

## User Guide 35 Applying for a standard digital certificate

### Purpose of this Guide

The purpose of this guide is to provide information on the process in applying for a standard digital certificate.

### Notes

1. Once your organisation has a valid Authorised Officer (AO) digital certificate you may apply for subsequent standard digital certificates.
2. Standard certificates are quicker, easier and cheaper to obtain than an AO certificate. Both types of certificates are able to be used to digitally sign documents in SPEAR.
3. You should apply for the certificate on the PC you normally use as during the application process some information is stored into the registry on your PC.
4. You will need to know the ABN (Australian Business Number) used by your organisation to enrol with Symantec.
5. There are a number of passwords. Record them securely. Where possible, nominate the same password throughout the process.
6. You will need to have access to your digital certificate store in your IE web browser later in the download process. If you do not have the required security level to view your certificates, please contact your IT department before continuing with the application.

### 35.1 Commence Online Enrolment:

1. Navigate to the SPEAR Digital Certificate page on the Symantec web site and read through the information. <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 your account page. If not, you'll create a new account.)

Enter ABN number for your organisation and click 'Begin'

DEPARTMENT OF ENVIRONMENT LAND WATER AND PLANNING

ABN: 90 719 052 204  
Community: Legacy Gatekeeper

### 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, mobile devices and other hardware.

Select 'Standard'

**RESOURCES**

- [View my certificate details](#)
- [Renew my certificate](#)
- [Revoke my certificate](#)
- [Manage my Gatekeeper account](#)
- [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.

[Purchase a certificate voucher](#)

Standard Gatekeeper certificates are issued to agents or employees of your organisation and contain your organisation's name and ABN.

### How do I obtain a new Standard Gatekeeper Certificate?

Complete the online enrolment in the pages that follow:

<b>Now:</b>	<ul style="list-style-type: none"> <li>Enter your personal details.</li> <li>Choose a certificate password.</li> </ul>
<b>Later:</b>	<ul style="list-style-type: none"> <li>Wait for a Certificate Manager from the organisation to review and approve your enrolment.</li> <li>Once approved, Symantec will email you with instructions for installing and using your new certificate.</li> </ul>

Review instructions and click 'Begin Standard Enrolment'.

### How much will it cost?

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

**Note:** You will **not** be charged for this certificate now. A Certificate Manager from the organisation will determine how the charge is to be paid.

[→ Begin Standard Enrolment](#)

## 2. 'Enrolment Details'.

### Personal Details

Title \*

Given name(s) \*

Surname \*

Mobile phone \*

Enter details of your name in full.

A mobile phone number is required for the instalment process.

### Organisation Details

Account Name The Survey Co Pty Ltd

ABN 28 147 180 952

Trading name or Department

City or Suburb

Country \*

State \*

Email \*

Confirm email \*

Telephone (business hours)

The default value is based on your organisation's Gatekeeper Account details. Feel free to change the city, state and country as appropriate.

Review details of Trading name or Department.

### Security Details

Revocation password \*

Confirm password \*

Enter a revocation password and confirm.

Securely record this password. It is required if revoking or renewing your certificate. If forgotten, you may be required to pay a fee.

### 3. Confirmation Screen

The screenshot displays a confirmation screen with three main sections: Certificate Details, Personal Details, and Organisation Details. Each section contains key information and an 'Edit' button. At the bottom, a 'Submit Enrolment' button is highlighted with a red box and an arrow pointing to it from a text box that reads: 'If all details are correct. Click 'Submit Enrolment''.

Certificate Details	
Type	Standard Gatekeeper Certificate
Community	SPEAR

  

Personal Details		
Name	Ms Anne Perkins	<a href="#">Edit</a>
Mobile phone	0411111111	

  

Organisation Details		
Account Name	The Survey Co Pty Ltd	<a href="#">Edit</a>
ABN	28 147 180 952	
City or Suburb	melb	
State	Victoria	
Country	AU	
Email	james.s.fox@delwp.vic.gov.au	

[Submit Enrolment](#)

If all details are correct. Click 'Submit Enrolment'

### 4. Application finished:

You should now have a page displayed informing you that you have finished the application process. (Please refer to screen image on the following page.) Please read the instructions on this page carefully.

You will receive a confirmation email from Symantec. You will need to forward this email onto your organisation's Authorised Officer so that person can approve your application and pay for your certificates. You will receive notification and instructions from Symantec via email shortly after the certificates have been purchased and approved.

## 35.2 Next Steps:

Once you have received your certificates from Symantec you will need to download and back them up. Further information can be found in User Guide 33 - Download and backing up your digital certificate.

### Need more information?

Further information on this topic can be found by:

- Visiting the SPEAR website [www.spear.land.vic.gov.au/SPEAR](http://www.spear.land.vic.gov.au/SPEAR).
- Contacting the SPEAR Service Desk on 9194 0612 or email [spear.info@delwp.vic.gov.au](mailto:spear.info@delwp.vic.gov.au)