

# **Vendor Risk Management Module**

**RapidRatings Connector Administration Guide** 

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# **About this Guide**

The purpose of this Administration Guide is to describe implementation steps necessary to configure and operationalize RapidRatings Connector for Vendor Risk Management Module.

This Administration Guide is intended to be used by technical stakeholders or Rsam administrators responsible for implementation of RapidRatings Connector.

# **RapidRatings Connector Requirements**

The following software is required to use the RapidRatings Connector.

### **Supported Rsam Platform**

Version 9.2 or higher.

### **Supported Vendor Risk Management Module**

Version 3.0 or higher.

# **Setting up RapidRatings Connector**

This section describes the high-level steps involved in setting up the RapidRatings Connector.

### **Prerequisites**

This guide assumes that the RapidRating Connector configuration has been installed in your Rsam environment.

Before setting up the connector, ensure that your Rsam web server's IP address has been whitelisted with RapidRatings. Contact your RapidRatings account manager for support.

### **Update RapidRatings Connector Settings**

To update the RapidRatings connector:

- 1. In the Administration module, navigate to **Options** > **Connectors**.
- 2. Select VEN: RRI RapidRatings Connector and click Edit. The Update Connector dialog appears.



3. Update the Login (User ID) field with your unique RapidRatings' username.



| ame:   |             |                                 |   |
|--|-------------|---------------------------------|---|
| EN: KKI - Kapiokatings Connector                     |             |                                 |   |
| escription:  | P1 1 6      |                                 |   |
| onnects to the RapidRatings API to pull financial he | saith infor | mation for vendor organizations |   |
|  |             |                                 |   |
| ase URL:   |             |                                 |   |
| ttps://rridata-sandbox.rapidratings.com              |             |                                 |   |
| onnector Type:                                       |             | Connector Format:               |   |
| lest   | .0          | JSON                            | 0 |
| uthentication Type:                                  |             |                                 |   |
| Jearer Token   | •           |                                 |   |
|  |             |                                 |   |
| Secode User Credentials in Base64 Format             |             |                                 |   |
| Login (User ID):                                     |             | Custom UID Name:                |   |
| INK9DqmX8c9ZAwjB6fsyBToS3cpgGSSJV42s2IMn             |             |                                 |   |
| Change Password                                      |             |                                 |   |
| Custom Password Name:                                |             |                                 |   |
|  |             |                                 |   |
| Authentication URL:                                  |             |                                 |   |
| https://rridata-sandbox.rapidratings.com/v1.0/oa     | uth/token   | V                               |   |
|  |             |                                 |   |
|  |             |                                 |   |

- 4. Select the Change Password check box, and then enter your password for the RapidRatings connector in the Password and Confirm Password fields.
- 5. Update the connection token information. If you do not have the token information yet, contact your RapidRatings Account Manager.

**Note on RRID:** If you already have a list of vendors you are managing, contact your RapidRatings Account Manager to obtain RRID for all entities in your portfolio and import them into Rsam using standard import procedure. Or, update this number for each supplier manually.

6. Click Save.

### **Set up Thresholds to Create Alerts**

Event handlers are created to generate alerts when scores go below the defined thresholds. In this section, you will get familiar with the event handlers and learn how to tailor them to your needs.

#### **Financial Health Rating**

The **VEN: RRI – Initialize KRI Execution – Evaluate Delta – FHR** event handler will produce an alert if the vendor's Financial Health Rating (FHR) value (record attribute value) goes below the threshold value entered for the record attribute value in the event handler criteria.



| Update Event Handler                                   |  |   | ×      |
|--|--|---|--------|
| Handler Name:  |  |   |        |
| VEN: RRI - Initialize KRI Execution - Evaluate Delta - | FHR  |   |        |
| Handler Description:                                   | Update Criteria  | •   |        |
|  | Cribela Name:<br>IF FNR gees drwm below 40 (High Risk)               | Othera Unbructions:<br>Select the attribute type and value to litter on |        |
|  | Scope (check this otheria for the following):<br>The tangated record |   |        |
| Handler Type   | Criteria Inpe:<br>Record attribute has a specific value 1            |   |        |
| Record   | Criteria Selections:<br>VEN: IRS - Financial Health Rating (HH) 1    |   |        |
| Criteria to check for                                  | Condition<br>Less Than 1<br>Enter record attribute value             |   | Delete |
| If FHR goes down below 40 (High Risk)                  | a0   |   |        |
|  | On failure of oiteria<br>Stop this handler for the current item i    |   |        |
|  |  | Save Close  |        |
|  |  |   |        |
|  |  | Save  | Close  |

#### **Probability Default Rating**

The **VEN: RRI – Initialize KRI Execution – Evaluate Probability Default %** event handler will produce an alert if the vendor's Probability Default Rating goes below the threshold value entered for the record attribute value in the event handler criteria.

| landler Name:   |   |   |
|---|---|---|
| VEN: RRI - Initialize KRI Execution - Evaluate Probability Def. | suit %  |   |
| andler Description:   | lapate Criteria   |   |
|   | Citaria hansi<br>If Probabilis Debeli alteret 20%                   | Enteral Institutional<br>Solide the attribute type and called to lifer-on |
|   | Second block the obtains for the following).<br>The targeted record | ]   |
| andler Type   | Cittada Typer<br>Record altebute has a specific salar               | 1   |
| lecord 2  | Criteria Satelliume<br>Vete RE - Protostalito Dalaut                |   |
| riteria to check for Add  | Condition<br>Decider That   | 1   |
| If Probability Default above 20%                                | 25  |   |
|   | Dir fallen af offense<br>Stee Tee harder for the carnet dam 3       | 3   |
|   |   |   |
|   |   |   |
|   |   |   |
|   |   |   |



To adjust a threshold:

- 1. In the Administrator module, navigate to **Workflow** > **Risk Analytics Handlers**.
- 2. Search for the event handler you wish to edit.
- 3. Select the event handler and click Edit.
- 4. Select the criteria and click **Edit**.
- 5. Modify the Enter record attribute value attribute and click Save.
- 6. Click **Save** to exit the **Update Event Handler** dialog.

### Set up the Scheduler

The **VEN RRI - Ongoing Monitoring (Monthly)** schedule executes the **VEN RRI Monthly Refresh** scheduled event and pulls latest RapidRatings automatically for a set of vendors without any intervention for unattended use. This event is scheduled to run monthly. If you want to adjust the schedule, follow the steps given below.

- 1. In the Administration module, navigate to **Workflow** > **Risk Analytics Schedule Events**.
- 2. Double-click the **VEN RRI Monthly Refresh** scheduled event to open the **Update Event** dialog.



3. Click **Open Scheduler**.



| Update Event  | ×          |
|---|------------|
| Event Name:   |            |
| VEN RRI Monthly Refresh   |            |
| Event Description:  |            |
|   |            |
| Target Selection  |            |
| <ul> <li>Manually select target(s)</li> </ul>   |            |
| <ul> <li>Target items using Record Saved Search(s)</li> </ul>   |            |
| Target items using Object Saved Search(s)   |            |
| Select the saved search that will provide the targeted items<br>(Note that the search must be saved with the custom metrics option selected.) |            |
| RapidRatings Vendor Scores (nav)  | <b>X</b> 9 |
|   |            |
|   |            |
|   |            |
| Open Scheduler Save   | Close      |

4. Select the **VEN RRI - Ongoing Monitoring (Monthly)** schedule. By default, this schedule runs on the first of every month.

| ashis                         | ish-pc/RS/  | AM_V9015_Rele   | use/RSAM_WEBADM  | IN/SC_Default.asp  | (7AppIId=86239   | 718-0606-407   | V6-8803            | -225734           | K0F8259   |       |
|-------------------------------|---|---|--|--|--|--|--------------------|-------------------|---|-------|
| Sc                            | chedules  | Tasks   |  |  |  |  |                    |                   |   |       |
| Sche                          | edule   |   |  |  | <mark>6</mark> 2   | uto Refresh  | Add                |                   | Nodify D  | elete |
| NAME                          | E   |   | DESCRIPTION  | í.   |  |  |                    | STATU             | is  |       |
| Enter                         | prise Nigh  | ntly Schedule   | Run every 1 da   | y(s) starting on 20  | 16-01-28 at 16:  | 11 ending on 2   | 2050-              | ENABLI            | ED  |       |
| SIRP_                         | Incremen  | it_Year   | Run on 1 day o   | f Jan starting on 20   | 017-01-01 at 00  | :01 ending on  | 2099-              | ENABLE            | ED  |       |
| VEN D                         | DNB - Ong   | oing Monitoring   | Run on 1 day o   | f Jan, Apr, Jul, Oct   | starting on 2010   | 5-08-01 at 01:   | 00                 | ENABLE            | ED  |       |
| VEN RRI - Origoing Monitoring |   |   |  | of the local division of the local divisiono | CONTRACTOR OF A DESCRIPTION OF A DESCRIP | and the second |                    | the second second | and the second se |       |
| When                          | RRI - Ong<br>thiy)  | aing Hanitaring<br>RRI - Ondoir   | Run on 1 day o<br>Dec starting on                                    | f Jan, Feb, Mar, Ap<br>2018-02-07 at 10:<br>Monthfw)' muss   | r, Hay, Jun, Jul,<br>50 ending on 21   | Aug, Sep, Oct<br>118-02-07   | <) NOV,            | ENABLI            | ED  |       |
| When                          | RRI - Ong<br>thiy)<br>n 'VEN (                                | aing Hanitaring<br>RRI - Ongoir<br>NAME   | Run on 1 day o<br>Dec starting on<br>ng Monitoring (M                | f Jan, Feb, Mar, Apr<br>2018-02-07 at 10:<br>Ionthly)' runs, o<br>TYPE   | r, Hay, Jun, Jul,<br>50 ending on 21<br>execute follo<br>LAST RUN  | Aug. Sep. Oct<br>018-02-07<br>wing task(<br>LAST RUN   | s)                 | RUN               | NEXT RUN  |       |
| When<br>S                     | n 'VEN  | RRI - Ongoir<br>NAME  | Run on 1 day o<br>Dec starting on<br>og Monitoring (M<br>DESCRIPTION | f Jan, Feb, Mar, App<br>2018-02-07 at 10:<br>Nonthly)' runs, 4   | execute folic<br>LAST RUN<br>START TIME<br>2017-028  | Aug. Sep. Oct<br>018-02-07<br>wing task(<br>LAST RUN<br>END TIME   | s)<br>LAST<br>DURA | RUN               | NEXT RUN<br>DATE  |       |
| When<br>S                     | n 'VEN<br>status  | RRI - Ongoir<br>NAME<br>CVE NVD<br>Import 2014  | Run on 1 day o<br>Dec starting on<br>og Monitoring (M<br>DESCRIPTION | f Jae, Feb, Mar, Apr<br>2018-02-07 at 10:<br>Ionthly)' runs, o<br>TYPE<br>DATA IMPORT  | execute folic<br>LAST RUN<br>START TIME<br>2017-09-28<br>13:56:18  | Aug, Sep. Oct<br>018-02-07<br>wing task(<br>LAST RUN<br>END TIME   | s)<br>LAST<br>DURA | RUN               | NEXT RUN<br>DATE  |       |
| When<br>S                     | n 'VEN<br>status  | RRI - Ongoin<br>NAME<br>CVE NVD<br>Import 2014<br>CVE NVD<br>Import 2015  | Run on 1 day o<br>Dec starting on<br>ng Monitoring (M<br>DESCRIPTION | I Jae, Feb, Mar, Apr<br>2018-02-07 at 10:<br>Ionthiy)' runs, o<br>TYPE<br>DATA IMPORT<br>DATA IMPORT   | execute folic<br>LAST RUN<br>START TIME<br>2017-09-28<br>13:56:18<br>2017-09-28  | Aug, Sep. Oct<br>118-02-07<br>wing task(<br>LAST RUN<br>END TIME   | s)<br>LAST<br>DURA | RUN               | NEXT RUN<br>DATE  |       |
| When<br>S                     | n 'VEN i<br>status<br>©<br>©                                  | RRI - Ongoin<br>NAME<br>CVE NVD<br>Import 2015<br>CVE NVD<br>Import 2015<br>CVE NVD<br>Import 2015                                  | Run on 1 day o<br>Dec starting on<br>ag Monitoring (M<br>DESCRIPTION | I Jae, Feb, Mar, App.<br>2018-02-07 at 10:<br>Ionthly)' runs, 4<br>TYPE<br>DATA IMPORT<br>DATA IMPORT<br>DATA IMPORT   | r, May, Jun, Jul,<br>50 ending on 21<br>execute folic<br>LAST RUN<br>START TIME<br>2017-09-28<br>13:56:18<br>2017-09-28<br>13:56:18  | Aug. Sep. Oct<br>018-02-07<br>wing task(<br>LAST RUN<br>END TIME   | s)<br>LAST<br>DURA | RUN               | NEXT RUN<br>DATE  |       |
| When<br>S                     | n 'VEN<br>status<br>©<br>©<br>©                               | RRI - Ongoin<br>NAME<br>CVE NVD<br>Import 2014<br>CVE NVD<br>Import 2015<br>CVE NVD<br>Import 2016<br>CVE NVD<br>Import 2017        | Run on 1 day o<br>Dec starting on<br>ag Monitoring (M<br>DESCRIPTION | Ann, Feb, Mar, App<br>2018-02-07 at 10:<br>Conthly)' runs, a<br>TYPE<br>DATA IMPORT<br>DATA IMPORT<br>DATA IMPORT<br>DATA IMPORT   | execute folk<br>LAST RUN<br>START TIME<br>2017-09-28<br>13:56:18<br>2017-09-28<br>13:56:18   | Aug. Sep. Oct<br>218-02-07<br>wwing task(<br>LAST RUN<br>END TIME  | s)<br>LAST<br>DURA | RUN               | NEXT RUN<br>DATE  |       |
| When<br>S                     | RRI - Ong<br>thiy)<br>an 'VEN i<br>STATUS<br>O<br>O<br>O<br>O | RRI - Ongoin<br>NAME<br>CVE NVD<br>Import 2015<br>CVE NVD<br>Import 2015<br>CVE NVD<br>Import 2015<br>VEN RRI<br>Monthly<br>Refresh | Run on 1 day o<br>Dec starting on<br>ag Monitoring (M<br>DESCRIPTION | I Jae, Feb, Mar, Apr<br>2018-02-07 at 10:<br>Ionthiy)' runs, 4<br>TYPE<br>DATA IMPORT<br>DATA IMPORT<br>DATA IMPORT<br>DATA IMPORT<br>DATA IMPORT<br>RISK<br>ANALYTICS   | r, May, Jun, Jul,<br>50 ending on 21<br>execute folic<br>LAST RUN<br>START TIME<br>2017-09-28<br>13:56:18  | Aug. Sep. Oct<br>018-02-07<br>wing task(<br>LAST RUN<br>END TIME   | s)<br>LAST<br>DURA | RUN               | NEXT RUN<br>DATE  |       |

- 5. Click **Modify** if you want to change the schedule and run the event to your needs.
- 6. When finished making the changes, click **Save**.

# Working with the RapidRatings Connector

This section will walk you through the use cases, dashboards, and the procedure to respond alerts.

### **RapidRatings Connector Use Cases**

The RapidRatings Connector supports both attended and unattended use cases.

#### **RapidRatings Data within Vendor/Service Profile – Attended Use**

In the attended use case, you will actively engage with a vendor/service object to get RapidRatings data. This interaction is possible from within an individual vendor/service profile view or by selecting multiple vendors/services in a list.

To get latest RapidRatings data within a vendor/service:

1. In your Rsam instance, navigate to **Vendor Risk Management** > **Vendor Navigator View**.



- 2. Double-click a vendor to open its details.
- 3. Open the questionnaire and click the **Rapid Ratings** section on the left.
- 4. Ensure the vendor's RapidRatings RRID is populated. RRIDs should be obtained from RapidRatings. RRID can be populated manually for each vendor or for multiple vendors at once using Rsam's import engine.
- 5. Click **Get Rapid Ratings**. Rsam will now pull the latest ratings information from RapidRatings.



| CC Payment Inc.   |  | Accept Galattic  | ation Responses   | Reject Gassification Responses                               | Update Save                     | & Close Action * | ×       |
|---|--|--|---|--|---------------------------------|------------------|---------|
| 24 of 24 100 %  | ↑ RapidRating  |  |   |  |                                 | Section Programs | 1076    |
| General Information<br>5 of 5 Completed   | Quint Handpatters  | Ditection State  | fere disamental   | Next Continuent 💽 Section (                                  | -0                              |                  |         |
| Vertice romanization     s.r of Completed     Bot Of Completed     Dobs Identity Vertification     Lard I Completed | Briter The vendor's Rap<br>guil the lates natings is<br>supplement to control of<br>perspective as the ven | FINGS"<br>dilatnigs IAID deman a<br>formalise from RapidRa<br>gaetScrawler responses<br>for's financial health por | id slok the Get Rep<br>angs. This informati<br>n order to provide a<br>NPD. | nillutings butter to<br>or car to used as a<br>more complete | -                               | Get Rapidi       | Ratings |
| BitSight Security Ratings<br>If of Completed<br>SecurityScorecard Ratings   | OPeriod  | 9/30/2017  |   |  | Reporting Period                | 11/2/2017        |         |
| Vender Relationships  | Financial Health<br>Rating (FHR)   | n  |   | 0  | Core Health Score<br>(CHS)      | 14               |         |
| BCN Profile   | Financial Health<br>Bating (FHR) Tier  | Low Risk [60-79]   | w.  | 0  | Core Health Score<br>(CHS) Tier | Very Poor (0-19) | Ŧ       |
| DCH Dependencies  | O Annual Delta   | 15   |   |  | Operating<br>Prefitability      | 20               |         |
| 2.9 of the Completion   | Simulated<br>Financial Iteatth<br>Rating (FHR)   | 72   |   | 0  | Probability Default<br>(94)     | 0.0223           |         |
|   | Simulated<br>Financial Health<br>Rating (FIR) Delta  | 35   | 1   |  | Cost Structure<br>Efficiency    | 20               |         |

To get the latest RapidRatings data for multiple vendors / services:

- 1. In your Rsam instance, navigate to **Vendor Risk Management** > **Vendor Navigator View**.
- 2. Select the check box for each vendor/service you wish to get the latest RapidRatings data for.
- 3. Click Action and select RapidRatings: Refresh Ratings. The ratings are refreshed.

| Vendors ( | inav) | 🔹 [Search 🔍 🔍                 | Refresh   | Cancel   | Add • Doen Delete Assign Action • 🗙 🖉   |
|-----------|-------|-------------------------------|-----------|----------|---|
|           |       | Name +                        | Vendor ID | BCM Plan | D&B: Find Match and Pull Risk/Compliance Data   |
|           |       | Ψ.                            | - Y       |          | D&B: ADMIN: Refresh Restricted Party Screening  |
|           | >     | Abou-Merhi Lines Sal          | 437679    |          | Bitsight ADMIN: Erase Latest BitSight Ratingsndor Owner<br>Bitsight: Refresh Ratings  |
|           | •     | Alliance Ltd.                 | 437567537 |          | SecurityScorecard ADMIN: Erase Latest Ratings<br>SecurityScorecard: Refresh Ratings   |
| 0 8 9     | •     | CC Payment Inc.               | 337853    | -        | RapidRatings: Refresh Ratings<br>BCMS: Admin Override - Generate BCM Profile<br>View Rapid Report<br>Refresh Questions from Library |
| 0 B 6     | )     | CC Payment Processing Service | 337853    |          | 3rd-Party Service/Product Vendor Owner  |
| •         | >     | Dill Inc                      | 642856    |          | 3rd-Party Organization Vendor Owner   |
|           | >     | Giggle Inc                    | 356345    |          | 3rd-Party Organization Vendor Owner   |



#### **RapidRatings Data within Vendor/Service Profile – Unattended Use**

In the unattended use case, the RapidRatings Connector is scheduled to run for a pre-defined set of vendors. Without user intervention, the scheduler results are available on the RapidRatings Vendor Scores (nav) object search to help you monitor scores.

To access the RapidRatings Vendor Scores view:

In your Rsam instance, navigate to **Vendor Navigator** > **Vendor Data - RapidRatings Scores** (**RRI**).

| RapidRatings Vendo   | 🔹 Search 🔍 🍳                  | Refresh  | Cancel Add | Open Delete             | Assign Action 🔹 🗙                | Ø |
|--|-------------------------------|----------|------------|-------------------------|----------------------------------|---|
|  | Name                          | RRID     | Period     | Financial Health Rating | Financial Health Rating Previous | c |
|  | ▽                             | $\nabla$ | Υ          | Υ                       | Ψ                                | V |
|  | CC Payment Inc.               | XAZPvvJ  | 2017-09-30 | 72                      | 72                               | 1 |
| 0 🕅 🔕  | CC Payment Processing Service | J1VWR6a  | 2017-09-29 | 52                      | 52                               | 5 |
| . 🛛 🖓 🔕  | Site Hoster Inc.              | a6jRRna  | 2017-09-30 | 52                      | 52                               | 2 |
| \[         \begin{aligned}         & | Gorman Inc                    | axyZ7rA  | 2017-09-30 | 45                      | 46                               | 2 |
| . 🖉 🔕  | Site Scraper Inc.             | AzYO8ba  | 2017-09-30 | 44                      | 44                               | 4 |
| o 🖬 😒  | Dill Inc                      | VJMy1a   | 2017-09-30 | 52                      | 12                               | 5 |
| . 🛛 🖓 🔕  | Giggle Inc                    | Wa97WkD  | 2017-09-30 | 70                      | 80                               | 6 |
| O      O   | Alliance Ltd.                 | JW2d6oD  | 2017-06-30 | 31                      |                                  |   |
| . 🛛 🖓 🔕  | Abou-Merhi Lines Sal          | DQ6r3eJ  | 2017-09-30 | 40                      | 40                               | 2 |
| 🗆 🖻 🔕  | testtest                      | dax07U   | 2017-12-31 | 71                      | 56                               | 6 |
|  | Sample 111                    | DX5p4kJ  | 2017-09-30 | 76                      | 76                               | 5 |

## **RapidRatings Dashboards and Views**

This section provides an overview of the dashboards and views available for the RapidRatings Connector.

#### **Dashboard: RapidRatings Population**

This dashboard contains charts that illustrate the scores across all of your vendors. Typically, it provides scores for 10 worst performing vendors.

To access this dashboard, navigate to **Vendor Risk Management** > **Dashboard: RapidRatings Population**.





## **Monitoring Alerts**

When scores go below the threshold values, alerts are created as records.

To review alerts:

- 1. In your Rsam instance, navigate to **Vendor Risk Management** > **Dashboard: RapidRatings Population**.
- Click on the data bar (in light blue) illustrating the alerts pending for review. The VEN: RRI -RapidRatings Monitoring Alerts Queue search details open.



3. Select the alert record in the **Alert Pending Review** state.



| Search Name: VEN: R     | RI - RapidRatings Monito | ring Alerts C | Queue           |                         |                     |
|-------------------------|--------------------------|---------------|-----------------|-------------------------|---------------------|
| Search 🔍 🔮 Refrest      | h Cancel Add • Open      | Delete        | sign Action • G | o to Search Criteria    | Save Save Search As |
|                         |                          | Re            | view Complete   |                         | 👔 🐵 - 🗶 🖉           |
| Select a group          | Execution Date  Workflow | State  Sho    | ow History      |                         |                     |
| • 2017-10-25(1)         | Name                     | RRID          | Ticker Symbol   | Financial Health Rating | FHR Tier            |
| T 2018 01 25 (1)        | $\nabla$                 | $\nabla$      | $\nabla$        | V                       | $\nabla$            |
| 2018-01-25 (1)          | Niliance Ltd.            | JW2d6oD       |                 | 31                      | High Risk [20-39]   |
| Alert Pending Review (1 |                          |               |                 |                         |                     |
| 2018-02-06 (1)          |                          |               |                 |                         |                     |

- 4. Click Action and select Review Complete. The Workflow dialog appears.
- 5. Enter an overview of the review and click **OK**.

| Workflow   | × |
|--|---|
| Please provide a brief overview of the remediations or risk acceptances that support this approval |   |
| Reviewed. No risk in supply chain.   |   |
|  |   |
|  |   |
| OK Cancel  |   |

# **Appendix: Rsam Documentation**

### **Vendor Risk Management Tutorial**

For a detailed walk-through of the Vendor Risk Management user experience, please refer to the *Vendor Risk Management Step-by-Step Tutorial*. You should have received the *Vendor Risk Management Step-by-Step Tutorial* along with the Vendor Risk Management instance. If not, contact your Rsam Representative to obtain an electronic copy of the *Vendor Risk Management Step-by-Step Tutorial*.

### **Inline Help**

To get familiar with the specific Rsam features used in this configuration, refer the Rsam End-User Help, Rsam Administrator Help, or both. The Online help you can access depends on your user permissions.

#### **Procedure**:

- 1. Sign in to your Rsam instance. For example, sign in as Example Administrator user. Enter Username as **r\_admin** and Password as **password**.
- 2. Mouse hover over **Help** and select an Online help in the menu that appears. Depending on your user permissions, you will be able to access the Rsam End-User Help, Rsam Administrator Help, or both.

The following image shows the Rsam Administrator Help, opened from the Example Administrator user account.

#### Working with the RapidRatings Connector RapidRatings Connector Administration Guide

