FAQ

ControlScan Frequently Asked Questions

HOW DO I ACTIVATE CONTROLSCAN?

Click Activate on the ControlScan tile, create a username and password. You will be brought back to MX Merchant. If you need to re-access ControlScan at any time just hover over the app tile and click Login.

WHY AM I BEING CHARGED $7.95?

The $7.95 charge is the cost of Scan and Data Breach Protection. Some SAQ types require Scan which is where this additional cost is added.

WHAT IS DATA BREACH PROTECTION?

ControlScan offers Data Breach Protection Coverage to help cover any expenses your business is obligated to pay should a breach occur.

IS THERE A WAY TO COMPLETE MY PCI COMPLIANCE WITHOUT THIS APP?

Yes, you can complete a paper SAQ. However, using the ControlScan app simplifies the process and makes affordable compliance a cinch.

WHAT IS THE COST ASSOCIATED WITH CONTROLSCAN?

ControlScan is a free app, however, if you are required to complete a scan you will be charged a monthly fee of $7.95.

WHY IS A SCAN NEEDED FOR SOME SAQ TYPES?

Scan is an added layer of protection that is required by the PCI Security Standards Council.

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