



Instructions: Purchase a Personal Pass Premium Certificate (AES / Class 4)

Summary Steps:

N: B TrustFactory is accredited by the South African Accreditation Authority to sell AES certificates. These certificates meet the specific regulations for South Africa where a physical meeting with the end customer must take place and the customer must place a wet ink signature on their subscriber agreement

To purchase and install a personal pass certificate onto your machine you will need to first

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. A TrustFactory trusted agent will contact you to setup a physical meeting with you where you will need to present your original identity document, allow the agent to take a photograph of you for verification purposes and physically sign a subscriber agreement.
6. TrustFactory validators will then validate all documents.

7. Once all is approved your certificate will then get issued.
8. Install the certificate. (See installation instructions per relevant document)

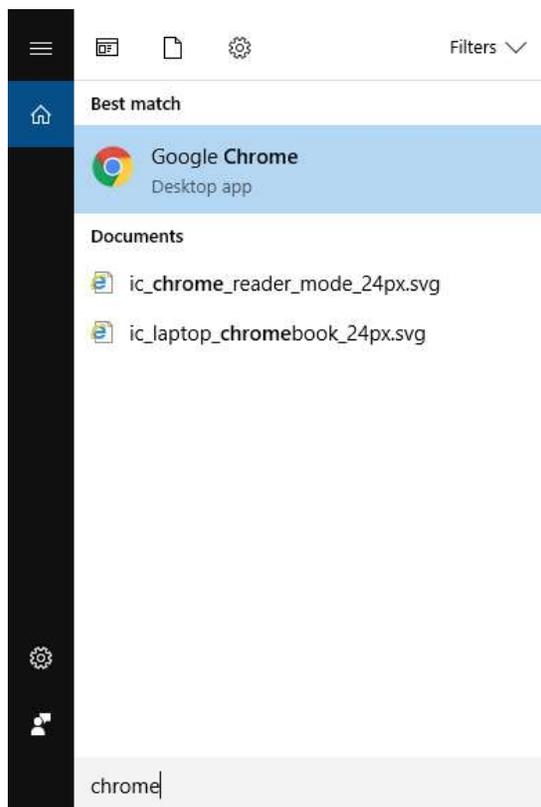
Detailed Steps:

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

Purchase a Personal Certificate

To Proceed with the Purchase:

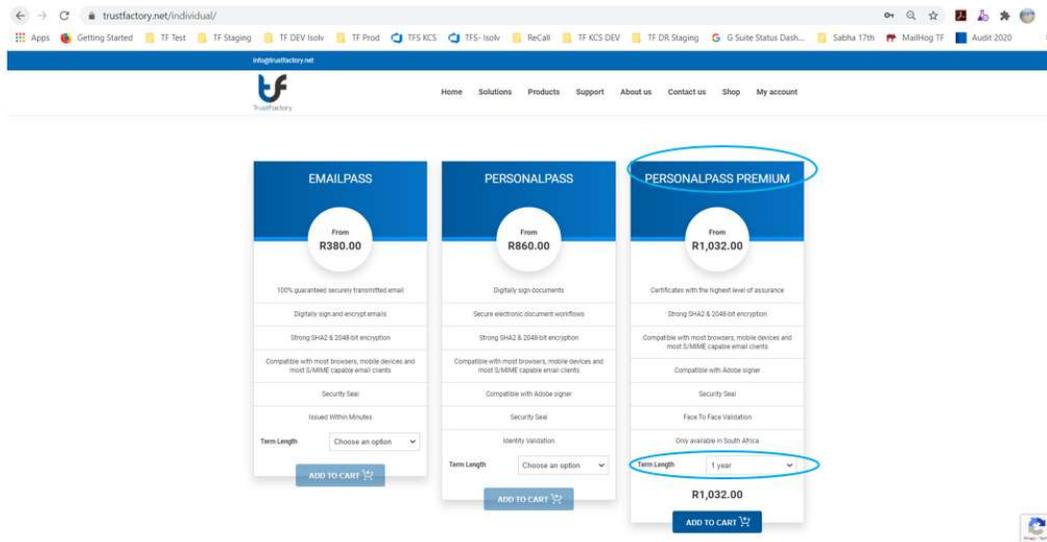
1. Go to the task menu on your computer and type “Chrome”
2. Select the Google Chrome browser from the search results



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



- 5. Select Personal Pass
- 6. Select applicable term length you would like to purchase certificate for
- 7. 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

8. You will be asked whether
9. you have an existing token that meets the FIPS 140-2 level 2 requirements or
10. whether you would like to buy a Smart Card (Physical) token or
11. Select the appropriate option that meets your needs
12. 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 **Apply coupon**

Cart totals

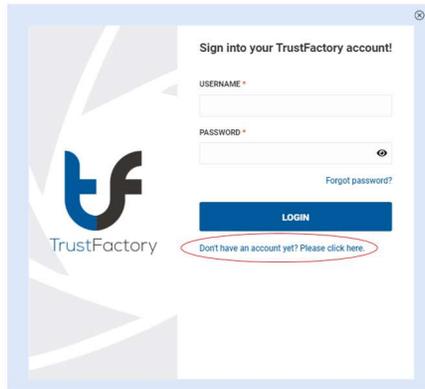
Subtotal
\$68.00

Shipping
Flat rate: \$40.00

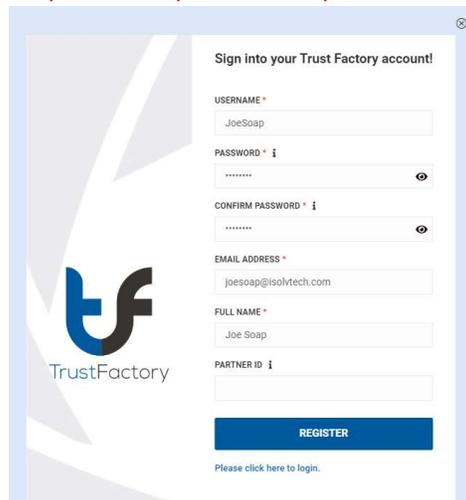
Total
\$108.00

PROCEED TO CHECKOUT

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

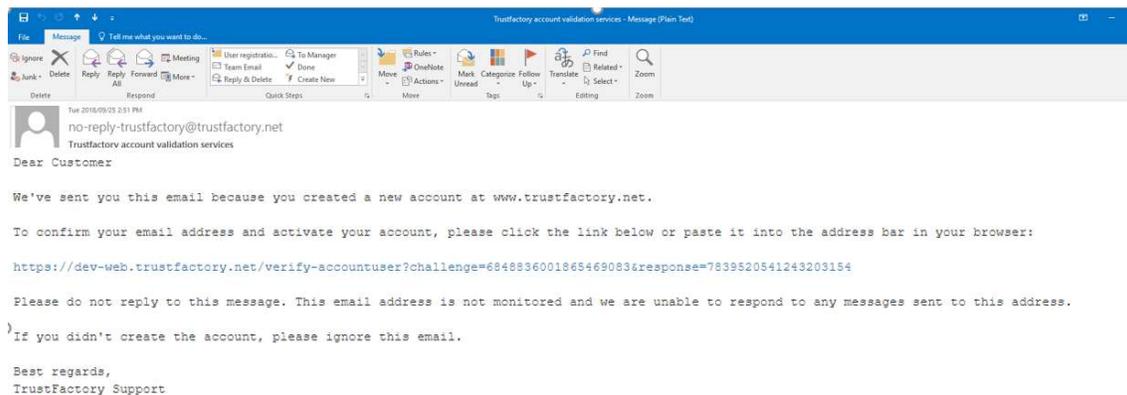


16. Register a new account. If you are purchasing a certificate through a partner reseller, you may enter the partner id as part of the registration

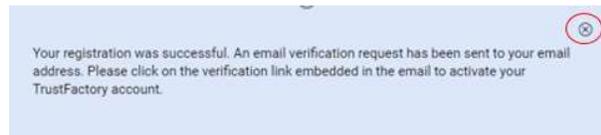


17. You will be asked to validate your email address

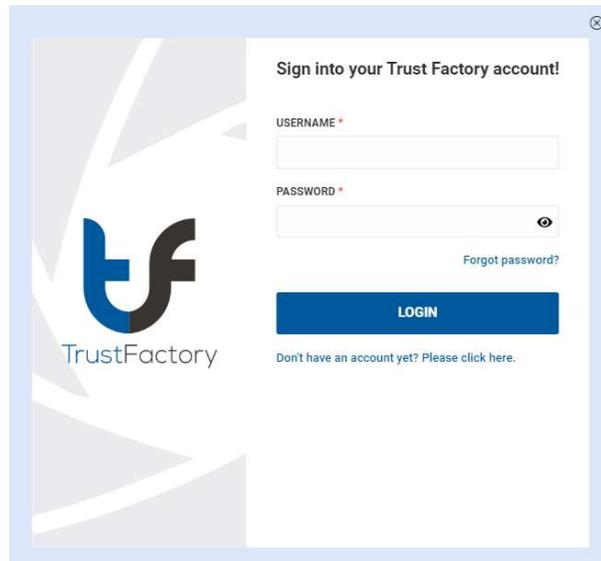
18. You will receive an email from TrustFactory asking you to validate your email address by clicking on the link provided in the email body.



19. 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



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



22. Now enter your details into the login section



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

Order Summary

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

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

24. Enter your name and country as per your identity document.
25. 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.
26. Enter the City (optional) that appears on your proof of address document i.e., a utility bill or similar
27. Note the certificate details box on the right. It displays the information that will be displayed on your certificate.
28. Click Create order
29. The remaining steps also appear and are:



Complete Order ×

Order Summary ✓

Billing and Shipping

Billing Address	Shipping Address
Billing Type: <input checked="" type="radio"/> Personal <input type="radio"/> Company	<input checked="" type="radio"/> Same as billing address
First Name * <input type="text" value="Joe"/>	First Name <input type="text" value="Joe"/>
Last Name * <input type="text" value="Soap"/>	Last Name <input type="text" value="Soap"/>
Mobile * <input type="text" value="0836261234"/>	Mobile <input type="text" value="0836261234"/>
Address1 * <input type="text" value="5 Sturdee"/>	Address1 <input type="text" value="5 Sturdee"/>
Address2 <input type="text" value="Rosebank"/>	Address2 <input type="text" value="Rosebank"/>
Country * <input type="text" value="South Africa"/>	Country <input type="text" value="South Africa"/>
State * <input type="text" value="Gauteng"/>	State <input type="text" value="Gauteng"/>
City * <input type="text" value="Johannesburg"/>	City <input type="text" value="Johannesburg"/>
Zip Code * <input type="text" value="2061"/>	Zip Code <input type="text" value="2061"/>

SUBMIT

30. 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)

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

Complete Order ×

Order Summary ✓

Billing and Shipping

Payment

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

PayPal

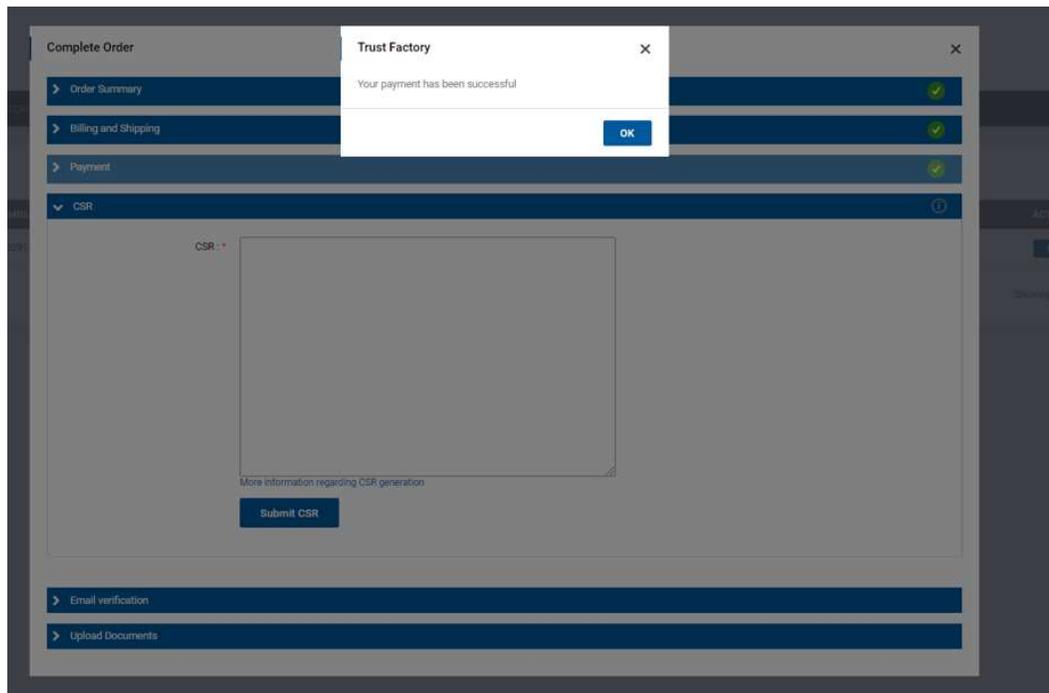
Debit or Credit Card

Powered by **PayPal**

CSR ?

Email verification

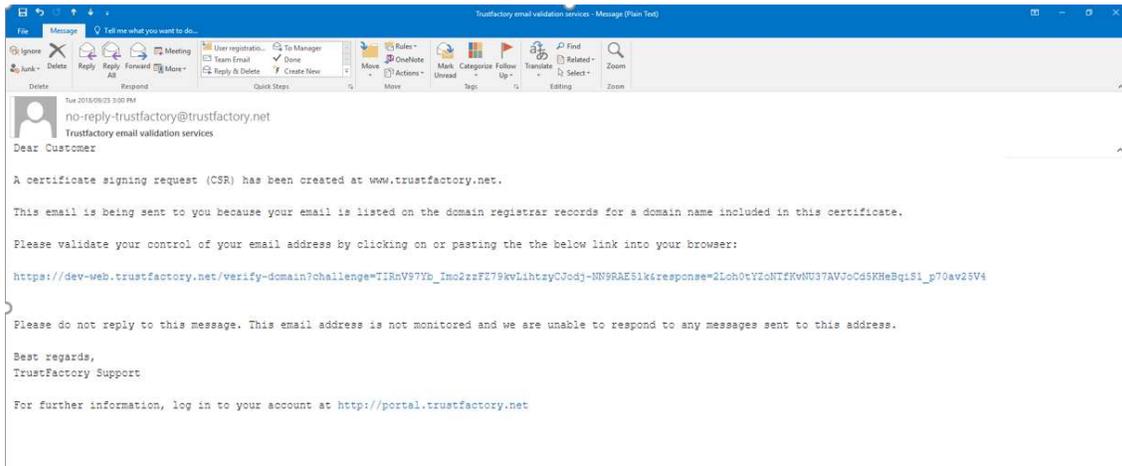
Upload Documents



32. 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

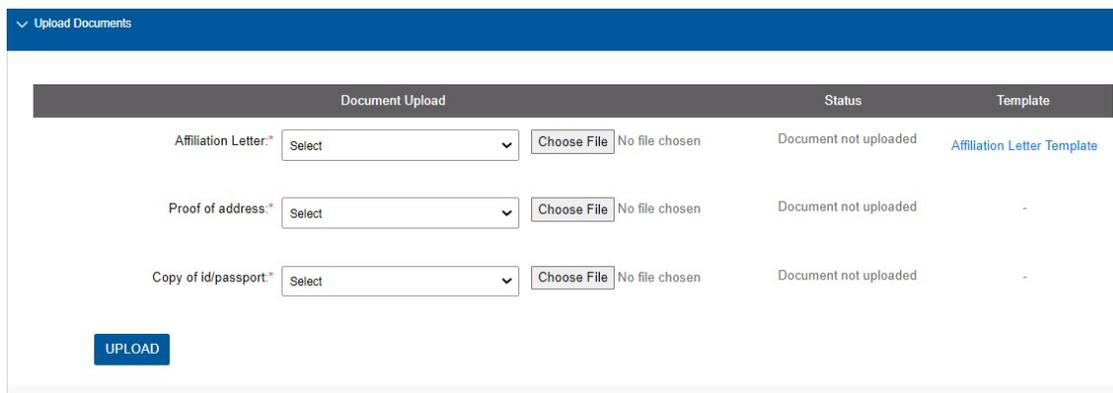
- Generate the CSR on your existing token, or purchased (physical token) Smart Card Token
- Note the link to further information on how to generate a CSR (Situating as a link below CSR box)
- Copy the generated CSR and place into the CSR box

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



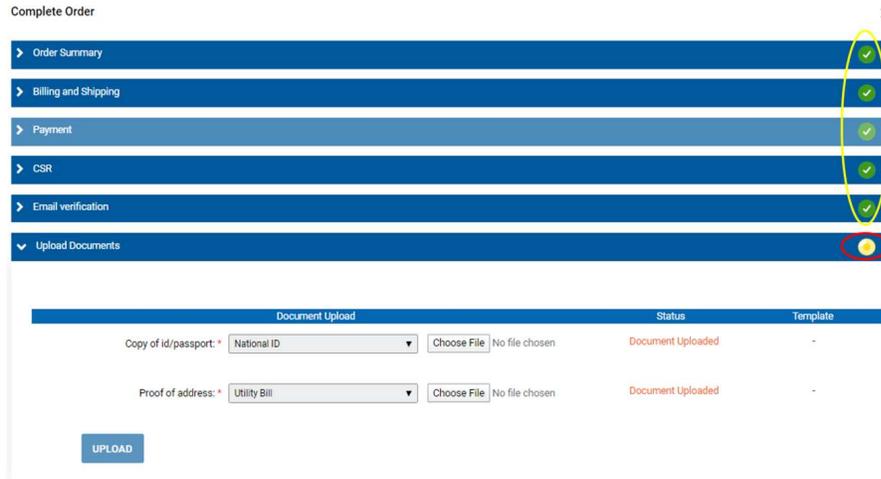
35. Upload Documents

- 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



36. 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

Each of these sections needs to be completed as part of the order process. There will be a tick against each step except for the upload documents.

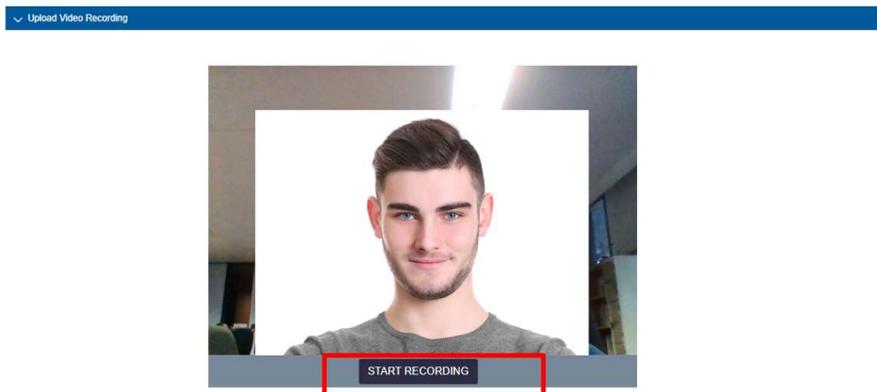


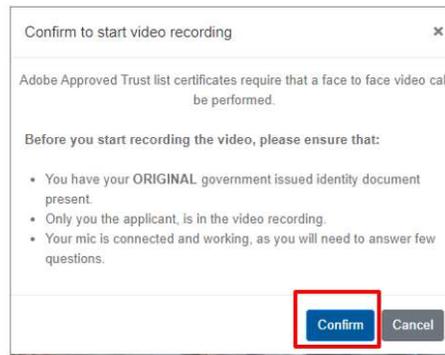
37. Once documents have been successfully uploaded, a pending verification icon will appear next to Upload Documents step as these documents are subject to Trustfactory validator approval

38. Upload Video Recording

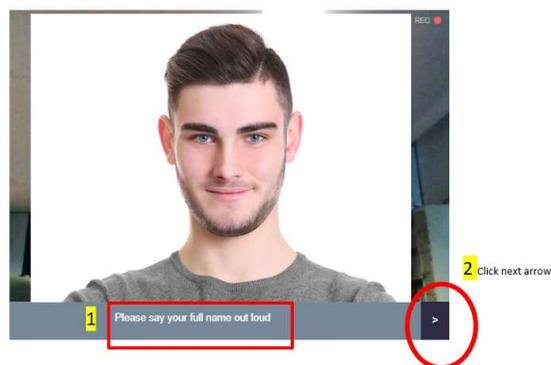
Adobe Approved Trust list certificates require that a face-to-face video call be performed. Before you start recording the video, please ensure that:

- 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



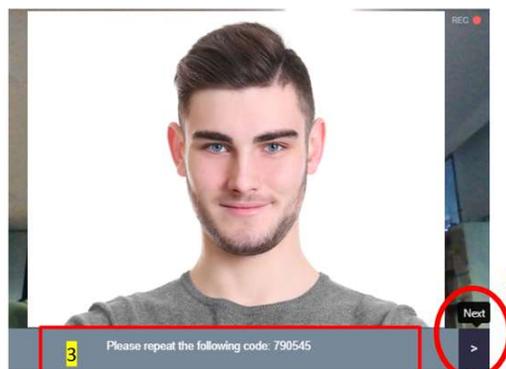


Upload Video Recording



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

Upload Video Recording



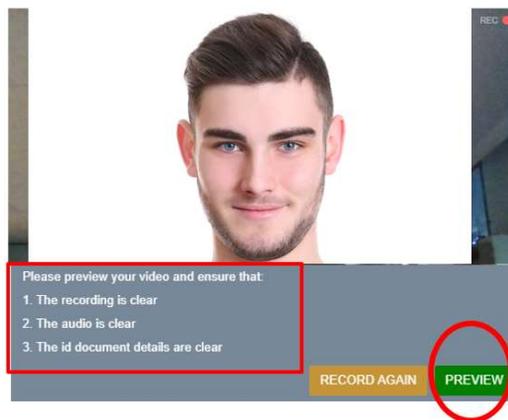
3. Read out aloud the unique code presented in the prompt. Please read this code out loudly and clearly.
4. Click Next

Upload Video Recording

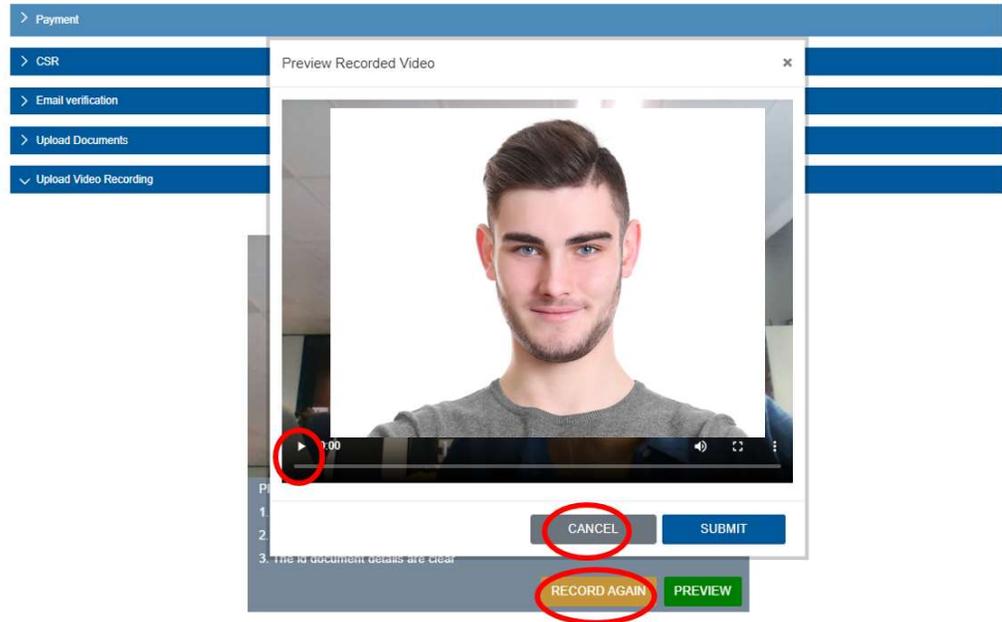


5. Hold up your physical original identity document with photo side and name etc facing the camera. Please ensure that the document is clear and legible in the video before you click proceed.
6. Click Proceed

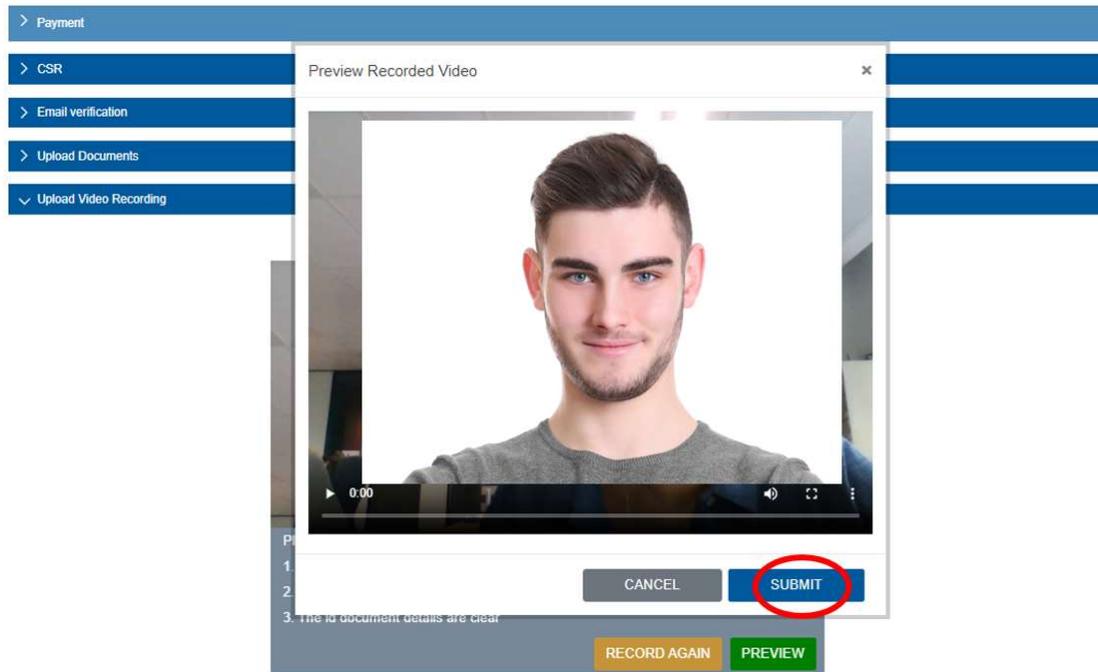
Upload Video Recording



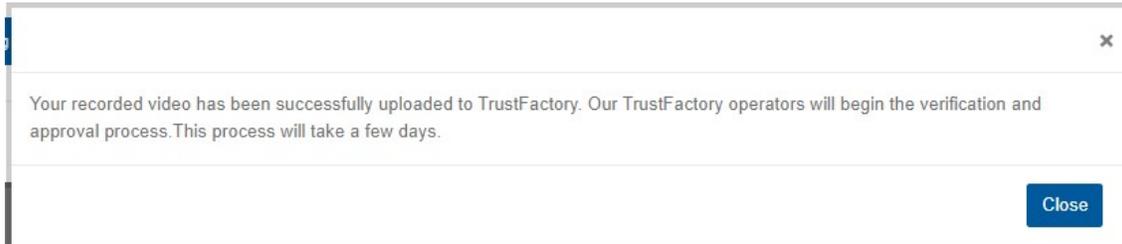
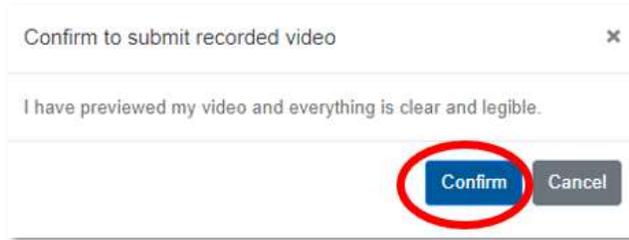
7. Please preview your video to ensure it is clear, audio can be heard, and identity document is legible by clicking on the preview button



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 satisfied with the video quality and have ensured all the requisites 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

39. 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.

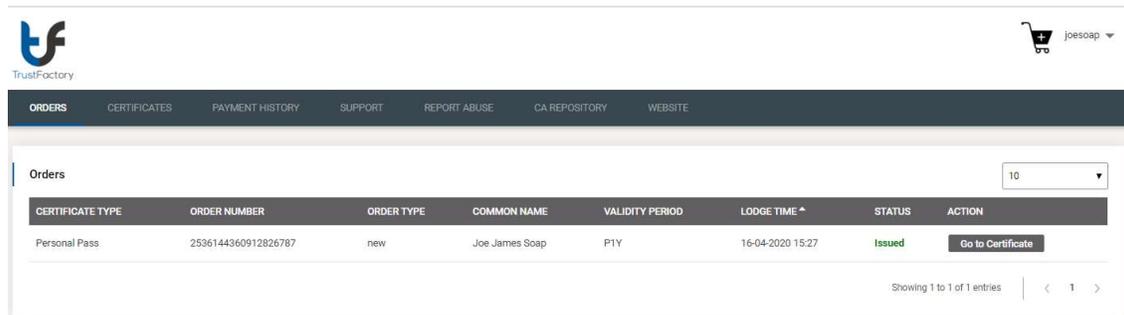


40. Physical Meeting with Trusted Agent

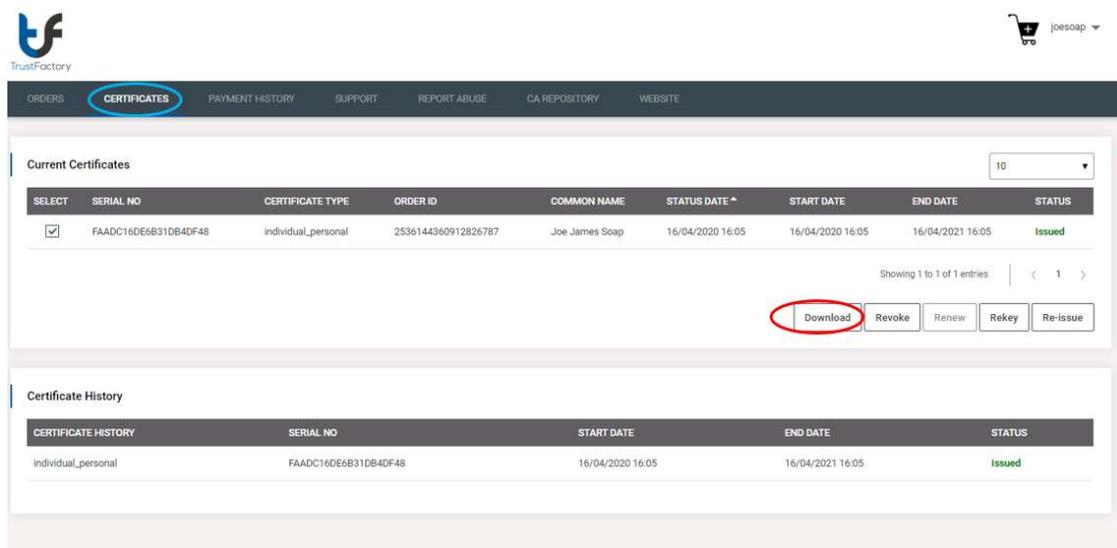
1. A trusted agent will make contact with you and arrange a physical meeting with you where they will require you to present
2. the QR code for your order (embedded in the email with your details)
3. Your original identity document
4. Allow the trusted agent to take your photo for verification purposes
5. Read, agree and sign the subscriber agreement and return to the trusted agent



41. Once all the validation procedures are complete from TrustFactory's side and is successful, you will receive a notification on the generation of your certificate.
42. Should there be any rejected documents, a message will appear in the orders portal, and you will be able to resubmit the information again
43. 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



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



- 44.1. Congratulations. Your personal pass certificate is ready for use
- 44.2. Please follow the installation steps per the installation document to begin using your Personal Pass Premium certificate