

Carillon eShop Customer Requestor Guide

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1 Welcome

You have received this Customer Requestor Guide because your organization has identified you as a point of contact and selected you to perform the role of Customer Requestor in the Carillon Information Security eShop Service on behalf of your organization. The responsibilities of this role include: that you will be the first person enrolled into the service (i.e. to obtain eShop certificates), and that you will manage eShop certificate requests along with other eShop related activities.

This document serves to guide you through the various actions you may perform throughout your organization's subscription to the Carillon eShop Service.





2 HOW TO REQUEST CERTIFICATES

To request certificates for users within your organization, the Customer Requestor can request using the Single Method or the Multiple Method which uses a prepared CSV file that contains all the information necessary to create the user’s certificates.

2.1 Single Method Requests

To request certificates individually, log into the Carillon Certificate Requestor Web Portal by using the following link:

<https://pub.carillon.ca/certserv>

NOTE:

The preferred web browser to use for the Web Portal is Internet Explorer.

1. On the Welcome page of the Customer Requestor Interface, **Select the Request Certificates for People** tab from the menu bar.



WELCOME, TESTUSER MELTWO.

This personalized greeting confirms the validity of your certificate, issued by the Carillon SHA2 TEST PKI.

Your certificates:

| | | |
|--|--|---------------|
| | Identity - - Serial number: 02010FF7C341FB48FD2931CF0D92E3C92AF8, issued 2017-11-02 - | Revoke |
| | Signature - - Serial number: 0201C904C99A0C818F466425913674361609, issued 2017-11-02 - | Revoke |
| | Encryption - - Serial number: 0201A4FDBEB45DAE8E35E4521FAF11A5207B, issued 2017-11-02 - | Revoke |

RE-KEY ALL YOUR CERTIFICATES

Encryption Key Recovery

You have (or have had in the past) encryption certificates. In order to decrypt data, you may need to recover a certificate and private key if you no longer have them. Please click the 'Encryption Key Recovery' button to access this feature.

ENCRYPTION KEY RECOVERY

- Return to Main Page
- Test My Certificate
- Check browser setup
- Download CA Certificate Chain
- Request Certificates for People
- View Request Status
- Reporting





2. On the Certificate Requestor page;

The order information will include the following information:

- The Purchase Order (PO) number
- Purchase Order description
- The date the order was created
- The total number of certificates for that order

NOTE:

Please note that certificates are issued in bundles of three; therefore, each request will reduce the order by three certificates at a time. (i.e. 5 bundles = 15 certificates)

Should you have more than one PO, select the appropriate **Order** number for the current request from the drop-down box.

IMPORTANT NOTE:

If, as a Customer Requestor, you are assigned to only one order, the selection is made automatically and you will not see a drop-down box. You may only request a number of cards that does not exceed the amount remaining for that order.

3. Click on the **Create New Subscriber** button.



REQUEST CERTIFICATES FOR PEOPLE

You are requesting certificates for Carillon Information Security Inc..

Using PO '499' (Another test), dated 2016-02-29, for 250 certificates.

You may now either request certificates for individual existing subscribers using the search option, or create a single new subscriber, or make multiple requests by uploading a CSV file.

Search by name or email address:

SEARCH

OR

CREATE NEW SUBSCRIBER

OR

Upload CSV file:

 Browse...

SUBMIT

- Return to Main Page
- Test My Certificate
- Check browser setup
- Download CA Certificate Chain
- Request Certificates for People
- View Request Status
- Reporting





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4. Fill in ALL fields with the information you have collected for the applicant. You **MUST** also select the following and then click on **Submit**:
 - Identity, Signature and Encryption

Create user for certificate provisioning

You've chosen to create a new user to provision for certificates. Please provide the required user information below.

First Name:

Last Name:

Date of Birth:

Email Address:

Microsoft UPN (if any):

Place of Birth:

Gender:

Assurance Level:

Identity:

Signature:

Encryption:

- Assurance Level: **Basic Software 256** or **Medium Software 256**

| |
|----------------------------|
| Basic Software 256 |
| Basic Hardware 256 |
| Medium Software 256 CBP |
| Medium Hardware 256 CBP |
| Medium Software 256 |
| Medium Hardware 256 |

NOTE:

Please note that choosing any other level of assurances may cause discrepancies.

5. On the confirmation page (similar to the following); verify that the information entered is correct; then click the **Provision Credentials for These Subscribers** button.





The following users will be issued certificates:

You are requesting certificates for **Carillon Information Security Inc.**
Using PO '499' (Another test), dated 2016-02-29, for 250 certificates.
If this is incorrect, please reselect the correct company [here](#).

Please review the following (scrollable) list:

| Melttest Usersix | | | | | |
|------------------------|----------------|--------------------|-----|------|------|
| Email: | Date of Birth: | Assurance: | ID: | SIG: | ENC: |
| modell6@carillonis.com | 28 Mar 1964 | Basic Software 256 | X | X | X |

- [Return to Main Page](#)
- [Test My Certificate](#)
- [Check browser setup](#)
- [Download CA Certificate Chain](#)
- [Request Certificates for People](#)
- [View Request Status](#)
- [Reporting](#)

Statement of Intent:

By clicking the "Provision" button below, I hereby certify that, to the best of my knowledge, the Subscriber data record(s) that I am submitting accurately correspond to the given Subscriber(s).

If you do not agree with the above, hit Cancel.

If some of the information is incorrect you will need to cancel the request by clicking the **Cancel** button and re-enter the information again.

6. Click on the Continue button to complete the request.

You are about to sign using the following certificate:
Testuser Meltwo - SIG

7. The following screen will appear and the request is now complete.



Certificates have been provisioned as requested! You may now [return to the main page](#).

- [Return to Main Page](#)
- [Test My Certificate](#)
- [Check browser setup](#)
- [Download CA Certificate Chain](#)
- [Request Certificates for People](#)
- [View Request Status](#)
- [Reporting](#)





2.2 Multiple Method Requests Using a CSV File

To request certificates for two or more applicants at once, a CSV (comma separated value) file can be used. To create a CSV file, proceed as follows:

1. Open an Excel spreadsheet and fill in the following **EXACTLY** as shown:

| | | | | | | | | | |
|------------|-------------|-----------|-------|------------|-----------------|-------|---|---|---|
| First Name | Family Name | Birthdate | email | Birthplace | Gender (M or F) | basic | 1 | 1 | 1 |
|------------|-------------|-----------|-------|------------|-----------------|-------|---|---|---|

Example:

| | | | | | | | | | |
|------|-----|------------|------------------|----------|---|-------------|---|---|---|
| John | Doe | 1985-03-27 | jdoe@example.com | Richmond | M | basic-sw256 | 1 | 1 | 1 |
|------|-----|------------|------------------|----------|---|-------------|---|---|---|

- One person per row (yes, you can enter all 75 entries for your order in one file!)
 - Birthdate: Format must be YYYY-MM-DD;
 - Keep in mind that Excel may use a different date format and auto-correct the date field. Ensure the date field is saved as "TEXT" to avoid this issue.
 - Email: Ensure the email domain is the same as the one used by the company (ex: @example.com)
 - Birthplace: Enter City of Birth.
 - The four last boxes at the end of each entry **MUST** have: basic-sw256,1,1,1 or med-sw256,1,1,1
2. Once the spreadsheet is complete, save the file as (filename).csv
 3. Once saved, open the CSV file using Notepad to ensure the date format has been kept (YYYY-MM-DD).
 - If the format was not correctly saved, edit the dates in Notepad and save the file again. **NOTE:** Each line entry will be separated by a comma without spaces, and appear as follows:

John,Doe,1985-03-27,jdoe@example.com,Richmond,M,basic-sw256,1,1,1

Remember where you saved the file as you will need to locate it when submitting your request using the Carillon Web Portal.

To request multiple certificates:

1. Log into the Carillon Certificate Requestor Web Portal by using the following link: <https://pub.carillon.ca/certserv>

NOTE:

The preferred web browser to use for the Web Portal is **Internet Explorer**.





- On the Customer Requestor Interface, select the **Request Certificates for People** tab from the menu bar.



WELCOME, TESTUSER MELTWO.

This personalized greeting confirms the validity of your certificate, issued by the Carillon SHA2 TEST PKI.

Your certificates:

| | | |
|--|--|------------------------|
| | Identity - - Serial number: 02010FF7C341FB48FD2931CF0D92E3C92AF8, issued 2017-11-02 - | Revoke |
| | Signature - - Serial number: 0201C904C99A0C818F466425913674361609, issued 2017-11-02 - | Revoke |
| | Encryption - - Serial number: 0201A4FDBE845DAE9E39E4521FAF11A5207B, issued 2017-11-02 - | Revoke |

[RE-KEY ALL YOUR CERTIFICATES](#)

Encryption Key Recovery

You have (or have had in the past) encryption certificates. In order to decrypt data, you may need to recover a certificate and private key if you no longer have them. Please click the 'Encryption Key Recovery' button to access this feature.

[ENCRYPTION KEY RECOVERY](#)

- [Return to Main Page](#)
- [Test My Certificate](#)
- [Check browser setup](#)
- [Download CA Certificate Chain](#)
- [Request Certificates for People](#)
- [View Request Status](#)
- [Reporting](#)

- On the bottom of the page, click the **Browse** button next to Upload CSV file. Once the file has been selected, click the **Submit** button.



REQUEST CERTIFICATES FOR PEOPLE

You are requesting certificates for Carillon Information Security Inc.
Using PO '499' (Another test), dated 2016-02-29, for 250 certificates.

You may now either request certificates for individual existing subscribers using the search option, or create a single new subscriber, or make multiple requests by uploading a CSV file.

Search by name or email address:

[SEARCH](#)

OR

[CREATE NEW SUBSCRIBER](#)

OR

Upload CSV file:

[SUBMIT](#)

- [Return to Main Page](#)
- [Test My Certificate](#)
- [Check browser setup](#)
- [Download CA Certificate Chain](#)
- [Request Certificates for People](#)
- [View Request Status](#)
- [Reporting](#)





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- Once uploaded, a summary page of the requests will be presented as shown. Verify the information that was submitted is correct. If all the information is correct, click on the **Provision Certificates for these Subscribers** button to submit the request.

The following users will be issued certificates:

You are requesting certificates for **Carillon Information Security Inc.**
Using PO '499' (Another test), dated 2016-02-29, for 250 certificates.
If this is incorrect, please reselect the correct company [here](#).

Please review the following (scrollable) list:

| Test User | | | | | |
|-------------------------------|-------------------------------|----------------------------------|----------|-----------|-----------|
| Email: modell3@carillon.ca | Date of Birth: 14 Jan 1957 | Assurance: Basic Software 256 | ID: X | SIG: X | ENC: X |
| King Arthurtest | | | | | |
| Email: modell6@carillon.ca | Date of Birth: 06 Jan 1988 | Assurance: Basic Software 256 | ID: X | SIG: X | ENC: X |
| Winston Churchill | | | | | |
| Email: modell7@carillon.ca | Date of Birth: 18 Jan 1930 | Assurance: Basic Software 256 | ID: X | SIG: X | ENC: X |

- [Return to Main Page](#)
- [Test My Certificate](#)
- [Check browser setup](#)
- [Download CA Certificate Chain](#)
- [Request Certificates for People](#)
- [View Request Status](#)
- [Reporting](#)

Statement of Intent:

By clicking the "Provision" button below, I hereby certify that, to the best of my knowledge, the Subscriber data record(s) that I am submitting accurately correspond to the given Subscriber(s).

If you do not agree with the above, hit Cancel.

PROVISION CERTIFICATES FOR THESE SUBSCRIBERS **CANCEL**

NOTE:

If some of the information is incorrect you will need to cancel the request by clicking the **Cancel** button. You will need to return to your saved Excel file, make the necessary corrections and upload it again.

The confirmation screen will appear, you can return to the main page.





2.3 Requesting Certificates for Existing Subscribers

You may also request certificates for existing subscribers:

1. On the Welcome page of the Customer Requestor Interface, **Select the Request Certificates for People** tab from the menu bar.



WELCOME, TESTUSER MELTWO.

This personalized greeting confirms the validity of your certificate, issued by the Carillon SHA2 TEST PKI.

Your certificates:

| | | |
|--|--|------------------------|
| | Identity - - Serial number: 02010FF7C341FB48FD2931CF0092E3C92AF8, issued 2017-11-02 - | Revoke |
| | Signature - - Serial number: 0201C904C99A0C818F466425913674361609, issued 2017-11-02 - | Revoke |
| | Encryption - - Serial number: 0201A4FDBEB45DAE6E39E4521FAF11A5207B, issued 2017-11-02 - | Revoke |

[RE-KEY ALL YOUR CERTIFICATES](#)

Encryption Key Recovery

You have (or have had in the past) encryption certificates. In order to decrypt data, you may need to recover a certificate and private key if you no longer have them. Please click the 'Encryption Key Recovery' button to access this feature.

[ENCRYPTION KEY RECOVERY](#)

- [Return to Main Page](#)
- [Test My Certificate](#)
- [Check browser setup](#)
- [Download CA Certificate Chain](#)
- [Request Certificates for People](#)
- [View Request Status](#)
- [Reporting](#)

On the **Certificate Requestor** page;

The order information will include the following information:

- The Purchase Order (PO) number
- Purchase Order description
- The date the order was created
- The total number of cards (credentials) for that order

Should you have more than one PO, select the appropriate **Order** number for the current request from the drop-down box.

IMPORTANT NOTE:

If, as a Customer Requestor, you are assigned to only one order, the selection is made automatically and you will not see a drop-down box. You may only request a number of cards that does not exceed the amount remaining for that order.





2. On the Certificate Requestor screen; in the **Search** box type the email address for the subscriber you wish to request certificates for; press **enter**.



REQUEST CERTIFICATES FOR PEOPLE

You are requesting certificates for **Carillon Information Security Inc.**

Using PO '499' (Another test), dated 2016-02-29, for 250 certificates.

You may now either request certificates for individual existing subscribers using the search option, or create a single new subscriber, or make multiple requests by uploading a CSV file.

Search by name or email address:

modell4@carillonis.com

SEARCH

OR

- [Return to Main Page](#)
- [Test My Certificate](#)
- [Check browser setup](#)
- [Download CA Certificate Chain](#)
- [Request Certificates for People](#)
- [View Request Status](#)
- [Reporting](#)

3. The Search results screen will appear, click **Select This User** to request new certificates.



SEARCH RESULTS

Your search produced the following results. If you see the record you wanted, you may either **Select** it to proceed with a certificate request, or **Flag** it for review if you believe the data on file to be incorrect.

If the record you wanted is not here, you may [return to the main page](#).

| Testuser Melanie | | | | | | |
|------------------------|------------|---------|-----------------|----------------|--------------|----------------|
| Email: | Global ID: | Gender: | Place of Birth: | Date of Birth: | Nationality: | Microsoft UPN: |
| modell4@carillonis.com | 4200000204 | F | Here | 16 Oct 1979 | (None) | (None) |

SELECT THIS USER

FLAG DATA ON FILE FOR REVIEW

- [Return to Main Page](#)
- [Test My Certificate](#)
- [Check browser setup](#)
- [Download CA Certificate Chain](#)
- [Request Certificates for People](#)
- [View Request Status](#)
- [Reporting](#)





On the Select user for certificate provisioning page, you **MUST** select the following and then click Continue:

- Assurance Level: **Basic Software 256 or Medium software 256;**

| |
|-------------------------|
| Basic Software 256 |
| Basic Hardware 256 |
| Medium Software 256 CBP |
| Medium Hardware 256 CBP |
| Medium Software 256 |
| Medium Hardware 256 |

NOTE: Please note that choosing any other level of assurances may cause discrepancies.

- **Identity, Signature and Encryption**

Select user for certificate provisioning

You've chosen to provision certificates for **Testuser Fivehundredten (codell+510@carillonis.com)**. Please select an assurance level and the certificate types you would like provisioned.

Assurance Level:

Identity:

Signature:

Encryption:

Optionally, you may specify a Microsoft UPN since there is not currently one on file for this user.

Microsoft UPN:





Carillon eShop Customer Requestor Guide

- The following screen will appear for review advising that certificates will be provisioned for the subscriber. Click **Provision Certificates for These Subscribers** button to continue.



The following users will be issued certificates:

You are requesting certificates for **Carillon Information Security Inc.**
Using PO '499' (Another test), dated 2016-02-29, for 250 certificates.
If this is incorrect, please reselect the correct company [here](#).

Please review the following (scrollable) list:

| Testuser Melanie | | | | | |
|------------------------|----------------|--------------------|-----|------|------|
| Email: | Date of Birth: | Assurance: | ID: | SIG: | ENC: |
| modell4@carillonis.com | 16 Oct 1979 | Basic Software 256 | X | X | X |

- [Return to Main Page](#)
- [Test My Certificate](#)
- [Check browser setup](#)
- [Download CA Certificate Chain](#)
- [Request Certificates for People](#)
- [View Request Status](#)
- [Reporting](#)

Statement of Intent:

By clicking the "Provision" button below, I hereby certify that, to the best of my knowledge, the Subscriber data record(s) that I am submitting accurately correspond to the given Subscriber(s).

If you do not agree with the above, hit Cancel.

PROVISION CERTIFICATES FOR THESE SUBSCRIBERS **CANCEL**

The certificates have now been provisioned.

If the Subscriber already has valid certificates that satisfies the request; no further action will be taken for the type of certificate requested.

Statement of Intent:

By clicking the "Provision" button below, I hereby certify that, to the best of my knowledge, the Subscriber data record(s) that I am submitting accurately correspond to the given Subscriber(s).

If you do not agree with the above, hit Cancel.

PROVISION CERTIFICATES FOR THESE SUBSCRIBERS **CANCEL**

No action will be taken on the following users:

The following users were found to already have a certificate that satisfied your request. No further action will be taken for the type of certificate indicated.

| Testuser Fortyone | | | | | |
|--------------------------|----------------|--------------------|-----|------|------|
| Email: | Date of Birth: | Assurance: | ID: | SIG: | ENC: |
| codell+41@carillonis.com | 21 Nov 1979 | Basic Software 256 | X | X | X |





2.4 Flag Data on File for Review

If at any time you have to make a change to a Subscriber’s information.

1. On the Welcome page of the Customer Requestor Interface, **Select the Request Certificates for People** tab from the menu bar.



WELCOME, TESTUSER MELTWO.

This personalized greeting confirms the validity of your certificate, issued by the Carillon SHA2 TEST PKI.

Your certificates:

| | |
|---|------------------------|
| Identity -- Serial number: 02010FF7C341FB48FD2931CF0D92E3C92AF8, issued 2017-11-02 - | Revoke |
| Signature -- Serial number: 0201C904C99A0C818F466425913674361609, issued 2017-11-02 - | Revoke |
| Encryption -- Serial number: 0201A4FD8EB45DAE6E35E4521FAF11A5207B, issued 2017-11-02 - | Revoke |

- Return to Main Page
- Test My Certificate
- Check browser setup
- Download CA Certificate Chain
- Request Certificates for People
- View Request Status
- Reporting

[RE-KEY ALL YOUR CERTIFICATES](#)

Encryption Key Recovery

You have (or have had in the past) encryption certificates. In order to decrypt data, you may need to recover a certificate and private key if you no longer have them. Please click the 'Encryption Key Recovery' button to access this feature.

[ENCRYPTION KEY RECOVERY](#)

2. On the **Certificate Requestor** page;

The order information will include the following information:

- The Purchase Order (PO) number
- Purchase Order description
- The date the order was created
- The total number of cards (credentials) for that order

Should you have more than one PO, select the appropriate **Order** number for the current request from the drop-down box.

IMPORTANT NOTE:

If, as a Customer Requestor, you are assigned to only one order, the selection is made automatically and you will not see a drop-down box. You may only request a number of cards that does not exceed the amount remaining for that order.





- On the Certificate Requestor screen; in the **Search** box type the email address for the subscriber you wish to request certificates for; press **enter**.



REQUEST CERTIFICATES FOR PEOPLE

You are requesting certificates for **Carillon Information Security Inc.**
 Using PO '499' (Another test), dated 2016-02-29, for 250 certificates.

You may now either request certificates for individual existing subscribers using the search option, or create a single new subscriber, or make multiple requests by uploading a CSV file.

Search by name or email address:

SEARCH

OR

- Return to Main Page
- Test My Certificate
- Check browser setup
- Download CA Certificate Chain
- Request Certificates for People
- View Request Status
- Reporting

- The Search results screen will appear, click **Flag data on file for review** to request new certificates.



SEARCH RESULTS

Your search produced the following results. If you see the record you wanted, you may either **Select** it to proceed with a certificate request, or **Flag** it for review if you believe the data on file to be incorrect.

If the record you wanted is not here, you may [return to the main page](#).

| Testuser Melanie | | | | | | |
|------------------------|-------------|---------|-----------------|----------------|--------------|----------------|
| Email: | Global ID: | Gender: | Place of Birth: | Date of Birth: | Nationality: | Microsoft UPN: |
| modell4@carillonis.com | 42000000204 | F | Here | 16 Oct 1979 | (None) | (None) |

SELECT THIS USER

FLAG DATA ON FILE FOR REVIEW

- Return to Main Page
- Test My Certificate
- Check browser setup
- Download CA Certificate Chain
- Request Certificates for People
- View Request Status
- Reporting





5. Make the necessary corrections, and click the **Yes, Flag for review** button.

Flag data on file for review?

If, and only if, you are **extremely** certain that you can provide data that is more accurate than what is on file for **Testuser Melanie (modell4@carillonis.com)**, you can modify the data here and confirm that this record should be flagged for review by clicking the button below.

If you're not extremely certain, you should cancel.

Given Name:

Last Name:

Place of Birth:

Date of Birth:

Gender:

Microsoft UPN:

6. Click on the **OK, Start Over** button. The record has now been flagged for review.

Record flagged for review.

The record is being flagged for review.

You will receive an email noting the changes that were flagged for review. Once the changes have been accepted or rejected, you and your subscriber will receive email notification of the status for that request.





3 RETRIEVAL OF SUBSCRIBER CERTIFICATES

Once you have requested certificates for your subscribers, they will receive an email with instructions which also contains a link and an access code to pick up their certificates; the same way you retrieved yours.

As Customer Requestor, it will be up to you to give them instructions on how to download the Carillon Certificate Chain (Trust Chain) before they go in and retrieve their certificates. If the Trust Chain is not installed **FIRST**, then the certificates will not download/acknowledge properly, and you will need to start the entire process over again.

3.1 View Request Status

This tab will allow you to be able to view the status of all the certificates you have requested for your organization. From this part of the interface, it is possible for you to cancel requests you have made (that have not been issued yet) or revoke certificates that have already been issued.

1. To proceed, click the **View Request Status** tab from the menu on the right. A screen entitled Requested Certificates similar to the following will appear. Search for the subscriber name from the list.



REQUESTED CERTIFICATES STATUS

Sort By: Show only:

Search:

Showing: 2 of 2

Go to: 1

- [Return to Main Page](#)
- [Test My Certificate](#)
- [Check browser setup](#)
- [Download CA Certificate Chain](#)
- [Request Certificates for People](#)
- [View Request Status](#)
- [Reporting](#)

Meltwo, Testuser - MODEL2@CARILLONIS.COM

Usersix, Meltest - MODEL6@CARILLONIS.COM





- On the **Requested Certificates** screen, you will see a message indicating that the “record has been flagged for review due to conflicting information. Details cannot be viewed at this time”. You will not be able to view the certificate status until the discrepancy has been corrected.



REQUESTED CERTIFICATES STATUS

Sort By:

Name

Search:

SEARCH

Show only:

All

- [Return to Main Page](#)
- [Test My Certificate](#)
- [Check browser setup](#)
- [Download CA Certificate Chain](#)
- [Request Certificates for People](#)
- [View Request Status](#)
- [Reporting](#)

Showing: 2 of 2

Go to: 1

Fivehundredten, Testuser - CODELL+510@CARILLONIS.COM

Status: Revoked - Flagged for Review

The record for Testuser Fivehundredten is flagged for an identity review due to conflicting information. Details cannot be viewed at this time.

- The status of the subscriber’s certificate(s) includes:

- Certificates that have been requested but have yet to be issued will appear as Waiting for pickup.



REQUESTED CERTIFICATES STATUS

Sort By:

Name

Show only:

All

Search:

SEARCH

- [Return to Main Page](#)
- [Test My Certificate](#)
- [Check browser setup](#)
- [Download CA Certificate Chain](#)
- [Request Certificates for People](#)
- [View Request Status](#)
- [Reporting](#)

Showing: 10 of 20

Go to: 1 - 2

Test, Gui - GAMRINGER+2@CARILLON.CA

Status: Waiting for Pickup

Requested on: unavailable

Time Left: None

- Identity (basic-sw256)** - Waiting for pickup
- Encryption (basic-sw256)** - Waiting for pickup
- Signature (basic-sw256)** - Waiting for pickup





- Certificates that have been revoked will have the word REVOKED appear next to the certificate type.



REQUESTED CERTIFICATES STATUS

Sort By: Show only:

Search:

Showing: 10 of 20

Go to: 1 - 2

- Return to Main Page
- Test My Certificate
- Check browser setup
- Download CA Certificate Chain
- Request Certificates for People
- View Request Status
- Reporting

Fortyfour Co, Testuser - CODELL4@CARILLON.CA
 Status: Revoked
 Requested on: 2017-10-31

| | |
|--|---------------------------------------|
| Identity (basic-hw256) - Revoked on: 31 Oct 2017, Reason:unspecified | <input type="button" value="Revoke"/> |
| Signature (basic-sw256) - Revoked on: 31 Oct 2017, Reason:cessationOfOperation | <input type="button" value="Revoke"/> |
| Encryption (basic-hw256) - Revoked on: 31 Oct 2017, Reason:unspecified | <input type="button" value="Revoke"/> |

- Issued certificates will have a serial number next to the certificate type.

REQUESTED CERTIFICATES STATUS

Sort By: Show only:

Search:

Showing: 10 of 20

Go to: 1 - 2

- Return to Main Page
- Test My Certificate
- Check browser setup
- Download CA Certificate Chain
- Request Certificates for People
- View Request Status
- Reporting

Fortyfour Co, Testuser - CODELL4@CARILLON.CA
 Glenn, Sheldon - LCOE7@TSCP.EADS.COM
 Ing, Test - ATOLLIS+TEST1@CARILLONIS.COM
 Mediumco, Testuser - CODELL25@CARILLON.CA
 Meltwo, Testuser - MODEL2@CARILLONIS.COM
 Status: Valid
 Requested on: 2017-11-02
 Last ID proofing by: Tammy TA

| | |
|--|---------------------------------------|
| Identity (med-sw256) - SN: 02010FF7C341FB4BFD2931CF0D92E3C92AF8, issued 02 Nov 2017, expires 01 Nov 2020 | <input type="button" value="Revoke"/> |
| Signature (med-sw256) - SN: 0201C90JC99A0C818F466425913674361609, issued 02 Nov 2017, expires 01 Nov 2020 | <input type="button" value="Revoke"/> |
| Encryption (med-sw256) - SN: 0201A4FDBEB45DAE6E3BE4521FAF11A5207B, issued 02 Nov 2017, expires 01 Nov 2020 | <input type="button" value="Revoke"/> |





3.2 Revoking Issued Certificates

As a Customer Requestor, you have the ability to revoke issued certificates. To perform this task, click the **View Request Status** tab on the right-hand menu and look up the subscriber’s name. The list of issued certificates for that subscriber will be presented.

To revoke all of the subscriber’s certificates, you must click on the REVOKE ALL CERTIFICATES button or click the **REVOKE** option beside each individual certificate.



WELCOME, TESTUSER MELTWO.

This personalized greeting confirms the validity of your certificate, issued by the Carillon SHA2 TEST PKI.

Your certificates:

| | | |
|--|--|--------|
| | Identity - - Serial number: 02010FF7C341FB4BFD2931CF0D92E3C92AF8, issued 2017-11-02 - | Revoke |
| | Signature - - Serial number: 0201C904C99A0C818F466425913674361609, issued 2017-11-02 - | Revoke |
| | Encryption - - Serial number: 0201A4FD8EB45DAE6E35E4521FAF11A5207B, issued 2017-11-02 - | Revoke |

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RE-KEY ALL YOUR CERTIFICATES

You can choose to revoke some or just one of the listed certificates. Once revoked, the subscriber will no longer be able to use those certificates.

If a subscriber who has had their certificates revoked is in need of certificates in the future, new ones will need to be requested for the subscriber.

3.3 Reporting

- The Subscriber Expiration Report you will see the name of the subscriber, the types of certificates issued, the certificate level of assurance, CA name, serial number and the date the certificates were issued and when they will expire.

3.3.1 Retrieving the Subscriber Expiration report





1. To access the Subscriber Expiration Report, log in to the Provisioning System and click on the Reporting tab on the menu.



WELCOME, TESTUSER MELTWO.

This personalized greeting confirms the validity of your certificate, issued by the Carillon SHA2 TEST PKI.

Your certificates:

| | | |
|--|--|------------------------|
| | Identity - - Serial number: 02010FF7C341FB4BFD2931CF0D92E3C92AF8, issued 2017-11-02 - | Revoke |
| | Signature - - Serial number: 0201C904C99A0C818F466425913674361609, issued 2017-11-02 - | Revoke |
| | Encryption - - Serial number: 0201A4FDBEB45DAE6E35E4521FAF11A5207B, issued 2017-11-02 - | Revoke |

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2. On a screen similar to the following, click on the Subscriber Expiration button.

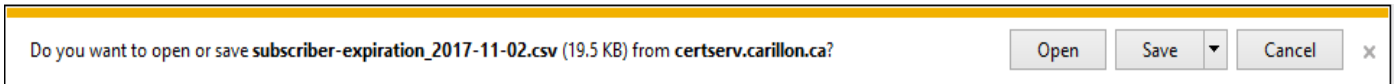


REPORTING

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3. You will see a popup window at the bottom of your screen similar to the following; expand on the Save button and then click Save and Open:





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4. The subscriber expiration report will open in a csv file format similar to the following.

| Subscriber | Certificate Type | Certificate Policy | CA Name | Serial Number | Issued Date | Expiry Date |
|--------------------------|------------------|--------------------|------------------|--------------------|-------------|-------------|
| codell2@carillon.ca | Encryption | Basic Software 256 | TEST CIS Signing | 020146E1FE0D05B520 | 2/27/2017 | 2/27/2020 |
| codell2@carillon.ca | Identity | Basic Software 256 | TEST CIS Signing | 0201AB1F3B138FF25E | 2/27/2017 | 2/27/2020 |
| codell2@carillon.ca | Signature | Basic Software 256 | TEST CIS Signing | 02015436D69E007368 | 2/27/2017 | 2/27/2020 |
| codell7@carillon.ca | Identity | Medium Software256 | TEST CIS Signing | 0201E741AB58B2AD3I | 4/4/2017 | 4/3/2020 |
| codell7@carillon.ca | Signature | Medium Software256 | TEST CIS Signing | 02017707512E2B0F6C | 4/4/2017 | 4/3/2020 |
| codell+49@carillonis.com | Identity | Medium Software256 | TEST CIS Signing | 02016A4BAC1D9019A | 4/5/2017 | 4/4/2020 |





4 CUSTOMER SERVICE

Should you require assistance at any time, please feel free to contact us and we will be happy to assist you:

Carillon Information Security Inc.,

Customer Service Group

8:00AM-8:00PM Eastern

Telephone: 1-844-754-7484 Option #2

Email: customer_service@carillon.ca

