

Getting Started with TrustKeeper®

Need help? Contact Trustwave support

website <https://pci.trustwave.com/newtek>

email newteksupport@trustwave.com

phone (866) 200-8866

What information do I need to get started?

- Merchant ID
- Company Name

Other Recommended Information:

Having the following information available will also help you speed the process:

- Basic Address Information
- Make and model of payment processing device or software
- How does your payment processing device or software transmit payments (dial-up phone line or internet)?
- Has a third party company helped to set up, configure or manage your payment processing equipment? If so, you will need to provide the name of that company.
- Do you process payments via an e-commerce website? If so, you will need to provide the name of your hosting provider and the payment gateway or service provider that processes those payments.
- During the registration process you will be asked if you are already compliant through a different company/vendor. Make sure to only select 'yes' if you are still compliant through that company and do not want to renew compliance at this time.

PCI Compliance Made Easy

Welcome to the Newtek PCI Program powered by Trustwave TrustKeeper. 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 have been set up with an easy-to-use PCI DSS compliance program in TrustKeeper PCI Manager. This program will make it easier than ever for your business to both achieve and maintain PCI DSS certification.

Trustwave TrustKeeper PCI Manager's technology simplifies the process by guiding you through the entire assessment, from beginning to end, serving you only the relevant controls based on your business profile. This dynamic technology will help you meet the right requirements while hiding the ones that do not apply to you. When you certify through PCI Manager, we will make sure you complete the right PCI Self-Assessment Questionnaire (SAQ) and help you set up vulnerability scanning (if applicable).

What is the PCI Self-Assessment Questionnaire (SAQ)?

The SAQ is 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 your systems.)

It's Easy to Get Started

Before you begin you'll need your Merchant ID (MID) and Company Name, your MID can be found on the front of your Newtek welcome kit. In addition, you may want to have information on your Point-of-sale (POS) device, including vendor, brand and model number. (You should be able to locate this information on the device.)

You should have received a welcome email from Trustwave (donotreply@communications.trustwave.com) with the subject line: Newtek invites you to secure your business today. In this email you will be provided with a unique URL that will connect you to the custom website for the Newtek PCI DSS Program, and help you access your pre-registered account. (If you did not receive this email please make sure to check your spam or junk folders). On this custom page, you will find program information, frequently asked questions (FAQs), a video tutorial and customer support contact information.

You are now registered in TrustKeeper PCI Manager.

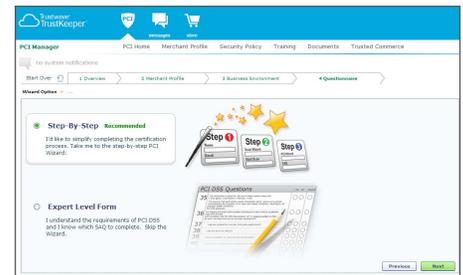
Program Details

- Intelligent PCI Wizard to make the process shorter, To Do List to easily track issues
- Security Policy Advisor to help create internal policies
- Online Security Awareness Training, free in PCI Manager for up to 10 learners
- Access to the Trustwave Trusted Commerce Seal to show a compliant “seal of approval”
- Vulnerability scanning for up to three IP addresses

PCI Wizard

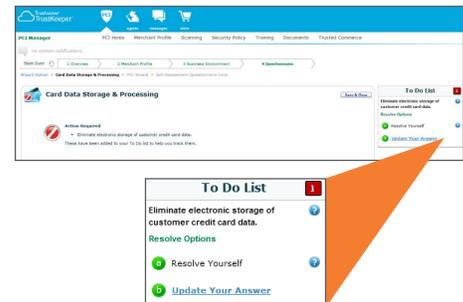
You will be presented with the option to follow the PCI Wizard or to complete the PCI DSS certification forms. If you are new to the PCI DSS certification process, choose the Step-by-Step Wizard. This process will help you through to the right Self-Assessment Questionnaire (SAQ) that does apply to your business. Because the PCI Wizard customizes your experience, your next steps will be unique to your environment and how you process payments.

Completing the questionnaire may take multiple attempts, especially as gaps are uncovered. If gaps are uncovered during the workflow, you are given the opportunity to address them so that you can successfully complete each section. Once you have successfully passed each section, sign off on the form and submit for evaluation.



To Do List

As you use the PCI Wizard, PCI Manager will track anything that needs resolving in the To Do List. The To Do List flags the actions you must take to fix weaknesses in your system that are causing risk to your data security. 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 e-commerce website or internet connection for your business that connects to any systems that store, process or transmit payment card data, vulnerability scanning is required¹. Based on your business profile, the Wizard will help you determine if you need scanning. If scanning is required, PCI Manager will guide you through the entire process of setting up the scanner. We will help you determine the right location and/or website to scan. The system will automatically scan once a month and send you email notifications along with the result. You also have the opportunity to rescan on demand as necessary. If scanning is required for your business, your scan report must have a passing score for each calendar quarter in order for your business to be compliant.

PCI Status

Once you have a passing SAQ and a passing vulnerability scan (if applicable) on file, you will receive a notification email from Trustwave and your status will be updated to compliant. If you do not receive an email from Trustwave make sure to review your To Do List. You can access and print copies of your Certificate of Compliance (CoC), Attestation of Compliance (AoC) and completed SAQ and scan reports. We will also report your compliance to the program sponsor (e.g. merchant services bank) automatically on your behalf.

About Trustwave

Trustwave helps businesses fight cybercrime, protect data and reduce security risk. With cloud and managed security services, integrated technologies and a team of security experts, ethical hackers and researchers, Trustwave enables businesses to transform the way they manage their information security and compliance programs. More than three million businesses are enrolled in the Trustwave TrustKeeper® cloud platform, through which Trustwave delivers automated, efficient and cost-effective threat, vulnerability and compliance management. Trustwave is headquartered in Chicago, with customers in 96 countries. For more information about Trustwave, visit <https://www.trustwave.com>.

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1. Vulnerability scanning is not required for businesses who do not have these characteristics.