

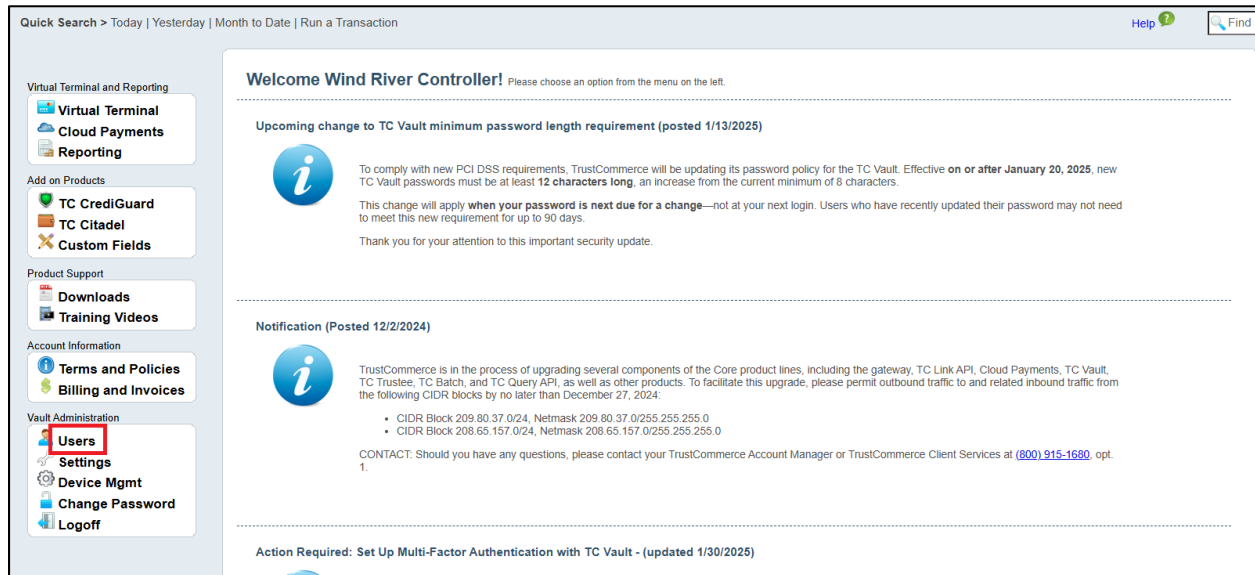
TrustCommerce User Management Module Overview

If your TrustCommerce Username is assigned to the **Controller** access level, you will have access to the **TrustCommerce User Management** module.

You will be able to create Usernames, delete Users and edit Users.

How to Create a TrustCommerce Username/Cust ID

- Log onto **TrustCommerce**.
- Click on **Users** in the **Main Menu** on the left:



Quick Search > Today | Yesterday | Month to Date | Run a Transaction Help ? Find

Welcome Wind River Controller! Please choose an option from the menu on the left.

Upcoming change to TC Vault minimum password length requirement (posted 1/13/2025)

i To comply with new PCI DSS requirements, TrustCommerce will be updating its password policy for the TC Vault. Effective on or after **January 20, 2025**, new TC Vault passwords must be at least **12 characters long**, an increase from the current minimum of 8 characters.

This change will apply **when your password is next due for a change**—not at your next login. Users who have recently updated their password may not need to meet this new requirement for up to 90 days.

Thank you for your attention to this important security update.

Notification (Posted 12/2/2024)

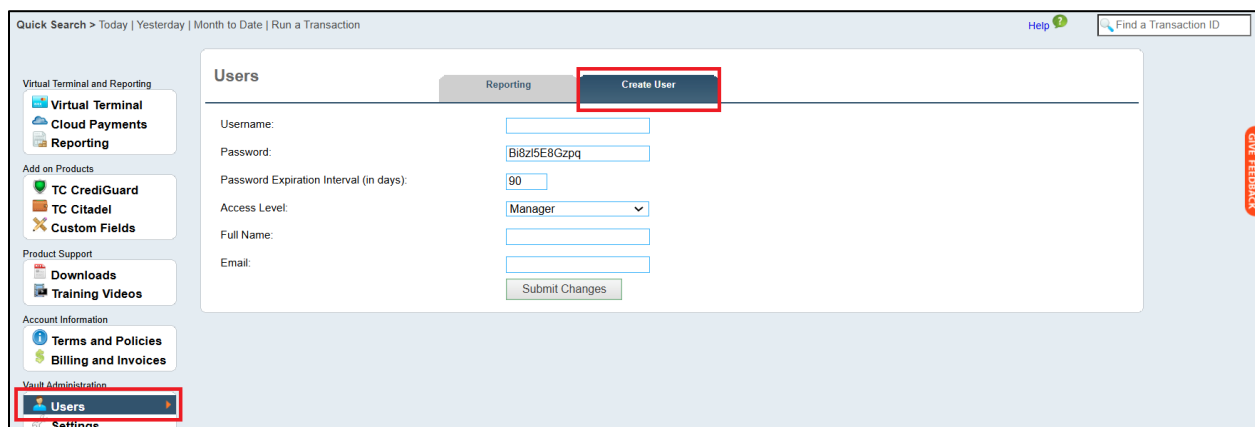
i TrustCommerce is in the process of upgrading several components of the Core product lines, including the gateway, TC Link API, Cloud Payments, TC Vault, TC Trustee, TC Batch, and TC Query API, as well as other products. To facilitate this upgrade, please permit outbound traffic to and related inbound traffic from the following CIDR blocks by no later than December 27, 2024:

- CIDR Block 209.80.37.0/24, Netmask 209.80.37.0/255.255.255.0
- CIDR Block 208.65.157.0/24, Netmask 208.65.157.0/255.255.255.0

CONTACT: Should you have any questions, please contact your TrustCommerce Account Manager or TrustCommerce Client Services at [\(800\)915-1680](tel:8009151680) opt. 1.

Action Required: Set Up Multi-Factor Authentication with TC Vault - (updated 1/30/2025)

- Click on the **Create User** tab:



Quick Search > Today | Yesterday | Month to Date | Run a Transaction Help ? Find a Transaction ID

Users Reporting Create User

Username:

Password:

Password Expiration Interval (in days):

Access Level:

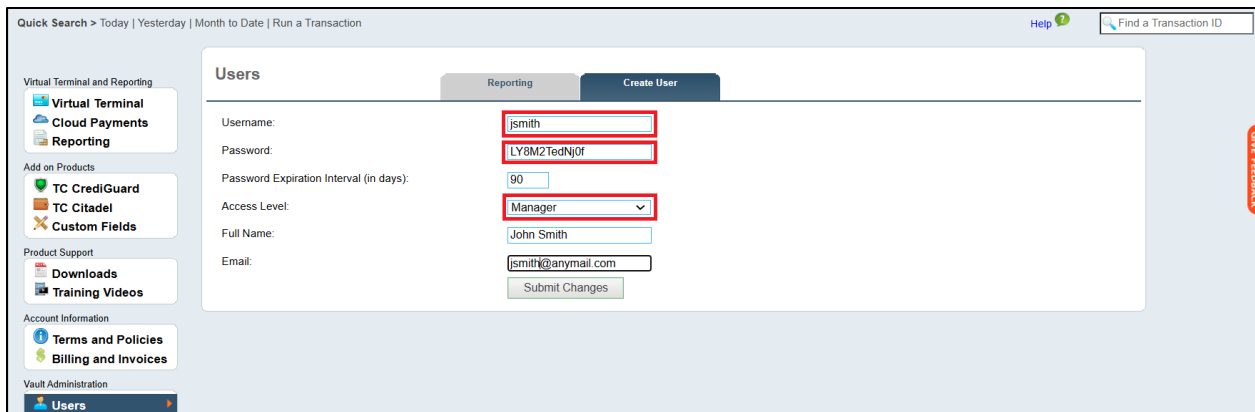
Full Name:


Email:

Users Settings

TrustCommerce User Management Module Overview

- **Username:** When assigning the **Username**, your Cust ID (TrustCommerce account number) and the “:” is assumed. In the screen example below, I have assigned “**jsmith**” in the **Username** field. The Cust ID is **1234567**. John Smith’s TrustCommerce Username/Cust ID will be **1234567:jsmith**.
- **Password:** The **Password** minimum length is now 12 digits. You may use the default password, providing it contains 12 characters. If the default password does not contain at least 12 characters, you will need to add additional characters to the Temporary Password default to equal 12 characters or assign a different password with a minimum of 12 characters.
- **Password Expiration Interval:** The longest available **Password Expiration Interval** (maximum time allowed between required password updates) is 90 days.
- **Access Level:** Please see the provided **TrustCommerce User Access Level Definitions** to determine which **Access Level** should be assigned to the User and select the applicable access level from the drop-down window.



Quick Search > Today | Yesterday | Month to Date | Run a Transaction Help  Find a Transaction ID

Users Reporting **Create User**

Username:

Password:

Password Expiration Interval (in days):

Access Level:

Full Name:

Email:

- Provide the User with the login URL: <https://vault.trustcommerce.com/login.php>, as well as the **Username** and **Password** you created for them. If they are not prompted to select a new Password upon their initial logon, they can simply click on **Change Password** in their **Main Menu** on the left after logging into TrustCommerce which will allow them to establish their own password.

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Other User Management Functions:

If a User enters their password incorrectly 3 or more times consecutively, they will be locked out.

You may unlock a User:

- Log onto **TrustCommerce**.
- Click on **Users** in the **Main Menu** on the left.
- On the **Users/Reporting** screen, in the User's **Status** column, the lock will be **locked** and the field will be **red**.
- Click on the **"Unlock"** icon in the **Modify** column.
 - In the screen example on the next page, see the **661700:jdicka** logon.
- Please note: If the User indicates they are locked, but you do not see their status as being locked, simply lock the User, then unlock the User:
 - On the **Users/Reporting** screen, click on the **"Lock"** icon in the **Modify** column. The User will now be displayed as **Locked**.
 - Then click on the **"Unlock"** icon in the **Modify** column to unlock the User.

You may delete a Username:

- Log onto **TrustCommerce**.
- Click on **Users** in the **Main Menu** on the left.
- On the **Users/Reporting** screen, click on the **"Trashcan"** icon in the **Modify** column.
 - In the screen example on the next page, please see the **661700:mobile** login.

You may edit a User's login:

- Log onto **TrustCommerce**.
- Click on **Users** in the **Main Menu** on the left.
- On the **Users/Reporting** screen, click on the **"Pencil"** icon in the **Modify** column.
 - You may create a new **Password** for the User.
 - You may adjust their **Password Expiration Interval**.
 - You may change their **Access Level**.
 - You may edit their **Name** and/or **Email**.
 - You cannot edit their **Username**. If the User needs a different logon assigned, you must **delete** the existing **Username** and **create** a new one.
- Please note: The **"Pencil"** icon will be the only option in the **Modify** column for your own **Username**.
- In the screen example on the next page, I am logged onto TrustCommerce using the **661700:jjud** Username.