

External Certificate Authority (ECA) Instructions

July 2011



Prepared for:

Military Surface Deployment and Distribution Command (SDDC)

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Disclaimer: This is a living document which will be updated as we work through the process of obtaining and importing ECAs from the three commercial providers. This guide may not provide all the details required for you to purchase, install and use your ECA. You may need to contact the commercial ECA provider for more detailed support.

This record shall be maintained throughout the life of the document. Each published update shall be recorded. Revisions are a complete re-issue of entire document. A revision shall be made whenever the cumulative changes reaches ten percent (10%) of this document's content.

Change/ Revision Record

Date	Page/Paragraph	Description of Change	Made By:
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7/18/2001	All	Updated IdenTrust and ORC information	Mitch Conley

Table of Contents

Overview	4
Registration Process	4
ECA Instructions	5
IdenTrust Instructions.....	5
Operational Research Consultants, Inc. (ORC) Instructions.....	7
VeriSign Instructions.....	11

Overview

The purpose of this document is to outline the instructions for individuals to obtain an ECA from one of three commercial sources. An ECA will be required, for users who don't have a Common Access Card (CAC), in order to access SDDC systems through Electronic Transportation Application (ETA) as of 1 Oct 2011.

Registration Process

An individual should decide from which commercial provider they will obtain their ECA. Once this is determined, use the information in this document to contact one of the three commercial ECA provider's websites. You will need to follow the directions provided by the ECA provider to purchase your certificate.

Below are three commercial ECA providers:

IdenTrust, Inc. (formerly DST)
<http://www.identrust.com/eca/eta>
Email: helpdesk@identrust.com
Phone: 888.882.1104

Operational Research Consultants, Inc. (ORC)
<http://www.eca.orc.com>
Email: ecahelp@orc.com
Phone: 800.816.5548

Verisign, Inc.
<http://www.verisign.com/authentication/government-authentication/dod-interoperability/index.html>
Email: eca-support@verisign.com
Phone: 650.426.3224

ECA Instructions

IdenTrust Instructions

1. IdenTrust ECA Certificate Page

You may want to view the Step-by-Step Process prior to selecting the “Medium Assurance” link.

SDDC Electronic Transportation Acquisition (ETA) program

Accessing the Surface Deployment and Distribution Command's (SDDC) Electronic Transportation Acquisition (ETA) Portal

The Department of Defense (DoD) and the US Army are implementing stronger controls and a more secure authentication process for accessing DoD information systems. UserID and password access to ETA will be discontinued on 30 September 2011, and the Surface Deployment and Distribution Command (SDDC) will require all commercial accounts accessing transportation systems and applications through Electronic Transportation Acquisition (ETA) to use a commercial DoD approved External Certificate Authority (ECA) certificate or Transportation Workers Identification Credential (TWIC) as of 1 October, 2011.

The DoD ECA program supports the issuance of DoD-approved certificates to industry partners and other external entities and organizations that conduct business with the DoD. The ECA program is designed to provide a mechanism for these entities to securely communicate with the DoD and authenticate to DoD Information Systems. Additional information can be found at: <http://ase.disa.mil/pki/eca>

TWIC is a common identification credential for all personnel requiring unescorted access to secure areas of MTSA-regulated facilities and vessels, and all mariners holding Coast Guard-issued credentials. Only individuals who require access to secure areas will be issued a credential from the TWIC office. If you do not qualify for unescorted access to secure areas, you are not eligible for a TWIC certificate. If that is the case, your only means of accessing ETA will be through the purchase and use of an External Certificate Authority (ECA) certificate.

ETA is located at the following URL: <https://eta.sddc.army.mil> or <https://eta.cpg.milmc.gov> (commercial users). Frequently asked questions regarding the use of the ECA certificate and ETA can be found on the ETA home page, under help. You can also send questions to sddc.safb.pki@us.army.mil.

SALES CONTACT

- + 866.299.3335
- + ECAsales@IdenTrust.com

CUSTOMER SUPPORT

- + Helpdesk@IdenTrust.com
- + 888.882.1104 (within the US)
- + 801.924.8141 (outside the US)
- M-F, 6am-6pm MST

ECA CERTIFICATE PRICING

HOW TO BUY

- + ECA Medium Assurance
- + ECA Medium Assurance Foreign Country
- + ECA Medium Token Assurance Foreign Country
- + ECA Medium Token
- + ECA Medium Hardware Assurance

2. IdenTrust ECA Certificate Pricing

Select the 1-year, 2-year or 3-year Medium Assurance Certificate.

ECA CERTIFICATES & PRICING

Certificates > ECA

As part of an overall program to provide a stronger and more secure authentication mechanism for accessing Department of Defense (DoD) Information Systems, the DoD may require contractors to have DoD PKI ECA Certificates. A notification sent by your DoD System Owner should indicate the specific DoD PKI ECA certificate required to access their application.

IdenTrust offers the following DoD PKI ECA Digital Certificates:

Certificate Type	Features	1-year Certificate	2-year Certificate	3-year Certificate
Medium Assurance	<ul style="list-style-type: none"> - Assurance Level: Medium, identity verified by a notary - Software-based digital certificate stored within the Internet browser - Keys generated and held in FIPS 140-1/2 Level 1 or higher validated software (i.e. Internet Explorer) - Validity: 1, 2 or 3 year certificates - US Citizens or legal US Residents residing within the United States 	\$109 BUY	\$189 BUY	\$250 BUY
Medium Assurance Foreign Country	<ul style="list-style-type: none"> - Assurance Level: Medium, identity verified by Authorized DoD Employee (ADE) - Software-based digital certificate stored within the Internet browser - Keys generated and held in FIPS 140-1/2 Level 1 or higher validated software (i.e. Internet Explorer) - Validity: 1, 2 or 3 year certificates - Non-US Citizen residing in your country (click here for list of countries supported) 	\$109 BUY	\$199 BUY	\$270 BUY
		\$109 RENEW	\$189 RENEW	\$250 RENEW
		\$109 RENEW	\$199 RENEW	\$270 RENEW

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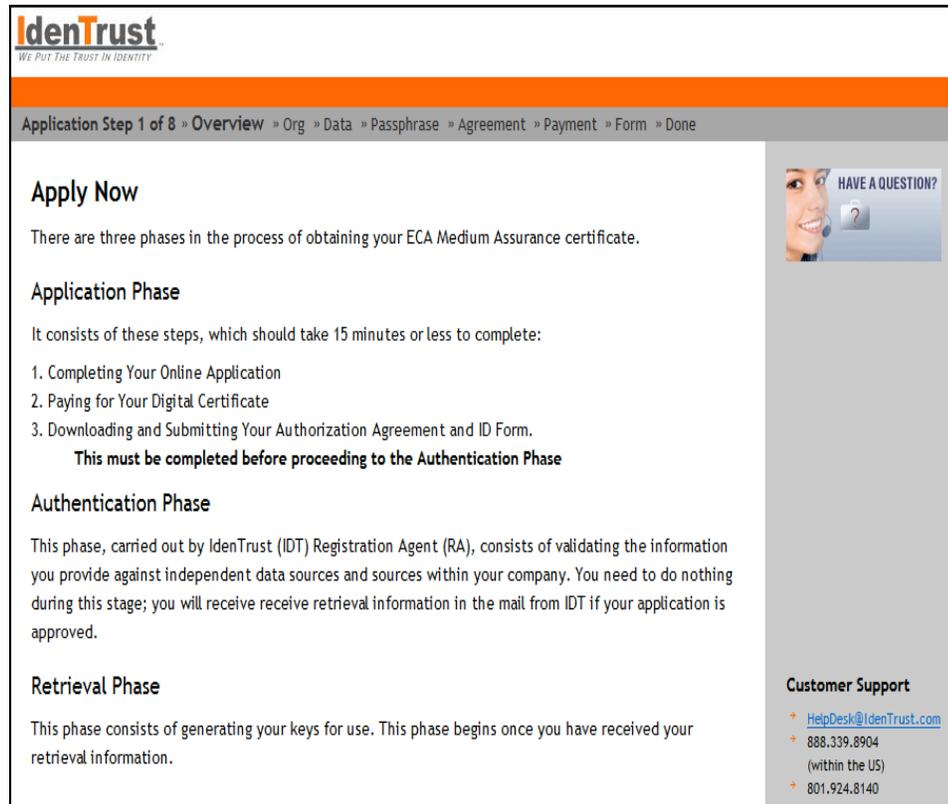
ECA CERTIFICATE PRICING

HOW TO BUY

- + ECA Medium Assurance
- + ECA Medium Assurance Foreign Country
- + ECA Medium Token Assurance Foreign Country
- + ECA Medium Token
- + ECA Medium Hardware Assurance

3. IdenTrust ECA Certificate Application Overview

This screen provides you and overview of the application process.



IdenTrust
WE PUT THE TRUST IN IDENTITY

Application Step 1 of 8 » Overview » Org » Data » Passphrase » Agreement » Payment » Form » Done

Apply Now

There are three phases in the process of obtaining your ECA Medium Assurance certificate.

Application Phase

It consists of these steps, which should take 15 minutes or less to complete:

1. Completing Your Online Application
2. Paying for Your Digital Certificate
3. Downloading and Submitting Your Authorization Agreement and ID Form.

This must be completed before proceeding to the Authentication Phase

Authentication Phase

This phase, carried out by IdenTrust (IDT) Registration Agent (RA), consists of validating the information you provide against independent data sources and sources within your company. You need to do nothing during this stage; you will receive receive retrieval information in the mail from IDT if your application is approved.

Retrieval Phase

This phase consists of generating your keys for use. This phase begins once you have received your retrieval information.

Customer Support

- ▶ HelpDesk@IdenTrust.com
- ▶ 888.339.8904 (within the US)
- ▶ 801.924.8140

4. Complete Form

Once you have completed the form you must have it notarized and sent to the address on the form.

5. Receive Mail

You should receive an email stating IdenTrust has received your application and they are reviewing. You should receive a letter in the mail in about 5-7 days with additional information on how to retrieve your ECA.

6. Retrieve and Backup Your ECA

Once you receive you letter you can retrieve, backup and import your ECA by following the provided instructions. If you need additional support, please contact the IdenTrust support staff at 1-888-339-8904 (Within US) or 1-801-924-8141 (Outside US).

Operational Research Consultants, Inc. (ORC) Instructions

Note: ORC currently requires the use of Mozilla Firefox, instead of Internet Explorer, as a browser to complete the ECA request.

1. Select “Order Certificates”

The screenshot shows the homepage of the Operational Research Consultants (ORC) External Certificate Authority (ECA). The header features the ORC logo (a red banner with 'ORC' in yellow) and 'a widepoint company' text, alongside a 'Celebrating 20 years' anniversary graphic. To the right is the 'ECA External Certificate Authority' logo in blue and red. A navigation bar below the header contains links for Home, Order Certificates, Pricing, Instructions, Policies, Contact Us, and ORC.com. The main content area is split into two columns. The left column has a blue background with the text 'ORC The trust behind your digital identity' and an image of three business professionals. The right column contains three grey buttons: 'Help Desk', 'ECA Repository', and 'Certificate Tools'. Below this is a 'News & Updates' section with a blue header. It features a red bullet point: 'Attention JPAS Users' with a sub-link 'Logon procedures update'. A 'LEARN MORE' section follows with three red bullet points: 'Why do I need an ECA Certificate?', 'Why should I buy from ORC ECA?', and 'Access information on the DoD ECA Program'. The 'ABOUT ECA' section on the left contains text stating that ORC is authorized to provide digital certificates for encryption, server authentication, domain controllers, and digital signatures. It also mentions that ORC supports medium assurance levels and offers 1 and 3-year validity periods. Finally, it lists subscribers including DoD contractors, vendors, allied partners, NATO, and other government agencies.

ORC
The trust behind
your digital identity

ECA
External Certificate Authority

Home | Order Certificates | Pricing | Instructions | Policies | Contact Us | ORC.com

Help Desk

ECA Repository

Certificate Tools

ABOUT ECA

As a U.S. Government ECA, Operational Research Consultants (ORC) is authorized to provide digital certificates for:

- Encryption to secure email and digital files;
- Server Authentication for identification of web sites and other devices;
- Domain Controllers for securing your Windows domain and Signing of Code; and
- Identification/Digital Signature for people and devices.

The ORC ECA supports medium assurance, medium token and medium-hardware assurance levels, as defined in the U.S. Government ECA Certificate Policy. ORC ECA offers 1 and 3-year validity periods on all certificate types.

ORC ECA Subscribers include DoD contractors, vendors, allied partners, North Atlantic Treaty Organization (NATO) allies, foreign nationals, members of other Government agencies and their trading partners. The use of ECA certificates are not restricted to the conducting of business with the DoD.

News & Updates

- **Attention JPAS Users**
Logon procedures update

LEARN MORE

- **Why do I need an ECA Certificate?**
- **Why should I buy from ORC ECA?**
- **Access information on the DoD ECA Program**

2. Certificate Order Process

Please select and review the instructions for specific situation. Then select “Medium Assurance Identity/Encryption Certificates”.

The screenshot shows the ECA website's 'Order Certificates' page. At the top, there are logos for ORC (a widepoint company) celebrating 20 years and ECA (External Certificate Authority). A navigation bar includes links for Home, Order Certificates, Pricing, Instructions, Policies, Contact Us, and ORC.com. The main content area is titled 'Order Certificates' and contains instructions for citizens of the United States, Great Britain, Canada, Australia, and New Zealand, as well as instructions for citizens of all other countries. It states that users should review all instructions before ordering and contact the ORC Customer Service if they need assistance. A list of certificate types is provided:

- Medium Assurance Identity/Encryption Certificates
- Medium Token Assurance Identity/Encryption Certificates
- Medium Hardware Assurance Identity/Encryption Certificates
- Server Certificates
- Domain Controller Certificates
- Mobile Code Signing Certificates

On the right side, there is a sidebar with sections: 'Help Desk', 'ECA Repository', 'Certificate Tools', 'Reminders & Tips' (with links for Windows 7/Vista Firefox browser issues and Website Security Cert Error Message), and 'Certificate Request Instructions' (with links for instructions for US, GB, CA, AU, and NZ; instructions for all other countries; and Trust CAs).

3. Certificate Info

This screen provides some additional information on the certificate. Click “Continue” to review the certificates obligations.

The screenshot shows the ECA website's 'Medium Assurance Identity/Encryption Certificates' page. At the top, there are logos for ORC (a widepoint company) celebrating 20 years and ECA (External Certificate Authority). A navigation bar includes links for Home, Order Certificates, Pricing, Instructions, Policies, Contact Us, and ORC.com. The main content area is titled 'Medium Assurance Identity/Encryption Certificates' and features a signature icon. It explains that a Medium Assurance Identity Certificate is used for authentication and non-repudiation purposes, and a Medium Assurance Encryption Certificate is used for encrypting e-mail. A 'Continue' button is located at the bottom of the main content area. On the right side, there is a sidebar with sections: 'Reminders & Tips' (with links for Windows 7/Vista Firefox browser issues and Website Security Cert Error Message), 'Certificate Request Instructions' (with links for instructions for US, GB, CA, AU, and NZ; instructions for all other countries; and Trust CAs), and 'CONTACT US' (with contact information for the ORC ECA Customer Service Team, including an email address, a link to a help request form, and the phone number 1-800-816-5548).

6. Confirmation Email

Once ORC has verified your information you will receive an email. Please follow the instructions provided. Please contact the ORC support staff if you have additional questions 1-800-816-5548.

Congratulations! Your ORC ECA-SW3 certificates have been issued.

As a holder of a digital certificate, you agree to abide by the following obligations:

- Accurately enter all the information requested.
- Protect your certificate private key.
- Only use the certificate for authorized purposes.
- If your key is compromised, report it to ORC at 1-800-816-5548

NOTE: You must import your certificate(s) into the same browser on the same computer that you generated your request from. You must also accept your certificate(s) within 30 calendar days from the date this message was sent.

PLEASE READ ALL INSTRUCTIONS CAREFULLY BEFORE IMPORTING CERTIFICATE(S)

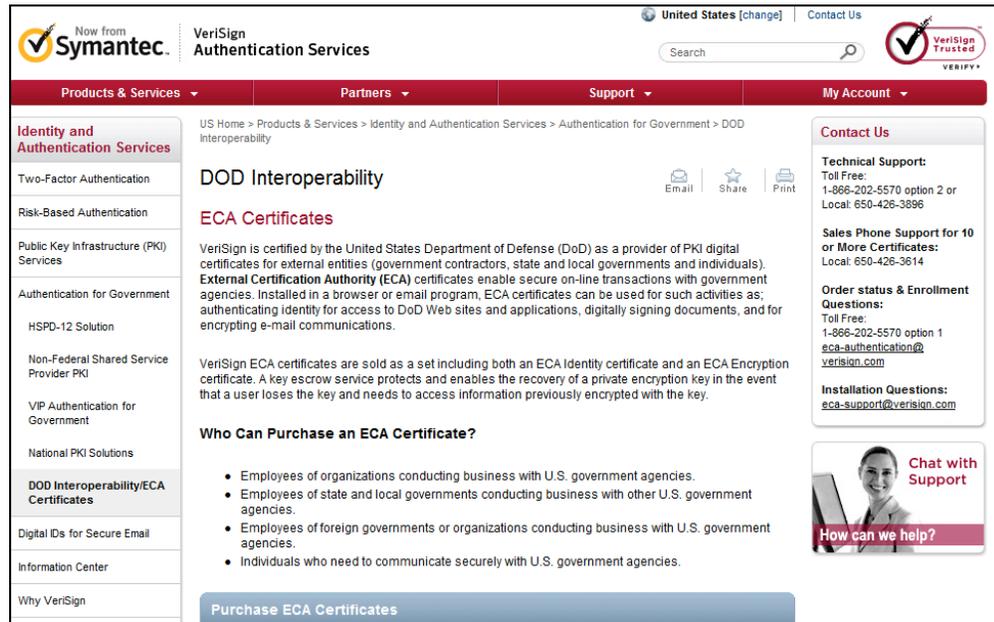
To accept your certificate(s) please perform the following steps:

1. Launch your Internet browser

VeriSign Instructions

1. VeriSign ECA Certificate page

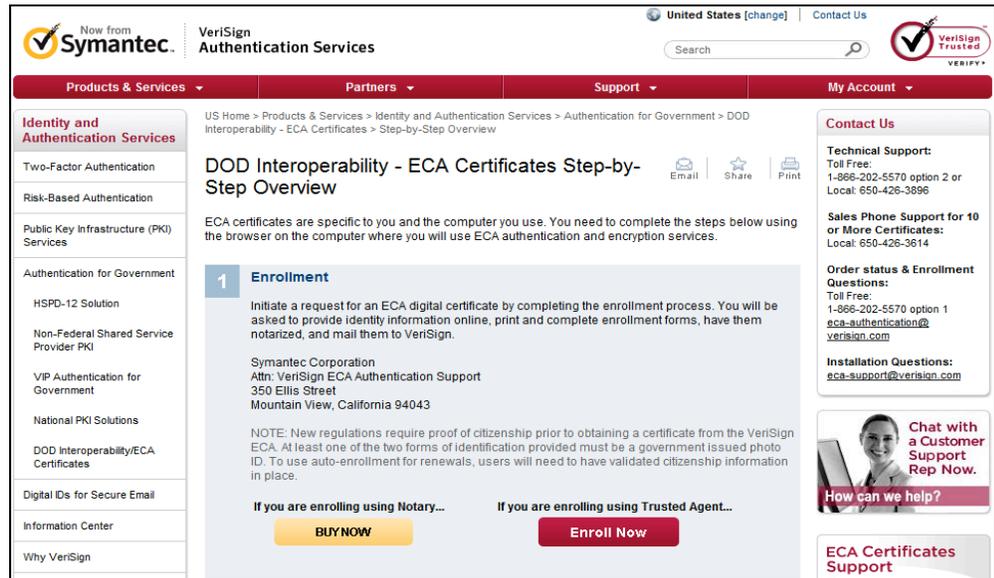
Select the Enrollment Instructions link under purchase ECA Certificates near the middle of the page.



The screenshot shows the VeriSign Authentication Services website. The page title is "DOD Interoperability" and the sub-page is "ECA Certificates". The left sidebar contains a navigation menu with items like "Two-Factor Authentication", "Risk-Based Authentication", "Public Key Infrastructure (PKI) Services", "Authentication for Government", "HSPD-12 Solution", "Non-Federal Shared Service Provider PKI", "VIP Authentication for Government", "National PKI Solutions", "DOD Interoperability/ECA Certificates", "Digital IDs for Secure Email", "Information Center", and "Why VeriSign". The main content area includes a breadcrumb trail, a search bar, and a "Purchase ECA Certificates" button. The right sidebar contains contact information for technical support, sales phone support, and order status & enrollment questions, along with a "Chat with Support" button.

2. VeriSign ECA Certificate Step-by-step

This screen outlines the step-by-step overview for obtaining the VeriSign certificate. Please click on the “BUY NOW” button.



The screenshot shows the VeriSign Authentication Services website, specifically the "DOD Interoperability - ECA Certificates Step-by-Step Overview" page. The page title is "DOD Interoperability - ECA Certificates Step-by-Step Overview". The left sidebar is the same as in the previous screenshot. The main content area includes a breadcrumb trail, a search bar, and a "BUY NOW" button. The right sidebar contains contact information for technical support, sales phone support, and order status & enrollment questions, along with a "Chat with a Customer Support Rep Now" button. The main content area also includes a "1 Enrollment" section with a "BUY NOW" button and an "Enroll Now" button.

3. VeriSign ECA Certificate Steps to Enrollment

You may want to print the steps for enrolling outlined on this screen by using the “Print” button. When finished, click the “Continue” button on the bottom of the page.

The screenshot shows the VeriSign ECA Certificate Enrollment - Individual page. At the top, there is a navigation bar with four steps: WELCOME, SUBSCRIBER INFORMATION, NOTARIZE FORM, and FINISH. The WELCOME step is currently active, indicated by a blue arrow. Below the navigation bar, the page title is "VeriSign® ECA Certificate Enrollment - Individual". The main content area is titled "Welcome" and contains the following text:

VeriSign is accredited by the U.S. Department of Defense (DoD) as an External Certification Authority (ECA)*. ECA Certificates are intended to enable secure transactions with federal, state, and local agencies. Subscribers for ECA Certificates include the following entities: individuals, employees of a business acting in the capacity of an employee, employees of state and local governments, and infrastructure components. ECA Certificates may be used for communication between subscribers or with government entities.

* Symantec Corporation acquired VeriSign's ECA operation as of August 9, 2010. All references to VeriSign in these enrollment pages are deemed to refer to Symantec.

Print these instructions: We strongly suggest printing this page prior to enrolling for your ECA Certificate. Click **Help** during enrollment to re-open these instructions.

Enrolling for an ECA Certificate includes the following steps:

Step 1. Enroll for your ECA Certificate.

- Select the appropriate enrollment method. If you are able to appear before a Trusted Agent for your organization, select *Subscriber Enrollment using Trusted Agent*. Otherwise, select *Subscriber Enrollment using Notary*. [What is a Trusted Agent?](#)
Note: If you are a U.S. citizen located outside the United States, you must select the *Subscriber Enrollment using Notary* method and use the notary services at a U.S. consular office. If you are a non-U.S. citizen residing outside of the United States, you must select the *Subscriber Enrollment using Trusted Agent* method and use the services of a DoD employee authorized to process ECA certificate enrollments in your country.
- Enter your subscriber enrollment information.
Note: The Organization name that you enter must match the legal name found in official records.
- Enter payment information. This is typically a credit card for individuals, and a Sales Order Number for enterprise members.
- Choose a challenge password.

A "Print" button is located in the top right corner of the page.

4. VeriSign ECA Certificate Subscriber Information

Please fill out the required information and accept the user agreement at the bottom of the page.

The screenshot shows the VeriSign ECA Certificate Subscriber Information page. At the top, there is a navigation bar with four steps: WELCOME, SUBSCRIBER INFORMATION, NOTARIZE FORM, and FINISH. The SUBSCRIBER INFORMATION step is currently active, indicated by a blue arrow. Below the navigation bar, the page title is "VeriSign® ECA Certificate Enrollment - Individual". The main content area is titled "Enter Subscriber Information" and contains the following text:

Fill in all the fields below and click **Submit**.

Select Enrollment Method

Subscribers who do not have access to a designated Trusted Agent for their organization must choose *Subscriber Enrollment using Notary*. Subscribers with access to a Trusted Agent within their organization, or non-US citizens with access to a designate DoD employee in their country, must select *Subscriber Enrollment using Trusted Agent*. [What is a Trusted Agent?](#)

Subscriber Enrollment using Notary
 Subscriber Enrollment using Trusted Agent

Enter ECA Certificate Subscriber Information

Enter all required information.
Note: Your Organization name must match the name found in official records. If you are enrolling as an individual without an organizational affiliation, enter "Unaffiliated" in the Organization field.

* Required Field

* First Name:	<input type="text"/>	* State/Province:	<input type="text"/>
* Last Name:	<input type="text"/>	* ZIP/Postal Code:	<input type="text"/>
Title:	<input type="text"/>	* Country:	United States <input type="text"/>
* Organization:	<input type="text"/>	* Telephone:	<input type="text"/>
DUNS Number:	<input type="text"/>	Ext:	<input type="text"/>
* Address1:	<input type="text"/>	Fax:	<input type="text"/>
Address2:	<input type="text"/>	* Email:	<input type="text"/>

5. Completed Form

Once you have completed the form you must have it notarized and sent to the address on the form.

6. Retrieve Certificate

This section will be updated as we finalize the VeriSign process. If you need additional support please call VeriSign support 1-866-202-5570 option 2.

