

Enterprise PKI (ePKI) Product Guide

-Product Overview

-Benefits of GlobalSign's ePKI Solution

-How to Order



Overview of Enterprise PKI

Enterprise PKI allows organizations to manage the full lifecycle of Microsoft Windows's trusted Digital IDs and Adobe Certified Document Services including issuing, reissuing, renewing, and revoking. GlobalSign's ePKI solution is managed through a SaaS service accessed through a web based portal.

Traditionally, companies who require to purchase multiple Digital IDs/Client Certificates are required to purchase each certificate individually from a Certificate Authority (such as GlobalSign). Purchasing the digital certificates one by one is a costly and time consuming process as each time an organization applies for a certificate the organization & individual must go through the registration and validation process with the digital certificate provider for each individual certificate.

With ePKI, organizations acquire complete control of Digital IDs issued to individuals or departments. Set-up usually takes less than a week and provides zero installation or cost as ePKI is managed through a web portal. Another advantage of the web-portal is that all life functions are available to the ePKI administrator around the clock.

Does your Organization Need ePKI?

The first question to ask yourself is does your organization use or have a need for multiple Digital Certificates (Digital IDs) ? GlobalSign provides two types of Digital ID products- PersonalSign and DocumentSign.

PersonalSign Digital Certificates (IDs)

PersonalSign Digital IDs allow organizations to exchange verifiable documents and secure email between employees, partners, customers, and suppliers using most popular browsers and operating system platforms.

PersonalSign Certificates allow you to

- Digitally Sign Emails
- Encrypt Email Messages
- Digitally Sign Microsoft Office Docs (Word, Excel, PowerPoint)
- Authenticate yourself to SSL VPNs



Adobe Certified Document Service Uses

Adobe Certified Document Services (CDS) is the first digital signing solution that allows authors to create Adobe® PDF files that automatically certify to the recipient that the author's identity has been verified by a trusted organization.



- Certify PDFs automatically recognized by Adobe Acrobat & the free Adobe Reader
- Comply with regulatory frameworks by adding Certificate Signatures to electronically seal a document.
- Allows you to add approval signatures- electronic equivalents to wet ink approval signatures

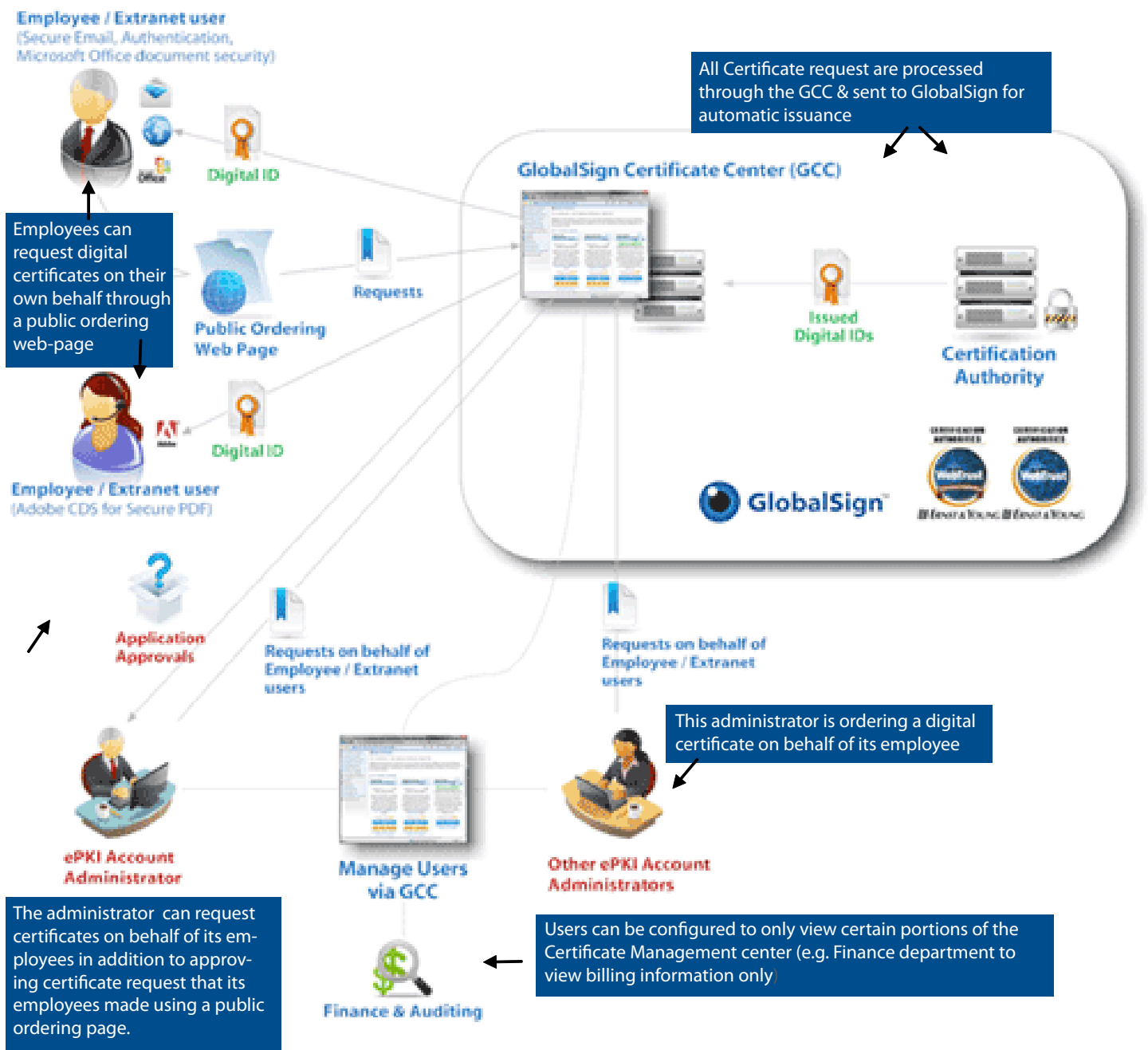
ePKI for Compliance Requirements

Enterprise PKI (ePKI) also meets the needs of many compliance regulation and laws such as:

- Privacy Laws
- FDA Electronic Submissions Gateway (ESG)
- CFR 21 Part 11
- AEC Requirements
- University Transcripts/Diplomas
- Electronic VAT Invoicing
- Sarbanes-Oxley (SOX)

Overview of Enterprise PKI

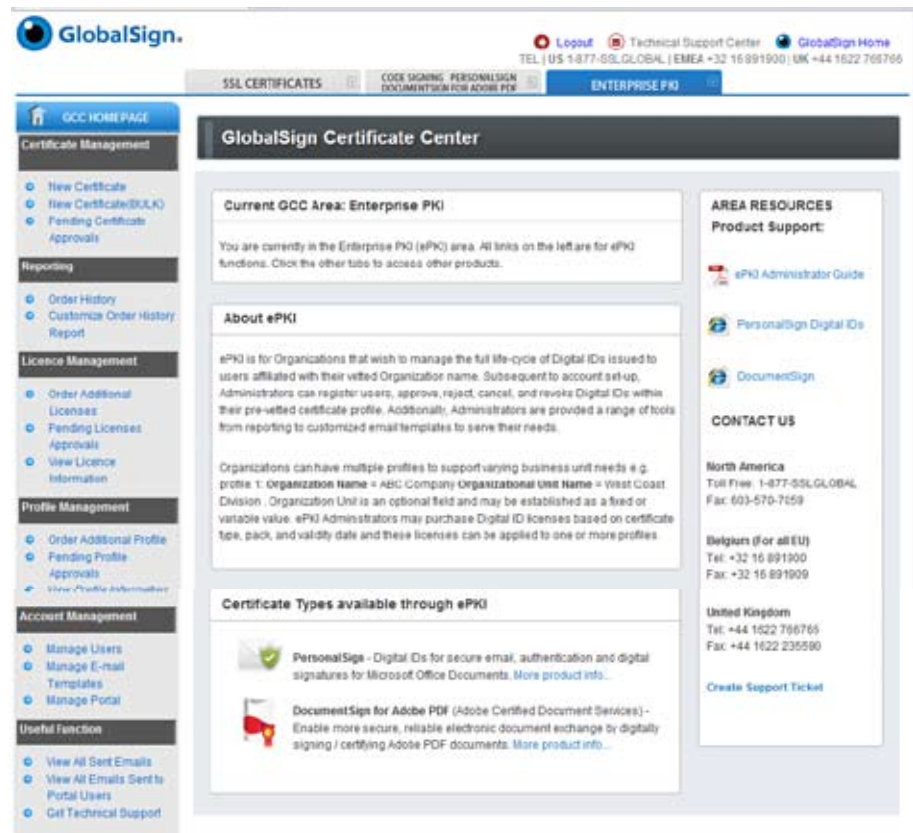
Below is a diagram representing the ePKI workflow in an organization



Managing your ePKI Account



Managing your ePKI account is easy with the GlobalSign Certificate Management Center (GCC). GCC is a secure web-based interface allowing you to access your Certificates anywhere with an internet connection. No need to download or purchase software, this easy web interface is easy to use and manage and best of all it is run by GlobalSign so you never have to worry about paying for updates or changes!



Features and Benefits of ePKI

Certificate Life-Cycle Management

Using the ePKI portal, administrators have the control of issuance, revocation, re issuance, and cancellation.



Issue certificates immediately through the GCC portal or setup an enrollment web page (portal link) that can be sent directly to employees or post the link to a public location (internal website, etc) allowing users to request certificates on their behalf.

Revoked certificates will be put on the Certificate Revocation List within 24 hours, making the certificate unable by most applicants

Cancellations are allowed up to 7 days of certificate delivery

Reissued certificates will be issued with an expiration date equal to the original certificates.

Profile Management

What is a Profile?

Profile aka Certificate profile contains the organizations records that will be used for all Digital IDs issued. Organization records include the Organization Name, Unit (if applicable), City, State, etc. An organization may create multiple profiles should they have multiple offices or multiple parent subsidiary companies allowing you to issue certificates from each profile. (Additional profiles can be established once your original profile has been vetted and established)

Profile Management

Profile Management allows administrators the ability to setup additional profiles directly from the GlobalSign Certificate Center. Certificate Profiles represent the information of the holder of the certificate. (e.g. organization name & address). Setting up multiple profiles is an advantage for companies that have multiple offices or multiple parent subsidiary companies that require certificate for a single account. Administrators also have the ability to view and keep track of all certificate profiles.

License Management

What is a License?

Both PersonalSign Digital IDs and DocumentSign (CDS) are available to purchase in bulk, which is referred to as “license packs”. (e.g. Enterprise PKI Lite for Personal Digital ID 50 pack)

License Management

License Management allows the administrator to purchase additional license packs for Document Sign CDS or PersonalSign in bulk quantities. (e.g. PersonalSign Digital ID 250 pack). License Management also gives the administrator the functions of viewing licenses awaiting approval and the order status of all licenses (requesting, requested, issued, canceled, etc)

Portal Link

ePKI Managed Service offers the ability for organizations to centralize the Certificate ordering process through offices and or departments. Administrators can create an enrollment URL web-page called a “portal link” which creates an application page where anyone in your organization can register/request a certificate through a pre-vetted account.

The Certificate will not be issued until the ePKI Administrator with “approval” privileges logs into the GCC and approves the certificate request. This ensures certificates are issued only to legitimate applicants. You can create one portal page for each profile established.

Requesting Certificates

End User Initiated

End users can request certificates on their behalf using the public ordering page and the request will be placed in a pending status until the ePKI Administrator approves the request. This is to ensure the certificate request is legitimate. Once approved the end user will receive a confirmation email with installation instructions.

ePKI Administrator Initiated

The ePKI Administrator can register certificates on behalf of end users using the GCC ePKI portal. The end user will be notified via email that a certificate has been issued on their behalf with further instructions to proceed.

The main difference is that in the portal enrolment process the end user has the control of choosing the certificate for issuance and selects his or her own pickup password for the enrollment process, where as if the Administrator request a certificate on someone behalf the administrator must ensure the pickup password is securely provided to the end user.

Manage Users

With the Account Management tools the administrator has the ability add, view, and edit new users and their privilege levels.



Reporting

Locating a particular order/certificate is easy with ePKI's robust reporting functions. Easy search capabilities provide ePKI administrators a method to review:

- Status of issued & pending Certificate request
- Upcoming Renewals
- View all the certificates currently issued under a specific profile
- View all certificates of a specific product type
- & much more!

Email Options

Customizing Email Templates

Emails are sent to end-users for enrollment invites, re-issues, issuance, re-issuance, and various other items. ePKI administrators can choose to use a standard messaging or customize the content in the email templates.

Email History

With email history administrators have the ability to view all emails sent to end users and re-send any email if necessary. Administrators can easily re-send emails incase an end user has lost an email or accidentally deleted an email.

How to Order ePKI

The below instructions will guide you on how to set up/order an ePKI Service for your organization. First, click on any "Buy Now" button located on our ePKI web pages or you can go directly to the following URL:

<http://www.globalsign.com/authentication-secure-email/enterprise-pki/buy-epki-now.html>

Select your Digital ID Type

To create your account and register your company profile you must select your initial Digital ID type. ePKI supports all below Digital ID types and you can add the other types once your initial account is activated, but to begin, please select one Digital ID type.

- | | 5 Pack Starter Prices |
|--|--|
| <input checked="" type="radio"/> PersonalSign for Individuals - Digital IDs issued to people (<i>i.e. john.smith@globalsign.com</i>) in your organization for Secure Email, Online Authentication and to digitally signing Microsoft Office documents | \$440 |
| <input type="radio"/> DocumentSign for Individuals - Digital IDs issued to people (<i>i.e. john.smith@globalsign.com</i>) in your organization to add Approval & Certified Digital Signatures to Adobe PDF documents | \$2,230
USB devices included |
| <input type="radio"/> PersonalSign for Departments - Digital IDs issued to Departments (<i>e.g. marketing@globalsign.com</i>) in your organization Secure Email, Online Authentication and to digitally signing Microsoft Office documents | \$950 |

Specify Details of your Account

Specify your account details. Your account details will be used as the contact information associated with your GlobalSign Certificate Center (GCC).

Profile/License Selection

1. Account Setup

2. Product Details

3. Completed

Account Details



Confirm Details

Account Details

Please specify details for your account. Your account contact will receive notices regarding your Certificate application and will be the main contact associated with your GlobalSign Certificate Center (GCC) account. If you are applying on behalf of someone else, enter their details, and you can specify an additional Technical Contact for yourself later in the application process.

First Name <i>Required</i>	<input type="text"/>
Middle Name or Initial	<input type="text"/>
Last Name <i>Required</i>	<input type="text"/>
Email Address <i>Required</i>	<input type="text"/> Please check email is accurate, this email address will be used in the application process
Phone Number <i>Required</i>	<input type="text"/> e.g. 603-570-7060 or 01622 766766
Fax Number	<input type="text"/> e.g. 603-570-7059 or 01622 662255

Select License Product

Select which license pack you would like to purchase (e.g. PersonalSign Digital ID 10 pack). You will be able to view pricing and the validity period selection in the next step.

Product Details

Personal Sign	
<input type="radio"/>	Enterprise PKI Lite For Personal Digital ID 10 pack
<input type="radio"/>	Enterprise PKI Lite For Personal Digital ID 25 pack
<input type="radio"/>	Enterprise PKI Lite For Personal Digital ID 50 pack
<input type="radio"/>	Enterprise PKI Lite For Personal Digital ID 100 pack
<input type="radio"/>	Enterprise PKI Lite For Personal Digital ID 250 pack
<input type="radio"/>	Enterprise PKI Lite For Personal Digital ID 500 pack
<input type="radio"/>	Enterprise PKI Lite For Personal Digital ID 1,000 pack



Back

Next



Select Validity Period

Select the validity period for the license pack you choose and you will also be able to view the pricing details. Multi-year savings apply to certificates ordered with a 2-3 year validity period.



Product Details - Enterprise PKI Lite For Personal Digital ID 10 pack

Certificate Validity <i>Required</i> Multi-year offers significant per annum savings	<input checked="" type="radio"/> 1 year \$855 <input type="radio"/> 2 year \$1,140 <input type="radio"/> 3 year \$1,430
Campaign Code	<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>
Coupon Code	<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>
TOTAL COST (Inc. Tax)	\$ 855

Create Profile Details

Next you will be prompted to enter in the Certificate Profile Details. The details you enter will be vetted and included as the certificate identity within your issued certificate.

Organization <i>Required</i>	<input type="text" value="GlobalSign"/>
Organizational Unit <i>Optional unless looked as unique</i>	<input type="text"/> <input type="checkbox"/> Lock a unique OU
Locality	<input type="text" value="Portsmouth"/>
State or Province	<input type="text" value="NH"/>
Country <i>Required</i>	<input type="text" value="United States - US"/>

Enter Payment Details

Provide Payment by either credit card or Purchase Order pre-arranged with your GlobalSign Account Representative. Select "Payment in arrears" and supply Purchase Order number if paying by Purchase. Order. Otherwise, supply credit card details as prompted. Please note, you may not order certificates until confirmation of the PO has taken place.

Payment Details

Purchase Order Number	<input type="text"/> <small>Enter if you have a PO Number. This will be displayed in your invoice</small>
Payment Method	<input type="radio"/> Payment in arrears <input checked="" type="radio"/> Credit Card

Credit Card Details & Billing Address



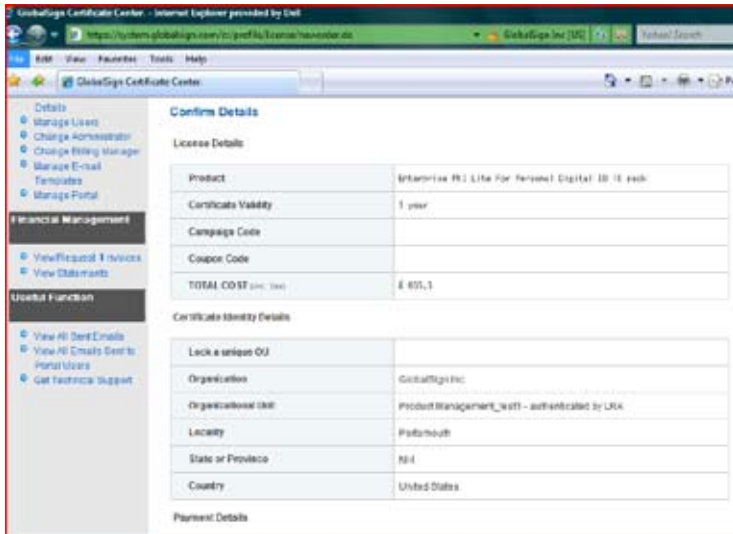
Enter the First Name (or initial) and Last Name exactly as written on your Credit Card.
 Enter the card holder's Address, City, Zip/Postal Code, State, and Country as detailed on your Credit Card statement.

First Name or Initials <i>Required</i>	<input type="text"/>
Last Name <i>Required</i>	<input type="text"/>
Card Type <i>Required</i>	<input checked="" type="radio"/> VISA <input type="radio"/> MasterCard

Review Order & Accept

ePKI Service Agreement

Review and confirm your order and then accept the ePKI Service Agreement. Note the ePKI Service Agreement binds you to Local Registration Authority and other obligations as outlined in the GlobalSign Certificate Practice Statements found at <http://www.globalsign.com/repository/index.htm>.



The Vetting Process

Once you have placed your order all of your information will be sent to GlobalSign's vetting department. The organization details you provided for your profile will be vetted by GlobalSign using third party checks. This on average takes 3-5 days, you will be notified via email or phone when your company has been verified.

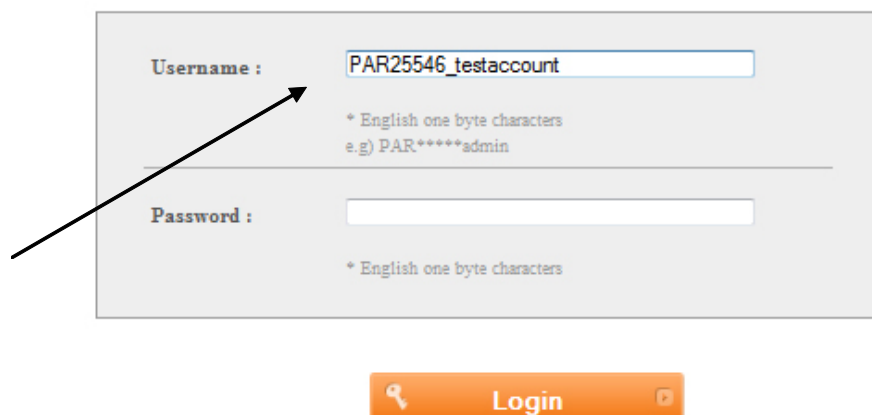
Once the vetting process is completed you may login to the GlobalSign Certificate Center and begin issuing Digital Certificates.

Issuing your Digital Certificates

After your order was placed you should of received an email from GlobalSign which will include your account details that you set up for your GCC Account including your user name, password, and login URL.

You can login to your GlobalSign Certificate Center (GCC) Account to manage the life cycle of your new Certificates Your account gives you easy access to issue certificates to

Please notice in the GlobalSign Welcome email your user name. The username you created during the ordering process now contains additional characters that will be similar to "PARXXX" please use this as your user-name...



The screenshot shows a login form with the following fields and text:

- Username :**
 - * English one byte characters
 - e.g) PAR*****admin
- Password :**
- * English one byte characters

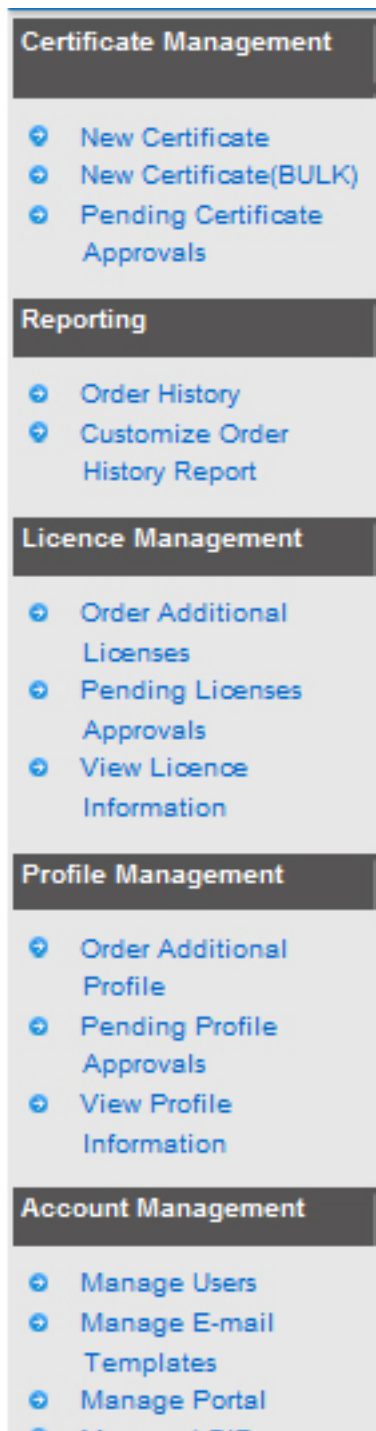
Below the form is an orange **Login** button with a magnifying glass icon on the left and a right-pointing arrow icon on the right.

You may login to your GCC account any time at <https://www.globalsign.com/ssl-login.htm>

Login to your GCC Account

When you login to your GCC Account you will notice three tabs at the top

1. SSL Certificates
2. Code Signing, PersonalSign, & DocumentSign
3. Enterprise PKI



Click on "Enterprise PKI" to manage your new Certificates. On the left hand side you will notice a menu bar with all of the options you have available as the administrator.

Issuing your new Certificates

During the ordering process you purchased a "License Pack" & a "Certificate Profile"

Certificate Profile- Contains your organizations records that will be contained for all Digital IDs issued from the profile. Including Organization Name, Unit, City, State, etc. You can create multiple profiles if you have a multiple offices or parent subsidiary companies.

License Pack- A license pack is simply a pack of Digital Certificates you can purchase in group quantities (5 pack- 100,000 pack). Digital Certificates include (PersonalSign or DepartmentSign)

Since you have already created a profile and purchased a license pack, your next step is to issue the certificates.

Requesting Certificates

There are two methods to issuing certificates to end users:

1. ePKI Administrator registration :

Where you, as the ePKI Administrator registers a user via the GCC ePKI Portal under Certificate Management > New Certificate

2. End User Initiated:

Where a Portal link (one per Profile) is created and published for end users to request certificates on their behalf. Account Management > Manage Portal

The main difference is that in the Portal enrolment process the end user sets their own pickup password for the enrollment process, where as with the Administrator registration process, the Administrator must ensure that the pickup password is provided securely to the end user.

ePKI Administrator Registration

To register a certificate for an individual please follow the following steps. For individual registrations, click “New Certificate” and then select the Certificate Profile and License you wish to apply the certificate request to:

Certificate Management

- ➔ New Certificate
- ➔ New Certificate(BULK)

1. Product Details 2. Completed

Select Profile >> Certificate Identity Details >> Confirm Details

Product Details

Profile

	Profile ID	BaseDN	Organization	Organization Unit
<input type="radio"/>	MP200905200049	Yes	GlobalSign	West Coast Sales - authenticated by LRA
<input type="radio"/>	MP200905200050	No	GlobalSign Inc.	
<input type="radio"/>	MP200905210070	No	GlobalSign	

License

	Service	License Unused number
<input type="radio"/>	Enterprise PKI Lite For Personal Digital ID 1 year	3311
<input type="radio"/>	Enterprise PKI Lite DocumentSign For Adobe PDF Personal - HSM 3 year	11

Next

Click “Next” and complete the certificate identity details for the end user of the Certificate including the common name and the email addresses, the organization name, and other fields will be pre-populated from the profile you selected.

You will also need to choose a “pick up password”. The pick up password is a unique password that you will give to the end user of the certificate. The end user will then receive an email invitation to pick up their certificate and at that time they will be prompted for the pick up password (you gave them) along with details of how to install their new certificate.

For further information on the features available in your GlobalSign Certificate Center please visit:

[http://www.globalsign.com/support/ordering-guides/GlobalSign_Enterprise_Solutions_ePKI Administrator guide v1.5. pdf](http://www.globalsign.com/support/ordering-guides/GlobalSign_Enterprise_Solutions_ePKI_Administrator_guide_v1.5.pdf)

Common FAQs

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

Why Choose GlobalSign's PKI services?

There are many reason to choose GlobalSign

- Some of the biggest global brands and many Governments have already chosen GlobalSign
- We're easy to do business with. We have dedicated representatives ready to listen to you and support your needs.
- We operate multilingual Technical Support offices around the world
- We offer optional 24/7/365 premier support levels
- We have been WebTrust for Certification Authorize compliance since 2002 and operating a trusted PKI network since 1996

About GlobalSign

Established in 1996, GlobalSign has been securing identities, websites, and transactions as a worldwide digital certificate provider for over 10 years. Now part of the GMO Internet Inc. group (listed on the Tokyo Stock Exchange TSE: 9449), GlobalSign comprises of considerable expertise and know-how in the online security industry. As a WebTrust accredited Certificate Authority, GlobalSign offers publicly trusted SSL Certificates, Code Signing Certificates, and Digital IDs, issuing over 1.4 million digital Certificates to individuals, websites and machines. In total over 20 million digital Certificates rely on the security the GlobalSign root, technology and infrastructure provide.

GlobalSign is also a member of the CA/B forum and Anti-Phishing Working Group- a show of its dedication to improving the security for both consumers and businesses.

GlobalSign prides itself on high level customer service, localized sales and technical sales expertise available through the US, Europe (UK & Belgium) and Asia (Japan & China), available in a number of languages via phone, email, and web.

Learn More

Contact GlobalSign today to discuss how to manage Digital Certificates more efficiently using GlobalSign's ePKI Managed Service

Sales Department

sales@globalsign.com
877-SSL-GLOBAL

Support

support@globalsign.com
866-511-5035

Vetting

ra@globalsign.com
866-511-5035