

FDOT Employee Renewal Procedure for IdenTrust Digital Signatures

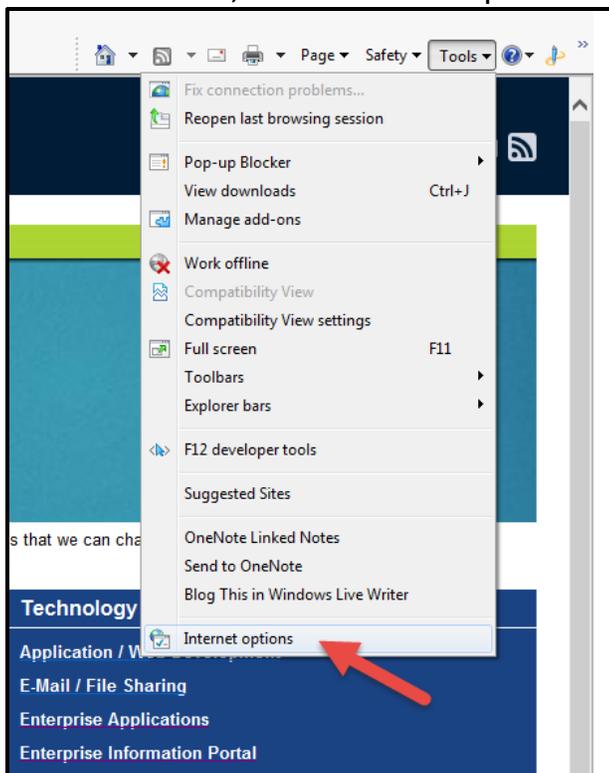
IMPORTANT NOTES:

- If this procedure is not completed prior to your certificate expiration, you will have to start the process for a brand new certificate and you will not have a certificate until processed.
- You only have 90 days from the date the notary signs your forms (Step #15 below) to install your certificate. If it not installed within 90 days, you will have to start the process for a brand new certificate and you will not have a certificate until processed.

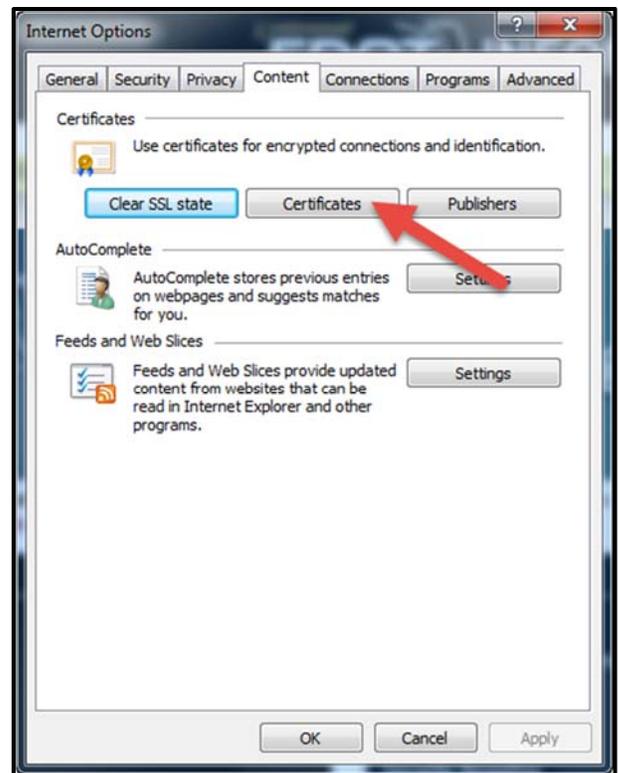
To verify the actual date your certificate expires, follow these steps:

A. Open Internet Explorer.

B. Click Tools, then Internet Options.

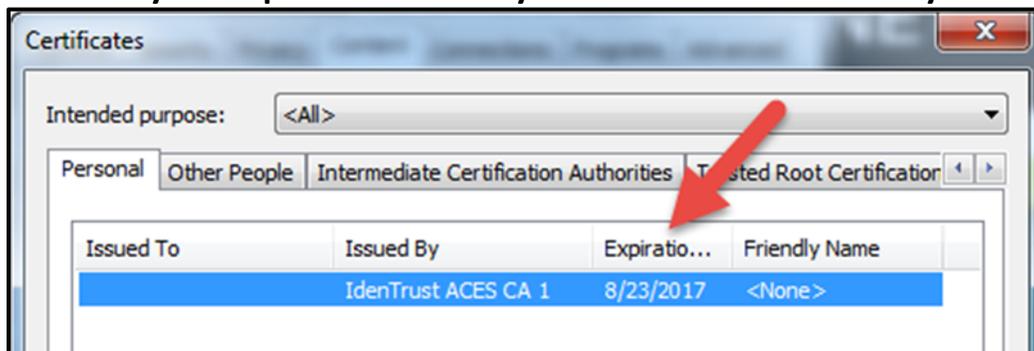


C. Click on the Content tab, then Certificates:



D. Look for your IdenTrust Certificate under “Issued By”

Tip – Add to your expiration date to your calendar with a 90 day reminder.



RENEWAL PROCEDURE:

1. IdenTrust will send a 90 Day Renewal Reminder Email to each user
2. Upon receipt of this email, each FDOT Employee will need to submit an email to OIS for a **Service Desk Ticket** requesting IdenTrust Renewal
3. Follow the instructions provided in the OIS reply email. Take note of your Order Number

To begin the renewal process please follow these simple steps:

- 1 - Go to the computer your certificate is installed on.
- 2 - Open Internet Explorer and go to <https://secure.identrust.com/tscmc>
- 3 - Choose your certificate and click "OK". You may be asked to enter your private key password.
- 4 - Click on the "Renew Now" button at the top of screen.
- 5 - Complete the process by following the on screen instructions
- 6 - For renewal requests, when asked for payment, please select 'Order Number' and enter the following: [REDACTED]

*For the renewal process you will need to use Internet Explorer.

4. Review Your Organization Information, Click Next

ACES Business Representative Certificate Application
OMB NO: 3090-0272

IdenTrust
WE PUT THE TRUST IN IDENTITY

Please Review Your Organization Association

Below is information specific to the organization you selected at the time of registration. Please note, the bolded fields indicate data contained within your certificate.

If you are no longer affiliated with this organization, you must revoke the associated certificate(s). You should then apply for a new certificate.

Organization **FLORIDA DEPARTMENT OF TRANSPORTATION**

Address Line 1 [REDACTED]

Address Line 2 [REDACTED]

City [REDACTED]

State/Province Florida

Postal [REDACTED]

Country United States

I am no longer affiliated with this organization.

X Cancel < Back **Next >**

HAVE A QUESTION?
ASK LIVE ONLINE
CLICK HERE TO TALK!

Customer Support

- HelpDesk@IdenTrust.com
- 888.339.8904 (within the US)
- 801.924.8140 (outside the US)
- Hours: M-F, 1am-6pm Mountain Time

© 2015 IdenTrust, Inc. All Rights Reserved

5. Review Your Account Information, Click Next

ACES Business Representative Certificate Application
OMB NO: 3090-0272

IdenTrust
WE PUT THE TRUST IN IDENTITY

Let's Review Your Account Information

Employee Information

Update any information below that has changed. Updated information will be reviewed by IdenTrust before issuing any new certificates. The privacy principles governing this application demonstrate a strong commitment to safeguarding your personal information. Please view our [Privacy Policy](#) for more information.

* Indicates required fields.
+ Indicates data published in your certificate.

First Name + Middle Initial
Last Name +
E-mail Address +
Job Title *

X Cancel < Back **Next >**

Customer Support

- HelpDesk@IdenTrust.com
- 888.339.8904
(within the US)
- 801.924.8140
(outside the US)
- Hours: M-F, 1am-6pm
Mountain Time

© 2015 IdenTrust, Inc. All Rights Reserved

6. Confirm Your **ACCOUNT Password** Information (*Not Your Digital Signature Password*), Click Next

ACES Business Representative Certificate Application
OMB NO: 3090-0272

IdenTrust
WE PUT THE TRUST IN IDENTITY

Your Account Password Options

Yes, I would like to update my Account Password and Secret Questions & Answers

No, I prefer to only confirm my Account Password

 **IMPORTANT:** You will need your Account Password to retrieve your certificate.

X Cancel < Back **Next >**

Customer Support

- HelpDesk@IdenTrust.com
- 888.339.8904
(within the US)
- 801.924.8140
(outside the US)
- Hours: M-F, 1am-6pm
Mountain Time

© 2015 IdenTrust, Inc. All Rights Reserved

7. Accept the Subscriber Agreement (Check Box), Click Next

ACES Business Representative Certificate Application
OMB NO: 3090-0272

IdenTrust
WE PUT THE TRUST IN IDENTITY

Accepting the Subscriber Agreement

In order to continue with the application, you must read and accept the following [Subscriber Agreement](#). By accepting the [Subscriber Agreement](#), you understand and agree to indicate you understand and agree to IdenTrust's responsibilities and warranties as the provider of your Certificate, as well as your obligations and warranties to IdenTrust. The privacy principles governing this application demonstrate a strong commitment to safeguarding your personal information. Please view our [Privacy Policy](#) for more information.

SUMMARY OF TERMS:

By accepting the SUBSCRIBER AGREEMENT, you:

- PROVIDE COMPLETE AND ACCURATE RESPONSES AND ALLOW IDENTRUST TO VERIFY SUCH INFORMATION DURING THE CERTIFICATE APPLICATION PROCESS;
- REVIEW THE ACCURACY OF INFORMATION IN YOUR CERTIFICATE(S);
- KEEP YOUR PRIVATE KEY (INCLUDING PASSWORDS, TOKENS AND DEVICES HOLDING THE PRIVATE KEY) SECURE;
- USE YOUR PRIVATE KEY(S) ONLY FOR AUTHORIZED PURPOSES;
- REQUEST REVOCATION OF A CERTIFICATE IF YOU EVER SUSPECT THAT THE SECURITY OF ITS PRIVATE KEY MAY HAVE BEEN COMPROMISED;
- PROMPTLY ADVISE IDENTRUST OF ANY CHANGES IN YOUR REGISTRATION INFORMATION AND RESPOND TO NOTICES FROM IDENTRUST CONCERNING YOUR CERTIFICATE; AND
- ACCEPT SUBSTANTIAL LIMITATIONS UPON IDENTRUST'S LIABILITY SET FORTH IN [SECTION 7 OF THIS AGREEMENT](#), [AGREE TO THE COMPLETE TERMS OF THIS AGREEMENT](#); AND
- ACKNOWLEDGE THAT YOU HAVE READ THE [PRIVACY POLICY](#).

[View complete Subscriber Agreement](#)

I have reviewed, and I hereby sign and accept the complete terms of the [Subscriber Agreement](#)

To accept this information and continue the Application Phase, choose "Next >"
If you do not agree to these terms and conditions, choose "Cancel" and your application will be terminated.

X Cancel < Back **Next >**

© 2015 IdenTrust, Inc. All Rights Reserved

HAVE A QUESTION?
ASK **LIVE ONLINE**
CLICK HERE TO TALK!

Customer Support

- HelpDesk@IdenTrust.com
- 888.339.8904 (within the US)
- 801.924.8140 (outside the US)
- Hours: M-F, 1am-6pm Mountain Time

8. Select Order Number, Click Next

ACES Business Representative Certificate Application
OMB NO: 3090-0272

IdenTrust
WE PUT THE TRUST IN IDENTITY

Paying for Your Certificate Renewal

Review Purchase

You are purchasing the following item(s):

Renewal Business Representative Certificate	\$119.00 USD
Total Price	\$119.00 USD

How Would You Like to Pay?

Credit Card

Order Number

Voucher Number

X Cancel < Back **Next >**

© 2015 IdenTrust, Inc. All Rights Reserved

HAVE A QUESTION?
ASK **LIVE ONLINE**
CLICK HERE TO TALK!

Customer Support

- HelpDesk@IdenTrust.com
- 888.339.8904 (within the US)
- 801.924.8140 (outside the US)
- Hours: M-F, 1am-6pm Mountain Time

9. Enter Order Number Provided in Step 3, Click Next

ACES Business Representative Certificate Application
OMB NO: 3090-0272

IdenTrust
WE PUT THE TRUST IN IDENTITY

Paying for Your Certificate Renewal

Order Number Information

Order Number

X Cancel < Back **Next >**

HAVE A QUESTION?
ASK LIVE ONLINE
CLICK HERE TO TALK!

Customer Support

- HelpDesk@IdenTrust.com
- 888.339.8904 (within the US)
- 801.924.8140 (outside the US)
- Hours: M-F, 1am-6pm Mountain Time

© 2015 IdenTrust, Inc. All Rights Reserved

10. Review Renewal Payment, Print a Copy for Your Records, Click Submit Application for Approval

ACES Business Representative Certificate Application
OMB NO: 3090-0272

IdenTrust
WE PUT THE TRUST IN IDENTITY

Paying for Your Certificate Renewal

Order Number - Review

You may [print a copy of this page](#) now for your records.

Billing Information

Order Number:

Order Summary

Renewal Business Representative Certificate	\$119.00 USD
<hr/>	
Total Price	\$119.00 USD

X Cancel < Back **Submit Application for Approval >**

HAVE A QUESTION?
ASK LIVE ONLINE
CLICK HERE TO TALK!

Customer Support

- HelpDesk@IdenTrust.com
- 888.339.8904 (within the US)
- 801.924.8140 (outside the US)
- Hours: M-F, 1am-6pm Mountain Time

© 2015 IdenTrust, Inc. All Rights Reserved

11. Save Authorization Forms Packet for your Records, Click Next

ACES Business Representative Certificate Application
OMB NO: 3090-0272

IdenTrust
WE PUT THE TRUST IN IDENTITY

Almost Done – We Need Your Forms

Submitting the Authorization Forms

In order to complete the application process, you are required to complete the Authorization Forms and have an Organization Officer within your organization approve the forms and submit them to IdenTrust.

Follow the instructions provided in the Authorization Forms

Your application cannot be approved until we receive your Authorization Forms

NOTE: The last form you submitted has expired.

Save Your Forms Packet

Note: The notary form is a PDF file which will open in Adobe Acrobat Reader. If you currently do not have Adobe Acrobat Reader installed on your system, you will need to [download it now](#).

Next >

Customer Support

- HelpDesk@IdenTrust.com
- 888.339.8904
(within the US)
- 801.924.8140
(outside the US)
- Hours: M-F, 1am-6pm
Mountain Time

© 2015 IdenTrust, Inc. All Rights Reserved

12. Save a copy of the Confirmation for your Records and Click Finish

ACES Business Representative Certificate Application
OMB NO: 3090-0272

IdenTrust
WE PUT THE TRUST IN IDENTITY

Congratulations!

Your Application has now been completed and submitted to IdenTrust.

What's Next?

You may [print a copy of this page](#) now for your records.

1. **Verify Your Email Address:** Check your email for a message from registration@identrust.com with instructions to verify your email address. Use these instructions and the Verification Code to complete the verification.
Depending on your email settings, this message may be routed to your bulk, spam, or junk mail folder.
2. **Submit Completed Forms:** Follow the instructions in your Forms Packet (downloaded from the previous page) to complete and send in your Authorization and Identification forms.
Your application can not be approved until we receive your completed forms.

Complete and send your Authorization & Identification Forms – You just downloaded these or you can [download](#) them now.

Email Verification must be completed (within 30 days) for IdenTrust to approve your account.

Finish

Customer Support

- HelpDesk@IdenTrust.com
- 888.339.8904
(within the US)
- 801.924.8140
(outside the US)
- Hours: M-F, 1am-6pm
Mountain Time

© 2015 IdenTrust, Inc. All Rights Reserved

13. Retrieve the Verification Email sent to you from IdenTrust. Follow the instructions provided in the verification email. Take note of the Verification Number provided

Please Verify Your Email Address

Account Number
[Redacted]

Dear [Redacted]

You are receiving this email because you have applied for a digital certificate with IdenTrust. As part of the verification process we will need to verify your email address. Please follow these simple instructions to verify your email:

1. Go to: www.IdenTrust.com/verify
2. Enter the email verification code: [Redacted]
3. Enter the **Account Password** you created during the application process.
4. Click 'Next'

This email verification must be completed before we can begin processing your application.

Please contact IdenTrust Customer Support with any questions by sending e-mail to HelpDesk@IdenTrust.com, or call 888-248-4447. Customer Support Representatives are available to assist you Monday through Friday, 6 a.m. to 6 p.m. Mountain Time.

Thank you again for choosing IdenTrust as your passport to trusted electronic transactions. Please let us know if we can be of further assistance with your digital certificate needs.

[Have a Question? ask live online:](#)
Get Support



14. Enter your **Verification Number** and your **ACCOUNT** password, Click Next

Email Verification

For your security, we need to verify your email address. Please enter the Email Verification Code that was emailed to you together with your Account Password.

Verification Code [How do I get my Verification Code?](#)

Account Password [I forgot my Account Password](#)

X Close Window

15. Review your Application Status and Log out

ACES Business Representative Certificate Application
OMB NO: 3090-0272

IdenTrust
WE PUT THE TRUST IN IDENTITY

Application Status

Your Account Information – [REDACTED]

Application ID: [REDACTED] (email verified)

	COMPLETED	DESCRIPTION	PROCESSING DETAILS
Step 1	[REDACTED]	Application Received	Your Application has been received and is waiting for processing.
Step 2		Verification of Identity	
Step 3		Billing	
Step 4		Certificate(s) Ready to Retrieve	

What's Next? We'll begin processing your application, which usually takes 2-4 business days. Please check back for updates.

[Logout >](#)

Customer Support

- HelpDesk@IdenTrust.com
- 888.339.8904 (within the US)
- 801.924.8140 (outside the US)
- Hours: M-F, 1am-6pm Mountain Time

© 2015 IdenTrust, Inc. All Rights Reserved

16. If there have been no changes to your account, during the renewal phase (i.e. no name changes, etc.), your renewal MAY automatically be processed. You will receive an email within a day of submitting your renewal application and activation information will be sent to the mailing address on your IdenTrust account.

IdenTrust | We Put the Trust in Identity

Your IdenTrust Certificate has been Approved!

Account Number [REDACTED]

Dear [REDACTED]

Congratulations! Your IdenTrust certificate application has been approved. With your certificate, you can use the Internet with confidence for your secure online transactions.

You will receive your welcome letter and activation information in the mail in a few days, which you will need in order to install your digital certificate. Please note that you only have **90 DAYS** from the date your notary signed your forms to install your certificate.

Your account number is [REDACTED]

If you have questions regarding your digital certificate or need customer support, please view our support website: www.IdenTrust.com/support. For personal assistance please e-mail helpdesk@IdenTrust.com, or call toll free (888) 882-1104. Customer service representatives are available to assist you Monday through Friday, 6:00 a.m. to 6:00 p.m. Mountain Time.

Thank you again for choosing IdenTrust as your trusted source in identity

Have a Question? ask live online:
[Get Support](#)

17. If you do not receive the confirmation in Step 16, fill out the Sponsoring Organization Authorization and Notary Forms that you downloaded in Step 11 and send to IdenTrust. You should receive the confirmation in Step 16 after processing.
18. Check your IdenTrust Account for renewal status.

If you have any questions regarding your IdenTrust renewal, please contact the FDOT Service Desk: 866-955-HELP (4357) or FDOT.ServiceDesk@dot.State.fl.us.