

# PURCHASING AN ENTRUST DATACARD SSL/TLS CERTIFICATE

*Document issue: 12.2*

*Date of issue: July 2017*

Entrust is a registered trademark of Entrust, Inc. in the United States and certain other countries. Entrust is a registered trademark of Entrust Datacard Limited in Canada. All Entrust product names and logos are trademarks or registered trademarks of Entrust, Inc. or Entrust Datacard Limited in certain countries. All other company and product names are trademarks or registered trademarks of their respective owners. The material provided in this document is for information purposes only. It is not intended to be advice. You should not act or abstain from acting based upon such information without first consulting a professional. ENTRUST DOES NOT WARRANT THE QUALITY, ACCURACY OR COMPLETENESS OF THE INFORMATION CONTAINED IN THIS ARTICLE. SUCH INFORMATION IS PROVIDED "AS IS" WITHOUT ANY REPRESENTATIONS AND/OR WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY, BY USAGE OF TRADE, OR OTHERWISE, AND ENTRUST SPECIFICALLY DISCLAIMS ANY AND ALL REPRESENTATIONS, AND/OR WARRANTIES OF MERCHANTABILITY, SATISFACTORY QUALITY, NON-INFRINGEMENT, OR FITNESS FOR A SPECIFIC PURPOSE.

© 2017 Entrust Inc. All rights reserved.

# Table of contents

Revision and guide information .....	4
Start your order .....	5
After submitting your order .....	6
If you did not submit a CSR .....	7
Glossary .....	8

## Revision and guide information

Revision	Section	Description
12.0	All	New guide
12.1	All	New guide template
12.2	Start your order	New <b>Domain Validation</b> steps
	Glossary	New <b>Validation</b> definition

Although this guide can be printed out, it relies heavily on hyperlinks to other sections, so it is best viewed and used electronically.

# Start your order

Purchasing an Entrust Datacard SSL/TLS certificate is easy; read on to find out how.

(Terms in *italics* are in the glossary.)

1. Go to <https://buy.entrust.net/index.html#/quoteOrder>.
2. Under **Product Selection**, select the certificate type you want. [Go here](#) for descriptions.
3. Under **Term**, select the certificate term. The term begins when the certificate is generated.
4. Under **Domains**, do one of the following:

If you...	Do this...
Don't have a Certificate Signing Request ( <i>CSR</i> )	Enter your <i>domains</i> and click <b>Add</b> . Follow these guidelines: <ul style="list-style-type: none"> <li>• For the first domain, enter your main domain, such as <code>example.com</code>.</li> <li>• There's no need to add the <code>www</code> portion to the domain.</li> <li>• (Optional.) Add more domains. They'll be added to the certificate's <i>SAN</i>. For example, if the main domain is <code>example.com</code>, consider adding <code>example.net</code> or <code>my.example.com</code>. You can also add unrelated domains such as <code>company.com</code>.</li> <li>• You'll need to provide the CSR to us after placing your order. Instructions follow.</li> <li>• (Optional.) To avoid delays in the delivery of your certificate, make sure the domains here match exactly the domains in the forthcoming CSR.</li> </ul>
Have a <i>CSR</i>	Do one of the following: <ul style="list-style-type: none"> <li>• Click <b>Add CSR (Optional)</b> and paste the CSR into the input form. Click <b>Save</b>. The CSR must include the <b>Begin New Certificate Request</b> and <b>End New Certificate Request</b> lines and include all dashes. OR</li> <li>• If it is visible, click <b>Add Multiple Domains</b> to enter a comma-separated list of domains and click <b>Save</b>.</li> </ul> <p>The <i>domains</i> listed in the CSR appear onscreen. If you see errors, or the Next button is unavailable, click <b>View CSR Details &gt; Edit CSR &gt; Need help with your CSR?</b></p>

1. After entering all your domains, click **Next**.

**Note:** The organization contact's address must match that of the organizational entity for which the certificate is being issued.

2. On the **Contact Information** page, enter the *organization contact* and *technical contact* information.
3. If you selected an EV Multi-domain Certificate, enter the *higher authority* information.
4. After all contacts have been added, click **Next**. If the **Next** button is not available, it is because a field is still empty. Review all contacts to ensure there is no missing information.
5. In the **Website Security, by SiteLock** section, select a domain for *SiteLock* to scan.
6. In the **Domain Validation** section, select the check box if you want Entrust to perform a manual domain *validation*, instead of the usual automated validation.
7. Under **Next Steps**, do one of the following:

If you...	Then...
Enter the mobile phone number of the technical contact (easier)	When the technical contact tries to access <i>Entrust Certificate Services</i> , they'll be asked for a one-time password (OTP), which is sent in a text message to this number.
Do not enter a mobile phone number (harder)	The technical contact will be asked to set up a grid or soft token, which can later be used instead of a mobile phone to log in to Entrust Certificate Services. A grid or token involves more setup steps than a mobile phone.

8. At the bottom, select **Sign up for SiteLock emails** to receive *SiteLock* emails.
9. Click **Next**.
10. On the **Payment** page, enter billing information and accept the subscription agreement.
11. Click **Buy Now**.
12. Review the **Thank you** message which contains your order number.
13. Click **Track Your Order** to see how far along you are in the *verification* process. Access this tracking page at any time by going to [www.entrust.net/customer/tracking\\_form.cfm](http://www.entrust.net/customer/tracking_form.cfm).

## After submitting your order

- Entrust *validates* your order. This may take up to a few business days.
- The contacts receive several emails. Ensure they complete the tasks in each.

# If you did not submit a CSR

You can submit a CSR at any time after your order is placed by following the instructions below.

**Note:** Have the *technical contact* complete the following tasks.

1. Before you begin, check your email for this message:

Your Entrust account setup instructions Order# <order\_number>

Click the link in this email to obtain an account and the necessary login credentials.

2. Check your email for this message:

*\*Action Required\** - Create and download your certificate now: Order <order\_number>

3. Click the link in this email, and, when prompted, log in to Entrust Certificate Services, [here](#).

You see a page where you can submit your CSR.

4. Cut-and-paste your CSR. For more information, click <Your account> > **Help** on the top-right corner of Certificate Services, and then read the section, “**Submitting a CSR**”.

# Glossary

Term	Definition
<b>CSR</b>	Certificate Signing Request. An encrypted block of text generated on the web server that needs a certificate. A prerequisite for a certificate.
<b>Domain</b>	Your server's domain, such as example.com. Domains that you specify will be protected by the certificate.
<b>Entrust Certificate Services</b>	A web-based platform that simplifies certificate management with 24x7 access to detailed technical insights for end-to-end lifecycle management of all of your digital certificates. Your technical contact is given access to this application when you order.
<b>Higher authority</b>	A contact required for EV orders. This individual is asked by Entrust Datacard to confirm the identity of the other contacts.
<b>Organization contact</b>	This individual is notified when a certificate is issued, and is asked to authorize the technical contact.
<b>SAN</b>	SubjectAltName. This is an extension to a certificate where you can add more domains, beyond the main one. The term 'SAN' is also used interchangeably with 'domain'.
<b>SiteLock</b>	A service that scans one of your domains for malware and other problems. SiteLock records the issues in a report that you can view online.
<b>Technical contact</b>	This person receives the certificate when it is issued, and is notified about certificate renewals and updates. The technical contact is typically responsible for the daily operation of your web server.
<b>Validation</b>	<p>A process by which Entrust verifies the information you submitted with your order. There are four types:</p> <p>Domain Validation (automated): Entrust sends an automated email to domain administrators and others asking them whether they do in fact own the domain.</p> <p>Domain Validation (manual): An Entrust verification specialist manually verifies whether your organization owns the domain.</p> <p>Organization Validation (OV): An Entrust verification specialist manually verifies the the legitimacy of your organization. OV is performed in addition to Domain Validation.</p> <p>Extended Validation (EV): This is a more rigorous validation used for EV Multi-domain SSL Certificates only. EV is performed on the domain and the organization.</p>