

User guide

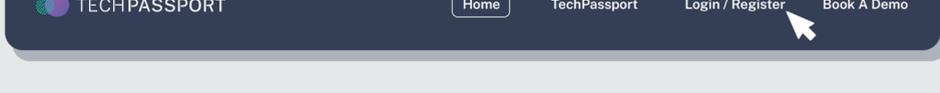
Supplier onboarding

Watch our video walkthrough of the onboarding process [here](#).

1 Joining TechPassport

From the TechPassport [website](#), select Login / Register, then 'Join us'. Enter some basic details to create your account.

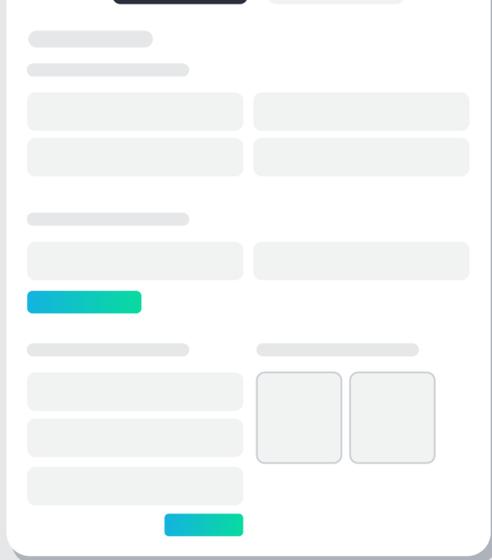
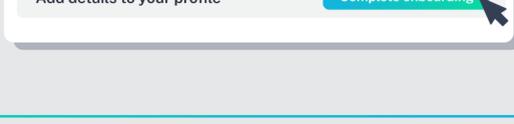
Make sure you read and agree to our terms of service. You can also download a copy directly from the create account screen.



2 Onboarding

Dashboard

Once you log in, you will be directed to the dashboard. From here, you can click 'complete profile' to continue with onboarding, or access the onboarding questions from clicking your name in the top right and selecting 'edit profile'.



Profile

Complete the required 'personal' and 'company' information.

You can invite new users as part of your company with different permissions levels, who will then receive an email with a personalised invite link to create their own user account.

This section includes questions related to the traction of your company within financial services, diversity, ESG and insurance.

Mandatory questions

To see only the mandatory questions required for onboarding (which will then allow you to add products), switch the 'show mandatory only' toggle to 'on'.



Products

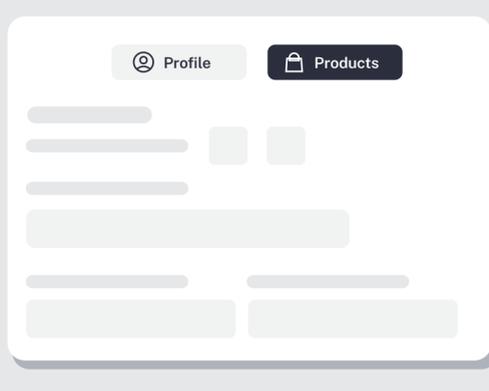
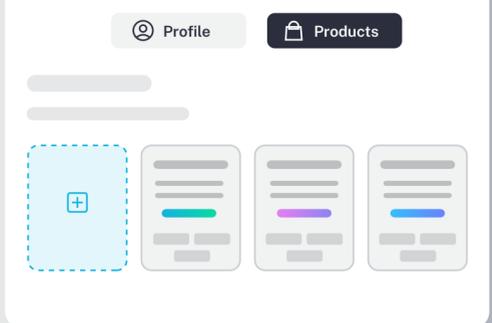
Once you have completed the mandatory profile information, the products tab will become available.

Start by setting up a new product and completing the necessary information.

There are four possible product statuses:

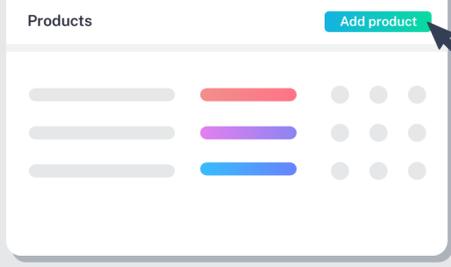
- **'In draft'** means you have started creating the product but not yet submitted it for review
- **'Submitted'** means it has been sent for review by TechPassport, who will either approve or reject it
- **'Approved'** products are live on the TechPassport platform and can no longer be edited
- **'Rejected'** products are missing some information. You will receive an email with the reason for rejection. Return to the product and edit it accordingly before submitting for approval again

To deactivate a product, speak to the TechPassport Customer Success Team.



Copy a product

You can create a copy of an existing product the 'products' tab by clicking 'duplicate', then editing the new draft product before submitting it for review



Dashboard widget

You can see all of your company products in the widget on the dashboard including the statuses.

Products can be edited and deleted using the dashboard widget, and you can quickly set up a new product using the button here.

3 Enterprise Ready Questions

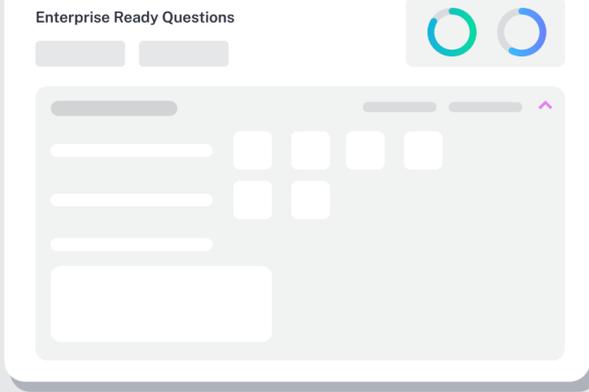
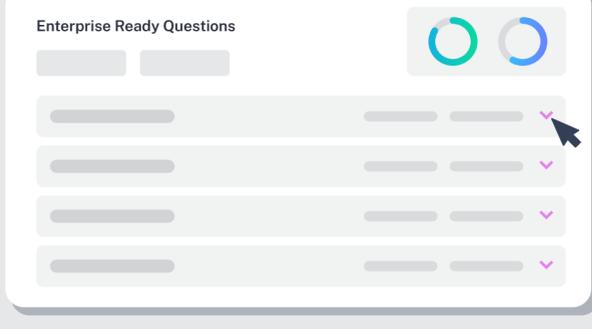
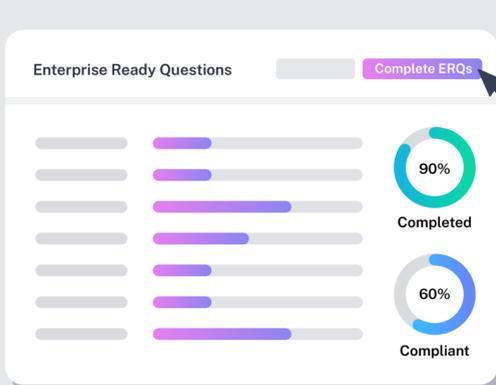
What are Enterprise Ready Questions?

The Enterprise Ready Questions (ERQs) on the TechPassport platform have been created in collaboration with 16 FIs. These questions set an industry standard of

the "must haves" for Fintechs to work with FIs and can be used to efficiently assess the enterprise readiness and accelerate collaboration.

Access to the ERQ

You can view the ERQ completed and compliant percentages in the dashboard widget. When you first join TechPassport, these percentages will be zero, so click the 'complete ERQs' button to go to the ERQ questionnaire and complete the relevant sections to increase your scores.



Information required for completing the ERQs

Below you will find the types of information and documents that you will need when completing the Enterprise Ready Questions.

- 01 Certification**
 Upload any accreditation documents that your company holds such as SOC2 and ISO27001.
- 02 Breach notification**
 Provide information on whether you commit to providing notifications to the customer of a breach or security incident.
- 03 SSDLC**
 Does your company have an up-to-date penetration test?
- 04 Application security**
 Select the methods your product uses for authenticating a person's access to the service (such as SAML, source IP validation) and methods used to prevent compromise (such as AES - 128/192/256).
- 05 Data deletion & retention**
 What is your current process of deleting customer data from locations it is held?
 Are you able to provide a copy of all bank data in a machine consumable format when requested?
 Are there multiple copies of customer data at dispersed geographical locations?
- 06 Data privacy**
 Where do you provide services to?
 What regional data protection legislations do you commit to comply with?
 Which protection acts have you published compliance strategy for (such as GDPR, CCPA)?
 Where data is processed outside of the regions you are providing services, do you permit the inclusion of customer specific data protection model clauses?
- 07 Data storage & separation**
 Do you guarantee the location of customer/user data and storage at all times?
 Where do you provide services to?
 Where are your data center and processing locations maintained?
 What method of separation do you use between customers' data sets and access?
 Do you have a process for change management?
- 08 Disaster recovery**
 Based on your responses to the initial supplier onboarding, your service will be given a criticality level. If the criticality is deemed 'high', we'll need to know the recovery time.
- 09 Encryption**
 Provide information about cryptographic controls to meet TLS 1.2, IPsec or SSHv2 requirements. Provide details on your encryption methods including digital signatures, encryption key storage and rotation.