



The [SSL Partner Center](https://www.SSLPartnerCenter.com) is Acmetek's easy to use PKI portal geared with maximum functionality for clients to manage their own PKI.

In this guide, you will discover:

- *Some of the major important highlights*
- *Simple to use "How-to" instructions*

The SSL Partner Center is a new age of MPKI support geared for maximum functionality to manage your PKI needs. Your login account gateway to the SSL PARTNER CENTER is located at www.SSLPartnerCenter.com

A screenshot of the SSL PARTNER CENTER login page. The page has a dark blue background with an orange header bar containing the text "SSL PARTNER CENTER". Below the header, the text "SIGN IN" is centered. There are two input fields: "Username or Email id" with a person icon and "Password" with a key icon. Below the password field is a checkbox labeled "Remember me?". At the bottom, there is an orange "LOGIN" button and a link for "Forgot your password?".

Once you log into your account using your User Name and Password you will be in the main Dashboard of the SSL Partner Center this is where you will interact with the portal and perform various functions.

Some of the major important highlights are:

All main functionality can be found on the left hand side of the portal under the Dashboard.

- **Process New Certificate / Renewal:**
This is where you will enroll for new certificate, or renew expiring ones.
- **Actions Required:**
This is a temporary feature that will only appear if Actions within the portal will need to be taken by the accounts users.

- **Manage Orders:**
This is where you can Replace/Re-issue certificates, View Certificate Information, Download Certificates, *Revoke Certificates, *Cancel Certificates.
- **Reports/Search:**
This is where you can create detailed reports based on different criteria. Your contracts will be found here.
- **User Management:**
This is for super admin users that manage multiple users for their accounts.
Note: This is only available for super admin users.
- **Account Settings:**
This is where you can update your profile or change your password.
- **Support:**
This is where you can submit a support ticket depending on the issue.
- **Other Highlights:**
Quick links that go directly to..
 - Report generation
 - Order detail
 - Resources support links to the SSL Support Desk.

Welcome to the SSL Partner Center!

Powered by Acmetek

Dashboard

Process New Certificate / Renewal

Action Required - ReIssue(s) by March

Action Required - ReIssue(s) by Sept

Manage Order(s) ▾

Reports / Search ▾

User Management

Account Settings ▾

Support ▾

Site Feedback

Order Import

SSL ANSWERS SUPPORT DESK

443 All Order

307 Completed Order

98 Pending Order

18 Cancelled Order

Clickable fast report generators

Magnifying Glass will give you the details of the order.

Recent Orders

Order Id	Ordered	Product	Common Name	Status
12210713	03/27/2018	Standard SSL	www.acmetek.com	Waiting for Certificate Generation/Vetting
2604062	04/09/2018	SSL123	www.acmetek.com	Waiting for Certificate Generation/Vetting
2761686	03/28/2018	Standard SSL	www.acmetek.com	Waiting for Certificate Generation/Vetting
2761690	03/28/2018	Wildcard SSL	*.wildcard.com	Waiting for Certificate Generation/Vetting
2761696	03/28/2018	Multi-Domain SSL	www.acmetek.com	Waiting for Certificate Generation/Vetting

Quick highlight orders will show you your most recent orders and on the spot reports

Filter Orders By Status: Completed

Order Id	Ordered	Product	Common Name	Expire(s)
2536177	12/06/2017	Secure Site	www.ssldesk.com	
2534469	12/03/2017	RapidSSL	www.acmetek.com	
2534464	12/03/2017	Secure Site Pro	www.acmetek.com	
2502164	10/17/2017	Secure Site	www.acmetek.com	
2502081	10/17/2017	Secure Site EV	www.acmetek.com	
2501219	10/16/2017	Secure Site	www.ssldesk.com	10/23/2017
2501195	10/16/2017	Secure Site Pro	www.ssldesk.com	10/23/2017

Links to the SSL Support Desk. Support Site regarding all things SSL - Website & Network Security

Resources

SSL Support Desk

- How to Enroll For Your Certificate Order
- CSR Generation Instructions
- SSL Installation Instructions
- Intermediate Certificates
- SSL Tools & Troubleshooting
- Backup/Export (How to move) an SSL certificate

Need more help? [Click Here](#)

Appendix "How To" Instructions for the SSL Partner Center:

- [How to Place a New Order / Renewal?](#)
- [How to Make a Report - Search for an Order?](#)
- [How to Reissue / Replace?](#)
- [How to Cancel an Order?](#)
- [How to Update your Profile or Change your Password?](#)
- [How to Download Your Server Certificate & Intermediates?](#)
- [How to Manage User Management functions?](#)
- [How to Add New User to Your SSL Partner Center?](#)
- [How to Manage Existing Users?](#)
- [How to Revoke \(Deny\) Login Privileges?](#)

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.

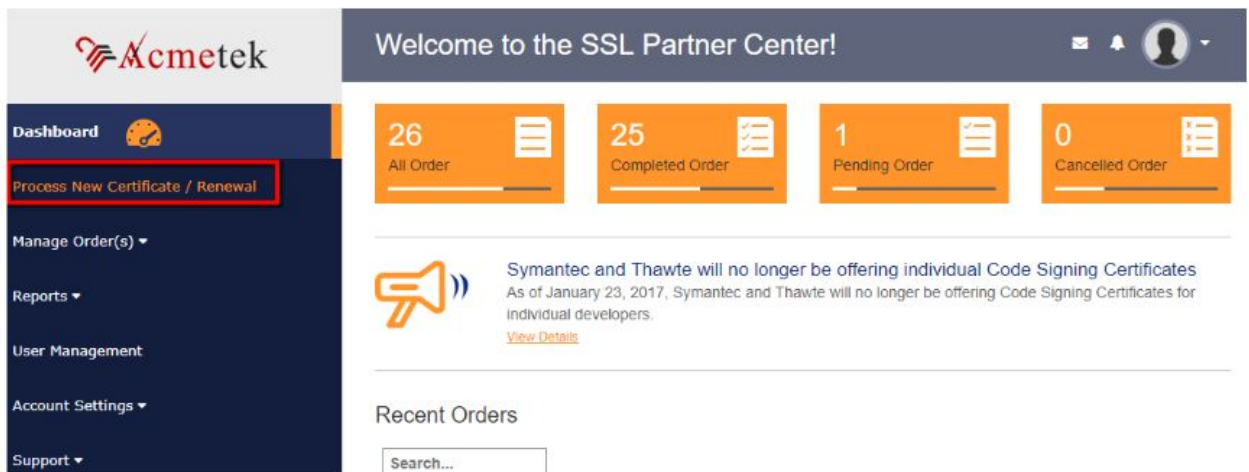
It is recommended that you generate the CSR first before processing the order as you cannot submit the order for the NewCert/Renewal without it.

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.



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**.

Product Name	Validity	Brand	No of Units	Orders placed	Enroll Certificate
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**.

Order Wizard - Step 2 to 5

CERT INFO CSR INFO CSR CHECK ORG INFO CONFIRM

Provide your CSR details

After generating your server's Certificate Signing Request(CSR), paste the CSR in the form below.
Please make sure that it contains the complete header and footer
---BEGIN NEW CERTIFICATE REQUEST---" and "----END NEW CERTIFICATE REQUEST----" lines exactly.

CSR* ?

CSR Help
Example CSR

Top 5 CSR instructions

- Microsoft Systems
- Apache Http openssl
- Tomcat
- F5 Big IP
- Plesk 12.x

For all other CSR instructions?

Encryption Algorithm* SHA2 with a 256-bit Digest

BACK 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)

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 (✓), CSR Info (✓), **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](#)

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

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](#)

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

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

bbtjflbrv@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

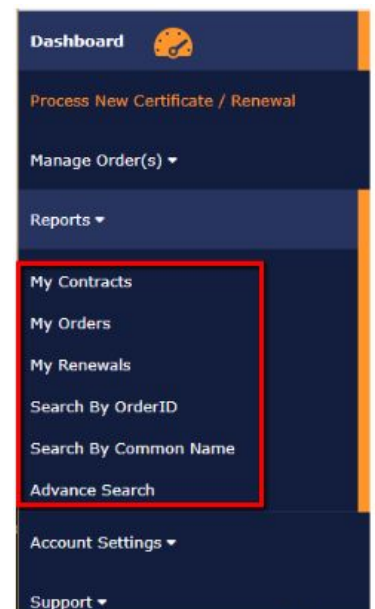
- After authentication has audited the information and performed their checks the technical contact will receive an email regarding the products issuance and installation.

How to Make a Report - Search for an Order?

Report creation in the SSL Partner center is easy. Simply click on Reports. After you have searched through the various report generation options simply click Print, PDF, CSV located above your pulled up search results.

Contract Name	Contract Type	Start Date	End Date	Units	Unit left	
Reg004107	Regular	4/20/2017	4/20/2018	1	0	Orders
Reg004100	Regular	3/29/2017	3/29/2018	11	11	Orders
Reg004101	Regular	3/29/2017	3/29/2018	11	11	Orders
Reg004102	Regular	3/29/2017	3/29/2018	11	11	Orders
Reg004103	Regular	3/29/2017	3/29/2018	11	11	Orders
Reg004104	Regular	3/29/2017	3/29/2018	11	11	Orders
Reg004105	Regular	3/29/2017	3/29/2018	11	10	Orders
BLK004098	Bulk	3/9/2017	3/9/2018	2	1	Orders
BLK004099	Bulk	3/9/2017	3/9/2018	1	-1	Orders
BLK004097	Bulk	2/24/2017	2/24/2018	6	6	Orders

1. On the left pane under Dashboard, Click on **Reports**.
Under reports you will find the following:
 1. **My Contracts:**
Builds a report of Contracts Associated with your Profile/Account.
 2. **My Orders:**
Builds a report of certificate enrollment orders placed.
 3. **My Renewals:**
Builds a report of upcoming certificates about to expire.
 4. **Search:**
Build a report from various search functions.



5. Advanced Search:

Through Advanced Search you will have a variety of options to build a report from.

1. Click **Advanced Search**.
2. Specify the **Order Date** range.
3. **Order ID**.
4. **Product Type**.

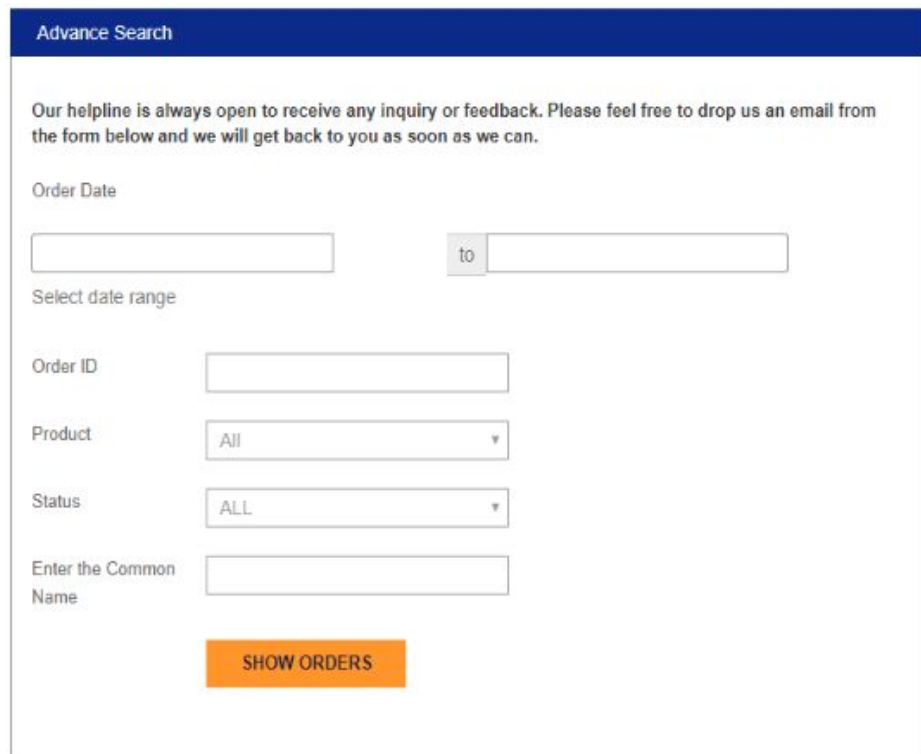
A drop down list off all available certificate products from your account to choose from.

5. Status.

A drop down menu with the following options:

- **All**
- **Active**
- **Complete**
- **Pending**
- **Canceled**

6. Click **Show Orders**.



The screenshot shows a web form titled "Advance Search" with a blue header. Below the header is a message: "Our helpline is always open to receive any inquiry or feedback. Please feel free to drop us an email from the form below and we will get back to you as soon as we can." The form contains several input fields: "Order Date" with two text boxes and a "to" label; "Select date range" with a dropdown arrow; "Order ID" with a text box; "Product" with a dropdown menu showing "All"; "Status" with a dropdown menu showing "ALL"; and "Enter the Common Name" with a text box. At the bottom of the form is an orange button labeled "SHOW ORDERS".

Once you have gotten your search results in the upper left you will find the following options **Print**, download a **PDF**, download **CSV** spreadsheet. You can also click on your individual orders to see that orders details.

How to Reissue / Replace?

Sometimes you may need to Replace / Reissue your web server certificate due to a technical issue, a special circumstance, or you have an environment where you need to use multiple keypairs. A Replace / Reissue of your web server certificate will not void your previously issued certificate on the order nor extend its validity.

If you need to revoke a certificate due to a key compromise then please submit a Revocation Request under **Manage Order(s) > Revoke Certificate** within your SSL Partner Center.

Note: You will be required to Submit a CSR for this replacement. Instructions on CSR generation can be found here if necessary. [CSR Generation Instructions \(All Systems\)](#)

Note: When generating your new CSR to perform this replacement the information on the CSR such as the Common Name (CN) must be the same as the original certificate on the order.

- Typically a replacement of a certificate may take up to a couple of hours depending on the level of its verification for the new one to be reissued.
- The Reissue option can always be found under Certificate Options when looking at the details of your certificate order.

There are two options you can Reissue your Webserver certificate. To Reissue your certificate choose from one of the following options.

Option 1: Through Manage Order(s) Reissue / Replace option:

1. On the left pane under Dashboard click **Manage Order(s)**.
2. Click **Replace / Re-Issue Certificate**.
3. Under Search by Common Name specify the Common Name for the order/certificate in question.

4. Click **Submit**.

The image shows a web dashboard interface. On the left is a dark blue sidebar with a 'Dashboard' header and a gear icon. Below it are several menu items: 'Process: New Certificate / Renewal', 'Manage Order(s) ▾', 'Replace / Re-Issue Certificate', 'View Certificate Information', 'Download Certificate', 'Revoke Certificate', 'Cancel Certificate', and 'Reports ▾'. The 'Manage Order(s) ▾' and 'Replace / Re-Issue Certificate' items are highlighted with red boxes. To the right of the sidebar is a white search form titled 'Search By Common Name'. The form contains the text 'Fill in the common name to begin.', a label 'Enter the Common Name' next to an empty text input field, and an orange 'SUBMIT' button below the input field.

5. A list of orders with the common name will appear. Click the order number for the certificate you would like to perform the reissue for.
6. Under the Certificate Options tab, click on **Reissue** to initiate the replace process.

Option 2: Through reports:

1. On the left pane under Dashboard, Click on **Reports**.
2. Under reports you will find the following:
 - **Search by OrderID.**
Searches an order based on order number.
Note: Searches by order number will automatically bring up its order details.
 - **Search By Common Name.**
Searches an order based on common name.
 - **Advanced Search.**
Search from a variety of criteria.
3. Specify the required information to get your order.
4. Once you have found your order click on its order ID to pull up its details,
5. Click **Certificate Options**.
6. Click **Reissue** to initiate the replace Wizard.

Step by Step Process on Reissuing Your SSL Certificate Order:

1. Under CSR info, Copy and Paste the contents of your CSR into the CSR field provided.

2. Click **Continue**.

The screenshot shows a web interface with three tabs: 'CSR INFO', 'CSR CHECK', and 'CONFIRM'. The 'CSR INFO' tab is active, indicated by an orange bar. Below the tabs, the heading 'Provide your CSR details' is followed by instructions: 'After generating your server's Certificate Signing Request(CSR), paste the CSR in the below. Please make sure that it contains the complete header and footer' and '---BEGIN NEW CERTIFICATE REQUEST---' and '---END NEW CERTIFICATE REQUEST---' lines exactly'. A large text area labeled 'CSR*' is provided for pasting the CSR. Below this, the 'Encryption Algorithm*' is set to 'SHA-256 with RSA or DSA and'. At the bottom, there are 'CANCEL' and 'CONTINUE' buttons.

3. The system will check to insure that you are submitting a valid CSR.

4. Under Check CSR, you will see the information that the system has pulled from the CSR you have provided.

Note: If The CSR Common Name does not match to that on the order you will have to regenerate a new CSR so that the information is the same.

5. Click the **Send Reissue Email To** drop down, and select one of the options provided.

6. Click **Continue**.

The screenshot shows the 'CSR CHECK' step. A green checkmark icon is visible in the top left. The tabs 'CSR INFO', 'CSR CHECK', and 'CONFIRM' are shown, with 'CSR CHECK' being the active tab. Under 'CSR Details:', there is a table with the following information:

Common Name :	test.acmetek.com
Organization :	Acmetek
Organization Unit :	IT
Country :	US

Below the table, there is a 'Send Reissue email to*' dropdown menu with the value 'TechContact@domain.com'. At the bottom, there are 'BACK' and 'CONTINUE' buttons.

7. In the last Step of the replacement you will be able to confirm the replacement details. Depending on your certificate product you may have options to make edits to SANS.
8. Click **Submit**.

CSR Details	
CSR Domain	test.acmetek.com
Server Type	
Encryption	SHA-256 with RSA or DSA and SHA-1 root
Additional Domains	
Send Reissue email to	TechContact@domain.com

[Edit](#)

By placing this order, you agree to this [USER AGREEMENT](#)

[BACK](#) [SUBMIT](#)

You will receive confirmation that your Reissue request has been Submitted Successfully. You will be then sent back to the Certificate Info portion of the order and will see Certificate Status: Pending Reissue.

What Happens Now?

After submission you will receive a confirmation message that your Request for the reissue has been placed. You can then view the order details and status within the portal.

Typically a replacement of a certificate may take up to a couple of hours depending on the level of its verification for the new one to be reissued.

After the reissue is complete the selected contact will receive a notification email that the replacement order has been issued. This will contain the certificate that you can then install on the system where the CSR was generated. Likewise you can pick up your NEW Reissued certificate within your SSL Partner Center under the orders **Download Certificate** option once the status has gone from **Pending Reissue** to **Active**.

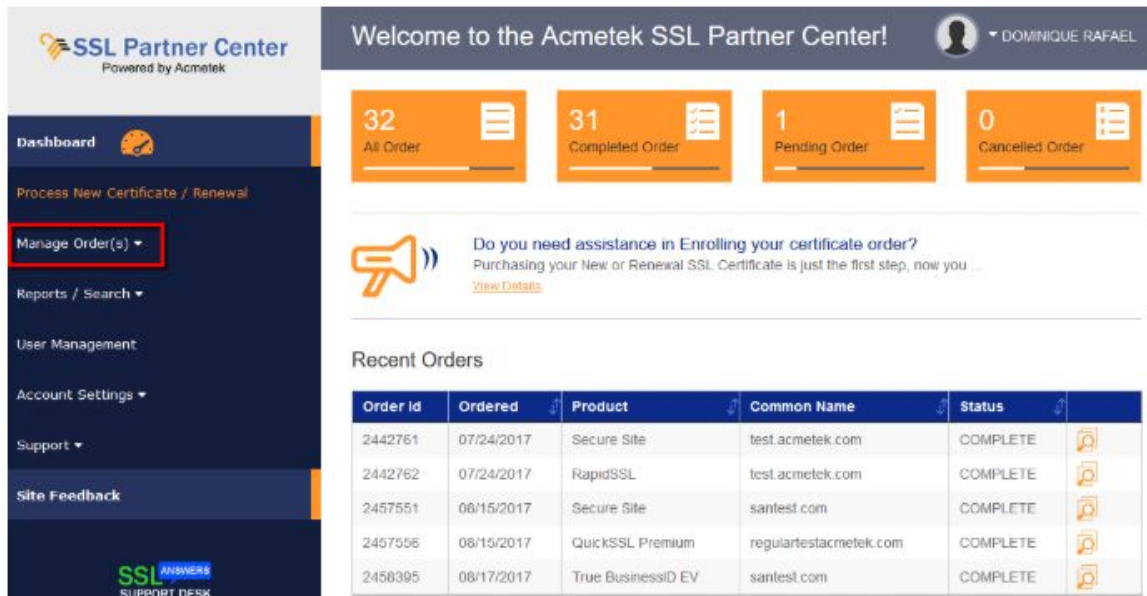
The Start Date of the Order Info will be older than the Certificate Info of a reissued certificate.

How to Cancel an Order?

If you placed a certificate out of error within 30 days from when the order is placed you can submit a request to cancel the order placed in error and receive a refund to its contract.

To cancel an order within the SSL Partner Center perform the following:

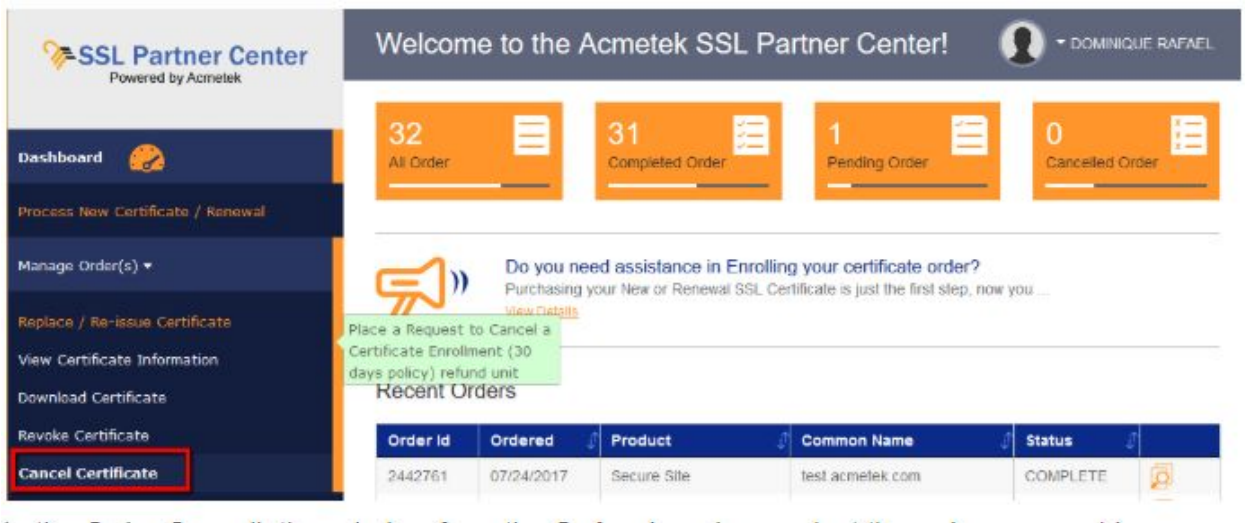
1. Under the SSL Partner Center Dashboard click **Manage Orders**.



The screenshot shows the SSL Partner Center dashboard. The left sidebar contains a navigation menu with the following items: Dashboard, Process New Certificate / Renewal, Manage Order(s) (highlighted with a red box), Reports / Search, User Management, Account Settings, Support, and Site Feedback. The main content area displays a welcome message, a summary of order counts (32 All Order, 31 Completed Order, 1 Pending Order, 0 Cancelled Order), a notification about assistance in enrolling, and a table of recent orders.

Order Id	Ordered	Product	Common Name	Status
2442761	07/24/2017	Secure Site	test.acmetek.com	COMPLETE
2442762	07/24/2017	RapidSSL	test.acmetek.com	COMPLETE
2457551	08/15/2017	Secure Site	santest.com	COMPLETE
2457556	08/16/2017	QuickSSL Premium	regularstestacmetek.com	COMPLETE
2456395	08/17/2017	True BusinessID EV	santest.com	COMPLETE

2. Click **Cancel Certificate**.



The screenshot shows the SSL Partner Center dashboard with the 'Cancel Certificate' menu item highlighted in red in the left sidebar. A green callout box points to the 'Cancel Certificate' option with the text: 'Place a Request to Cancel a Certificate Enrollment (30 days policy) refund unit'. The main content area is identical to the previous screenshot, showing the dashboard overview and the 'Recent Orders' table.

3. In the Order Cancellation window from the **Order** drop down select the order you would like to cancel.
4. Within the Reason field specify any reason regarding the cancellation of this order.

5. Click **Submit**.

Order Cancellation

If you placed a certificate order out of error within 30 days from when the order is placed you can submit a request to cancel the order placed in error and receive a refund to its contract.

Order*

Reason*

SUBMIT

Allow up to 5 minutes for the units to be refunded to its respective contract.

If this is outside the 30 days of the certificates order issuance or you have any order related questions submit a support request by filling out the form within the SSL Partner Center. Under the Dashboard go to **Support > Submit A Ticket > Related to "Order Support"**

How to Update Your Profile or Change Your Password?

To update your profile or change your password perform the following:

1. On the left pane under Dashboard, Click **Account Settings**.

Date	OrderID / Domain	Product Name	Expire	Status	Price	Cancel	View
9/9/2014	ID 142584455	RapidSSL	10/9/2014	Pending	\$0.00	Cancel	View
5/11/2014	ID 142584455	RapidSSL	10/9/2014	Pending	\$0.00	Cancel	View

To update your account information:

Here you will be able to update your profile information which will help for a more streamlined process when placing orders/renewals.

1. Click **Update Profile**.
2. After updating your information Click **Submit**.

To change your account password:

Minimum requirement is 6 characters.

1. Click **Change Password**.
 2. Under **Old password** specify your old password.
 3. Under **New Password** Specify a new password
 4. Under **Confirm Password** re enter your desired New Password.
 5. Click **CHANGE PASSWORD**.
-

How to Download Your SSL Certificate & Intermediates?

To download your Certificate and any Intermediates you may need can be found in the **Download Certificate** tab under the certificates Order Details.

Note: In conjunction with downloading your certificate from the SSL Partner Center your web server certificate will typically be within the body or attached to your Orders Issuance email.

To get to the Download Certificate tab you will have to look up the details of your certificate order. You can do this by either of the following.

- On the main page under Recent Orders you can click on the magnifying icon to pull up the orders details.

Welcome to the Acmetek SSL Partner Center!

36
All Order

34
Completed Order

2
Pending Order

0
Cancelled Order

Recent Orders

Order Id	Ordered	Product	Common Name	Status	
2458395	08/17/2017	True BusinessID EV	santest.com	COMPLETE	
2501219	10/17/2017	Secure Site	www.ssldesk.com	COMPLETE	
2502164	10/18/2017	Secure Site	www.ssldesk.com	COMPLETE	
2536177	12/07/2017	Secure Site	www.ssldesk.com	COMPLETE	
2558382	01/15/2018	Secure Site EV	testing.acmetek.com	Waiting for Certificate Generation/Vetting	

Filter Orders By Status Completed

Order Id	Ordered	Product	Common Name	Expire(s)	
2536177	12/06/2017	Secure Site	www.ssldesk.com		
2502164	10/17/2017	Secure Site	www.ssldesk.com	10/24/2017	
2501219	10/16/2017	Secure Site	www.ssldesk.com	10/23/2017	
2458395	08/16/2017	True BusinessID EV	santest.com	09/03/2017	
2457556	08/14/2017	QuickSSL Premium	regulartestacmetek.com		
2457551	08/14/2017	Secure Site	santest.com		
2442762	07/23/2017	RapidSSL	test.acmetek.com		
2442761	07/23/2017	Secure Site	test.acmetek.com		

Resources

- SSL Support Desk
- [How to Enroll For Your Certificate Order](#)
 - [CSR Generation Instructions](#)
 - [SSL Installation Instructions](#)
 - [Intermediate Certificates](#)
 - [SSL Tools & Troubleshooting](#)
 - [Backup/Export \(How to move\) an SSL certificate](#)

- After performing a search of your order under Reports/Search click on the order number to your certificate.

SEARCH RESULTS Print PDF CSV

10 entries Search:

OrderID	Ordered	Product	Domain Name	Status	Renewal	Start Date	End Date
2159761	03/24/2016	Secure Site	xyzcorp.com	COMPLETE	No	03/24/2017	03/24/2017
1998041	06/08/2015	Secure Site	testcsr.com	COMPLETE	No	06/08/2016	06/08/2016

Showing 1 to 10 of 20 entries < 1 2 >

Downloading your Certificate:

Note: You will Never receive a Private key from the SSL Partner Center or any Certificate Authority. Acmetek and All Certificate Authorities will only provide you with your SSL Certificate (public Key) and any Intermediate CA certificates. Private keys are left on the system or application where the CSR for the certificate was originally created.

1. Once you have the details of your order up click on the **Download Certificate** tab.

Order Number :	2458395
Product Name	GeoTrust - True BusinessID EV
Common Name	santest.com

CERTIFICATE INFO	CONTACT DETAILS	CERTIFICATE OPTIONS	DOWNLOAD CERTIFICATE
Formats :		Certificate (Certificate Key Size=2048)	
X509 Format(.cer,.crt,.pem) :		View Certificate	Download Certificate
PKCS7 Format (.p7b) :		View Certificate	Download Certificate
Formats		Intermediate Certificate(s)	
Additional Certificates. Must be installed with your x509 Format certificate (Root Optional System dependant)		View Certificate	Download Certificate

2. In this tab you have the following Formats:
The format you require will depend on the server system you generate the CSR from.
Should you need installation instructions visit [SSL Support Desk - SSL Installation](#)
 - **x509 Format (.cer, .crt, .pem):**
This format is for Other or Apache type systems that use separate certificate files. You will also have to download the Intermediate Certificate(s) if you use this format type.
 - **PKCS7 Format (.p7b):**
This format type is typically used for Windows/Microsoft type systems. You will not need to download any extra Intermediate Certificate(s) with this format type as the Intermediate are already embedded within the code.
3. You can either **View Certificate** for the copy and paste (Windows Ctrl+v and Ctrl+c) (Mac Command+c and Command+v) method of installation or **Download Certificate** directly to your Downloads folder.
 - X509 format downloads as **webserver.txt**.
 - PKCS7 format downloads as **pkcs7.txt**.

Note: Downloaded certificates are .txt initially to bypass any programs that may

perceive the downloaded file as hazardous. you will have to change the downloaded files to the respective extensions that your server system or application requires.

Example: *pkcs7.txt* to *pkcs7.p7b* for Microsoft and Tomcat Systems.

Example: *webserver.txt* to *webserver.crt* for Apache or any other type systems

4. **Intermediates Certificate(s)** also known as Chain or Trust certificate can be downloaded as well under **Download Certificate**.

Note: The PKCS7 format has the Intermediate embedded in its encoding already. You will not need to download the extra intermediate unless necessary.

5. If your System also requires a root certificate along with your server certificate and intermediate you can retrieve that within the [SSLSupportDesk](#) for your particular SSL Certificate product.

Note: You will never receive a Private key from the SSL Partner Center or any Certificate Authority. Private keys are left on the system or application where the CSR for the certificate was originally created.

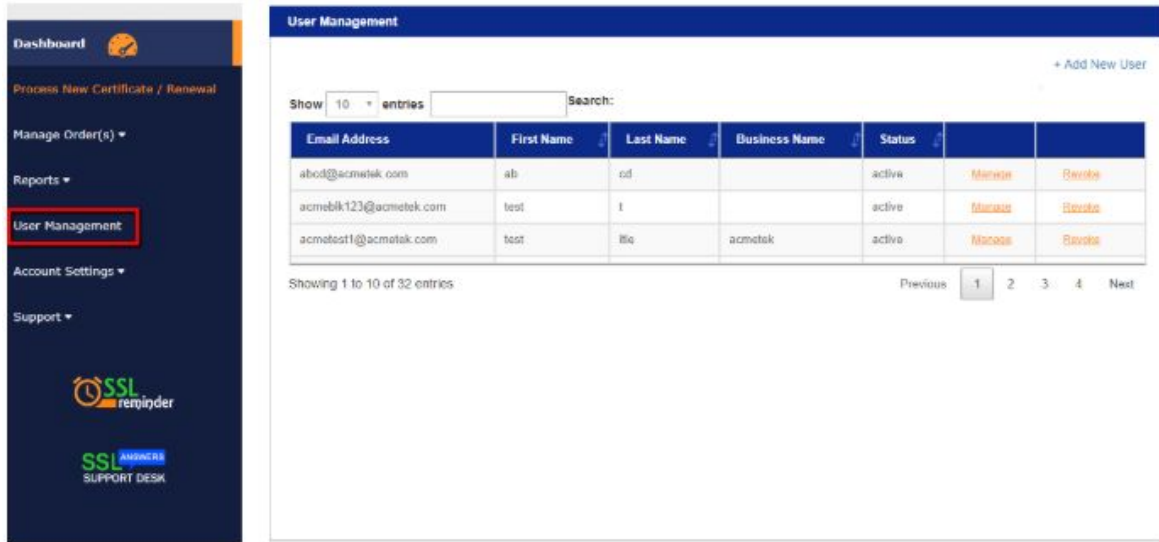
For installation instructions on how to install your SSL Certificate visit the [SSL Support Desk](#).

How to Manage User Management Functions?

With User Management functions Super Admins are allowed to control who has access to the SSL Partner Center. This gives the Super Admin the flexibility to extend their support capabilities within their company to manage their SSL.

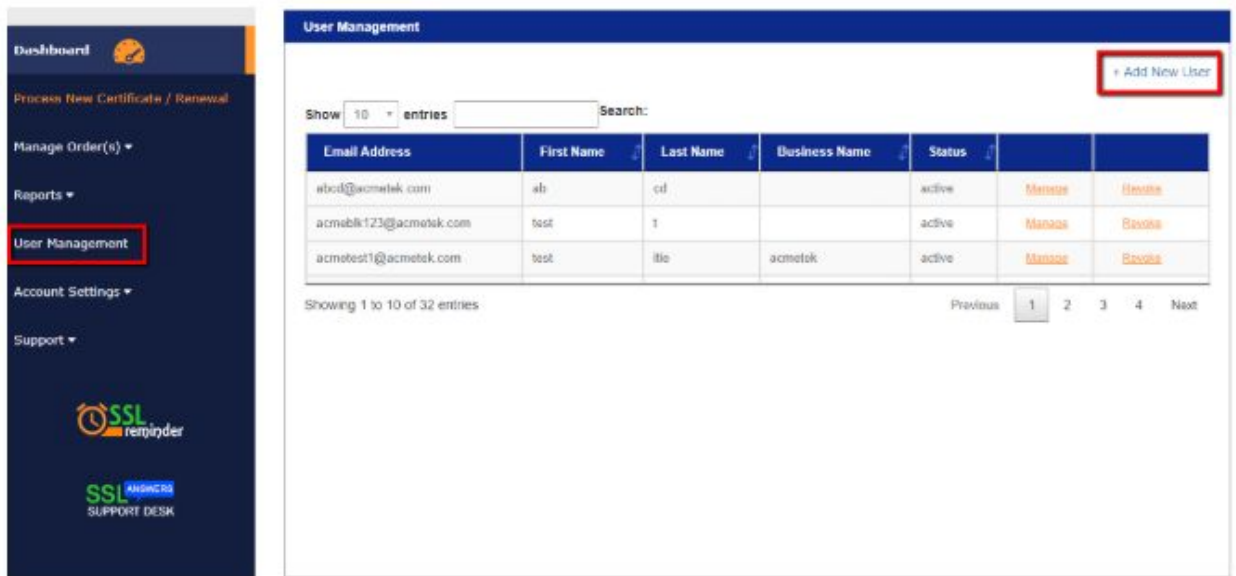
To See a list of Users that have access to your SSL Partner Center click **User Management** on the left navigation pane.

Note: This function is only available for Super Admins. If you do not have this function then contact the Super Admin of your account.



How to Add a New User to Your SSL Partner Center:

1. Click **User Management**.
2. In the upper right corner of the User management pane click + **Add New User**.



3. On the Add User page fill out the necessary information.
Note: This information is to help Authentication in validation for enrollments for security products. Do not put personal addresses. Authentication only requires the address of your headquartered company (Mandatory Fields are marked with*).
4. In the Email Address/User Name* drop down select **--Add New--**

5. Fill out the necessary information.

Add User

This information is to help Authentication in validation for enrollments for security products. Do not put personal addresses. Authentication only requires the address of employment of your company (Mandatory Fields are marked with *).

Email Address/User Name*: <--Select-->	First Name*: First Name	Last Name*: Last Name
Business Name*: Acmetek	Phone Number*: Phone Number	
Address Line1*: fdfff	Address Line2 : Address Line2	City*: Plano
Country*: UNITED STATES	State*: Rhode Island	Zipcode : 75024
Can view Reports?*: <input checked="" type="radio"/> Yes <input type="radio"/> No	Can place Orders?*: <input type="radio"/> Yes <input checked="" type="radio"/> No	Can view other user Orders? : <input checked="" type="radio"/> Yes <input type="radio"/> No
Send order notifications to SuperAdmin? : <input type="radio"/> Yes <input checked="" type="radio"/> No	Super Admin? : <input type="radio"/> Yes <input checked="" type="radio"/> No	

6. Assigning User Rights:

- **Can view Reports?**
Allows user to generate reports.
- **Can view other user Orders?**
Allows user to view orders placed by other users.
- **Send order notifications to Super Admin?**
If this user places an order, Super Admins registered within the account/department will get a notification of enrolled orders.
- **Super Admin?**
This option will give full administrative rights to the User Profile.
- **Department:**
This feature is for Corporate Super Admins. This will allow the super admin to assign the user to sub departments within their organization for departmentalized management
- **Can place Orders?**
When Selecting **Yes** a section will appear that will allow you to choose what contracts this User Profile user to place orders out of. Assign the contracts you want this User to place orders from.
Note: If a user cannot place orders but there is a contract ready for processing in the account more than likely it is due to the Super Admin not assigning the necessary contract to the User Profile.

- Click **Create/Update** when all done.

Can view Reports?*: Yes No

Can place Orders?*: Yes No

Can view other user Orders? : Yes No

Send order notifications to SuperAdmin? : Yes No

Super Admin? : Yes No

Department:

Available Contracts

- PO-25-2435
- PO234
- PO568
- PO786
- Reg004463
- Reg004485
- Reg004559
- Reg004560
- Reg004573

>> > < <<

Assigned Contracts

- 12322234
- BLK004119
- BLK004120
- CDWSymantecBulk2
- Reg004121
- Reg004185
- Reg004199
- Reg004210
- Reg004211

How to manage existing users in your SSL Partner Center:

This function allows you to Edit user information & permissions. You can also edit user password.

1. Click **User Management**.
2. In the User Management pane scroll or search for the user that you would like to manage.
3. Click **Manage**.

User Management

Process New Certificate / Renewal

Manage Order(s) ▾

Reports ▾

User Management

Account Settings ▾

Support ▾

SSL reminder

SSL ANSWERS SUPPORT DESK

+ Add New User

Show 10 entries Search:

Email Address	First Name	Last Name	Business Name	Status	Manage	Renew
abcd@acmetek.com	ab	cd		active	Manage	Renew
acmetek123@acmetek.com	test	t		active	Manage	Renew
acmetest1@acmetek.com	test	ita	acmetek	active	Manage	Renew

Showing 1 to 10 of 32 entries

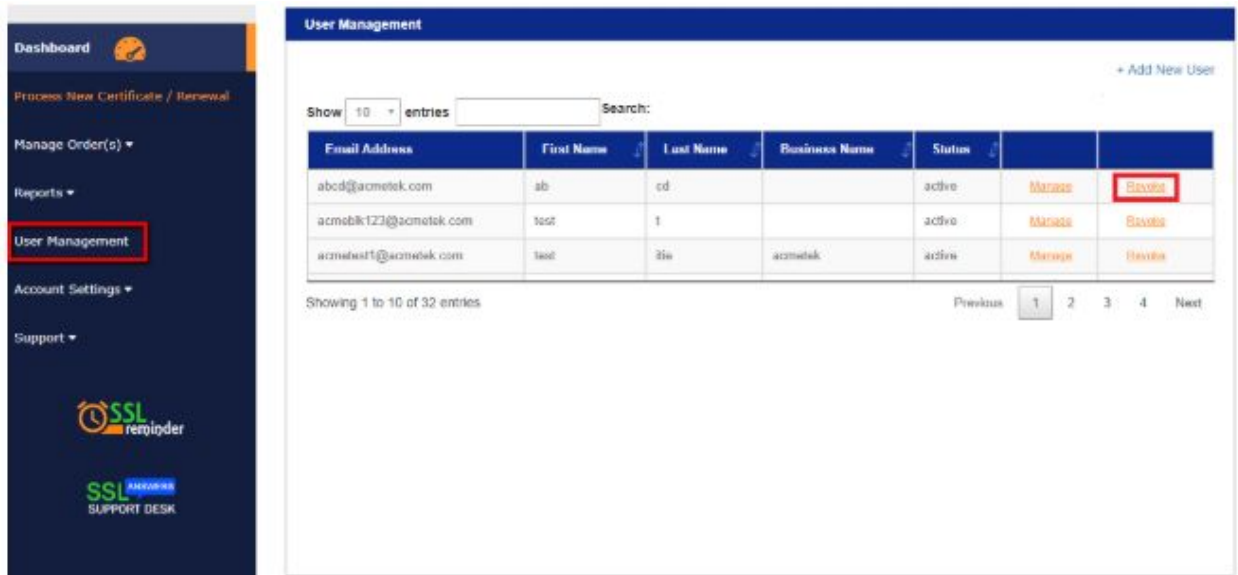
Previous 1 2 3 4 Next

4. In the User-Edit pane you can perform the following.
 - Email Address/User Name:
Note: The User will receive an Email with instructions regarding their email change.
 - Reset Password:
Note: The User will receive an email with instructions regarding their password reset.
 - Change any User Profile information:
Note: This information is to help Authentication in validation for enrollments for security products. Do not put personal addresses. Authentication only requires the address of your headquartered company (Mandatory Fields are marked with*).
 - Change User Right - permissions:
 - **Can view Reports?**
Allows user to generate reports.
 - **Can view other user Orders?**
Allows user to view orders placed by other users.
 - **Send order notifications to Super Admin?**
If this user places an order, Super Admins registered within the account/department will get a notification of enrolled orders.
 - **Super Admin?**
This option will give full administrative rights to the User Profile.
 - **Department:**
This feature is for Corporate Super Admins. This will allow the super admin to assign the user to sub departments within their organization for departmentalized management
 - **Can place Orders?**
When Selecting Yes a section will appear that will allow you to choose what contracts this User Profile user to place orders out of. Assign the contracts you want this User to place orders from.
Note: If a user cannot place orders but there is a contract ready for processing in the account more than likely it is due to the Super Admin not assigning the necessary contract to the User Profile.
 - Click **Update** when all done.
-

How to Revoke (Deny Login Privileges to Your SSL Partner Center)

1. Click **User Management**.

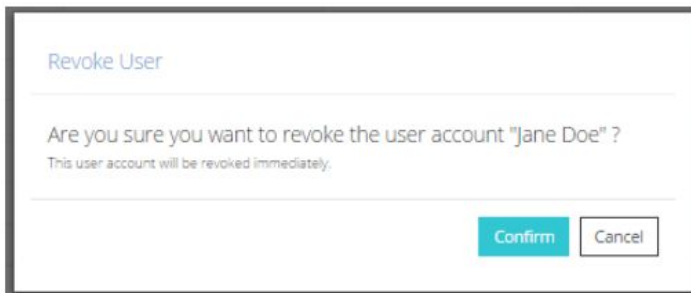
2. In the User Management pane find the user you would like to revoke rights to.



The screenshot shows the 'User Management' interface. On the left is a dark sidebar with navigation options: Dashboard, Process New Certificate / Renewal, Manage Order(s), Reports, **User Management** (highlighted with a red box), Account Settings, and Support. At the bottom of the sidebar are logos for 'SSL renpyder' and 'SSL SUPPORT DESK'. The main content area is titled 'User Management' and includes a '+ Add New User' link. Below the title is a search bar and a 'Show 10 entries' dropdown. A table lists users with columns: Email Address, First Name, Last Name, Business Name, Status, Manage, and Revoke. The 'Revoke' button for the first user is highlighted with a red box. Below the table, it says 'Showing 1 to 10 of 32 entries' and a pagination control with 'Previous', '1', '2', '3', '4', and 'Next'.

Email Address	First Name	Last Name	Business Name	Status	Manage	Revoke
abcd@acmetek.com	ab	cd		active	Manage	Revoke
acmebik123@acmetek.com	test	1		active	Manage	Revoke
acmebest1@acmetek.com	test	3ia	acmetek	active	Manage	Revoke

3. Click **Confirm** to Revoke the user.



The screenshot shows a 'Revoke User' dialog box. The title is 'Revoke User'. Below the title is a text input field. The main text asks: 'Are you sure you want to revoke the user account "Jane Doe" ?' Below this is a smaller line of text: 'This user account will be revoked immediately.' At the bottom right are two buttons: 'Confirm' (in a teal box) and 'Cancel' (in a white box with a grey border).

4. You will receive a User revoked successfully message in your User Management Pane.
Note: After Revocation that users status will still be within your SSL Partner Center marked as deleted. You can always Re-activate this user should you wish.

**We hope you enjoy the SSL Partner Center.
If you have any questions, please feel free to contact us at.**

Get in touch

Our SSL Solution specialists can evaluate your website, email servers, internal servers and tell you how to effectively manage SSL needs and will also help you save time and money by showing you how to co-term SSL Certificates and reduce administration overheads.

sslsupport@acmetek.com or call our SSL Solution Specialist @: 732-419-2251 (USA)

Or

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**.