

# IdenTrust External Certificate Authority Instructions

To begin the process of obtaining an ECA through IdenTrust, please go to the following webpage: [www.identrust.com/certificates/eca/index.html](http://www.identrust.com/certificates/eca/index.html).

**IdenTrust**  
WE PUT THE TRUST IN IDENTITY

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BEFORE YOU BUY | CERTIFICATE CENTER | AFTER YOU BUY | TRUSTID | ACES | ECA

## IDENTRUST'S DOD ECA PROGRAM

Certificates > ECA

**DoDI 8520.2 Mandates the use of DoD PKI Identity certificates when accessing DoD information systems.** The DoD established the External Certification Authority (ECA) program to support the issuance of DoD-approved certificates to industry partners and other external entities and organizations. ECA certificates enable contractors to securely communicate with the DoD and authenticate themselves to DoD Information Systems. IdenTrust is one of three approved ECA vendors, having received our Approval to Operate (ATO) in November of 2007 after a rigorous certification program.

**What are ECA Certificates?**

ECA Certificates are individually issued digital identity credentials. The DoD relies upon these credentials to ensure the identity of the user in online environments or when a certificate holder tries accessing DoD Information Systems. ECA Certificates are stored either on hardware devices (smart cards or USB devices) or software versions (stored on your computer's hard drive). You will use your certificate to:

- Establish your identity when trying to access a protected site
- Legally "sign" a document, form or application
- Encrypt messages (email) or documents to ensure confidentiality

Much like a driver's license or a passport, they are unique to each individual, and cannot be shared. It is against DoD Regulations to share a username and password or allow someone to access another's ECA certificate for any reason. Violation of this policy will result in the immediate revocation of the original owner's certificate.

**Obtaining ECA Certificates from IdenTrust**

In most cases, IdenTrust already has custom built ECA web pages based on pre-established relationships with the application owners, so we know the correct ECA certificate for a particular application. If you are seeking an ECA certificate for one of the following applications, simply click one of the application links below:

- **AKO** (Army Knowledge Online)
- **TAMMS-A** (The Army Maintenance Management System - Aviation)
- **SPOT** (Synchronized Predeployment and Operational Tracker)
- **ETA** (Surface Deployment and Distribution Command Electronic Transportation Acquisition Program)
- **JPAS** (Joint Personnel Adjudication System)
- **DOD EMALL**
- **WARP** (Worldwide Ammunition Repository System)

**SALES CONTACT**

- 866.299.3335
- ECAsales@IdenTrust.com

**CUSTOMER SUPPORT**

- Helpdesk@IdenTrust.com
- 888.882.1104 (within the US)
- 801.924.8141 (outside the US)
- M-F, 6am-6pm MST

→ **ECA CERTIFICATE PRICING**

**HOW TO BUY**

- ECA Medium Assurance
- ECA Medium Assurance Foreign Country
- ECA Medium Token Assurance Foreign Country
- ECA Medium Token
- ECA Medium Hardware Assurance
- ECA Medium Assurance SSL
- ECA Foreign Countries Supported

→ **LIST OF GOVT AGENCIES**

**AFTER YOU BUY**

- Request Key Recovery
- Revoke Certificate
- Root Certificate Downloads

**RELATED CONTENT**

Reference information for obtaining an ECA is listed on this webpage. Please read through the information carefully. For the AF-CMRA, you will need at a minimum the Medium Level ECA Security to access the system.

Scroll down on the webpage until you see the option to buy the **Medium Assurance Certificate Type**. Select "BUY" to begin your application for the ECA. \*Note: Prices may be subject to change.

**Non-Program Specific ECA Certificate Pricing**

Important: DoD policy requires that you retrieve your certificate within 30 days from the date your forms are signed. If you are not able to complete this process and retrieve your certificate before that time elapses, your application will be cancelled and you will need to start this process again from the beginning. Please ensure that you will be able to complete all steps within 30 days before starting your application.

| Certificate Type | Features   | 1-year Certificate      | 2-year Certificate       | 3-year Certificate       |
|------------------|--|-------------------------|--------------------------|--------------------------|
| Medium Assurance | <ul style="list-style-type: none"> <li>- Assurance Level: Medium, identity verified by a notary</li> <li>- Software-based digital certificate stored within the Internet browser</li> <li>- Keys generated and held in FIPS 140-1/2 level 1 or higher validated software (i.e. Internet Explorer)</li> <li>- Validity: 1, 2 or 3 year certificates</li> <li>- US Citizens or legal US Residents residing within the United States</li> </ul> | \$99.00<br><b>BUY</b>   | \$178.00<br><b>BUY</b>   | \$223.00<br><b>BUY</b>   |
|                  |  | \$99.00<br><b>RENEW</b> | \$178.00<br><b>RENEW</b> | \$223.00<br><b>RENEW</b> |

After you select “BUY”, the following information will be available to you before beginning the ECA application:

**Getting Your ECA Medium Assurance Certificate.** This page lists the steps required to obtain an ECA. You will apply, send in forms, and then get your certificate once your information is verified. Please note that when applying, **the application can be completed by the applicant only**. A certificate applicant cannot have another person complete this application on their behalf.

In order to send in your forms, you will complete and send in the Authorization & Identification Forms, which are available to you at the end of the Online Application. Once IdenTrust has received and verified your information, they will send you information to download your certificate.

Application Step 1 of 8 » Overview » Organization » You » Password » Agreement » Payment » Form » Done

## Getting Your ECA Medium Assurance Certificate - 1 Year is as EASY as 1 – 2 – 3

### 1 - Apply

Complete the Online Application - Start Below. Please note that ECA policy requires that this application be completed **by the applicant only**. A certificate applicant **cannot** have another person complete this application on his/her behalf.

### 2 - Send Forms

Complete and send your Authorization & Identification Forms — You will get these at the end of this Online Application.

### 3 - Get Your Certificate

After we have verified and approved your application, we will send information to download your certificate. Verifications generally take **3 to 5 business days** from the day we receive your Authorization and Identification Forms.

#### **Before you begin your application, have the following ready:**

- Organization's Full Name and Headquarters Address
- Dun & Bradstreet D-U-N-S Number (optional)
- Payment method information: Credit Card or Voucher Number
- Valid Email Address

**IMPORTANT:** DoD policy requires that you retrieve your certificate **within 30 days** from the date your forms are signed. If you are not able to complete this process and retrieve your certificate before that date, your application will be cancelled and you will need to start this process again from the beginning. Please ensure that you will be able to complete all steps within 30 days before starting your application.

X Cancel

**I'm Ready — Let's Start My Application >**

**\*Note: Before you begin your application, have the following ready:**

- Organization's Full Name and Headquarters Address
- Dun & Bradstreet D-U-N-S Number (optional)
- Payment method information: Credit Card or Voucher Number
- Valid Email Address

**IMPORTANT:** DoD policy requires that you retrieve your certificate *within 30 days* from the date your forms are signed. If you are not able to complete this process and retrieve your certificate before that date, your application will be cancelled and you will need to start this process again from the beginning. Please ensure that you will be able to complete all steps within 30 days before starting your application.

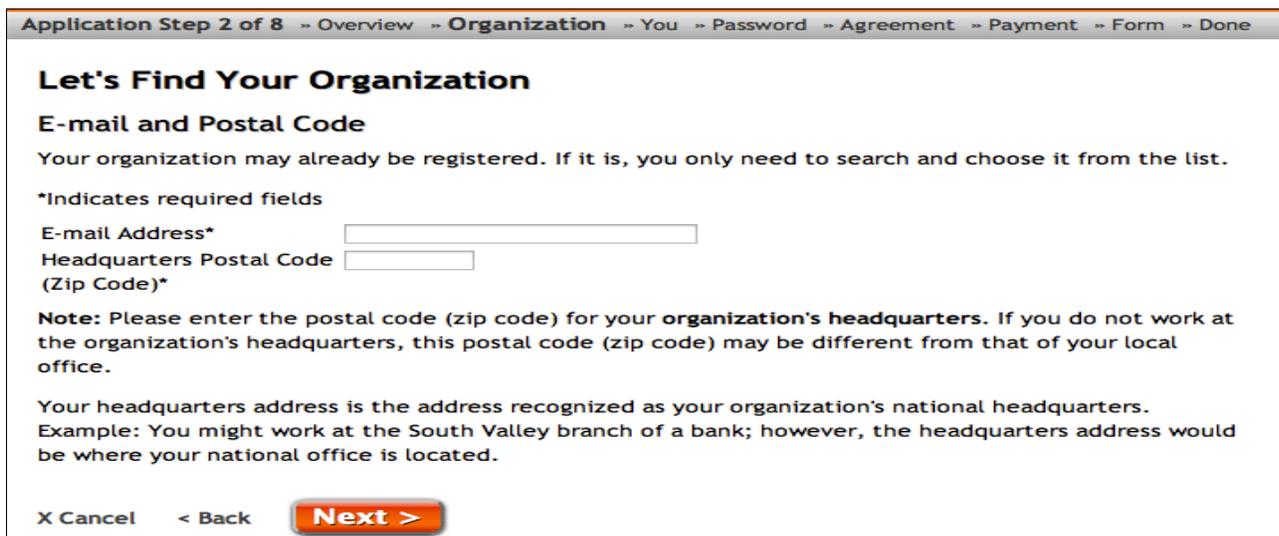
Click: **“I’m Ready – Let’s Start My Application”** to begin.

- 1- Enter Voucher Number.** If you do not have a voucher number, payment information will be requested later in the application process. Enter your voucher number now if you have one if not leave the text field blank and click **“next.”**



The screenshot shows a web application interface for "Application Step 1 of 8". The breadcrumb trail at the top is: Overview » Organization » You » Password » Agreement » Payment » Form » Done. The main heading is "Do You Have a Payment Voucher?". Below the heading is a paragraph: "If you have a voucher number, please enter it below. If you do not have a voucher number, you will be asked for other billing information later in the registration process." There is a text input field labeled "Enter Voucher Number". At the bottom, there are three buttons: "X Cancel", "< Back", and "Next >" (highlighted in orange).

- 2- Let’s Find Your Organization.** Please provide your E-mail address and the Postal Code of your organization’s headquarters. This postal code may be different than the postal code where you work if you do not work at the organization’s headquarters.



The screenshot shows a web application interface for "Application Step 2 of 8". The breadcrumb trail at the top is: Overview » Organization » You » Password » Agreement » Payment » Form » Done. The main heading is "Let's Find Your Organization". Below the heading is the sub-heading "E-mail and Postal Code". A paragraph reads: "Your organization may already be registered. If it is, you only need to search and choose it from the list." Below this is a note: "\*Indicates required fields". There are two input fields: "E-mail Address\*" and "Headquarters Postal Code (Zip Code)\*". A "Note" follows: "Please enter the postal code (zip code) for your organization's headquarters. If you do not work at the organization's headquarters, this postal code (zip code) may be different from that of your local office." Another paragraph states: "Your headquarters address is the address recognized as your organization's national headquarters. Example: You might work at the South Valley branch of a bank; however, the headquarters address would be where your national office is located." At the bottom, there are three buttons: "X Cancel", "< Back", and "Next >" (highlighted in orange).

- 3- Where is Your Organization Headquarters?** Please enter the full organization name of the legally established business you are applying for the ECA with. Please do not use any special characters when

writing the name of the organization. You may verify on Sam.gov the information for your organization that is needed in this step. Please also list the full physical address for the headquarters as shown in the official entity registration. You may also enter the Dun & Bradstreet D-U-N-S, which may help expedite your application

Application Step 2 of 8 » Overview » **Organization** » You » Password » Agreement » Payment » Form » Done

### Where Is Your Organization Headquarters?

**IMPORTANT:** your organization must be a legally-established business. Please use the **full organization name** and **full physical address** for the organization headquarters as shown in the official entity registration. You may be required to provide additional documentation if we cannot verify the organization.

\* Indicates required fields

Organization Name\*

Address Line 1\*

Address Line 2

City\*

State\*

Postal Code (Zip Code)\*

Legal Entity\*

State/Province of Legal Entity Filing\*

Dun & Bradstreet D-U-N-S  (May help us expedite your application)

X Cancel < Back **Next >**

**Let's Verify Your Organization's Information.** You will be asked to verify the information you entered. Please verify the information you listed is correct in order to continue with the application.

Application Step 2 of 8 » Overview » **Organization** » You » Password » Agreement » Payment » Form » Done

### Let's Verify Your Organization's Information

You have entered

Organization Name:

Address Line 1:

Address Line 2:

City:

State/Province:

Postal Code (Zip Code):

Legal Entity:

State/Province of Legal Entity Filing:

Dun & Bradstreet D-U-N-S:

X Cancel < Back **Yes, This is Correct — Continue >**

4-

confirming your certificate sent to your organization's headquarters, or you can enter the address of the location of your physical work place if it is different than your organization's headquarters. If you

are not having the instructions sent to your headquarters, please do not enter any other address besides your work location. The instructions will be sent only after your information is verified.

Application Step 2 of 8 » Overview » Organization » You » Password » Agreement » Payment » Form » Done

### Where Would You Like Your Instructions Mailed?

After we have verified all of your information and approved your application, we will send you instructions for retrieving (downloading) your certificate. These instructions will be sent **3 to 5 days business days** after we have received your Authorization and Identification forms.

**After My Application is Approved, Mail My Instructions to:**

Organization Headquarters Address

My Mailing Address

\* Indicates required fields

Organization

Address Line 1\*

Address Line 2

City\*

State\*

Postal Code (Zip Code)\*

X Cancel < Back **Next >**

- 5- **Getting to Know You – Your Information.** On the first page, you will be required to enter your first name, last name, job title and office phone number, which will be checked against sources within your organization to verify your identity and the authenticity of your application. Only your full name, organization information and e-mail address will appear in your ECA Certificate.

Application Step 3 of 8 » Overview » Organization » You » Password » Agreement » Payment » Form » Done

### Getting to Know You

#### Your Information

The information you provide below will be checked against sources within your organization to verify your identity and the authenticity of your application. **Only your full name, organization information and e-mail address will appear in your ECA Medium Assurance Certificate - 1 Year.** We will hold all your personal information in strict confidence and will not share it with any third party without your prior consent.

\* Indicates required fields

First Name\*

Middle Initial

Last Name\*

Job Title\*

Office Phone Number\*  Ext.

E-mail Address

X Cancel < Back **Next >**

**Getting to Know You Better** asks you to verify your Primary or Main Citizenship with the country of your Main Citizenship. Please use the dropdown menu to select the form of identification you wish to use for your proof of citizenship. For United States citizenship, you may use the following forms of proof of citizenship: Passport, Certificate of Citizenship, Certificate of Naturalization, Birth Certificate,

Consular Report of Birth, or Certificate of Birth Abroad. For Main Citizenships or addition citizenships of countries besides the US, please have the passport for that country available to verify that citizenship.

Application Step 3 of 8 » Overview » Organization » **You** » Password » Agreement » Payment » Form » Done

### Getting to Know You Better

#### Your Information - Continued

The ECA policy requires that we verify your citizenship before issuing your ECA certificate. Please select the ID you will use to verify your Primary or Main Citizenship with the country of your Main Citizenship. If you have any additional citizenships, select the ID you will use to verify your citizenship and the country of citizenship.

\* Indicates required fields

|                           |   |
|---------------------------|---|
| Citizenship ID*           | <input type="text" value="choose one"/> |
| Citizenship Country*      | <input type="text" value="choose one"/> |
| Other Citizenship ID      | <input type="text" value="choose one"/> |
| Other Citizenship Country | <input type="text" value="choose one"/> |
| Other Citizenship ID      | <input type="text" value="choose one"/> |
| Other Citizenship Country | <input type="text" value="choose one"/> |

X Cancel < Back **Next >**

**Let's Confirm Your Information.** Please verify all the entered information is correct when prompted to check this information in order to proceed.

Application Step 3 of 8 » Overview » Organization » **You** » Password » Agreement » Payment » Form » Done

### Let's Confirm Your Information

#### Your Mailing Address

Organization Name:  
Address Line 1:  
Address Line 2:  
City:  
State:  
Postal Code (Zip Code):

#### Your Information

Name:  
Job Title:  
Office Phone Number:  
E-mail Address:  
Citizenship ID:  
Citizenship Country:  
Other Citizenship ID:  
Other Citizenship Country:  
Other Citizenship ID:  
Other Citizenship Country:

X Cancel < Back **Yes, This is Correct — Continue >**

- Remember Your Passwords.** You will be asked to input a password, and it is very important that you remember your password. **\*Note: IdenTrust cannot retrieve forgotten passwords for you, and you will need to start over to apply for a new certificate.** There are two passwords you will need to remember: Account Password and Browser Key Protection Password. You receive the Browser Key Protection Password after the application is approved and the certificate has been downloaded. Click “**I Don't Want That – I'll Remember My Passwords**” to continue.

Application Step 4 of 8 » Overview » Organization » You » **Password** » Agreement » Payment » Form » Done

## Remember Your Passwords

Here at IdenTrust, we are often contacted by people who have forgotten their passwords. We will always try to help. Unfortunately, in many cases, there is nothing we can do, and you, the customer, will have to start over to apply for a new certificate.

There are two passwords you will need to remember:

### Account Password



Next, you will create your Account Password with Secret Questions and Answers. This password will be used to download your certificate after your application is approved. If this Account Password is forgotten, you may reset it using Your Secret Questions and Answers.

If you are unable to recall the Answers to your Secret Questions, you will have to start over and apply again.

### Browser Key Protection Password

After your application is approved and you are downloading your certificate, you will have an option to select "High" security to create this password to protect your certificate. This password is used each time you use your certificate.

If you forget this private key password, you will need to purchase a new ECA Medium Assurance Certificate - 1 Year.

X Cancel < Back **I Don't Want That — I'll Remember My Passwords >**

- 7- **Create Your Account Password.** The password must be 8-30 characters in length, be composed of lowercase or uppercase letters or numbers, and may not use special characters ( , ) \, /, " , =, or \*.
- Secret Questions.** Please select three questions and create your answers. Your Account Password can only be reset by typing your answers exactly as you do here. Answers are limited to 1-30 characters, using letters and numbers only.

Application Step 4 of 8 » Overview » Organization » You » **Password** » Agreement » Payment » Form » Done

## Create Your Account Password

### Account Password

Tips for Creating Your Account Password:

- lowercase or uppercase letters, or numbers
- 8-30 characters in length
- may *not* use special characters ( , ) \, /, " , = and \*



Your Account Password

Re-type Account Password

### Secret Questions

Please select three questions and create your answers. Your Account Password only be reset by typing your answers exactly as you do here. Answers are limited to 1-30 characters, using letters and numbers only.

Question 1

Your Answer

Question 2

Your Answer

Question 3

Your Answer

X Cancel < Back **Next >**

- 8- **Accepting the Subscriber Agreement.** In order to continue with the application, you must read and accept the Subscriber Agreement. Please click on the link **View Complete Subscriber Agreement** to read the Subscriber Agreement. After reviewing the agreement, please click the box **I have reviewed, and I hereby sign and accept the complete terms of the Subscriber Agreement** in order to continue.

Application Step 5 of 8 » Overview » Organization » You » Password » **Agreement** » Payment » Form » Done

## Accepting the Subscriber Agreement

In order to continue with the application, you must read and accept the following [Subscriber Agreement](#). By accepting the [Subscriber Agreement](#), you understand and agree to IdenTrust's responsibilities and warranties as the provider of your Certificate, as well as your obligations and warranties to IdenTrust.

### SUMMARY OF TERMS:

By accepting the SUBSCRIBER AGREEMENT, you:

- AGREE THE INFORMATION YOU PROVIDE WILL BE ACCURATE, CURRENT, COMPLETE AND NOT MISLEADING;
- AGREE THAT WE MAY VERIFY YOUR IDENTITY AND YOUR ORGANIZATION BY ANY REASONABLE MEANS, INCLUDING THE USE OF PUBLIC AND PRIVATE DATABASES TO CONFIRM THE INFORMATION YOU SUBMIT;
- AGREE TO USE YOUR ECA CERTIFICATE IN ACCORDANCE WITH THE TERMS OF THE SUBSCRIBER AGREEMENT AND THE ECA CERTIFICATE POLICY;
- AGREE TO PAY THE CERTIFICATE ISSUANCE FEE;
- AGREE TO PROTECT YOUR PRIVATE KEY(S) AND KEY ACTIVATION DATA (PIN/PASSWORD) AND PREVENT THEIR DISCLOSURE OR USE BY OTHERS;
- AGREE TO REQUEST REVOCATION OF YOUR CERTIFICATE(S) IF YOU EVER SUSPECT THAT THE SECURITY OF YOUR PRIVATE KEY(S) MAY HAVE BEEN COMPROMISED;
- AGREE THAT IDENTRUST'S LIABILITY TO YOU IS LIMITED BY THE SUBSCRIBER AGREEMENT;
- AGREE TO IDENTRUST'S DISPUTE RESOLUTION PROCEDURES; AND
- [AGREE TO THE COMPLETE TERMS OF THIS AGREEMENT](#)

[View complete Subscriber Agreement](#)

I have reviewed, and I hereby sign and accept the complete terms of the [Subscriber Agreement](#)

To accept this information and continue the Application Phase, choose "Next >"  
If you do not agree to these terms and conditions, choose "Cancel" and your application will be terminated.

X Cancel < Back **Next >**

9- **Paying for Your Digital Certificate. Review Your Purchase.** Please select Credit Card or Voucher Number, depending on how you would like to pay.

Application Step 6 of 8 » Overview » Organization » You » Password » Agreement » **Payment** » Form » Done

## Paying for Your Digital Certificate

### Review Your Purchase

You are purchasing the following item(s):

|   |             |
|---|-------------|
| ECA Medium Assurance Certificate - 1 Year | \$99.00 USD |
|---|-------------|

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|             |             |
|-------------|-------------|
| Total Price | \$99.00 USD |
|-------------|-------------|

### How Would You Like to Pay?

Credit Card  
 Voucher Number

X Cancel < Back **Next >**

**Paying for Your Digital Certificate.** Please select your Shipping Type and please enter your Credit Card information to purchase the ECA.

Application Step 6 of 8 » Overview » Organization » You » Password » Agreement » **Payment** » Form » Done

## Paying for Your Digital Certificate

You are purchasing the following:

ECA Medium Assurance Certificate - 1 Year \$99.00 USD

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Total Price \$99.00 USD

Shipping of Activation Letter \$ standard shipping — \$0.00 USD

Your FedEx Account (optional)

**\$ IMPORTANT: Expedited shipping only applies to the activation letter, after your application has been verified and approved. The process of verifying your information cannot be expedited.**

Coupon Code  **Apply**

### Credit Card Information

\*Indicates required fields

Card Type\*  Visa  Mastercard  American Express

Card Number\*

Name on Card\*

Expiration Date\* month / year

Please enter your billing address exactly as it appears on your monthly statement

Address Line 1\*

Address Line 2

City\*

State/Province\* choose one (US & Canada Only)

Postal Code\*

Country\* choose one

X Cancel < Back **Next >**

**10-Review Your Purchase.** Please verify your purchase information. You may also print a copy of the page for your records. Click “**Next**” to continue.

**11-Where Will You Use Your Certificate?** If you have someone to sponsor your certificate, you will enter that information at this time. If not, select **Z-NONE OF THE ABOVE** and then **Next** to continue.

**12-Almost Done – We Need Your Forms. Submitting the Correct Forms.** Please complete and send your Authorization and Identification paperwork to IdenTrust. You can download the packet from the **Open Forms Packet** button. Please carefully follow the instructions found in the Forms Packet.

**\*Note:** The forms packet is a PDF, so you will need Adobe Acrobat Reader. If you do not have this on your computer, there is an option to download it by clicking on the link **download it now**. Click “**Next**” when done.

**13-Congratulations!** Your application has been completed and submitted to IdenTrust.

**What’s Next?** You may print a copy of this page for your records, so you can refer back to it while completing the next steps in the application process.

**1- Verify Your E-mail Address.** A message will be sent to your email address from [registration@identrust.com](mailto:registration@identrust.com) with instructions to verify your email address. Please complete the verification using the instructions and Verification Code sent in the email. **\*Note:** Please be aware that depending on your email setting, this email may be routed to your bulk, spam, or junk mail folder.

- 2- **Submit Completed Form.** Follow the instructions in your Forms Packet that was downloaded from the previous page to complete and send in your Authorization and Identification forms. You will need part 1 and 2 to be completed and sent in. **Your application cannot be approved until you send in your completed forms and IdenTrust receives them.**

**\*Remember that DoD policy requires that you retrieve your certificate *within 30 days* from the date that your forms are signed. If you do not complete all steps and retrieve your certificate in time, your application is automatically declined and you will need to start this process again from the beginning.**

**Email verification must be completed within 30 days for IdenTrust to approve your account.**

**Forms Packet Instructions for ECA Medium Assurance Certificate.**

These forms are to be completed by: Citizens of any country while located in the United States where forms will be signed by a Notary Public, but US Citizens in a country with a US Embassy where forms will be signed by a Consular Officer, and by Citizens of Canada, United Kingdom, New Zealand or Australia when located in one of those four countries where forms will be signed by a Consular Officer at a US Embassy.

**\*Note:** Please read the instructions and terms/conditions, but print only what is needed of the Forms Packet. For most applicants, the pages you will need to send to IdenTrust will be two pages, which are: Part 1: Subscribing Organization Authorization Agreement and Part 2: In-person Identification Form.

Some applicants may need to print and submit the Additional Citizenship Addendum and/or the Expedited Shipping Request page.

**\*Note:** Please **do not** complete **Part 2** until you are in the presence of the Notary Public. This will invalidate the form.

**Sponsoring Organization Authorization Form: Complete and sign Part I – Sponsoring Organization Authorization Form.** Take it to an officer in your organization who can sign on behalf of your organization and represent to IdenTrust that you are a duly-authorized representative of the organization and that it agrees to be bound by the terms described therein (Section 2 of Appendix A to Part 1, Terms and Conditions). Have the officer sign Part 1 and return it to you for submission to IdenTrust.

**IdenTrust**  
WE PUT THE TRUST IN SECURITY

**ECA DIGITAL CERTIFICATE PROGRAM**  
**Part 1: Subscribing Organization Authorization Agreement**

Subscribing Organization ("Organization"), identified below, acknowledges that IdenTrust Services, LLC ("IdenTrust") (www.IdenTrust.com), an External Certification Authority ("ECA") for the Department of Defense, will issue Digital Certificates ("Certificates") to employees of Organization. The Certificate will identify the employee(s) ("Applicant" or "Subscriber"), identified herein, as being employed by Organization.

Capitalized terms used herein shall have the meaning given to them in the public version of IdenTrust's DOD ECA Certification Practices Statement (<https://secure.identrust.com/certificates/policy/eca/>) ("the CPS") and the ECA Certificate Policy (<https://asea.cisa.mil/policy/Documents/>) ("the CP"). The public version of the CPS, the CP, the Terms and Conditions attached as Appendix A hereof and the Part 2: In-Person Identification Form (<https://secure.identrust.com/certificates/policy/eca/>) ("ID Form"), are incorporated by reference herein and comprise this Agreement, as that term is used herein. IdenTrust reserves, and Organization acknowledges and accepts, IdenTrust's right to modify the CPS, which modifications shall become a part of this Agreement.

**1. IdenTrust and Organization agree that:**

(a) IdenTrust or Organization, in its sole discretion, may revoke the Certificate issued hereunder at any time and for any reason;  
 (b) IdenTrust will revoke the Certificate promptly upon confirming that the person making the revocation request is authorized to do so or upon otherwise determining that the Certificate should be revoked; and  
 (c) With respect to US Government Subscribers or US Government Relying Parties, this Agreement and its attached Terms and Conditions shall be governed by the Contracts Disputes Act of 1978, as amended (41 U.S.C. § 601 et seq.). With respect to State governments, this Agreement and its attached Terms and Conditions shall be construed, interpreted, and enforced in accordance with the substantive laws of that State, without regard to its conflicts of law rules. In all other cases, irrespective of the place of performance, this Agreement and its attached Terms and Conditions shall be construed, interpreted, and enforced in accordance with the substantive laws of the State of Utah, without regard to its conflicts of law rules.

**2. Organization warrants, represents and agrees that:**

(a) Organization agrees to be bound by the Terms and Conditions set forth in Appendix A to this Part 1;  
 (b) It is duly-organized and validly-existing under the laws of its jurisdiction of organization and has full right and authority to use the Organization's name, given below, to grant this authorization, and to perform all obligations required of it hereunder;  
 (c) Subscriber is a duly-authorized employee of the Organization and IdenTrust is hereby authorized to issue a Certificate to Subscriber that identifies Subscriber as being employed by Organization;  
 (d) Federal agencies, and other authorized recipients of messages signed with Subscriber's Private Key, may rely on such messages to the same extent as though they were manually signed by the Subscriber listed in a valid, unrevoked and unexpired Certificate issued by IdenTrust; and  
 (e) All information provided to IdenTrust by Organization is and will be accurate, current, complete, and not misleading and Organization will immediately notify IdenTrust and request that the Certificate be revoked if: (1) any information or fact material to the reliability of the Certificate is no longer accurate, current, complete or becomes misleading, (2) Organization suspects any loss, disclosure, or other compromise of the Subscriber's Private Key, or (3) Subscriber is no longer employed by, associated with, authorized by or affiliated with Organization.

The undersigned personally warrants and represents that he or she is an officer of the Organization and has authority to make the representations and warranties in this Agreement on behalf of the Organization and to bind the Organization to the Terms and Conditions attached hereto by his or her signature.

|                         |   |                                  |                         |
|-------------------------|---|----------------------------------|-------------------------|
| <p><b>Fill Here</b></p> | Print Applicant / Subscriber's Name       | Organization Officer's Name      | <p><b>Fill Here</b></p> |
|                         | Print Subscribing Organization's Name     | Organization Officer's Title     |                         |
|                         | Organizational Headquarters' Full Address | Organization Officer's Email     |                         |
|                         | Dated                                     | Organization Officer's Telephone |                         |
|                         |   | Organization Officer's Signature |                         |
|                         |   | <p><b>Sign Here</b></p>          |                         |

**Mail Here** ECA Registration / IdenTrust Services 255 Admiral Byrd Road Suite 200 Salt Lake City, UT 84116-4915

**In-person Identification Form: Complete and sign Part II – In-person Identification Form.** This form must be filled out completely. You must present two forms of identification to a Notary, Consular Officer or Trusted Correspondent, according to the following instructions:

## ECA DIGITAL CERTIFICATE PROGRAM Part 2 – In-person Identification Form

### Terms and Conditions

The undersigned applicant attests that all facts and information provided are accurate, current, complete, and not misleading and that he or she: a) is authorized to receive, and has applied for, a digital certificate to be issued by IdenTrust; b) has read and verified the personal identifying information to be contained in the certificate; c) is who he or she represents himself or herself to be; and d) has read, understood, and agrees to the responsibilities associated with being a certificate subscriber, including the terms and conditions found in the IdenTrust Services ECA Certificate Subscriber Agreement, the public version of IdenTrust's ECA Certification Practices Statement ("CPS"), and the ECA Certificate Policy ("the ECA CP"). The applicant agrees to: 1) accurately represent him or herself in all communications; 2) protect his or her private key(s) at all times; 3) immediately notify IdenTrust if he or she suspects his or her private keys to have been compromised, stolen or lost; and 4) use his or her private keys in accordance with the above-mentioned documents.

**Sign Here** Signed By (Applicant): John Doe Date: January 1, 2010  
Sign Only in the presence of Notary/Consular Officer

**Fill Here** Printed Name: John Doe E-mail Address: john.doe@email.com

You must present **two** forms of identification to a Notary, Consular Officer or Trusted Correspondent according to the following instructions:

- o **Option 1:** One from List A **and** one from either List B **or** C
- o **Option 2:** One from List B **and** one from List C
- o **Non-US Citizens:** Valid passport **and** one from List B.

| LIST A – Photo ID Document for Identity & Citizenship (Non-expired Passport / Naturalization)   | LIST B – Gov't-issued Photo ID Card (Driver's Lic., Military ID or Res. Alien) | LIST C – Certified Birth Certificate* or Record (U.S. Citizens Only) |        |  |            |  |            |  |            |  |           |  |   |                 |                         |        |                            |            |                 |            |                    |            |                   |           |                   |   |                 |                          |        |                            |            |                 |            |                    |            |                   |                        |  |
|---|--|--|--------|--|------------|--|------------|--|------------|--|-----------|--|---|-----------------|-------------------------|--------|----------------------------|------------|-----------------|------------|--------------------|------------|-------------------|-----------|-------------------|---|-----------------|--------------------------|--------|----------------------------|------------|-----------------|------------|--------------------|------------|-------------------|------------------------|--|
| <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Doc. Type/Title</td><td></td></tr> <tr><td>Issuer</td><td></td></tr> <tr><td>Serial No.</td><td></td></tr> <tr><td>Exact Name</td><td></td></tr> <tr><td>Issue Date</td><td></td></tr> <tr><td>Exp. Date</td><td></td></tr> </table> | Doc. Type/Title  |  | Issuer |  | Serial No. |  | Exact Name |  | Issue Date |  | Exp. Date |  | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Doc. Type/Title</td><td><u>Driver's License</u></td></tr> <tr><td>Issuer</td><td><u>State of California</u></td></tr> <tr><td>Serial No.</td><td><u>12345678</u></td></tr> <tr><td>Exact Name</td><td><u>John T. Doe</u></td></tr> <tr><td>Issue Date</td><td><u>02/13/2009</u></td></tr> <tr><td>Exp. Date</td><td><u>02/13/2011</u></td></tr> </table> | Doc. Type/Title | <u>Driver's License</u> | Issuer | <u>State of California</u> | Serial No. | <u>12345678</u> | Exact Name | <u>John T. Doe</u> | Issue Date | <u>02/13/2009</u> | Exp. Date | <u>02/13/2011</u> | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Doc. Type/Title</td><td><u>Birth Certificate</u></td></tr> <tr><td>Issuer</td><td><u>State of California</u></td></tr> <tr><td>Serial No.</td><td><u>12345678</u></td></tr> <tr><td>Exact Name</td><td><u>John T. Doe</u></td></tr> <tr><td>Issue Date</td><td><u>02/13/1958</u></td></tr> <tr><td colspan="2" style="text-align: center;"><b>*See Note below</b></td></tr> </table> | Doc. Type/Title | <u>Birth Certificate</u> | Issuer | <u>State of California</u> | Serial No. | <u>12345678</u> | Exact Name | <u>John T. Doe</u> | Issue Date | <u>02/13/1958</u> | <b>*See Note below</b> |  |
| Doc. Type/Title   |  |  |        |  |            |  |            |  |            |  |           |  |   |                 |                         |        |                            |            |                 |            |                    |            |                   |           |                   |   |                 |                          |        |                            |            |                 |            |                    |            |                   |                        |  |
| Issuer  |  |  |        |  |            |  |            |  |            |  |           |  |   |                 |                         |        |                            |            |                 |            |                    |            |                   |           |                   |   |                 |                          |        |                            |            |                 |            |                    |            |                   |                        |  |
| Serial No.  |  |  |        |  |            |  |            |  |            |  |           |  |   |                 |                         |        |                            |            |                 |            |                    |            |                   |           |                   |   |                 |                          |        |                            |            |                 |            |                    |            |                   |                        |  |
| Exact Name  |  |  |        |  |            |  |            |  |            |  |           |  |   |                 |                         |        |                            |            |                 |            |                    |            |                   |           |                   |   |                 |                          |        |                            |            |                 |            |                    |            |                   |                        |  |
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| Exp. Date   |  |  |        |  |            |  |            |  |            |  |           |  |   |                 |                         |        |                            |            |                 |            |                    |            |                   |           |                   |   |                 |                          |        |                            |            |                 |            |                    |            |                   |                        |  |
| Doc. Type/Title   | <u>Driver's License</u>  |  |        |  |            |  |            |  |            |  |           |  |   |                 |                         |        |                            |            |                 |            |                    |            |                   |           |                   |   |                 |                          |        |                            |            |                 |            |                    |            |                   |                        |  |
| Issuer  | <u>State of California</u>   |  |        |  |            |  |            |  |            |  |           |  |   |                 |                         |        |                            |            |                 |            |                    |            |                   |           |                   |   |                 |                          |        |                            |            |                 |            |                    |            |                   |                        |  |
| Serial No.  | <u>12345678</u>  |  |        |  |            |  |            |  |            |  |           |  |   |                 |                         |        |                            |            |                 |            |                    |            |                   |           |                   |   |                 |                          |        |                            |            |                 |            |                    |            |                   |                        |  |
| Exact Name  | <u>John T. Doe</u>   |  |        |  |            |  |            |  |            |  |           |  |   |                 |                         |        |                            |            |                 |            |                    |            |                   |           |                   |   |                 |                          |        |                            |            |                 |            |                    |            |                   |                        |  |
| Issue Date  | <u>02/13/2009</u>  |  |        |  |            |  |            |  |            |  |           |  |   |                 |                         |        |                            |            |                 |            |                    |            |                   |           |                   |   |                 |                          |        |                            |            |                 |            |                    |            |                   |                        |  |
| Exp. Date   | <u>02/13/2011</u>  |  |        |  |            |  |            |  |            |  |           |  |   |                 |                         |        |                            |            |                 |            |                    |            |                   |           |                   |   |                 |                          |        |                            |            |                 |            |                    |            |                   |                        |  |
| Doc. Type/Title   | <u>Birth Certificate</u>   |  |        |  |            |  |            |  |            |  |           |  |   |                 |                         |        |                            |            |                 |            |                    |            |                   |           |                   |   |                 |                          |        |                            |            |                 |            |                    |            |                   |                        |  |
| Issuer  | <u>State of California</u>   |  |        |  |            |  |            |  |            |  |           |  |   |                 |                         |        |                            |            |                 |            |                    |            |                   |           |                   |   |                 |                          |        |                            |            |                 |            |                    |            |                   |                        |  |
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| Exact Name  | <u>John T. Doe</u>   |  |        |  |            |  |            |  |            |  |           |  |   |                 |                         |        |                            |            |                 |            |                    |            |                   |           |                   |   |                 |                          |        |                            |            |                 |            |                    |            |                   |                        |  |
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| <b>*See Note below</b>  |  |  |        |  |            |  |            |  |            |  |           |  |   |                 |                         |        |                            |            |                 |            |                    |            |                   |           |                   |   |                 |                          |        |                            |            |                 |            |                    |            |                   |                        |  |

**Fill 2 of 3 here**  
(Incomplete forms are not accepted)

**\*Note:** If the name on your Birth Certificate is different from the name on your Driver's License or other form of ID, please send a **notarized** copy of a document showing the name change (E.g. A **notarized** copy of your marriage license or **notarized** certificate of marriage).

### Notarial Acknowledgement

I, Mary Smith (name of Notary/Officer), registered in the state of CA, county of Alameda do hereby certify under PENALTY OF PERJURY under the laws of the State of CA, that the following information is true and correct:

1. On 01/01/2010 (date), before me personally appeared \_\_\_\_\_ (name of signer), who proved to me on the basis of satisfactory evidence to be the person whose ~~name~~ subscribed to the within instrument and acknowledged to me that he/she executed the same in his/her authorized capacity, and that by his/her signature on the instrument the person, or the entity upon behalf of which the person acted, executed the instrument.
2. I have seen and verified the forms of identification for which information is written above and hereby assert that said forms of ID do not appear to be altered, forged or modified in any way.

WITNESS my hand and official seal

**Notary Signs here** Signature Mary Smith (Seal)

**Mail Here** ECA Registration / IdenTrust Services • 255 Admiral Byrd Road • Suite 200 • Salt Lake City, UT 84116-4915

**Option 1:** One from List A **and** one from either List B **or** List C

**Option 2:** One from List B **and** one from List C

**Non-US Citizens:** Valid passport **and** one from List B

**\*Note:** If you have more than one citizenship asserted in your certificate, you must provide proof of citizenship (ie: passport) for each.

### List A – Photo ID documents that establish identity and citizenship

- Passport from Country of Citizenship
- Certificate of US Citizenship issued by US Citizenship and Immigrations Services – USCIS (formerly INS)
- Certificate of Naturalization issued by a court of competent jurisdiction prior to October 1 1991, or the USCIS (INS) since that date.

### List B – Photo ID documents that establish identity

- Driver's license or government-issued ID card with photograph
- Military ID with photograph

- Permanent or Unexpired Temporary Resident Card issued by the USCIS with photograph
- Other official Photo ID

### **List C – Documents that establish US citizenship but not identity**

- Original or certified copy of a birth certificate issued by a state, county, municipal authority or outlying possession of the United States bearing an official seal
- Consular Report of Birth from a US Consulate (Form FS-240)
- Certificate of Birth Abroad issued by the Department of State (Form DS-1350)

**Send Forms to IdenTrust:** Record the name and place where you had the form notarized. For your records, make a copy of your Part 1 and Part 2 forms, then send the signed (ink-on-paper) originals to IdenTrust.

### **Mailing Address:**

ECA Registration  
IdenTrust Services  
255 Admiral Byrd Road  
Suite 200  
Salt Lake City, UT 84116-4915

**\*Note:** If you should have any questions during the process and would like to speak with a customer service representative at IdenTrust, please call (888)882-1104 or e-mail [helpdesk@identrust.com](mailto:helpdesk@identrust.com).

### **Downloading and Installing Your New Certificate**

After your application has been approved please follow these instructions carefully to download and install your new certificate.

**\*Note:** You must complete this retrieval within 30 days from the date your paperwork was signed by a notary or Trusted Correspondent. Failure to retrieve your certificate in this time frame will automatically close your account and you will need to start this process from the beginning.

**Step 1:** Ensure that you have Administrative Rights for the computer you are using. If you work for an organization where your computer permissions are set by an IT department, you may need to ask that department to provide permissions you will need.

**Step 2:** Close all applications on the computer you are using, including Internet and email.

**Step 3:** Using Internet Explorer, browse to [www.IdenTrust.com/get-cert.html](http://www.IdenTrust.com/get-cert.html)

**Step 4:** Enter the Activation Code provided to you by the approval letter sent to you by IdenTrust.

**Step 5:** Enter the Account Password you created when you first applied online. If you have forgotten the Account Password, enter the Activation Code and click the “I forgot my Account Password” link next to the Account Password field.

**Step 6:** Follow the prompts to retrieve **both** ECA Certificates (you must retrieve both the Signing and Encryption certificates). Do not close your browser until you see the “Congratulations” screen indicating that you have finished the retrieval.

**\*Note: It is very important that you do not press the “Back” Button on your browser at any time. Pressing “Back” during the retrieval may cause the retrieval system to ‘void’ your retrieval, closing your application and forcing you to apply again from the beginning.**

A. Before you begin, the system will check to ensure it is able to retrieve your certificate.

\*Note: If you are using a USB Token or Smart Card to store your certificate, please make sure you have installed the token software.

**Welcome! It's Time to Get Your Certificate**

Before you begin, we will check that your system is able to get your certificate.

If you are using a USB Token or Smart Card to store your certificate, please make sure you have installed the token software.

**I'm Ready – Please Check if My System Is Ready >**

B. To begin the retrieval process, login using your Activation Code and Account Password.

**Let's Begin Retrieving your Certificate**

To begin the Retrieval Phase, you must login by entering your Activation Code and Account Password you created when you applied.

Activation Code  [How do I get my activation code?](#)

Account Password  [I forgot my account password.](#)

**Note:** When you created your account password, you were ask to choose one that was 8 to 30 characters in length. It could contain letters, numbers and some special characters. All account password are case sensitive.

**Next >**

C. During this step you will install your Active X Control: “IdenTrust Certificate Enrollment Control.” Click the “Information Bar” at either the top or bottom of the page. Then, select “Install Active X Control...” (Click “Continue” if UAC is in effect.)

Next, click “Install” on the Security Warning Box.

\*Note: You may need to adjust your browser’s “Active X Control security settings” and then refresh the page for the changes to take effect.

This is the KeyGen Object

**Encryption Certificate ActiveX Control Requirements**

You need to install the ActiveX Control: "IdenTrust Certificate Enrollment Control".

**Step-by-Step Instructions:**

Step 1. Click on the ["Information Bar"](#) at either the top or bottom of this page. Select ["Install ActiveX Control..."](#) (click ["Continue"](#) if UAC is in effect).

Step 2. Click ["Install"](#) on the "Security Warning" dialog.

**Note:** You may need to adjust your browser's [ActiveX Control security settings](#) and [refresh this page](#) for the adjusted settings to take effect.

**Next >**

D. Retrieving Your Encryption Certificate. Follow the 3 steps listed to retrieve your encryption certificate.

The first step is to record the encryption certificate password for future use. Once you have done that, click “Next.”

### Retrieving Your Encryption Certificate

Retrieving your encryption certificate consists of three steps:

1. Recording the encryption certificate password for future use
2. Downloading the encryption certificate
3. Installing the encryption certificate

You may refer to the step-by-step instructions below or [print them out](#) for future reference.

**Step-by-Step Instructions:**

**Recording the encryption certificate password for future use:**

Step 1. Record the Encryption Certificate Password:  
Record the password in a secure location.  
This password will be required to access the encryption certificate.

**Next >**

- E. Download the Encryption Certificate by clicking the link “Download.” When the “File Download” screen appears, select “Save this file to disk” and click “OK.” When the “Save as...” screen appears, enter a location and file name for the encryption certificate, then click “Save.” When you have completed all of these steps, click “Next” to continue.

**Recording the encryption certificate password for future use:**

Step 1. Record the Encryption Certificate Password:  
Record the password in a secure location.  
This password will be required to access the encryption certificate.

**Downloading the encryption certificate:**

Step 1. [Download](#) Encryption Certificate

Step 2. When the "File Download" screen appears,  
select "Save this file to disk," and click "OK"

Step 3. When the "Save As.." screen appears,  
enter a location and file name for the encryption certificate,  
click Save

When you have completed ALL steps above, click "Next >" to continue.

**Next >**

- F. After saving your certificate, please follow the next step of instructions to install your certificate.
- Step-by-Step Instructions:**
- Installing the encryption certificate:**
- 1- Double-click the encryption certificate file saved previously.
  - 2- When the “Welcome to the Certificate Manager Import Wizard” screen appears, click “Next”.
  - 3- When the “Select File to Import” screen appears, verify that the correct location and file name display, the click “Next”.
  - 4- When the “Password Protection for Private Keys” screen appears, enter the Encryption Certificate Password. Check the “Mark the private key as exportable,” and then click “Next”.
  - 5- When the “Select a Certificate Store” screen appears, keep the default selection on “Automatically select the store based on the type of certificate” and then click “Next”.
  - 6- When the “Completing the Certificate Manager Import Wizard” screen appears, click “Finish”.
  - 7- Locate the encryptions certificate file saved previously, and delete it from your system.
  - 8- When you have completed ALL of these steps, click “Next” to continue.

## Your Encryption Certificate has been Successfully Downloaded!

The next step is to install your encryption certificate. You may refer to the step-by-step instructions below or [print them out](#) for future reference.

### Step-by-Step Instructions:

#### Installing the encryption certificate:

- Step 1. Double-click the encryption certificate file saved previously.
  - Step 2. When the "Welcome to the Certificate Manager Import Wizard" screen appears, click "Next >"
  - Step 3. When the "Select File to Import" screen appears, verify that the correct location and file name display, click "Next >"
  - Step 4. When the "Password Protection for Private Keys" screen appears, enter the Encryption Certificate Password: check "Mark the private key as exportable," and click "Next >"
  - Step 5. When the "Select a Certificate Store" screen appears, keep the default selection on "Automatically select the store based on the type of certificate" and click "Next >"
  - Step 6. When the "Completing the Certificate Manager Import Wizard" screen appears, click "Finish"
  - Step 7. Locate the encryption certificate file saved previously, and delete it from your system.
- When you have completed ALL steps above, click "Next >" to continue.

G. Key Pair Generation: Your certificate has been successfully retrieved. The next step is to generate the keys for your signing certificate.

\*Note: Please keep the default selection listed on the screen.

On the next screen, please follow the instructions to set your password.

#### Step-by-Step Instructions:

- 1- In the process of retrieving your certificate, you may see one or more "Potential Scripting Violation" screens. Select "Yes" everytime.
- 2- If you don't have the relevant IdenTrust root certificate installed on your browser, you may see a "Security Warning" alert. Select "Yes" for this alert.
- 3- When the "Creating a new RSA exchange key!" screen appears, choose "Set Security Level." Choose "High" to enforce password protection. Select "Next."
- 4- When the "Create a password to protect this item" screen appears, enter and confirm a password. **Choose a password you can remember**, because you will need to enter this password every time you sign in or encrypt data using your new certificate. This protects your certificate from being used by someone else.  
Click "Finish"
- 5- When the "Creating a new RSA exchange key!" screen reappears, enter your newly created password. Click "OK".
- 6- When the "signing data with your private exchange key!" screen appears, enter your newly created password and click "OK." Wait as the digital certificate is generated.

**Key Pair Generation**

Your encryption certificate has been successfully retrieved. The next step is to generate the keys for your signing certificate.

Keep the default selection below

**Important:** On the next pop-up screen, please follow the Step-by-Step instructions to set your password.

**Step-by-Step Instructions:**

Step 1. In the process of retrieving your certificate you may see one or more [Potential Scripting Violation](#) screens.  
Select "Yes" every time.

Step 2. If you don't have the relevant IdenTrust root certificate installed on your browser, you may see a [Security Warning](#) alert.  
Select "Yes".

Step 3. When the "Creating a new RSA exchange key!" screen appears, choose "[Set Security Level](#)".  
Choose "[High](#)" to enforce password protection.  
Click "[Next >](#)".

Step 4. When the "Create a password to protect this item" screen appears, [enter and confirm a password](#).  
Choose a password you can remember, because you will need to enter this password every time you sign (or encrypt) data using your new certificate. This protects your certificate from being used by someone else.  
Click "[Finish](#)".

Step 5. When the "Creating a new RSA exchange key!" screen reappears, enter your newly created password.  
Click "OK".

Step 6. When the "Signing data with your private exchange key!" screen appears, enter your newly created password and click "OK". Wait as the digital certificate is generated.

- H. Let's Verify the Information in Your Certificate: The contents of your certificate will be presented below the this message. Review your certificate information for accuracy before you proceed. Click "Next" after you have reviewed your certificate information.

**Let's Verify the Information in Your Certificate**

The contents of your certificate are presented below. You are responsible for reviewing the certificate information for accuracy. IdenTrust records the act of digital certificate acceptance.

Notify IdenTrust immediately of any errors, defects or any other problems with your digital certificate at 1-888-248-4447. If you do not, you will be deemed to have accepted it. Click "[Next >](#)" below, after you have reviewed your certificate information.

- I. Instructions for Verifying Certificate Retrieval: Follow the instructions on this page to verify your certificate retrieval. If you are unable to retrieve your certificate, restart your browser and return the the URL listed to begin the verification process again. Print the instructions and follow them as you go through the process online.

Retrieval Step 6 of 6 » Login » ActiveX » Encryption Certificate » Generate Keys » Certificate Information » Done

### Instructions for Verifying Certificate Retrieval

Now that you have retrieved your certificate, follow these instructions to verify that it has been downloaded properly. These instructions will help you navigate through a series of windows. [Print these instructions](#), then follow them as you go through the process online.

1. Click "Next >". The **Select a Certificate** window appears.
2. In the list, select the certificate you just retrieved, then click **OK**.
3. You may be prompted to provide your Microsoft Crypto API password (only if you chose **High Protection** when you retrieved your certificate). If prompted, [provide the password for your certificate](#).

In the event that the certificate cannot be verified, due to selecting the wrong certificate, or clicking **Cancel** instead of **OK** at the **Select a Certificate** window, close any browser windows that are open, then restart your browser and return to the following URL to begin the verification process again:

If the **Congratulations** page appears, your certificate has been successfully retrieved and downloaded. The process is complete.

**Next >**

J. Once you have reached this message you have successfully downloaded and retrieved your certificate.

### Congratulations, Certificate Retrieval Completed Successfully

We have verified that your certificate has been successfully downloaded.

It is available on your system and ready for use.

**Finish**