

## Accessing and using the PCI DSS online portal

The Payment Card Industry Data Security Standards are a set of mandatory security requirements designed to ensure merchants process, transmit and store cardholder data securely. Complying with PCI DSS is **mandatory** for any business that processes card transactions.

Our PCI DSS online portal helps you determine which requirements apply to your business and guides you through a Self Assessment Questionnaire (SAQ).

This guide shows you how to log in and complete your Merchant Profile.

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### Log into the portal

**Step 1:** Go to [www.LloydsBankCardnetPCIDSS.com](http://www.LloydsBankCardnetPCIDSS.com)

**Step 2:**

**If you're logging in for the first time:** Enter your merchant number, prefixed 540436, in the 'username' box.

**If you've logged in before:** Enter the username you created during your first login in the 'username' box.

If you've forgotten your username, you can reset it from the portal login page or call us on 0845 0710 544 (option 6; lines are open 9am to 5pm Monday to Friday).

**Step 3:**

**If you're logging in for the first time:** Locate the letters we posted you containing your personal access code and temporary password, then enter these in the relevant boxes.

**If you've logged in before:** Enter your personal access code and chosen password in the relevant boxes.

If you've forgotten your password, you can reset it from the portal login page or call us on 0845 0710 544 (option 6; lines are open 9am to 5pm Monday to Friday).

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## Personalise your user details

After logging into the portal for the first time, you're required to personalise your access settings.

**Step 1:** Choose and confirm your own unique username.

**Step 2:** Choose and confirm your own unique password.

**Step 3:** Enter an email address, which will receive all communications related to PCI DSS and must be kept up to date.

**Step 4:** Click 'Save'.

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## Set up your Merchant Profile

Before filling out your Self Assessment Questionnaire, you need to set up your Merchant Profile by answering a series of questions about your business.

**Step 1:** Once logged in, click 'Profile' on the dashboard.

**Step 2:** Click 'Show Option' to reveal the different business categories, then select those that best describe your business. Once selected, click 'Done'.

**Step 3:** Select the payment acceptance channel that's relevant to your business: Face-to-Face, Ecommerce or Phone/Mail Order. Once selected, click 'Next'.

**Step 4:** Select the point of sale device that you use and then answer the 'Other Uses for Card Numbers' question. Once you've selected each option, click 'Next'.

**Step 5:** Select the name of your payment acceptance equipment from the dropdown menu, which will depend on the channel you selected in Step 3.

**Step 6:** Clarify whether you've appointed a Qualified Security Assessor (QSA) and whether you're validating your compliance using an Internal Security Assessor (ISA). Click "yes" or "no" as appropriate. Click 'Next' to continue.

**Step 7:** Download a copy of the Information Security Policy, if required, or select that you already have a security policy in place. Click 'Next' to continue.

**Step 8:** Type in the first box the scope of your PCI DSS assessment—how does your business store, process and/or transmit cardholder data? Type in the second box information on the facilities and locations included in the PCI DSS review. Click 'Next' to continue.

**Step 9:** The PCI level applicable to your business, as determined by your number of card transactions, is displayed in the table on the screen. Click on the link 'Guide to PCI Levels' for more information.

If you don't agree with the PCI level illustrated, click the tick box on the screen.

A question concerning data compromise is also shown. Click the tick box if you believe the statement to be true.

Information on the service provider is also shown. If you believe that your service provider setting is incorrect, click the tick box.

Click 'Next' to continue.

**Step 10:** Click the tick boxes next to the statements provided to confirm that the Self Assessment Questionnaire that's been identified as relevant for your business is the correct questionnaire.

Click 'Next' to continue.

**Step 11:** Enter the information required in the online form provided. Click 'Next' to continue.

You have now successfully completed your profile set-up. The next step is to complete the Self Assessment Questionnaire.

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Please contact us if you'd like this information in an alternative format such as Braille, large print or audio.

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