Vendor User Guide

Sanctum Navigation

Step 1 – Participation in the CTS Program

You will receive an email invitation to join the CTS program and potentially conduct an assessment. Follow the steps below to register your account.

1.1 Accept the Invitation

Open the invitation email and click the blue Accept Invitation button to begin registration.

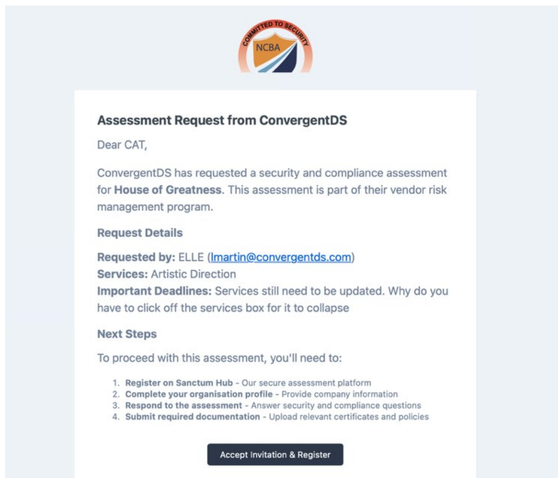

Figure 1 — Click the blue box to accept the invitation

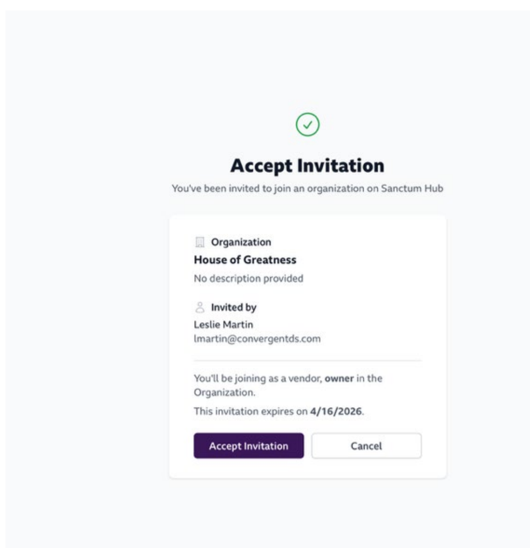

Figure 1b — Click Accept Invitation to proceed

Step 2 – Create Your Account

After accepting the invitation, you will be prompted to create a new account. Fill in your name, email address, and choose a secure password.

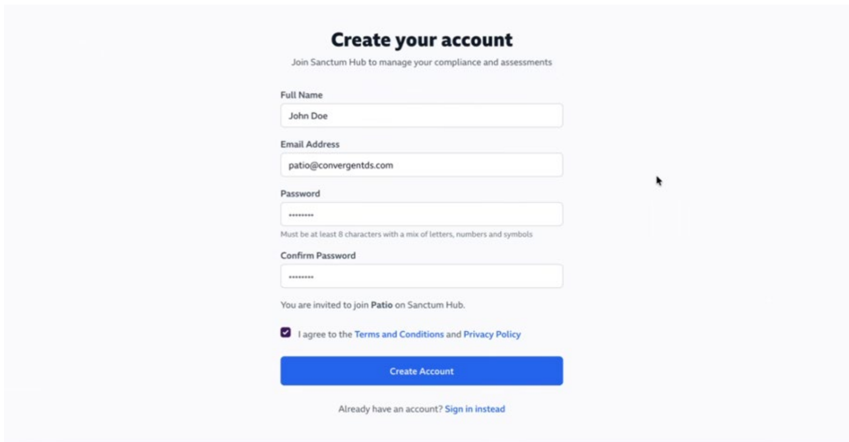

Figure 2 — Create account screen

Step 3 – Verify Your Email

Go to your email inbox and click the Verify Email Address button in the message you received from ConvergentDS.

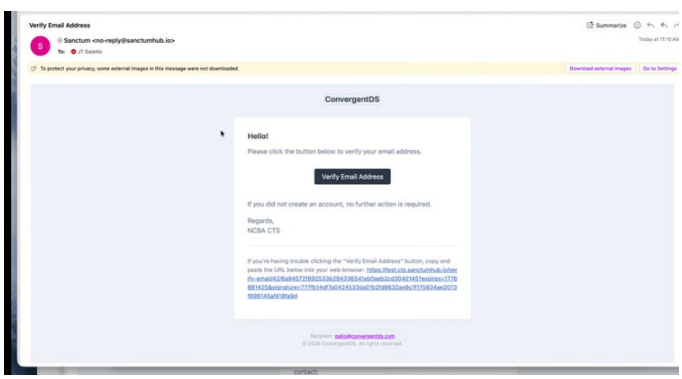

Figure 3 — Email verification screen

Step 4 – Review and Accept the Terms of Use

After clicking the email verification link, you will be directed to the ConvergentDS Terms of Use. Read the agreement in full, then accept the terms to proceed.

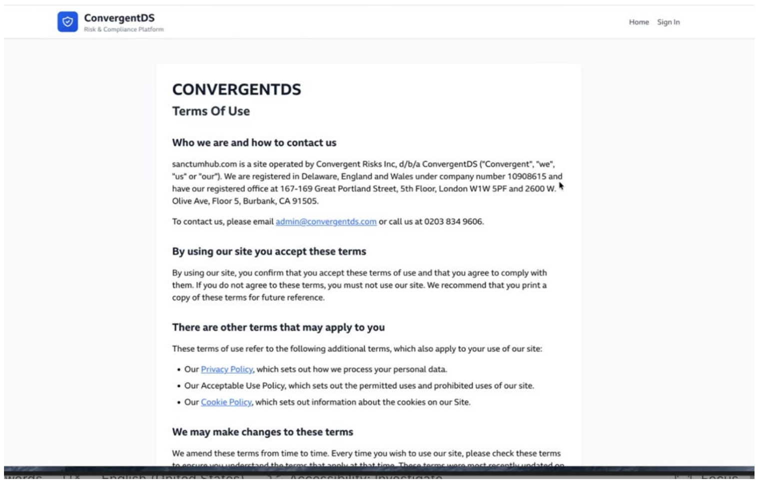

Figure 4 — Terms of Use / NDA acceptance screen

Note: *The Terms of Use screen appears on first login and after any policy updates. You must accept to access the portal.*

Step 5 – Complete Your Profile

You will be prompted to complete your vendor profile. Advance through each screen by completing the asterisked fields.

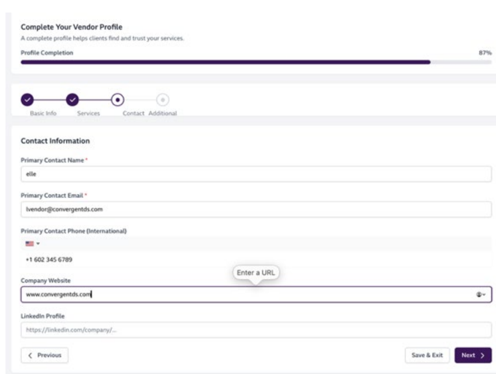

Figure 5 — Complete profile

Step 6 – Enable Two-Factor Authentication (2FA)

Enabling two-factor authentication adds an extra layer of security to your account. You will need an authenticator app (e.g., Google Authenticator or Microsoft Authenticator) on your mobile device.

6.1 Initiate 2FA Setup

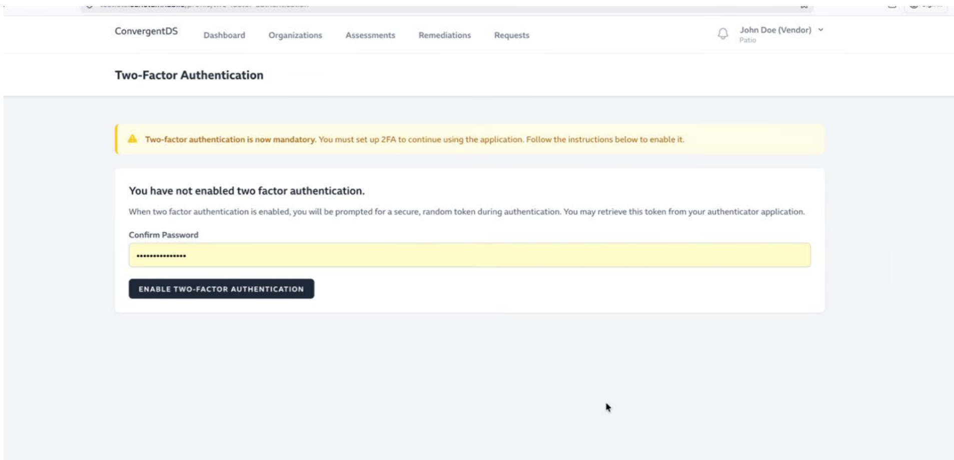

Figure 6a — Turn on 2FA

6.2 Scan the QR Code

Open your authenticator app and scan the QR code displayed on your screen to link the app to your CTS account.

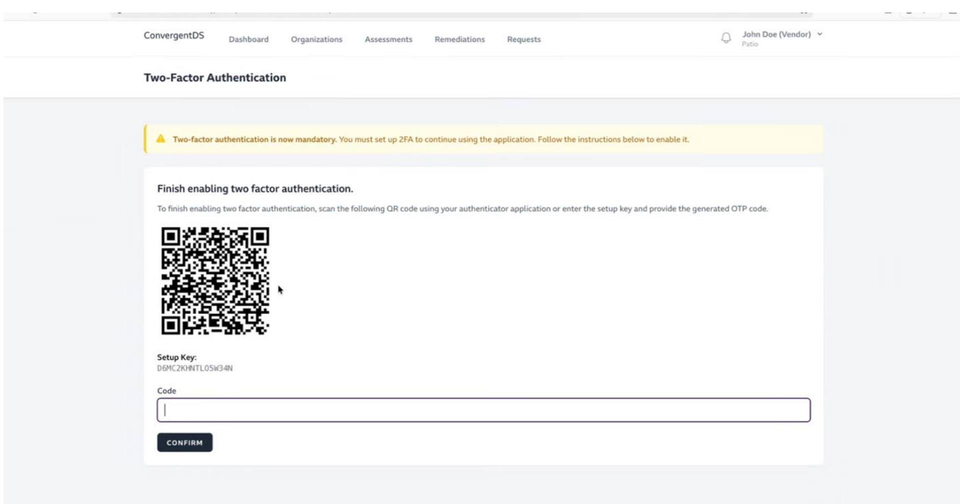

Figure 6b — Scan QR code

6.3 Save Your Backup Codes

After scanning the QR code, you will be shown backup codes. Take a screenshot and store these codes in a secure location. You will need them if you lose access to your authenticator app.

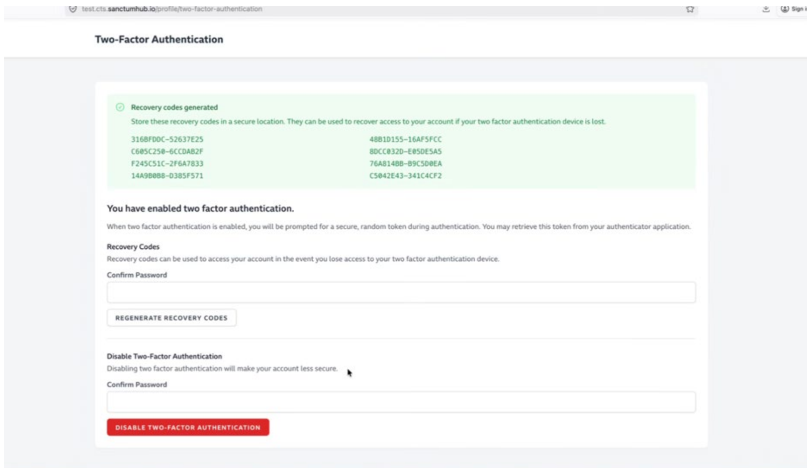

Figure 6c — QR code to scan with authenticator app

Step 7 – Navigating the Dashboard

Your personal dashboard serves as the central hub for managing all your CTS activities.

This centralized view allows you to:

- Manage report requests
- View assessment details
- Track remediation activities
- Review and respond to evidence requests

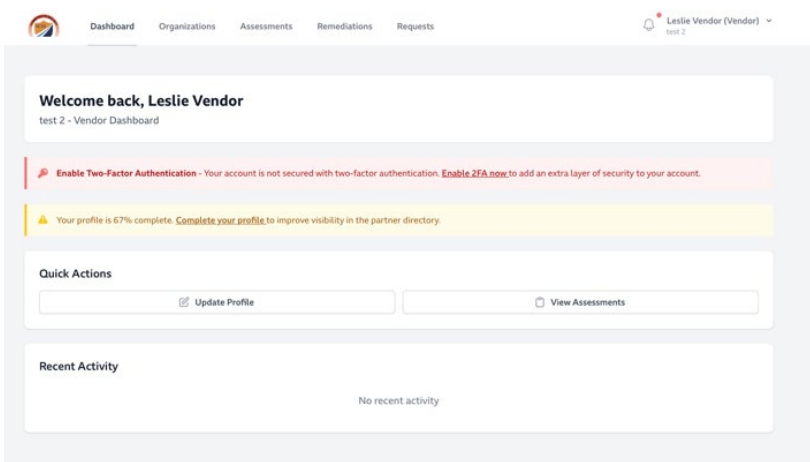

Figure 7 — Main vendor dashboard

Step 8 – Organizations

The Organizations section allows you to manage permissions for your vendor account, including adding employees, viewing SSO configuration details, updating your vendor profile, and requesting access to assessment reports for third-party sharing.

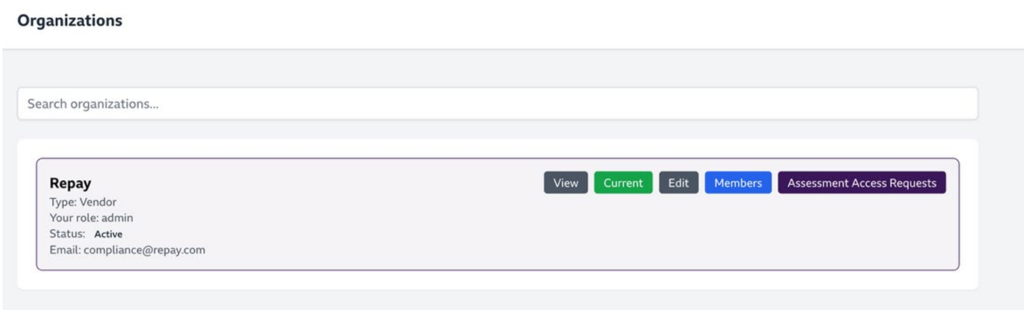

Figure 8a — Organizations screen – add new screenshot when updated

When a third-party requests report access, you will receive a notification. Review the request and click Accept to grant access.

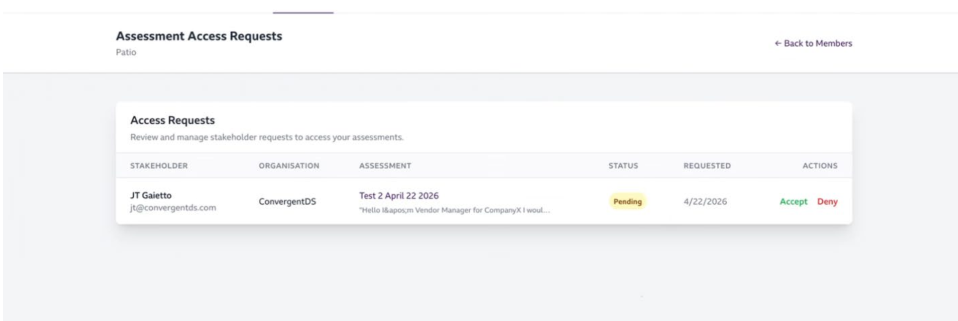

Figure 8b — Accept request screen

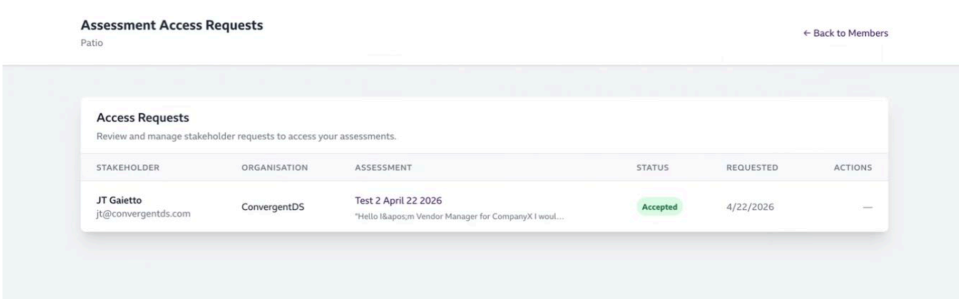

Figure 8c — Member access confirmation

Step 9 – Assessments Dashboard

All assessments are displayed in the Assessments Dashboard. You can search for assessments and filter by status.

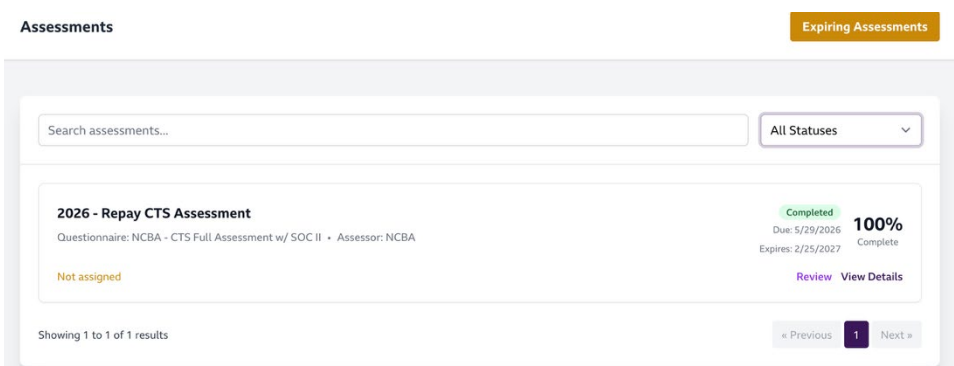

Figure 9 — Assessments dashboard

Step 10 – Remediation Dashboard

The Remediation Dashboard provides a clear, centralized view of all remediation activities, making it easy to manage, prioritize, and track progress across your organization.

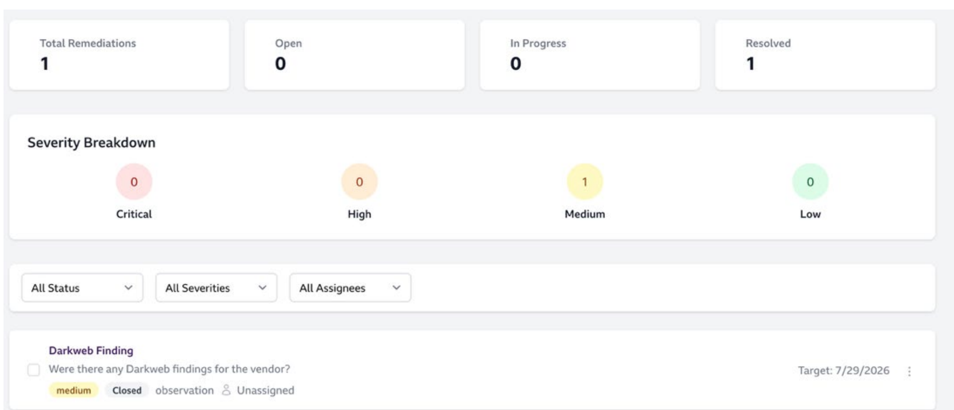

Figure 10 — Remediation dashboard

Step 11 – Evidence Request Dashboard

The Request Dashboard displays evidence requests, where you can track the status of submitted materials and view new incoming requests.

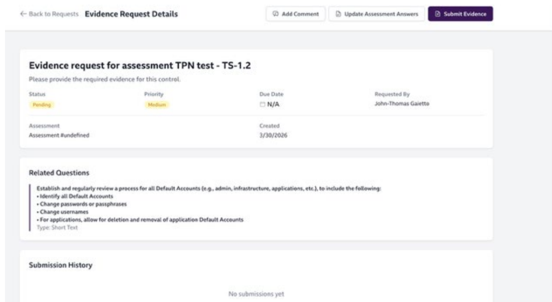

Figure 11a — Evidence/request detail view

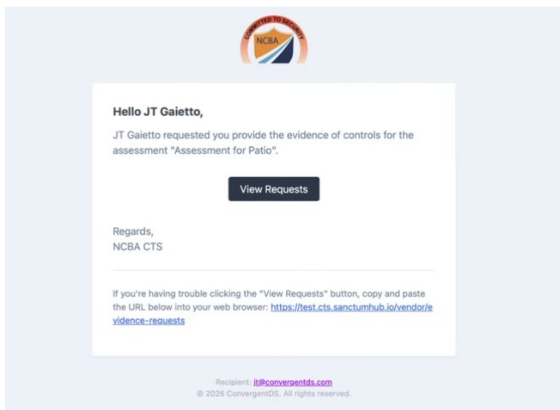

Figure 11b —Click view request button

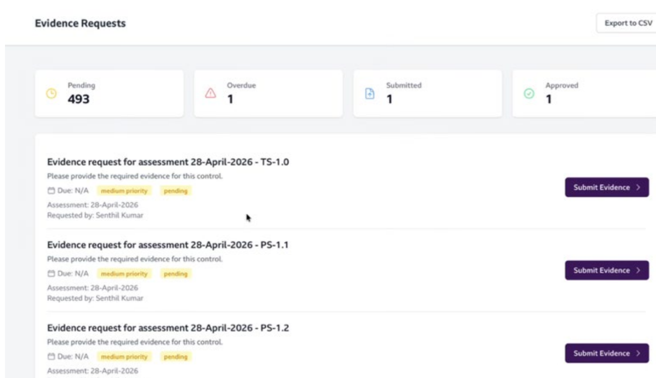

Figure 11c —Submit evidence