



# Connecting to PIKEPASS.COM

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## If I cannot access PIKEPASS.COM, what should I do?

If you are unable to connect to the PIKEPASS.COM website after June 18, 2018, please call PIKEPASS Customer Service at 1-800-745-3727 and ask to be connected to the PIKEPASS Technical Support Group, who will be able to assist you.

## What is the problem?

The issue is directly related to security issues that protect credit card information as required by the Payment Card Industry (PCI). PCI security has determined that web browsers older than five years are not secure.

## How do I know if I am going to be affected?

If you have purchased your web-browsing device (computer, tablet, cell phone, etc.) sometime in the last five (5) years, you should not be affected.

If your device is older than that, check the list below to ensure your web browser name meets the minimum version and release date that can still connect to PIKEPASS.COM after June 18, 2018 (or call PIKEPASS Customer Service at 1-800-745-3727 and ask to be connected to the PIKEPASS Technical Support Group):

<u>Web Browser Name</u>	<u>Minimum Version</u>	<u>Release Date</u>
Android	4.4.2	October 31, 2013
Chrome	22	September 25, 2012
Edge	all	April 10, 2015
Firefox	27	September 17, 2013
Internet Explorer	11	October 17, 2013
Opera	17	April 23, 2014
Safari (iPhone)	5	June 7, 2010

## Why is PIKEPASS.COM making this change?

The PCI Security Council sets the rules on which technologies are acceptable for handling credit card data, and the OTA must make a change to comply. The OTA takes the security of your information very seriously, and so our compliance with the PCI Security Council's rules is mandatory. The OTA apologizes for any inconvenience.

