

A detailed introduction

## How do I request a certificate on [www.swissign.net](http://www.swissign.net)?

The following white paper describes in detail the steps for requesting a certificate. Typically you got already a license code from your purchasing department or SwissSign reseller via email. You can use this code to request a certificate which will then be issued by SwissSign.

Please log first in on [swissign.net](http://swissign.net). Probably you got already a direct link via your purchasing department / reseller.

### Request of a certificate based on a certificate license on [www.swissign.net](http://www.swissign.net)

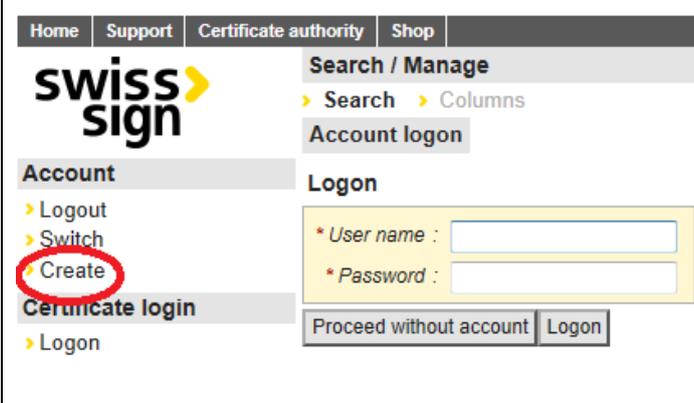
On the technical platform [swissign.net](http://swissign.net) there are three possibilities:

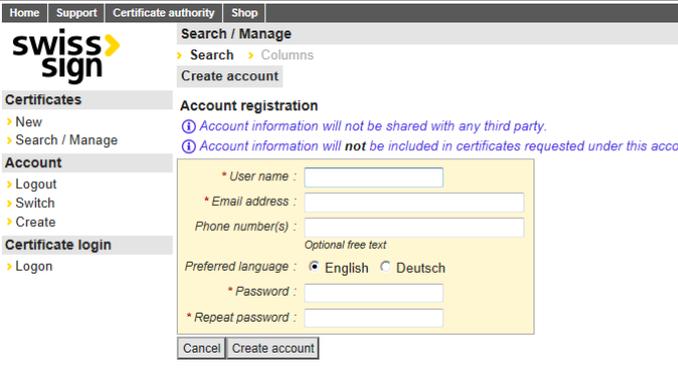
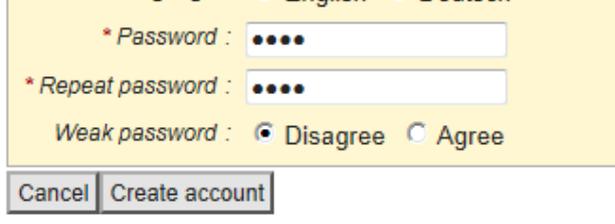
- «Continue unregistered»: In this case please do not enter anything in the form fields (user name / password). Choose this if you have only 1 or 2 certificates and you do not need any administration support. You are able to do the administration (backup, renewal overview etc.) on your own.
- «Register» (in the menu on the left): Here you create an account on the technical platform [swissign.net](http://swissign.net), which is by the way completely independent from any account on the purchasing platform [swissign.com](http://swissign.com). In the case you purchased multiple certificates the account offers you a smooth way to do the administration of all your certificates, like restoration, overview of validity.
- «Logon»: In case you are already registered.

### What is an account?

An account represents one user or user group which can login via user name and password or via certificate. An account contains contact information like the email address for any information messages or optional a phone number. The information can be modified by the user logged into an account. Each certificate request submitted under this account will be assigned to this account. It means that the contact information has not to be provided on a per request basis.

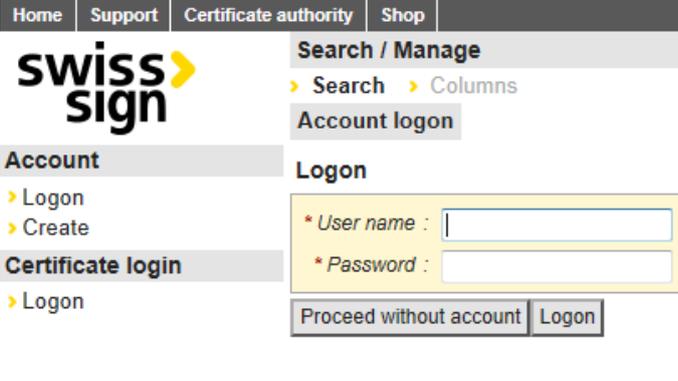
### Create an Account

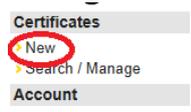
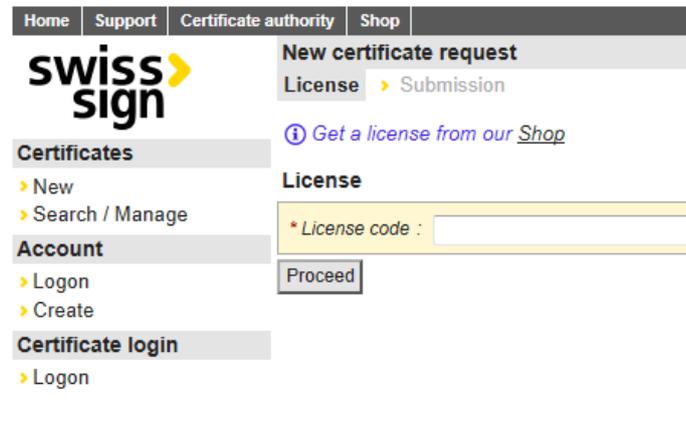
<p>As web shop user you could create an account for the first time if you do not want to continue «un-registered». Please select in the main menu on the left hand the menu item «Create» below the submenu «Account».</p>	 <p>The screenshot shows the SwissSign web interface. At the top, there are navigation tabs: Home, Support, Certificate authority, and Shop. Below the tabs is the SwissSign logo. A main menu on the left lists several options: Account, Logout, Switch, Create (circled in red), Certificate login, and Logon. On the right side, there is a 'Search / Manage' section with links for Search and Columns. Below that is an 'Account logon' section with a 'Logon' heading and two input fields for '* User name :' and '* Password :'. At the bottom of this section are two buttons: 'Proceed without account' and 'Logon'.</p>
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<p>Afterwards you have to enter details of your account. It is the account name (user name) and the password. Please keep your credentials in mind for further logins. An email address has to be entered. This email address will be used for future information messages, e.g. to warn the user for the end of the validity of a certificate. You can also select the preferred language for the web GUI and the email messages. Please finish the step by clicking on the «Create Account» button.</p>	
<p>The system gives a warning in case your selected password is not secured enough. The security will be analyzed by a special algorithm. If you entered an unsecure password you have to confirm that you want to continue with this password.</p>	

## Request of Certificates

Users must have a certificate license code for the request of a certificate. You can buy the license code in our web shop [swissign.com](http://swissign.com). A license code enables the user to order one (or more) certificates. The license code corresponds to a specific certificate product.

<p>First, you have to login if you want to use an account for your certificate request. As said before the usage of an account is optional in case you have a license code. If you do not want to use an account «Proceed unregistered».</p> <p>User accounts must be created before the first usage.</p>	
<p>In case you are already logged in with another account please logoff and login again with the right account you want to use for the certificate request.</p> <p>An account has the following advantages:</p> <ul style="list-style-type: none"> <li>Account information (like email address and language settings) will be automatically assigned to each new request. Please note that the account data will not be part of the certificate content but serves only administration purposes.</li> <li>Administration of multiple certificates becomes easier: you can search or filter your certificates according different criteria; you can</li> </ul>	

<p>download the certificate again or easily revoke the certificate.</p>	
<p>Please enter in the main menu below the sub-menu «Certificates» the menu item «New».</p>	
<p>Please enter your license code you got in the web shop in the field «license code».</p> <p>In the next step you will see the certificate product type assigned to this license code.</p>	
<p>In the main frame you have to accept the terms and conditions concerning the license request. Please enter the button «I accept the above conditions». By clicking on the word «– Expand –» you can read the complete text of the terms and conditions.</p>	
<p>You can optionally enter your «Certificate Signing Request» (CSR). Users can create their own key pair of private key and public key and request a certificate for their created public key. Tools like OpenSSL or certtool.exe support this operation and the standardized CSR code (PKCS#10 format) as output from these tools can be pasted here.</p> <p>If you do not have the possibilities to use these external tools SwissSign can generate a private/public key pair for you in the next step. Please leave the field empty in this case.</p> <p>Please press «Continue».</p>	

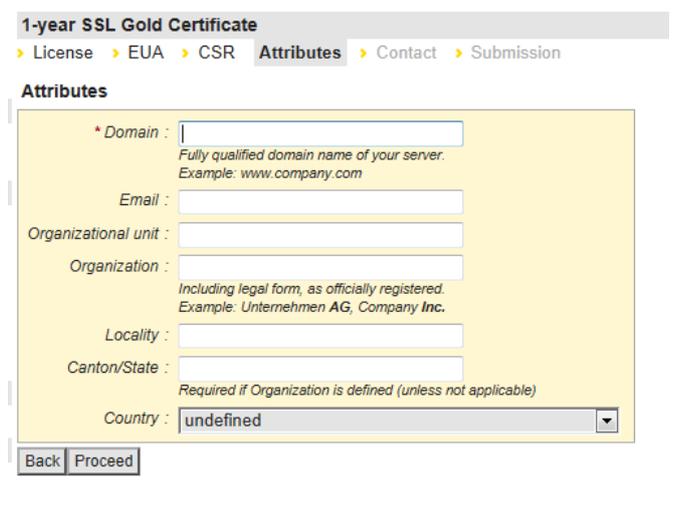
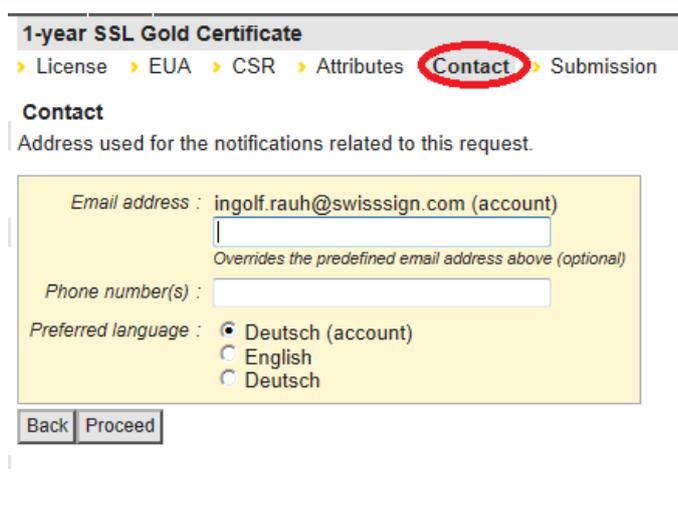
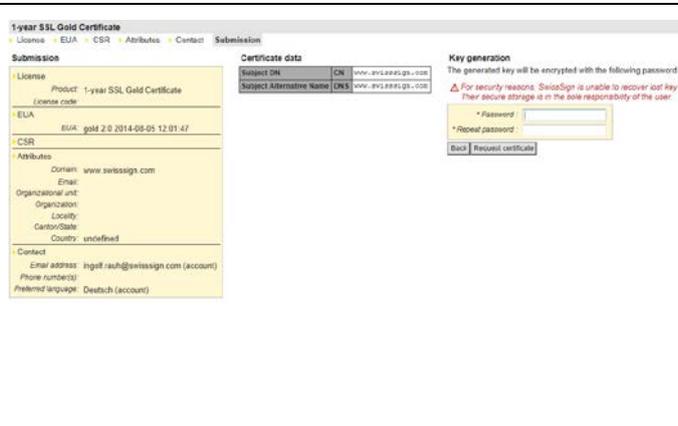
### Hint

SwissSign can alternatively create the private and public key pair for you. During the creation of the private key the key will be immediately secured by a password you have to enter as user. SwissSign does not know this password and cannot recover this password. Please keep it safely. In case of lost all data encrypted with this private key is not readable again.

The key pair generated by SwissSign will be always downloadable in case of a Personal or Employee ID certificate  
In case of a SSL certificate it will be deleted after a while.

## Request of SSL Certificates

Here we describe the typical process for the request of a SSL certificate as example:

<p>In the main frame you have to fill in the identity of your web site: First you have to enter the domain name which will appear afterwards as subject of the certificate. Depending on the certificate class (Silver, Gold) you have also to fill in the organization, location and country of the main seat of your organization and probably also the province (Canton).</p> <p>In case of Silver certificates you have only to enter the domain name. Please click afterwards the button «Proceed».</p> <p>Please assure that the email account already exists.</p> <p>All mandatory fields are marked by an asterix (*).</p>	
<p>In case you are logged into your account you will not see the screen on the right hand side. In this case all contact information data will be assigned to the request which is stored with your account. If you want nevertheless adapt this data only for this request you have to select the point «Contact» on the menu line. All contact data you will enter here will overwrite the settings of your account.</p> <p>Users without account will see this screen and can enter the contact information and preferred language for any information messages associated with this certificate request. Please note that this data will not be part of the certificate content.</p> <p>Please select «Proceed» afterwards.</p>	
<p>Now you can order the certificate. All certificate data will be shown again. If there are any mistakes you can select one of the previous steps in the menu line above and adopt the data entry. If the data of the CSR has some mistakes you can edit these data easily by clicking on the menu item «Attributes» in the menu line above.</p> <p>In case everything is ok and you can request the certificate you have to enter a transfer password for the private key (only if this is created by SwissSign and no CSR was entered). Please enter the button «Request certificate» afterwards.</p>	

## Hint

You have to enter secure passwords for the transfer of the private key. You must explicitly confirm unsecure passwords (e.g. in case of an insufficient password length). Please keep all your passwords safely and protect them for loss. SwissSign does not know the passwords and cannot recover the passwords in case of loss. All data encrypted with this password is lost afterwards.

In case of Gold certificates you have to print out the certificate request. Please fill in the necessary data, sign it and send it with the necessary documents to:

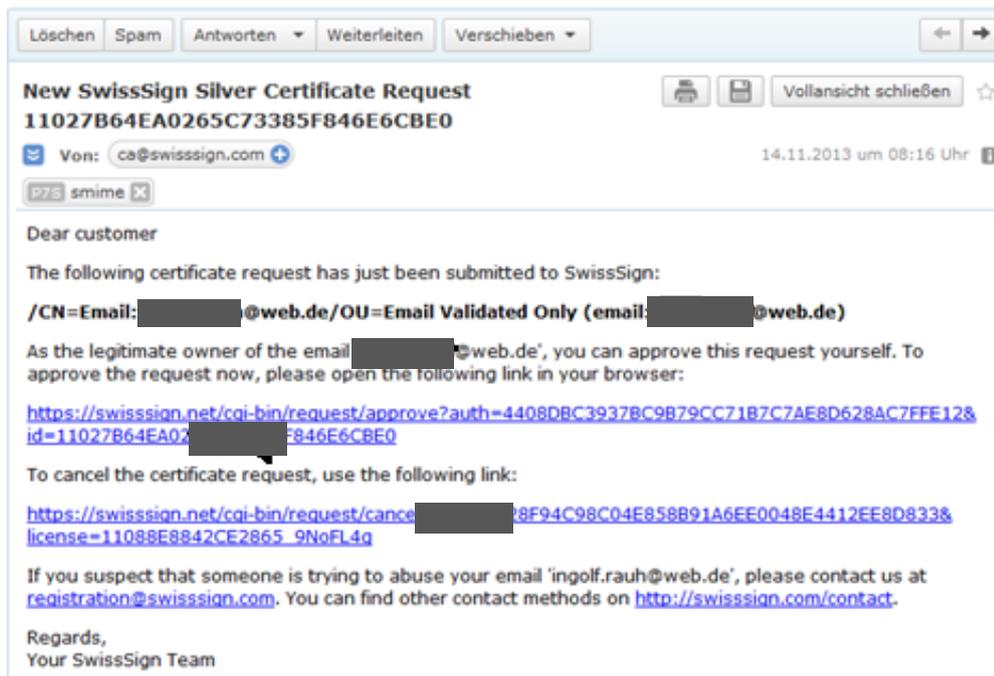
SwissSign AG, Fulfillment Centre, Sternmatt 6, Postfach 2259, CH-6010 Kriens 2

## Attention

In case you ordered a gold certificate please ensure, that

- The request is signed by the responsible persons of the organization according to the trade registry. Please note that sometimes two signatures are required.
- The domains belong to your organization according to whois.com/whois.ch or similar. Otherwise you need a [domain authorization](#).
- Copies of the ID or passport of all signing persons are enclosed. The copy should show the signature and the photo of the person.

## Validation of the certificate information



The screenshot shows an email interface with the following content:

Buttons: Löschen, Spam, Antworten, Weiterleiten, Verschieben

**New SwissSign Silver Certificate Request**  
**11027B64EA0265C73385F846E6CBE0**

Von: ca@swissign.com  
14.11.2013 um 08:16 Uhr

Dear customer

The following certificate request has just been submitted to SwissSign:

**/CN=Email: [redacted]@web.de/OU=Email Validated Only (email: [redacted]@web.de)**

As the legitimate owner of the email [redacted]@web.de, you can approve this request yourself. To approve the request now, please open the following link in your browser:

<https://swissign.net/cgi-bin/request/approve?auth=4408DBC3937BC9879CC71B7C7AE8D628AC7FFE128&id=11027B64EA0265C73385F846E6CBE0>

To cancel the certificate request, use the following link:

[https://swissign.net/cgi-bin/request/cancel?auth=8F94C98C04E858B91A6EE0048E4412EE8D833&license=11088E8842CE2865\\_9NoFL4g](https://swissign.net/cgi-bin/request/cancel?auth=8F94C98C04E858B91A6EE0048E4412EE8D833&license=11088E8842CE2865_9NoFL4g)

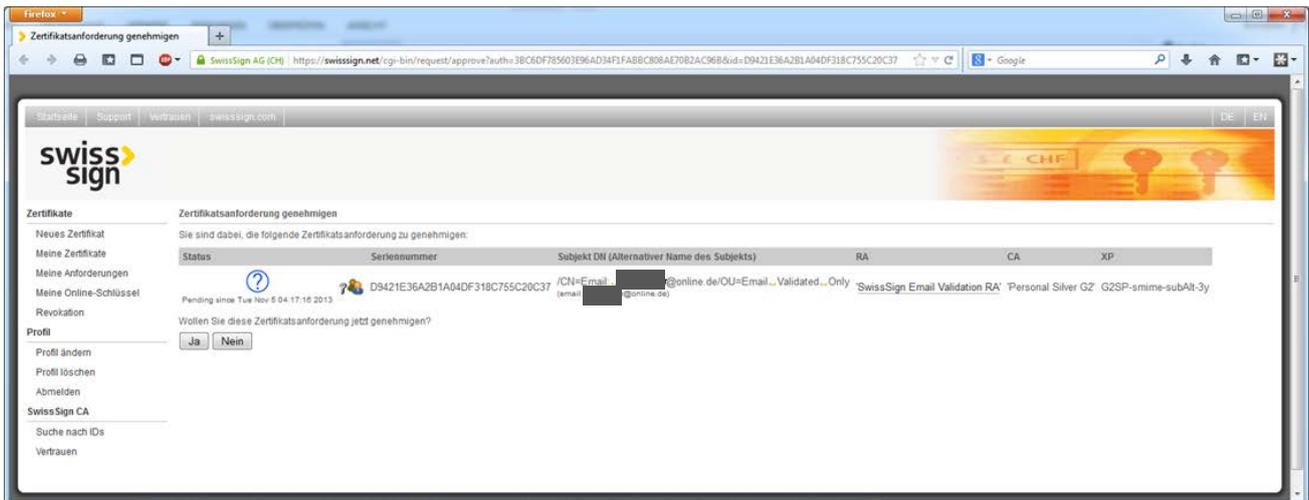
If you suspect that someone is trying to abuse your email 'ingolf.rauh@web.de', please contact us at [registration@swissign.com](mailto:registration@swissign.com). You can find other contact methods on <http://swissign.com/contact>.

Regards,  
Your SwissSign Team

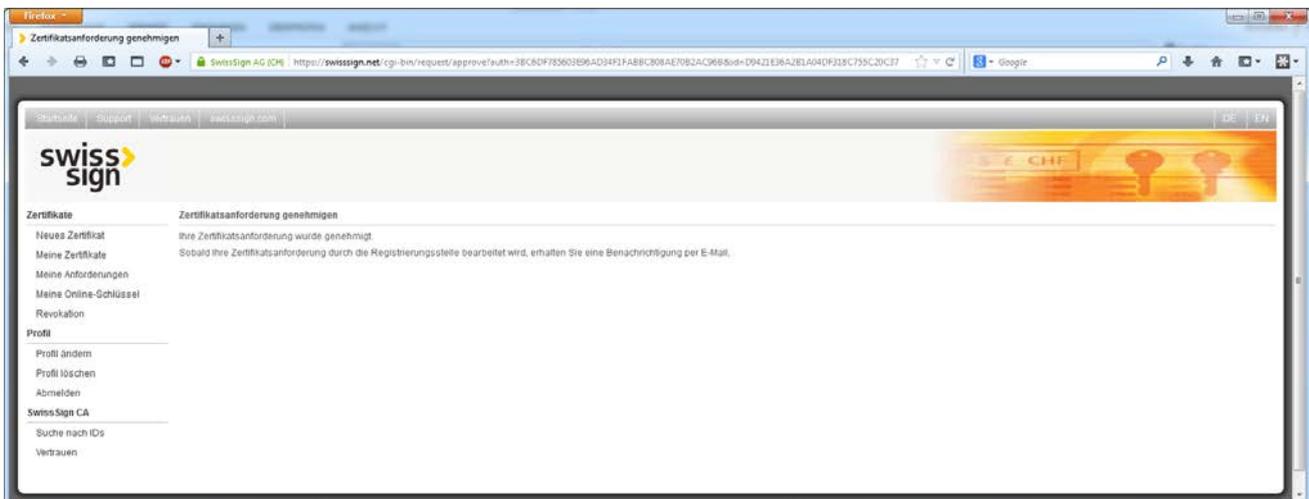
Validation of a Silver Certificate: This only needs seconds to minutes. You will find an email in your email inbox. Please click on the first link to confirm the existence of the email address of the certificate.

The link forwards you to the request approval page for the certificate request.

In case of a gold certificate SwissSign will first check your manually signed request and the appropriate information and inform you, if the request was approved by SwissSign.

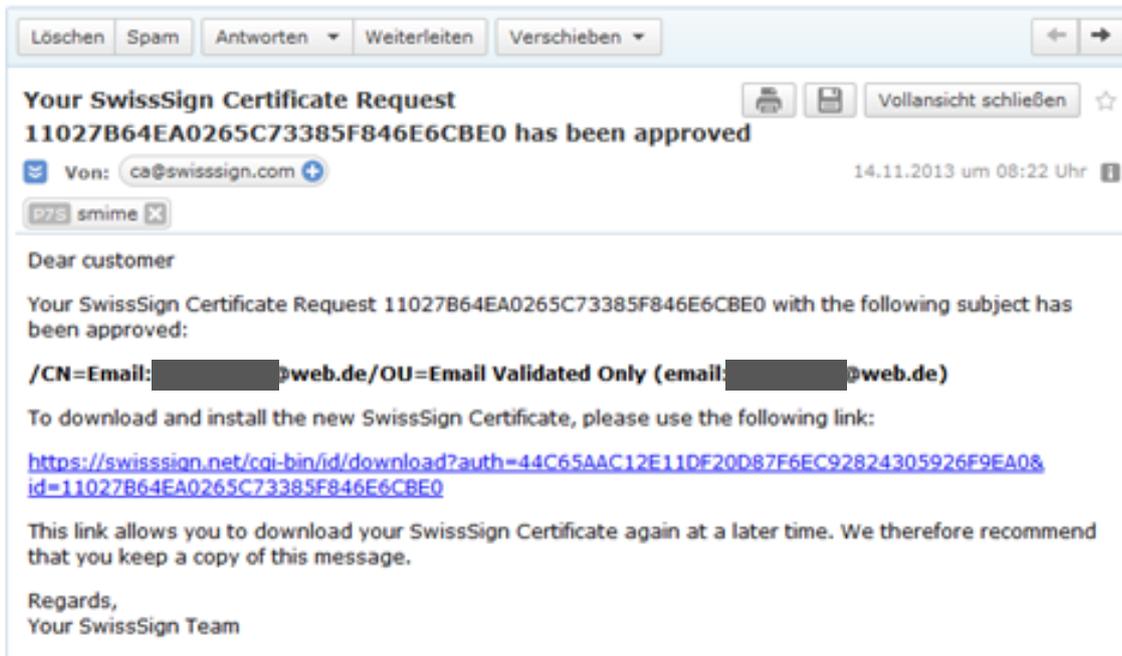


Please enter «Yes» in order to approve the request. Now, a last check is done by the SwissSign Fulfilment Centre:



## Download of the certificate on [www.swissign.net](http://www.swissign.net)

You've received another email from the SwissSign Fulfilment Centre in the inbox of the contact email address. This email contains the download link for the certificate.



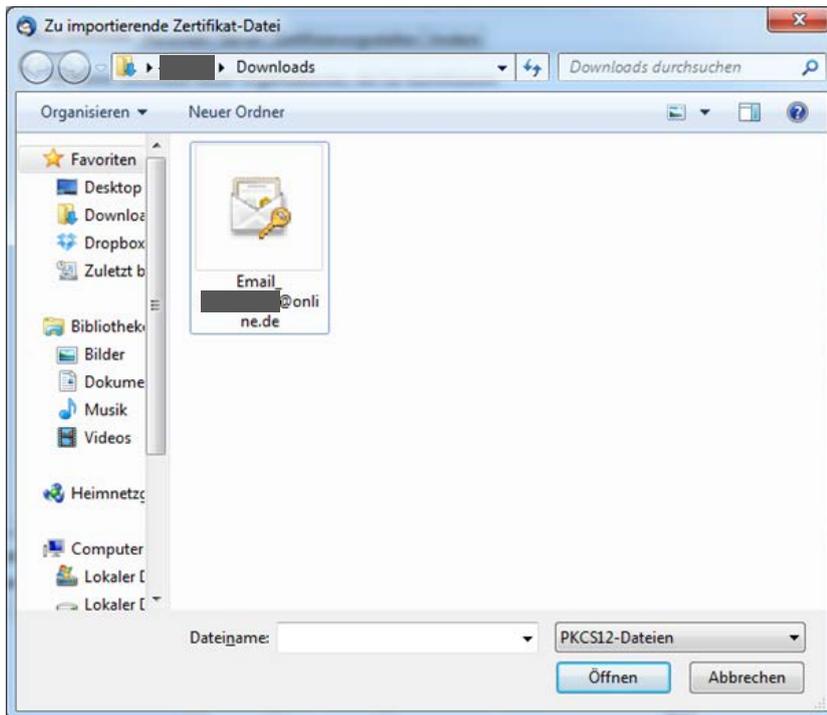
By clicking on the download link you will reach the [swissign.net](https://swissign.net) platform where you can download the certificate:



In our example SwissSign has generated the private key. Thus it makes sense to download the combination of «private key and certificate» with the password given by you before. The file format is «.p12». See the download button marked in red. It is of course also possible to download the certificate only without any key.

## Installation on your system

The .p12 file can be directly installed on the operation system or in an email client as shown in our example for Thunderbird mail client:



Do you have any further questions? Our support will be happy to help you: [swissign.com/support](https://www.swissign.com/support).