

# **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



### **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- Official registration details are outdated/expired.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.

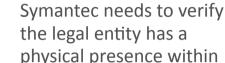
## **ALTERNATIVE METHODS**

- 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** 

the registered country/ state. Symantec does not need to verify the street address (i.e. 350 Ellis St); just the locality/city (i.e. Mountain View, CA).



**COMMON ISSUES** 

These result in delays

• Some gov't databases or registration docs (i.e. Delaware) do not list business's address.

**Telephone Verification** 

You must have an active

telephone phone number

listing that's verifiable by

an acceptable telephone

directory online. Listings

physical address.

must display the EXACT same

verified business name and

- 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.

## PREFERRED METHOD The easy & fastest way

Online Government Database – Symantec looks at the official website of your country/state that

publically displays your telephone number.

## • Majority of online gov't databases don't

**COMMON ISSUES** 

These result in delays

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

# ALTERNATIVE METHODS

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

These result in delays

The easy & fastest way

you directly. **COMMON ISSUES** 

acceptable telephone resource used to call

### • Unable to answer the telephone during normal operating hours.

provide alternative telephone number to be reached at.

• No operator or colleague to transfer/

# **Final Verification Call**

Symantec must speak with

you or the specified applicant

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



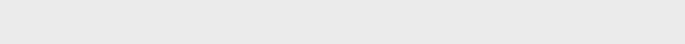
**Issuance** 

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.

After validation is finished, Symantec will send the certificate







Your simple guide to Symantec Code Signing enrollment.





