

## Request S/MIME Certificate

Once you have the appropriate [certificate credit](#) <sup>[1]</sup> 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 RBGs) as 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, ensuring that 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 do not 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 provide. The user will be asked to set a strong private password for the private key, followed by a second email to confirm the password.

### 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 have instructions on how to set up 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 these clients 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.

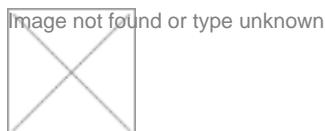
## **Approve the Request**

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

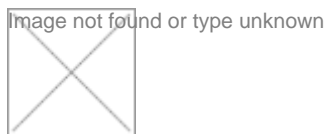
When an S/MIME order is submitted, Management Contacts are sent an email notifying them that there is an order which requires their approval. The email advises the person to log in to the [Jisc Community](#) [2] and then to go to their organisation's Certificate Service account by launching the [Certificate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



### **Customer Manual Approval**



## **Getting S/MIME Certificates**

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

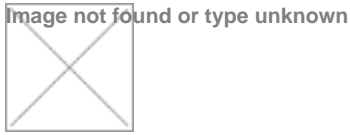
1. QuoVadis's system 'Trust Link' system will send an email to the 'Registrant Email' address specified against each requested S/MIME certificate.



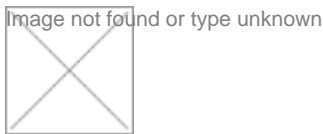
2. The email from Trust Link will instruct the recipient to click on the link to initiate the creation of the S/MIME certificate. They will be asked to enter the 'Registrant Email' address and the shared password, set in the S/MIME order form.

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.

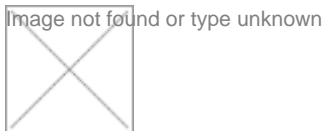
**Note: Organisations can ask QuoVadis to retrieve the private key to an S/MIME certificate should they need to decrypt emails. For security reasons the S/MIME certificate will be revoked at that point so it cannot be used for fraudulent purposes.**



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.



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



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

#### **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>