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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
- 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.



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

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ଜ	Best match						
	Google Chrome Desktop app						
	Documents						
	ic_chrome_reader_mode_24px.sv	′g					
	ic_laptop_chromebook_24px.svg						
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	chrome						

- 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







- 11. Select the appropriate option that meets your needs
- 12. You will then be directed to the checkout page.

info@tru	ustfactory.net									
TrustFo	F ctory	Home	Solutions	Products	Support	About us	Contact us	Shop	My account	
	PRODUCT	PRICE	QTY	то	TAL					
×	PersonalPass - 1 year	\$43.00	1	S	43.00	c	Cart totals			
×	Physical Token	\$25.00	1	S	25.00	S	ubtotal			
Coup	oon code Apply coupon				Update cart	S F T S	hipping lat rate: \$40.00 otal 108.00 PROCEED	то снеск	COUT	

- 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

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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

	Sign into your Trust Factory account
	USERNAME *
	JoeSoap
	PASSWORD * 1
	CONFIRM PASSWORD * 1
-	EMAIL ADDRESS *
	joesoap@isolvtech.com
	FULL NAME *
	Joe Soap
actory	PARTNER ID
	DECISTED
	REGISTER
	Please click here to login.

- 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

0	
(®)
r registration was successful. An email verification request has been sent to your email	
ress. Please click on the verification link embedded in the email to activate your	1
stFactory account.	

20. Click on the x (close) button on the popup message21. You will be redirected to the login page.

Sign into your Trust Factory account!
PASSWORD •
LOGIN Don't have an account yet? Please click here.

22. Now enter your details into the login section

CERTIFICATE TYPE	VALIDITY PERIOD	Certificate details: /C=ZA /L=Rosebank /O=TrustFactory/CN=Joe Soap
Personal Pass PARTNER NAME r3-commerce03	PARTNER SALES REP (OPTIONAL)	/emailAddress=joesoap@gmail.com
FULL NAME*		
Joe Soap		
EMAIL*		
joesoap@gmail.com		
ORGANIZATION NAME		
TrustFactory		
ORGANIZATION UNIT		
Add Additional Organization Units	5	
CITY		
Rosebank		
COUNTRY*		
South Africa	~	
FACE TO FACE ONLINE VIDEO C	ALL PREFERRED PLATFORM	
Please select contact platform	· · · · · ·	
EMAIL (TECHNICAL SUPPORT) *		
ioesoan@amail.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: Pers	sonal O Company	Same as billing address	
First Name *	Last Name *	First Name	Last Name
Joe	Soap	Joe	Soap
Mobile *		Mobile	
0836261234		0836261234	
Address1 *		Address1	
5 Sturdee		5 Sturdee	
Address2		Address2	
Rosebank		Rosebank	
Country *	State *	Country	State
South Africa	▼ Gauteng	▼ South Africa	▼ Gauteng ▼
City *	Zip Code *	City	Zip Code
Johannesburg	▼ 2061	Johannesburg	• 2061

- 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	 Image: A set of the set of the
Billing and Shipping	
✓ Payment	
Product Name physical_token individual_personal Product Price \$108.00 PayPal Personal by PayPal	Product Description Physical Token PersonalPass-INDIVIDUAL PERSONAL Validity Status 1 Year
> CSR	•
> Email verification	
> Upload Documents	

omplete Order	Trust Factory X	×
Order Summary	Your payment has been successful	0
Billing and Shipping	ок	
Payment.		0
CSR		0
CSR:*		
More informatio	n regarding CSR generation	
Submit C	R.	
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 (Situated as a link below CSR box)
 - Copy the generated CSR and place into the CSR box

> Order Sum	mary	0
> Billing and	Shipping	0
> Payment		0
 Email verifi Upload Doc 	Cokk - * ********************************	

Complete Order			×
> Order Summary			9
> Billing and Shipping			0
> Payment			0
> CSR			0
✓ 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.

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

	Truttfactory email validation services - Message (Plain Text)	
Her Message V Terme What you want to do.	notes C To Manager al - C To Manager More - B Consteller Mark - Canzoline Follow - Tomilar - Canzoline - Consteller	
Delete Respond	ette 7 Craste New * . D'Actions * Up+act - Up R Select * Caulo Steps 1: More tags 1: Editing Zoom	
Tur 2018/08/25 8:00 PM no-reply-trustfactory@trustfactor Trustfactory email validation services	y.net	
ear Customer		
certificate signing request (CSR)	has been created at www.trustfactory.net.	
This email is being sent to you beca	ise your email is listed on the domain registrar records for a domain name included in this certificate.	
Please validate your control of your	email address by clicking on or pasting the the below link into your browser:	
<pre>ittps://dev-web.trustfactory.net/ver</pre>	fy-domain?challenge=TIRN997Yb_Imo2zzFZ79kvLihtzyCJodj-NN9RAES1k&response=2LohOtYZoNTfKvNU37AVJoCd5KHeBgiS1_p70av25V4	
lease do not reply to this message.	This email address is not monitored and we are unable to respond to any messages sent to this address.	
Best regards,		
TrustFactory Support		
For further information, log in to y	pur account at http://portal.trustfactory.net	

- 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

	Document Upload			Status	Template
Affiliation Letter:*	Select	~	Choose File No file chosen	Document not uploaded	Affiliation Letter Template
Proof of address:*	Select	~	Choose File No file chosen	Document not uploaded	-
Copy of id/passport.*	Select	~	Choose File No file chosen	Document not uploaded	5
UPLOAD					

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.

Complete Order				×
> Order Summary				
> Billing and Shipping				0
> Payment				0
> CSR				0
> Email verification				9
✓ Upload Documents				0
	Document Upload		Status	Template
Copy of id/passport: *	National ID 🔹	Choose File No file chosen	Document Uploaded	,
Proof of address: *	Utility Bill 🔻	Choose File No file chosen	Document Uploaded	-
UPLOAD				

- 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





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

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

	Confirm to submit recorded video ×
	I have previewed my video and everything is clear and legible.
	Confirm Cancel
	×
Your recorde approval pro	ed video has been successfully uploaded to TrustFactory. Our TrustFactory operators will begin the verification and acess.This process will take a few days.
	Close
	Close
	Close
	Close
	Close You will receive a notification confirming that the video has been successfully uploaded
	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
	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
	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.
Complete Order	Close 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.
Complete Order	Close 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.
Complete Order > Order Summary > Billing and Shippin	Close 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.
Complete Order > Order Summary > Billing and Shippin > Payment	Close 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.
Complete Order > Order Summary > Billing and Shippin > Payment > CSR	Close 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.
Complete Order > Order Summary > Billing and Shippin > Payment > CSR > Email verification	Close 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. New New York New Yo

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

Tru	J									J	joesoap 👻
	ORDERS	CERTIFICATES	PAYMENT HISTORY	SUPPORT REPOR	IT ABUSE CA REPOS	ITORY WEBSITE					
I	Orders								[1	0	Ţ
	CERTIFICATE	ETYPE	ORDER NUMBER	ORDER TYPE	COMMON NAME	VALIDITY PERIOD	LODGE TIME A	STATUS	ACTION		
	Personal Pas	35	2536144360912826787	new	Joe James Soap	P1Y	16-04-2020 15:27	Issued	Go to Certif	cate	
								Showing	1 to 1 of 1 entries	<	1 >

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

Factory								-	joescap
RDERS	CERTIFICATES	PAYMENT HISTORY	SUPPORT	REPORT ABUSE	CA REPOSITORY	WEBSITE			
urrent Ce	ertificates							10	•
SELECT	SERIAL NO	CERTIFICAT	етуре о	RDER ID	COMMON NAME	STATUS DATE *	START DATE	END DATE	STATUS
~	FAADC16DE6B31DB4DF48	individual_p	ersonal 2	536144360912826787	Joe James Soap	16/04/2020 16:05	16/04/2020 16:05	16/04/2021 16:05	Issued
							Download Re	voke Renew Reke	< 1 > / Re-issue
ertificate	History		516						
CERTIFICA	ITE HISTORY	SERIA	NO		START DATE	1.07	END DATE	STAT	us
in onviolual_	pret over test	PAAD	100200310840F4	9	10/04/2020 11		10/04/2021 10:00	Issue	u

- 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