MSEIT ECA Initial Cert Request Instructions

This document instructs you on how to obtain, install, and use your IdenTrust ECA digital certificate properly. Carefully read and follow this guide sequentially to prevent any issues during this process.

The following sections must be completed before receiving your ECA cert.

1. Preparing to Apply—Frequently Asked Questions

1. **What do I need to get an External Certification Authority (ECA) certificate?**

    To obtain an ECA cert, you will need the following items:

    - Company headquarters zip code (for LinQuest, use 90056).

    - Personal credit card information. For individuals that work for other companies, please follow your internal company process.

    - A secure place to store your IdenTrust password, and answers for at least three security questions to recover your ECA.

    - Identity credentials—one item each from two of the following three lists:

List A	List B	List C
Photo ID establishing Identity and Citizenship	**Photo ID establishing Identity**	**Document establishing U.S. citizenship**

• Passport
• Certificate of U.S. Citizenship issued by USCIS (formerly INS)
• Certificate of Naturalization issued by one of the following:
  o Court of competent jurisdiction prior to October 1, 1991
  o USCIS (INS) since after October 1, 1991
	• Military ID with photo
	• Driver's license or government-issued ID card with photo
	• Permanent or Unexpired Temporary Resident Card issued by USCIS (INS) with photo
		• Consular Report of Birth from a U.S. Consulate (Form FS-240)
		• Certificate of Birth Abroad issued by U.S. Department of State (Form DS-1350)
		• Original or certificated copy of birth certificate issued by County/State bearing an official seal

2. **How long does this process take?**

    This process usually takes about 8–15 days, from online application until your ECA will be installed, assuming the paperwork is submitted in the mail on the second day.

    Prior to starting this process, however, you should be prepared to complete steps 2–5 within 30 days. If you cannot complete them within 30 days (e.g., extended vacation or work travel), then you will have to restart this process.

3. **Which ECA cert do I get?**

    In almost all cases, you should apply for the Medium TOKEN Assurance ECA using a SmartCard. This provides additional level of security above the Medium Assurance "SoftCert" ECAs and it may be required in the future.

There is no requirement for anyone to get the Medium HARDWARE Assurance ECA. These are very difficult to obtain, so do not select this option.

On rare occasions, the Medium Assurance "SoftCert" ECAs will be allowed with management permission for those that need access to the secure sites (e.g., eMC2, LiveLink) on mobile devices (e.g., iOS, Android, Windows). Mobile devices are not compatible with the Medium TOKEN Assurance ECAs at this point.

In almost all cases, you should select the SmartCard option instead of the USB device, as they are more reliable. Most of our laptops already have smart card readers included. Look at the left or right side bezel of the laptop. If it is blocked out by a plate or not present at all, you do not have an integrated card reader.

If you do not have an integrated card reader in your laptop, then you will need an external card reader. If you do already have an external SmartCard reader, but it is not by HID (the parent company of IdenTrust, pictured below), even if it works for CACs, it will likely NOT work with the IdenTrust ECA SmartCards. You will need to order the SmartCard reader at the same time as your ECA.

4. How do I pay for it?

For LinQuest personnel, you will:

    1. Submit an Expense Request in Unanet.

> **Important**
>
> You must submit an Expense Request and receive management approval **prior** to paying for the ECA cert. This ensures only valid requests are honored.

2. Pay using your personal credit card.

3. Submit an Expense Report with a copy of your receipt for reimbursement.

For personnel from other companies, please follow your internal company process.

5. If I have a CAC, do I need an ECA?

The CAC is tied to a Government e-mail account. If that will work for you, then an ECA is not required. We can use your CAC to provide access to eMC2. If you need access via your LinQuest e-mail account, however, then an ECA is required.

2. Submitting an Expense Request

This step is for LinQuest personnel only. For personnel from other companies, please follow your internal company process.
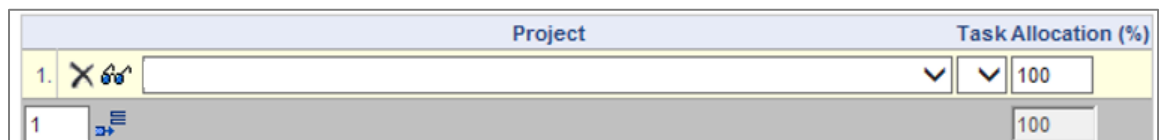
> **Important**
>
> Before August 31, 2019, in order to access the MSEIT charge number, you must contact Jessica Bobbadilla at jessica.bobadilla@linquest.com.

4. Navigate to Unanet.

5. Click **Expense > Request**.

6. For the Expense Type, select ECA CERTIFICATES – DIRECT from the droplist.

7. For the charge code in MSEIT, select: **1A008810.0000.B.0001.14.2.Z.LQ.**

For the cost, use the total of:

- The certificate purchase/renewal for the number of years selected

    o $305 + tax for 3 years

- The cost of the Smart Card and reader, if needed:

    o   If you are renewing your certificate AND you already have an HID Smart Card (it has "HID" printed in blue and white on the card), then assume zero additional cost

    o   If you are needing an HID Smart Card (either your initial purchase, or a renewal where your previous card was not an "HID" Smart Card), but <u>do not need a reader</u> (either your computer has a Smart Card slot or you already have an external Smart Card reader), then assume $52.00 extra cost

    o   If you are needing an HID Smart Card (either your initial purchase, or a renewal where your previous card was not an "HID" Smart Card), but you <u>do need a reader</u> (your computer doesn't have a Smart Card slot and you don't have an external Smart Card reader), then assume $68.00 extra cost

- The cost of an outside notary service if required (typically around $10). This is only required for those outside of Los Angeles and Colorado Springs, where there is access to a Trusted Agent. The Los Angeles office also has a notary (Ellen Tunkelrott) who offers her service free for LinQuest ECA forms.

The expense **request** is approximate – don't worry if the sales tax is not included. You will capture that cost on the expense **report** later.

Submit the request and wait for management approval PRIOR to moving on to Step 3.

3. Online Ordering of the ECA Certificates

You **must** use **Microsoft Internet Explorer (IE)** to apply for and receive your ECA certificate.

> **Note**
>
> Once you have your ECA certificate, it can be used in other browsers and applications.

1. Navigate to: https://www.identrust.com/certificates/eca/index.html
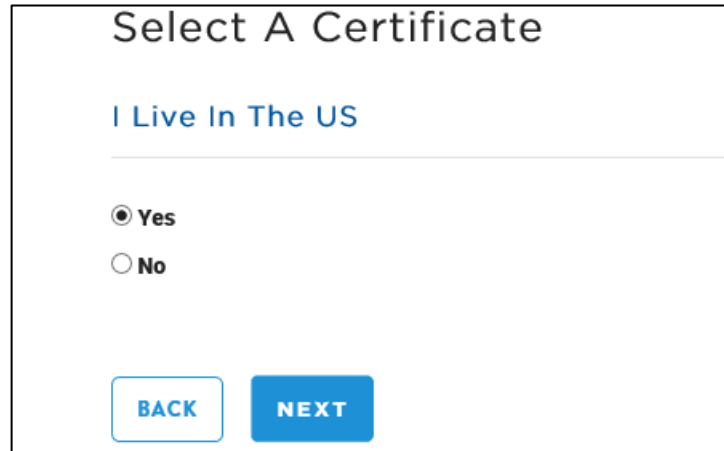
2. Click **Buy Now** to buy your IdenTrust certificate.
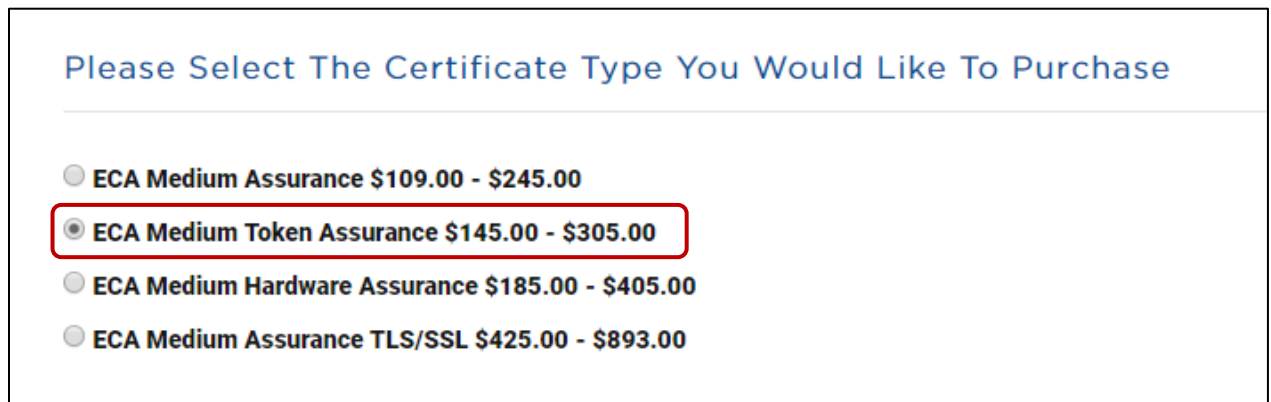

3. Select **My Federal Program is not Listed** and click **Next**.

4. Confirm that you live in the US and click **Next.**

5. For certificate type, select **ECA Medium Token Assurance $145-$305** and click **Next.**

6. Buy for a period of time, **3-year Certificate.**

7. In the lower portion of that same form, select the appropriate response for the Smart Card and reader options:

   a. If you are renewing your certificate AND you already have an HID Smart Card (it has "HID" printed in blue and white on the card), then select **HID Smart Card use existing - $0.00**.
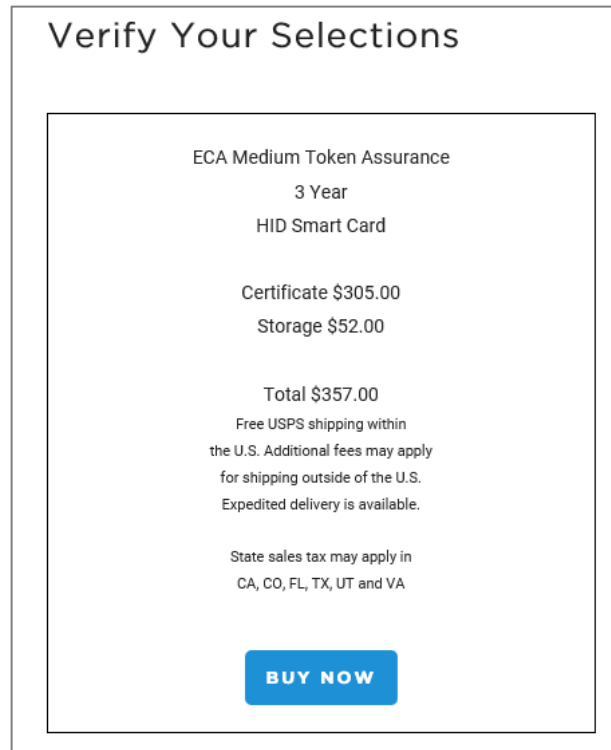

   b. If you need an HID Smart Card (either your initial purchase, or a renewal where your previous card was not an "HID" Smart Card), but **do not need a reader** (either your computer has a Smart Card slot or you already have an external Smart Card reader), then select **HID Smart Card - $52.00**.

Please Select The Storage Device For Your Certificate

○ SafeNet Smart Card use existing -$0.00
○ SafeNet USB Token use existing -$0.00
○ HID Smart Card use existing -$0.00
● **HID Smart Card -$52.00**
○ HID Smart Card with reader -$68.00
○ HID USB Token use existing -$0.00
○ HID USB Token -$68.00

BACK   NEXT

c. If you need an HID Smart Card (either your initial purchase, or a renewal where your previous card was not an "HID" Smart Card), but you **do need a reader** (your computer doesn't have a Smart Card slot and you don't have an external Smart Card reader), then select **HID Smart Card with reader - $68.00**.

Please Select The Storage Device For Your Certificate

○ SafeNet Smart Card use existing -$0.00
○ SafeNet USB Token use existing -$0.00
○ HID Smart Card use existing -$0.00
○ HID Smart Card -$52.00
● **HID Smart Card with reader -$68.00**
○ HID USB Token use existing -$0.00
○ HID USB Token -$68.00

BACK   NEXT

8. Once you have the appropriate certificate selected, click **Next.**

9. Verify your certificate selections and click **Buy Now**.

Verify Your Selections

ECA Medium Token Assurance
3 Year
HID Smart Card

Certificate $305.00
Storage $52.00

Total $357.00
Free USPS shipping within
the U.S. Additional fees may apply
for shipping outside of the U.S.
Expedited delivery is available.

State sales tax may apply in
CA, CO, FL, TX, UT and VA

BUY NOW

10. You will see a page to enter your voucher number. We do not use vouchers. Click **Next**.

11. For the Headquarters Information screen, enter the following information for LinQuest:

   o Organization Name: **LinQuest Corporation**

   o Your E-mail Address: **LinQuest e-mail address**

   o Postal Code (Zip Code): **90056**
      Note: This is our Headquarters Postal Code, not the one for your office.

For those who work for other companies, enter your company information.

Headquarters Information

Enter your Organization information, then we will help you find your organization.

Organization Name *

LinQuest Corporation

Your Email Address *

larry.darbonne@linquest.com

Postal Code (Zip Code)

90056

SEARCH

CANCEL   « BACK

12. Click **Searc**h to continue.

For LinQuest employees, select the top LinQuest organization that appears. There may be other LinQuest names listed, but those are not applicable. For those who work for other companies, select your company from the list.

Search Results

◉ LINQUEST CORPORATION -- 5140 W. Goldleaf Circle, Suite 400, Los Angeles, California, 90056, US
○ LINQUEST CORPORATION -- 5140 W. Goldleaf Circle, Suite 400, Los Angeles, California, 90056, US
○ LINQUEST CORPORATION -- 5140 West Goldleaf Circle, Suite 400, Los Angeles, California, 90056, US
○ LINQUEST CORPORATION -- 5140 West Goldleaf Cir, Suite 400, Los Angeles, California, 90056, US
○ LINQUEST CORPORATION -- 5140 W. Goldleaf Circle Suite 400, Los Angeles, California, 90056, US
○ LINQUEST CORPORATION -- 5140 W. GoldLeaf Circle, 4th Floor, Los Angeles, California, 90056, US

SELECT ORGANIZATION   ENTER NEW

CANCEL   « BACK

13. Click **Select Organization**.

14. To confirm your organization information, click **Yes**.

15. Complete the Personal Information, Account Password, and Security Questions sections. Change the address to your nearest MASIES facility or the location to receive your smart card.

   Change mailing address to one of the following MASIES addresses:

Corporate	**El Segundo**	**Colorado Springs**
5140 West Goldleaf Circle	2120 East Grand Avenue	2060 Briargate Parkway
Suite 400	Suite 300	Suite 200
Los Angeles, CA 90056	El Segundo, CA 90245	Colorado Springs, CO 80920

16. Click **Next**.

17. Select Credit Card, and change the billing address to the address associated with your credit card.

18. Chose FedEx Ground $0.00 USD from the shipping options. Additional shipping costs are not reimbursable.

19. Read the subscriber agreement and click the acknowledge agreement checkbox.

20. Click **Submit Application**.

21. Download the forms and follow instructions their instructions (which can be found in both section 5 below and Appendix A).
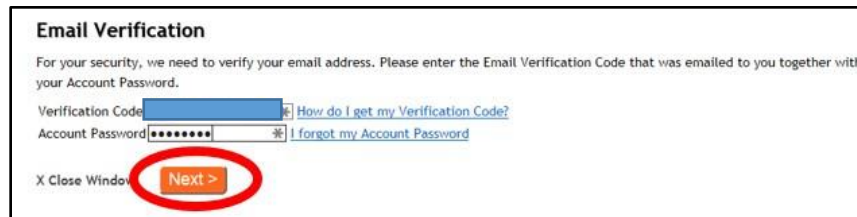

4. E-mail Verification

IdenTrust will send you an e-mail during the online application process. Follow the instructions to verify your e-mail address.
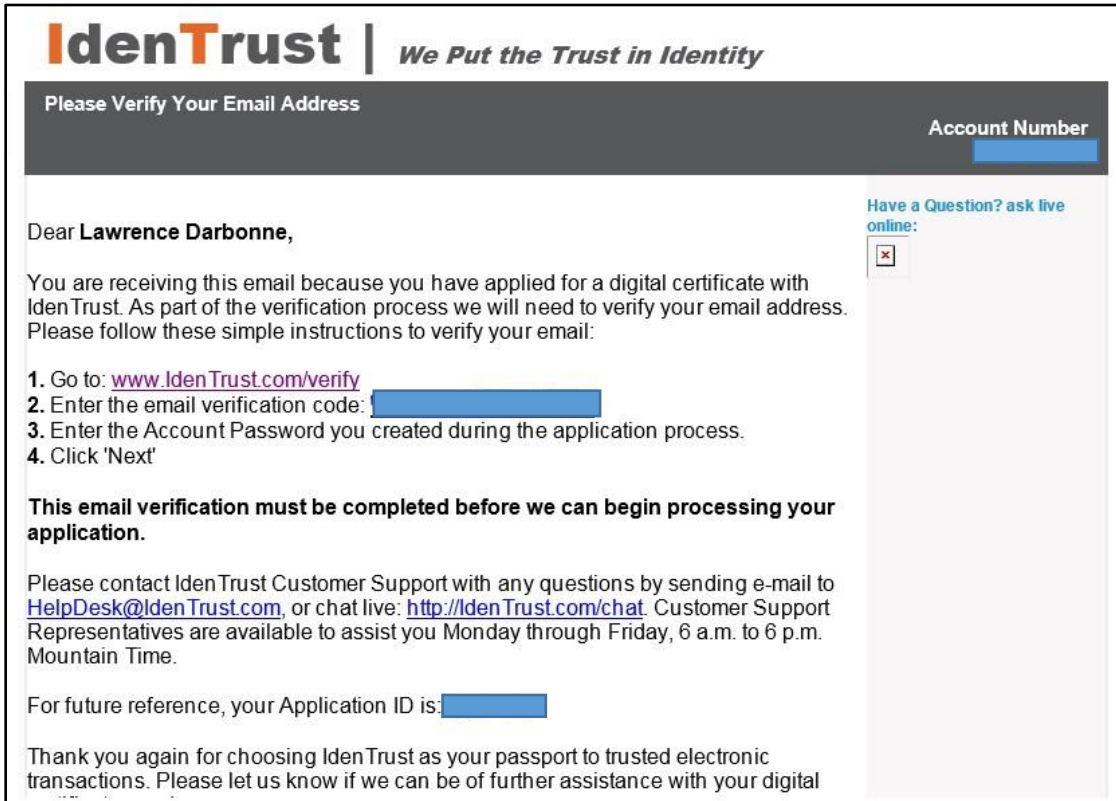
1. Click the link provided in the e-mail.

2. Enter the verification code provided in the e-mail and the password you created during the online application process. Then, click **Next**.

You will be presented with your application status.

5. Employment and Identity Paperwork Submission—Downloaded Forms

5.1 Part 1: Subscribing Organization Authorization Agreement

This confirms you are a legitimate employee of your company (e.g., LinQuest). Part 1 either needs to be signed by a company (LinQuest) "Officer" or an IdenTrust Trusted Correspondent within your company. LinQuest has a LinQuest Trusted Correspondent in El Segundo (Larry Darbonne) and Colorado Springs (Justin Haisley). The Trusted Correspondent is the preferred choice. However, if a Trusted Correspondent is unavailable, then LinQuest personnel should schedule a time with one the following to have your agreement signed:

- El Segundo—MASIES Program Manager (Dr. Schodorf) or Deputy Program Manager (Winston Lee) via the Executive Assistant (Jaime Smith)

- Colorado Springs—Bob Lashlee

5.2 Part 2: In-Person Identification Form

This is the proof of identity using the identification requirements outlined in the form. Part 2 needs to be signed by either a notary or an IdenTrust Trusted Correspondent. LinQuest has a Trusted Correspondent in El Segundo (Larry Darbonne) and Colorado Springs (Justin Haisley). The Trusted Correspondent is the preferred choice, but if a Trusted Correspondent

is unavailable, take Part 2 and your required identification documents to a notary. For the El Segundo office and the LinQuest corporate office, Ellen Tunkelrott can provide the notary service for you (free for LinQuest employee ECA certificates). Ellen also provides this notary service for employees of other companies for a nominal fee.

A copy of the forms is shown in Appendix A of this document.

> **Note**
>
> Trusted Correspondents represent their respective companies (e.g., LinQuest). Therefore, a LinQuest Trusted Correspondent is not allowed to sign documents or manage ECAs from team members. Those companies may elect to have their own Trusted Correspondents and vouchers.

It is recommended that you make copies of your forms. **Mail the original pen-to-paper forms** to:

Registration Department
IdenTrust Services
5225 Wiley Post Way, Ste 450
Salt Lake City, UT 84116-2898

The most efficient method is to provide your forms to your local administrative assistant, and have her mail them via **U.S. Postal Service (USPS) CERTIFIED MAIL** with a tracking number.

Only send in the 2–3 pages that have your information included—not the entire form package—as there is no reason to pay for the other pages to be mailed.

Within 24-48 hours, you will receive three (3) e-mails from IdenTrust:

- **Forms Received**: "We have received your identification and authorization forms…"

- **Receipt for Your Digital Certificate** (which is used for reimbursement)

- **Your IdenTrust Certificate has been approved!**

Once you have completed all the steps in sections 2-5 and have received your certificate retrieval packet from IdenTrust, proceed to section 6.

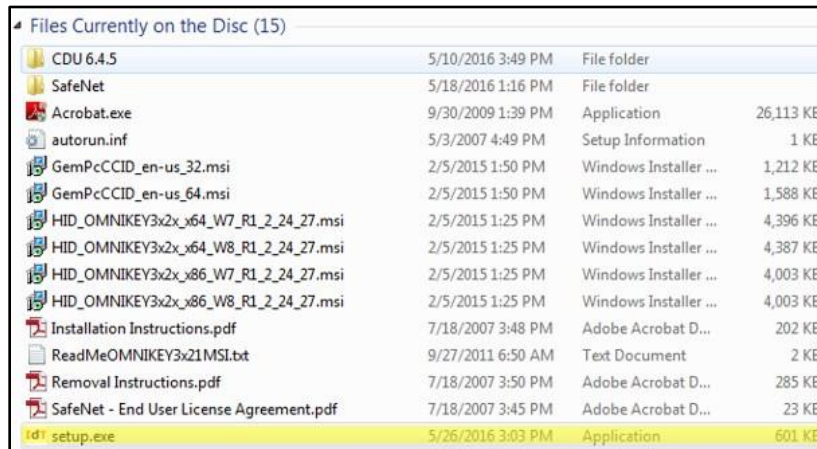# 6. Downloading and Installing the ECA Certificates

You will receive multiple e-mails from FedEx to notify you of the shipment tracking number, when FedEx has possession of the package, and when it is delivered to your specified location.

The package will include the following:

- **Instructions for Certificate Retrieval** letter with your account number, initial current token passcode (which you will change), activation code, and instructions on certificate retrieval, installation and testing. Follow these steps carefully.

- Smart card (in a separate envelope)

- CD with the IdenTrust driver software (SafeNet Authentication Client Software) and instructions

- Quick reference card (possibly)

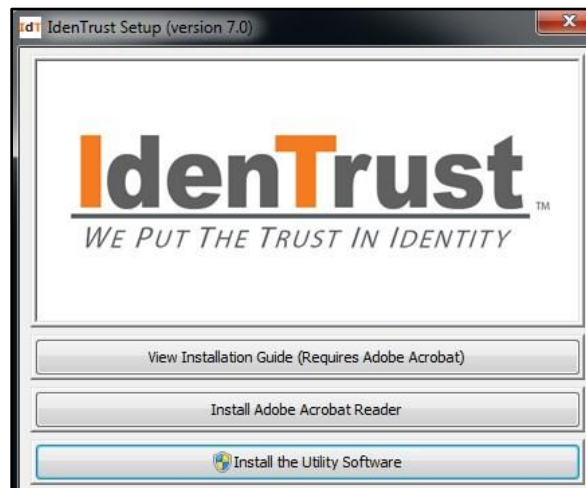- Smart card reader, if ordered.

If you do not have an internal optical disc drive in your laptop, you will either need to use/borrow an external optical disc drive, or find someone who has the files loaded on a USB thumb drive (check with you Trusted Correspondent, if you have one).

1. See the **Instructions for Certificate Retrieval** letter.

2. Install the SafeNet Authentication Client Software. Place the disc into a disc drive. The software will either "auto-run" if your laptop is set up to for that function, or you will have to run the install software manually.

3. To run the install software manually, run Windows Explorer and open the optical disc.

   a. Double click on the **setup.exe** file at the bottom of the list.

b. Then, select **Install the Utility Software** option.

c. You may be prompted to provide an administrator username and password. LinQuest Only: Enter your username and password then continue with installation. Once the installation has completed, you will see the following pop-up window.

d. Click **Yes** to reboot your computer.
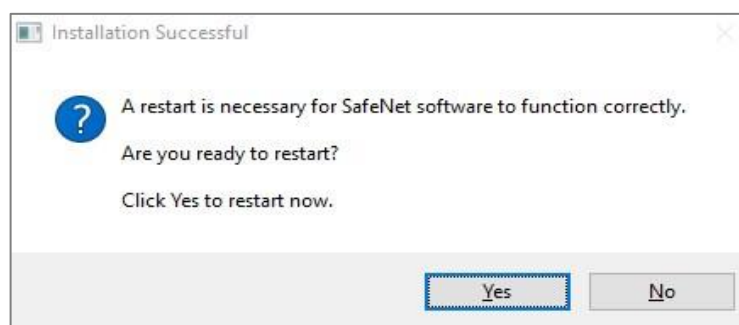
4. After inserting your smart card into the reader, the following pop-up will appear. Click **OK** to proceed.

5. On the SafeNet Authentication Client dialog box, enter your **Current Token Passcode** found on the Instructions for Certificate Retrieval letter you received in your package. Enter a New Token Passcode that meets the requirements listed on the dialog box.

Important

DO NOT FORGET YOUR NEW PASSCODE!

6. Go to www.identrust.com/install.

7. Select **I'm Ready**.

Welcome! It's Time to Get Your Certificate

Before you begin, we will check that your system is able to get your certificate.

If you are using a USB Token or Smart Card to store your certificate, please make sure you have **installed the token software.**

I'm Ready — Please Check If My System Is Ready >

8. Enter your activation code (listed in Step 6 of the letter you received in your FedEx package), and the account password (created when you applied for the ECA), and click **Next**.

Let's Begin Retrieving Your Certificate

To begin the Retrieval Phase, you must login by entering your Activation Code and Account Password you created when you applied.
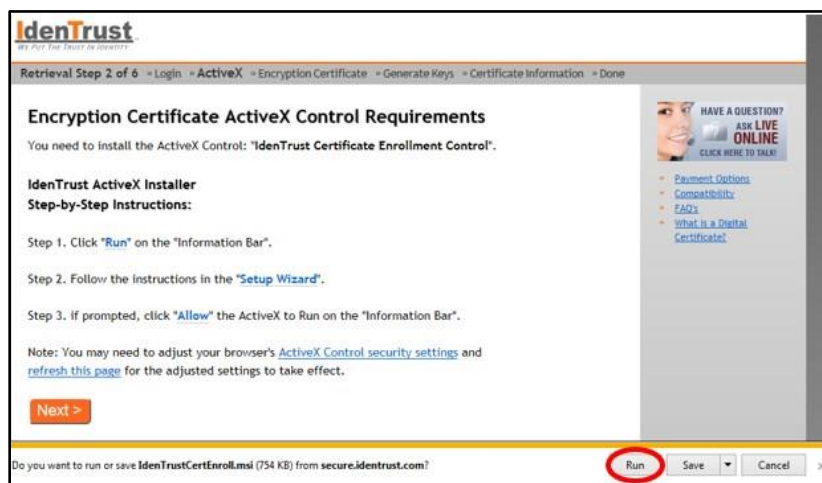
Activation Code   4024801245

Account Password   ••••••••

Note: When you created your account password, you were ask to choose one that was 8 to 30 characters in length. It could contain letters, numbers and some special characters. All account password are case sensitive.
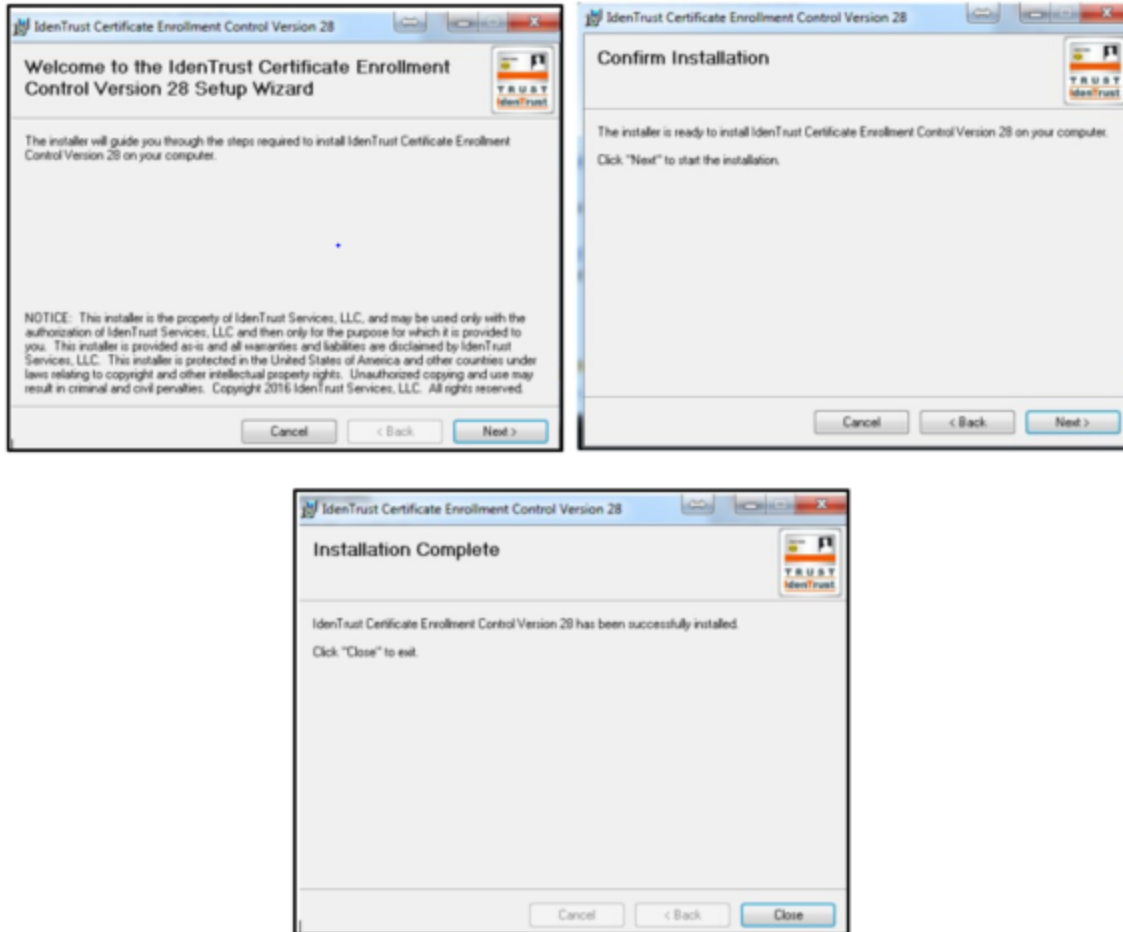
How do I get my activation code?

I forgot my account password.

Next >

If at any point you become stuck or have any questions, the **IdenTrust helpdesk** at **1-888-882-1104.**

9. Click the Run button at the bottom of the screen, and follow the "**Allow** the ActiveX to run" instructions. Then, click **Next**.

IdenTrust

Retrieval Step 2 of 6 ▪ Login ▪ **ActiveX** ▪ Encryption Certificate ▪ Generate Keys ▪ Certificate Information ▪ Done

Encryption Certificate ActiveX Control Requirements

You need to install the ActiveX Control: "IdenTrust Certificate Enrollment Control".

IdenTrust ActiveX Installer
Step-by-Step Instructions:

Step 1. Click "Run" on the "Information Bar".

Step 2. Follow the instructions in the "Setup Wizard".

Step 3. if prompted, click "Allow" the ActiveX to Run on the "Information Bar".

Note: You may need to adjust your browser's ActiveX Control security settings and refresh this page for the adjusted settings to take effect.

Next >

HAVE A QUESTION?
ASK LIVE ONLINE
CLICK HERE TO TALK!

▪ Payment Options
▪ Compatibility
▪ FAQ's
▪ What Is a Digital Certificate?

Do you want to run or save IdenTrustCertEnroll.msi (754 KB) from secure.identrust.com?   Run   Save ▾   Cancel   ✕

10. Click **Next** on the next two screens.

11. Then, click **Close**.

> **Important**
>
> DO NOT FORGET YOUR NEW PASSCODE! You will need to re-enter this new passcode a few times during this process.

When you see this window, you will be downloading and installing your keys.

12. Click **Next** and enter your passcode in the next few windows.

When you have completed the install, you will see this window.

Congratulations, Certificate Retrieval Completed Successfully

We have verified that your certificate has been successfully downloaded.

It is available on your system and ready for use.

[Finish]

13. Click Finish.

> **Note**
>
> You now have access to the client software and tools (e.g., rename the token, change the passcode, etc.) in your list of programs.
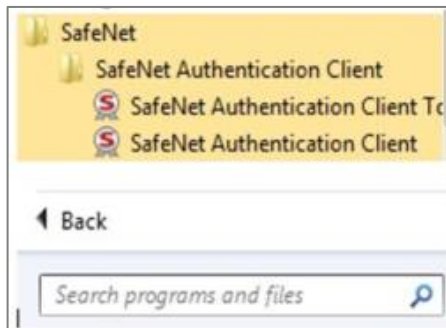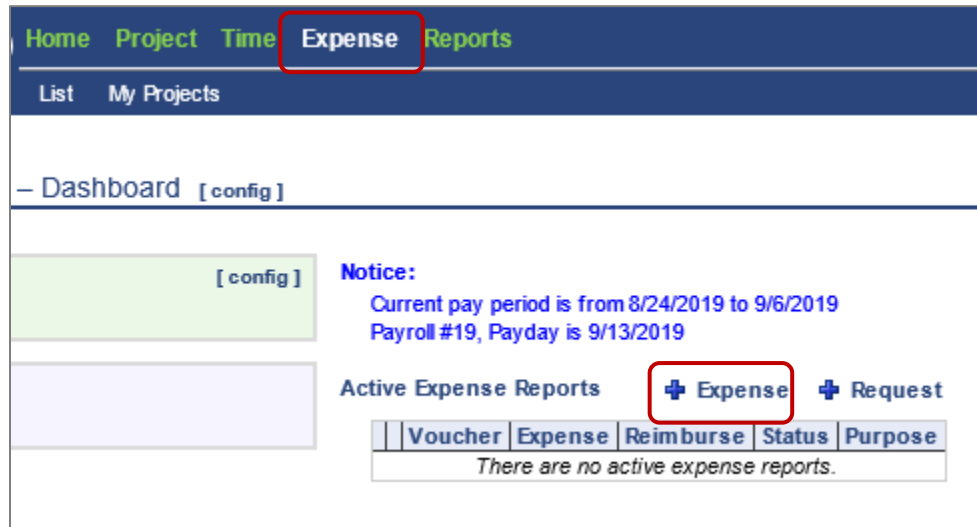

7. Reimbursement

This step is for LinQuest personnel. Personnel from other companies should follow their company's procedures.

If you used an IdenTrust voucher, skip this step.

1. Submit your Expense Report (not request) in Unanet based on your previous Expense Request.

2. Attach your ECA certificate receipt, showing the last four digits of the credit card used.

Employees will receive reimbursement within 15 business days of the PM's final approval.

Once you have submitted your Expense Report in Unanet, you will need to export your certificate for eMC2 access. Follow the Certificate Export instructions for steps on exporting your certificate for eMC2 access.