PowerPay 5.0.2 Security Update FAQ's

Why do I need to apply this update?

This update is required as a part of your office's efforts to achieve PCI DSS Compliance.

What changes are introduced with the PowerPay 5.0.2 Security update?

Changes to Supported Hardware:

The first change is the removal of certain devices that were used to enter credit card data. The following devices will **no longer be compatible** with PowerPay 5.0.2:

- Ingenico devices
- Basic magnetic strip readers
- PC Keyboard (used to manually enter card data)

Devices that **are** compatible.

- IDTech M130 Encrypted Card Reader (seen in the image below)

Changes to Software:

The second change is to consent payment plans. Certain card data capture methods have been removed.

- Manual entry on PC Keyboard
- Swiping the card through any magnetic card reader (even the M130)

- After the update, you must create consents by *hand keying* the credit card info into the IDTech M130's keypad. (This only applies to consents, not regular one time transactions)

The third change is to processing cards. Charges and refunds can now only be made using the IDTech Encrypted Card Reader (M130). They can either be swiped or keyed in on the keypad of the device. If you hand key the card information onto the device you must enter the card holder's first and last name using the keyboard as well as choosing the card type from the drop down. The CVV field has been removed from this update.

Changes to PowerPay Database:

- Data designated as "Sensitive Data" by the PCI DSS council currently stored in the PowerPay Database will be deleted and will no longer be stored

What if I do not install the update?

- You will be unable to process credit cards through PowerPay beginning February 1st, 2017

What do I do with PC's that do not have M130's?

- They cannot be used to process PowerPay transactions. They can however, still be used for admin purposes such as conducting transaction searches, generating reports, and reprinting receipts.
- Consents cannot be created from these stations, but consents created from other stations can be processed when due (provided that the update has been run at both stations and the consent was created in the approved manner).
- The Moneris Gateway Website found at https://esplus.moneris.com/usmpg/ can be used if you need to process a transaction from a stations without an IDTech M130. **Please remember to manually post these payments to your patient's Dentrix Ledger as they do not automatically post like PowerPay does.**