

6 EASY STEPS

Follow this guide to easily navigate the steps required to issue your Sectigo Extended Validation (EV) Code Signing certificate.

1 Submit EV Approver Forms

In order to be issued an EV SSL or EV Code Signing certificate, you must first complete the Subscriber Agreement and EV Certificate Request Forms. You should complete this step as soon as possible so that Sectigo may proceed with the organization validation process.



PREFERRED METHOD

You may complete physical copies of the Subscriber Agreement and EV Certificate Request forms and submit the documents to Sectigo.



HOW TO SUBMIT THE FORMS

- Download and complete these two forms:
 - [EV Code Signing Form](#)
 - [Subscriber Agreement](#)
- Submit them to Sectigo here: <https://sectigo.com/support-ticket>

****Don't forget to reference your Vendor Order Number



COMMON ISSUES

- Delays completing the EV Approver forms can result in delays with the overall validation process.

2 Prove Organization Existence

Sectigo needs to verify that your organization is legally registered and in good standing with the registering authority. This information can typically be verified through a government database. Your legal entity name must be registered and active within your country/ state and match your enrollment.

A trade name can be listed on the certificate with the legal name. The trade name/DBA (doing business as) must be registered in a government agency.

Sole proprietorship / sole trader and some partnerships require a principal individual in the organization to be verified. The Validation Specialist contacts you if more documentation is needed.



PREFERRED METHOD

Online Government Database: Sectigo looks at the official website of your country/state government which publicly displays your business registration details and status. Everything must match the enrollment form exactly.



ALTERNATIVE METHODS

Official Registration Documents: Sectigo will accept business registration documents (e.g. Articles of Incorporation, Chartered License, DBA statement) that were issued from your local government. You can submit documents to Sectigo in reply to their request for information, using the Validation Manager URL provided for your order, or by submitting a case on <https://sectigo.com/support-ticket>.



COMMON ISSUES

- Dun & Bradstreet displays outdated entity details.
- Refusal to visit local bank to complete a letter with a bank agent.
- Refusal to pay for legal/accountant signature on the letter.

3 Verify Physical Address

Sectigo will verify that your organization is legally registered in the state or country you have provided. Sectigo will confirm that you have a legitimate physical presence within the area registered. This information can typically be verified through a government database. Use the address where the organization conducts business. Do not use PO Box, mail stop/forwarding, care of, virtual office address or a registered agent address.



PREFERRED METHOD

Official Government Website: Sectigo looks at the official website of your country/state government that publicly displays your business address.



ALTERNATIVE METHODS

Third-Party Directory: Sectigo can use an existing or new address listing in acceptable business directories such as Dun and Bradstreet if the verified business details are the same.



COMMON ISSUES

- Some government databases or registration docs do not list business addresses.
- Dun and Bradstreet displays outdated organization details.
- Entity is registered through a third-party agency (i.e. offshore) and applicant can't verify physical presence.

4 Verify Phone Number

Sectigo must verify a phone number belonging to the organization to contact an authorized employee at the end of the validation process. In order to receive an EV certificate, you must have a registered active telephone listing that is verifiable by an online telephone directory.



PREFERRED METHOD

Third-Party Directory: Sectigo can use an existing or new telephone number listing in acceptable directories (e.g. Dun and Bradstreet) as long as the verified business details are the same.



ALTERNATIVE METHODS

Official Government Website: Sectigo can use your official business registration documents if they include a telephone number.



COMMON ISSUES

- No third-party business directory listing exists.
- Third-party business directory lists incorrect telephone number.
- Official government record does not include phone number.

5 Complete a Verification Call

Sectigo must speak to the signer listed on the subscriber agreement to verify the signature on the EV Approver forms, their authority to sign the form, if signer is an employee of the organization, and the signer's title.



PREFERRED METHOD

Using the telephone number verified on a third-party business directory or official government website, Sectigo will call the organization and request to speak to the signer listed on the EV Approver forms.



ALTERNATIVE METHODS

If Sectigo cannot reach an operator at the verified phone number, they may leave a voicemail with a verification code and instructions for returning the call to complete this step. We recommend listing your name in your company's directory and adding your name to your voicemail response to help Sectigo reach you.



COMMON ISSUES

- Phone number uses IVR or requires extensions to reach a representative.
- Representatives are not available to answer the call.

6 Final Approval

At the end of the validation process, Sectigo must review all details for accuracy before issuing the certificate. The 2nd Approval step only occurs on Sectigo's end and does not typically require any input from the certificate requester. When this final approval step is finished, the certificate is then provisioned on its physical USB device and then mailed to your business address.

