

Reasons for changes in CCPL catalog account access

The security standards regarding credit card use were updated on April 15 by the PCI Security Standards Council—this group sets the security standards for credit card transactions. Our bank-mandated monthly security scan ran several days after this and we were found to not be in compliance due to the change in security standards. If we are found not in compliance for over a month, we will be fined by our bank, and can also be fined by the credit card companies that we allow our customers to use.

We understand your frustration and realize that this does shift the burden to the user, but in order for us to provide the most secure transactions through our web site and stay compliant, we are required to follow these rules. We are pleased that our bank scans our servers once per month to help us stay compliant and ensure that your account and credit card transactions are as secure as possible. Other sites that follow the rules of their banks will also need to make these changes to stay compliant. We may be ahead of the curve on this since our scan ran so close to the change in standards, but all other sites that allow credit card transactions will need to eventually make this change to stay compliant.

We have tested the most popular web browsers, and the most recent versions are working with the web site. We have worked with several customers that have not been able to access the secure account section of the catalog, and they have all updated their software and been able to successfully access the site. Some were running an updated version of IE 9, but even though Windows update considers it updated, it is an older version and does not comply with today's web site security protocols. Once they updated to IE11 or downloaded and installed Chrome or Firefox, they were able to access the site.

The version of your operating system also affects what browser you may install. The latest version of Internet Explorer will not run on operating systems prior to Windows 7. Chrome and Firefox will work on Windows XP Service Pack 2 and newer. The latest version of Safari on the Macintosh will not run on earlier versions of the OS X operating system, but the latest versions of Chrome and Firefox can be installed.

The following links will take you to the download sites for the latest browser versions:

Internet Explorer - <https://www.microsoft.com/en-us/download/internet-explorer.aspx>

Google Chrome - <https://www.google.com/chrome/>

Firefox - <https://www.mozilla.org/en-US/firefox/new/>

Safari (Mac only) - <https://support.apple.com/downloads/safari>