

Enrollment Guide for

thawte SSL Web Server certificates and SGC SuperCerts

A STEP-BY-STEP GUIDE to purchasing SSL Web Server certificates and SGC SuperCerts...

Enrollment Checklist

- Step-by-step Guide Through the Process
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You will be required to complete Steps 1, 2, 3, 7 (Step 7 only applies if a reissue is required) and 8. *thawte* performs 4, 5 and 6.

Should you require any assistance, please contact the Retail Sales Team at:

E-mail:	sales@thawte.com
Tel:	+27 21 937 8902
Fax:	+27 21 937 8967
Real-time Assistance:	http://www.thawte.com/popups/chat/chat_retail.html

Step-by-Step Guide through the Process

The following document is a Step-by-Step Guide through the process of setting up and securing your Code Signing environment:

In order to be eligible for an SSL Web Server certificate or SGC SuperCert make sure you have a web server or web host with:

- Domain name
- Server software
- Subscriber agreements



Test your server compatibility and your secure connection with a *thawte* test cert. Go to <https://www.thawte.com/cgi/server/try.exe> for a free trial SSL certificate.



Make sure you have gathered the required documentation. Please go to [Step 4](#) of the guide for more information.



Generate your CSR and back up your private key. Go to <https://www.thawte.com/support/keygen/index.html> for more information.



Complete your online enrollment process here: <https://www.thawte.com/buy/>



Fax your supporting documentation, go to [Step 4](#) for more detail.



Check the status of your certificate here <https://www.thawte.com/cgi/server/status.exe>



Once issued pick up your certificate and install. See [Step 8](#) of the guide for more information.

Step 1: Key and Certificate Signing Request (CSR) Generation

Please contact your host directly for information about their request procedure. Make sure they are aware of the importance of backing up your private key.

The most important thing you can do to protect your certificate and the security of your website is to Backup Your Private Key!

1. You will need the following:
 - A website hosted on a web server capable of SSL
 - Generate a pair of unique Public (Certificate Signing Request) and Private Cryptographic Keys
 - Your Certificate Signing Request (CSR) must contain the following details:
 - o Organizational Name
 - o Organizational Unit
 - o Country Code
 - o State or Province
 - o Locality or City
 - o Common Name
 - Access to our secure (SSL) web based enrollment forms

Make sure that you are familiar with the configuration and administration of your web server software. Certificates are part of your system security! Web Server Support: www.thawte.com/support/software/index.html

2. If you are using a web host or ISP, they will likely be responsible for administration of your web server. They may generate your Public Key (Certificate Signing Request) and Private Key files, install and enable your certificate for you. They can either submit the CSR online for you if they have your relevant contact information, or they may provide the CSR to you to complete the online enrollment yourself.

3. When you create a certificate request your web server generates two unique Cryptographic Keys. The Public Key, which is also known as a Certificate Signing Request (CSR) file and a Private Key.
 - The public key is used to encrypt messages to your server and is contained in your certificate.
 - Your private key is stored on your local computer and 'decrypts' those secure messages so they can be read by your server. Without it, you will not be able to use your certificate.

Key Generation Instructions: www.thawte.com/support/keygen/index.html

During the online enrollment you will be asked to agree to the *thawte* Subscriber Agreement. To make sure you – or your legal advisor – are aware of the contents of the agreement – please retrieve a copy here:

<https://www.thawte.com/repository/pdf/sslsagreement.pdf>

Step 2: Payment

We will email you as soon as we receive confirmation of receipt of payment by credit card processing or receipt of a check.

We do not accept purchase orders at this time. You can however, go to your Status Page: <https://www.thawte.com/cgi/server/status.exe> and print out an invoice for your accounting department.

You can monitor the progress of your certificate from the Status Page of your request <https://www.thawte.com/cgi/server/status.exe>

If you have any questions or if you choose to send payment via check, please visit <http://www.thawte.com/contact/> to locate the appropriate contact or address information for your location.

Step 3: Authorizing, Technical & Billing Contact information

Contact Requirements:

- Complete legal name (not nickname), title, phone number, extension & e-mail address
- Authorizing Contact must be an employee of the company requesting the certificate
- E-mail address cannot be a free e-mail account (e.g. Yahoo, Hotmail, Netscape)

Step 4: Authentication of your Organization

Before *thawte* can issue an SSL Web Server certificate or SGC SuperCert, we must verify that your organization is legally registered & has the legal right to conduct business under the name listed in your enrollment request.

Important Note

The precise documentation depends on your country & type of organization. Your organization name listed in your enrollment request must match exactly as listed on your legal company registration. If your company's legal name is "ABC Company Materials" and you listed "ABC" in your enrollment, we will not be able to authenticate your organization.

All documentation sent to *thawte* should reference the Order Number, which is provided at the end of the enrollment process.

You can retrieve *thawte* fax numbers, phone numbers & regional contact information from this link: www.thawte.com/contact

If *thawte* cannot verify Proof of Organization via our online resources, you will be contacted to submit alternative Proof of Organization documentation.

Generally we accept government backed Proof of Right documentation such as:

- Articles of Incorporation
- VAT Certificates (International)
- Business License
- Certificate of Formation
- Doing Business As
- Registration of Trade Name
- Charter Documents
- Partnership Papers
- Fictitious Name Statement
- Vendor/Reseller/Merchant License
- Merchant certificate
- US State Tax Licenses for non-profit organizations and sole proprietorships

Please see list below for state/city specifications.

We will evaluate, on a case-by-case basis, an alternative if the above Proof of Organization requirements cannot be met.

For USA Customers:

If you are incorporated in the following states, we will need you to fax your State issued incorporation documents to us: New Hampshire, Delaware and Oklahoma.

Otherwise, please do not send documentation unless a *thawte* representative has requested it.

The following USA STATE / CITY tax licenses are acceptable:

1. Arizona
2. Florida
3. California:
 - City of Anaheim – Business Tax Certificate
 - City of Carson – Business Tax Certificate
 - City of Newport Beach – Business Tax Certificate
 - City of San Diego – Certificate of Payment of Business Tax
 - City of Santa Clara – Annual Business Tax Certificate/Fire Permit
 - City of San Jose – Business Tax Certificate
 - City of Santa Rosa – Business Tax Certificate
 - City of Santa Teresa – Business Tax Certificate
 - City of Stockton – Business License Tax Certificate
4. Colorado – Sales Tax License
5. Connecticut – Sales Tax and Use License
6. Georgia – Columbia Country Occupational Tax / Business Licensing
7. Indiana – Registered Retail Merchant Certificate (Note: validity of certificate is 1 year)
8. Illinois
9. Iowa - Retail Sales Tax Permit
10. Kansas – Sales Tax Registration Certificate
11. Maine – Seller’s Certificate
12. Maryland
13. Massachusetts – Sales and Use Tax Registration
14. Mississippi
15. Missouri
16. Nebraska Sales Tax Permit
17. New Jersey
18. New York
19. North Carolina - Merchant Certificate of Registration
20. Ohio - Vendors license -It does not say "vendors license", but it does authorize the registrant to make retail sales
21. Oklahoma - Sales Tax Permit
22. Pennsylvania- Sales & Use & Hotel Occupancy Tax License
23. Rhode Island - Permit to Make Sales at Retail
24. South Carolina - Retail License
25. South Dakota - Sales Tax License
26. Texas
27. Virginia - "Virginia Sales Tax" Certificate
28. Washington
29. West Virginia - Business Registration Certificate
30. Wisconsin – Sellers Permit

SSL Web Server certificates and SGC SuperCerts in an Individual's Name:

SSL Web Server certificates and SGC SuperCerts may be requested in an individual's name. The documents below would need to be provided.

1. A photocopy of passport/identity document or driver's license - notarized or certified by a relevant authority in the country where the individual requesting the certificate lives.
2. A valid bank statement or voided personal check that reflects the authorizing contacts name & address as listed in the certificate request and account number.
3. As a last resort, we can ask for a light bill, apartment lease or property deed from the state listed in the certificate.
4. A verifiable telephone bill which lists the phone number, address listed in the enrollment and reflects the applicant's name.

You can retrieve *thawte* fax numbers, phone numbers & regional contact information from this link: <http://www.thawte.com/contact/>

Step 5: Authentication of Domain Ownership

The domain name registration must be verified against the organization name provided during enrollment. We can only issue a certificate to the organization that has the legal right to use the domain name.

Important:

Please check your common name during the enrollment process to ensure it is correct. A Common name is a domain name listed with or without a host (i.e. either just *thawte.com* or *www.thawte.com* or *servername.thawte.com*). If a host name is required, ensure it is in the CSR. After your certificate has been issued, changing the common name would require a reissue, which will mean generating a new Private Key and CSR pair off the web server and then going through the online process again.

If your organization is not the registered owner of the domain, please do ONE of the following:

- Fax a completed Domain Authorization Letter to us. This letter must be printed on the domain registrant's letterhead and signed by the registrant (if an individual) or an employee of the registrant (if a company or organization).
- Change the name of the domain registrant directly with your domain registration agency.
- Fax us officially filed state/government documentation that shows a legal, "family" relationship between the domain registrant and your organization (for example, affiliate or subsidiary relationship). Or if your organization has changed names within the last 6 months, please fax filed government documentation that shows a legal change of name.

Step 6: Organization Verification

The final step in obtaining a *thawte* Certificate is Verification of the order with the Authorizing Contact listed within the certificate. We attempt to obtain a phone number for the company listed in the request through a 3rd party source, such as approved online phone database or directory assistance. If unable to obtain a valid 3rd party listing, a verification representative may request one of the following:

- A valid and current phone bill that reflects the company name and phone number.
- We only accept residential (personal) phone bills or listings for certificates requested in an Individual name and in some cases for Sole-Proprietors.
- If the above requirements cannot be met, we will require a Notary letter – it will take the place of a telephone verification via a third party telephone listing.
 - o Please note: The Notary Letter must be
 - On Company Letterhead
 - Signed by the Authorizing Contact and
 - Notarized by a Notary or equivalent. We accept many equivalents such as Justice of the Peace, Solicitors, and Commissioners of Oath depending on specific country requirements. Please contact customer support to obtain a Notary letter and confirm if an equivalent exists for your country prior to completing the letter.

You can retrieve *thawte* fax numbers, phone numbers & regional contact information from this link: www.thawte.com/contact/

Step 7: Reissues

thawte customers can request a reissue at no charge for the lifetime of the certificate.

The only information that can be changed on a reissue is:

- Changing ISPs or Hosting companies
- Adding, removing or changing a host name
- Organization unit
- Technical Contact
- Domain Name (within 30 days of original certificate issuance date)

The reissued certificate will retain the original expiry date. The reissue must be requested for the same product as the initial certificate.

For more information on reissues click on the following link: www.thawte.com/reissue

For more information on the status of your order you can click on the following link: <https://www.thawte.com/cgi/server/status.exe>

Step 8: Installing your Certificate

The Technical Contact that is listed in the certificate will receive an email when the certificate is issued directing them back to the Status Page to download the certificate onto the server.

Useful URLs

- For information on the status of your order please click here: <https://www.thawte.com/cgi/server/status.exe>
- For support on your web server please click here: www.thawte.com/support/software/index.html
- For installation instruction on the *thawte* Trusted Site Seal click here: <http://www.thawte.com/siteseal/index.html>
- For general support please click here: <http://www.thawte.com/support/>