

User Guide 32 Applying for a Certificate Manager Digital Certificate

Purpose of this Guide

The purpose of this guide is to provide information on how to apply for a Certificate Manager Digital Certificate.

Notes

1. This guide follows on from User Guide 31.
2. You cannot enrol for a Digital Signing Certificate until Symantec confirms that an account has been created for your organisation. Symantec will email the nominated contact person in your organisation once an account has been established.
3. You will need access to a printer.
4. Securely record your passwords.

32.1 Commence Online Enrolment:

To begin the enrolment process you will need the email that Symantec sent you to confirm your organisation account has been made active. Click the link under step 2.

Alternatively If you don't have the email go to the Symantec website <https://symantec-gatekeeper.com.au/spear> and follow these 2 steps:

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'.

360 SURVEYS PTY LIMITED
ABN: 71 127 599 017
Community: SPEAR

Enrol for certificates

Standard For regular users and other agents/employees of your organisation.	Manager For representatives of your organisation authorised to manage your Gatekeeper account and approve certificate requests.	Device For computers, systems or devices managed by your organisation. (Not supp...)
---	---	---

Select Manager and click the link to 'Enrol for a new Manager certificate'.

RESOURCES

- View my certificate details
- Renew my certificate
- Guide for new users
- Contact Us


Purchase a certificate voucher

You can pay for certificates individually as they are approved, or you can pre-purchase multiple certificates with a credit voucher.

32.2 Enrolment:

360 SURVEYS PTY LIMITED

ABN: 71 127 599 017
Community: SPEAR



Gatekeeper Manager certificates are issued to representatives of your organisation authorised to manage your account and approve certificate requests. New enrolments require an in-person identity check at Australia Post.

How do I obtain a new Gatekeeper Manager Certificate?

Complete the online enrolment in the pages that follow:

Now:

- Enter your personal details.
- Choose a certificate password.
- Download & print your Enrolment Pack.

Later:

- Have the *Letter of Authority* signed and returned to Symantec by post.
- Take the *Identity Verification Form* and the necessary identification to an Australia Post Keypost outlet for an in-person identification check.
- Allow up to six working days for processing by Australia Post and Symantec.
- Once approved, Symantec will email you with instructions for installing and using your new certificate.

How much will it cost?

	Price (ex GST)	(inc GST)
Gatekeeper Manager Certificate		

Note: You will not be charged until your certificate is approved and ready to be installed.

[Begin Manager Enrolment](#)

Or choose a different certificate

Review the instructions then click 'Begin Manager Enrolment'.

Manager Certificate Details

Personal Details

Title *

Given name(s) *

Surname *

Residential address *

City or Suburb *

Country *

State *

Postcode *

Mobile phone *

Complete your details. Note these details must match your photo ID.

A mobile phone number is required for the installation process.

Organisation Details

Account Name 360 SURVEYS PTY LIMITED
 ABN 71 127 599 017

Trading name or Department

City or Suburb Melbourne

Country * Australia

State * Victoria

Email * e.g. you@your-organisation.com

Confirm email * please retype email

Telephone (business hours)

Enter your organisation details and your email address.

Security Details

Revocation password *

Confirm password *

Date of birth *

Security question *

Security answer *

[Continue](#)

Enter a Revocation password. Complete DOB and security questions.

The revocation password and security answer is required if you need to replace or cancel your digital certificate. **Please record both in a safe place.**

Certificate Details

Type Gatekeeper Manager Certificate
 Community SPEAR

Personal Details [Edit](#)

Name Mr Tommy Haverford
 Address 570 Bourke Street
 Melbourne
 Victoria, 3000, AU
 Mobile phone

Organisation Details [Edit](#)

Account Name 360 SURVEYS PTY LIMITED
 ABN 71 127 599 017
 City or Suburb Melbourne
 State Victoria
 Country AU
 Email james.s.fox@delwp.vic.gov.au
 Telephone (business hours) 0386363049

Security Details [Edit](#)

Date of birth 3 March 1902
 Security question Anniversary dd-mm-yyyy
 Security answer

[Submit Enrolment](#)

Confirm your enrolment details are correct. Click 'Edit' if any details are incorrect.

If all details are correct, click 'Submit Enrolment'.




Important: you must now download and print your enrolment pack.
(You can also access this document later - you will be emailed a link to it within a few minutes.)

[Download Enrolment Pack](#)

Next steps

1. take the enrolment form to Australia Post for an ID check.
2. Once approved, Symantec will email james.s.fox@delwp.vic.gov.au with instructions for installing your new certificate.

If you have any questions or need to amend your enrolment 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)

[Return to your Account page](#)

The next step is to download the Enrolment pack either from the screen above or from the email Symantec will send to you. This will provide more instructions including signing the Letter of Authority and completing the Identity Verification at an Australia Post office.

These documents will need to be sent to Symantec either by mail for them to verify your details. Once Symantec have verified your details they will approve the Certificate Manager enrolment and notify you via email. You will then be able to install your Certificate Manager Digital Certificate (see user guide 33).

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