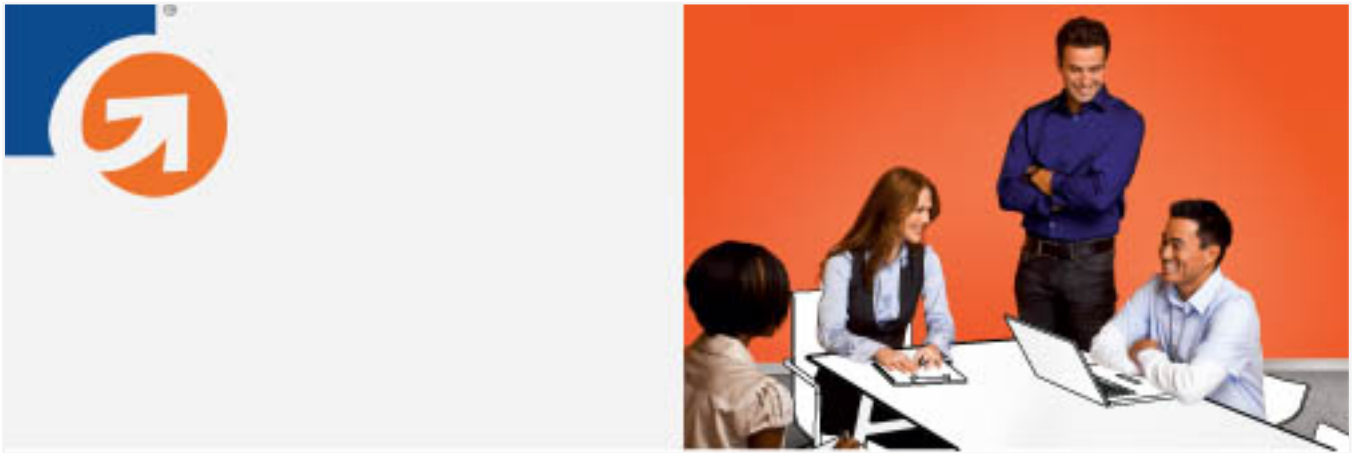


BUSINESS GUIDE









GeoTrust True BusinessID Enrollment Guide

Six Simple Steps to Enroll for Your GeoTrust True BusinessID SSL Certificate

Enroll for Your GeoTrust SSL Certificate in Six Simple Steps

GeoTrust®, the world's second largest digital certificate provider, offers a range of value-priced SSL Certificates with fast delivery. This guide will show you how to purchase your GeoTrust True BusinessID SSL Certificate in six simple steps.

SIX SIMPLE STEPS: ENROLLING FOR YOUR SSL CERTIFICATE

-  1. Select your GeoTrust SSL Certificate
-  2. Enter your certificate signing request
-  3. Tell us about your organization
-  4. Designate key points of contact
-  5. Enter your payment information
-  6. Confirm your order, await validation

Step 1: Select your GeoTrust SSL Certificate

GeoTrust True BusinessID, True BusinessID Wildcard and GeoTrust Enterprise SSL Certificates are "high security business identity validated", which means that they authenticate the legal identity of your business or organization and your organization's control over the domain identified in the SSL certificate.

To complete the order and enrollment process for your certificate, you will need to provide several specific pieces of information, including a certificate signing request (CSR), the full name and address of your organization, and contact details for the individuals in your organization who will manage administration, billing, and technical issues.

Enrolling for GeoTrust True BusinessID Certificates with Extended Validation (EV)

GeoTrust True BusinessID with Extended Validation (EV) achieves the highest level of consumer trust through the strictest authentication standards of any SSL certificate. To request an EV SSL Certificate, review the True BusinessID validation requirements at: <http://www.geotrust.com/support/true-businessid/ev-validation-requirements/>

Step 2: Enter your certificate signing request (CSR)

All SSL certificates require a CSR to be submitted online during enrollment. CSR details for fully validated certificates must reflect the enrolling organization's business information (i.e., the organization whose web site will be secured by the SSL certificate). If your CSR contains incorrect information, GeoTrust Customer Support cannot process your order, and you will have to create a new CSR and a new order with the correct information.

CERTIFICATE SIGNING REQUEST (CSR) CHECKLIST

Make sure to include the following information in your CSR:

- 1. Organization** – The full, registered name of the company whose web site will be secured (i.e., GeoTrust's full, registered name is "GeoTrust, Inc.").
- 2. Common Name** – The fully qualified domain name (FQDN) and host name of the organization's web site being secured with the SSL certificate (i.e., www.knowledge.geotrust.com).
- 3. Country** – The country where the enrolling organization is registered to do business. Use a two-letter country code abbreviation (e.g., "US" for "United States").
- 4. State** – The state where the enrolling organization is registered to do business (must be fully spelled out; e.g., "California" instead of "CA" or "Calif.").
- 5. Locality** – The city where the enrolling organization is registered to do business must be fully spelled out (e.g., "Mountain View" instead of "Mtn View").
- 6. Organizational Unit (optional)** – Specify your department.

Securing Additional Domains

GeoTrust True BusinessID supports the inclusion of up to 24 additional fully qualified domain names in a single certificate. These server names are included in the certificate subject alternative name (SAN) field and will be processed by browsers just like the common name. If the domain is a fully qualified domain name, it must be registered to the same organization.

Step 3: Tell us about your organization

After entering your CSR, you will need to provide your organization's full, legal name, once again, in the "Legal Name" field. This field should match the organization name listed in the CSR. If you enter a different organization name in this field, it will actually override the organization name in the CSR. Be sure to enter the organization's registered address on the "Organization Information" enrollment page. The address should match your official business registration records, and the address you entered in the CSR.

Step 4: Designate key points of contact in your organization

You will also need to designate individuals within your organization to act as primary points of contact for various related activities. All contacts listed on the order must be aware of the order and able to be contacted. Make sure that you obtain the full legal name of each contact; do not use nicknames. Also make sure that you collect standard email addresses; alias addresses (e.g., alias@yourdomain.com) are fine, but do not use alias names (e.g., "John Smith").

DESIGNATING YOUR KEY POINTS OF CONTACT

Make sure to include information about the following individuals :

- 1. Administrative contact** – The individual typically contacted by Customer Support for documents or information. The Administrative Contact must be a direct, full-time employee of the enrolling organization.
- 2. Technical contact** – The individual who enrolls for, and installs, the GeoTrust True BusinessID SSL certificate.
- 3. Billing contact** – The individual who handles billing and payment related matters on the certificate order.

Step 5: Enter your payment information

Payment must be received in full before the validation process can be completed. For retail orders, GeoTrust accepts credit cards, wire transfers and purchase orders; payment must be received before we can complete the order. For reseller contracts, GeoTrust accepts credit card and purchase orders only. For billing inquiries, send an email to orderprocessing@geotrust.com.

Step 6: Confirm your order and await validation

Once you enter your payment information and complete your order, you will receive confirmation, and the GeoTrust Authentication (Customer Support) team will begin validating your order.

The Validation Process: What to Expect

GeoTrust only authenticates business identity validated digital certificates for customers who have passed the GeoTrust True BusinessID validation process. The validation process typically takes 1-2 business days. During this time, the GeoTrust Authentication team must perform the following steps to validate your True BusinessID SSL Certificate order with non-biased, third-party sources:

- Authenticate your organization
- Authenticate your domain
- Verify your organization's address
- Verify your contact information

Organization authentication

GeoTrust must verify the name, registration, and good-standing status of the business ("organization") listed in your CSR. GeoTrust is usually able to locate business registration information through approved databases. Examples of business registration documents include Articles of Incorporation, Fictitious Business Name statements, Registration of Trade Name, and business licenses. All documentation must be current and show an official, government filing date.

Domain authentication

In addition to verifying the identity of your organization, GeoTrust must verify that the organization you listed in your CSR owns the domain listed in the common name. Domain authentication protects you by preventing applicants from fraudulently or accidentally obtaining SSL Certificates for domains they don't own. The "registrant" or "domain owner" in the domain registration, or WHOIS record, must show the full, registered organization name.

Address verification

Once your organization's identity and domain ownership are validated, GeoTrust must verify your organization's address. GeoTrust will attempt to match to addresses listed in third-party sources with the address you provided in your enrollment order; this is also the address that will be displayed in the [GeoTrust True Site Seal](#). The address listed in the enrollment and the organization's business registration records must all match.

Contact verification

Finally, after validating information about your organization, GeoTrust must verify that you are a full-time direct employee of the enrolling organization who is authorized to make the enrollment order on behalf of your organization. If you are a consultant, agency or other third party, you can only list yourself as a billing or technical contact; the administrative contact must be a direct, full-time employee of the enrolling organization.

When We Will Contact You

GeoTrust may need to contact you via email during the validation process for the following reasons:

- When the information needed to authenticate your organization cannot be located, GeoTrust will send a request for your organization's business registration documents.
- If the domain is not registered to the organization or is privacy-protected, GeoTrust may contact you to request additional documentation.
- If there are any inconsistencies or differences in the organization's address, GeoTrust will send you an address verification document via email that you will need to fill out and return in order to complete the validation process.
- If the Administrative Contact is not a direct, full-time employee of the organization, GeoTrust may send you a contact update request.

Renewals

Renewal orders take the same amount of time to process as new orders because they undergo the full authentication process, both for your protection and for the protection of the public at large. Renewals may require documentation or updates as your organization's information may change from year to year.

Possible organization changes include:

- Status change from good-standing to bad-standing
- A name change or merger
- Domain registration changes

Make sure to keep track of any such changes to avoid delays when renewing your certificates.

Refunds

Refunds for GeoTrust True BusinessID, and Enterprise SSL can be issued up to 30 days after purchase. The complete Refund Policy is available at:

<http://www.geotrust.com/support/refund-policy.html>.

To request a refund, fill out and submit a GeoTrust Customer Support Form (<http://www.geotrust.com/about/contact/support-form/>) or send an email to: orderprocessing@geotrust.com.

Ready to enroll?

Enroll for your GeoTrust True BusinessID SSL Certificate today at: <http://www.geotrust.com/ssl/>.

About GeoTrust

GeoTrust® is the world's second largest digital certificate provider. More than 100,000 customers in over 150 countries trust GeoTrust to secure online transactions and conduct business over the Internet. Our range of digital certificate and trust products enable organizations of all sizes to maximize the security of their digital transactions cost-effectively.

GeoTrust's world-class SSL Certificates offer fast delivery at a cost-effective price, enabling up to 256-bit SSL encryption, and include a range of GeoTrust® True Site Seals based on the level of identity verification. The GeoTrust® GeoCenter, a robust management portal, offers 24/7 control, and instant issuance for GeoTrust Partners and Enterprise SSL customers.

Contact Us

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