Frequently Asked Questions

- General Questions
  - Why is the CERT/CC moving to a more collaborative vulnerability coordination process?
  - Why should I make a VINCE account?
  - My VINCE account has been associated with the proper vendor group, why can't I access my cases?
  - What is the service-level agreement (SLA) between the CERT/CC and VINCE users?
  - What happened to PGP email?
  - What type of case does the CERT/CC usually coordinate?
  - Can I still send email to the CERT/CC?
  - Who sees my private messages with the CERT/CC?
  - Who sees the posts in the case discussion?
  - Can I private message a VINCE user other than the CERT/CC?
  - Who are the Coordinators? Can there be more than one?
  - What time zone does VINCE use?
  - How do I use the API?

- For Vendors
  - What should I do if a reporter is not responding or participating in the discussion on VINCE?
  - How do I add my vulnerability status and submit an official statement?
  - Who sees my status and statement?
  - How do I change my vulnerability status or official statement?
  - How long do statement updates take to be reflected on a published vulnerability note?
  - What does "public" mean for my contact information?
  - How do I update my public contact information?
  - How can I give VINCE access to someone else in my organization?
  - Can I control which cases specific people in my organization have access to?

- For Reporters
  - Can I participate anonymously?
  - Will the vendor know who I am?
  - What happens to reports submitted anonymously (i.e., without being linked to a VINCE account)?
  - What should I do if a vendor is not responding?
  - What do the various case statuses mean?
  - How can I add information to my submitted vulnerability report?
  - How do I ask the CERT/CC to reconsider a closed case?
  - Will the CERT/CC give me a CVE ID?
  - Can I add another reporter to a current case?
  - Who else can see my report?