

GlobalSign Partners

Digital Certificate Reseller Quick Start Guide

Version 4.0



Using your GCC Partner Account to Resell SSL & Client Certificates Effectively

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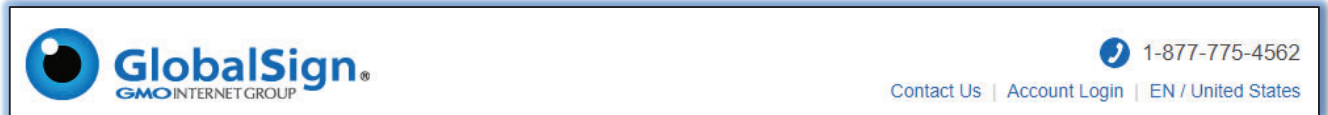
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ACCESSING YOUR PARTNER ACCOUNT

Once your Partner Account has been approved, you can log into the GlobalSign Certificate Center (GCC) and start reselling GlobalSign SSL and Client Certificates straight away.

Go to www.globalsign.com and click **Account Login**



Enter your User ID and Password. Your User ID is the *PARXXXX_xxxx* number given to you at the end of the Partner Signup; you can also find it in your Welcome Email.

Your Password is the password you entered during the Partner Signup.

If you have forgotten your password click on **Forgot your Password? Click here** where you will be able to reset your password.

If you still have difficulties logging into your account please contact Support at: www.globalsign.com/support.

FIRST LOG IN

When you log in to your Account for the first time, you will be prompted to set a **Default Tab** based on your user requirement.

This can be changed at any time by navigating to the ACCOUNT & FINANCE Tab and clicking on **Default Tab Setting** under the MY ACCOUNT menu section.

AVAILABLE PRODUCTS

- SSL Certificates offer the strongest encryption and allow secure connections from web server to a browser.
<https://www.globalsign.com/en/ssl/>
- PersonalSign Digital IDs for email signing and encryption, two factor authentication and digital signatures for Microsoft Office documents.
www.globalsign.com/personalsign/
- AATL Certificates for Adobe PDF signing.
www.globalsign.com/pdf-signing/
- Code Signing Certificates for signing applications and software.
www.globalsign.com/code-signing/

PRICING, PAYMENT OPTIONS & BILLING

DISCOUNT STRUCTURE & GETTING THE BEST DISCOUNTS

All Partners buy GlobalSign Digital Certificates at a discount. You can resell the certificates to your customers through your own website or web services at your desired price and make margin on every certificate you sell. Alternatively, you can add certificates as a value added offering to your current product packages. The higher you sell the certificate or the higher your discount, the more margin you make.

The discount levels are set by the level of funds put into your Account. All Partners initially have the default level of discount, detailed as Rank 1 in the example table below, and receive this discounted pricing every time they purchase a certificate using the Pay As You Go (no commitment to methods of payment – see [Payment Options – Pay As You Go](#) section of this Quick Start Guide). This means you can buy at a discount without committing any funds to your account, however in order to **obtain higher discounts you must bulk purchase / deposit funds** directly into your account.

Discount levels displayed are discounts of standard Pay As You Go pricing and not the SRP (Standard Retail Price) of GlobalSign SSL. For the SRP of the SSL Certificates you are reselling please visit the SSL Certificates section of your regional GlobalSign website.

Rank	PAYG pricing	Bulk purchase pricing	Discount off PAYG pricing
1	\$180.00	\$180.00	0%
2	\$900.00	\$785.00	12%
3	\$1,800.00	\$1,250.00	30%
4	\$3,600.00	\$2,400.00	33%
5	\$7,200.00	\$4,400.00	38%

Example discount pricing. Actual pricing may vary.

Rank 1 is standard Pay As You Go pricing – the base discount level. In this example, to progress to Rank 2 you would need to add \$785 to your account, thereby automatically giving you a 12% discount over the standard PAYG pricing. Once you've created bulk contracts / deposited enough funds to elevate you to a higher Rank, you stay on that rank for a 12 month period. If you create any further bulk contracts / deposit additional funds during the 12 month period, the discount period is automatically extended by 12 months. In other words, as long as you create bulk contracts / deposit additional funds before the 12 month period expires, you will maintain your current discount rank.

The process of upgrading your rank (and hence discount) is automatic (alternatively contact your Account Manager) and can be completed from within your account as described in the [Payment Options – Bulk Orders / Depositing Funds into Account](#) section of this Quick Start Guide.

PAYMENT OPTIONS – PAY AS YOU GO

You may choose to use Unlimited Licensing, Pay As You Go (PAYG) each time you purchase a certificate. When using PAYG you will only receive Rank 1 discount levels. You have the option to pay in one of three ways – Credit Card, Bank Transfer (monthly invoicing in arrears) or Bank Transfer (payment upfront).

LICENSING MODELS

This option allows the reseller to package any SSL Certificates as part of a service or solution and is not restricted to a particular SSL type, i.e. you can buy 500 OV and 200 EV within the one purchase. This is only available by speaking directly to your Account Manager.

PAY AS YOU GO - PAYMENT BY CREDIT CARD

Each certificate is paid for by Credit Card (in real time) at the point of the certificate being issued. If you want to use Credit Card PAYG to buy a certificate, make sure to select **Credit Card** as the **Payment Option** at the payment point when ordering certificates. **Note:** you receive PAYG pricing (Rank 1) when buying certificates using this method.

PAY AS YOU GO - PAYMENT BY MONTHLY INVOICING

GlobalSign gives you a credit level as agreed with your Account Manager and you can buy as many certificates using the credit you have on account. At the end of the month GlobalSign will invoice you for all certificates issued during the calendar month. If you wish to be invoiced monthly select **Bank Transfer – Payment in Arrears** as the **Payment Option** at the payment point when ordering certificates. **Note:** you receive PAYG pricing (Rank 1) when buying certificates using this method.

PAY AS YOU GO - PAYMENT UPFRONT

GlobalSign will only add the deposit amount funds to the account once the funds are transferred by your purchasing department directly to the GlobalSign bank account. Note: you receive PAYG pricing (Rank 1) when buying certificates using this method.

PAYMENT OPTIONS – CREATE BULK ORDER / DEPOSITING FUNDS INTO YOUR ACCOUNT

Using the Deposit Funds option gives you the best discounts. To be able to pay for certificates using deposited funds you must first deposit funds into your account by clicking **Create Bulk Order** or **Add Deposit** in the **Account and Finance** tab:

[Account & Finance Home](#)

MY ACCOUNT

- [Amend Company Details](#)
- [Change Administrator](#)
- [Manage Users](#)
- [Email History](#)
- [Default Tab Setting](#)

MY FINANCES

- [Add Deposit](#)
- [Current Balances & Usages](#)
- [Change Billing Manager](#)
- [View/Request Invoices](#)
- [View RFPs - Deposits to be Paid](#)
- [View Statements](#)
- [Bulk Order & Pricing](#)

CREATE BULK ORDER

This section allows to you add the exact funds required for a particular order. Click **Create Bulk Order** under the **Account and Finance** tab and select the product, validity period, and options and click **Add**. Repeat until you have added all the products you require for a particular order. As you add products the total Deposit needed will be added up. If the total Deposit needed exceeds a Rank Level, you will be promoted to the next Rank Level where you will enjoy higher discounts.

Edit	Delete	Product	Certificate Type	Order Type	Validity Period	Number of Server License Blocks
<input type="radio"/>	<input type="checkbox"/>	OrganizationSSL	Wildcard SSL	New	2 years	1
<input checked="" type="radio"/>	<input type="checkbox"/>	OrganizationSSL ▾	Standard ▾	New ▾	2 years ▾	1 ▾
<input type="button" value="Edit"/>	<input type="button" value="Delete"/>					<input type="button" value="Add"/>



ADD DEPOSIT

Click **Add Deposit** under the **Account and Finance** tab and enter the specific amount of funds you wish to add to your account. If the total Deposit needed exceeds a Rank Level, you will be promoted to the next Rank Level where you will enjoy higher discounts.

■ Account Balance	\$2,951.20
■ Deposit money	5000

HOW TO PAY FOR YOUR BULK ORDER / ADD DEPOSIT AMOUNT

Complete either a **Create Bulk Order** or **Add Deposit** as detailed above and click **Purchase** to add the funds to your account. You have the choice of three payment types to settle the deposit amount.

- **Bank Transfer – Advanced Payment**

Select for an invoice to automatically appear in the **Accounting / Billing > View / Request Invoices** section that can be printed and submitted to your purchasing department. GlobalSign will only add the deposit amount funds to the account once the funds are transferred by your purchasing department directly to the GlobalSign bank account.

- **Bank Transfer – Post Payment (PO Payment)**

Select to request the deposit amount funds are settled within the standard payment terms. GlobalSign must authorize the credit level (deposit amount funds) before the funds can be used. At the end of the calendar month an invoice will automatically appear in the **View / Request Invoices** section under the **Account and Finance** tab.

- **Credit Card**

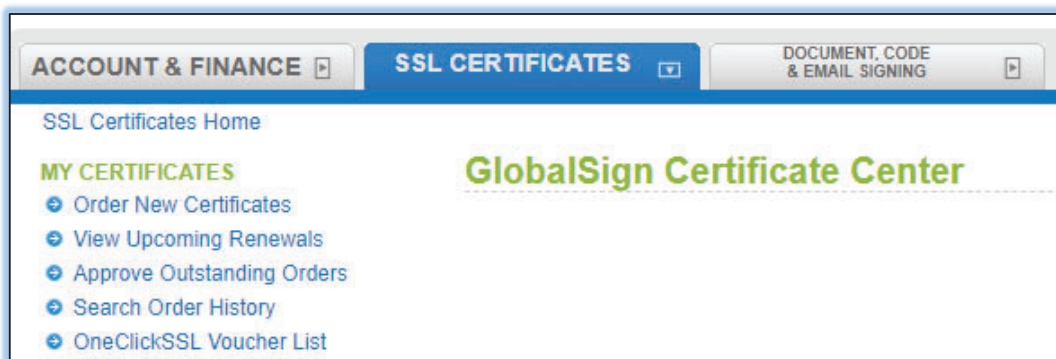
You will be asked to provide credit card details to be charged before the Deposit amount is added. The credit card is charged immediately.

When buying certificates using the funds you have deposited, make sure to select **Deposit** as the **Payment Option** at the payment point when ordering certificates.

ORDERING SSL CERTIFICATES

When you are ready to order an SSL Certificate on behalf of a customer you have two methods of placing an order. You can place the order yourself by completing a full application or you can create a [Cert-Invite](#).

Make sure that you are in the SSL section by clicking the **SSL Certificates** Tab on your GCC landing page:



COMPLETE A FULL APPLICATION

This method requires you to enter all the information needed to issue the SSL Certificate, including the CSR and company information.

- Click **Order New Certificate** on the landing page dashboard.



b) On the Certificate **Application** page specify the order details:

a. In **Products**, select the SSL Certificate type – DomainSSL, OrganizationSSL or ExtendedSSL.

Certificate Application

Products

DomainSSL

OrganizationSSL

ExtendedSSL

b. If you have any promotional codes from GlobalSign, enter them next.

Enter Promotional Code

Are you using a Campaign Code or Coupon Code?

No Yes

If you have a Campaign Code such a Renewal Code, or a one-off Coupon Code for a particular promotion please enter below and click Submit. This page will be reloaded with your appropriate discount.

Campaign/Coupon Code:

c. SSL Certificate Type – this is where you choose either a standard, wildcard or Public IP SSL Certificate. SSL Certificate is Single Domain or will any Wildcard SSL (DomainSSL or OrganizationSSL only) or Public IP options (OrganizationSSL only).

SSL Certificate Type

Single Domain Certificate
Secures a single Fully Qualified Domain Name such as www.globalsign.com or secure.globalsign.com

Wildcard SSL Certificate
Secures all sub-domains on a single Fully Qualified Domain Name. e.g. the Certificate is issued to *.globalsign.com

 For Certificates issued to sites beginning with www (or * for Wildcards) we will add the non-www or non-* version of your domain as a SAN free of charge. Your Certificate will work for www.domain.com and domain.com.

- d. The following two sections are for your information only.

Signing Algorithm

Please select the signing algorithms to be used by GlobalSign to sign your certificate.

SHA256

Certificate Transparency (CT)

This certificate will be compliant with the Certificate Transparency (CT) RFC as it will be posted to public CT logs. Proof of addition to these logs is included within the certificate in the form of a Signed Certificate Time-stamp (SCTs).

- e. Specify the validity period – 1-2 years for DomainSSL, OrganizationSSL and ExtendedSSL.

Validity Period

1 year €109

2 year €195 - MOST POPULAR

- f. Specify whether the certificate is to have free Unified Communications support for the WWW, OWA, mail and Autodiscover subdomains (DomainSSL, OrganizationSSL, and ExtendedSSL only).

Add Exchange Unified Communications Certificate (UCC) SANs

Secure the www, autodiscover, mail & owa subdomains on your domain for Exchange 2007 Server / Office Communications Server. Free of charge option. - €0

www owa mail autodiscover

- g. Specify whether the certificate is to have Subject Alternative Name (SAN) options (detailed below) (DomainSSL, OrganizationSSL, and ExtendedSSL only).

Add specific Subject Alternative Names (SANs)

Your Certificate will be issued to a specific Domain Name. When you buy a Certificate for www.yourdomain.com, we give you yourdomain.com as a free SAN. If you want to add further SANs and secure multiple sites, servers or IP addresses with a single Certificate, select Yes and enter the number of each SANs type you will add to the Certificate.

No Yes

Add multiple subdomains
Secure subdomains of the Domain Name you will specify in at €78 each the CSR

You may specify up to 100 SANs per certificate at any one time.

The types of SANs allowed depends on the certificate type:

- **DomainSSL** - Unified Communications option or Subdomains
- **OrganizationSSL** - Unified Communications option, Subdomains, Internal Hostnames or Internal IP Addresses, different Fully Qualified Domain Names and Public IP Addresses.
- **ExtendedSSL** - Unified Communications option, Subdomains, and different Fully Qualified Domain Names.

Note: To add SANs to a live certificate, see [section below](#).

- h. Select whether you are **Switching from a Competitor**. Selecting the right option ensures you get the best deal. If you are switching from a competitor we will automatically query the site holding the competitor's certificate and add any time left on that certificate to the replacement. If we cannot automatically find the competitor's certificate online, you have the opportunity to manually copy and paste the certificate into a text box.

If you choose Yes, you may choose that 30 addition bonus days are added to the expiration date free of charge to a maximum of 27th months.

Are you switching from a Competitor?

No, I am not switching Yes, I am switching

30 day bonus

A Renewal/Switching order may optionally add a bonus of 30 days to the certificate.

Yes, add a 30-day bonus to my certificate

- i. You have the option to select the certificate expiration date.

Set Certificate Start & Expiration date?

Set Certificate start date or expiration date - €19

- j. Once you have completed the relevant details above, you will be shown the **Total Amount** for your Certificate.

Total Amount for this Certificate

€256.80 (Including VAT if applicable)

- c) On the **Product Point of Contact for Certificate Delivery / Vetting Issues** page enter the details of the person to be associated with the order.

The person entered here can receive the actual SSL Certificate and the Certificate Renewal Notices.

Point of Contact for Certificate delivery / vetting issues

Point of Contact #1

GCC Users:

The Point of Contact will receive the issued Certificate and Renewal Notices when the Certificate approaches expiration. This person will also be our point of contact for vetting and technical issues regarding the application.

* Required field

First Name: *

Last Name: *

Telephone: *

Email Address: *

Organization Name: If different to above

Department: If different to above

Is this the Point of Contact for communications?: Check the box and to mark this contact as the point of communications for GlobalSign to contact should there be issues with the vetting or renewal of this Certificate.

Point of Contact #2

The additional Point of Contact will also receive the issued Certificate and Renewal Notices. Only complete if you wish for the issued Certificate and Renewal Notices to be sent to two different people.

No

Yes

If you have registered other Users for the account you can select the User from the drop down list and click **Auto Fill** (see section **Creating / Managing Users**) to avoid filling in this form for every order. Alternatively, you can specify new contact details, for example the actual customer – but only do this if you want GlobalSign to send the SSL Certificate and Certificate Renewal Notices directly to your customer.

Notes:

- I. It is highly recommended that you provide the end customer details on this form. If you do not provide the end customer details, you will be required to contact the Vetting team to provide them with the customer contact details. Failure to do this, will result in a delay in issuing the certificate.
- II. GlobalSign does not include any pricing information in any communications with your end customer.
- III. Check the box **Set Point of Contact** to have the SSL Certificate and Certificate Renewal Notices sent to User you have just specified. If you do not check this box, the SSL Certificate will only be sent to you.
- IV. You may specify an additional 2nd contact to just receive the Issued Certificate and Renewal Notices if you wish.

- e) If the certificate order is for a DomainSSL you will be taken to the **Approver Email** page. Select the most appropriate email address that GlobalSign can send the Approver Email to. The email contains a link to “Approve” the application, and unless the link is followed and the I APPROVE button is clicked, the Certificate will not be issued.

Note: If you do not see an appropriate email address, select any and then contact Support for advice on how best to continue.

You also have the option to use HTTP Verification and/or DNS Verification.

Select a Domain Verification Method

Please select from the following methods for demonstrating domain control.

Email Verification

We send an email to one of the addresses displayed below and you follow the instructions inside.

WHOIS Email Addresses

dataprivacyprotected@1und1.de

Constructed Domain Email Addresses

admin@www.globalsign-support.com
 administrator@www.globalsign-support.com
 hostmaster@www.globalsign-support.com
 postmaster@www.globalsign-support.com
 webmaster@www.globalsign-support.com
 admin@globalsign-support.com
 administrator@globalsign-support.com
 hostmaster@globalsign-support.com
 postmaster@globalsign-support.com
 webmaster@globalsign-support.com

HTTP Verification

We provide a Domain Verification Code (DVC) and you place that DVC in a text file in a specific location on your website.

Use HTTP verification

DNS Verification

We provide a Domain Verification Code (DVC) and you create a DNS record containing the DVC.

Use DNS verification

- f) If you have selected SANs, you will be presented with the following screen to enter the details see details below.

Enter Option

Subject Alternative Names (SANs)

You have requested SANs to be added to your Certificate. Complete the below SAN entry fields.

Subdomains:

- g) If the certificate order is for OrganizationSSL you will be taken to the ‘Enter Organization Information’ page. This page captures the company details of the customer (not you as the reseller) and will be validated by the appropriate regional GlobalSign Vetting Team. Ensure you enter accurate information to avoid delays in the validation process.

Point of Contact for Certificate delivery / vetting issues

Point of Contact #1

GCC Users:

The Point of Contact will receive the issued Certificate and Renewal Notices when the Certificate approaches expiration. This person will also be our point of contact for vetting and technical issues regarding the application.

* Required field

First Name: *

Last Name: *

Telephone: *

Email Address: *

Organization Name: * If different to above

Department: If different to above

Country:

Is this the Point of Contact for communications?: Check the box and to mark this contact as the point of communications for GlobalSign to contact should there be issues with the vetting or renewal of this Certificate.

Point of Contact #2

The additional Point of Contact will also receive the issued Certificate and Renewal Notices. Only complete if you wish for the issued Certificate and Renewal Notices to be sent to two different people.

No

Yes

Registered Business Name Search

Now We Need Your Registered Business Information

You can help avoid errors and speed up vetting time by finding your organization in our third-party databases.

Skip this process and
Enter information manually

Customers ordering certificates for organizations in other countries, or for academic institutions, will find it easier to enter this information manually.

Search for the full legally registered business name, which may be different from a trading name.

* Required field

Your Organization Name : *

Country :

Search

We found the following companies using the above criteria.


- GLOBAL SIGNATURE LIMITED
- GLOBAL SIGN INSTALLATIONS LIMITED
- GLOBAL SIGNS & ENGRAVING LIMITED
- GLOBAL SIKH WELFARE LTD
- GLOBAL SILVER POINT LIMITED
- GLOBAL SIM LTD
- GLOBAL SIM DISTRIBUTION LIMITED
- GLOBAL SIMPLE SOLUTIONS LIMITED
- GLOBALSIMSMART LIMITED
- GLOBAL SIMULATORS LIMITED

Completing the application form using data from approved third-party databases removed the need for our vetting agents to manually process this information.

Enter Organization Information

Your Organization Information

You will be able to display the Secure Site Seal on your webpages. When clicked, your visitor will be presented with your company profile. This will give enhanced confidence in your identity. Here is an example of an active Secure Site Seal for the globalsign.com domain:



Information added on this page will be displayed in your company profile. To display only the verified information present within your issued Certificate, do not add anything else in this page. If you wish to add other information, such as your trading address, please complete as appropriate. Note: your Organization Name, City, State & Country are verified details and present within your Certificate. They may not be amended.

Organization Name:

Street Address 1:

Street Address 2:

City:

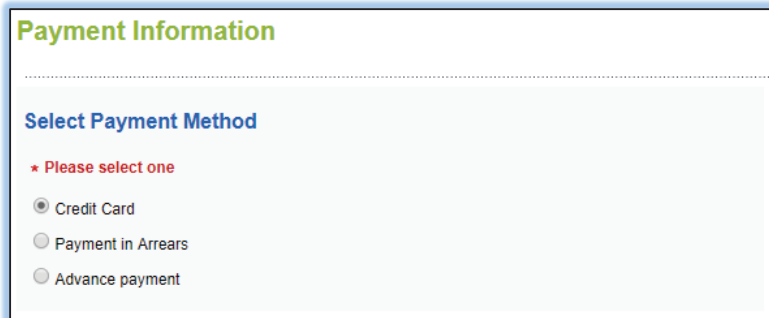
State or County:

Country:

Other address info:

Business Directory ID / Number:

h) Choose your payment method:



Payment Information

Select Payment Method

* Please select one

Credit Card

Payment in Arrears

Advance payment

Note: depending on your territory and account type, not all payment types will be available.

- a. **Deposit** – the fee for the certificate will be deducted from your Deposit balance (see the [Payment Options – Bulk Orders / Depositing Funds into Account](#) section of this Quick Start Guide).

Alternatively, you may use one of the Pay As You Go payment methods (see the [Payment Options – Pay As You Go](#) section of this Quick Start Guide):

- b. **Bank Transfer** –
- i. **Payment in Advance:** Select for an invoice to automatically appear in the **View / Request Invoices** section under the **Account and Finance** tab. This invoice can be printed and submitted to your purchasing department. GlobalSign will only issue the certificate once the funds are transferred by your purchasing department directly to the GlobalSign bank account.
 - ii. **Payment in Arrears:** Select to request the deposit amount funds are settled within the standard payment terms. At the end of the calendar month an invoice will automatically appear in the **View / Request Invoices** section. Once you have settled the invoice your credit limit will return to the previous limit level.
- c. **Credit Card** – you will be asked to provide credit card details to be charged before the certificate can be issued. The funds are reserved at the point of order and the credit card is charged seven days after the certificate has been issued.

ADDING SUBJECT ALTERNATIVE NAMES (SANS) – TO AN EXISTING ORDER

1. Log into your GlobalSign Certificate Center (GCC) account and within the SSL Certificates tab select the **'Find order'** icon or the **'Search Order History'** link in the left column.
2. Provide an order number (case sensitive) or just click on **"Search"** to view all orders.

Search Order History

e.g. CEDW1284759009 or www.globalsign.com [Show Advanced Search](#)

Display Number:

3. Select the **"Edit"** button next to the certificate details.

Search Order History

e.g. CEDW1284759009 or www.globalsign.com

Display Number:

1 - 2 / 2

[Export CSV](#) [Export to CSV](#)

Edit	Update	Certificate Order Number	Period
Edit		CEOV180605077769	1 year

4. Find and select the **"Change SAN Option"** button.

[View GCC Mail History for Order](#)

Certificate Details

5. Choose which type of SANs you wish to add from the form below:

Add Exchange Unified Communications Certificate (UCC) SANs

Secure the www, autodiscover, mail & owa subdomains on your domain for Exchange 2007 Server / Office Communications Server. Free of charge option. - \$0

www owa mail autodiscover

Add specific Subject Alternative Names (SANs)

Your Certificate will be issued to a specific Domain Name. When you buy a Certificate for www.yourdomain.com, we give you yourdomain.com as a free SAN. If you want to add further SANs and secure multiple sites, servers or IP addresses with a single Certificate, select Yes and enter the number of each SANs type you will add to the Certificate.

Add multiple domain names
Secure multiple Domain Names, they can be different to the Domain Names you will specify in the CSR at \$80 each

Add multiple domain names with wildcard
Secure all sub-domains on a single Fully Qualified Domain Name.
e.g. a SAN in the certificate contains *.ssl-globalsign.com at \$380 each

Add multiple subdomains
Secure subdomains of the Domain Name you will specify in the CSR at \$40 each

Add multiple public IP addresses
Add Public IP Addresses (must be publicly accessible and owned by the applicant organization) at \$80 each

6. On the next page you will need to fill in your requested SANs. You will then be asked for payment details if applicable. Once this is completed your order will have to be validated. The technical contact on the account will receive an email once the validation process has been completed.

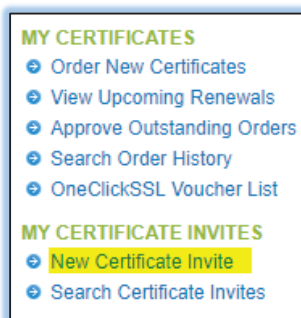
Note: Once the validation has been completed you will need to reissue the certificate. [Instructions for the reissue process can be found here.](#)

INITIATE A CERT-INVITE

This method is significantly simplified and requires you to enter only the contact details of the customer. It does not require you to enter their company information or CSR. When you create a Cert-Invite, GlobalSign will generate a unique code specific to the order and give you a PIN. We then send an email to the customer containing a link. You must communicate the PIN to the end user yourself – typically we would suggest doing this once you have received payment from your customer.

You may only create Cert-Invites if you have funds deposited into your account (see section on **Payment Options – Bulk Orders / Depositing Funds into Account > Add Bulk Order / Add Deposit**).

1. Make sure you are on the **SSL Certificates** tab. Click **New Cert Invite** in the left menu.



2. On the Certificate Application page specify the order details: -
Detailed instruction can be found within section [‘Order New Certificates’](#)
 - a. In **Products**, select the SSL Certificate type – **DomainSSL**, **OrganizationSSL** or **ExtendedSSL**.
 - b. Specify if the SSL Certificate is to have any wildcard, public IP or Subject Alternative Name (SAN) options.
 - c. Specify the validity period – 1-2 years for DomainSSL, OrganizationSSL and ExtendedSSL.
 - d. Specify if you are switching from a competitor or renewing the certificate
3. On the **New Cert-Invite** page specify the Cert-invite recipient details. These are the details of the customer who will be emailed an invitation to complete the SSL Certificate application process. Make sure the customer’s email address is in the **Cert-Invite Recipient Email Address** field.

The screenshot shows the 'New Cert-Invite' form. The title is 'New Cert-Invite'. Below it is the section 'Cert-Invite Recipient Details'. The instructions state: 'Complete your customers details and a Cert-Invite will be sent to the email address specified. The PIN number to complete the Cert-Invite will be displayed on the next page.' There is a red asterisk and the text '*Required field' above the form fields. The form contains three fields: 'Expiration Date of Cert-Invite:' with a calendar icon, 'Certificate Delivery options:' with two radio button options: 'Send issued Certificate & Renewal Notices to Recipient' (selected) and 'Do not send issued Certificate & Renewal Notices to Recipient', and 'Cert-Invite Recipient Email Address:'.

4. Next you will be asked to confirm the application details you provided and review GlobalSign’s Subscriber Agreement.

Confirm Details

Certificate Details

Products: DomainSSL
Hash Algorithm: SHA256
Encryption:
CT (Certificate Transparency): ForceCT
SSL Certificate Type: Standard SSL
Validity Period: 2 years
New/Switch/Renew: New
Certificate Start & Expiration date:
Licenses: 1
Campaign/Coupon Code:
Total Amount: €234.00

Send Applicant URL

Expiration Date of Cert-Invite: 04/19/2020
Certificate Delivery options: Send issued Certificate & Renewal Notices to Recipient
Cert-Invite Recipient Email Address: debbie.hayes@globalsign.com

Subscriber Agreement

GlobalSign Subscriber Agreement - Version 3.7
 GlobalSign Subscriber Agreement - Version 3.7
 PLEASE READ THIS AGREEMENT CAREFULLY BEFORE USING
 THE CERTIFICATE ISSUED TO YOU OR YOUR ORGANIZATION.

I agree to the Subscriber Agreement
[download PDF](#)

- Click **Complete** and you will be presented with the PIN associated with that Cert-Invite application. Make sure your customer is given this to be able to proceed with the application.

Completed

The Cert-Invite has been created and emailed to the specified Recipient. The PIN number for the Cert-Invite is displayed below. The Recipient will need to enter the PIN number to complete the Cert-Invite application and to issue the Certificate. When you have secured payment for the Certificate from your customer, you must communicate the PIN.

Completed.

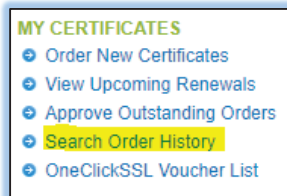
PIN Number: XXXXXXXXXX

MANAGING EXISTING CUSTOMERS: SSL CERTIFICATE APPLICATIONS

ADDING SANS TO EXISTING ORDERS

VIEWING OUTSTANDING & COMPLETED ORDERS

1. Click **Search Order history** in the left menu of the **SSL Certificates** tab to run reports or search for specific orders.



For Cert-Invite applications go to **Search Certificate Invites** in the **SSL Certificate** section. This page allows you to search for Cert-Invites given certain criteria.

 A screenshot of the "Search Order History" form. It features a search input field with the placeholder text "e.g. CEDW1284759009 or www.globalsign.com". To the right of the input field are two buttons: "Show Advanced Search" (highlighted in yellow) and "Search". Below the input field is a "Display Number" dropdown menu set to "10".

 A screenshot of the "Search Order History" form showing advanced search options. The search input field is at the top. Below it is a "Hide Advanced Search" link. The advanced search section includes:

- "Application Date is" dropdown, "between" dropdown, and two date input fields (placeholder: "i.e. mm/dd/yyyy").
- "and" separator.
- "Any User" dropdown, "Any Status" dropdown, and "Any Product" dropdown.
- "SAN Option:" text input field.
- "Search" button.
- "Display Number:" dropdown menu set to "10".

RENEWING AN SSL CERTIFICATE

GlobalSign will begin sending Renewal Notices 90 days prior to the expiration of the certificate. We will send the notices to the contact associated with the order – which by default will be one of the Users associated with the Partner account, or if specified during the application, the end customers themselves.

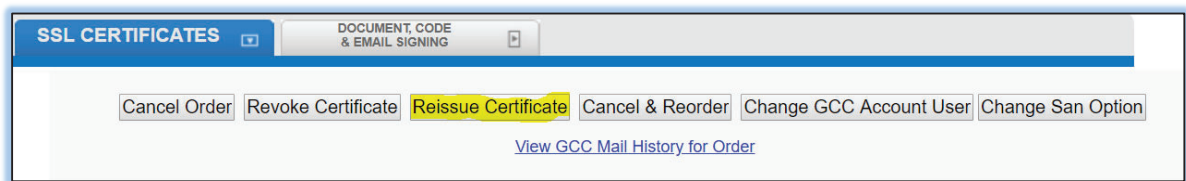
For added convenience, certificates within the renewal range (90 days prior to expiration) will be listed on the home screen of the **SSL Certificates** tab in the **Upcoming Renewals** section. Simply click the Renew button next to the appropriate order to begin the renewal process. Full details on renewing your SSL Certificate can be found in our [Support Portal](#).

Note: If you renew a customer's certificate before it expires, we will add any remaining time onto the new certificate but not exceeding 27 months.

REISSUING AN SSL CERTIFICATE

If your customer needs a certificate reissued because they have deleted or lost their certificate and corresponding Private Key, you can reissue any issued certificates directly.

1. Click **Search Order History** under **SSL Certificates**.
2. Search for the appropriate order and click the **Edit** button.
3. Click the **Reissue** button located at the very top or very bottom of the page.

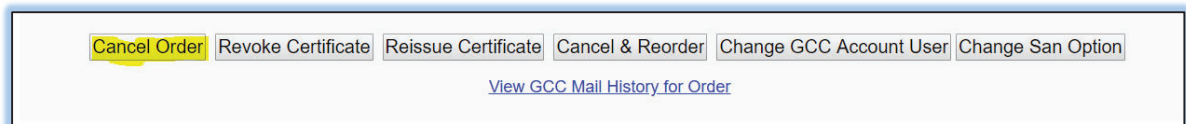


4. You will be prompted for a new Certificate Signing Request.
Note: the reissued certificate will only be valid for the period remaining on the initial certificate.

CANCELLING AN ORDER

If you wish to cancel a completed order you may do so automatically within the 7 day refund period. Depending on how you paid for the certificate, cancelled orders automatically refund the appropriate amount of credit to deposit accounts, directly refund credit cards or cancel outstanding invoices. To cancel an order:

1. Click **Search Order History** in the **SSL Certificate** section.
2. Search for the appropriate order and click the **Edit** button.
3. Click the **Cancel Order** button at the very top or very bottom of your screen.



4. Review the order details to verify the order is the correct application to cancel, scroll to the bottom of the page and click the **Confirm** button.

REVOKING AN SSL OR CLIENT CERTIFICATE

Revocation should only be used when key material (private key) has been compromised and the identity of the certificate holder could be stolen. Lost certificates need not be revoked. Revocation will add the serial number of the certificate to the GlobalSign Certificate Revocation Lists (CRLs), and such lists are downloaded by browsers and applications to warn users about the revocation of the certificate if they encounter it – for example, a signed email or document, or a https session with a website.

Note: Revoking a certificate cannot be undone and there will be no refund. Speak to GlobalSign for advice if you are unsure.

- To revoke an **SSL Certificate**, log into your Partner account, locate the order via the Order History, click **Edit**, and click **Revoke**.
- To revoke a **Client Certificate** you **must contact GlobalSign**. Partners are not permitted to directly revoke Client Certificates. GlobalSign will need to ascertain the reason for revocation with the end customer directly and document their confirmed approval to revoke.

RESENDING AN APPROVER EMAIL

If your customer has not received the Approver Email or has deleted / spam filtered the email by mistake, you can automatically resend the Approver Email.

1. Click **Search Order History** under **SSL Certificates**.
2. Search for the appropriate order and click the **Edit** button.
3. Click the **Resend Approval Mail** button located at the very top and very bottom of the screen.
4. Confirm that the Approval Email address is correct and click the **Resend** button.

Note: If your customer cannot receive the approver email at the address selected during the application, contact GlobalSign Support.

CANCELLING A CERT-INVITE PIN

1. If you wish to cancel a Cert-Invite PIN click **Search Certificate Invites** and search for the order.

The screenshot displays the 'Manage Issued Cert-Invites' interface. On the left, a sidebar menu includes 'MY CERTIFICATE INVITES', 'New Certificate Invite', and 'Search Certificate Invites'. The main area contains a search form with the following fields: PIN Number, Order ID, Service (dropdown menu), Issue Date (date picker), PIN Status (dropdown menu), and Display Number (dropdown menu). Below the form are 'Search' and 'Reset' buttons. To the right, a table lists the search results:

	PIN Number	Service	Issue Date	PIN Status	Order ID
Edit	P3RL8XD1950TD3	DomainSSL	04/19/2018 08:56:GMT+00:00	Not used	

2. Click the **Edit** button next to appropriate Cert-Invite application and change the PIN Status from **Unused** to **Void**.

PIN Detail and Edit

PIN

PIN Number: F3RL8XD1950TD3
Order ID:
Product Type: DomainSSL
SSL Certificate Type: Standard SSL
Validity Period: 2 years
Licenses: 1
Coupon Code:
Campaign Code:
Amount(inc.Tax): €234.00
PIN Status: Not used ▼

Closing certificate validity date: 04/19/2020 00:00(GMT+00:00)
Receive GlobalSign News & Offers: Send issued Certificate & Renewal Notices to Recipient
Email Address: debbie.hayes@globalsign.com
Issue Date: 04/19/2018 08:56(GMT+00:00)
Request URL: https://system.globalsign.com/qb/public/certificate/orderbypin.do?p=11bc864e9cc96928a10bf3e933c99b98e28af0e
Used Date:
Comment:

Option

Option	Quantity	Amount	Total Amount
Domain ServerSign 2 years (Newly purchase)	1	€195.00	€195.00

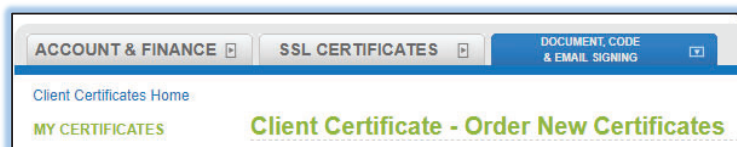
- Click the **Confirm** button and then the **Complete** button to commit the change.

Note: Once a Cert-Invite PIN is voided it cannot be reactivated. You will not be charged for voiding any Cert-Invite PINs.

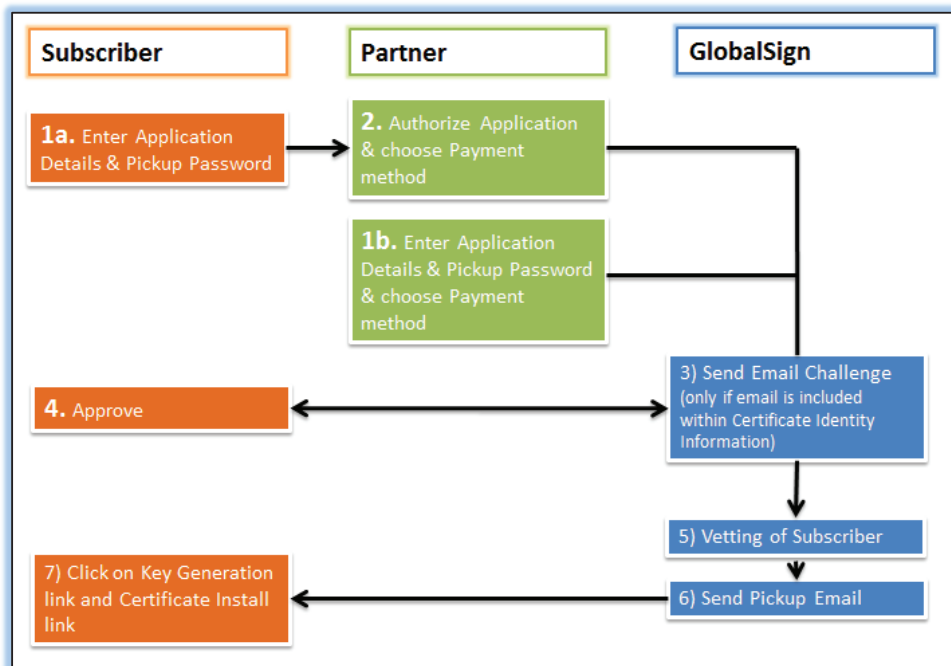
ORDERING CLIENT CERTIFICATES

Partners have two methods of ordering Client Certificates through their GCC account – the Partner completes the application on behalf of the customer, or the customer completes his/her own application.

Make sure that you are in the **Client Certificates** section by clicking the **Document, Code & Email Signing** tab on your GCC landing page:



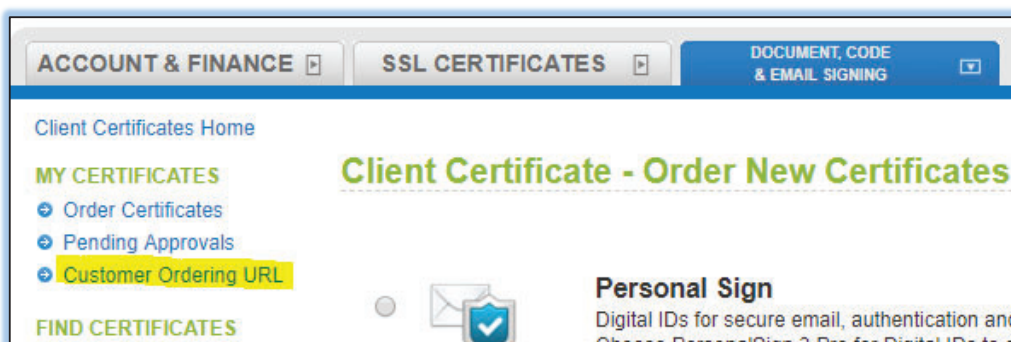
Before placing an order, or allowing your customers to place an order, please be familiar with the ordering process as detailed below:



1A) METHOD – ALLOWING CUSTOMERS TO ORDER DIRECTLY

This method allows your customers to place an order through your Account directly via a unique ordering URL. They do not need login access and may only complete the web ordering forms. Partners must then authorize the order prior to GlobalSign initiating validation of the order, and ultimately releasing the issued certificate to the customer.

1. Share the **Customer Ordering URL** with your customers, either directly or hooked into your web pages. You can obtain your unique URL by clicking on **Customer Ordering URL** within the Client Certificates section of your GCC account (located on the Document, Code & Email Signing tab).



A brief explanation of usage and the actual URL will be displayed:

Customer Ordering URL

URL <https://system.globalsign.com/pc/public/certificate/portalneworder.do?p=xN7tLBRjvpLF52o%2FqxpZcQ%3D%3D>

The Customer Ordering URL is a unique link that allows customers to directly apply for Client Certificates. Partners must approve each application prior to the Certificate being issued.

When applications are complete, your Administrator will be alerted via Email and you must Approve or Reject the application using the "Pending Certificate Approvals" link.

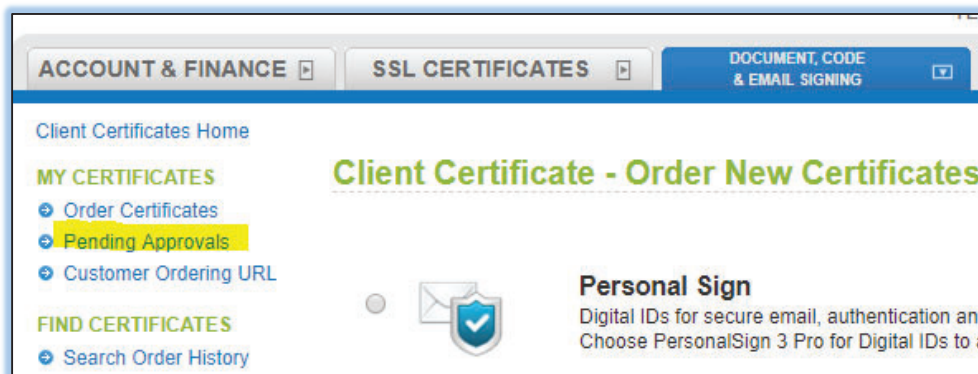
Please note that you must still obtain payment from customers through your own workflows - GlobalSign assumes that you have, or will, obtain payment from your own customer when you Approve applications.

When a customer clicks on the Ordering URL they will enter the below application process:

1. On the certificate type selection page select the Client Certificate type – Document, Code & Email Signing tab
2. They will then enter the application flow the specific product type.
3. Enter the **Certificate Identity Details**. This is the information that will be included in the Certificate. In other words, the Subscriber's details (end customer to whom GlobalSign issues the certificate) which will be verified by GlobalSign.
 - a. Enter the identity details.
 - b. **Remember the pickup password**. If the password is lost or forgotten, the order must be canceled and placed again for security reasons.
4. Enter the **Subscriber Details**. The Subscriber is the person or organization to which the certificate will be issued. These details will be needed for validation and possibly authorization purposes.
5. Confirm the application details and review the Subscriber Agreement.

You, as the Partner, will be alerted via email when a new order has been placed. You must now complete the following:

1. Log into your GCC account and go to the **Document, Code & Email Signing** tab.
2. Click on **Pending Approvals**.



3. Select the order, choose to **Approve** or **Reject**.
 - a. If you reject, the application will be cancelled.
 - b. If you accept, you will be taken to the payment selection method.
4. Choose your payment method: [See previous section](#)
Note: depending on your territory and account type, not all payment types will be available.

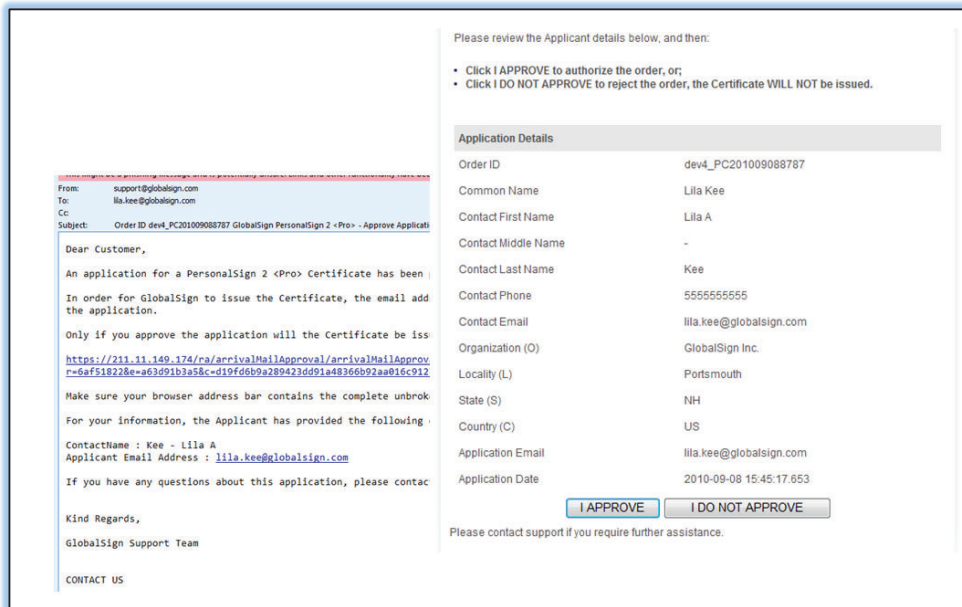
1B) METHOD - ORDERING ON BEHALF OF A CUSTOMER

This method requires the Partner to complete the required web forms on behalf of the customer.

1. On the **Document, Code & Email Signing** tab, click **Order Certificate** under the **My Certificates** section of the left navigation menu.
2. On the **Client Certificate – Order New Certificates** type, choose either PersonalSign, Code Signing or AATL Certificate.
3. You will then enter the application flow the specific product type.
 - a. Select the validity period.
 - b. If you have any promotional codes from GlobalSign, enter them here.
4. Enter the **Certificate Identity Details**. This is the information that will be included in the Certificate. In other words, the Subscriber's details (end customer to whom GlobalSign issues the certificate) which will be verified by GlobalSign.
 - a. Enter the identity details.
 - b. Remember the pickup password. This password must be communicated by the Partner to the Subscriber via a secure method. GlobalSign will never communicate this password to anyone, Partner or Subscriber. If the password is lost or forgotten, the order must be canceled and placed again for security reasons.
5. Enter the **Subscriber Details**. The Subscriber is the person or organization to which the certificate will be issued. These details will be needed for validation and possibly authorization purposes.
6. Choose your payment method: [see details above](#)
7. Confirm the application details. The customer's email address you included in the application will receive an email that the application has been placed.
8. Once the information included in the application has been verified by our Vetting Team, an email will be sent to the email address you included in the application with instructions for picking up the certificate. The Certificate holder will need the pickup password created during the application process, in order to pick up and install the certificate.

ESSENTIAL WORKFLOW POINTS TO NOTE

- If an email address has been entered into the Certificate Identity Details section, GlobalSign will send an Approval Email to the email address entered. Unless the Applicant approves the order, the order will not be issued. Clicking the link in the email will open an Approve Application web page containing an Approve or Reject button:



- If the Client Certificate requires validation, such as PersonalSign 2, PersonalSign 2 Pro, PersonalSign 2 Department, Code Signing or any of the PDF Signing Certificate products, the certificate will not be released for pickup until validation is complete. GlobalSign will automatically send a Pickup Email to the Subscriber when the certificate application has been validated.
- The certificate is issued when the certificate pickup link, contained within the Pickup Email is followed, and the Pickup Password is entered into the page.

MANAGING EXISTING CUSTOMERS: CLIENT CERTIFICATE APPLICATIONS

VIEWING OUTSTANDING & COMPLETED ORDERS

While on the **Document, Code & Email Signing** tab in your GCC account, click **Search Order History** to open the search function for viewing all certificate applications. Click **advanced search** to select the filters you want to use (e.g., Use the Order Status "Issue Completed" to view all completed and issued orders.)

Client Certificates Advanced Search

e.g. PC201207029070 OR john.smith@company.com Hide Advanced Search

Application Date is between i.e. mm/dd/yyyy and i.e. mm/dd/yyyy

Any Order Status Any Certificate Status Any Product

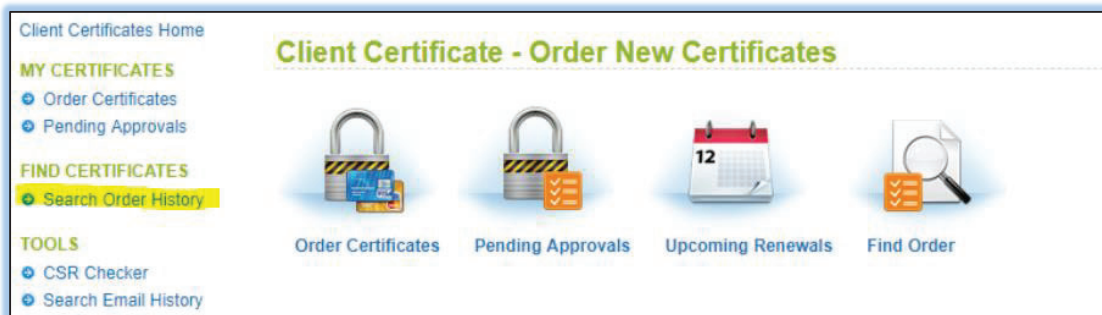
Contractor user... Email address...

Display Number

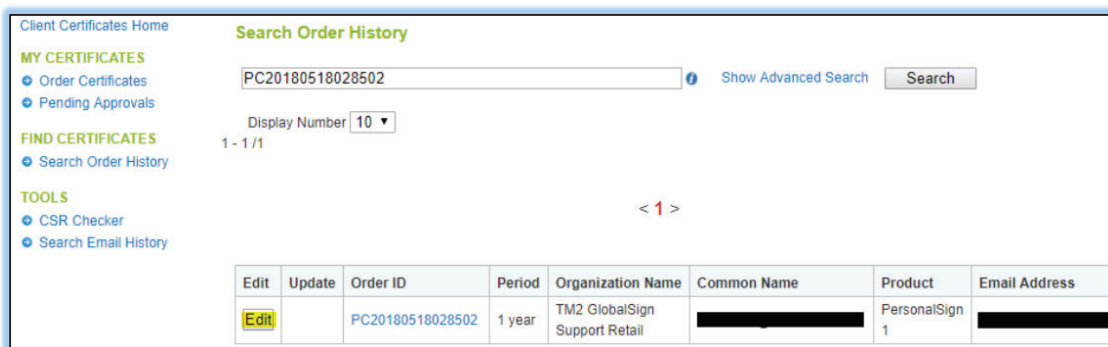
CANCELLING AN ORDER

If you wish to cancel a completed order you may do so automatically within the **7 day refund period**. Depending on how you paid for the certificate, cancelled orders automatically refund the appropriate amount of credit to deposit accounts, directly refund credit cards or cancel outstanding invoices. To cancel an order:

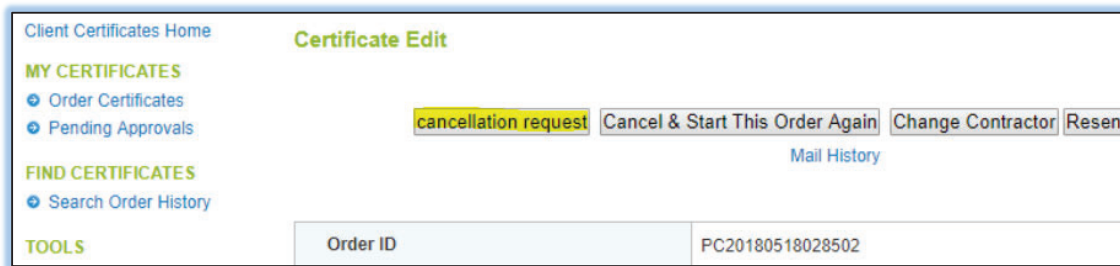
1. While on the **Document, Code & Email Signing** tab in your GCC account, click **Search Order History**.



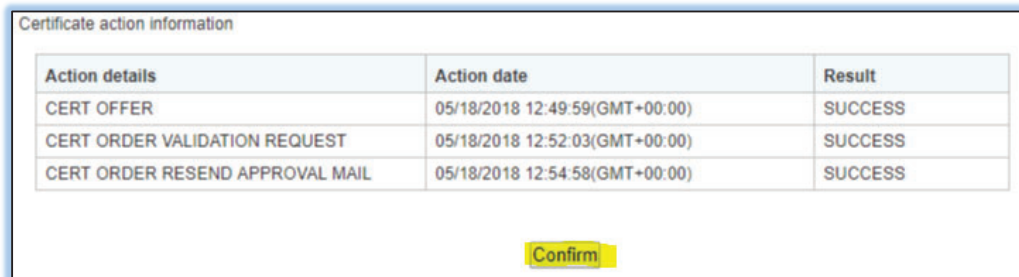
2. Search for the appropriate order and click the **Edit** button.



3. Click the **Cancellation Request** button located at both the very top and very bottom of the **Certificate Edit** screen.



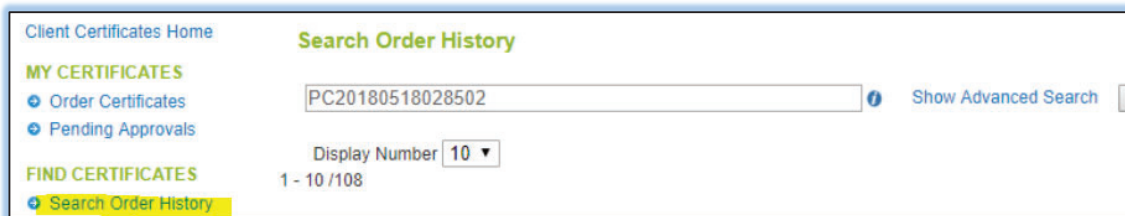
4. Check the order is the correct application to cancel, scroll to the bottom of the page and click the **Confirm** button.



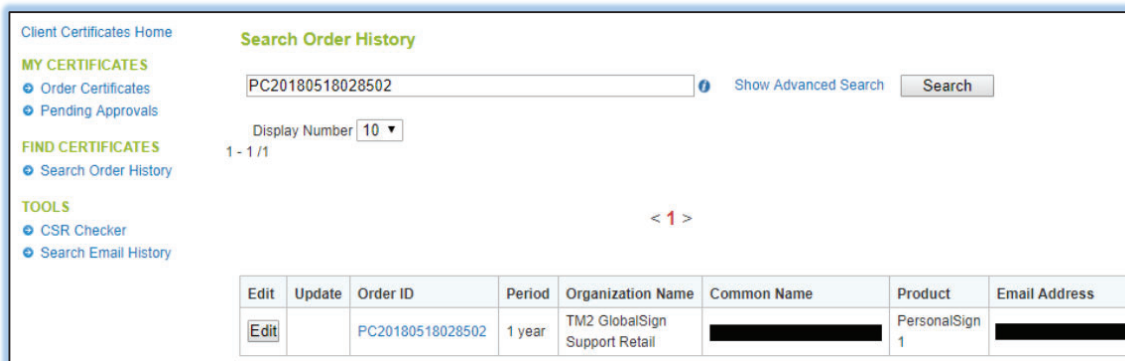
RESENDING AN APPROVER EMAIL

If your customer has not received the Approver Email or has deleted / spam filtered the email by mistake, you can automatically resend the Approver Email.

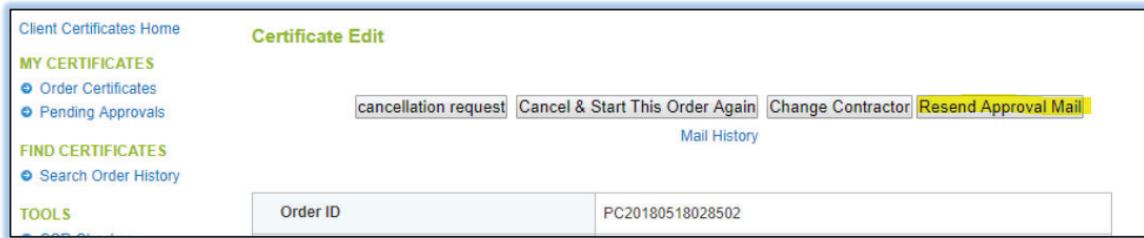
1. While on the **Document, Code & Email Signing** tab in your GCC account, click **Search Order History** under **FIND CERTIFICATES**.



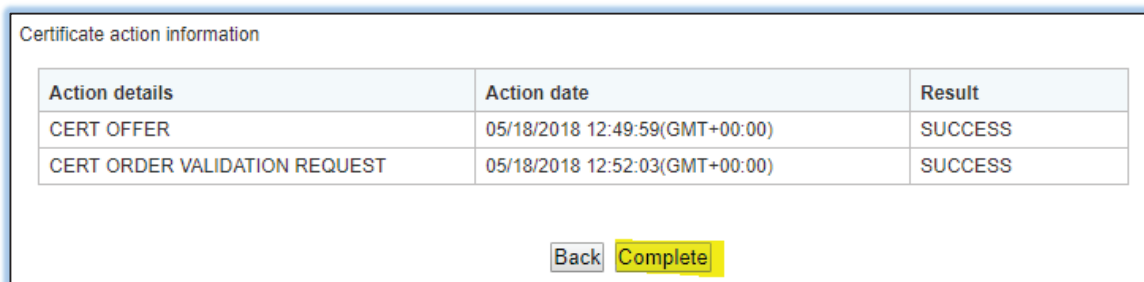
2. Search for the appropriate order and click the **Edit** button.



3. Click the **Resend Approval Mail** button located at both the very top and very bottom of the **Certificate Edit** screen.



4. Check the order is the correct application to resend the Approver email, scroll to the bottom of the page again and click the **Complete** button.

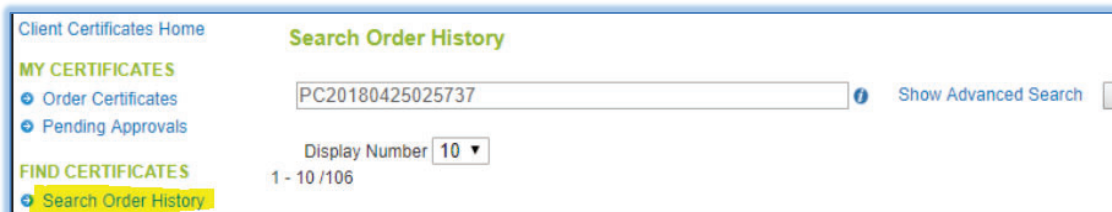


Note: If your customer cannot receive the approver email at the address selected during the application, contact GlobalSign Support.

REISSUING A CLIENT CERTIFICATE

If your customer needs a certificate reissued because they have deleted their certificate or have a Private Key error, you can initiate a reissue for any issued certificate. Note: If the customer suspects that their private key has been compromised, the certificate should be [revoked](#).

1. While on the **Document, Code & Email Signing tab in your GCC account**, click **Search Order History** under **FIND CERTIFICATES**.



2. Search for the appropriate order and click the **Edit** button.

Client Certificates Home

Search Order History

MY CERTIFICATES
 Order Certificates
 Pending Approvals

FIND CERTIFICATES
 Search Order History

TOOLS
 CSR Checker
 Search Email History

PC20180425025737 Show Advanced Search Search

Display Number 1 - 1 / 1

< 1 >

Edit	Update	Order ID	Period	Organization Name	Common Name	Product	Email Address
Edit		PC20180425025737	1 year	TM2 GlobalSign Support Retail	██████████	PersonalSign 1	██████████

3. Click the **Reissue** button located at the very top and very bottom of the **Certificate Edit** screen.

Client Certificates Home

Certificate Edit

MY CERTIFICATES
 Order Certificates
 Pending Approvals

FIND CERTIFICATES
 Search Order History

TOOLS

[Revoke Certificate](#) [Reissue Certificate](#) [Change Contractor](#)
[Mail History](#)

Order ID: PC20180425025737

4. Create a Pickup Password, re-enter and check the **Required** box. Click **Next**.

Client Certificates Home

Certificate Application

1. Product Details 2. Completed

Certificate Identity Details Signature Hash Algorithm Confirm Details

Certificate Identity Details
 The following details will appear in your PersonalSign Certificate. Please ensure the information is correct as any discrepancies will cause delays in the identity vetting process.

Email Address **Required**
The specified email will be visible within the issued Certificate in the Common Name field.

Create Temporary Pickup Password
 Please create a temporary pickup password. You will only need this during the installation process. This is not the same as your account password.
 If you forget this password you will need to resubmit your order. Please copy it somewhere safe.

Pickup Password **Required**
Password must be a minimum of 8 characters. Alpha-numeric values only (A-Z, 0-9)

Pickup Password (re-enter) **Required**

Required I have copied this password to a safe location

[Back](#) [Next](#)

5. Confirm the Secure Hashing Algorithm (if applicable). Click **Next**.

Client Certificates Home

Certificate Application

MY CERTIFICATES

- Order Certificates
- Pending Approvals

FIND CERTIFICATES

- Search Order History

TOOLS

- CSR Checker
- Search Email History

1. Product Details | 2. Completed

Certificate Identity Details > Signature Hash Algorithm > Confirm Details

Signature Hash Algorithm

Hash Algorithm:

6. Confirm your details and check the Subscriber Agreement box. Click **Complete**.

Client Certificates Home

Certificate Application

MY CERTIFICATES

- Order Certificates
- Pending Approvals

FIND CERTIFICATES

- Search Order History

TOOLS

- CSR Checker
- Search Email History

1. Product Details | 2. Completed

Certificate Identity Details > Signature Hash Algorithm > Confirm Details

Confirm Details

Certificate Identity Details

These details will be vetted and visible within the issued Certificate

Email Address:

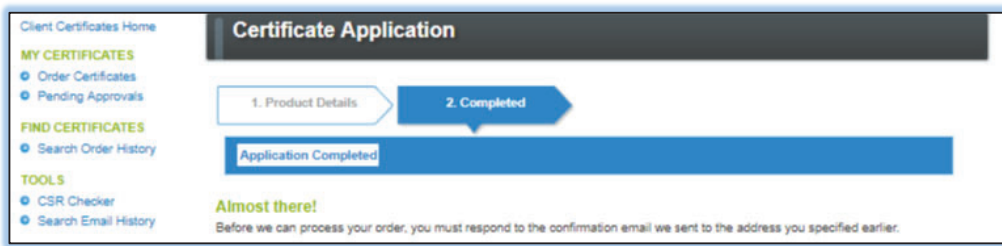
Technical Contact Details

Technical Contact's Organization Name	TM2 GlobalSign Support Retail
Technical Contact's Department	
Last Name	User
First Name	Admin
Email Address	<input type="text" value="[REDACTED]"/>
Phone Number	+44 1622 766 766
Set Email Address as Point of Contact for this order?	No

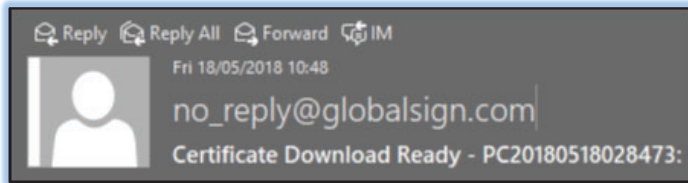
PersonalSign Subscriber Agreement [Print this agreement](#)

GlobalSign Subscriber Agreement - Version 3.7
 GlobalSign Subscriber Agreement - Version 3.7
 PLEASE READ THIS AGREEMENT CAREFULLY BEFORE USING THE CERTIFICATE ISSUED TO YOU OR YOUR ORGANIZATION. BY APPLYING FOR A CERTIFICATE, YOU ARE AGREEING TO BE BOUND BY THE TERMS OF THIS AGREEMENT. IF YOU DO NOT AGREE TO THE TERMS OF THIS AGREEMENT, CANCEL YOUR ORDER WITHIN SEVEN (7) DAYS OF THE AVAILABILITY OF THE CERTIFICATE FOR A FULL REFUND. IF YOU HAVE PROBLEMS UNDERSTANDING THIS AGREEMENT, E-MAIL US AT legal@globalsign.com
 This GlobalSign Subscriber Agreement (the "Agreement") between GlobalSign and the Applicant or Subscriber is effective as of the date of the application for the Certificate (the "Effective Date").
 1.0 Definitions and Incorporation by Reference
 The following definitions are used in this Agreement:
 Affiliate: A corporation, partnership, joint venture or other entity controlling, controlled by, or under common control with another entity, or an agency, department, political subdivision, or any entity operating under the direct control of a Government Entity.
 Applicant: The natural person or Legal Entity that applies for (or seeks renewal of) a Certificate. Once the Certificate issues, the Legal Entity is referred to as the Subscriber. For Certificates issued to devices, the Applicant is the entity that controls or operates the device named in the Certificate, even if the device is sending the actual Certificate Request.
 Application Software Supplier: A supplier of Internet browser software or other Relying Party application software that displays or uses Certificates and incorporates Root Certificates.
 Authority Information Access: A Certificate extension that indicates how to access information and services for the issuer of the Certificate in which the extension appears.
 CA/Browser Forum: An industry expert group of CA's and Application Software Suppliers. Details are available from www.cabforum.org.

I AGREE TO THE SUBSCRIBER AGREEMENT



7. A new pickup link will be sent to the Subscriber.



RENEWING A CLIENT CERTIFICATE

GlobalSign will begin sending Renewal Notices 90 days prior to the expiration of the certificate. We will send the notices to the contact associated with the order – which by default will be one of the Users associated with the Partner account, or if specified during the application, the end customer themselves.

For added convenience, certificates within the renewal range (90 days prior to expiration) will be listed on the home screen of the **Document, Code & Email Signing** tab. Simply click the **Renew** button next to the appropriate order to begin the renewal process. You can also renew certificates by going to **Order History** under the **Reporting** section, searching for the appropriate order, and clicking on the Renew button.

Note: If you renew a customer's certificate before it expires, we will add any remaining time to the new certificate. In addition, some certificates (i.e. SSL Certificate) give you the option of adding an extra 30 days free.

ACCOUNT WIDE FUNCTIONS

CREATING / MANAGING USERS

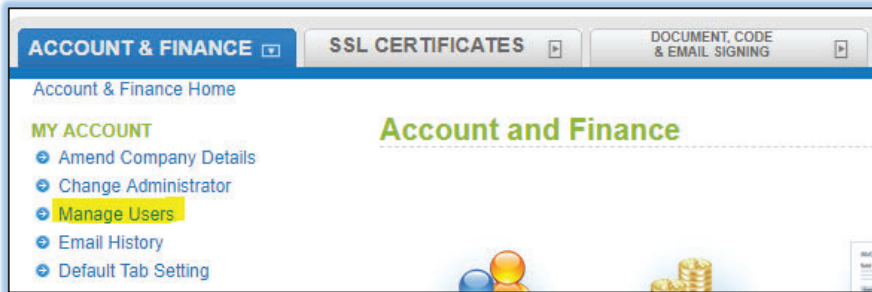
USER ROLES

You may add additional Users to your GCC account. Depending on their privileges newly created Users may place new certificate orders, add Deposit funds, or perform reporting. Users are defined in roles:

- **Account Administrator:** Users who are the top level account owner can see all menus, perform all functions and have the ability to create new Managers and Staff in Charge.
- **Manager:** Users who have their administration rights defined by the Account Administrator and can create Staff in Charge.
- **Staff in Charge:** Users who have their administration rights defined by the Account Administrator or the Manager. Unlike Account Administrators and Managers, Staff in Charge cannot create additional Users.

CREATING NEW USERS AND UNDERSTANDING USER ADMINISTRATION RIGHTS

To add a new User click **Manage Users** under **Account & Finance**.



Click **New Registration**.

Manage Users														
Edit	User ID	Full name	Department name	Official position	Zip code	Address	TEL	FAX No.	Email address	Location(building name)	Surname	First name	User permissions	Billing Contact
Edit	[REDACTED]	Debbie Hayes			ME14 2LP	KentMaidstoneSpringfield House	01622766766		debbie.hayes@globalsign.com	Sandling Road	Hayes	Debbie	Administrator	o
New registration														

Complete the details of the new User and select their role by selecting either **Manager** or **Staff in Charge** in the User Permissions. Set their privileges as follows:

- **Certificate Approval Permission**

- Select “yes” if you wish the User to be able to place orders that do not need approval and approve certificate orders placed by other Users who do not have Certificate Approval Permission.
- Select “no” if the User should not have approval permission, nor should be allowed to place certificate orders without the order being approved. Certificate orders that are placed by Users who do not have Certificate Approval Permission will be placed into the **Pending Approvals** section.

Note: all users can place orders; only users with Certificate Approval Permission can place orders that do not need to be approved by users with Certificate Approval Permission.

- **Deposit / Enterprise PKI license purchase privilege**

- Select “yes” if you wish for the User to be able to deposit funds into the account. Also to allow the users to be able to purchase Enterprise PKI License packs.
- Select “no” if you do not wish for the user to have the privileges above.

GLOBALSIGN SSL API

Contact your Account Manager for further details on how to use the GlobalSign SSL APIs and web services. The XML based API allows you to place orders and reports on issued certificates. The API may be integrated into websites, control panels and third party web services and replaces the need for partners to conduct all SSL reselling through GCC. The AJAX API allows you to run a web-based app to automate the application of SSL Certificates.

GETTING HELP

Every GlobalSign Partner has a dedicated Account Manager who is on hand to help with any commercial and technical queries you may have about reselling SSL. GlobalSign also provides technical support through our Client Service departments around the world. www.globalsign.com/support

[Click here](#) to find your local office contact details.