

Downloading and Installing Medium Assurance Certificates:

Step 1: Once your certificates have been processed and issued from Widepoint - ORC you should receive the below email to the email address you utilized when creating your account. Please read the full email and instructions below on how to install your newly issued certificates.

Step 2: Please login with your email as your username and the password you created when you made your account. You will then be taken to the dashboard where you can see all the certificate requests attached to your profile. You can now select "Get Cert" on the issued certificate on your profile.

Congratulations! Your WidePoint ECA 8 Medium Assurance Certificates are ready to be downloaded. Contact ecahelp@orc.com if you have any issues with these instructions.

NEVER DELETE/REMOVE YOUR CERTIFICATES FROM THE MICROSOFT MANAGEMENT CONSOLE (MMC) OR WINDOWS CERTIFICATE STORE WITHOUT FIRST CONSULTING THE WIDEPOINT/ORC HELP DESK (ecahelp@orc.com)!!!

NOTE: Import your certificates as soon as possible. If you fail to install both of your certificates within 30 days of making the certificate request, you will be required to reapply and pay for new certificates.

PLEASE READ ALL INSTRUCTIONS CAREFULLY BEFORE IMPORTING CERTIFICATES

You MUST ensure that the trust chain for your certificates is properly installed in the computer prior to attempting to import the certificates; otherwise, you will lose your certificates. Please follow these instructions to check the trust chain (Checking ECA 8 Trust Chain.docx). If it is NOT installed properly, go to our ECA Web Site, click on the Instructions Tab in the black menu bar across the top of the web page, then click on Microsoft Instructions in the list displayed, then open and follow the PDF Instructions entitled 'Trusting the DOD PKI and ECA PKI in IE.' Then, close the MMC Screen if it is still open and access the Current User - MMC again to check if the trust chain installed properly according to the PDF in the second line in this paragraph. If it still is not installed properly, **STOP**. Contact ecahelp@orc.com.

In addition to the Username and Password for your Account with us, you will need to assign a password to your certificates (it should be a different password than your Account Password). We have ways for you to reset your Account Password; however, you CANNOT reset your **certificate** password unless you know the one assigned to your certificates. So, CAREFULLY follow the instructions on the site for your certificate password to ensure that you do NOT lose it or make a typo error after or when assigning it!!!

Log into your ECA Account at our web site <https://certificateenroll.orc.com/enroll/sub/login.html> Select the 'Get Cert' Button for your Identity Certificate to download it. Then, select the 'Get Cert' Button for your Encryption Certificate to download it.

To check that both certificates downloaded properly and to install them into the Windows Certificate Store, follow these instructions https://eca.orc.com/wp-content/uploads/ECA_Docs/IE_Instructions/Import_Medium_Assurance_Certs_into_WindowsCertStore.pdf

To test your identity certificate, copy and paste the following URL <https://eca.orc.com/certificate-test/> into one of your browsers, strike the Enter Key, and provide your certificate password (if prompted). You should get the message, "Your client certificate is valid and expires in about --- days, and You presented an ECA Medium Assurance Certificate."

If you should encounter any problems, please contact the ORC ECA PKI Helpdesk at ecahelp@orc.com.

Thank you for choosing WidePoint/ORC!



Home Test Certificate New Certificate Request Download App Help

User Info

Organization Personal Information Certificate Request

Certificate Request										
Request Id	Program	Certificate Type Description	Storage	Validity	Expedited	Price	Request Status	Certificate Status	Certificate Expiry Date	Action
154	ECA	Medium Assurance Identity and Encryption Certificate	Browser	1 Year	No	\$115.00	Approved	Pending	2023-06-13 14:38:35.0	Get Cert

Step 3: This will take you to the below page, please read the notes and instructions, this is where you will be creating the password for your certificates. We recommend this password to be different from the password you set on your account itself. **Please Note:** The complexity requirements of this password depend on your internal company security policy. Widepoint - ORC **CANNOT** reset or restore this certificate password once set. If you forget the password you will need to order and pay for new certificates.

Home Test Certificate New Certificate Request Download App Help User Info ▾

Certificate Request							
Request ID	Program	Certificate Type Description	Validity	Storage	Price	Request Status	Certificate Status
154	ECA	Medium Assurance Identity and Encryption Certificate	1 Year	Browser	\$115.00	Approved	Pending

IMPORTANT NOTES!!!

Open up Notepad in your PC (do a search in the Cortana Search Box); type the password that you want to protect/assign to the download files of your certificates into the Notepad File (do not put any spaces before or after the password; do not strike the Enter Key after); then CAREFULLY copy and paste the password into both password prompts below; then save the Notepad File with your ECA Certificate Password (the filename should be ECA Cert PW) to a flashdrive or network drive (NOT your C Drive) to which only you have access. You also will have to save both .p12 download files to a flashdrive or network drive (NOT your C Drive) to which only you have access. It is best to save the two .p12 download files to a different external drive than the Notepad File with the password if available to you. However, if not available, save all three files to the same external drive (just make sure the flashdrive is locked up or the network drive is not accessible by others).

Some customers may want to save the password to a Password Manager in lieu of saving the Notepad File. If that is the case, do it immediately after you paste the password into both password prompts and before clicking on the 'Get Identity/Encryption Certificate' Buttons. Make sure that you save the two .p12 files to a flashdrive or network drive (NOT your C Drive).

The procedures above help ensure that you do NOT make typo errors and that you are able to recover your certificates if your computer crashes without having to go through the entire request process again and pay again for your certificates. We do NOT have a copy of your password and CANNOT reset it; it is set within your operating system.

We strongly recommend that the ECA Certificate Password be different than the WidePoint account password you set with us when you registered. The account password can be reset as long as you know the answers to your security questions. (But the certificate password cannot be reset in this manner).

*Password complexity and length are determined by the operating system of your PC; check with your IT Support if you do NOT know what the complexity and length requirements are.

Identity Certificate - Download

Get Identity Certificate

Encryption Certificate - Download

Get Encryption Certificate

Please make the Identity and Encryption Certificate password the SAME to avoid confusion in the future.

Step 4: Once you set the password in the above step and hit 'Get Identity/Encryption Certificate' it will download onto your browser's download like the example below.

IMPORTANT NOTES!!!

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Identity Certificate - Download

Valid Matched

Get Identity Certificate

Encryption Certificate - Download

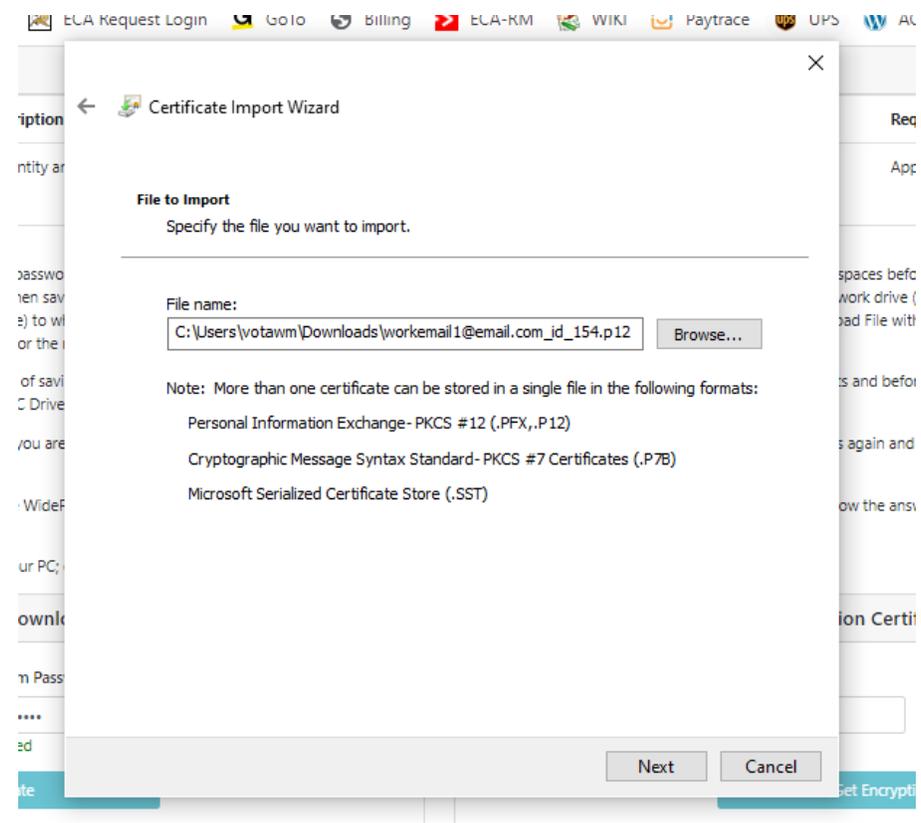
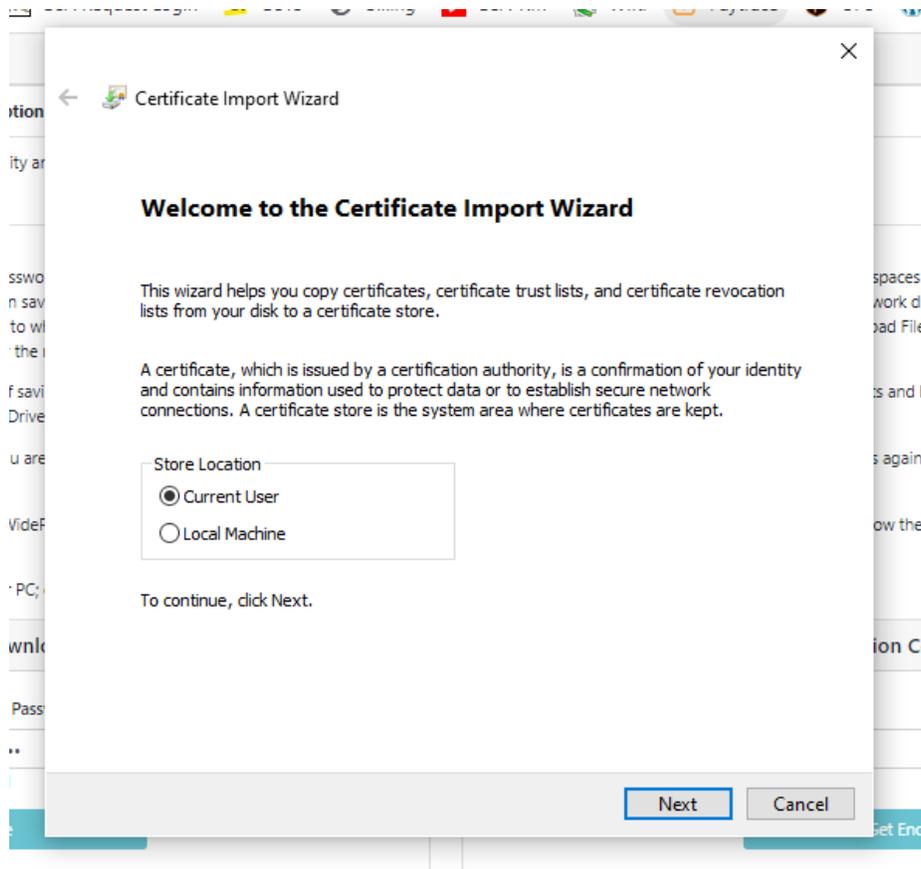
Valid Matched

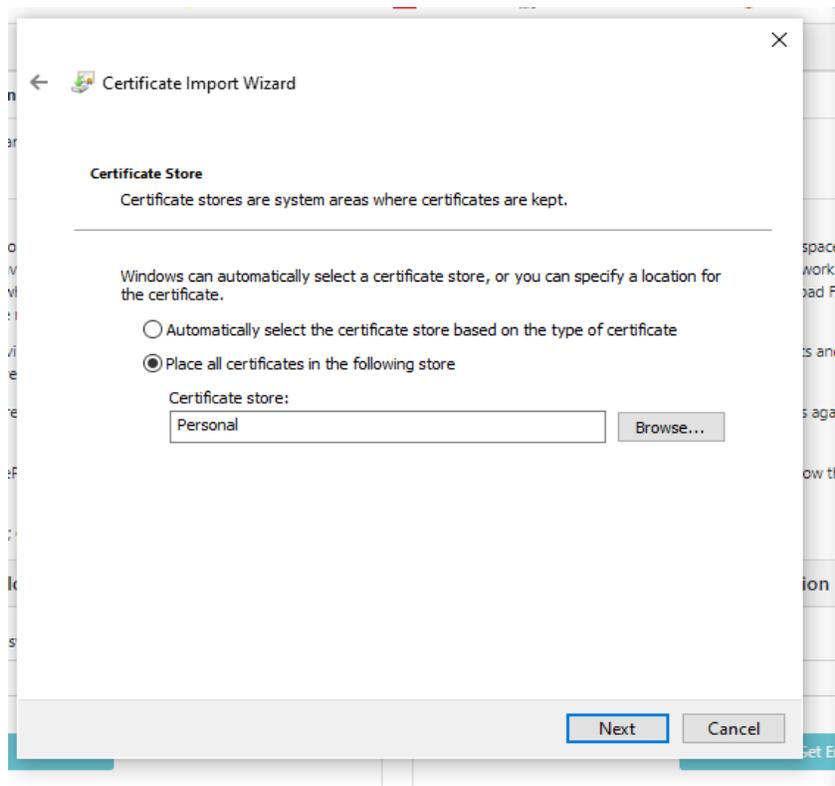
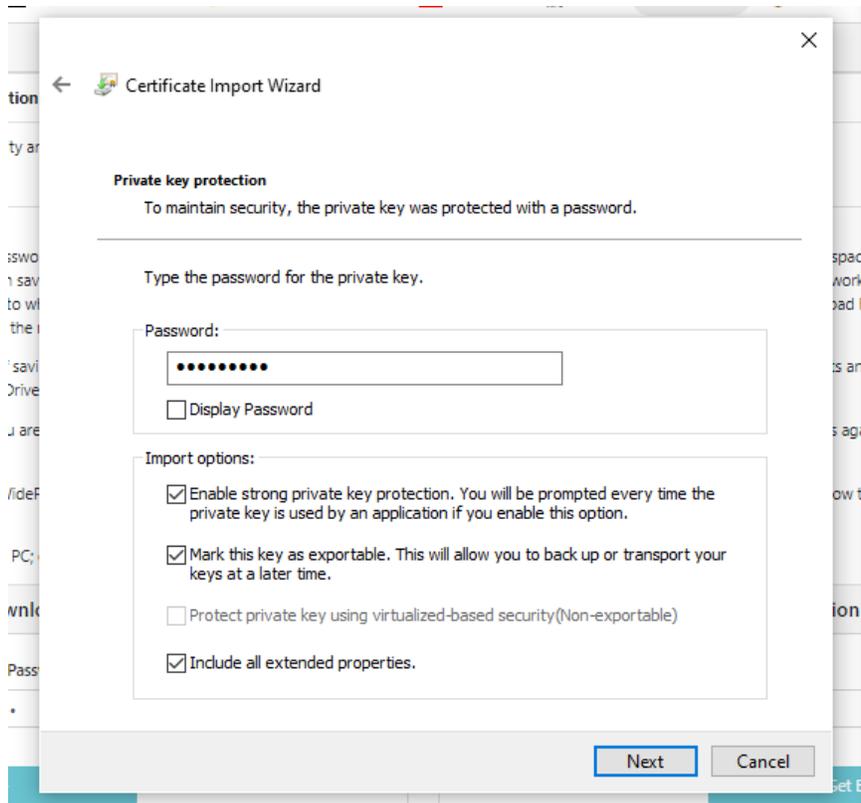
Get Encryption Certificate

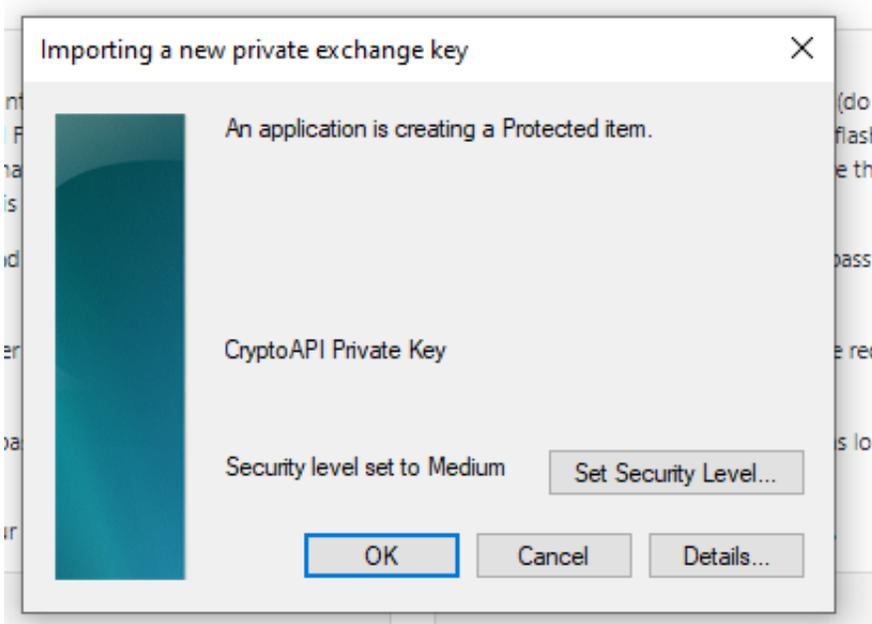
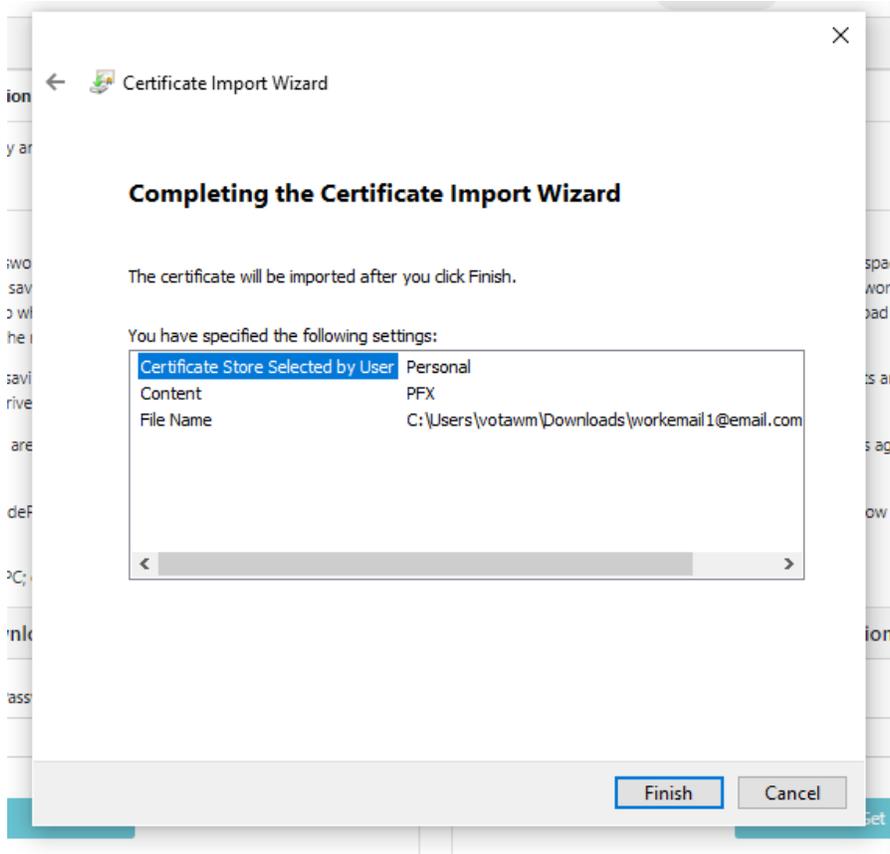
© WidePoint Corporation

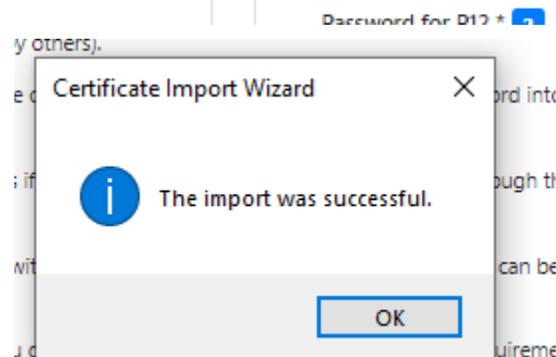
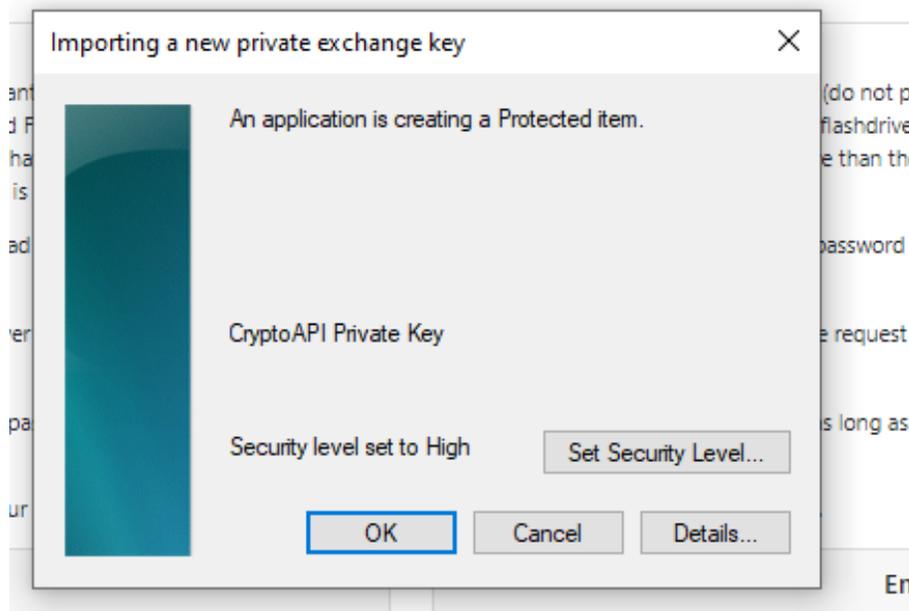
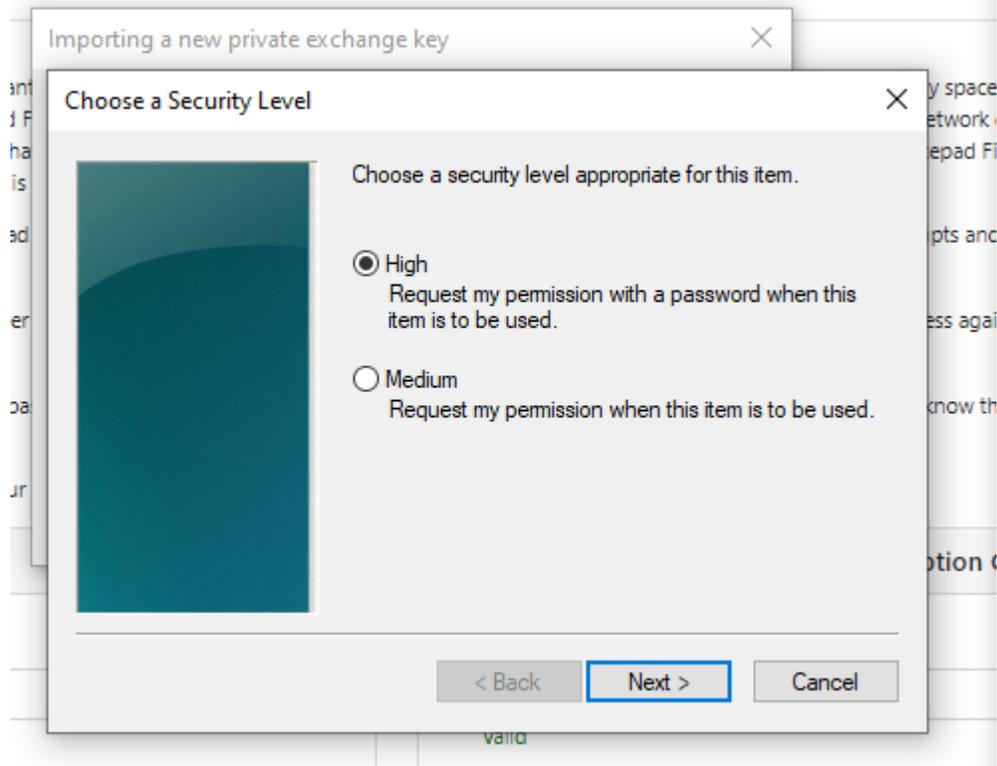
workemail1@emai...p12
workemail1@emai...p12
Show all X

Step 5: You will need to repeat the below steps for each of the two downloaded certificates. Once for your Identity and once for your Encryption certificate. Please mimic the below selected options to install.









Step 6: Once you have completed the above steps for both your identity and encryption certificate, you will go back through the browser and now please click “Accept Cert”.

The screenshot shows the ECA web portal interface. At the top, there are logos for ORC and ECA (External Certificate Authority). A navigation bar includes links for Home, Test Certificate, New Certificate Request, Download App, and Help. A user profile icon is visible in the top right. Below the navigation, there are tabs for Organization, Personal Information, and Certificate Request. The main content area displays a table titled "Certificate Request" with the following data:

Request Id	Program	Certificate Type Description	Storage	Validity	Expedited	Price	Request Status	Certificate Status	Certificate Expiry Date	Action
154	ECA	Medium Assurance Identity and Encryption Certificate	Browser	1 Year	No	\$115.00	Approved	Issued	2023-06-13 14:38:35.0	Accept Cert

Step 7: It will then populate your new ECA 8 Certificate as an option to choose and it will then prompt you to enter the Certificate password you created on Step 3. Once correctly entered this means your certificate has been installed correctly and tested, you will then see the below screen. You will verify all of your information is correct and check the box confirming that you are accepting the certificate and then hit ‘Accept Certificate’.

The screenshot shows the "Certificate Acceptance" screen. At the top, it states "You possess a valid certificate". Below this, a list of certificate details is displayed:

- Certificate Serial Number:** 9074962142296212123784693417392094678572073260
- Full Name:** Melissa ORC3020000078 VotawTest
- Client Distinguished Name:** CN=VotawTest.Melissa.ORG3020000078.ID, OU=WIDEPOINT CYBERSECURITY SOLUTIONS CORPORATION, OU=ORC, OU=ECA, O=U.S. Government, C=US
- Issuer Distinguished Name:** CN=WidePoint ECA 8, OU=Certification Authorities, OU=ECA, O=U.S. Government, C=US
- Email Address:** E-Mail Address: workemail11@email.com
- Common Name:** VotawTest.Melissa.ORG3020000078.ID
- Client Validity Start Date:** Wed Jun 22 18:41:23 EDT 2022
- Client Validity End Date:** Thu Jun 22 14:51:22 EDT 2023
- Key Usage:** Digital Signature, Non-Repudiation
- Extended Key Usage:** Client Authentication, Secure Email, Document Signing
- Certificate Policies:** iso-eca-medium-sha256
- Subject Alternative Names:** E-Mail Address: workemail11@email.com, Other Name: Principal Name = ORC3020000078@DOD-ECA

Below the details, there is a checkbox labeled "Informations in the certificate are correct and I accept the certificate." which is checked. A green "Accept Certificate" button is located at the bottom of the form. The footer of the page reads "© WidePoint Corporation".

Step 8: You have now completed the installation of your Medium Assurance Certificates. If you are getting an error message when installing or following the above steps or getting ‘Certificate Not Presented’ when testing – please reach out to the Widepoint ORC helpdesk at ECAHelp@ORC.com for further assistance.

The screenshot shows a confirmation message at the top of the ECA web portal. It includes the ORC and ECA logos and a navigation bar with links for Home, Test Certificate, New Certificate Request, Download App, and Help. The main content area displays the message: "You have successfully accepted your certificate, you are all set."