

Request S/MIME

Once you have the appropriate [certificate credit](#) ^[1] on your organisation's Certificate Service account, you can proceed and request the required S/MIME email certificate, by clicking on the 'Request Certificate' tab in the JCS portal. The following steps apply:

Request Certificate

1. Is the certificate for a primary or secondary school? **Note:** S/MIME certificates are not available for school owned domains.
2. Select the S/MIME certificate type.
3. Choose duration between 1 and 3 years (there is no difference in cost!)
4. Download the S/MIME certificate order form.
5. Complete the S/MIME certificate order form with the users you wish to obtain an S/MIME for and upload it to the portal, and click 'Next'.
6. On the Summary order page, tick the 'Confirm Request' to place the order.
7. Then click on 'Place Order'.

Optional:

8. You can review the information included in the certificate request by clicking on the 'Edit Order Information'.

Certificate Information



Is this certificate for a school?

Check the box if this certificate is being requested on behalf of a school (available to local authorities and RBOs). A certificate can be obtained on behalf of a school.

Type *

QuoVadis S/MIME certificate



Select the type of certificate you wish to request.

S/MIME certificates, also called "Personal certificates", enable users to digitally sign emails and optionally encrypt them. A digitally signed email means the recipient is able to verify that the email has been sent from the sender.

Digitally signing emails can therefore help reduce the chances of users falling foul to phishing attacks. The sender is also able to verify that the message content has not changed in transit, giving the user further confidence. When receiving a digitally signed email users have the ability to encrypt their reply and send it back to the sender. Only the only person that can decrypt and read the message in the email.

Certificate Expiry

Email *

simon.cooper@jisc.ac.uk

Enter the email address to which any reminder emails should be sent. This will default to your own email address if you enter any valid email. This email address does not need to be registered with the Community.

Once you submit the order for S/MIME certificate(s) QuoVadis' Trust Link system will send an email directly to the email address you enter. The user will be asked to set a strong private password for the private key, followed by a second email with the certificate.

S/MIME Certificates

To digitally sign an email a S/MIME certificate first needs to be configured with the user's mail client. Most email clients support S/MIME certificates.

Instructions can be found here of how to install and configure users' devices.

<https://support.quovadisglobal.com/kb/search.aspx?search=S%2FMIME>


IMPORTANT

Email clients not using S/MIME certificates will not be able to view encrypted email. Clients that cannot use S/MIME certificates include Outlook, Firefox, and Safari; recipients who use one of these clients will be unable to view encrypted email. However, all mail sent to them will be received.

Download S/MIME Template

Upload S/MIME Order Form

Please download and complete this form. Then upload it, and it will be submitted to Jisc for processing.

S/MIME certificate order template 



Guide for completing the S/MIME order template:

Column A - Certificate Domain Address

The email address of the email account to be used to digitally sign messages.

Column B - Full Name (to appear on certificate)

The name of the person for whom the S/MIME certificate will be used by. If the email account is a shared mail account, the name should be the name of the person who will be using the certificate.

Approve the Request

Before the bulk S/MIME Certificate Order can be processed a registered Management Contact at the organisation will need to approve the order.

When an S/MIME order is submitted, Management Contacts are sent an email notifying them that there is an order which requires their approval. The email advises the person to log in to the [Jisc Community](#) [2] and then to go to their organisation's Certificate Service account by launching the [Certificate Service portal](#) [3]

The Approver will need to navigate to the specific bulk Certificate Order by clicking on 'View S/MIME Orders' tab from the drop-down list in the portal.

Then click on the bulk Certificate Order to be taken to the order, where you have the option to approve all S/MIME requests in the order one by one.

Order Summary

Certificate Type: QuoVadis S/MIME certificate

Certificate Expiry Email: simon.cooper@jisc.ac.uk

This is the address where Jisc will send an email to give 30 days' notice of the certificate(s) expiry.

Number of Certificate Requests: 1

Number of Certificate Requests for Auto Approval: 0

Number of Certificate Requests Requiring Manual Approval: 1

This is where Jisc needs to carry out further validation on the domain listed in the user's email address in the Certificate Domain Address column submitted for processing.

Domains Requiring Manual Approval

[jisc.ac.uk](#)

Confirm Request

☒ I confirm the spreadsheet is correct and I wish to proceed with the request *

[<< Edit Order Information](#)

[Place Order](#)

Customer Manual Approval

S/MIME Order: 2 Requested By: Simon Cooper Date Requested: 23 January 2017

[<< Back](#) [Download Original Spreadsheet](#) [Abandon All Requests](#)

ID	Certificate Domain Address	Expiry Date	Registrant Invitation Email
245390	simon.cooper@jisc.ac.uk		simon.cooper@jisc.ac.uk

Contact our support teams

Janet service desk

0300 300 2212

service@ja.net

07:00 - 00:00 (Monday to Friday)

General enquiries

0203 006 6077

customerservices@jisc.ac.uk

09:00 - 17:00 (Monday to Friday)

Getting S/MIME Certificates

Once the S/MIME orders have been approved, the following steps will occur:

1. QuoVadis's system 'Trust Link' system will send an email to the 'Registrant Email' address specified against each requested S/MIME certificate.



Mon 23/01/2017 16:13

TrustLink (do-not-reply) <noreply@quovadisglobal.com>

Registrant Invitation

To Simon Cooper

Trust/Link from QuoVadis

You've been invited by to request a digital certificate for Jisc using QuoVadis Trust/Link.

Please click the link below to confirm the certificate details:

<https://tl.quovadisglobal.com/registant/confirmation/index?requestlinkid=02f1a1dc-bc59-4cef-b21e-baf267d743a4>

Please note: QuoVadis provides support for the Trust/Link application and certificate installation issues. You must contact assistance with individual certificate requests.

Support requests may be submitted to QuoVadis at <http://support.quovadisglobal.com/>

2. The email from Trust Link will instruct the recipient to click on the link to initiate the creation of the S/MIME certificate. They will be asked to enter the 'Registrant Email' address and the shared password, set in the S/MIME order form.

3. Once successfully logged in, the user will be asked to set a strong password for the private key to the S/MIME certificate. They will also be asked to set a 'Challenge Question' for the purpose of retrieving the certificate password in case forgotten.

Note: Organisations can ask QuoVadis to retrieve the private key to an S/MIME certificate should they need to decrypt emails. For security reasons the S/MIME certificate will be revoked at that point so it cannot be used for fraudulent purposes.

Registrant Confirmation



Important Note: You only have 10 minutes to confirm this invitation. If you do not do so within 10 minutes, you will be automatically logged out and will need to log back in to start the process again.

Please review the details provided by your Administrator for the Certificate Request. In addition, please choose the email address to be used for certificate download and revocation.

Registrant Information

Organisation: Jisc
 First Name: Simon
 Last Name: Cooper
 Email Address: simon.cooper@jisc.ac.uk
 Primary Phone: 01235 822 185
 Secondary Phone:

Certificate Content

DN Email: simon.cooper@jisc.ac.uk
 Common Name: Simon Cooper
 Organizational Unit:
 Organization: Jisc
 Country: GB

Certificate Password

You must create a password to download and manage your certificate.

Password: *

This password must be between 6 and 25 characters in length that includes at least 1 upper case letter, 1 special character and 1 number.

✗ ✗ ✗ ✗
 Upper Special Number Six

Re-enter Password: *

Challenge Questions

You must also answer a number of Challenge Questions that will be used to identify you if you forget your password.

Challenge Question #1: What was your childhood nickname?

Answer: *


4. Once the user has submitted the form, it will be sent for processing and followed shortly by another email from Trust Link with a link to where the user will be asked to log-in with the email address and new private key.



Mon 23/01/2017 16:22

TrustLink (do-not-reply) <noreply@quovadisglobal.com>

Notification of Certificate Ready for Download

To  Simon Cooper

Trust/Link from QuoVadis

Dear Trust/Link User:

Your certificate for "Simon Cooper" has been approved by the Administrators for "Jisc".

Certificate Details:

* Serial No.: 0c-bc-10-a1-ac-cc-41-38-4c-13-e7-42-08-b7-d7-56-e1-51-02-07

* Subject Name: Common Name: Simon Cooper

DNEmail: simon.cooper@jisc.ac.uk

Organisation: Jisc

Country: GB

* Issuer: C=NL, O=QuoVadis Trustlink B.V., CN=QuoVadis EU Issuing Certification Authority G3

* Validity: 1/23/2017 4:12:28 PM ~ 1/23/2020 4:22:00 PM

You may download the certificate by clicking on the following link:

[https://tl.quovadisglobal.com/registrant/login/index?requestlinkid=\[REDACTED\]](https://tl.quovadisglobal.com/registrant/login/index?requestlinkid=[REDACTED])

If you require assistance with the certificate installation, please contact QuoVadis Support.

Thank you.

Please note: QuoVadis provides support for the Trust/Link application and certificate installation issues. You must contact support for assistance with individual certificate requests.

Support requests may be submitted to QuoVadis at <http://support.quovadisglobal.com/>

5. When successfully logged in the user will be able to download the S/MIME certificate.

Certificate Download



Login success.

Hello Simon Cooper,

Please click on the button below to download your certificate.

Important Note: It might take the system a minute to provide you with your certificate. Please be patient and use the refresh buttons.

Please click on the button below to install your certificate.

[Download Your Certificate](#)

If you have any problems installing the certificate then please open a ticket on the QuoVadis ticketing system or contact your Trust/Link Enterprise account support at certificates@jisc.ac.uk.

Thank You

[Logout](#)

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TODO

Source URL: <https://community-stg.jisc.ac.uk/library/network-and-technology-service-docs/request-smime>

Links

[1] <https://community.ja.net/library/janet-services-documentation/purchase-certificate-bundle-credits>

[2] <https://community.jisc.ac.uk/>

[3] <https://community.jisc.ac.uk/apps/certificate-service>