

# PCI Compliance

## Setup Guide for Chalk It Pro Users

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1	Log in to the PCI portal using credentials from your setup email.
2	Select Product Code: <b>SAQ A – Pay by Invoice/HPP</b> .
3	Fill out Merchant Information (business details, payment channels, relationships, processing solution).
4	Complete the Questionnaire across Sections 2–9 following the guidance in this guide.
5	Review & Sign after your scan completes — allow up to 5 business days.

*Need help? Call PCI Compliance Support: **844-870-2824** | Or click "Contact Us" in the PCI Portal.*

## Step 1 — Log In & Get Started

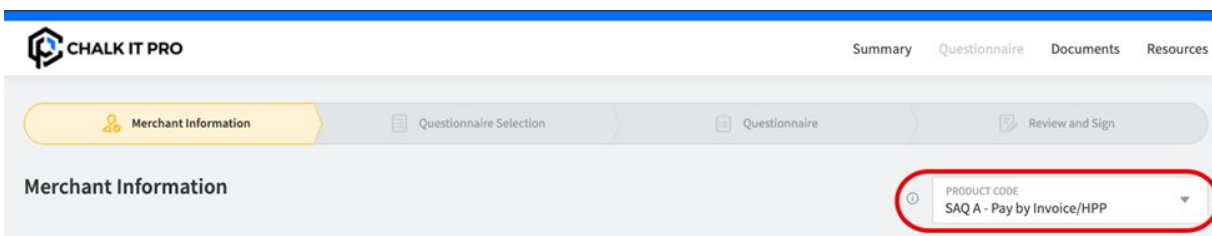
Check your email for your PCI portal credentials. When entering your username and password, **do not include any punctuation** — enter only the letters and numbers as shown.

Once logged in, click **Get Started** to proceed.

## Step 2 — Select Product Code

In the **upper right corner** of your screen, select the Product Code dropdown and choose:

### SAQ A – Pay by Invoice/HPP



## Step 3 — Merchant Information

### Part 1 — Merchant Information

Review your pre-filled business information for accuracy. No changes are typically needed.

### Part 2 — Merchant Business Payment Channels

- **Mail Order / Telephone Order (MOTO):** Select **YES** if you ever collect a member's credit card information over the phone and manually enter it into Chalk It Pro.
- **E-Commerce:** Select **YES**.
- Do not modify any other fields. Click **SAVE**.

 A screenshot of the "Part 2 Merchant Business Payment Channels" form. The form asks the user to indicate all payment channels used by the business. It includes three checkboxes: "Mail order/telephone order (MOTO)" (checked), "E-Commerce" (checked), and "Card-present" (unchecked). Each checked option has a "Do you electronically store or transmit consumer account data?" question with "Yes" and "No" buttons. The "Card-present" option also has a "Yes" and "No" button. At the bottom, there is a question "Are any payment channels not included in this assessment?" with "Yes" and "No" buttons, and a "Save" button.

### Part 3 — Relationships

The majority of Chalk It Pro users will select **NO** for all questions in this section.

### Part 3 Relationships

Please answer the following questions.

Do you have relationships with third-party service providers that handle your account data, such as payment gateways or processors?  Yes  No

Do you engage with third-party service providers managing system components within your PCI DSS assessment scope?  Yes  No

Do you work with third-party service providers that could impact the security of your Cardholder Data Environment?  Yes  No

[Save](#)

## Part 4 — Processing Solution

No changes are required here — the defaults are pre-configured correctly.

### Part 4 Processing Solution

What solution do you use to process credit cards? [Learn More](#)  PRODUCT CODE  
SAQ A - Pay by Invoice/HPP

Moto/E-commerce  Terminal  Mobile Processing  Standalone Computer  Integrated Network  P2PE  SPOC

Do you store any sensitive cardholder data electronically?  Yes  No

Does your business use network segmentation to affect the scope of your PCI DSS environment?  Yes  No

**Moto/E-commerce**  Collapse

How do you process payments?  
 Integrated Payment  Java Script/Direct Post  Hosted Payment and iFrame  Dial Pay

Does your website use either a redirection mechanism or an embedded payment form?  
 Yes  No

98.5% of merchants are susceptible to script attacks. Do you have in place monitoring for your payment page scripts to protect against such attacks?  
 Yes  No

Describe how your site is protected from script attacks. Include details such as monitoring tools, security controls, or third-party protections in place.

DESCRIPTION \*  
Monitoring alerts for suspicious activity such as card spinning or spikes in declines, thresholds set to lock account if fraudulent thresholds are met.

Characters remaining: 348

Please add your Moto/E-Commerce solution information.  
No Solution selection.

## End User License Agreement

Check the box to confirm you have read and agreed to the end-user license agreement, then click **Save & Continue**.

I have read and agreed to [the end-user license agreement](#)

[Select Questionnaire Manually](#) [Save & Continue](#)

## Confirm Eligibility

A pop-up will appear with eligibility statements. Confirm that all statements are true for your business, then click **Continue**.

Terminal Mobile Standalone Integrated P2PE

### Confirm your eligibility to take questionnaire A

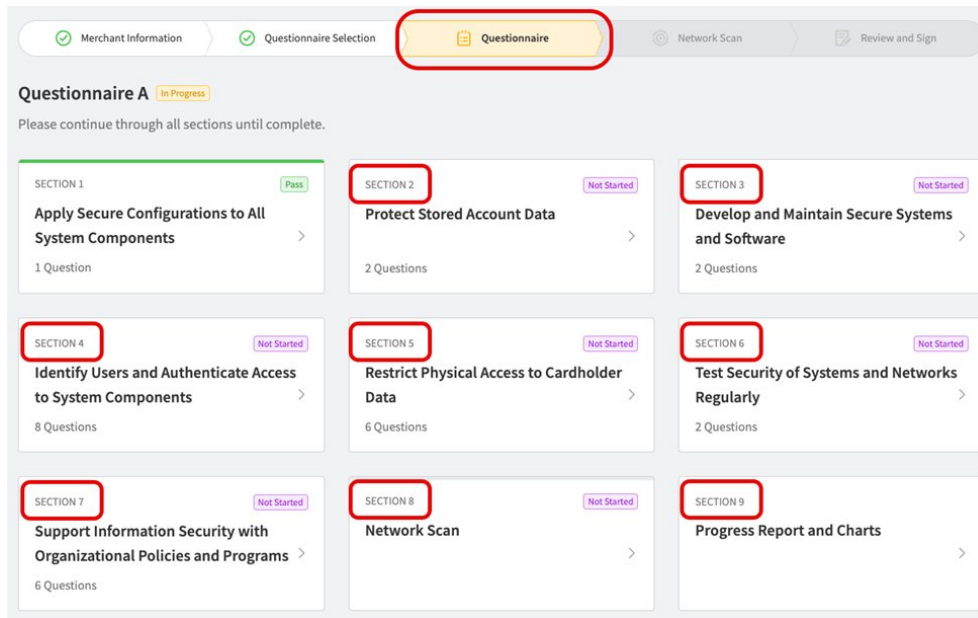
1. You certify that you have no direct control over the manner in which cardholder data is captured, processed, transmitted or stored.
2. You certify that all payment acceptance and processing are entirely outsourced to PCI DSS validated third-party providers.
3. You retain only paper reports or receipts with cardholder data, and these documents are not received electronically.
4. You confirm that your site is not susceptible to attacks from scripts that could affect your e-commerce system(s).

I agree that the statements above are true.

Continue

## Step 4 — Complete the Questionnaire

Click through each section tile and follow the guidance below. All sections must show a **Pass** status before you can proceed.



Section	Title	How to Answer
Section 2	Protect Stored Account Data	Answer all questions: In Place
Section 3	Develop and Maintain Secure Systems and Software	Answer all questions: In Place
Section 4	Identify Users and Authenticate Access to System Components	Answer all questions: In Place
Section 5	<i>Restrict Physical Access to Cardholder Data</i>	<i>Answer all questions: Not Applicable + enter text (see below)</i>
Section 6	Test Security of Systems and Networks Regularly	Answer all questions: In Place
Section 7	Support Information Security with Organizational Policies	Answer all questions: In Place
Section 8	<i>Network Scan</i>	<i>Follow the Network Scan steps below</i>
Section 9	Progress Report and Charts	No action required — reflects scan status

**Section 5 — Special Instructions: In the open text field, enter exactly: "There is no physical access to card holder data"**

## Step 5 — Section 8: Network Scan

The Network Scan is the most important step in the process. Follow these instructions carefully.

### Add a Scan Target

1. Click **Add Scan Target**.
2. In the Input box, enter:

**app.chalkitpro.com**

3. Click **Add**.

The screenshot displays the Chalk It Pro web application interface for the Network Scan section. The navigation bar at the top includes 'Summary', 'Questionnaire', 'Scans', 'Documents', and 'Resources'. The main content area is titled 'Network Scan Summary' and 'Target Management'. A progress indicator shows 'Merchant Information', 'Questionnaire Selection', 'Questionnaire', 'Network Scan', and 'Review and Sign'. A message states: 'We have detected that you are accessing our portal from IP address: 75.166.138.26. If this is the IP address your system processes credit card transactions on, enter this address when completing the Network Scan section. If your POS device resides on a different IP address, enter that IP address when prompted in the Network Scan section.' The 'Input' section contains a text area with '1 app.chalkitpro.com' and a red box around the 'Add' button. The 'IP Address/Domain Name Pool' section shows '0/50' and a message: 'No data available. Please add at least one IP Address or Domain name.' A 'Return To Network Scan Summary' button is located at the bottom right.

## Step 5 (continued) — Confirm & Launch the Scan

4. A confirmation pop-up will appear. Check the box to confirm you have permission to launch scans against the scan target, then click **Continue**.

The screenshot shows the 'Network Scan Summary' page. At the top right, there is a link 'How to achieve ASV Compliance'. Below this, the 'ASV Compliance Status' is shown as 'Not Started'. A message states: 'To initiate network scan process, you need to have your IP Address/Domain scanned.' To the right of this message is a 'SCAN TIMING' dropdown menu set to 'Normal'. The page is divided into two main sections: 'Scan Targets' on the left and 'Scan Target Status Summary' on the right. The 'Scan Targets' section contains a sad face icon and the text 'A scan target is necessary to launch a scan, please add a scan target.' with an 'Add Scan Target' button. The 'Scan Target Status Summary' section contains a target icon and the text 'Your scan target has not been scanned.'

This screenshot shows the Chalk It Pro interface during the 'Network Scan' process. The top navigation bar includes 'Summary', 'Questionnaire', 'Scans', 'Documents', and 'Resources'. The main content area is titled 'Network Scan Summary' and 'Target Management'. A message indicates that the user is accessing the portal from IP address 75.166.138.26. Below this, there are input fields for 'IP Address/Domain Name Pool' and a list of targets. A 'Confirmation' pop-up window is overlaid on the screen, containing the following text: 'You must confirm that you are authorized to launch scans against these targets.' Below this is a text input field for 'IP Address/Domain Name/IP Range' with the value 'app.chalkitpro.com'. At the bottom of the pop-up, there is a checked checkbox with the text 'I confirm that I have permission to launch scans against these scan targets.' and two buttons: 'Cancel' and 'Continue'. The background interface shows a list of targets with 'app.chalkitpro.com' and 'Clear' and 'Add' buttons.

## Step 5 (continued) — Launch the Scan

5. Back on the Network Scan Summary screen, click **Launch Scan** on the right side. A confirmation window will appear — click **Close**.

The screenshot shows the 'Network Scan Summary' interface. At the top, there is a progress bar with steps: Merchant Information, Questionnaire Selection, Questionnaire, Network Scan, and Review and Sign. The 'Network Scan' step is currently active. Below the progress bar, the 'ASV Compliance Status' is 'Not Started'. A message states: 'To initiate network scan process, you need to have your IP Address/Domain scanned.' There is a 'SCAN TIMING' dropdown set to 'Normal'. The 'Scan Targets' section shows '1 Total' target, with '1 IPv4' and '0 IPv6'. The 'Scan Target Status Summary' section has a 'Create Schedule' link. A 'Confirmation' dialog box is overlaid in the center, with a red circle around the text: 'Scans may take five days or more to process. Please log in once the scan is complete to continue.' The dialog has a 'Close' button.

This screenshot provides a detailed view of the 'Network Scan Summary' screen. The 'Scan Targets' section shows a donut chart with '1 Total' target, consisting of '1 IPv4' and '0 IPv6'. The 'Scan Target Status Summary' section shows a 'Create Schedule' link and a status breakdown: 0 Not Started, 1 Queued, 0 Actively Scanning, 0 Compiling Scan Results, 0 Fail - Action Needed, 0 Action Required, 0 Pass, 0 Expired, and 0 Cancelled. A message states: 'An ASV Compliance request can be submitted when all scan targets obtain a Pass status.' There is a 'Submit ASV Compliance' button. The 'Scan Result by Status' section includes a search bar for 'IP Address/Domain Name' and filter options for 'Filter by Scope' (In-Scope, Out of Scope, All) and 'Filter by Status' (Not Started, Queued, Actively Scanning, Compiling Scan Results, Fail - Action Needed, Action Required, Pass, Expired, Cancelled). A table below shows the scan results:

IP Address	Associated Domain	Individual Target Status	In-Scope	Status Duration	Scan Completed Date
52.173.28.95	app.chalkitpro.com	Queued	✓	4/1/2026 - 4/1/2026	

## Step 5 (continued) — Create a Quarterly Scan Schedule

**Best Practice: Set up a quarterly schedule now so your scans run automatically — PCI DSS requires a passing scan every 90 days.**

6. Click **Create Schedule**.

The screenshot displays the 'Network Scan Summary' dashboard. At the top right, there is a link 'How to achieve ASV Compliance'. The main section shows 'ASV Compliance Status' as 'Non-Compliant' with a red tag. Below this, a message states: 'According to PCI DSS requirement 11.2, your scan target must have a passing scan every 90 days.' To the right of this message is a 'SCAN TIMING' dropdown menu set to 'Normal'. The dashboard is divided into two main panels. The left panel, 'Scan Targets', shows a donut chart with '1 Total' and a legend for '1 IPv4' and '0 IPv6'. The right panel, 'Scan Target Status Summary', shows a grid of status counts: 0 Not Started, 1 Queued, 0 Actively Scanning, 0 Compiling Scan Results, 0 Fail - Action Needed, 0 Action Required, 0 Pass, 0 Expired, and 0 Cancelled. A red circle highlights the 'Schedule Scan: Create Schedule' link. At the bottom right of the right panel are 'Launch Scan' and 'Submit ASV Compliance' buttons. The last updated time is 'April 01, 2026 at 08:03 PM'.

**Step 5 (continued) — Scan Scheduler**

7. Verify the IP address and domain shown, then click **Next**.

The screenshot shows the 'Scan Scheduler' dialog box with the 'Select Target' step active. The dialog has a close button (X) in the top right corner. Below the title bar, there are two steps: '1 Select Target' (active) and '2 Select Frequency'. A message reads: 'Please select IP Addresses/Domain Names to schedule scan with plan, as you are only able to have one schedule scan per time.' Below this is a table with three columns: 'IP Address', 'Associated Domain', and 'Individual Target Status'. The first row is highlighted in light blue and contains a checked checkbox, the IP address '52.173.28.95', the domain 'app.chalkitpro.com', and a 'Queued' status. A red box highlights the checkbox. At the bottom left, it says 'Selected count: 1'. At the bottom right, there are 'Cancel' and 'Next' buttons, with the 'Next' button highlighted by a red box.

IP Address	Associated Domain	Individual Target Status
<input checked="" type="checkbox"/> 52.173.28.95	app.chalkitpro.com	Queued

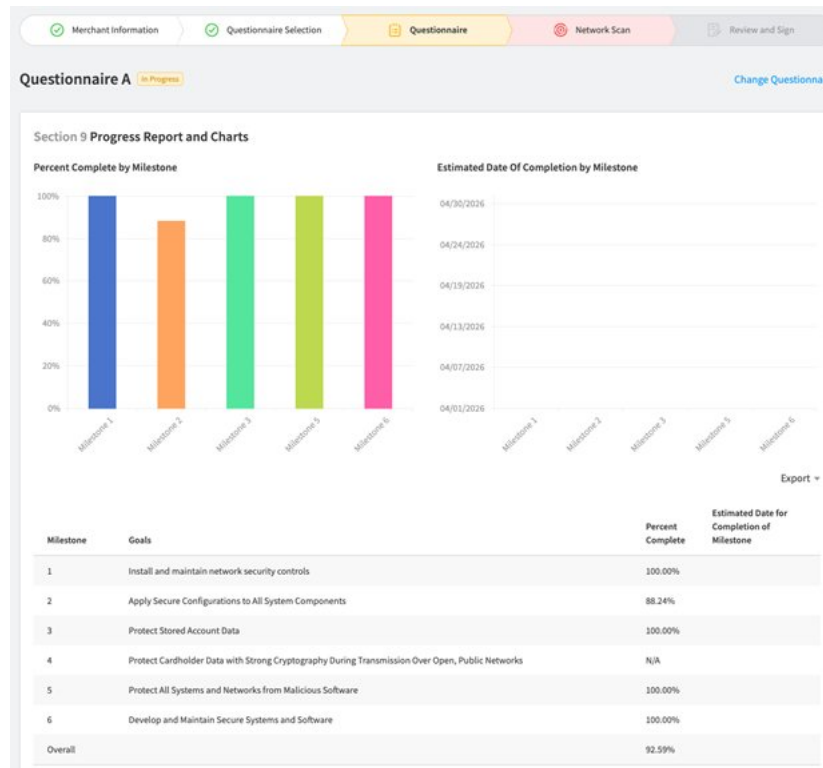
8. Set the **Frequency** to **Quarterly**, then click **Submit**.

The screenshot shows the 'Scan Scheduler' dialog box with the 'Select Frequency' step active. The dialog has a close button (X) in the top right corner. Below the title bar, there are two steps: '1 Select Target' (completed with a green checkmark) and '2 Select Frequency' (active). A message reads: 'Please select the frequency setting for the selected target.' Below this is a dropdown menu labeled 'FREQUENCY' with 'Quarterly' selected. A red box highlights the dropdown. Below the dropdown, it says 'Your next 5 scan dates' followed by a link 'Cancel Next Scan'. The dates listed are: 6/20/2026, 9/8/2026, 11/27/2026, 2/15/2027, and 5/6/2027. At the bottom right, there are 'Back' and 'Submit' buttons, with the 'Submit' button highlighted by a red box.

9. Click **Questionnaire** in the navigation pane to return to the Section Tiles.

## Step 6 — Section 9: Progress Report

No action is required in Section 9. It will automatically reflect your scan status once the scan completes. This may take **a few days** to update.



## Step 7 — Complete & Sign

Once your network scan completes, you will receive an **email notification** to review and sign your completed questionnaire. **This may take up to 5 business days** depending on the speed of the scan.

**Non-Compliant? Contact the PCI Compliance Support Team: Phone: 844-870-2824 | Or click "Contact Us" in the upper right of your PCI Portal.**

## Step 7 (continued) — Complete & Sign

1. Once the scan is complete, you will receive an email to **Complete & Sign** the agreement. When you click the link, you will need to choose your service provider — find and select **Stax Payments Inc.**

Part 2B Transaction Processing

How and in what capacity does your business process and/or transmit cardholder data?

Moto/E-commerce Edit

Service Provider	Service	Not Listed
Stax Payments Inc.	ISO - HIGH INTEGRITY RISK, MERCHANT SERVICER - VISA;	

Does your business use network segmentation to affect the scope of your PCI DSS environment? **No** Edit

2. Once the provider is chosen and you sign, you will be emailed a confirmation that you are compliant. If you set up a quarterly schedule, your next scan dates will also be included in the confirmation email.

**You're all done! You will receive an email confirmation after each quarterly scan and a yearly reminder to log in and resubmit your PCI Compliance SAQ. Good news — most of this will already be filled out since you've completed it once. We can always provide you with this guide should you need it again!**

*This guide reflects the most common setup process for Chalk It Pro users. Individual circumstances may vary, and some gyms may need to fill out certain sections differently. We always recommend reading each section thoroughly and reaching out to the PCI Compliance Support Team at 844-870-2824 if you have any questions.*