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First Time User

Q. How do I Register in the Portal?
A. To register onto our Portal, you must click the *CREATE LOGIN* button in the Homepage 'https://pciportal.gmsectec.com' The system will then guide you through the process.

Return Users: Login

Q. How do I login?
A. You must log in with the credentials (username & password), previously established when you first registered in our Portal.

Q. What is my username?
A. The username is created by the person who originally configures the account, or by the person who has been added to the account of a previous registered merchant. If you forgot the username originally established when the Portal account was created, you can contact us so we may assist you.

Q. How do I change my password?
A. Select <u>MANAGE USERS</u> in your merchant dashboard
    Choose the user whose password you wish to reset

    a. Option #1: To <u>review/edit</u> your information, including your password:

        i. Select the *EDIT* icon
        ii. Enter your new password following the instructions provided by the tool and select *SAVE*.

    b. Option #2: To delete a user (Note: You will not be able to delete the user you are using at the time of deletion)

        i. Select the *DELETE* icon
        ii. A pop-up window will ask you to confirm if you want to delete the selected user. You must confirm if you wish to proceed with the deletion of the user.

    c. Option #3: Only to reset your password:

        i. Select the *RESET PASSWORD* icon
        ii. You will receive an email. Follow the instructions you will find in this email.

Q. Which is my password?
> **A.** Your password is a secret combination of characters, which should include numbers, upper and lower-case characters, and special symbols. This combination was registered in the Portal when the account was configured (username and password).
> If you do not remember your password:
> a. Click on "*Forgot Password*?" The system will prompt you to write your username or MID, and your contact email.

Create Login

Q. What is my Merchant ID?
> **A.** Your merchant ID number (MID) is a unique number assigned by your processor or PCI service provider to identify your business in the portal.

Q. What zip code do I use in the PCI Portal registration process?
> **A.** If your business is in the United States, your zip code is the postal code where your business is located. If your business is located outside of the United States, you will receive your zip code from your acquirer, or PCI portal provider.
> > * Once you have entered your MID and Zip Code, select REGISTER to continue your registration process.

Business Information

Q. How do I choose my Username?
> **A.** Create a username that is easy to remember. If possible, choose a username that relates to your business.

Q. How do I create my password?
> **A.** Your password must contain at 6 or more characters using the following specifications:
> - Uppercase and lowercase letters
> - One or more special characters (Ex. !, @, #, Z, $)

Q. Why do I have to write my password two times?
> **A.** This helps the system confirm that the password is written correctly.

Q. I am trying to confirm my passwords but the system tells me the passwords do not match. What should I do?
> **A.** If the passwords do not match, you should re-enter both of them. Make sure you are typing the same password both times.

Q. The portal tells me there still information that needs to be filled. What should I do?

    A. You must complete the following required fields before continuing:

- Business address
- Email
- Selected username
- Password (in both fields)
- Choose your *BUSINESS TYPE* in the drop-down field

You will see that several fields have been previously completed such as the merchant name, merchant identification number (MID), and postal code. You will only be able to edit the information of the business name and the postal code, **however the system will not allow the MID number to be modified.**

Q. Can I leave some of the information blank?

    A. If you already completed all the required information, you may leave the rest empty. However, we recommend that all merchants fill out their information as completely as possible. This will help us maintain accurate information about the business.

Pre-SAQ Questions

Q. What is the purpose of these questions?

    A. The purpose of this section is to suggest a Self-Assessment Questionnaire (SAQ) based on your answers. You should read the description of the suggested questionnaire and, if you understand that the credit card payment structure in your store is in accordance with the SAQ description, you may proceed to select it.

If the suggested SAQ does **not** match your payment structure, the Portal provides the option of returning to answer the questions in this section again, or manually choosing a SAQ. If you decide to manually choose the SAQ, you should read the descriptions of each questionnaire type and choose the one that applies to your payment structure.

Q. What is P2PE (Point to Point Encryption Standard)?

    A. P2PE (Point to Point Encryption) is a payment application, solution or point of sale with a particular data encryption methodology. They are generally associated with the use of chip cards, among others. If you want to validate if your Point of Sale is P2PE, you should check if it is included on the list of certified P2PE provided by PCI DSS on their website: https://www.pcisecuritystandards.org

Q. What is a Virtual Terminal?

    A. A virtual payment terminal is web-browser-based access to an acquirer, processor, or third-party service provider website, to authorize payment card transactions, where the merchant manually enters payment card data via a securely connected web browser.

Q. What is a Processor?
    A. A Processor is a company that handles or processes payment card transactions.

Q. Can I skip the Pre-SAQ and go straight to manually choose my SAQ?
    A. Yes, you can skip the Pre-SAQ and go straight to manually selecting a SAQ type. Just make sure you're choosing a SAQ that matches your payment structure.

Q. What happens if I am not sure about what to answer in my Pre-SAQ questionnaire?
    A. All the questions available in our Portal are meant to be answered by the merchant to the best of their knowledge. If you are not sure what you should answer, because of the terms and acronyms used throughout the questionnaires, you can review the following document:
https://www.pcisecuritystandards.org/pdfs/Small_Merchant_Glossary_of_Payment_and_Information_Security_Terms.pdf

Summary

Q. What happens if I am not convinced that the SAQ questionnaire assigned by the system is appropriate for my business?
    A. The Portal can assign an SAQ for your business based on the answers you gave on the Pre-SAQ. If you are still not convinced about the SAQ suggested by the Portal, you can review the descriptions of all the other questionnaires available by checking the manually select SAQ option. You can also review these descriptions in pages 8-9 and 18 of the following document:
https://www.pcisecuritystandards.org/documents/SAQ-InstrGuidelines-v3_2_1.pdf

Merchant Dashboard

Required

Step 1: Electronic Signature

Q. What is an Electronic Signature?
    A. The electronic signature of the person responsible of completing the registration process on the PCI Portal. This is a required step to obtain the compliance certificate from the system.

Q. Why does my Electronic Signature have a **"?"** *sign?*
    A. The process has not been completed. You need to complete the Electronic Signature step.

Q. How can I create my electronic signature?
   A. Use the mouse cursor and sign in the designated area, then check the "*I Agree*" box and click "*Save*".

Q. Can I re-do my Electronic signature?
   A. Yes, click "*Clear*" to erase the current one.

Step 2: Self-Assessment Questionnaire (SAQ)

Q. ¿What is a SAQ?
   A. Self-Assessment Questionnaire.

Q. How frequently must my business complete this questionnaire?
   A. Annually.

Q. Why does the Portal say my DUE date is mm/dd/yyyy?
   A. This is the expiration date of the current compliance cycle.

Q. Why does the step 2 have a '!' sign?
   A. The '!' means that the SAQ has not been answered completely.

Q. Why the does the Portal mark my SAQ as NOT COMPLIANT?
   A. If your SAQ results are not in compliance, it means you need to contact your service provider to help you build a point of sale that meets PCI DSS standards.

Q. Will the system save all the information in my SAQ if I press 'Finish Later'?
   A. Yes.

Q. Will my business be sanctioned if I do not complete the SAQ Questionnaire?
   A. You must contact your service provider.

Q. What should I do if my POS structure changes before my SAQ expires?
   A. You need to change your SAQ type to one that best describes your business, and the changes made to the way it processes the customer's credit card information.

SAQ Remediation

Q. What is a SAQ Remediation?
   A. SAQ Remediation shows the SAQ sections that are still pending, to complete your PCI Certification process.

Q. Why do I have to do it?
   A. To complete your PCI Compliance certification.

Step 3: Scan

Q. What is a PCI Scan?
   A. When an ASV (Approved Scanning Vendor) scans your computer, IP address and/ or websites to detect any vulnerability that may be used by hackers to gain unauthorized access to your clients' credit card information.

Q. Why does my Scan section have a '?' sign?
   A. The required ASV Scan has not been completed.

Q. What is a "Scheduled Scan"?
   A. A programmed scan executed by the system at dates and times pre-determined by the merchant or programed automatically by the Portal.

Q. How often should I scan my system?
   A. The Portal is scheduled to scan quarterly. You may also scan on demand.

Q. What is the Support Request option in this section for?
   A. This option lets you submit your questions about the scan process, in order to receive assistance.

Q. What is an IP?
   A. An IP address is similar to a home address, it consists of a combination of numbers given to your computer, that helps other computers find you within a network.

Options

Verify Email

Q. How do I confirm my email in the Portal?
   A. You need to click the 'Validate Email' option. Verify that the email presented in the following screen is accessible to you and select "*SEND / RE-SEND VERIFICATION EMAIL*". You must wait at least 5 minutes and then search your inbox for an email from PCI Helpdesk. When you find the message, open it, and click the verify email link to confirm.

Q. How can I modify my email in the Portal?
   A. You can modify your email using the "*Edit Email Now*" option in this section, or you can go to the Merchant Overview section and edit the email in the *COMPANY INFO*.

Merchant Overview

Q. How can I modify my business information on the Merchant overview section?

A. Click on the Merchant Overview section, and the Portal will bring up your business information. Correct all the information that is not accurate and click *"SAVE"*.

Manage Users

Q. How can I search for a specific user under my merchant profile?
A. In the *ADD/EDIT USER SEARCH* option type the name of the user you want to find in the box and click *"SEARCH"*.

Q. How can I ADD a new user under my Merchant profile?
A. Click "*Add New*". In the next screen fill your new user information and click "*SAVE*".

Change SAQ Type

Q. What does SAQ mean?
A. SAQ is an acronym for Self-Assessment Questionnaire.

Q. How can I change my SAQ questionnaire?
A. Login to the Portal, go to Options, and click *"CHANGE SAQ TYPE"*.

Q. When do I have to change my SAQ questionnaire?
A. You need to change your SAQ type if your business changes the way credit card information is processed, or if you feel that you have not selected the correct SAQ.

Q. If I change my SAQ will my business still be PCI Compliant?
A. You should change your SAQ type if your POS Structure has changed. If this is the case, your business is no longer PCI compliant.

Q. If I change my SAQ type, will the portal save my previous SAQ?
A. No, the Portal only stores the current SAQ.

Downloads
This section lets you obtain the PCI Compliance documents generated by the Portal.

Quick Links

FAQs
FAQ means Frequently Asked Questions. This document contains the answers of the most common questions asked by system users.

Help/Contact Us
Contact us by calling at:
- (787) 625-0055 to United States and Puerto Rico
- (829) 956-1239 to Dominican Republic

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- (868) 224-5880 to Trinidad and Tobago
- (507) 833-7673 to Panama
- (56) 2-2898-6075 to Chile
- (506) 4001-0379 to Costa Rica

You also have the option of completing a TECHNICAL ASSISTANCE REQUEST on the Portal, or to write an email to the address PCIHelpDesk@gmsectec.com

Reference Library
In this section you will find a series of documents that can help you and your business in the process of PCI DSS Certification.

Tutorial
The Tutorial will guide you through the Portal functions and the PCI Compliance process.

Overall Compliance

Q. What is the purpose of the percentage graphic in the portal?
A. This graphic helps you monitor your progress as you complete the process to become a PCI Compliant Merchant.

Q. What happens if my graphic is not at 100%?
A. If the graphic is not at 100%, it means that you still have steps to complete in order to become a PCI Compliant Merchant.

Q. What happens if my graphic is at a 100%?
A. If your graphic at 100% means that you completed all the information and procedures the PCI Portal needs.

Other

Q. What is PCI?
A. PCI means Payment Card Industry.

Q. What happens if I close the Portal by accident?
A. The Portal automatically stores all the information filled in the portal, even if it was closed by accident. Just login again to continue the process.

Q. What is the functionality of the "Support Request"?
A. This is an option to contact us, in case you need assistance.

Q. Why do I have to complete this questionnaire?

A. This questionnaire confirms that your business is in compliance with the requirements of the PCI "Payment Card Industry". Upon successful completion of the questionnaire, the portal issues a Certificate that can be used to show your customers and Credit Card Companies that your company handles all credit card information with the necessary precautions.