## SAFERPAYMENTS PROGRAM

Sysnet.air user guide – Merchant Role



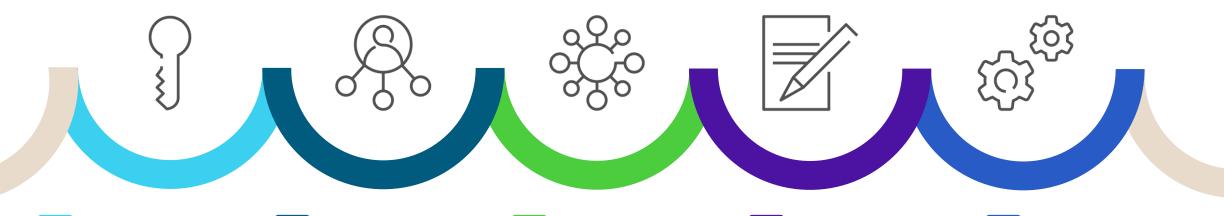
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#### What's included?

- 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**

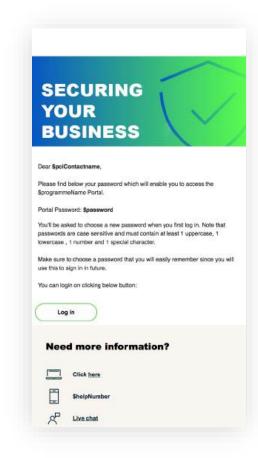
Complete your Security Assessment Questionnaire (SAQ) – an online assessment of your security practices 5

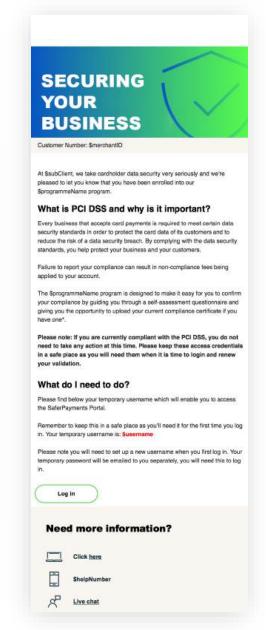
#### **Maintenance**

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

#### Welcome to the program

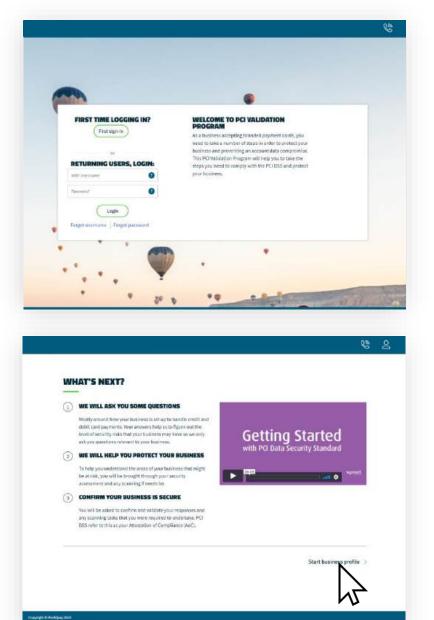
- When you have been loaded to the program, you will receive two emails.
  - The first email will be your username
  - The second will be your password
- When you receive these two emails you can use this information to login.
- Click the login link in the email to be brought to your portal.





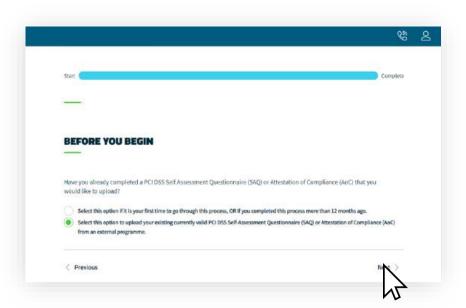
#### Login

- Upon first logging in to the portal, use the username and password provided in your emails and click 'First sign-in'.
- You will then be prompted to update your password. Your password will need to meet the minimum-security criteria outlined on the screen.
- Once you have completed this, 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.



#### First time use?

- The first screen you will encounter is a question as to whether you have completed this already.
- 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.
- If you have previously reported your compliance with one of our partners or a previous portal, your compliance status will have been migrated to our new portal. Meaning you will not be required to complete your profile.

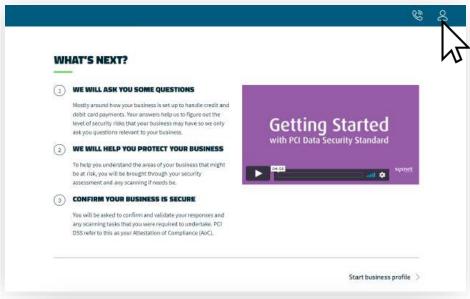


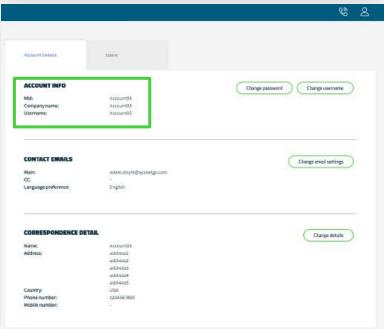
If you do not already have a valid certificate and need to complete your compliance online, select the first option on this screen and continue to page 9 of this guide.

If you already have a valid certificate, select the second option and proceed to page 31 of this guide for instructions on uploading your existing Attestation of Compliance (AoC).

#### **Primary Merchant ID**

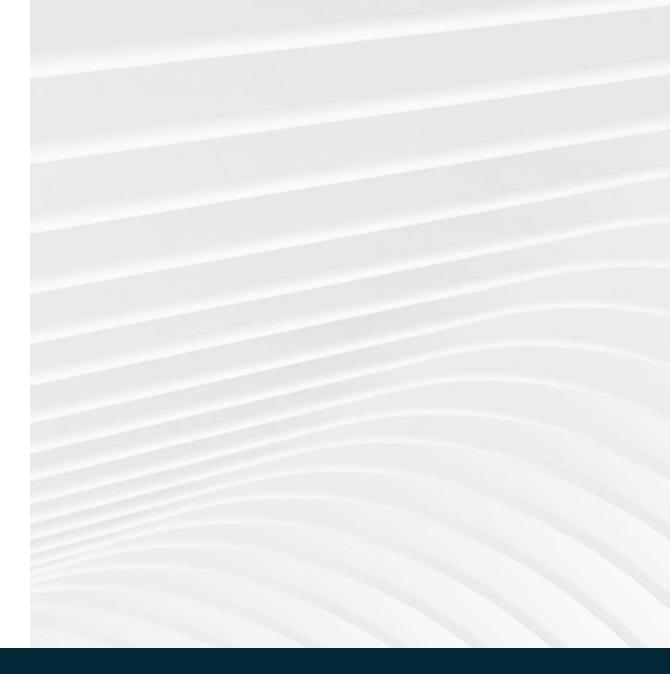
- You may be asked, or you may need to locate your "Primary Merchant ID"
- This can be found by accessing the account menu via the profile icon
- Select the profile icon from the top right of your screen and select "Account"
- Your Primary Merchant ID can be found under the "Account Info" box on the following screen





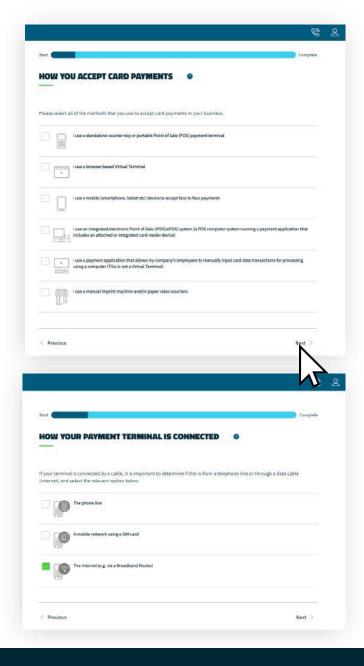
How you accept payments

# YOUR PROFILE



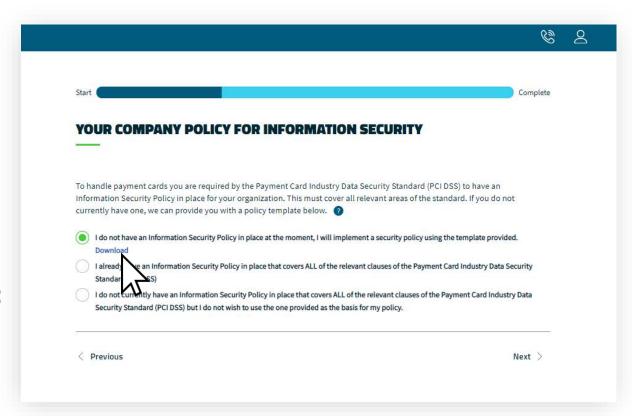
## Profile – How you accept payments

- 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" button. 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:



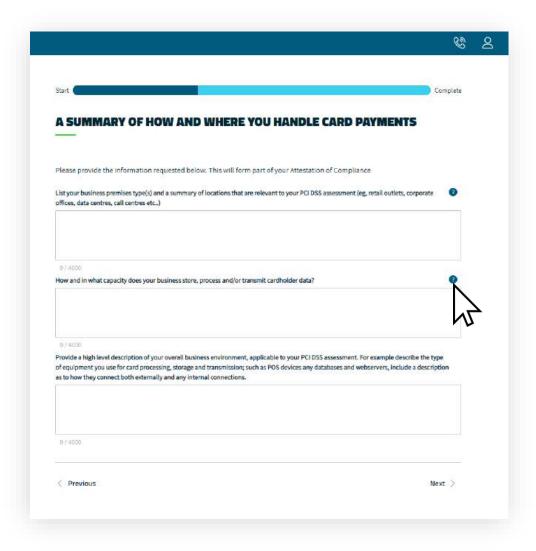
#### **Profile – Information Security Policy**

- 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 'Download'
- To correctly implement your policy, you must:
  - Tailor the sample template to suit your business
  - Ask all staff and third parties who come in contact with your data to read, sign and date it
  - Keep it on your business' premises and keep it up to date if/when your processes change



#### **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:



**Profile complete** 

# YOUR DASHBOARD

#### Your dashboard

See next page for a visual explanation

- 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

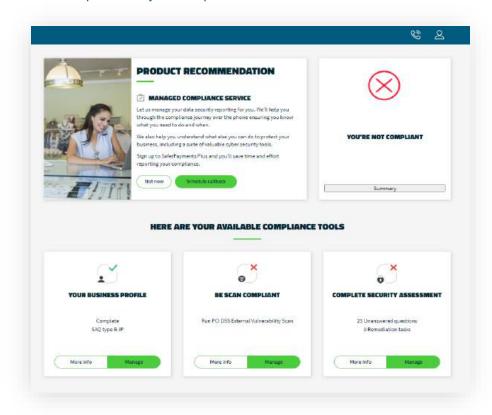
1

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'

2

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

If you have previously reported your compliance with one of our partners or a previous portal, your compliance status will have been migrated to our new portal and your compliance status will be visible on this screen.



3

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

4

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

#### Next steps

Profile

Scanning **Scanning** 

Proceed to page 17

If applicable to you, you will need to run a scan on your network. Proceed to page 17 for instructions.

**Security Assessment** 

If don't have to do a scan, you can proceed to your security assessment on page 21.

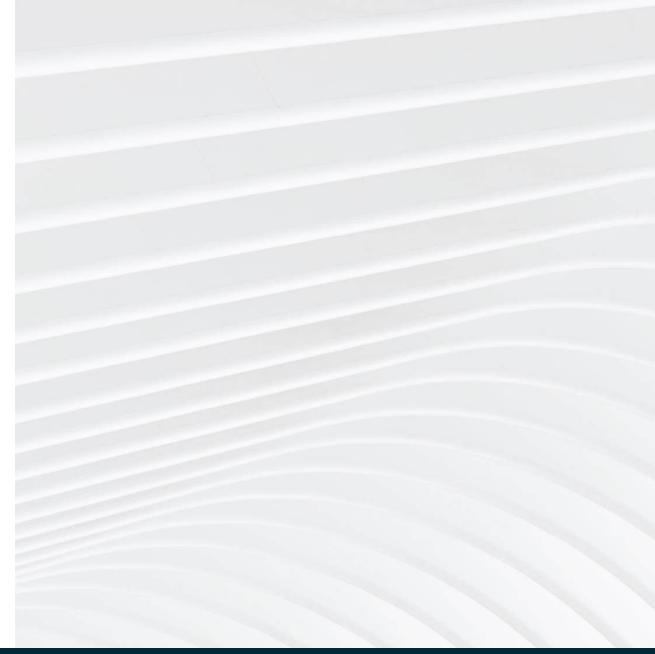
Security **Assessment** 

Compliance

Proceed to page 21

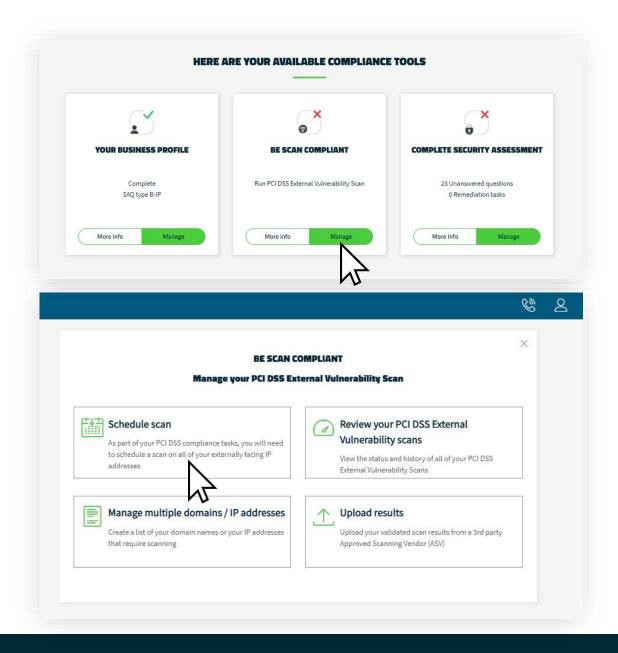
**External Vulnerability** 

### SCANNING



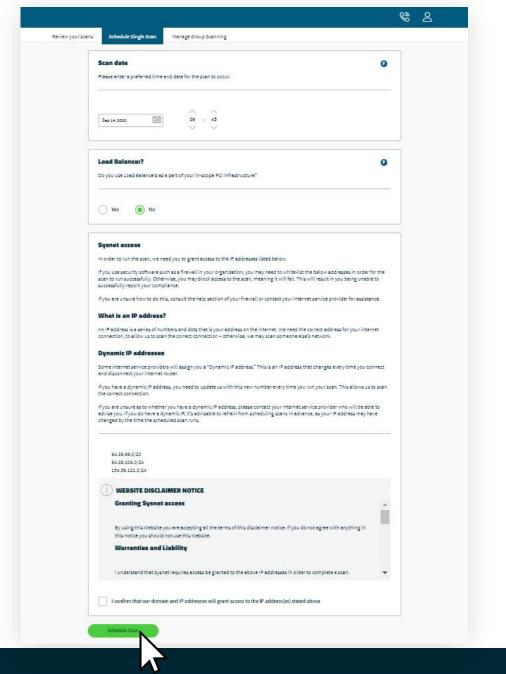
#### **Scanning**

- 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. More information on locating your IP Address 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 you scan fails, you will need to complete the recommended remediation and then rerun the scan until a passing grade is achieved

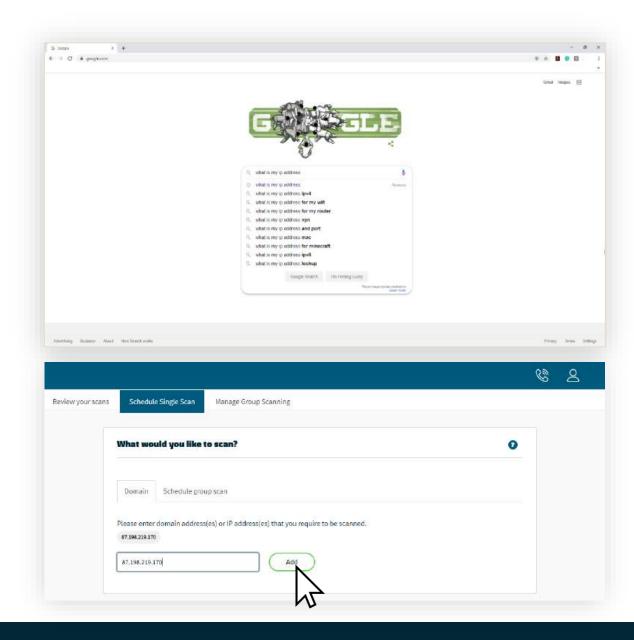


#### Finding your IP Address

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



SAQ

## SECURITY ASSESSMENT QUESTIONNAIRE

#### **Next steps**

#### Profile

#### Scanning

#### **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.

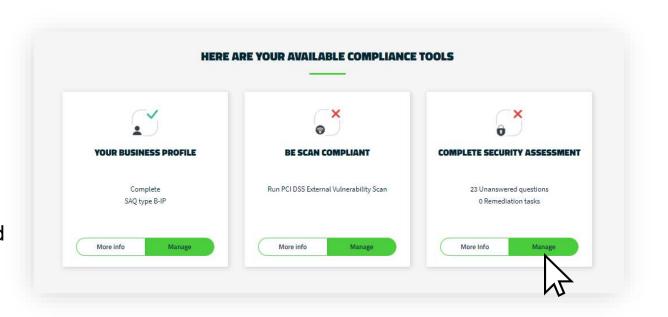
The system will prepopulate any questions that don't apply to you. So you only have to answer those that really matter.

Security Assessment

Compliance

Proceed to next page

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

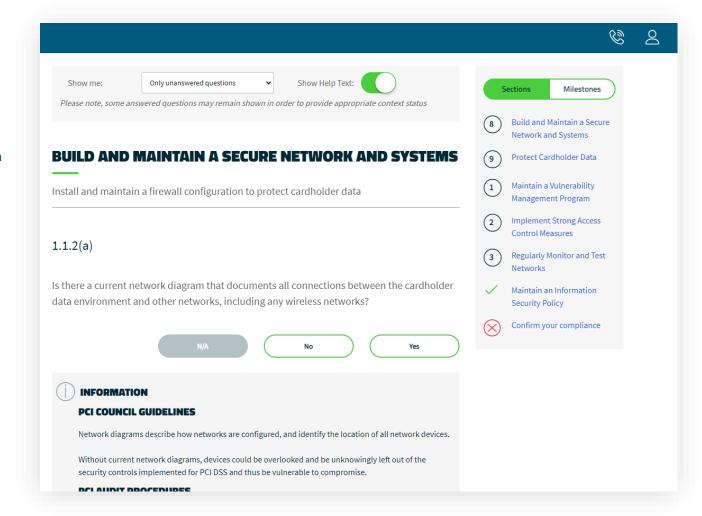


1

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

2

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



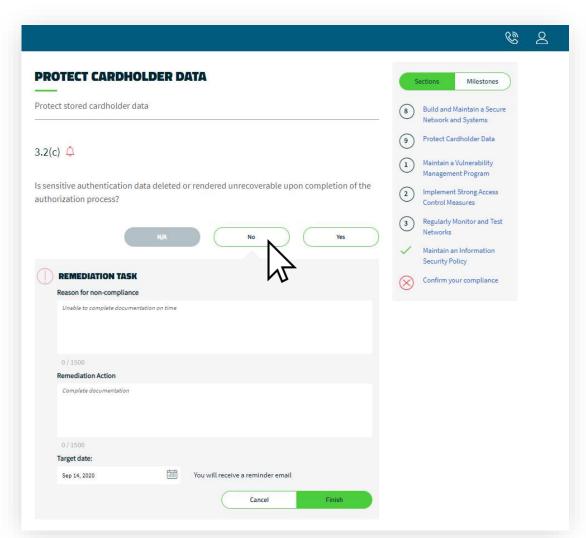
3

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.

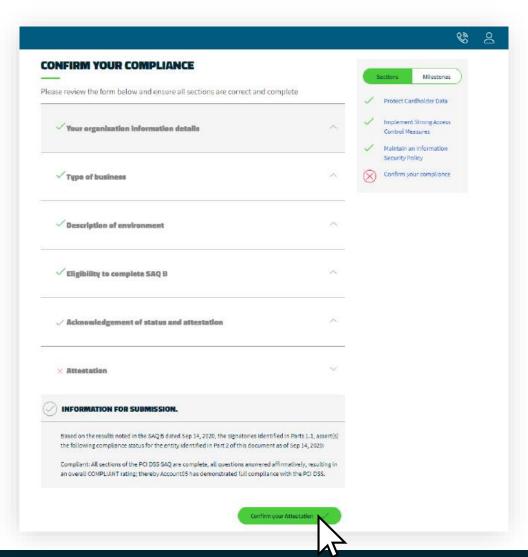
4

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 or what is correct, 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 be 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 here.
- Once happy, select 'Confirm your
   Attestation' at the bottom of the screen.



#### **Next steps**

**Profile** 

Scanning

You've validated your compliance.

Your validation must be renewed annually. Your renewal date will be shown on your dashboard.

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

Security Assessment

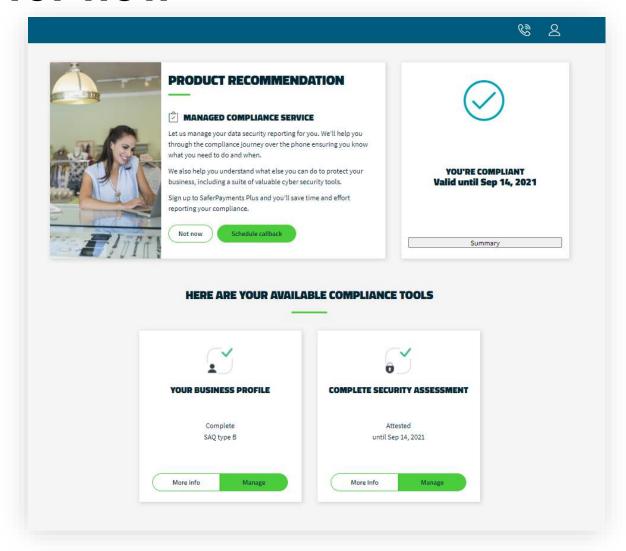
Compliance

Proceed to put your feet up

#### You're done for now

1

Your dashboard should have green ticks across the board



2

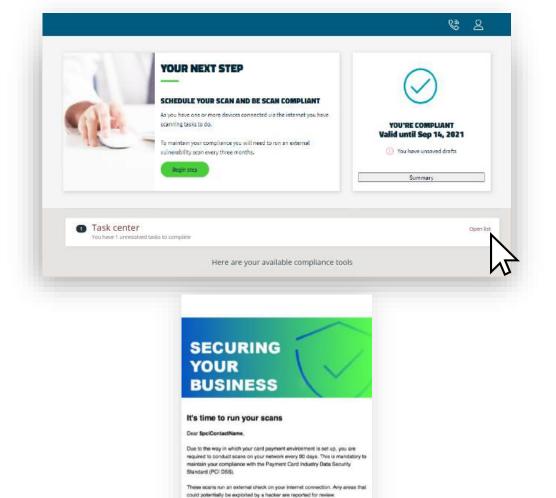
Your revalidation date is displayed in the top right corner

**Throughout the year** 

## MAINTAINING COMPLIANCE

#### Maintaining your compliance

- It's important to maintain your compliance throughout the year by:
  - Making sure you do all of the things you said you did in your assessment
  - Applying your Information Security Policy and keeping it up to date
- Depending on your business profile, you may have to conduct tasks, such as scanning throughout the year. You'll need to perform these tasks on the portal.
- You'll receive emails to remind you, if applicable.
- If you receive an email, login to your portal. What you need to do will be outlined on your dashboard under 'Task Center'.



Please login to the PCI portal via the button below and schedule the scan today. You will need your username and password to log in. If you have

You will be asked to provide your IP address for the scan to run. This is a series of numbers and dots that is your location on the internet. We need this to scan

If your business uses a dynamic IP address (that changes regularly), please carefully read and follow the help text provided on the portal to make sure you

misplaced these you can reset them

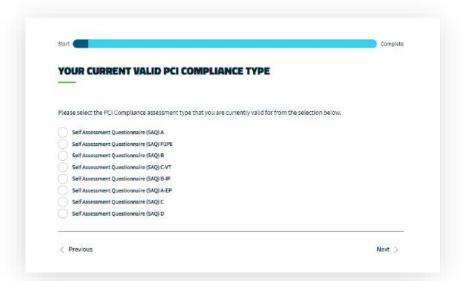
Your IP Address

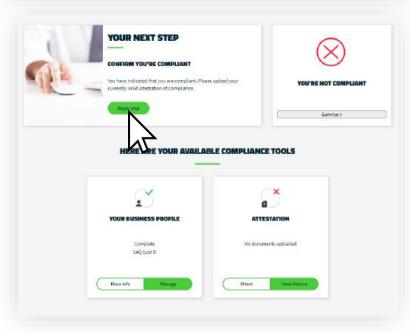
provide the correct address

**Already have a valid Attestation of Compliance?** 

# UPLOADING AN EXISTING ATTESTATION

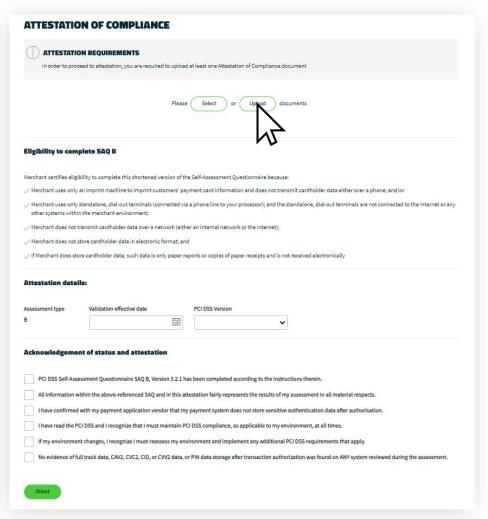
- If you select that you have an existing attestation of compliance, you will then be asked two questions:
  - The PCI Compliance assessment type of your business. You can find this on your existing certificate.
  - You'll also need to confirm if you use a third party to store or process card payments.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

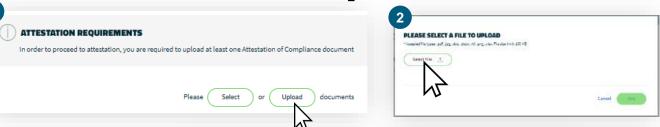




- On the following page you will need to complete two steps
  - Upload your existing documents.
    - You will need to upload your Attestation of Compliance (AoC) that proves you are currently compliant. This is the certificate your third-party company should have provided you when you achieved compliance.
  - Confirm the details, acknowledge your status and attest to your compliance.

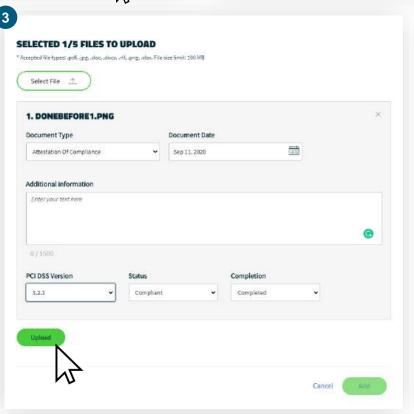
Instructions on the following pages.



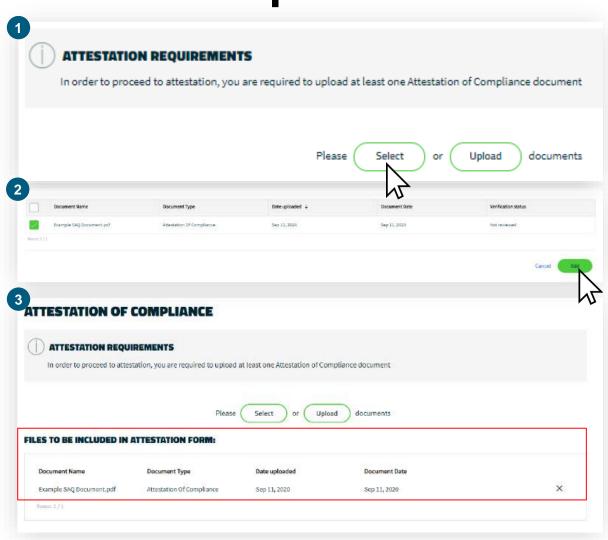


#### Upload your documents

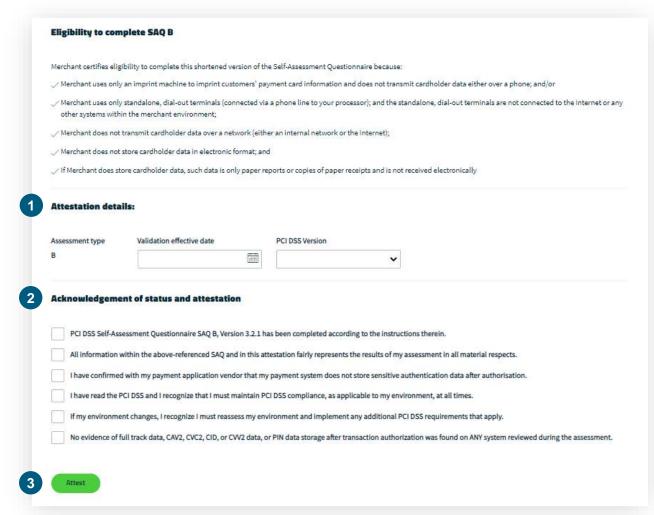
- Select (Upload)
- Select the necessary document(s) from your files
- Provide details of the document you are uploading and select



- Select from your uploaded documents to attach to the attestation
  - Click Select from the main screen.
  - From the list of uploaded documents, select the ones you wish to attach to this attestation.
     Click
  - The documents you wish to include will now appear on the main screen.



- 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.
- See page 29 for details on *Maintaining your Compliance*



## SAFERPAYMENTS PROGRAM