

SecureTrust PCI DSS Program Upgrade – February and March 2022

Key Points to Note	
The SecureTrust PCI portal will be inaccessible from 5pm CST March 21 st to 8am CST March 24 th	
Support emails and phone numbers will remain the same Merchant questions can be directed to SecureTrust support, they should have their merchant ID on hand 1-866-200-8866 (toll free) 1-312-267-3212 Option 1 support@securetrust.com	
Portal URL and the from address for automated emails will remain the same https://portal.securetrust.com donotreply@communications.securetrust.com	
SecureTrust branding and program name will remain the same	
Administrative tasks like resetting passwords and viewing merchant compliance status will change with the upgrade. If you have administrative access and require assistance with navigating the new portal please let us know	
Merchants that are currently compliant or expired will have those dates and compliance status reflected in new portal	
Merchants that do not finish their PCI DSS validation by 3/21 5pm CST will lose progress of 'incomplete' assessment and be reset as New status in the upgraded portal	
Merchants will have to reset their vulnerability scan automation in the new portal. Merchants requiring quarterly vulnerability scanning can schedule their scans for set dates, recurrences and times. This will not carry over – merchants will have to set up scan schedule in new portal post 3/24. Merchant with failed scans trying to remediate them, are advised to run scans by 3/16 or wait to schedule in new portal post upgrade starting 3/24	
Usernames will remain the same for merchants and admin users. Passwords must be reset for security purposes. Merchants and admin users: <ul style="list-style-type: none"> • Will get an email containing a temporary link that allows them to set their password. The link is valid for 24 hours. Goes to Primary email on file in SecureTrust • If the link is clicked outside 24 hours, the user is offered the option to generate a new one which will trigger a new password reset email to them. • If the link is clicked inside 24 hours, the user sets their password and then signs in with their username and password 	

Timeline for February and March 2022	
2/2	Merchants notified via statement message of upcoming change
2/7	<ul style="list-style-type: none"> • all Active merchants receive email regarding upcoming upgrade and any actions they may have (Active = has logged in before) • portal popup advising an upgrade will take place 3/21 at 5pm CST
2/14	All Active merchants receive reminder email regarding upcoming portal changes and any actions they have. <ul style="list-style-type: none"> • Includes warning that if still not compliant by 3/21, progress will be lost, and they will have to start over in new portal post 3/24
2/21	New email message notifying merchants of revised upgrade date of 3/21
3/14	All Active merchants receive reminder email regarding upcoming portal changes and any actions they have. Includes warning that if still not compliant by 3/21, progress will be lost, and they will have to start over in new portal post 3/24
3/21	Access to portal shut off at 5pm CST. Portal message will advise upgrade is taking place and to check back later
3/22-3/23	Data transferred from SecureTrust Portal to Sysnet portal, portal URL redirects to Sysnet behind scenes
3/24	<ul style="list-style-type: none"> • Portal goes live • Merchants in New status (never logged in) receive Welcome email • Admin users receive email with link to reset password
Post 3/24	Message on portal will ask users to reset their password if they have not already done so <ul style="list-style-type: none"> • Note: Users will not be prompted for old password or to answer security questions as part of this password reset for all

Reference Materials	
https://sysnetgs.com/faqs-sponsor-partner/	Sysnet created and updated FAQ on upgrade
https://vimeo.com/668445614/dc260b1217	Merchant Demo Video of upgraded Portal