Assessor How-To Guide v5.3.1

TRUSTED PARTNER NETWORK

POWERED BY MOTION PICTURE ASSOCIATION

plus.ttpn.org

November 2025

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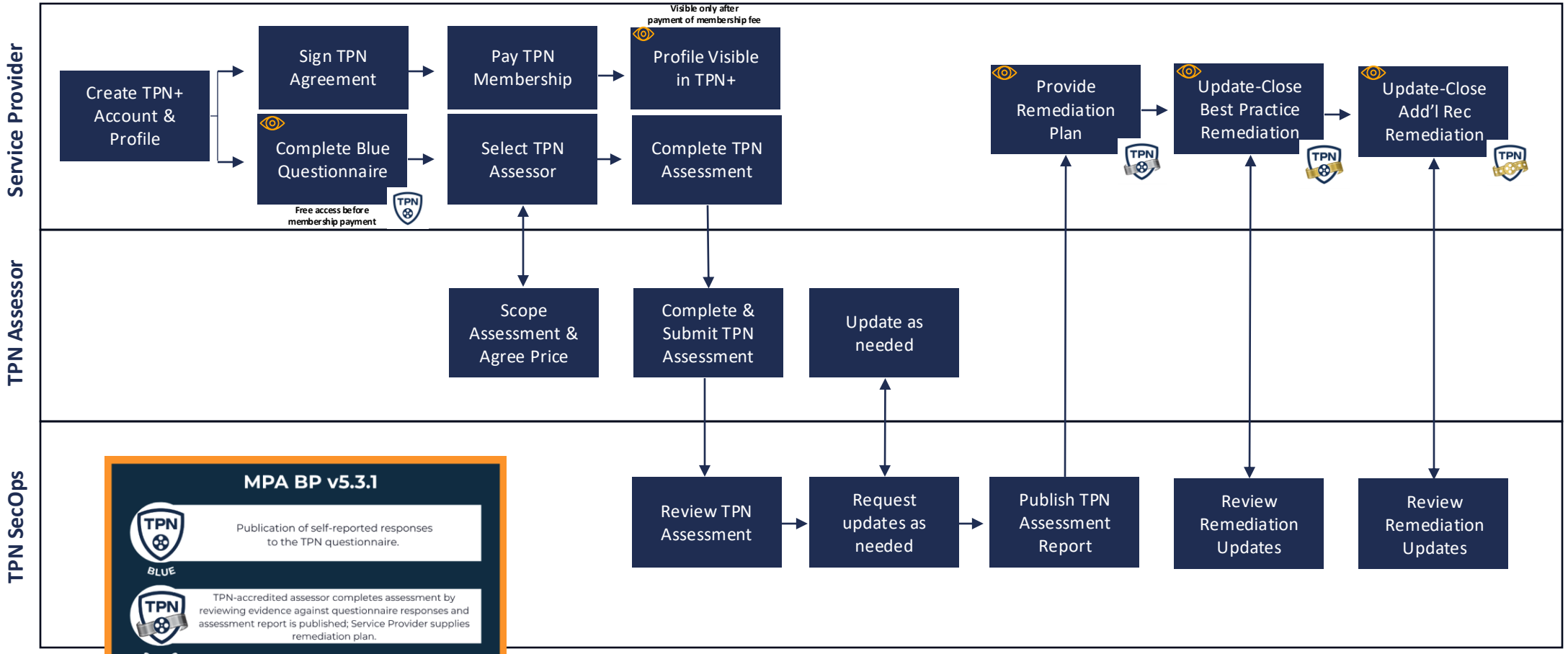
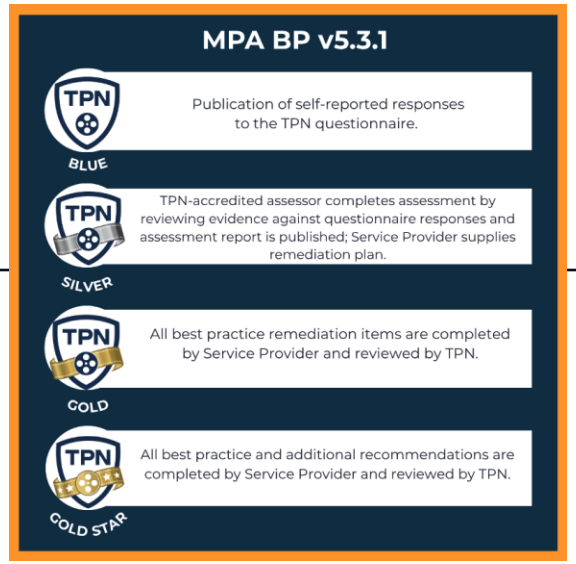
TRUSTED PARTNER NETWORK

TPN High-Level Process: v5.3.1 (as of 9/9/2025)

Service Provider Progress is Visible to Content Owners





TPN High-Level Process: Assessors

ACCEPTANCE OF ASSESSMENT:
- Triggers **15 business day SLA**
- Confirm correct **scope and assessment type** selected
- Site or App **Scoping Baseline and questionnaire answers** available

Onboarding

Following accreditation, onboarding and agreement signature, you will receive an email to join the TPN+ platform.

→

Directory Publication

Upon receipt of your contact information and headshot, you will be added to the Assessor Directory on ttpn.org.

→

Profile

Your Profile is searchable by individual name only, not company. It will show Assessment requests that you can accept or reject.

→ **Accept**: Assessment moves to Assessment In-Progress.

→ **Reject**: Assessment is removed from profile and Service Provider is notified.

Assessment In-Progress

Collaborate with Service Provider to review TPN Best Practice Questionnaire, associated evidence and non-TPN Certificates.

Service Providers **can update** answers in this phase

→

Assessor Findings In-Progress

Report findings against Best Practice Questionnaire, citing evidence validated, and submit when complete.

Service Providers **cannot update** answers in this phase

→

Assessment Submitted for TPN Review

TPN to review submitted assessment and work with Assessor to address any updates needed.

→

Assessment Complete

TPN completes the Assessment in TPN+, the report is published, and Assessment is no longer available via Assessor Profile.

User System Recommendations

TRUSTED PARTNER NETWORK

System Recommendations for Best User Experience

Internet Connection:

- Ensure a stable internet connection.
- High speed internet required.

Web Browser:

- Use a modern web browser.
- Keep the browser regularly updated to the latest version.
- Currently, Mobile and Tablet devices viewing is not supported.

Hardware Specifications:

- CPU: Dual-core with a clock speed of 2.5 GHz or higher.
- RAM: Minimum of 4 GB.

System Maintenance:

- Keep the system and browser up-to-date.
- Regular updates enhance overall performance and security of the browsing experience.

We recommend you bookmark the TPN+ URL at **plus.ttpn.org**.

You can also access it from our **ttpn.org** website by clicking the **TPN+ PLATFORM** button.

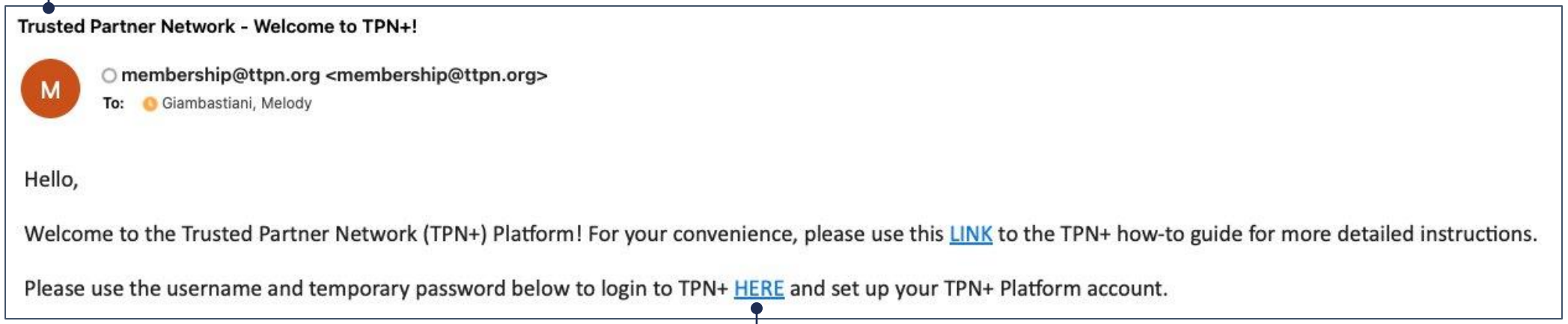
TPN+ PLATFORM

Account Signup & Creation

TRUSTED PARTNER NETWORK

Adding and Managing Users

As a TPN accredited Assessor, an email will be sent to you from membership@ttpn.org with a temporary password.



Trusted Partner Network - Welcome to TPN+!

M membership@ttpn.org <membership@ttpn.org>

To: Giambastiani, Melody

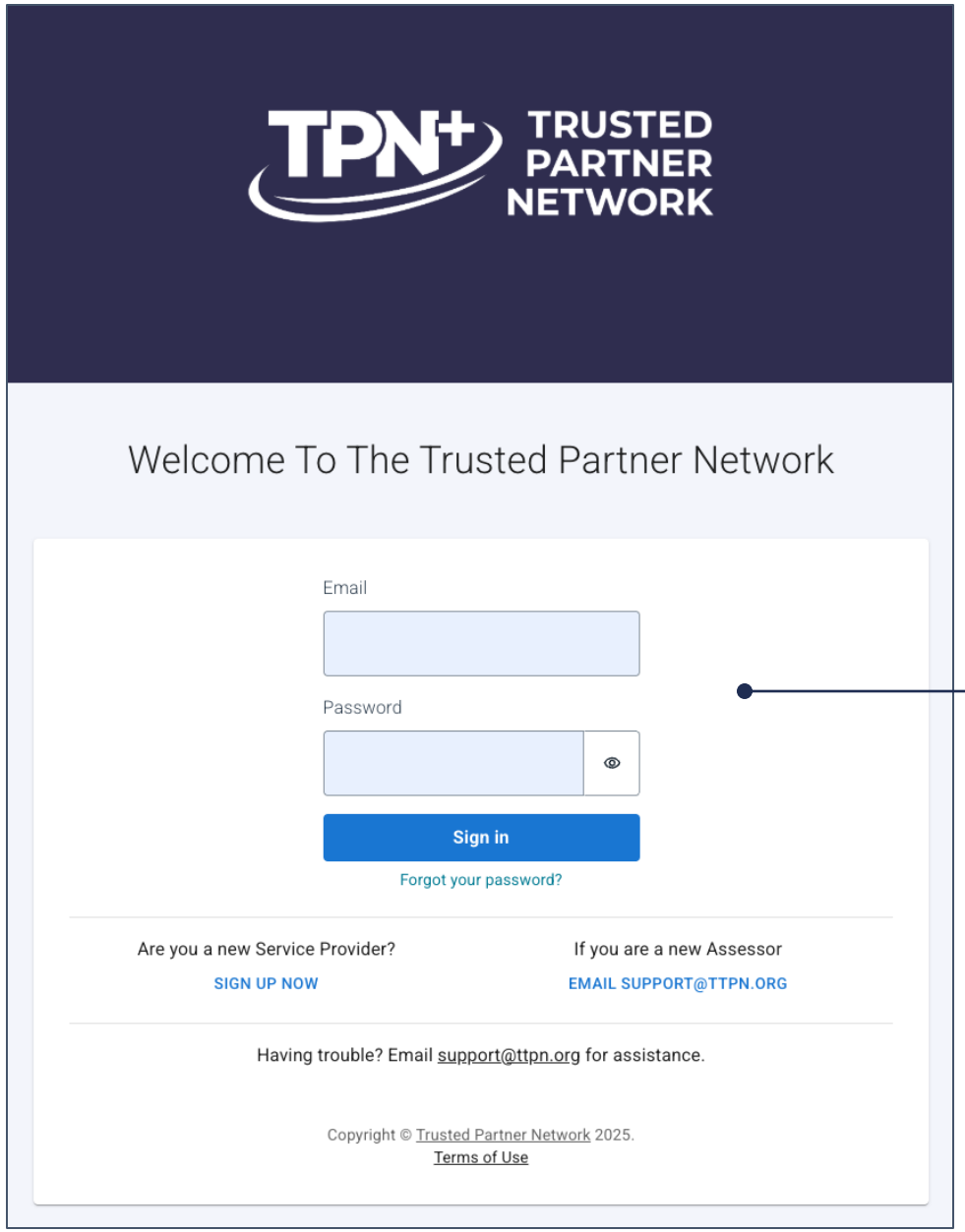
Hello,

Welcome to the Trusted Partner Network (TPN+) Platform! For your convenience, please use this LINK to the TPN+ how-to guide for more detailed instructions.

Please use the username and temporary password below to login to TPN+ HERE and set up your TPN+ Platform account.

You can then log in to the system by clicking on this hyperlink and using your temporary password. If it expires, contact support@ttpn.org so we can resend a new invitation.

Adding and Managing Users

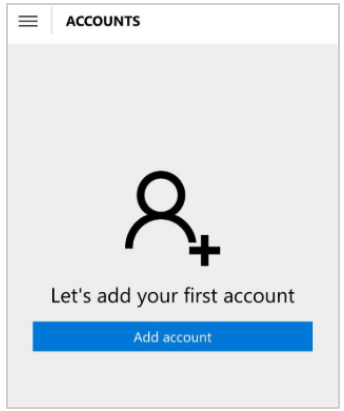


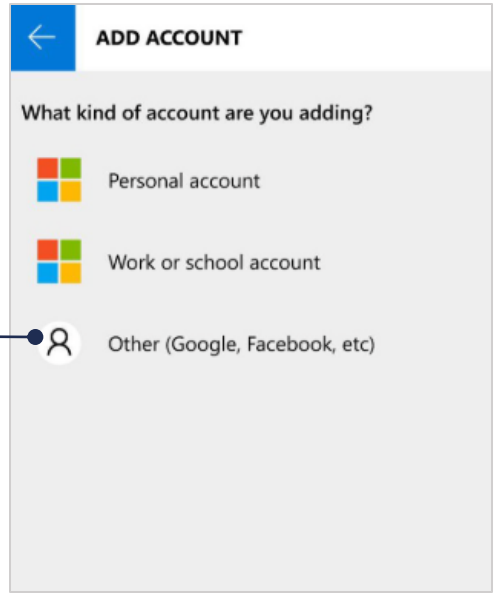
You can now log in to the system by using your email and the temporary password sent in the welcome email.

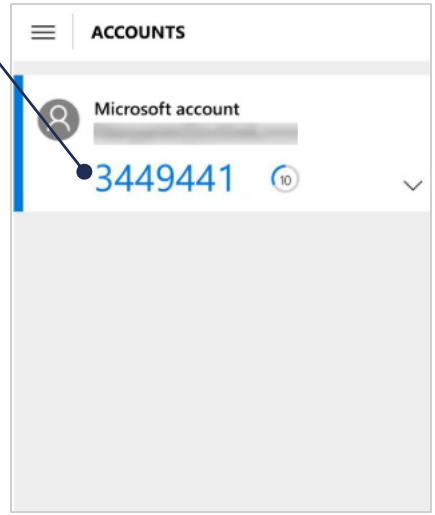
If the password has expired, contact support@ttpn.org so we can resend a new invitation.

Authenticator Setup

1. Download **Microsoft Authenticator** via the link on the next slide or your phone's app store
2. Open Application
3. Click **Add account** or the **+** symbol
    - Select **Other (Google, Facebook)**
4. Point your camera at the QR code
5. Your new account should appear in your Authenticator app
6. Use the one-time code to sign in to the TPN+ Platform



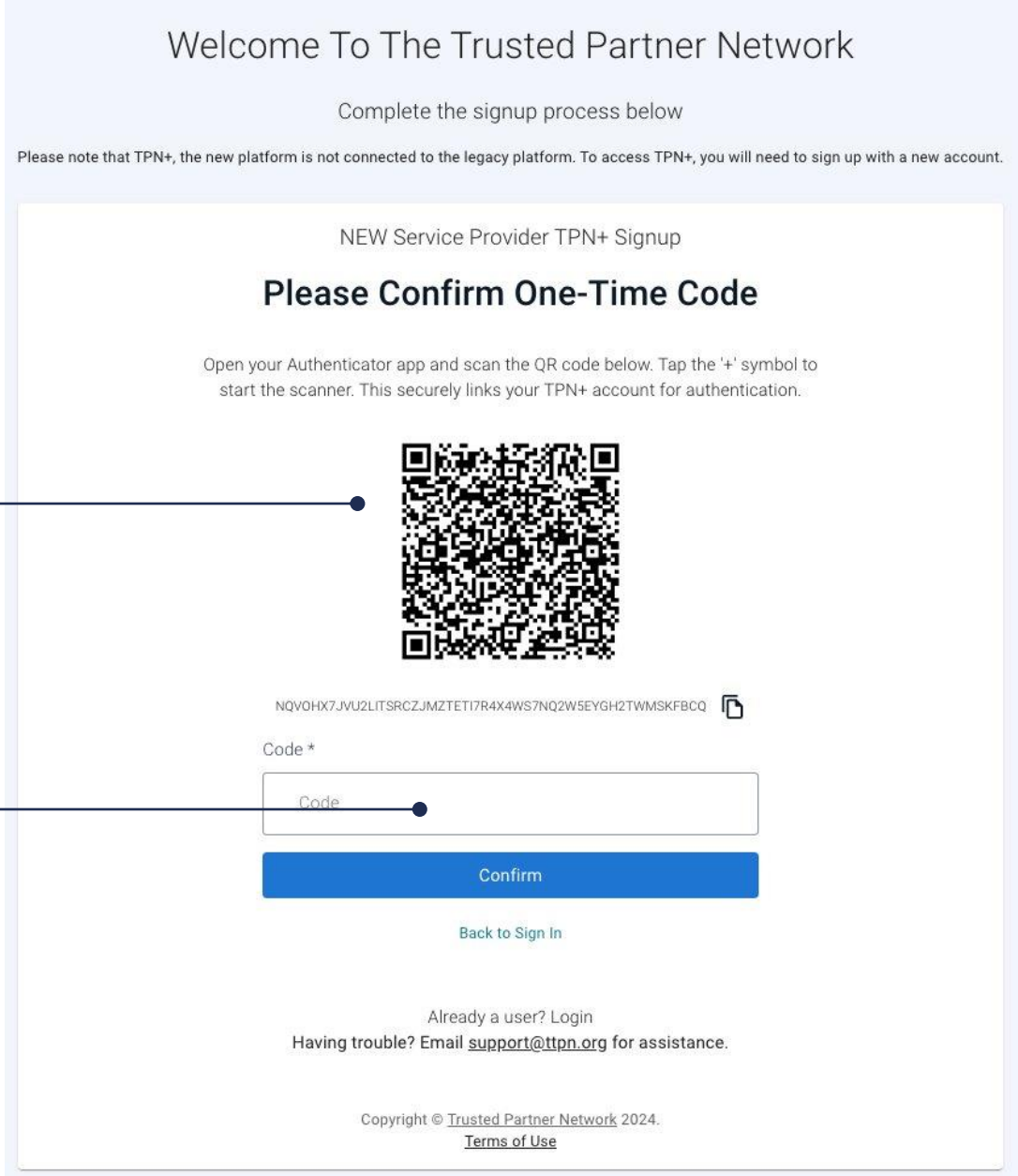




Authenticator Setup

Once you have Microsoft Authenticator installed on your smartphone, using the camera on your phone, you can scan the QR code on the screen to pair the authenticator to your TPN+ user account and receive your two-factor authentication (2FA) number.

Enter the 6-digit number that appears in your Microsoft Authenticator app and click **Confirm** to validate your secure login session.



TPN+ requires two-factor authentication (2FA). TPN+ only supports Microsoft Authenticator for 2FA validation.

Microsoft Authenticator

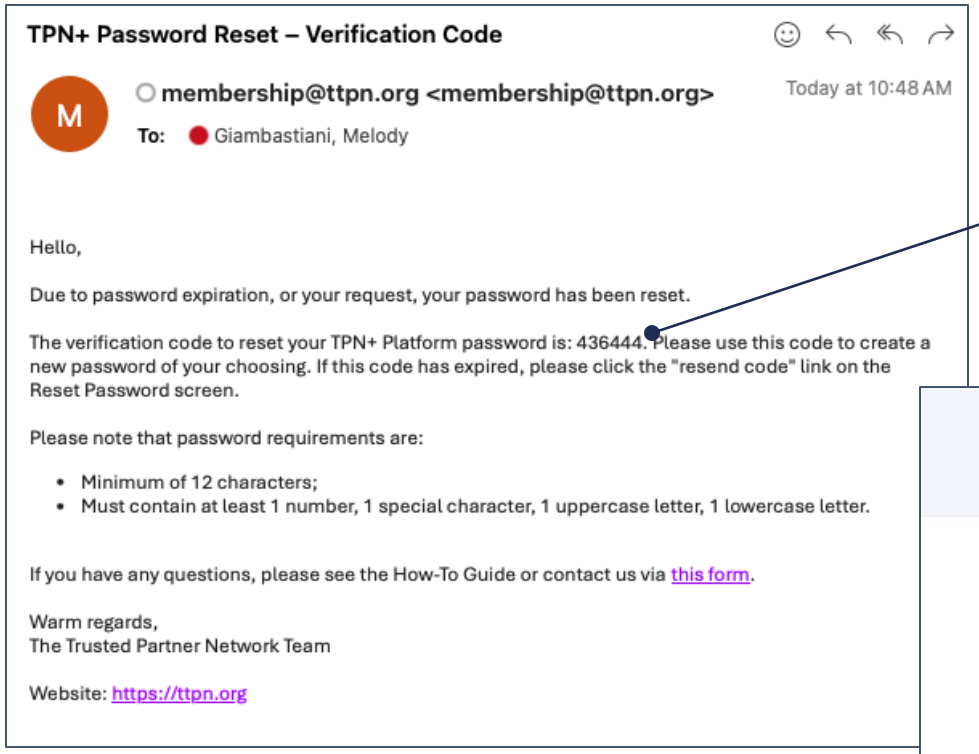
Links to Microsoft Authenticator

iPhone

Android

Important: You will need to open the Microsoft Authenticator app on your smartphone every time you log in. You will not receive a notification or text.

Password Management


TPN+ Password Reset – Verification Code

membership@ttpn.org <membership@ttpn.org> Today at 10:48 AM

To: Giambastiani, Melody

Hello,

Due to password expiration, or your request, your password has been reset.

The verification code to reset your TPN+ Platform password is: 436444. Please use this code to create a new password of your choosing. If this code has expired, please click the "resend code" link on the Reset Password screen.

Please note that password requirements are:

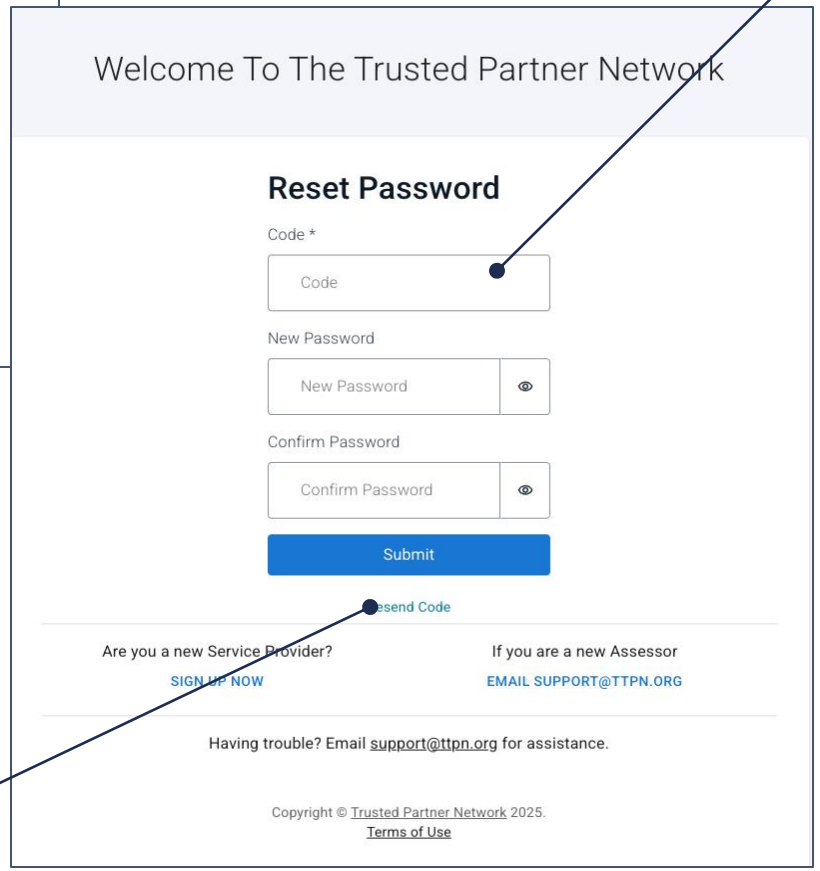
- Minimum of 12 characters;
- Must contain at least 1 number, 1 special character, 1 uppercase letter, 1 lowercase letter.

If you have any questions, please see the How-To Guide or contact us via this form.

Warm regards,
The Trusted Partner Network Team

Website: https://ttpn.org

If you request for TPN (support@ttpn.org) to reset your password, or your password expires, you will receive an email with a temporary verification code.



You can log in to the system by using the code from the email. Enter a new password and Submit.

Please note that password requirements are:

- Minimum of 12 characters;
- Must contain at least 1 number, 1 special character, 1 uppercase letter, 1 lowercase letter.

After completing this screen, you will be taken to the TOTP screen where you enter the code from your Authenticator app.

Note: If the temporary “verification code” from the email has expired, simply click **Resend Code** - or go to the log-in page and click **Forgot password**.

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Profile Overview

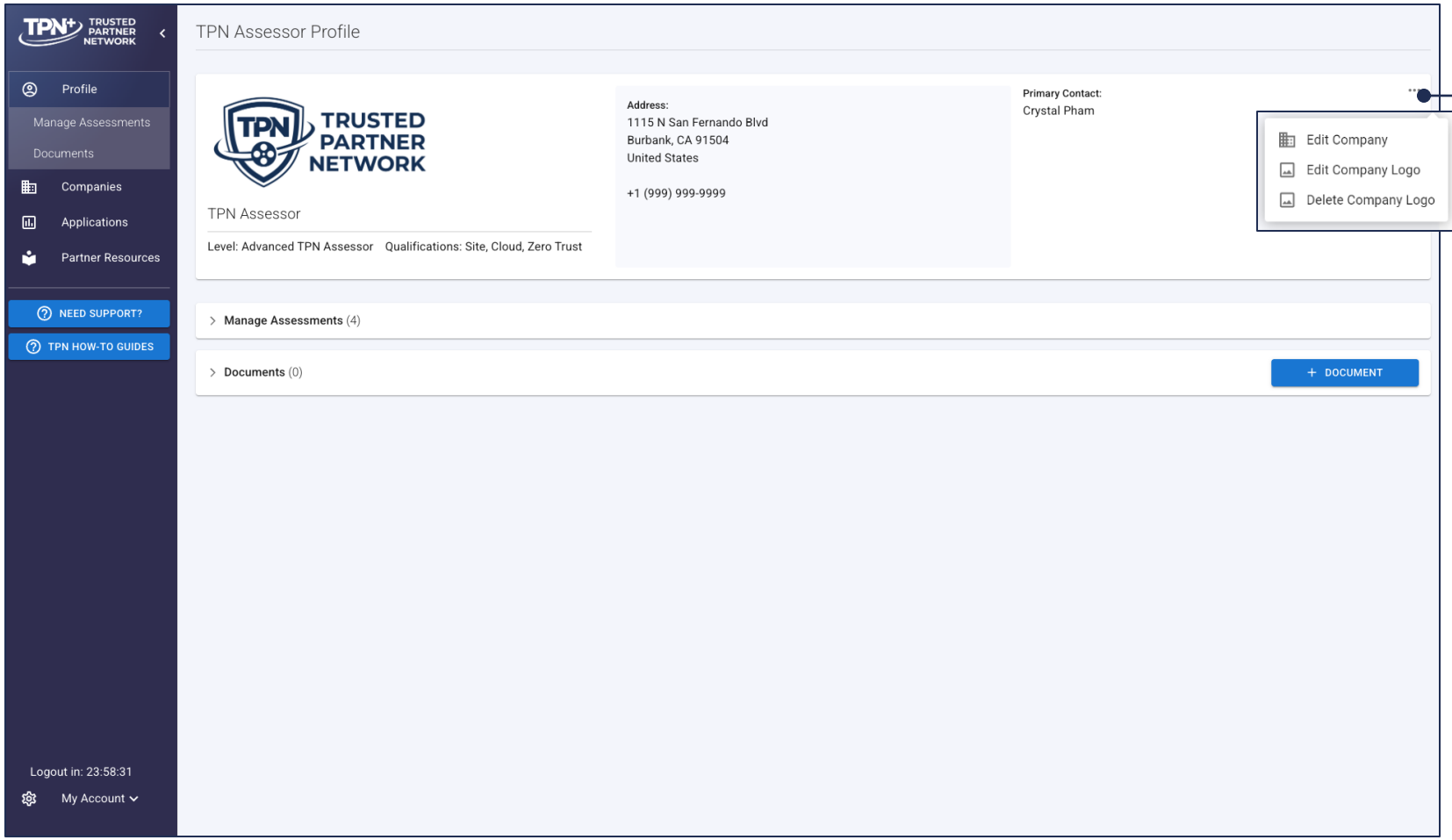
Assessor Profile

Your Profile is the landing page that upon login allows you to set up and manage your account and current assessments.

Registries: View list of all Service Provider **Companies** and **Applications** and their shield status.

Need Support: Create service tickets for assistance from TPN Support Team.

How-To Guides: View support guides for Assessors and Service Providers.



Company Details: change or update address, primary contact information, or company logo.

Manage Assessments: Accept requests and perform assessments.

Documents: Add and manage any files you would like to store on TPN+.

Logout clock: shows how much time before you are automatically logged out for security purposes

My Account: change or update your individual account details

Managing Assessment Requests

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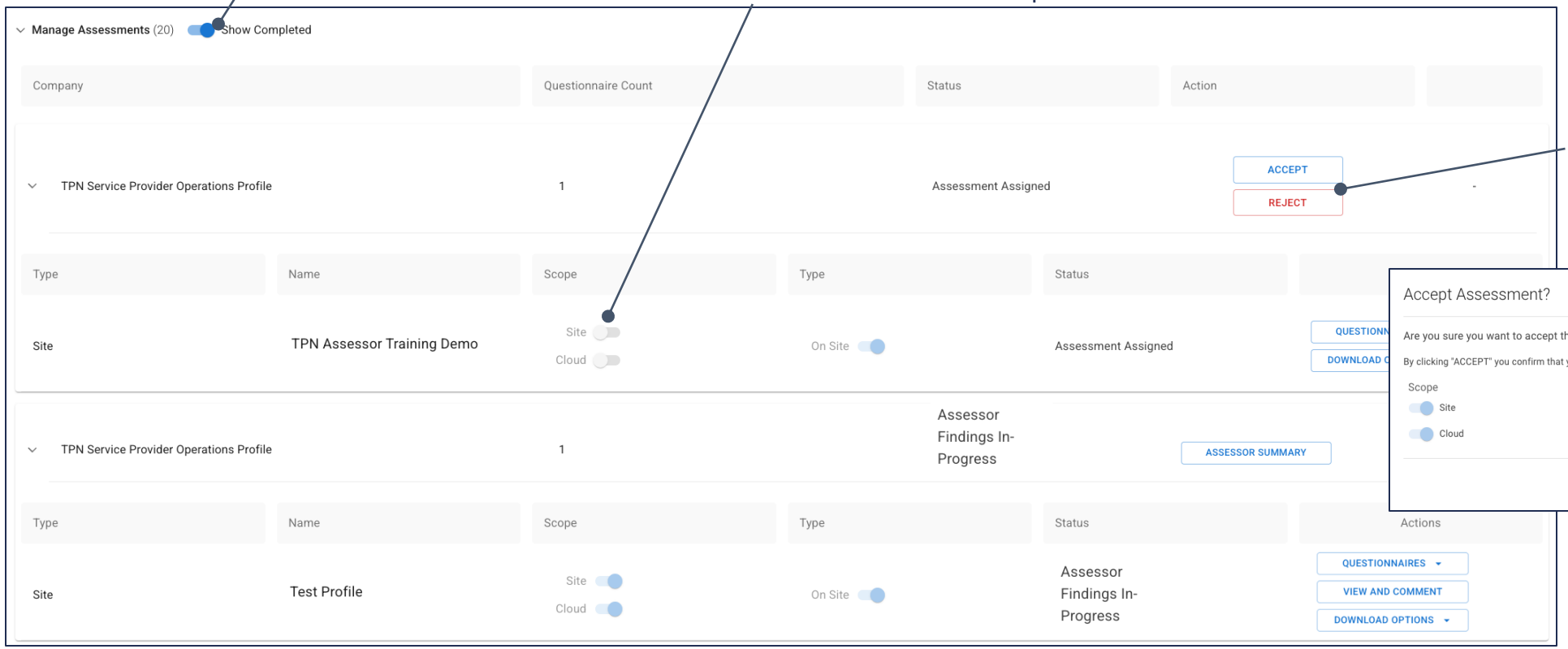
Managing Assessment Requests in Profile

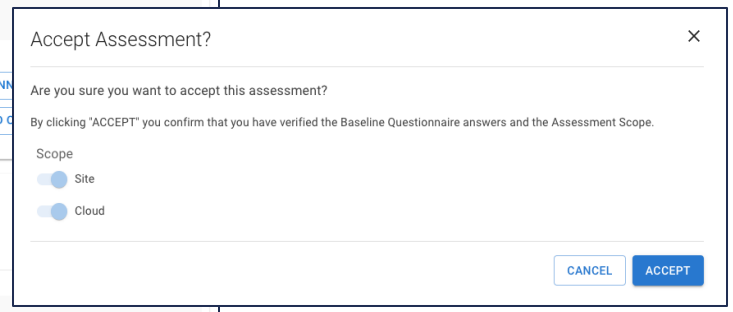
Once assigned by a Service Provider, the assessment request will appear in **Manage Assessments**.

This toggle allows completed assessments to be filtered out of view.

Assessment **scope** and **type,** including on-site needs, are shown here. See next slide for how to update if incorrect



Once the request is made, you can either **Accept** or **Reject** the requested assessment.



Clicking **Accept** updates the status to **Assessor Findings In-Progress** and starts the **15-business day SLA**.

Clicking **Reject** removes the request after the Service Provider re-assigns or deletes it.

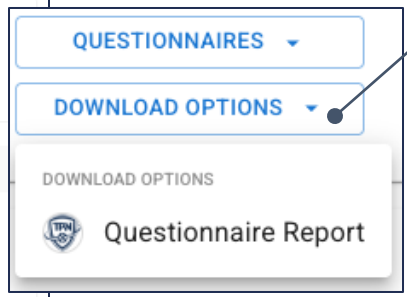
Access to Questionnaires

Before accepting, you can review scope by clicking the Service Provider's **Scoping Baseline** or **View Assessment** for Questionnaire answers.

Important:

- If **Scope** is incorrect, the Service Provider must update their **Scoping Baseline Environments** during the **Assessment In-Progress phase.**
- If **Type** is incorrect, ask the Service Provider to update **before you accept** – this is the only time they can do this.

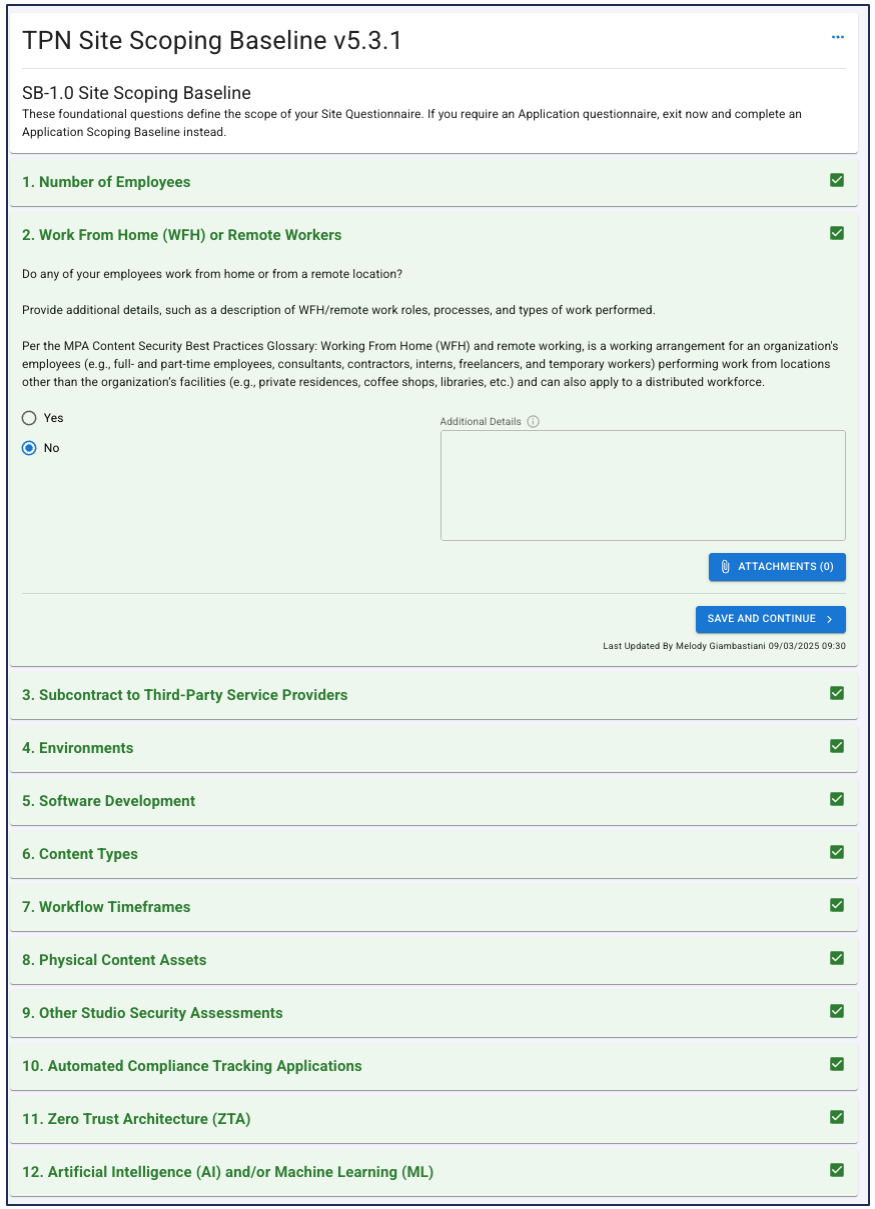
To download the Service Provider's full TPN Questionnaire, (PDF) select **Download Options → Questionnaire Report**. Available until the assessment is complete.



Clicking **Accept** updates the status to **Assessor Findings In-Progress** and starts the **15-business day SLA**.

Clicking **Reject** removes the request after the Service Provider re-assigns or deletes it.

Scoping Baseline Questionnaire Access



Even after you accept an assessment, you can still access the Service Provider's **Scoping Baseline answers** via the **Questionnaires** dropdown.

Their answers will have scoped the questions in their TPN Best Practice Questionnaire – and will assist you with assessment scoping.

Assessment Overview

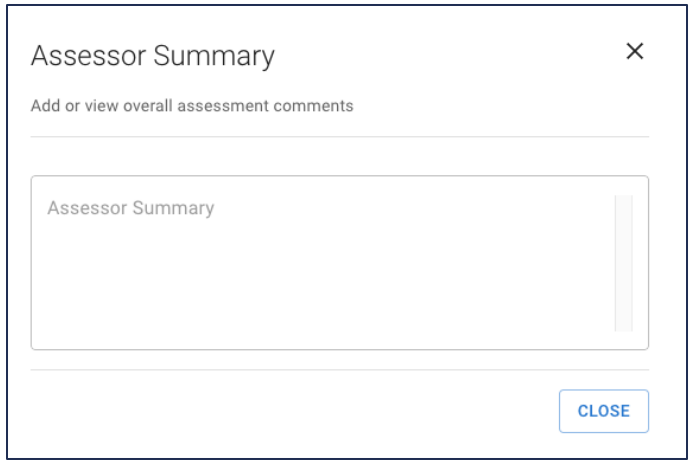
Assessment Definitions

- **Best Practice vs. Additional Recommendations**
  - **Best Practices:** The primary security controls outlined in the MPA Content Security Best Practices. These controls are reflective of the minimum security expectations of most of the MPA member studios. Each component of a Best Practice must be fully satisfied in order to meet the Best Practice, as applicable.
  - **Additional Recommendations:** Additional security controls that are supplemental to the Best Practices and add additional security layers. These additional controls are often required by Content Owners in circumstances where extra security is needed.

- **Evidence vs. Finding vs. Remediation**
  - **Evidence:** Artifacts that are uploaded or shared to demonstrate an organization's security posture.
  - **Finding:** Description of the implementation of a Best Practice as evaluated by an Assessor. These may include gaps where components don't meet Best Practice and require a remediation plan by the Service Provider.
    - ***Content Owners need visibility on findings to make their independent, risk-based decisions and they may request remediations.***
    - ***More information regarding Assessor Findings in upcoming slides!***
  - **Remediation Items:** Actions needed to address or mitigate a Finding that does not meet a Best Practice or Additional Recommendation.

Assessment Definitions

- **Assessor Summary (Visible in report)**
  - A freeform text box is available for assessors to add a summary and/or context beyond control findings, as requested by Content Owners.
  - The **Assessor Summary** button appears in **Manage Assessments** and can be edited throughout the assessment.
  - Upon completion, this text populates the **Assessor Summary** section of the assessment PDF report for Service Provider and Content Owners.
  - Referenced evidence or findings that are referenced in the **Assessor Summary** must still be documented within the appropriate controls.



Assessor Summary

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The Assessor Summary button appears in Manage Assessments and can be edited throughout the assessment.
Upon completion, this text populates the Assessor Summary section of the assessment PDF report for Service Provider and Content Owners.
Referenced evidence or findings that are referenced in the Assessor Summary must still be documented within the appropriate controls.

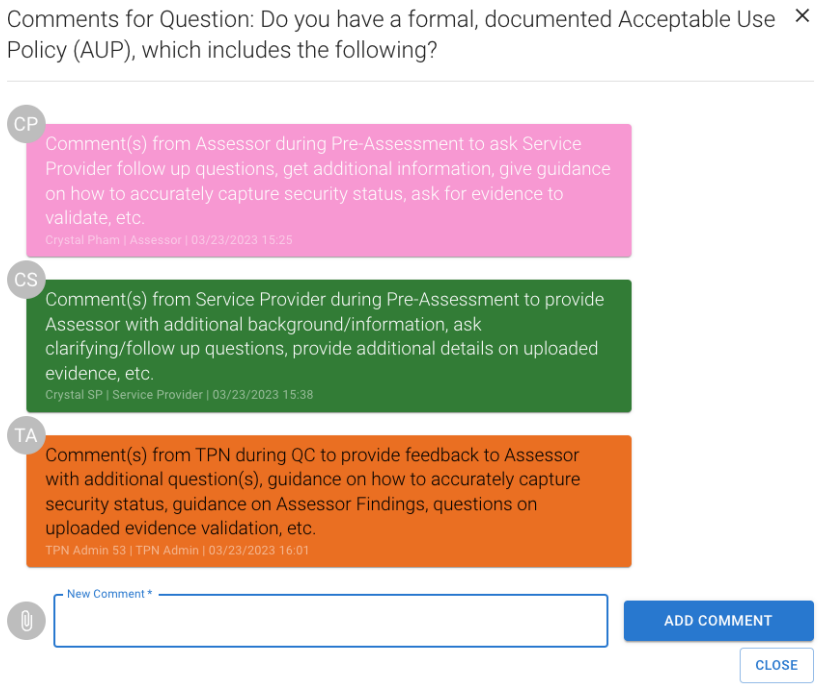
Assessment Dashboard

	Best Practice				Additional Recommendations			
Security Domains	F/I	P/I	N/I	N/A	F/I	P/I	N/I	N/A
Organizational Security	1	0	0	0	0	0	0	0
Operational Security	2	0	0	0	0	0	0	0
Physical Security	8	0	0	1	0	0	0	0
Technical Security	27	2	0	0	1	2	0	0
Totals	38	2	0	1	1	2	0	0

The **Assessor Summary** appears in the final assessment report and provides critical information for the Content Owners

Assessment Definitions

- **Comments**
  - Service Providers, Assessors and TPN Admin can leave messages in the comments section of an Assessment. These can include questions, clarifications, etc.
  - Comments are NOT visible to Content Owners and are NOT included in the final assessment PDF report.



- **TPN+ Global Pass**
  - Process provided to SPs with 5+ sites and/or applications upon request – to offer efficiency for sites/apps that fully implement the same Best Practices across all the sites/apps.
  - These are not TPN-verified and still need to be validated and explained by the Assessor.
  - If you have any customers that ask about TPN Global Pass, please have them contact us at support@ttpn.org. We are happy to help!

Assessment Definitions & Guidance

- **Service Provider – Additional Details (Visible in report)**
  - **Explanation of evidence**, what is Partially Implemented, Not Implemented, or Not Applicable, including reasons and compensating controls, etc.
  - **Service Providers see prompts** while answering their TPN Best Practice Questionnaire to guide them.
  - **Additional Details is an optional section** for the Service Providers – but it can streamline assessments and provide helpful context for Content Owners.

- **Assessor Findings (Visible in report)**
  - **For Implemented components:** Describe evidence and how it was validated, as Content Owners can't view comments or evidence that is not marked "Visible to CO" by the Service Provider. Include info like implementation details, specifications, context, versions, etc. How did you validate, who showed you, etc.?
  - For **Not Implemented:** Provide observations like compensating controls.
  - For **Not Applicable**: Explain why it's not applicable to the Service Provider.
  - For **Partially Implemented components:** See next slide.
  - ***Note: Assessor Findings are required and the Assessor's response is final.***

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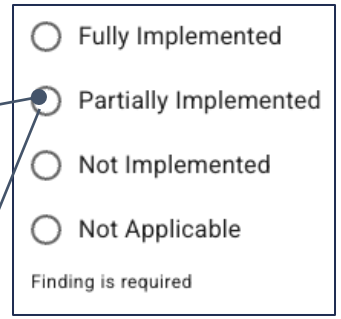
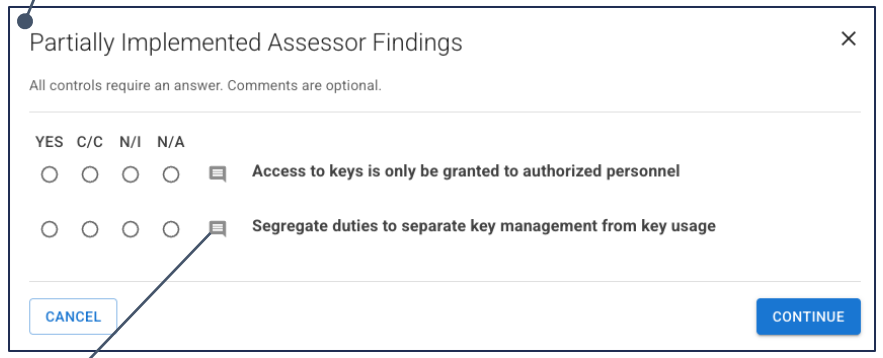
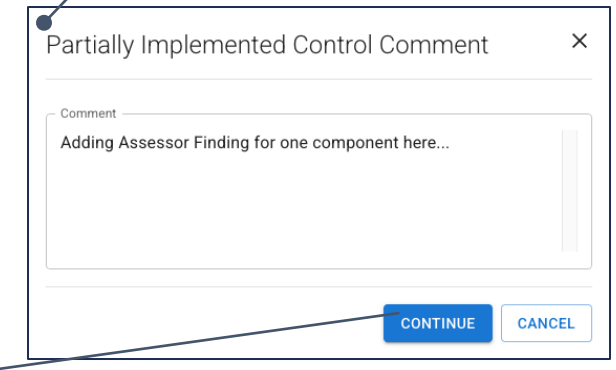
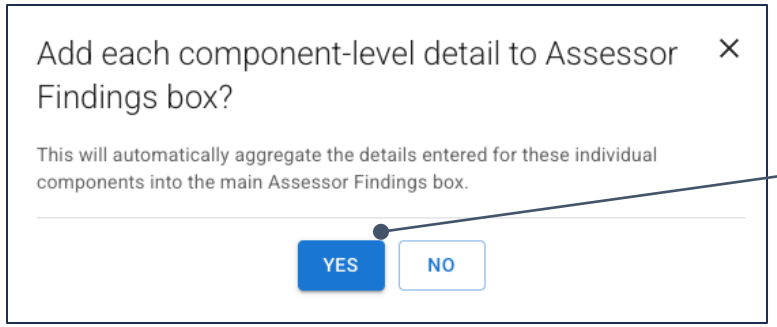
Assessment Definitions & Guidance

- **Partially Implemented Components**
  - When **Partially Implemented** is selected, a pop-up box will allow you to select Yes (Implemented), C/C (Compensated Control), N/I (Not Implemented) or N/A (Not Applicable) for each component.
  - For **Partially Implemented** components: Provide your findings (observations, compensating controls, implementation details, etc., and/or reasons why not applicable).
    - To add text per component, click on the note icon of each row. This is optional – you could instead enter text directly into the **Assessor Findings** box and/or edit within that box only.
  - Once you have added findings to each component, click **CONTINUE**. You will be asked if you would like to add each component-level detail to the main **Assessor Findings** box for that control (optional, as stated above).









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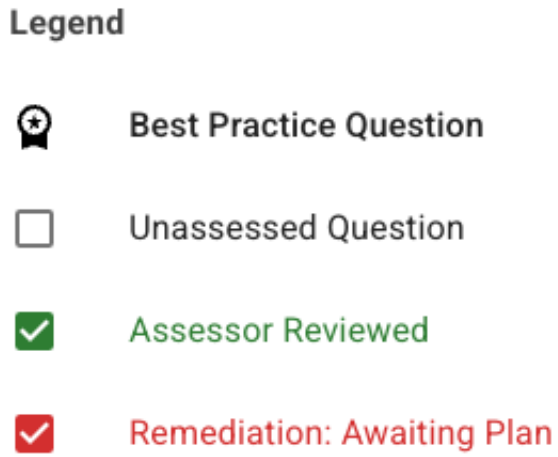
Assessment Legend

The legend appears at the bottom right of the Assessment and explains the symbols and colors for reference.

This symbol denotes a Best Practice question. All other questions are Additional Recommendations. (See definitions below as a refresher!)

If a control background is white, it has not yet been assessed. Once you add your finding, it will turn green or red, depending on the selection: Fully Implemented or Not Applicable which do not require remediation plans; or Partially Implemented or Not Implemented which require remediation plans.



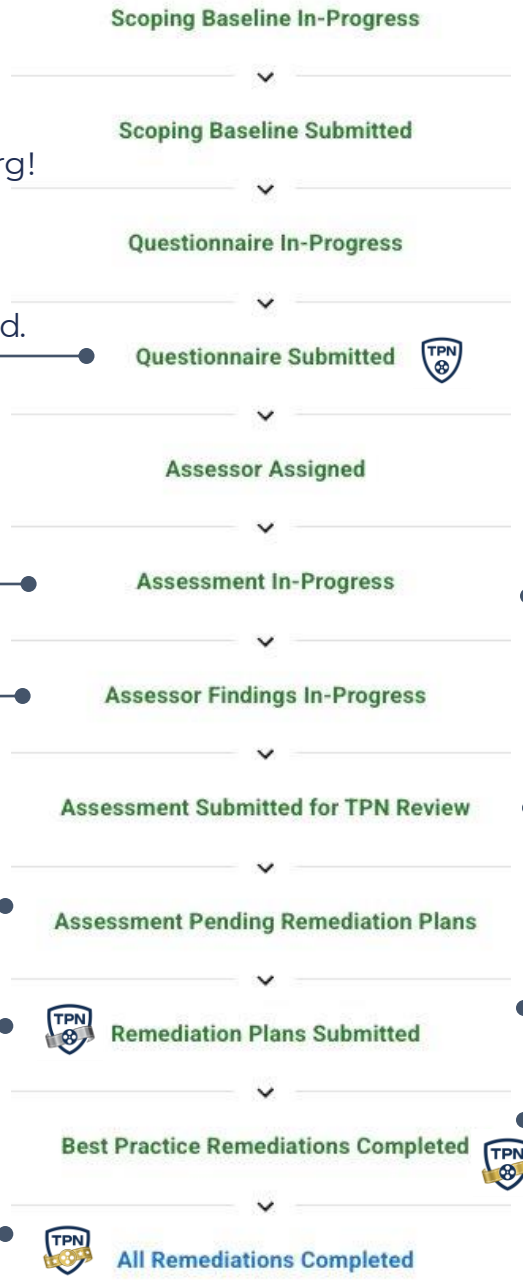
- **Best Practices:** The primary security controls outlined in the MPA Content Security Best Practices. These controls are reflective of the minimum-security expectations of most of the MPA member studios. Each component of a Best Practice must be fully satisfied in order to meet the Best Practice, as applicable.
- **Additional Recommendations:** Additional security controls that are supplemental to the Best Practices and add additional security layers. These additional controls are often required by Content Owners in circumstances where extra security is needed.

Questionnaire/Assessment Milestones

The top right-hand corner of the TPN Best Practice Questionnaire/Assessment shows a Site or Application's progress through the **Next-Gen Shield** statuses (Blue, Silver, Gold, Gold Star).

For more context about these first phases, see the **Service Provider How-To Guide** available at ttpn.org!

TPN Blue Shield is awarded to a Service Provider after their Questionnaire is submitted and published.



The assigned Assessor has accepted the request.

The Assessor has officially begun the assessment.

TPN completed the assessment, the report is published and downloadable, and Service Provider can enter remediation plans. The Assessment is no longer visible to the Assessor.

TPN Silver Shield awarded after remediation plans are submitted.

TPN Gold Star Shield awarded after all Best Practice and Add'l Recommendations are completed and reviewed.

The Questionnaire is unlocked for your Service Provider customer to make updates as you begin discussions with them.

The Assessor has submitted the final assessment to TPN for review.

The Service Provider begins remediation on any open findings.

TPN Gold Shield awarded after all Best Practice remediations are completed and reviewed.

TPN TRUSTED PARTNER NETWORK

Assessment In-Progress Phase

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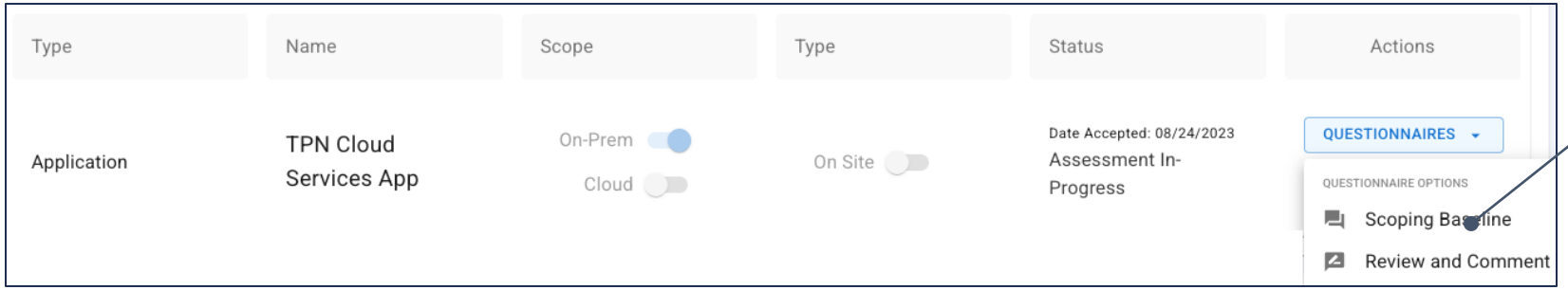
Assessment In-Progress – Review and Comment

After you have accepted the Assessment Request, you are in **Assessment In-Progress phase**.

Take time to review their answers, additional details (if provided) and evidence (if uploaded) – and discuss as needed. They can edit their Questionnaires during this phase. See next slide for additional guidance.



In the **QUESTIONNAIRES** dropdown:

Click **Scoping Baseline** to view the Service Provider's Scoping Baseline Questionnaire.

Click **Review and Comment** to open the Best Practice Questionnaire. You can add comments for the Service Provider or communicate with them directly outside the platform.

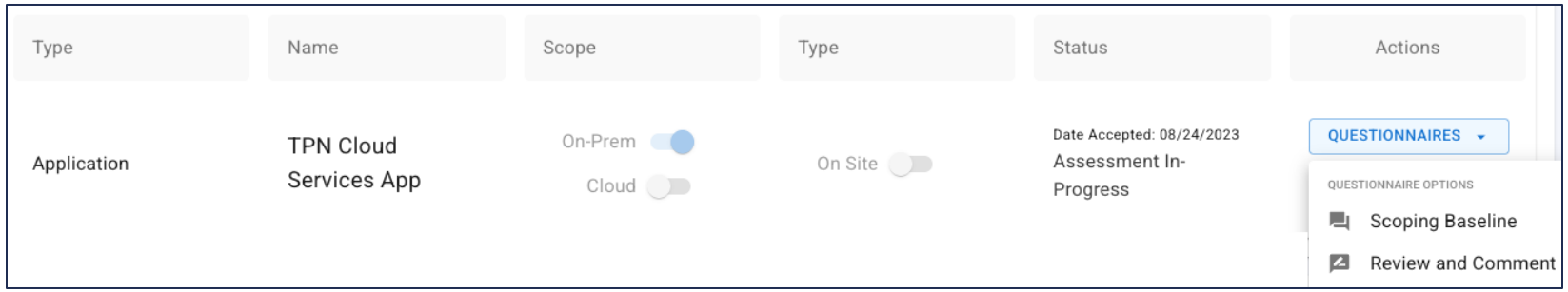
Assessment In-Progress Discussions with Service Provider

- **Scenarios to address with Service Providers during Assessment In-Progress Phase**
  - **Evidence**
    - **If a Service Provider has not provided evidence for all answers**, follow up with them (outside the TPN+ platform or via chat) to confirm accuracy.
    - **If evidence quality is uncertain**, Assessors should request additional validation (eg: documentation, interviews, walkthroughs).
    - **If evidence is not marked "Visible to CO",** Content Owners will not see it and must rely on the Assessor's description and validation. to describe the evidence and how it was validated.
  - **Answers**
    - **If a Service Provider has not answered all questions**, ensure they complete them before moving forward.
    - **If updates are needed during the In-Progress phase**, remind the Service Provider they can revise both the Scoping Baseline and Best Practice Questionnaire during this phase.
    - **If Additional Details are left blank**, note that while optional, remind the Service Provider that providing details can benefit everyone by streamlining assessments and providing context for Content Owners.
    - **If a Service Provider selects *Not Applicable* or *Not Implemented***, confirm this is accurate, since subsequent questions will be hidden and cannot be revisited later. Updates are only possible during this phase.

Assessment In-Progress – Assessment View

After you have accepted the Assessment Request, you are in **Assessment In-Progress phase**.

Take time to review their answers, additional details (if provided) and evidence (if uploaded) – and discuss as needed. For App Assessments, review their Hardening Guidelines if they have uploaded them. They can edit their Questionnaires during this phase. See next slide for additional guidance.

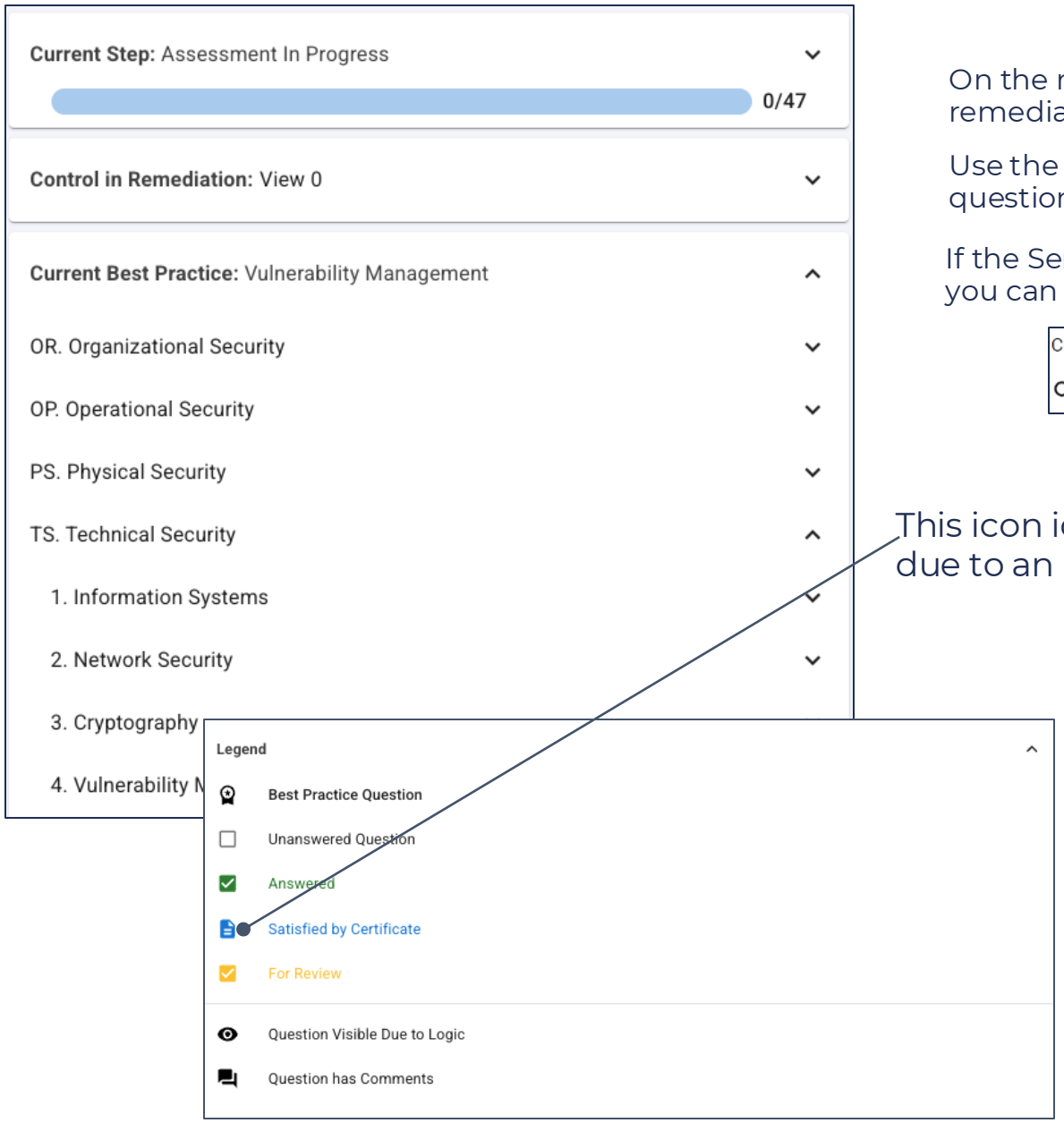


In the **QUESTIONNAIRES** dropdown:

Click **Scoping Baseline** to view the Scoping Baseline Questionnaire.

Click **Review and Comment** to open the Best Practice Questionnaire and add comments for the Service Provider or follow up with them directly outside the TPN+ platform.

Assessment In-Progress – Assessment View



On the right side of the Assessment, you can see your progress, any controls in remediation, as well as the Current Best Practice.

Use the **Current Best Practice** question log to click through each control and question.

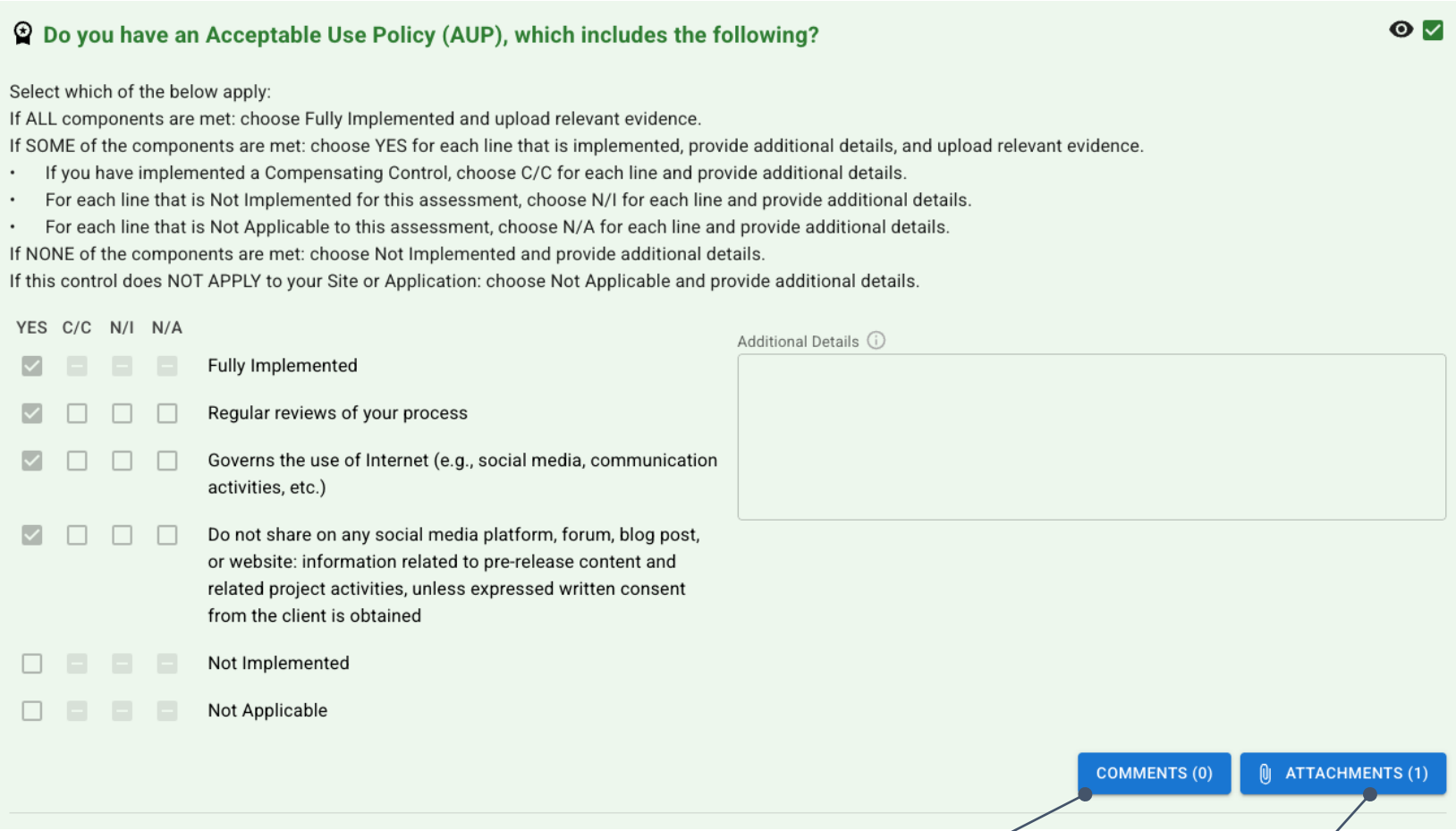
If the Service Provider uploaded a non-TPN Certification, it will also show here, and you can click on it to view and validate it.

This icon identifies questions that were auto-answered due to an uploaded **certificate** or **Global Pass**.

All auto-answered questions due to certificate control matching or Global Pass are intended to assist the Service Provider with easier questionnaire completion.

All controls and questions need to be validated by the assessor during a TPN Assessment.

Assessment In-Progress – Assessment View

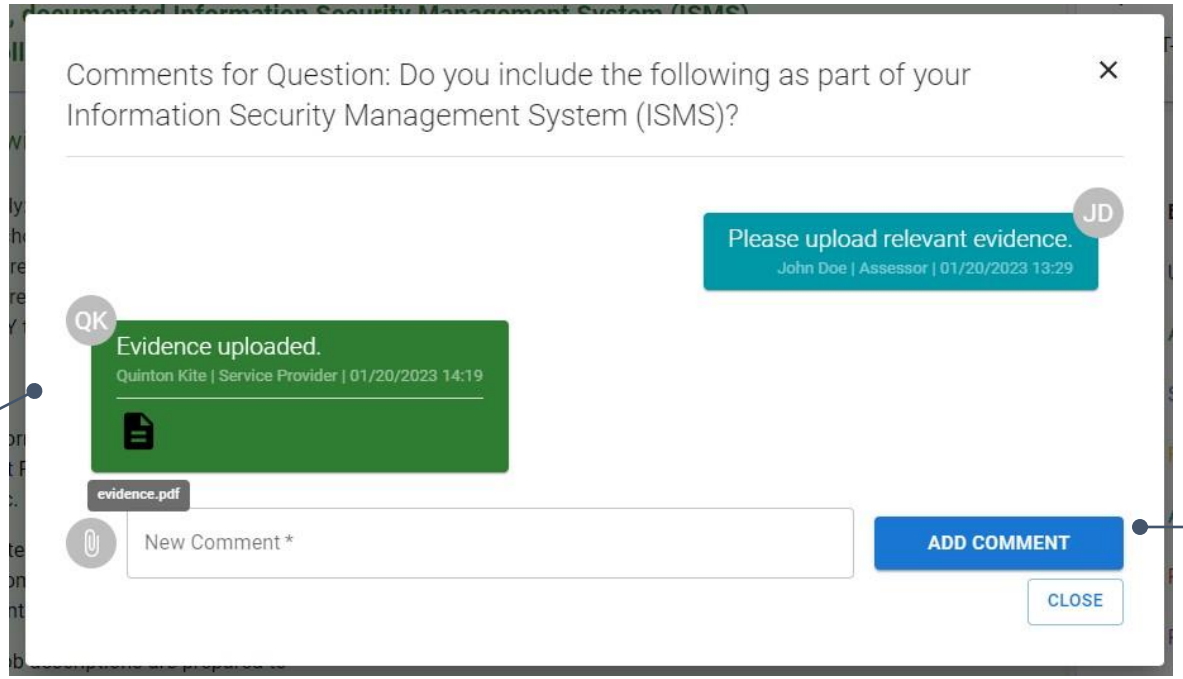


To begin a dialogue with the Service Provider, click the **COMMENTS** button.

To review evidence uploaded on a question, click the **ATTACHMENTS** button. This will open a preview window.

Assessment In-Progress – Comments

The Service Provider can respond and provide attachments with requested evidence for review.



Enter your comment and submit with **ADD COMMENT** to send a message to the service provider.

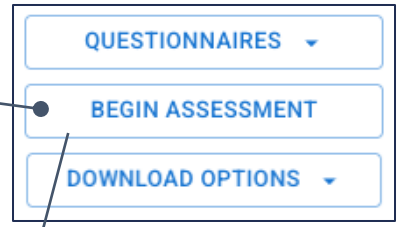
Reminder: Comments will not appear in the final assessment report and they are not visible to Content Owners.

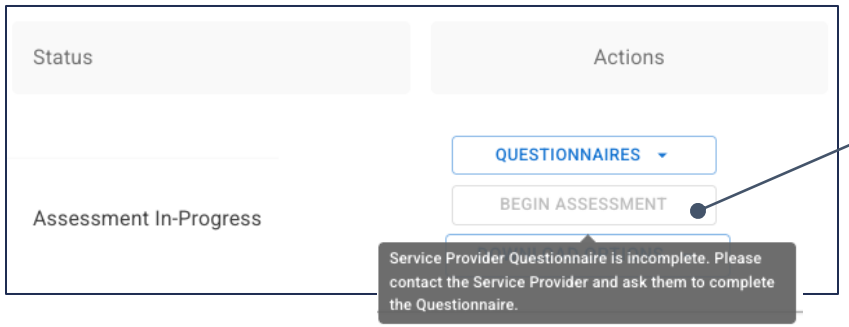
Assessor Findings In-Progress Phase

Assessor Findings In-Progress – Begin Assessment

To start the **Assessor Findings In-Progress** phase, click **BEGIN ASSESSMENT**.

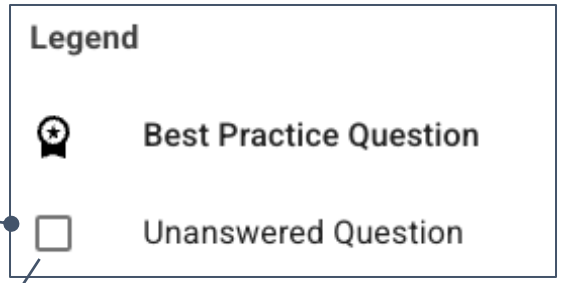
Once clicked, the Service Provider can no longer edit their Questionnaire answers or upload evidence.

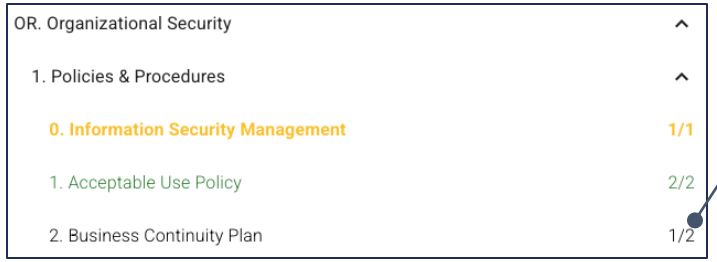




If **BEGIN ASSESSMENT** is greyed out, the Service Provider must complete missing answers.

The legend will show the unanswered question(s).



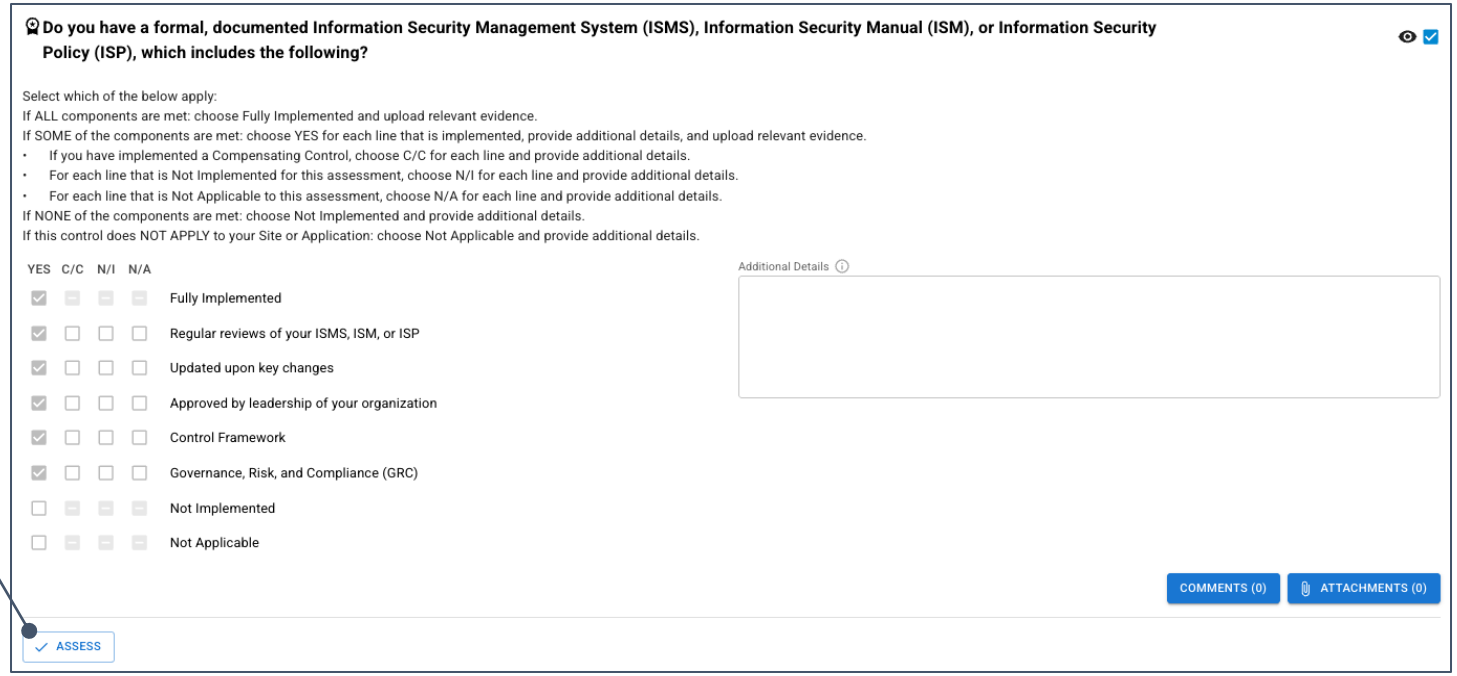


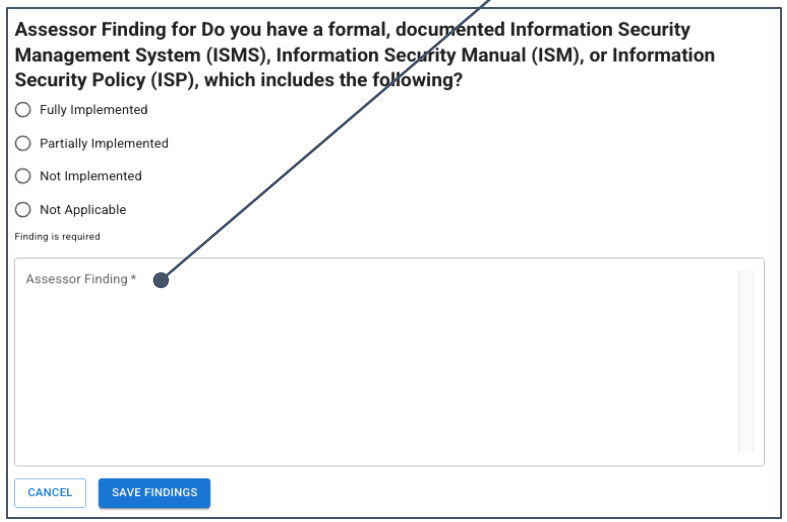
Assessor Findings In-Progress – Adding Findings

During **Assessor Findings In-Progress** phase, you are responsible for adding your findings to the assessment.

For each question, click the **ASSESS** button in the bottom left corner of each question. This will open the **Assessor Finding** section.

Then select the appropriate response related to the Site or Application being assessed and add your **Findings**.

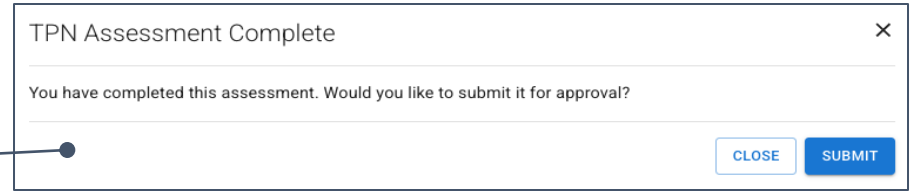




If you need to update your answer or finding text, just click the **UPDATE FINDING** button.

See the previous slides for Assessment definitions and guidance.

When all findings are complete, click **SUBMIT** in the pop-up or **SUBMIT ASSESSMENT** in the top right corner of the screen.



Assessor Findings In-Progress – How your answers are displayed

Answering the Best Practice and Additional Recommendations will show as follows to the Service Provider and Content Owners within the TPN+ platform:

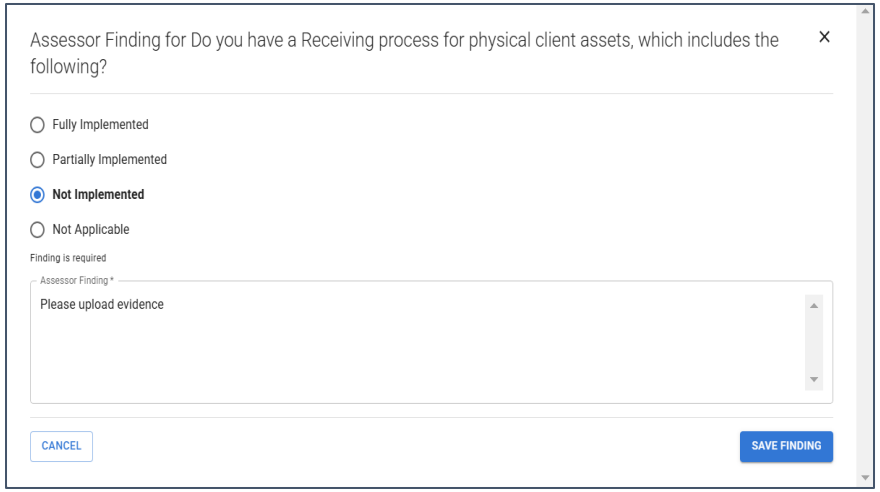
Fully Implemented: marked green; your findings note how validation was done.

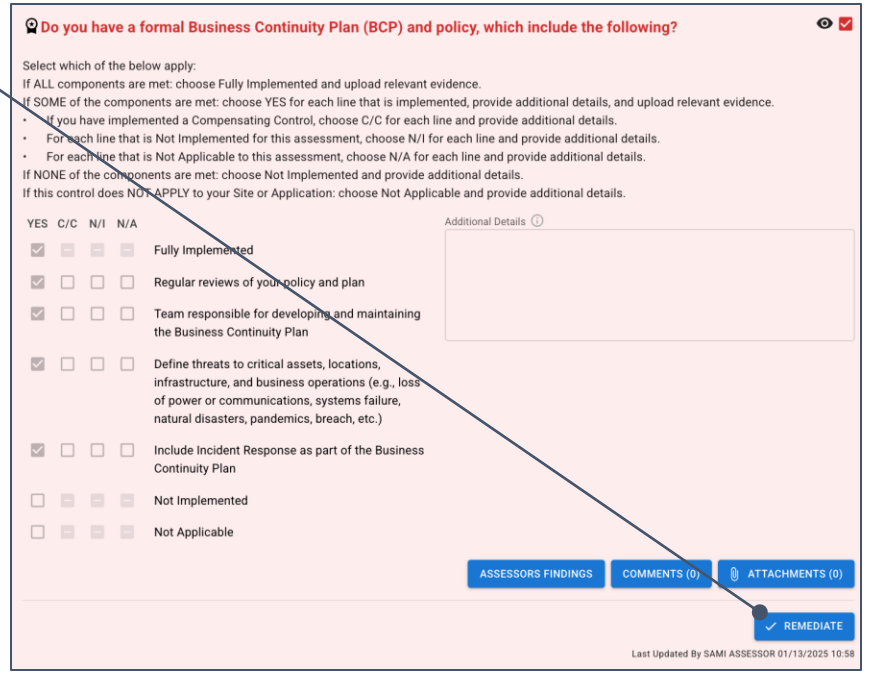
Partially/Not Implemented: marked red for Remediation, with your findings. Compensating controls should also be described as applicable. The Service Provider will then have a **REMEDIATE** button once the Assessment is completed, as shown here.

Not Applicable: marked green; your findings explain why it is not applicable.

See previous slides for more details about expectations for your Assessor Findings.

Tip: The Assessor Findings selection, including text, for anything marked **Partially** or **Not Implemented** will be visible in the final assessment report.

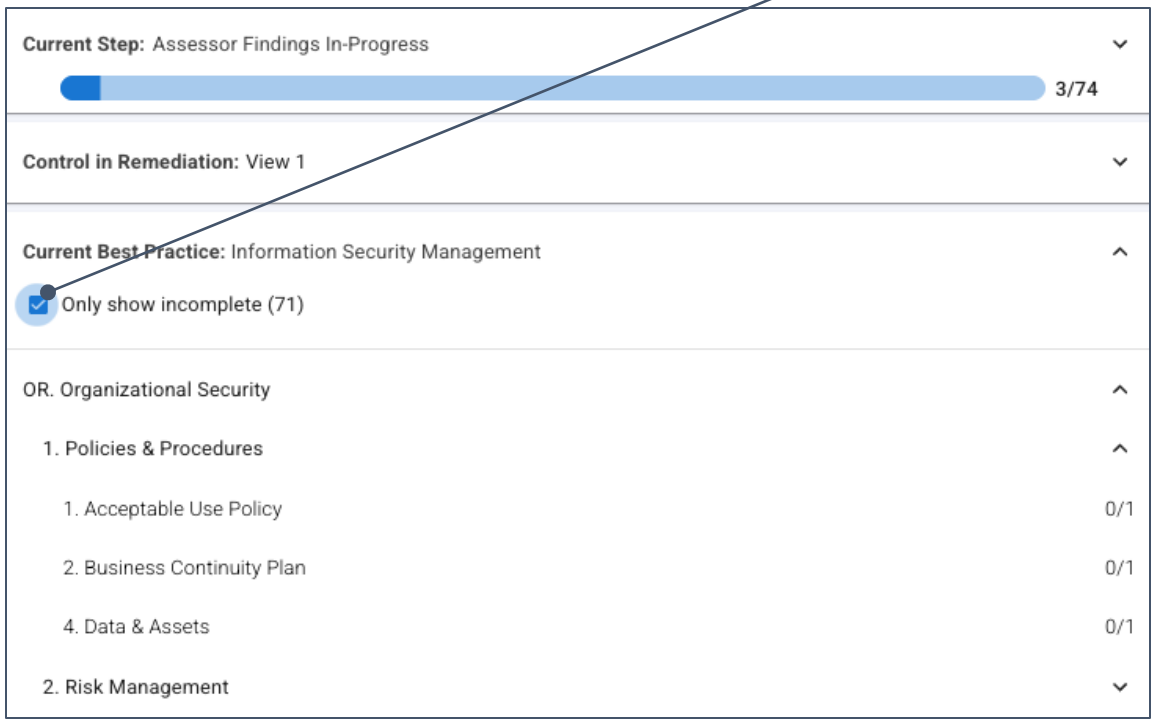


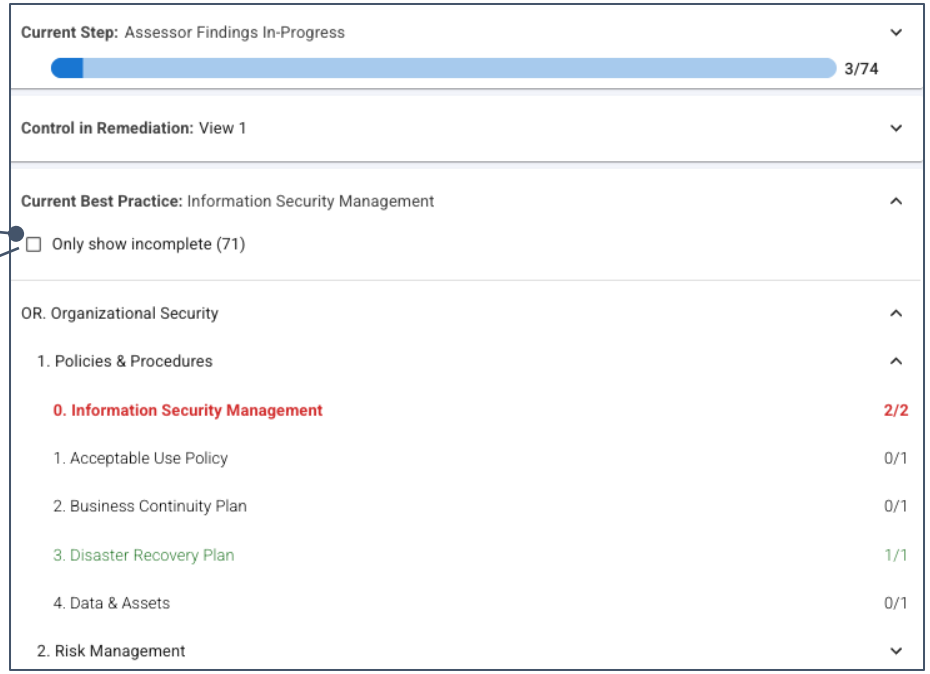


Please note the answers shown in the checkboxes reflect the Service Provider's answers while the color of the question reflects the Assessor's answers, which will be reflected in the final PDF report.

Assessor Findings In-Progress – How to find pending answers

Check the **Only show incomplete** box to easily filter the controls that still need an assessor finding.

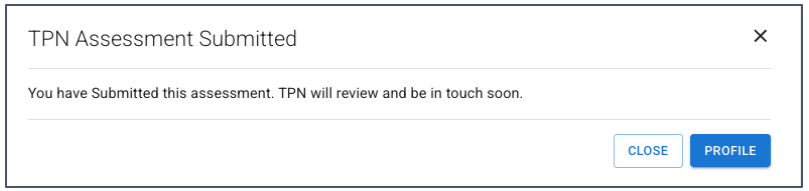




Assessment Submitted for TPN Review Phase

TRUSTED PARTNER NETWORK

Assessment Submitted for TPN Review – QC Process



After an Assessment is submitted, the TPN SecOps team will review to ensure the following:

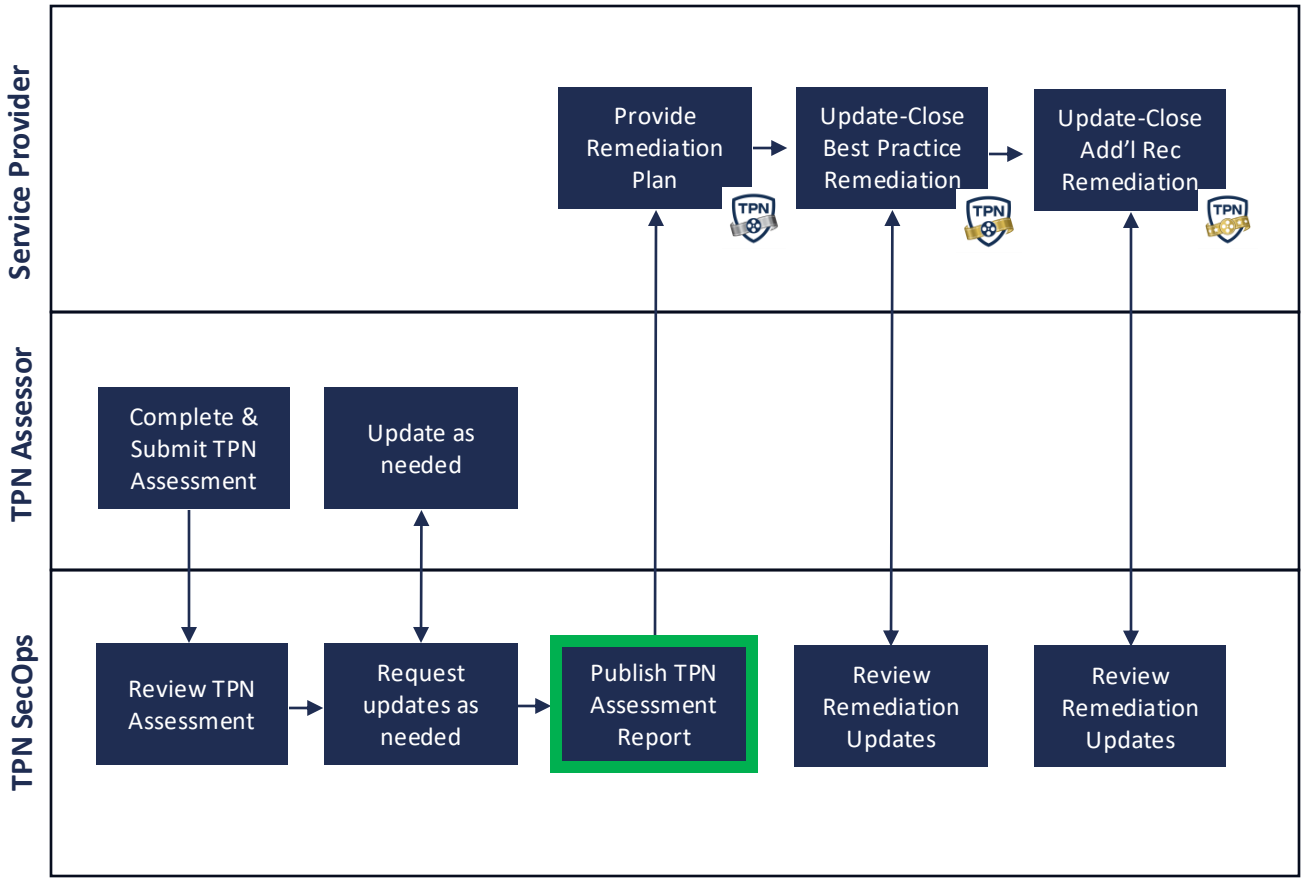
- **Clarity and detail of the state of the control**: Explanations must be clear, concise and supported by relevant context or evidence to demonstrate how the control is implemented, not implemented, has a compensating control, or is not applicable.
- **Validation of information**: Include how the information was verified, such as:
  - Who was interviewed (name/title)
  - Policies, process documents, or other materials reviewed
  - Observations from the assessment
- **Accurate placement**: Answers must be entered in the correct 'Assessors Findings' field for each control.

Avoid vague or generic wording and neglecting additional detail, such as:

- 'This control is fully implemented'
- 'Including but not limited to' (if there are other controls or details there, mention them)
- 'These items are in place'
- 'Upon document review'
- 'This control meets the Best Practices'
- 'Validated to meet the controls'

Important: Reference as much specific information as possible to give Content Owners a comprehensive understanding of the Service Provider's security posture. The goal is to give someone reading this finding enough information to understand the implementation and security posture as quickly and concisely as possible.

Assessment Submitted for TPN Review – Final Steps



Once TPN reviews and publishes the assessment, the status changes to **Assessment Pending Remediation Plans**.

At this stage, the Service Provider can start to add **remediation plans** and the Assessment Report can be downloaded.

The assessment no longer shows on the Assessor profile.

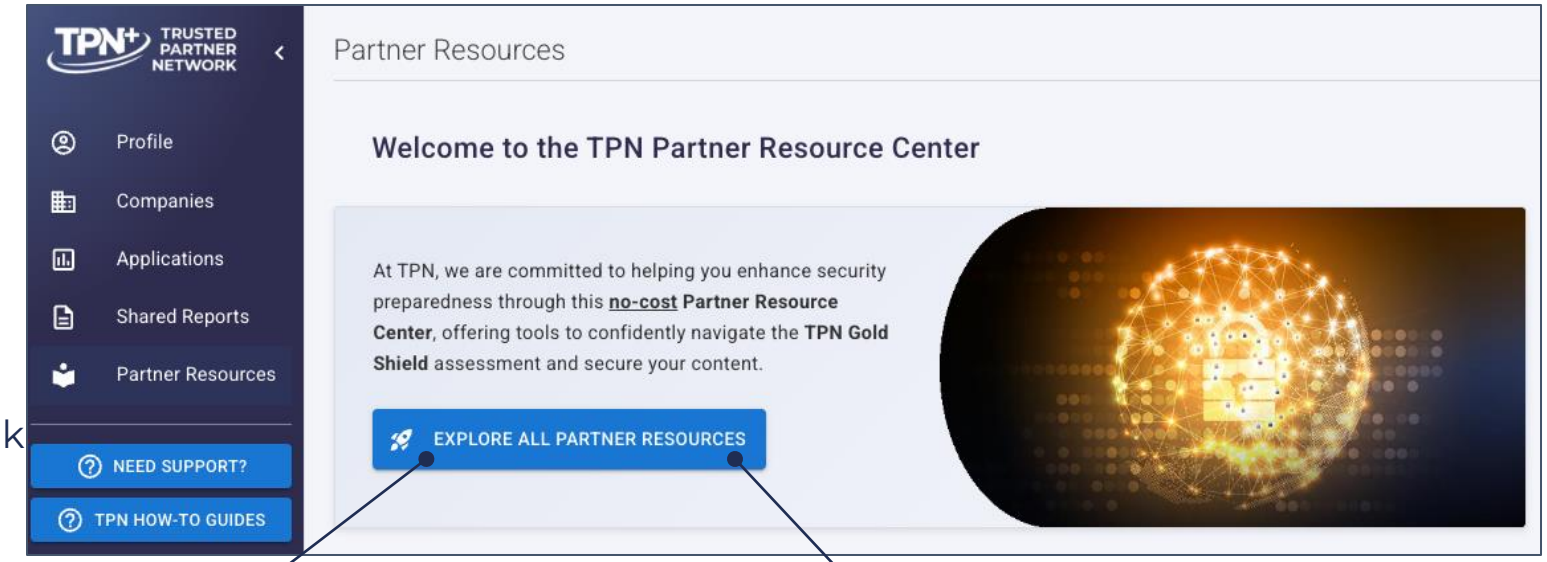
Partner Resource Center

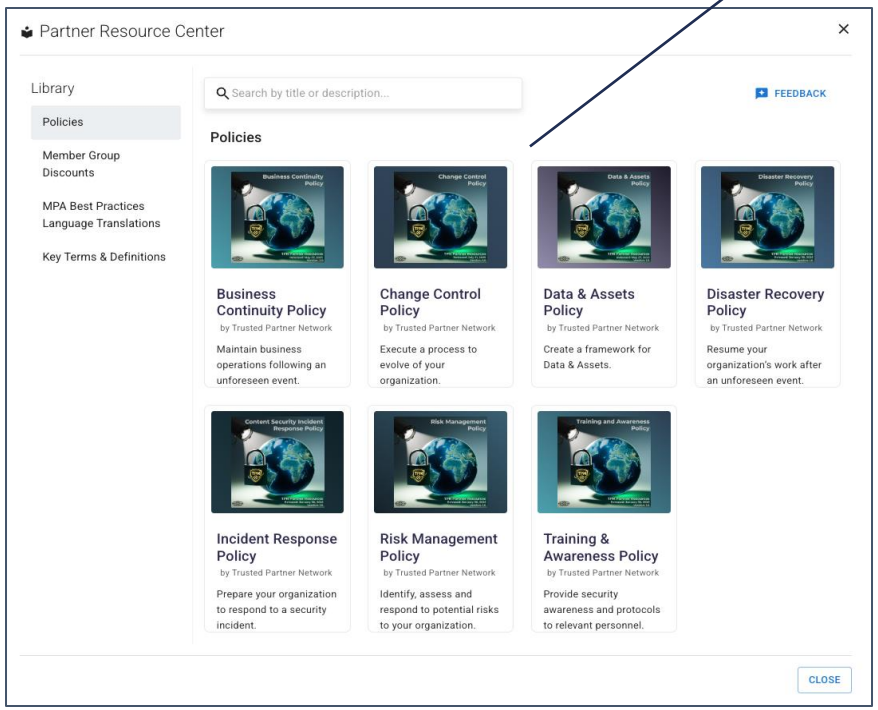
TPN TRUSTED PARTNER NETWORK

Partner Resource Center

The **TPN Partner Resource Center** is a **free** resource hub that includes customizable policy templates and reference materials to enhance your security preparedness.

These tools simplify building and maintaining a robust security framework tailored to the unique challenges of the media and entertainment industry.





Explore All Partner Resources will open an expanded view of all available resources. Each document is downloadable for use.