



SSL Partner Center: How to Place a New Order / Renewal.

In order to receive a new or renew an existing digital certificate for your website you will have to process an order. During this process you will always be required to generate a new Certificate Signing Request (CSR) from the server or application running the website. This is typically done by someone within your organization that has access to those systems.

It is recommended that you generate the CSR first before processing the order as you cannot submit the order for the NewCert/Renewal without it.

The SSL Support Desk features many articles for various systems in CSR creation: [CSR Generation Instructions](#)

In order to start Process New Certificate / Renewal log into your SSL Partner Center at www.SSLPartnerCenter.com

Step 1: Processing New Certificate / Renewal (Enrolling Certificate):

1. On the left pane under Dashboard, click Process New Certificate / Renewal.

The screenshot shows the SSL Partner Center dashboard. On the left, a dark blue sidebar contains a 'Dashboard' menu with a sub-item 'Process New Certificate / Renewal' highlighted by a red rectangular box. Other menu items include 'Manage Order(s)', 'Reports', 'User Management', 'Account Settings', and 'Support'. The main content area has a dark blue header with the Acmetek logo and the text 'Welcome to the SSL Partner Center!'. Below the header are four orange boxes showing order statistics: '26 All Order', '25 Completed Order', '1 Pending Order', and '0 Cancelled Order'. A notification banner with a megaphone icon states: 'Symantec and Thawte will no longer be offering individual Code Signing Certificates. As of January 23, 2017, Symantec and Thawte will no longer be offering Code Signing Certificates for individual developers. View Details'. At the bottom, there is a 'Recent Orders' section with a search bar.

2. Under the **Process a New Certificate/Renewal** place an order against any of your active contacts.
3. **Note:** You may have to change the **Display Filter** or **Select Contract** drop downs if you have multiple valid contracts in order to place an order to Process a NewCert /Renewal.

4. Click **Enroll Certificate**.

Welcome to the SSL Partner Center!

Process a New Certificate / Renewal

You can place orders against any of your open contracts on this page. To terminate a contract, please contact your account manager or administrator.

Display Filter: Active Contracts Only

Select Contract: BLK003944

Contract Type: Bulk Contract Date: 01/13/2016 Contract End: 07/13/2017

Total Units: 250 Balance Units: 249

Product Name	Validity	Brand	No of Units	Orders placed	
True BusinessID	1	GeoTrust	50	0	Enroll Certificate
RapidSSL	1	RapidSSL	50	0	Enroll Certificate
RapidSSL Wildcard	1	RapidSSL	50	0	Enroll Certificate
Secure Site Pro	1	Symantec	50	0	Enroll Certificate
Secure Site Wildcard	1	Symantec	50	1	Enroll Certificate

Step 2: Order Wizard:

1. In **Order Wizard Step 1 of 5: Cert Info - Provide your certificate details:** Select the following.

Note: Depending on your contract type or product some of these options may be grayed out as they have already been specified when your contract was first set up.

1. **Validity:**

Max Validity you want for this certificate.

2. **Renewal:**

If this is a renewal of a certificate authentication will be able to process the new renewal order faster.

Note: If the certificate was previously enrolled through Acmetek this feature will automatically find your previously issued certificate and mark it as a renewal.

Note: If you get a warning about the “Domain not eligible for renewal...” when clicking Continue it is because the FQDN in the CSR does not correspond to an existing order in Acmetek’s systems. See [SSL Partner Center: Warning – Renewal Failure: Domain ineligible for renewal](#) for more info.

3. **Remarks:**

(optional) State any information that will help our authentication team in validation.

4. **No. of Servers:**

This option is only applicable to certain SSL products.

Note: Symantec Certificate products require a license to be added to any system where the certificate is physically running on. Does not apply to Geotrust, Thawte, RapidSSL, DigiCert, etc.. products.

5. Click **Continue**.

Order Wizard - Step 1 to 5

CERT INFO CSR INFO CSR CHECK ORG INFO CONFIRM **ORDER SUMMARY**

Provide your certificate details

Validity 1 Year(s)
 2 Year(s)
 3 Year(s)

Renewal Yes
 No

Do you have a competitor certificate? Yes
 No

Special Instructions

Please provide any additional information to Symantec about this order.

CONTINUE

ORDER SUMMARY

Contact Name:
BLK003944

Product:
True BusinessID

Organization Name:

Validity:
1 Year(s)

No. of Licenses:
Unlimited

Cost:
N/A

Total: 1 unit(s)

2. In **Order Wizard Step 2 of 5: CSR Info - Provide your CSR details:**

Perform the following.

1. **CSR:**

Copy and paste the entire CSR code into the provided Field.

2. **Encryption Algorithm:**

For best browser compatibility keep as default.

3. **Server Type:**

This option may/may-not be present depending on the product. Certain servers will require the SSL certificate to be issued in certain formats for installation. If present your option can be the following depending on the certificate product type. Either way you can pick up either format within the portal after the order has been issued.

- **Microsoft IIS** (pkcs7 type: .p7b)
- **Other** (x509 type: .cer, .pem, .crt)

4. Click **Continue**.

3. In **Order Wizard Step 3 of 5: CSR Details:**

You will confirm the information that the Wizard has pulled from the CSR. If the information is not correct then you will have to regenerate a new CSR before submitting the order.

1. **Domain Name**
2. **Organization**
3. **Organization Unit**
4. **Country**
5. **Additional Domains:**

Depending on the certificate product type you are enrolling for you may have the option to add additional Subject Alternative Names (SANs) to be listed on this one certificate order.

Note: Sometimes the option to add might be grayed out due to contract restraints.

- Click **Add Domain** to be able to specify and add any subsequent domains you want to add to this certificate order.

6. Click **Continue**.

Order Wizard - Step 3 to 5

Progress: Certificate info (checked), CSR info (checked), **3** (CSR Check), 4 (ORG Info), 5 (Confirm)

CSR Details:

Domain Name	[Redacted]
Organization	[Redacted]
Organization Unit	[Redacted]
Country	[Redacted]

Additional Domains:

Domain #1

[Add Domain](#)

Buttons: BACK, CONTINUE

ORDER SUMMARY:

- Contact Name: BLK004098
- Product: Secure Site
- Organization Name: Acmetek Global Solutions Inc.
- Validity: 1 Year(s)
- No. of Licenses: 1
- Cost: N/A

Total: 1 unit(s)

4. In **Order Wizard Step 4 of 5 Org Info:**

Enter the legal information regarding the following:

Note: Make sure the information is as accurate as possible to your company's corporate headquarters. Authentication will review this information in order to audit and issue the certificate product.

1. **Organization Details**
2. **Organizational Contact**
3. **Technical Contact**

Note: The technical contact will be able to access the certificate order's User Portal and can perform the following. Reissue/Replace, Manage Certificate Features and Download the Certificate/Intermediates

Note: It is sometimes recommended to have a queue based email for the technical contact. Just in case any or both Admin/Tech contact leaves the company and a replacement technical contact will need to perform a reissue for any technical reason.

4. Click **Continue**.

Order Wizard - Step 4 to 5

✓ CERT INFO ✓ CSR INFO ✓ CSR CHECK ORG INFO CONFIRM

Organization Details

Organization Name *

Please provide the Legal Name

Address Line1 * Address Line2

City * Country *

State / Province / Region * Zip / Postal Code *

Phone Number *

Copy organization details * Copy admin details *

ORDER SUMMARY

Contact Name:
BLK003944

Product:
True BusinessID

Organization Name:

Validity:
1 Year(s)

No. of Licenses:
Unlimited

Cost:
N/A

No. of Additional Domains:
0

Additional Domain Cost:
N/A

Total: 1 unit(s)

5. In **Order Wizard Step 5 of 5: Confirm:**

Confirm all the information on the order before submitting. Any last minute changes such as adding or changing domains can be modified here.

1. Click **Submit** to submit your certificate enrollment.

Order Wizard - Step 5 to 5

CERT INFO ✓ CSR INFO ✓ CSR CHECK ✓ ORG INFO ✓ CONFIRM

ORDER SUMMARY

Contact Name:
BLK003944

Product:
True BusinessID

Organization Name:

Validity:
1 Year(s)

No. of Licenses:
Unlimited

Cost:
N/A

No. of Additional Domains:
0

Certificate Info

Validity	Year(s)
Renewal	No
Do have competitor certificate?	No

[Edit](#)

CSR Details

CSR Domain	enrollmenttest.acmetek.com
Server Type	Others
Encryption	SHA2-256
Additional Domains	

[Edit](#)

Congrats you have placed your order for a New Certificate/Renewal in your SSL Partner Center!

Step 3: What happens now?

- After submission you will receive a confirmation message that your order for the NewCert/Renewal has been placed and given an order number. You can then view the order details and status within the portal.
- What's Authentication doing?
 1. Authentication will review the order, audit the organization/domain and reach out to the orders contacts.
 2. Depending on the product, issuance of the certificate will vary. Typically renewals are issued faster than new certificate order enrollments if all the information on the order is the same as past orders found on file.

3. For SSL Certificates a Domain Approval Email will be sent out to the Whois on file.

Order Domain Auth Information - Order ID:12345678

Approval of your certificate request

The Certificate Order service relies upon the Subscriber or the subscriber authorized administrator to approve all certificate requests for all hosts in the domain. We'll send an email to the domain contact in the domain's WHOIS record of each domain listed in your certificate information. To validate control of the domain, the owner of domain or an authorized representative must approve the request.

[View All Subdomain\(s\) for this order](#)

▼ **example.com** Verification status  pending

[View subdomains in your order](#) No of Subdomains: 1

Select one email address where you want to resend the request.

Pre-approved email addresses

bbtjllbrv@whoisprivacyprotect.com

Pre-approved email addresses for the base level domain

admin@example.com

administrator@example.com

hostmaster@example.com

webmaster@example.com

postmaster@example.com

Pre-approved email addresses for the first level sub-domain

admin@ess.example.com

administrator@ess.example.com

hostmaster@ess.example.com

webmaster@ess.example.com

4. The faster you respond to any correspondence or calls sent to you by Authentication the faster you may receive your SSL Certificate.
 - (DV) Domain Validated products: 1 day
 - (OV) Organization Validated products: 1-4 days
 - (EV) Extended Validated products: 3-7 days
- After authentication has audited the information and performed their checks the technical contact will receive an email regarding the products issuance and installation.

Thank you for placing your order in the **SSL Partner Center** powered by [Acmetek](#).

If you have any questions, please feel free to contact us.

Our SSL Solution specialists can evaluate your website, email servers, internal servers and tell you how to effectively manage SSL needs.

Within your SSL Partner Center Dashboard, click **Support > Submit a Ticket**.
