

CENTRL

Quick Start Guide: Managing Partners and Assessments

Partner Setup	3
Adding a Partner	3
Exporting Partner Details	4
Importing Partner Details	5
Import Logs	6
Viewing Partner Profile	7
Editing Partner Details	7
Custom Attributes	8
Adding Partner Contacts	8
Adding Partner Products	9
Attaching Files to a Partner's Profile	10
Assessments Module	10
Navigating to Manage Questionnaires	10
Creating a Questionnaire	11
Editing a Questionnaire	12
Score Key	12
Assessments Admin Module	13
Assignments	13
Enabling Scoring for Questions	15
Scoreable and Non-scorable Questions	15
Enabling Auto-Scoring	15
Importing a Questionnaire	16
Question Bank	17
Approving a Questionnaire	18
Publishing a Questionnaire	19
Publishing to Multiple Partners	20
Publishing From Active Assessments Screen	20
Publishing an Assessment	20
Adding a Repeat Occurrence	22
Upcoming Assessments	23
Prepopulating Answers	24
Managing the Prepopulation Settings	25
Change the Assessment Owner	26
Adding Additional Recipients	26
Export and Import an Assessment Answered Offline	
Export the file for offline answering	28
Import the Offline Answering File	29
Bulk Actions	30
Evaluating an Assessment	30

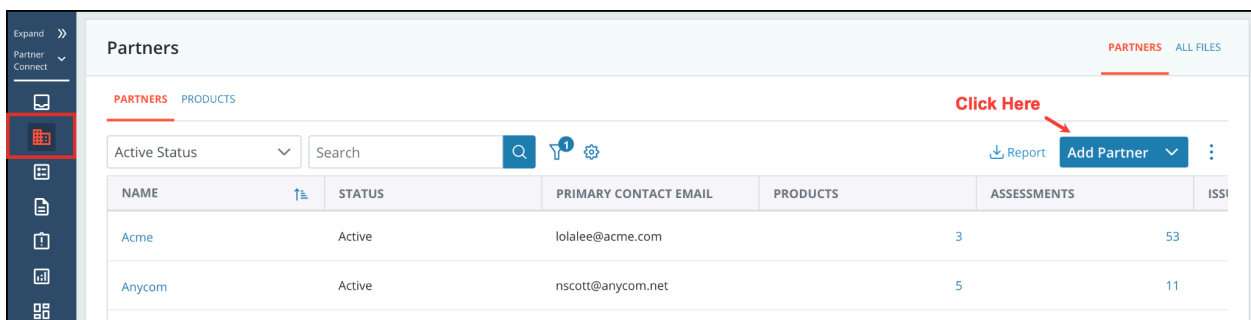
Using Filters for Evaluation	30
Adding Observed Answers	31
Assigning Questions or Sections for Evaluation	32
Assigning an Individual Question	32
Bulk-Assigning Questions	32
Reopening Questions	33
Creating Clarifications	34
Creating a Clarification	34
Submitting Clarifications	35
Comparing Changed Answers	36
Evaluating Answers	37
Scoring an Answer	37
Mapping Answers during Evaluation	38
Reviewing an Assessment	39
Completing an Assessment	39
Completing an Assessment	39
Viewing a Completed Assessment	41
Reopening a Completed Assessment	41

The Centrl Platform helps customers publish assessments to assess risk across their partners and within their internal organization. The Partner Module helps customers track their Partners and the various issues and assessments related to them.

Partner Setup

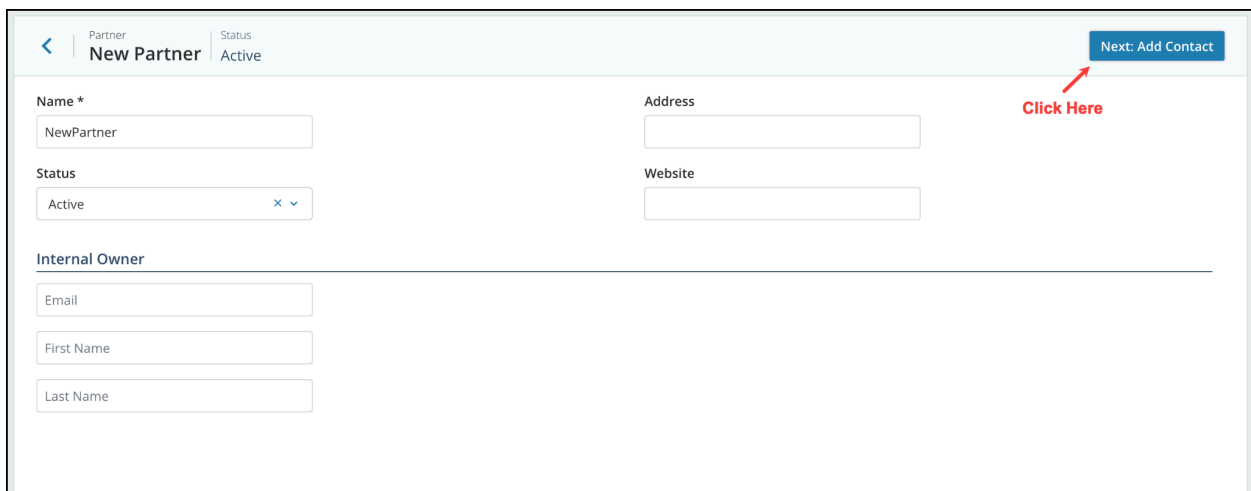
Adding a Partner

Users with the appropriate permissions can view and manage their Partner Data within the **Partner Module**. To add a Partner from the **Partner Module**, click the **Add Partner** button.



The screenshot shows the 'Partners' list view. At the top right, there are tabs for 'PARTNERS' and 'ALL FILES'. Below that, there are tabs for 'PARTNERS' and 'PRODUCTS'. A search bar is present with a search icon and a settings icon. To the right of the search bar, there is a 'Report' button and an 'Add Partner' button with a dropdown arrow. A red arrow points to the 'Add Partner' button with the text 'Click Here'. Below the search bar is a table with the following columns: NAME, STATUS, PRIMARY CONTACT EMAIL, PRODUCTS, ASSESSMENTS, and ISSI. The table contains two rows: 'Acme' with status 'Active', primary contact email 'lolalee@acme.com', 3 products, and 53 assessments; and 'Anycom' with status 'Active', primary contact email 'nscott@anycom.net', 5 products, and 11 assessments.

In the **Partner Details** screen, users enter Partner details such as Name, Status, Address, Website, and any custom attributes. Users can also assign an Internal Owner to the Partner. After adding the details, click the **Next: Add Contact** button to enter details for your Partner contact.



The screenshot shows the 'New Partner' form. At the top right, there is a 'Next: Add Contact' button. A red arrow points to this button with the text 'Click Here'. The form has the following fields: 'Name *' with the value 'NewPartner', 'Status' with a dropdown menu showing 'Active', 'Address', 'Website', 'Internal Owner' section with 'Email', 'First Name', and 'Last Name' fields.

When finished adding a contact, click **Save Partner** to create the Partner record.

Partner | Status Active

Save Partner Cancel

Click Here

Primary Information

First Name Last Name

Email *

Contact Information

Address

Exporting Partner Details

System administrators can export Partner details for reporting or data management. To export records, navigate to the **Partner** screen and click the **Download Report** link, as shown below. Users can import this file to add new records or adjust fields.

Partners PARTNERS ALL FILES

PARTNERS PRODUCTS

Active Status Search

Report Add Partner

NAME	STATUS	PRIMARY CONTACT EMAIL	PRODUCTS	ASSESSMENTS	ISSI
Acme	Active	lolalee@acme.com		3	53
Anycom	Active	nscott@anycom.net		5	11

Click Here

This action will send an email with a download link to an Excel file containing your complete Partner details.

Importing Partner Details

Users with the “*Add/Edit Partner*” permission can bulk import partners from an approved Excel or CSV file. This feature lets users easily update Partners details, such as their attributes, products, or contacts. To begin this process, navigate to your Partners table, as shown below, and click on the **dropdown** icon at the top right. From the dropdown, select **Bulk Import**.

Partners PARTNERS ALL FILES

PARTNERS PRODUCTS

Active Status Report **Add Partner** Click Here

NAME	STATUS	PRIMARY CONTACT EMAIL	PRODUCTS	ASSESSMEN
Acme	Active	lolalee@acme.com		3
Anycom	Active	nscott@anycom.net		5
Globex	Active	rons@globex.com		1

Bulk Import
Import Logs

You can download the import template as shown below. Within the template, you can add multiple Partners and their data, products, and contacts. Click on **Next** to upload the template back onto CENTRL to complete the import.

Step 1 of 3: Download Template ×

This feature allows you to import Partner, Product, and Contact records into the application. In order to import, you will have to use CENTRL's standard import file. A link to download this template is provided below.

Import Process Overview:
In order to upload data into CENTRL, you need to use an approved file format. The import steps are as follows:

1. Download this template file and add your data.
2. Upload the completed template.
3. When processing finishes, review the results in the "Import Log".

Download Approved Template
Click the link below to download the CENTRL-approved template.

[Download Template](#) ← Click Here

Next

When downloading the template from this link, it will provide a blank import template. Do not alter the template columns or tabs as this will result in a format template error during import.

Partner Name	Status	Address	Website	Internal Owner Email	Internal Owner First Name	Internal Owner Last Name	Location Country
PartnerA	Active	Example address 1	partnra.example	jane@internal.example	Jane	Smith	
PartnerB	Inactive	Example address 2	partnerb.example	alex@internal.example	Alex	Burke	

Please Note: The Bulk Import template has several tabs for updating Partner data, including Partners, Contacts, and Products. These tabs include reference data to show users how to format data for upload. Users should remove this data before import to avoid unintentional updates.

Do not alter the template columns or tabs to avoid formatting template errors.

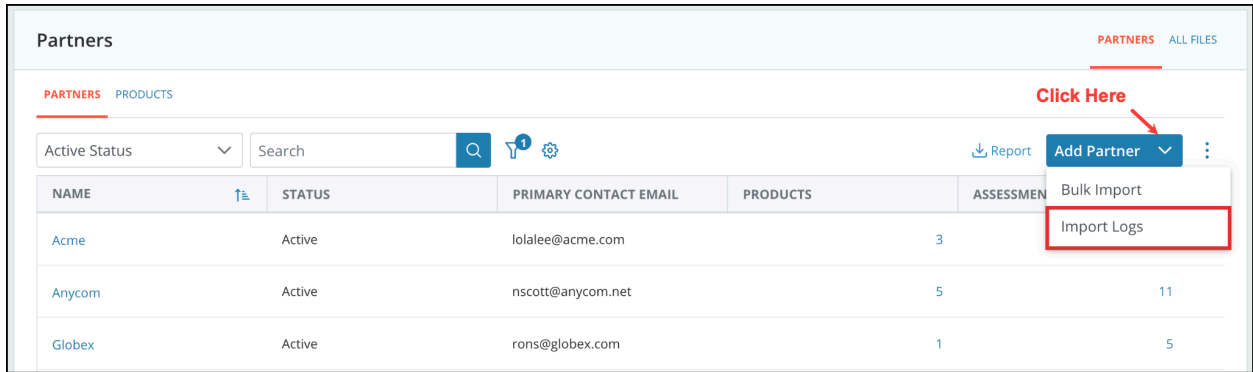
For a comprehensive guide on bulk importing Partner Data, please visit our articles here:

- [Bulk Importing Partner from System Admin Module](#)
- [Bulk Importing Partners from Partners Module](#)

Import Logs

Viewing Import logs for Partner Details can help users track the import progress, view errors, and make the necessary corrections to upload the file successfully.

To access your import logs from the **Partner Module**, navigate to the Partners screen, click on the **dropdown arrow** next to the **Add Partner** button, and select the **Import Logs** option as shown below.

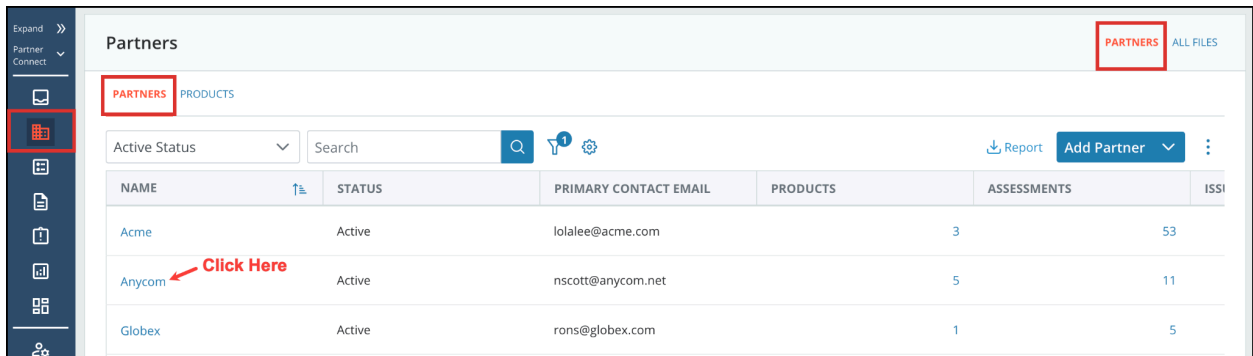


For an in-depth guide on how using Import Logs, please refer to our Help Center article here: [Import Logs from the Partners Module](#).

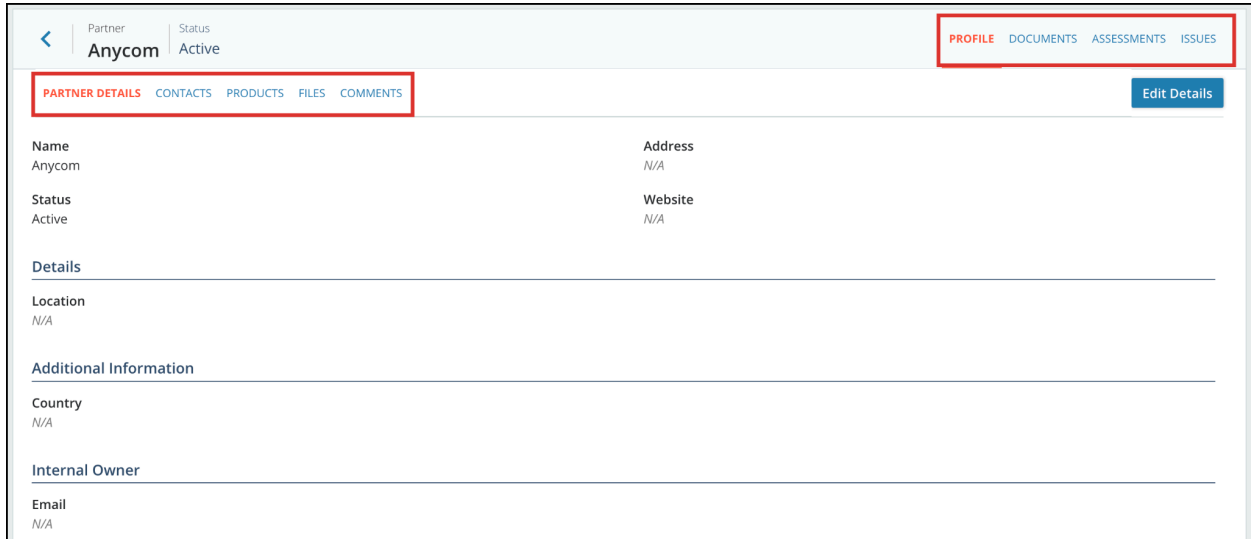
Viewing Partner Profile

Users with the appropriate permissions can view their Partner details within the Partner Profile Page.

1. Navigate to the **Partner Module** and click on a **Partner Name** from the Partners screen.

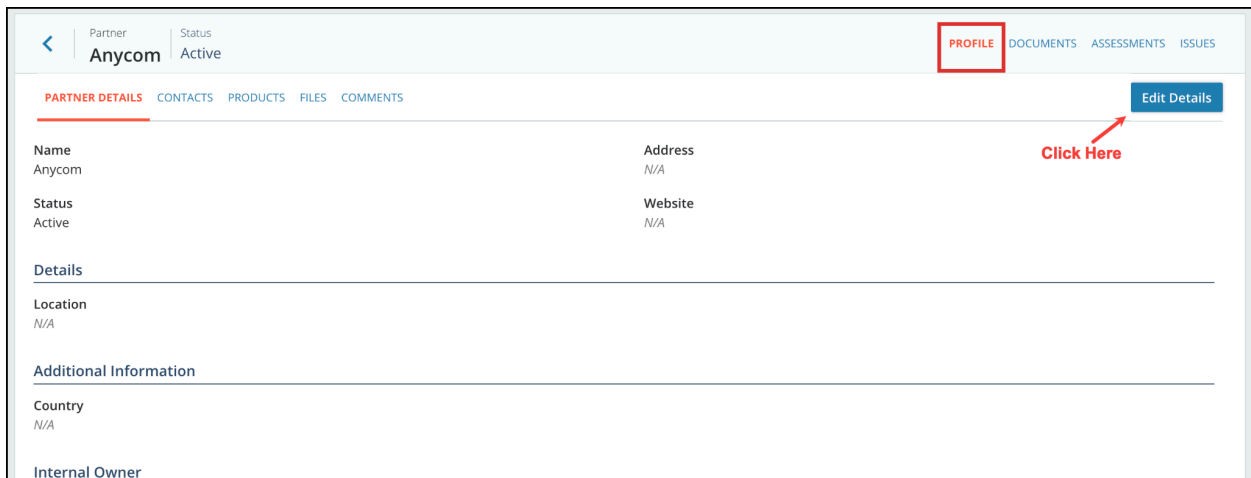


2. The Partner Details page provides an overview of the details for the selected Partner. You can select each tab below to navigate through the data about this Partner.



Editing Partner Details

1. Navigate to the **Profile** screen and click on the **Partner Details** tab.
2. Click on the **Edit Details** button to edit.



For more information on editing your Partner's details, please visit our Help Center articles here:

- [Editing Partner Details from the Partner Module](#)
- [Editing Partner Details from the System Admin Module](#)

Custom Attributes

System administrators can add or remove attributes for their partners to capture additional information.

For more information on creating and adding custom attributes for your Partners, please visit our Help Center article here: [Adding Custom Fields](#).

Adding Partner Contacts

1. Within the **Profile** screen of the Partner profile, click on the **Contacts** tab. Here, you can view the contacts associated with the selected partner.
2. Click on the **Add Contact** button to add a new contact.

The screenshot shows the 'Anycom' Partner Profile with the 'CONTACTS' tab selected. The table below lists the contacts:

Contact Email	Contact Name	Centrl Company Name	Partner Name	Invitation Status	Invited By	Actions
nscott@anycom.net	No Data	anycom.net	Anycom	Accepted	Nathan Sc	⋮
nscott@anycom.net	Nathan Scott	anycom.net	Anycom	Accepted	Nathan Sc	⋮
nscott@anycom.net	Nathan Scott	anycom.net	Anycom	Accepted	Nathan Sc	⋮
jsunnings@anycom.net	Jenn Sunnings	anycom.net	Anycom	Expired	Samm Plic	⋮
bcafet@anycom.net	Brian Cafet	anycom.net	Anycom	Accepted	Samm Plic	⋮

For more information on adding contacts to your Partners, please visit our Help Center article here: [Managing External Contacts from the Partners Module](#).

Adding Partner Products

1. Within the **Profile** screen of the Partner profile, click on the **Products** tab. Here you can view the list of products associated with the selected Partner.
2. Click on the **Add Product** button to add a new Product.

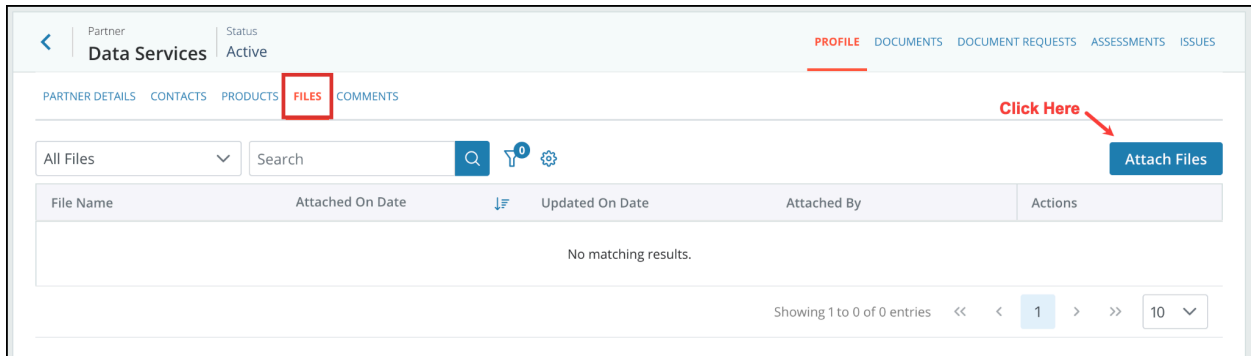
The screenshot shows the 'Anycom' Partner Profile with the 'PRODUCTS' tab selected. The table below lists the products:

Name	Description	Status	Partner	File(s)
AnyAccount	No Data	Active	Anycom	0
AnyComm	No Data	Active	Anycom	0
AnyFund	No Data	New	Anycom	0
AnyInvesments	No Data	New	Anycom	0
AnyProd	Product by Anycom	New	Anycom	1

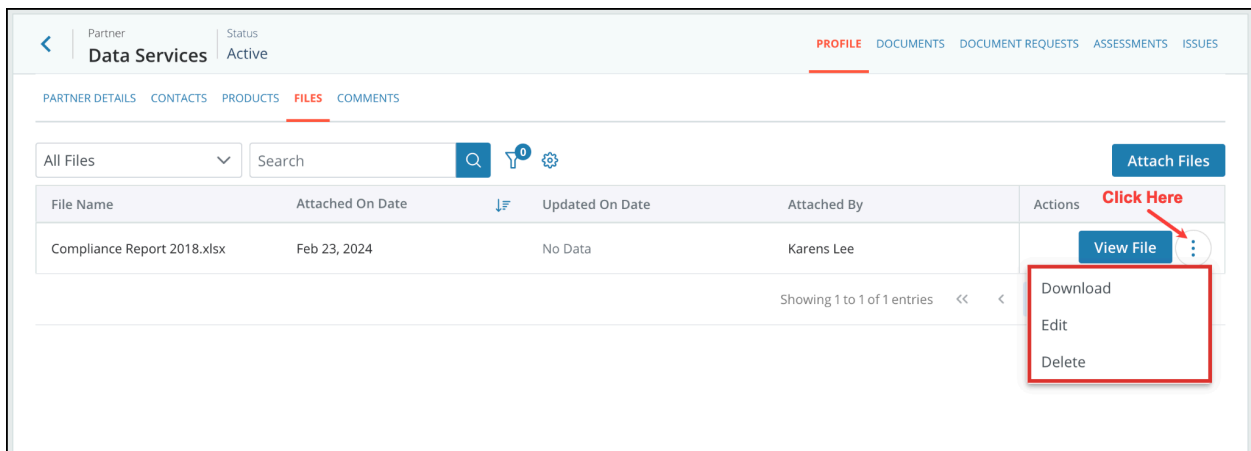
For more information on managing your Partner's Products, please visit our Help Center guide here: [Adding and Editing Partner Products from the Partners Module](#).

Attaching Files to a Partner's Profile

You can attach files and documentation related to a specific Partner. To do so, navigate to the Partner profile, click the **Files** tab, and then **Attach Files**.



ou can download, edit, or delete files by clicking the **three dots** option.



Assessments Module

Navigating to Manage Questionnaires

Within the **Manage Questionnaires** screen, users can create, manage, and publish questionnaires to their Partners.

1. Navigate to the **Assessments** module and click on the **Manage Questionnaires** screen.

2. Click on the **Create New** button to create a new questionnaire.

Name	Version	Questions	Description	Updated On	Status	Actions
Copy of Start New Ques...	1	1	Template for Starting a ...	Nov 9, 2023	DRAFT	Publish
DDQ Firm & Fund Ques...	1.0	4	Template for Starting a ...	Oct 12, 2023	PUBLISHED	Publish
Managed Account Mod...	3.2	22	Managed Account Mod...	Sep 26, 2023	PUBLISHED	Publish
Responsible Investment...	3.2	22	Responsible Investment...	Sep 26, 2023	PUBLISHED	Publish
ESG Sample Questionn...	1.0	16	ESG Sample Questionn...	Sep 21, 2023	DRAFT	Publish

Creating a Questionnaire

You can create and publish questionnaires to your partner in the Assessments module. There are five ways to make a Questionnaire:

A.) **Using Industry Standard Templates:** You can create questionnaires using pre-digitized industry standard templates provided by CENTRL.

B.) **Create using an existing questionnaire:** You can create a new questionnaire by using an existing questionnaire your organization has made as a starting point. You can then edit the questionnaire to suit your needs.

C.) **Start new:** You can create a blank questionnaire using the template 'Start New Questionnaire' from the list of pre-digitized templates.

D.) **Import using the CENTRL Excel template:** You can create a new questionnaire by importing CENTRL's approved Excel questionnaire template. Users can view the import logs to track import progress, view errors, and make the necessary corrections to upload the file successfully. Visit our Help Center article on Importing Questionnaires: [Importing a Questionnaire](#).

E.) **Create using the Question Bank:** The Question Bank lets users create a questionnaire by selecting previously used questions across each assessment. For more information, visit our Help Center article: [Question Bank section](#).

For more in-depth details on the various ways to create questionnaires, view our Help Center article: [Creating A Questionnaire](#).

Editing a Questionnaire

After creating a questionnaire, you can customize it to suit your needs before publishing. You can add or edit questions, sections, sub-sections, and follow-up questions and change the questionnaire's format and properties.

Manage Questionnaires / DDQ 2024 / View

DDQ 2024
Draft | Questions: 2 | Documents: 0 | Last edited Mar 29, 2024

EDIT QUESTIONS > SCORE KEY > ASSIGNMENTS

Search [] View: All [] Section []

QI. Questionnaire Instructions **Click Here**

A. Section 1 [2 Questions]

A.1. What is your current AUM?

A.2. What is the approximate exposure?

Add a Question
Paste Section Above
Paste Section Below
Cut Section
Delete Section
Add Sub-Section

Unique ID 33901-Centri-820524
Import Question View Questionnaires View Linked Questions Unlink Questions

Question
Mandatory Question

Question Number
A.1 Show Question ID

Question Text
What is your current AUM?

Map Answer To Attribute

Answer
Yes/No Single Select Multi Select Open Document Table Other

Note: Users can modify questionnaires in the Draft status. Questionnaires become locked once Approved.

Please visit our Help Center article here to learn more about how to edit your Questionnaires: [Editing a Questionnaire](#).

Score Key

The Score Key tab allows users to modify the necessary scoring configurations to score questionnaires. To create a score key, go to the **Assessments Admin Module** and access the **Grading Scales** screen. Click on the **Create New** button, as shown below, to create a score key.

Assessments Admin

GRADING SCALES CONFIGURATION

Click Here → Create New

Grading Scale Name	Methodology	Default	Action
Default Scale	Weights	Y	
Weights Scale for Evaluation	Weights		Delete
Risk	Max Score		
Qualitative	Qualitative		
ESG Scoring	Max Score		

These are the three scoring methodologies available for use:

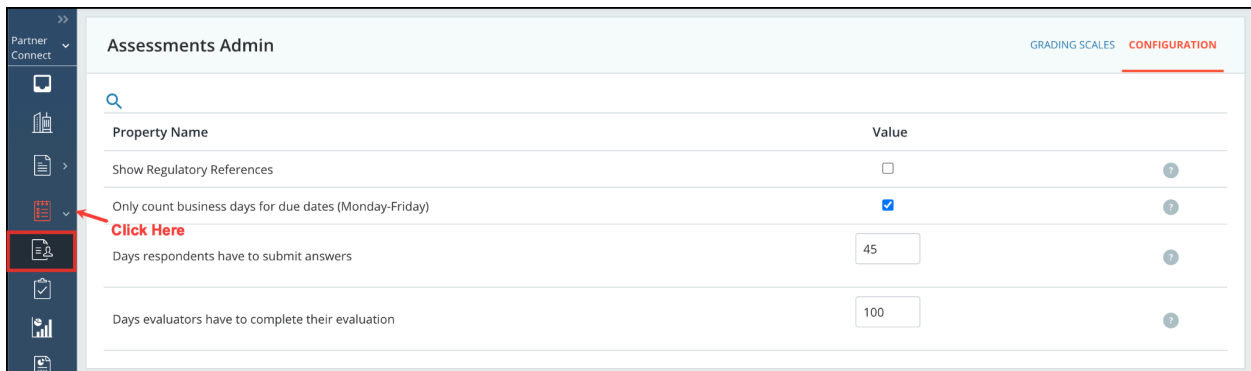
- **Weights** - allows users to define a "weight" for each question or section in the questionnaire. Our system will calculate the final grade as the weighted average of all question grades.
- **Max Scoring** - allows users to define a maximum score for each question in the questionnaire. The system will calculate the final grade as the percent of the maximum score.
- **Qualitative** - used to evaluate questionnaires when numeric scores are not applicable.

For a complete guide on creating, customizing, and utilizing your Score Key, please visit our Help Center article here: [Grading and Scoring Methodology](#).

You can navigate to the Assessments Admin Module to configure your score keys.

Assessments Admin Module

Users with the proper permissions can access the **Assessments Admin Module** and configure questionnaire settings. They can also enable regulatory references within this module, set due dates to count only business days and more. To access this module, click on the > dropdown icon next to the **Assessments Module**, then click on the **Assessments Admin Module** icon, as shown below.



For a complete guide on the configurable settings within this module, please visit our Help Center article here: [Configure Questionnaire Settings](#).

Assignments

The **Assignments** tab lets users set up rules to automatically assign a question or section to a user or group for evaluation.

Users can click the **checkboxes** for the questions/sections they wish to assign and click on the **Assign** button, as shown below.

Manage Questionnaires / AIMA - Managed Account Module / View

AIMA - Managed Account...
Draft | Questions: 23 | Documents: 1 | Last edited a day ago

Preview Approve

EDIT QUESTIONS > SCORE KEY > **ASSIGNMENTS**

Auto assign questions to evaluators | Filters: View: All | Select All

> A. Managed Account Documents [6 Questions]

▼ B. Account Size And Capacity [7 Questions]

B.1. What is the minimum optimal managed account size for this strategy? Not Assigned

B.2. What is the minimum accepted managed account size for this strategy? Not Assigned

B.3. What is the maximum accepted managed account size for this strategy? Not Assigned

B.4. How many separately managed accounts using this strategy are currently open, grouped by size? Not Assigned

B.5. For an account at the minimum size, would markets be included or excluded? Not Assigned

12 Questions(s) Selected

UnAssign (12) Assign (12)

Click to Assign Sections or Individual Questions

Click Here to Assign

In the *Assign Question(s) window*, you can select an internal user from the dropdown list. Click on **Assign** to confirm your selection.

Assign Question(s) ×

Question(s) To Assign: 7

Assign To

Select User from Dropdown

- Lola Lee
- Samm Plier
- Matt Cares
- Tori Rodri

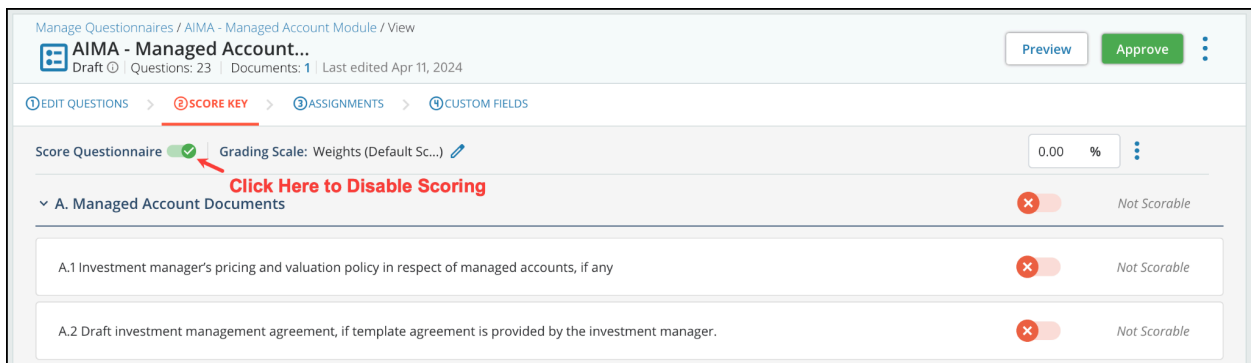
Assign Cancel

For more information on the *Assignments Tab*, please visit our article here: [Auto-assigning Questions and Sections](#).

Enabling Scoring for Questions

Scoreable and Non-scoreable Questions

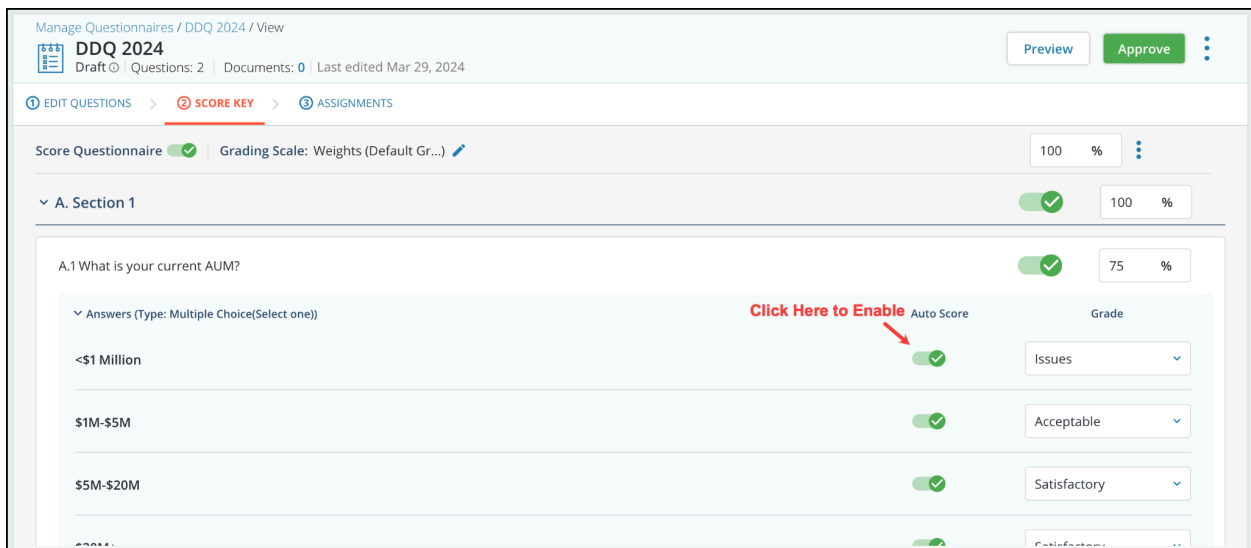
Users will also have the option to toggle particular questions or sections as scorable or non-scorable. Click the Toggle icon below to enable or disable scoring for an entire questionnaire.



For more information on non-scorable questions/sections, please refer to our Help Center article: [Setting a Questionnaire as Non-Scorable](#).

Enabling Auto-Scoring

The Auto-Evaluation feature lets users save time by creating rules to automatically score particular answers. Depending on the Scoring methodology used for the questionnaire, only particular answer types can enable Auto-Evaluation. For example, users cannot add scoring rules to open text answers today.

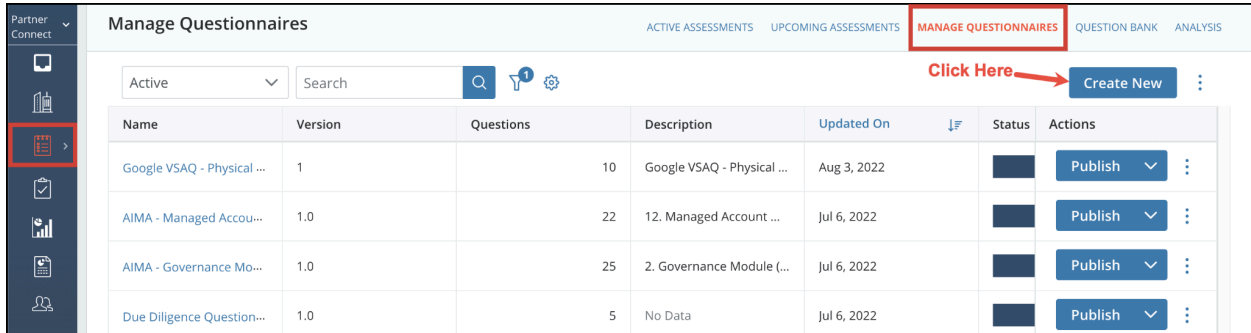


Please note: Auto-Evaluation is not enabled by default.

Visit our Help Center article for Auto Evaluation: [Enable Auto-Evaluation for Questionnaires](#).

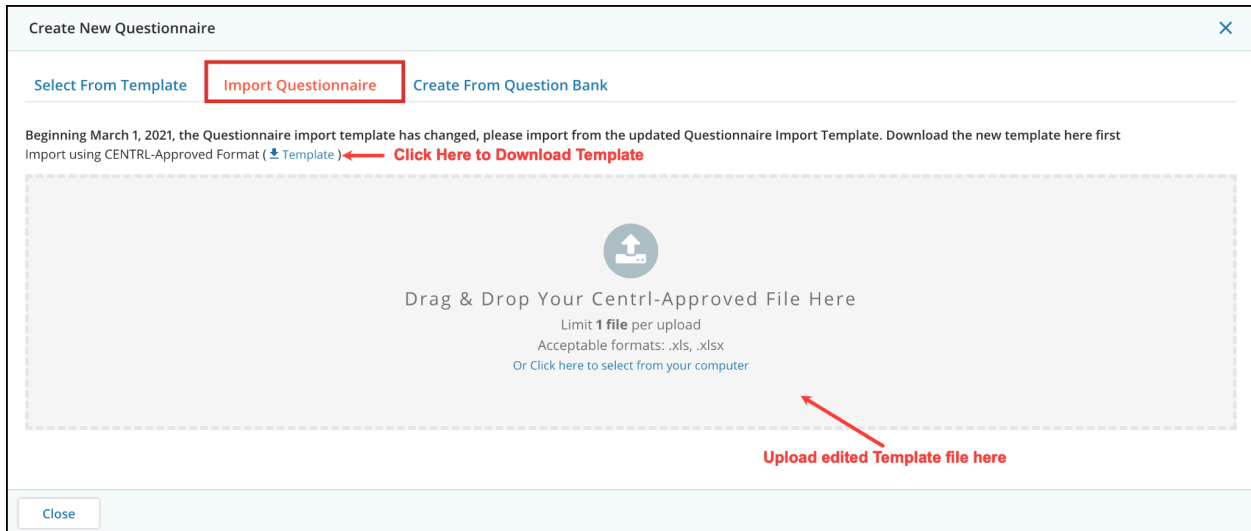
Importing a Questionnaire

Users can create new Questionnaires by updating and importing the CENTRL approved questionnaire template. To download the template, navigate to the **Assessments Module** > **Manage Questionnaires** Screen > and click on the **Create New** button, as shown below.



Name	Version	Questions	Description	Updated On	Status	Actions
Google VSAQ - Physical ...	1	10	Google VSAQ - Physical ...	Aug 3, 2022	■	Publish ▾
AIMA - Managed Accou...	1.0	22	12. Managed Account ...	Jul 6, 2022	■	Publish ▾
AIMA - Governance Mo...	1.0	25	2. Governance Module (...)	Jul 6, 2022	■	Publish ▾
Due Diligence Question...	1.0	5	No Data	Jul 6, 2022	■	Publish ▾

Then, in the *Create New Questionnaire window*, select the **Import Questionnaire** tab, and then click on the **Download Template** link to download the template, as shown below.



Create New Questionnaire

Select From Template **Import Questionnaire** Create From Question Bank

Beginning March 1, 2021, the Questionnaire import template has changed, please import from the updated Questionnaire Import Template. Download the new template here first
Import using CENTRL-Approved Format ([Download Template](#)) ← Click Here to Download Template

Drag & Drop Your CentrL-Approved File Here
Limit 1 file per upload
Acceptable formats: .xls, .xlsx
Or Click here to select from your computer

Upload edited Template file here

Close

After editing offline, you can upload the file in the same window to complete the import. For more information on the Import Questionnaire process, please visit our article here: [Importing a Questionnaire](#).

Question Bank

The Question Bank feature lets users manage all questions in a single place and quickly define custom attributes for each question. Most importantly, users can link questions together to tell

the system when to treat different questions as the same. Linkage improves the process of prepopulating answers by telling the system to choose between the latest answer to a linked question when prepopulating answers.

For example, let a customer have three linked questions:

1. Where are you headquartered?
2. Where is your headquarters located?
3. Where are you headquartered?

When prepopulating the answer to "Where is your headquarters located?" the system will look at the latest answer to these three questions.

The screenshot displays the 'My Questions' page. At the top, there are navigation tabs: ASSIGNMENTS, ACTIVE ASSESSMENTS, BULK ASSESSMENTS, UPCOMING ASSESSMENTS, MANAGE QUESTIONNAIRES, QUESTION BANK (highlighted with a red box), and ANALYSIS. Below the tabs, there are two sub-tabs: MY QUESTIONS (active) and CENTRL TEMPLATES. A search bar is present with a search icon and a notification icon. A 'Bulk Edit Attributes' button is also visible. The main content is a table with the following data:

Unique ID	Question	Linked Questions	Question Type	Questionnaires	Created On	Actions
33901-Centrl-820461	Lorem ipsum dolor sit a...	0	Parent	2	Mar 29, 2024	⋮
33901-Centrl-820462	Lorem ipsum dolor sit a...	0	Parent	1	Mar 29, 2024	⋮
33901-Centrl-820524	What is your current AU...	0	Parent	1	Mar 29, 2024	⋮

Users can choose whether to create a linkage when updating an existing question. Users might not want to link the new question if they are entirely rewriting it as something else.

Choose Edit Action ✕

If this question is used on other questionnaires, do you want to replace the text or just create a new question?

Update question text in the Question Bank.
We will update existing unpublished questionnaires that use this question to show the new text. We cannot update the text on published questionnaires.

Create a new entry in the Question Bank.
Existing questionnaires will not be affected. This question will link to the prior question. You can unlink from the question bank.

For more information on utilizing the Question Bank, please refer to our Help Center articles below:

[Viewing and Managing the Question Bank](#)

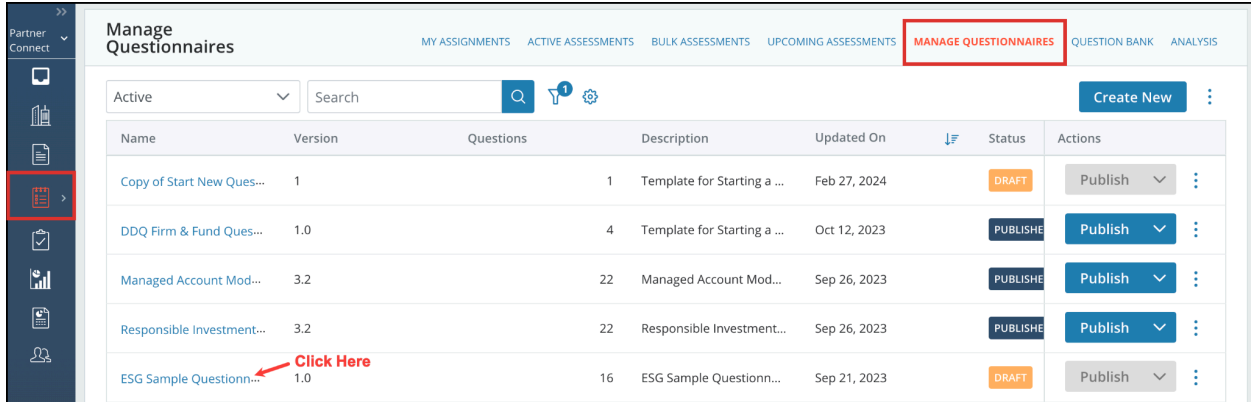
[Creating a Questionnaire from the Question Bank](#)

[Linking Questions for Pre-population](#)

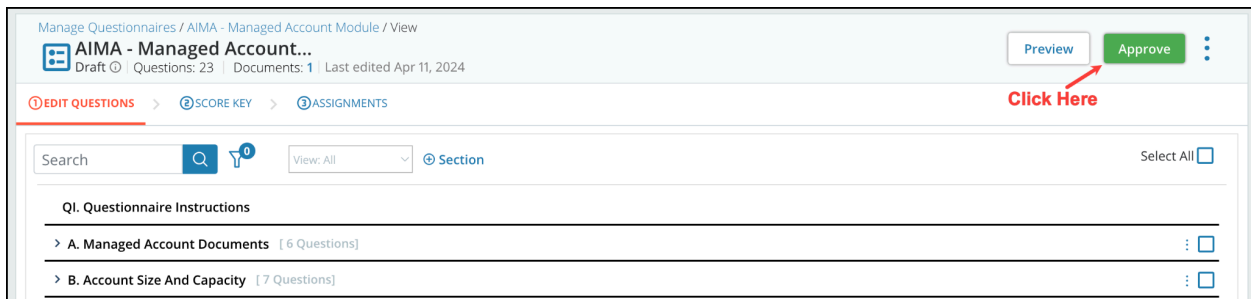
Approving a Questionnaire

In CENTRL's workflow, users can only publish approved questionnaires. Only users with the *Questionnaire Approve* permission enabled in their user profile or who are Questionnaire Admins can approve a questionnaire. Once approved, users cannot modify a questionnaire.

1. Navigate to the **Manage Questionnaires** screen and click on the name of any assessment in a *Draft* Status. The questionnaire will open the edit screen.



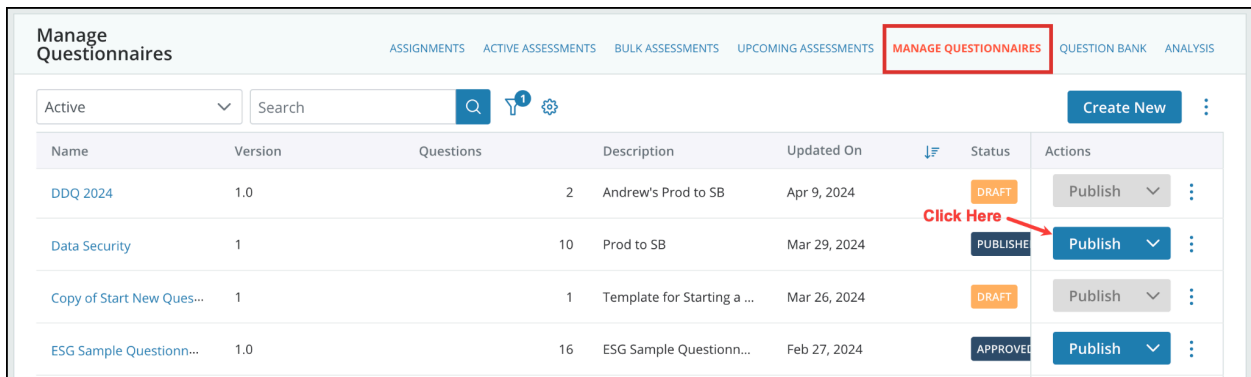
2. From the edit screen, click the **Approve** button.



For more information on approving a Questionnaire, please visit our Help Center article here: [Approving a Questionnaire](#).

Publishing a Questionnaire

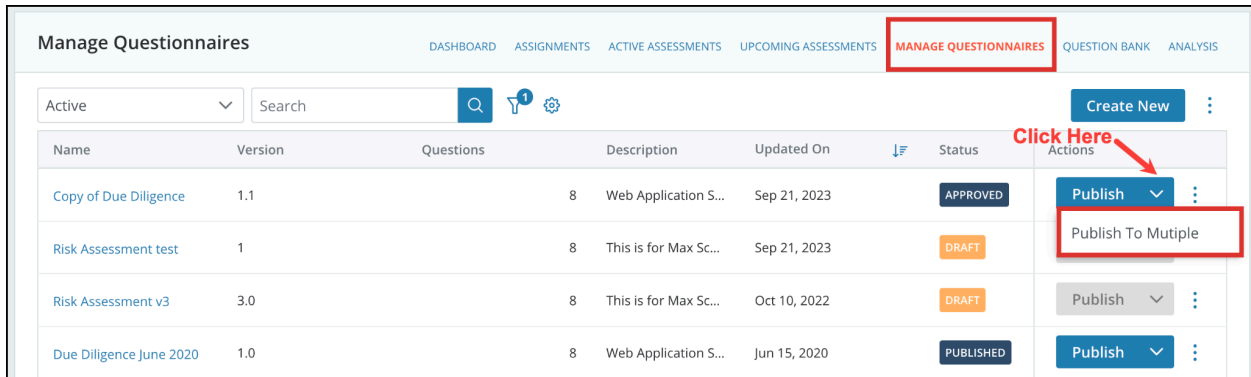
CENTRL allows you to publish approved or already published questionnaires. Furthermore, users can publish a questionnaire only if they have the *Publish* role permission enabled or if they are a Questionnaire Admin. To publish a questionnaire, navigate to the **Manage Questionnaires** screen and click the **Publish** button. Clicking this action will bring up the Start & Publish Assessment screen.



Please Note: Alternatively, you can also publish directly from the Questionnaire Edit screen.

Publishing to Multiple Partners

Users can use Bulk Publish to publish a questionnaire to multiple partners simultaneously.

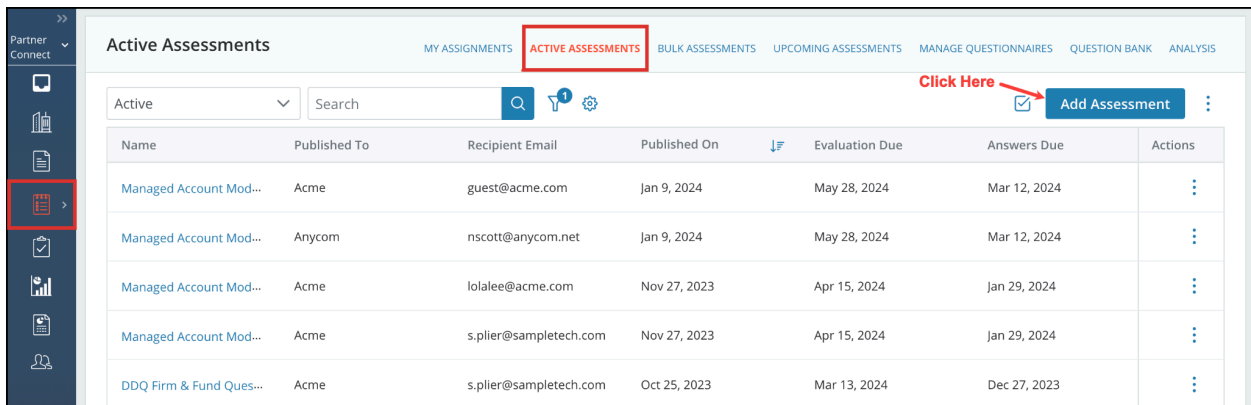


The screenshot shows the 'Manage Questionnaires' interface. At the top, there are navigation tabs: DASHBOARD, ASSIGNMENTS, ACTIVE ASSESSMENTS, UPCOMING ASSESSMENTS, **MANAGE QUESTIONNAIRES** (highlighted with a red box), QUESTION BANK, and ANALYSIS. Below the tabs is a search bar and a 'Create New' button. The main area contains a table with columns: Name, Version, Questions, Description, Updated On, Status, and Actions. The table lists four questionnaires: 'Copy of Due Diligence' (APPROVED), 'Risk Assessment test' (DRAFT), 'Risk Assessment v3' (DRAFT), and 'Due Diligence June 2020' (PUBLISHED). In the 'Actions' column for the 'Risk Assessment test' row, the 'Publish' dropdown menu is open, and the 'Publish To Multiple' option is highlighted with a red box. A red arrow points to the 'Publish' dropdown with the text 'Click Here'.

To learn more about publishing to multiple partners, see the following article: [Publishing to Multiple Partners](#).

Publishing From Active Assessments Screen

A questionnaire can also be published directly from the Active Assessments table. To begin this process, navigate to the **Active Assessments** Screen and click the **Add Assessment** button, as shown below.



The screenshot shows the 'Active Assessments' interface. At the top, there are navigation tabs: MY ASSIGNMENTS, **ACTIVE ASSESSMENTS** (highlighted with a red box), BULK ASSESSMENTS, UPCOMING ASSESSMENTS, MANAGE QUESTIONNAIRES, QUESTION BANK, and ANALYSIS. Below the tabs is a search bar and an 'Add Assessment' button (highlighted with a red box). A red arrow points to the 'Add Assessment' button with the text 'Click Here'. The main area contains a table with columns: Name, Published To, Recipient Email, Published On, Evaluation Due, Answers Due, and Actions. The table lists five active assessments, all published to 'Acme'.

For more details about publishing an assessment, view our Help Center article: [Starting a new Active Assessment](#).

Publishing an Assessment

The publishing flow is a 3 stage process, as outlined below:

Step 1: Select Partner:

To start, select the Partner or Business Unit you wish to assess. Note that you cannot publish to Partners marked as Inactive. You can optionally select related records like products or

relationships when publishing an assessment. Selecting related records indicates that this assessment covers not just this Partner but specifically its related records. Click on the Next button to proceed.

Start & Publish Assessment

Partner Contact Review & Publish

Who are you assessing?

Partner

Business Unit

Anycom x v

Select From Dropdown

Related Records

Anycom... x Anycom... x v

Summary

- Anycom
- AnyProd, AnyAccount
- ESG Sample Questionn...
- Contact

Back Next

Please note: Users can add a new Partner on the fly by typing the partner's name in the dropdown field.

Step 2: Select Contact:

You can select which individuals will receive this assessment. Users can add one or many recipients by utilizing the Additional Recipients feature. Select a recipient(s) and click the **Next** button to proceed.

Start & Publish Assessment

Partner Questionnaire Contact Review & Publish

Who should provide answers?

External Contact

The external party should provide responses to the Assessments

lolalee@acme.com x v

Additional Recipients

Internal Contact

A member of my company should provide responses. This can be done in order to assess a business unit or ask a contact at a business unit to provide answers on behalf of a partner, product, service etc.

Answer Directly ("Me")

Instead of publishing out the Assessments to another party, provide the answers directly.

Notify the Internal Business Owner?

Yes, notify and include in all external communications.

Summary

- Acme Edit
- Product Edit
- DDQ Firm & Fund Questionnaire Edit
- lolalee@acme.com (Partner Contact)

Back Next

The following options are available:

- **External Contact:** Use this when publishing the questionnaire to your external partner contact(s). You can select an existing partner contact or add a new one.
- **Internal Contact** - When publishing the questionnaire to an internal business unit contact, select this option. To learn more about publishing to an Internal Business Unit Contact, view the article: [Publishing to Internal Business Unit Contact](#).
- **Answer Directly (“Me”)** - Select this option if you are answering the questionnaire on behalf of your Partner. To learn more on Self-publishing, view the article: [Self-publishing Questionnaires - Answer on Behalf of a Partner](#).

Step 3: Review and Publish:

The final stage is to review the assessment details, confirm the publish date, and configure additional details for this assessment. Once the questionnaire is published, users can view the Assessment in the Active Assessments table.

Please note: The recipient(s) will receive an email notification when you publish an assessment.

Adding a Repeat Occurrence

During the review stage of publishing an assessment, users can utilize the **Add Repeat** function to create a schedule of recurring assessments.

Users can customize the occurrence frequency, the next occurrence dates, and the end date for this recurring assessment.

For more information on adding occurrences, please refer to our Help Center article section: [Adding Recurrence](#)

Upcoming Assessments

Users can track future assessments in the **Upcoming Assessments** screen. Additionally, users can create a new schedule directly from this screen, as shown below:

Name	Published To	Owner Name	Recipient Name	Period	Actions
DDQ Firm & Fund Questionnaire	Acme	Samm Plier	Lola Lee	No Data	⋮
DDQ Firm & Fund Questionnaire	Acme	Samm Plier	Lola Lee	No Data	⋮
DDQ Firm & Fund Questionnaire	Acme	Samm Plier	Lola Lee	No Data	⋮

The **Schedule** tab displays the plans for any upcoming assessments, while the **Occurrence** tab displays the individual entities for each upcoming assessment scheduled from the plans.

For more information on upcoming assessments, please refer to our article: [Scheduling an Upcoming Assessment](#).

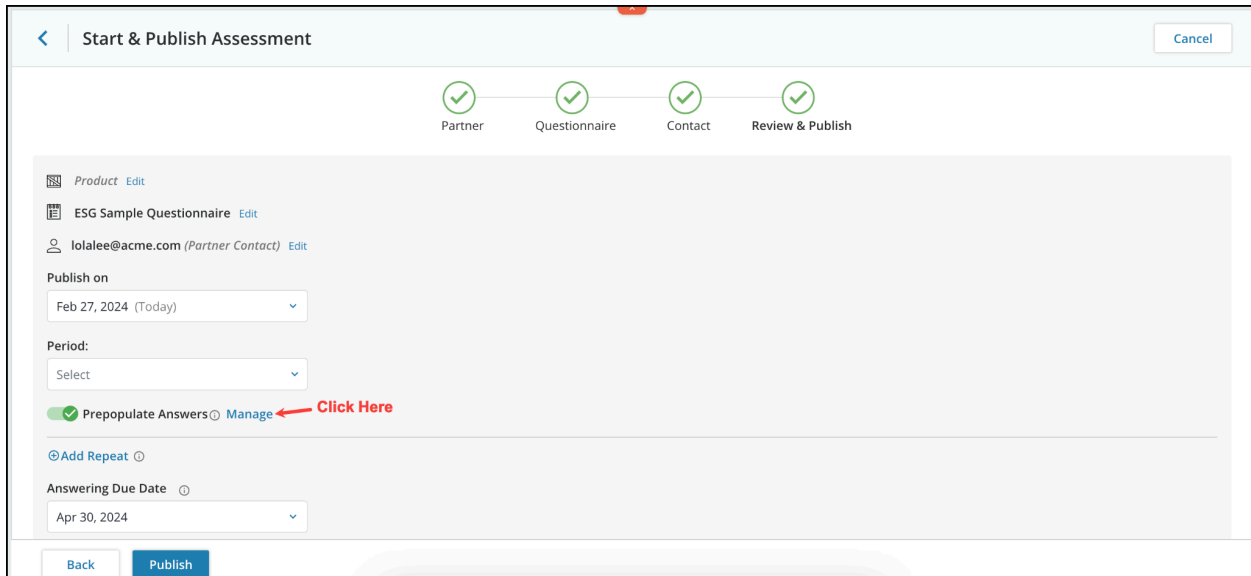
Prepopulating Answers

Users can prepopulate an assessment with answers a Partner has previously. Prepopulation helps a Partner quickly respond to an assessment by simply changing only the question answers that require an update.

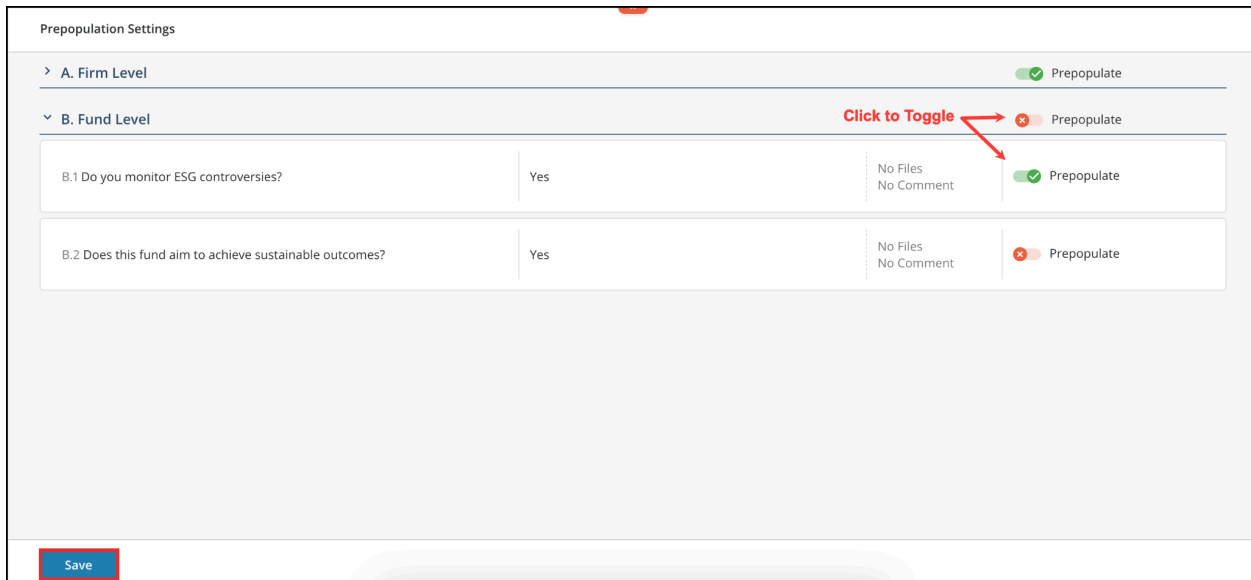
To learn more about the Pre-populate answer feature, please see the following article: [Parameters for Pre-populating Assessments](#)

Managing the Prepopulation Settings

1. From the Review & Publish screen, toggle the switch for Prepopulate Answers to enable pre-population, and click on the **Manage** button.



2. The Prepopulation Settings screen displays the prepopulated answers to the questions. From this screen, you can enable or disable the prepopulated answer for any questions, follow-up questions, or an entire section, as needed.

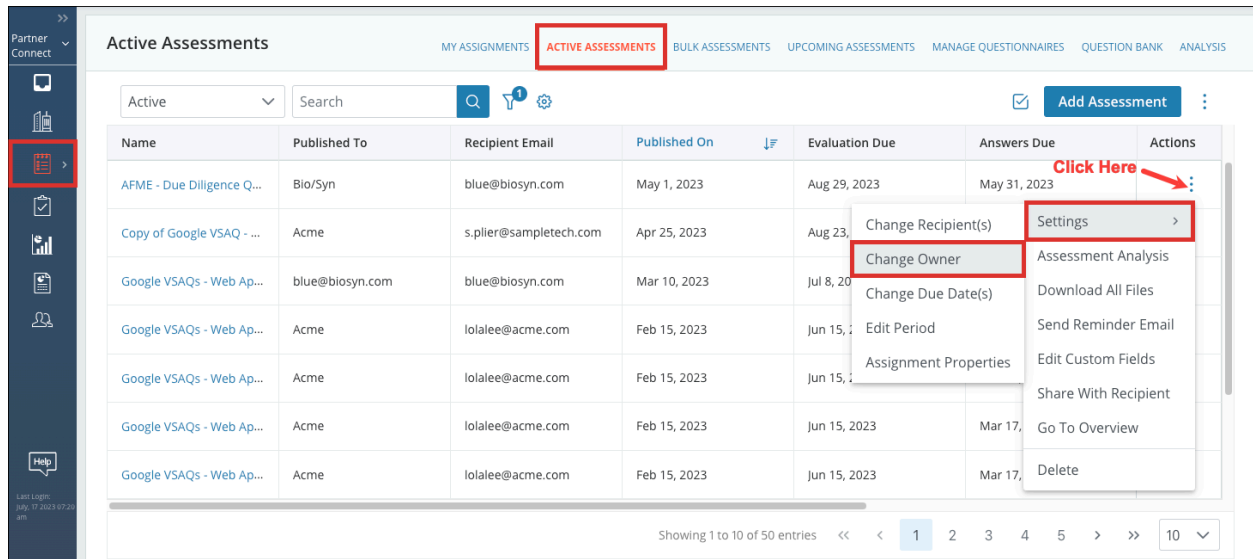


Please note: Enabling pre-population for answers saves time during evaluation by loading your last evaluation when answers remain unchanged.

For more information on Managing your Prepopulation settings, please refer to our Help Center article here: [Manage the Prepopulation Settings](#).

Change the Assessment Owner

1. From the **Active Assessments** tab in the **Assessments Module**, click on the **three dots** for the active assessment you wish to edit.
2. Click **Settings** and select **Change Owner**.



The screenshot displays the 'Active Assessments' tab in the Assessments Module. The interface includes a sidebar with navigation icons, a search bar, and a table of assessments. The 'Active Assessments' tab is highlighted in red. The table has columns for Name, Published To, Recipient Email, Published On, Evaluation Due, Answers Due, and Actions. The first row is highlighted, and the 'Actions' column for this row is expanded to show a menu with options: Change Recipient(s), Change Owner (highlighted in red), Change Due Date(s), Edit Period, Assignment Properties, Settings (highlighted in red), Assessment Analysis, Download All Files, Send Reminder Email, Edit Custom Fields, Share With Recipient, Go To Overview, and Delete. A red arrow points to the 'Settings' option with the text 'Click Here'.

Name	Published To	Recipient Email	Published On	Evaluation Due	Answers Due	Actions
AFME - Due Diligence Q...	Bio/Syn	blue@biosyn.com	May 1, 2023	Aug 29, 2023	May 31, 2023	Click Here >
Copy of Google VSAQ - ...	Acme	s.plier@sampletech.com	Apr 25, 2023	Aug 23, 2023		Change Recipient(s) Change Owner Change Due Date(s) Edit Period Assignment Properties
Google VSAQs - Web Ap...	blue@biosyn.com	blue@biosyn.com	Mar 10, 2023	Jul 8, 2023		Settings > Assessment Analysis Download All Files Send Reminder Email Edit Custom Fields Share With Recipient Go To Overview Delete
Google VSAQs - Web Ap...	Acme	lolalee@acme.com	Feb 15, 2023	Jun 15, 2023		
Google VSAQs - Web Ap...	Acme	lolalee@acme.com	Feb 15, 2023	Jun 15, 2023		
Google VSAQs - Web Ap...	Acme	lolalee@acme.com	Feb 15, 2023	Jun 15, 2023	Mar 17, 2023	
Google VSAQs - Web Ap...	Acme	lolalee@acme.com	Feb 15, 2023	Jun 15, 2023	Mar 17, 2023	

3. In the **Change Owner** screen, you can select the new owner from the dropdown menu.
4. Click on the **Change Owner** button to save your update.

For more information on changing assessment owners, please visit our article here: [Changing the Assessment Owner](#).

Adding Additional Recipients

1. From the **Active Assessments** tab in the **Assessments Module**, click on the **three dots** for the active assessment you wish to edit.
2. Click **Settings** and then select **Change Recipient** to update the recipient(s).

Partner Connect

Active Assessments

ACTIVE ASSESSMENTS | UPCOMING ASSESSMENTS | MANAGE QUESTIONNAIRES | ANALYSIS

All Search Add Assessment

Name	Published To	Recipient Email	Published On	Evaluation Due	Actions
Due Diligence Questionnaire	Pide Inc.	margaret@pide.com	Jan 24, 2023	May 24, 2023	Click Here
AIMA - Governance Module (20...	Pide Inc.	margaret@pide.com	Jan 24, 2023		Change Recipient(s) Settings
AIMA - Managed Account Modu...	Pide Inc.	margaret@pide.com	Jan 24, 2023		Change Owner Assessment Analysis
Due Diligence Questionnaire	Pide Inc.	margaret@pide.com	Jan 24, 2023		Change Due Date(s) Download All Files
AIMA - Managed Account Modu...	Pide Inc.	margaret@pide.com	Jan 24, 2023		Edit Period Send Reminder Email
MSA Questionnaire	Acme	lolalee@acme.com	Jan 17, 2023	May	Assignment Properties Edit Custom Fields
AIMA - Managed Account Modu...	Acme	lolalee@acme.com	Jan 12, 2023	No	Share With Recipient Go To Overview
					Delete

3. You can manage the primary recipient and additional recipients within this modal. You can also add a new recipient by entering their email address. Click on the **Change Recipient(s)** button to update your changes.

Change Recipient(s)

Nathan Scott
nscott@anycom.net

New Recipients

New Primary Recipient
The current Primary Recipient will be replaced by the newly added Recipient

Brian Cafet

Message Optional
Write message for the primary recipient here

Additional Recipients
nscott@anycom.net

Change Recipient(s) Cancel

Click Here

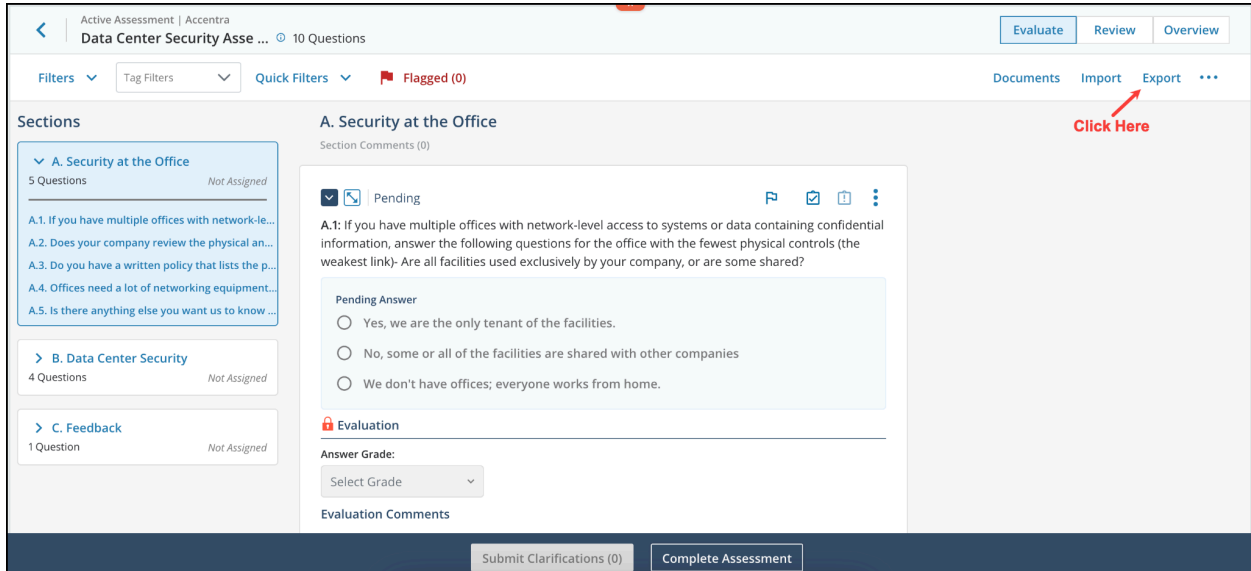
For a more in-depth guide on adding additional recipients, please visit our Help Center article here: [Adding Additional Recipients](#).

Export and Import an Assessment Answered Offline

Export the file for offline answering

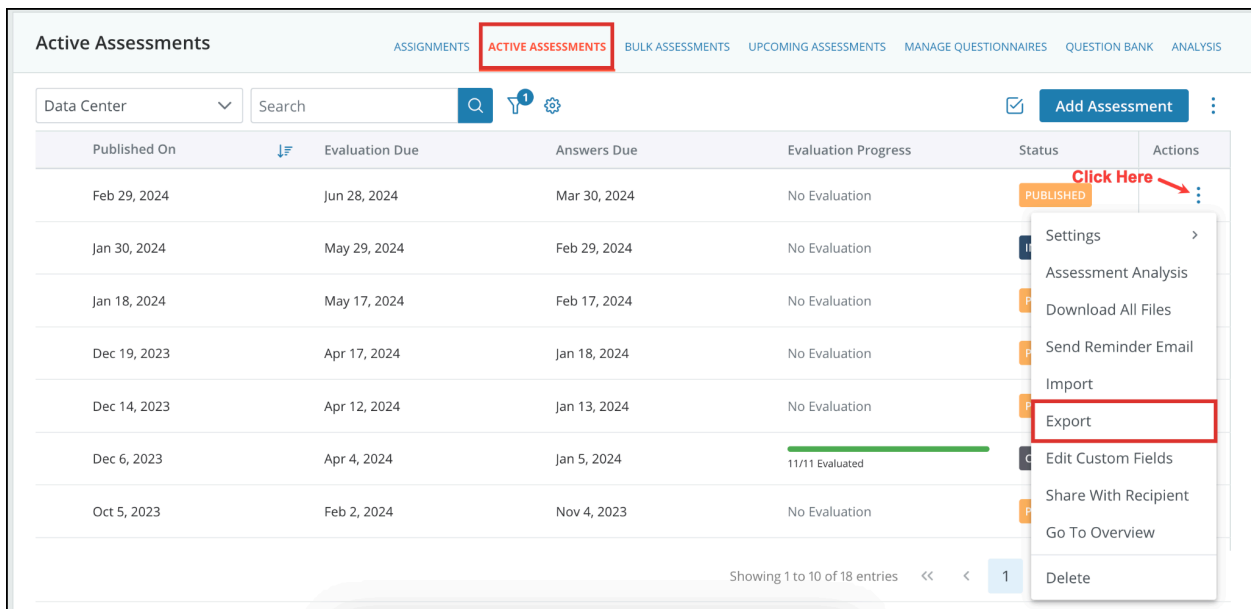
Questionnaire Admins and Assessment Owners can export an assessment offline answering file and then import the file with answers back into the platform. This feature is useful when the respondent prefers not to use the CENTRL platform to provide their responses.

1. Within the **Evaluation** screen, click **Export** on the top right.



The screenshot shows the 'Evaluation' screen for an assessment titled 'Data Center Security Assessment'. The top right corner has buttons for 'Evaluate', 'Review', and 'Overview'. Below these, there are 'Documents', 'Import', and 'Export' options. A red arrow points to the 'Export' button with the text 'Click Here'. The main content area shows a section titled 'A. Security at the Office' with 5 questions. The first question is 'A.1. If you have multiple offices with network-level access to systems or data containing confidential information, answer the following questions for the office with the fewest physical controls (the weakest link)- Are all facilities used exclusively by your company, or are some shared?'. The question is currently 'Pending Answer' and has three radio button options: 'Yes, we are the only tenant of the facilities.', 'No, some or all of the facilities are shared with other companies', and 'We don't have offices; everyone works from home.'. Below the question is an 'Evaluation' section with an 'Answer Grade' dropdown menu and 'Evaluation Comments'.

2. Alternatively, you can click on the **three dots** for the assessment on the Active Assessment table and select the **Export** option, as shown below.



The screenshot shows the 'Active Assessments' table. The table has columns for 'Published On', 'Evaluation Due', 'Answers Due', 'Evaluation Progress', 'Status', and 'Actions'. A red box highlights the 'ACTIVE ASSESSMENTS' tab. A red arrow points to the three dots menu icon in the 'Actions' column of the first row, with the text 'Click Here'. The dropdown menu is open, showing options like 'Settings', 'Assessment Analysis', 'Download All Files', 'Send Reminder Email', 'Import', 'Export', 'Edit Custom Fields', 'Share With Recipient', 'Go To Overview', and 'Delete'. The 'Export' option is highlighted with a red box.

Published On	Evaluation Due	Answers Due	Evaluation Progress	Status	Actions
Feb 29, 2024	Jun 28, 2024	Mar 30, 2024	No Evaluation	PUBLISHED	Click Here Settings Assessment Analysis Download All Files Send Reminder Email Import Export Edit Custom Fields Share With Recipient Go To Overview Delete
Jan 30, 2024	May 29, 2024	Feb 29, 2024	No Evaluation		
Jan 18, 2024	May 17, 2024	Feb 17, 2024	No Evaluation		
Dec 19, 2023	Apr 17, 2024	Jan 18, 2024	No Evaluation		
Dec 14, 2023	Apr 12, 2024	Jan 13, 2024	No Evaluation		
Dec 6, 2023	Apr 4, 2024	Jan 5, 2024	11/11 Evaluated		
Oct 5, 2023	Feb 2, 2024	Nov 4, 2023	No Evaluation		

In the screen below, you can select which questions/sections you wish to export and select to export the assessment as a PDF or Excel file. Click the **Export** button to receive your file via email.

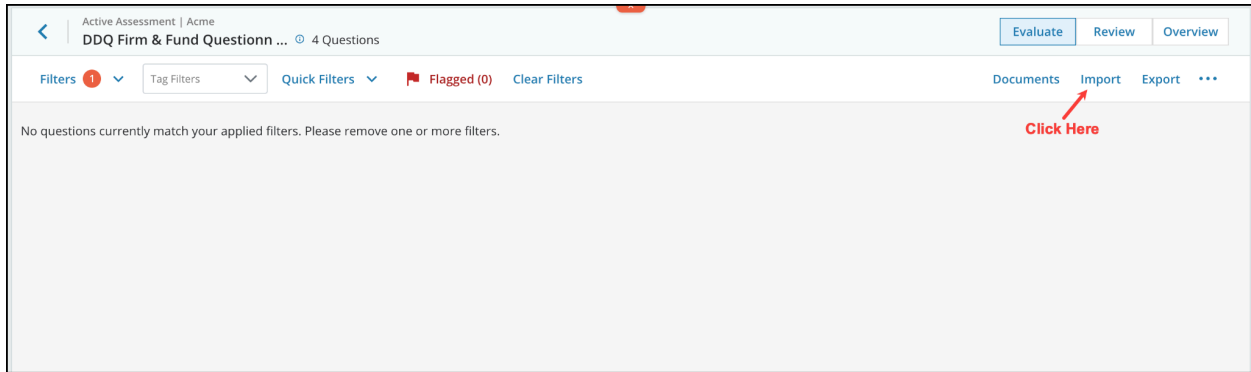
The screenshot shows the 'Data Center Security Assessment' interface. At the top, there are tabs for 'Evaluate', 'Review', and 'Overview'. Below that, there are filters for 'Tag Filters', 'Quick Filters', and 'Flagged (0)'. The main content area is titled 'Select questions for exporting' and shows a list of questions under section 'A. Security at the Office'. A dropdown menu is open, showing options: '--None--', 'Export as PDF', and 'Export as XLSX'. A red box highlights the dropdown menu, and a red arrow points to the 'Export (10)' button. The bottom of the screen shows '10 Question(s) Selected to export'.

Import the Offline Answering File

To Import your Partner's answers back into the platform, select the Import options from the Evaluation screen or Active Assessments table.

The screenshot shows the 'Active Assessments' table. The 'ACTIVE ASSESSMENTS' tab is selected. The table has columns: Published On, Evaluation Due, Answers Due, Evaluation Progress, Status, Sub Status, and Actions. A red box highlights the 'Import' option in the Actions column of the first row.

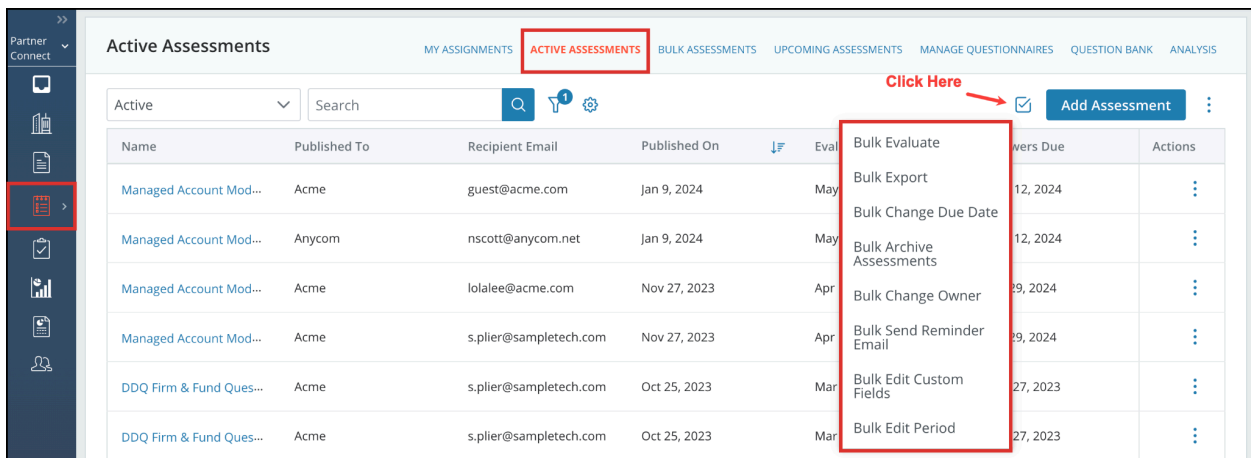
Published On	Evaluation Due	Answers Due	Evaluation Progress	Status	Sub Status	Actions
Apr 9, 2024	Aug 27, 2024	Jun 11, 2024	No Evaluation	PUBLISHED	Answering	Click Here →
Apr 2, 2024	Aug 20, 2024	Jun 4, 2024	No Evaluation	IN PROGRESS	Pending Ev	Settings
Apr 2, 2024	Aug 20, 2024	Jun 4, 2024	0/4 Evaluated	IN PROGRESS	Pending Ev	Assessment Analysis
Apr 2, 2024	Aug 20, 2024	Jun 4, 2024	0/4 Evaluated	IN PROGRESS	Pending Ev	Download All Files
Apr 2, 2024	Aug 20, 2024	Jun 4, 2024	0/4 Evaluated	IN PROGRESS	Pending Ev	Send Reminder Email
Apr 2, 2024	Aug 20, 2024	Jun 4, 2024	3/4 Evaluated	IN PROGRESS	Evaluating	Import
Apr 1, 2024	Aug 19, 2024	Jun 3, 2024	No Evaluation	PUBLISHED	Opened	Export
						Edit Custom Fields



For more information on this process, please visit our article: [Import Assessments Answered Offline](#).

Bulk Actions

Our Bulk Actions feature lets users update multiple assessments at a time. To begin, click on the **Bulk Actions** icon, as shown below.

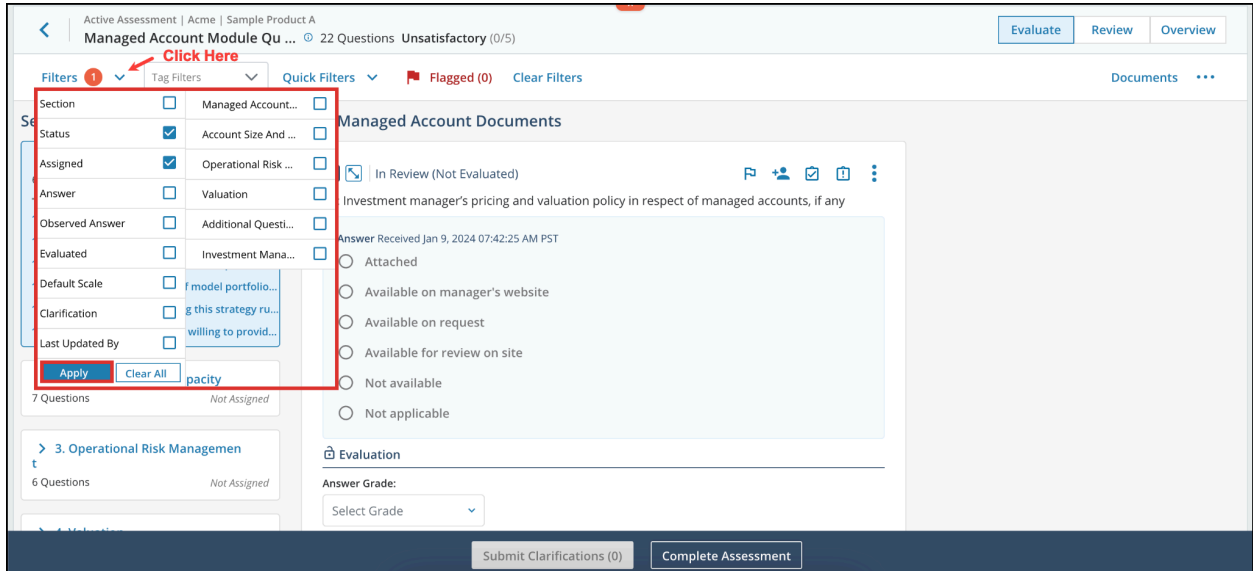


You can learn more about each bulk action function in our Help Center article here: [Assessment Bulk Options](#).

Evaluating an Assessment

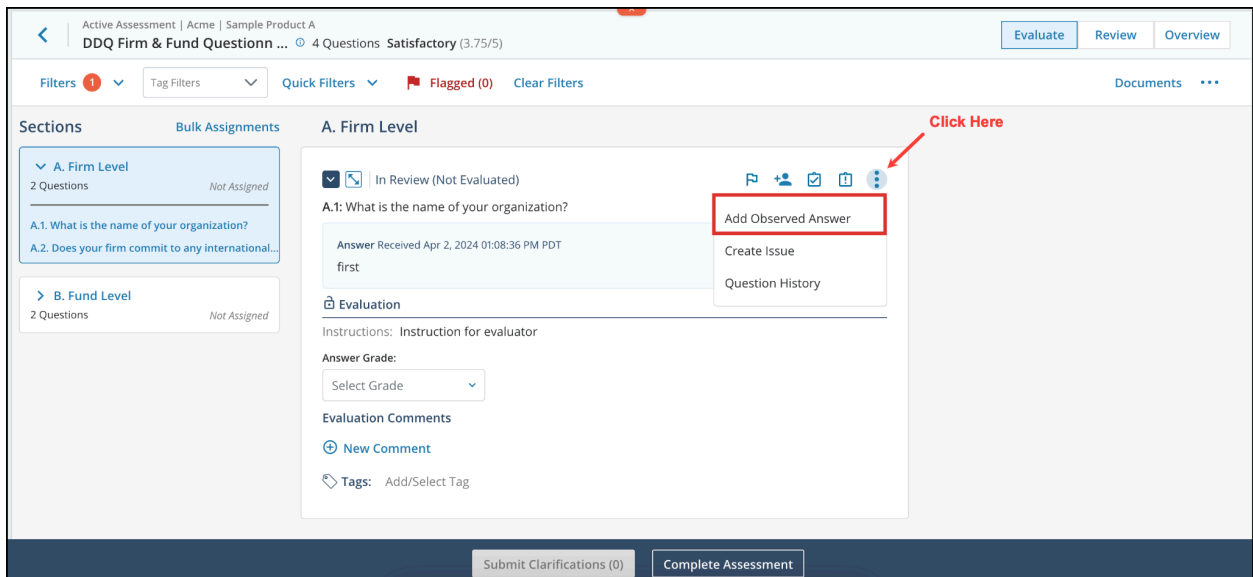
Using Filters for Evaluation

When evaluating a questionnaire, the platform provides the ability to filter by multiple dimensions to display questions that meet the criteria. To filter your questionnaire, select the **Filter** dropdown and click the **Apply** button to update your criteria.



Adding Observed Answers

During an evaluation, you can add observed answers to questions. Observed Answers are your answers added alongside the answers you received from the Partner.

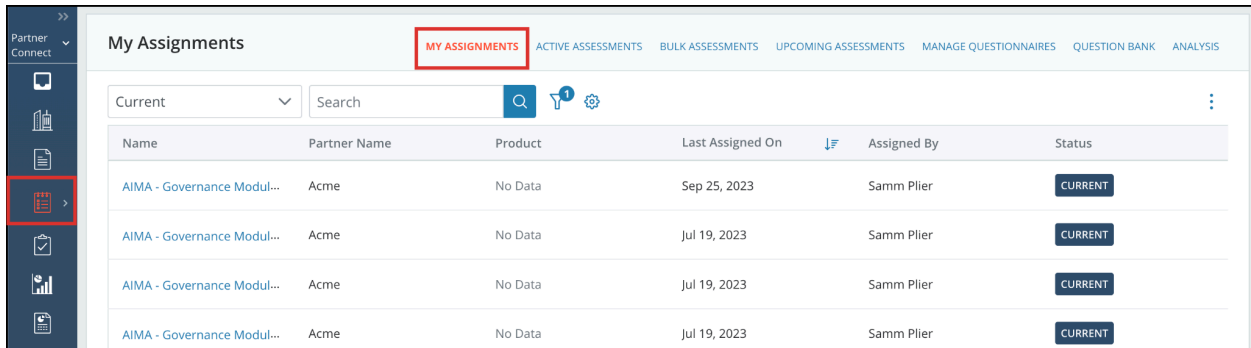


Visit our Help Center article here to learn more about adding observed answers: [Add Observed Answers](#).

Assigning Questions or Sections for Evaluation

During the process of evaluating an assessment, you have the option to manually assign a set of questions and/or sections to your colleagues. When the assignees have completed their assigned tasks, they will submit the questions back to you to complete the evaluation process.

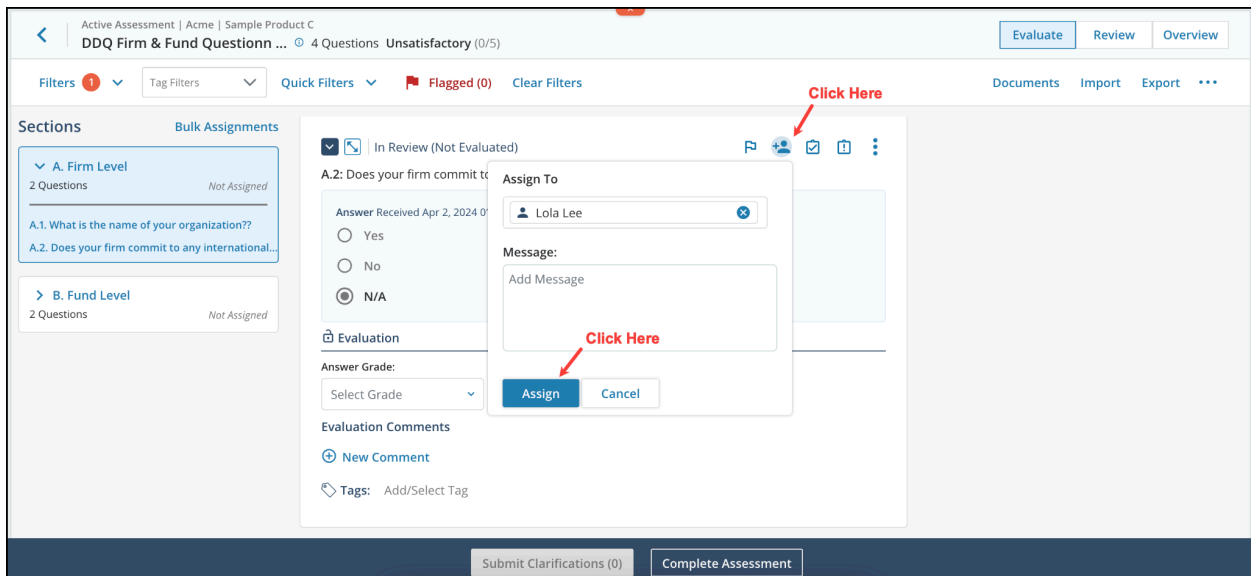
When you assign a question, the Assignees can view all their Assignments under the My Assignments tab from the **Assessments Module**.



Name	Partner Name	Product	Last Assigned On	Assigned By	Status
AIMA - Governance Modul...	Acme	No Data	Sep 25, 2023	Samm Plier	CURRENT
AIMA - Governance Modul...	Acme	No Data	Jul 19, 2023	Samm Plier	CURRENT
AIMA - Governance Modul...	Acme	No Data	Jul 19, 2023	Samm Plier	CURRENT
AIMA - Governance Modul...	Acme	No Data	Jul 19, 2023	Samm Plier	CURRENT

Assigning an Individual Question

1. In an assessment, navigate to your question and click the **Assign** icon.
2. Click on the **Assign To** dropdown, select a user, and add an option message if necessary. Then, click on the **Assign** button to send the question.



Active Assessment | Acme | Sample Product C
DDQ Firm & Fund Questionn ... 4 Questions Unsatisfactory (0/5)

Filters 1 Tag Filters Quick Filters Flagged (0) Clear Filters Documents Import Export ...

Sections Bulk Assignments

A. Firm Level 2 Questions Not Assigned

A.1. What is the name of your organization??

A.2. Does your firm commit to any international...

B. Fund Level 2 Questions Not Assigned

In Review (Not Evaluated)

A.2: Does your firm commit to...

Answer Received Apr 2, 2024 0...

Yes

No

N/A

Evaluation

Answer Grade: Select Grade

Evaluation Comments

New Comment

Tags: Add/Select Tag

Assign To

Lola Lee

Message: Add Message

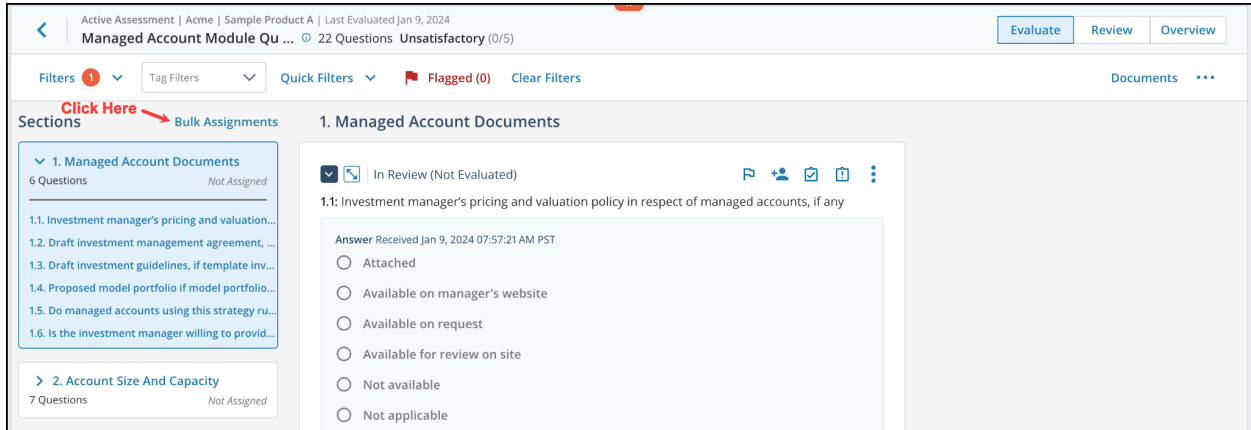
Assign Cancel

Submit Clarifications (0) Complete Assessment

Bulk Assigning Questions

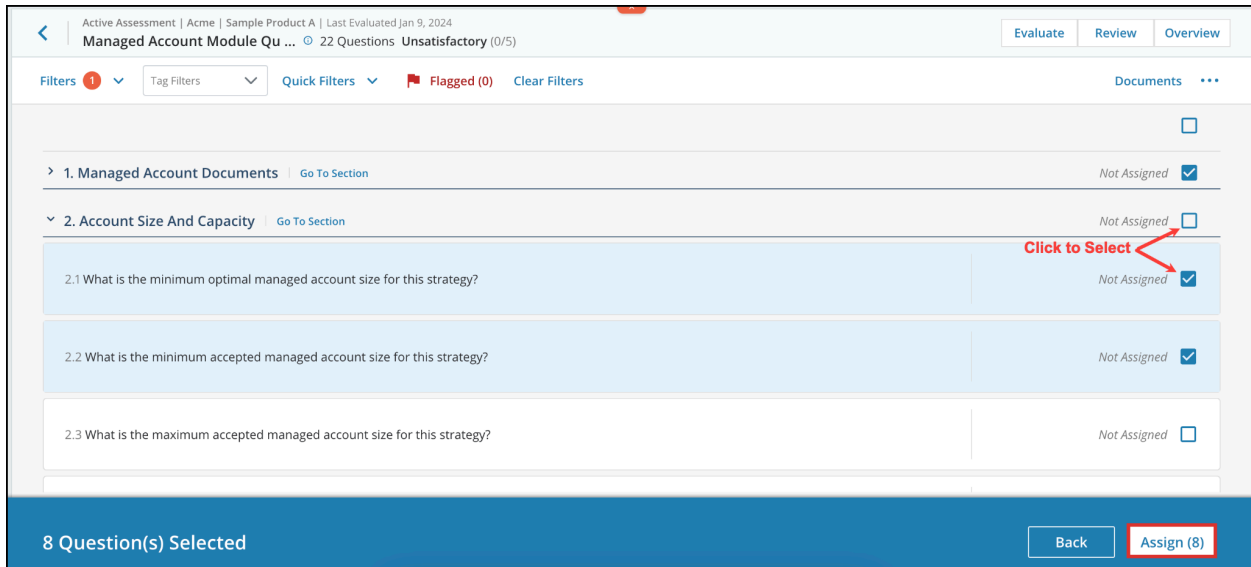
The "Bulk Assignments" feature lets you assign an entire section, questions, or assessment to a user for evaluation.

1. To bulk-assign questions, click on the **Bulk Assignments** at the top left.



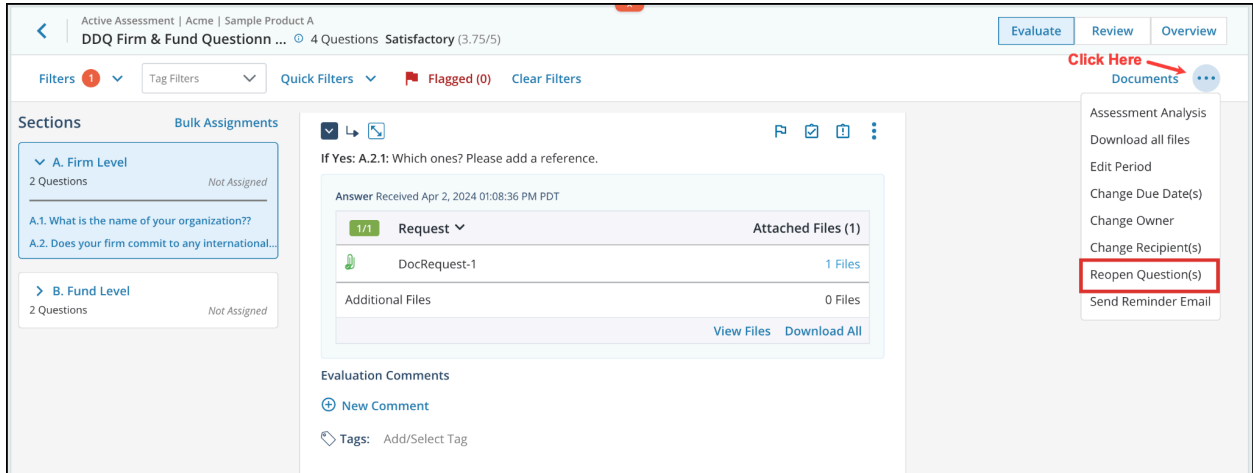
2. Select the question(s) or section(s) you want to assign to a user.

3. Click on the **Assign** button to send the question(s) or section(s).



Reopening Questions

During the evaluation process, Questionnaire Admins and Assessment Owners can reopen one or more questions to allow respondents to resubmit updated answers.



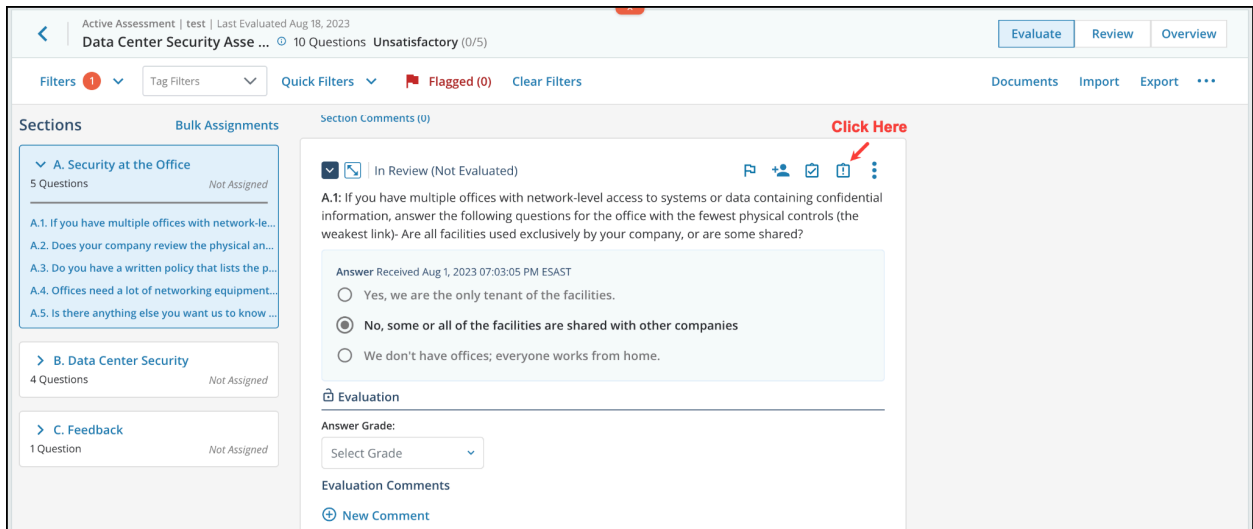
To learn more about this feature, click on the following article: [Reopening Questions](#).

Creating Clarifications

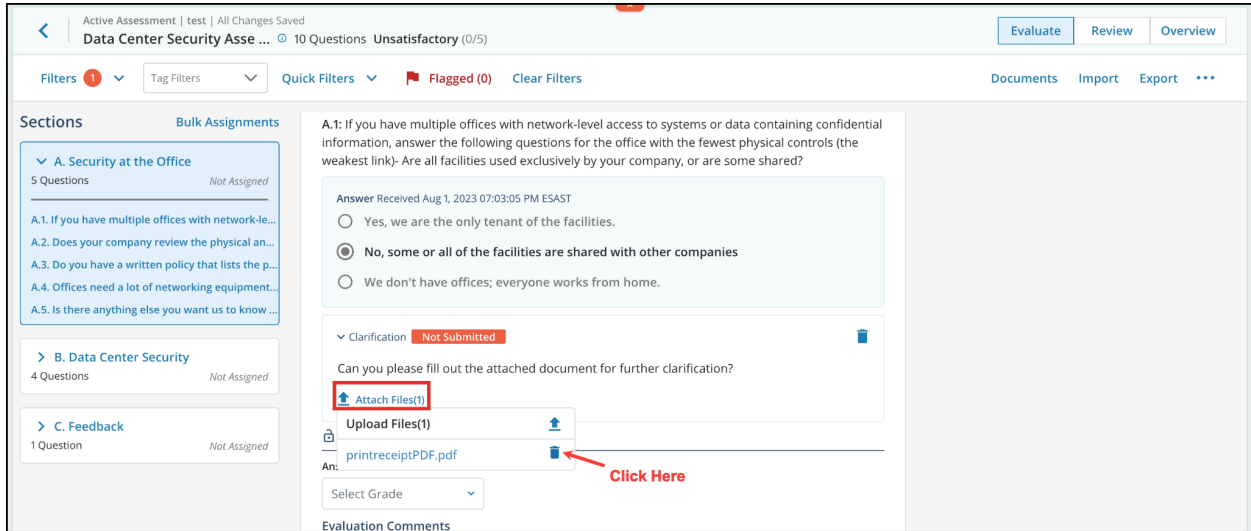
You can create clarifications during the evaluation process. Clarifications let users request additional information to add context to an answer.

Creating a Clarification

1. Navigate to a question to add a clarification.
2. Click on the **Clarification** icon as shown below.



3. Enter your clarification details and click on the checkmark to save the details.
4. You can include attachments on a clarification by clicking on **Attach Files**, as shown below. You can also remove any files using the **Delete** icon next to the file name.

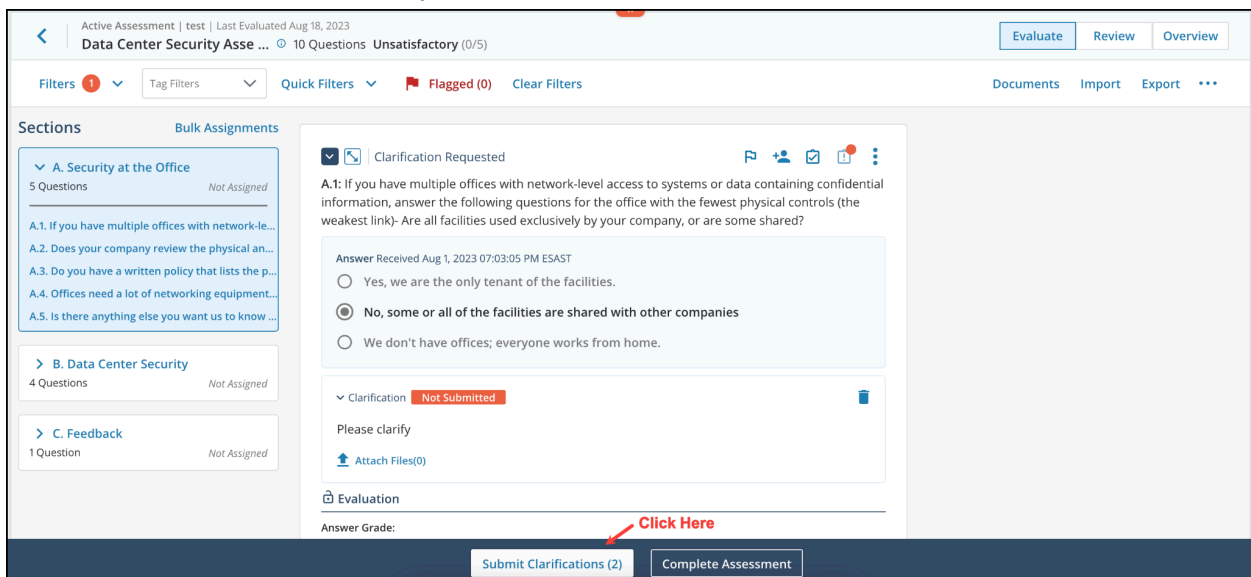


Please Note: You must submit your clarification(s) so your Partner can receive them.

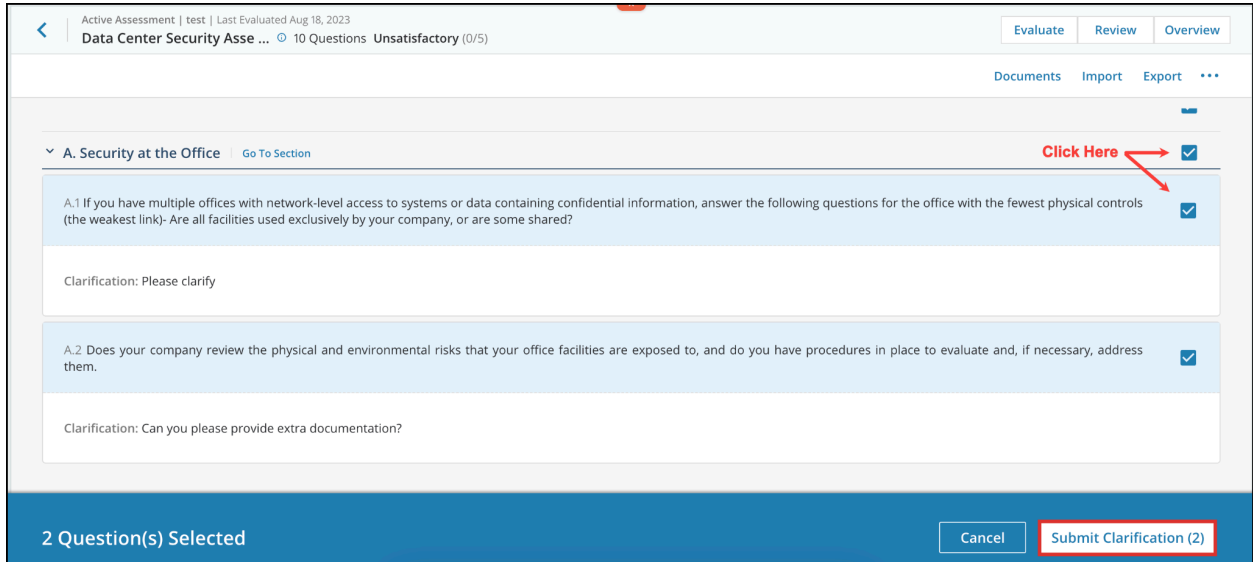
Submitting Clarifications

Only Questionnaire Admins and Assessment Owners can submit Clarifications. The **Submit Clarifications** button at the bottom shows the number of clarifications created and ready to submit back to your Partner.

1. To submit the clarifications to your Partner, click the **Submit Clarifications** button.



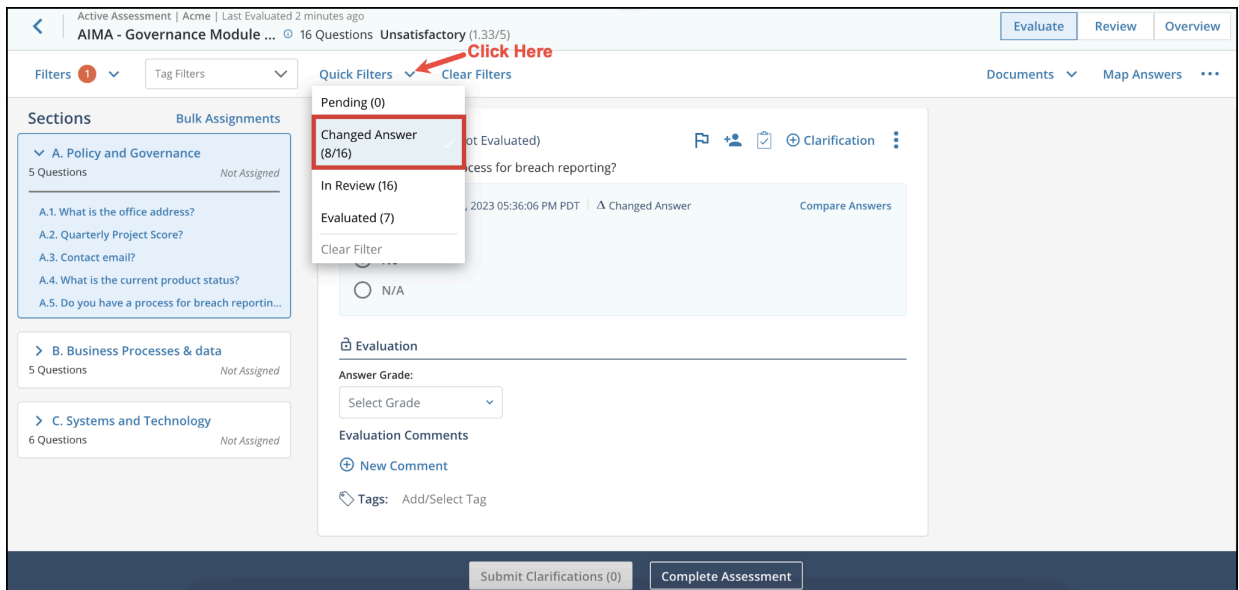
2. You can then review the details for clarifications before submission. Click the **Submit** button to proceed.



Please Note: Partners will receive a notification when they have new clarifications.

Comparing Changed Answers

When evaluating pre-populated assessments, users can compare any changed answers when new answers are submitted back. To view any updated answers that we changed from the pre-populated answer, utilize the **Changed Answers** filter under the **Quick Filters** dropdown.



When viewing a question with a changed answer, click **Compare Answers** link to see what has changed.

The screenshot shows an assessment interface for 'AIMA - Governance Module ...'. The top navigation bar includes 'Evaluate', 'Review', and 'Overview' buttons. Below the navigation, there are filters and a 'Changed Answer (8/16)' indicator. The main content area is divided into sections: 'A. Policy and Governance' (3 Questions, Not Assigned) and 'B. Business Processes & data' (5 Questions, Not Assigned). The question 'A.2: Quarterly Project Score?' is selected and shown in detail. It includes an 'Answer Received' timestamp, a 'Changed Answer' indicator, and a 'Compare Answers' link highlighted with a red arrow and the text 'Click Here'. Below the question, there are radio buttons for 'Yes', 'No', and 'N/A'. The 'Evaluation' section includes an 'Answer Grade' dropdown menu, 'Evaluation Comments', and a 'New Comment' button. At the bottom, there are buttons for 'Submit Clarifications (0)' and 'Complete Assessment'.

Please visit our Help Center article for more information: [View Changed Answers](#).

Evaluating Answers

Scoring an Answer

Part of the evaluation process is assigning grades or scores to your Partner's answers.

Please Note: You cannot evaluate questions until the recipient submits the answer.

Unsubmitted answers show as Pending.

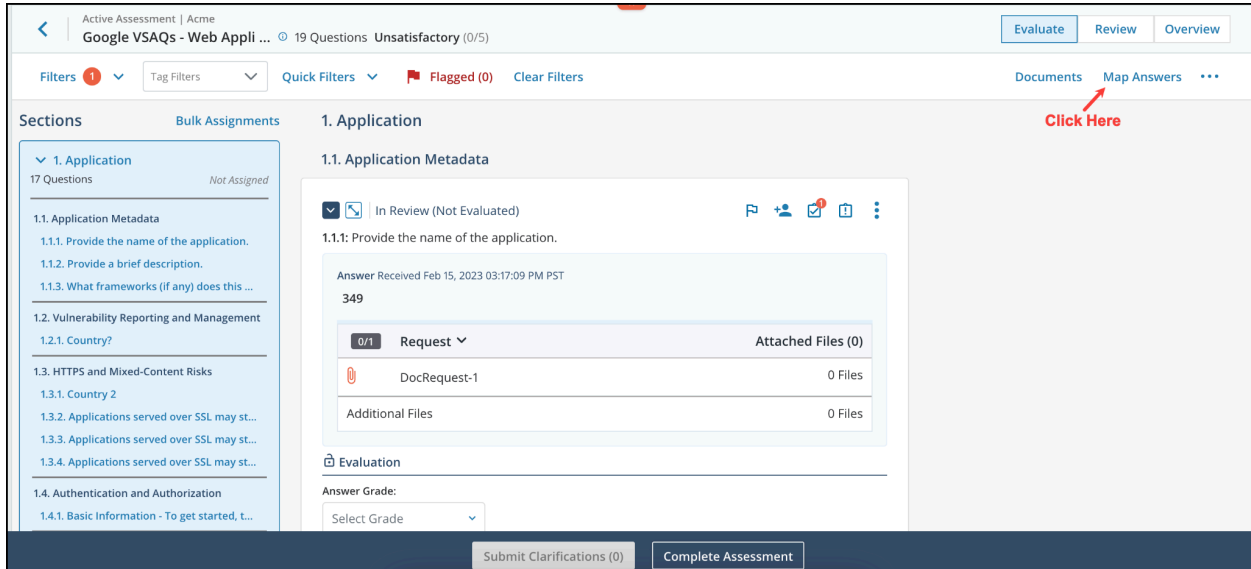
1. Navigate to the question to evaluate and add a score.

The screenshot shows an assessment interface for 'CR Bank United LLP'. The top navigation bar includes 'Evaluate', 'Review', and 'Overview' buttons. Below the navigation, there are filters and a 'Flagged (0)' indicator. The main content area is divided into sections: 'A. Commentary Request' (11 Questions, Not Assigned) and 'B. Portfolio Review' (11 Questions, Not Assigned). The question 'A.1: Please describe the market environment during the reporting period. How has this environment aided or hindered performance?' is selected and shown in detail. It includes an 'Answer Received' timestamp and the text 'Answer'. Below the question, there is an 'Evaluation' section with an 'Add Score' input field highlighted by a red arrow and the text 'Click Here', followed by 'of 10'. The 'Evaluation Comments' section includes a 'New Comment' button. At the bottom, there are buttons for 'Submit Clarifications (0)' and 'Complete Assessment'.

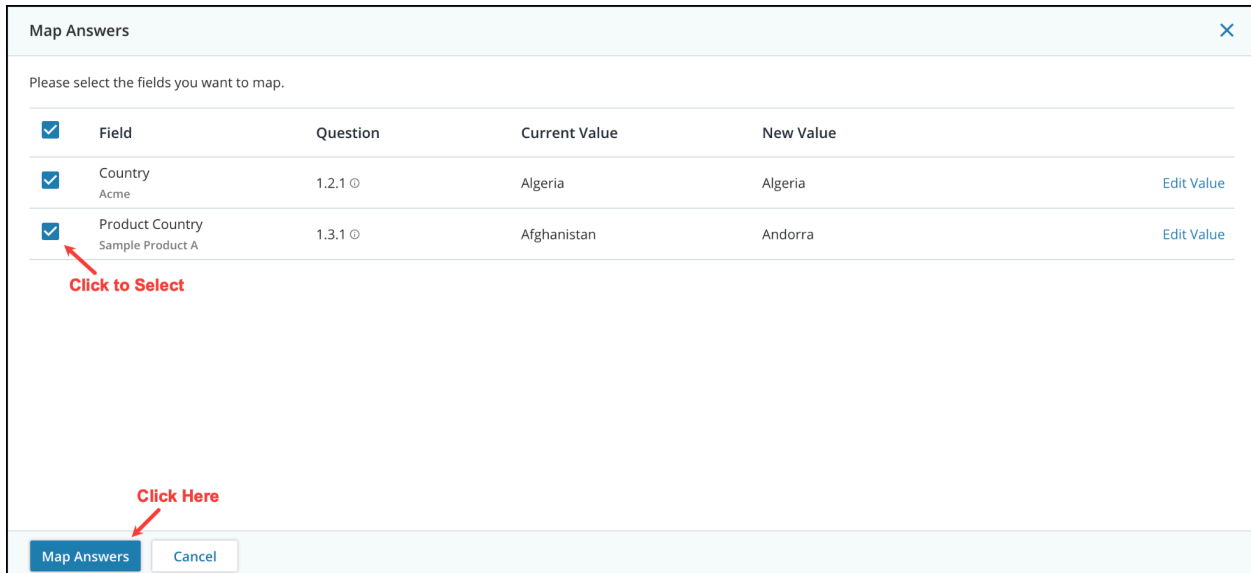
Mapping Answers During Evaluation

Users can use the Map Answers feature to update records associated with the assessment. This feature must be enabled when creating the questionnaire in order to be used in the assessment.

1. Open the relevant assessment. Click on **Map Answers** at the top right side of the page.

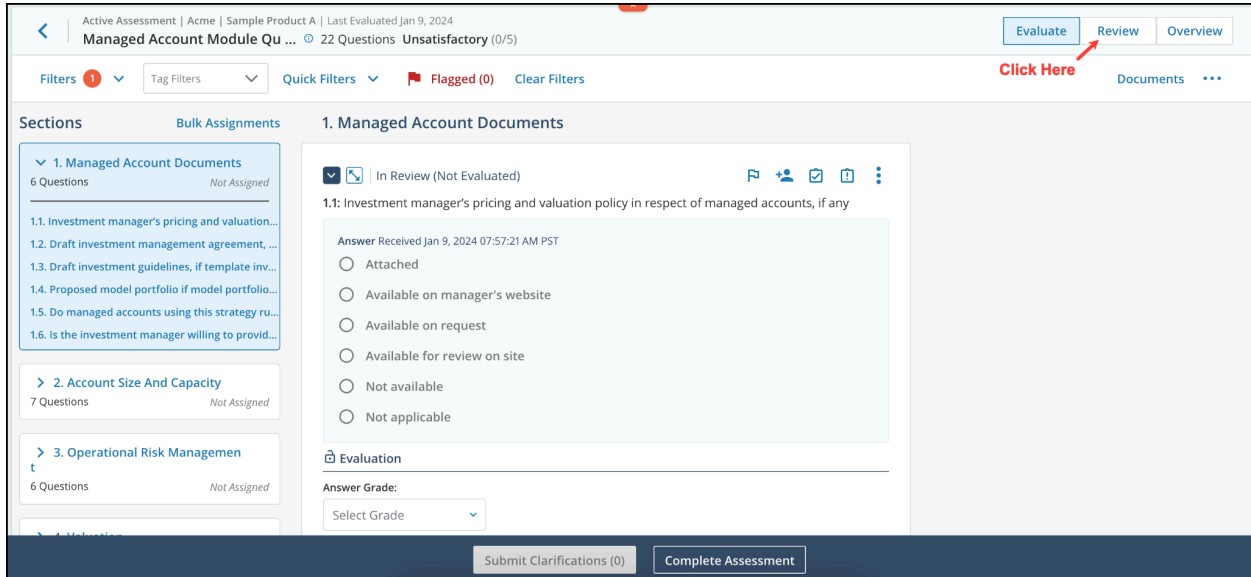


2. Confirm the attribute values to map and click the **Map Answers** button to confirm and update.



Reviewing an Assessment

The Review screen allows evaluators to review a summary overview of all received responses and evaluation scores at any time.

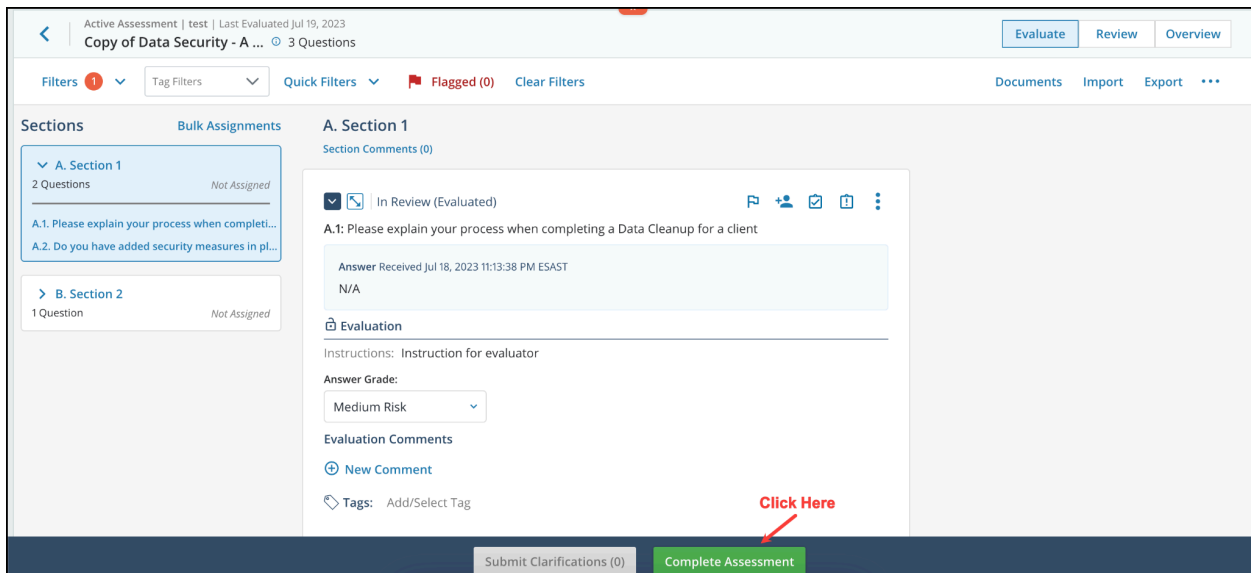


Completing an Assessment

Completing an Assessment

When finalizing an assessment, the platform will present a calculated score.

1. Click on the **Complete Assessment** button to finalize the evaluation process.



2. From this modal, you can review the final evaluation details of the assessment and add additional details, if applicable. Click **Complete** to finalize the evaluation process.

Final Evaluation ✕

Published To: Acme

Linked Product: N/A


Score: **Satisfactory** (2.5/5)

Comment:

Update Risk

Overall Risk

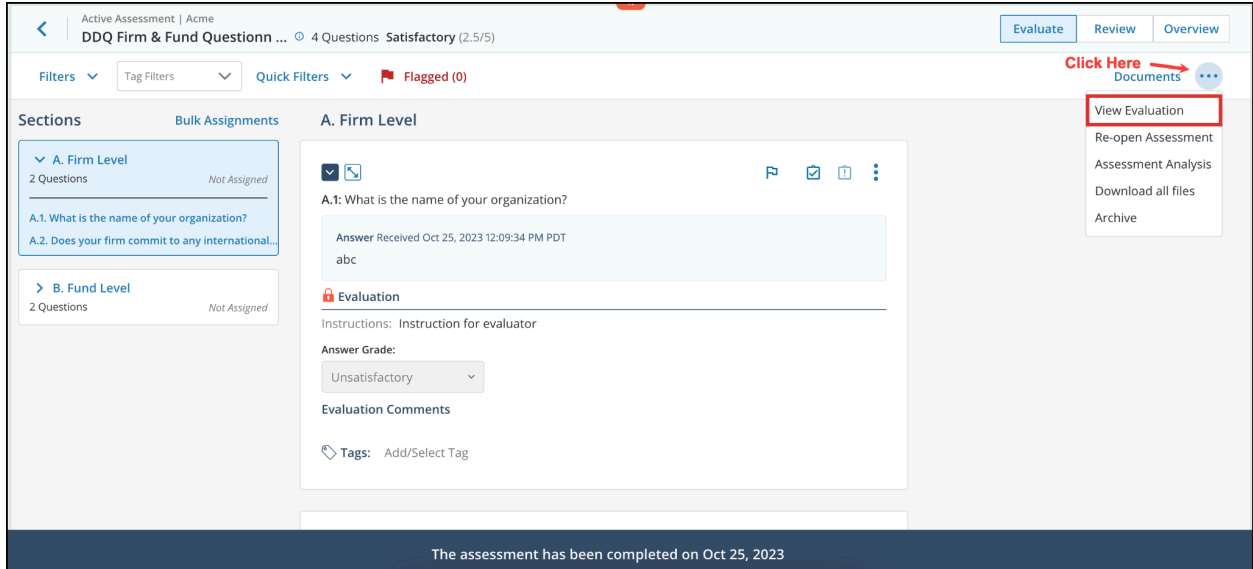
(If no risk level is selected, the Overall risk level will not be updated.)

Click Here 

Viewing a Completed Assessment

After marking an assessment complete, you can review it in read-only mode.

1. Click on the **three dots** in the top right corner, then select **View Evaluation** to view the Evaluation summary for the Assessment.



Reopening a Completed Assessment

Reopening a completed assessment lets you re-evaluate or reopen questions to your partner for answering.

Note: Reopening an assessment removes the final evaluation score and comments. The assessment will no longer show as completed on reports until evaluated again.

To learn more about Reopening a Completed Assessment, Click the following article: [Reopening a Completed Assessment](#).