



CENTRL

Quick Start Guide

Responding to Assessments

CENTRL

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High Level Flow

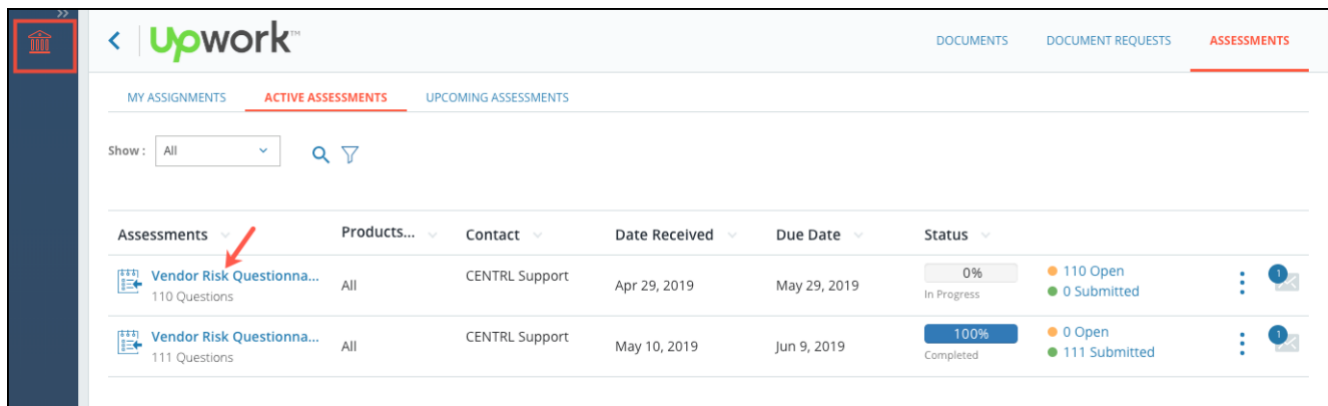
Below is the high-level flow for responding to an assessment sent to your organization



Responding to the Assessment

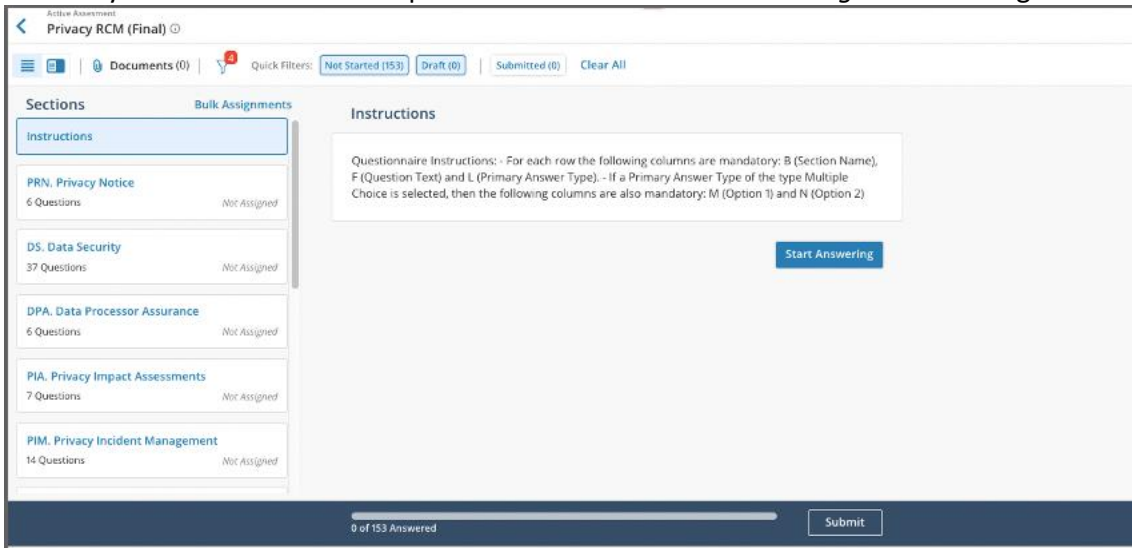
Assessment received will be found in the *Active Assessments* area of the CENTRL platform (if you received the assessment directly from the Assessor) or will be in the *My Assignments* area if you were delegated a set of questions from someone in your business unit to respond to.

Note: When coming from the notification emails, you will be deep-linked to the appropriate area and assessment.

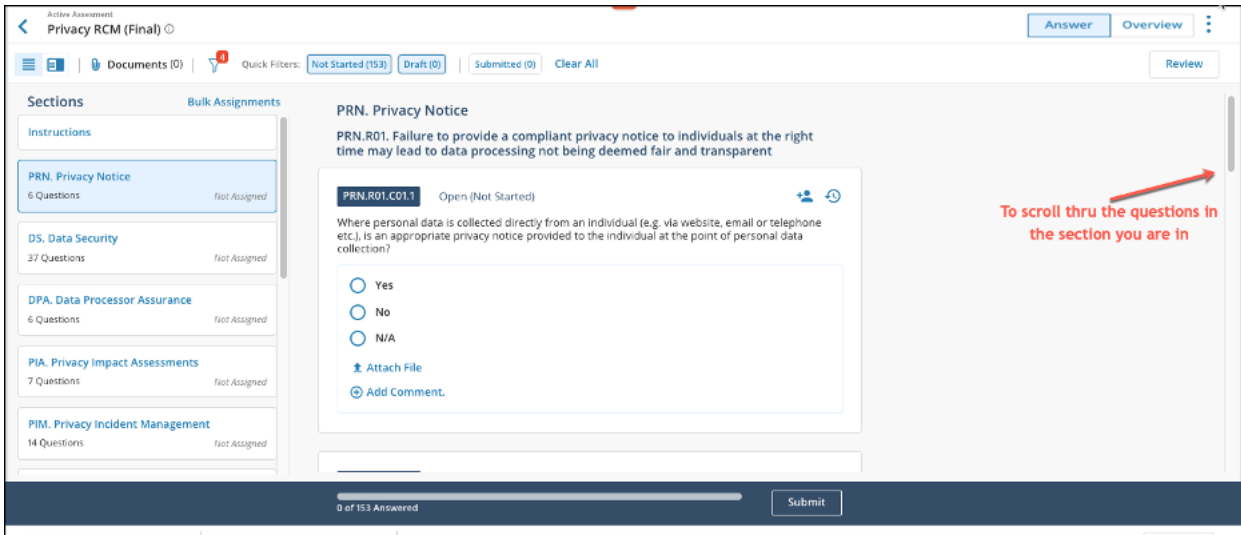


Initial View

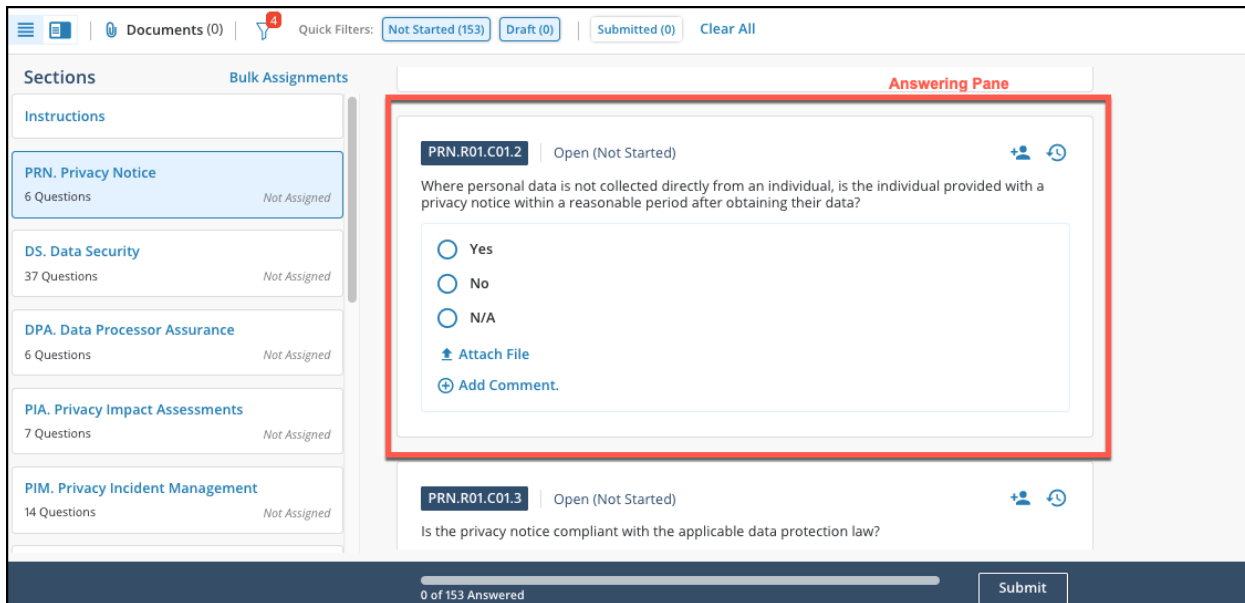
When you open a new Assessment for answering for the first time, you will be taken to the section summary with the Instructions opened. Click on the *Start Answering* button to begin answering.



The section names are on the left and you can scroll/click on individual sections to open all the questions for that section. The answering pane is in left-center -- use the scroll bar on the right to scroll through all the questions for that section.

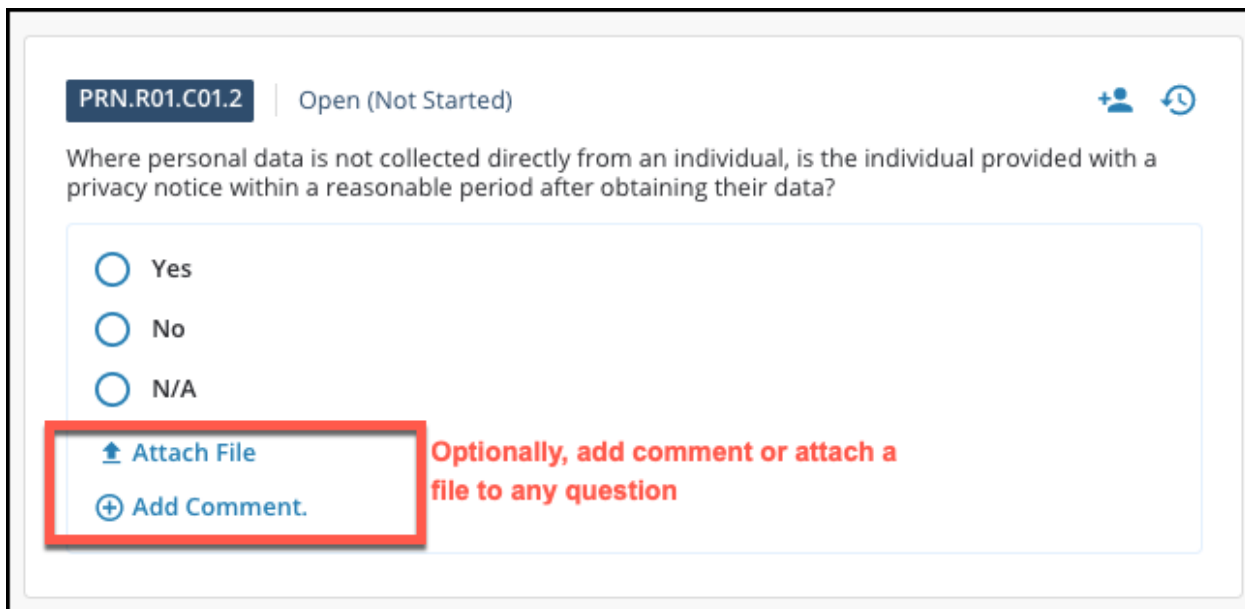


At the top of the answering pane, you can see the question your partner has asked you and the format of the answer. In order to answer the question, you can select or type in the appropriate response and comments. All answers are saved automatically. When you are ready you can move on to the next question by clicking on the Next button.



Adding an Optional Comment or a File to an Answer

If you would like to provide additional clarifying information with your response beyond the answer type allows (ex, Yes or No question), you can add an optional comment for each question by expanding the comment '+' symbol. Or add a file by clicking on the 'upload' icon.



Note: For some questions, a document is specifically requested or required by the Assessor. For those, you'll see a sub-label "Requests" in the file attachment area, and the name of the file request.




PRN.R01. Failure to provide a GDPR-compliant privacy notice to individuals at the right time

PRN.R01.C01. Points of personal data collection across all channels (web, phone, email, manual etc.) are identified and understood


PRN.R01.C01.01 | Open (Not Started) + 👤 ⌚

Have you identified all entry points via which personal data is collected (website, email, telephone, mail)?

Yes
 No
 N/A

0/1 Request ▾	Attached Files(0)
 Data collection entry points	0 Files 
Additional Files	0 Files 

[+ Add Comment.](#)



Answering Follow-up Questions

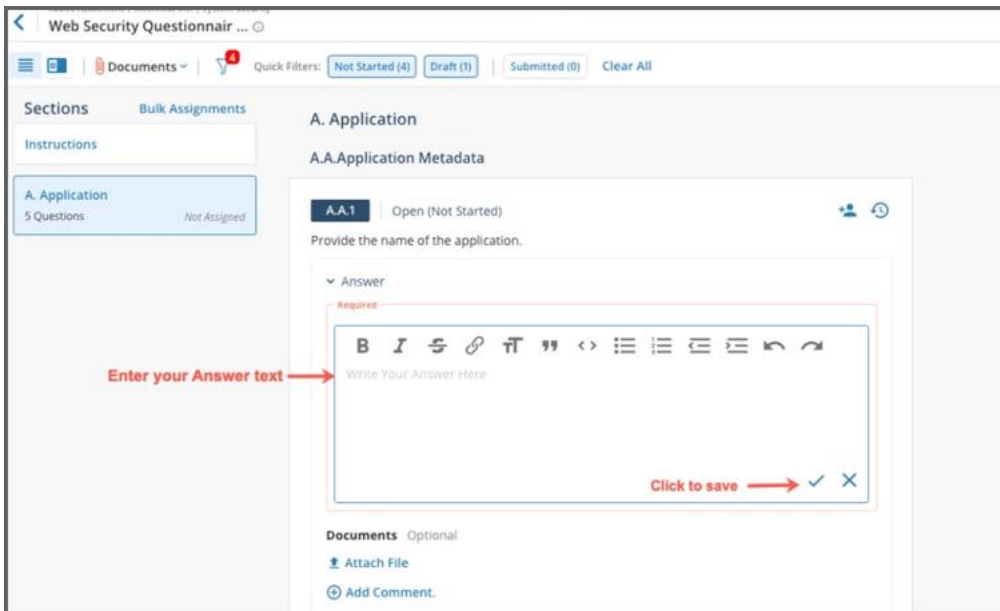
Certain questions trigger additional follow-up questions based on your initial answer. The follow-up question will expand below the triggering question, depending on your answer

The screenshot displays a web interface for an 'Active Assessment' titled 'Privacy RCM (Final)'. At the top, there are navigation icons, a 'Documents (0)' indicator, and 'Quick Filters' for 'Not Started (152)', 'Draft (1)', and 'Submitted (0)', along with a 'Clear All' button. A sidebar on the left lists 'Sections' such as 'Instructions', 'PRN. Privacy Notice', 'DS. Data Security', 'DPA. Data Processor Assurance', 'PIA. Privacy Impact Assessments', 'PIM. Privacy Incident Management', 'CBD. Cross Border Data Transfer', and 'CON. Consent', each with a question count and 'Not Assigned' status. The main content area shows a question 'DS.R01.C01.1' in a blue box, labeled 'Open (Draft)'. The question asks: 'Does the organisation have an approved information security policy and supporting standards and procedures, and have these been communicated to staff members?'. Below the question are radio buttons for 'Yes' (selected), 'No', and 'N/A', along with 'Attach File' and 'Add Comment.' options. A red arrow points to a follow-up question 'DS.R01.C01.1.1' which is also highlighted in a blue box. The follow-up question asks: 'If Yes - Please provide Information security policy, procedures and standards.' Below it is a 'Documents' section with a 'Request' dropdown (0/1), an 'Attached Files(0)' section, and an 'Add Comment.' option.

Answering a Mandatory Questionnaire

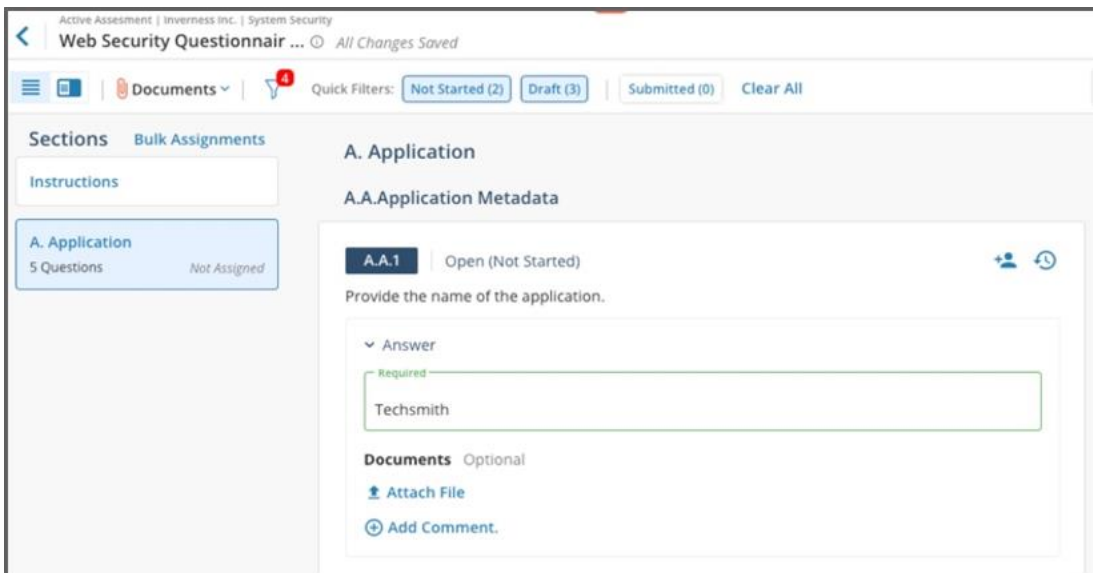
When users receive questionnaires for answering, they can view and answer mandatory questions. Responders cannot submit the entire questionnaire unless all the Required questions have been answered.

Note: All mandatory questions are highlighted in a red box.



1. Within the answering pane, enter your answer text and click on the checkmark icon to save your response.

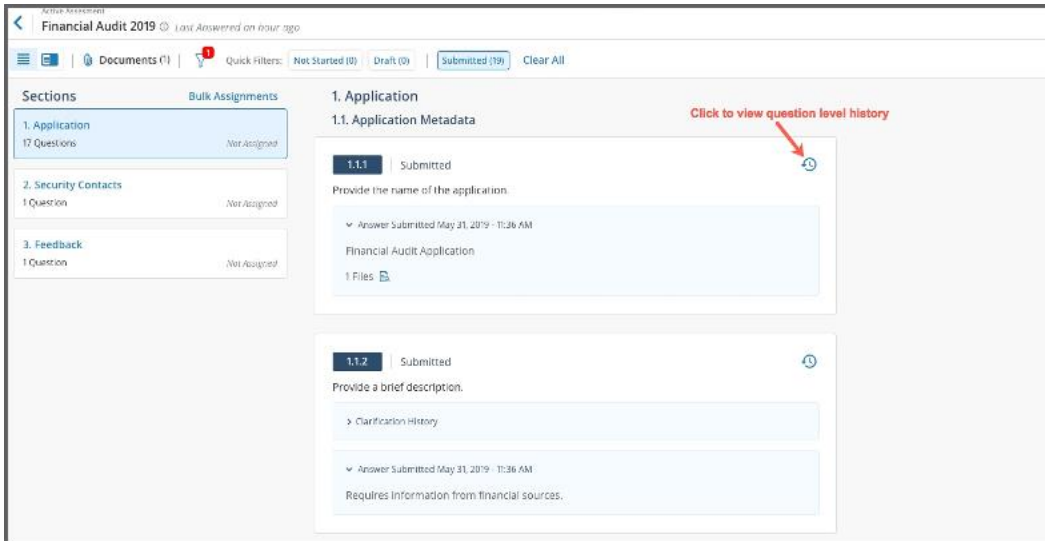
Note: The answer area for a **mandatory** question will be highlighted in red to quickly identify the mandatory questions.



2. Once the mandatory question has been answered, the answer box for the mandatory question will turn green.

Question History

Question History will show information regarding the selected question. This feature provides users with a complete audit trail of user activities at question level.

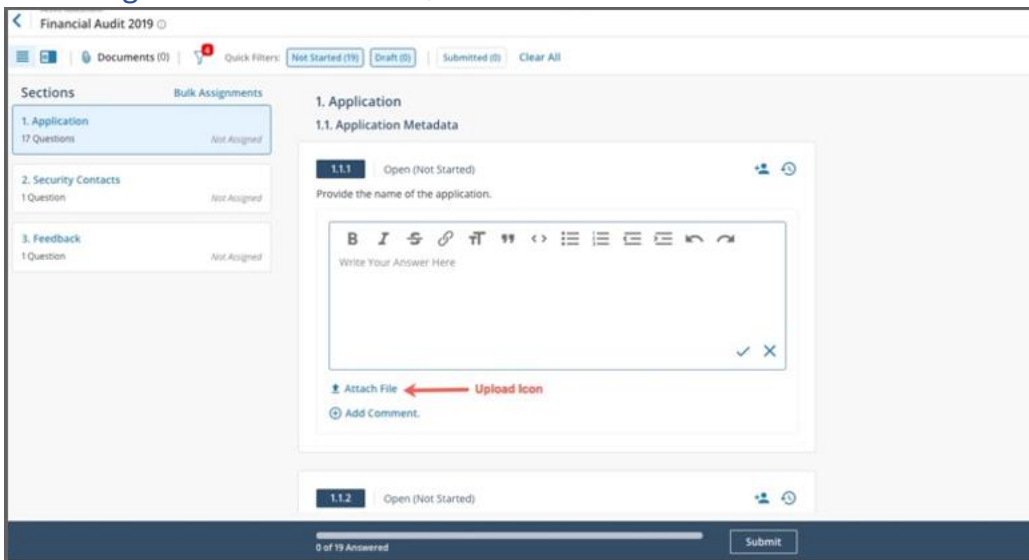


To view the Question History, select the question and click on the Question history icon as shown above.

Uploading Documents to a Question

When answering a questionnaire, you have the ability to attach documents to questions. Documents can be attached to a question by using the Answering Pane or by using the Documents Modal.

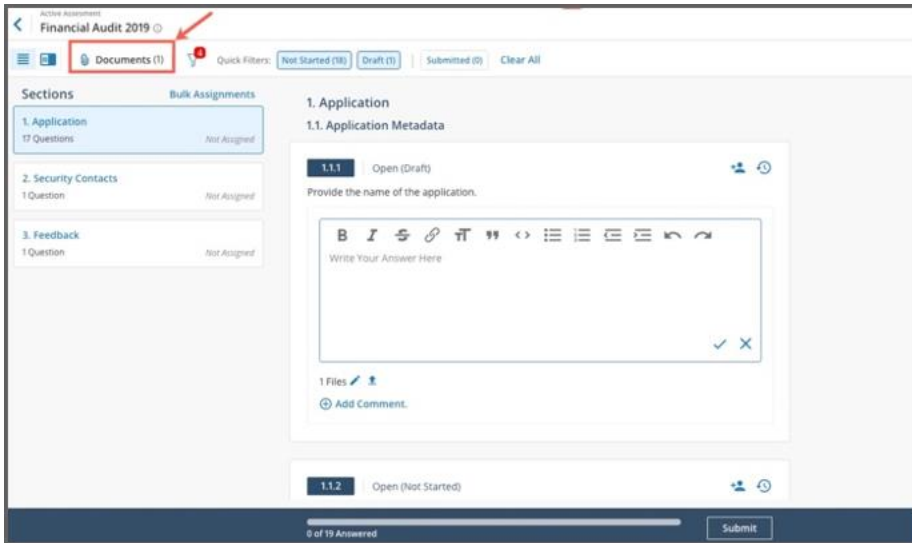
Attaching Documents at the Question level



1. Click on the question for which you wish to attach documents. Clicking on the question will open the Answering pane.
2. Inside the answering pane, click on the upload icon under Documents. This will open the upload window.

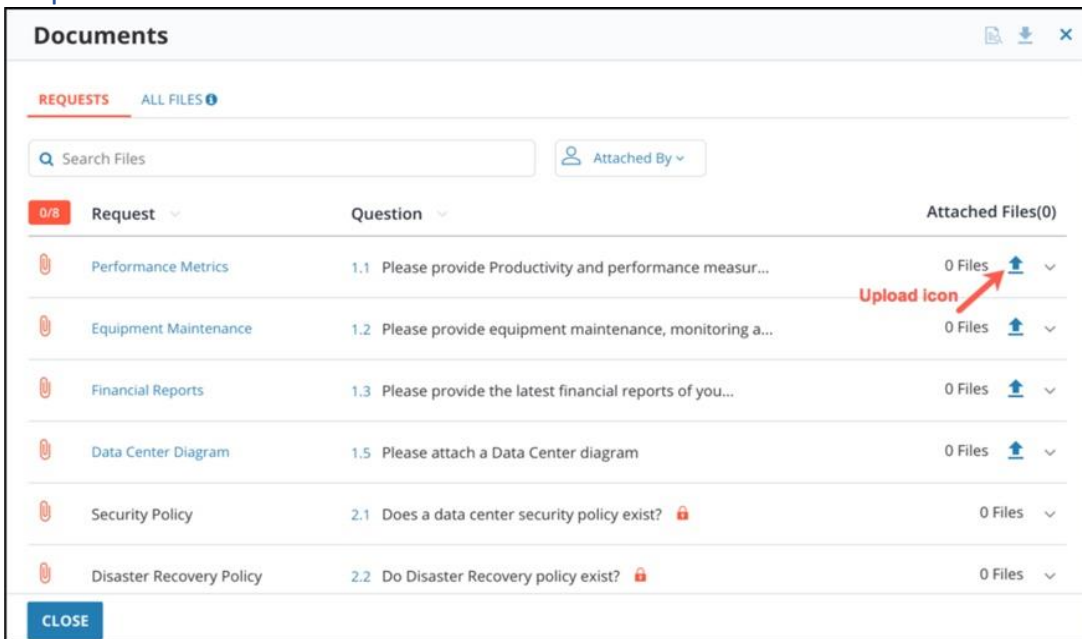
Attaching documents using the Documents Modal

The Documents modal gives an overview of all the documents that have been requested and the list of files attached to the assessment.



To open the Documents modal, click on the Requests/All files in the Documents dropdown as shown above. This will take you to the respective tab in Documents modal.

Requests:



1. The Requests tab lists all the document requests with reference to the question. This tab contains all the documents that your partner has requested. It also shows the number of files attached to each request along with an option to upload.

2. To upload and attach files, click on the Upload icon corresponding to the question/request. This will open the upload window where you can upload files or select files from the file library.

All Files

Assignee	Assigned (Open)	In Progress	Not Started
test2 kk	5	1	4
test3@newm123.com	4	0	4

The All Files tab gives an overview of all the files attached to the assessment grouped by questions, as shown above. You can also see who attached what file on each question.

File Viewer Icon → [Icon] [Close Icon]
Download Icon

Modifying a Pre-populated Answer

Questions that have been pre-populated, can be modified in answering before submission. If the responder makes a change, he or she can always revert back to the original pre-populated values.

Changing a Pre-populated Answer

1. Navigate to the Assessments screen from the Partner Space and click on the Active Assessments tab as shown above.

Do you have a written policy that lists the physical security requirements for office facilities?

Prepopulated Answer

Select One

Yes

No

Click to change Answer

Attach File

Add Comment

2. To change a pre-populated answer, click on an alternate answer option as shown above.

Revert Answer

The screenshot shows the VSAQ - Migration interface. On the left, there are three sections: A. Security at the Office (5 Questions, Not Assigned), B. Data Center Security (4 Questions, Not Assigned), and C. Feedback (1 Question, Not Assigned). The main content area displays question A.3: "Do you have a written policy that lists the physical security requirements for office facilities?". Below the question, there is a "Revert Answer" link with a circular icon. A red arrow points to this link with the text "Click here to Revert". Below the link, there are two radio button options: "Yes" (unselected) and "No" (selected). There are also links for "Attach File" and "Add Comment".

1. Click on the **Revert Answer** link to revert back to the original answer.

Viewing the Pre-populated Answer source

The screenshot shows the VSAQ - Migration interface. On the left, there are three sections: A. Security at the Office (5 Questions, Not Assigned), B. Data Center Security (4 Questions, Not Assigned), and C. Feedback (1 Question, Not Assigned). The main content area displays question A.3: "Do you have a written policy that lists the physical security requirements for office facilities?". Below the question, there is a "Prepopulated Answer" link with a circular icon. A red arrow points to this link with the text "Click here to view the Answer Source". Below the link, there are two radio button options: "Yes" (selected) and "No" (unselected). There are also links for "Attach File" and "Add Comment". A dialog box titled "Prepopulated Answer Source" is open, showing the following information: Assessment: VSAQ - Migration, Partner: Infotek, Product: Test1, Submitted on: Dec 13, 2019, Current owner: Rohan Test.

Note: If you have access to the underlying assessment, then the assessment will be clickable. You will be taken to the source Question in the original assessment.

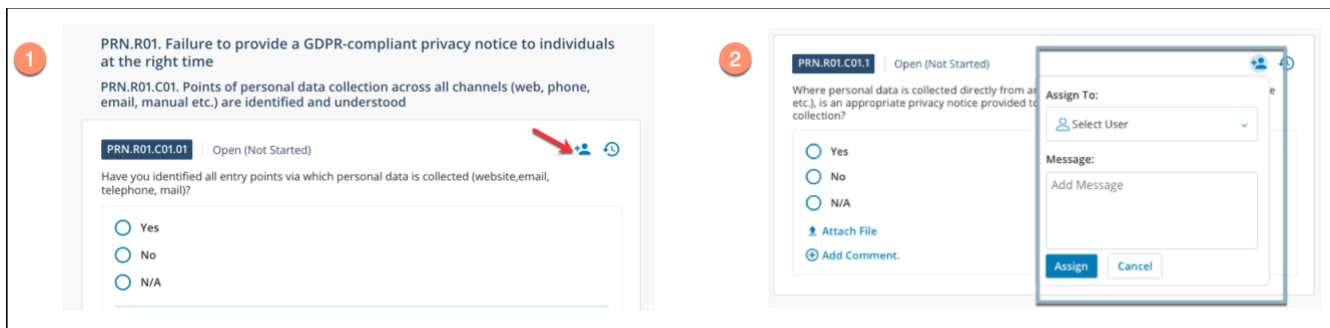
Assignments

When you receive a questionnaire, you can assign sections and questions to other people within your organization such as to the appropriate subject matter expert. When they have completed their assignments, they submit the answers back for you to review.

If assigned questions you can view the assignments to which you are associated in the *My Assignments* screen.

Single Question Assignment

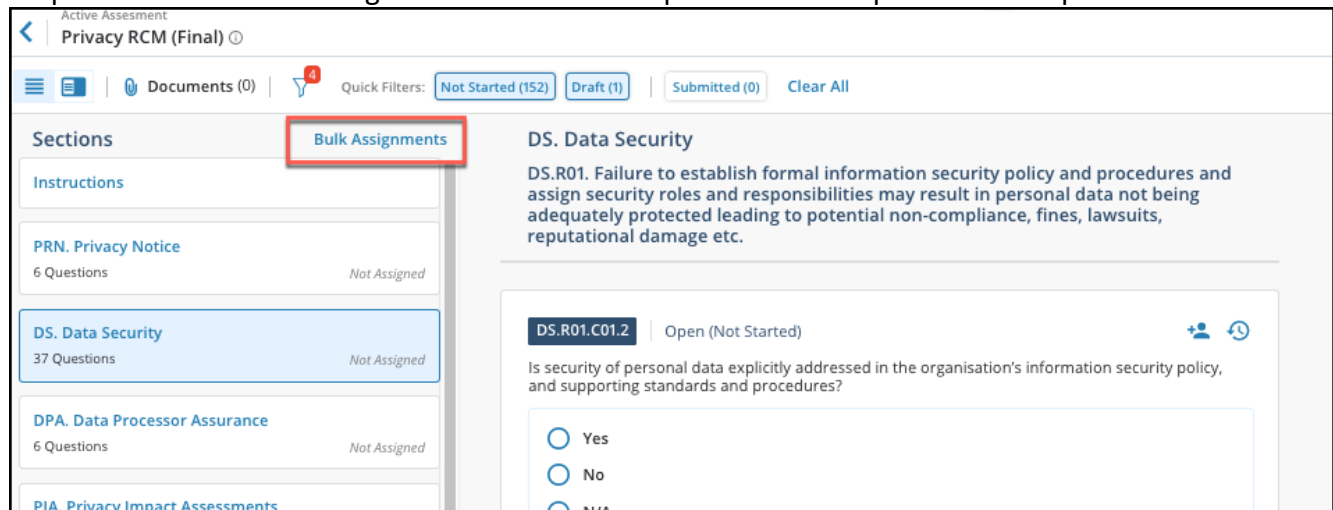
To assign individual questions, click on the **person in the right side of the answering (step 1 below) , enter the name of the person in your team, and a message or instruction that will be included in the email notification they receive, and click “Assign” button (step 2)**



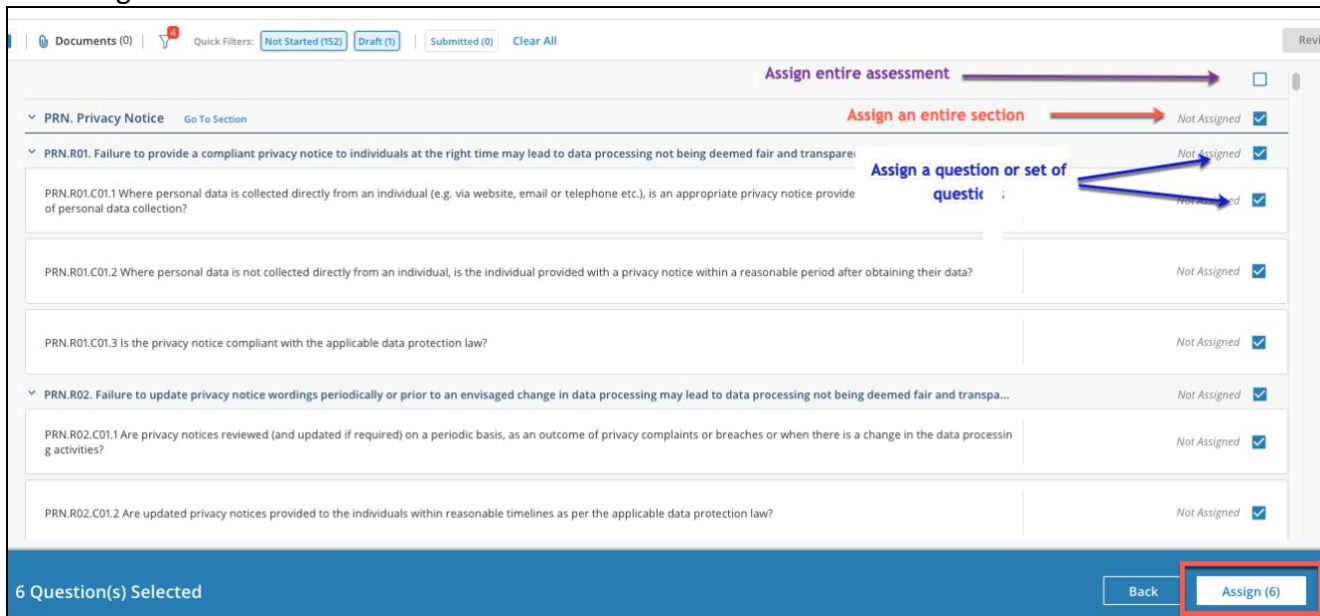
Bulk Assignments

[Multiple questions at a time; Full section(s) or entire questionnaire]

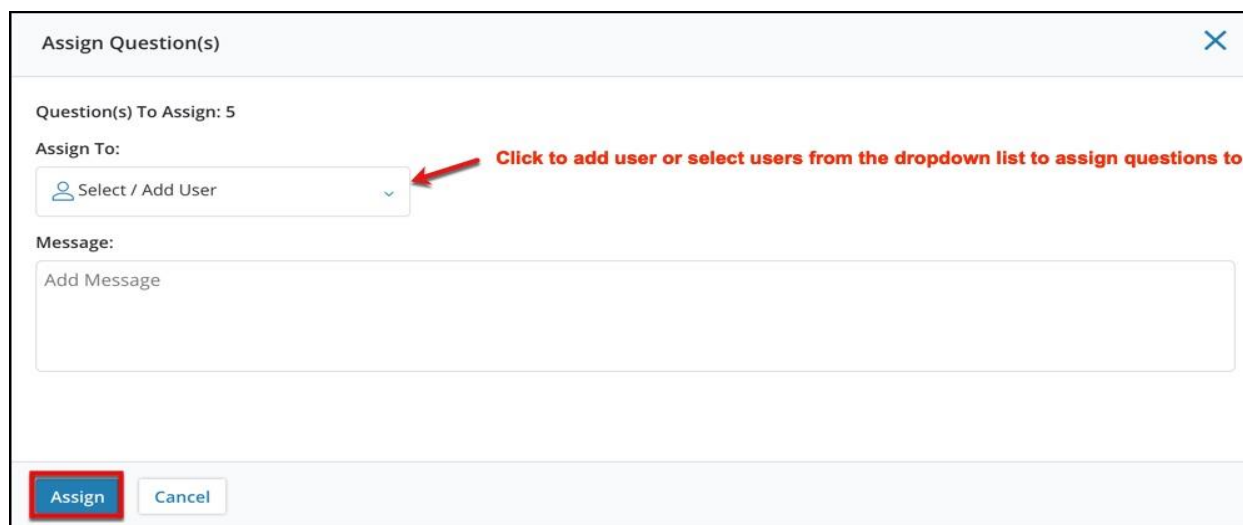
Step 1: Select the 'Bulk Assignment' link - at the top of the section pane - in the open assessment



Step 2: The bulk assignment window will open. From here you can assign the entire assessment, an entire section or sections, or individual questions. As you select sections or questions you would like to assign, the 'Assign' button will indicate the number of questions selected for assignment, press the 'Assign' button in the lower



Step 3: A new modal will pop-up where you select the name of the individual in your organization you would like to assign these questions to, and a message that will be included in the email they receive. Finally press the 'Assign' button in the lower left of the modal. Also note, you can cancel the assignment during any of these steps in the assignment flow.



Important Notes:

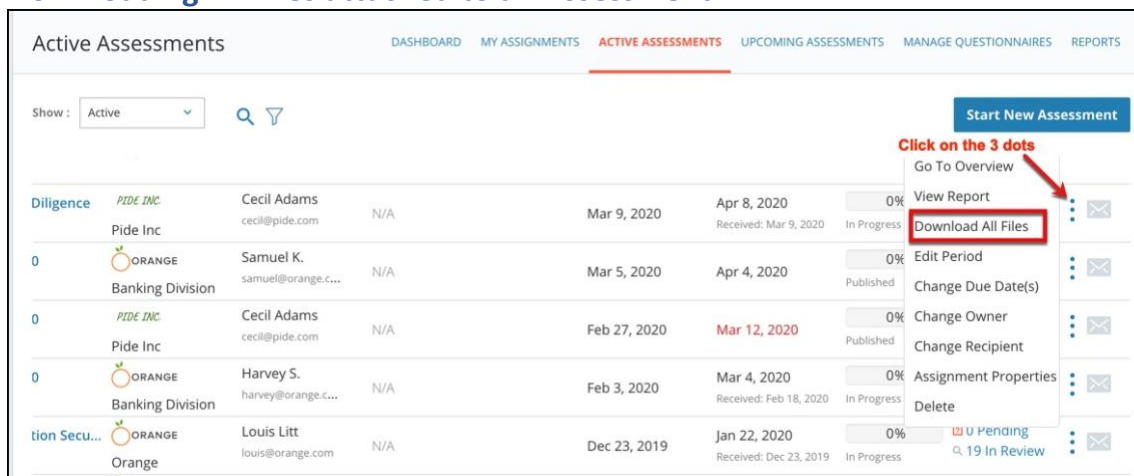
- You can assign any question or set of questions to any one person. If you need to change or cancel any assignments, you can go to your *Active Assessments* screen and cancel or change the assignments
- Your assignees can see ONLY the questions assigned to them, not the entire questionnaire
- Your assignees can In-turn assign any of their assignments to someone else in their team
- Completed assignments will follow up the assignment the chain for review and approval back up to the original assignor (i.e., an assignee cannot submit responses directly back to the Assessor).

Unassigning or Reassigning Questions

This feature allows you to un-assign questions or sections that are previously assigned. Use the same “Bulk Assignment” link as above to un-assign or reassign.

Note: Only the Questionnaire Owners and Questionnaire Admins have the ability to un-assign.

Downloading All Files attached to an Assessment



The screenshot shows the 'Active Assessments' screen with a table of assessments. A dropdown menu is open for the first assessment, showing options like 'Go To Overview', 'View Report', 'Download All Files', 'Edit Period', 'Change Due Date(s)', 'Change Owner', 'Change Recipient', 'Assignment Properties', and 'Delete'. A red arrow points to the 'Download All Files' option.

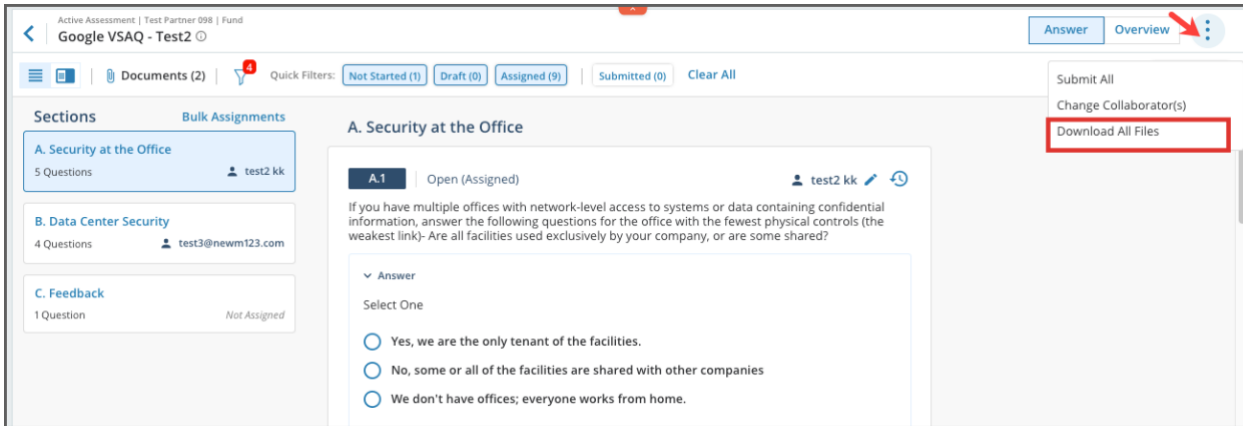
Assessment Name	Company	Assignee	Status	Start Date	End Date	Progress	Actions
Diligence	PIDE INC	Cecil Adams	N/A	Mar 9, 2020	Apr 8, 2020	0% In Progress	Go To Overview, View Report, Download All Files, Edit Period, Change Due Date(s), Change Owner, Change Recipient, Assignment Properties, Delete
0	ORANGE Banking Division	Samuel K.	N/A	Mar 5, 2020	Apr 4, 2020	0% Published	Go To Overview, View Report, Edit Period, Change Due Date(s), Change Owner, Change Recipient, Assignment Properties, Delete
0	PIDE INC	Cecil Adams	N/A	Feb 27, 2020	Mar 12, 2020	0% Published	Go To Overview, View Report, Edit Period, Change Due Date(s), Change Owner, Change Recipient, Assignment Properties, Delete
0	ORANGE Banking Division	Harvey S.	N/A	Feb 3, 2020	Mar 4, 2020	0% In Progress	Go To Overview, View Report, Edit Period, Change Due Date(s), Change Owner, Change Recipient, Assignment Properties, Delete
tion Secu...	ORANGE Orange	Louis Litt	N/A	Dec 23, 2019	Jan 22, 2020	0% In Progress	Go To Overview, View Report, Edit Period, Change Due Date(s), Change Owner, Change Recipient, Assignment Properties, Delete

1. Click on the 3 dots and select Download All Files as shown above.

2. The Active Downloads widget will appear along with the status of the ongoing download.

Note: All the attached files, reference files, and the assessment will be downloaded as a single zip file.

From Answer Screen



If you are a Client connect user responding to an Assessment, you can access this feature from within the *Answer* screen as shown below

1. Within the *Answer* screen, click on the **3 dots** and select **Download All Files** as shown above.
2. The **Active Downloads** widget will appear along with the status of the ongoing download.

Note: All the attached files, reference files, and the assessment will be downloaded as a single zip file.

From the Assessment Overview Page

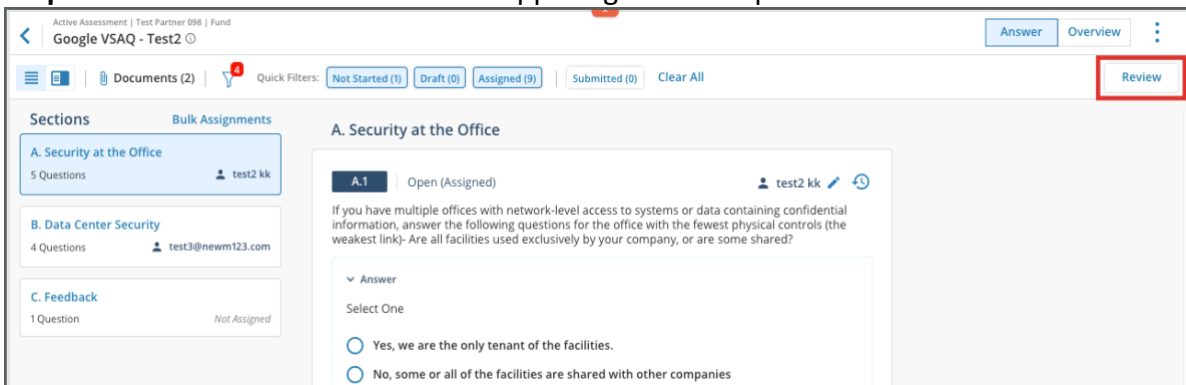
Alternatively, you can also view/download all the Assessment related files from the *Assessment Overview* page.

1. From the Assessment Edit/Answer screen, click on the **3 dots** and select **Go to Overview**. This will take you to the *Assessment Overview* page.
2. Within the *Assessment Overview* page, click on the **All Files** link as shown above. This will take you to the listing page where you can view/download all the Attached files as well as Reference files.

Review Assessment

Use the review functionality to review a scrollable summary of all your responses at any time, or before submitting your completed assessment back to the Assessor

Step 1: Click the Review button in the upper right of the opened assessment

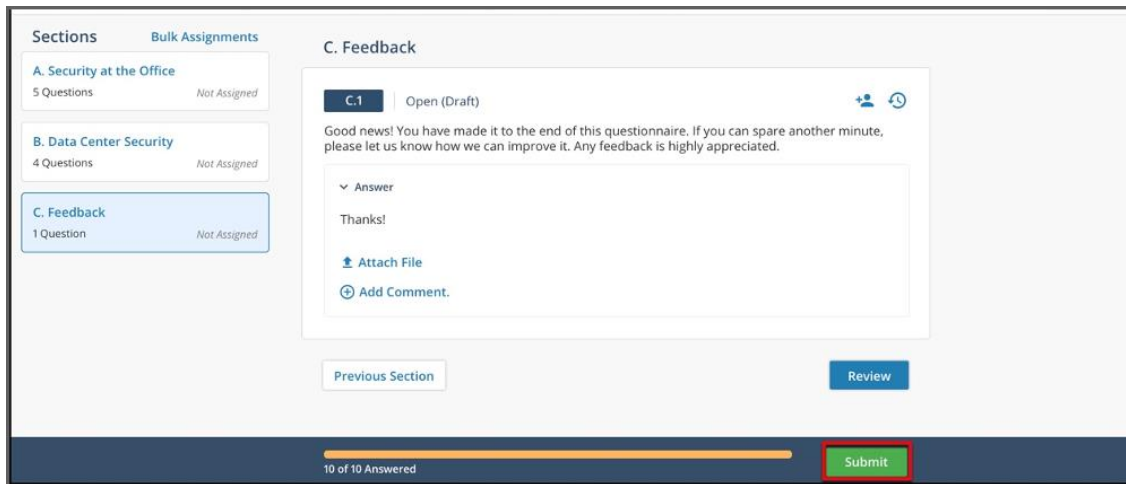


Step 2: Change a response by clicking the pencil icon to the right of any question

The screenshot shows a review interface with a top navigation bar containing 'Documents', 'Quick Filters' (Not Started (143), Draft (7), Assigned (3), Submitted (0), Clear All), and a 'Close Review' button. A red box highlights the 'Close Review' button with the text 'To Close the summary review screen'. Below the navigation bar, there are sections for 'DS. Data Security' and 'PIM. Privacy Incident Management'. Each section contains a list of questions with their current status and a pencil icon for editing. A yellow box highlights the pencil icon for the question 'DS.R01.C01.1 Does the organisation have an approved information security policy and supporting standards and procedures, and have these been communicated to staff members?' with the text 'Click pencil icon to edit a response'. The status for this question is 'Yes'. Below it, the question 'DS.R01.C01.1.1 If Yes - Please provide Information security policy, procedures and standards.' has a status of 'Not Answered'. The 'PIM. Privacy Incident Management' section contains two questions: 'PIM.R01.C01.1 Is there a documented and approved privacy incident management plan and procedure in place that covers all aspects such as monitoring, detecting, analysing, resolving and reporting of personal data breaches?' (status: Yes) and 'PIM.R01.C01.1.1 If Yes - Please provide Copy of the privacy incident management plan and procedure.' (status: Not Answered). At the bottom of the screen, there is a question 'PIM.R01.C02.1 Are appropriate trainings and tools (e.g. Helpline number, Email distribution list, name of the designated incident response personnel etc.) provided to your staff members(employees, contractors etc.) to ensure they can identify and report privacy incidents promptly?' (status: No).

Submit Answers Back

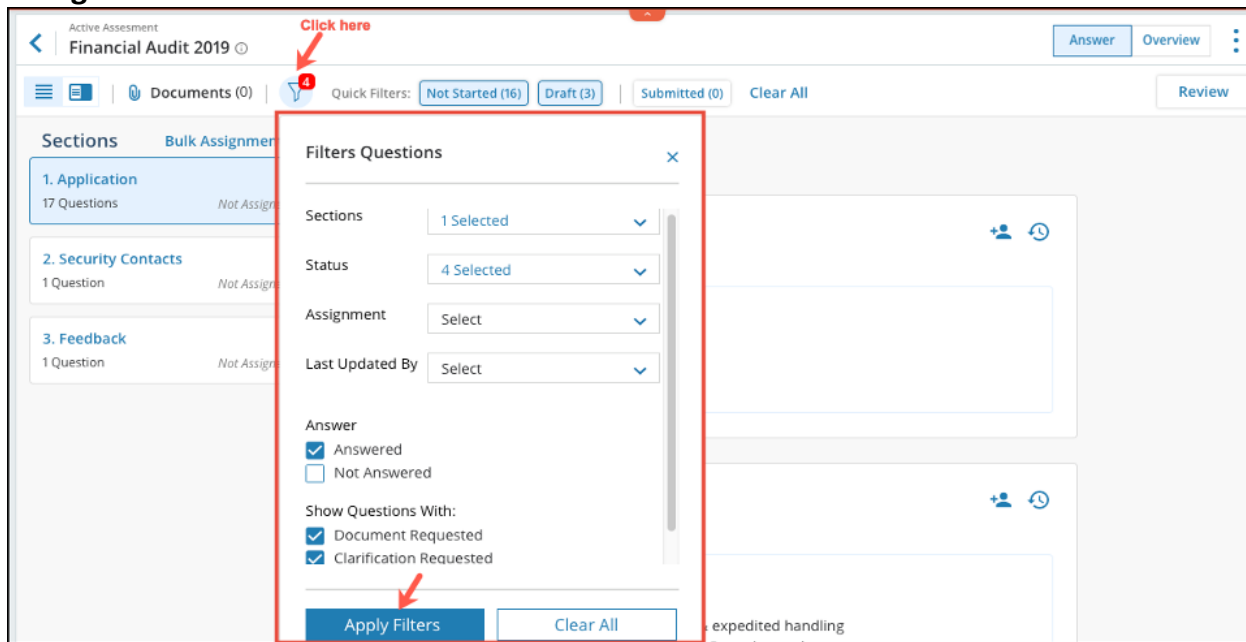
When you are ready, you can submit answers back to your partner for them to review and evaluate. The progress bar at the bottom will indicate the count of total questions that have a response. After you've completed a pre-submission review (step above) you can click on the **Submit** button at the bottom of the screen.



Note: Once you have submitted the questionnaire back you cannot change your answer. Or if you submitted an incomplete questionnaire (not all questions answered) you will not be able to add answer after they are submitted. So, ensure your questionnaire is reviewed and complete before submitting.

Other Assessment Functionalities

Using Filters

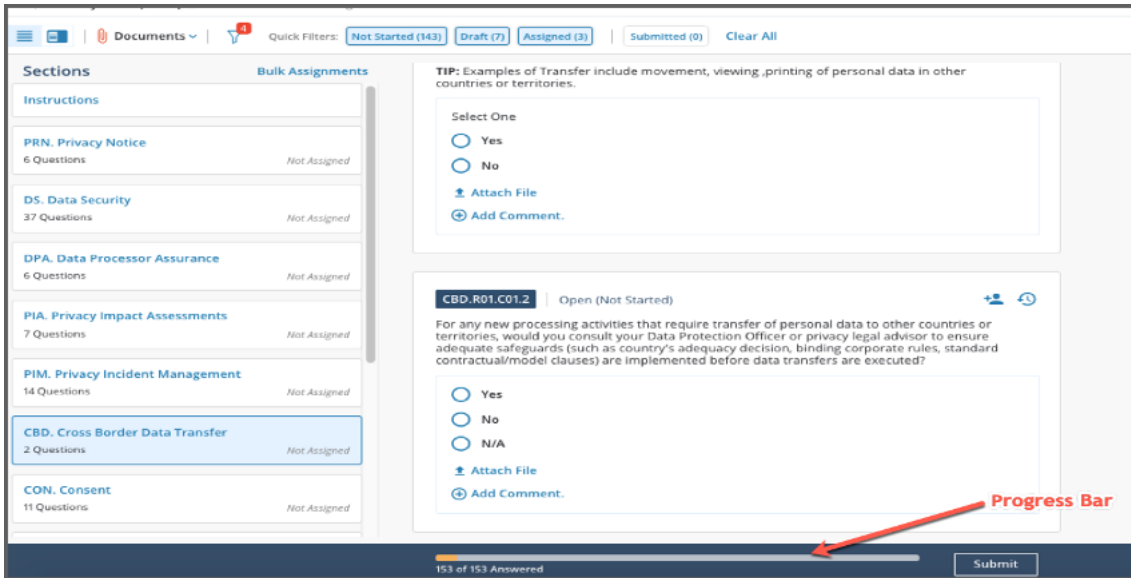


The Filters option at the top allows you to filter by multiple dimensions such as the status of a question or if a question has been answered. Alternatively, you can use the quick filters at the top to filter questions easily by status.

Note: To clear the applied filters, you can click on the **Clear All** button.

Tracking Your Progress

The progress bar at the bottom gives a quick overview of the questionnaire status and shows the total submitted and number of questions in Draft status.



When you begin answering an assessment, the total number of open (*Not Started/Draft*) questions appear at the top. When you are ready, you can submit answers back to your partner for them to review and evaluate.

Assessment Reminder and Past Due Notifications

CENTRL provides Email Reminders and Notifications to help users to track their assessments in order to complete the assessments on time. When a Questionnaire Recipient receives an assessment for answering, he/she will receive email reminders when the assessment is nearing the due date or when the assessment is past due.

Assessment Reminders

Email reminders will be sent to all Questionnaire Recipients 2 days before the due date by default.

Past Due Notifications

When Questionnaire Recipients have not submitted back all their answers to their Partner on or before the due date, CENTRL will send an email notification to the Questionnaire Recipient 2 days after the due date.

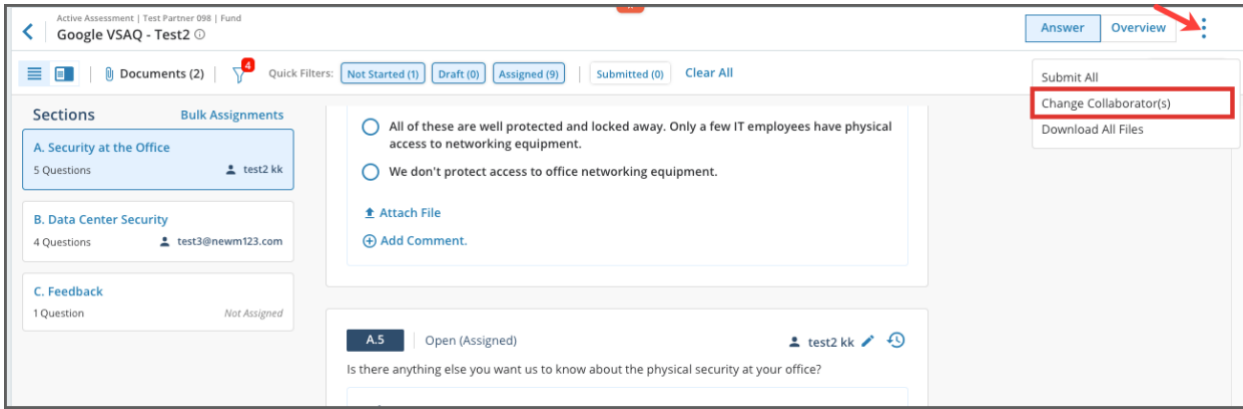
1. Upon receiving the notification, click on the View Questionnaire button to view and respond to the Questionnaire.

To learn more about these features, click [here](#)

Change the Collaborators

When Questionnaire Owners, Questionnaire Admins, and Collaborators (Guest users and Subscribed users) receive a questionnaire for answering, they have the ability to change the existing owner and existing collaborators of that received assessment. This feature is particularly useful to transfer the ownership of an ongoing assessment in the event of termination or transfer of an employee. The Change Collaborator(s) feature is accessible to Subscribed users as well as Guest users.

Note: This feature is only available for active or ongoing assessments. And is not available for Completed or Closed assessments.



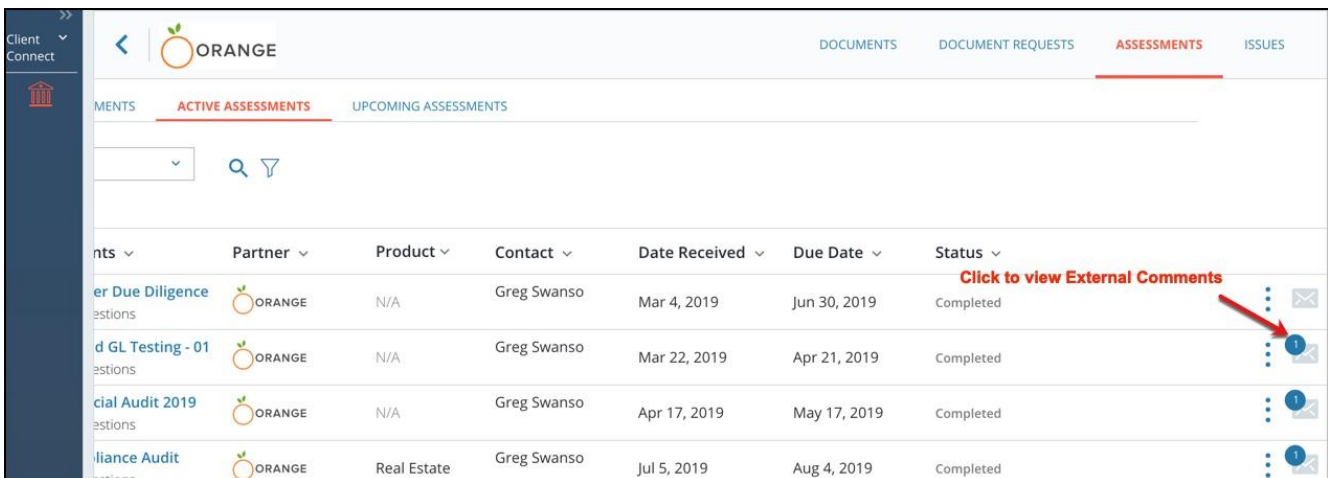
1. Click on the assessment name and further click on the **3 dots** and select **Change Collaborator** as shown above.
2. Within the *Change Collaborators* modal, you have the option to select a New Owner. You also have the option to send a message to the new owner as shown above.
3. You can notify your external client contact for published assessments by checking the **Notify** checkbox as shown above. This is an optional step.
4. Click on the **Change Collaborators** button to proceed. A success message will be displayed at the bottom of the screen and the associated email notifications will be sent.

Once an assessment is transferred to the new owner, you will lose access and will not be able to undo the action. All the current assignments will be automatically re-assigned to the new Owner and the new Owner will receive an email notification for the same. If you are a Questionnaire Admin, you can also designate yourself as the Owner in which case the email notification will not be sent

External Communication for Assessments

Using CENTRL's platform, you have the ability to communicate and collaborate with your external partner/vendor on an Assessment level.

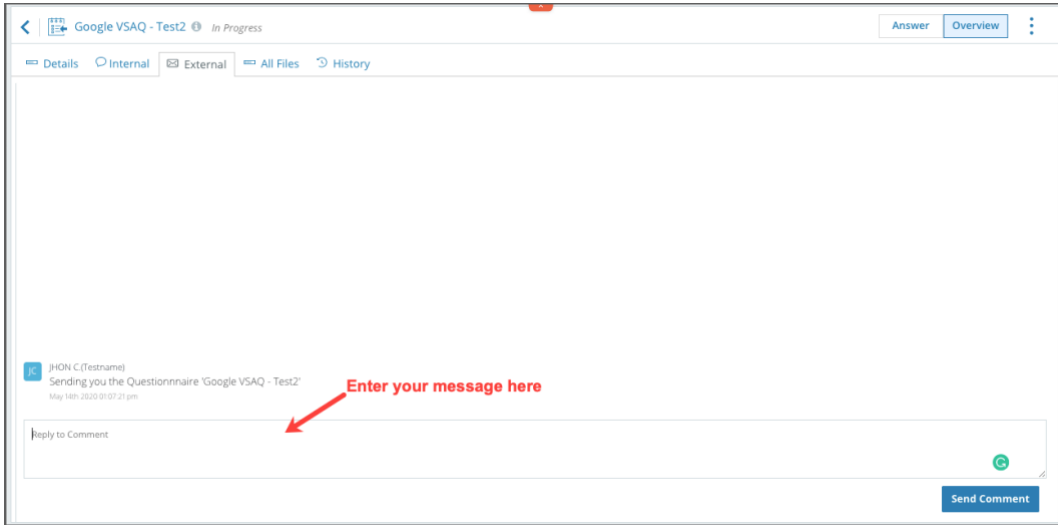
Note: Only Questionnaire Owners and Questionnaire Administrators have the ability to communicate with their external partners.



1. Navigate to your Partners space and click on the **Assessments** tab on top right as shown above.

2. Click on the **Envelope icon** next to the Assessment as shown above. The envelope icon also displays the number of unread messages, if any.

You will be taken to the *External Comments* section of the Assessment.

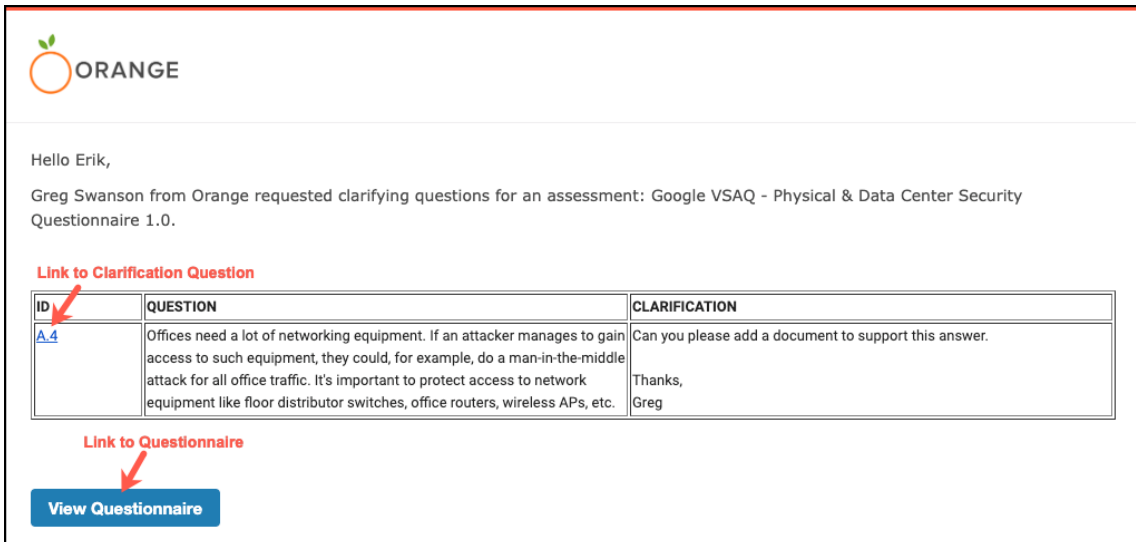


Responding to Clarifications

As part of Evaluating an Assessment, Clarifications may be sent by your partner when they have additional questions based on the answers you submitted back to them. When you receive a clarification, you can respond to their clarification question by writing a formal answer and/or attaching documents. When you are ready, you can submit back your response to their clarification question.

Navigating to Your Assessment

From Email



When your partner sends you a clarification, CENTRL sends you an email notification that contains links to the questions requiring clarifications. You can click on the email links to open the questionnaire and view the clarifications.

From Assessments

The screenshot shows the 'ACTIVE ASSESSMENTS' tab in the ORANGE system. A red box highlights the 'ACTIVE ASSESSMENTS' tab, and a red arrow points to the 'Risk Register' assessment. The assessment details are as follows:

Assessments	Product	Contact	Date Received	Due Date	Status	Progress	Clarification Questions
Risk Register 10 Questions	N/A	Greg Swanson	Jul 22, 2019	Sep 30, 2019	0% In Progress	10 Open (1 CQs) 0 Submitted	

You can also navigate to your Partner and click on the Assessments Tab to bring up the assessment you have been working on. You will see a counter with the number of clarification questions associated with the questionnaire (e.g. "1 CQ").

Viewing Clarification Questions

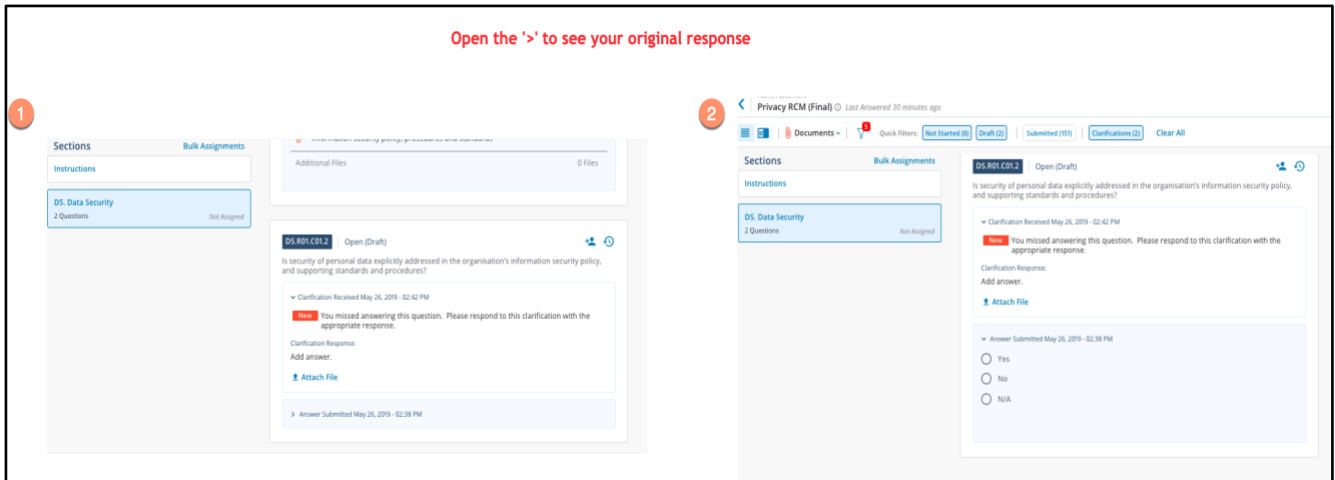
1. Inside the answering screen, you will see a counter with the total number of clarification questions associated with this Assessment. If you do not see a counter, there are no clarification questions requiring a response from you.

The screenshot shows the 'Clarifications' tab for the 'Risk Register' assessment. At the top, a counter indicates '2 Clarifications Received for this Assessment'. The questions and their responses are as follows:

Question ID	Question Text	Response
DS.RR1.C01.1	Does the organization have an approved information security policy and supporting standards and procedures, and have these been communicated to staff members? Clarification Requested: Can you please provide more information.	Clarification indicated at top of the question
DS.RR1.C01.2	Is security of personal data explicitly addressed in the organization's information security policy, and supporting standards and procedures? Clarification Requested: You missed answering this question. Please respond to this clarification with the appropriate response.	2nd Clarification for this Assessment

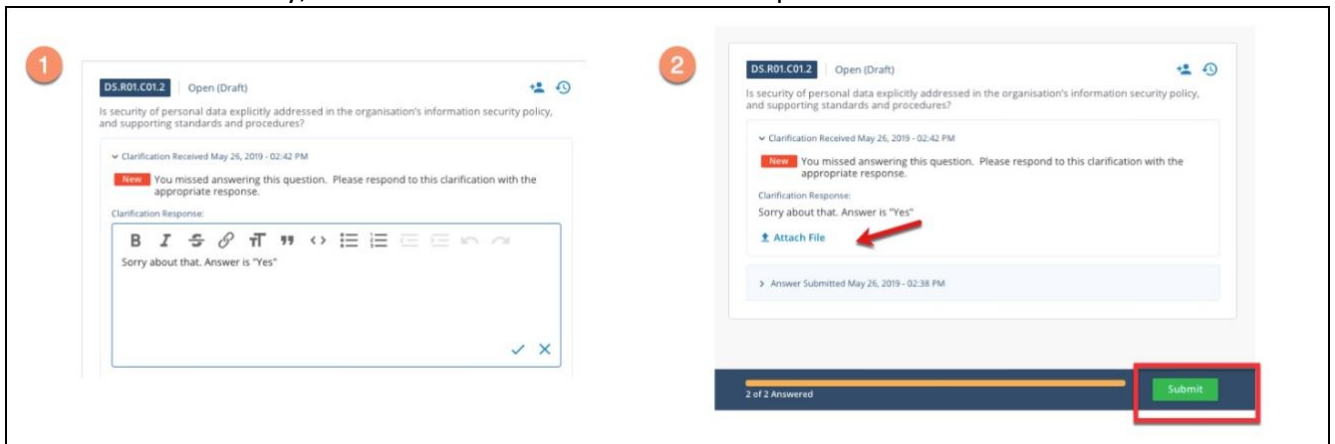
2. Navigate to the questions you are responding to a clarification

3. You can see your original answer by clicking the 'expand' icon below the clarification request



Answering Clarifications

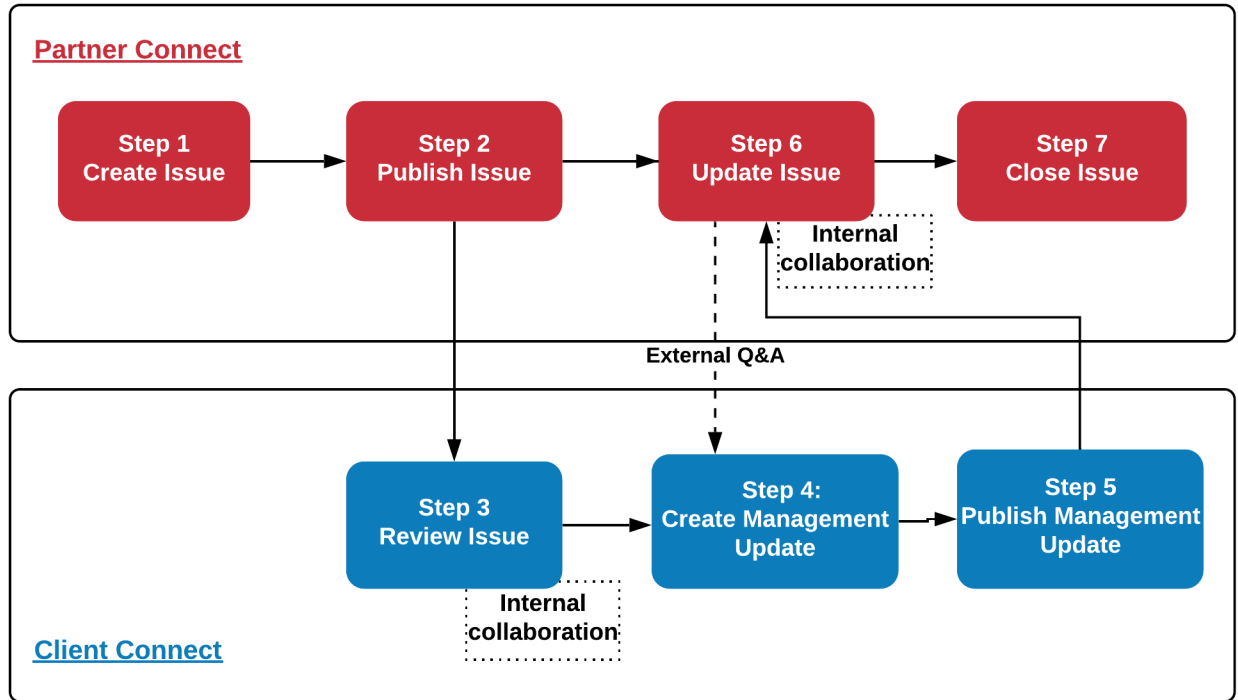
Enter your clarification response in the open text box. Click the check inside the box. When all clarifications are ready, click 'Submit' at the bottom of the questionnaire



Note: You can also attach files with Clarification responses.

Issues Management

As part of the evaluation process of assessment, your partner may create and assign issues to suppliers which require remediation by the suppliers.



Responding to an issue generally involves the following steps:

- Using External Q/A
- Add other users from within the organization to assist with the issue
- Add Management Updates
- Publish Management Updates to the client

See article on: [Responding to Issues, Partner Q&A, and Management Updates on Issues](#)

See additional articles covering the Issues Management flow:

- [Viewing Issues sent by your Partner](#)
- [Creating Management Updates](#)
- [Publishing Management Updates](#)
- [Updating the Status for a Received Issue](#)

Subsequent Logins into CENTRL

Sandbox UAT users can access the CENTRL platform at <https://sandbox.oncentrl.net>

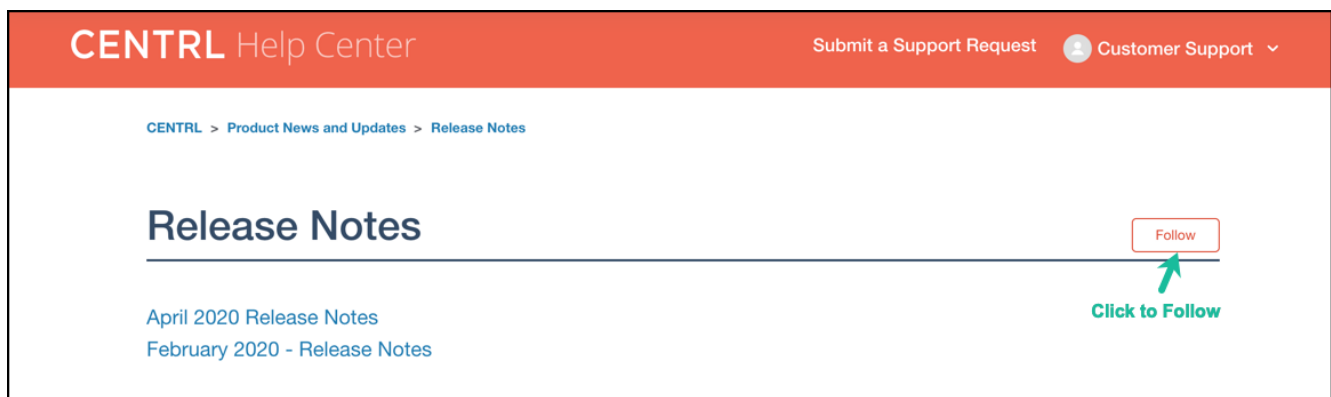
Once in production, use your production login for accessing the CENTRL platform at: <https://web.oncentrl.com/#/login>

Product FAQs

Additional Product FAQs can be found at <https://supportcenter.oncentrl.com/hc/en-us>.

Follow our Release Notes

As we are constantly working to improve your CENTRL experience, you can stay updated with our upcoming new features and improvements by following our Release Notes page in our CENTRL Help Center. To do so, navigate to our Release Notes page by clicking [here](#) and click on the “Follow” button as shown in the screenshot below. By doing so, you will automatically be notified of our future releases. Please feel free to forward this to other team members in your organization.



Link to follow our Release Notes page:

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Document Version

Last edited	Author	Version
07/23/20	Various	V5
05/01/20	Various	V4
07/31/19	Various	V3