

Accessing WICAP with an ECA Certificate

Version 6.0
11/21/2014

This document provides the following information:

- How to purchase a certificate
- How to make sure certificates are installed properly
- How to view your certificates
- How to obtain certificate information for troubleshooting
- How to back up your certificates

See these sections for information on each certificate vendor:

- [Operational Research Consultants \(ORC\)](#),
- [IdenTrust](#),
- [Symantec \(formerly Verisign\)](#).

For information on using certificates with WICAP, see the section [WICAP Registration and Login](#).

If you have purchased an ECA certificate and are having problems using it with WICAP, please download and complete the troubleshooting questionnaire. From the WICAP Landing Page, click the link "Having trouble using your ECA Certificate?"

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Accessing WICAP with an ECA Certificate

1 Overview

ECA Certificates are issued to industry partners and other external entities and organizations. There are three External Certification Authorities (ECAs) that are appropriate for WICAP. You can purchase an ECA Certificate from one of these providers:

- Operational Research Consultants (ORC),
- IdenTrust,
- Symantec (formerly Verisign).

The DoD cannot recommend a specific provider.

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2 Operational Research Consultants (ORC) Certificates

2.1 *Purchase a Certificate*

Assuming you have selected Operational Research Consultants (ORC) as your ECA Certificate provider, please follow these instructions for obtaining your certificate and registering for an account in WICAP. This document assumes the use of Microsoft Internet Explorer (version 8 or greater) in the following instructions.

To purchase an ORC ECA Certificate, go to:

<http://www.eca.orc.com>

Press the “**Order**” button next to “**Medium Assurance Identity and Encryption Certificates**” and follow the provider’s instructions for obtaining your ECA certificate. There are four phases in the process:

- Online Application
- Identity Verification
- Certificate Delivery
- Trust CAs

2.2 *Make sure certificates have been installed*

Before registering for a WICAP account, it is best to test that your certificates are working properly. Please follow the instructions at the below web address to ensure your certificates are installed properly:

http://eca.orc.com/wp-content/uploads/ECA_Docs/IE_Instructions/Testing_ID_Cert.pdf

2.3 *View your ECA Certificates*

Use these steps to view new certificates you have purchased or to check existing certificates you may already own.

- Open Internet Explorer
- Click Tools → Internet Options → Content tab → Certificates
- Click on your certificate and then click the View button

When the certificate displays there will be a field labeled “Issued By”. The “Issued By” field must have the exact text as one of the lines listed below:

- CN=ORC ECA SW 4, OU=Certification Authorities, OU=ECA, O=U.S. Government, C=US
- CN=ORC ECA HW 4, OU=Certification Authorities, OU=ECA, O=U.S. Government, C=US
- CN=ORC ECA SW 5, OU=Certification Authorities, OU=ECA, O=U.S. Government, C=US

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- CN=ORC ECA HW 5, OU=Certification Authorities, OU=ECA, O=U.S. Government, C=US

If your certificate does not match one of the above listed Certificate Issuers, then you do not have a valid ORC ECA Certificate installed.

2.4 Obtain ECA Certificate information for Troubleshooting

For ORC, there are two separate certificates such that the “Issued To” name for one certificate ends in “.ID” and the “Issued To” name for the other certificate ends in “.Encrypt”.

To obtain your ECA Certificate information in Internet Explorer

1. Open Internet Explorer
2. From the toolbar, click Click Tools → Internet Options → Content tab → Certificates
3. From the list, under the Personal tab, find your latest ECA Certificate(s). Be sure to select the newest certificates if you still have ones from previous years loaded in your browser.
4. Select the certificate with the “Issued To” name ending in .ID and press the “View” button
5. On the General Tab, note the following information:
 - a. Issued to name
 - b. Issued by name
 - c. Valid from date
 - d. Valid to date
6. Enter this information in the questionnaire for the Identity (ID) Certificate or take a screen capture of the “View” dialog box and attach it to your reply email to the WICAP Help Desk.
7. Repeat steps 1-5 for the certificate with the “Issued To” name ending in .Encrypt and enter the information in the questionnaire for the Encryption Certificate or take a screen capture of the “View” dialog box and attach it to your reply email to the WICAP Help Desk.

2.5 Back-up your certificates

For safe-keeping, and in case you need to move them to a new computer or replace a corrupted ID, make sure to store certificates on a flash drive or a CD in a secure place such as a safe or lockable cabinet.

Follow the instructions at the below web address to export your certificates. Make sure to export both your Identity *and* Encryption certificates including their private keys:

http://eca.orc.com/wp-content/uploads/ECA_Docs/IE_Instructions/Making_backup_copy_of_certificate.pdf

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3 IdenTrust Certificates

3.1 *Purchase a Certificate*

Assuming you have selected IdenTrust as your ECA Certificate provider, please follow these instructions for obtaining your certificate. This document assumes the use of Microsoft Internet Explorer (version 8 or greater) in the following instructions.

To purchase an IdenTrust ECA Certificate, go to:

http://www.identrust.com/certificates/eca/buy_eca.html

Press an appropriate “**Buy**” button and follow the provider’s instructions for obtaining your ECA certificate. There are three phases in the process:

- Application Phase
 - Completing Your Online Application
 - Paying for Your Digital Certificate
 - Downloading & Submitting Authorization Agreement and ID Forms
- Authentication Phase
 - Carried out by IdenTrust (IDT) Registration Agent (RA). You will receive retrieval information in the mail from IDT if/when your application is approved.
- Retrieval Phase
 - This phase consists of generating your keys for use. This phase begins once you have received your retrieval information from IdenTrust.

3.2 *Make sure certificates have been installed*

Before registering for a WICAP account, it is best to test that your certificates are working properly. Please follow the instructions at the below web address to ensure your certificates are installed properly:

<https://secure.identrust.com/tsapp/retrieve-verify-instr.jsp>

3.3 *View your ECA Certificates*

Use these steps to view new certificates you have purchased or to check existing certificates you may already own.

- Open Internet Explorer
- Click Tools → Internet Options → Content tab → Certificates
- Click on your certificate and then click the View button

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When the certificate displays there will be a field labeled “Issued By”. The “Issued By” field must have the exact text as one of the lines listed below:

- CN=IdenTrust ECA 3, OU=Certification Authorities, OU=ECA, O=U.S. Government, C=US
- CN=IdenTrust ECA 4, OU=Certification Authorities, OU=ECA, O=U.S. Government, C=US

If your certificate does not match one of the above listed Certificate Issuers, then you do not have a valid IdenTrust ECA Certificate installed.

3.4 Obtain ECA Certificate information for Troubleshooting

To obtain your ECA Certificate information in Internet Explorer

- Open Internet Explorer
- From the toolbar, click Tools → Internet Options → Content tab → Certificates
- From the list, under the Personal tab, find your latest ECA Certificate(s). Be sure to select the newest certificates if you still have ones from previous years loaded in your browser.
- Select a certificate and press the “View” button
- On the General Tab, note the following information:
 - Issued to name
 - Issued by name
 - Valid from date
 - Valid to date
- Enter this information in the questionnaire for the Identity (ID) Certificate or take a screen capture of the “View” dialog box and attach it to your reply email to the WICAP Help Desk.

3.5 Back-up your certificates

For safe-keeping, and in case you need to move them to a new computer or replace a corrupted ID, make sure to store certificates on a flash drive or a CD in a secure place such as a safe or lockable cabinet.

Follow the instructions at the below web address to export your certificates. Make sure to export your certificates including its private key:

http://www.identrust.com/support/howto/ht_export.html

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4 Symantec (formerly VeriSign) Certificates

4.1 Purchase a Certificate

Assuming you have selected Symantec as your ECA Certificate provider, please follow these instructions for obtaining your certificate and registering for an account in WICAP. This document assumes the use of Microsoft Internet Explorer (version 8 or greater) in the following instructions.

To purchase a Symantec ECA Certificate, go to:

<https://www.symantec.com/page.jsp?id=eca-certificates>

Follow the instructions for purchasing a “Medium Assurance” certificate, which will include the following general steps:

1. ECA Certificate Enrollment & Purchasing
2. Retrieving and installing your ECA certificate
3. Installing both the “DoD ECA Root Certificate Authority” **AND** the “Symantec ECA Certificate Authority” certificates in your web browser.
4. Backing up your ECA Certificates

4.2 Make sure certificates have been installed

Before registering for a WICAP account, it is best to test that your certificates are working properly. Please follow the instructions below to ensure your certificates are working properly:

Go to <https://services.onr.navy.mil>

If successful, the website will prompt with “Welcome (your name)” on the top-right hand side. Your identity certificate has been properly installed. Press the “Logout” link to exit the site.

If access to the website fails, perform the following steps:

- Open Internet Explorer
- Click Tools Internet Options Content tab
- From the list, under the Personal tab, select the corresponding certificate issued to your name with the friendly name of <none>
- Click Export
- An export wizard will appear, click Next
- Select “Yes, export the private key” and click Next
- If the private key is not exportable, the certificate will not function properly. Try re-importing the certificate and its private key.

Repeat the above procedure to ensure the certificate is installed properly.

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4.3 View your ECA Certificates

Use these steps to view new certificates you have purchased or to check existing certificates you may already own.

- Open Internet Explorer
- Click Tools → Internet Options → Content tab → Certificates
- Click on your certificate and then click the View button

When the certificate displays there will be a field labeled “Issued By”. The “Issued By” field must have the exact text as one of the lines listed below:

- **CN=VeriSign Client External Certification Authority - G3, OU=Certification Authorities, OU=ECA, O=U.S. Government, C=US**
- **CN=Symantec Client External Certification Authority - G4, OU=Certification Authorities, OU=ECA, O=U.S. Government, C=US**

If your certificate does not match one of the above listed Certificate Issuers, then you do not have a valid Symantec ECA Certificate installed.

For Symantec, there are two separate certificates such that the “Friendly Name” for one certificate is “<none>” and the “Friendly Name” for the other certificate is “Encryption Certificate”.

4.4 Obtain ECA Certificate information for Troubleshooting

To obtain your ECA Certificate information in Internet Explorer

1. Open Internet Explorer
2. From the toolbar, click Click Tools → Internet Options → Content tab → Certificates
3. From the list, under the Personal tab, find your latest ECA Certificate(s). Be sure to select the newest certificates if you still have ones from previous years loaded in your browser.
4. Select the certificate with the “Friendly Name” <none> and press the “View” button
5. On the General Tab, note the following information:
 - a. Issued to name
 - b. Issued by name
 - c. Valid from date
 - d. Valid to date

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6. Enter this information in the questionnaire for the Identity (ID) Certificate or take a screen capture of the “View” dialog box and attach it to your reply email to the WICAP Help Desk.
7. Repeat steps 1-5 for the certificate with the “Friendly Name” of “Encryption Certificate” and enter the information in the questionnaire for the Encryption Certificate or take a screen capture of the “View” dialog box and attach it to your reply email to the WICAP Help Desk.

4.5 Back-up your certificates

For safe-keeping, and in case you need to move them to a new computer or replace a corrupted ID, make sure to store certificates on a flash drive or a CD in a secure place such as a safe or lockable cabinet.

Follow the instructions at the below web address to export your certificates. Make sure to export both your Identity *and* Encryption certificates including their private keys:

<https://knowledge.verisign.com/support/eca-support/index?page=content&actp=CROSSLINK&id=SO8633>

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5 WICAP Registration and Login

5.1 New Account Registration

You have two options to access WICAP

- Using a username and password, which you establish
- Using a PKI Certificate such as an ECA certificate or a DOD Common Access Card (CAC)

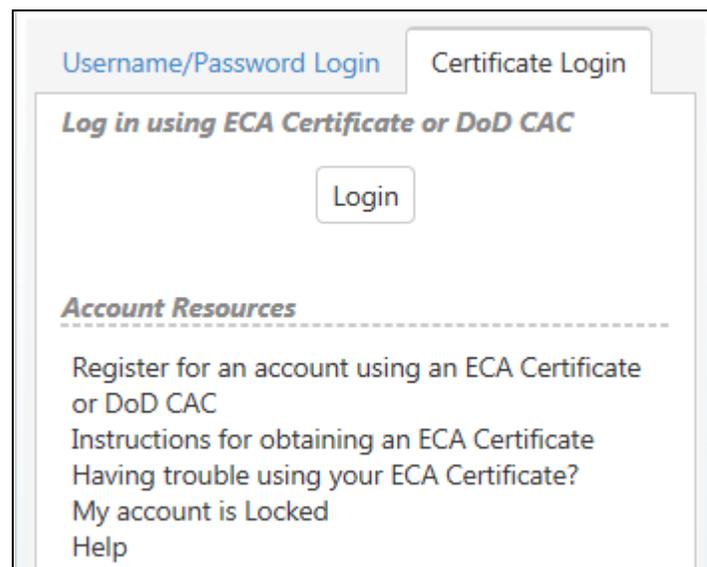
5.1.1 PKI Certificate: Begin Registration

To register for a WICAP account using a certificate, you must have either an External Certificate Authority (ECA) Certificate or a DoD Common Access Card (CAC).

- The DoD Common Access Card (CAC) is a United States Department of Defense (DoD) smart card issues as standard identification for active-duty military personnel, reserve personnel, civilian employees, non-DoD government employees, and State Employees of the National Guard and eligible contractor personnel.
- ECA Certificates are issued to industry partners and other external entities and organizations. There are three External Certification Authorities (ECAs) which are appropriate for WICAP.

To begin registration:

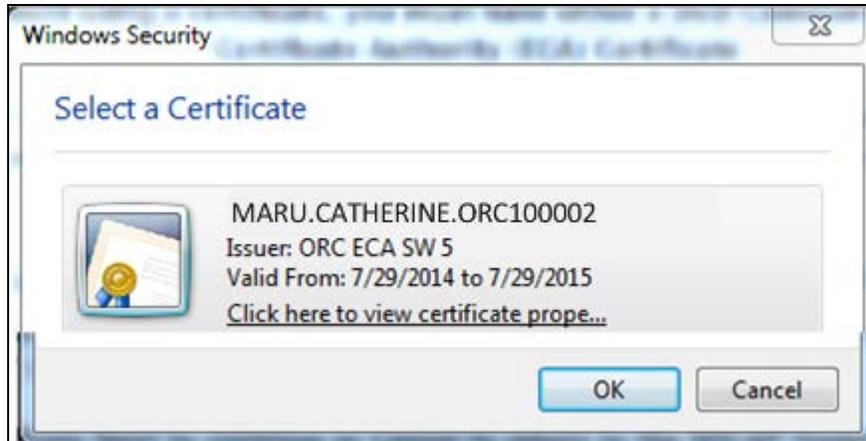
- On the WICAP Landing Page, select the "Certificate Login" tab
- Click the "Register for an account using an ECA Certificate or DOD CAC" link



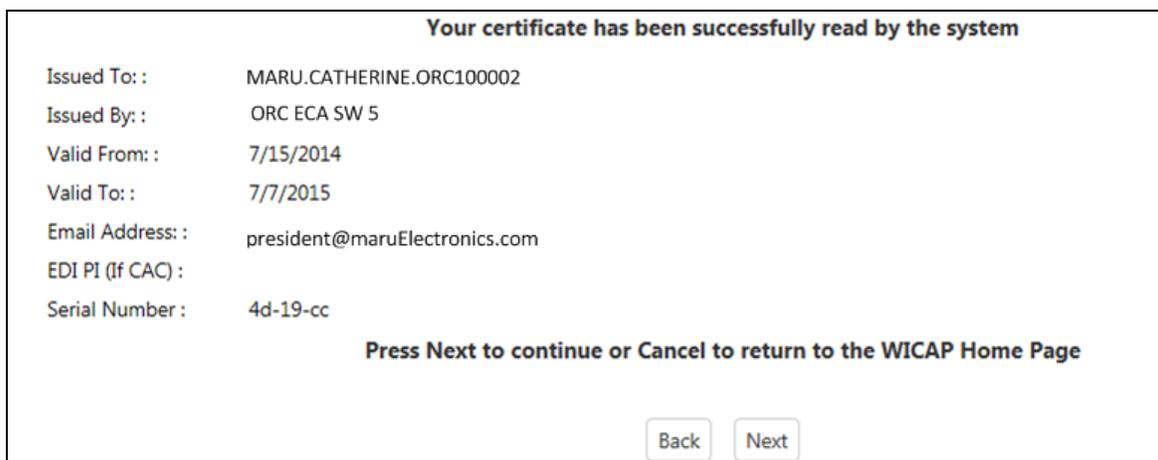
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5.1.2 PKI Certificate: Review Certificate Information

- To begin, an information page will be displayed about the types of PKI certificates which can be used for WICAP. Press "Next" to continue.
- You will be prompted to select your PKI certificate and must then enter your Password or PIN (as appropriate).



- The information on your certificate will be displayed. Press "Next" to continue.



5.1.3 PKI Certificate: Enter Personal Information

- Enter your name, phone number and, optionally, a business title.
- Provide a password for your account. WICAP requires a [strong password](#).
- Click "Next" to continue.

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Please enter your user information below

Email : president@maruElectronics.com

First Name : *

Middle Name :

Last Name : *

Title :

Phone : *

Extension :

Fax :

Press Next to continue the registration process

5.1.4 PKI Certificate: Enter CAGE Code

- Enter your company's CAGE Code
- Press "Next" to continue

Please enter your CAGE Code below

CAGE Code :

Press Next to continue the registration process

5.1.5 PKI Certificate: Enter Company Information

- Please supply the company name and address for this CAGE
- Press "Next" to continue

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CAGE Code	44738
* Company Name	<input type="text" value="Maru Electronics"/>
* Address 1	<input type="text" value="100 Brickstone Square"/>
Address 2	<input type="text"/>
* City	<input type="text" value="Andover"/>
* Country	<input type="text" value="UNITED STATES"/>
* State	<input type="text" value="Massachusetts"/>
* Zip/Postal Code	<input type="text" value="01810"/>

5.1.6 PKI Certificate: Finish Registration

- After registering, click "Go to Home Screen" to log into WICAP.

Registration Completed

Your account and CAGE 44738 has been successfully registered.

You are now ready to login to WICAP

If you have problems logging into WICAP, please contact the WICAP Help Desk

Press Login to log into WICAP now

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5.1.7 Special Registration Issues

5.1.7.1 My email address is already registered

If you enter an email address which has already been registered with WICAP, you will receive an error message. Only one account can be associated with an email. If you believe that the email was registered by someone other than yourself, please contact the Help Desk.

If you use a username to access WICAP and you have forgotten your password, there is a link on the WICAP Home Page to reset your password.

5.1.7.2 My CAGE Code is already registered

If you enter a CAGE code which has already been registered by another user with WICAP, your account request will be subject to review. We will contact this user to review and approve your account request. When the review is complete, you will be notified via the email you provided.

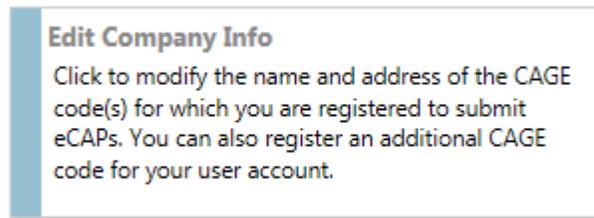
If you have questions regarding this process, please contact the Help Desk.

5.1.7.3 I need to submit an eCAP for an additional CAGE code. What do I do?

You do not need a second user account to create CAPs for an additional CAGE code. Instead, you can associate an additional CAGE with your existing account.

If you were the first person to register an account for your company, login to your account

- Click the "Edit Company Info" start tile on the WICAP Home Page



- Click the "Add New CAGE" button to associate an additional company with your user account

Select to Edit	CAGE Code	Vendor Name	Archived
<input type="button" value="Edit"/>	44738	Maru Electronics	No

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- Enter the information for the new CAGE code and click the "Save" button.

Add Vendor

* CAGE Code

* Company Name

* Address 1

Address 2

* City

* Country

* State

* Zip/Postal Code

Archived

- Click the "Home" link to return to the main WICAP page

If you were not the first person to register for an account for your company, please contact the Help Desk.

5.2 Logging into WICAP

To login in with a PKI certificate:

- Select the Certificate Login tab on the WICAP Landing Page
- Insert your CAC into the reader or, if using an ECA Certificate, make sure it has been installed for your web browser. Click the "Login" button. When prompted, please select your "EMAIL" certificate.

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[Username/Password Login](#) [Certificate Login](#)

Log in using ECA Certificate or DoD CAC

Account Resources

[Register for an account using an ECA Certificate or DoD CAC](#)
[Instructions for obtaining an ECA Certificate](#)
[Having trouble using your ECA Certificate?](#)
[My account is Locked](#)
[Help](#)