

# Communicating

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## Communicating with Specific Parties in VINCE

### Communicating with Coordinators

#### Case Discussion

Coordinators are available within the Case Discussion for every case. Note that any communications posted in the Case Discussion are visible to all participants in the case, including those who may be added to the case in the future. To communicate with coordinators via the Case Discussion:

1. Navigate to either "Dashboard" or "Cases".
2. Click the title of the case for which you want to enter the Case Discussion.
3. Scroll past any existing messages and enter your message in the text box at the bottom of the page.
4. Click "Submit".

#### Private Message

You can send a Private Message directly to coordinators. Private Messages will be seen only by coordinators and cannot be sent to other case participants. Note that any replies sent by the coordinators will be visible to the recipient and any VINCE users associated with the recipient's organization (in the case of vendors). To send the coordinators a Private Message:

1. Navigate to either "Inbox" or the "Case Discussion" for a particular case.
2. Click the "Private Message CERT/CC" button.
3. Create your message and select the most appropriate description for your message from the drop-down menu.
4. Click "Send".

#### Comment on Vulnerability Reporting Form (VRF)

Reporters are able to communicate with the coordinators by commenting on the VRF. Note that this method of communication is available only before the VRF has been converted to a VU# for coordination (at which point the Case Discussion should be used) or when the reporter wishes to avoid participating in the Case Discussion. To communicate with the coordinators via the VRF:

1. Navigate to "My Vulnerability Reports".
2. Click on the appropriate VRF.
3. Scroll past any already existing messages and enter your message in the text box at the bottom of the page.
4. Click "Add Comment".

### Communicating with Vendors

#### Case Discussion

All vendors included in a case can be reached via the Case Discussion. Note that any communications posted in the Case Discussion are visible to all participants in the case, including those who may be added to the case in the future. To communicate with vendors via the Case Discussion:

1. Navigate to either "Dashboard" or "Cases".
2. Click the title of the case for which you want to enter the Case Discussion.
3. Scroll past any already existing messages and enter your message in the text box at the bottom of the page.
4. Click "Submit".

#### Private Group Thread

VINCE includes the capability for a subset of vendors within a case to communicate with each other via a Private Group Thread. Note that the coordinators are included within any Private Group Thread. To request the creation of a Private Group Thread:

1. Navigate to either "Inbox" or the "Case Discussion" for a particular case.
2. Click the "Private Message CERT/CC" button.
3. Select "Question about a Case" within the "Why are you contacting us?" drop-down menu.

4. Select the appropriate Case within the "Case" drop-down menu.
5. Create your message, being sure to include the specific vendors that you would like to include in the Private Group Thread.
6. Click "Send".

## Communicating with Reporters

### Case Discussion

Certain case-specific circumstances could cause the reporter to be inaccessible for certain cases. (For example, the reporter may wish to remain anonymous or may choose not to create a VINCE account). However, barring such circumstances, the reporter is included by default within the Case Discussion for every vulnerability coordination case. To communicate with the reporter via the Case Discussion:

1. Navigate to either "Dashboard" or "Cases".
2. Click the title of the case for which you want to enter the Case Discussion.
3. Scroll past any already existing messages and enter your message in the text box at the bottom of the page.
4. Click "Submit".