

User Guide 37 Certificate Manager guide to approving and renewing digital certificates

Purpose of this Guide

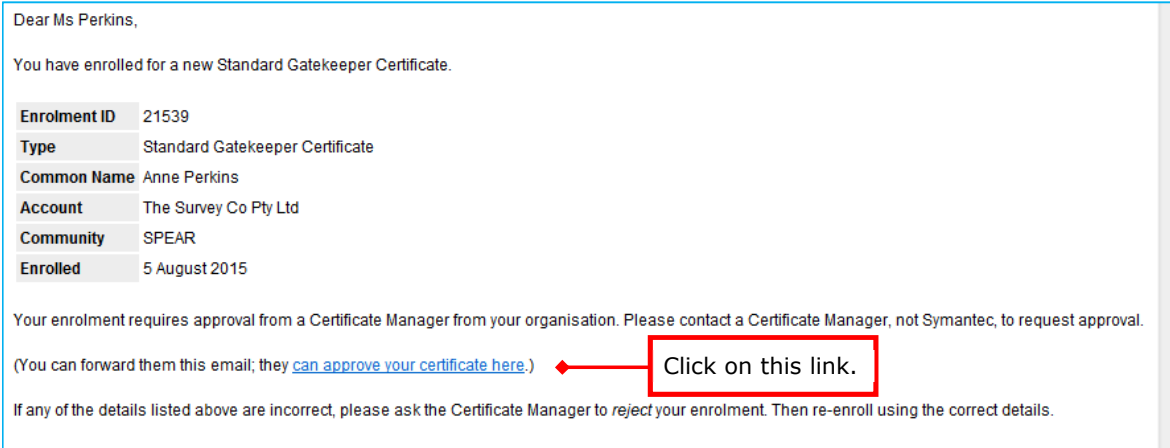
The purpose of this guide is to provide information for a Certificate Manager to approve or renew digital certificates.

NOTE: Before you can begin approving standard digital certificates you must ensure that your Digital Signing Certificate is installed in the Windows Certificate Store. Instructions can be found in User Guide 36 - 'Importing your digital certificate into Windows Certificate Store.'

37.1 How to approve a standard digital certificate

When a member of your organisation enrolls for a standard digital certificate they will receive an email confirmation from Symantec and must forward this email to you, as the Certificate Manager.

1. Once you have received the email, click on the link to commence the approval process.


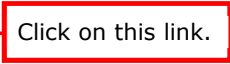


Dear Ms Perkins,

You have enrolled for a new Standard Gatekeeper Certificate.

Enrolment ID	21539
Type	Standard Gatekeeper Certificate
Common Name	Anne Perkins
Account	The Survey Co Pty Ltd
Community	SPEAR
Enrolled	5 August 2015

Your enrolment requires approval from a Certificate Manager from your organisation. Please contact a Certificate Manager, not Symantec, to request approval.


(You can forward them this email; they [can approve your certificate here.](#))   Click on this link.

If any of the details listed above are incorrect, please ask the Certificate Manager to *reject* your enrolment. Then re-enroll using the correct details.

2. Once you have clicked on this link, a dialog box will be displayed. Check that the certificate details match your own. Click on 'OK' to move to the next step.

Present your Gatekeeper Certificate

You will now be prompted to present a current Gatekeeper certificate.

i If your certificate is installed on a USB token, please insert the token now. 

New user? [Start here](#)

[→ Continue](#)

3. Review the certificate details.

The Survey Co Pty Ltd

Enrolment 21539 Anne Perkins

Enrolment Details

Type	Standard Gatekeeper Certificate
Status	Enrolled on 05/08/2015 2:50pm <small>Waiting on Manager to approve</small>

Personal Details

Name	Ms Anne Perkins
Email	james.s.fox@delwp.vic.gov.au
Mobile phone	04XXXXXX111

Certificate Details

When issued, the certificate will contain the following attributes:

Common Name	Anne Perkins
Email	james.s.fox@delwp.vic.gov.au
Organisation	The Survey Co Pty Ltd
Locality	melb
State	Victoria
Country	AU

4. Choose to 'Approve', 'Reject' or 'Renew' the enrolment.

Payment Details

This enrolment hasn't yet been paid for.

History

Ancestry	1st generation
Enrolled	05/08/2015 14:50 AEST

Actions

Approve Approve (and pay for) this enrolment. Once approved, the user will be invited to install their new certificate.

Reject Reject the enrolment if the user is not entitled to a certificate; the user's details are incorrect; or you suspect the enrolment was made by someone attempting to impersonate the user.

5. Choose a payment method and enter the payment details. Click 'Continue'.

Confirm Enrolment Details

Type	Standard Gatekeeper Certificate
Common Name	Anne Perkins
Email	james.s.fox@delwp.vic.gov.au
Mobile phone	04XXXXX111

Select Preferred Payment Method

Bill against an existing credit voucher (0 available)
You don't have any available credit for Standard Gatekeeper Certificates. You can view your history and purchase certificate vouchers here.

Pay now using a credit card

Require the certificate holder to pay using a credit card

6. Review the enrolment details, complete declaration and approve certificate.

Confirm Enrolment Details

Type	Standard Gatekeeper Certificate
Common Name	Anne Perkins
Email	james.s.fox@delwp.vic.gov.au
Mobile phone	04XXXXX111

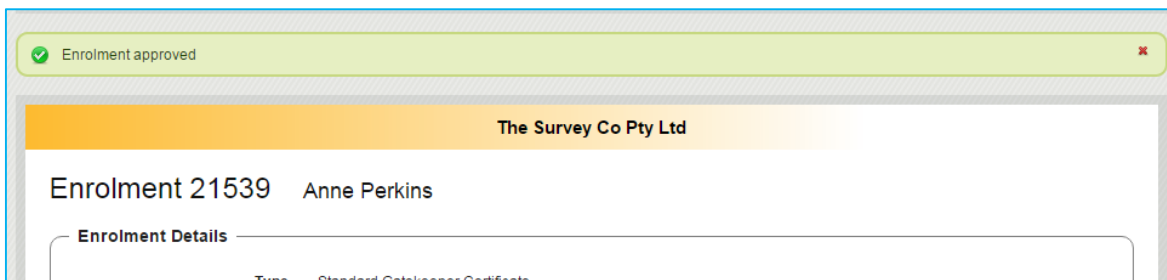
Confirm Payment Details

Card Type	Visa
Card number	XXXX-XXXX-XXXX-1111
Name on card	tester
Expiry date	03/20
Card security code	XX0

Your Declaration

I, JJ Fox, approve the issuance of the Standard Gatekeeper Certificate detailed above to **Ms Anne Perkins** at james.s.fox@delwp.vic.gov.au.

7. You should now have a message confirming that you have approved the certificate.



Next Steps:

The person who applied for the standard digital certificate will receive an email from Symantec with instructions on how to download and back up their certificate.

Further information can be found in one of the following User Guides:

- User Guide 33A - Installing and backing up your digital certificate – Internet Explorer
- User Guide 33B - Installing and backing up your digital certificate – Firefox
- User Guide 33C - Installing and backing up your digital certificate – on an e-Token

37.2 How to approve a digital certificate renewal

Digital Signing Certificates have a life cycle of two (2) years. Symantec will send a renewal email to the Certificate Manager approximately 45 days before current certificates expire.

1. A renewal email is received.

Certificates Renewable Now

The following certificates are renewable *now*. You need to approve them before the certificate holder can complete renewal.


ID	Type	Common Name	Renewable From	Expires	
108704	Standard	SPEAR Test User	now	16/10/2017 10:59am	

If you or your users require the continued operation of any of these certificates, then:

- you must approve the certificate for renewal; *and*
- the user must install the new certificate

before the expiry date listed above. Once a certificate is expired it cannot be renewed, and the user will need to complete a new enrolment. For Manager certificates, a new enrolment will require an identity check at Australia Post.

Don't require a certificate to be renewed? You can take no action and let the certificate expire, but to avoid being emailed further reminders about the certificate, click "Action Now" / "View Details" above and then choose the "Cancel Reminders" option.

You can view the list of certificates that are currently renewable online:
<https://my.symantec-gatekeeper.com.au/account/manage/enrolments/renewals>  Click on this link.
(Your Gatekeeper Manager certificate is required.)

(This renewal notice is sent to each Certificate Manager within your Organisation on the first of each month, but only when you have certificates approaching renewal during the month.)

2. Follow steps 2 to 7 of section 37.1 (above) to approve the renewal.

Next Steps:

The recipient of the digital certificate will receive an email confirming the renewal of their certificate.

Once certificates have been received from Symantec you will need to download and back them up. Further information can be found in one of the following User Guides:

- User Guide 33A - Installing and backing up your digital certificate – Internet Explorer
- User Guide 33B - Installing and backing up your digital certificate – Firefox
- User Guide 33C - Installing and backing up your digital certificate – on an e-Token

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 Symantec helpdesk on (03) 9914 5600
- Contacting the SPEAR Service Desk on 9194 0612 or email spear.info@delwp.vic.gov.au