

EASY STEPS TO ENROLLMENT

Follow this to easily navigate the organization validation process and learn how to receive the code signing certificate after issuance.

Organization Authentication

Symantec must make sure your business is real. Your legal entity name must be registered and active within your country/ state and match your enrollment. If using a trade name, assumed name or DBA; make sure all fictitious registration filings are also up-to-date.



PREFERRED METHOD The easy & fastest way

Online Government

Database – Symantec looks at the official website of your country/state that publically displays your business entity registration status. Everything must match enrollment details exactly.

ALTERNATIVE METHODS

- Official Registration Documents -Symantec will accept business registration documents (i.e. Articles of Inc., Chartered License, DBA Statement) that were issued from your local government.
- Dun & Bradstreet Symantec can use a comprehensive DUNS Credit Report to verify specific details associated with the business entity.
- Professional Opinion Letter If your business entity registration details are not publically available, you can have your legal counsel or professional/charted accountant verify by signing a letter. This will also satisfy steps 1-3.



COMMON ISSUES These result in delays

- Submitted wrong business name.
- Official registration details are outdated/expired.
- Fails to complete any alternative methods.
- Refusal to pay more for legal/accountant signature on letter.

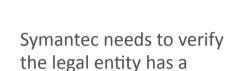
ALTERNATIVE METHODS

- Official Registration Documents Symantec will accept business registration documents (i.e. Articles of Inc., Chartered License, DBA Statement) that were issued from your local government.
- Dun & Bradstreet Symantec can use a comprehensive DUNS Credit Report to verify the physical address associated with your business entity.
- Professional Opinion Letter If your physical address is not publically available, you can have your legal counsel or professional/ charted accountant verify by signing a letter. This will also satisfy

PREFERRED METHOD The easy & fastest way

Online Government

Database – Symantec looks at the official website of your country/state that publically displays your business entity physical address. Everything must match enrollment details exactly.



Locality Presence

physical presence within the registered country/ state. Symantec does not need to verify the street address (i.e. 350 Ellis St); just the locality/city (i.e.



COMMON ISSUES

These result in delays

- Some gov't databases or registration docs (i.e. Delaware) do not list business's address.
- Dun & Bradstreet displays outdated entity details.
- Refusal to pay more for legal/accountant signature on letter.
- Entity is registered through a third-party agency (i.e. offshore) and applicant can't verify physical presence.

Telephone Verification

telephone phone number listing that's verifiable by an acceptable telephone directory online. Listings must display the EXACT same verified business name and physical address.

You must have an active



The easy & fastest way Online Government Database – Symantec looks

PREFERRED METHOD

at the official website of your country/state that publically displays your telephone number.

COMMON ISSUES These result in delays

display telephone numbers. • Telephone listings in third-party directories

• Majority of online gov't databases don't

- or Dun & Bradstreet display outdated entity details or telephone numbers. • Applicants refuse to publically display
- company phone number temporarily. Refusal to pay more for legal/accountant signature on letter.

• Third-Party Directory - Symantec can use an existing or new telephone

ALTERNATIVE METHODS

- listing in acceptable directories (i.e. Yellow Pages, Scoot, 192.com) as long as the verified business details are the same. • Professional Opinion Letter – If your
- telephone number is not publically available, you can have your legal counsel or professional/charted accountant verify by signing a letter. This will also satisfy steps 1-3.

• Extension or IVR - If the verified

telephone number is not the

ALTERNATIVE METHODS

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 verified telephone

number is not the applicants

direct line, Symantec can either be transferred or obtain another telephone number from a colleague after initiating the call using the verified telephone number.

Verified Business Telephone Number - This is the telephone number pulled from an

PREFERRED METHOD

acceptable telephone resource used to call

These result in delays

The easy & fastest way

you directly. **COMMON ISSUES**

• Unable to answer the telephone during normal operating hours.

provide alternative telephone number to be reached at.

• No operator or colleague to transfer/

Symantec must speak with

you or the specified applicant

Final Verification Call

(site admin) using the verified business telephone number to confirm the order details.



Issuance

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.

After validation is finished, Symantec will send the certificate

via email. Depending on how you generated the order,





