

User Guide 31 Enrolling your organisation for a Symantec Account

Purpose of this User Guide

The purpose of this User Guide is to provide the first step in the process of acquiring a Digital Signing Certificate for use in SPEAR.

Notes to help you through the process of acquiring a Digital Signing Certificate:

1. You are required to enter a number of passwords. Keep them secure and know where you have them stored as neither Symantec nor SPEAR have access to your digital certificate passwords and cannot retrieve them for you. If you cannot remember your password you will need to apply for a new digital certificate. Try to nominate the same password to as many of the required passwords as possible.
2. This and other guides describe the process using the Windows 7 operating environment. If you are using any other operating environment such as Windows Vista, you may see slightly different screens.
3. Persevere through the process. If you experience any problems please contact the SPEAR Service Desk on 03 9194 0612.

Preparation for your enrolment:

You will require your organisation's Australian Business Number (ABN).

This must be the ABN that belongs to your entity name which may differ from your trading name. This number and name must be used consistently throughout the entire process or your application may be rejected by Symantec. If you do not know your organisation's entity name and ABN you may search it on the Australian Business Register (ABR) at www.abr.gov.au.

You will be required to use a credit card or create a purchase order to pay the Gatekeeper Account Setup fee. Digital certificate pricing is available from Symantec at <https://symantec-gatekeeper.com.au/price>.

31.1 Commence Online Enrolment:

Go to the Symantec website <https://symantec-gatekeeper.com.au/spear>

The SPEAR system requires users from councils and applicant organisations who need to "sign" documents to use a Gatekeeper Certificate to increase the security of various decisions communicated in SPEAR.

Organisations & Businesses

Enter your ABN to start using Gatekeeper.

ABN:
77149162416

(If a Symantec Gatekeeper account exists for that ABN, we'll take you to that account.)

Type your organisation's ABN number* (without spaces) into the box provided and click 'Begin'.

A Gatekeeper Account allows you to issue Gatekeeper Certificates that contain your organisation's name and ABN.

Your new account will be a member of the SPEAR community. [Change](#)

How do I obtain a Gatekeeper Account?

- Now:**
 - Confirm the registered name of your organisation.
 - Provide your contact details.
 - Optional:** Provide details of a billing contact.
 - Pay the setup fee (see below).
 - Download your account setup guide.
- Later:**
 - Follow the guide to identify the necessary identification documents for your organisation.
 - Send the documentation to Symantec.

Gatekeeper Account Setup Fee

New accounts incur a once-off setup fee payable via credit card (Visa, Mastercard or American Express) or via company cheque or purchase order.

Gatekeeper Account Setup: \$220.00 (inc GST)

This fee will only be charged once your new account is activated. You will not be charged if for any reason Symantec rejects your application for an account.

Once you have an account you can enrol for certificates. [View certificate pricing.](#)

Review the enrolment instructions.

This window displays the cost of your digital certificate account activation. Click 'Continue'.

The Australian Business Register (ABR) has the following details on record:

Registered Details	
ABN	71 127 599 017
Entity name from ABR	360 SURVEYS PTY LIMITED
Type	Australian Private Company

Your new Gatekeeper account will be in the name of "360 SURVEYS PTY LIMITED". If this name is not correct or current please stop now. You will need to update your details in the ABR before creating your Gatekeeper account.

Please contact us if you have any questions.

Symantec will retrieve your organisation details from ABR. Confirm these are correct then click 'Continue'.

Account Contact Details

The **Primary Contact** is the person in your organisation responsible for the Gatekeeper account and for supplying organisational information on request.

Primary Contact

Title *

Given name *

Surname *

Job title

Email *

Telephone *

Fax

Address *

City or Suburb *

Country *

State *

Postcode *

[Continue](#)

Enter details of your organisation's contact person. **NOTE: This does not have to be the person obtaining the digital certificate, but it can be.** Click 'Continue'.

Account Contact Details

The **Billing Contact** is responsible for payment. You can specify a separate Billing contact now, or add one to your account at a later time.

Billing Contact

- Same as Primary contact Specify a separate Billing contact

[Continue](#)

Choose an option for Billing Contact. Click 'Continue'.

Payment Details for your Gatekeeper Account

Once your account is approved you will be charged the following:

	Cost ex GST	Cost inc GST
Gatekeeper Account Setup	\$200.00	\$220.00
Total:		\$220.00

Payment Details

Please select a payment method:

- Payment method * Credit Card Purchase Order

Enter payment method – either by credit card **OR** enter a Purchase Order number. Purchase Order is to be faxed to Symantec. Click 'Continue'.

Organisation Details	
ABN	71 127 599 017
Account Name	360 SURVEYS PTY LIMITED
Community	SPEAR
Primary & Billing Contact	
Full name	Mr Tom Haverford
Email	james.s.fox@delwp.vic.gov.au
Telephone	0396363049
Address	570 Bourke Street Melbourne Victoria, 3000, AU
Payment Details	
Card Type	Visa
Card number	XXXX-XXXX-XXXX-1111
Name on card	Tom Haverford
Expiry date	03/20
Card security code	XX0
<input type="button" value="Create Account"/>	

If the details are incorrect click 'Edit'.

Otherwise if details are correct click 'Create Account'.

Thank you, your Account details have been recorded.

Important: you must now download your Account setup guide.
(You can also access this guide later - a confirmation email containing a link to it will be emailed to you within a few minutes.)

Next steps

1. Symantec will email james.s.fox@delwp.vic.gov.au once your account is approved.
2. Begin using your new account by enrolling the first Certificate Managers.

If you have any questions or need to ammend your account details, please contact Gatekeeper Validations:

- gk_validation@symantec.com
- +61 3 9914 5600 (select option 1, "Authentication")
- 9:00am - 5:00pm AEST
Monday - Friday
(excluding Victorian and National Public Holidays)

The next step is to download the Account Setup Guide either from the screen above or from the email Symantec will send to you. This will provide more instruction on what Evidence of Identity is required for your organisation as well as certifying copies of those documents.

These documents will need to be sent to Symantec either by mail or email for them to verify your organisation details. Once Symantec have verified your organisation details they will approve the account creation and notify you via email. You will then be able to enrol your initial Certificate Manager Digital Certificate (see user guide 32).

Need more information?

Further information on this topic can be found by:

- Visiting the SPEAR website www.spear.land.vic.gov.au/SPEAR.
- Contacting the SPEAR Service Desk on 9194 0612 or email spear.info@delwp.vic.gov.au