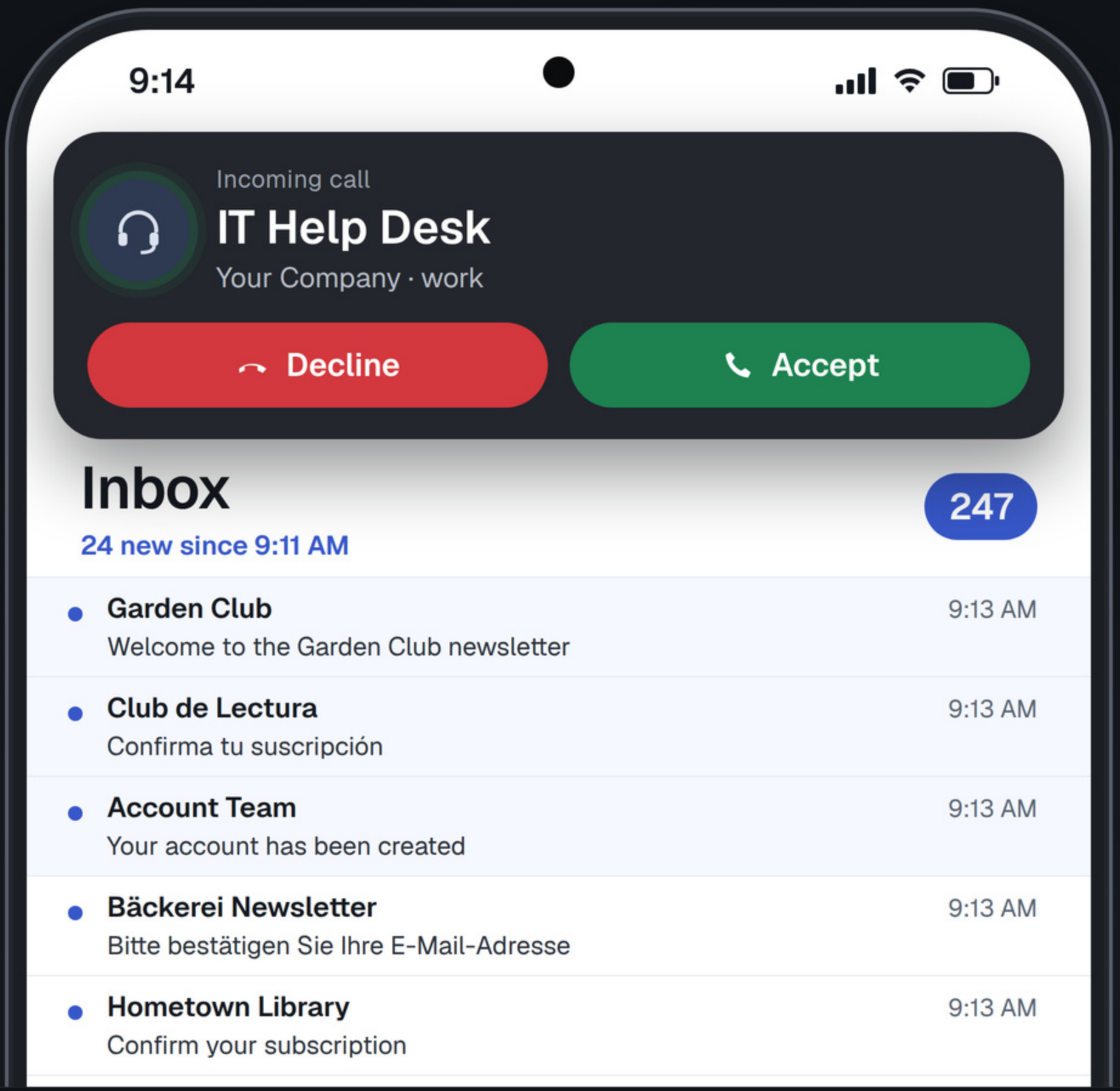
24 emails in 3 minutes. Then IT calls.

They say they can fix it. What do you do first?

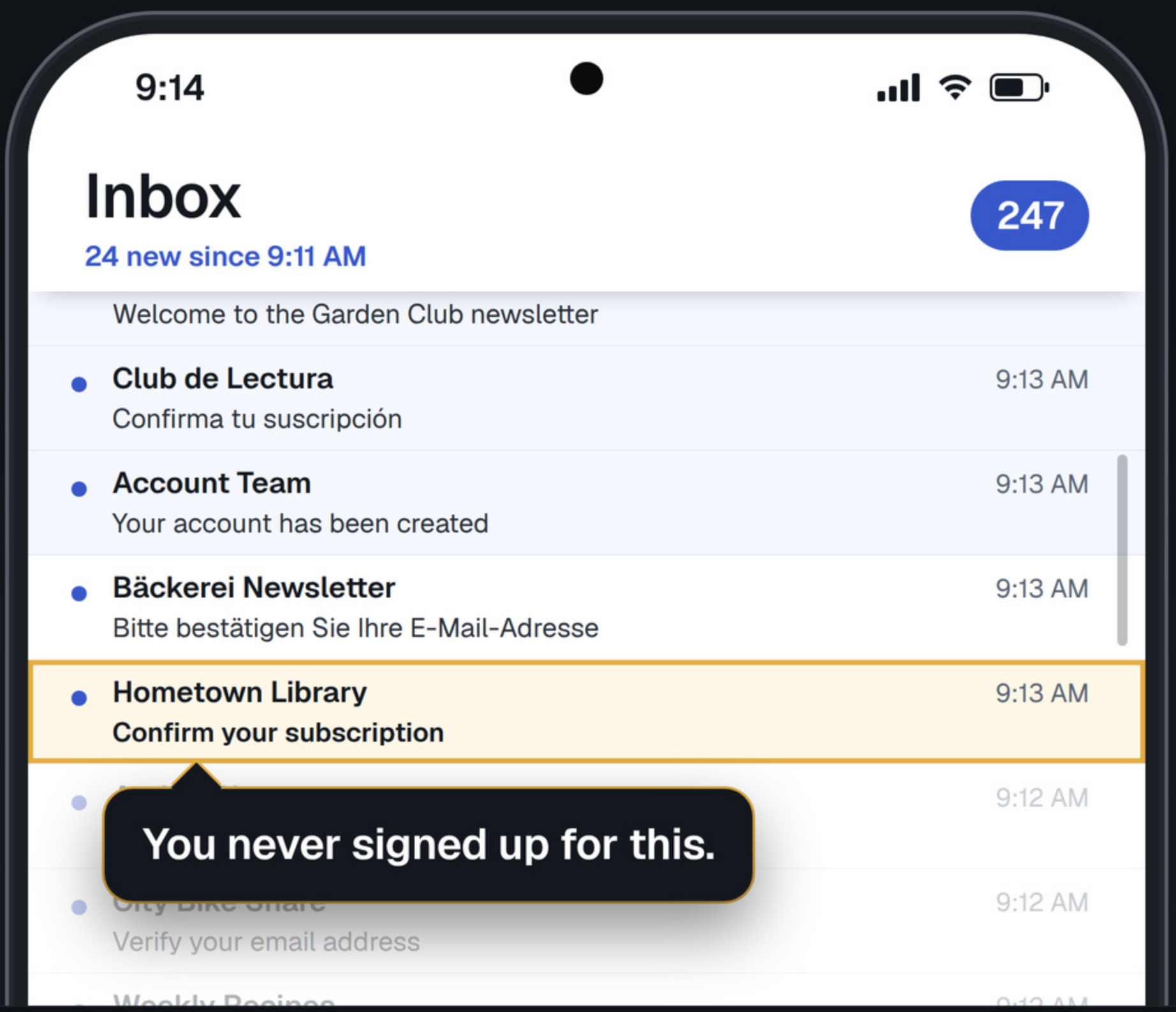
SAMPLE SCREEN



Someone signed your work email up for dozens of lists.

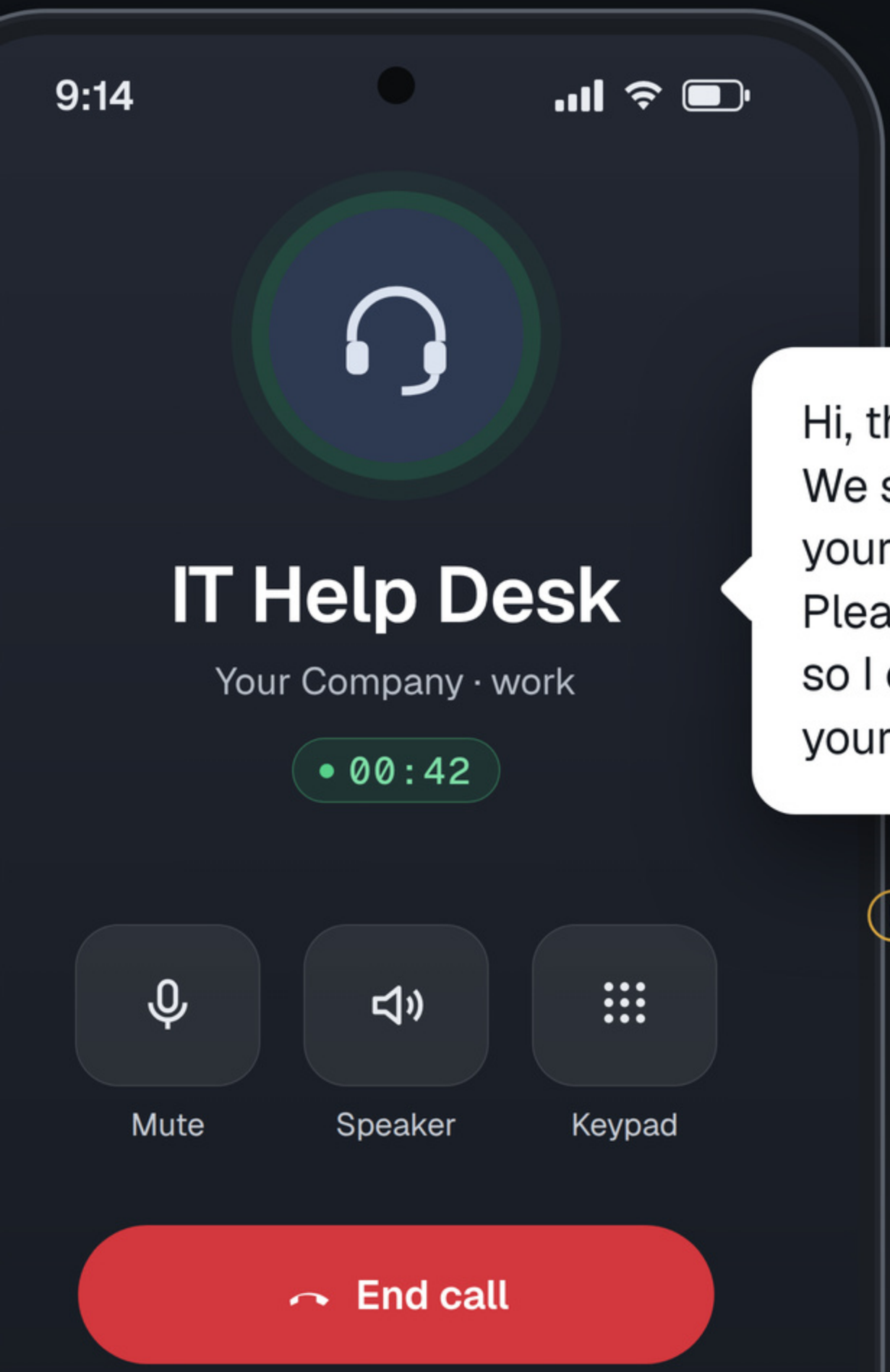
Every list sends a “Welcome” email. Your inbox fills up in minutes, and your real work gets buried. That is the plan.

SAMPLE SCREEN



Then “IT” calls to help.

SAMPLE CALL



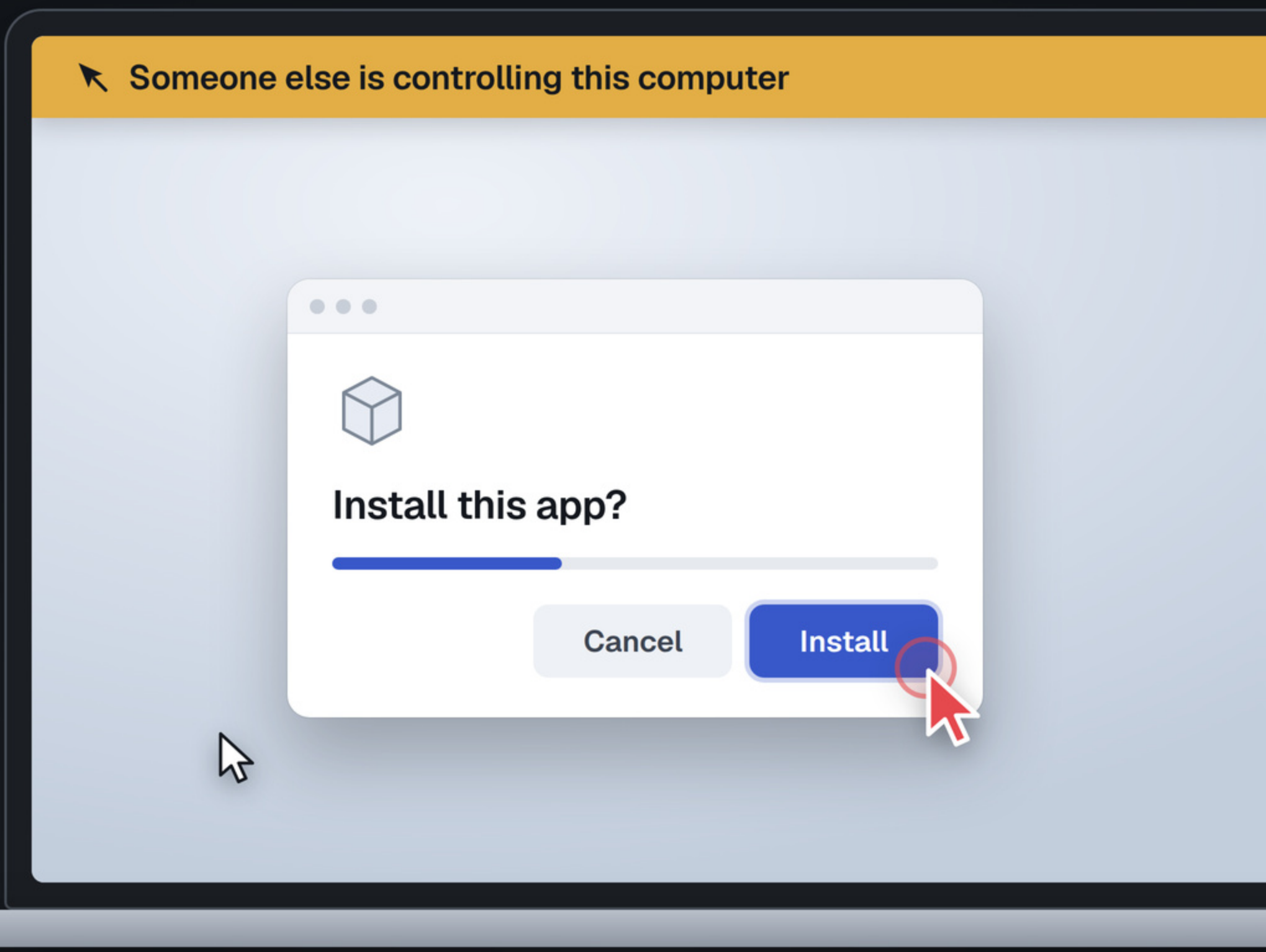
Hi, this is the IT help desk. We see a spam attack on your email. I can clean it up. Please open Quick Assist so I can connect to your computer.

The screen says “IT Help Desk.” A caller’s name and number can be faked.

Quick Assist lets another person control your computer.

Real IT teams use tools like this, so the request sounds normal. Once you say yes, the caller sees your screen and can click and install anything.

SAMPLE SCREEN



Our trainer explains. Then the video stops and asks.

You can’t skip it. To go on, you have to answer.

VIDEO PAUSED Sample question in our real player

KNOWLEDGE CHECK

IT calls about the spam. They want to connect to your computer with Quick Assist. What do you do first?

A Let them connect, but watch your screen the whole time.

B Ask for their name and employee ID, then let them connect.

C Hang up. Call IT back on the number you already know, and report the call.

D Ask a coworker if they got the same call.

Choose the action you would take first. Submit to see why it is right or wrong.

Submit



Three answers feel careful. Only one is safe.

YOUR TURN Sample question in our real player

IT calls about the spam. They want to connect to your computer with Quick Assist. What do you do first?

A Let them connect, but watch your screen the whole time.

B Ask for their name and employee ID, then let them connect.

C Hang up. Call IT back on the number you already know, and report the call.

D Ask a coworker if they got the same call.

Choose the action you would take first. Submit to see why it is right or wrong.

Pick a letter, then swipe.

Your answer turns red at once. Then the lesson explains why.

NOT QUITE Sample question in our real player

IT calls about the spam. They want to connect to your computer with Quick Assist. What do you do first?

A ✗ Let them connect, but watch your screen the whole time.

B Ask for their name and employee ID, then let them connect.

C ✓ Hang up. Call IT back on the number you already know, and report the call.

D Ask a coworker if they got the same call.

✗ **Not quite. Once they connect, they can install something in seconds, even while you watch.**

Continue ›

B: A name and an ID are easy to make up.

D: A coworker can’t tell you who is really calling.

C. Hang up and call IT back yourself.

CORRECT Sample question in our real player

IT calls about the spam. They want to connect to your computer with Quick Assist. What do you do first?

A Let them connect, but watch your screen the whole time.

B Ask for their name and employee ID, then let them connect.

C ✓ Hang up. Call IT back on the number you already know, and report the call.

D Ask a coworker if they got the same call.

✓ **Right. Hang up, call IT back on a number you already know, and report the call.**

Continue ›

A number you already know, like the one on your badge or your company's internal site, reaches the real IT team.
If the call was real, they will understand.

Every answer is scored.
You see what your team picks.

QUESTION 1 · 25 PEOPLE · NO NAMES

SAMPLE NUMBERS

IT calls about the spam. They want to connect to your computer with Quick Assist. What do you do first?



A	✗	Let them connect, but watch your screen the whole time.	6	24%
B	✗	Ask for their name and employee ID, then let them connect.	3	12%
C	✓	Hang up. Call IT back on the number you already know, and report the call.	15	60%
D	✗	Ask a coworker if they got the same call.	1	4%

Your training system (LMS) records each person's answer and score. If many pick A, you know what to teach next.

Send us your rule for calls from IT.

We turn that rule into a short video lesson. Our trainer explains and shows what to do, then the video stops to ask.

Your free sample is
60 to 90 seconds long,
ready in two business days.

vmatrix.io

Try our full security lesson:
vmatrix.io/demos/security

