# Instruction – Certum Email ID Business

Certum Email ID Business Certificate Activation Guide

version 1.2

**Certum**
by asseco

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# 1. Product description

Secure your e-mail by signing and encrypting messages using Certum E-mail ID certificates.
Thanks to the unique signature and encryption feature, you can be sure that the e-mails you send are properly protected against their potential leakage or modification and you can assure the recipient of your identity.
The Email ID certificate has a wide range of application. You can also use it to secure your Windows station using the user authentication feature on systems or applications.

# 2. Product activation

The guide is prepared using the example of Google Chrome browser and concerns the process of activating the Certum Email ID Business certificate.

After placing an order in the Certum shop, activation will be available in the Activate Certificates tab (see section 2.2).

## 2.1. Adding the activation code

If you want to activate the product from an electronic code received e.g. on your e-mail address - before you begin the activation, add the code in the Electronic Codes tab. To do so, log in to your account on https://shop.certum.eu

In case you do not have an account, click on the Create an Account button to create one. If you already have an account, select Log in.

After logging in, click on the customer panel - Your Account.

To add a code select the Electronic Codes tab. Enter the code in the Electronic code field and click Add button. Note! Remember that the activation code consists of 16 characters. After entering or copying the code make sure that the number of characters is correct.



If you enter the code correctly, the product will appear on the list in the Your codes/Entered manually section. After processing the code, go to the Activate Certificates tab (see next point 2.2).

## 2.2. Start of certificate activation

After placing an order or adding a code to your account, start activation in the Activate Certificates tab.



Find the correct certificate in the list and click Activate.

If you need the pfx/p12 file to implement the certificate in the mail program, select the method of key pair generation and click Next button. In order to obtain two separate files (certificate + private key) select the CSR method. For this method, a CSR and a private key must first be generated.

### 2.2.1 Activation method – key pair generation

If you want to perform the activation using the key pair generation method, click on the Next button.



In order to generate the keys, download and run the Certum CryptoAgent app (to run the app you need a Java environment installed on your computer https://www.java.com/ ).



A warning communicate will appear in the bottom bar of your browser, where you can click Save to download the Certum app.
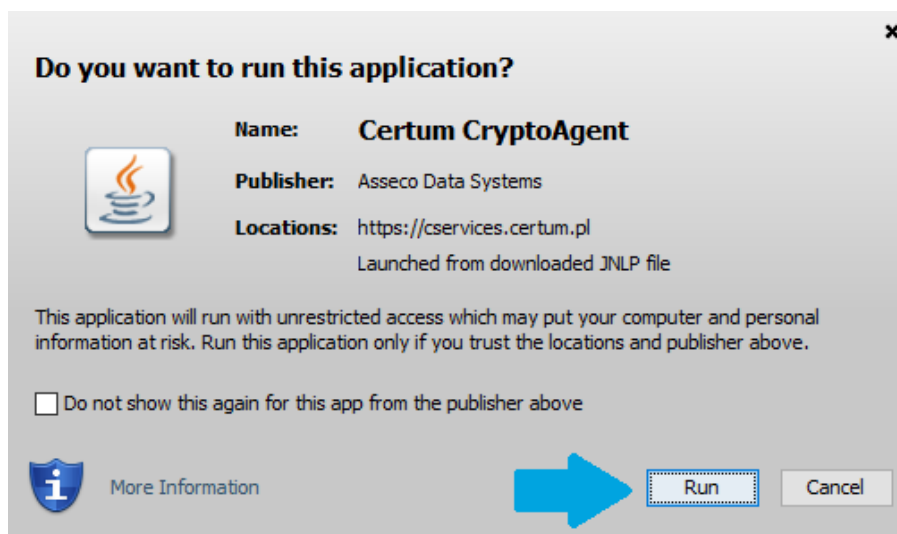
When the Certum CryptoAgent window appears, run the app by clicking Run.



After a short while, the app will run in the background and during the activation process there will be a possibility to save the keys in the Certum app. The default settings, i.e. RSA key algorithm (change to EC possible) and 2048 key length are correct for Email ID Business operation.



After clicking on the Generate Keys button, a message will appear that the certificate keys have been generated. Clicking the Next button will take you to the next activation step (see chapter 3 - Filling in the form during activation).

### 2.2.2. Activation method - CSR request

If you want to issue a certificate using the CSR method, use any CSR generator that meets your needs or the Open SSL tool recommended by Certum. Read more: https://www.support.certum.eu/en/what-is-csr/.

## 3. Filling in the form during activation

In this stage, fill in the form with the applicant's details and the certificate data. In case of using the CSR method, the data entered in the request will automatically be entered as certificate data. Fields with an asterisk (*) are mandatory.

Finally, select the required consents and statements regarding the terms of use and click Activate.



After the activation is completed, you will receive an email with a verification link, using which you must confirm access to the email address entered in the certificate data.

## 4.  Verification

Depending on which verification method you have chosen, you will receive an email with verification instructions.

### 4.1.  Document-based verification

In order to activate the Email ID Business certificate it is necessary to additionally verify the identity of the Subscriber.
Selecting the option of verification based on documents consists in sending the following documents:

- confirmation of identity at a Registration Desk or Identity Confirmation Point (details: https://shop.certum.eu/certum-reseller-points-map) or
- notary confirmation of identity
  or for faster issuance
- a copy of an identity document of the ordering person (ID card, passport, driver's license, permanent residence card). The copy should be a complete copy of the document (both sides).

Identity can also be confirmed with a valid qualified certificate issued for the Subscriber by Certum.

We would like to inform you that if you choose the option of a copy of the identity document, this copy will be used only for the purpose of processing the contract/order and after confirmation of your identity will not be further processed and will be immediately, permanently deleted from our database.

- Additionally, also a **power of attorney, authorization or employment certificate** for the person whose data is to be included in the certificate is required – if such person represents the entity whose name is to appear in the field Organization.

Note! If the CN field does not contain the subscriber's first and last name, i.e. the certificate shall not be issued for a natural person, Certum requests confirmation of identity and verifies the rights of the person ordering the certificate.

Please send all the documents collected to Certum in one of the following ways:
- by e-mail as a password-protected file to the address: ccp@certum.pl (recommended form),
In order to determine how to transfer your password, please contact the Certum technical support line
- by fax to: +48 91 4257 422
- by post to:
  > **Certum**
  > **ul. Bajeczna 13**
  > **71-838 Szczecin**

After correct verification of the Subscriber and verification of the email address, one should wait for the issuance of the certificate.

## 4.2. Verification with AriadNEXT

The entire process is performed using a computer or other device with access to a camera, from a maintenance-free interface. During scanning, the document Data are automatically extracted and analyzed as well as compared to the Owner's face. The process is based on comparison of a facial image with a photo extracted from an identity document. The biometric solution ensures that the User is present during the identity confirmation. The entire process is live, in real time, and does not require sending documents, they are only scanned during the process to extract the data needed for verification and

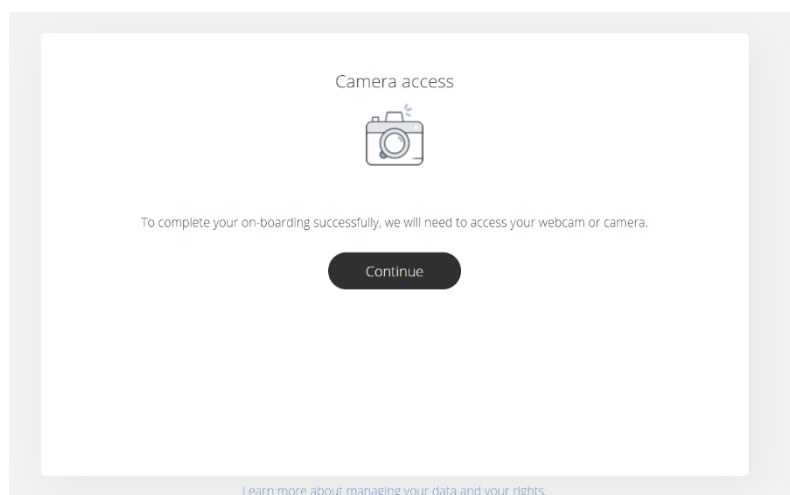How to start the automatic identity verification?

- In the certificate activation process, when selecting an identity verification method, select the method: **Automatic identity verification**
- After submitting the application, the User receives a unique link to the indicated email address
- After clicking on the link, the User is taken to the Certum screen on which the Automatic Verification process can be started. The User will then receive a link that initiates verification.

- Depending on the device on which the verification is performed, the process is different.
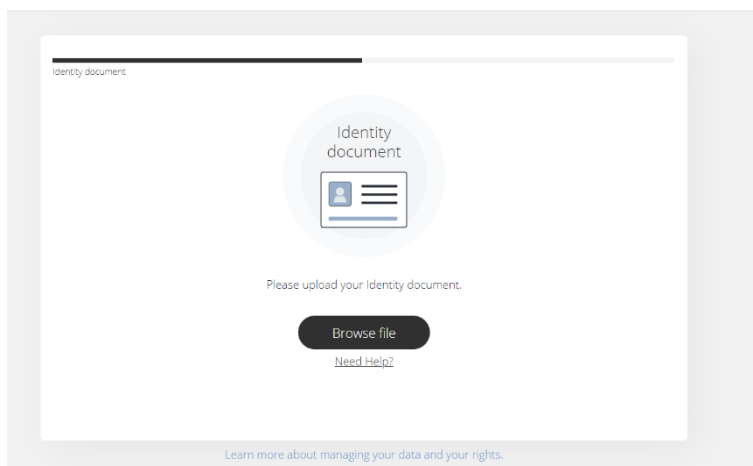
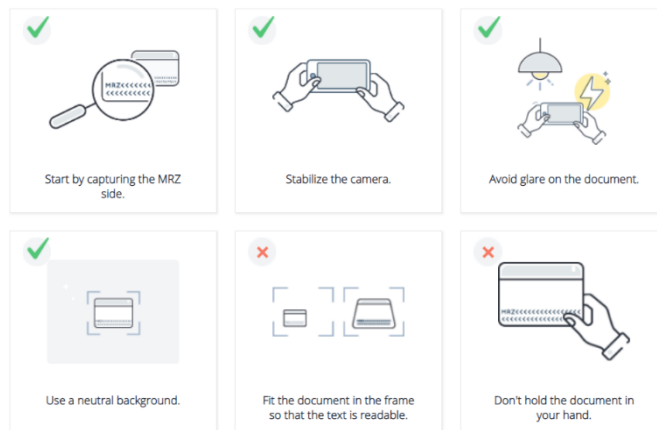## 4.2.1. Verification using a computer

**Step 1 — Document verification**

After clicking the link to initiate verification, you will be prompted to turn on your camera, so your identity can be verified. Click "Continue" and proceed to the next step.



You will then be asked to upload a photo of your identification document. The photo provided should be taken according to the guidelines provided during the process.
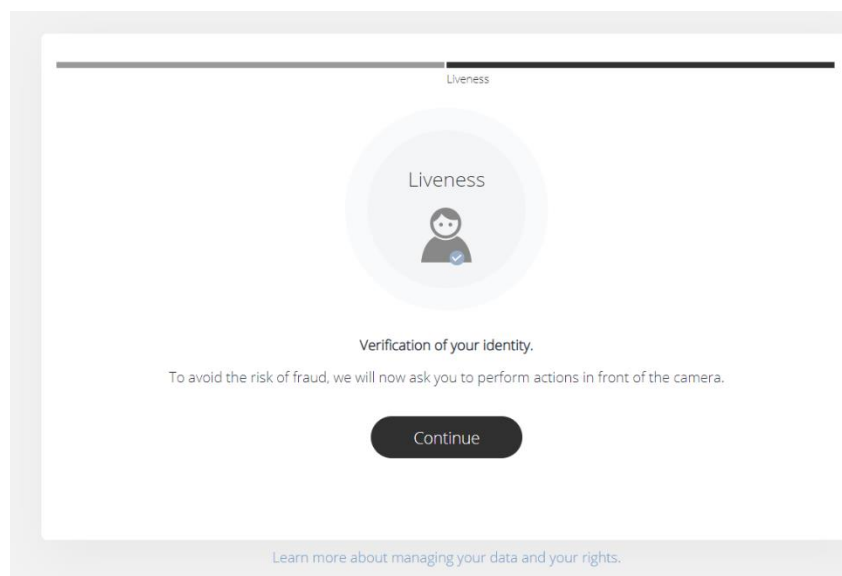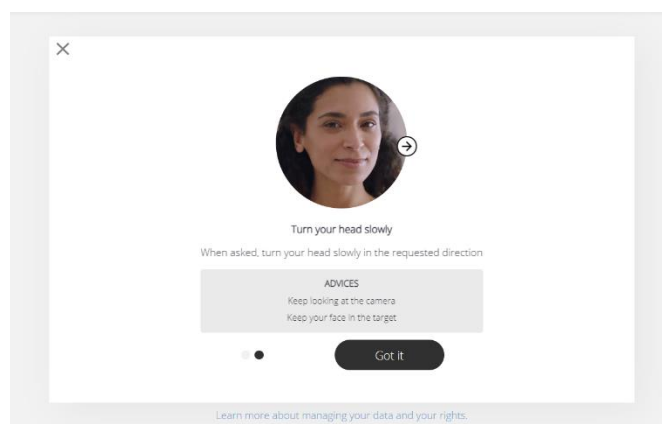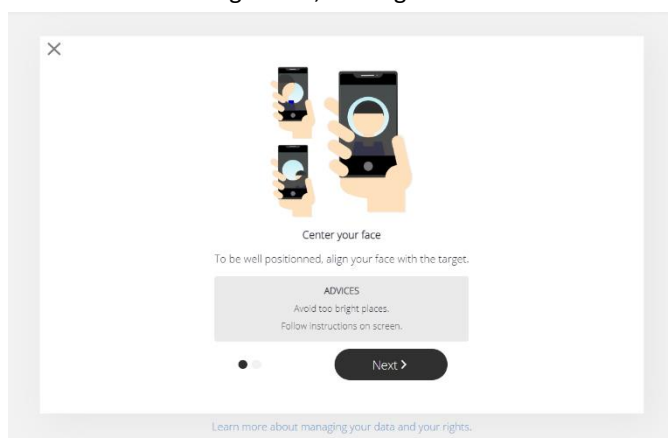


Once the data are submitted, the system will process it for approximately 12 seconds to extract the data from the document. After this process, the document image will be deleted.
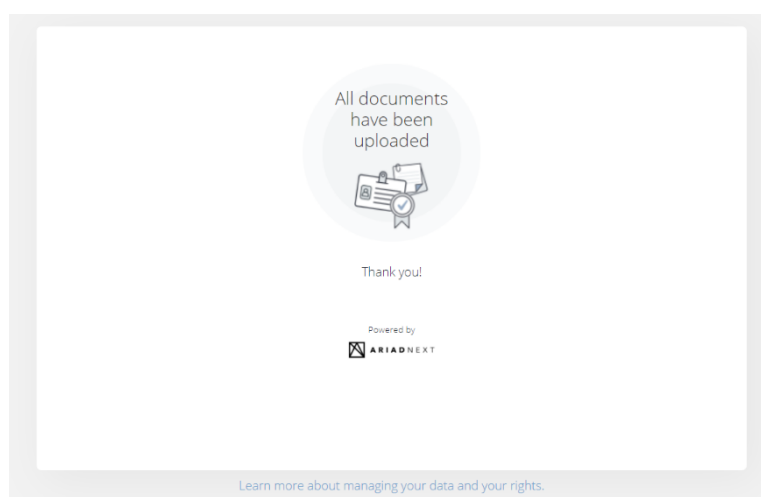
**Step 2 — Facial comparison**

During this step you will be asked to move your face in front of the camera. This biometric solution will ensure that the User is present during the identity confirmation and is the holder of the document.



Performing this step requires you to point your face toward the center of the camera and then move your head toward the right side, looking at the camera the entire time.



After completing this step, a screen indicating that the verification was successful will be displayed. Your certificate will be issued shortly.

### 4.2.2. Mobile phone verification

The verification process is similar, but in step one, the user does not provide a pre-made photo but takes one live during the process.

Note: In the case of an order placed by a traditional transfer, it is also necessary to register the payment in order to issue the certificate.