

Procare Security Information

(rev. 10/9/2017)



Tuition Express

Encrypted Payments

Using banking industry standard 256-bit encryption, Tuition Express secures both your account information and the individual transactions for each family, securely processing millions of transactions each year.

PCI Certified

Tuition Express undergoes comprehensive annual testing by an independent auditing firm to maintain its status as a [PCI Level-1](#) service provider, the payment card industry's highest standard.

Procure Cloud

Multi-Level Security

- Encrypted TLS connection—ensures data integrity and privacy between your computer(s) and Procure Cloud servers
- Computer access control—Install the Procure “client” on authorized computers only
- User access control—unique login credentials with group permissions
- Event log—track user login activity
- Audit trail—complete audit trail of ledger cards and time cards

Backups

Cloud data is automatically backed up nightly using backup-to-disc technology.

Server Farm

Data is hosted in an off-site, state-of-the-art server center using Windows Server 2012, Microsoft SQL Server 2016 and accompanying suites behind layers of hardware and software security measures.

- Failover server clusters—automatically offload tasks to standby servers, minimizing service interruptions
- Speed and performance—using a 16G FC SSD Storage Area Network (SAN) with Fibre Channel technology and solid-state drives enhances performance and protects data

Power Supply

Cloud servers have triple power supplies, backed up by battery power and a 600 AMP Caterpillar diesel generator.

Bandwidth

Our server facility offers top-level connections through Qwest, Sprint, Spectrum Business Networks in addition to two regional fiber rings.

Facility Specifications

- Secure, climate-controlled Level 1 connected data facility
- Floor Load: +500 lbs/sq. ft.
- Scalable Internet connectivity options
- 110, 208 and 220 dedicated electrical circuits
- 600 Amp diesel Caterpillar TM generator
- (4) 7-ton redundant HVAC environmental cooling systems

- Seismically braced racks
- OC-12 redundant fiber optic connections to Internet backbone
- Fiber: (2) Fiber entry points with (2) 3" conduits
- Constant temperature and humidity monitoring
- 24 x 7 x 365 network monitoring
- Smoke, heat & movement alarm monitoring
- Video surveillance and monitoring

Cyber Security Insurance

Procare carries a million-dollar cyber liability policy.

MyProcare

Security, Access & Reporting

- Secure connections—using an *https* connection ensures all communication between your browser and the MyProcare website is secure.
- Confirmation codes—first-time login requires entry of a one-time confirmation code
- Family access control—unique login credentials for parents with permissions you control
- Login reports—track most recent login activity for each family