

thawte's Quick Enrollment Guide:

SSL Web Server Certificate, SGC SuperCert and Code Signing Certificate

Should you require any assistance, please contact the Retail Sales Team at:

E-mail: sales@thawte.com
Tel: +27 21 937 8902
Fax: +27 21 937 8967
Real-time Assistance: http://www.thawte.com/popups/chat/chat_retail.html

This guide is a road map of our enrollment process. If the information below is unclear, please see our contact details at the top of the page. Or you may use our online chat facility on www.thawte.com/buy and we will recommend the best course of action.



Before you enroll:

You will require a Certificate Signing Request (CSR). The CSR has to be generated from the server that hosts your website. If your website is hosted, your Hosting Company has to generate the CSR on your behalf. Please click on the link below for more information on your particular software platform:

<http://www.thawte.com/support/keygen/index.html>

Please Note: Code Signing Certificate enrollments

- Microsoft Authenticode and Netscape Object Signing Certificates – The CSR generation process will be automated during the enrollment.
- Java Soft – You will be required to generate the CSR. Click on the link below for more information on generating your CSR specific to Java Soft Code Signing Certificates
<http://kb.thawte.com/thawte/thawte/esupport.asp?id=vs23538>
- All other Code Signing Certificates do not require a CSR.

The Online Enrollment:

The following steps outline the enrollment process. We suggest printing the guide for reference as you go through the process: To start the online enrollment process, please go to: www.thawte.com/buy

1. Configure your enrollment

- A. Choose your Product Type
- B. Submit CSR
 - Paste the CSR in the text box provided, please include Begin and End lines – this includes the dashes.
- C. Please confirm your enrollment selection
 - Choose your certificate lifespan option.
 - We would strongly recommend that you take advantage of our two-year certificates. This will save you the time and effort of having to renew annually, as well as provide you with an added financial incentive.
- D. Additional Licenses
 - Additional licenses may be requested for users who wish to secure multiple servers for load balancing and clustering. This option should only be used if all of your servers have the same common name and software installed on each server to be licensed.
- E. Currency to be quoted
- F. Payment Information

Select the payment method of your choice:

 - Credit Card
 - Cheque by postal mail
 - Swift Transfers

For cheque payments please use the following address:

US, Canada and Latin America: *thawte* Order Processing
c/o Accounts Receivable
487 E. Middlefield Rd.
Mountain View, CA 94043
United States

All Others: *thawte* Order Processing
c/o Accounts Receivable
PO Box 2749
Durbanville 7551
South Africa
- G. Corporate, Technical or Billing details
 - These contacts will be contacted with regards to renewals, billing queries, documentation etc.

2. Confirm your account

Enrollment confirmation

Confirm if the details you have submitted are correct.

Subscriber agreement

Lastly, you will need to read the subscriber agreement and click 'accept'.
If you do not accept, we will not be able to issue your certificate.

3. Complete your enrollment

Online Enrollment complete:

Your order number will appear on the screen, please make a note of it.

In order for us to offer you the highest level of authentication during our verification process, all certificates need to be authenticated and will not be issued automatically. We may require you to provide documentation to complete the authentication procedure. After completing the enrollment, please allow time for processing.

To check the status of your certificate, please refer to your Status Page at the following Link: <https://www.thawte.com/cgi/server/status.exe>

Once the certificate has been issued an e-mail will be sent to your technical contact to confirm that your certificate is available for download. Your certificate will be available on our Status Page at the following link:

<https://www.thawte.com/cgi/server/status.exe> Then follow the installation procedure for your specific product.

If you are hosted, your hosting company would need to install your certificate. To access the Certificate Status page you will be required to enter your order number and password.

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