

Certificate Installation Guide

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Introduction

The intention of this document is to show how to install the Digicert certificate for ExBPs using the new desktop client from Digicert.

Depending on the version of the Operating System and the Browser you are using, below steps and pictures might be slightly different on your computer.

For your Certificate Installation you will require:

- Email from Digicert containing a Certificate-URL
- Email from Roche containing a Certificate-Enrollment-Code
- Your Roche-UserID (provided in a separate Welcome-Email by Roche)

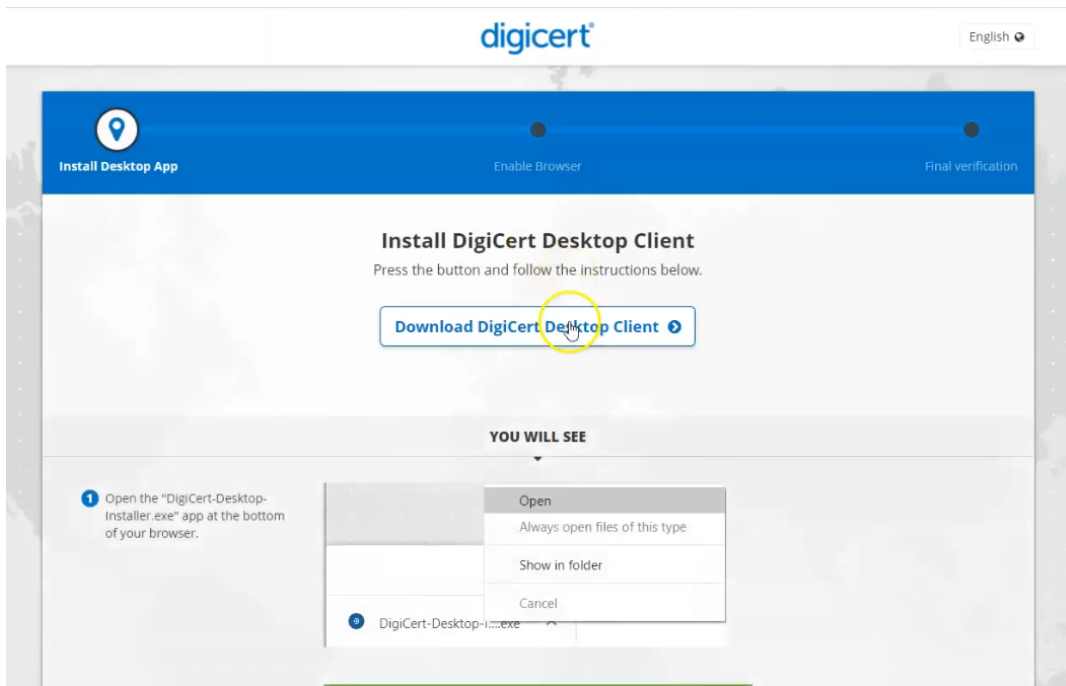
Please note that these instructions are valid for Windows and MacOS. Portable devices like tablets or smartphones are not supported.

Digicert Desktop Client setup for windows

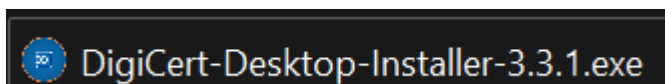
You can skip this step if you have installed it previously

To install the client open this URL:

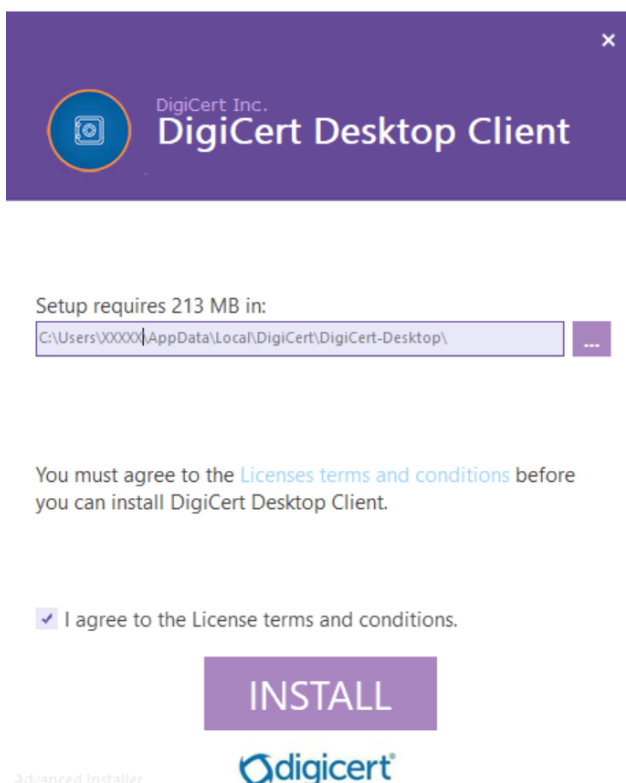
Digicert Desktop Client download: <https://pki-ddc.symauth.com/desktopclient>



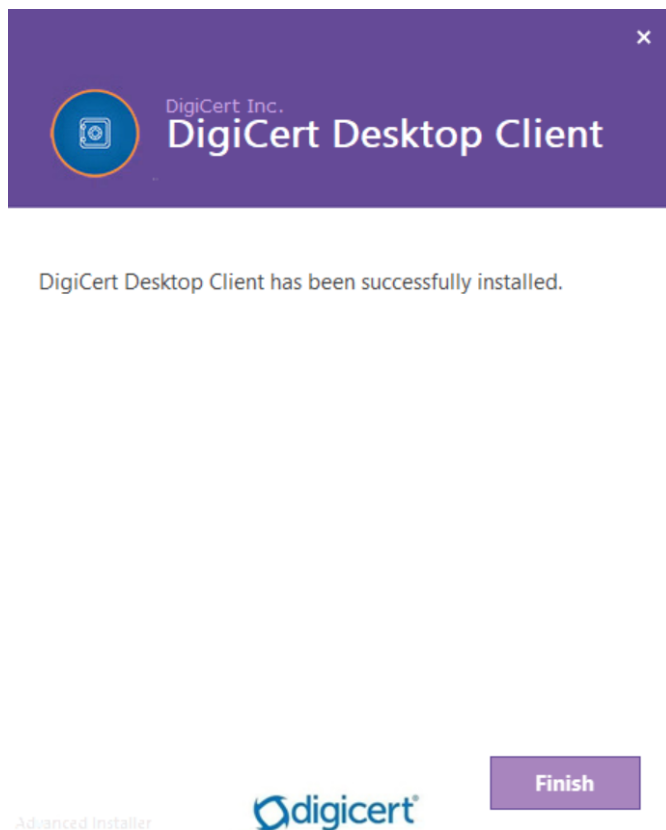
Click on “Download Digicert Desktop Client” and search for the downloaded file (version may be different):



Run the installer. The setup starts.



Click on “I agree...” and “Install”



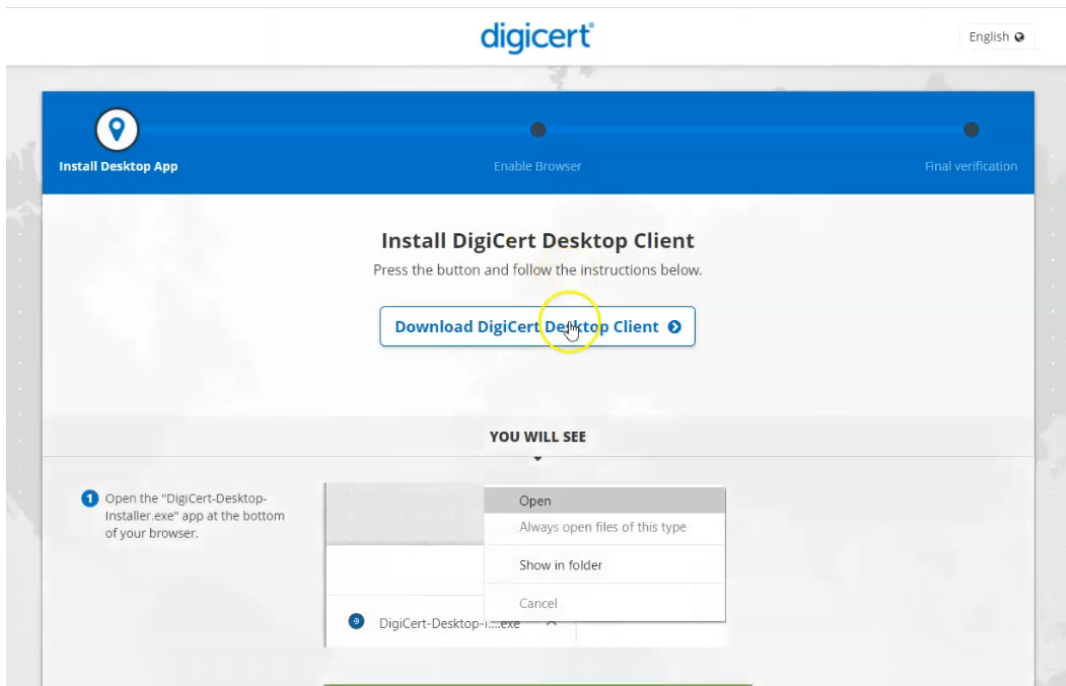
The client is installed.

Digicert Desktop Client setup for MacOS

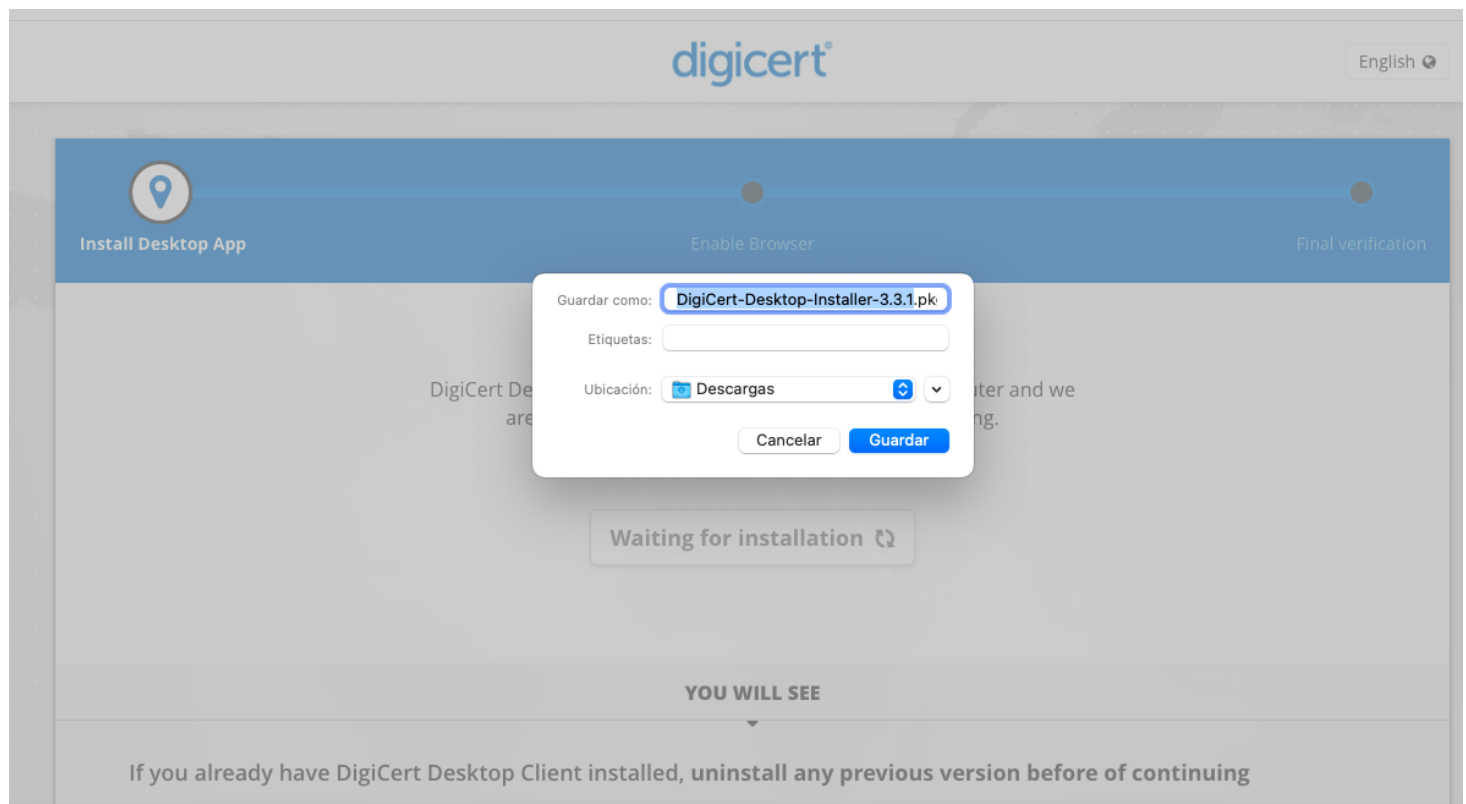
You can skip this step if you have installed it previously

To install the client open this URL:

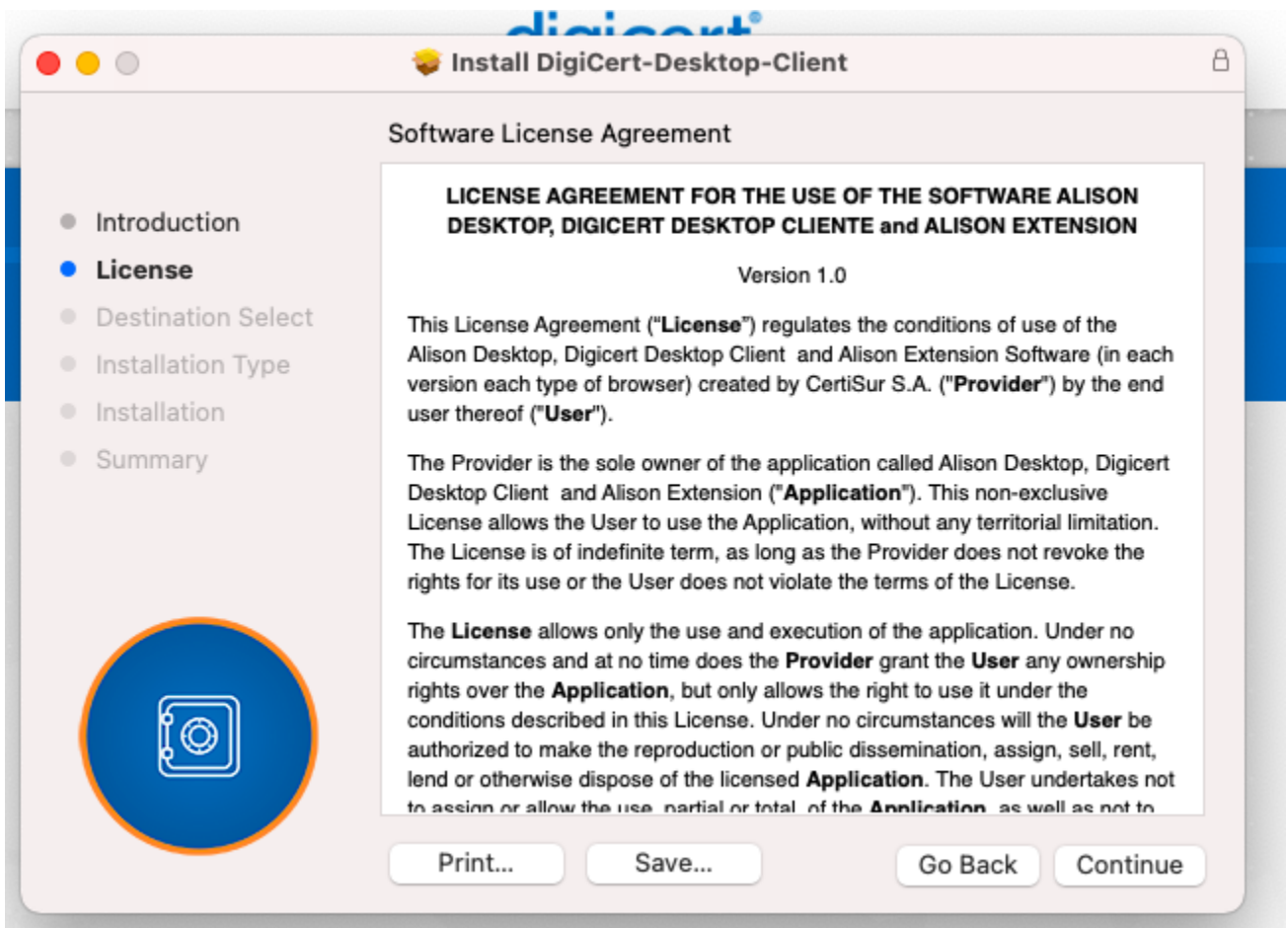
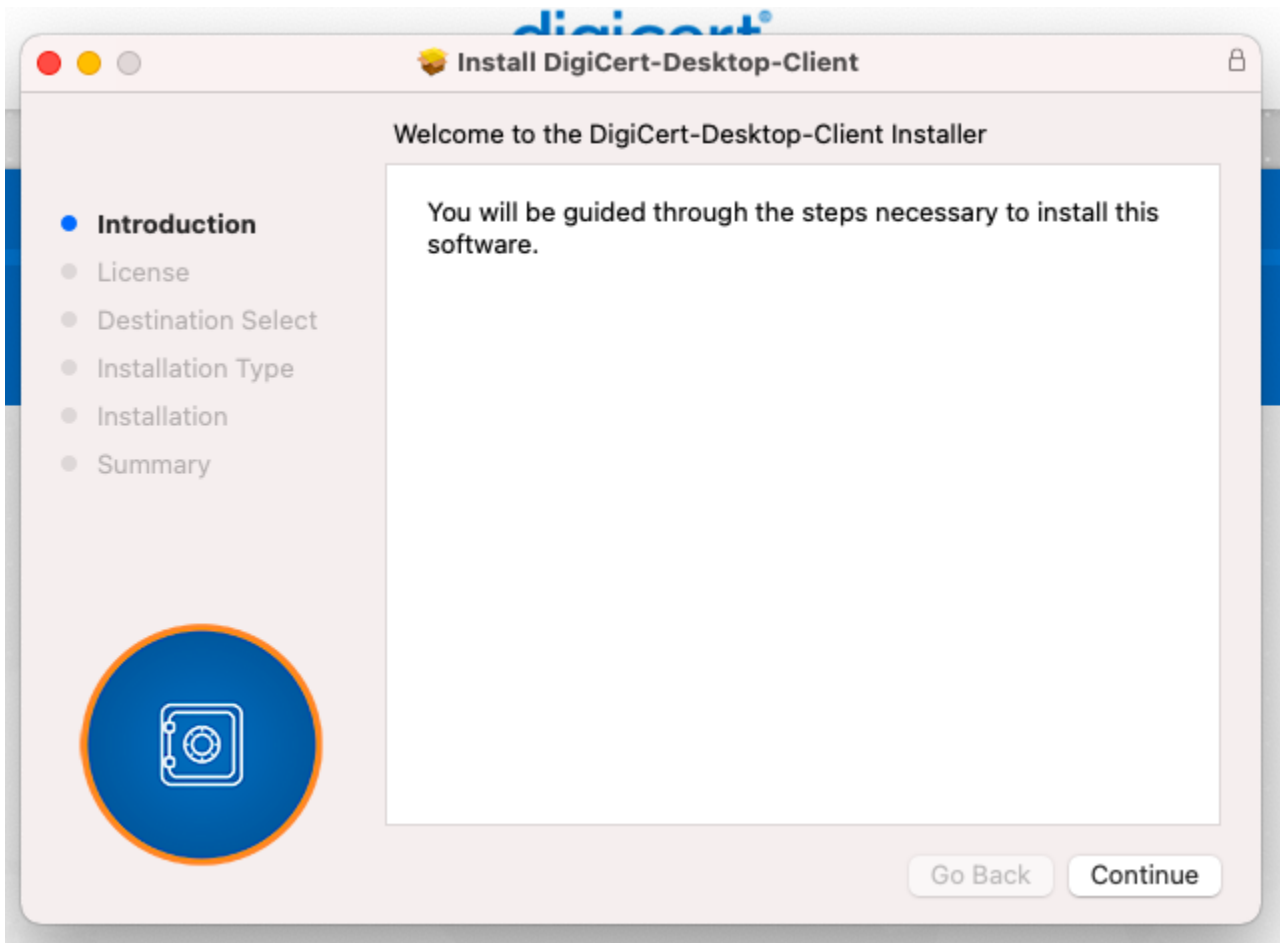
Digicert Desktop Client download: <https://pki-ddc.symauth.com/desktopclient>

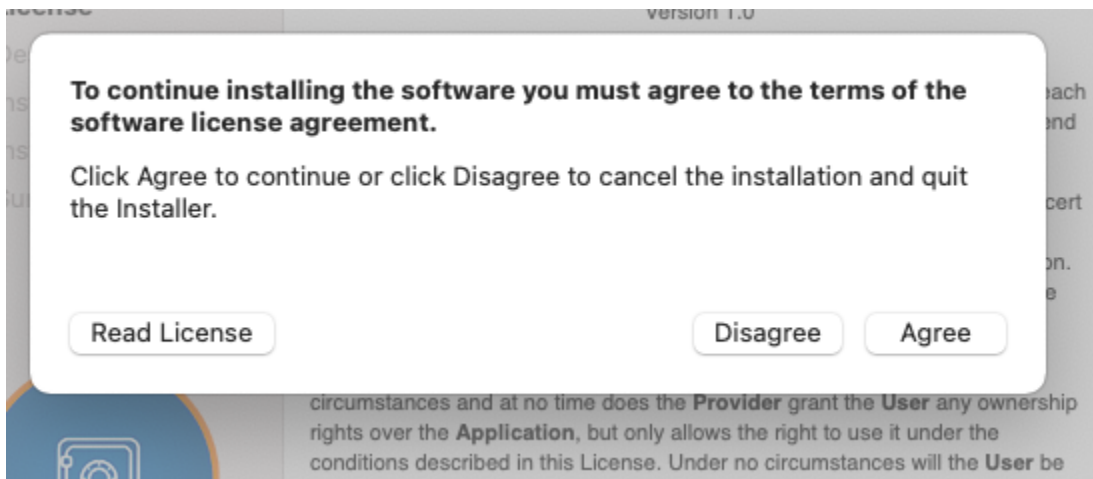


Click on “Download Digicert Desktop Client” and search for the downloaded file (version may be different):

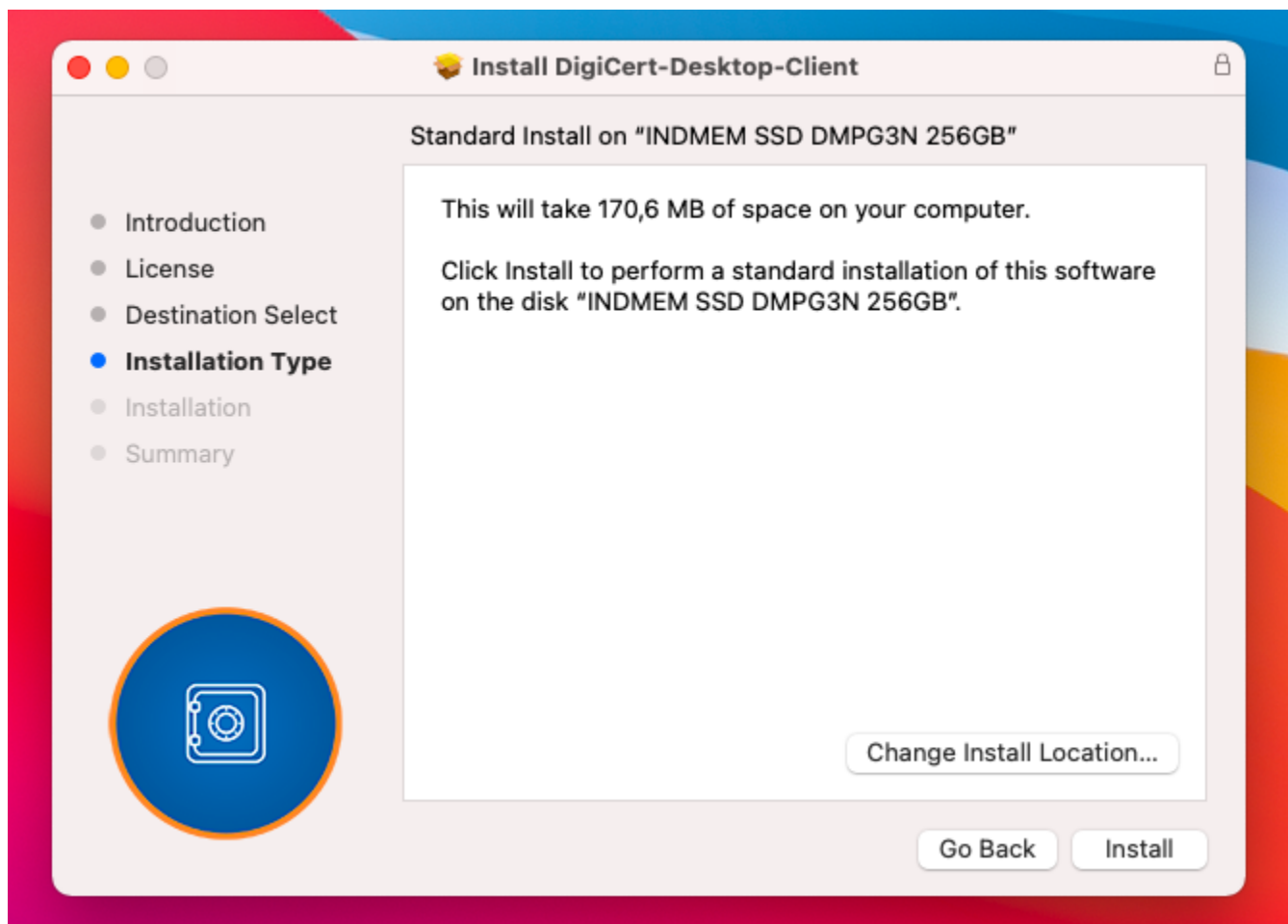


Save the file and execute it. The setup starts.

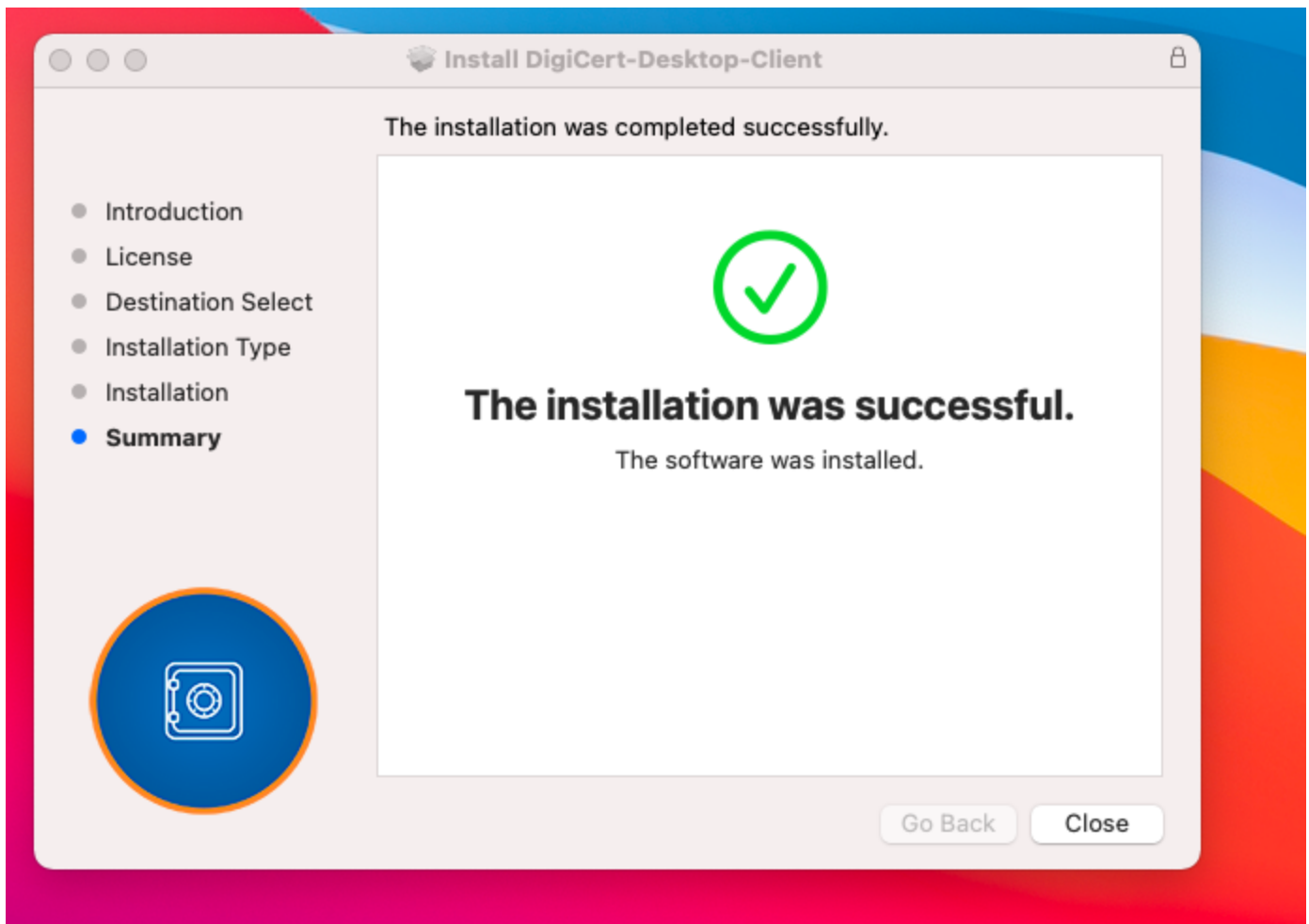
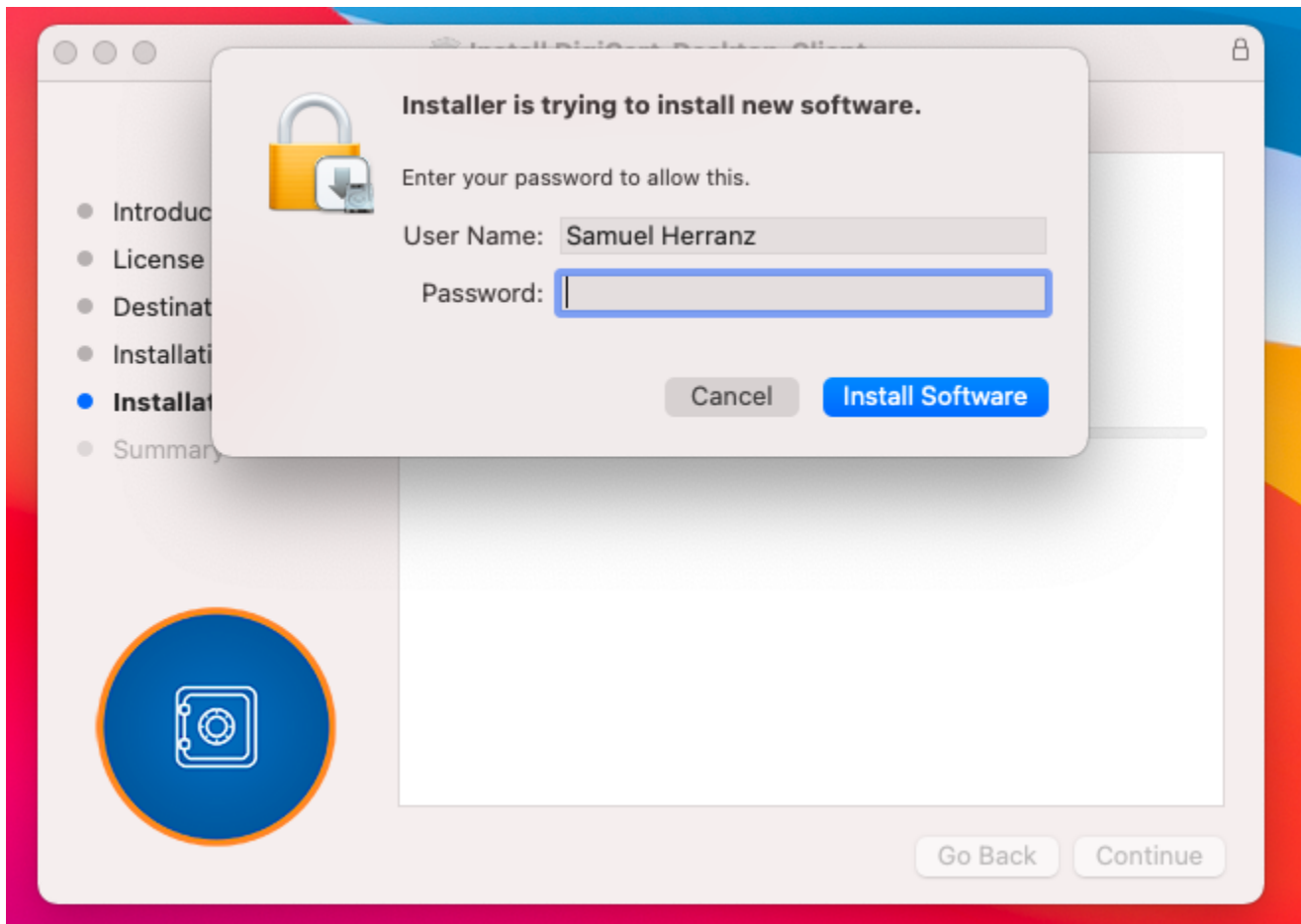




Click on “continue...”, “continue...” and “Agree”



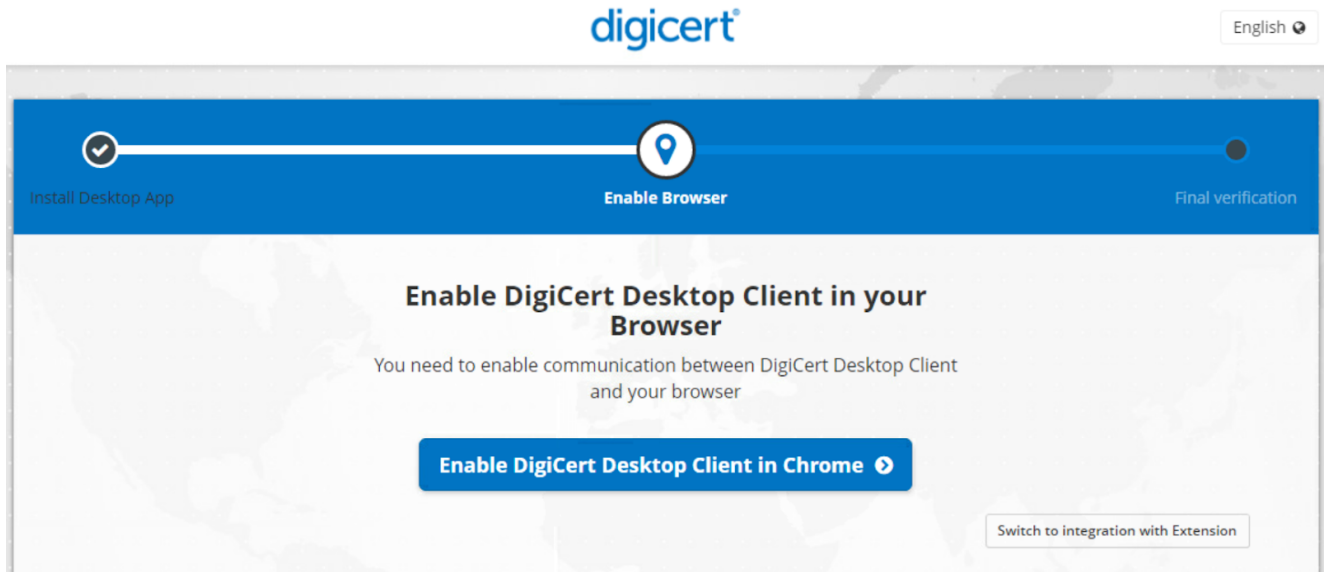
Click on “Install”, add your local administrator credentials and click on “Install Software”



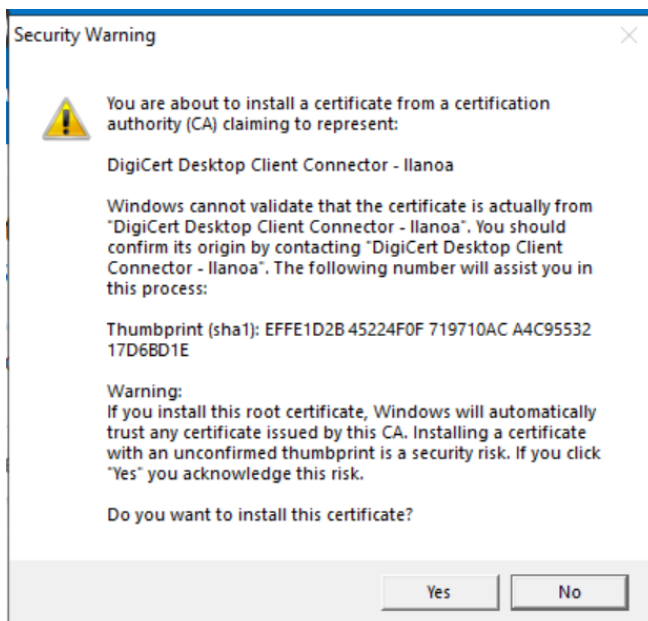
The client is installed.

Enable the client in the Browser

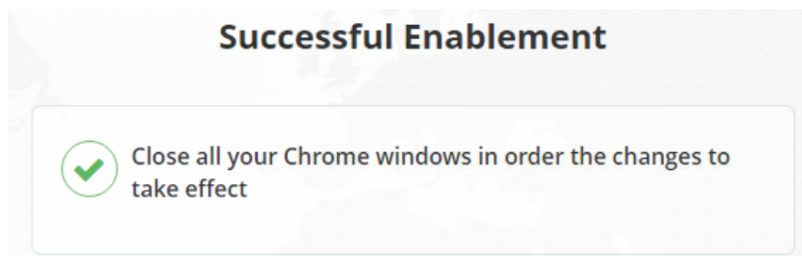
Now go back to your browser and click on “Enable DigiCert Desktop Client in Chrome” (*this message can change depending on your browser*)



Click “Yes” to install the certificate.



You will receive a confirmation message in your browser.



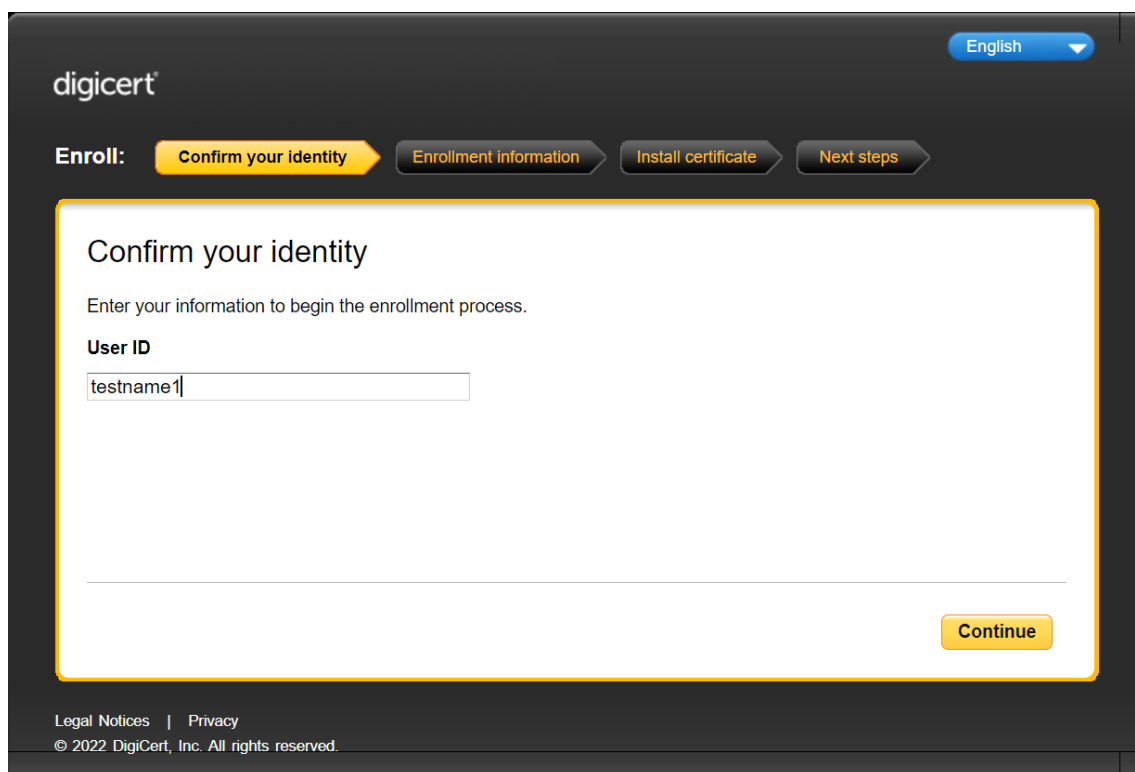
Restart your browser before moving to the next step.

Install the certificate

Open the Email from the *Enterprise PKI Team* containing the Certificate-URL, like:

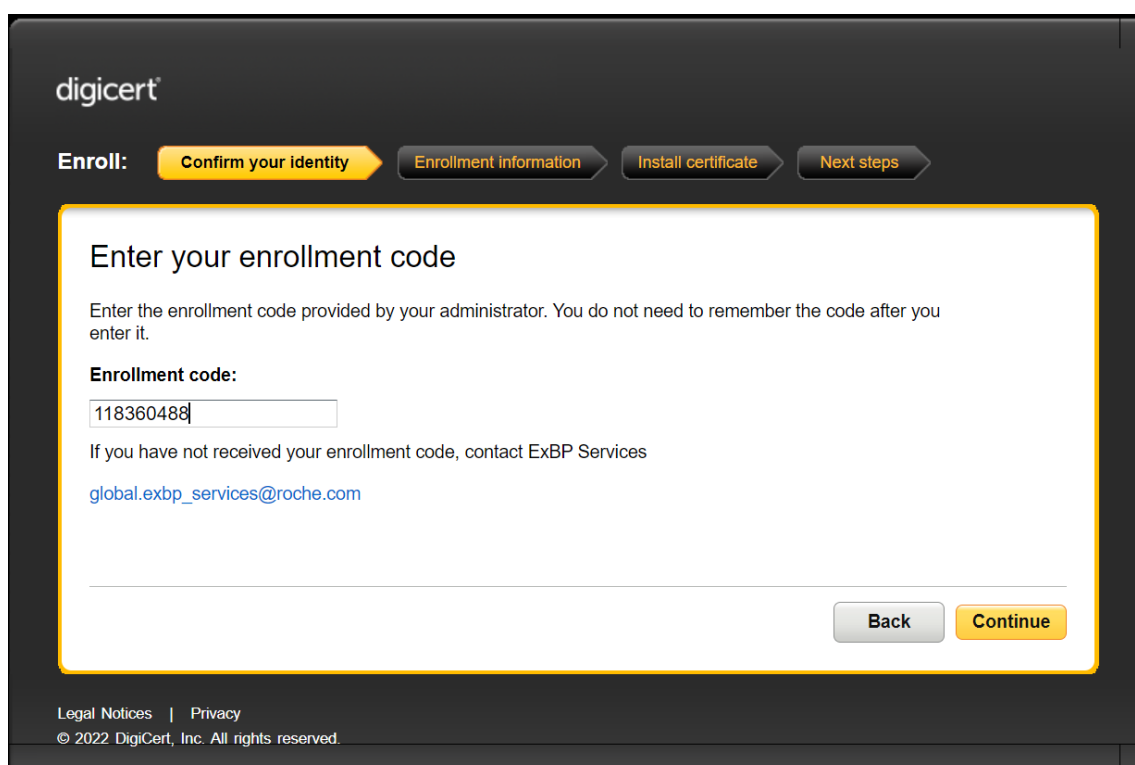
Roche Certificate download: <https://pki.symauth.com/certificate-service?x=Z75rQnltig5SQSHI>

open the URL.



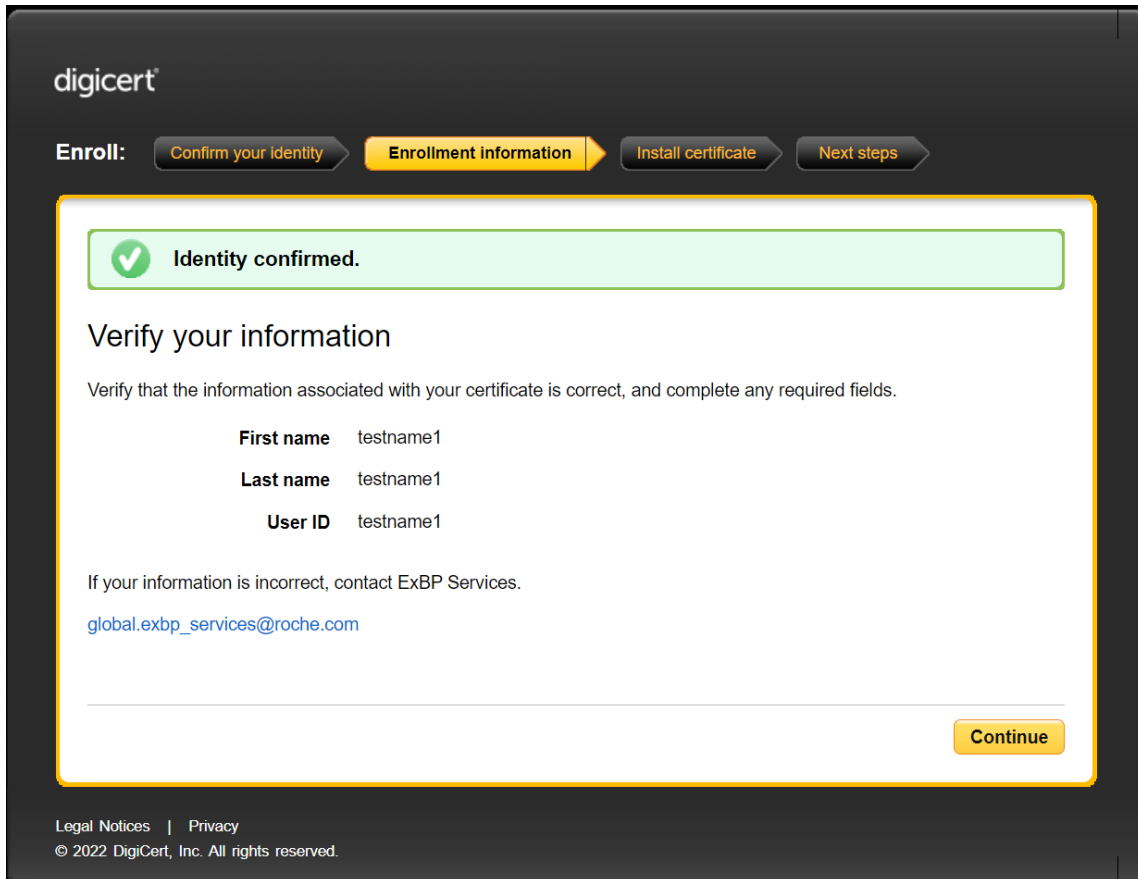
The screenshot shows the DigiCert enrollment interface. At the top right is a language dropdown set to 'English'. Below the DigiCert logo is a progress bar with four steps: 'Confirm your identity' (highlighted in yellow), 'Enrollment information', 'Install certificate', and 'Next steps'. The main content area is titled 'Confirm your identity' and includes the instruction 'Enter your information to begin the enrollment process.' Below this, the 'User ID' field contains the text 'testname1'. A 'Continue' button is located at the bottom right of the form. The footer contains links for 'Legal Notices' and 'Privacy', and a copyright notice for '© 2022 DigiCert, Inc. All rights reserved.'

enter your username and press “Continue”



The screenshot shows the next step in the DigiCert enrollment process. The progress bar now highlights 'Enrollment information'. The main content area is titled 'Enter your enrollment code' and includes the instruction 'Enter the enrollment code provided by your administrator. You do not need to remember the code after you enter it.' Below this, the 'Enrollment code:' field contains the text '118360488'. A link for 'global.exbp_services@roche.com' is provided for users who have not received their code. 'Back' and 'Continue' buttons are at the bottom right. The footer remains the same as the previous screenshot.

enter the Enrollment code you have received in the “Certificate for the Roche Portal” email and press “Continue”



The screenshot shows the 'Enrollment information' step of a DigiCert enrollment process. At the top, the 'Enroll:' section contains four buttons: 'Confirm your identity', 'Enrollment information' (highlighted in yellow), 'Install certificate', and 'Next steps'. Below this, a green banner with a checkmark icon states 'Identity confirmed.'. The main heading is 'Verify your information', followed by the instruction: 'Verify that the information associated with your certificate is correct, and complete any required fields.' A form displays three fields: 'First name' with value 'testname1', 'Last name' with value 'testname1', and 'User ID' with value 'testname1'. Below the form, a note says 'If your information is incorrect, contact ExBP Services.' with a link to 'global.exbp_services@roche.com'. A 'Continue' button is at the bottom right. The footer includes 'Legal Notices | Privacy' and '© 2022 DigiCert, Inc. All rights reserved.'

digicert

Enroll: Confirm your identity Enrollment information Install certificate Next steps

✓ Identity confirmed.

Verify your information

Verify that the information associated with your certificate is correct, and complete any required fields.

First name testname1

Last name testname1

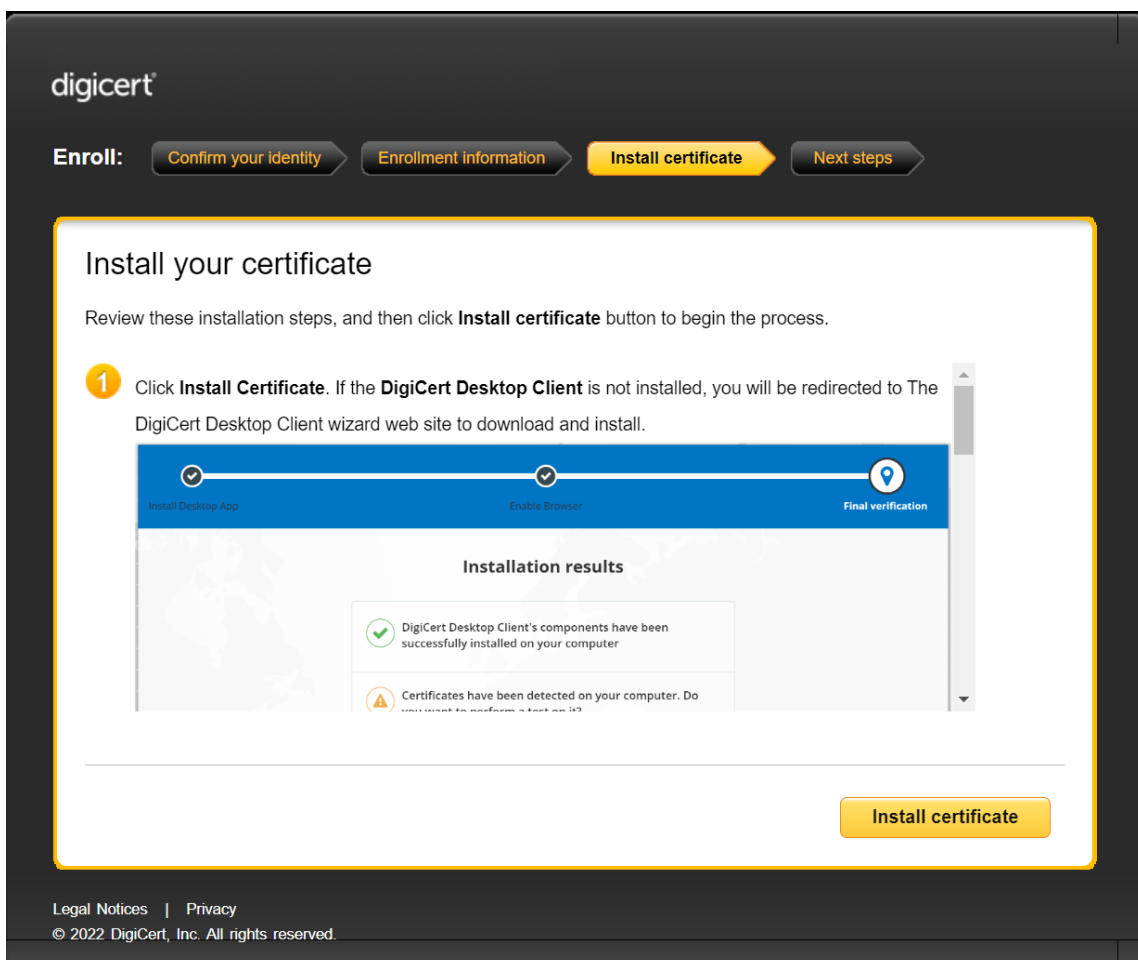
User ID testname1

If your information is incorrect, contact ExBP Services.
global.exbp_services@roche.com

Continue

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Verify all you data and press “Continue”



The screenshot shows the 'Install your certificate' step of a DigiCert enrollment process. At the top, the 'Enroll:' section contains four buttons: 'Confirm your identity', 'Enrollment information', 'Install certificate' (highlighted in yellow), and 'Next steps'. Below this, the heading is 'Install your certificate', followed by the instruction: 'Review these installation steps, and then click **Install certificate** button to begin the process.' A numbered step '1' says: 'Click **Install Certificate**. If the **DigiCert Desktop Client** is not installed, you will be redirected to The DigiCert Desktop Client wizard web site to download and install.' An inset image shows a progress bar with three steps: 'Install Desktop App' (checked), 'Enable Browser' (checked), and 'Final verification' (active). Below the progress bar, the 'Installation results' section shows two messages: a green checkmark stating 'DigiCert Desktop Client's components have been successfully installed on your computer' and a yellow warning icon stating 'Certificates have been detected on your computer. Do you want to continue?' (partially visible). An 'Install certificate' button is at the bottom right. The footer includes 'Legal Notices | Privacy' and '© 2022 DigiCert, Inc. All rights reserved.'

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Enroll: Confirm your identity Enrollment information Install certificate Next steps

Install your certificate

Review these installation steps, and then click **Install certificate** button to begin the process.

1 Click **Install Certificate**. If the **DigiCert Desktop Client** is not installed, you will be redirected to The DigiCert Desktop Client wizard web site to download and install.

Progress bar: Install Desktop App (checked), Enable Browser (checked), Final verification (active)

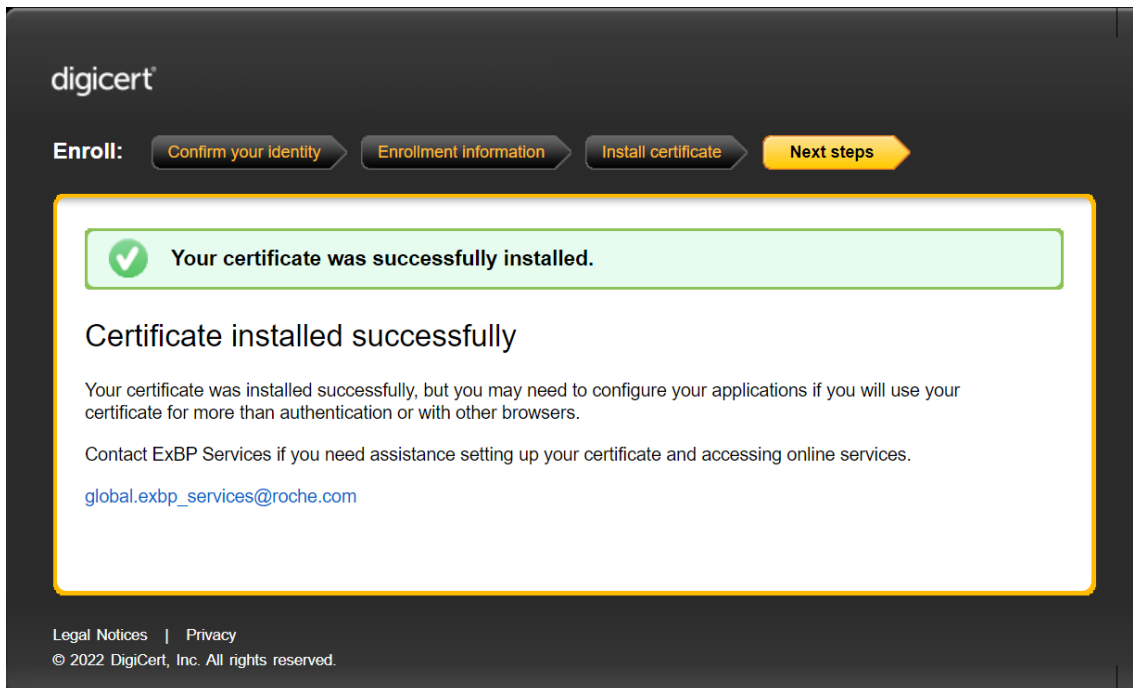
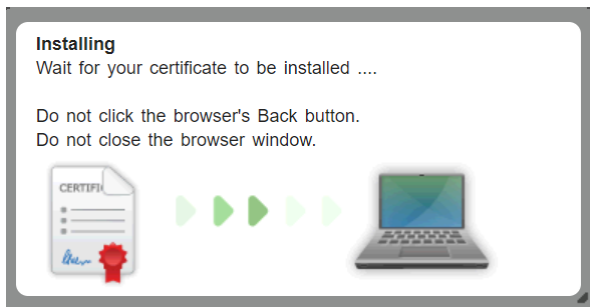
Installation results

- ✓ DigiCert Desktop Client's components have been successfully installed on your computer
- ⚠ Certificates have been detected on your computer. Do you want to continue?

Install certificate

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Click on “Install Certificate”



Now the certificate is properly installed and you can access Roche using partneraccess:

<https://partneraccess.roche.net>

Remember to add this page to your favorites.

For any **issues** or **questions** open a ticket by contacting Roche Service Desk using the Hotline phone numbers detailed in the following list:

[Service Desk hotline phone numbers](#)