

5 EASY STEPS

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

1 Prove Organization Existence

DigiCert needs to verify that your organization is legally registered and in good standing with the registering authority. 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

Online Government Database:
DigiCert 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: DigiCert will accept business registration documents (e.g. Articles of Incorporation, Chartered License, DBA statement) that were issued from your local government. Email your documents to support@digicert.com or fax to +1-801-705-0481.

If your provided documentation does not list the current address for your organization, you must also provide a recent utility bill or bank statement addressed to your company at the current address.



COMMON ISSUES

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- Official registration documents have outdated information or are expired.

2 Verify Physical Address

DigiCert must verify that the organization has a physical presence with the registered country or state.



PREFERRED METHOD

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



ALTERNATIVE METHODS

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



COMMON ISSUES

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- Third-party directory displays outdated organization details.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

3 Verify Phone Number

DigiCert must verify a phone number belonging to the organization to contact an authorized employee at the end of the validation process.



PREFERRED METHOD

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



ALTERNATIVE METHODS

Official Government Website: DigiCert 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.

4 Complete a Verification Call

DigiCert must speak to an authorized representative of the company to verify that the certificate request is legitimate and approved.



PREFERRED METHOD

Using the telephone number verified on a third-party business directory or official government website, DigiCert will call the organization and request to speak to any representative of the organization, typically the administrator listed on the certificate request.



ALTERNATIVE METHODS

Use this link to schedule a time when the representative will be available to answer the call: <https://digicert.simplybook.me/v2/#book>.

If DigiCert 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 DigiCert reach you.



COMMON ISSUES

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

5 Final Approval

At the end of the validation process, DigiCert must review all details for accuracy before issuing the certificate. The 2nd Approval step only occurs on DigiCert'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 your certificate.

