

# GlobalSign Solutions

## PersonalSign Digital Certificates

### Installation Guide



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## INTRODUCTION

This guide outlines the steps for installing your GlobalSign PersonalSign Certificate. Before following the steps given below, you must first purchase a PersonalSign Certificate. You can view the full range of GlobalSign PersonalSign Certificates at <http://www.globalsign.com/authentication-secure-email/digital-id/index.html>

To use your Certificate, you must first make it available to the applications on your computer by installing it in the Certificate Store. As there is no direct interface for the Certificate Store, you must use a web browser (such as Internet Explorer or Mozilla Firefox) to accomplish this task.

## INSTALLING YOUR CERTIFICATE USING INTERNET EXPLORER

(Firefox users, please visit page 9)

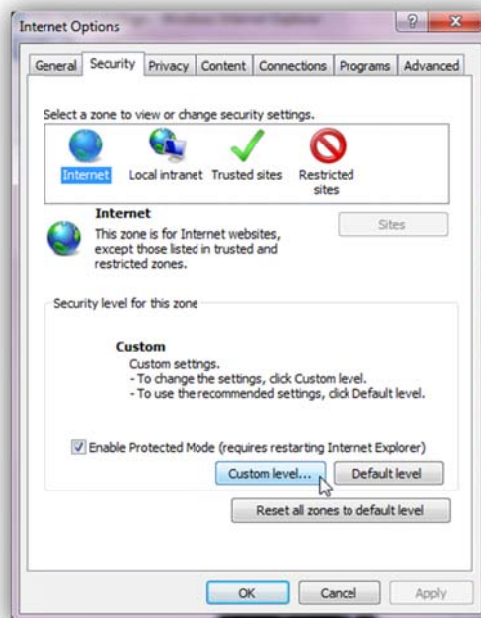
### BEFORE YOU INSTALL

There are a few steps that need to take place before you will be ready to install your Certificate. Please review the sections below to facilitate your installation process.

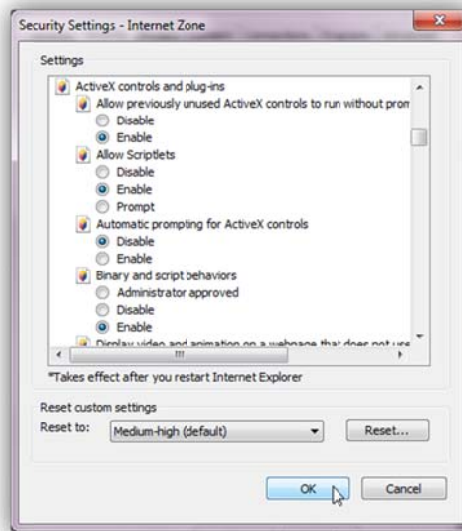
### SECURITY SETTINGS

Due to the added security Microsoft has added to newer version of Internet Explorer, you will need to make sure the following steps are completed before installing your 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.

1. Open Internet Explorer, click the **Tools** dropdown (located in the upper right corner of your window), and select **Internet Options** from the very bottom of the list.
2. Click the **Security** tab at the top of the **Internet Options** window and then click the **Custom level...** button in the middle of the window.



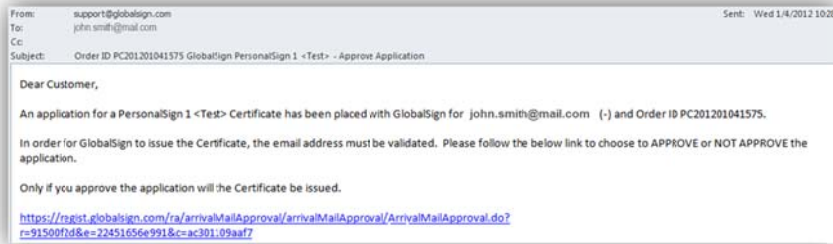
3. This will bring up the **Security Settings – Internet Zone** window. Scroll to the **ActiveX controls and plug-ins** section.



4. Please ensure that your settings match those listed below.
  - a. Allow previously unused ActiveX controls to run without prompt: **Enable**
  - b. Allow Scriptlets: **Enable**
  - c. Automatic prompting for ActiveX controls: **Disable**
  - d. Binary and Script behaviors: **Enable**
  - e. Display video and animation on a webpage that does not use external media player: **Disable**
  - f. Download Signed ActiveX controls: **Prompt**
  - g. Download unsigned ActiveX controls: **Prompt**
  - h. Initialize and script ActiveX controls not marked as safe for scripting: **Prompt**
  - i. Only allow approved domains to use ActiveX without prompt: **Enable**
  - j. Run ActiveX controls and plug-ins: **Enable**
  - k. Script ActiveX controls marked safe for scripting: **Enable**
5. Click **OK** in the **Security Settings – Internet Zone** window and then **Apply** in the **Internet Options** window.
6. Close and re-open your Internet Explorer window.

#### APPROVAL EMAIL

Since all PersonalSign Certificates are tied to an email address, you will first need to approve the use of the email address for the Certificate. After placing your order, you will receive an email at the address listed in the Certificate asking for approval. Click the link provided in the email and follow the instructions to approve the email address. Please ensure that you complete the email approval step, as vetting and Certificate issuance cannot begin until after we receive approval of the email.



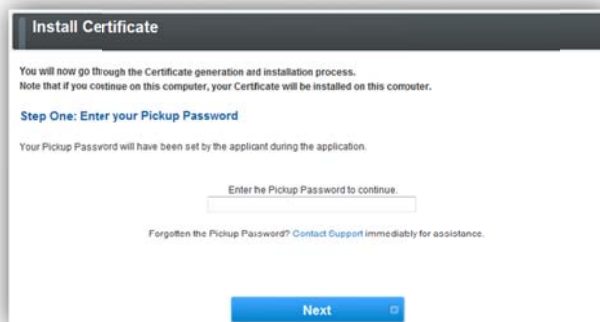
## PICK UP EMAIL

To being installation, you will need to open your “**pick up**” email notification. If you have not yet received a pick up email notification, this means your order is still in the vetting process. All orders placed go through a vetting process to confirm the identity details of the Certificate holder. Once the vetting is completed you will receive an email notifying you that your Digital Certificate is ready for “pick up”.

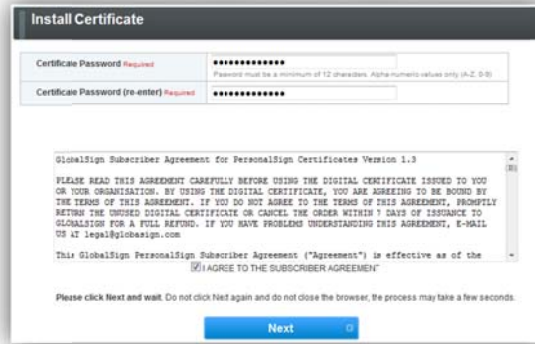
Certificate Type	Average Issuance Time
PersonalSign 1	<b>Same business day</b> , issued as soon as the automated approval email has been approved.
PersonalSign 2	Issued within <b>two to three business days</b> (dependent on the user providing the signed order request and a copy of a government issued ID card).
PersonalSign 2 Pro/Department	Issued within <b>two to three business days</b> unless supporting documentation is needed during the vetting process.

## INSTALLING YOUR CERTIFICATE

1. Click the installation link provided in your “pick up” email.
2. Enter your Pickup Password. You created this password during the application process. Click **Next** once complete.



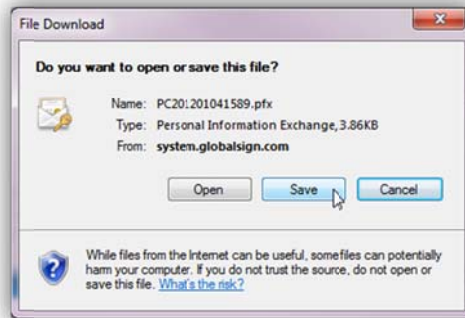
3. Next, enter the Certificate Password (this is different than the pickup password you created in the step above), which was also created during the application process, review the Subscriber Agreement, and check the ‘I agree’ box. Click **Next** once complete.



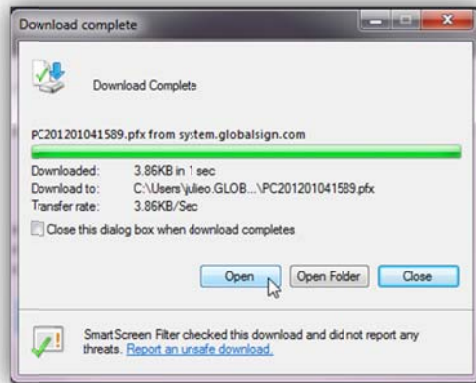
4. You will then be prompted to download your Certificate. Click **Download My Certificate**.



A **File Download** window will appear. Click **Save**. When the **Save As** window appears, navigate to the location on your computer where you would like to save the Certificate file and click **Save**.



5. The download process will begin. Once it is complete, click **Open**.



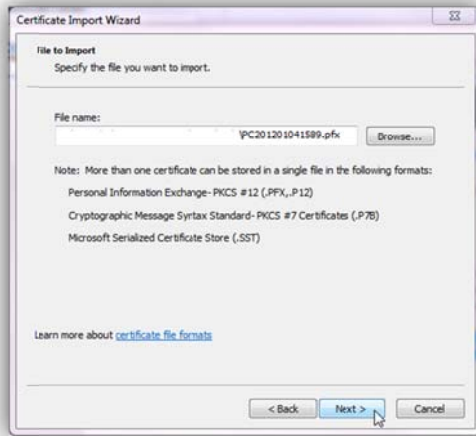
6. An Internet Explorer Security window will appear. Click **Allow**.



7. You will now be guided through the **Certificate Import Wizard**. At this point your Certificate has been downloaded to your computer, but before you can use it, you need to import it into a Certificate Store. Click **Next** to begin the import process.



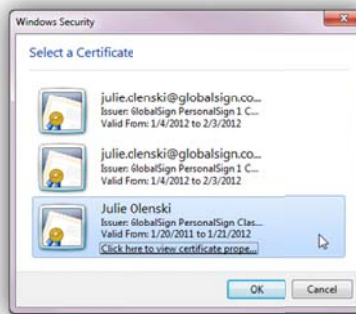
8. The next screen prompts you to select the file you want to import. The correct file should automatically be pulled in, but you can browse for another file if you need to. Click **Next** when you have the appropriate file selected.



9. Next you will be asked to enter the password for the private key. This is the same as the Certificate Password used in Step 3. You also have a few Certificate options.



- a. Enable strong private key protection: If you select this option you will be notified each time an application uses your Certificate. If you have multiple Certificates installed on your computer, you will see a list of all available Certificates, with the option to select which one you would like to use.



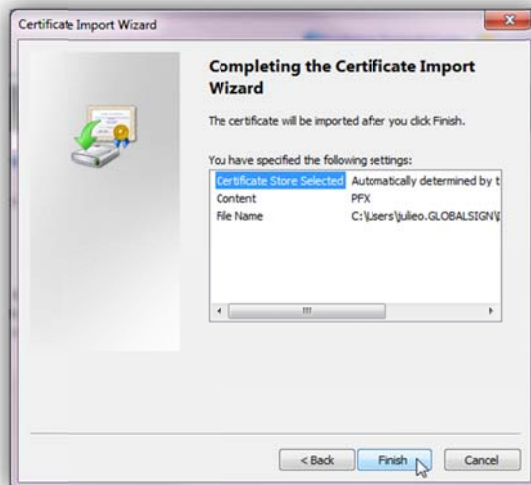
- b. Mark this key as exportable: This allows you to back up or transport your keys at a later time. We recommend selecting this option so you do not lose your Certificate in the event of computer problems.
- c. Include all extended properties: This ensures that all details of the Certificate are included during the import. We recommend selecting this option so you do not lose any Certificate functionality.

Once you have entered the password and selected the desired Certificate options, click **Next**.

- 10. Next you will be prompted to select the certificate store where you would like to keep your Certificate. We recommend using the default 'Automatically select the certificate store based on the type of certificate', but you can browse for another store if necessary. Click **Next** when finished.



- 11. To complete the Certificate Import process, click **Finish** on the final screen.



12. You will receive a notification that the import was successful. Your Certificate has now been properly installed on your computer and is ready to use with all Digital Certificate compliant programs.



For help using your PersonalSign Certificate to digitally sign Microsoft Office document and emails, please see our Guide to Signing Microsoft Office documents:

<http://www.globalsign.com/resources/userguides/guide-to-signing-microsoft-documents.pdf>

## INSTALLING YOUR CERTIFICATE USING MOZILLA FIREFOX

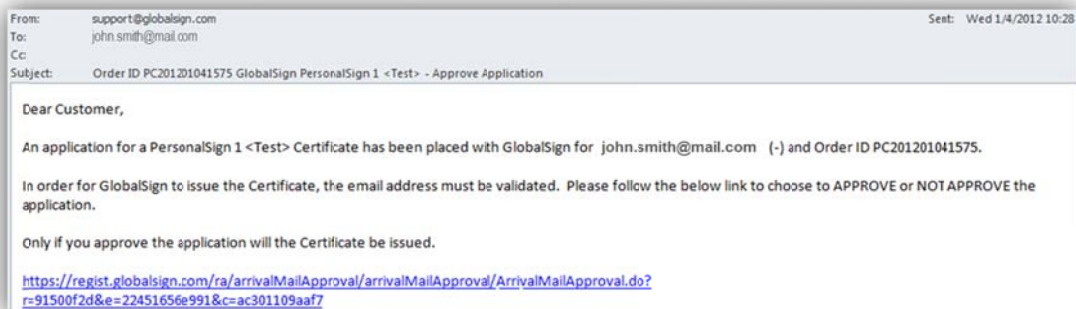
(Internet Explorer users, please visit page 3)

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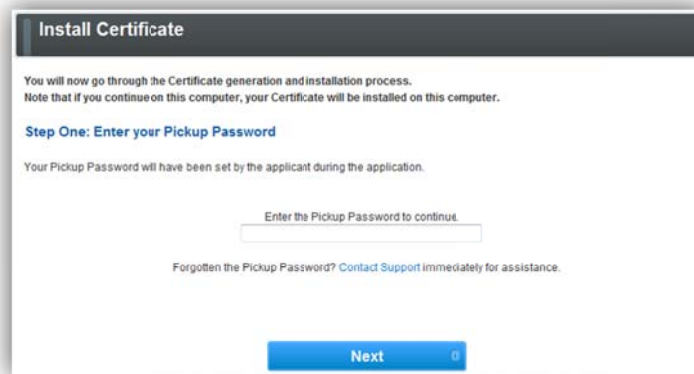
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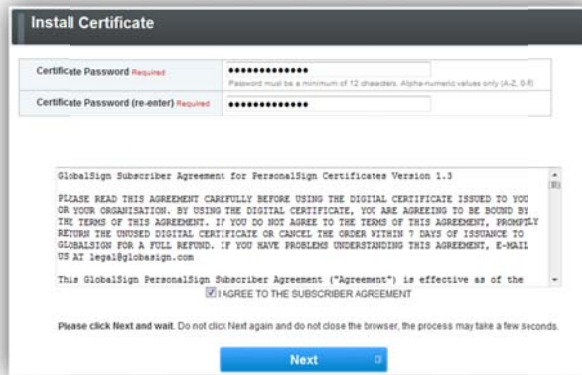
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## INSTALLING YOUR CERTIFICATE

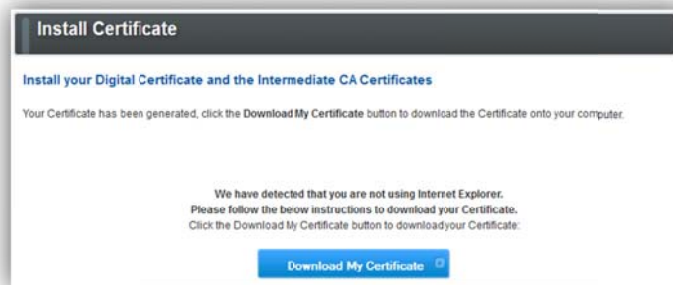
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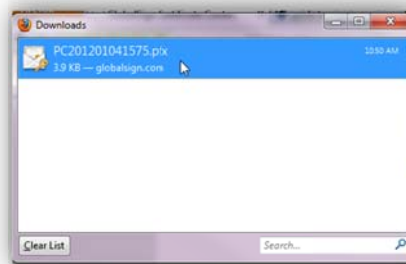
3. Next, enter the Certificate Password (this is different than the pickup password you created in the step above), which was also created during the application process, review the Subscriber Agreement, and check the ‘I agree’ box. Click **Next** once complete.



4. You will then be prompted to download your Certificate. Click **Download My Certificate**.



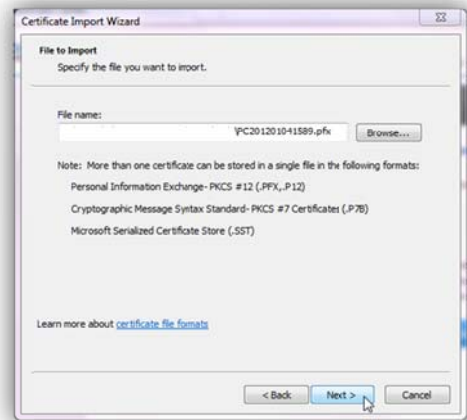
The **Downloads** window will appear. Double-click the Certificate file (extension .pfx).



5. You will now be guided through the **Certificate Import Wizard**. At this point your Certificate has been downloaded to your computer, but before you can use it, you need to import it into a Certificate Store. Click **Next** to begin the import process.



The next screen prompts you to select the file you want to import. The correct file should automatically be pulled in, but you can browse for another file if you need to. Click **Next** when you have the appropriate file selected.



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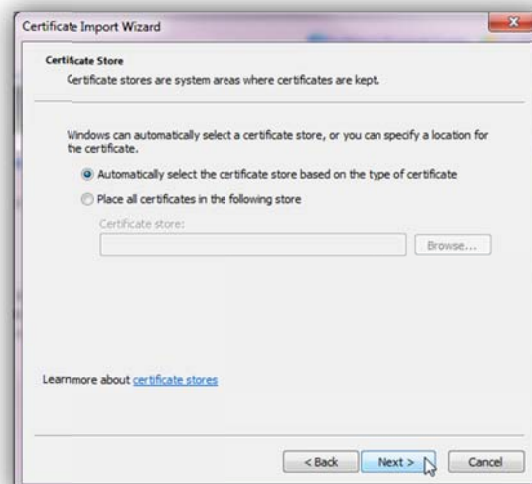
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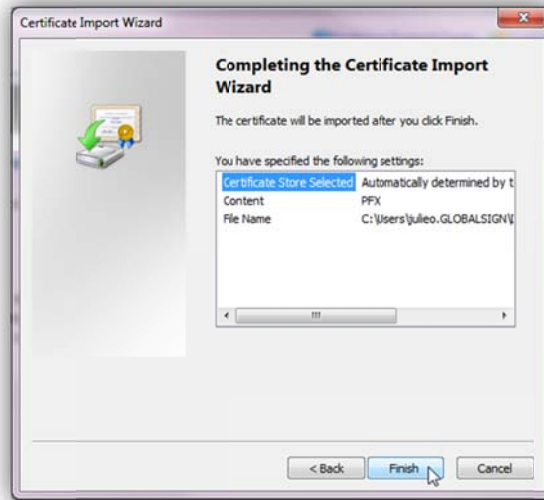
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- You will receive a notification that the import was successful. Your Certificate has now been properly installed on your computer and is ready to use with all Digital Certificate compliant programs.



For help using your PersonalSign Certificate to digitally sign Microsoft Office document and emails, please see our Guide to Signing Microsoft Office documents:

<http://www.globalsign.com/resources/userguides/guide-to-signing-microsoft-documents.pdf>

## GETTING HELP

GlobalSign provides technical support through our Client Service departments around the world. You can find more technical support for our PersonalSign product at: [www.globalsign.com/support/personalsign.php](http://www.globalsign.com/support/personalsign.php)

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<b>GlobalSign US &amp; Canada</b> Tel: 1-877-775-4562 <a href="http://www.globalsign.com">www.globalsign.com</a> <a href="mailto:sales-us@globalsign.com">sales-us@globalsign.com</a>	<b>GlobalSign EU</b> Tel: +32 16 891900 <a href="http://www.globalsign.eu">www.globalsign.eu</a> <a href="mailto:sales@globalsign.com">sales@globalsign.com</a>	<b>GlobalSign UK</b> Tel: +44 1622 766766 <a href="http://www.globalsign.co.uk">www.globalsign.co.uk</a> <a href="mailto:sales@globalsign.com">sales@globalsign.com</a>
<b>GlobalSign FR</b> Tel: +33 1 82 88 01 24 <a href="http://www.globalsign.fr">www.globalsign.fr</a> <a href="mailto:ventes@globalsign.com">ventes@globalsign.com</a>	<b>GlobalSign DE</b> Tel: +49 30 8878 9310 <a href="http://www.globalsign.de">www.globalsign.de</a> <a href="mailto:verkauf@globalsign.com">verkauf@globalsign.com</a>	<b>GlobalSign NL</b> Tel: +31 20 8908021 <a href="http://www.globalsign.nl">www.globalsign.nl</a> <a href="mailto:verkoop@globalsign.com">verkoop@globalsign.com</a>

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