

PCI Incident Response

Security Tips from CERTIFI

What should you do if you become aware of a credit card incident?

- 1** Immediately write down the details of what happened.
- 2** Report what you know to the ITS Help Desk 919-962-HELP (4357). Clearly state, "Please create a ServiceNow ticket for Information Security stating credit card data is involved."
- 3** Share the report with your Information Security Liaison (ISL) and manager. To find your ISL, use the following ONYEN protected link: safecomputing.unc.edu/data/information-security-liaisons/isl-list



What should you do if someone emails you a credit card number?

- 1** Copy all the recipients' email addresses into a new, blank email.
- 2** In the email write, "For security reasons we are unable to accept payment cards via email." Please delete the original email and delete it from your delete folder to ensure it is not archived."
- 3** Include a CERTIFI approved alternative method(s) for remitting payments.

