

Subscriber Instructions for ECA Medium-Assurance Identity and Encryption Requests

Step 1: Read the requirements.

- **IMPORTANT:** You must perform the online request for yourself, in your own name. You may NOT make an online request for another individual. This is grounds for immediate revocation of the certificate, and any fees paid will not be returned.
- A workstation with a FIPS 140-1/2 Level 1 cryptographic compliant web browser is required. This includes Internet Explorer 5.5 and above and Firefox 1.5 and above.
- The computer, web browser, and network profile that you are now using must also be used to import your certificate after ORC issues it.
- The DoD ECA Certificate Policy requires all Subscribers to protect their certificate private keys with a password or PIN. During the online request process you will have an opportunity to assign a password to protect the certificate private key. ORC will not know this password, it is not sent out from your computer. If you forget your certificate password, you may be required to purchase a new certificate.

Step 2: Gather the required documents.

To verify your identity for the digital certificate request, please gather the following documents:

1. **Two forms of photo identification** (One must be from the primary list below. The second may come from either list, but MUST be from a different issuing agency from the first photo ID.)

Primary Photo ID	Secondary Photo ID
<p>Current photo ID issued by a federal, state, or local government</p> <p><small>Examples- This list is not exhaustive. You may use any current photo ID issued by a federal state, or local government.</small></p> <ul style="list-style-type: none"> ▪ Current, valid passport (U.S. or foreign, also qualifies as the required Proof of Citizenship below) ▪ Current, valid driver's license (U.S. or foreign) ▪ Government-issued photo identity card or badge (U.S. or foreign) ▪ U.S. DOD CAC Card 	<p>Non-Exhaustive List of Examples:</p> <ul style="list-style-type: none"> ▪ Valid <i>or expired</i> passport (U.S. or foreign) ▪ Valid <i>or expired</i> driver's license (U.S. or foreign) ▪ Government-issued photo identity card or badge (U.S. or foreign) ▪ U.S. DOD CAC Card ▪ Student photo ID ▪ Official photo identity card or badge from your company or institution ▪ Credit card (with photo)

Step 2 continued on the next page

2. One Proof of Citizenship

Proof of Citizenship for U.S. Citizens	Proof of Citizenship for Non-U.S. Citizens
<ul style="list-style-type: none">▪ Current, valid U.S. Passport (also qualifies as one of the required photo IDs)▪ Birth certificate issued by a government entity within the US or its territories▪ Certificate of Naturalization▪ FS-240 Consular Report▪ DS-1350 Certification of Report of Birth.▪ Certificate of Citizenship	<ul style="list-style-type: none">▪ Current, valid passport from your country (also qualifies as one of the required photo IDs) <p>Unfortunately, Green (Permanent Resident) Cards are NOT authorized for proof of citizenship.</p>

3. One of the following Proofs of Organizational Affiliation

- A current, company-issued photo ID with company name, employee name, and employee photo.
- A letter on company letterhead, signed by a Duly Authorized Company Representative, stating that you are an employee of that organization. A proof of affiliation letter is not a substitute for one of the above required photo IDs. ([Download example](#))

Step 3: Trust the CAs.

You will need to trust the ECA Root Certificate Authority and the ORC ECA Root Certificate Authorities. This only needs to be done once per browser per computer. A browser check will be conducted, sending you to the appropriate page.

If you have already trusted the ECA Root Certificate Authority and the ORC ECA Certificate Authorities, then you may continue Step 4: Fill out and print the online request forms.

Step 4: Fill out and print the online request forms.

Fill out the online request form and follow the on-screen instructions to generate and print your request forms. At the end of the process, you will have two separate four-page request forms: one for your identity certificate, and one for your encryption certificate. You will need to submit BOTH of these request forms to us to have your certificate pair issued.

Step 5: Make a backup copy of your enrollment keys.

You have generated certificate requests and key pairs.

It is strongly recommended that you back up your enrollment key pairs. This will serve to verify that keys were generated and that you are in possession of the passwords assigned to protect

these key pairs. Additionally, if you put the back-up files on external media (CD, thumb drive, etc.), this will mitigate the risk of technical problems destroying your certificates.

The procedure for backing up your enrollment keys depends on the browser you used to make your request. Choose the appropriate link for instructions to back up your enrollment keys.

If you made your request in Internet Explorer:

http://eca.orc.com/wp-content/uploads/ECA_Docs/Backup_Copy_Enrollment_Key_Pair_Win7.pdf

If you made your request in Mozilla Firefox:

http://eca.orc.com/wp-content/uploads/ECA_Docs/Backup_Copy_Firefox_Cert_Store.pdf

Once you have successfully made backup files of your Enrollment keys, you can take your request forms to the Notary.

Step 6: Have the printed request forms (with the required documents) notarized. Mail the documents to ORC, and await receipt of your digital certificates.

After you complete the online request, you must take your request forms and the required identity documentation to a Trusted Agent for identity verification. Your options for a Trusted Agent depend on your citizenship and your location. Choose the description below that applies to you.

I am a US Citizen

If you are located in the United States, you may visit any of the following:

- a notary public
- an ORC Registration Authority (RA) at either our Fairfax, Virginia or our Chesapeake, Virginia office.
- an authorized Local Registration Authority (LRA) at your company

If you are located in any country outside of the United States, you **must** visit one of the following:

- a US Consular Notary at a US Embassy or Consular office
- a US Judge Advocate General (JAG) Officer

I am a citizen of Australia, Canada, Great Britain, or New Zealand

If you are located in the United States, you may visit any of the following:

- a notary public
- an ORC Registration Authority (RA) at either our Fairfax, Virginia or our Chesapeake, Virginia office
- an authorized Local Registration Authority (LRA) at your company

If you are located in Australia, Canada, Great Britain, or New Zealand, you **must** visit one of the following:

- a US Consular Notary at a US Embassy or Consular office
- an employee of the US Department of Defense (US DoD) who has been AUTHORIZED for this purpose under Section 11 of the [ECA Certificate Policy](#)

If you are located in any country outside of the United States, Australia, Canada, Great Britain, or New Zealand, you **must** visit an employee of the US Department of Defense (US DoD) who has been AUTHORIZED for this purpose under Section 11 of the [ECA Certificate Policy](#). ORC cannot give you the name of such an individual. Contact your US DoD customer to find out who is available to you for this purpose.

I am a citizen of a country other than those shown above

If you are located in the United States, you may visit any of the following:

- a notary public
- an ORC Registration Authority (RA) at either our Fairfax, Virginia or our Chesapeake, Virginia office
- an authorized Local Registration Authority (LRA) at your company

If you are located in any country outside of the United States, you **must** visit an employee of the US Department of Defense (US DoD) who has been AUTHORIZED for this purpose under Section 11 of the [ECA Certificate Policy](#). ORC cannot give you the name of such an individual. Contact your US DoD customer to find out who is available to you for this purpose.

After you have your requests notarized

After you have had the identity verification performed by one of the above Trusted Agents, you must send the original, notarized request forms (no photocopies) to our Fairfax, Virginia office by the carrier of your choice (FedEx, UPS, USPS, etc). Our address is located on the first page of the request form. Request forms may NOT be submitted to us by fax or email. You must also include copies of the required identity documentation as detailed in [Step 2: Gather the Required Documents](#).

We will process your request within 3-5 business days of its arrival at our Fairfax, Virginia office. Within that time frame, you will receive an email that either:

- Informs you of any problems with the request and explains how to rectify the problems;
OR
- Informs you that your certificate has been issued and provides complete instructions on how to import, test, and create a backup copy of your certificate.

Our emails may be mistaken for spam by your company's spam filter. Please watch your spam/junk folder for any messages from an orc.com email address. If you haven't received an email from us about your certificate request within 5 business days of its arrival at our office, you can inquire about its status by emailing our help desk at ecahelp@orc.com. (You may wish to whitelist email from the ORC.COM domain.)

Remember that when importing your certificate, you must use the same computer, network profile (log on), and web browser that you used to make the request. Please refrain from all updates of browser and operating system until your certificates have been successfully imported.