

Entrust

Certificate Management Service 9.0

Enrollment Guide

Document issue: Version 2.0

Date of Issue: November 2008



Revision information

Table 1: Revisions in this document

Document issue and date	Section	Description
2.0	" Accessing your Certificate Management Service account" starting on page 18	Updated images.

Copyright © 2008 Entrust. All rights reserved.
Entrust is a trademark or a registered trademark of Entrust, Inc. in certain countries. All Entrust product names and logos are trademarks or registered trademarks of Entrust, Inc. in certain countries. All other company and product names and logos are trademarks or registered trademarks of their respective owners in certain countries.

This information is subject to change as Entrust reserves the right to, without notice, make changes to its products as progress in engineering or manufacturing methods or circumstances may warrant.

Export and/or import of cryptographic products may be restricted by various regulations in various countries. Export and/or import permits may be required.

Obtaining technical support

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

- 1-877-754-7878 in North America
- 1-613-270-3700 outside North America

You can also email Customer Support at:

- support@entrust.com

Entrust Certificate Management Service Enrollment Guide

This guide provides details to help you enroll for the Entrust Certificate Management Service. This guide also describes the process Entrust uses to verify the information you provided during enrollment, and describes how to access your Certificate Management Service account. You cannot activate your account until you enroll for the Certificate Management Service and Entrust successfully verifies the information you provided during enrollment.

You can purchase Entrust Certificate Management Service with a credit card or through a purchase order.

- [“Enrolling for the Certificate Management Service” on page 4](#)
- [“The verification process” on page 17](#)
- [“Accessing your Certificate Management Service account” on page 18](#)

Enrolling for the Certificate Management Service

To enroll for the Certificate Management Service, you must purchase certificates to manage. You must purchase at least five certificates of one certificate type to enroll for a Certificate Management Service account.

You cannot purchase more than 100 certificates online. To purchase more than 100 certificates, contact an Entrust Sales representative.

Purchasing certificates by credit card

To purchase certificates by credit card, you must have a valid Visa®, MasterCard®, or American Express® credit card.

Purchasing certificates by purchase order

To purchase certificates by purchase order, please contact Entrust Sales at:

- 1-888-690-2424 (toll free within North America)
- 1-613-270-3411 (outside of North America)
- Entrust@Entrust.com

Entrust Sales will provide you with a purchase order code that you must enter when you purchase the certificates online. The enrollment and purchasing process will have your service lifetime, certificate quantities, organizations, and domain name values already populated during the enrollment and purchasing process.

Note: If your order totals less than \$1000.00 you cannot pay by purchase order. Use a credit card to pay for orders of less than \$1000.00.

To purchase certificates and enroll for the Certificate Management Service

- 1 Open a Web browser and browse to <https://buy.entrust.net/buy/index.cfm>.
The **New Order** page appears.

New Order | Renew

If you have a promotional code or purchase code, please enter it into the box below and click "Submit". Your order discount will be calculated and displayed below. Leave this box blank if you do not have a promotional code or purchase order number.

Promotional Code/Purchase Code  Submit

Returning Customer?

Enter an email address and passphrase from a previous order and we will pre-populate the contact information for you.

Email Address:

 Login

Password:

[Lost Password?](#)

Are you buying for a server outside of U.S., Great Britain or Canada? ?

Type	Lifetime	Quantity?	New/ Renew	Certificate Price	Certificate Management Service Price
<input type="text" value="Advantage SSL"/>	<input type="text" value="2 Year"/>	<input type="text" value="1"/>	New	359.00	289.00
Buy More			Total Price	\$359.00	\$289.00
			 Order	 Order?	

- 2 If you received a promotional code or a purchase code from an Entrust sales representative, enter the code into the **Promotional Code/Purchase Code** field and then click **Submit**.
- 3 If you are buying certificates for a Web server located outside of the United States, Great Britain, or Canada, select **Are you buying for a server outside of U.S., Great Britain or Canada?**
- 4 Purchase certificates as follows:
 - a In the **Type** drop-down list, select a certificate type.
 - b In the **Lifetime** drop-down list, select **1 Year**, **2 Years** or **3 Years**.

You cannot order certificates with lifetimes over three years for the Certificate Management Service, since you can only enroll for the Certificate Management Service for a maximum of three years at a time.
 - c In the **Quantity** field, enter the number of certificates of that you want to purchase. You must enter a minimum of five certificates of one certificate type to enroll for the Certificate Management Service.
 - d If you selected EV SSL certificates, click **checklist** to open the *Entrust EV SSL Certificate Checklist* document. This document provides important information you must know when purchasing EV SSL certificates. Print the checklist and gather and record the information.
 - e To purchase additional certificates, click **Buy More**.

A new line appears, allowing you to purchase more certificates. Repeat [Step 4](#) as required.


New Order | Renew

If you have a promotional code or purchase code, please enter it into the box below and click "Submit". Your order discount will be calculated and displayed below. Leave this box blank if you do not have a promotional code or purchase order number.











Promotional Code: Purchase Code  **Submit**

Returning Customer?

Enter an email address and passphrase from a previous order and we will pre-populate the contact information for you.

Email Address:  **Login**
 Password: [Lost Password?](#)

Are you buying for a server outside of U.S., Great Britain or Canada? ?

Type	Lifetime	Quantity [?]		New/ Renew	Certificate Price	Certificate Management Service Price
Advantage SSL 	2 Year 	<input type="text" value="5"/>		New	1795.00	1445.00
Standard SSL 	2 Year 	<input type="text" value="5"/>		New	1495.00	1445.00
EV SSL 	2 Year 	<input type="text" value="5"/>	checklist	New	4745.00	3745.00
UCC SSL (10 URL) 	2 Year 	<input type="text" value="5"/>		New	5495.00	5495.00
Buy More				Total Price	\$13530.00	\$12130.00
				 Order	 Order[?]	

- 5** Under Certificate Management Service Price, click **Order**.
The **Step 1: Administrative Information** page appears.

Step 1: Administrative Information

Domain Name:	<input type="text" value="domain2.example.com"/> <input type="button" value="Add"/>
Domain List:	<div style="border: 1px solid #ccc; padding: 5px; min-height: 100px;">domain1.example.com</div> <input type="button" value="Remove"/>
Organization Name:	<input type="text" value="Organization Two"/> <input type="button" value="Add"/>
Organization List:	<div style="border: 1px solid #ccc; padding: 5px; min-height: 100px;">Organization One</div> <input type="button" value="Remove"/>

- 6 Enter the administrative information as follows:
 - a Provide the domains that require the certificates you are purchasing. You can provide up to 10 domains.
 - To add a domain, enter the domain in the **Domain Name** field and then click **Add**.

Web server certificates contain the common name of your Web server (such as `www.example.com`), which contains the domain name (`example.com`). Entrust can only issue certificates to you if your organization is the registered owner of the domain name.

Entrust only verifies up to the second-level domain (for example, `domain.example.com`).
 - To remove a domain from the domain list, click **Remove**.

Note: You cannot select a specific domain to remove from the domain list. Clicking **Remove** removes the first domain in the list (the last domain you added). If you need to remove a domain further down the list, you must also remove all preceding domains in the list.

b Provide the organizations you are requesting certificates for. You can provide up to 10 organizations.

- To add an organization, enter the organization in the **Organization Name** field and then click **Add**.

Web server certificates from Entrust contain an organization name. Your organization name must match your legally registered name, trade name, or majority-owned subsidiary.

Entrust can only issue the certificate to you if your organization name matches the organization name provided in your certificate signing request.

- To remove an organization from the organization list, click **Remove**.

Note: You cannot select a specific organization to remove from the organization list. Clicking **Remove** removes the first organization in the list (the last organization you added). If you need to remove a organization further down the list, you must also remove all preceding organization in the list.

Service Lifetime:	<input checked="" type="radio"/> 2 Year <input type="radio"/> 1 Year
Number of Certificates:	
Please enter the amount of certificates you require for your Entrust Certificate Management Service:	
Advantage Certificates:	<input type="text" value="10"/>
EV Certificates:	<input type="text" value="5"/>

Total Account Inventory:	
Number of Client Company Names:	10
Number of Client Domain Names:	10
Number of Organization Names:	10
Number of Administrators:	2

Your Entrust Certificate Managed Service entitles you to 10 domains, 10 organizational names, two Administrator accounts and 10 client company names and domain names (if you require clients). If you wish to purchase additional certificates or Administrator accounts, please contact your Entrust Sales representative at 1-888-690-2424 (toll free within North America) or 1-613-270-3411 (outside of North America) or email at entrust@entrust.com.

Next 

- c (Credit card purchases only.) Choose how long you want to subscribe to the Certificate Management Service by selecting either **1 Year**, **2 Year** or **3 Year**.
- d Under **Number of Certificates**, modify the values for the different certificate types as required. You must purchase a minimum of five certificates to enroll for the Certificate Management Service.

7 Click **Next** to continue.

The **Contact Information** page appears. On this page, you must provide the following points of contact within your organization:

- **Authorization Contact**
The Authorization Contact must be a senior member of your organization and have the authority to approve certificate requests on behalf of your organization. Entrust will contact the Authorization Contact to confirm your Entrust Certificate Administrator Service enrollment application.
- **Technical Contacts (maximum of two)**
Technical Contacts are the responsible for administering the Entrust Certificate Management Service.
- **Billing Contact**
The Billing Contact receives the payment information from Entrust. Entrust also notifies the Billing Contact if Entrust requires additional financial information.

Provide Contact Information

All fields are mandatory.

First Name	<input type="text" value="Alice"/>		
Last Name	<input type="text" value="Grey"/>		
Title/Position	<input type="text" value="Network Administrator"/>		
Company Name	<input type="text" value="Organization One"/>		
Phone Number	<input type="text" value="123-456-7890"/>		
Email Address	<input type="text" value="alice.grey@example.com"/>		
Address	<input type="text" value="123 Anywhere Street"/>		
	<input type="text"/>		
City/Town	<input type="text" value="Somewhere City"/>		
State/Province	<input type="text" value="ON"/>	Zip/Postal Code	<input type="text" value="A1A 1A1"/>
State/Province is optional outside North America.			
Country	<input type="text" value="Canada"/>		
DUNS Number (not mandatory)	<input type="text"/>		

8 Provide contact information as follows:

a Under fill in the **Provide Contact Information** section.

Optionally, enter the DUNS number for the contact's company into the **DUNS Number** field. The DUNS number is the nine digit unique identifier for a business. DUNS stands for Data Universal Numbering System and was created by the Dun and Bradstreet Corporation. If you do not know the DUNS number, leave this field blank..

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"/>
Technical Contact	<input type="checkbox"/>
Technical Contact 2	<input type="checkbox"/>
Billing Contact	<input type="checkbox"/>
	





b Under **Add as (check all that apply)**, select the appropriate contact types for the contact.

Note: You must provide different contacts for the Authorization Contact and the Technical Contacts. If you provide the same name for these roles, Entrust will contact you and request that you provide alternative names.

c Click **Add** to add the contact.

d Repeat [Step 8](#) to add more contacts.

Each contact you add appears in the table at the top of the page.

 Authorization Contact:	Alice Grey	[Edit] [Remove]
 Technical Contact:	Bridget Murphy	[Edit] [Remove]
 Technical Contact 2:	Optional	
 Billing Contact:	Karen Coleman	[Edit] [Remove]



9 You can modify the contacts as follows:

- To edit contact's information, click the **Edit** link for that contact.

- To remove a contact, click the **Remove** link for that contact.

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.

 Previous | Next 

10 By default, Entrust sends you information about Entrust products and services that may interest you. If you do not want Entrust to send you this information, select **If you do not want to receive such information, please check this box.**

11 Click **Next** to continue.

If you are purchasing Extended Validation (EV) SSL certificates, a second **Provide Contact Information** page appears.

Business Headquarters

Company	Organization One		
Address	<input type="text" value="123 Anywhere Street"/>		
	<input type="text"/>		
City/Town	<input type="text" value="Somewhere City"/>		
State/Province	<input type="text" value="ON"/>	Zip/Postal Code	<input type="text" value="A1A 1A1"/>
Country	<input type="text" value="Canada"/>		

12 (EV SSL certificates only.) Provide the following information:

- a** Under **Business Headquarters**, provide the address of your organization. By default, the business headquarters address fields are populated using the address of the Authorization Contact you provided earlier.
 - In the **Address** fields, enter your organization’s address.
 - In the **City/Town** field, enter your organization’s city or town.
 - (Optional outside of North America.) In the **State/Province** drop-down list, select your organization’s state or province, and then enter your contact’s ZIP code or postal code into the **Zip/Postal Code** field.

- In the **Country** drop-down list, select your organization’s country.

Jurisdiction of Incorporation

Registration Number	<input type="text" value="123456789"/>
Incorporating Agency	<input type="text" value="The Agency"/>
Date of Incorporation (mm/dd/yy)	<input type="text" value="10/23/2008"/> 
State/Province	<input type="text" value="ON"/> 
Country	<input type="text" value="Canada"/> 

- b** (Optional.) If you know the Jurisdiction of Incorporation information for your company, you can provide that information on this page. This information will be added to your EV SSL certificates. Entrust can provide this information for you, but providing this information now can speed up the enrollment process.

Under **Jurisdiction of Incorporation**, provide the following information:

- In the **Registration Number** field, enter your organization’s registration number.
- In the **Incorporating Agency** field, enter the name of the incorporating agency. The incorporating agency is the authority under which your company or organization was incorporated (for example the Commonwealth of Pennsylvania).
- In the **Date of Incorporation** field, click the calendar icon to select the date that your organization was incorporated.
- In the **State/Province** drop-down list, select the state or province of the incorporating agency.
- In the **Country** drop-down list, select the country of the incorporating agency.

Contract Signer

First Name	<input type="text" value="Alice"/>
Last Name	<input type="text" value="Grey"/>
Title	<input type="text" value="Authorization Contact"/>
Phone Number	<input type="text" value="123-456-7890"/>
Email Address	<input type="text" value="alice.grey@example.com"/>
Company	<input type="text" value="Organization One"/>
Address	<input type="text" value="123 Anywhere Street"/>
	<input type="text"/>
City	<input type="text" value="Somewhere City"/>
State/Province	<input type="text" value="ON"/>
Country	<input type="text" value="Canada"/>
Zip/Postal Code	<input type="text" value="A1A 1A1"/>

- c (Optional.) Under **Contract Signer**, provide the contact information of the person that can sign the subscription agreement on behalf of your organization. By default, the contact information is the same as the Authorization Contact you added earlier.

Higher Authority

First Name	<input type="text" value="Joseph"/>
Last Name	<input type="text" value="Daniels"/>
Title	<input type="text" value="President"/>
Phone Number	<input type="text" value="123-456-7890"/>
Email Address	<input type="text" value="joseph.daniels@example.com"/>



- d (Optional.) Under **Higher Authority**, provide the contact information of the person that will approve the identity of the Contract Signer.

The Higher Authority contact is not mandatory during the buy process however, Entrust must have this information in order to complete your order. If you do not supply this information at this time, an email will be sent to remind you of the information required.

- e Click **Next** to continue.

The **Review Information** page appears.

New Order | Renew

The Authorization Contact is the default view. If you wish to view the other contacts please select the "Review" link.

Authorization Contact:	Alice Grey	[Review]	[Edit]
Technical Contact:	Bridget Murphy	[Review]	[Edit]
Billing Contact:	Karen Coleman	[Review]	[Edit]

Contact Information

Authorization Contact

Name:	Alice Grey	Title:	Authorization Contact
Company:	Organization One		
Address:	123 Anywhere Street		
City:	Somewhere City	State:	ON
Country:	CA	Zip:	A1A 1A1
Phone:	123-456-7890	Email:	alice.grey@example.com

Jurisdiction of Incorporation

Registration Number:	123456789
Date of Incorporation:	10/23/2008
City/Town:	
State/Province:	ON
Country:	CA

Business Headquarters

Address:	123 Anywhere Street
City/Town:	Somewhere City
State/Province:	ON
Zip/Postal Code:	A1A 1A1
Country:	CA

13 Review the information you provided to ensure that it is correct. To review a contact's information, click the **Review** link for that contact person. To edit a contact's information, click the **Edit** link for that contact.

14 Click **Next** to continue.

The Provide Payment page appears.

New Order | [Renew](#)

Quantity	Item Description	Unit Price	Total
10	Management 1-10 certificates (2yr Service)	\$289.00	\$2,890.00
5	Management 1-10 EV certificates (2yr Service)	\$749.00	\$3,745.00
		Subtotal	\$6,635.00
		Total Price	\$6,635.00
		Tax	\$331.75
		Total Amount	\$6,966.75

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:	10 ▾ 2008 ▾ Month Year
Does the Billing Address of this card match the Billing Contact for the order? <input checked="" type="radio"/> Yes <input type="radio"/> No	

How Did You Hear About Us? --- Please Select an Option --- ▾

Please Note: If your credit card is declined, please close your browser and wait 20 minutes before trying again.

15 (Credit card only.) Provide your credit card credentials as follows:

- a** In the **Card Type** drop-down list, select your credit card (**Visa, MasterCard, or AMEX**).
- b** In the **Card #** field, enter your credit card number.
- c** In the **Month** and **Year** drop-down lists, select the month and year that your credit card expires.
- d** If the credit card's billing address does not match the address of the **Billing Contact**, click **Yes**.

New credit card billing address fields appear.

The address provided for the **Billing Contact** must match the **Billing Address** on the credit card. Please update the address below. This address will replace the current Billing address for this order.

Address	<input type="text" value="123 Anywhere Street"/>		
	<input type="text"/>		
City/Town	<input type="text" value="Somewhere City"/>		
State/Province	<input type="text" value="ON"/> ▼	Zip/Postal Code	<input type="text" value="A1A 1A1"/>
State/Province is optional outside North America.			
Country	<input type="text" value="Canada"/> ▼		

- In the **Address** fields, enter the credit card’s billing address.
- In the **City/Town** field, enter the credit card’s city or town.
- (Optional outside of North America.) In the **State/Province** drop-down list, select the credit card’s state or province, and then enter the credit card’s ZIP code or postal code into the **Zip/Postal Code** field.
- In the **Country** drop-down list, select the credit card’s country.

16 In the **How did You Hear About Us?** drop-down list, select the option that best describes how you heard about Entrust Certificate Management Services.

17 Click **Process Order** to purchase your certificates and enroll into the Certificate Management Service.

You have purchased certificates and enrolled for the Certificate Management Service. You are issued an enrollment order number, and this number appears on the screen. You can use this number to track the status of your order.

To track your order online, go to www.entrust.com/certificate_services, and then select **Customer Service > Order Tracking**.

Entrust must now verify the information you provided. See “[The verification process](#)” on page 17 for details.

The verification process

Entrust performs a limited verification of the information in your order before creating your account. Entrust verifies whether:

- your organization has the legal right to conduct business under the organization name you provided in your order
- your organization is the registered owner of the domain name you provided in your order
- your organization name matches your legally registered name, trade name, or majority-owned subsidiary.

Entrust can only issue certificates if your organization name matches the organization name provided in your certificate signing requests.

- the Technical Contacts you provided are employed by your organization.

If the information you provided in your application is correct and complete, verification process typically takes three to five business days. If Entrust encounters any problems verifying the information your provided, Entrust will contact you immediately.

Accessing your Certificate Management Service account

After Entrust completes the verification process (see [“The verification process” on page 17](#)), Entrust determines if any of your Technical Contacts have an Entrust Unique ID. You need a Unique ID to access your Certificate Management Service account.

If you have an existing Unique ID, Entrust will send you an email containing the Unique ID and a link to your Certificate Management Service account.

If you do not have a Unique ID, Entrust will create a Unique ID for you, and will email you the Unique ID, shared secret, instructions for creating a password for the Unique ID, and instructions for configuring your Web browser to optimize your Certificate Management Service experience.

- [“To create an account with the information provided by Entrust” on page 18](#)
- [“To access your Certificate Management Service Account” on page 19](#)

To create an account with the information provided by Entrust

- 1 Open a supported Web browser.
- 2 Browse to <https://managed.entrust.net>.

The Entrust Certificate Management Service login page appears.

Entrust Certificate Management Service

Unique ID:

Password:

[Forgot your password?](#)

Remember username


- 3 In the left pane, click the **created an account** link.

The Create an account page appears.

Create an account

If this is your first visit to the Entrust Portal and **you have been given credentials to access this site by Entrust**, then fill out the fields below. Remember that all fields are CASE sensitive.

If Entrust has not sent you credentials to access this portal and you believe you should have them, you can send an email to verification@entrust.com.

Unique ID:	<input type="text"/>	
Shared Secret: (case sensitive)	<input type="text"/>	Forgot your shared secret?
Create your Profile Password:	<input type="text"/>	Password Rules ✗ 8 Characters ✗ 1 upper case letter ✗ 1 lower-case letter ✗ 1 Numeric Char. ✗ Both passwords must match
Confirm Profile Password:	<input type="text"/>	
<input type="button" value="Submit"/>		<input type="button" value="Clear Form"/>

- 4 Fill out the form as follows:
 - In the **Unique ID** field, enter the Unique ID provided by Entrust.
 - In the **Shared Secret** field, enter the shared secret provided by Entrust.
 - In the **Create your Profile Password** and **Confirm Profile Password** field, enter a password for your account. The password must contain:
 - at least eight characters
 - at least one uppercase character
 - at least one lowercase character
 - at least one numeric character
- 5 Click **Submit**.

To access your Certificate Management Service Account

- 1 Open a supported Web browser.
- 2 Browse to <https://managed.entrust.net>.
The Entrust Certificate Management Service login page appears.

Entrust Certificate Management Service

Unique ID:

Password:

[Forgot your password?](#)

Remember username

- 3 In the **Unique ID** field, enter your Unique ID.
- 4 In the **Password** field, enter your password.
- 5 Click **Log in**.