



Instructions: Purchase a Personal Pass Certificate (AATL / Class 3)

Summary Steps:

These are Adobe Approved Trust List certificates

In order to purchase and install a personal pass certificate onto your machine you will need to:

1. Proceed to **purchase a personal pass certificate** from the TrustFactory website by selecting the certificate, term length and adding that to the cart
2. You will be prompted to either **purchase a smart card token**, or state that you have an existing token, The token must be a **PKI token that is FIPS level 2 compliant**. Your private key will need to be generated on this token and the CSR shared with TrustFactory
3. You will be required to **register an account** with TrustFactory, or login to an existing account
4. You will then need to **complete your order** in terms of the remaining steps:
 - a. Create Order- Enter details you would like to appear on your certificate
 - b. Billing and Shipping Address: Complete these details
 - c. Make Payment
 - d. Await delivery of your physical token
 - e. Generate a CSR for Smart Card Token (See Support for more information).
 - i. If you have your own FIPS compliant token, generate a CSR on that Smart card
 - ii. If you have purchased a physical token from TrustFactory, you will need to wait for the token to be delivered to you and then generate the CSR on this TrustFactory token
 - f. Complete the Email validation
 - g. Complete the Upload of Documents

Please note you are required to upload:

- i. **Mandatory: a copy of your government issued identity document**
 - ii. **City Field populated (optional) then a copy of your proof of address**
 - iii. **Organisation Field populated then an affiliation letter per the template provided**
 - h. Complete your face-to-face video recording from the portal as prompted
5. Install the certificate. (See installation instructions per relevant document)

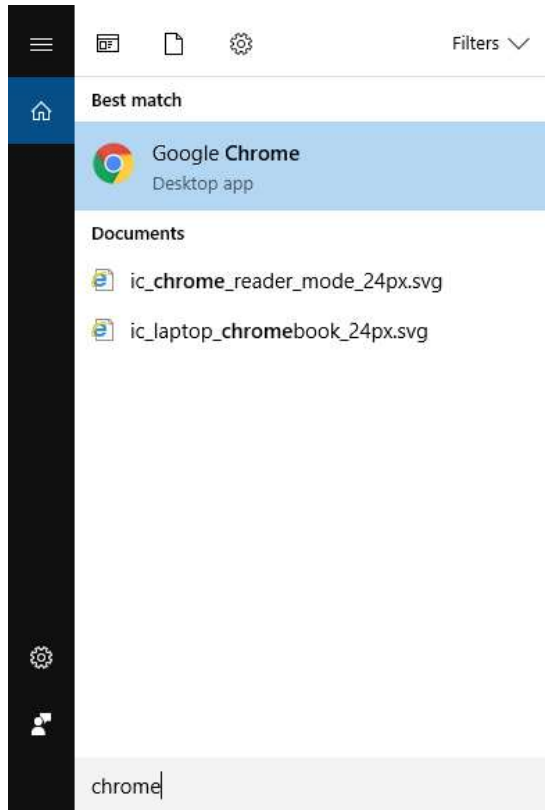
Detailed Steps:

The below document details the purchasing and order completion steps mentioned above

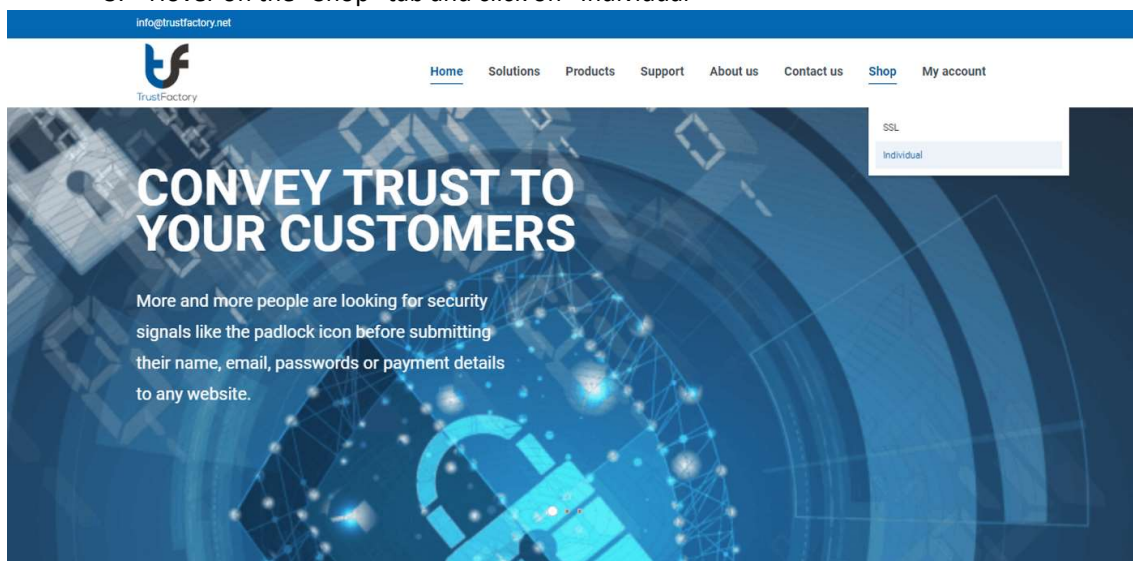
Purchase a Personal Certificate

To Proceed with the Purchase:

- 1.1. Go to the task menu on your computer and type "Chrome"
- 1.2. Select the Google Chrome browser from the search results



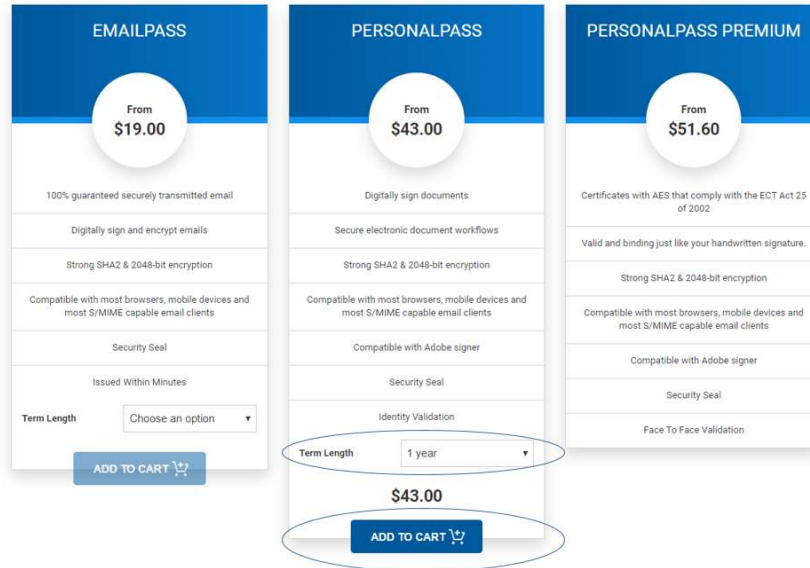
2. Enter the following URL: <https://www.trustfactory.net/>
3. Hover on the "Shop" tab and click on "Individual"



4. Select Personal Pass
5. Select applicable term length you would like to purchase certificate for



6. Click on the “Add to Cart” button



ADDITIONAL PRODUCT ⓧ

TrustFactory PersonalPass and PersonalPass Premium certificates comply with the Adobe Approved Trust List (AATL) Technical Requirements which specify that the end-user must generate and protect key pair(s) for the supplied certificate(s) in a medium that prohibits exportation and duplication that could allow unauthorized use of the private or secret keys.

The suitable medium is considered a hardware security module that meet FIPS 140-2 Level 2 or equivalent such as the TrustFactory ePass FIPS token. A CloudSign Subscription is a cloud-based alternative which stores your private keys securely in cloud infrastructure using hardware security modules that meet FIPS 140-2 Level 2.

I already have an existing token

Physical Token (\$25.00)

CONTINUE

7. You will be asked whether
 - you have an existing token that meets the FIPS 140-2 level 2 requirements or
 - whether you would like to buy a Smart Card (Physical) token
8. Select the appropriate option that meets your needs
9. You will then be directed to the checkout page.



info@trustfactory.net

Home Solutions Products Support About us Contact us Shop My account

PRODUCT	PRICE	QTY	TOTAL
PersonalPass - 1 year	\$43.00	1	\$43.00
Physical Token	\$25.00	1	\$25.00

Coupon code

Cart totals

Subtotal
\$68.00

Shipping
Flat rate: \$40.00

Total
\$108.00

10. Click on proceed to checkout
11. You will be prompted to register or login
12. If you are a new user, please register an account by completing the required fields and click on register

Sign into your TrustFactory account!

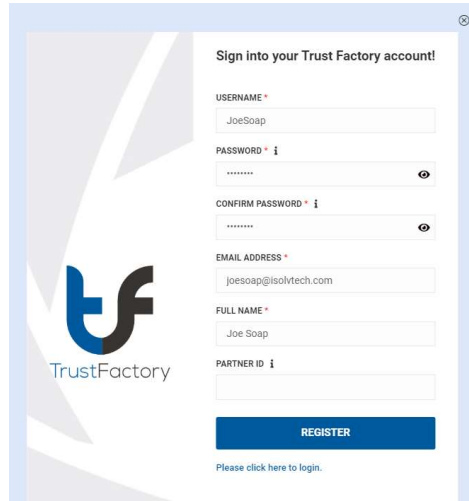
USERNAME*

PASSWORD*

[Forgot password?](#)

[Don't have an account yet? Please click here](#)

13. Register a new account. If you are purchasing a certificate through a partner reseller, you may enter the partner id as part of the registration. The partner reseller salesperson will provide you with this code.



Sign into your Trust Factory account!

USERNAME *
JoeSoap

PASSWORD * i
.....

CONFIRM PASSWORD * i
.....

EMAIL ADDRESS *
joesoap@isolvtech.com

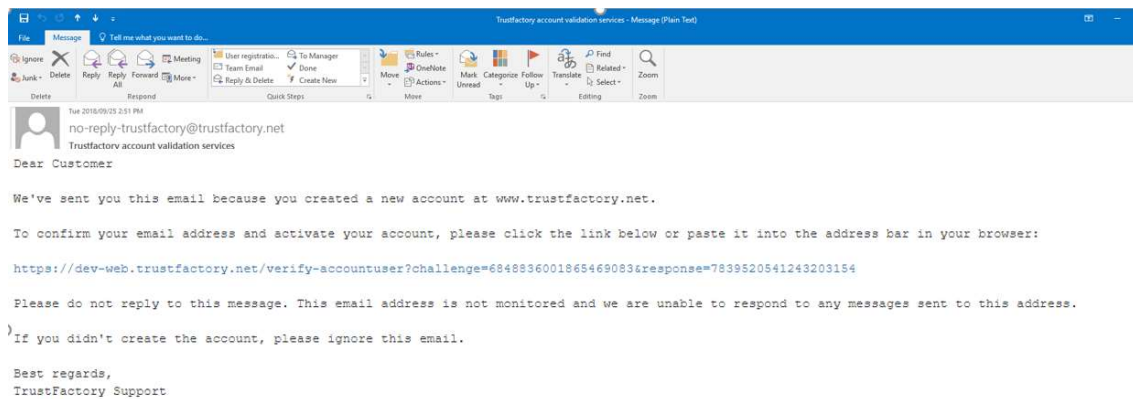
FULL NAME *
Joe Soap

PARTNER ID i

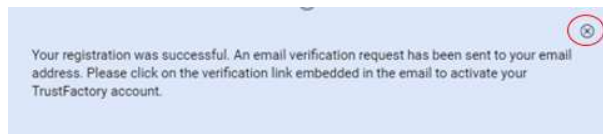
REGISTER

Please click here to login.

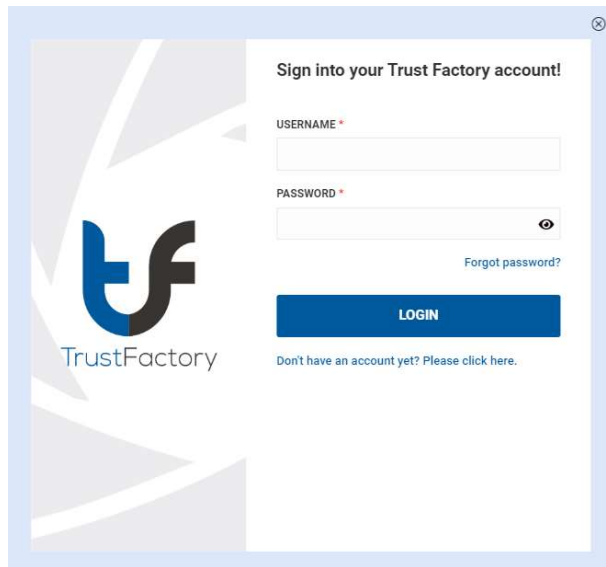
14. You will be asked to validate your email address
15. You will receive an email from TrustFactory asking you to validate your email address by clicking on the link provided in the email body.



16. Click on the link embedded in the email body. Your validation will occur in the background, and you will receive a success message as below



17. Click on the x (close) button on the popup message
18. You will be redirected to the login page.



Sign into your Trust Factory account!

USERNAME *

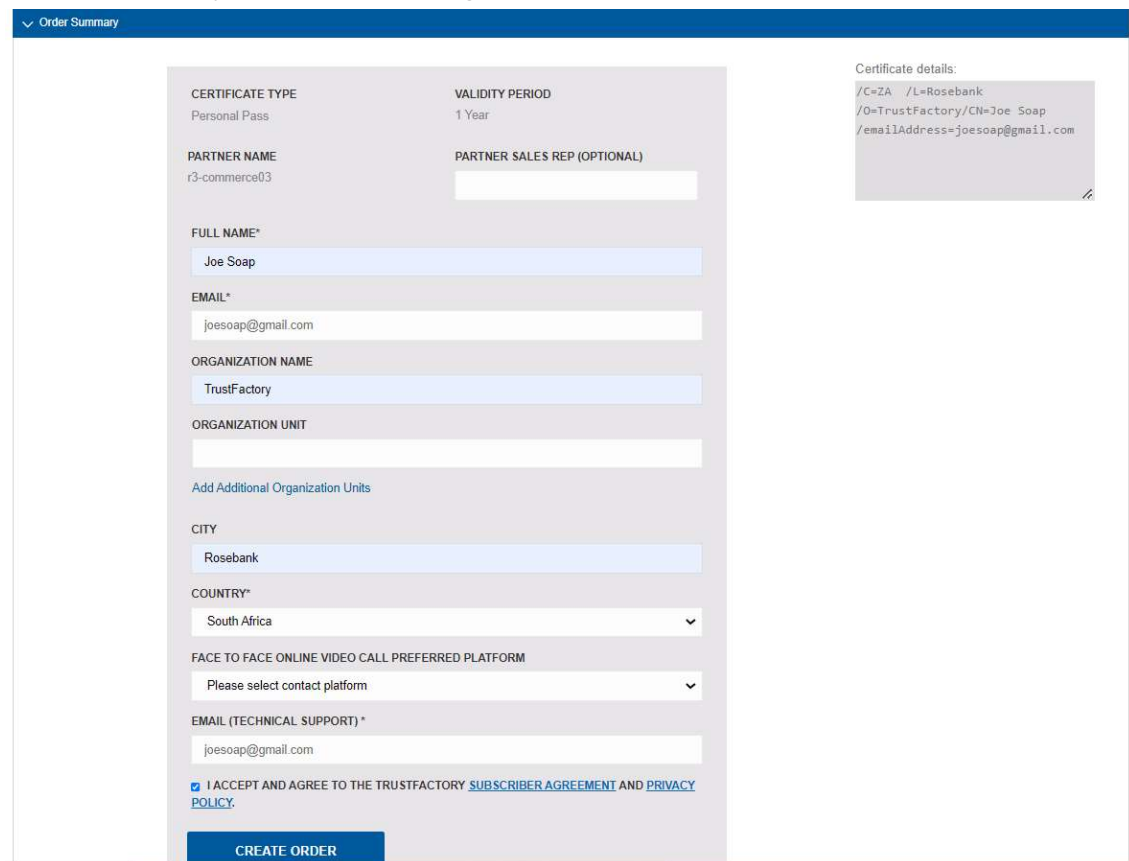
PASSWORD *

Forgot password?

LOGIN

Don't have an account yet? Please click here.

Now enter your details into the login section



Order Summary

CERTIFICATE TYPE	VALIDITY PERIOD
Personal Pass	1 Year
PARTNER NAME	PARTNER SALES REP (OPTIONAL)
r3-commerce03	
FULL NAME*	
Joe Soap	
EMAIL*	
joesoap@gmail.com	
ORGANIZATION NAME	
TrustFactory	
ORGANIZATION UNIT	
Add Additional Organization Units	
CITY	
Rosebank	
COUNTRY*	
South Africa	
FACE TO FACE ONLINE VIDEO CALL PREFERRED PLATFORM	
Please select contact platform	
EMAIL (TECHNICAL SUPPORT) *	
joesoap@gmail.com	
<input checked="" type="checkbox"/> I ACCEPT AND AGREE TO THE TRUSTFACTORY SUBSCRIBER AGREEMENT AND PRIVACY POLICY .	
CREATE ORDER	

Certificate details:

```
/C=ZA /L=Rosebank  
/O=TrustFactory/CN=Joe Soap  
/emailAddress=joesoap@gmail.com
```

Once you have logged in, you will be prompted to complete the order

19. Enter your name and country as per your identity document.
20. Organisation name and Organisation Unit are optional fields. Should you complete these fields they will appear in your digital certificate and thus supporting



documents for affiliation to the Organisation will be requested in the documents upload section detailed below.

21. Enter the City (optional) that appears on your proof of address document i.e., a utility bill or similar
22. Note the certificate details box on the right. It displays the information that will be displayed on your certificate.
23. Ensure that the email addresses are correct as all correspondence from TrustFactory regarding this certificate will be emailed to you using the email address
24. Click Create order
25. The remaining steps also appear and are:
26. Billing and shipping address: Complete Details (note that if you are not purchasing a physical token from TrustFactory, there will be no shipping details required

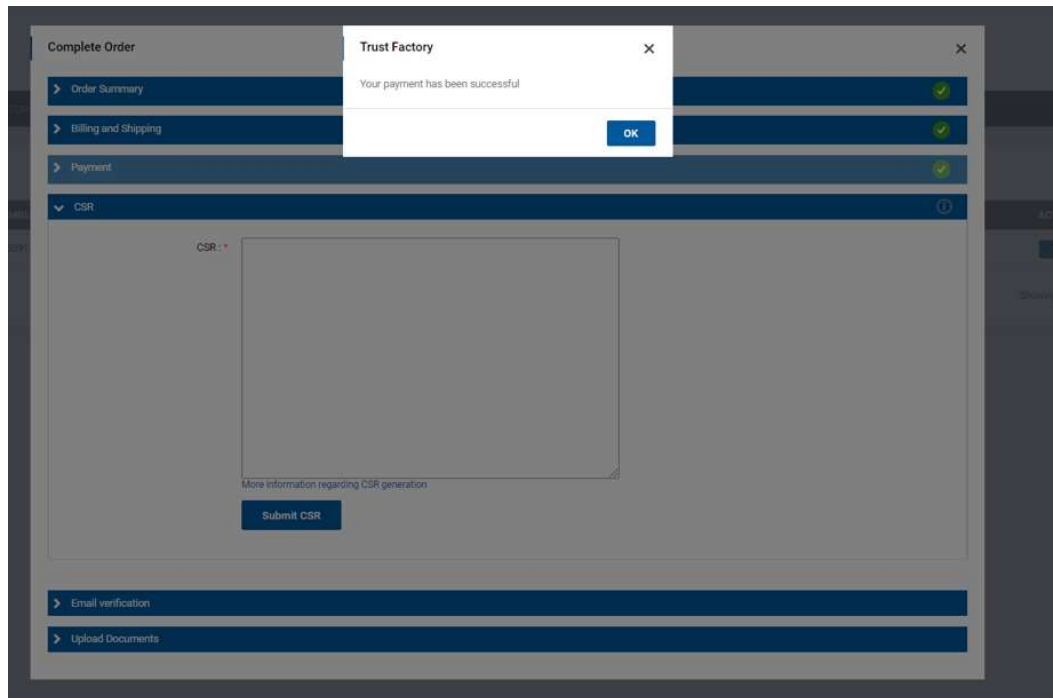
The screenshot shows a 'Complete Order' window with a progress bar at the top. The progress bar has three items: 'Order Summary' (completed with a green checkmark), 'Billing and Shipping' (expanded), and 'Payment' (expanded). The 'Payment' section is currently active and displays the following details:

Product Name	Product Description
physical_token individual_personal	Physical Token PersonalPass-INDIVIDUAL PERSONAL
Product Price	Validity Status
\$108.00	1 Year

Below the table, there are two payment options: a blue button for 'PayPal' and a black button for 'Debit or Credit Card'. At the bottom of the payment section, it says 'Powered by PayPal'.

Below the payment section, there are three more steps in the progress bar: 'CSR' (with an information icon), 'Email verification', and 'Upload Documents'.

27. Payment- Complete Payment Details and proceed to make payment



28. CSR: To complete this step, you will need to wait for the physical token to be shipped to you. Once you have received the token follow the separate instructions on CSR generation using a Smart Card token that can be found under the Support section of the website.

- Generate the CSR on your existing token, or purchased (physical token) Smart Card Token
- Note the link to further information on how to generate a CSR is situated as a link below CSR box
- Copy the generated CSR and place into the CSR box



- Click on Submit CSR

Complete Order x

- ▶ Order Summary ✔
- ▶ Billing and Shipping ✔
- ▶ Payment ✔
- ▼ CSR ⓘ

CSR : *

```

-----BEGIN NEW CERTIFICATE REQUEST-----
MIIDRCCAlwCQAwAgECCAS1wDQVJkGZlTb3V4AQEERBQDggFP3CC4QocggEBA1h
831889FFTCV/LvLDn89w6m5F9p3b3YTC+6e6hnlE1x0D33cJgPLRtHpsYh6r/
N4YR51A1H3XBvZ6DmC4pPaOp2K41HD-VoNt8Bz+7C1kxR++OS-t4Pkpg8Luv23
/ADq6L3V+8K0kzu1EX41+YvF66hnlU1Xbhd7UatmL1D3ppnD6vrbvQr4A8+28
h+5SGU11Th8qVpxs13h1kUjeVS8h3CfUonh7BPTv6U89Fsgs/hf855E05DnQ
Y45Q1H7mSPLeq1+2Fk891Xvnl80y18318kr3vnlcc0rCS8hE2+chtg8mTP
UFh11x3C+sf3VmpE28CAmEAaCB/3ACBegrBgeEAY130QIDWQh00Evl_4w4TQz
07N4H4u8gkghk1G9w8C04xITAF8B6A1udDqQ8BRE1TXxvndU1smZ7ggu6g
H89r/7B56gkrBgeEAY13FRQx0TA34eFDBTAg18YllwTFQvY39vcc5pc29sdn61
Y28v/224d4dD1120089oXNbuHTDOLVYR18m8epBgeEAY130QIDWQh00EvlR
8RS0AE8aA081H14b8vAG6AZ780ACAAU8vAGVAa8M6EAc831ACAA8v1A86A
TABTAHQ8w8yAGEAZ81ACAAU8vAG8Adg8pAQ208AwEAM96GCS6G513DQEB
Cu1A4418A0zucV71Gm8B0+10/PSM80vdx1e+S8ETr888h1e1K1hM/7edh15p
pTH9C8UCDy4K9k82+80vnxS110h2+E+152rQm8ednCvYKcm8A10v0K55q289
o+855v8e8Dn77gE4FP86v/6m8d808u8VA8v8D8v08v10885541e3v17Uv
xn2uU2w8FUX6a1umr0sDrTV8pT8r0V0v871v15C8uEV11M8e7ohTTXJE8qAn634
k8lW0y1XQ7FUI2um8EJHOGV8mpFP1V8bfl1sL8w68k8u8R7114Pn1ccQ8e1C8r0x
88408v8F851p85p8T8u8F08VX808U88v8
-----END NEW CERTIFICATE REQUEST-----
                
```

More information regarding CSR generation

Submit CSR

- ▶ Email verification
- ▶ Upload Documents

29. Email Validation:

- Click the "Verify Email" button

Complete Order x

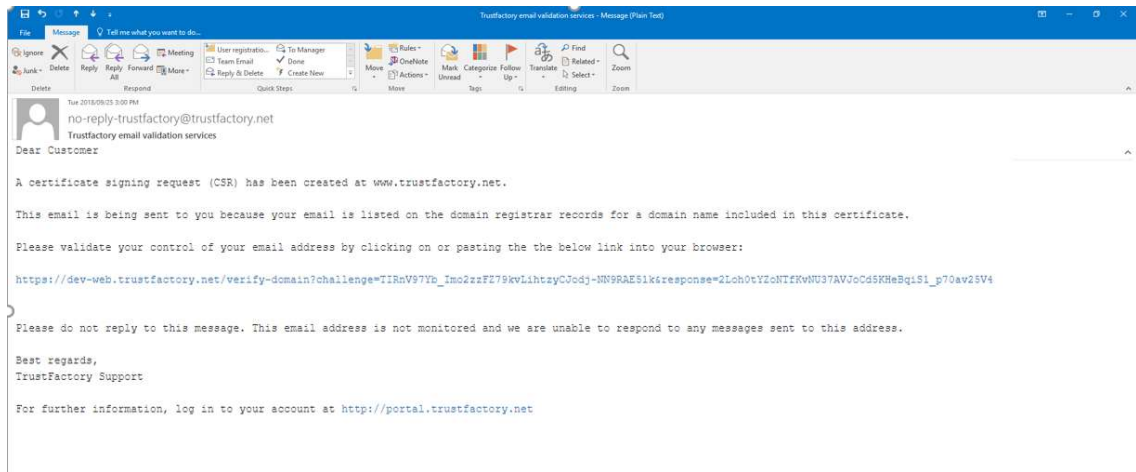
- ▶ Order Summary ✔
- ▶ Billing and Shipping ✔
- ▶ Payment ✔
- ▶ CSR ✔
- ▼ Email verification

EMAIL	STATUS	ACTION
joesoap@myemail.com	Pending	Verify Email

- ▶ Upload Documents

- An email validation link will be sent to the email address account that you have entered.

- You will need to click on this link in your email to demonstrate control over your email address



30. Upload Documents

31.

- Upload documents as prompted.
- Note the affiliation template link under the template column. This template must be downloaded, printed and completed on a valid Organisation letterhead. This must then be scanned and uploaded here
- Click on the “Upload” Button

Upload Documents

Document Upload	Status	Template
Affiliation Letter: <input type="text" value="Select"/> <input type="button" value="Choose File"/> No file chosen	Document not uploaded	Affiliation Letter Template
Proof of address: <input type="text" value="Select"/> <input type="button" value="Choose File"/> No file chosen	Document not uploaded	-
Copy of id/passport: <input type="text" value="Select"/> <input type="button" value="Choose File"/> No file chosen	Document not uploaded	-

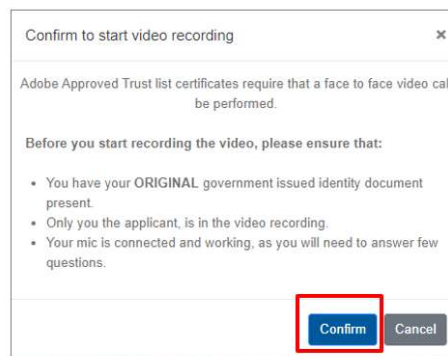
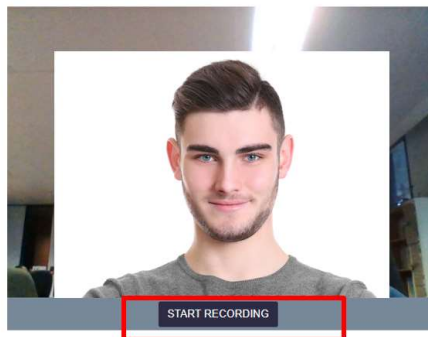
32. Once documents have been successfully uploaded, a pending verification icon will appear next to Upload Documents step as these documents are subject to Trustfactory validator approval

33. Upload Video Recording

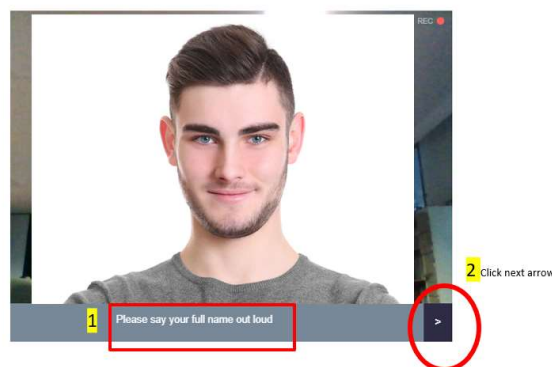
Adobe Approved Trust list certificates require that a face-to-face video call be performed. Before you start recording the video, please ensure that:

- You have your ORIGINAL, physical government issued identity document present. (No copy of original- in any form - will be accepted)
- Only you the applicant, is in the video recording.
- Your mic is connected and working, as you will need to answer few questions.
- Follow the prompts in the video recording box as prompted – Click on start recording

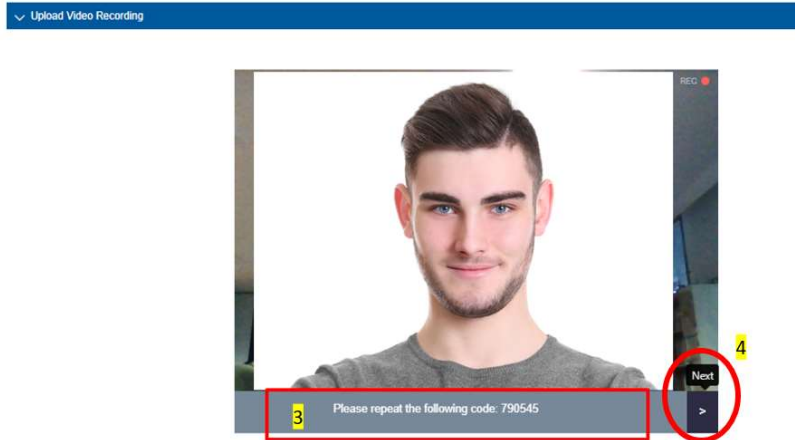
Upload Video Recording



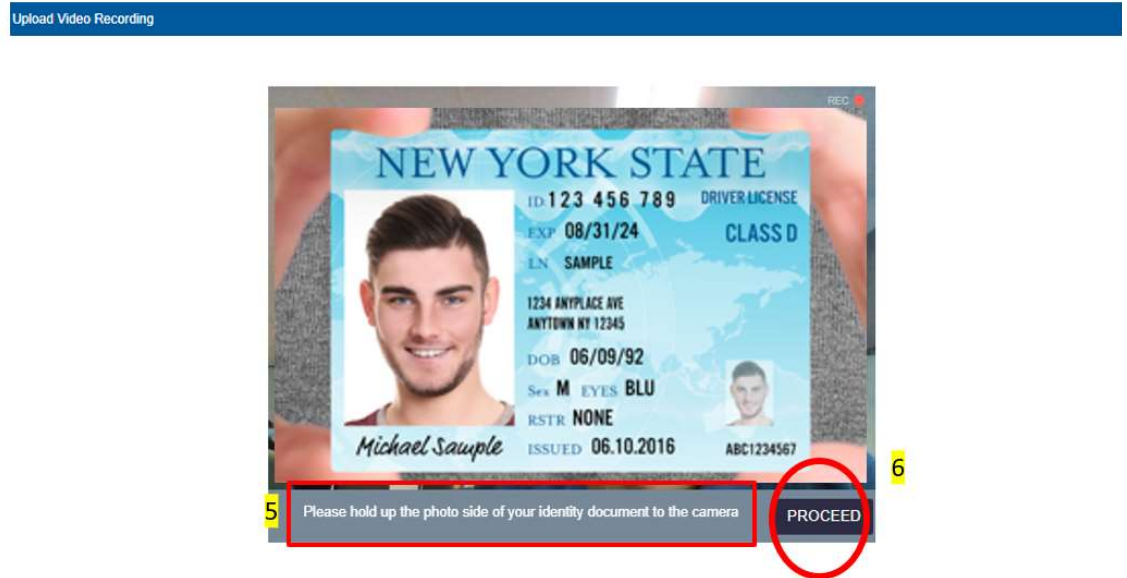
Upload Video Recording



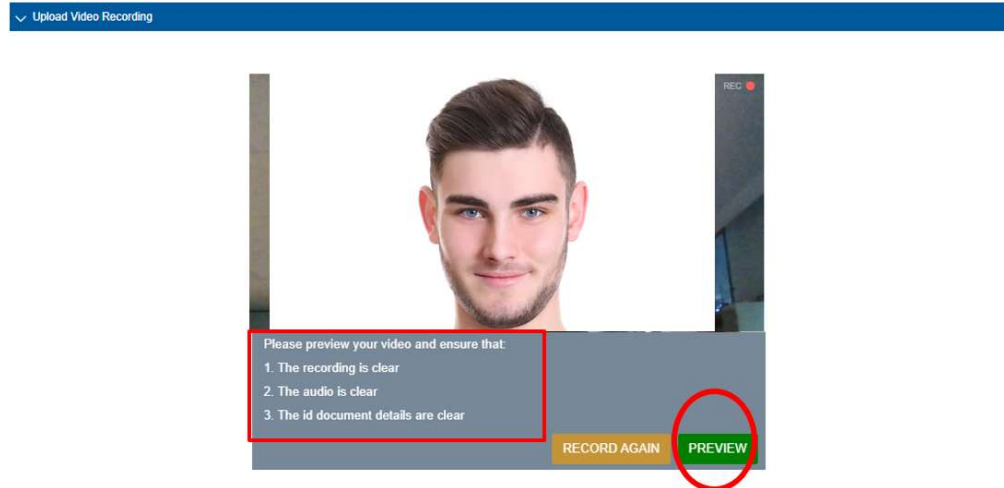
1. Say your name out aloud as it appears in your identity document
2. Then click the next button



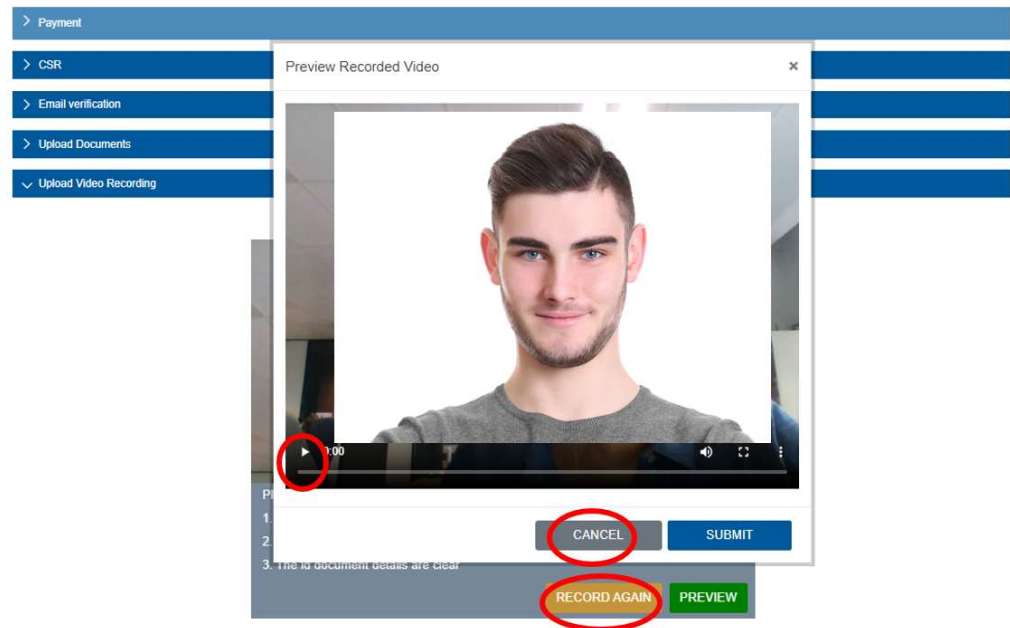
3. Read out aloud the unique code presented in the prompt. Please read this code out loudly and clearly.
4. Click Next



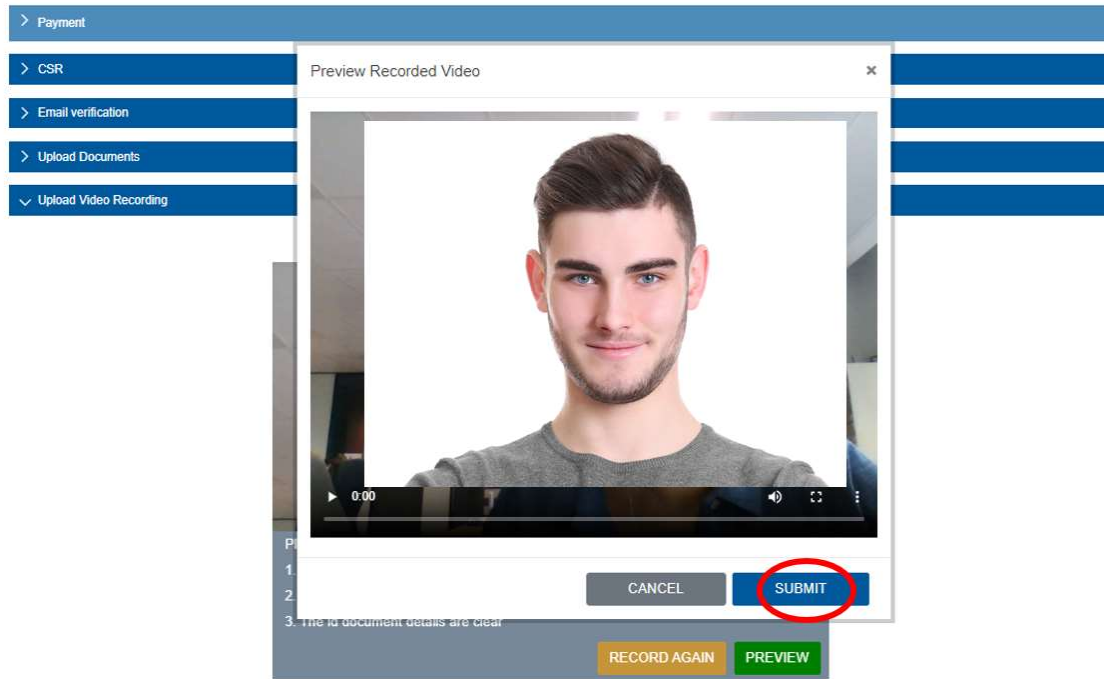
5. Hold up your physical original identity document with photo side and name etc facing the camera. Please ensure that the document is clear and legible in the video before you click proceed.
6. Click Proceed



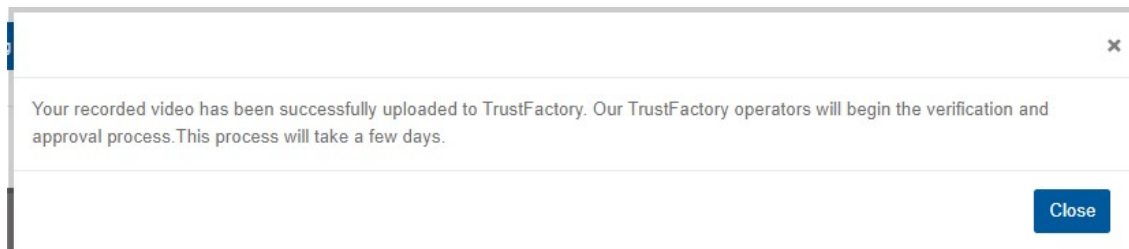
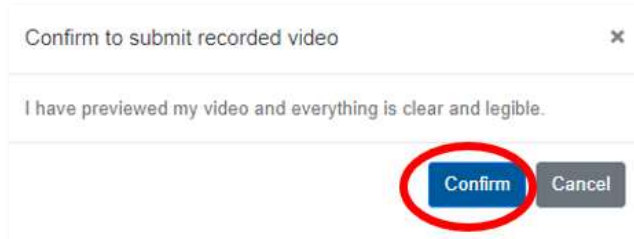
7. Please preview your video to ensure it is clear, audio can be heard, and identity document is legible by clicking on the preview button



8. Press the play button and watch your full video. Should the quality not be acceptable, click on cancel and record again.



9. If you are satisfied with the video quality and have ensured all the prerequisites are met, click on the submit button
10. You will be prompted to confirm that you have previewed the video. Click confirm if you have previewed the video and are satisfied





You will receive a notification confirming that the video has been successfully uploaded

34. Once Upload Video has been successfully uploaded, a pending verification icon will appear next to Upload Videos step

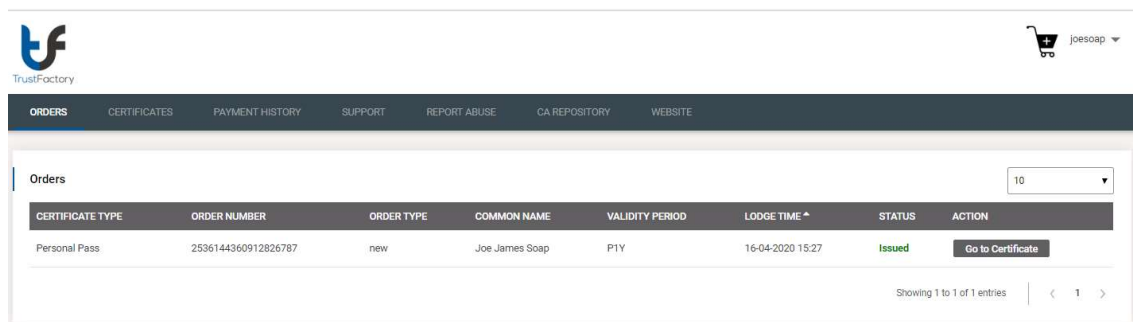
Each of the drop-down sections needs to be completed as part of the order process. There should be a tick against each step except for the upload documents and upload Video recording.



35. Once the validation procedure is complete from TrustFactory's side and is successful, you will receive a notification on the generation of your certificate.

36. Should there be any rejected documents, a message will appear in the orders portal, and you will be able to resubmit the information again

37. You may login to the self-service portal, where you may monitor the status of your order. Once it is issued, you will be able to download the certificate from the certificates tab





38. Select the Go to certificates button to access your certificate. Click on the download button

The screenshot shows the TrustFactory web interface. The navigation menu includes 'ORDERS', 'CERTIFICATES' (circled in blue), 'PAYMENT HISTORY', 'SUPPORT', 'REPORT ABUSE', 'CA REPOSITORY', and 'WEBSITE'. The user is logged in as 'joesoap'. The main content area is titled 'Current Certificates' and features a table with the following data:

SELECT	SERIAL_NO	CERTIFICATE_TYPE	ORDER_ID	COMMON_NAME	STATUS DATE ^	START DATE	END DATE	STATUS
<input checked="" type="checkbox"/>	FAADC16DE6B31DB4DF48	individual_personal	2536144360912826787	Joe James Soap	16/04/2020 16:05	16/04/2020 16:05	16/04/2021 16:05	Issued

Below the table, it says 'Showing 1 to 1 of 1 entries'. Action buttons are 'Download' (circled in red), 'Revoke', 'Renew', 'Rekey', and 'Re-issue'. Below this is the 'Certificate History' section with a table:

CERTIFICATE HISTORY	SERIAL_NO	START DATE	END DATE	STATUS
individual_personal	FAADC16DE6B31DB4DF48	16/04/2020 16:05	16/04/2021 16:05	Issued

39. Congratulations. Your personal pass certificate is ready for use

40. Please follow the installation steps per the installation document to begin using your personal pass certificate