. Let's take a closer look at some of the more common scams you'll receive.

[Directions]
Click on each of the tabs to find out more about each topic.

of Phishing lures hackers can send. Let's take a closer look at some of the more common scams you'll receive.

[Narrator]
Click on each of the tabs to find out more about each topic.

closed on corresponding slide layer. Each layer will show the accordion in the open position and have content related to the tab title.

Each tab has a hover state and visited state.

The learner is unable to click on the tabs until the base layer audio completes.
Next button is restricted on this slide until all 4 layers are viewed (and complete the audio on each layer).

Notes:

Slide: 1.6a / Menu Title:			LO: 1
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Text and image is on a rectangle that is the same color as the tab	[Slide Title] **Spam Email**	*[Narrator]* Spam emails are the most common type of phishing. The	Learner will be brought back to base layer when they select X in

for this topic. Unique image related to Spam Email shown on bottom right of this layer. Bullet points are to the top left of the image. Directions show right above the tab interaction, lined up with the close X	• Most Common • Sent to millions of people • Contains an urgent note • Update an account [Directions] Click on the X to continue	same email is sent to millions of users with requests to fill in your personal information. Most of these messages have an urgent note, typically with a place to update information about an account, etc.	the top left corner of colored rectangle. Rectangle fills in from the left side as tabs slide open. Bullet points fade in as VO finishes first sentence. Fade in by paragraph. X to close fades in as audio completes. When user clicks X, all assets related to this layer are hidden, tabs that moved to the right slide back to their starting position on the left. Layer resets to initial state if learner clicks on it again.
Notes:			

Slide: 1.6b / Menu Title:			LO: 1
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**

Text and image is on a rectangle that is the same color as the tab for this topic.
 	
Unique image related to Spear Phishing shown on bottom left of this layer.
Bullet points are to the top right of the image.
 	
Directions show right above the tab interaction, lined up with the close X
	[Slide Title]
	Spear Phishing
	
	• Targets:
	  ○ VIPs i.e. CEO's
	  ○ Companies
	  ○ Rarely private individuals
	• More researched than spam
	
	[Directions]
	Click on the X to continue
		[Narrator]
		Spear phishing is more targeted than spam phishing. Spear phishing targets a specific individual who is higher up in the company, most often a CEO, or an organization or company. They rarely target private citizens. Due to this targeted attack, the phisher typically researches their target more than they would with a normal Spam Email.
			Animation interaction is same as 1.6a, b, c, d

Slide: 1.6c / Menu Title:			LO: 3
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Text and image is on a rectangle that is the same color as the tab for this topic. Unique image related to Link Manipulation shown on bottom right of this layer. Bullet points are to the top left of the image. Directions show right above the tab interaction, lined up with the close X	[Slide Title] **Link Manipulation** ● Fake link in email ● Links to phisher's site [Directions] Click on the X to continue	*[Narrator]* With Link Manipulation, the phisher sends a link to a fake website. When the user clicks on the deceptive link, it opens up the phisher's website instead of the site mentioned in the link. Hovering the mouse over the link to view the actual address stops users from falling for link manipulation.	**Animation interaction is same as 1.6a, b, c, d**

Notes:

Slide: 1.6d / Menu Title:			LO: 2
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Text and image is on a rectangle that is the same color as the tab for this topic. Unique image related to Spear Phishing shown on bottom left of this layer. Bullet points are to the top right of the image. Directions show right above the tab interaction, lined up with the	[Slide Title] **Malware** ● Attached to email ● Downloaded from a link ● Opened with a file [Directions] Click on the X to continue	*[Narrator]* Phishing scams involving malware require it to be run on the user's computer. The malware is usually attached to the email sent to the user by the phishers. Sometimes the malware is downloaded through a link you click on, other times it's attached to downloadable files.	**Animation interaction is same as 1.6a, b, c, d**

close X			

Notes:

Slide: 1.7 / Menu Title: Knowledge Check [Intro]			LO: 1, 2, 3
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Slide starts with Ahab on the right side, holding a net with fish in it. His speech bubbles show up to the left of him. List is on screen the whole slide.	[Slide Title] **Time to Check** Spam Email Spear Phishing Link Manipulation Malware [Ahab speech bubbles] The first step in avoiding getting caught by a phishing email is identifying the most common types of phishing scams you'll see. What are the identifying characteristics of the four most common phishing schemes we've seen?	*[Ahab]* The first step in avoiding getting caught by a phishing email is identifying the most common types of phishing scams you'll see. What are the identifying characteristics of the four most common phishing schemes we've seen?	Prev/Next buttons disabled on this slide. Auto advance to next slide when timeline ends on this slide. Speech bubbles fade in and out, timed with VO

Notes:

Slide: 1.8 / Menu Title: Knowledge Check [Hidden from Menu]			LO: 1, 2, 3
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Directions are placed to the right side of the title. There will be 4 identical buckets (same bucket as Ahab holds in	[Slide Title] **Knowledge Check** [Directions] Drag the definition to the bucket	*[Narrator]* Match the type of phishing to the correct definition, then submit your answer.	Freeform drag and drop KC interaction. There will be 8 total examples of Spam Email, Spear Phishing, Link

some poses) set in a line at the base of the slide. Each bucket has a different title, and is at least big enough to fit two drag item choices in the bucket area.

Choices are placed in the upper center of the slide, between the buckets and the title/directions area, but centered on the slide.

they belong in, then submit.

[Bucket Titles]
Spam Email
Spear Phishing
Link Manipulation
Malware

[Choices]
Email sent to many people *[SE]*
Urgent action needed *[SE]*
Email sent to specific target(s) *[SP]*
Research is done on target *[SP]*
Link to fake website from email *[LM]*
Often misspelled website *[LM]*
Program that is downloaded *[MW]*
Opened from an attachment *[MW]*

Manipulation, and Malware (2 of each) as drag items. The learner will need to sort these choices between 4 drop targets. The drag items will be rectangles of one of the palette colors.

The drag items should be arranged in a scrambled order so they are not already sorted by type of spam. They should be revealed one at a time.

Allow 2 attempts in the form settings.

Arrange the dropped items in a "tile" format so that they are all visible to the learner once they are dropped. They should snap back to starting position if they are not placed in a hotspot.

Each drag item should have a correct and incorrect state. Delay the items states until the interaction is submitted.

When the learner clicks Submit, it will show either the correct or try again feedback layer on the first attempt.

The dropped items do not reset for the second attempt. The learner will drag the items from where they were dropped.

After the second attempt, the learner will see either the correct or incorrect layer.

Notes:

Slide: 1.8a / Menu Title: KC Correct			LO:
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Ahab shows at top middle of the screen, not obstructing view of the buckets/choices made. He's caught a fish on his line and is smiling. Ahab's text bubble is on his left side. The continue button is to the right of Ahab, above the buckets. Direction text is laid out above and below the button so it looks like one full sentence.	[Slide Title] **Great Job!** [Ahab Text bubble] You're on your way to being a master phisher! [Directions] Click on [Button] Continue [Directions] to keep learning	*[Ahab]* Great job! Looks like you're on your way to being a master phisher! *[Narrator]* Click on the Continue button to keep learning about the most common features of phishing emails.	Delete the built-in buttons and textboxes on the feedback layer and hide the remaining objects in the slide master. Hide base layer directions and title. Learner can see the base slide so they can look at the correct sorting they did, but unable to interact with the base layer Directions and button fade in as VO finishes. The Continue button goes to slide 1.9
Notes:			

Slide: 1.8b / Menu Title: KC Incorrect			LO:
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Ahab shows at top middle of the screen, not obstructing view of the buckets/choices screenshot. He's sitting on a rock with an empty line, looking a little concerned. Ahab's text bubble is on his left side.	[Slide Title] **Incorrect** [Ahab Text bubble] Time to review, then move on [Directions] Click on	*[Ahab]* Looks like you could use a review. Take a look at the correct answers here and click Continue when you're ready.	Delete the built-in buttons and textboxes on the feedback layer and hide the remaining objects in the slide master. Hide base layer directions and title. Learner can see the correct

The continue button is to the right of Ahab, above the buckets. Direction text is laid out above and below the button so it looks like one full sentence. At bottom of screen, have a screenshot of the correct sorting.	[Button] Continue [Directions] to keep learning		answers to review before moving on. Directions and button fade in as VO finishes. The Continue button goes to slide 1.9
Notes:			

Slide: 1.8c / Menu Title: KC Try Again			LO:
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Ahab shows at top middle of the screen, not obstructing view of the buckets/choices screenshot. He's sitting on a rock with an empty line, looking a little concerned. Ahab's text bubble is on his left side. The continue button is to the right of Ahab, above the buckets. Direction text is laid out above and below the button so it looks like one full sentence.	[Slide Title] **Try Again** [Ahab Text bubble] Time to review, then try again [Directions] Click on [Button] Try Again [Directions] when you're ready	*[Ahab]* Looks like you could use a review. Take a look at all the choices. Each bucket will have two answers in it.	Delete the built-in buttons and textboxes on the feedback layer and hide the remaining objects in the slide master. Hide base layer directions and title. Learner can see the base slide through so they can look at the correct sorting they did, but are unable to interact with the base layer until they hit Try Again Directions and button fade in as VO finishes. The Try Again button uses the same trigger that was originally on this built-in button on this layer.
Notes:			

Slide: 1.9 / Menu Title: Common Features			LO: 1, 2, 3
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Background is underwater video set to play on repeat. Green title splash is still on screen There are five colorful fish, each one has a different title on it.	[Slide Title] **Phishing Emails** [Directions] Click on the fish to find out more information. [Fish titles] ● Too good to be True ● Sense of Urgency ● Unusual Sender ● Hyperlinks ● Attachments	*[Ahab]* Let's take a deeper dive into phishing emails to see their common features. *[Narrator]* Click on each of the fish to find out about the most common features of phishing emails.	Make sure background video is not able to be clicked on (stopped) by user. Each fish has a hover and visited state. User cannot click on fish until narrator finishes talking. Each layer shows one at a time. The user can click on any previous layer, other slide layers will be hidden (but base can be seen and clicked on). Next button is restricted until all layers have been completed.
Notes:			

Slide: 1.9a / Menu Title:			LO: 1
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Title is in a rectangle that is one of the major colors in the fish selected. Selected fish is all-black silhouette with white text inside the fish.	[Slide Title] **Too Good to be True** Lucrative offers and eye-catching or attention-grabbing statements. Often state you've won a prize.	*[Narrator]* If an offer is too good to be true, it probably is. These emails will promise lucrative offers with eye-catching or attention-grabbing statements. Many will ask you to claim your prize.	Learner is unable to click on other fish until current layer audio finishes.
Notes:			

Slide: 1.9b / Menu Title:			LO: 1
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Visual display is same as 1.9a, b, c, d, e	[Slide Title] **Sense of Urgency** "Act fast" because deals are for a "limited time" or account deactivation.	*[Narrator]* These emails will typically ask you to "act fast" due to a "limited time" deal, or say your account is about to be deleted. Real businesses will give you plenty of notice for any prizes won or account deletions.	**Animation interaction is same as 1.9a, b, c, d, e**
Notes:			
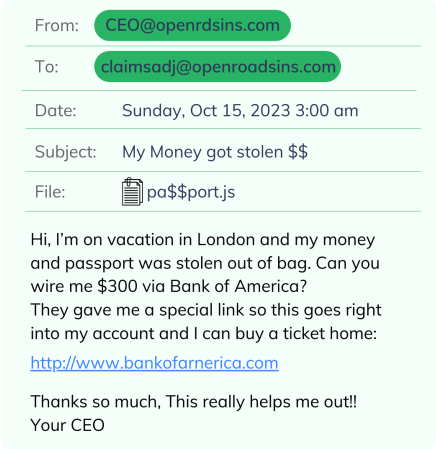
Slide: 1.9c / Menu Title:			LO: 3
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Visual display is same as 1.9a, b, c, d, e	[Slide Title] **Hyperlinks** Links can get confusing. Look for any misspelled websites.	*[Narrator]* Always be cautious of clicking links, especially from unknown senders. Check for any misspelled words in links, especially well-known websites like amazon.	**Animation interaction is same as 1.9a, b, c, d, e**
Notes:			

Slide: 1.9d / Menu Title:			LO: 1
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**

Visual display is same as 1.9a, b, c, d, e	[Slide Title] **Unusual Sender** Email could be from someone you know (who was hacked) or a stranger. Look at how the email address is spelled.	*[Narrator]* Always check who sent the email. For example if you're receiving an email from the CEO of the company, they might have been hacked. Check the domain name as well on the email.	**Animation interaction is same as 1.9a, b, c, d, e**
Notes:			

Slide: 1.9e / Menu Title:			LO: 2
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Visual display is same as 1.9a, c, d, e	[Slide Title] **Attachments** If you were not expecting an attachment or if it has a strange name, **do not open it!**	*[Narrator]* If you receive an unexpected attachment, or if it looks like something out of the ordinary, do not open it. Report the email as phishing.	**Animation interaction is same as 1.9a, b, c, d, e**
Notes:			

Slide: 1.10 / Menu Title: Red Flags			LO: 1, 2, 3
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
There is a fake phishing email on screen with red fish pointing to each area of the email that users need to check. • From field • To field • Date (time) • File (attachment)	[Slide Title] **Red Flags (Herrings)** [Directions] Click on the red herrings in this email that identify it as a phishing email.	*[Narrator]* Click on the Red Herrings in this email that identify it as a phishing email.	User is unable to click on the fish until audio has finished. Each red fish has a hover, visited, and selected state. Use a pulse emphasis animation when each fish is clicked on.

• Body text (grammar) • Link at bottom of body text	[Show email png on screen] From: CEO@openrdsins.com To: claimsadj@openroadsins.com Date: Sunday, Oct 15, 2023 3:00 am Subject: My Money got stolen $$ File: 📄 pa$$port.js Hi, I'm on vacation in London and my money and passport was stolen out of bag. Can you wire me $300 via Bank of America? They gave me a special link so this goes right into my account and I can buy a ticket home: http://www.bankofarnerica.com Thanks so much, This really helps me out!! Your CEO		Layers will show one at a time, other layers will be hidden automatically when user clicks on another fish. Next button is restricted until all layers have been seen and listened to.

Notes:

Slide: 1.10a / Menu Title:			LO: 1
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Text is placed in a red callout rounded rectangle off to the side of the rectangle, pointing toward corresponding fish on base layer. There is also a red underline in the email, emphasizing what is in the text.	[Slide Title] **From** Spelling Matters This is rds instead of roads	*[Narrator]* Check the spelling of the domain. In this case, roads is misspelled.	Learner is unable to click on other fish until audio has completed on this layer.

Notes:

Slide: 1.10b / Menu Title:			LO: 1
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Visual display is same as 1.10a, b,	[Slide Title]	*[Narrator]*	**Animation interaction is same**

c, d, e, f	To Sent to a group or individuals? Long list is higher likelihood of being spam	Look to see if the email was sent to a group like *Claims Adjustor* or if there is a string of email addresses. If there is a long string of addresses, it's more likely to be spam.	as 1.10a, b, c, d, e, f
Notes:			

Slide: 1.10c / Menu Title:			LO: 1
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Visual display is same as 1.10a, b, c, d, e, f	[Slide Title] **Date** Outside work hours? **Report it!** **Do not** check your email outside of your scheduled hours	*[Narrator]* If the email is from an employee but it is sent outside of work hours, report it. We have a strict policy here at Open Roads to not check or send emails outside of working hours. Your time outside of work is yours to do with as you please.	**Animation interaction is same as 1.10a, b, c, d, e, f**
Notes:			

Slide: 1.10d / Menu Title:			LO: 2
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Visual display is same as 1.10a, b, c, d, e, f	[Slide Title] **Attachments** **Do Not Open** if there are symbols Files ending in .js or .doc are the most common malicious files	*[Narrator]* If you see an attachment with symbols, **do not** open it. Also check the file type. .js and .doc files are the most common types of malicious files.	**Animation interaction is same as 1.10a, b, c, d, e, f**

Slide: 1.10e / Menu Title:			LO: 1
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Visual display is same as 1.10a, b, c, d, e, f	[Slide Title] **Message** Look for spelling and grammar mistakes Read emails aloud to help spot grammatical errors	*[Narrator]* Look for any kind of spelling and grammar mistakes. If you need to, read it out loud to yourself. Sometimes that helps to find grammatical mistakes.	**Animation interaction is same as 1.10a, b, c, d, e, f**
Notes:			

Slide: 1.10f / Menu Title:			LO: 3
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Visual display is same as 1.10a, b, c, d, e, f	[Slide Title] **Links** Look for too long and too short links Check for common misspellings • arnerica vs. america • amazoon vs. amazon	*[Narrator]* If the link looks too long or too short, it could be suspicious. In this example, it looks too short to be a personal link. Also, America is misspelled. It's common for phishers to put r-n instead of the letter m in malicious links.	**Animation interaction is same as 1.10a, b, c, d, e, f**
Notes:			

Slide: 1.11 / Menu Title: KC Intro Spot the Red Herring	LO: 1, 2, 3

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Ahab sits on a stool on the right of the slide with a red herring on his line. His speech bubbles will show to the left of his head. The subtitle and bullet points are on the left side half of the slide.	[Slide Title] **Spot the Red Herrings** Check all the fields: ● From ● To ● Date ● Attachments ● Message ● Links [Ahab Text Bubbles] Now you'll get to use everything you've learned about Red Herrings to spot the difference between valid and phishing emails.	*[Ahab]* Now you'll get to use everything you've learned about Red Herrings to spot the difference between valid and phishing emails.	Slide will automatically advance when timeline ends on this slide.
Notes:			

Slide: 1.12 / Menu Title: Knowledge Check Spot the Red Herring [hidden from menu]			LO: 1, 2, 3
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
There will be 2 emails on screen, similar in design to the email on slide 1.10. Each email will have different things wrong with it. Emails are provided in assets file	[Slide Title] **Select the Red Herrings** [Directions] Select the six sections between these two emails that should be reported for possible Phishing. When you are ready, click submit. [The email on the right, learners need to select: ● From ● Date ● Message	*[Narrator]* Between these two emails, there are 6 common phishing lures here. Click on the fields where you see possible phishing attempts.	This is a multi select KC interaction. Allow 2 attempts in the form settings. Each section should have a selected, correct, and incorrect state. The selected state will have a red herring pointing to the field selected. The correct state will have a green checkmark on it. The incorrect state will have a red X show up on it.

	The email on the left, learners need to select: ● To ● Attachments ● Links]		When the learner clicks Submit, it will show either the correct or try again feedback layer on the first attempt. The selected section will not reset for the second attempt. The learner will select and unselect at their discretion. After the second attempt, the learner will see either the correct or incorrect layer.
Notes:			

Slide: 1.12a / Menu Title:			LO:
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Ahab shows at top middle of the screen, not obstructing view of the fields marked. He's caught a red herring on his line and is smiling. Ahab's text bubble is on his left side. The continue button is to the right of Ahab, above the buckets. Direction text is laid out above and below the button so it looks like one full sentence.	[Slide Title] **Great Job!** [Ahab Text bubble] You're really doing well with finding the phishing fields! [Directions] Click on [Button] Continue [Directions] to keep learning	*[Ahab]* You're really doing well with finding the phishing fields! *[Narrator]* Click on the Continue button to keep learning about the most common features of phishing emails.	Delete the built-in buttons and textboxes on the feedback layer and hide the remaining objects in the slide master. Hide base layer directions and title. Learner can see the base slide through so they can look at the correct answers they marked. Directions and button fade in as VO finishes. The Continue button goes to slide 1.13
Notes:			

Slide: 1.12b / Menu Title:			LO:
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Ahab shows at top middle of the screen, not obstructing view of the fields marked. He's sitting on a rock with an empty line, looking a little concerned. Ahab's text bubble is on his left side. The continue button is to the right of Ahab, above the buckets. Direction text is laid out above and below the button so it looks like one full sentence. At bottom of screen, have a screenshot of the correct fields marked.	[Slide Title] **Incorrect** [Ahab Text bubble] Time to review, then move on [Directions] Click on [Button] Continue [Directions] to keep learning	*[Ahab]* Looks like you could use a review. Take a look at the correct answers here and click Continue when you're ready.	Delete the built-in buttons and textboxes on the feedback layer and hide the remaining objects in the slide master. Hide base layer directions and title. Learner can see the correct answers to review before moving on. Directions and button fade in as VO finishes. The Continue button goes to slide 1.13
Notes:			

Slide: 1.12c / Menu Title:			LO:
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Ahab shows at top middle of the screen, not obstructing view of the buckets/choices screenshot. He's sitting on a rock with an empty line, looking a little concerned. Ahab's text bubble is on his left side.	[Slide Title] **Try Again** [Ahab Text bubble] Time to review, then try again [Directions] Click on	*[Ahab]* Looks like you could use a review. Take a look at all the choices. Each email will have three things wrong with it.	Delete the built-in buttons and textboxes on the feedback layer and hide the remaining objects in the slide master. Hide base layer directions and title.

The continue button is to the right of Ahab, above the buckets. Direction text is laid out above and below the button so it looks like one full sentence.	[Button] Try Again [Directions] when you're ready		Learner can see the base slide through the layer so they can look at what they selected, but are unable to click on it. Directions and button fade in as VO finishes. The Continue button goes to slide 1.13
Notes:			

Slide: 1.13 / Menu Title: Protection			LO: 1, 2, 3
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Directions are at the top to the right of the title. There is a large background rectangle in the middle of this slide that's a darker green than the background (use dark green in palette). Housed in this larger rectangle are 4 stylized rectangles, each one has a different topic centered in the rectangle for users to click on and open a new layer. All 4 smaller rectangles are the same color (use palette colors).	[Slide Title] **Protection** [Directions] Click on each topic to learn more. • Spam Filters • Browser Settings • Monitoring Systems • Email Links	*[Ahab]* Time to find out what Open Roads is doing to protect you and what you can do to help protect yourself and your co-workers. *[Narrator]* Click on each topic to learn more.	Directions fade in timed with VO. Each topic button has hover and visited state.
Notes:			

Slide: 1.13a / Menu Title:			LO: 1
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**

Use a rectangle that is the same size as the nested rectangle on the base layer.	[Slide Title] **Spam Filters**	*[Ahab]* Open Roads has a spam filter to remove some of the emails you would normally receive, but it is not 100% accurate. You still might find an occasional spam email. Instead of forwarding it to our IT department and unintentionally spreading any possible computer viruses, go ahead and report possible spam emails through the phishing tool in Outlook. We will manually review the email to see if it is spam or not.	Each bullet point fades in timed to the narration. Once audio is finished, show X (with hotspot) for learner to close the layer and return to the base layer.
All text is on the left side of the screen, takes up about ⅔ - ¾ of the rectangle, with Ahab on the right, he's standing, holding a net with fish caught in it. Subtitle in a big text at the top, with an icon to the left of it representing the title. Bullet points are distributed equally below the subtitle, each one in its own text box.	• Spam filters are not 100% accurate • Do **not** forward suspicious emails to our IT department • Report anything you think is suspicious using the **Report Phish** button in Outlook • We will manually review your report to verify if the email is spam		
Notes:			

Slide: 1.13b / Menu Title:			LO: 1, 2, 3
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Use a rectangle that is the same size as the nested rectangle on the base layer. All text is on the left side of the screen, takes up about ⅔ - ¾ of the rectangle, with Ahab on the right, he's standing, holding a few fish on a ring Subtitle in a big text at the top, with an icon to the left of it representing the title. Bullet points are distributed equally below the subtitle, each	[Slide Title] **Browser Settings** • Your work browser settings are already configured to protect you • Make sure your personal devices are set up correctly • You have access to a pdf, explaining how to configure your personal devices to best protect you	*[Ahab]* Within your default browser, Chrome, we have already configured your browser settings to watch for malicious content. As a valued employee, we want to help you make sure your personal browser settings are set correctly on your personal devices as well to reduce the likelihood of your own Personal Information being compromised. Please check out the Resources to learn how to setup those filters.	Each bullet point fades in timed to the narration. When VO talks about PDF, animate arrow in, pointing to Resources tab in the top right Once audio is finished, show X (with hotspot) for learner to close the layer and return to the base layer.

one in its own text box.			
Notes:			

Slide: 1.13c / Menu Title:			**LO: 1, 2, 3**
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Use a rectangle that is the same size as the nested rectangle on the base layer. All text is on the left side of the screen, takes up about ⅔ - ¾ of the rectangle, with Ahab on the right, he's standing, holding a net with fish caught in it. Subtitle in a big text at the top, with an icon to the left of it representing the title. Bullet points are distributed equally below the subtitle, each one in its own text box.	[Slide Title] **Monitoring Systems** ● Large organizations use monitoring systems to prevent phishing ● Open Roads has our own monitoring system ● Solarwinds, our monitoring system, helps us identify spear phishing so we can keep our organization and employees safe	*[Ahab]* Large companies like Open Roads Insurance use monitoring systems to protect our employees and clients from phishing attacks. We have partnered with Solar winds to identify and stop Spam and Spear Phishing.	Each bullet point fades in timed to the narration. Once audio is finished, show X (with hotspot) for learner to close the layer and return to the base layer.
Notes:			

Slide: 1.13d / Menu Title:			**LO: 3**
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Use a rectangle that is the same size as the nested rectangle on the base layer. All text is on the left side of the screen, takes up about ⅔ - ¾ of	[Slide Title] **Email Links** ● Look at email links **before** clicking on them; ● If the link is not natively in	*[Ahab]* Before opening any email links, look at them. Hover your mouse over any hyperlinked text to look at the link as needed. If the link does not start with https, you might not want to click on it. The	Each bullet point fades in timed to the narration. Once audio is finished, show X (with hotspot) for learner to close the layer and return to the base

the rectangle, with Ahab on the right, he's standing, holding a net with fish caught in it. Subtitle in a big text at the top, with an icon to the left of it representing the title. Bullet points are distributed equally below the subtitle, each one in its own text box.	the email, hover over it with your mouse to view it ● If the link does **not** start with http**s**, do not click on it ● The "s" at the end of the http shows the security of the site and that the site has a valid Secure Socket Layer (SSL) certificate	"s" at the end of the http marks the website as a secure site with a valid Secure Socket Layer, or S S L, certificate.	layer.
Notes:			

Slide: 1.14 / Menu Title: Quiz Intro			LO: 1, 2, 3
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Ahab is on screen to the left, waving at the user. The text is in the center of the screen There is a bucket (same as bucket on slide 1.8) in the lower right corner that says **Start** on it.	[Slide Title] **Quiz** You will now take a five question quiz. ● 5 Questions ● 80% to Pass ● Unlimited Tries to Pass Click the bucket to begin the quiz	[Ahab] You will now take a five question quiz. You have unlimited tries to make at least 80% on the test. If you feel unsure about: ● Differentiating between a valid email and a phishing email, ● Recognizing the validity of email attachments, or ● Judging the validity of links found within emails, Please take a moment to review any of the topics you are unsure of before proceeding. Click the bucket when you're ready to begin.	Everything but the bucket is on screen from the beginning. Bucket fades in timed with the VO No prev/next button, only need the bucket button. Bucket has a hover state.
Notes:			

Slide: 1.15 / Menu Title: Q1 [hidden from menu]			LO: 1
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
All quiz questions will have the same basic layout, with the green background and splash over the lower right corner. No title needed on these slides. The question text appears larger than the multiple choice answer options, which are displayed below the question.	[Slide Title] You just received an email from the CEO of Open Roads. It's addressed as being to the company, but you've never received an email like this before. What should you look at to determine if it's a valid email? ● **Make sure it's from @openarmsins.com** ● **Check if the email was sent during working hours** ● Reply to share your thoughts with the CEO ● Brag to your friends that you talked to the CEO ● Click the link in the email for a promotion	*[Ahab]* You just received an email from the CEO of Open Roads. It's addressed as being to the company, but you've never received an email like this before. What should you look at to determine if it's a valid email? *[Narrator]* Select all that apply, then submit your answers.	Score by question with 1 attempt for each quiz question as the learner progresses through the quiz. They will be able to retake the entire quiz at the end if they do not pass. Results slide 1.20; graded quiz slide - multiple choice and multiple answer. When learner clicks Submit, submit multiple choice/answer and advance to next slide. The learner should not get immediate feedback with Correct or Incorrect layers. They should answer all of the questions sequentially **first** in the graded assessment, then receive their score on the Results page. If they do not pass, they can come back and review the quiz. Question is on the screen the entire time, answers fade in as the female narrator give directions to select answers and then submit.
Notes:			

Slide: 1.15a / Menu Title: review			LO:
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Text is placed in a rectangle to the lower right of the screen above the Correct/Incorrect bar. Learner can see the base layer and their answers through the review layer	[Slide Title] **Review** [Feedback] It's always a good idea to check the domain name, even if it's from the CEO. Our CEO highlights a good work-life balance, so they wouldn't send an email outside of working hours either.		Learner can click Next to advance through the review feedback.
Notes:			

Slide: 1.16 / Menu Title: Q2 [hidden from menu]			LO: 1
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Same visual layout for slides 1.15, 1.16, 1.17, 1.18, and 1.19	[Slide Title] You receive an email from a shopping site you frequent. As you're reading the email, you realize there are several misspelled words. What else should you check to see if you should report this as spam? Select all that apply, then submit your answers. ● **Who the email is from** ● **What the subject line says** ● **Who else the email was sent to** ● Click on a link ● Reply to the sender ● Forward to your IT dept	*[Ahab]* You receive an email from a shopping site you frequent. As you're reading the email, you realize there are several misspelled words. What else should you check to see if you should report this as spam? *[Narrator]* Select all that apply, then submit your answers.	Same settings for slides 1.15, 1.16, 1.17, 1.18, and 1.19

Notes:			

Slide: 1.16a / Menu Title: review			**LO:**
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Same visual layout for slides 1.15a, 1.16a, 1.17a, 1.18a, and 1.19a	[Slide Title] **Review** [Feedback] You always want to make sure the email address it's sent from is the correct domain, the subject line is relevant to the email, and if it's from a big corporation, it should only have your address in the "To" field.		Same directions for slides 1.15a, 1.16a, 1.17a, 1.18a, and 1.19a
Notes:			

Slide: 1.17 / Menu Title: Q3 [hidden from menu]			**LO: 2**
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Same visual layout for slides 1.15, 1.16, 1.17, 1.18, and 1.19	[Slide Title] You've just gotten an email from a client. You've been waiting for this email to update their claim. Once you receive the email, you notice that the photos they've attached end with a .doc instead of .png. You walked them through the process to upload and made sure they knew to send a .png file. What should you do?	*[Ahab]* You've just gotten an email from a client. You've been waiting for this email to update their claim. Once you receive the email, you notice that the photos they've attached end with a .doc instead of .png. You walked them through the process to upload and made sure they knew to send a .png file. What should you do?	Same settings for slides 1.15, 1.16, 1.17, 1.18, and 1.19

	Submit your answer when ready. • **Call the client to check if they actually sent their photos in and what file format they used.** • Take it at face value and just open the file. They're only human and probably made a mistake. • Delete the email without opening the attachments. They need to do it correctly.	[Narrator] Submit your answer when ready.	
Notes:			

Slide: 1.17a / Menu Title:			**LO:**
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Same visual layout for slides 1.15a, 1.16a, 1.17a, 1.18a, and 1.19a	[Slide Title] **Review** [Feedback] As tempting as it may be to give in or delete the email, the best and fastest way to verify the attachments is to call the client and ask them a few questions.		Same directions for slides 1.15a, 1.16a, 1.17a, 1.18a, and 1.19a
Notes:			

Slide: 1.18 / Menu Title: Q4 [hidden from menu]			**LO: 2**
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Same visual layout for slides 1.15,	[Slide Title]	[Ahab]	Same settings for slides 1.15, 1.16,

| 1.16, 1.17, 1.18, and 1.19 | You receive an email that says "Urgent" in the subject line. When you open it, there's nothing in the body of the email, but there is an attachment titled "You're Acount is in dangre." What should you do?

Submit your answer when ready.
• **Report the email as suspicious/phishing from Outlook.**
• Open the attachment to find out which account.
• Download the attachment but don't open it.
• Delete the email without doing anything else. | You receive an email that says "Urgent" in the subject line. When you open it, there's nothing in the body of the email, but there is an attachment titled "You're Acount is in dangre." What should you do?

[Narrator]
Submit your answer when ready. | 1.17, 1.18, and 1.19 |

Notes:

Slide: 1.18a / Menu Title:		LO: 3	
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Same visual layout for slides 1.15a, 1.16a, 1.17a, 1.18a, and 1.19a	[Slide Title] **Review** [Feedback] Best practice is to report the email so our IT Department can take any needed steps to protect Open Roads and our clients from further phishing attempts.		Same directions for slides 1.15a, 1.16a, 1.17a, 1.18a, and 1.19a

Notes:

Slide: 1.19 / Menu Title: Q5 [hidden from menu]			LO:
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Same visual layout for slides 1.15, 1.16, 1.17, 1.18, and 1.19	[Slide Title] You've received an email from a vendor about a claim you've been working. There's a link for you to click, but you realize the coloring of the company logo looks wrong. What should you do? Submit your answer when ready. • **Hover over the link to see if the domain is spelled correctly.** • Click on the link to see where it goes. • Forward the email to your friend to check out. • Open the link on your phone instead.	*[Ahab]* You've received an email from a vendor about a claim you've been working. There's a link for you to click, but you realize the coloring of the company logo looks wrong. What should you do? *[Narrator]* Submit your answer when ready.	Same settings for slides 1.15, 1.16, 1.17, 1.18, and 1.19
Notes:			

Slide: 1.19a / Menu Title:			LO:
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Same visual layout for slides 1.15a, 1.16a, 1.17a, 1.18a, and 1.19a	[Slide Title] **Review** [Feedback] First thing you should do is check to see if the domain name is spelled correctly for that vendor.		Same directions for slides 1.15a, 1.16a, 1.17a, 1.18a, and 1.19a
Notes:			

Slide: 1.20 / Menu Title: Results [hidden from menu]			LO: 1, 2, 3
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Visual layout will show on appropriate layer.	[Slide Title] **Quiz Results** Your Score Passing Score: 80%	*[Narration only on layers]*	Use a Result slide to show Success layer 1.20a when timeline starts if results are equal to or greater than the passing score. Show Failure layer 1.20b when timeline starts if results are less than passing score. Base layer will be visible from Success or Failure slide layers. Results variable reference shows the percent score only. Do not show the points variable reference. Built in graded quiz variable reference displays learner score where **XX** appears on slide.
Notes:			

Slide: 1.20a / Menu Title: Success			LO:
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Ahab is standing on the left side holding a very big fish Bucket full of fish in the lower right corner Title, text, and buttons are centered on slide below the "Your	[Slide Title] Nice job, you passed! [Directions] Click the Review button to review your answers. Click on the Continue button when you are finished.	*[Ahab]* Congratulations! Hopefully you'll be able to use what you've learned today to be a bit safer online in the future.	Review button: shows correct/incorrect response when reviewing Continue button: goes to slide 1.21

Score" box	[Buttons]
	    ● Review Quiz
	    ● Continue		

Notes:			

Slide: 1.20b / Menu Title: Failure			LO:
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**

Ahab is sitting on a rock with nothing on his line to the left
 	
Bucket with no fish in the lower right corner
 	
Title, text, and buttons are centered on slide below the "Your Score" box
	[Slide Title]
	Sorry, you didn't pass.
	
	Click the Review button to review your answers.
	Click the Retry button to retake the quiz.
	
	[Buttons]
	    ● Review Quiz
	    ● Retry Quiz
		[Ahab]
		Better luck next time! Take a few minutes to review the questions, see what you got right and wrong, then retake the quiz.
			Retake button: resets the results slide and jumps back to slide 1.15
			
			Review button: shows correct/incorrect response when reviewing
			
			Upon review, feedback is customized to each question on the Review layer.

Notes:			

Slide: 1.21 / Menu Title: Summary			LO: 1, 2, 3
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**

Slide text is large, on the left side of the screen (taking up about ⅔ of slide)
 	
Ahab with shades on and fish in his bucket is on the right part of the screen
	[Slide Title]
	Summary
	
	You should now be able to:
	    ● Differentiate between a valid email and a phishing email.
	    ● Recognize the validity of email attachments.
		[Ahab]
		You should now be able to: Differentiate between a valid email and a phishing email. Recognize the validity of email attachments. Judge the validity of links found within emails.
			Learning Objective bullet points fade in timed to VO

	● Judge the validity of links found within emails.		

Notes:

Slide: 1.22 / Menu Title: Conclusion			LO:
Visual / Display:	**Slide Text:**	**Narration / Voiceover:**	**Animation / Interaction:**
Background is just solid green color, no other shapes. Title is centered on screen. School of fish circle is centered on slide. Directions go on the bottom, to the left of the Complete button. Button color is selected from the theme palette.	[Slide Title] **Congratulations** Click the complete button to end this course [Button] Complete	*[Ahab]* Congratulations! You've finished the Gone Phishing Training and hopefully feel a bit safer when you click on links online. *[Narrator]* Click on Complete to exit the course.	Prev/Next buttons are disabled Clicking on the **Complete** button exits the course

Notes: