

Request to Add Contact to Acumera Account

Once this form is completed, please email it to techsupport@acumera.com.

Authorization Information

Please note that before completing the changes you outline below, Acumera will contact an Account Administrator (usually the business owner) to provide authorization.

Name of the person completing this form (required):

Location Information

Please check one option, indicating if permissions are for a specific location or for all locations.

Permissions for a SINGLE location only:

Business Name:

Company Store/Unit Number:

Acumera Location ID (if known):

City:

State:

Zip Code:

Permissions for ALL locations under an owner or entity:

Name of legal owner entity:

Contact's Basic Information

All fields in this section are required for adding new contacts.

Name:

Title:

Email:

Office #:

Cell #:

Contact's Affiliation

Reseller *(This contact is employed by the company that is selling Acumera services at this location)*

Employed by Owner *(This contact either owns the business that operates at this location or is employed by the owner)*

Third Party *(This contact is not a reseller or owner and has some other affiliation to this location)*

Security Code Delivery Method

Please select one or both (not required for removing an existing contact). This will determine which method(s) we use to verify this person's identity when the need arises.

NOTE: A shared email address cannot be used to verify a contact's identity; doing so is a breach of PCI DSS.

SMS Text (cell carrier is required, normal carrier fees apply):

Email (provided above)

Permission Type(s)

Select permission(s) to add. Please note that some of these permissions may not apply to your account, depending on what features you have purchased. If you have any questions about which features your account has, please contact your salesperson. This form cannot be used to remove permissions. To remove a user's permission(s), please open a ticket with our technical support department at 512-687-7400 (option 9) or techsupport@acumera.com.

Basic Permissions

Admin Contact (Will have authority to add / remove users, modify permissions for any users on your account, and authorize changes to firewall settings, configurations, and policies.) NOTE: There must be at least one admin contact for each location.

Support Contact (May be contacted when there are technical issues and can assist with resolution. This permission also enables the contact to receive service monitoring alerts such as rogue device detection alerts.) NOTE: To receive service monitoring alerts, this permission must be selected.

Remote Access (Can remotely access all computers which are set up for Acumera remote access at all locations for which this user is granted permission.)

PCI Compliance Permissions

These features may or may not apply to your account. Contact our PCI Compliance Team at 512-687-7400 (Option 9) or Compliance@acumera.com if you have any questions.

Primary PCI Contact (See below) If you purchased a PCI package, you must designate a single contact as the primary PCI contact. This was done when your account was set up initially.

The primary PCI contact:

- 1) Is responsible for managing the self-assessment questionnaire (SAQ) and external vulnerability scanning
- 2) Will receive compliance alerts via email
- 3) Is granted access to the PCI compliance manager portal to access SAQ tools and scan results

PLEASE NOTE: THERE CAN ONLY BE ONE PRIMARY PCI CONTACT PER LOCATION. ADDING THIS CONTACT WILL REPLACE THE CURRENT PRIMARY PCI CONTACT AT THE SPECIFIED LOCATION(S).

Secondary PCI Contact (Will be granted read-only access to the compliance portal to view SAQ and ASV scan results, but will not be able to edit any items or receive alerts.)