



# **PKI Business User Certificates**

## **Enrollment Process**

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Version 1.2

## 1 Introduction

Key concern within organizations is security of data interchange between employees and business partners. The Etisalat Business User Certificate obtained by organizations and distributed to employees and/or business partners, helps facilitate trust and security between the interacting parties. The Business User Certificate vouches for the identity of individuals over the Internet, provides the capability to digitally signing e-mails and enables others to send encrypted e-mails and information to the certificate holder. If both sender and recipient have Etisalat Business User Certificates, they can then exchange digitally signed and encrypted messages / information thereby ensuring authenticity, privacy and integrity of information or transactions exchanged.

Encryption alone is not enough, as it provides no proof of the identity of the sender of an encrypted message. Etisalat Business User certificates combine the ease of use of password based access control with the sophistication and security of Public Key Cryptography making them one of the most reliable methods to authenticate users on the Internet or any public access network.

A public key cryptography system uses two different keys to lock and unlock (encrypt and decrypt) messages and files. The two keys are mathematically linked together. An individual's public key is distributed to other users and is used by them to encrypt messages being sent to the individual. The individual keeps the private key secret and uses it to decrypt messages sent with public key. In addition to the name and e-mail address of the user, the Business User Certificate also reflects the name of the organization and organizational unit that the individual works for.

This document intends to clarify the process that is involved for enrolling and approving Business user certificates. The process considers steps that are to be performed by:

- Business Organization's Administrator
- Etisalat RA (Registration Authority)
- Organization's End Users (Certificate requesters)

### 1.1 The complete process mainly involves the following steps

1. Initial Request – by Business Organization
2. Customer Registration – by Etisalat RA
3. Enrollment Order Creation – by Organization Administrator
4. Enrollment Order Approval – by Etisalat RA
5. Business User Certificate Enrollment – by End Users
6. Business User Certificate Approval – by Etisalat RA
7. Download of Business User Certificate – by End Users

The above steps are detailed further in the following sections.

## 2 Business User Certificate Processes

### 2.1 Initial Request – by Business Organization

- A. Any company that wishes to register for Business User Certificates can do so by either contacting an Etisalat local representative or applying online. This registration is mandatory and will provide the company's authorized administrator with a PKI Admin ID and login credentials which will enable enrollment of new business user certificates.
- B. To apply online simply click or paste in your web browser (Internet Explorer only) the following link <http://www.etisalat.ae/index.jsp?lang=en&type=pmi> and complete the form as shown below.

#### PKI Admin ID Request Form

Please fill the form below to request your PKI Admin ID. This will grant you access to start ordering and enrolling your company's business user's certificates.

Company Details	
Company Name *	<input type="text"/>
Address *	<input type="text"/>
P.O.Box *	<input type="text"/>
City *	<input type="text"/>
Country *	Select Country <input type="button" value="v"/>
Billing Contact Details	
Name *	<input type="text"/>
Phone *	<input type="text"/>
Mobile	<input type="text"/>
Email *	<input type="text"/>
Technical/Admin Contact Details	
Name *	<input type="text"/>
Phone *	<input type="text"/>
Mobile	<input type="text"/>
Email *	<input type="text"/>
* Required fields	

Submit

- C. The request is then forwarded to Etisalat, and an Etisalat representative will contact the Business Organization for further procedures and documentation collection.
  - o **Note: In order to expedite the process, the necessary documents should be prepared and faxed to 04-3688103. The online form page URL may also have some documents/templates in PDF format that can be**

**downloaded by the Business organization in order to be speed up the process and be ready with the required agreements/letters printed and signed by the authorized signatories within their organization instead of waiting for the Etisalat representative to provide them with these.**

## 2.2 Customer Registration – by Etisalat RA

Once the initial request has been submitted to Etisalat, the RA must register the Business Organization and to do so, the RA must initiate the verification process as follows:

- A. The following documents must be filled and submitted to either an Etisalat representative or faxed to 04-3688103.
  - o A copy of the Trade License;
  - o A signed copy of the “**Business User Certificate Subscriber Agreement**” by an authorized signatory within organization;
  - o A “**Letter of Authorization**” including the name of the Administrator as well as the approved list of users.
  - o Payment (By check or deposit to Etisalat Account 0150447788 National Bank Dubai)
  
- B. Once Etisalat receives the above mentioned documents, it performs the standard verification process. When the verification and payment formalities have been completed, Etisalat defines the Business Organization as a Business user Certificates “Customer” within the PKI systems. Subsequently, an automated email is sent to the Authorized Technical/Admin contact and contains the authentication credentials as well as the URL to access the PKI Services Administration page to start the enrollment order process as detailed in section 2.3 below.

## 2.3 Enrollment Order Creation – by Organization Administrator

- A. Upon reception of the PKI Admin ID login credentials (provided in section 2.2 above); the customer’s administrator can then access the PKI Services Administration portal for the creation of a new order for Business User Certificates.
  
- B. The customer administrator must login to the PKI Services Administration portal at the following URL <https://comtrust.etisalat.ae/enrollment/app/Customer/Login> and validate credentials against the Admin ID and Password as show below. (Access is granted, upon successful verification of credentials.)

### Etisalat's PKI Services Administration

Please provide your login credentials in order to get access to Etisalat PKI services to request Business User Certificates:

Admin ID	<input style="width: 100%;" type="text"/>
Password	<input style="width: 100%;" type="password"/>
<input type="button" value="Login"/>	<a href="#">Not Registered. Click here to register.</a>
<small>If you need any assistance or have any inquiries about this page, please contact us by email at <a href="mailto:pkihelp@eim.ae">pkihelp@eim.ae</a></small>	

- C. The customer administrator can then “*Place a new Certificate Enrollment Order*” by clicking on the link provided as shown below.

## Welcome to Etisalat's PKI Services

Please choose one of the following available services::

- Place a new Certificate Enrollment Order

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- D. When the “Place a new Certificate Enrolment Order” option is selected, the administrator is required to fill in at minimum the mandatory areas (with \*) which includes:
- Type of Certificates (set by default to Business User Certificate)
  - Validity Period (1 or 2 years)
  - Number of Certificates
  - Payment Information: {**Online** – Credit Card payments are accepted for VISA or MasterCard and are processed online immediately. **Offline** – By check or direct deposit to Etisalat Bank Account. (To avail to these offline payment options, the administrator is not required to fill in any details in the online form. An Etisalat representative shall contact the Administrator with instructions for making offline payments. Approval of order cannot be completed if payment is not received.)}

The Enterprise Customer's Certificate Enrollment Order form is shown below.

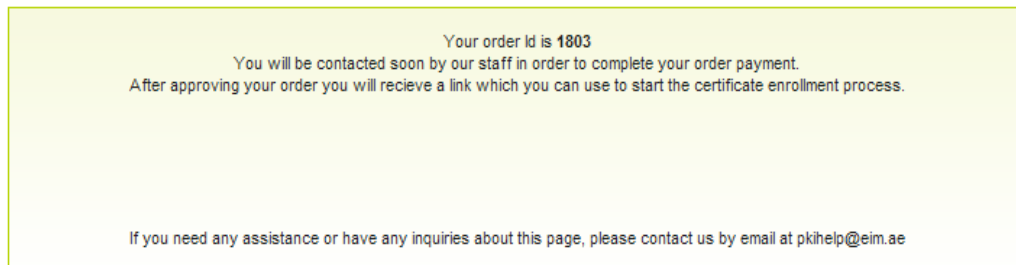
### Enterprise Customer's Certificate Enrollment Order

Please fill the details of your order of Etisalat PKI Enterprise Customer's certificates:

Choose a Certificate Template *	<input type="text" value="Business User Certificate"/>
Description	This certificate can be issued for your employees, customers or agents in order to secure the email communication or to provide a strong remote authentication.
Validity Period*	<input type="text" value="One year ( price is 35.0 Dirhams )"/>
Number of Requested Certificates *	<input type="text"/>
Total Order Price	<input type="text"/>
Payment Information	You can complete the payment of the order in different ways including using your credit card for online payment. Other payment methods are available as well which includes cheques or a direct deposit in Etisalat bank account . If you wish to complete the payment using the credit card, then please fill in the following details:
Credit Card Number	<input type="text"/>
CreditCard Type	<input type="text" value="Visa"/>
Credit Card Expiry Date (mm/yy)	<input type="text"/> / <input type="text"/>
Credit Card Holder Name	<input type="text"/>
<input type="button" value="Create Order"/>	
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- E. Once the “create order” button has been clicked, a confirmation message displays the following message “**Your Order has been Created Successfully**” as shown below. (An email is also sent the customers PKI administrator.)

**Your Order has been Created Successfully !**



- F. You will be contacted by our staff in order to complete your order payment. Also, your enrollment order must be approved by Etisalat RA (see section 2.4 below for further information) before you can receive a link which will allow you to start the certificate enrollment process.

## 2.4 Enrollment Order Approval – by Etisalat RA

- Etisalat RA who receives the order request shall perform the standard procedures for verifying the order.
- Customer shall provide a “Pre-Approved” list of Business Users (*if not already provided in section 2.2 A above*) for which digital certificates are to be issued. This list shall contain the following for each of the business user:
  - Name (Name should later match in the certificate request)
  - Email Address
  - Job Title
  - Contact Number
- RA shall then fill in the order details including the payment information and approve the order.
- An email containing the customized URL for enrollment will be sent to the customer Administrator.
- When the customer Administrator receives the email that contains the enrollment URL, the administrator may choose to visit the enrollment URL and apply for business user certificates on behalf of the users, or alternatively provide this URL to their users and ask them to apply for a business user certificate directly. (as per section 2.52.5 below)

## 2.5 Business User Certificate Enrollment – by End Users

- A. If the end users have to apply for certificates directly, then the customer Administrator must forward the enrollment URL to the end users.
- B. The users click on the business user certificate enrollment link.
- C. The user is then prompted to fill in the business user certificate enrollment form as shown below. **The information entered by the users must match the “Pre-Approved” list submitted by the customer administrator to Etisalat.**

## Business User Certificate Enrollment

Please fill the following form in order to complete your business user certificate enrollment process:

Order Id	1803
First Name *	<input type="text"/>
Last Name *	<input type="text"/>
Gender *	<input checked="" type="radio"/> Male <input type="radio"/> Female
Nationality *	Afghanistan <span style="float: right;">▼</span>
Company	TEST USERS
Department/Partner *	<input type="text"/>
Type of Business	Banking/Finance <span style="float: right;">▼</span>
Mailing Address *	<input type="text"/>
Designation	<input type="text"/>
Country *	Afghanistan <span style="float: right;">▼</span>
City *	Abu Dhabi <span style="float: right;">▼</span>
Telephone *	<input type="text"/>
Fax	<input type="text"/>
Email Address *	<input type="text"/>
Cryptographic Service Provider (CSP)	Microsoft Base Cryptographic Provider v1.0 <span style="float: right;">▼</span>
Fields marked with an asterisk * are required.	
<input type="button" value="Order"/> <input type="button" value="Reset"/>	
If you need any assistance or have any inquiries about this page, please contact us by email at <a href="mailto:pkihelp@eim.ae">pkihelp@eim.ae</a>	

- D. Users then submit the form by clicking on Order. (During this enrollment, the public-private key pair is automatically generated on the user side). End user receives a confirmation and certificate reference number as shown below. (The reference number will be required later during certificate download).

Your certificate reference number is: 1305  
 An email will be sent to you soon. It will contain the next steps required in order to obtain your certificate  
 Thank you for choosing Etisalat PKI services

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- E. The next step requires approval from Etisalat RA as per section 2.6 below.

### 2.6 Business User Certificate Approval – by Etisalat RA

- A. Etisalat RA retrieves the end user certificate request that is linked to the previous enrollment order.

- B. Etisalat RA verifies the request data against the provided “pre-approved list”, and upon success, the certificate request is approved.
- C. The next step is to download the business user certificate which is detailed in section 2.7 below.

## 2.7 Download of Business User Certificate – by End Users

**Note:** The certificate download can only be completed by using the same computer that made the initial certificate request and that contains the key-pair.

- A. After the approval process has been completed by Etisalat, the end users will receive an automated email with the URL to download the certificate. The reference number provided earlier is required to download the certificate.
- B. The URL to download the business user certificate is as follows:

<https://comtrust.etisalat.ae/enrollment/app/general/Cert?codeId=YYZ&type=Business%20User>

The following is shown and users must enter the reference number before clicking on download.

### Business User Certificate Download

Please enter the certificate reference number that has been provided to you, in the box given below and then click on the Download button:

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- C. When the certificate is installed, a confirmation message is displayed as shown below and the certificate process is completed.

A certificate has been generated.

Pop up window[s] should also have appeared in your browser telling you the status of the certificate's download attempt.

If you need any assistance or have any inquiries about this page, please contact us by email at [pkihelp@eim.ae](mailto:pkihelp@eim.ae)