# SecureForms User Guide

January 2024

# Contents

## Document Versioning

| Version | Change Overview | Date | Responsible Party |
|---------|----------------|------|-------------------|
| 2.0 | Documentation Update | 01/03/2019 | RTX |
| 2.0 | Documentation Update | 12/05/2018 | RTX |
| 2.0 | SecureForms Refresh | 09/24/2018 | Tom McHale |
| 2.0 | MAG 7.0 | February 2021 | Beena Nair |
| | MyExostar Migration | September 2022 | Ashleigh Howell |
| | RTX Rebranding | January 2024 | Ashleigh Howell |

## Document Overview

This role-based user guide outlines functionalities and actions for RTX users in SecureForms. This document discusses:

- SecureForms Access
- Roles, Permissions, and Responsibilities
- Navigation
- Viewing Details of Form Assignment for a Supplier Organization
- Viewing and Printing Submitted Forms
- Running and Viewing Reports

## Summary

SecureForms focuses on providing RTX the ability to invite suppliers to complete forms electronically, which then become available to everyone at RTX. The system also ensures suppliers cannot submit the form until all required questions are completed. It contains built-in data collection processes and workflows, automated features and services that allow RTX Users to continuously review and make future decisions on supplier relationships.

## Access SecureForms

RTX users can access SecureForms by leveraging their company-issued credentials to log into the **Exostar's Managed Access Gateway (MAG)** where SecureForms is located.

**Exostar's Managed Access Gateway (MAG)** is a consolidated portal for registration, authentication, and account management across applications and services hosted by Exostar, and those managed by external entities. Exostar partners with RTX and provides secure access to several of their applications behind MAG.

For additional information about MAG, please reference myexostar.com.

**Enterprise Access Gateway (EAG)** is an Exostar service that allows user's access to MAG and applications and services available through the platform using their company-issued credentials. If you do not have an EAG account, you can request one by going to http://security.it.ray.com/FederatedSSO/EAG/RSP.html.

For information on how to use EAG to access SecureForms, please reference the EAG User Guide on the EAG Training Resources page.

## Roles, Permissions, and Responsibilities

Most of the functionality needed to Assign Forms to suppliers, view a summary of Flagged Answers (those that may require follow-up depending on the supplier's response) and completed forms, is available in the Enterprise Supplier Data Management (ESDM) application so the majority of users will not need access to SecureForms. The exceptions are those that need to view tax identification numbers on completed forms and details of the status of their requests.

SecureForms has two non-administrative roles for RTX Users:

- The **RTX User** role allows users to execute the following actions:
  - View form requests for suppliers, including the status of these requests
  - View any completed forms
  - Download, save, and print any completed forms in the system
  - Run and view existing reports

- The **RTX User with PII** role can execute the same functions above, in addition to viewing unencrypted information such as SSNs and EIN numbers.


## Login

To access SecureForms, users need two accounts: one under the (EAG) and a second for SecureForms.

After requesting an EAG account at http://security.it.ray.com/FederatedSSO/EAG/RSP.html from within the RTX network, activating and linking it to their SecurID, instead, they need to send an email to supply.chain.technology@RTX.com and request an account for organization ID EXO115419854.

**NOTE:** Access to applications through Exostar's Managed Access Gateway (MAG) requires use of 2-Factor Authentication (2FA) credentials, therefore much of the functionality related to SecureForms has been placed in the ESDM (Enterprise Supplier Data Master) application. Links to ESDM and Instructions can be found at http://erponp.apex.ray.com/irj/portal/.

When submitting the request, users should specify which role they need: Basic User or User with PII. If the latter, they should confirm they completed RTX's PII training. Once the second account is activated, they need to connect it as a child of the EAG account. Follow the steps below to use EAG once connected:

1. Log into https://portal.exostar.com.

2. Select **Login Using Company Credential (EAG)**.



3. On the **Single Sign On** page, select **RTX** from the dropdown box and click **Login**.

4. Enter your RTX credentials and click **Submit**.



5. MAG validates your identity using your RTX SecurID credentials and directs you to the Home tab of MAG where applications display.

6. After logging in to your EAG account, you are presented with a list of child accounts. Select the one with SecureForms access.

7. Under the **My Applications** tab, locate **RTX Secure Forms** then click **Launch.**

8. Each time a user logs into SecureForms or their current session times out, they must accept the **Export Control Acknowledgement**. Check the box and click **Accept.**
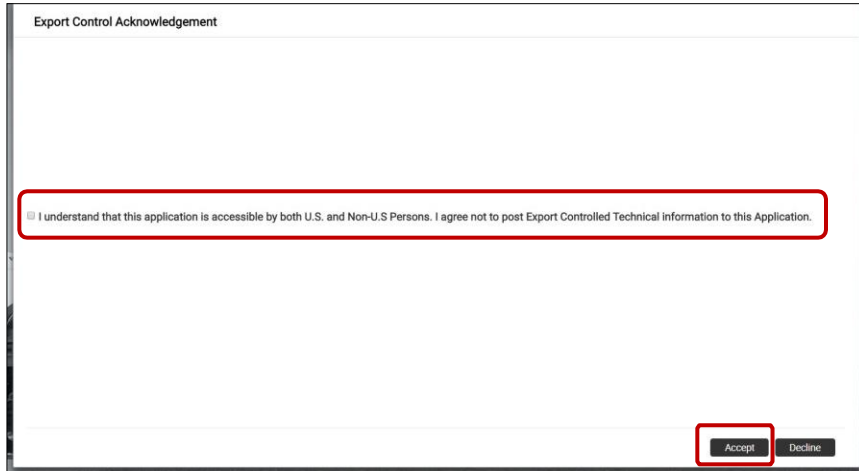


## Dashboard

Users can conduct various tasks from the Dashboard. On the top right of the page, the system displays the user's **Name** and **Role**. Clicking the **User Icon** displays a dropdown containing links to the user's profile and to logout.
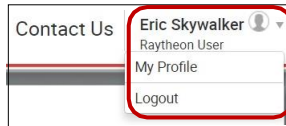
**My Profile** displays the Login ID, Organization Name, Application role, and user Contact Information.



The **Logout** prompts a popup **Logout Confirmation** screen. Click **Yes** to end your session or **Cancel** to resume.



The body of the dashboard contains queues (tabs) with form requests in various workflow statuses. The tabs are listed as follows:



- **Pending:** Form requests sent by RTX to an assigned supplier user, but not yet completed by the supplier.
- **Completed:** Forms completed by suppliers and submitted to RTX.
- **Cancelled:** Forms sent to suppliers that were later cancelled by RTX.

**NOTE:** Users are not able to perform Forms Assignments in SecureForms and must do so from ESDM. Some assignments may result in messages explaining why the request failed. These

messages are as follows: The messages are sent when form assignments processed in ESDM fail. There can be more than one reason for the failure and it's important to read the message carefully:

- **Form Request already exists** means the request has already been processed for the organization and no further action is needed.
- **Form Request already exists with same ExternalRefID|Form Request already exists** means the request has already been assigned and no further action is required.
- **Forms Request Already Assigned to this User** means there is already a request to assign the form to the user and no further action is required.
- **Supplier is Blocked** means the supplier was **Marked for Delete** in **ESDM** when the assignment took place. The block may have been lifted; however data is only sent nightly from ESDM to SecureForms. The solution is for the requestor to wait overnight and reassign the form to the same contact.
- **Supplier does not exist** means the supplier has been created as new in **ESDM** but does not yet exist in SecureForms. As with blocked suppliers, newly added or updated suppliers are only sent nightly from ESDM to SecureForms. The solution is for the requestor to wait overnight and reassign the form to the same contact.

## Search for Forms

The following identifiers can be used to search for supplier form requests:

| Form Requests | | | | | |
|---|---|---|---|---|---|
| **Vendor** | **Form** | **Workflow Status** | **Date Range** | | |
| Vendor ESD # or Name | -- Form -- ∨ | -- Form Status -- ∨ | Start Date 🗓 | End Date 🗓 | Search  Clear |

- **Vendor ESD**: Unique supplier identifier assigned to suppliers by RTX.
- **Form Type:** Type of form based on RTX requirements.
- **Workflow Status:** Various states in the form lifecycle outlining the status of the assigned form. Each status represents 20% in the displayed completion process.
  - **Pending Provisioning**: When an onboarding-related activity has been initiated for a form assignment request, but the onboarding request has not yet been completed. Request process displays 20% complete.
  - **Provisioned:** When an onboarding request has been completed. Request process displays 40% complete.

- o **First Time Access:** When the supplier contact accessed the form assignment request within the system for the first time but has not started editing the form. Request status displays 60% complete.
- o **Form Started:** When an assigned supplier user started working on the request by initiating the edit process for the form. Request process displays 80% complete.
- o **Form Completed:** When a form is completed. Request process displays 100% complete.
- o **Form Cancelled:** Request to complete a form was cancelled by a RTX administrator.
- **Date Range:** Form assignment **Start** and **End** dates can be used to narrow search results.

## Filtering Data

Users have the ability to filter data on any list pages. Click the **filter** icon and enter search criteria.



Once search criteria is set, and forms appear in the list view, click the form name in the **Form** column to view details of the form.

## Viewing Form Details

The **Form Details** page displays supplier attributes, form details, and allows RTX users to print the latest submission and all previously completed submissions of the form they are viewing.



Users with the PII Permissions role can view the tax identification number on the completed form by clicking the padlock icon.

## Request History

The request history outlines the following information for each form request of the form previously ever sent by RTX to the supplier organization:

- Initialization Date
- Assigned to
- Status Date
- % completed
- Revision Number

## Workflow Timeline

This feature shows the timeline of the request from the date it was initiated until the form was completed/submitted. The five statuses correspond to the **Request Status Progress** bar where each one represents 20% of completion. By default, the system calculates the timeline during a total of 45 days.

For additional information about Request Status, please reference workflow statuses in the Search for Forms section.

## Assignment History

The assignment history table outlines user information and dates for each instance the form was assigned or reassigned to a specific supplier user.

## Printing Forms

RTX users can only see, and download completed (i.e., submitted) forms. To print the last submitted form, go to the download portion of the form details screen, and click the **PDF icon** next to **Latest Submitted Revision**. To view and print any other previously completed forms, go to the **Rev.** column of the **Revision History** table, and click the revision number link of any form already completed.

## Viewing Completed Forms

All CR-003s completed in the new SecureForms after September 24, 2018, will be available in the application. Completed forms are also extracted regularly and placed in the SecureForms RShare at https://us1.rshare.ray.com/sites/SecureFormsDC/SitePages/Welcome.aspx where they are loaded with the naming convention: **Form Type_XXXXXXXXX_YYYYMMDD**.

Form Type indicates the type of form completed (such as the CR-003), XXXXXXXXX indicates the ESD number, and YYYYMMDD indicates the date the form was completed by the supplier. Details on how forms are loaded to RShare can be found in the Functional Administrator Guide.

For all suppliers whose most recently completed CR-003 was submitted prior to 9/17/18, those forms will be available in ESDM.

CR-003s completed between 9/17/18 and 9/20/18 are not available in ESDM, and can only be viewed in the RShare at https://us1.rshare.ray.com/sites/SecureFormsDC/SitePages/Welcome.aspx. The legacy SecureForms application has been retired and is no longer accessible.

CR-003s completed in the previous version of SecureForms will be housed in the RShare site located at https://us1.rshare.ray.com/sites/SecureFormsDC/SitePages/Welcome.aspx. Files in the RShare will be tagged with the following attributes: Form Type, 10 digit ESD number, and Date the form was completed by the supplier.

Files use the naming convention: L_CR-003_XXXXXXXXX_YYYYMMDDHHMMSS. L_CR-003 indicates the form was completed in the Legacy SecureForms application, XXXXXXXXX indicates the ESD number, and YYYYMMDDHHMMSS indicates the date and timestamp the form was completed by the supplier.

## Updating Supplier Information

Company information (name, address, etc.) on the CR-003 is pre-populated from one or more databases, which does not automatically update from the completed form. If changes need to be

made in our Vendor Master, it will be necessary to submit a **Change Request** for the Enterprise Supplier Data Management (ESDM) application.

To update the information in Exostar's Managed Access Gateway (MAG), a user from the supplier organization with the MAG Organization Administrator role must submit a Change Authorization request. Instructions for Change Authorization can be reviewed [here](#).
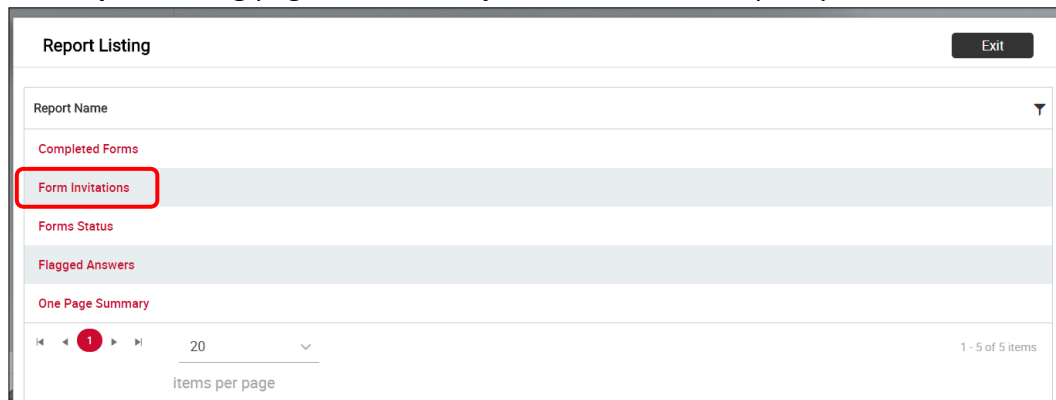
## Reports

RTX users can run several reports in SecureForms. These reports provide information on supplier forms in various states. Users can run the following preset reports:

- **Completed Forms:** A report containing all forms sent by suppliers in a **Completed** state.
- **Flagged Answers:** A report containing all forms with flagged answers.
- **Form Invitations:** A report outlining the assignment and reassignment of forms because of invitations to suppliers to complete a form.
- **Form Statuses:** A report returning data regarding the status of forms.
- **NAICS:** A report displaying specific attributes for all CR-003 forms in the system requiring NAICS codes.
- **Form Summary:** A report showing answers to all questions from the most recently completed supplier forms.
- **Change Report:** A report displaying items (question-and-answer values) that changed between two completed revisions of a form by a specific supplier organization. Revision B will always be the most recent version of the form and Revision A will be the next most recent version.

## How to Run a Report

To access reports:

1. Click the **Reports** link in the navigation bar.
2. On the **Report Listing** page, click the **Report Name** for the report you want to run.

3. The next screen provides options to search for specific results. Users can search by ESD Number, Supplier Name, Exostar ID or Form Type. Once you enter search criteria, click the **View Report** button.



Once the report completes running, the search results display on the screen.



4. To export search results, click the **Disk** icon. A dropdown menu displays. Select the desired export option to download the report.



5. The NAICS and Flagged Answer Reports can be run 'wide open' meaning entry of a list of ESD numbers is not required, however doing so will impact system performance. For this reason, it is recommended that the list be limited to 25 suppliers.

## Assistance

If you or your supplier need further assistance, please contact your business lead. Training documents for suppliers are available [here](#).

Training documents for both suppliers and RTX users are available in the RShare at [https://us1.rshare.ray.com/sites/SecureFormsDC/SitePages/Welcome.aspx](https://us1.rshare.ray.com/sites/SecureFormsDC/SitePages/Welcome.aspx).