

Entrust Certificate Services

Entrust Adobe CDS

Individual Certificate

Enrollment Guide

Date of Issue: November 2010



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Obtaining technical support

For support assistance by telephone call one of the numbers below:

- 1-866-267-9297 in North America
- 1-613-270-2680 outside North America

You can also email Customer Support at:

- ssl@entrust.com

About Entrust Certificates for Adobe CDS

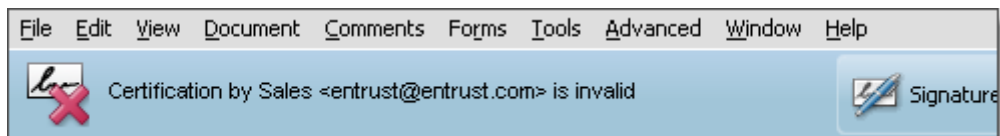
Adobe's CDS solution allows document authors and in some cases, document users to digitally sign PDF documents and forms. When signed documents are opened in Adobe Reader® or Adobe Acrobat®, a blue information bar above the document automatically tells the user if the document's signature has been verified.

Figure 1: Blue ribbon and information bar (authenticated)



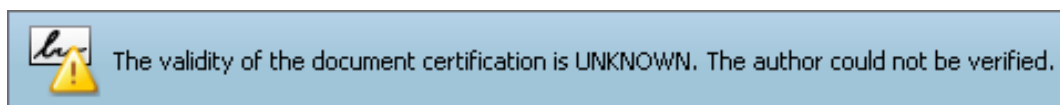
If the document has been altered by an unauthorized user, Adobe Reader or Adobe Acrobat displays a red X and a message indicating that the PDF should not be trusted

Figure 2: Information bar (untrusted).



If the signature cannot be authenticated, Adobe Reader or Acrobat displays a warning icon and a message indicating that there is a problem with the certificate.

Figure 3: Information bar (unknown)



Entrust offers four types of certificates for use with Adobe Certified Document Services (CDS).

- Adobe CDS Individual Certificates
Individuals can use these certificates to sign and certify documents as needed. For example, individuals might use them to sign workflow approvals, legal documents, contracts and letters. These certificates are assigned to an individual. The individual's first and last name and their email address appear in the signature.
- Adobe CDS Group Signing Certificates
Individuals in a group can use these certificates to sign and certify documents on behalf of a group and are intended for use as needed. These certificates display the organizational group name and email address in the signature. For example, a sales department may decide to sign its proposals or RFP responses.
- Adobe CDS Enterprise Lite
Like manual Group Signing Certificates these certificates display the organizational group name and email address in the signature. These certificates, however, are intended for use in an automated process, to sign and certify documents. For example, these certificates are used to sign invoices, account statements, transcript requests and confirmations.
- Adobe CDS Enterprise Pro
Enterprise signing certificates display the company name in the signature properties rather than the name of an individual or group.

Note: For information about Adobe CDS Enterprise Lite or Adobe CDS Enterprise Pro or to purchase one of these certificates, contact an Entrust Certificate Services sales representative.

Compatibility

Entrust Signing Certificates for Adobe CDS can be verified by:

- Adobe Reader® (version 6 or higher)
- Adobe Acrobat® Professional (version 6 or higher)
- Adobe Acrobat Standard® (version 6 or higher)
- Adobe LiveCycle™

Entrust Signing Certificates for Adobe CDS are compatible with the following authoring software:

- Adobe® Acrobat™ Professional and Standard (versions 6.x and higher)
- Adobe® LiveCycle™ Document Security Server (version 8.x and higher) as well as LiveCycle™ ES Digital Signatures

Enrolling for an Individual Certificate

Before you attempt to complete the online certificate enrollment process, please print this guide and gather the necessary information. Enrolling is faster and easier if you have collected the information before beginning the enrollment process.

This Enrollment Guide explains the steps that you must follow to apply for Entrust certificates.

Information in this chapter includes the following topics:

- [“Supplying information for enrollment” on page 5](#)
- [“Ordering certificates” on page 9](#)

Supplying information for enrollment

As part of the enrollment process, the subscriber must provide Entrust with information about the subscriber (if enrolling as a private individual) or about the subscriber and the organization. Some of this information is displayed in the information bar at the top of a verified document (see [Figure 1 on page 3](#)). Since these certificates are used to verify and authenticate documents, the information that you supply is checked by Entrust.

As part of the process of verifying your information Entrust asks for contacts within your organization who can verify the information you supply. An Entrust representative or delegate will contact these individuals in your company to check this information. Specific roles have been defined as company contacts. A qualified individual from your company must fill each of these roles.

Note: Contacts must be people in your organization. You cannot use a department name or job title instead of a person's name.

Complete the tables in the following sections and use the roles during the enrollment process.

Subscriber

The subscriber receives the Entrust Certificate when it is issued, and is notified about certificate renewals and updates.

Table 1: Subscriber information

Information required	Contact information
Name (First and Last)	
Title/Position	
Company	
Street address	
City	
State/Province (optional if outside North America)	
ZIP/Postal Code	
Country	
Phone	
Email	

Information about your company or organization

If the subscriber is associated with an organization and the certificate is used for work in the organization, supply the information listed in Table 2. This information enables Entrust to validate the information about your organization.

Table 2: Business headquarters

Information required	Contact information
Company Name	
Address	
City/Town	
State/Province (optional if outside North America)	
ZIP/Postal Code	
Country	
Address	

Table 2: Business headquarters

Information required	Contact information
Department	
Role/Position/Title	

Authorization Contact

This individual:

- must be a senior member of the organization
- must have the authority to approve a request for an Entrust Certificate
- must have the authority to accept the Subscription Agreement on behalf of the organization

Entrust notifies the Authorization Contact when the certificate is issued and contacts that person if further information is required to process your certificate order.

An on-line consent form is sent to the Authorization Contact. The consent form enables the authorization contact to provide confirmation that:

- the Entrust Certificate Request is approved
- the Subscription Agreement has been accepted

If the Authorization Contact does not accept the terms of the consent form, the request cannot proceed.

Table 3: Authorization Contact information

Information required	Contact information
Name (First and Last)	
Title/Position	
Company Name	
Phone Number	
Email Address	
Street Address	
City/Town	
State/Province (optional if outside North America)	
ZIP/Postal Code	
Country	

Table 3: Authorization Contact information (continued)

Information required	Contact information
DUNS Number (optional)	

Billing Contact

The Billing Contact is the person in the company who should receive the invoice or credit card receipt.

Table 4: Billing Contact information

Information required	Contact information
Name (First and Last)	
Title/Position	
Company Name	
Phone Number	
Email Address	
Street Address	
City/Town	
State/Province (optional if outside North America)	
ZIP/Postal Code	
Country	
DUNS Number (optional)	

Ordering certificates

After gathering the required information (see “[Supplying information for enrollment on page 5](#)”), start the enrollment process. This section is a step-by-step guide to ordering certificates. Topics include:

- “[Step 1: Start your order](#)” on page 9
- “[Step 2: Provide subscriber and organization information](#)” on page 11
- “[Step 3: Check the DN that has been created for your certificate](#)” on page 12
- “[Step 4: Provide additional contact information](#)” on page 13
- “[Step 5: Provide payment](#)” on page 15
- “[Step 6: Record your order number and register your account](#)” on page 17
- “[Receiving your certificate](#)” on page 17

Step 1: Start your order

To begin ordering certificates, browse to the Entrust Certificate Services (ECS) **Quote Order** page of the Entrust Web site located at the URL <https://buy.entrust.net/>.

This page presents you with several options for obtaining certificates. Which option you pursue depends on whether you are a new or returning customer and what method of payment you are using.

Note: If your order is over \$1000.00 you can purchase certificates using a purchase order. If you use a purchase order, contact an Entrust representative. If your order is smaller than \$1000.00 you must use a credit card.

If you already have a customer account

If you already have a customer account, enter your user name and password in the **Returning Customer?** pane and click **Login**. If you do not remember your password, select the **Lost Password?** link. An email with instructions for resetting your password is sent to the address you submitted in the registration process.

As you create your order, you are directed to the same Web pages as a new customer but the company and contact information that you have already provided to Entrust is pre-entered for your convenience. (See “[To start your order](#)” on page 11.)

If you do not have a customer account

If you do not have a customer account, start the ordering process as outlined in this section. You will have an opportunity to create a customer account at the end of the ordering process.

Figure 1: Entrust Certificate Services ordering page

The screenshot shows the Entrust Certificate Services ordering page. At the top, a progress bar indicates the current step: **Quote Order** (selected), Provide CSR, Provide Contact, Verify/Edit, Provide Payment, and Process Order.

Below the progress bar, there are two main sections:

- New Order | Renew**: A section for entering a promotional code. It includes a text input field labeled "Promotional Code/Purchase Code" and a green "Submit" button. Below this is a checkbox for "Are you buying for a server outside of U.S., Great Britain or Canada?".
- Returning Customer?**: A section for returning customers. It includes a text input field for "Email Address" and a green "Login" button. Below this is another text input field for "Password" and a link for "Lost Password?".

Below these sections is a table of certificate options:

Type	Lifetime	Quantity?	Description	New/Renew	Certificate Price	Certificate Management Service Price
CDS Individual	1 Year	1	Authenticate document contents Real-time assurance Available on tokens	New	449	449
Buy More					Total Price	
						\$449.00
						\$449.00

At the bottom of the table, there are two "Order" buttons: a green one and a grey one.

Below the table is a blue banner with the text: "Purchasing multiple SSL certificates? Save money. Increase efficiency. Rollover for more" and a padlock icon.

If you have a promotional code

If you have received a promotional code from an Entrust sales representative, enter it in the box labeled **Promotional Code/Purchase Code** and click **Submit**. Using the code at the beginning of the order ensures that you are not prompted for payment at the end of the buying process.

If you have a purchase code

If you have already purchased a block of Entrust Signing Certificate for Adobe CDS from your Entrust sales representative and are entering the certificate information, enter your purchase order number in the box labeled **Promotional Code/Purchase Code** and click **Submit**. By using the code you can be sure that you will not be prompted for a credit card number at the end of the buying process.

Note: If you want to buy additional certificates that are not included in the original purchase (and purchase code), you can only do so after you have completed this transaction.

Purchasing certificates using a credit card

If you are purchasing certificates using a credit card you will be prompted for credit card information at the end of the buying process.

Getting Started

Depending on your method of payment some information may not be required.

To start your order

- 1** If you are located outside of the United States of America, Canada or Great Britain check the appropriate box on the interface.
- 2** Under **Type** select **Individual CDS With token** from the drop down menu.
- 3** Under **Lifetime** select the number of years from the drop down menu.
- 4** Ensure that the **Quantity** is one as you can only apply for one Group CDS certificate at a time.
- 5** Click **Order**.

Step 2: Provide subscriber and organization information

At this point you have the opportunity to enter the name and contact information of the subscriber and the subscriber's organization if relevant.

This is the information that you recorded in "[Subscriber](#)" on page 6.

To provide subscriber information

- 1 Fill in the required contact information for the subscriber.

Subscriber Information

First Name

Last Name

Email address

Phone number

Password for the certificate

Confirm Password

✓ 8 Characters ✓ 1 upper case letter ✓ 1 lower-case letter ✓ 1 Special Character_?

Address

City

State/Province

Zip/Postal Code

Country

Associated with an organization? Yes No ← "Yes" opens the Organization Information pane

Organization Information

Company Name

Address Same as Subscriber Address?

City

State/Province

Zip/Postal Code

Country

Department

Role/Position/Title

Next

- 2 If the subscriber is using the certificate on behalf of an organization, select the Yes radio button, and enter the requested information in the **Organization Information** pane
- 3 Click Next.

Step 3: Check the DN that has been created for your certificate

The information that you submitted is used to create the DN for your certificate. You can edit some information using the DN builder. The information displayed to people viewing documents signed with the certificate depends on the information in the DN.

To edit the DN (optional)

- 1 Use the pull-down menu in the DN Builder pane to edit the DN information..



The screenshot shows a progress bar at the top with six steps: Quote Order, Provide CSR, Provide Contact, Verify/Edit, Provide Payment, and Process Order. Below the progress bar, the 'DN Builder' section has a dropdown menu for 'OU' with '(Optional)' selected. The 'DN Content' section displays the UserDN: email=alice.gray@example.com + cn=Alice Gray, o=example.com, l=Anytown, st=Ontario, c=CA. A blue banner at the bottom shows a certificate icon and the text: 'Certified by Alice Gray <alice.gray@example.com>, example.com, certificate issued by Entrust CA for Adobe.' A green 'Next' button is located on the right side of the interface.

- 2 Click **Next**.
The DN that you have created is displayed.
- 3 Click **Edit** to change the DN or **Next** to continue.

Step 4: Provide additional contact information

In addition to information about the subscriber Entrust requires contact information for an Authorization Contact and a Billing Contact. This is the information that you gathered in "[Authorization Contact](#)" on page 7 and "[Billing Contact](#)" on page 8.

To provide additional contact information

- 1 On the **Provide Contact** page, In the **Provide Contact Information** pane fill in the requested information about one of the contacts.

Provide Contact Information

All fields are mandatory.

First Name	<input type="text" value="Bob"/>
Last Name	<input type="text" value="Lee"/>
Title/Position	<input type="text" value="Senior Manager"/>
Company Name	<input type="text" value="example.com"/>
Phone Number	<input type="text" value="555-555-5555"/>
Email Address	<input type="text" value="bob.lee@example.com"/>
Address	<input type="text" value="123 Anystreet"/>
	<input type="text"/>
City/Town	<input type="text" value="Anytown"/>
State/Province	<input type="text" value="ON"/> <input data-bbox="706 767 821 789" type="text" value="Zip/Postal Code"/>
	<input type="text" value="G3Y 4N2"/>
State/Province is optional outside North America.	
Country	<input type="text" value="Canada"/>
DUNS Number (not mandatory)	<input type="text" value="123456789"/>

- 2 Scroll to the **Add as** pane and select the checkbox for the contact.

Add as (check all that apply):

Note: Entrust requires you to provide different contacts for the authorization and technical contacts.

Authorization Contact	<input checked="" type="checkbox"/>
Billing Contact	<input type="checkbox"/>
<input type="button" value="Add"/>	

The information that you provide to Entrust in this form will be used to notify you of Entrust products and services that we think may be of interest to you.

If you do not want to receive such information please check this box.

|

- 3 Click **Add**.

The contact is added to the Contact Information pane.



Contact Information

Authorization Contact:	Bob Lee	[Edit] [Remove]
Billing Contact:	Required	

- 4 Repeat these steps for each contact. If you need to alter this information, click **Edit**. **Remove** deletes the contact information.
- 5 Click **Next**.
- 6 The **Verify** page opens displaying the certificate information and **Subscription Agreement** at the bottom of the page. Check the information and read the agreement. By clicking **Next**, you are agreeing to the terms of the agreement.

Subscription Agreement(s)

Entrust Certificate Services Subscription Agreement

Attention - read carefully; this Entrust Certificate Services Subscription Agreement ("Agreement") is a legal contract between the Subscriber and Entrust. Before continuing, please carefully read this agreement and the CPS, as amended from time to time, which is incorporated into this Agreement and which collectively contain the terms and conditions under which you are acquiring a limited right to use the Certificate Services.

The individual who clicks on the "accept" icon below or submits an application for Certificate Services, represents and warrants: (i) you have the legal authority to bind the Subscriber to the terms and conditions of this Agreement and including the CPS; (ii) Subscriber is legally bound by the terms of this Agreement. If you do not agree to the terms and conditions of this Agreement, click on the "decline" icon below and do not continue the application process.

1. Definitions: In addition to capitalized terms defined elsewhere in this Agreement or the CPS, the following capitalized words will have the meaning set out below:

"Activation Date" means the earliest of the following dates (i) the date that Entrust enables the Certificate Services for Your use if you have purchased Management Services from Entrust; (ii) the date that You received one or more Certificate(s) if you have not purchased Management Services from Entrust.

By proceeding to the next step; I have read, understood and accept the Subscription Agreement.

Previous | **Next**

Step 5: Provide payment

Your payment options are:

- Pay for your Entrust Signing Certificate for Adobe CDS online with American Express®, Visa® or Master Card®. Your credit card is not debited until your

request has been verified and accepted. The Billing Contact will receive an electronic receipt at the end of the payment process.



Quantity	Item Description	Unit Price	Total
1	1 Year CDS Individual Certificate	\$449.00	\$449.00
		Subtotal	\$449.00
		GST	\$22.45
		PST	\$35.92
		Total Amount	\$507.37

Entrust Limited, 1000 Innovation Drive Ottawa, Ontario, Canada K2K 3E7
 Phone: 1-877-368-7483 or 1-613-270-3769
 Fax: 1-877-839-3538 or 1-613-270-3260 E-mail

Payment Methods

Credit Card

Card Type:	Select a credit card ▼
Card #:	<input type="text"/>
Expiry:	11 ▼ 2010 ▼ Month Year
Does the Billing Address of this card match the Billing Contact for the order?	<input type="radio"/> Yes <input type="radio"/> No

How Did You Hear About Us?

- If you supplied a promotional code or purchase order during the enrollment process, you will not be prompted to supply payment information unless you are purchasing additional certificates.
- If you have not contacted a sales representative and you want to pay by purchase order, you can do so by telephone at:
 - 1-888-690-2424 within North America
 - +1 (613) 270-3411 outside of North America.

To help our sales team, please select the applicable option from the **How Did You Hear About Us?** drop-down box.

Click **Process Order** to submit your certificate order to Entrust.

Step 6: Record your order number and register your account

Entrust assigns a seven digit order number to your order. The number is displayed on the **Process Order** page. Record the order number and use it to identify your order in all correspondence with Entrust Certificate Services Support and Verification agents.



Thank you for your order.

Your order number is: 3038284

Upon successful validation of your request you will be sent instructions for picking up and installing your Adobe CDS Certificate(s).

You can monitor the progress of your order by visiting [Order Tracking](#) and typing in your order number.

Save time and effort using a customer account to maintain frequently entered information.

New user? [Register now](#) to get better service.

[Return to Entrust Certificate Services](#)

The order number can also be used to track the status of your request online at https://www.entrust.net/customer/tracking_form.cfm

If you have not created an account with Entrust, you can do so by clicking **Register Now**. If you have an account, Entrust retains the company and contact information that you entered during enrollment. The information appears automatically when you order certificates, so you do not need to enter it again.

Receiving your certificate

When your certificate is ready, you will receive an email with a link a Web page from which you can download your certificate. Entrust validates the information in your order before issuing your Entrust Signing Certificate for Adobe CDS. The validation process checks that:

- your company or organization (authorizing organization) has the legal right to conduct business under the organization name specified in your application
- your company or organization has authorized the purchase of the Entrust Certificate

If the information provided in your application is correct and complete, the verification and certificate issuance process typically takes 3-5 business days. If there are any problems, Entrust will contact you immediately.

After your order has been verified, Entrust notifies the Subscriber and the Authorization Contact specified in your order. Your subscriber is provided with a URL to retrieve your Entrust Certificate.

Receiving your token

Entrust sends your token to the address that was provided by the Subscriber using standard surface mail. The token is sent the day that your order is validated. The time required for the token to reach your address depends on the location of your offices and the mail service to your location.

Verifying your information

This chapter contains a high level overview of the process used by Entrust to validate the information supplied in your certificate enrollment request.

Topics in this chapter include:

- [“Checking business information” on page 19](#)
- [“Checking contact information” on page 19](#)
- [“Checking information from private individuals” on page 20](#)

Checking business information

Entrust checks the business name that you supply to prevent the unauthorized use of your organization's name in a Web server certificate. To check this Entrust verifies your information using online business registration databases to confirm the business at the address provided in the order.

If Entrust is unable to locate the business registration information utilizing the online databases you will be asked to provide one of the following:

- business license
- Articles or Certificate of Incorporation
- Articles of Organization (Non-profit organization or LLC)
- DBA (Doing Business As) registration
- Fictitious Business Name Statement
- Charter documentation (Banks, Universities, Government Agencies)

Checking contact information

In the online certificate request form, Entrust requires the customer to identify three points of contact with the organization: a Subscriber, an Authorization Contact and a Billing Contact.

Entrust checks the contact information to be sure that the individuals are employed by the company or organization, are qualified for their role and are willing to fulfill their role.

Entrust obtains a telephone number for the authorizing company through a third party directory. The third party telephone number is obtained through one of the following:

- company telephone bill (company name, address and telephone number)
- a telephone operator (directory assistance)
- online telephone directory (for example, yellowpages.com)

Entrust will place a telephone call to the main reception desk to get in touch with the Authorization Contact. Entrust will verify with the Authorization Contact that they employ the Subscriber, directly or through an out sourced company.

If Entrust is unable to find a third party telephone number or Entrust is unable to contact the Authorization Contact by telephone, we will send an email request for the information to the Authorization Contact, and place the order on hold. If Entrust has not received a reply within 30 days from the date order was placed, Entrust will notify the customer and cancel the order.

Checking information from private individuals

Private individuals can apply for an Entrust Certificate for Adobe CDS. As a private individual, you must provide appropriate proof of right. For example:

- a photocopy of your passport or identity document, stamped and certified by a relevant authority (for example, a notary or lawyer who is qualified to certify these documents in the country where you live)

The person certifying this documentation must provide their name and telephone number for further confirmation, if required by Entrust.

- a copy of a current bank statement in your name (you may black out the financial details)
- a voided check from your bank account

If Entrust does not receive your information, we will send you an email requesting the information, and place your order on hold until it has been supplied. If you do not reply within thirty days from date when the order was placed, Entrust will notify you and cancel the order.