Welcome to Bitsight Trust Management Hub

Vendor Onboarding within minutes

Welcome to Bitsight Trust Management Hub!
We're excited to have you join us on this platform, which we use to assess the security posture of our valuable vendors. As a vendor, you'll find this platform user-friendly for completing the necessary security requirements we have in place. We look forward to a smooth and collaborative process!

Get Started

01.

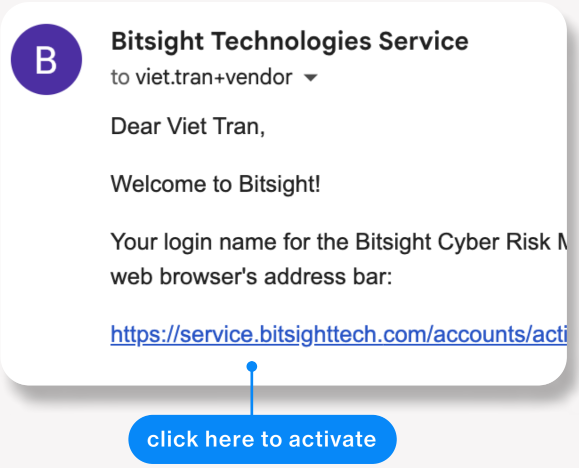
Check your Inbox

Look for an email from

support@bitsighttech.com

with subject line

"Welcome to Bitsight Technologies"

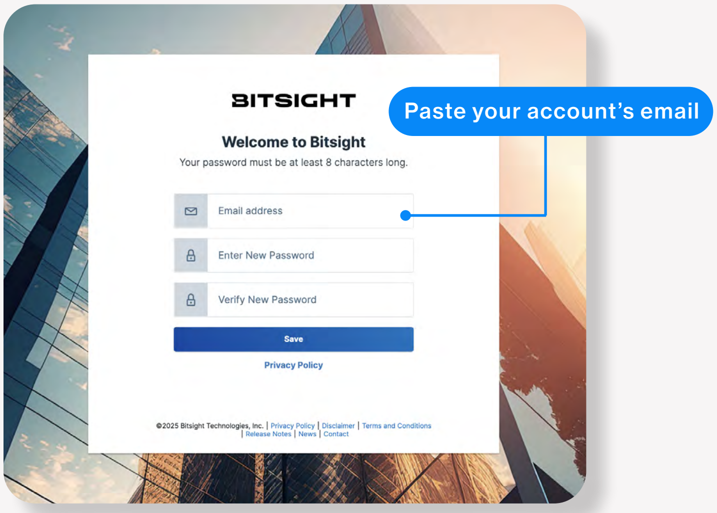


02.

Register

Click on the link in the welcome email.

Paste your account's email into the email field and set a password for your account.



03.

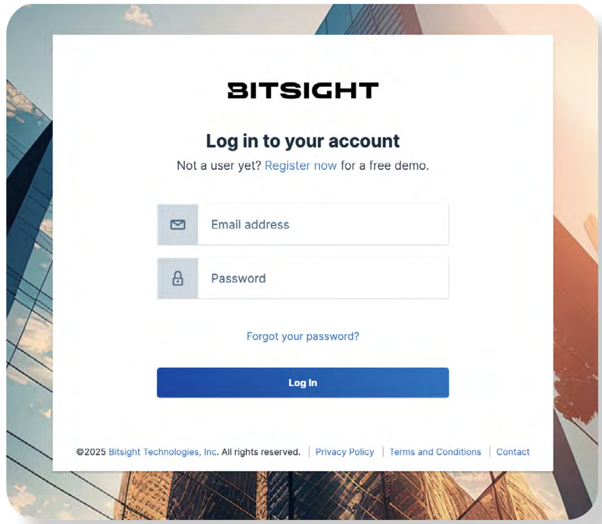
Login

Access the Bitsight Platform with your new credentials

Once logged in, if there are existing users in your account, you will see a list of Admins who can approve your access to the TMH application.

Please reach out to them for approval.

Reach out to **support@bitsighttech.com** if there is an issue contacting your Admins.

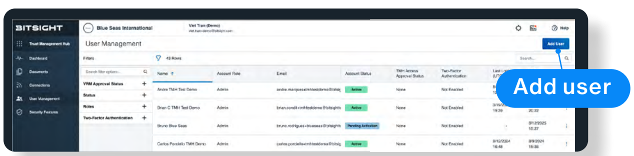


A

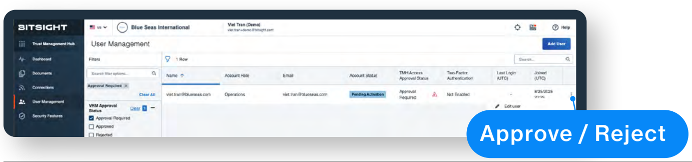
Add New Users or Approve Pending Users

Click on the **User Management page** in the lefthand navigation menu.

Then click on **Add User** in the top right.



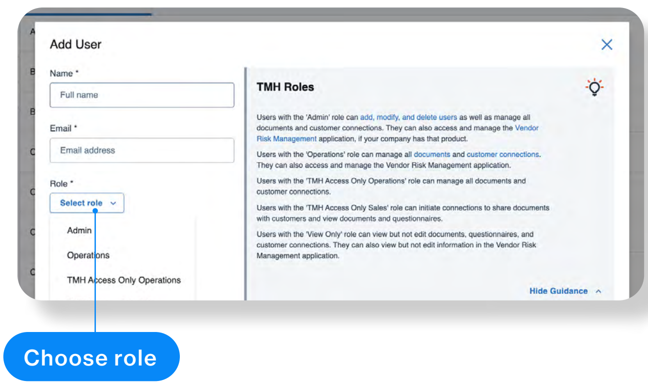
Click on the triple dot menu to **approve/reject** users pending approval.



B

Input Information

Choose a role for your new user, and then click **Add User** in the pop-up window.

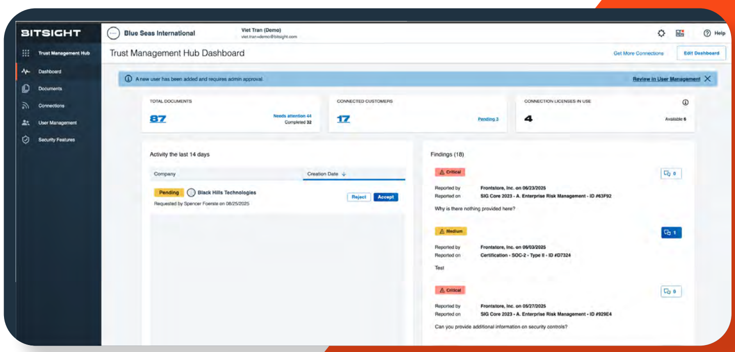


04.

Approve the Invite

Your pending connection requests will live in the **Dashboard** and in the **Connections** page under **Incoming Requests**. You can accept the connection request by clicking on the blue **Accept** Button and confirming your selection.

Important: *To review the requirements that have been assigned to your company, you must first accept the connection request.*

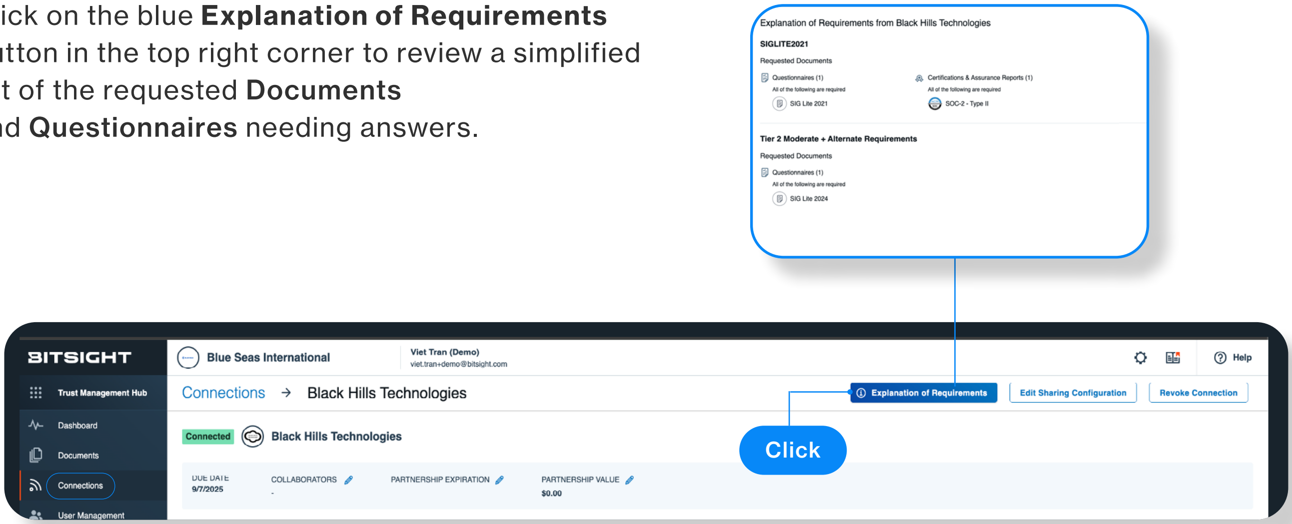


05.

Review Customer Requirements

Once you accept a connection request you will be taken to the requirements page. You can also find it under that customer's name in **Connections** under the **Connected Customers** tab.

Click on the blue **Explanation of Requirements** button in the top right corner to review a simplified list of the requested **Documents** and **Questionnaires** needing answers.

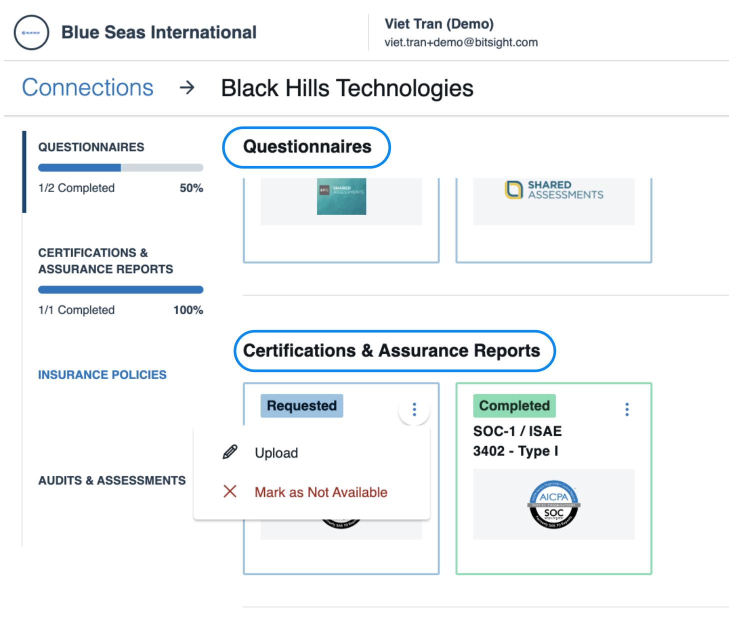


06.

Assurance Documents

Certificates & Assurance Reports, **Insurance Policies**, and **Audits & Assessments** can be marked as **"Not Available"** in case you don't have them.

By doing so, you may trigger pre-defined alternate requirements that will allow you to include additional information to complete the assessment.



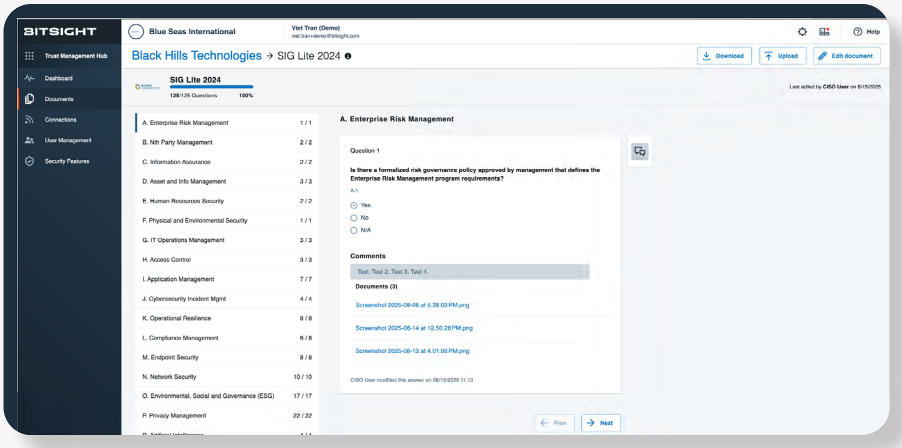
07.

View and Edit

Questionnaires have a **View** and **Edit** document mode. *Please note there is a 30 minute inactive timeout period in our platform when answering questionnaire*s.

When you're in **View mode** you can **click Download** to get a template to work on offline.
Taking that same template filled out and uploading it through the **Upload button UI** will bulk update all your questions and comments.

Comments and Findings can be viewed by navigating to a specific customer in Connections and clicking on the desired questionnaire.



Need further guidance?

Click on the TMH Walkthrough option in the lefthand navigation menu or click on the bottom right corner for more advanced topics.

sales@bitsight.com

BOSTON (HQ)
RALEIGH
NEW YORK
LISBON
SINGAPORE

Bitsight is a cyber risk management leader transforming how companies manage exposure, performance, and risk for themselves and their third parties. Companies rely on Bitsight to prioritize their cybersecurity investments, build greater trust within their ecosystem, and reduce their chances of financial loss. Built on over a decade of technological innovation, its integrated solutions deliver value across enterprise security performance, digital supply chains, cyber insurance, and data analysis.

BITSIGHT