

## Anticipated Questions

### 1. **When must assessed entities begin using Report Center?**

For assessments with draft reports issued after 9/10/2026, assessed entities must use Report Center to share HITRUST assessment reports with report recipients.

### 2. **What happens to assessments already in progress on the release date?**

The applicable process is determined by the draft report issuance date. Assessments with draft reports issued on or before 9/10/2026 may continue using the existing report-sharing process. Assessments with draft reports issued after 9/10/2026, must use Report Center for report sharing.

### 3. **Does the assessed entity still have the option to review the draft reports?**

Yes, the draft review process remains unchanged after 9/10/2026.

### 4. **How can an assessed entity share their Report Center dashboard?**

There are several options for sharing a Report Center dashboard.

1. Share the completion letter for the assessment. The recipient may use the link or QR code in the completion letter to access the dashboard.
  - a. By default, the dashboard is private and the recipient will see an option to request access. See #5 for the notification of access request that will be received by the assessed entity.
  - b. If the assessed entity has made the dashboard public, the recipient will view the dashboard without requiring an access request.
2. Invite the recipient to view the Report Center dashboard directly from the Report Center Access Administration page in MyCSF. When access is granted this way, the recipient will receive the following email from [noreply@hitrustalliance.net](mailto:noreply@hitrustalliance.net).

You have been invited to view Chinstrap Penguin's HITRUST assessment dashboard

Hello,

You have been invited to view [2026 Chinstrap Penguin r2](#) by Chinstrap Penguin.

If you're a new user, please create an account to register. If you already have an account, simply log in.

For technical assistance, please contact us at [support@hitrustalliance.net](mailto:support@hitrustalliance.net).

Regards,  
The HITRUST Team

### 5. **How does the assessed entity know when an access request has been submitted?**

Each time an access request is submitted, the MyCSF admin users for the assessed entity will receive the following email notification from [noreply@hitrustalliance.net](mailto:noreply@hitrustalliance.net).

Action Required: Access Request for Report Center

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Hello,

jason.seagull@chinstrapenguin.com from Chinstrap Penguin has requested access in Report Center.

To review and respond to this request, please log in to the HITRUST Portal and navigate to Report Center Admin using the link below:

[MyCSF Link](#)

From there, locate the request and approve or decline the access, then save your changes. Once submitted, the recipient will be notified automatically.

If you believe this request was submitted in error, please contact support@hitrustalliance.net.

Regards,  
The HITRUST Team

**6. How does a report recipient know when their access request has been approved?**

When an access request is approved, declined, or modified, the requester will receive the following email notification from [noreply@hitrustalliance.net](mailto:noreply@hitrustalliance.net).

Report Center Access Update

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Hello,

This is a notification that your access to Chinstrap Penguin's report center has been updated. This change may have been completed as part of a recently initiated request or through an update made by Chinstrap Penguin.

If your request was declined, your existing access will remain unchanged. If you believe this decision was made in error, please contact the organization that reviewed your request.

You may log in to view the changes to your access level using the link below.

[Report Center Link](#)

For technical assistance, please contact support@hitrustalliance.net.

Regards,  
The HITRUST Team

**7. Who can approve or revoke report access?**

Report access can be managed by the assessed entity MyCSF admin users.

**8. Can a recipient download a report without assessed entity approval?**

No. A recipient may be able to view the dashboard information without approval if the assessed entity enables the public dashboard option, but downloading any report requires explicit authorization from the assessed entity.

**9. What does it mean for a Report Center dashboard to be public, and how does that impact report sharing?**

Report Center dashboards are private by default. If an assessed entity opts to make a Report Center dashboard public, anyone with the dashboard link or QR code can authenticate to the Report Center and view the dashboard without prior approval from the assessed entity. However, public dashboard visibility does not make assessment reports publicly available. Recipients must still request and receive assessed entity approval before they can download any assessment reports from the dashboard.

**10. Can assessed entities authorize access to only certain reports?**

Yes. Report Center supports report-level authorization. Assessed entities can choose which available reports each recipient may access.

**11. Are downloaded reports recipient-specific?**

Yes. Reports downloaded from Report Center include recipient-specific information, including the recipient organization name, downloader email address, and download date.

**12. Can a recipient share a downloaded report internally?**

Downloaded reports are intended for internal business use within the authorized recipient organization. External distribution or publication is not permitted.

**13. What assessment information is shared in the Report Center Dashboard, Certification Report, and Certification Summary?**

Assessment Information	Report Center Dashboard	Certification Summary	Certification Report
Assessed Entity Name	X	X	X
Assessment Name	X	X	X
Assessment Status (Answering Assessment, Performing QA, Complete, etc.)	X	X	X
Assessment Type (e1, i1, or r2)	X	X	X
CSF Version	X	X	X
Brief Assessment Scope (list of platforms and facilities in scope)	X	X	X
Certification Status (Active, Expired, etc.)	X	X	X
Report Date	X	X	X
Report Expiration Date	X	X	X
List of Associated Insights Reports and Additional Certifications	X		
Interim or Bridge Completion Status (r2 only)	X		

Letter of Certification (or Validation)		X	X
Full Scope of the Assessment description		X	X
Assessment Context		X	X
Use of the Work of Others			X
Summary Assessment Results			X
Results by Control Reference			X
Corrective Action Plans Required			X
Additional Gaps Identified			X
Detailed Assessment Results (scoring for each requirement statement)			X

**14. What happens if access is revoked?**

Revocation prevents the recipient from accessing or downloading reports through Report Center going forward. It does not remove copies previously downloaded by an authorized recipient.

**15. Does Report Center change assessment requirements or certification criteria?**

No. Report Center changes how assessment status and authorized reports are shared. It does not change assessment requirements, scoring, testing, validation, certification criteria, or QA procedures.

**16. How are Interim Letters and Bridge Certificates shared?**

For Interim and Bridge Assessments completed after 9/10/2026, the Interim Letter or Bridge Certificate will be available for download from the Report Center dashboard for the parent r2 Assessment. Interim Letters and Bridge Certificates for Interim and Bridge assessments completed on or before 9/10/2026 will be issued in MyCSF without change.

**17. Will recipients be required to create accounts to access and download reports?**

Yes. Recipients must create a Report Center account to access dashboards and download authorized reports. Authentication is required for all Report Center access.

**18. Will recipients need separate accounts for each report they access?**

No. Recipients use a single Report Center account. After logging in, recipients can view all assessments and reports that have been shared with them and for which they have been granted access.

**19. Will recipients have a way to look at who has publicly shared their Report Center dashboard and request from there?**

There is no browsing capability for public dashboards. Report Center dashboards can be accessed only through sharing the completion letter link, QR code, or an invitation from the Report Center Access Administration page.

**20. Does my Assessor automatically have access to my report?**

No, your assessor does not automatically have access to your report. You may share your report with your assessor via the Report Center.

**21. Does this change the process for reviewing and approving draft reports?**

No, this does not change the process for reviewing and approving draft reports.