**ISSO Appointment Letter Instructions: ISSO**

Introduction

The ISSO Appointment Letter is a pdf form which, when completed and handled appropriately, will result in an approved ISSO Appointment Letter that will be automatically sent and received by ISPG for processing. The following steps are provided, with visual screenshots to reinforce the steps.

Instructions for ISSOs

Follow these steps to download and complete the portion of the ISSO Appointment Letter for which you are responsible. At the completion of the document, forward your completed document to your Business Owner. There are screenshots at the end of the document to reinforce the instructions.

**WARNING**: Please follow the instructions carefully. You will note that there is a “**Submit**” button at the top of your form. Do not press that button, or your appointment letter will be received without all of the necessary data, and this process will need to be repeated.

1. Download the form ISSO\_Appointment\_Template\_2.02 from the CMS Security and Privacy Library at <https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/InformationSecurity/Information-Security-Library>.
2. After you download the form, please open the file. Read the document through Page 5. Answer the questions beginning on Page 7.
3. Complete all of the questions relevant to ISSOs through page 9. At the bottom of page 9, digitally sign the document.
4. When you digitally sign the document, you will be asked to save the document to your computer. Do that, and append your name to the end of the file. *Example: If your name is John Smith, save your digitally signed file as ISSO\_Appointment\_Template\_2.02 JSmith*.
5. Once you have saved your file, email it to your Business Owner, for their approval and routing. Your actions are now complete. When the Business Owner performs their review and approval, they will forward to the ISSO Mailbox ([ISSO@cms.hhs.gov](mailto:ISSO@cms.hhs.gov)) for processing and approval.
6. If you have questions, please contact the CISO Help Desk ([CISO@cms.hhs.gov](mailto:CISO@cms.hhs.gov)).

**ISSO Appointment Letter Instructions: Business Owner**

Introduction

The ISSO Appointment Letter is a pdf form which, when completed and handled appropriately, will result in an approved ISSO Appointment Letter that will be automatically sent and received by ISPG for processing. The following steps are provided, with visual screenshots to reinforce the steps.

Instructions for Business Owners

Follow these steps to review and complete the portion of the ISSO Appointment Letter for which you are responsible. At the completion of the document, forward your completed document to ISPG for final processing.

**WARNING**: Please follow the instructions carefully. You will note that there is a “**Submit**” button at the top of your form. Do not press that button, or your ISSO’s appointment letter will be received without all of the necessary data, and this process will have to be repeated.

1. You will receive an email from your ISSO with an attachment that begins with the text “ISSO\_Appointment\_Template\_2.02 “, with their name appended to the file. *Example: If your ISSO’s name is John Smith, the attachment should be named “ISSO\_Appointment\_Template\_2.02 JSmith”* or something very similar.
2. Open the file and review your ISSO’s responses to the information requested. Complete the rest of the information requested.
3. At the bottom of page 9, digitally sign the document.
4. When you sign the document, you will be asked to save the document to your computer. Save it, but do not rename it. At this point the file will have the same name that had when it was forwarded to you.
5. Once you have saved your file, email it to ISPG using this email address: [ISSO@cms.hhs.gov](mailto:ISSO@cms.hhs.gov).
6. Your actions are now complete. ISPG will process the Appointment Letter and ensure that it is entered into CFACTS.