



GROUND LABS SERVICES

USER GUIDE

Ground Labs Services User Guide

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GROUND LABS SERVICES USER GUIDE

This document covers the following topics:


- [Card Recon: Purchasing and Licensing](#)
 - [How To Purchase Card Recon](#)
 - [Download Card Recon](#)
 - [Manage Your Account](#)
 - [License Renewal](#)

CARD RECON: PURCHASING AND LICENSING

Card Recon is a data discovery tool that scans storage media and systems that may hold cardholder data. Accurate and powerful, Card Recon is the PCI compliance tool of choice for more than 300 [Qualified Security Accessors \(QSAs\)](#), and trusted by over 2,500 merchants across 80 countries.

There are two Card Recon products to choose from:

1. **Card Recon Desktop** allows you to scan local storage and local memory on workstations for cardholder data. Searchable locations include local files, shadow volumes, free disk space and process memory.
2. **Card Recon Server** includes all the features of the **Desktop Edition**. Additionally, **Card Recon Server** allows you to search file server platforms and grants users access to features like the Optical Character Recognition (OCR) and Dual-Tone Multi-Frequency (DTMF) recognition.

 **Tip:** For more information on Card Recon, see the [Card Recon documentation](#).

HOW TO PURCHASE CARD RECON

- If you are purchasing Card Recon for your own organization, see [Purchase Card Recon \(End User\)](#).
- If you are a QSA company purchasing Card Recon, see [Purchase Card Recon \(QSA\)](#).
- If you are a reseller or procurement partner purchasing Card Recon on behalf of another organization, see [Purchase Card Recon \(Reseller or Procurement Partner\)](#).

PURCHASE CARD RECON (END USER)

1. Go to the Card Recon order page.
 - If your organization has an existing Ground Labs Services Portal account, log in to the [Ground Labs Services Portal](#) and click on **Online Store**.
 - For all other users, go to the [Quote and Ordering Form](#).
2. Decide on the Card Recon product to purchase, and click **SELECT**.

3. Drag the left slider to set the number of Targets you want to scan with Card Recon.

Online Quote and Ordering

[Purchase Guide](#) [Pay Quote](#)

Step 1: Select Product
Step 2: Review Order
Step 3: Checkout

Target Count

Select the number of targets to be searched.

A target is a search location, such as a workstation (Windows and Mac). Visit [Card Recon information page](#) for more details.

License Duration

Select the desired license term.

Product updates and technical support are included throughout the term and each licensed target may be searched an unlimited number of times.

Product type

Card Recon Desktop

Target count

3

License duration

365 days

Price per target

\$

Total price

\$

Add Another Item
Next

Example: If you have 2 Windows workstations and 1 macOS workstation, set the slider to "3 Targets". For more information, see [Card Recon Licensing](#).

4. The default licensing period for Card Recon is fixed at 365 days.
5. (Optional) To purchase more than one Card Recon product, click on **Add Another Item**, or click on **Step 1: Select Product** at the top left to return to the product selection screen.
6. Click **Next**.
7. In the **Step 2: Review Order** screen, you will see the details of the Card Recon product(s) you have selected, and the total payable amount for the order.

Online Quote and Ordering

[Purchase Guide](#) [Pay Quote](#)

Step 1: Select Product
Step 2: Review Order
Step 3: Checkout

Product Selected

Product Type	Target Count	License Duration	Target Price	Total Price	
Card Recon Desktop	3 ▼	365 Days ▼	\$ <input type="text"/>	\$ <input type="text"/>	Delete
Card Recon Server	1 ▼	365 Days ▼	\$ <input type="text"/>	\$ <input type="text"/>	Delete

(Why is there Tax?) **GST 7% (Tax) :** \$

Total : \$ Back


Confirm Order



Confirm your order and select payment method.

Save Quotation

Your no-obligation quote will remain for 30 days.

8. (Optional) If you want to make changes to the order, click **Delete** to remove a product, or click **Back** to return to the previous screen.
9. If the order information is accurate, click on:
 - a. **Confirm Order** if you are ready to make payment to purchase Card Recon, or
 - b. **Save Quotation** if you want to generate an obligation-free quotation for Card Recon.
10. Fill in the following sections:
 - a. **Billing organization or Issue quotation to**

 **Tip:** All the fields in the table below (except for the Purchase Order Number) are not editable if you are logged in to your organization's [Ground Labs Services Portal](#) account. To modify any of the default billing contact information, see [Manage Your Account](#).

Field	Description
Company Name	<p>Name of the company or organization. The Company Name will be the name of the Ground Labs Services Portal account.</p> <div style="background-color: #fff9c4; padding: 5px; border: 1px solid #ccc;"> <p> Note: A request for quotation can be done without a Ground Labs Services Portal account. A Ground Labs Services Portal account is only created upon successful completion of an order.</p> </div>
First Name	<p>First name for the primary contact person.</p> <div style="background-color: #e0f7fa; padding: 5px; border: 1px solid #ccc;"> <p> Info: The primary contact person will automatically be assigned the Account Manager role for new accounts. For more information, see Manage Your Account.</p> </div>
Last Name	Last name for the primary contact person.
Business Email	<p>Enter a valid email business email for the primary contact person.</p> <p>This email account will receive:</p> <ol style="list-style-type: none"> i. Invoices and/or quotations in PDF format. ii. Initial login information (e.g. username and password) for the Ground Labs Services Portal account. iii. A notification when the product license is ready for download.
Phone	Phone number of the billing organization.
Purchase Order # (Optional)	Enter your Purchase Order (PO) number. This PO will appear on your invoice or quotation for your company's internal tracking and record-keeping purposes.



Field	Description
Address / City / State / Postal Code / Country	Enter the address / mailing information of the billing organization.

b. Are you a reseller?

Click No.

c. Licensee contact

Check **Same as billing organization** if the licensee information is the same as the billing information. Otherwise, fill in the following fields:

Field	Description
Company Name	Name of the company or organization.  Note: This field is not editable and follows the billing company name information.
First Name	First name for the primary licensee contact.  Info: Besides the primary contact person, the primary licensee contact will also automatically be assigned a Manager role for new accounts. For more information, see Manage Your Account .
Last Name	Last name for the primary licensee contact.
Business Email	Enter a valid email business email for the primary licensee contact. This email account will receive: i. Initial login information (e.g., username and password) for the Ground Labs Services Portal account. ii. A notification when the product license is ready for download.
Phone	Phone number of the primary licensee contact.
Address / City / State / Postal Code / Country	Enter the address / mailing information of the primary licensee contact.

d. Additional licensee contacts (optional)


Click **Add Another Contact** for each additional licensee contact you want to add to your organization's account, and fill in the following fields:

Field	Description
First Name	First name for the additional licensee contact.
Last Name	Last name for the additional licensee contact.


Field	Description
Business Email	Enter a valid email business email for the additional licensee contact. This email account will receive: i. Initial login information (e.g. username and password) for the Ground Labs Services Portal account.
Phone	Phone number of the additional licensee contact.

11. Once all the necessary information has been completed,
 - a. If you selected **Confirm Order**, click **Next** and proceed to Step 12.
 - b. If you selected **Save Quotation**, click **Create Quote** to generate the quotation. You will see the **Online Quote and Ordering** page that contains information such as the quotation number, quotation validity period, and the instructions on how to make payment via Credit Card, PayPal or Bank Transfer.
12. In the **Step 3: Checkout** page,
 - a. Click to select one of the three available **Payment Options**.


Payment Options



OR



OR



BANK TRANSFER

Can I make payment via check?

Payments made via credit card are processed in real time. Once payment is confirmed, your software licenses will be available for download immediately upon receiving real-time payment confirmation.

If for some reason your order needs to be reviewed by a member of our team, you will typically hear back from us within 1 business day.

- b. Review the **Order Details** summary.
- c. Review the **Billing Details** and **Licensee Organization** information. Click on **Edit** to make changes, if required.
- d. Check the checkbox to agree to the Ground Labs [End User License Agreement](#).

💡 Tip: If you want to make changes to the order, click **Step 1: Select Product** or **Step 2: Review Order** to return to the previous screens.

13. When you are ready to place your order,

Payment Option	Instructions
Visa Mastercard AMEX Discover	<ol style="list-style-type: none"> i. Click Pay Now. You will be redirected to the credit card payment gateway. ii. Key in the requested information and click on Payment Info. iii. Key in your payment card information and click on Pay <currency> <amount>. iv. If the payment is successful, you will see the Thank You page that contains the invoice number and instructions related to the software license.
PayPal	<ol style="list-style-type: none"> i. Click Pay Now. You will be redirected to the PayPal payment page. ii. Key in the requested information and click Continue. iii. Select Pay in your currency using PayPal conversion rate or Pay in the merchant's currency and click Pay Now. iv. If the payment is successful, you will see the Thank You page that contains the invoice number and instructions related to the software license.
Bank Transfer	<ol style="list-style-type: none"> i. Click Pay Later. ii. You will see the Online Quote and Ordering page that contains information such as the quotation number, quotation validity period, and the instructions on how to make payment via Credit Card, PayPal or Bank Transfer.

14. Once the order has been completed, the primary billing contact and licensees (if applicable) will receive an email containing their log in username and password for Ground Labs Services Portal.
15. Once full payment has been received, Ground Labs will automatically issue the license keys. An email notification will be sent to the licensee(s) and primary billing contact.
16. You can proceed to [Download Card Recon](#).

PURCHASE CARD RECON (QSA)

1. Log in to the [Ground Labs Services Portal](#) and click on **Online Store**.
2. Decide on the Card Recon product to purchase, and click **SELECT**.
3. Drag the left slider to set the number of Targets you want to scan with Card Recon.

Online Quote and Ordering

[Purchase Guide](#) [Pay Quote](#)

Step 1: Select Product

Step 2: Review Order

Step 3: Checkout

Target Count

Select the number of targets to be searched.

A target is a search location, such as a workstation (Windows and Mac). Visit [Card Recon information page](#) for more details.

3
Targets

365
Days

License Duration

Select the desired license term.

Product updates and technical support are included throughout the term and each licensed target may be searched an unlimited number of times.

Product type	Target count	License duration	Price per target	Total price
Card Recon Desktop	3	365 days	\$	\$

Add Another Item

Next

Example: If you have 2 Windows workstations and 1 macOS workstation, set the slider to "3 Targets". For more information, see [Card Recon Licensing](#).

4. Drag the right slider to select the licensing period for Card Recon.
5. (Optional) To purchase more than one Card Recon product, click on **Add Another Item**, or click on **Step 1: Select Product** at the top left to return to the product selection screen.
6. Click **Next**.
7. In the **Step 2: Review Order** screen, you will see the details of the Card Recon product(s) you have selected, and the total payable amount for the order.

Online Quote and Ordering

[Purchase Guide](#) [Pay Quote](#)

Step 1: Select Product

Step 2: Review Order

Step 3: Checkout

Product Selected

Product Type	Target Count	License Duration	Target Price	Total Price	
Card Recon Desktop	3 ▼	365 Days ▼	\$	\$	Delete
Card Recon Server	1 ▼	365 Days ▼	\$	\$	Delete

[Enter voucher code](#)

(Why is there Tax?) GST 7% (Tax) : \$

Total : \$

Back


Confirm Order



Confirm your order and select payment method.

Save Quotation

Your no-obligation quote will remain for 30 days.

8. (Optional) If you want to make changes to the order, click **Delete** to remove a product, or click **Back** to return to the previous screen.
9. If the order information is accurate, click on:
 - a. **Confirm Order** if you are ready to make payment to purchase Card Recon, or
 - b. **Save Quotation** if you want to generate an obligation-free quotation for Card Recon.
10. Fill in the following sections:
 - a. **Billing organization or Issue quotation to**

 **Tip:** All the fields in the table below (except for the Purchase Order Number) are not editable if you are logged in to your organization's [Ground Labs Services Portal](#) account. To modify any of the default billing contact information, see [Manage Your Account](#).


Field	Description
Company Name	<p>Name of the company or organization. The Company Name will be the name of the Ground Labs Services Portal account.</p> <div style="background-color: #fff9c4; padding: 5px; border: 1px solid #ccc;"> <p> Note: A request for quotation can be done without a Ground Labs Services Portal account. A Ground Labs Services Portal account is only created upon successful completion of an order.</p> </div>
First Name	<p>First name for the primary contact person.</p> <div style="background-color: #e0f7fa; padding: 5px; border: 1px solid #ccc;"> <p> Info: The primary contact person will automatically be assigned the Account Manager role for new accounts. For more information, see Manage Your Account.</p> </div>
Last Name	Last name for the primary contact person.
Business Email	<p>Enter a valid email business email for the primary contact person.</p> <p>This email account will receive:</p> <ol style="list-style-type: none"> i. Invoices and/or quotations in PDF format. ii. Initial login information (e.g. username and password) for the Ground Labs Services Portal account. iii. A notification when the product license is ready for download.
Phone	Phone number of the billing organization.
Purchase Order # (Optional)	Enter your Purchase Order (PO) number. This PO will appear on your invoice or quotation for your company's internal tracking and record-keeping purposes.

Field	Description
Address / City / State / Postal Code / Country	Enter the address / mailing information of the billing organization.



b. **Are you a reseller?**

Click **Yes** only if you are purchasing Card Recon on behalf of another organization. Otherwise, select **No**.


c. **Licensee contact**

 **Note:** This section is only required if you answered **No** to **Are you a reseller?**

Check **Same as billing organization** if the licensee information is the same as the billing information. Otherwise, fill in the following fields:

Field	Description
Company Name	Name of the company or organization.  Note: This field is not editable and follows the billing company name information.
First Name	First name for the primary licensee contact.  Info: Besides the primary contact person, the primary licensee contact will also automatically be assigned a Manager role for new accounts. For more information, see Manage Your Account .
Last Name	Last name for the primary licensee contact.
Business Email	Enter a valid email business email for the primary licensee contact. This email account will receive: i. Initial login information (e.g., username and password) for the Ground Labs Services Portal account. ii. A notification when the product license is ready for download.
Phone	Phone number of the primary licensee contact.
Address / City / State / Postal Code / Country	Enter the address / mailing information of the primary licensee contact.


d. **Additional licensee contacts (optional)**



 **Note:** This section is only available if you answered **No** to **Are you a reseller?**


Click **Add Another Contact** for each additional licensee contact you want to add to your organization's account, and fill in the following fields:

Field	Description
First Name	First name for the additional licensee contact.
Last Name	Last name for the additional licensee contact.
Business Email	Enter a valid email business email for the additional licensee contact. This email account will receive: <ul style="list-style-type: none"> i. Initial login information (e.g. username and password) for the Ground Labs Services Portal account.
Phone	Phone number of the additional licensee contact.

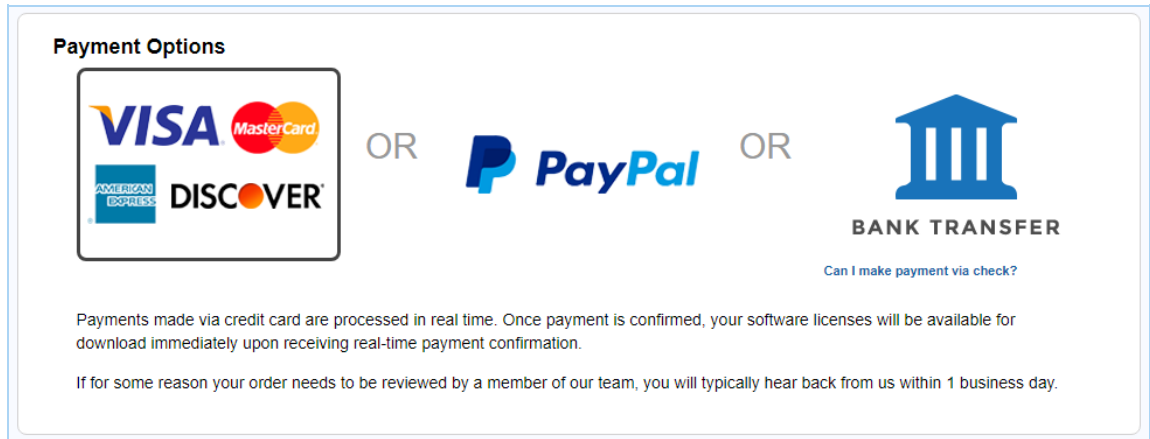
e. Licensee organization

 **Note:** This section is only required if you answered Yes to Are you a reseller?

Field	Description
Company Name	Name of the company or organization.  Note: This field is not editable and follows the billing company name information.
First Name	First name for the primary licensee contact.  Info: Besides the primary contact person, the primary licensee contact will also automatically be assigned a Manager role for new accounts. For more information, see Manage Your Account .
Last Name	Last name for the primary licensee contact.
Business Email	Enter a valid email business email for the primary licensee contact. This email account will receive: <ul style="list-style-type: none"> i. Initial login information (e.g., username and password) for the Ground Labs Services Portal account. ii. A notification when the product license is ready for download.
Phone	Phone number of the primary licensee contact.
Address / City / State / Postal Code / Country	Enter the address / mailing information of the primary licensee contact.

 **Note:** If you answered Yes to Are you a reseller?, both the primary billing contact and the primary licensee contact will receive an email notification when the software license is ready for download. However the software license is only added to and viewable in the account of the Licensee Organization.

11. Once all the necessary information has been completed,
 - a. If you selected **Confirm Order**, click **Next** and proceed to Step 12.
 - b. If you selected **Save Quotation**, click **Create Quote** to generate the quotation. You will see the **Online Quote and Ordering** page that contains information such as the quotation number, quotation validity period, and the instructions on how to make payment via Credit Card, PayPal or Bank Transfer.
12. In the **Step 3: Checkout** page,
 - a. Click to select one of the three available **Payment Options**.



- b. Review the **Order Details** summary.
- c. Review the **Billing Details** and **Licensee Organization** information. Click on **Edit** to make changes, if required.
- d. Check the checkbox to agree to the Ground Labs [End User License Agreement](#).

Tip: If you want to make changes to the order, click **Step 1: Select Product** or **Step 2: Review Order** to return to the previous screens.

13. When you are ready to place your order,

Payment Option	Instructions
Visa Mastercard AMEX Discover	<ol style="list-style-type: none"> i. Click Pay Now. You will be redirected to the credit card payment gateway. ii. Key in the requested information and click on Payment Info. iii. Key in your payment card information and click on Pay <currency> <amount>. iv. If the payment is successful, you will see the Thank You page that contains the invoice number and instructions related to the software license.

Payment Option	Instructions
PayPal	<ul style="list-style-type: none"> i. Click Pay Now. You will be redirected to the PayPal payment page. ii. Key in the requested information and click Continue. iii. Select Pay in your currency using PayPal conversion rate or Pay in the merchant's currency and click Pay Now. iv. If the payment is successful, you will see the Thank You page that contains the invoice number and instructions related to the software license.
Bank Transfer	<ul style="list-style-type: none"> i. Click Pay Later. ii. You will see the Online Quote and Ordering page that contains information such as the quotation number, quotation validity period, and the instructions on how to make payment via Credit Card, PayPal or Bank Transfer.

14. Once the order has been completed, the primary billing contact and licensees (if applicable) will receive an email containing their log in username and password for Ground Labs Services Portal.
15. Once full payment has been received, Ground Labs will automatically issue the license keys. An email notification will be sent to the licensee(s) and primary billing contact.
16. You can proceed to [Download Card Recon](#).

PURCHASE CARD RECON (RESELLER OR PROCUREMENT PARTNER)

1. Log in to the [Ground Labs Services Portal](#) and click on **Online Store**.
2. Decide on the Card Recon product to purchase, and click **SELECT**.
3. Drag the left slider to set the number of Targets you want to scan with Card Recon.

Online Quote and Ordering

[Purchase Guide](#) [Pay Quote](#)

Step 1: Select Product

Step 2: Review Order

Step 3: Checkout

Target Count

Select the number of targets to be searched.

A target is a search location, such as a workstation (Windows and Mac). Visit [Card Recon information page](#) for more details.

3
Targets

365
Days

License Duration

Select the desired license term.

Product updates and technical support are included throughout the term and each licensed target may be searched an unlimited number of times.

Product type	Target count	License duration	Price per target	Total price
Card Recon Desktop	3	365 days	\$	\$

[Add Another Item](#)

[Next](#)

Example: If you have 2 Windows workstations and 1 macOS workstation, set the slider to "3 Targets". For more information, see [Card Recon Licensing](#).

- The default licensing period for Card Recon is fixed at 365 days.
- (Optional) To purchase more than one Card Recon product, click on **Add Another Item**, or click on **Step 1: Select Product** at the top left to return to the product selection screen.
- Click **Next**.
- In the **Step 2: Review Order** screen, you will see the details of the Card Recon product(s) you have selected, and the total payable amount for the order.

Online Quote and Ordering

[Purchase Guide](#) [Pay Quote](#)

Step 1: Select Product

Step 2: Review Order

Step 3: Checkout

Product Selected

Product Type	Target Count	License Duration	Target Price	Total Price	
Card Recon Desktop	3 ▼	365 Days ▼	\$	\$	Delete
Card Recon Server	1 ▼	365 Days ▼	\$	\$	Delete

[Enter voucher code](#)

(Why is there Tax?) **GST 7% (Tax) :** \$

Total : \$

[Back](#)


Confirm Order



Confirm your order and select payment method.

Save Quotation

Your no-obligation quote will remain for 30 days.

8. (Optional) If you want to make changes to the order, click **Delete** to remove a product, or click **Back** to return to the previous screen.
9. If the order information is accurate, click on:
 - a. **Confirm Order** if you are ready to make payment to purchase Card Recon, or
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Last Name	Last name for the primary contact person.
Business Email	<p>Enter a valid email business email for the primary contact person.</p> <p>This email account will receive:</p> <ol style="list-style-type: none"> i. Invoices and/or quotations in PDF format. ii. Initial login information (e.g. username and password) for the Ground Labs Services Portal account. iii. A notification when the product license is ready for download.
Phone	Phone number of the billing organization.
Purchase Order # (Optional)	Enter your Purchase Order (PO) number. This PO will appear on your invoice or quotation for your company's internal tracking and record-keeping purposes.

Field	Description
Address / City / State / Postal Code / Country	Enter the address / mailing information of the billing organization.



b. **Are you a reseller?**

Click **Yes** only if you are purchasing Card Recon on behalf of another organization. Otherwise, select **No**.


c. **Licensee contact**

 **Note:** This section is only required if you answered **No** to **Are you a reseller?**

Check **Same as billing organization** if the licensee information is the same as the billing information. Otherwise, fill in the following fields:

Field	Description
Company Name	Name of the company or organization.  Note: This field is not editable and follows the billing company name information.
First Name	First name for the primary licensee contact.  Info: Besides the primary contact person, the primary licensee contact will also automatically be assigned a Manager role for new accounts. For more information, see Manage Your Account .
Last Name	Last name for the primary licensee contact.
Business Email	Enter a valid email business email for the primary licensee contact. This email account will receive: i. Initial login information (e.g., username and password) for the Ground Labs Services Portal account. ii. A notification when the product license is ready for download.
Phone	Phone number of the primary licensee contact.
Address / City / State / Postal Code / Country	Enter the address / mailing information of the primary licensee contact.


d. **Additional licensee contacts (optional)**



 **Note:** This section is only available if you answered **No** to **Are you a reseller?**


Click **Add Another Contact** for each additional licensee contact you want to add to your organization's account, and fill in the following fields:

Field	Description
First Name	First name for the additional licensee contact.
Last Name	Last name for the additional licensee contact.
Business Email	Enter a valid email business email for the additional licensee contact. This email account will receive: <ul style="list-style-type: none"> i. Initial login information (e.g. username and password) for the Ground Labs Services Portal account.
Phone	Phone number of the additional licensee contact.

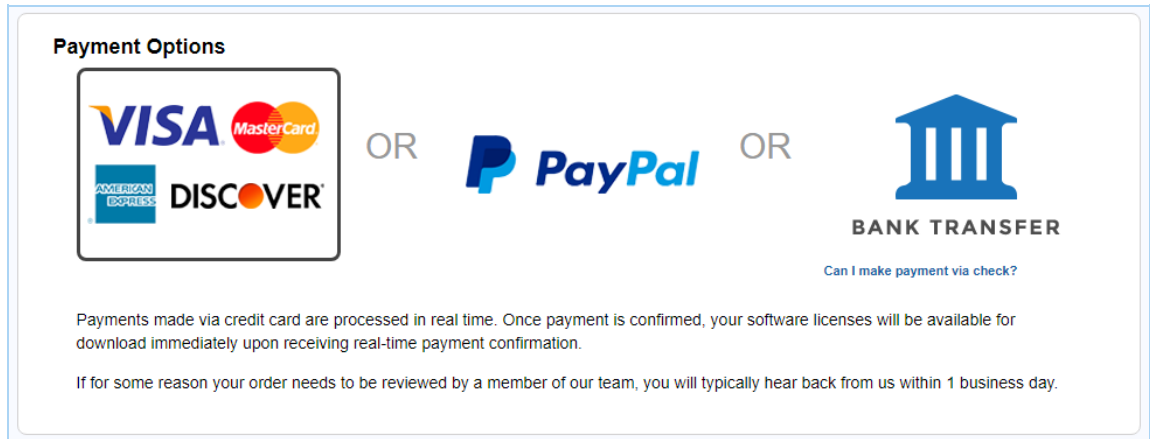
e. Licensee organization

 **Note:** This section is only required if you answered Yes to Are you a reseller?

Field	Description
Company Name	Name of the company or organization.  Note: This field is not editable and follows the billing company name information.
First Name	First name for the primary licensee contact.  Info: Besides the primary contact person, the primary licensee contact will also automatically be assigned a Manager role for new accounts. For more information, see Manage Your Account .
Last Name	Last name for the primary licensee contact.
Business Email	Enter a valid email business email for the primary licensee contact. This email account will receive: <ul style="list-style-type: none"> i. Initial login information (e.g., username and password) for the Ground Labs Services Portal account. ii. A notification when the product license is ready for download.
Phone	Phone number of the primary licensee contact.
Address / City / State / Postal Code / Country	Enter the address / mailing information of the primary licensee contact.

 **Note:** If you answered Yes to Are you a reseller?, both the primary billing contact and the primary licensee contact will receive an email notification when the software license is ready for download. However the software license is only added to and viewable in the account of the Licensee Organization.

11. Once all the necessary information has been completed,
 - a. If you selected **Confirm Order**, click **Next** and proceed to Step 12.
 - b. If you selected **Save Quotation**, click **Create Quote** to generate the quotation. You will see the **Online Quote and Ordering** page that contains information such as the quotation number, quotation validity period, and the instructions on how to make payment via Credit Card, PayPal or Bank Transfer.
12. In the **Step 3: Checkout** page,
 - a. Click to select one of the three available **Payment Options**.



- b. Review the **Order Details** summary.
- c. Review the **Billing Details** and **Licensee Organization** information. Click on **Edit** to make changes, if required.
- d. Check the checkbox to agree to the Ground Labs [End User License Agreement](#).

Tip: If you want to make changes to the order, click **Step 1: Select Product** or **Step 2: Review Order** to return to the previous screens.

13. When you are ready to place your order,

Payment Option	Instructions
Visa Mastercard AMEX Discover	<ol style="list-style-type: none"> i. Click Pay Now. You will be redirected to the credit card payment gateway. ii. Key in the requested information and click on Payment Info. iii. Key in your payment card information and click on Pay <currency> <amount>. iv. If the payment is successful, you will see the Thank You page that contains the invoice number and instructions related to the software license.

Payment Option	Instructions
PayPal	<ol style="list-style-type: none"> i. Click Pay Now. You will be redirected to the PayPal payment page. ii. Key in the requested information and click Continue. iii. Select Pay in your currency using PayPal conversion rate or Pay in the merchant's currency and click Pay Now. iv. If the payment is successful, you will see the Thank You page that contains the invoice number and instructions related to the software license.
Bank Transfer	<ol style="list-style-type: none"> i. Click Pay Later. ii. You will see the Online Quote and Ordering page that contains information such as the quotation number, quotation validity period, and the instructions on how to make payment via Credit Card, PayPal or Bank Transfer.

14. Once the order has been completed, the primary billing contact and licensees (if applicable) will receive an email containing their log in username and password for Ground Labs Services Portal.
15. Once full payment has been received, Ground Labs will automatically issue the license keys. An email notification will be sent to the licensee(s) and primary billing contact.
16. You can proceed to [Download Card Recon](#).

DOWNLOAD CARD RECON

Once your Card Recon license is available, you are ready to download Card Recon.

1. Log in to the [Ground Labs Services Portal](#).
2. In the **Home** tab, go to the **Download Products** section.
3. Under **Card Recon**, you can choose to download the **Command Line Interface** or **Graphical User Interface** version depending on your host platform.
4. Proceed to set up Card Recon. For more information, see [Set Up Card Recon](#).

MANAGE YOUR ACCOUNT

ORGANIZATION INFORMATION

As an Account Manager, you can manage your organization's Ground Labs Services Portal account.

1. Log in to the [Ground Labs Services Portal](#).
2. In the **Manage** tab, you can update the following settings:

Field	Description
Billing contact details	Modify the default billing contact information for your account.

Field	Description
Licensee contact details	Modify the default licensee contact information for your account.
Users	Add or remove users associated with your organization's account.
User groups	Manage user permissions by assigning them to a predefined user group.
Roles and permissions	Define the permissions for each user group.

3. In the **Home** tab, you can view and manage the following:



Section	Description
Download Products	List of all Ground Labs products that are available for download.
Enterprise Recon 2 Licenses	List of available Enterprise Recon product licenses, license duration and license expiry dates.
Licenses Available	List of available Card Recon licenses, license duration and license expiry dates.
Orders and Quotations	Historical list of all Orders and Quotations associated with your organization's account.
Activity Log	A chronological list of all activities associated with your account.

USER DETAILS

All users can manage their personal details via the Ground Labs Services Portal.

1. Log in to the [Ground Labs Services Portal](#).
2. In the **Manage** tab, under **My Information**:
 - Click on **edit** to modify your account details.
 - Click on **enable two-factor authentication** to set up two-factor authentication for your account.

LICENSE RENEWAL

One month before your Card Recon license subscription is due to expire, you will receive a notification email with instructions on the license renewal process.

Tip: To check the list of product licenses available for your organization, license duration and license expiry dates, log in to the [Ground Labs Services Portal](#), and go to [Home > Licenses Available](#).

Once your subscription has been renewed, an updated license key will be made available in your [Ground Labs Services Portal](#) account on the same day that the current license key expires.

Note: It is important to ensure the renewal process is completed before your current license expires as Card Recon will automatically cease to function until a new license key is used.

Notification emails will be sent out to the primary billing contact or primary license contact, depending on the original purchase method:

Method	Renewal Quote	Renewal Reminder
Purchase Card Recon for Own Organization (End User)	Primary billing contact	-
Purchase Card Recon on Behalf of Another Organization (QSA / Reseller)	Primary billing contact	Primary licensee contact

- The **Renewal Quote** email contains the Card Recon renewal quote and instructions on the license renewal process.
- The **Renewal Reminder** email serves to advise licensee organizations to contact their providers on renewing the Card Recon license.

If you choose not to renew your Card Recon subscription, the product will automatically cease to function at the end of your licensing term.