Instructions: Purchase an Email Certificate

Summary Steps:

1. Proceed to **purchase an individual email certificate** from the TrustFactory website by selecting the certificate, term length and adding that to the cart
2. You will be required to register an account with TrustFactory, or login to an existing account
3. You will then need to complete your order in terms of the remaining steps:
4. Complete the order steps:
   a. Create Order- Enter details you would like to appear on your certificate
   b. Billing Address: Complete these details
   c. Make Payment
   d. Generate a CSR for Smart Card Token (See Support for more information).
   e. Complete the Email validation
5. Your certificate will now get issued. Download and install the certificate. (See installation instructions per relevant document)

The below document details the purchasing and order completion steps mentioned above in
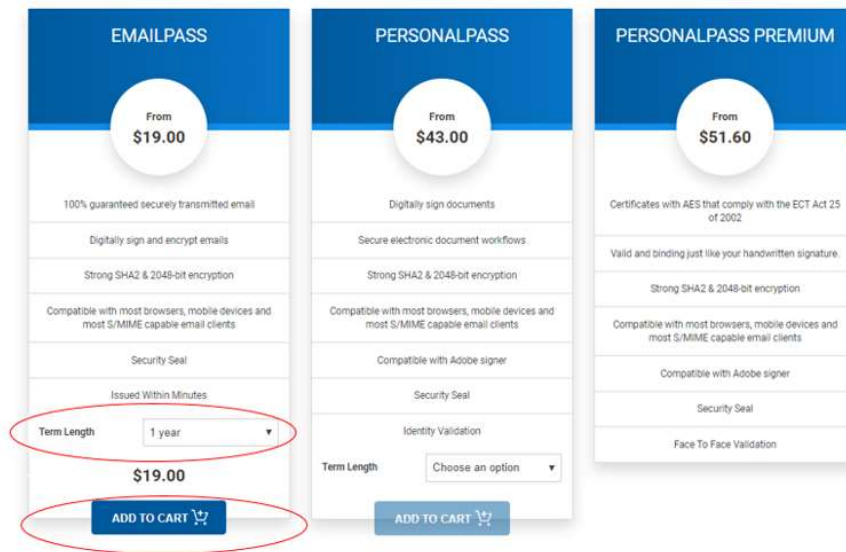
Detailed Steps:

1. Purchase an Email Certificate

1.1. Go to the task menu on your computer and type "Chrome"
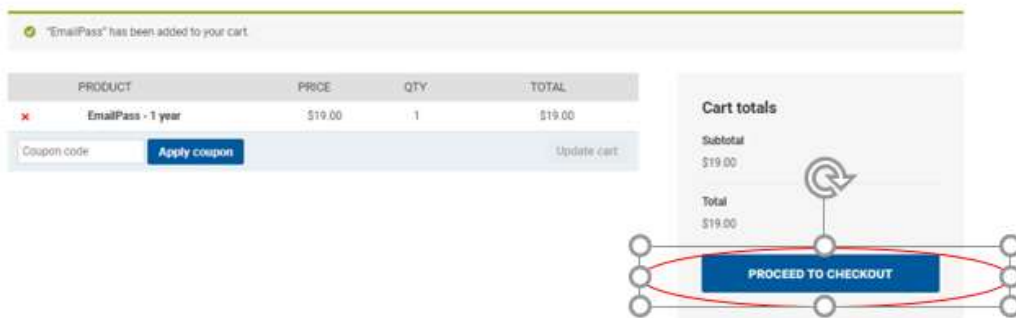1.2. Select the Google Chrome browser from the search results
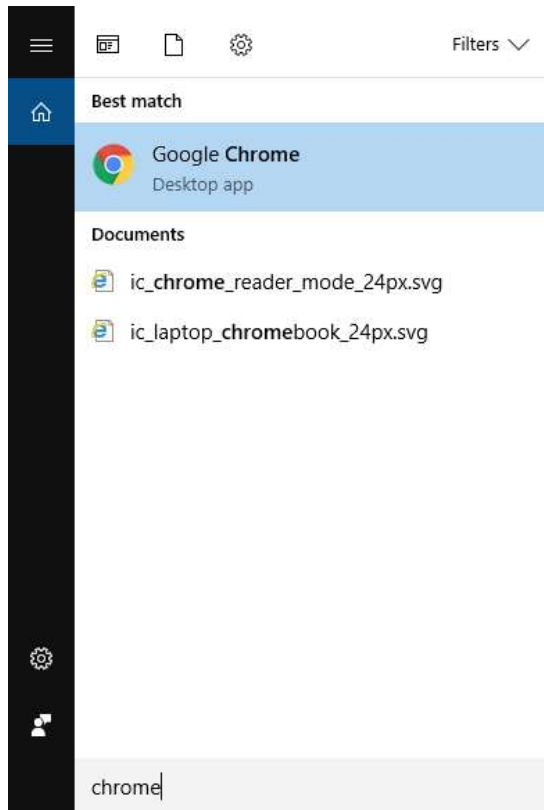
2. Enter the following URL: https://www.trustfactory.net/
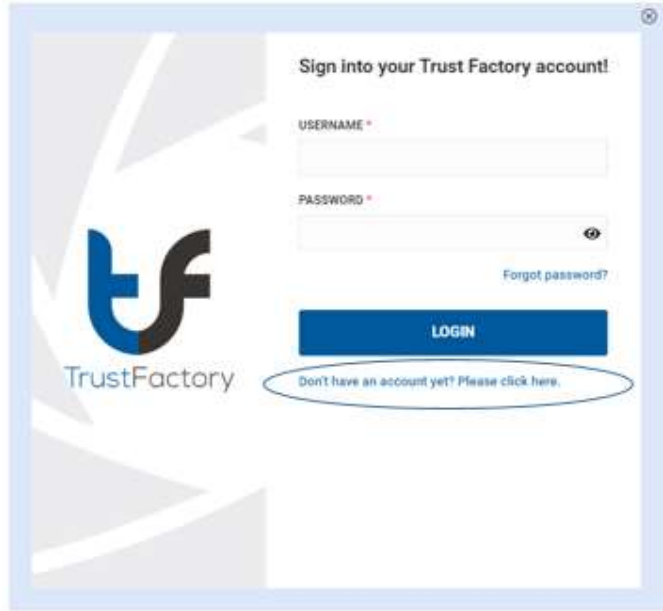3. Click on the "Individual" tab

4. Select Email Pass.
5. Select the relevant term length
6. Click the "Add To Cart"

7. You will be directed to the checkout page.
8. Click on proceed to checkout

9. You will be prompted to register or login
10. If you are a new user, please register an account by completing the required fields and click on register
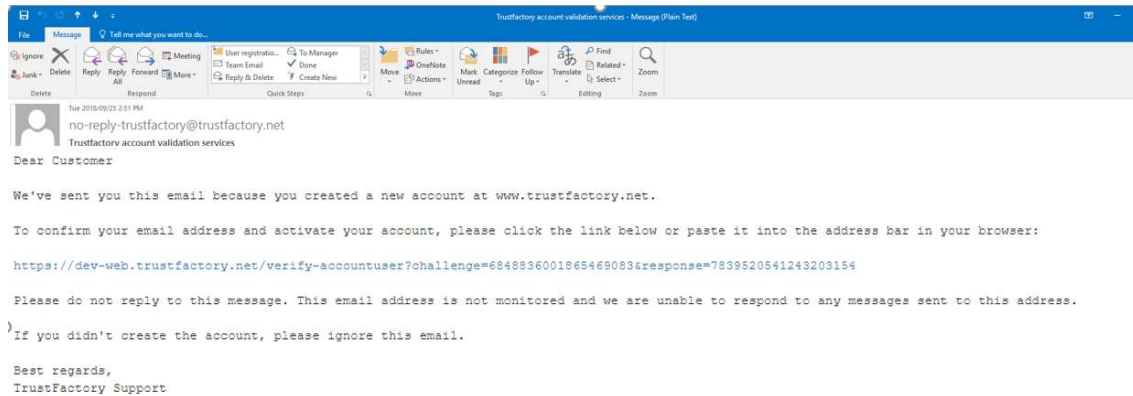
11. Register a new account. If you are purchasing a certificate through a partner reseller, you may enter the partner id as part of the registration
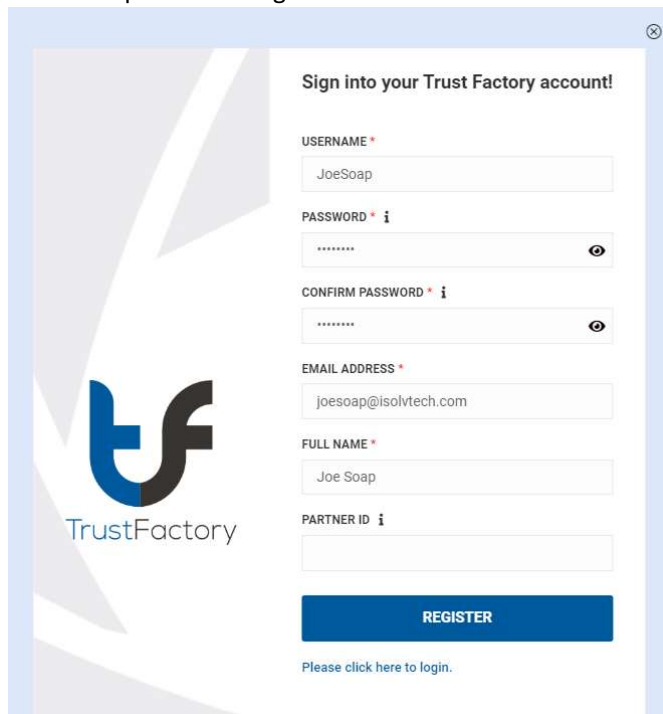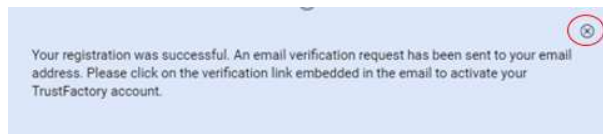
12. You will be asked to validate your email address
13. You will receive an email from TrustFactory asking you to validate your email address by clicking on the link provided in the email body.

13.1.1.

14. 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

Your registration was successful. An email verification request has been sent to your email address. Please click on the verification link embedded in the email to activate your TrustFactory account.

15. Click on the x (close) button on the popup message
16. You will be redirected to the login page.
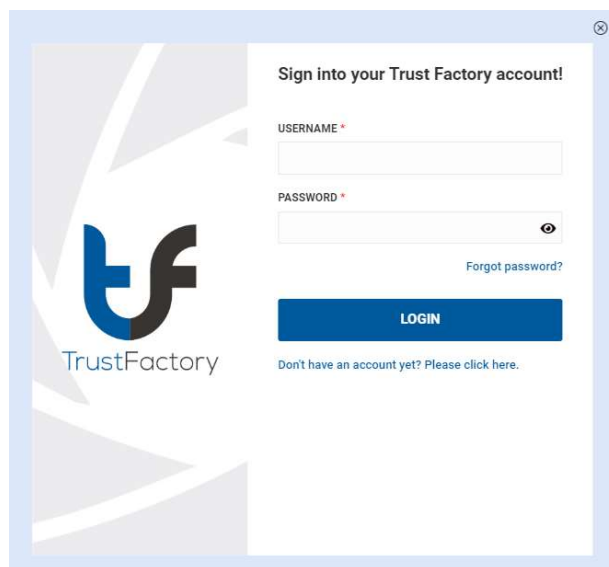
17. Now enter your details into the login section

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

Complete Order   ✕

Order Summary

CERTIFICATE TYPE	VALIDITY PERIOD
Email Pass	1 Year
PARTNER NAME	PARTNER SALES REP (OPTIONAL)
TrustFactory	

Certificate details:
/emailAddress=joesoap@isolvtech.com

EMAIL*

joesoap@isolvtech.com

EMAIL (TECHNICAL SUPPORT) *

joesoap@isolvtech.com

☐ I ACCEPT AND AGREE TO THE TRUSTFACTORY SUBSCRIBER AGREEMENT.

CREATE ORDER

> Billing and Shipping
> Payment
> CSR   ⓘ
> Upload Documents

18.1.　　　Billing address : Complete Details

Billing and Shipping

Billing Address

Billing Type:　　◉ Personal　○ Company

First Name *	Last Name *
Joe	Soap

Mobile *

0836261234

Address1 *

5 Sturdee

Address2

Rosebank

Country *	State *
South Africa	Gauteng

City *	Zip Code *
Johannesburg	2061

SUBMIT

18.2.　　　Payment- Complete Payment

18.3.   CSR:
- Generate a CSR using the windows store
- Note the link to further information on how to generate a CSR (Situated as a link below CSR box)
- Click on Submit CSR button

18.4.   Email Validation:
- Click the "Verify Email" button

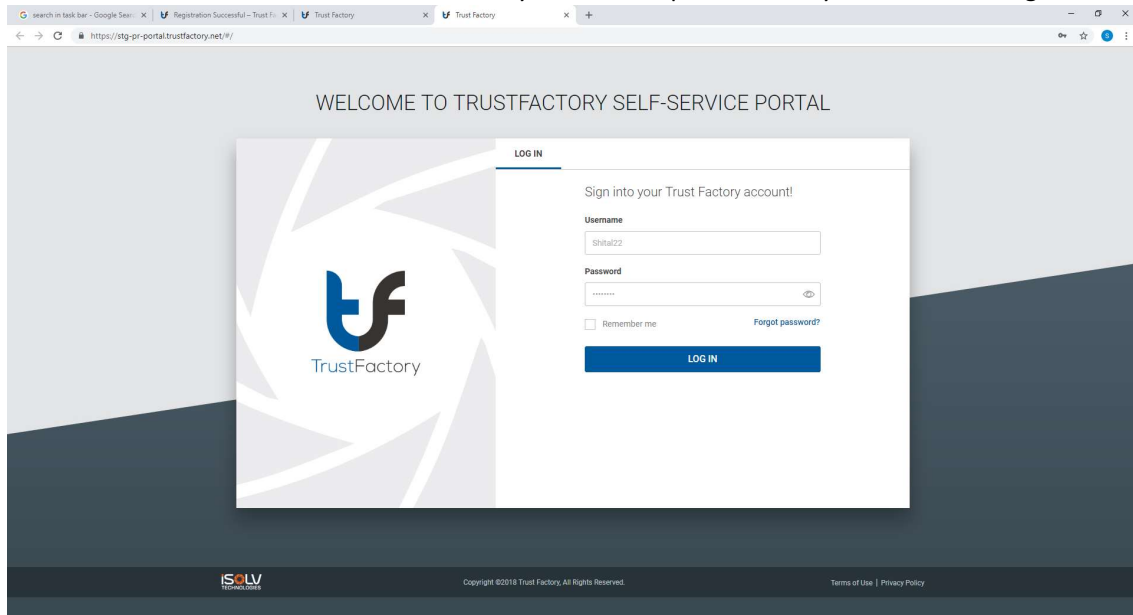- An email validation link will be sent to the email address account that you have entered.
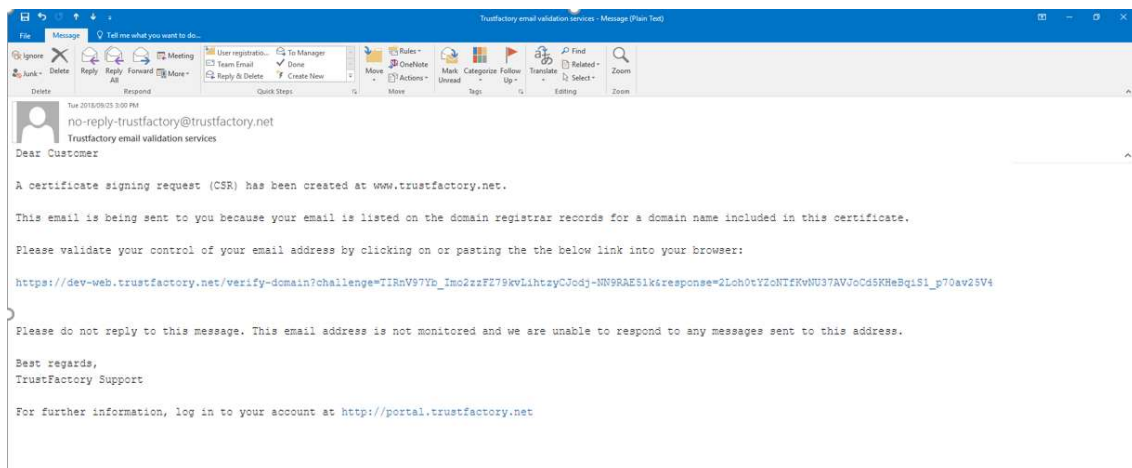
- You will need to click on this link in your email to demonstrate control over your email address

1. You will then be redirected to the TrustFactory Self-service portal where you will have to login

2. After logging in, your order will finalize and a certificate will be generated.

3. Select the Go to Certificates button to access your certificate
4. Congratulations. You now an email certificate ready for use
5. Please follow the installation steps per the installation document to install the email certificate