

PCI Portal

User Guide for Merchants

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- Security Assessment Questionnaire (SAQ)
- You're done for now
- 28) Upload an existing certificate



What's Included?

- Report your PCI DSS compliance
 - Streamlined and simplified journey
 - Download your information security policy template
- Maintain your compliance throughout the year
 - Login to complete regular scanning and maintenance tasks
- Receive email alerts and reminders so you always stay up to date
- Rich online, chat and phone support available if you get stuck



The Process

1

Login

Login to the portal and change your password

2

Profile

Complete your business profile by answering questions on how you accept payments

3

Scanning

Complete scanning on your network if applicable to your business profile type 4

Security Assessment

Complete your Security Assessment Questionnaire (SAQ) – an online assessment of your security practices 5

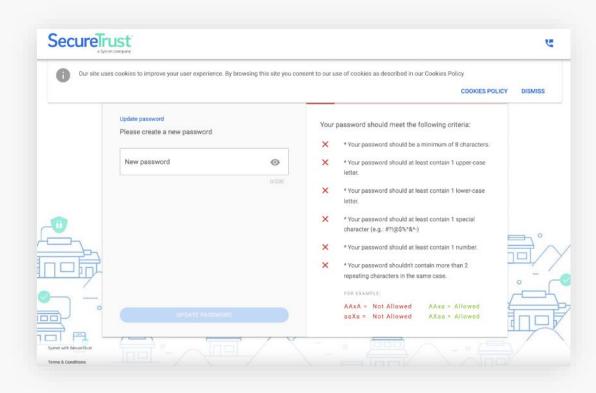
Maintenance

You may need to maintain your compliance. We'll remind you by email if this is the case.



Login

- You will receive an email prompting you to login to the upgraded portal. To login, please use your existing username and create a new password.
- Once you have selected your password you can then login to the portal.
- Once logged in, you will be brought to an information page that gives you an overview of what you need to do and an information video.
- Click 'Start Business Profile' to begin.



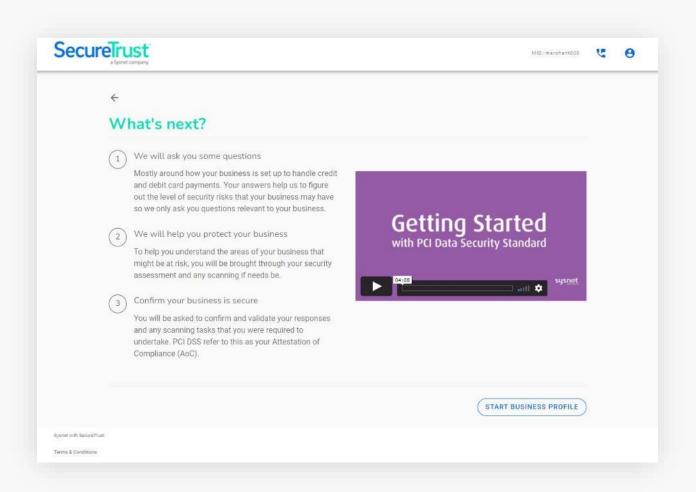
Your Profile

How you accept payments



Start Business Profile

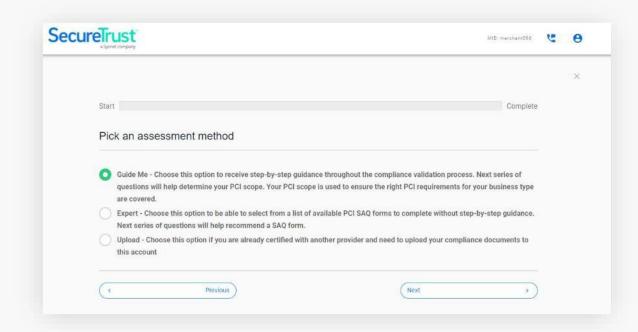
- Once logged in, you will be brought to an information page that gives you an overview of what you need to do and a short information video.
- Click 'Start Business Profile' to begin.





First time using the portal?

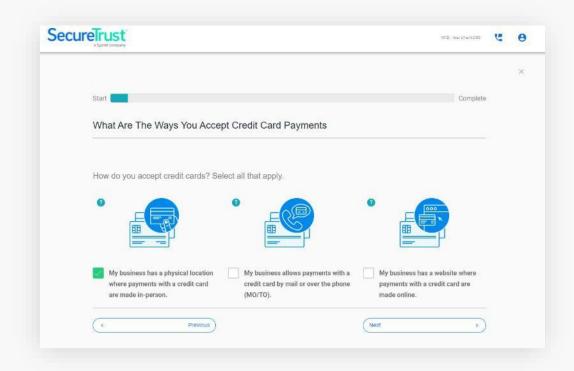
- The first screen you will encounter is a question as to whether you have completed this process before.
- In some cases, you may have already completed your PCI compliance with an assessment company.
 If this is the case, select the option and click 'Next'.
- You also have the option to select 'Expert' allowing you to choose from a selection of PCI SAQ forms.
- If you do not already have a valid certificate and need to complete your compliance online, select the first option on this screen and continue to page 9 of this guide.
- If you already have a valid certificate, select the third option and proceed to page 28 of this guide for instructions on uploading your existing Attestation of Compliance (AoC).





Your Profile – How do you accept payments?

- You will be guided through some questions asking how you accept payments in your business.
- You will be asked questions about the technology you use as well as methods by which you may transfer or store data.
- Select the options that apply to your company and click through via the 'Next' buttons. You can select more than one option in many cases.
- If you are unsure about any of the options or need further clarification, more information is available by clicking the help icon found in the top right of the screen.



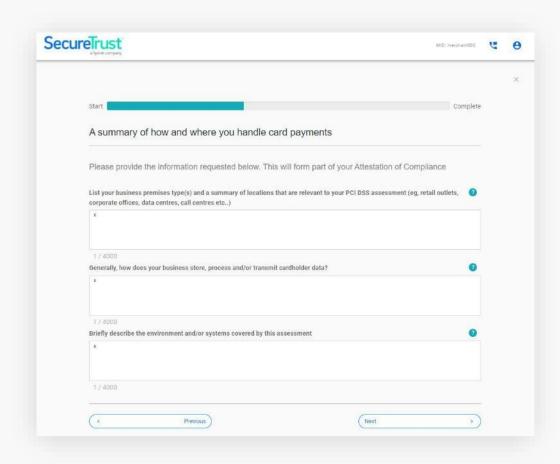


Your Profile – Payment Summary

 You will be asked to provide a summary of your payment acceptance processes.

You will be asked to:

- List your business premises and provide a summary of the locations where you accept payments
- Explain how your business handles cardholder data
- Provide a high-level description of how you accept payments
- Please provide as much information as possible. If you are stuck, help is available by clicking the help icons.





Your Profile – Information Security Policy

- It's mandatory to apply an Information Security Policy
 - This is a document that sets out the procedures you need to follow to handle information securely
- You will be asked if you have a policy in your business. If you don't, you can download a sample template by clicking 'I use the security policies included in my subscription'. Afterward you will answer additional questions on your information security policy.



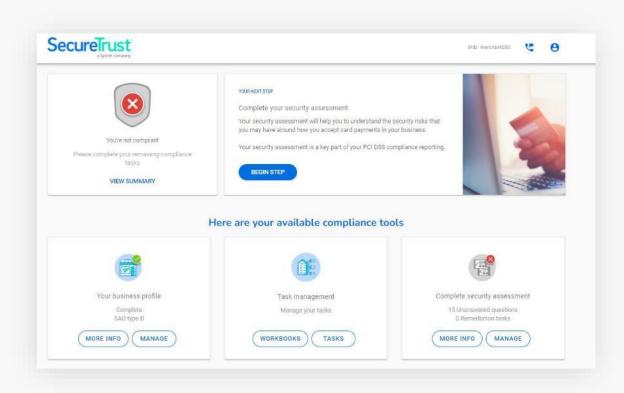
Your Dashboard

You have completed your profile journey



Your Dashboard

- Now that you have answered your profile questions, you will be presented with your dashboard.
 - From here you can complete your security assessment as well as any other tasks that are assigned to you following your questions (e.g., scanning).
 - Your security assessment will be based on the profile type assigned to you.
- You can read more information on how this works via the 'More Info' button on the 'Your business profile' widget.
- If the scanning widget appears, you must complete a scan by selecting 'Manage' from this widget.
- If you do not require a scan, or have completed one, you can begin your security assessment by clicking 'Manage' on the relevant widget.





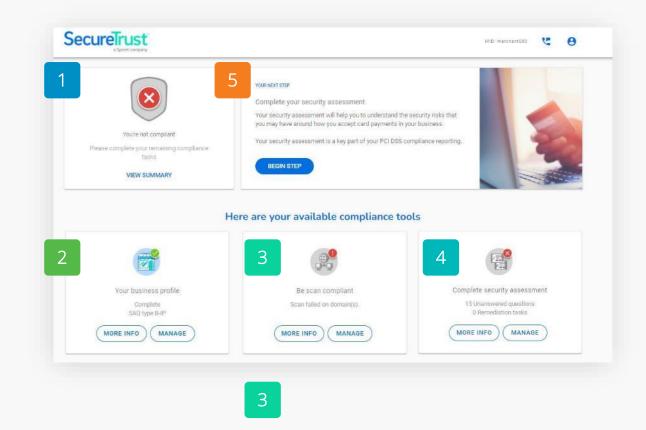
Your Dashboard

1

Your compliance status is listed at the top. You will not yet be compliant as you won't have completed your scanning (if applicable) or Security Assessment yet.

2

You will have been assigned a business profile type, based on the answers you provided in your questions. You can read more on what this means by clicking 'More Info'.



5

By clicking 'Your Next Step' you will be brought to your current stage of your compliance journey.

4

When you have completed your scanning (if applicable) you can proceed to your security assessment by clicking 'Manage'.

If applicable, you can conduct your scanning from here. Click 'Manage' on the scan widget to begin.

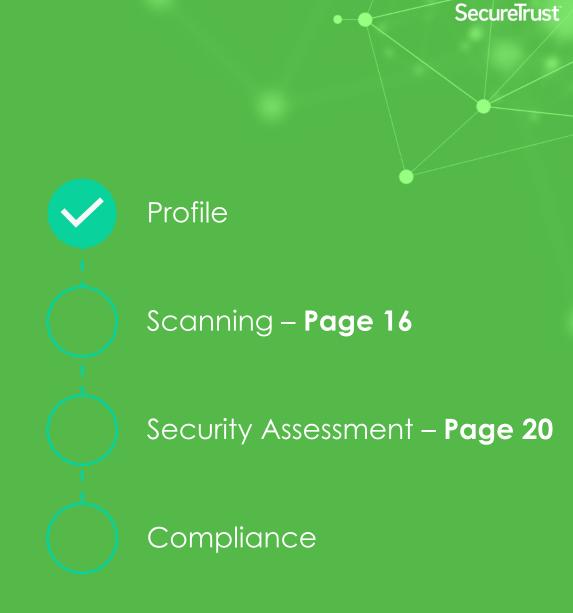
Next Steps

Scanning

If applicable to you, you will need to run a scan on your network. Proceed to page 16 for instructions.

Security Assessment

If don't have to do a scan, you can proceed to your security assessment on page 20.



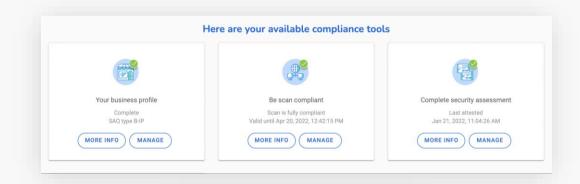
Scanning and SAQ

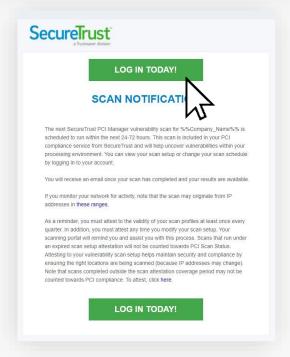
Carrying over your scanning and SAQ completion



Scanning and SAQ

- As part of your upgrade, your current PCI Scan Status, scanning targets, historical completed scans and SAQs have been transferred automatically.
- If you successfully completed your scan and/or SAQ prior to upgrade, you will see green checkmarks across your dashboard.
- When your scan is due you will be sent a scan notification email. Once received, you can quickly log in and run your scans.
- Note: Due to the upgrade, your scans will run on a quarterly basis as opposed to monthly.



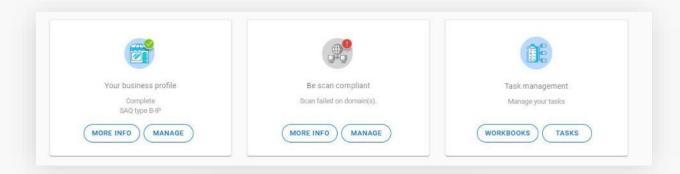


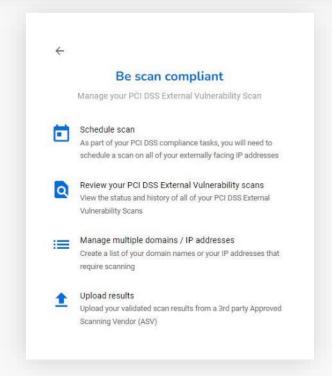
External Vulnerability Scanning



Scanning

- From your dashboard, select 'Manage' on the 'Be scan compliant' widget.
- On the next page, select 'Schedule scan'.

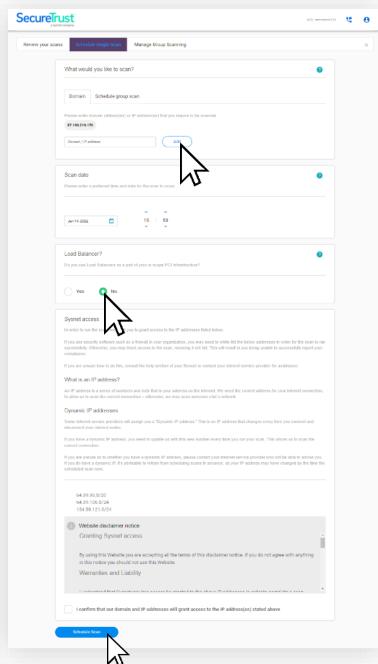






Scanning

- On the next screen you will need to input some details as follows:
 - The IP address. This must be the same IP address as used by your card payment machine. Instructions on how to find this is available on the next page.
 - Scan date. It will default to the current date and time. You can change this if necessary
 - Confirmation of whether you use a load balancer
- Once complete, select 'Schedule Scan'
 - The scan will then run and can take up to 48 hours. You will receive an email when the scan is complete.
 - You will be notified if remediation action is needed via your dashboard.
 - If your scan fails, you will need to complete the recommended remediation and then rerun the scan until a passing grade is achieved.



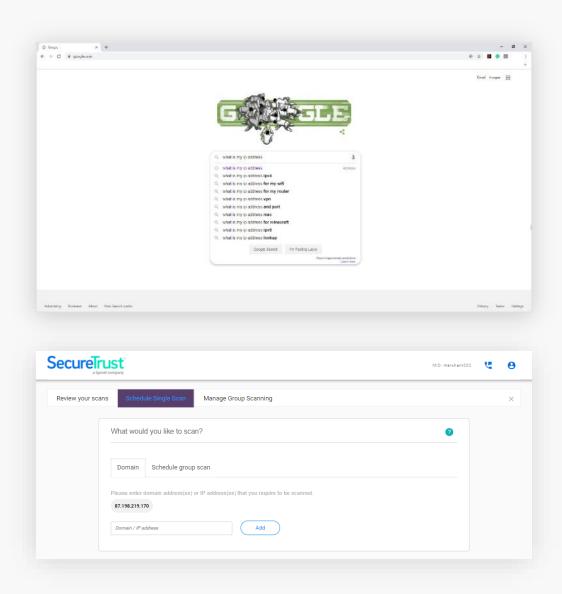


Finding your IP address

 To conduct a scan, you will need to provide us with your IP address. This is a series of numbers and dots that is your address on the internet. This helps to ensure the scan runs on the correct network.

To find your IP address:

- Connect a laptop, desktop or mobile device to the same Wi-Fi network that your card payment machine is connected to
- Open your preferred search engine or browser and search "What is my IP address"
- You can find your address from the search results
- Please note, it is the IPV4 address that is required, not the IPV6



Your SAQ

Next Steps

Security Assessment Questionnaire (SAQ)

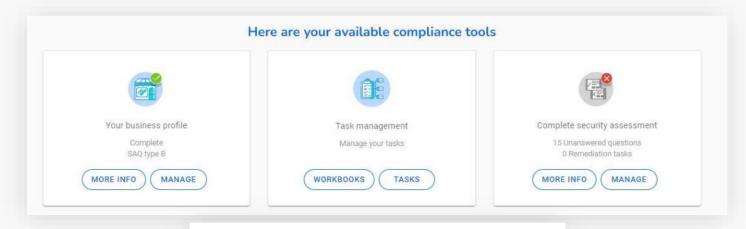
Your security assessment is an assessment of how you deal with information in your business. Its length and complexity depends on the results of your business profile.

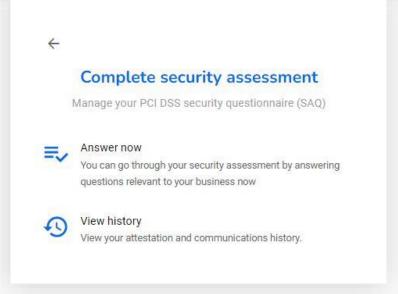
Depending on your choice (guided or expert, explained on page 8) you will be provided with an SAQ that has prepopulated any questions that do not apply to you (guided), or a full SAQ containing all possible questions (expert).





- From your dashboard, select 'Manage' on the 'Complete security assessment' widget.
- You will see on your dashboard how many questions you must answer.
 - The number of questions you must answer depends on the business profile assigned to you and is based on your level of risk.





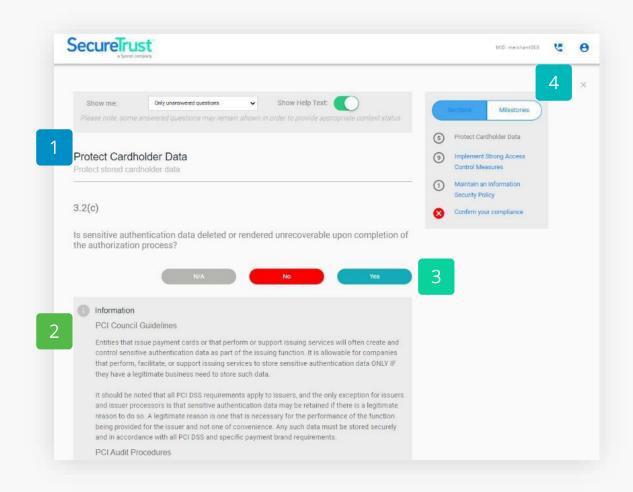


1

You will be guided through the questions you need to answer to complete your Security Assessment.

2

More information is available via the box underneath to help you understand the question.



4

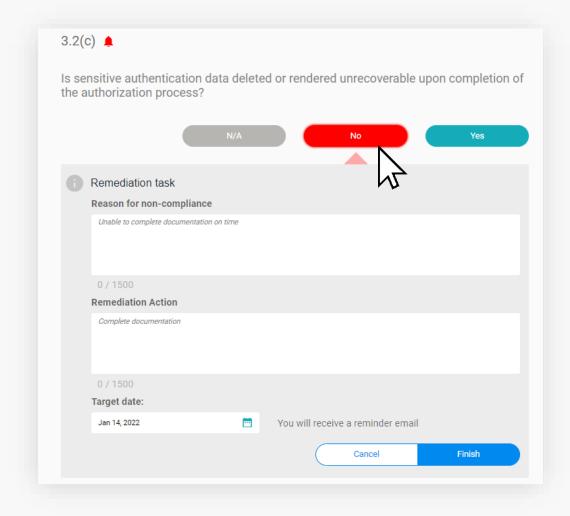
The box on the top right shows your progress through the questionnaire. Many of the questions will have been prepopulated for you based on your answers in the profile section. This greatly streamlines the process.

3

Work your way through the questionnaire by answering "Yes", "No" or "N/A" to the questions.

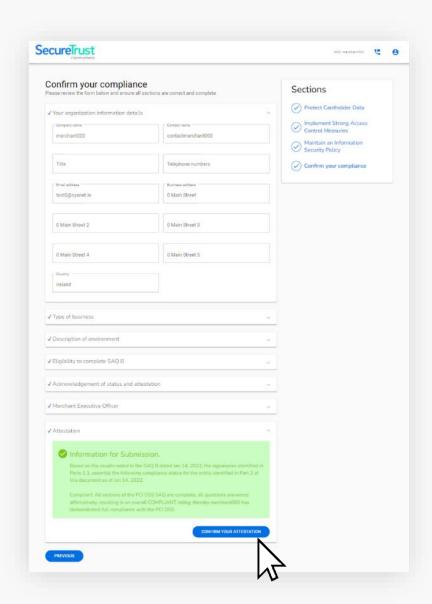


- If an answer you provide is against best practice, you may need to further explain your answer or assign yourself a remediation task.
 - You must then fill out your reasons for noncompliance, the remediation action you intend to take and can then set a reminder to yourself to follow up.
- You can continue with your assessment questions. However, until these tasks are completed correctly you may not be able to complete your assessment.





- Once you have answered all your questions correctly, you will need to attest to your compliance. This simply means to confirm the information you have provided is correct.
- You can review all the answers you provided to the questions on this page.
- Once happy, select 'Confirm your Attestation' at the bottom of the screen.



You've validated your compliance

Your SAQ is valid for one-year.

If scanning is required for your business, a passing scan is required every 90-days.

Your renewal date will be shown on your dashboard.

We will email you to remind you when it's time to revalidate.



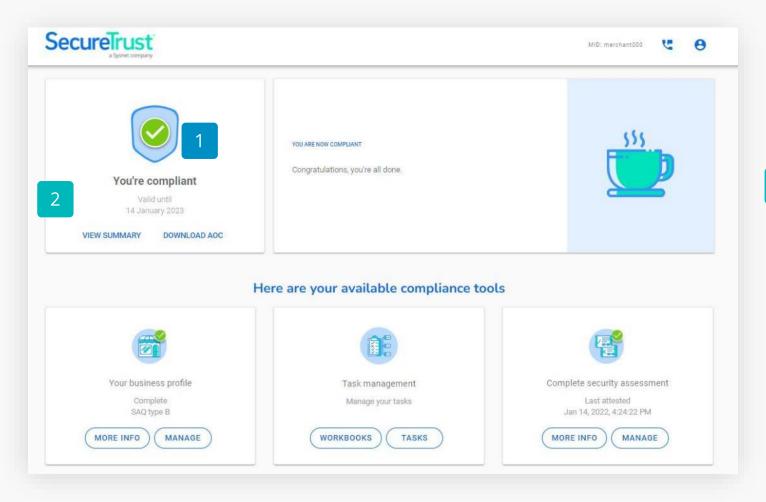
SecureTrust



You're done for now

1

Your dashboard should have green ticks across the board.



2

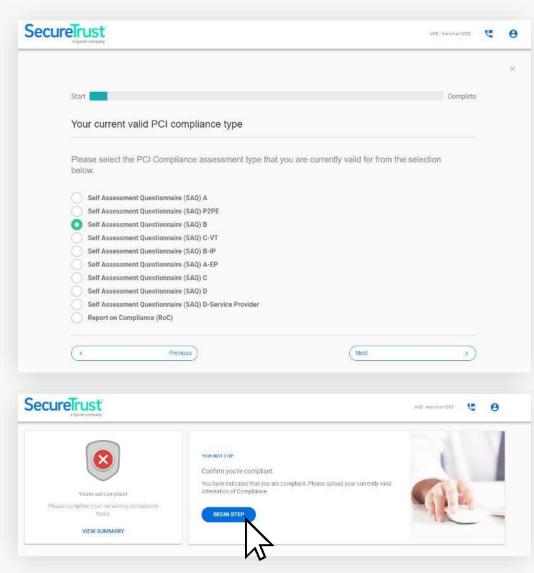
Your revalidation date is displayed in the top left corner widget.

Uploading an Existing Attestation

Already have a valid Attestation of Compliance?
*If applicable under your Acquirer Program.

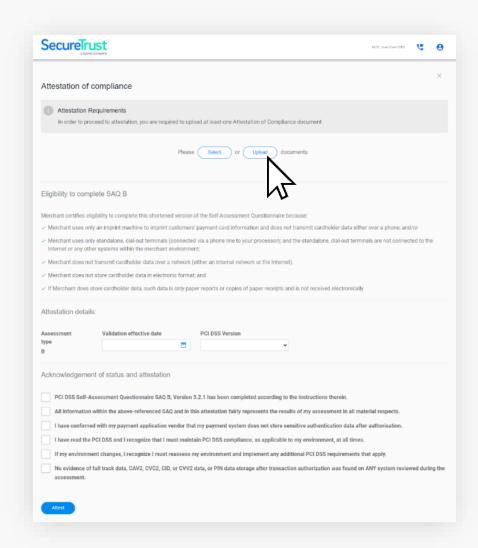


- If you select that you have an existing attestation of compliance, you will then be asked some questions:
 - The PCI Compliance assessment type of your business. You can find this on your existing certificate.
 - You'll also need to confirm if you use a third party to store or process card payments.
 - You may also have to answer additional questions depending on your previous answers.
- You'll then arrive at your dashboard. The main widget will instruct you to confirm your compliance.
 - Select 'Begin Step' to start.





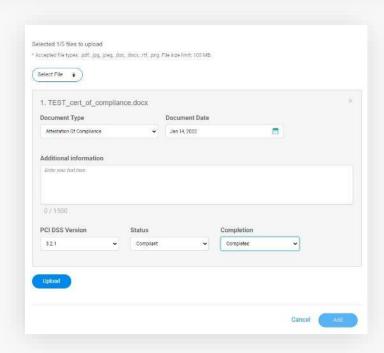
- On the following page you will need to complete some steps:
 - Upload your existing documents.
 - You will need to upload your Attestation of Compliance (AoC) that proves you are currently compliant.
 - Confirm the details, acknowledge your status and attest to your compliance.
- Instructions on the following pages.





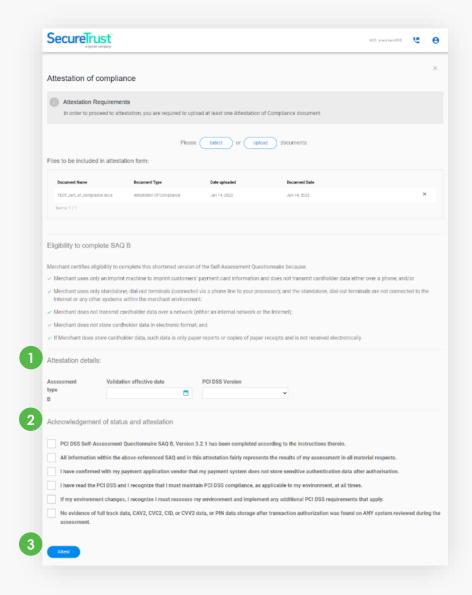
- Upload your documents
 - Select 'Upload' highlighted on the previous page
 - Select the necessary document(s) from your files
 - Provide details of the document you are uploading and select 'Upload'
 - The document is now attached to your attestation







- Confirm details of your attestation, including:
 - Assessment type.
 - Validation effective date.
 - The version of the PCI DSS to which you are compliant with.
- Confirm by checking the boxes, that you acknowledge a number of conditions in relation to your status and attestation.
- Click 'Attest' to finish. Your validation is now complete.



Thank you!