

Customer Service – Contact & Support Details for Merchants

ISOs needing assistance will submit a C360 inquiry.

Hours: Monday - Friday | 8a-8p ET/7a-7p CT

Verification = Complete Merchant ID & Tax ID

Phone: 833-207-8338

Email & Online Chat available in portal

Get Assistance:

✓ Self Assessment Questionnaire (SAQ)

- Assistance with selecting proper SAQ
- Walk-through Assistance with SAQ

✓ External Vulnerability Scanning (ASV)

- Review Vulnerability Reports
- Assist with Results, Exceptions, etc.

✓ Password Resets

✓ Upload Compliance Documents

- Scan Attestation Report
- 3rd party SAQs

Observed Holidays:

- New Years Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day

<http://pciapply.com/pcicompliance>

First Time Login – PCI Portal

1. On the **Login** page, click **Start Here** under First Time Logging In.
2. In the **First Time Login** window, enter full **Merchant ID Number**.
3. Enter the **Last 4 Digits of the Federal Tax ID or SSN** on file.
4. Enter your **Two-character state code**.
5. Enter your **Zip/Postal Code**.
6. Click **Continue**.
7. In the **Update My Profile** window, enter your **Email Address**.
8. Verify your **First and Last Name**.
9. Enter a **New Password**; **Re-enter New Password**.
10. Select a **Security Question**.
11. Enter your **Security Answer** to the selected question.
12. Click **Submit** to access the PCI Portal.