



## Management Rep Handbook (FAQ)

### **Q. What are the responsibilities of the Management Representative?**

The Management Representative has 3 main responsibilities:

1. Provide billing information and to ensure payment when invoices are sent.
2. Maintain the institution's membership roster and to make timely adjustments when adding and removing member representatives.
3. Provide declaration of standing for member representatives who are removed.

Instructions on how to meet those responsibilities are provided in this document. Should you have any questions that are not addressed here, feel free to [email REN-ISAC Membership Services](#).

### **Q. How do I add someone to my REN-ISAC membership roster?**

Only a Management Representative can nominate a new member representative. Follow these instructions to make a nomination from our registry:

1. [Visit our Registry](#).
2. Enter your email address as your username. If you need a password reset, click the "Forgot Password?" link on the log-in page.
3. Once logged in, you will see your institution's home screen, including a list of people at the bottom of the screen. To make a nomination, click the plus sign icon (+) on the right.
4. Add the new member's name and choose the appropriate community for them:
  - a. OPS (Security Operations) – For individuals with hands-on security protection responsibilities and/or involvement with incident response for the entire institution.
  - b. GENERAL – For practitioners whose operational security responsibilities are associated with specific enterprise applications; or, whose responsibilities aren't strictly "security operational," such as risk, compliance, and IAM; or, whose security responsibilities are not institution-wide.
  - c. OFFICER – For executives with information security responsibilities.
5. Once submitted, the nominated person will need to fill out a profile and sign the Information Sharing Policy agreement.
6. Finally, the nomination will be forwarded to the community for a vetting period of at least six business days.

### **Q. How do I request a password reset on the REN-ISAC system?**

Active members can request a password reset by [visiting our Registry](#) and clicking the "Forgot Password" link. A reset link will be sent to your email address. Should you continue to have difficulty logging in, you can [email our SOC](#) or call 317-274-7228.

Reset requests made during normal business hours (US Eastern) will usually be answered within 15 minutes. Requests made during off-hours will require additional response time. If you have a time-sensitive or critical need for a reset, please call 317-274-7228.

**Q. How does our institution change Management Representatives?**

Email [REN-ISAC Membership Services](#) explaining the change and providing the full name, job title, and email address of the person taking over the Management Rep role.

**Q. What do I need to do when a Member Representative leaves our institution?**

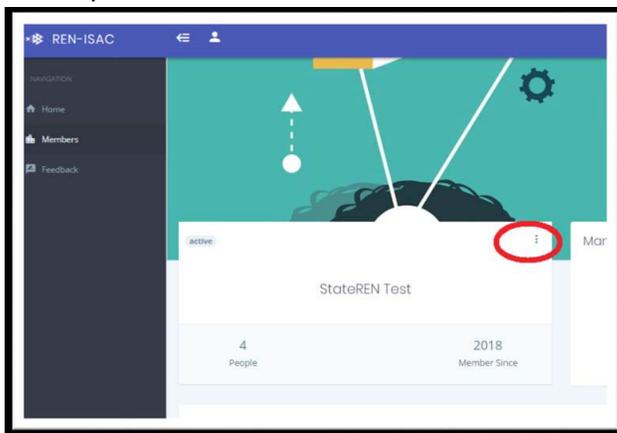
Member representative nominations and deletions can be made via your Registry account. It's important to keep your roster up to date, so follow these instructions to make changes:

1. [Visit our Registry.](#)
2. Enter your email address as your username. If you need a password reset, click the "Forgot Password?" link on the log-in page.
3. Once logged in, you will see your institution's home screen, including a list of people at the bottom of the screen. To remove a member representative, click the trash bin icon next to their record. The individual's status will change to "deleted," but their record will still show up on your roster. Once in "deleted" status, the person's access to REN-ISAC resources will be removed.
4. If the person had been an active Member Rep, [send an email to membership services](#) to let us know their standing upon departure. See "What is standing?"

**Q. How can I verify or change my billing contact information?**

We encourage you to verify your billing information at least once a year. Here's how:

1. [Visit our Registry.](#)
2. Enter your email address as your username. If you need a password reset, click the "Forgot Password?" link on the log-in page.
3. Once logged in, you will see your institution's home screen. Information about your institution will be on the left side of the screen.
4. To edit your billing information, click the three dots circled in the screen shot and then choose "Modify."



5. 6. Once you've completed your changes, be sure to click the "Update Member" button at the bottom of the screen

**Q. Who receives a copy of the billing invoice?**

Current members will receive an invoice sometime in May or June each year. A PDF of the invoice is sent by email to the Management Representative. A copy is sent to the secondary email address listed in the Billing Information. We encourage all member institutions to provide a secondary billing contact besides the management representative.

**Q. Can I request an invoice at a different time of the year?**

A. No, unfortunately the way our system works we cannot issue invoices outside of the May/June timeframe. The only exception to this is a new institution joining for the first time, when we issue an invoice after the institution is a full, active member.

**Q. Who do I contact for billing questions?**

Email [billing@ren-isac.net](mailto:billing@ren-isac.net) for billing-related questions.

**Q. Why do you ask for "standing" when someone leaves REN-ISAC?**

We ask on behalf of our community members because REN-ISAC is a trust community. When a Member Rep leaves REN-ISAC, we announce to the membership whether the departure was in "good standing" or "undeclared standing." As part of the trust community, members have extended trust to the person by virtue of their participation in REN-ISAC. When a member leaves REN-ISAC, we need to indicate if there is a reason to reconsider, or to reestablish, that trust in a different context.

Please note, "undeclared standing" means the institution is unable to provide a declaration either due to institutional policy, an unknown reason, or unresponsiveness to our requests. Undeclared standing is not itself a trust indicator; however, if members extended trust to the person by virtue of REN-ISAC membership, that trust may need to be re-established in another context.

We will make two attempts via email over the course of two weeks to get your declaration of standing for the departing member. If we do not hear back from you by that time, we will use the "undeclared" standing in our announcement to the membership.

**Q. Who is eligible to be nominated as a Member Representative?**

Membership eligibility is extended to all full-time employees of a member institution who are involved with information security. For those that are devoted to information security, and who have hands-on responsibility for defensive systems and response actions there is a more action-focused community called Security Operations, or OPS. These are the folks who manage and configure firewalls, intrusion detection/prevention systems, vulnerability scanners, and other security systems, as well as those involved with incident response.

For other types of security professionals, such as those involved with identity and access management, risk compliance, internal audit, ERP system admins, we have the General community. Members of the General community share a mailing list with the OPS folks, where they can share recommendations, ideas, and much more.

For those executives who have some involvement with information security, we have the Officers community, which allows those executives to stay involved with what is happening at REN-ISAC without the large volume of email that the OPS and General communities generate.

For more information, visit [the Enterprise Participation web page](#).

**Q. What are the “Registry” and the “Members Wiki”?**

[The Registry](#) is our database of member institutions and representatives. Currently, it can be used to manage your membership information and roster of member representatives. We are continuing to develop the Registry and will be adding new features in the coming months and years.

[The Members Wiki](#) is a Confluence site where REN-ISAC stores members-only information and resources. Members can find support documentation, information on services, and other resources. Members can subscribe or watch important pages, as well as leave comments or suggestions.