

Renewal Instructions for IdenTrust TrustID Digital Certificate

- **Print these instructions**
- Close browser if open
- Insert eToken with current digital certificate
- Open browser (highly recommend using Internet Explorer – browser used for testing)
- Open Renewal Reminder e-mail from IdenTrust
- Select link in the e-mail for “Log onto...”

Note: The process of opening the link should read your eToken certificate.

- Select the correct certificate from the options displayed if there is a choice
- Enter your eToken password in the box
- Certificate Management Center opens
- “TrustID Personal with your name” should be selected (toward the bottom of the Management Center screen) or select if not already selected
- Select the Renew option from the available drop down options
- Click Continue
- Complete requirements and pay by credit card as follows
- Information should already be filled in based on your account information from the initial process or the last renewal
- Verify and update accordingly
- Passphrase and security question option
 - Enter current passphrase if you remember it
- or
- Select option to enter a new passphrase

- Enter new passphrase (don't forget it – needed for certificate retrieval)

- Answer the security questions
- Complete the Application Process
- Pay by credit card (print receipt)

Note: You will receive instructions in the mail at the address entered during the Application Process.

- Click Finish and close browser
- Watch for letter from IdenTrust that will come by regular mail to the address (home address) specified during renewal
- Complete retrieval, export, and import requirements per instructions
- Refer to next page, starting at Step 3

Step 1 - Application

Once you begin the online application process, you will need to provide the following personal information and then provide payment for the digital certificate:

1. Name
2. E-mail address
3. Home address
4. Phone number
5. Social Security Number (SSN)
6. Date of Birth (DOB)
7. Driver's License Number or State ID

IMPORTANT: During the application process, you will be required to create a Passphrase. This Passphrase will be needed to retrieve your certificate once it is approved. Please remember or store your Passphrase in a secure place, as it cannot be retrieved once you have submitted it. It is stored in an unreadable format, so support personnel have no access to the original text you submit.

Payment

Payment methods: Credit Card or Voucher Number

NOTE: To pay by Voucher Number, you must submit your Purchase Order prior to certificate application. See instructions for more information go to http://www.identrust.com/pdf/TrustID_Voucher_Request_Form.pdf

Step 2 - Authentication

Processing of your application is carried out by an IdenTrust Registration Agent. This process consists of validating the information provided in Step 1 against independent data sources. Once the application is approved, usually within 1 business day, a Welcome Letter is mailed to the address provided. Please allow up to 5 days for the Welcome Letter to arrive in the mail.

Step 3 - Retrieval

Once the Welcome Letter is received in the mail, follow the instructions to retrieve your TrustID Personal Certificate.

Retrieving in Internet Explorer 7.0 and above

If you are running Internet Explorer 7.0 and above and the IdenTrust cookie is not detected (i.e., the DST Root CA X1 is not in the browser), then you must install the root certificate and then the certificate chain (which consists of the S/MIME certificate and the sub-CA certificates). To retrieve the required certificates in this scenario, complete the

following steps:

1. Go to the URL specified in the letter you received upon approval - this URL is Certificate Issuance page.
2. Enter the Activation Code provided in the letter.
3. Enter the Passphrase you specified when you applied for the certificate in the Your Passphrase field, and then Click Retrieve.
The Certificate Retrieval Instructions appear.
4. Print the instructions by Clicking the Print button in your browser's toolbar.
5. Click the link that says "Retrieve your Certificate." A message appears that asks, "Do you want to ADD the following certificate to the Root Store?"

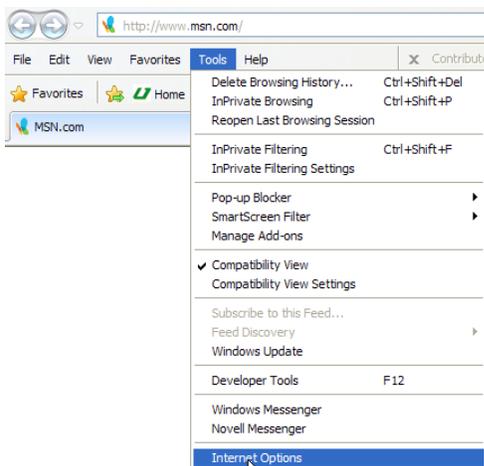
Note: If this message does not appear, the root certificate has already been installed. Skip to step 7

6. Click Yes. The Status Screen appears and displays information about the certificate.
7. Click Continue. The retrieval process is complete.

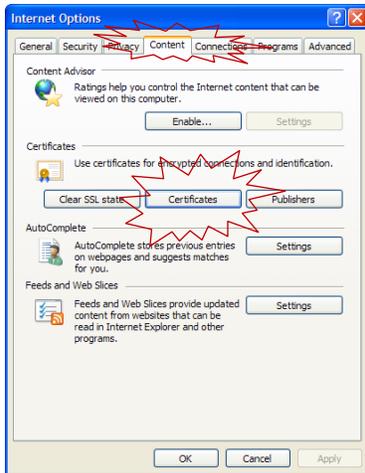
You have now successfully installed your digital certificate to your Internet Explorer browser. Your computer is now capable of sending digitally signed messages to others.

Internet Explorer 7 or higher - Complete the following steps to export a certificate from Internet Explorer 7 or higher :

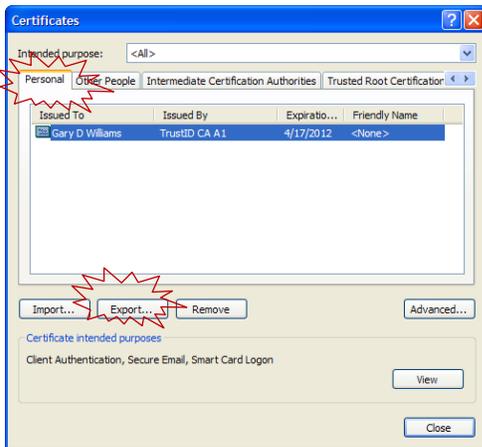
- 1 Open Internet Explorer 7 or higher.



2. Select Tools-->Internet Options. The Internet Options dialog box appears.



3. Click the Content tab.
4. Click the Certificates button. The Certificate Manager dialog box appears.



5. Click the Personal tab. The tab lists your certificates and lets you choose a certificate for export and import.
6. Select the certificate to export.
7. Click the Export button. The Certificate Manager Export Wizard appears.



Follow the instructions to complete the wizard. Select these options in the following screens:

Screen	Action
Export Private Key with Certificate	Select the "Yes, export the private key" button.
Certificate Export File	Select the "Personal Information Exchange" and "Enable strong protection" options.
Password Protection for the Private Key	In the Password and Confirm password fields, enter a password for your certificate.
Export File Name	In the File name field, enter the path and filename to which you want to export the certificate.

After you have completed the wizard, a message appears that says, "The export was completed successfully." Click OK, and you have now completed the export process.

To import a certificate that has been exported

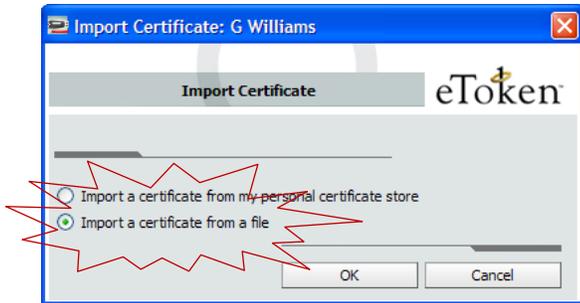
1. Open the eToken properties box
2. Open the advanced settings



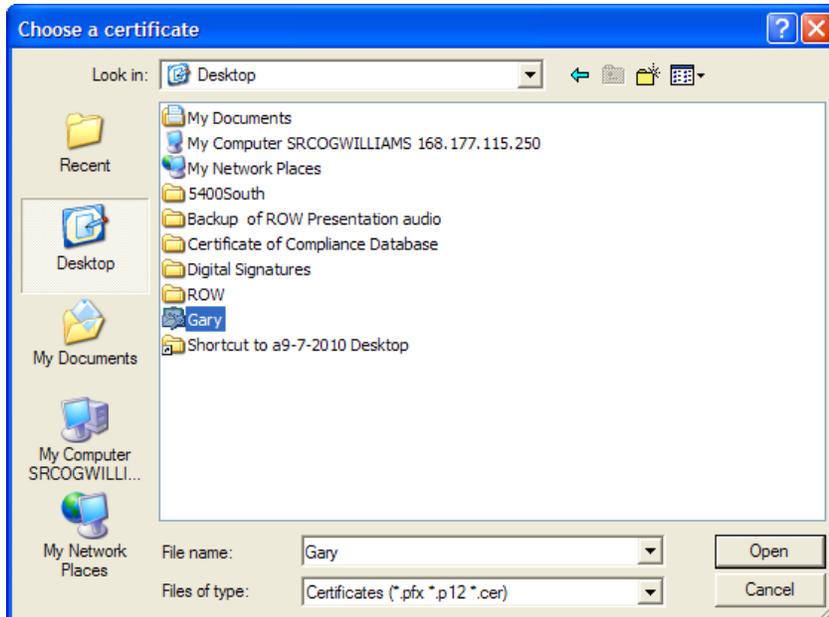
3. On the advance window click on the token name and then User Settings



4. Click on Import Certificate



5. Select Import Certificate from a file
6. On the next window navigate to the area that you exported the certificate, highlight the file, and click open.



7. This will import the certificate to your token.