

Entrust Certificate Services

Personal Secure Email Certificate

Enrollment Guide

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

Obtaining technical support

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

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

You can also email Customer Support at:

- ssl@entrust.com

Or visit our support page at:

https://www.entrust.net/customer_support/contact.cfm

Enrolling for a Personal Secure Email Certificate

Information in this guide includes the following topics:

- [“Using your Personal Secure Email certificate”](#)
- [“Ordering certificates” on page 4](#)
- [“Receiving your certificate” on page 9](#)

Using your Personal Secure Email certificate

Entrust Personal Secure Email certificates are used with email applications that support S/MIME format (such as, Microsoft Outlook/Express, Mozilla Thunderbird, Apple Mail, and more) to encrypt, sign, or encrypt and sign messages. They can also be used to:

- authenticate SSL VPNs
- sign Microsoft Office documents
- authenticate to a service on desktops or mobile devices

By encrypting an email, you safeguard the information in the email from people who are not authorized to receive it. By signing a message, you provide assurance that it is from you and that it has not been tampered with.

S/MIME certificates have a private key (which you use) and a public key for use by everyone else.

Attention: Never give your private key or private key password to anyone. Always keep your certificate secure.

To exchange secure email with someone, sign an email and send it to the person. The public key is part of your signature. People who have received the key can store it and

use it to encrypt secure email that they send to you, or to verify your signature if you electronically sign a document.

For information about configuring your email application to use S/MIME certificates, see the documentation for that email application. Additional information can also be obtained from the Entrust Certificate Services knowledge base at <http://www.entrust.net/knowledge-base/index.cfm>.

Ordering certificates

This section contains step-by-step instructions for ordering certificates. "Receiving your certificate" on page 9 explains how to download your certificate after you have purchased it. Instructions about installing the certificate are available from the download page.

Purchasing certificates

The buy-it interface will ask for a credit card number at the end of the buying process.

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/>. This page presents with several options for obtaining certificates.
- 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).

> 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
Secure Email Personal	1 Year	1	<ul style="list-style-type: none">Publicly trusted & immediately issuedLow-cost solution for email-signing and encryption with S/MIME certificateValidation of email address proof of possession	N/A	\$20.00	N/A
Total Price				\$0.00	\$20.00	\$0.00

Renew Now **Buy Now** ? Buy How ?

- 3 If you received a promotional 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 **Secure Email Personal** from the drop-down list.

Note: **Lifetime** and **Quantity** are pre-set. You can purchase one Personal Secure Email certificate at a time. Each certificate has a lifetime of one year.

The prices are automatically calculated for you.

- 5 Click **Buy Now**.
The **Subscriber Information** page appears.
- 6 Depending on the security settings in your browsing, you may see a warning prompt at the top of the browser the first time you access this page. It will ask something like this:
This web site wants to run the following add-on: 'Microsoft Certificate Enrollment Control from Microsoft Corporation.' If you trust the web site and the add-on and want to allow it to run, clear here.
This is a signed ActiveX controlled from Entrust. Click the link and run the add-on.
The following forms do not work without it.

All fields are mandatory. State/Province is optional outside North America.

Subscriber Information

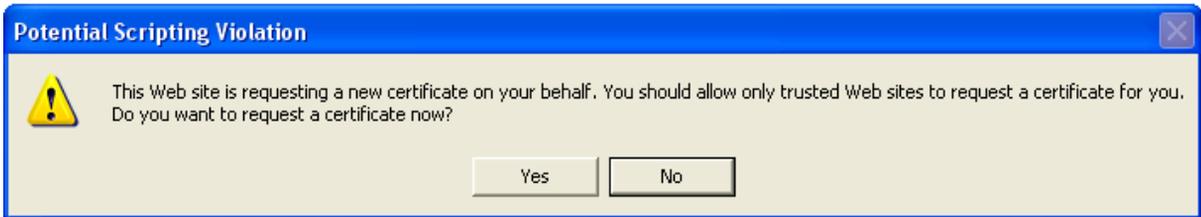
First Name	Bob
Last Name	Lee
Email Address	bob.lee@example.com
Phone Number	555 555-5555
Password for the certificate	••••••••
Confirm Password	••••••••
	✔ 8 Characters ✔ 1 upper case letter ✔ 1 lower-case letter ✔ 1 Special Character ?
	Please Note: This password will be required when picking up your certificate.
Address	123 Anystreet
City/Town	Anytown
Country	Canada
State/Province	Ontario
Zip/Postal Code	K1K 1C7

- 7 Enter your personal information in the fields provided.

8 Enter a password in the **Password for the certificate** field. It must follow the password rules indicated on the page. Remember this password or record it in a secure place. You will need this it when you collect the certificate and again when you install it.

9 Click **Next**.

Your browser may warn you that Entrust is requesting a certificate on your behalf and ask for confirmation. Click **Yes** to continue purchasing the certificate.



The **Contact Information** page appears.

Contact Information

All fields are mandatory.

First Name	Bob
Last Name	Lee
Title/Position	President
Email Address	bob.lee@example.com
Phone Number	416-555-1212
Company Name	Example Corp.
Address	123 Avenue Rd.
City/Town	Toronto
Country	Canada
State/Province	Ontario
Zip/Postal Code	M2M 2M2

The information that you provide to Entrust in this form will be used to notify you of Entrust products and services that we think may be of interest to you.

If you do not want to receive such information please check this box.

[Previous](#) [Next](#)

10 By default, the page displays the information from the previous page. If you want to be contacted using a different address or telephone number, enter your preferred contact information in this page. You can add some information not required on the previous page, such as your position.

11 Click **Next**.

The contact information appears with two additional frames below it. One shows certificate details, and the second is the subscription agreement.

Contact Information

First Name	Bob
Last Name	Lee
Title/Position	President
Email Address	bob.lee@example.com
Phone Number	416-555-1212
Company Name	Example Corp.
Address	123 Avenue Rd.
City/Town	Toronto
Country	Canada
State/Province	Ontario
Zip/Postal Code	M2M 2M2

Certificate	Type	DN Content
1	1 Year Secure Email Personal Signing Algorithm: SHA1	UserDN=email=bob.lee@example.com + cn=bob.lee@example.com, ou="Persona Not Validated", ou="Entrust Class 1 Identity Certification Service"

12 Verify that the information is correct. All the contact fields can still be edited.

13 Read the information in the subscription agreement and be sure that you agree to all conditions before continuing.

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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14 Click **Next** to continue and to accept the terms.

The payment page appears, unless you entered a promotional code earlier.



Quantity	Type	Unit Price	Total
1	1 Year Secure Email Personal	\$20.00	\$20.00
		Subtotal	\$20.00
		GST	\$1.00
		PST	\$1.60
		Total Price	\$22.60

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:	Select a credit card ▼
Card #:	<input type="text"/>
Expiry:	4 ▼ 2012 ▼
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? [Please Select] ▼

[Previous](#) [Process Order](#)

15 Complete payment.

- Pay for your Entrust SSL Certificates online with American Express®, Visa® or Master Card®. Your credit card is not charged until your Entrust SSL Certificate has been issued. The billing contact receives an electronic receipt at the end of the payment process.
- If you are paying by purchase order and you have contacted an Entrust sales representative, you will have received and used your purchase order code and will not be prompted to supply further payment information.
- 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 option that applies to you from the **How Did You Hear About Us** drop-down list.

16 Click Process Order.

The confirmation number page appears with your order number. Record the number for future reference.

Thank you for your order

Your order number is: 5341133

An email will be sent to you containing a secure link to verify your identity and pickup your certificate.

In order to prevent someone else from obtaining a certificate with your name and email address, you must retrieve your certificate using the secure link provided in the email.

This link will only be available for the next 30 days.

Order Tracking

You can monitor the progress of your order by visiting [order tracking](#) and typing in your order number.

[Return to Entrust Certificate Services](#)

Receiving your certificate

Entrust sends an message containing a link to your certificate to the email address specified in the information you entered in your personal information. Use the link to retrieve your certificate.

When you connect to retrieve the certificate, make sure you are using the same computer and the same browser (for example, Internet Explorer) that you used to place the order.

In order to prevent someone else from obtaining a certificate with your name and email address, you must retrieve your certificate using the secure link below.

Please Note: The same browser used to initiate the request for Secure Email Personal certificate must be used to pick up the certificate.

<https://www.entrust.net/smime/pickup.cfm?pickupid=23142&tid=15301>

This link will only be available for the next 30 days.

If you require assistance please contact Entrust Certificate Service Support at 1-866-267-9297 within North America or +1-613-270-2680 outside North America or by email at ssl@entrust.com.

Thank you for choosing Entrust.

Sincerely,
Entrust Certificate Services

The link opens a certificate agreement page from which you can download your certificate.

Client Certificate Agreement

THIS CLIENT CERTIFICATE AGREEMENT ("AGREEMENT") IS A LEGAL CONTRACT MADE BY AND BETWEEN ENTRUST ("ENTRUST") AND YOU, AN APPLICANT FOR A CERTIFICATE, AND GOVERNS YOUR APPLICATION FOR, ISSUANCE AND USE OF A CERTIFICATE. THIS AGREEMENT DEFINES WHAT YOU MAY DO WITH YOUR CERTIFICATE AND THE CERTIFICATE OF OTHERS THAT ARE DIGITALLY SIGNED BY ENTRUST. IT CONTAINS LIMITATIONS ON REPRESENTATIONS, WARRANTIES, CONDITIONS, REMEDIES, AND LIABILITIES.

BEFORE DOWNLOADING, INSTALLING, OR USING ANY CERTIFICATE OR RELYING ON ANY CERTIFICATE DIGITALLY SIGNED BY ENTRUST, PLEASE CAREFULLY READ THIS AGREEMENT WHICH CONTAINS THE TERMS AND CONDITIONS UNDER WHICH YOU ARE ACQUIRING PERMISSION TO USE THE CERTIFICATE. IF YOU DO NOT AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT, YOU

IF YOU AGREE TO THE TERMS OF THIS AGREEMENT, CLICK "I ACCEPT."

Please enter the password used during the order process:

Enter the password that you created in [Step 8 on page 6](#) and click **Accept**. If you need help with installation, use the installation documentation link on the Entrust Certificate Services certificate download page to obtain a document with further instructions.