

Getting Started with TrustKeeper®

About Trustwave®

Trustwave is the leading provider of PCI DSS compliance validation and data security solutions to Level 4 merchants. Trustwave provides a unique approach with comprehensive solutions that include its flagship TrustKeeper® compliance management software and other proprietary security solutions. Trustwave has helped thousands of small merchant organizations manage compliance and secure their network infrastructure, data communications and critical information assets.

Navigating TrustKeeper

To help you navigate the TrustKeeper dashboard, look for these icons to help you find the main topics easily:

-  Anywhere you see this icon you can click on it for help
-  Why? Click this to see why a topic is important to your security
-  Topic-specific Advice
-  Card Acceptance and Storage
-  POS Application Compliance
-  Internet Security
-  Wireless Security
-  POS System Security
-  Physical Security
-  Policies & Procedures
-  Wizard/SAQ
-  Scan Set up

PCI COMPLIANCE MADE EASY

Compliance with the Payment Card Industry Data Security Standard (PCI DSS) is mandatory and often confusing for merchants that do not have technical knowledge.

You've been set up by your bank, processor or ISO with an easy-to-use PCI DSS compliance program in TrustKeeper PCI Manager. This program will make easier than ever for your business to both achieve and maintain PCI DSS certification.

Trustwave's TrustKeeper simplifies the PCI DSS process. It will help you complete the components required for compliance certification, which includes a Self-Assessment Questionnaire (SAQ) and may also include Network Vulnerability Scanning:

What is the SAQ? A set of required questions regarding your data security posture, to ensure you are processing cards in a secure manner

What is Network Vulnerability Scanning? A network vulnerability scan is an automated, non-intrusive scan that assesses your network and web applications from the Internet. The scan will identify any vulnerabilities or gaps that may allow an unauthorized or malicious user to gain access to your network and potentially compromise cardholder data. (The scans provided by Trustwave will not require you to install any software on their systems.)

GET STARTED

Before you begin, you'll want to gather your merchant statement, or any other document that includes your Merchant ID (MID). In addition, you may want to have any information on your POS device, software, or any other information on the set-up for your payment-processing system.

First, visit the custom website your sponsor has sent you for your program. This URL will most often have your sponsor's name at the end, for example, <https://pci.trustwave.com/bankname>. Please make sure you are using the right URL to get started, as this will connect the data you input with your program and your pre-registered account. On this custom page, you will find program information, FAQs, and a video tutorial to walk you through the process.

Tip: If you'd like to see further information about PCI DSS, or interviews with merchants that have achieved the process, please visit, www.trustwave.com/level4pci.

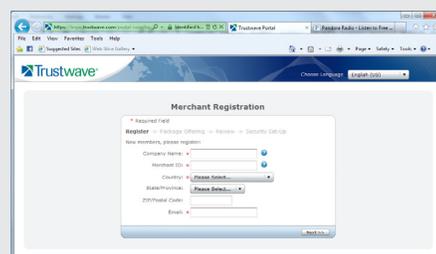


Next, click the "Get Started" button on the right-hand side.

You will answer a few short questions about how you process payments. Follow the instructions for your business. Once complete, you'll be prompted to register your account.

You'll need your:

- Merchant ID
- Company Name
- Basic address information Enter your MID without any spaces or dashes.



This step will connect you with your pre-registered TrustKeeper account. You will be asked to create a user name and password to access your account in the future, and asked to provide your contact details and create a security question/ answer. This should be for the person who will be doing the PCI certification, and used in the event you need to contact TrustKeeper support. You are now registered in TrustKeeper

How do I get help?



Help Icons: You can get help at any step of the way by clicking on the “Help” icon. This provides contextual help for where you are in the process.



PCI Assistant: The guided interactive PCI Assistant provides education at your own pace. Watch the PCI Assistant start-to-finish, or jump to a specific topic. You can start and stop the PCI Assistant at any time.



Support: For program questions, or support from Trustwave on the PCI DSS process, use the “Support” menu link, found when you are logged in to the portal on the upper right-hand corner. Click this for e-mail and phone contact information for your program.

PCI Wizard

You will be presented the option to follow the PCI Wizard, or to complete the PCI DSS certification forms. If you are new to the PCI DSS certification process, choose the Step-by-Step Wizard. This process will help you through the right Self-Assessment Questionnaire (SAQ), without presenting you with complexity that does not apply to your business type or unique requirements. Because the PCI Wizard customizes your experience, your next steps will be unique to your environment and how you process payments.

Once you have successfully passed each section, you will have a compliant SAQ on file. You can print and access copies of your Certificate of Compliance, completed SAQ and attestation form. At any time during the process, help is available in the portal.

To Do List

As you use the PCI Wizard, TrustKeeper will track anything that needs resolving in the new To Do List functionality. This will alert you to any vulnerabilities or weaknesses that are hindering your security and preventing your PCI DSS certification. As each item is added to the list, you'll be able to read more about the risk and how to resolve each issue. Once you complete the items, you can easily check them off and adjust your assessment to be compliant.

Scanning

If you have an Internet connection for your business that connects to any systems that store, process or submits credit card data, scanning is required for business. The PCI Wizard will help you determine if you need scanning. TrustKeeper will take you through a scanning set-up wizard to help you select the right public-facing IPs and Website addresses to scan. After the scan is complete, you'll need to login to view your results. You are required to complete a scan without any detected vulnerabilities to pass the scan. You must have both a passing scan and a passing questionnaire to achieve PCI Certification. *Please note, vulnerability scanning is not required of all businesses.

If you have questions about using TrustKeeper PCI Manager, completing the SAQ or scanning, please click the support link in the upper right-hand corner for information on how to contact TrustKeeper support by email and phone.

