

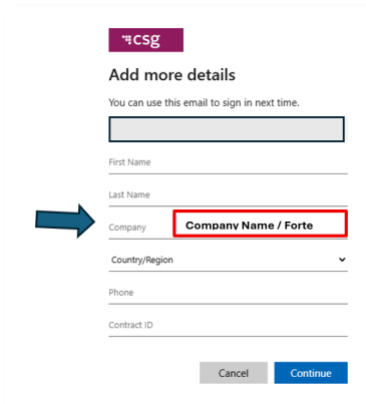
Follow these instructions to access CSG’s Trust Center where you will find up-to-date certifications, policies, and other important security documents.

1. Navigate to MyCSG at <https://www.csgi.com/mycsgetcustomer-support/>

New users: Register for an account.

New Users
Watch the video to learn how to register for a new account.
[Register for an account →](#)

***Forte Merchants:** please enter your "Company Name / Forte" in the [Company Name] field when you reach the screen shown below.



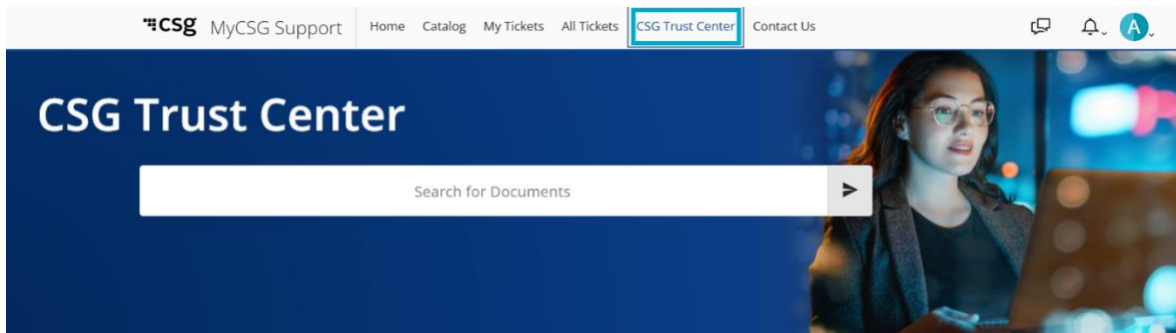
The screenshot shows a registration form with the following fields: First Name, Last Name, Company, Country/Region, Phone, and Contract ID. The 'Company' field is highlighted with a red box and a blue arrow pointing to it. The text 'Company Name / Forte' is entered in the field. Below the fields are 'Cancel' and 'Continue' buttons.

Returning users: Log in using your existing credentials.

Returning Users
Click the link below to access the Trust Center.
[Trust Center Login →](#)

2. Welcome to the MyCSG Support Portal. Bookmark this site for easy access.

- Select **CSG Trust Center**

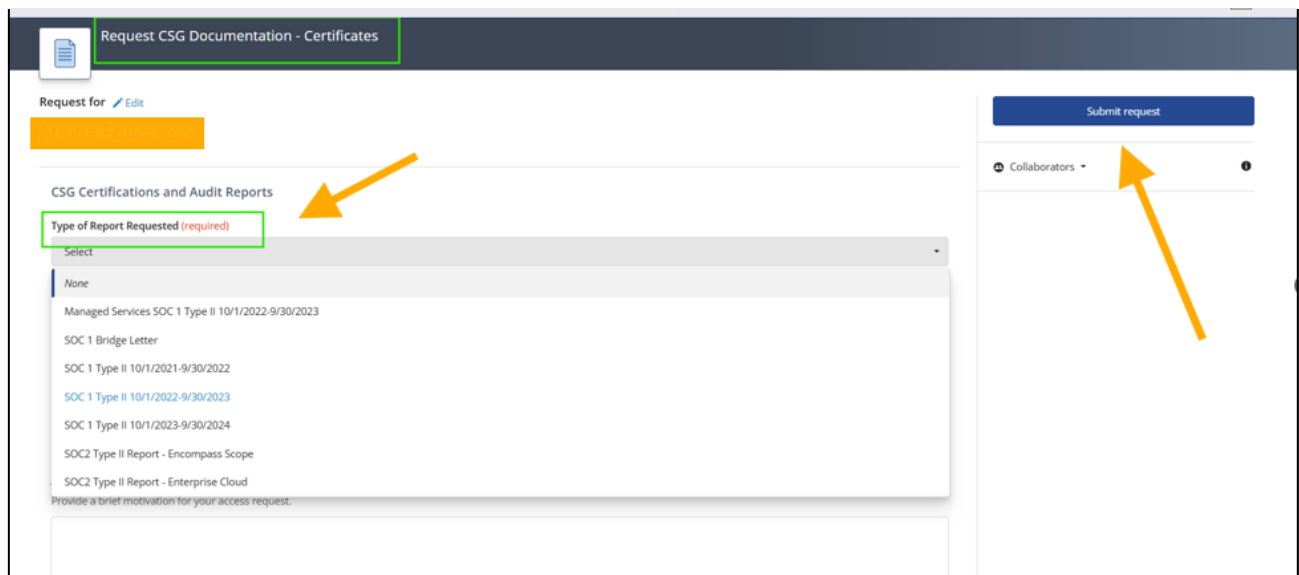


3. Locate the row of icons at the bottom of the page to view the documents available for download.



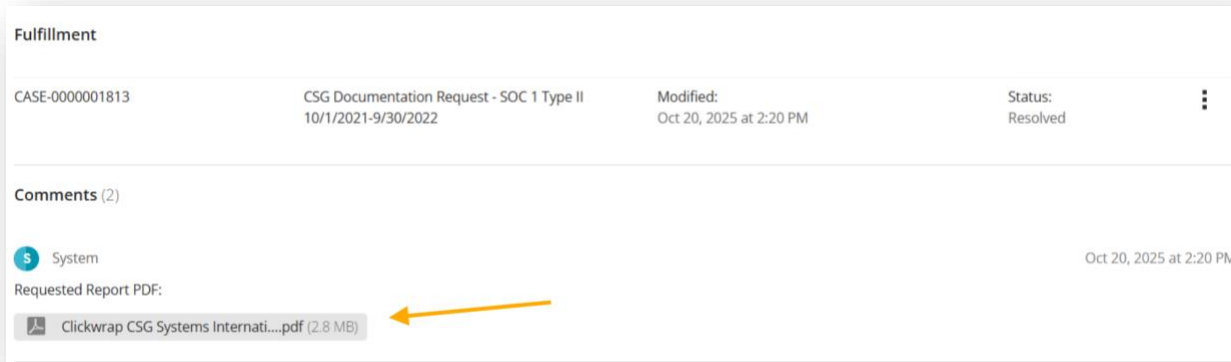
4. Select an icon, then pick from the drop-down menu the item you would like to download.

- **For example**, if you would like to download a Certificate, a drop-down list will appear. Select a certificate, provide a short reason for the request, then click “submit request”.



5. You will receive a notification once your request is complete. Select the “details” link to find the requested report PDF available in the comments section.

- Select the document, download, read the terms and conditions, and/or view instructions on how to open this artifact.




Important Note: Attachments can only be opened in Adobe Acrobat and aren't available when you view the PDF in a browser.



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HOW TO OPEN AN ARTIFACT

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3. Double-click the document you would like to open.
4. Use the latest version of Adobe Acrobat (other PDF readers are not supported).

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Note: If you have not yet received a notification, return to the MyCSG Support Portal and locate your recent request under the “**My Tickets**” tab. Open the ticket “details” and scroll to the **Comments section** to review the latest updates. On average the documents will be available in under two minutes.


“My Tickets” Example

Active Tickets

CSG Documentation Request - SOC 2 Type II...
In Progress

 For: [REDACTED]

Request ID: 539229
ID: CASE-0000001453

Cancel Details 

Note: Managed Services SOC 1 reports are for managed services customers only and are reviewed for approval based on need, which may take up to five business days.

Questions? Contact cssecuritygrc@csgi.com.