

Entrust Certificate Services

Entrust Adobe CDS Individual Certificate

Enrollment Guide

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Obtaining technical support

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

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

You can also email Customer Support at:

- ssl@entrust.com

About Entrust certificates for Adobe CDS

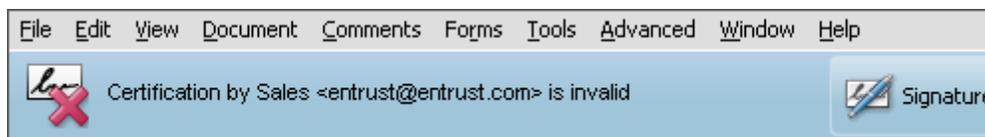
Adobe's Adobe Certified Document Services (CDS) solution allows document authors and in some cases, document users to digitally sign PDF documents and forms. When signed documents are opened in Adobe Reader® or Adobe Acrobat®, a blue information bar above the document automatically tells the user if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

Figure 1: Blue ribbon and information bar (authenticated)



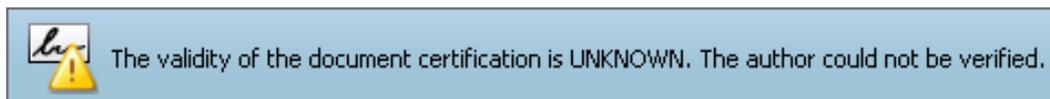
If the document has been altered by an unauthorized user, Adobe Reader or Adobe Acrobat displays a red X and a message indicating that the PDF should not be trusted

Figure 2: Information bar (untrusted).



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

Figure 3: Information bar (unknown)



Entrust offers four types of certificates for use with CDS.

- Adobe CDS Individual Certificates

Individuals can use these certificates to sign and certify documents as needed. For example, individuals might use them to sign workflow approvals, legal documents, contracts and letters. These certificates are assigned to an individual. The individual's first and last name and their email address appear in the signature.

- Adobe CDS Group Signing Certificates

Individuals in a group can use these certificates to sign and certify documents on behalf of a group and are intended for use as needed. These certificates display the organizational group name and email address in the signature. For example, a sales department may decide to sign its proposals or RFP responses.

- Adobe CDS Enterprise Lite

Like manual Group Signing Certificates, these certificates display the organizational group name and email address in the signature. These certificates, however, are intended for use in an automated process, to sign and certify documents. For example, these certificates are used to sign invoices, account statements, transcript requests and confirmations.

- Adobe CDS Enterprise Pro

Enterprise signing certificates display the company name in the signature properties rather than the name of an individual or group.

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

Compatibility

Entrust Signing Certificates for Adobe CDS can be verified by:

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

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

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

Enrolling for an individual certificate

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

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

Information in this chapter includes the following topics:

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

Supplying information for enrollment

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

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

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

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

Subscriber

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

Table 1: Subscriber information

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

Information about your company or organization

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

Table 2: Business headquarters

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

Table 2: Business headquarters

Information required	Contact information
Department	
Role/Position/Title	

Authorization contact

This individual:

- must be a senior member of the organization
- must have the authority to approve a request for an Entrust certificate
- must have the authority to accept the subscription agreement on behalf of the organization

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

An online consent form is sent to the authorization contact. The consent form enables the authorization contact to provide confirmation that:

- the Entrust certificate request is approved
- the subscription agreement has been accepted

If the authorization contact does not accept the terms of the consent form, the request cannot proceed.

Table 3: Authorization contact information

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

Billing contact

The billing contact is the person in the company who should receive the invoice or credit card receipt.

Table 4: Billing contact information

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

Ordering certificates

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

- “[Step 1: Start your order](#)” on page 9
- “[Step 2: Provide subscriber and organization information](#)” on page 11
- “[Step 3: Check the DN that has been created for your certificate](#)” on page 12
- “[Step 4: Provide additional contact information](#)” on page 13
- “[Step 5: Provide payment](#)” on page 15
- “[Step 6: Record your order number and register your account](#)” on page 16
- “[Receiving your certificate](#)” on page 17
- “[Receiving your token and software for the token](#)” on page 17

Step 1: Start your order

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

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

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

If you already have a customer account

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

As you create your order, you are directed to the same Web pages as a new customer but the company and contact information that you have already provided to Entrust is pre-entered for your convenience.

If you do not have a customer account

If you do not have a customer account, start the ordering process as outlined in this section. By completing the ordering process, an account is created.

If you have a promotional code

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

If you have a purchase code

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

Purchasing certificates using a credit card

If you are purchasing certificates using a credit card, the system will prompt you for credit card information at the end of the buying process.

Getting Started

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

To start your order

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

Figure 1: Entrust Certificate Services ordering page

> Why Entrust > Products > Support > Partners > About Us > My Account

Chat Phone Blog Email

Quote Order Provide CSR Provide Contact Verify/Edit Provide Payment Process Order

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

Promotional Code/Purchase Code **Submit** ?

Type	Lifetime	Quantity	Description	Renew Certificate Price	New Certificate Price	Certificate Management Service Price
CDS Individual	1 Year	1	<ul style="list-style-type: none">Authenticate document contentsReal-time assuranceAvailable on tokens	N/A	\$449.00	\$449.00
Total Price				\$0.00	\$449.00	\$449.00

[Buy More](#) **Buy Now** ? **Buy Now** ?

- 2 If you are installing the certificate on a machine located outside of the United States, Canada, or Great Britain, check the applicable box (A).
- 3 If you received a promotional code or purchase code from an Entrust sales representative, enter it in the box (B) labeled **Promotional Code/Purchase Code**, and click **Submit**.
By using the code, you will not be prompted for a credit card number at the end of the buying process.
- 4 Under **Type** (C), select either **CDS Individual** from the drop-down list.
- 5 Under **Lifetime** select the number of years from the drop-down list.
- 6 Ensure that the **Quantity** is 1, as you can only apply for one Group CDS certificate at a time.
The **Certificate Price** and **Total Price** are automatically calculated for you.
- 7 Click **Buy Now**.
The **Subscriber Information** page appears.

Step 2: Provide subscriber and organization information

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

This is the information that you recorded in "Subscriber" on page 6.

To provide subscriber information

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



Subscriber Information

First Name	Bill
Last Name	Li
Email Address	bill.li@entrust.com
Phone Number	416-555-1212
Password for the certificate	••••••••
Confirm Password	••••••••
	✔ 8 Characters ✔ 1 upper case letter ✔ 1 lower-case letter ✔ 1 Special Character ?
Address	123 Avenue Rd.
City/Town	Toronto
Country	Canada
State/Province	Ontario
Zip/Postal Code	M2M 2M2
Associated with an organization?	<input checked="" type="radio"/> Yes <input type="radio"/> No

← "Yes" opens the Organization Information pane

Organization Information

Company Name	Entrust
Address	123 Avenue Rd. <input checked="" type="checkbox"/> Same as Subscriber Address?
City/Town	Toronto
Country	Canada
State/Province	Ontario
Zip/Postal Code	M2M 2M2
Department	Management
Title/Position	Vice President

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

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

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

To edit and confirm the DN

- 1 Use the **OU** or **CN** drop-down menus in the **DN Builder** page to edit the DN information.



DN Builder

OU (optional)

CN Bill Li

DN Content

UserDN=email=bill.li@entrust.com + cn=Bill Li, o=Entrust, l=Toronto, st=Ontario, c=CA

Certified by Bill Li <bill.li@entrust.com>,Entrust, certificate issued by Entrust CA for Adobe.

- 2 Click **Next**.

The DN that you have created appears.



Certificate	Type	DN Content	
1	1 Year CDS Individual Signing Algorithm: <input type="button" value="SHA1"/>	UserDN=email=bill.li@entrust.com + cn=Bill Li, o=Entrust, l=Toronto, st=Ontario, c=CA	Valid Edit

- 3 Optionally, change the signing algorithm using the drop-down list.
- 4 Optionally click **Edit** to modify the DN components.
- 5 Click **Next** to continue.

Step 4: Provide additional contact information

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

To provide additional contact information

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

Contact Information

<input type="checkbox"/> Billing Contact	Required
<input type="checkbox"/> Authorization Contact	Required

Provide Contact Information

All fields are mandatory.

First Name	<input type="text"/>
Last Name	<input type="text"/>
Title/Position	<input type="text"/>
Email Address	<input type="text"/>
Phone Number	<input type="text"/>
Company Name	<input type="text"/>
Address	<input type="text"/>
	<input type="text"/>
City/Town	<input type="text"/>
Country	[Please Select] <input type="button" value="v"/>
State/Province	<input type="text"/> optional
Zip/Postal Code	<input type="text"/>

Add as (check all that apply) :

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

- Billing Contact
 Authorization Contact

Add

- 2 Scroll to the bottom of the page and select the role check box that applies to the contact.
- 3 Click **Add**.
The contact is added to the **Contact Information** pane.

If you need to alter this information, click **Edit**, or click **Remove** to delete the contact information.



Contact Information

<input type="checkbox"/> Authorization Contact:	Bob Lee	[Edit] [Remove]
<input type="checkbox"/> Billing Contact:	Required	

- 4 Repeat these steps for each contact. (The bottom half of the form disappears once you complete all contacts.)
- 5 Click **Next**.
- 6 A new page appears showing your contact information, certificate information, and **Subscription Agreement**. Check the information and read the agreement. By clicking **Next**, you are agreeing to the terms of the agreement .

Subscription Agreement(s)

Entrust Certificate Services Subscription Agreement

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

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

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

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Step 5: Provide payment

Your payment options are:

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

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



Quantity	Type	Unit Price	Total
1	1 Year CDS Individual	\$449.00	\$449.00
		Subtotal	\$449.00
		GST	\$22.45
		PST	\$35.92
		Total Price	\$507.37

Entrust Limited 1000 Innovation Drive Ottawa, Ontario, Canada K2K 3E7
 Phone: 1-877-368-7483 or 1-613-270-3769
 Fax: 1-877-839-3538 or 1-613-270-3260 [Email](#)
 Payment Methods

Card Type:	<div style="border: 1px solid black; padding: 2px;"> Master Card ▼ Select a credit card Visa Master Card AMEX </div>
Card #:	
Expiry:	<div style="display: flex; gap: 5px;"> <div style="border: 1px solid black; padding: 2px;">4</div> <div style="border: 1px solid black; padding: 2px;">2011</div> </div>
Does the Billing Address of this card match the Billing Contact for the order?	<input type="radio"/> Yes <input type="radio"/> No

How Did You Hear About Us? Existing Customer ▼

Previous
Process Order

- If you supplied a promotional code or purchase order during the enrollment process, you will not be prompted to supply payment information unless you are purchasing additional certificates.
- If you have not contacted a sales representative and you want to pay by purchase order, you can do so by telephone at:
 - 1-888-690-2424 within North America
 - +1 (613) 270-3411 outside of North America.
- To help our sales team, please select the applicable option from the **How Did You Hear About Us** drop-down menu.

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

Step 6: Record your order number and register your account

Entrust assigns a seven-digit order number to your order. The number appears on the **Process Order** page. Record the order number and use it to identify your order in all correspondence with Entrust Certificate Services support and verification agents.

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

Receiving your certificate

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

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

If the information provided in your application is correct and complete, the verification and certificate is typically issued in three to five business days. If there are problems with your order, Entrust will contact you immediately.

After your order has been verified, Entrust notifies the subscriber and the authorization contact specified in your order. Your subscriber is provided with a URL to retrieve your Entrust certificate.

Receiving your token and software for the token

An iKey 4000 token and security software is included in the purchase price for the certificate. Entrust sends your token using standard surface mail to the address that was provided by the subscriber. The token is sent the day that your order is validated. The time required for the token to reach your address depends on the location of your offices and the mail service to your location.

When your certificate is ready, Entrust sends you an email with the subject **Your Entrust CDS Certificate is Ready**, containing a link to a software download page on the Entrust Web site. The first time you use this link, you can obtain the software for use with the token from this download page. Select the token software bundle that is compatible with the your operating system.

Follow the instructions on the download page for initializing the token.

The page also contains a link to the "Getting Started Guide," which explains how to configure your token and set up your certificate on the token. Save a copy for future reference.

The second time you use the link in the email, only the certificate is available for download. You will not be able to download the token management software a second time.

Verifying your information

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

Topics in this chapter include:

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

Checking business information

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

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

- business license
- articles or certificate of incorporation
- articles of organization (non-profit organization or LLC)
- DBA (doing business as) registration
- fictitious business name statement
- charter documentation (banks, universities, government agencies)

Checking contact information

In the online certificate request form, Entrust requires the customer to identify three points of contact with the organization: a subscriber, an authorization contact and a billing contact.

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

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

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

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

If Entrust cannot find a third-party telephone number or Entrust cannot contact the authorization contact by telephone, Entrust will send an email request for the information to the authorization contact, and place the order on hold. If Entrust does not receive a reply within 30 days from the date order was placed, Entrust will notify the customer and cancel the order.

Checking information from private individuals

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

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

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

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

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