



## PersonalSign Digital IDs GCC Certificate Installation Guide – Rev. 1.2

### BEFORE YOU BEGIN:

1. Review System Requirements found at [http://www.globalsign.com/digital\\_certificate/personalsign/how\\_do\\_i\\_buy.html](http://www.globalsign.com/digital_certificate/personalsign/how_do_i_buy.html)
2. Vista and Internet Explorer 7 Users

Due to the added security Microsoft has introduced to Vista you need to make sure all these steps are complete before applying for your PersonalSign certificate. Missing even one step can cause an error at the final stage of installing the certificate, which will result in the entire process needing to be restarted. GlobalSign **strongly recommends subscribers use the Firefox browser.**

#### **Vista / IE users:**

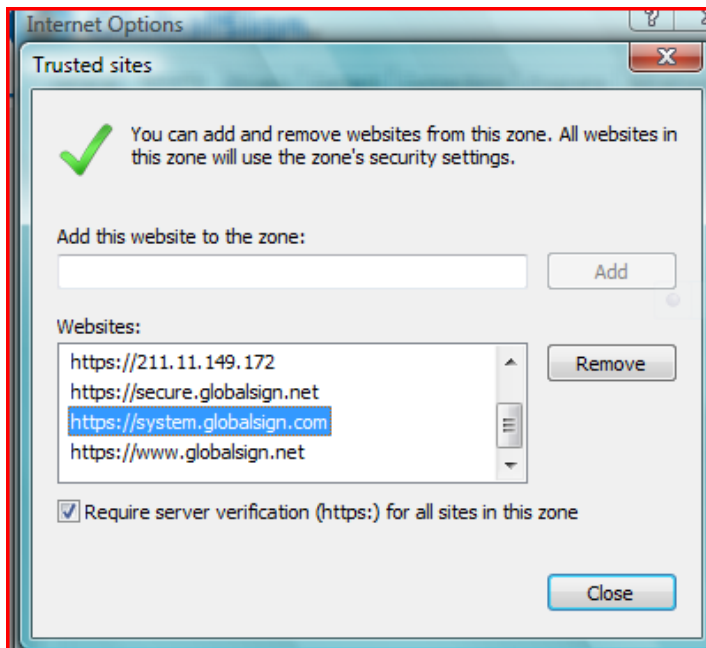
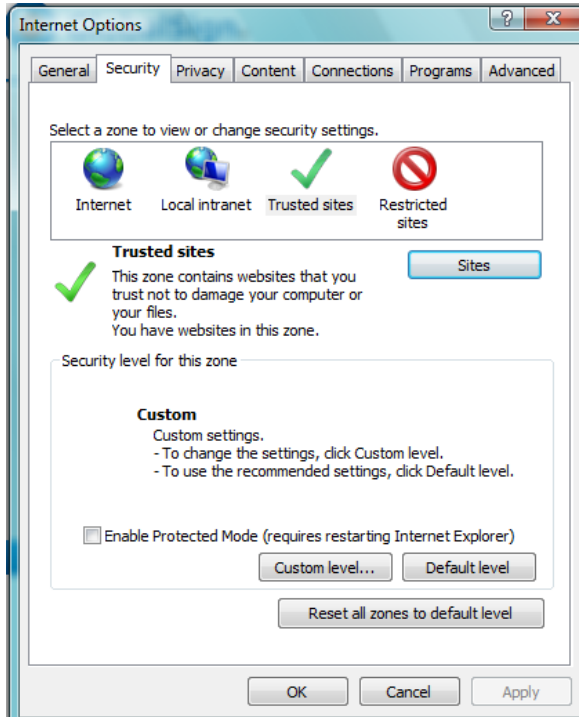
Before you start you must make the following changes, as described below:

- Open Internet Explorer
- Go to 'Tools'
- select 'Internet Options'
- select the 'Security' tab
- highlight 'Trusted sites' and select 'Sites'

...and add the following website names in 'Trusted sites':

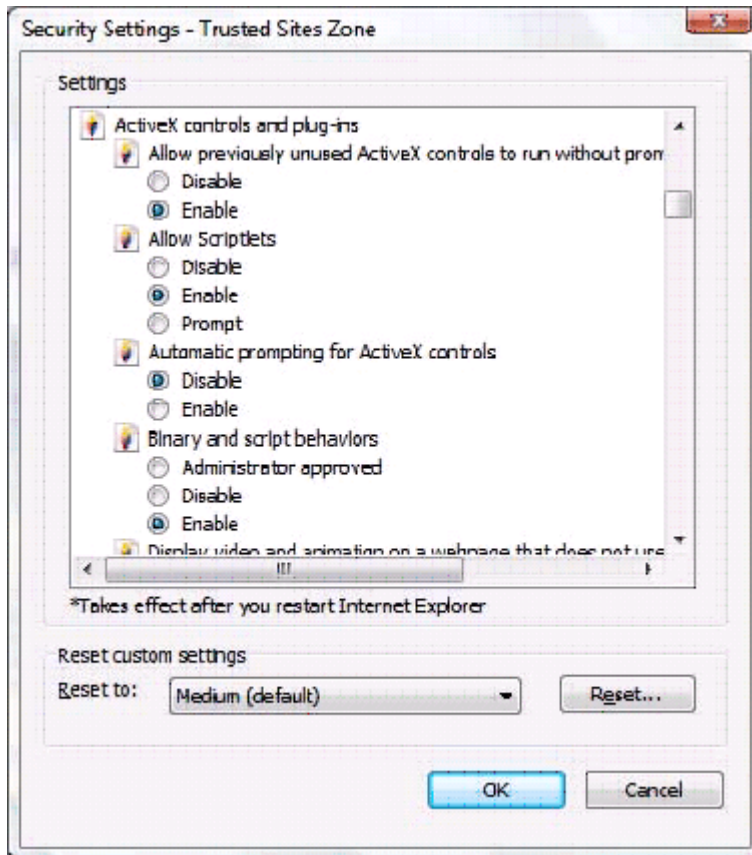
- <https://system.globalsign.com>
- <https://systemeu.globalsign.com>

Please install the GlobalSign Root CA <http://secure.globalsign.net/cacert/Root.crt> into the Trusted Intermediate Certificate Authorities folder in your IE browser before beginning the order process.



Once you have restarted Internet Explorer 7 you need to reopen Internet Options, click on the security tab then click "Custom Level".

This will then open a box called "Security Settings - trusted Sites Zone".



You need to scroll down to "Active X controls and plug-ins" and change the following default settings.

- Allow previously unused ActiveX controls to run without prompt: set to **Enable**
  - Allow Scriptlets: set to **Enable**
  - Automatic prompting for ActiveX controls: set to **Disable**
  - Binary and Script behaviours: set to **Enable**
  - Display video and animation on a webpage that does not use external media player: set to **Disable**
  - Download Signed ActiveX controls: set to **Prompt**
  - Download unsigned ActiveX controls: set to **Prompt**
  - Initialize and script ActiveX controls not marked as safe for scripting: **Prompt**
  - Run ActiveX controls and plugins set to **Enable**
  - Script ActiveX controls marked safe for scripting: set to **Enable**
1. Click Ok
  2. Click Apply
  3. Close and re-open IE7

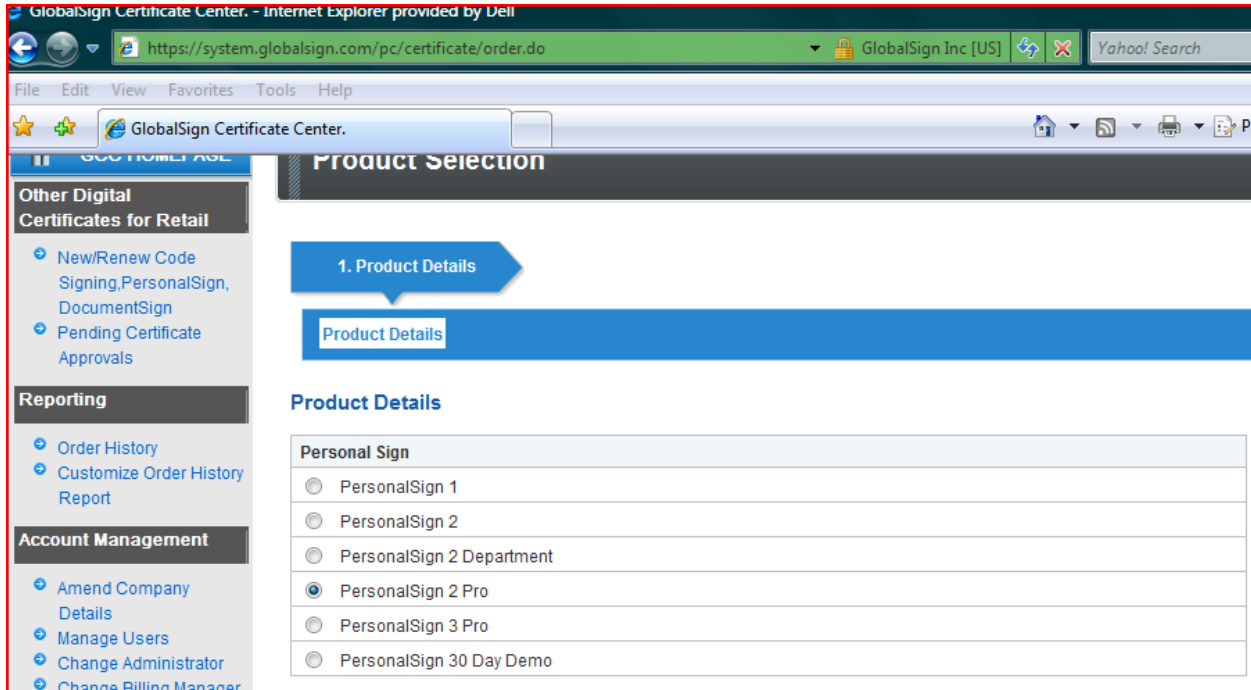
Once you have received the certificate and it is installed within Internet Explorer you can default your security settings for Internet Explorer within the Internet Options by clicking on the "Default level". This can only be done AFTER you have installed your certificate.

You can now begin the ordering process

# Certificate Enrollment

## Step 1: Log into GCC

Go to the "CodeSigning PersonalSign DOCUMENTSIGN FOR ADOBE PDF" tab and select the PersonalSign Certificate type you wish to order



## Step 2:

Select the validity period of the digital certificate you wish to purchase.

The screenshot shows the GlobalSign Certificate Center interface. The browser address bar displays <https://system.globalsign.com/pc/certificate/order.do>. The page title is "Certificate Application".

The navigation menu on the left includes:

- Other Digital Certificates for Retail**
  - New/Renew Code Signing, PersonalSign, DocumentSign
  - Pending Certificate Approvals
- Reporting**
  - Order History
  - Customize Order History Report
- Account Management**
  - Amend Company Details
  - Manage Users
  - Change Administrator
  - Change Billing Manager
- Financial Management**
  - View/Request Invoices
  - View Statements
- Useful Functions**
  - View All Sent Emails

The main content area shows the "Certificate Application" progress bar with two steps: "1. Product Details" (active) and "2. Completed". Below the progress bar is a breadcrumb trail: "Product Details >> Certificate Identity Details >> Payment >> Confirm Details".

The "Product Details - PersonalSign 2 Pro" section contains the following information:

<b>Certificate Validity</b> <small>Required</small> <small>Multi-year offers significant per annum savings</small>	<input type="radio"/> 1 year    £52.9
	<input type="radio"/> 2 year    £70.15
	<input checked="" type="radio"/> 3 year    £88.55
<b>Campaign Code</b>	<input type="text"/> <input type="button" value="Apply"/> <small>If you have a Campaign Code such as a Renewal Code please enter and click Apply. This page will be reloaded with your appropriate discount.</small>
<b>Coupon Code</b>	<input type="text"/> <input type="button" value="Apply"/> <small>If you have a one-off Coupon Code for a particular promotion please enter and click Apply. This page will be reloaded with your appropriate discount.</small>
<b>I have an externally generated CSR</b> <small>Check only if you are an Advanced User and have an externally generated Certificate Signing Request (CSR)</small>	<input type="checkbox"/> Yes, I have an externally generated CSR (advanced users only)
<b>Otherwise click Next...</b>	
<b>TOTAL COST</b> (inc. Tax)	<b>£ 88.55</b>

### Step 3: Complete the Certificate Identity details.

Review pre-populated values carried from the initial Applicant account details and optionally modify. Next, establish a Password that will be required to install the certificate post review and approval by GlobalSign. Also, please note an Approval email will be delivered to the email address specified in the Certificate identity details.

#### Certificate Identity Details

These details will be vetted and included as the certified identity within your issued Certificate. Make sure the details entered are correct - we will vet the details you include. To assist you, some details will be pre-populated from previous pages or from your GCC account details, you may overwrite these if needed.

<b>Your Name</b> Required	<input type="text" value="John Smith"/> Specify your First (required), Middle/Initial (optional) and Last Name (required)
<b>Job Title</b> Optional	<input type="text"/> Specify your Job Title, such as Manager
<b>Organization</b> Required	<input type="text" value="GlobalSign Inc."/> Specify the Organization Registered Name in full, including Inc, Ltd, NV, Plc etc
<b>Locality</b> Optional	<input type="text" value="Portsmouth"/> Specify the City or Town in which the Organization is Registered
<b>State or Province</b> Optional	<input type="text" value="New Hampshire"/> Specify State or Province in which the Organization is Registered. For US applications you must specify the State in full
<b>Country</b> Required	<input type="text" value="United States"/> Specify Country in which the Organization is Registered
<b>Email Address</b> Required	<input type="text" value="john.smith@abc.com"/>

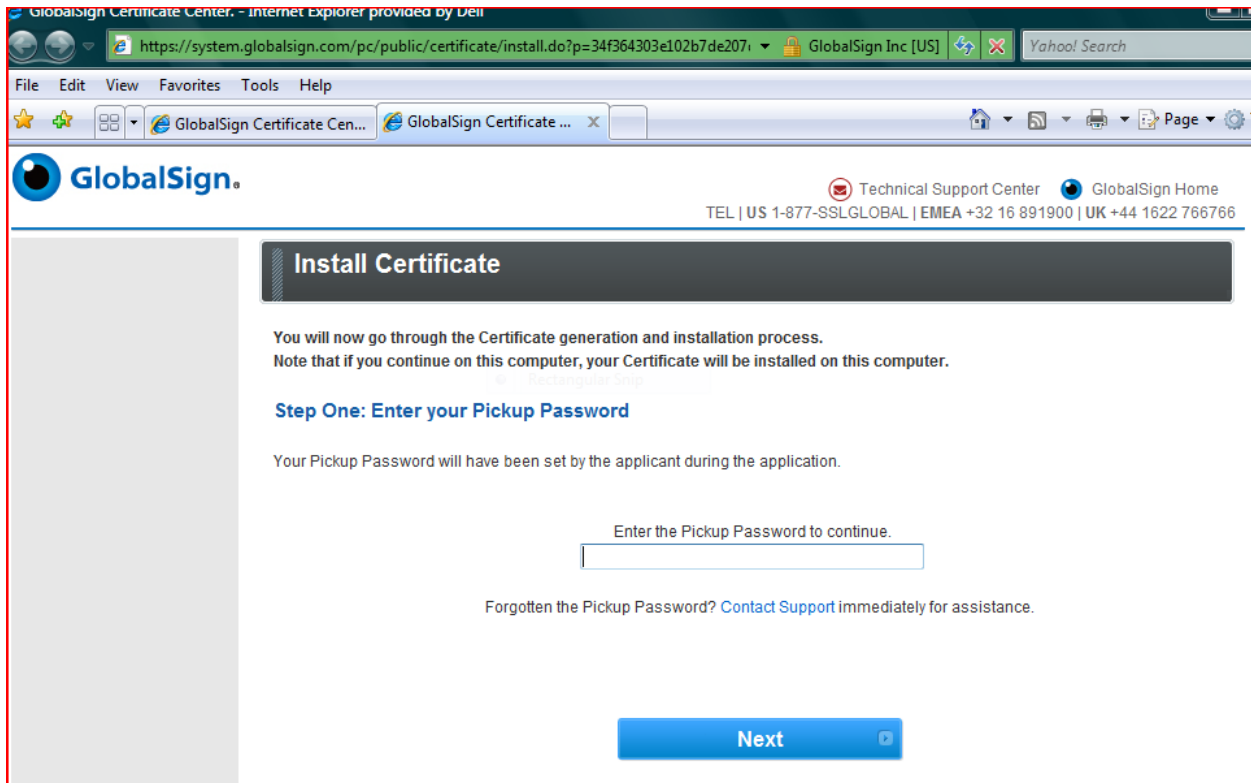
When the vetting is complete we will send an email to the Applicant to pickup the Certificate. For security, please specify a Pickup Password that will be required to release the issued Certificate. NOTE, the usage for this password is different from the GCC login password provided previously, the Pickup Password is used only for this Certificate application.

<b>Pickup Password</b> Required	<input type="password" value="●●●●●●●●"/> Password must be a minimum of 8 characters. Alpha-numeric values only (A-Z, 0-9)
<b>Pickup Password (re-enter)</b> Required	<input type="password" value="●●●●●●●●"/>

## Step 4:

Complete remaining steps including providing payment information and reviewing and accepting the Subscriber Agreement and then look out for the Approval Email (if the Optional Email field was provided). Subsequent to the email challenge, GlobalSign's Vetting team will review the order. If successfully verified, a "Pick up" email will be delivered to the applicant's email address (or email provided in the certificate details if different).

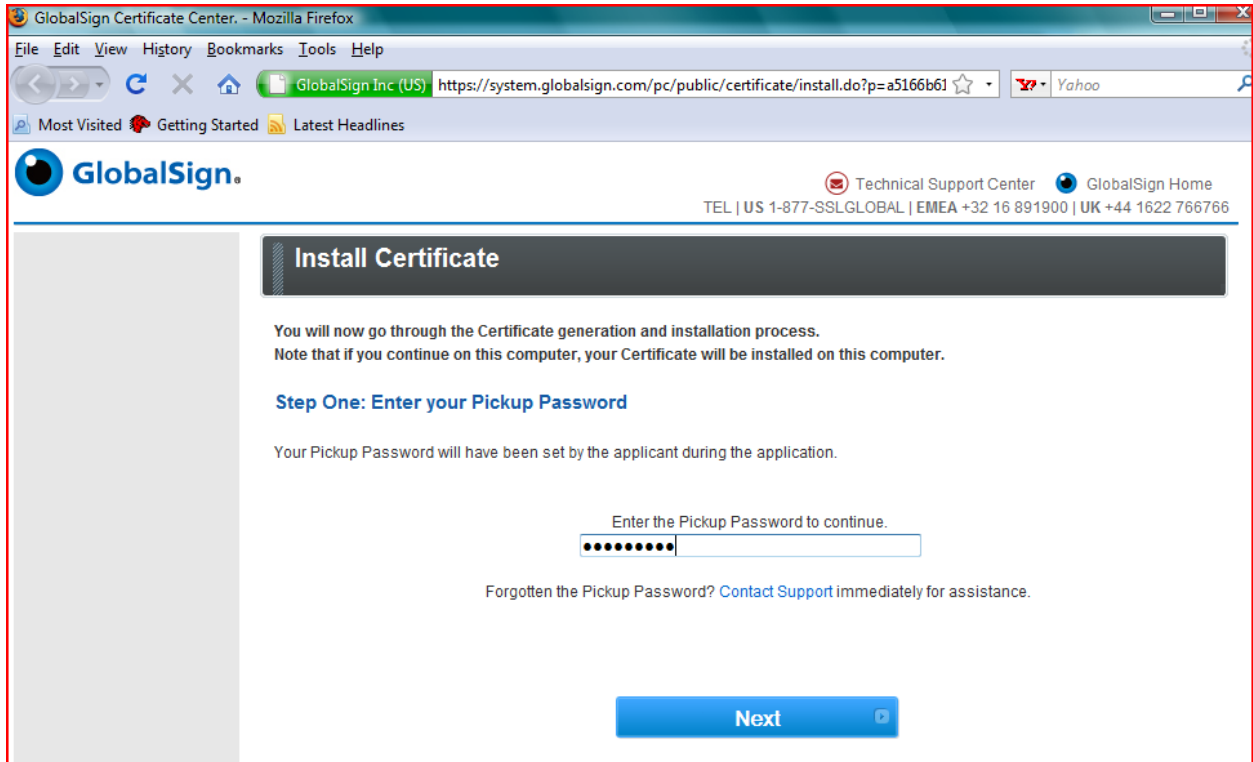
Clicking on the URL provided in the Email will direct you to the following webpage prompting you for the Certificate Pick up Password that was established at registration:



The screenshot shows a web browser window titled "GlobalSign Certificate Center - Internet Explorer provided by Dell". The address bar contains the URL: <https://system.globalsign.com/pc/public/certificate/install.do?p=34f364303e102b7de207>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The page content features the GlobalSign logo on the left and contact information on the right: "Technical Support Center" and "GlobalSign Home" with phone numbers for US, EMEA, and UK. The main heading is "Install Certificate". Below this, the text reads: "You will now go through the Certificate generation and installation process. Note that if you continue on this computer, your Certificate will be installed on this computer." The next section is "Step One: Enter your Pickup Password", followed by the instruction: "Your Pickup Password will have been set by the applicant during the application." A text input field is provided with the placeholder text "Enter the Pickup Password to continue." Below the field, there is a link: "Forgotten the Pickup Password? [Contact Support](#) immediately for assistance." At the bottom of the form is a blue "Next" button with a right-pointing arrow.

## Step 5a: FireFox (recommended)

Using your FireFox browser, click on the URL provided in the email and then enter your certificate pick up password and click Next.



The screenshot shows a Mozilla Firefox browser window titled "GlobalSign Certificate Center. - Mozilla Firefox". The address bar displays "GlobalSign Inc (US)" and the URL "https://system.globalsign.com/pc/public/certificate/install.do?p=a5166b61". The page content includes the GlobalSign logo, a "Technical Support Center" link, and contact information: "TEL | US 1-877-SSLGLOBAL | EMEA +32 16 891900 | UK +44 1622 766766". The main heading is "Install Certificate". Below this, it states: "You will now go through the Certificate generation and installation process. Note that if you continue on this computer, your Certificate will be installed on this computer." The section "Step One: Enter your Pickup Password" follows, with the instruction: "Your Pickup Password will have been set by the applicant during the application." A text input field is provided with the prompt "Enter the Pickup Password to continue." and contains several black dots. Below the field, there is a link: "Forgotten the Pickup Password? [Contact Support](#) immediately for assistance." At the bottom of the form is a blue "Next" button.



Select: mark certificate as exportable select the security setting (recommended HighGrade).

GlobalSign Certificate Center. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

GlobalSign Inc (US) <https://system.globalsign.com/pc/public/certificate/install.do;sessionid=1> Yahoo

Most Visited Getting Started Latest Headlines

**GlobalSign** Technical Support Center GlobalSign Home  
TEL | US 1-877-SSLGLOBAL | EMEA +32 16 891900 | UK +44 1622 766766

## Install Certificate

### Step Two: Select the Cryptographic Service Provider (CSP)

The CSP is used to generate the cryptographic keys within your Certificate. We have listed the CSPs found on your computer. For further assistance on using CSPs and which may be appropriate if you are installing your Certificate onto a hardware device such as crypto USB, view the [CSP Support Guide](#).

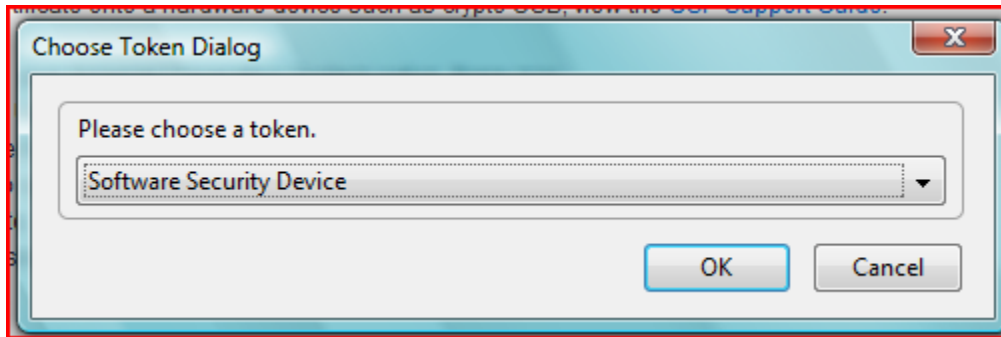
Please note! Depending on your browser / Operating System setup, there may be a information bar or Pop Up asking you to install "Microsoft Certificate Enrolment Control" displayed at the top of this page. If so, you MUST allow this to run. It is a safe program that your browser uses to install your certificate. To run it, click on the information bar or Pop Up and follow the instructions.

Cryptographic Service Provider High Grade

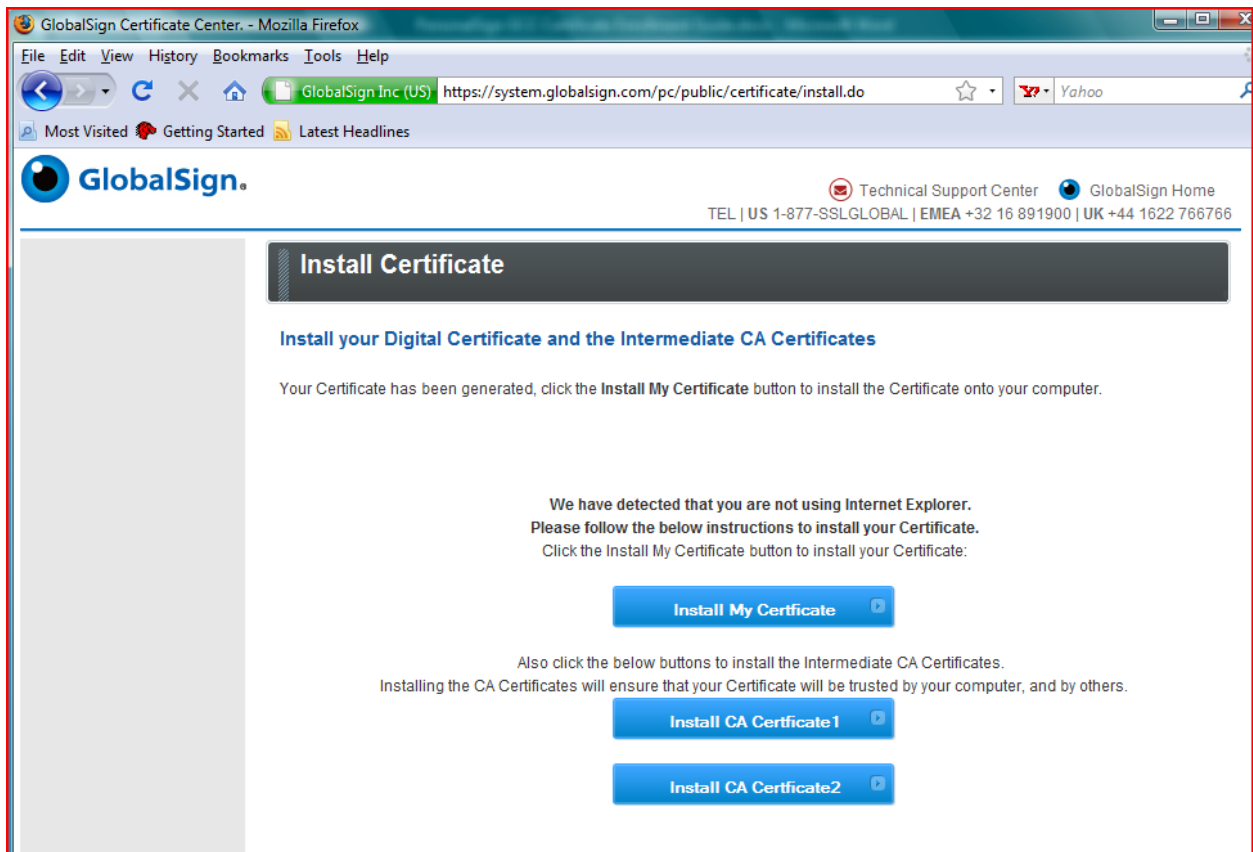
Please click Next and wait. Do not click Next again and do not close the browser, the process may take a few seconds.

Next

Note, unless you have added a hardware security module i.e. USB token, the default cryptographic "provider" will be displayed.



Subsequent to the Public / Private Key generation which may take a few minutes, you will be able to install your code signing certificate.

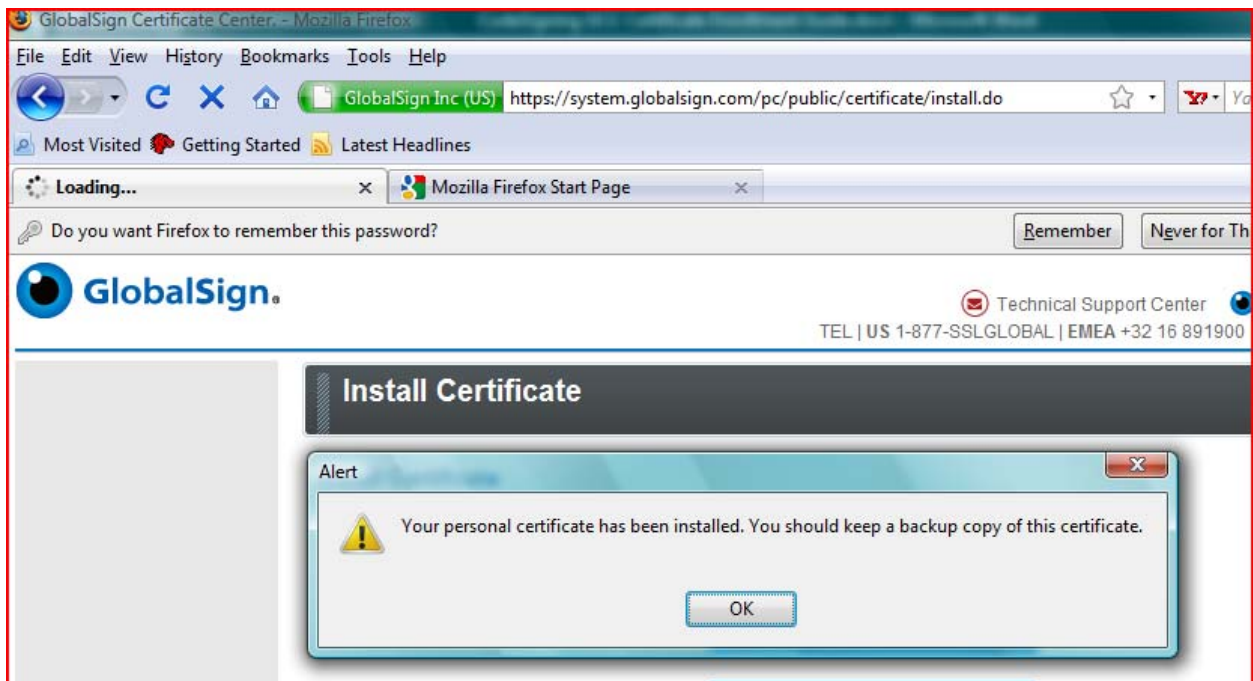


Installation is complete. Follow instructions found here <http://www.globalsign.com/support/faq/misc/16.php> on how to export your digital ID and private key into a PKCS12 format which can be saved for back-up purposes.

Special note to FireFox users operating versions below 3.0.2. After you click on the CA installation link, you will be presented the below dialog box. Please check off "Trust this CA to identify all three purposes – web sites, email users, and software developers.



Installation is complete.



## Step 5b: Vista / IE users (not recommended)

Click "Yes" at the IE Active X prompt

GlobalSign Certificate Center - internet explorer provided by Dell

https://system.globalsign.com/pc/public/certificate/install.do

Identified by GlobalSign

Yahoo! Search

File Edit View Favorites Tools Help

GlobalSign Certificate Cen... GlobalSign Certificate ... x

Page Tools

**GlobalSign**

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If so, you MUST allow this to run. It is a safe program that your browser uses to install your certificate. To run it, click on the information bar or Pop Up and follow the instructions.

**Internet Explorer**

An ActiveX control on this page might be unsafe to interact with other parts of the page. Do you want to allow this interaction?

Yes No

Make Certificate Exportable?	<input checked="" type="checkbox"/> <b>Yes, make this Certificate exportable</b> Check if you wish to allow the Certificate and associated cryptographic keys to be exportable. This means you can back up the Certificate or move it to another computer at a later time.
Cryptographic Service Provider	<input type="text"/>

For software certificates, select the "Microsoft Enhanced Cryptographic Provider 1.0" Cryptographic Service Provider. Alternatively, select the CSP that is associated with your USB token or Smart card.

GlobalSign Certificate Center. - Internet Explorer provided by Dell

https://system.globalsign.com/pc/public/certificate/install.do

GlobalSign Inc [US] Yahoo! Search

### Install Certificate

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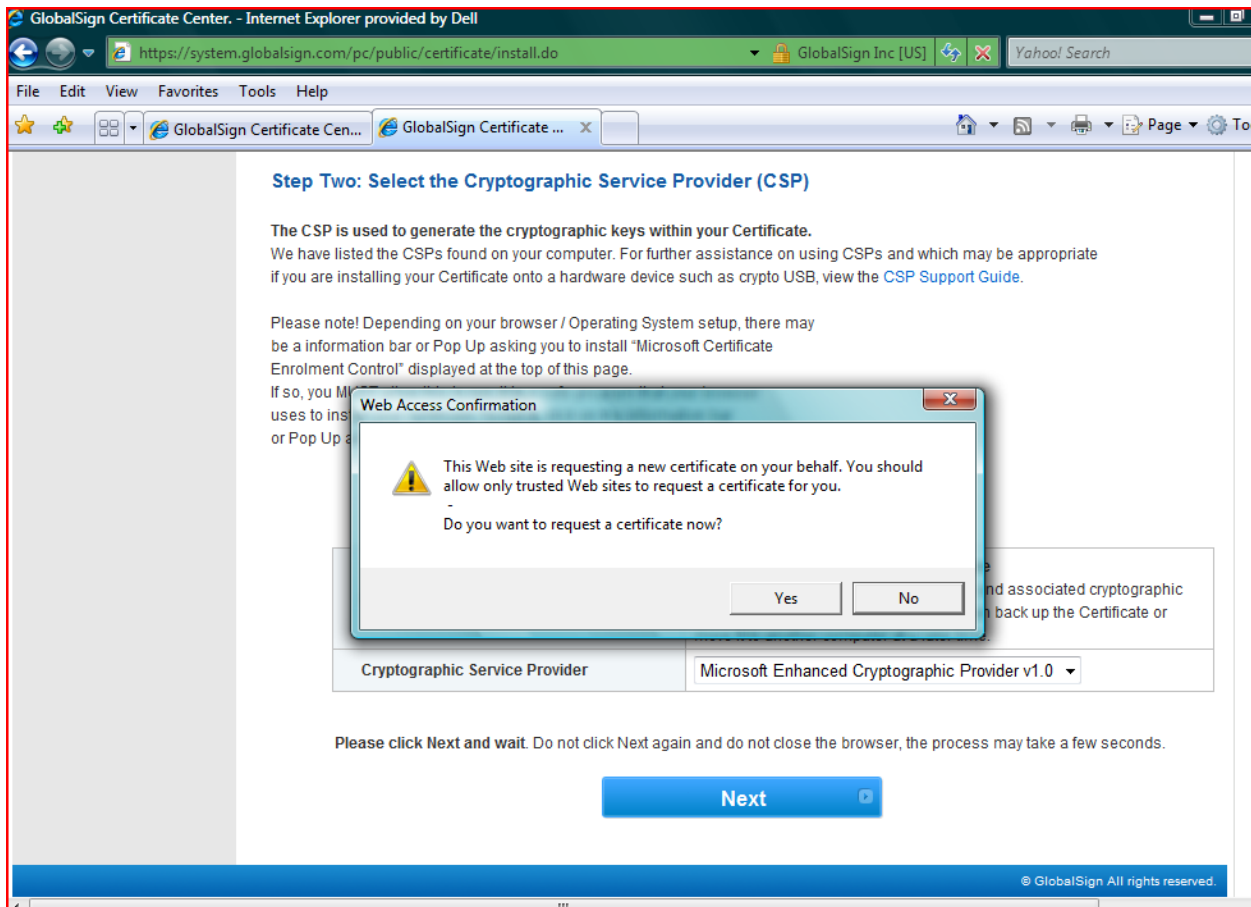
Please note! Depending on your browser / Operating System setup, there may be a information bar or Pop Up asking you to install "Microsoft Certificate Enrolment Control" displayed at the top of this page. If so, you MUST allow this to run. It is a safe program that your browser uses to install your certificate. To run it, click on the information bar or Pop Up and follow the instructions.

Make Certificate Exportable?	<input checked="" type="checkbox"/> <b>Yes, make this Certificate exportable</b> Check if you wish to allow the Certificate and associated cryptographic keys to be exportable. This means you can back up the Certificate or move it to another computer at a later time.
Cryptographic Service Provider	Microsoft Enhanced Cryptographic Provider v1.0

Please click Next and wait. Do not click Next again and do not close the browser, the process may take a few seconds.

**Next**

Click "Yes" at the "Web Access Confirmation" Prompt



***Note this process may take several minutes; do not press the back button or attempt to restart the installation.***

Click "Install My Certificate."

GlobalSign Certificate Center - Internet Explorer provided by Dell

https://system.globalsign.com/pc/public/certificate/install.do

Identified by GlobalSign

File Edit View Favorites Tools Help

GlobalSign Certificate Cen... GlobalSign Certificate ... x

GlobalSign

Technical Support Center GlobalSign Home  
TEL | US 1-877-SSLGLOBAL | EMEA +32 16 891900 | UK +44 1622 766766

## Install Certificate

### Install your Digital Certificate and the Intermediate CA Certificates

Your Certificate has been generated, click the **Install My Certificate** button to install the Certificate onto your computer.

**We have detected that you are using Internet Explorer.**  
Please click the **Install My Certificate** button to install your Certificate and all appropriate Intermediate CA Certificates that enable the Certificate to be trusted.

**Install My Certificate**

**What to do next.**  
Now you have your Certificate please review the Product Guide support pages for instructions on how to use your Certificate.  
> [Go to Product Guide pages](#)



Allow Active X control by clicking "yes".

The screenshot shows an Internet Explorer browser window with the address bar displaying <https://system.globalsign.com/pc/public/certificate/install.do>. The page title is "GlobalSign Certificate Center. - Internet Explorer provided by Dell". The browser's address bar shows "GlobalSign Inc [US]" and a "Yahoo! Search" box. The page content includes the GlobalSign logo, contact information for a Technical Support Center, and a section titled "Install Certificate". Below this, there is a sub-section "Install your Digital Certificate and the Intermediate CA Certificates" and a button labeled "Install My Certificate". A security warning dialog box is overlaid on the page, asking: "An ActiveX control on this page might be unsafe to interact with other parts of the page. Do you want to allow this interaction?" with "Yes" and "No" buttons. The dialog box also contains a small icon of a padlock with a question mark.

GlobalSign Certificate Center. - Internet Explorer provided by Dell

https://system.globalsign.com/pc/public/certificate/install.do

GlobalSign Inc [US]

Yahoo! Search

File Edit View Favorites Tools Help

GlobalSign Certificate Cen... GlobalSign Certificate ...

Page

GlobalSign

Technical Support Center GlobalSign Home  
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### Install Certificate

#### Install your Digital Certificate and the Intermediate CA Certificates

Your Certificate has been installed onto your computer.

Internet Explorer

An ActiveX control on this page might be unsafe to interact with other parts of the page. Do you want to allow this interaction?

Yes No

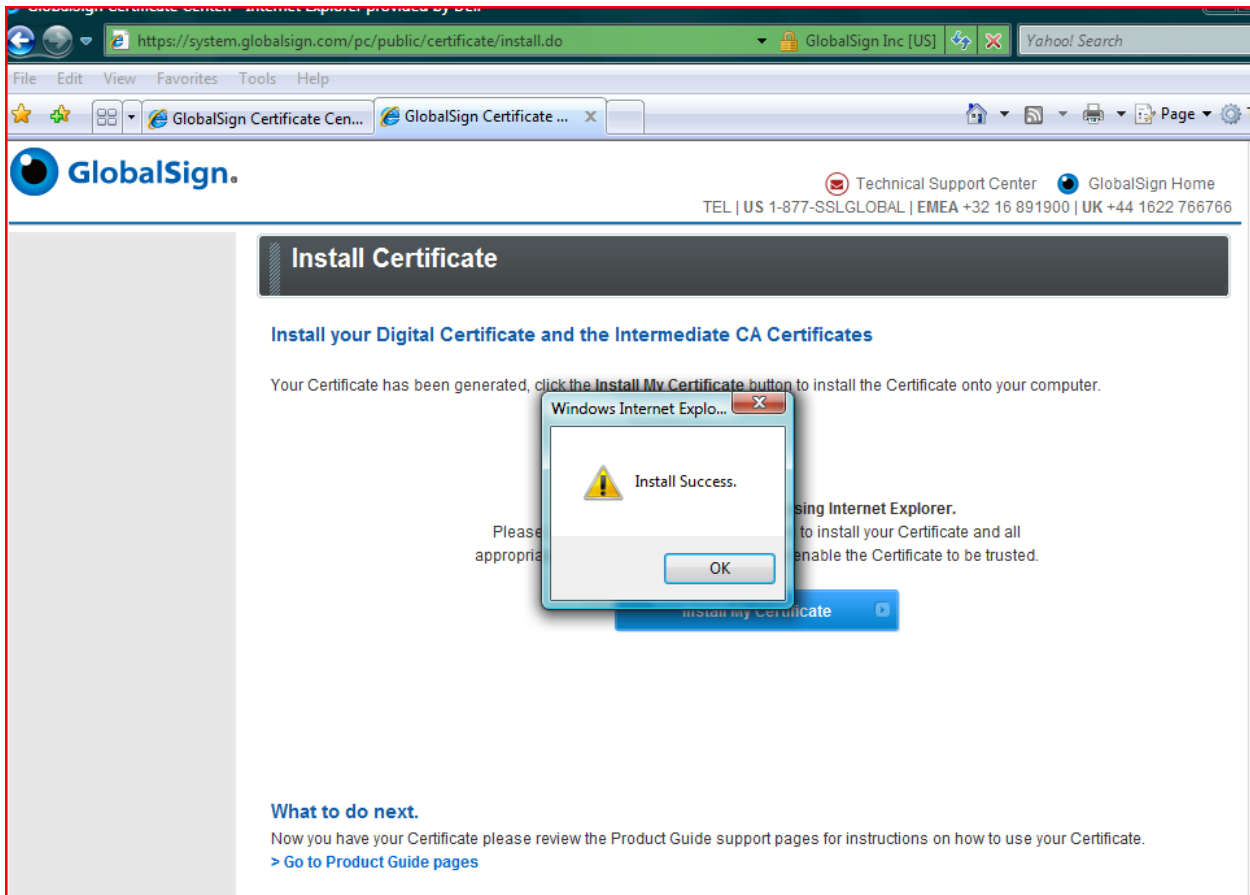
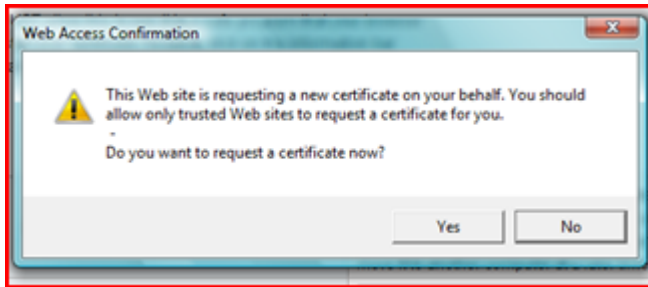
Install My Certificate

#### What to do next.

Now you have your Certificate please review the Product Guide support pages for instructions on how to use your Certificate.

[> Go to Product Guide pages](#)

Select "Yes" to the Certificate Web Access Confirmation prompt, and then note successful Installation.



Make a copy of your PersonalSign digital certificate by following the procedures found here.

<http://www.globalsign.com/support/personalsign.php>



GlobalSign Digital Certificates are trusted by all popular Browsers, Operating Systems, Mobile Devices and Applications.