COMODO
Certification Authority
POWERED BY SECTIGO

YOUR GUIDE TO ORGANIZATION CODE SIGNING ENROLLMENT

6 EASY STEPS

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

1 Verify Identity

Sectigo requires proof of identity for Organization Validation Code Signing Certificates. The person serving as your "admin contact" for the Code Signing order should submit a copy of a government-issued photo ID card, such as a driver's license or passport, plus a photo of yourself holding the ID card so that it is legible. Sectigo may request this document via email, however it can also be submitted using the Sectigo ticket system.

✓ PREFERRED METHOD

Submit your government-issued ID and a selfie of you holding your ID directly to Sectigo via their ticketing portal here. The ID must include photo, name, expiration date, issuer, and address. If your ID does not have an address, additional documentation may be requested. You may obscure or redact other sensitive information on the ID card.

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

- Official registration documents are not publicly available.
- Official registration documents have outdated information or are expired.

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

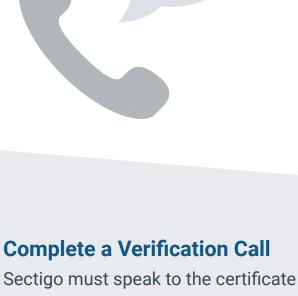- Some government databases or registration docs do not list business addresses.
- Dun and Bradstreet displays outdated organization details.
- Entity is registered through a third-party agency (i.e. offshore) and applicant can't verify physical presence.

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 OV 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 certificate requester to verify and approve the certificate request.

✓ 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 subscriber agreement.

⚠ 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, you will receive instructions via email to collect the certificate.

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