

# PCI-DSS MERCHANT WALK-THROUGH

Property of PCI Compliance, LLC

©2011 PCI Compliance. All rights reserved.

The image shows a web form for login and registration. The top section is an orange rounded rectangle with the word "LOGIN" in white. Below it are two white input fields for "USER NAME:" and "PASSWORD:". To the right of the password field is an orange "LOGIN" button. Below the orange section is a grey rounded rectangle containing the text "REGISTRATION IS QUICK AND EASY!" and a larger grey button labeled "REGISTER / BEGIN".

LOGIN

USER NAME:

PASSWORD:

Forgot Password?

LOGIN

REGISTRATION IS QUICK AND EASY!

REGISTER / BEGIN

## 1<sup>st</sup> Time Users / 1<sup>st</sup> Time User to the New Portal:

- Click “Register/Begin”

## Return Users:

- Login with your Username and Password

1<sup>st</sup> Time Users / 1<sup>st</sup> Time User to  
the New Portal

# REGISTRATION

REGISTRATION

BUSINESS INFORMATION

TERMINAL INFORMATION

PRE SAQ QUESTIONS

SUMMARY

MERCHANT REGISTRATION 🔍

\*Merchant ID

\*Merchant Zip Code

CANCEL

REGISTER

## 1<sup>st</sup> Time Users / 1<sup>st</sup> Time Users on the New Portal:

- Enter your Merchant ID Number and Zip Code
- Click “Register”

# REGISTRATION

REGISTRATION

**BUSINESS INFORMATION**

TERMINAL INFORMATION

PRE SAQ QUESTIONS

SUMMARY

## BUSINESS INFORMATION

### BUSINESS NAME:

Test Merchant 19

Test Merchant 19

8888888888

### ACCOUNT INFO:

Account Number (DDA)

Routing Number:

### BANK INFO:

BANK/PROCESSOR



PLATFORM



### COMPANY INFO

Company Phone

test@8888888888.com

☐ COMPLIANT THROUGH ANOTHER PROVIDER

### LOCATION INFO

123

Street Line 2:

New York

NEW YORK



88888

### CONTACT INFO:

Jim

888-888-8888

Extension:

Contact Phone 2:

test@8888888888.com

Contact Fax:

### MERCHANT LOGIN:

\*Username:

Password:

Re-enter Password:

### BUSINESS DESCRIPTION:

Business Description:

BACK

CONTINUE

Fill out your business information. Some of the information may already be pre-filled for you. Review/Enter the correct information and Create your login information and click "Continue"

Required Fields Include:

- Business Name
- Merchant ID
- Zip Code
- Email Address
- Username
- Password
- Re-enter Password

# REGISTRATION

REGISTRATION

BUSINESS INFORMATION

TERMINAL INFORMATION

PRE SAQ QUESTIONS

SUMMARY

## TERMINAL INFORMATION

HOW DO YOU ACCEPT CREDIT CARDS?

PLEASE SELECT VALUE



HOW DO YOU PROCESS CREDIT CARD PAYMENTS?

PLEASE SELECT VALUE



WHAT TYPE OF POS DEVICE DO YOU USE?

PLEASE SELECT VALUE



BACK

CONTINUE

Answer the 3 questions about your credit card machine or the way you accept credit cards. Then click “Continue”.



# REGISTRATION

REGISTRATION

BUSINESS INFORMATION

TERMINAL INFORMATION

PRE SAQ QUESTIONS

SUMMARY

## PRE-SAQ QUESTIONS

WHAT BUSINESS TYPE BEST DESCRIBES YOUR BUSINESS?

- ☐ CARD NOT PRESENT (COMPLETELY MAIL ORDER/TELEPHONE ORDER, HAND KEY CARD NUMBERS)
- ☐ ECOMMERCE (COMPLETELY ONLINE BUSINESS)
- ☐ CARD PRESENT (MOSTLY SWIPE CARDS, RETAIL BUSINESS)

DO YOU STORE CARD HOLDER DATA ELECTRONICALLY IN ANY WAY?

WHAT BEST DESCRIBES YOUR WAY OF PROCESSING CREDIT CARD PAYMENTS?

IS YOUR CREDIT CARD PROCESSING TERMINAL/SOFTWARE/VIRTUAL TERMINAL CONNECTED TO ANY OTHER SYSTEMS OR LOCATIONS WITHIN YOUR ENVIRONMENT?

BACK

MANUALLY SELECT SAQ

CONTINUE

Answer the PRE SAQ QUESTIONS to help us properly place you in the proper Self Assessment Questionnaire (SAQ). If you know which SAQ you belong in, you can select it manually by clicking “Manually Select SAQ”. Otherwise answer the questions above by clicking on each question. When finished, click “Continue”.

# REGISTRATION

[REGISTRATION](#)[BUSINESS INFORMATION](#)[TERMINAL INFORMATION](#)[PRE SAQ QUESTIONS](#)[SUMMARY](#)

## SUMMARY

### SAQ B

SAQ B merchants confirm that:

- Your company uses only imprint machines and/or uses only standalone, dial-out terminals (connected via a phone line to your processor) to take your customers' payment card information;
- The standalone, dial-out terminals are not connected to any other systems within your environment;
- The standalone, dial-out terminals are not connected to the Internet;
- Your company does not transmit cardholder data over a network (either an internal network or the Internet);
- Your company retains only paper reports or paper copies of receipts with cardholder data, and these documents are not received electronically; **and**
- Your company does not store cardholder data in electronic format.

**Note:** SAQ B would never apply to merchants that use the Internet for connection on their credit card terminal.

#### Disclaimer:

Each section of the questionnaire focuses on a specific area of security, based on the requirements in the PCI DSS Requirements and Security Assessment Procedures. This shortened version of the SAQ includes questions which apply to a specific type of small merchant environment, as defined in the above eligibility criteria. If there are PCI DSS requirements applicable to your environment which are not covered in this SAQ, it may be an indication that this SAQ is not suitable for your environment. Additionally, you must still comply with all applicable PCI DSS requirements in order to be PCI DSS compliant.

#### Non-Applicability:

These and any other requirements deemed not applicable to your environment must be indicated with "N/A" in the "Special" column of the SAQ. Accordingly, complete the "Explanation of Non-Applicability" for each "N/A" entry.

## MANUALLY SELECT SAQ

[SAQ A](#)[SAQ B](#)[SAQ C](#)[SAQ C-VT](#)[SAQ D](#)[BACK](#)[ACCEPT & CONTINUE](#)

The SAQ has been selected for you from the Answers given in the PRE SAQ QUESTIONS step. If you don't agree with the bullets in the SUMMARY about your business, please click the "Back" button at the bottom of the page to re-answer the questions more accurately.



REGISTRATION

REGISTRATIONBUSINESS INFORMATIONTERMINAL INFORMATIONPRE SAQ QUESTIONS**SUMMARY**

SUMMARY

**SAQ B**

SAQ B merchants confirm that:

- Your company uses only imprint machines and/or uses only standalone, dial-out terminals (connected via a phone line to your processor) to take your customers' payment card information;
- The standalone, dial-out terminals are not connected to any other systems within your environment;
- The standalone, dial-out terminals are not connected to the Internet;
- Your company does not transmit cardholder data over a network (either an internal network or the Internet);
- Your company retains only paper reports or paper copies of receipts with cardholder data, and these documents are not received electronically; and
- Your company does not store cardholder data in electronic format.

**Note:** SAQ B would never apply to merchants that use the Internet for connection on their credit card terminal.

**Disclaimer:**  
Each section of the questionnaire focuses on a specific area of security, based on the requirements in the PCI DSS Requirements and Security Assessment Procedures. This shortened version of the SAQ includes questions which apply to a specific type of small merchant environment, as defined in the above eligibility criteria. If there are PCI DSS requirements applicable to your environment which are not covered in this SAQ, it may be an indication that this SAQ is not suitable for your environment. Additionally, you must still comply with all applicable PCI DSS requirements in order to be PCI DSS compliant.

**Non-Applicability:**  
  
These and any other requirements deemed not applicable to your environment must be indicated with "N/A" in the "Special" column of the SAQ. Accordingly, complete the "Explanation of Non-Applicability" for each "N/A" entry.

☒ MANUALLY SELECT SAQ

SAQ A

SAQ B

SAQ C

SAQ C-VT

SAQ D

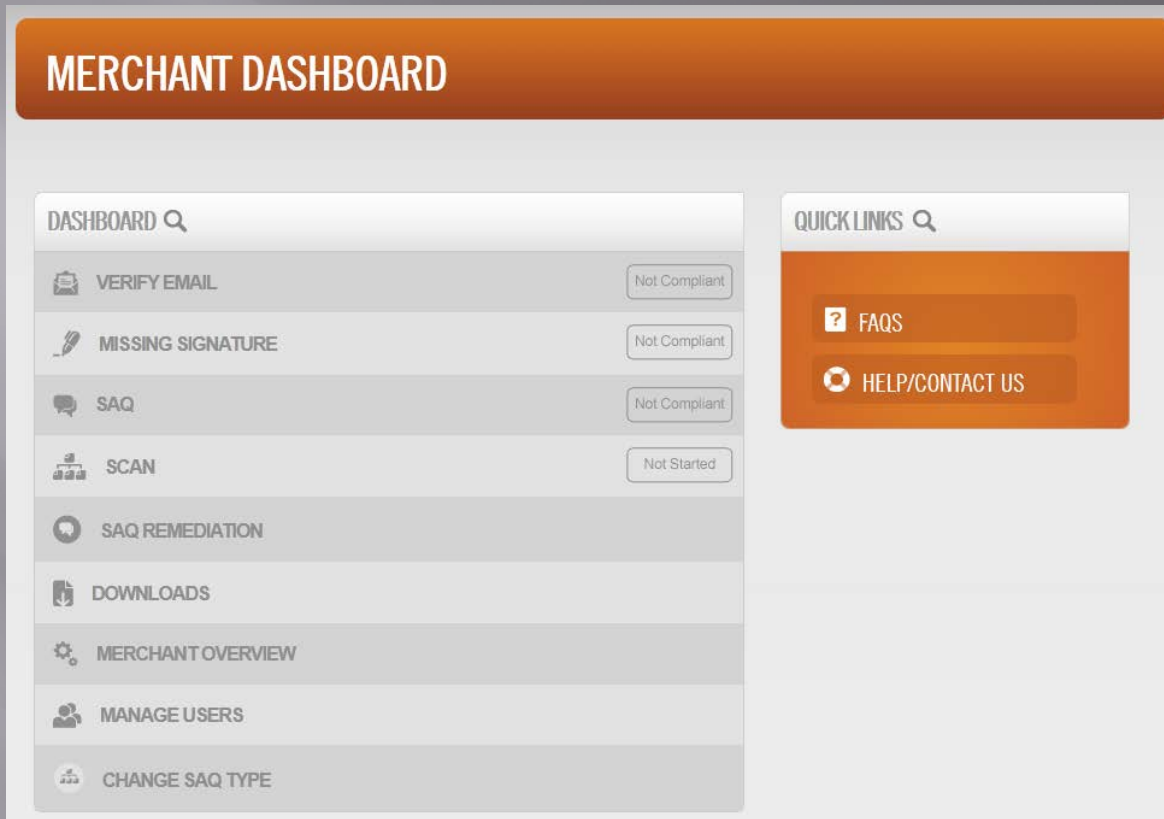
BACKACCEPT & CONTINUE

You can Manually select the SAQ that fits your business by clicking the check box in the MANUALLY SELECT SAQ box.

By putting your cursor over each SAQ Type you can then read the SUMMARY for that SAQ Type. To select, click on the button for the SAQ Type you desire. (Must have the Manually Select SAQ check box checked)

# Merchant Dashboard

After a Username and Password have been established.



Once you are logged in, your Merchant Dashboard will show you the necessary steps in becoming Compliant.

## Required Steps:

- Missing Signature
- SAQ
- Scan (If available on your Dashboard, Required for Merchants processing via IP/Internet instead of a Phone Line)

# Verify Email

## MERCHANT DASHBOARD

### DASHBOARD 🔍



VERIFY EMAIL

Not Compliant



MISSING SIGNATURE

Not Compliant



SAQ

Not Compliant



SCAN

Not Started



SAQ REMEDIATION



DOWNLOADS



MERCHANT OVERVIEW



MANAGE USERS



CHANGE SAQ TYPE

### QUICK LINKS 🔍



FAQS



HELP/CONTACT US

# VERIFY EMAIL

[DASHBOARD](#)

## VERIFY EMAIL

To ensure we have your correct email please click on the verification email sent to your inbox. Having a valid email is critical for communication regarding your PCI Compliance status, updates, and reminders. Simply find the email (look in your "junk" folder as it may be sorted as unknown). Follow the email and click the link to complete verification. If you did not receive the email, please make sure your email to the right is correct and then click "Send/Re-Send Verification Email". This will resend the confirmation link. If your email is incorrect please return to the Dashboard and update your email under the Merchant Overview page then follow the process above to resend your email validation.

Your e-mail address is:  
test@8888888888.com

 Not Verified

[SEND/RE-SEND VERIFICATION EMAIL](#)

Verifying your email is to confirm we have a good email address on file. We use email to continue to notify merchants of compliance data or merchant status that may change from time to time.

If you have not received the email confirmation email, please click "Send/Re-send Verification Email".

# Missing Signature

## MERCHANT DASHBOARD

### DASHBOARD 🔍



VERIFY EMAIL

Not Compliant



MISSING SIGNATURE

Not Compliant



SAQ

Not Compliant



SCAN

Not Started



SAQ REMEDIATION



DOWNLOADS



MERCHANT OVERVIEW



MANAGE USERS



CHANGE SAQ TYPE

### QUICK LINKS 🔍



FAQS



HELP/CONTACT US



PARTY HEREBY AGREES THAT SUCH COURTS SHALL HAVE EXCLUSIVE PERSONAL JURISDICTION AND VENUE WITH RESPECT TO SUCH PARTY, AND EACH PARTY HEREBY SUBMITS TO THE EXCLUSIVE PERSONAL JURISDICTION AND VENUE OF SUCH COURTS. SHOULD SUIT BE BROUGHT TO ENFORCE OR INTERPRET ANY PART OF THIS AGREEMENT, THE PREVAILING PARTY SHALL BE ENTITLED TO RECOVER ITS REASONABLE ATTORNEYS' FEES AND COSTS, INCLUDING EXPERT WITNESS FEES AND FEES ON ANY APPEAL.

BY SIGNING BELOW I VALIDATE AND CERTIFY THAT THE RESPONSES PROVIDED TO MY SAQ QUESTIONS ARE ACCURATE, TRUTHFUL, AND COMPLETE TO THE BEST OF MY KNOWLEDGE. IF I AM COMPLETING A SCAN THEN I ALSO VALIDATE AND CERTIFY THAT THE IP ADDRESSES INDICATED FOR SCAN ARE FULLY WITHIN MY RIGHTS AND DOMAIN TO COMPLETE THE SCAN PROCESS. BY SIGNING BELOW I AGREE TO THE FOLLOWING TERMS AND CONDITIONS AND CERTIFY THAT I AM AN AUTHORIZED SIGNOR ON BEHALF OF THE BUSINESS ENTITY OR INDIVIDUAL ASSOCIATED WITH THIS MERCHANT ACCOUNT OR COLLECTIVELY MERCHANT ACCOUNTS.

☐ I AGREE

CLEAR

CANCEL

SAVE

Merchants must read and agree to the terms and conditions of the portal.

- Click the I AGREE check box
- Sign in the white box with your cursor.
- Click “Save”

# Self Assessment Questionnaire (SAQ)

## MERCHANT DASHBOARD

### DASHBOARD 🔍



VERIFY EMAIL

Not Compliant



MISSING SIGNATURE

Not Compliant



SAQ

Not Compliant



SCAN

Not Started



SAQ REMEDIATION



DOWNLOADS



MERCHANT OVERVIEW



MANAGE USERS



CHANGE SAQ TYPE

### QUICK LINKS 🔍



FAQS



HELP/CONTACT US

# SAQ Instructions

- ▣ All Answers must be answered with a “Yes” or “N/A” response in order to become Compliant.
- ▣ Any Answers with a “No” response will NOT be considered Compliant and will require remediation so that the response can be changed to a “Yes” or “N/A” response.
- ▣ If any questions are answered with an “N/A” response, an explanation as to why the question does not apply to the Merchant will be required.

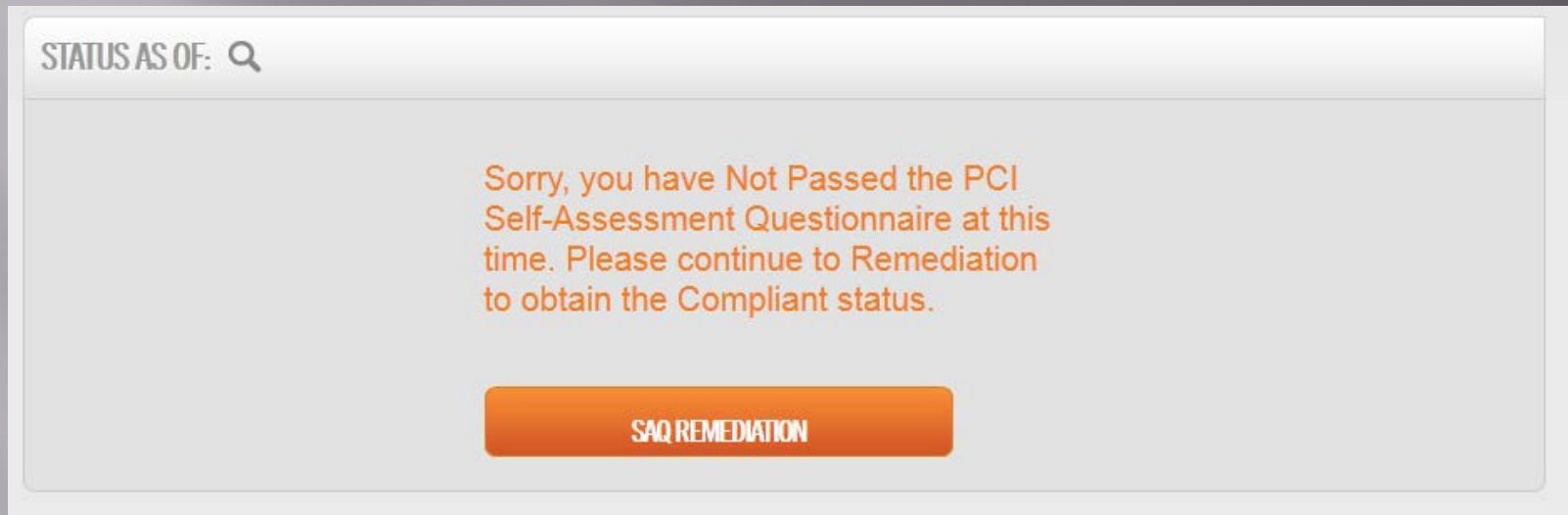
Complete each question by clicking on Question Title itself, then answering the question with a “Yes”, “No”, or “N/A” response..

To display all questions at the same time, click “Show All” in the top right hand corner of the Questions container.

If you still have a question after reading the QUESTION and EXPLANATION, click the “Ask Question” button in the bottom right hand corner of the Question box.

Once you have finished the questions, click “Continue” at the bottom right hand corner of the screen. You may also choose to select “Finish Later” to save what you have answered and return to the Merchant Dashboard to complete at a later time.

The screenshot displays the SAQ C (Self-Assessment Questionnaire) interface. At the top, there is an orange header bar with the text "SAQ C" on the left and a "DASHBOARD" button on the right. Below the header, a progress bar shows 12 numbered steps, with step 1 highlighted in red. To the right of the progress bar is a "RESULTS" button. The main content area is titled "REQUIREMENT 1" with a search icon and a "SHOW ALL" button. Under this, "QUESTION 1.2" is listed. An orange bar highlights "QUESTION 1.2.1 (A)". The question text is: "Is inbound and outbound traffic restricted to that which is necessary for the cardholder data environment, and are the restrictions documented?". Below the question are three radio button options: "YES", "NO", and "N/A". An "EXPLANATION" section follows, providing details about the requirement's purpose. In the bottom right corner of the question box is an "ASK A QUESTION" button. Below the question box, a list of other questions is visible: "QUESTION 1.2.1 (B)", "QUESTION 1.2.3", "QUESTION 1.3", "QUESTION 1.3.3", "QUESTION 1.3.5", and "QUESTION 1.3.6". At the very bottom of the interface are two orange buttons: "FINISH LATER" and "CONTINUE".



If you receive this message after completing the SAQ:

- Click "SAQ Remediation"
- Answer the remaining unanswered questions

OR

- Any response answered with "No" must be remediated so the Merchant can change the answer to a "Yes" or "N/A" response in order to become Compliant.

# Scan

## MERCHANT DASHBOARD

### DASHBOARD 🔍



VERIFY EMAIL

Not Compliant



MISSING SIGNATURE

Not Compliant



SAQ

Not Compliant



SCAN

Not Compliant



SAQ REMEDIATION



DOWNLOADS



MERCHANT OVERVIEW



MANAGE USERS



CHANGE SAQ TYPE

### QUICK LINKS 🔍



FAQS



HELP/CONTACT US



# SCANS

SCHEDULE SCANDASHBOARD

## SCHEDULED SCANS

TIME ZONE FOR CST

DATE	STATUS
NO DATA	

## COMPLETED SCANS

TIME ZONE FOR CST

DATE	STATUS
<a href="#">9/16/2011 2:55:28 AM</a>	<a href="#">PASSED</a>

## To Schedule a Scan:

- Click on “Schedule Scan” in the Menu Bar

## To Review a Past Scan:

- Click on the date of the Scan you would like to review


# Schedule Scan


### SCAN SCHEDULE


☐ SCHEDULE SCANNING


☐ ONE TIME SCAN

#### STEP 1 – CHOOSE 1ST SCAN DATE/TIME:

Scan Date 


01 

00 

AM 

The remaining Scan's will automatically be scheduled 90 days apart from this initial Scan.

#### STEP 2 – CHOOSE FREQUENCY OF SCAN:

CHOOSE FREQUENCY 

#### STEP 3 – CHOOSE IP ADDRESS/WEBSITE(S) TO SCAN:

YOUR CURRENT IP ADDRESS: 00.00.000.000


☐ USE THIS IP ADDRESS

☐ ENTER THE IP ADDRESS/WEBSITE(S) BELOW

IP Address OR Website

REMOVE

ADD NEW IP ADDRESS/WEBSITE



CANCEL

SCHEDULE/RUN SCAN

Follow the prompt to select your settings for the scan and finish by clicking “Schedule/Run Scan”

# Scan Review

SCAN DETAILS

SCANS LISTDASHBOARD

IP: 173.160.54.218STATUS: PASSEDDOWNLOAD REPORT

SEVERITY: LOWCOUNT: 2

1	Port Name: general/udp	Protocol: udp	Port Number: 0
2	Port Name: general/tcp	Protocol: tcp	Port Number: 0

SUPPORT REQUEST

First Name

Last Name

Email

TOPIC

☒ REPORT A FALSE POSITIVE

☐ SCAN QUESTION

UPLOAD ATTACHMENT

Enter issue/question here

SEND SUPPORT REQUEST

View each vulnerability by clicking on the risk level (colored boxes), then by clicking on the name of each vulnerability beneath.

To download the report click on “Download Report” in the title bar.

To send a support request or report a false positive use the SUPPORT REQUEST section at the bottom of the page.

# Downloads

## MERCHANT DASHBOARD

### DASHBOARD 🔍



VERIFY EMAIL

Not Compliant



MISSING SIGNATURE

Not Compliant



SAQ

Not Compliant



SCAN

Not Started



SAQ REMEDIATION



DOWNLOADS



MERCHANT OVERVIEW



MANAGE USERS



CHANGE SAQ TYPE

### QUICK LINKS 🔍



FAQS



HELP/CONTACT US



# DOWNLOADS

[DASHBOARD](#)

DOWNLOADS 🔍



COMPLETION CERTIFICATES

To download a Compliant Certificate, click on the “Completion Certificate” icon.

Merchant must become Compliant before Certificate will allow download.

# Merchant Overview

## MERCHANT DASHBOARD

### DASHBOARD 🔍



VERIFY EMAIL

Not Compliant



MISSING SIGNATURE

Not Compliant



SAQ

Not Compliant



SCAN

Not Started



SAQ REMEDIATION



DOWNLOADS



MERCHANT OVERVIEW



MANAGE USERS



CHANGE SAQ TYPE

### QUICK LINKS 🔍






FAQS



HELP/CONTACT US

STATUS 🔍

OVERALL STATUS	SAQ	SCAN
		
<input type="text" value="Not Compliance"/>	<input type="text" value="Incomplete"/>	<input type="text" value="Not Started"/>
	<input type="text" value="SAQ C"/>	<input type="text" value="Yes"/>
	<input type="text" value="SAQ Last Changed"/>	<input type="text" value="Last Scan Date"/>
	<input type="text" value="SAQ Due Date"/>	<input type="text" value="Next Scan Date"/>
	<input type="text" value="SAQ Status Date"/>	

Merchant Overview will allow you to see all of your information as we have it in the Portal. In addition, setup additional users, view status of SAQ and/or Scan (if applicable), and Overall Status.

# Manage Users

## MERCHANT DASHBOARD

### DASHBOARD 🔍



VERIFY EMAIL

Not Compliant



MISSING SIGNATURE

Not Compliant



SAQ

Not Compliant



SCAN

Not Started



SAQ REMEDIATION



DOWNLOADS



MERCHANT OVERVIEW



MANAGE USERS



CHANGE SAQ TYPE

### QUICK LINKS 🔍



FAQS






HELP/CONTACT US

# USERS

DASHBOARD

ADD/EDIT USER SEARCH 🔍

SEARCHADD NEW

USER NAME	FIRST NAME	LAST NAME	EMAIL	EDIT	LAST LOGGED IN
88888			TEST@88888888888.COM	  	11/18/2011

To add additional Users:

- Click “Add New” next to the Search

To Search for a User:

Enter the name of the User you would like to search for and click “Search”

To edit a User select the  icon in the EDIT section

To delete a User select the  icon in the EDIT section

To reset password for a User select the  icon in the EDIT section

# MERCHANT DASHBOARD

## DASHBOARD 🔍



VERIFY EMAIL

Not Compliant



MISSING SIGNATURE

Not Compliant



SAQ

Not Compliant



SCAN

Not Started



SAQ REMEDIATION



DOWNLOADS



MERCHANT OVERVIEW



MANAGE USERS



CHANGE SAQ TYPE

## QUICK LINKS 🔍



FAQS



HELP/CONTACT US

If you need to change your SAQ Type as it is no longer correct, click “Change SAQ Type” and the Portal will direct you back through the PRE SAQ questions again.