

3 EASY STEPS TO ENROLLMENT

Follow this to easily navigate the validation process for an individual and learn how to receive the certificate after issuance.

1 Identity Authentication

Symantec must verify the personal identity of the individual applicant. The identity can be proven by completing a Notary ID Form. This form must be notarized by a licensed Notary Public, or legal equivalent of a Notary Public in your country. Download the Symantec Notary ID Form (Note: Symantec will also send this form in a separate email).



PREFERRED IDENTIFICATION

The easy & fastest way

Passport – Symantec prefers applicants to send a copy of a valid passport. The passport must contain your full name and photo.



ALTERNATIVE METHODS

If you can't do the preferred way

- Government-Issued ID - Symantec will alternatively accept one of the following IDs, containing your full name and a photo:
 - Driver's Licenses
 - National or State ID Card
 - Military ID Card
- Secondary ID – In addition to the gov't issued ID, Symantec will also require one of the following IDs, containing your full name:
 - Medical Card
 - Utility Bill
 - Social Security Card
 - Student ID Badge



COMMON ISSUES

These result in delays

- Enrolled with a nickname or abbreviated name
- Refusal to pay more for legal/accountant signature on ID Form.



ALTERNATIVE METHODS

If you can't do the preferred way

- Extension or IVR – If the telephone number provided is not the applicant's direct line, Symantec can enter an extension (if provided) or follow an IVR to connect directly to you.
- Transfer or Alternative Telephone Number – If the telephone number provided is not the applicants direct line, Symantec can either be transferred or obtain another telephone number from a colleague after initiating the call



PREFERRED METHOD

The easy & fastest way

Personal Telephone Number – This is the telephone number used to call you directly (i.e. Mobile).



COMMON ISSUES

These result in delays

- Unable to answer the telephone during normal operating hours.
- No operator or colleague to transfer/ provide alternative telephone number to be reached at.



Final Verification Call

2

Symantec must speak with you or the specified applicant (site admin) using the telephone number provided during enrollment. For your convenience, this number does not have to be publically displayed online.



3 Issuance

After validation is finished, Symantec will send the certificate via email. Depending on how you generated the order, Symantec will either provide you with the certificate in plain text or require you to follow a "pick-up" link and download the certificate via browser. For detailed instructions on how to download or "pick-up" your certificate, please refer to your Code Signing Pick-up Guide.

