MOAT FAQ

What is MOAT?

MOAT, which stands for Managed Ongoing Awareness Tools, is a new web based solution that Bentley is employing to deliver and track policies and training material. Certain policies and training will be required on an institutional level, while departments may also deliver policies or training material that is unique to that department. For required items, MOAT tracks whether your have viewed and agreed to the item, and sends you a reminder via e-mail if you have not done so in the allotted time frame.

What type of policies or training material can I expect to see in MOAT?

There is a wide range of institutional policies and training material loaded to MOAT including Bentley's Confidentiality Agreement, EEO/Sexual Harassment Policy, Ethics Policy, Information Security Training, FERPA Policy, etc. Many of these policies and training sessions require acknowledgement by various state and federal laws.

How long do I have to complete the required items?

When MOAT is released to the intuition, you will receive a welcome e-mail. You will have 30 days from that date to complete all required items.

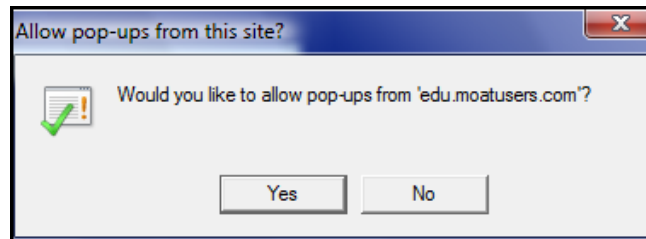## What happens if I don't complete the required items in the 30 day time frame?

MOAT will send you reminders via e-mail noting that you have outstanding items. The reminders will be sent 15, 7 and then 2 days before your certification window will expire. Once you exceed your allotted time frame by 14 days, your supervisor will also received e-mails noting that you are out of compliance. Continued failure to comply will be reported to the appropriate manager, who will take the action they deem necessary.

Do I need special software to access MOAT?

No. MOAT is completely web based and it can be accessed from on or off campus. Open your browser and go to https://edu.moatusers.com/. The first time you access the site, you will need to allow pop-ups for this site.

I received a message stating that "Your system appears to block pop-ups." What do I do?

To use MOAT, you must enable pops for this site. When you see the message that says "Your system appears to block pop-ups," in your browser go to Tools ->Pop-up Blocker -> Always Allow Pop-ups From This Site. When you see the screen that says "Would you like to allow pop-ups from edu.moatusers.com", click **Yes**.

What do I do if I forgot my password or can't access the system?

If you forget your password, you have two options. You can e-mail support@awareity.com and they will re-set your password for you. Alternatively, you can use the password re-set feature on https://edu.moatusers.com/. Simply click the Request New Password link and a temporary password will be e-mailed to your Bentley e-mail account.