# Thawte SSL Certificate Enrollment Guide

# Thawte SSL Certificate Enrollment Guide

## 7 Simple Steps

Thawte® offers a full range of SSL certificates with fast delivery. This guide will show you how to purchase your Thawte SSL certificatein seven simple steps.

| Purchasing a Thawte SSL Certificate in 7 Simple Steps | |
|---|---|
| Step 1 | Select a SSL certificate and validity period |
| Step 2 | Enter Technical Contact details |
| Step 3 | Enter your Certificate Signing request (CSR) |
| Step 4 | Tell us about your organization |
| Step 5 | Designate key points of contact |
| Step 6 | Enter your payment information |
| Step 7 | Confirm your order and await validation |

## Before You Begin

Before you begin the enrollment process, make sure you know:

- Which SSL certificate you require. If you are unsure, please fill out our secure online inquiry form and a Thawte Security Expert will contact you shortly. Or, call us Toll Free inside the US at: +1-888-484-2983 or outside of the US at: +27 21 819 2800 (toll).

- The server platform and version of the server that will host the Thawte SSL certificate. Your IT department will be able to give you this information.

- The CSR (Certificate Signing Request). The technical contact for your organization will need to generate this "code" from the server that will host the certificate.

- Full contact and company details.

- Purchase order number (if required).

- Full payment details.

## Submitting Your Enrollment Order

### STEP 1. SELECT A SSL CERTIFICATE AND VALIDITY PERIOD

Select the SSL certificate you want to purchase, along with the length of time you want the SSL certificate to remain valid.



### Extended Validation Requirements

Thawte Extended Validation (EV) SSL Certificates provides the highest level of trust through the strictest authentication standards of any SSL Certificate. To request a Thawte EV SSL Certificate, visit https://www.thawte.com/ev

### STEP 2: ENTER TECHNICAL CONTACT DETAILS

Here you will be asked for the Technical Contact details. Please make sure that all mandatory fields are completed.

### STEP 3. ENTER YOUR CERTIFICATE SIGNING REQUEST (CSR)

Here you will be asked for the server platform and version, and to enter your CSR. All SSL certificates require a CSR to be submitted during the online enrollment session. CSR details for fully validated certificates must reflect the enrolling organization's business information (i.e., the organization whose website will be secured by the SSL certificate).

If your CSR contains incorrect information, Thawte Customer Support cannot process your order, and you will have to create a new CSR and a new order with the correct information.

**Securing Additional Domains:** Thawte SSL certificates can support up to 24 additional servers to be protected by the same certificate. These server names are included in the certificate Subject Alternative Name (SAN) field and will be processed by browsers just like the common name. The control of any SAN field entry must be validated to the same organization controlling the common name.

### CSR Checklist

Make sure to include the following information in your CSR:

- **Organization –** The full, registered name of the company whose website will be secured.

- **Common Name –** The Fully Qualified Domain Name (FQDN) and host name of the organization's web site being secured with the SSL certificate (i.e., www.knowledge. thawte.com); for domain validated orders, this is the only field in the CSR that is validated.

- **Country –** The country where the organization is registered to do business (two-letter country code; e.g., "US" for United States).

- **State –** The state where the organization is registered to do business (must be fully spelled out; e.g., "California" versus "CA").

- **Locality –** The city where the organization is registered to do business (must be fully spelled out; e.g., "Mountain View" versus "Mtn View").

- **Organizational Unit –** Use this optional field to specify your department.

### STEP 4. TELL US ABOUT YOUR ORGANIZATION

After entering your CSR, you will need to provide your organization's full, legal name in the "Legal Name" field. This field should match the organization name listed in the CSR. If you enter a different organization name in this field, it will actually override the organization name in the CSR.



Be sure to enter the organization's registered address on the "Organization Information" enrollment page. The address should match official business registration records and the address you entered in the CSR.

You will also need to designate individuals within your organization to act as primary points of contact for various related activities. All contacts listed on the order must be aware of the order and able to be contacted. Make sure that you use the full legal name of each contact; do not use nicknames. Also ensure that you use standard email addresses; alias addresses (e.g., alias@yourdomain.com) are acceptable, but do not use alias names (e.g., "John Smith") which cannot resolve to a publicly addressable email address.

## Point-of-Contact Checklist

Make sure to include information for the following individuals:

- **Organizational Contact –** The individual which Customer Support will typically contact for documents or information; for SSL Web Server and EV certificates, the Administrative Contact must be a full-time employee of the enrolling organization.

- **Technical Contact –** The individual who enrolls for (and usually installs and manages) the SSL certificate. This individual also receives the SSL certificate via email after the validation process is complete.

- **Billing Contact –** The individual who handles billing and payment-related matters on the certificate order.

## STEP 5. SIGN IN

The next step is to create a Thawte Certificate Center account and designate a contact to manage the account. You can assign this role to yourself, to one of your order's contacts, or by entering a different name and e-mail address. Thawte recommends listing the technical contact as the account contact.



## STEP 6. ENTER YOUR PAYMENT INFORMATION

Thawte must receive payment in full before the validation process can be completed. For organization validated (Webserver and SGC Supercert) orders, Thawte accepts credit cards, wire transfers and purchase orders. For domain validated orders (SSL123), Thawte accepts credit cards only.



## STEP 7. CONFIRM YOUR ORDER AND AWAIT VALIDATION

Once you complete your order, you will receive confirmation, and the Thawte Authentication (Customer Support) team will validate your order. You can check the status of your order online at the Thawte Certificate Center.

# Validating Your Order: What to Expect

Before issuing your SSL certificate, Thawte must authenticate your ownership of the domain, and possibly the identity of your organization, depending on which certificate you choose.

## DOMAIN VALIDATION: THAWTE SSL123 CERTIFICATES

For domain-validated certificates, Thawte must verify that the organization you listed in your CSR owns the domain listed in the common name. Domain authentication protects you by preventing applicants from fraudulently or accidentally obtaining SSL Certificates for inappropriate domains. The "Registrant" or "domain owner" in the domain registration, or WHOIS record, must show the full, registered organization name.

## Note

If the domain is not registered to the organization or is privacy-protected, Thawte may contact you to request additional documentation.

## Organization Validation: Thawte SSL Web Server Certificates and SGC SuperCerts

For OV SSL certificates, in addition to verifying ownership of the domain, Thawte must verify the name, registration, and good-standing status of the business ("organization") listed in your CSR. Thawte is usually able to locate business registration information through approved databases.

### Note

When we cannot locate this information, we will contact you to request your organization's business registration documents.

Examples of business registration documents include:

- Articles of Incorporation

- Business License

- Doing Business As Statement/Fictitious Business Name Statement

- Registration of Trade Name

All documentation must be current and show an official, government filing date.

Finally, after validating information about your organization, Thawte must verify that you are a full-time direct employee of the enrolling organization who is authorized to make the enrollment order on behalf of your organization. If you are a consultant, agency or other third party, you can only list yourself as a billing or technical contact; the administrative contact must be direct, full-time employees of the enrolling organization.

### EXTENDED VALIDATION: SSL WEB SERVER CERTIFICATES WITH EV

Before issuing an EV SSL certificate, Thawte will verify the organization's registered legal name, registration number, registered address, physical business address and any assumed business names. Thawte will also verify the applicant organization's right to use the domain name and that the application organization has authorized the issuance of an SSL certificate with EV.

### Note

EV SSL Certificate requests require a longer processing time to meet EV authentication requirements. Please see the Extended

Validation FAQ (https://www.thawte.com/EV-order-validation-FAQ) for EV requirements.

Because of the level of proof required by the CA/Browser (CAB) Forum, organizations must be listed with an official registration agency in their jurisdiction. Corporations, general partnerships, unincorporated associations, government agencies and sole proprietorships may apply if they have a valid license, charter or equivalent verifiable through that registration agency. The requesting organization may not be located in a country or be part of an industry identified on a government-prohibited list. Individuals and unregistered organizations are currently not eligible for SSL certificates with Extended Validation.

Thawte requires a signed acknowledgement of agreement from the corporate contact listed on the order, as well as a legal opinion letter stating that the person requesting the certificate has official authority to obtain and approve an SSL certificate with EV on behalf of the organization. This letter may also include: the physical address of place of operation, telephone number, confirmation of exclusive right to use the domain, and confirmation of an active demand deposit account.

More robust authentication methods require more time for issuance and may be higher priced to pay for the manual verification of information. However, the more secure your customers feel, the more likely they are to complete their transactions and create accounts on your site. A little extra time and a slightly higher cost may result in a considerable uplift in sales or customer loyalty.

## Renewals

Renewal orders take the same amount of time to process as new orders because they undergo the same validation processes, both for your protection and for the protection of the public at large. Renewals may require documentation or updates as your organization's information may change from year to year.

Possible organization changes include:

- Status change from good-standing to bad-standing

- A name change or merger

- Domain registration changes

Make sure to keep track of any such changes to avoid delays when renewing your certificates.

## Refunds and Reissues

Refunds for Thawte SSL Certificates can be issued up to 30 days after purchase. The complete Refund Policy is available at https://www.thawte.com/repository/refundpolicy/

To request a refund, complete the Thawte Customer Support Form at https://www.thawte.com/about/contact/forms/contact-cs-support.html

Reissues are available for the lifetime of the certificate. You cannot change any information in the CSR with the exception of the host name in the CSR. If you need to change any information in the CSR, you must cancel the order and re-enroll, if within the allowable refund period.

To learn more, contact our sales advisors:

- **Via phone**
  - **US toll-free: +1 888 484 2983**
  - **UK: +44 203 450 5486**
  - **South Africa: +27 21 819 2800**
  - **Germany: +49 69 3807 89081**
  - **France: +33 1 57 32 42 68**

- **Email sales@thawte.com**
- **Visit our website at https://www.thawte.com/log-in**

*Protect your business and translate trust to your customers with high-assurance digital certificates from Thawte, the world's first international specialist in online security. Backed by a 17-year track record of stability and reliability, a proven infrastructure, and world-class customer support, Thawte is the international partner of choice for businesses worldwide.*