

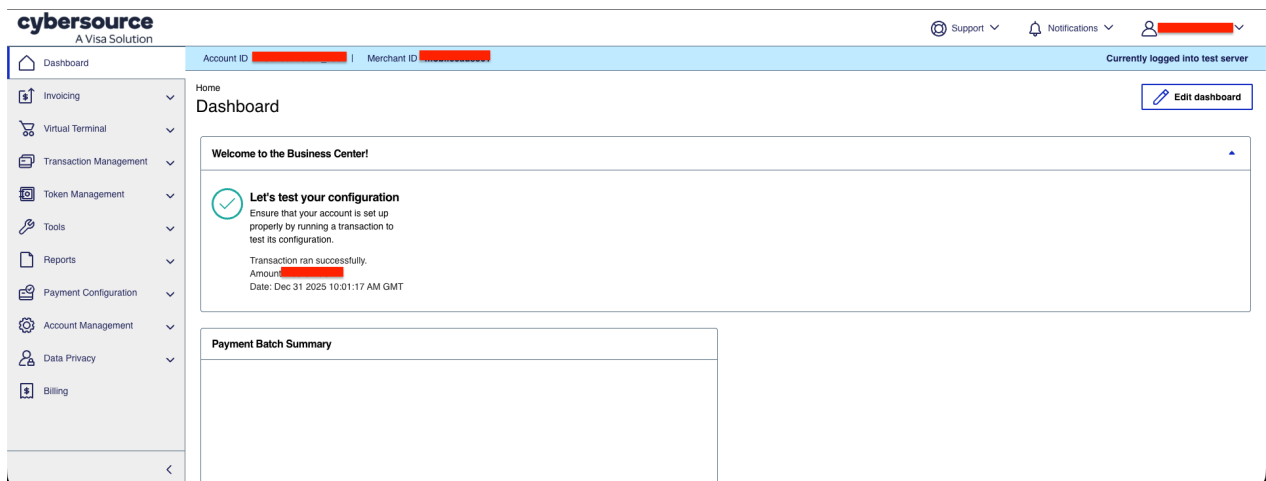
How to Collect Your CyberSource Credentials

Last Modified on 08/05/2026 2:07 pm EDT

A step-by-step guide for generating your Merchant ID, p12 file, and P12 password.

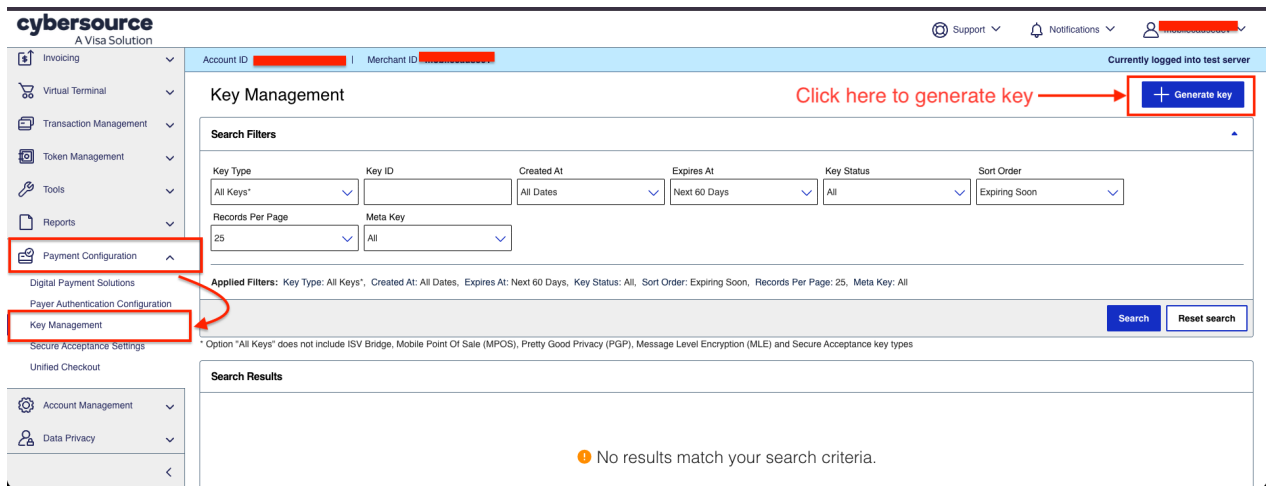
Step 1 – Log In and Copy Your Merchant ID

1. Log in to your **CyberSource** account.
2. On the dashboard, find your **Merchant ID** at the top of the page.
3. Copy it and set it aside to share with Support.



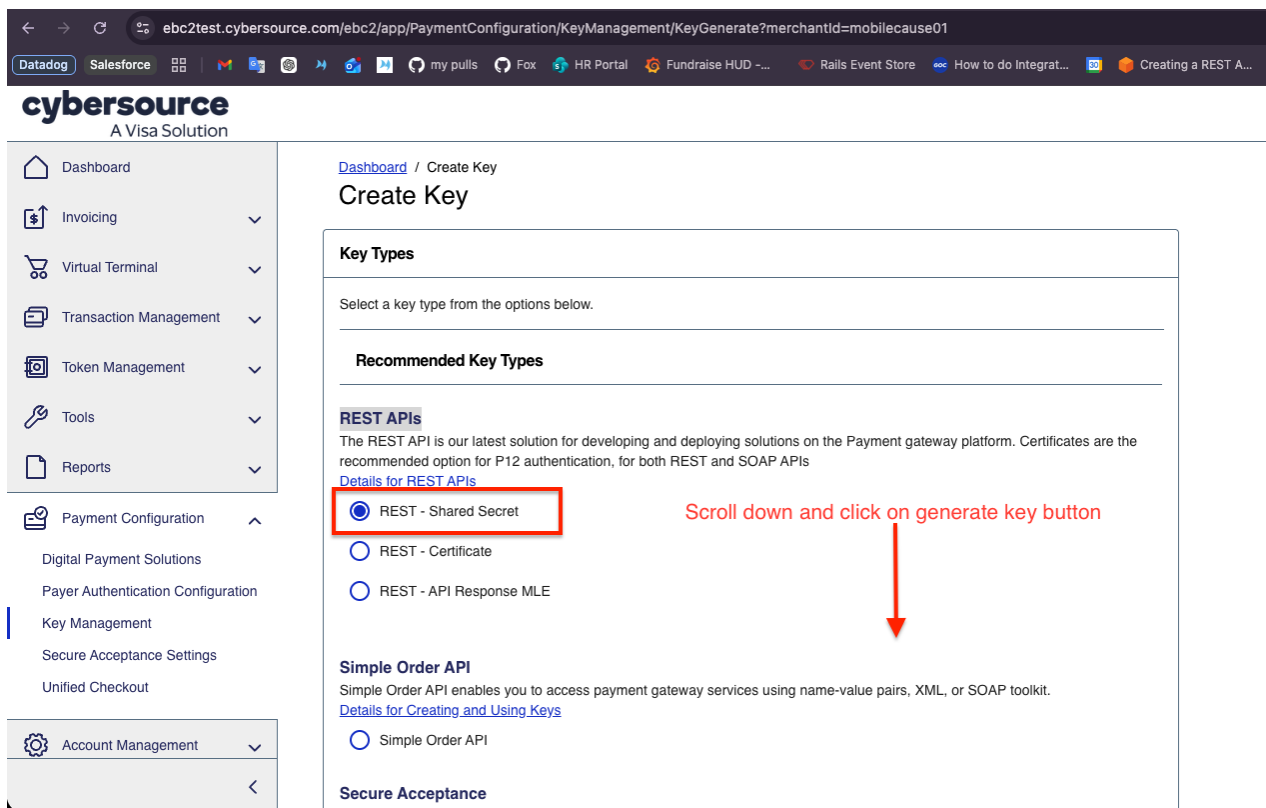
Step 2 – Navigate to Key Management

1. In the left navigation, click **Payment Configuration**.
2. Under Payment Configuration, select **Key Management**.
3. In the top-right corner of the page, click **Generate Key**.



Step 3 – Select the REST – Certificate

1. On the Create Key page, look under the **REST APIs** section and select **REST – Certificate**.
2. Scroll down and click **Generate Key**.



Step 4 – Download the .p12 File and Create a Password

1. On the REST API Certificate Key page, click **Download Key**.
2. When prompted, create a password for the file.
3. Once the file has downloaded, click Cancel to close the dialog. Your .p12 file (e.g., mobilecause02.p12) is now ready.

□ About the P12 password: This is NOT your CyberSource login password — it's a separate password you create just to protect this file. You can set it to anything you like, but you must save it somewhere safe. You'll need to provide it to the Support team along with the .p12 file.

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Key Generation

REST API Certificate Key

Information: Once finished your key will be displayed on the Key Management dashboard.

Key Configuration
Certificate uses a PKCS12 key file with the .p12 extension to digitally sign your API request message before transmitting the message to us. This will support SOAP API toolkit use cases
To create and activate a new certificate, click Download Key. Click on the file to initiate the key generation process. When prompted to either save or open the file, select open. Follow the prompts to create and activate a new security key.
Note: Be sure to store the key in a safe location. If you do not protect the security key, the security of your account may be compromised.
It is optional to enter a public PEM-formatted certificate. If not provided, a public-private key pair will be generated in your browser and secured in a P12 file.
Public PEM formatted certificate (optional)

Download key

Generate another key

Cancel

Before You Submit – Checklist

Confirm you have all three items before opening a support ticket: support@givesmart.com.

- Merchant ID (copied in Step 1)
- .p12 file (downloaded in Step 4)
- P12 password (created in Step 4)

1. What is the CyberSource Migration?

We are upgrading our CyberSource payment integration from the current Secure Acceptance API to CyberSource's newer Unified REST API.

This upgrade ensures our platform remains compatible with CyberSource's latest technology standards.

2. Why is this change happening?

CyberSource is planning to sunset the current Secure Acceptance integration by September 2026, requiring all clients to move to the new REST API.

This migration ensures:

- Continued payment processing without interruption
 - Alignment with CyberSource's latest platform
 - Improved security through updated authentication methods
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3. Will this impact my donors or payment experience?

No. There are no changes to the donor experience.

- Payment forms will look and behave the same
 - Donations and transactions will continue as usual
 - Recurring payments and stored payment methods remain unaffected
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4. Will my existing subscriptions and recurring donations continue working?

Yes.

- Existing recurring payments will continue without interruption
 - Payment tokens and stored cards will remain valid
 - Future transactions will process successfully after migration
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5. What do I need to do?

You will need to generate and share new credentials from your CyberSource account to support team support@givesmart.com.

Required items:

- .p12 certificate file
- Merchant ID
- Certificate password

6. What happens after I share my credentials?

Once your credentials are received:

- Our team will configure your account with the new REST API integration
- Your system will be updated to use the new authentication method
- Payment processing will continue without disruption

7. When will this migration happen for my organization?

We are rolling out the migration in phases using a feature flag to ensure a smooth transition. Our Support Team will keep you informed once we receive your email.

8. Is the new integration already live?

The new integration is fully built and behind a feature flag

9. Will there be any downtime during the migration?

No downtime is expected.

The migration is designed to be:

- Seamless
- Transparent
- Non-disruptive to your payment processing

10. Who should I contact if I have questions?

Please reach out to support@givesmart.com
