

## VeriSign External Certificate Authority Instructions.

To begin the process of obtaining an ECA through VeriSign, please go to the following webpage: <http://www.symantec.com/theme.jsp?themeid=eca-certificates>

Reference information for purchasing an ECA is listed on this webpage. Please read carefully. For the AF-CMRA, you will need a minimum of the Medium Level ECA Security to access the system. Please see below for instructions on filling out the application.

Scroll down to the Medium Assurance ECA. Select **“GET STARTED”** under the pricing field to begin your application for the ECA.

private keys matched with your ECA certificates.

**Installed in a Web Browser or PKI Token/Smart Card, ECA Certificates Can Be Used For:**

- Authenticating Identity for access to DoD Web sites
- Digitally signing documents
- Encrypting e-mail communications

**Who Can Purchase an ECA Certificate?**

- Employees of organizations conducting business with U.S. government agencies.
- Employees of state and local governments conducting business with other U.S. government agencies.
- Employees of foreign governments or organizations conducting business with U.S. government agencies.
- Individuals who need to communicate securely with U.S. government agencies.

Type	Requirements	Pricing
<b>Medium Assurance</b> (Digital Certificate with keys stored by FIPS 140-2 compliant software on computer)	<ul style="list-style-type: none"> <li>• Windows XP, Vista or 7 (Mac not supported)</li> <li>• Use Microsoft Internet Explorer v6.0 thru v8.0 OR Mozilla Firefox v3.0 or later</li> <li>• The Department of Defense (DoD) regulations require notarized verification of Identity</li> </ul>	1 Year: USD \$119 2 Years: USD \$218 3 Years: USD \$299  <b>GET STARTED</b>
<b>Medium Token Assurance</b> (Digital Certificate with keys stored on a FIPS 140-2 compliant Smart Card or USB Token)	<ul style="list-style-type: none"> <li>• Windows XP, Vista or 7 (Mac not supported)</li> <li>• Microsoft Internet Explorer v6.0 thru v8.0</li> <li>• The Department of Defense (DoD) regulations require notarized verification of Identity</li> <li>• You must purchase a smart card or USB token before enrolling for your ECA certificate</li> </ul>	<b>Order FIPS 140-2 Compliant Smart Card or USB Token and Pre-Pay for the ECA certificate</b>  Smart Card: USD \$85 USB Token: USD \$60 1 Year: USD \$119 + Hardware 2 Years: USD \$218 + Hardware 3 Years: USD \$299 + Hardware  <b>GET STARTED</b>

**Purchasing 10 or more Certificates?**

To purchase in bulk (10 or more certificates), call 650-527-9368 or email [eca\\_sales@symantec.com](mailto:eca_sales@symantec.com).  
 To establish a Trusted Agent call 866-202-5570, option 1. [What is a Trusted Agent?](#)

If more than 10 employees in your company need a certificate, Symantec offers the following benefits to buying in bulk:

- Subscribers can use a single sales order to purchase certificates rather than paying by credit card individually.
- Bulk certificate purchases are eligible for the Trusted Agent method. This method designates individuals within your organization to perform identity-proofing rather than relying on third-party public notaries.
- Trusted agents also can purchase PKI tokens in case Subscribers need Medium Token Assurance certificates. The minimum order is one (1) box of tokens which contains 10 tokens per box. The cost is \$30 per token or \$300 per box. This is in addition to the cost of the certificate.

**After you click “GET STARTED”, the following information will be available to you before beginning the ECA application:**

**\*Note:** Apple Computers are not supported by VeriSign. You must have Internet Explorer v6.0-8.0, or Mozilla Firefox v3.0 or later. Firefox is the recommended browser. Google Chrome, Safari and Internet Explorer 9 are not supported.

## Application Prompts

### 1. Certificate Enrollment Instructions:

**\*Note:** It is strongly suggested that you print this page before enrolling for your ECA Certificate.

Please read enrollment instructions carefully and click “ECA Enrollment form” link.

The screenshot shows the Symantec website interface. At the top, there is a navigation bar with links for NORTON, SMALL BUSINESS, ENTERPRISE, PARTNERS, STORE, and ABOUT SYMANTEC. Below this is a secondary navigation bar with links for Overview, Solutions, Products, Services, Training, Support, Security Response, Resources, Community, and Store. The main content area features a blue header with the text "DoD Interoperability - ECA Certificates" and "Certificate Enrollment Requirements - Medium Assurance Certificates", accompanied by the Department of Defense seal. Below the header, a red text prompt reads: "Print these instructions: We strongly suggest printing this page before enrolling for your ECA Certificate." The main instruction section is titled "1. Certificate Enrollment Instructions" and contains the following steps:

- Go to the online [ECA Enrollment form](#).  
**Note:** Google Chrome, Apple Safari, and Internet Explorer 9 are not supported.
- In the **Select Enrollment Method** section, you need to decide your enrollment method:
  - If you are able to appear before a Trusted Agent for your organization, select the Subscriber Enrollment using Trusted Agent radio button. [What is a Trusted Agent?](#)
  - If not, select the Subscriber Enrollment using Notary radio button.  
**Note:** If you are a U.S. citizen located outside the United States, you must use the Notary enrollment method and use the notary public services at a U.S. Consular office.  
**Note:** If you are a non-U.S. citizen residing outside the United States, you must use the Trusted Agent enrollment

### 2. Enter Subscriber Information:

- **Select Enrollment Method:** Please choose **Subscriber Enrollment using Notary** unless your organization has a Trusted Agent, which is a person in charge of managing ECA certificates. If your organization does have a Trusted Agent, please choose **Subscriber Enrollment using Trusted Agent**.
- **ECA Certificate Subscriber Information:** Enter all required information, which will be your first name, last name, organization, headquarter location information of your organization, telephone number, email address, and citizenship.

**\*Note:** Your Organization name must match the name found in official records. If you are enrolling without an organizational affiliation, enter **Unaffiliated** in the Organization field.

The screenshot shows the Symantec ECA Certificate Enrollment web form. At the top, there is a yellow header with the Symantec logo and the text 'Symantec.ECA Certificate Enrollment'. Below the header, a progress bar indicates the current step: 'WELCOME', 'SUBSCRIBER INFORMATION' (highlighted with a blue arrow), 'NOTARIZE FORM', and 'FINISH'. The main heading is 'Enter Subscriber Information' with a 'Help' button to the right. Below the heading, it says 'Fill in all the fields below and click Submit'. The form is divided into two main sections: 'Select Enrollment Method' and 'ECA Certificate Subscriber Information'. The 'Select Enrollment Method' section contains two radio button options: 'Subscriber Enrollment using Notary' and 'Subscriber Enrollment using Trusted Agent'. The 'ECA Certificate Subscriber Information' section contains a note about organization name matching and a list of required fields: First Name, Last Name, Title, Organization, DUNS Number, State/Province, ZIP/Postal Code, Country (a dropdown menu currently showing 'United States'), Telephone, and Ext.

- **Select Certificate Validity.** If your payment type is **Credit Card**, select the validity period for your certificate. If your payment type is Pre-paid, do NOT select the validity period. A certificate validity period is pre-associated with the Sales Order number.
- **Enter Payment Type.** Select an enrollment method above before entering payment information. Please select your method of payment. If you are paying by credit card, fill in your credit card information in the spaces provided.

**\*Note:** Do not use the “&” symbol (or other special characters) if this is part of your organization’s name. Your payment will not be processed if you include this symbol in the payment information.

**Select Certificate Validity**

If your payment type is **Credit Card**, select the validity period for your certificate. If your payment type is **Pre-paid**, do NOT select the validity period. A certificate validity period is pre-associated with the Sales Order number.

3 years at \$299.00  
 2 years at \$218.00  
 1 year at \$119.00

Please note: All prices are in U.S. dollars.

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**Enter Payment Type**

Select an enrollment method above before entering payment information.

If you are paying for this ECA Certificate yourself, select **Credit Card**. If your organization has pre-purchased ECA Certificates and you have received a Sales Order Number or other special payment instructions, select **Pre-paid**.

Credit Card    Pre-paid

Enter your credit card information.

\* Required Field

\* Card Type:

\* Card Number:

\* Expiration Date:  /

\* Card security code:

\* Billing Zip Code:

**Enter Credit Card Holder Information**

\* Required Field

Copy the Subscriber Information

\* First Name:    \* ZIP/Postal Code:

- **Enter a Challenge Password.** Your challenge password must be at least eight (8) characters in length and include at least one letter and one number. The challenge password is needed in the event that you must revoke your ECA Certificate.
- **Subscriber Agreement.** Please carefully read the Subscriber Agreement. After reading the agreement, please select **Accept & Purchase** in order to continue. A pop-up message will display with a request for email confirmation. If the email address displayed is correct, press **OK**. If it is not correct, click **CANCEL** and correct it in the enrollment form. If the email address is not correct, you will not be able to use your ECA Certificate.

**\*Note:** You will be asked to wait while your request processes. Do not refresh your browser, press the back, or leave this page during this time, as you will not be able to finish the application and will be required to start over.

**Enter a Challenge Password**

The challenge password is needed in the event that you must revoke your ECA Certificate. Your challenge password must be at least eight (8) characters in length and include at least one letter and one number. Special characters are not allowed.

\* Required Field

\* Challenge Password:

\* Re-enter Challenge Password:

**Subscriber Agreement**

**Note:** Symantec Corporation acquired VeriSign's ECA operation as of August 9, 2010. All references to VeriSign in this subscriber agreement are deemed to refer to Symantec.

External Certification Authority Subscriber Agreement

YOU MUST READ THIS EXTERNAL CERTIFICATION AUTHORITY SUBSCRIBER AGREEMENT ("SUBSCRIBER AGREEMENT") BEFORE APPLYING FOR, ACCEPTING, OR USING THE ECA ENCRYPTION AND ECA IDENTITY CERTIFICATE (COLLECTIVELY, "CERTIFICATE"). THIS AGREEMENT BECOMES EFFECTIVE WHEN YOU DOWNLOAD AND ACCEPT AN ECA CERTIFICATE.

This Subscriber Agreement details the terms and conditions regarding your application for a Certificate and, if VeriSign accepts your Certificate application, the terms and conditions regarding your use of the Certificate to be issued by VeriSign to you as a "Subscriber" of that Certificate. A Certificate is an electronic credential that uses public key cryptography. Each holder of a Certificate has a public/private key pair. The private key, which is held securely by the holder, is used for creating digital signatures. The public key, which may be widely distributed, is used to enable other users to verify digital signatures created by the holder of the private key. In order to rely on a public key, it is necessary that it be certified by an entity called a Certification Authority ("CA"). The CA binds a Subscriber's public key to his or her identity, certifies the public key and creates an electronic credential called the Certificate. The Certificate to be issued to you is part of the VeriSign External Certification Authority ("ECA") public key infrastructure in support of the ECA initiative of the United States Department of Defense ("DOD"). The Certificate is intended for use by entities such as U.S. Government contractors and external organizations to enable secure, interoperable communications with the DOD, federal, state, and local government agencies. Selected portions of the VeriSign ECA Certification Practice Statement ("CPS") and the VeriSign ECA Key Recovery Practice Statement ("KRPS"), as amended from time to time, are available publicly at VeriSign's website, [www.verisign.com](http://www.verisign.com).

### 3. Notarize Form:

- **Print this page, and then click Continue to complete your order.**
- After the form has been printed, you must install both Symantec ECA CA and DoD Root CA certificates to create a chain of trust. Web browsers (e.g. Internet Explorer) and email software (e.g. Microsoft Outlook) use this chain of trust to validate your ECA Identity and Encryption certificates.

### 4. Instructions for Completing the Subscriber Enrollment Form:

- Follow the Identity Proofing Instructions below:

### Subscriber Enrollment Form

**1. Subscriber Information (Information must match initial enrollment)**

Name: \_\_\_\_\_ Organization: \_\_\_\_\_  
 Title: \_\_\_\_\_ Address: \_\_\_\_\_  
 Email Address: \_\_\_\_\_  
 Telephone Number: \_\_\_\_\_  
 Extension: \_\_\_\_\_ Country: \_\_\_\_\_  
 Fax Number: \_\_\_\_\_ Citizenship: \_\_\_\_\_

I represent that I am the person identified by the subscriber information above, and that I am the duly authorized representative of the organization identified above. I have read the Symantec ECA Subscriber Agreement carefully, and agree to the terms, conditions, and my obligations described in it.

\_\_\_\_\_  
 Your signature, made in the presence of a notary

**2. Notary Acknowledgement**

State/Commonwealth/Province of \_\_\_\_\_  
 County of \_\_\_\_\_  
 County \_\_\_\_\_  
 On (date) \_\_\_\_\_  
 (Subscriber) \_\_\_\_\_ personally  
 appeared before me  
 (Notary) \_\_\_\_\_ and proved to me on the basis of the  
 presentation of the of identification documents listed below, to be the person whose name is subscribed  
 above, and acknowledged to me that he/she executed this Subscriber Enrollment Form, and that he/she  
 signed this form in my presence.

ID#	Type of ID	Identifying Number	Expiration Date
1.	_____	_____	_____
2.	_____	_____	_____
3.	_____	_____	_____

Notary Information: Witness my hand and official seal.

Signature: \_\_\_\_\_  
 Name (print): \_\_\_\_\_  
 Address: \_\_\_\_\_  
 \_\_\_\_\_  
 Phone: \_\_\_\_\_  
 My Commission Expires on: \_\_\_\_\_

Place Notary  
 Seal or Stamp  
 Here

**Identity Proofing Instructions.** The Symantec ECA Authentication team cannot approve your certificate request until you submit the ECA Subscriber Enrollment Form or the Trusted Agent sends confirmation. A Trusted Agent is a member of your organization who manages ECA Certificate Enrollments.

### Completing the Identity Proofing Step

Print the ECA Subscriber Enrollment Form and review section 1 to ensure your information is correct, but **do not sign this form yet. You must sign the ECA Subscriber Enrollment form in the presence of a Trusted Agent or Notary.**

For the **Trusted Agent Enrollment Method**, follow these instructions:

- Take the ECA Subscriber Enrollment form to your Trusted Agent. You must present your valid Passport or Birth Certificate **and** a valid Driver's License.
- Sign the ECA Subscriber Form in the presence of the Trusted Agent.
- The Trusted Agent must list and confirm viewing your ID documentation and sign Section 2 of the ECA Subscriber Enrollment Form. Then the Trusted Agent must fill out the Blank ECA Bulk Transmittal Form Excel sheet and send a signed and encrypted e-mail to the Trusted Agent mailbox ([eca-trustedagent@verisign.com](mailto:eca-trustedagent@verisign.com)) requesting your order be processed.

For the Notary Enrollment Method, follow these instructions:

- Take the ECA Subscriber Enrollment Form to a Notary. You must present your valid Passport or Birth Certificate, valid Driver's License, and your Work ID Badge to the Notary.

**\*Note:** If you do not have a Work ID badge, you must download and print the Subscriber's Organizational Contact Form. Then, a **separate full-time employee** of your organization must fill out and sign the Subscriber's Organizational Contact Form.

- Sign the ECA Subscriber Enrollment Form in the presence of a valid Notary. The Notary must list and confirm viewing of your ID documentation, stamp, and sign the Section 2 of the ECA Subscriber Enrollment form.
- Mail the signed ECA Subscriber Enrollment Form to:

**Symantec Corporation**

**Attn: Symantec ECA Authentication Support**

**350 Ellis Street**

**Mountain View, California 94043**

- Once the ECA Subscriber Enrollment Form has been received by the Symantec ECA Authentication team, you will receive an e-mail confirmation within 7-10 business days. This confirmation will include the link to your certification and also your Personal Identification Number (PIN).

**5. Pick Up Your ECA Identity Certificate:**

- Copy the Personal Identification Number (PIN) from the certificate approval email and paste it in the box below, and then click continue. You will receive an alert stating, "Your personal certificate has been installed. You should keep a backup copy of this certificate." Click **OK**.

 Symantec. ECA Certificate Installation

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### Pick Up Your ECA Identity Certificate

Your approved ECA Certificate pair includes the ECA Identity and Encryption Certificates. The following installation wizard will lead you through downloading and installing your certificates.

**Important:** To complete this process, you must use the same computer you used to enroll for your ECA Certificate. Do not close your browser until both your ECA Identity and Encryption Certificates are installed.

#### Enter Your Personal Identification Number

Copy the Personal Identification Number (PIN) from the certificate approval email and paste it in the box below, and then click **Continue**. Do not interrupt the browser while it is generating and installing your certificate.

Personal Identification Number (PIN):

**Continue**

 Symantec. ECA Certificate Installation

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### Pick Up Your ECA Identity Certificate

Your approved ECA Certificate pair includes the ECA Identity and Encryption Certificates. The following installation wizard will lead you through downloading and installing your certificates.

**Important:** To complete this process, you must use the same computer you used to enroll for your ECA Certificate. Do not close your browser until both your ECA Identity and Encryption Certificates are installed.

#### Enter Your Personal Identification Number

Copy the Personal Identification Number (PIN) from the certificate approval email and paste it in the box below, and then click **Continue**. Do not interrupt the browser while it is generating and installing your certificate.

Personal Identification Number (PIN):

Alert

 Your personal certificate has been installed. You should keep a backup copy of this certificate.

**Continue**

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1. Your ECA Identity Certificate has been successfully installed. Review the information below to ensure it is correct. Click **Continue** to download and install your ECA Encryption Certificate.

 Symantec. ECA Certificate Installation

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### Pick Up Your ECA Encryption Certificate

Your ECA Identity Certificate has been successfully installed. Review the information below to ensure it is correct.

Click **Continue** to download and install your ECA Encryption Certificate. When prompted, select your new ECA Identity Certificate to authenticate yourself.

**NOTE:** When prompted with the certificate selection box, **do not** choose the old IECA certificate.

#### Your ECA Identity Certificate Information

2. Install Your ECA Encryption Certificate
    - a. Click **Download Certificate** button. Save the “.p12” file to an accessible drive.
    - b. In Firefox, select **Advanced**.
    - c. In the Category frame, select the **View Certificates**.  
**\* Note:** Ensure you are choosing the VeriSign certification. Click the certificate and click **View**.
    - d. Click the **Import** button.
    - e. Find and open the “.p12” certificate saved in the first step. Enter your ECA Encryption Certificate password when prompted. Your password will be located on this page and the password is case sensitive.
    - f. When Firefox confirms your certificate has been successfully installed, close all windows to return to the ECA Certificate Installation page.
- \*Note:** Do not close this browser until you have successfully installed your certificate.

 **Symantec**. ECA Certificate Installation

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### Install Your ECA Encryption Certificate

Follow the instructions below to download and install your ECA Encryption Certificate.

**Important:** Do not close this browser window until you have successfully saved your .p12 certificate file and the ECA Encryption Certificate password. If you have difficulty installing the certificate, make sure you save the certificate file and the password below before closing this window.

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#### Install Your ECA Encryption Certificate

To download and install your ECA Encryption Certificate:

1. Click the **Download Certificate** button. Save the .p12 file to an accessible drive.  
**Important:** Do not open or install the .p12 file during this step. The ECA Encryption Certificate can be installed only by importing the .p12 file as described in the steps that follow.
2. In Netscape, select **Edit > Preferences**.
3. In the Category frame, select the **Privacy & Security > Certificates**.
4. Click the **Manage Certificates** button.
5. Click the **Import** button.
6. Find and open the .p12 certificate file saved in step 1. Enter your ECA Encryption Certificate password when prompted.  
**Note:** This password is case-sensitive.
7. When Netscape confirms your certificate has been successfully installed, close all windows to return to this page.

[Download Certificate](#)

Do not close this browser window until you have successfully installed your certificate.

After the download is complete you have successfully installed the certificate.