



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)

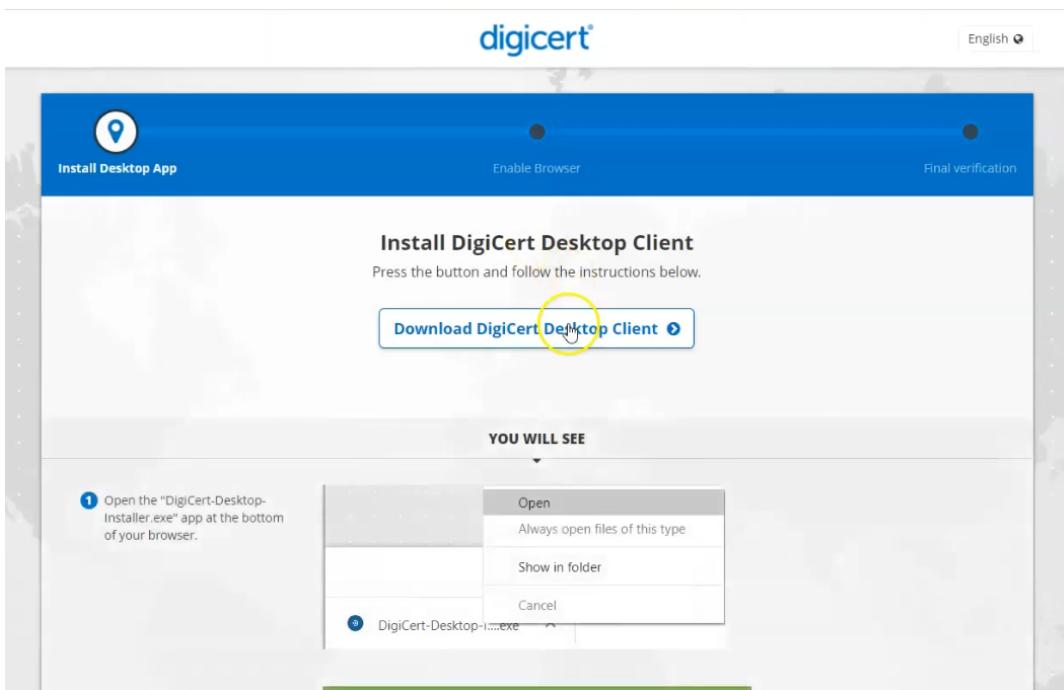
Please note that these instructions are valid for Windows and MacOS. Portable devices like tablets or smartphones are not supported.

Digicert Desktop Client setup for windows

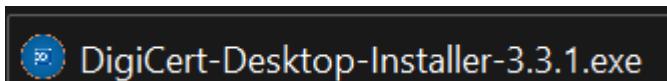
You can skip this step if you have installed it previously

To install the client open this URL:

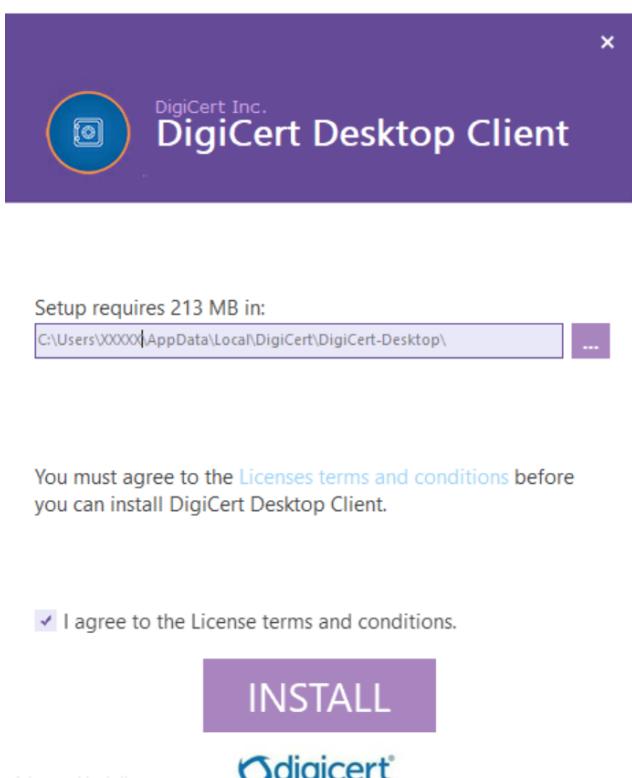
Digicert Desktop Client download: <https://pki-ddc.symauth.com/desktopclient>



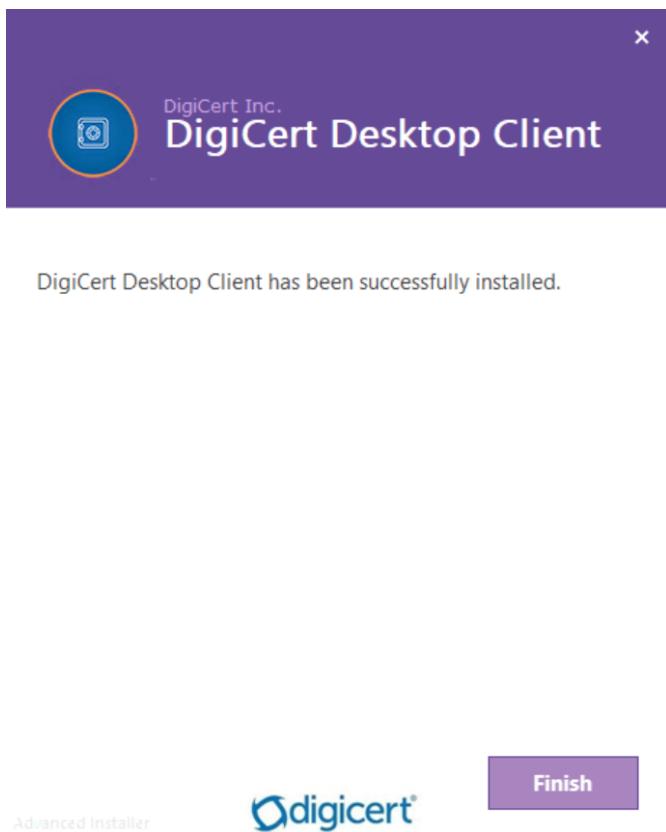
Click on “Download DigiCert Desktop Client” and search for the downloaded file (version may be different):



Run the installer. The setup starts.



Click on “I agree...” and “Install”



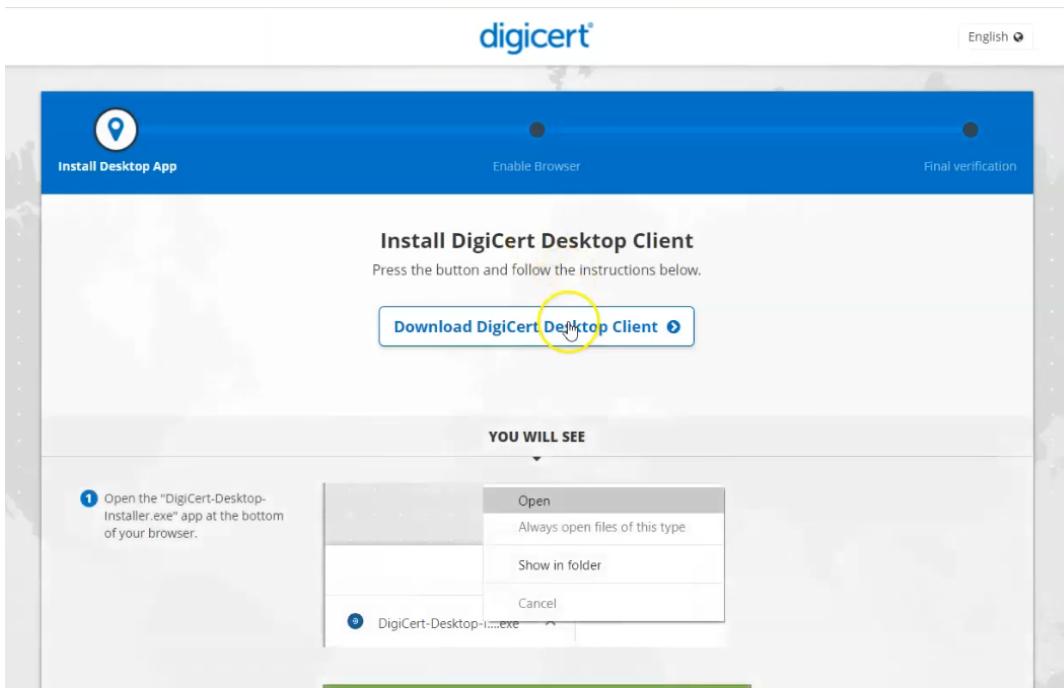
The client is installed.

Digicert Desktop Client setup for MacOS

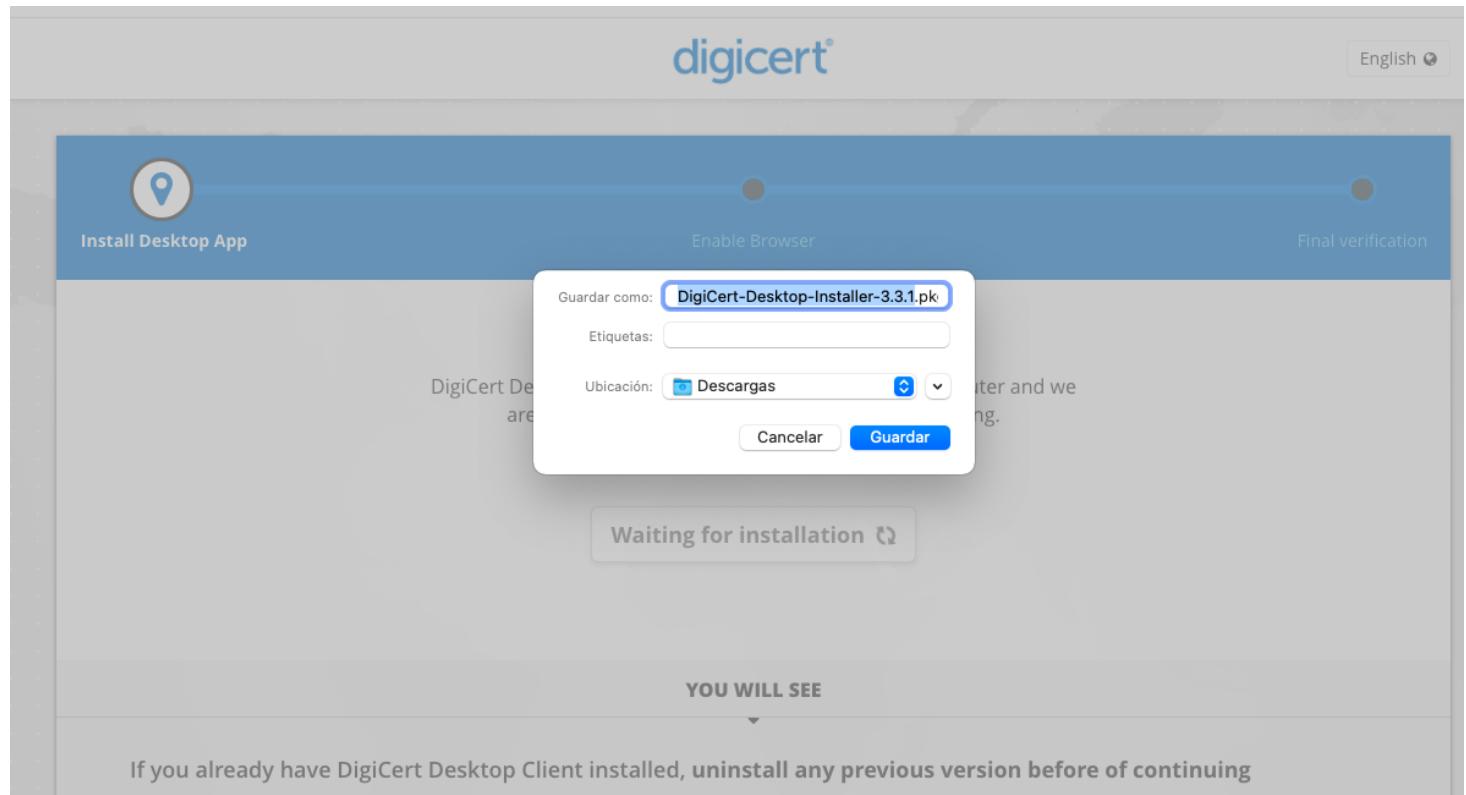
You can skip this step if you have installed it previously

To install the client open this URL:

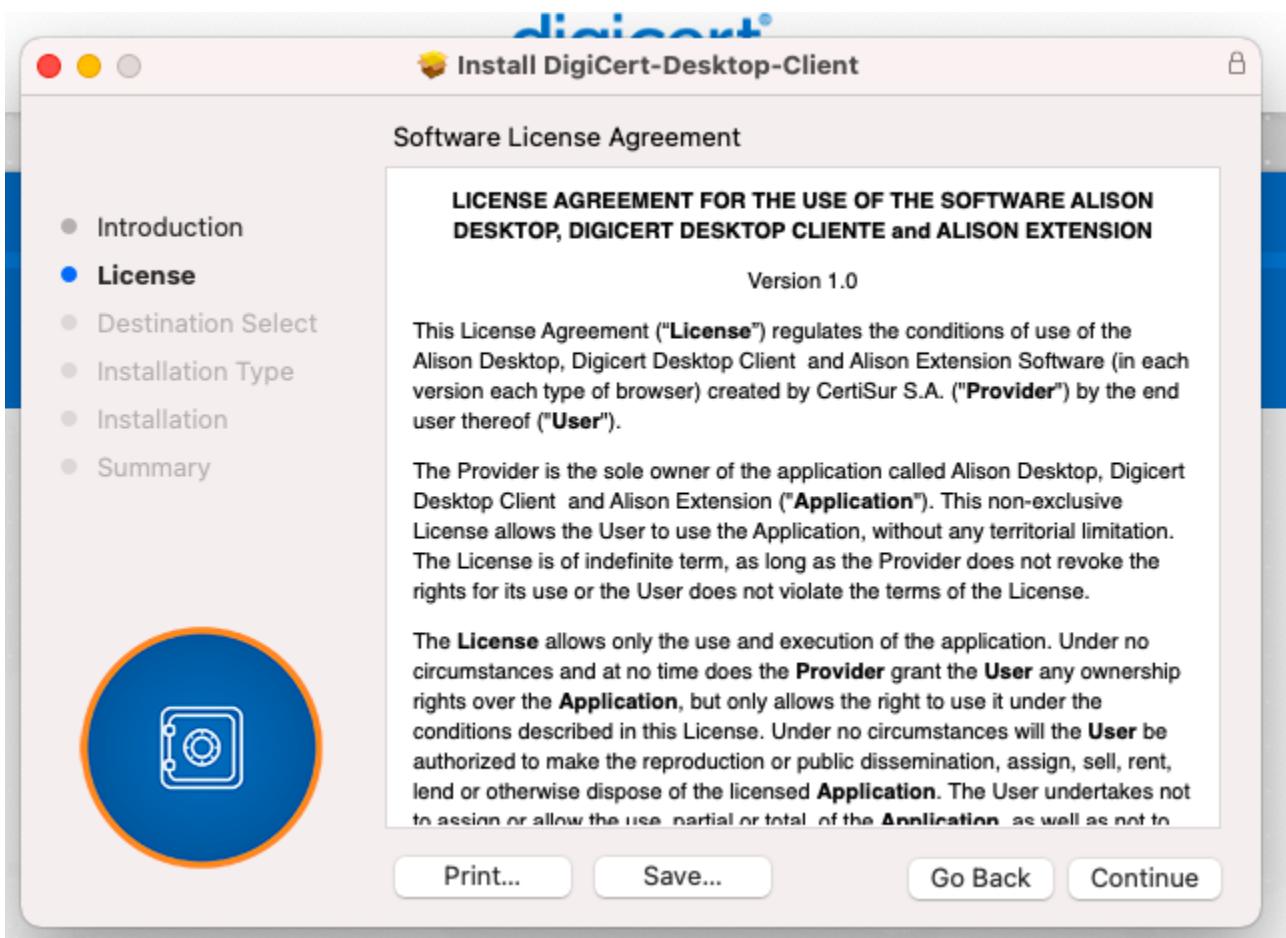
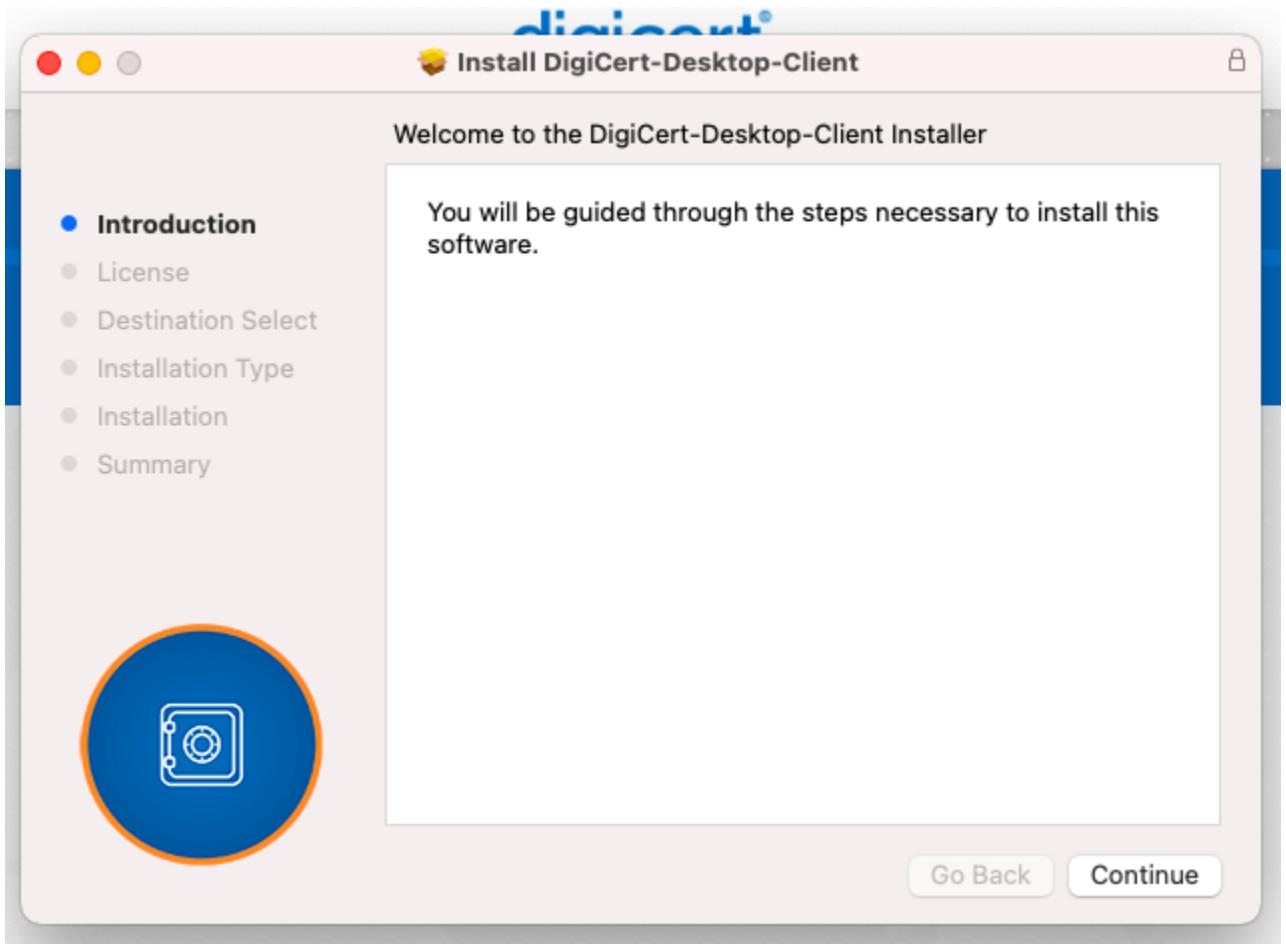
Digicert Desktop Client download: <https://pki-ddc.symauth.com/desktopclient>

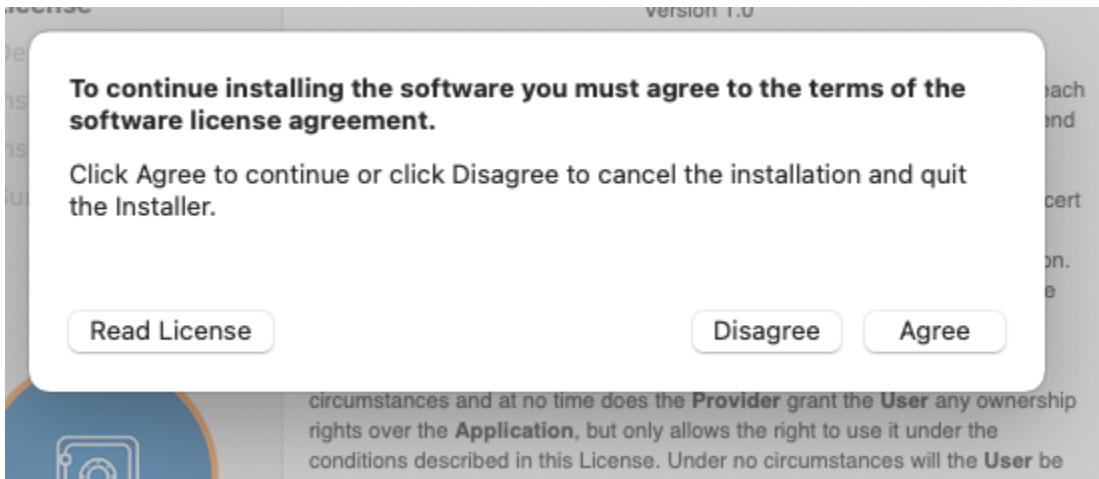


Click on “Download Digicert Desktop Client” and search for the downloaded file (version may be different):

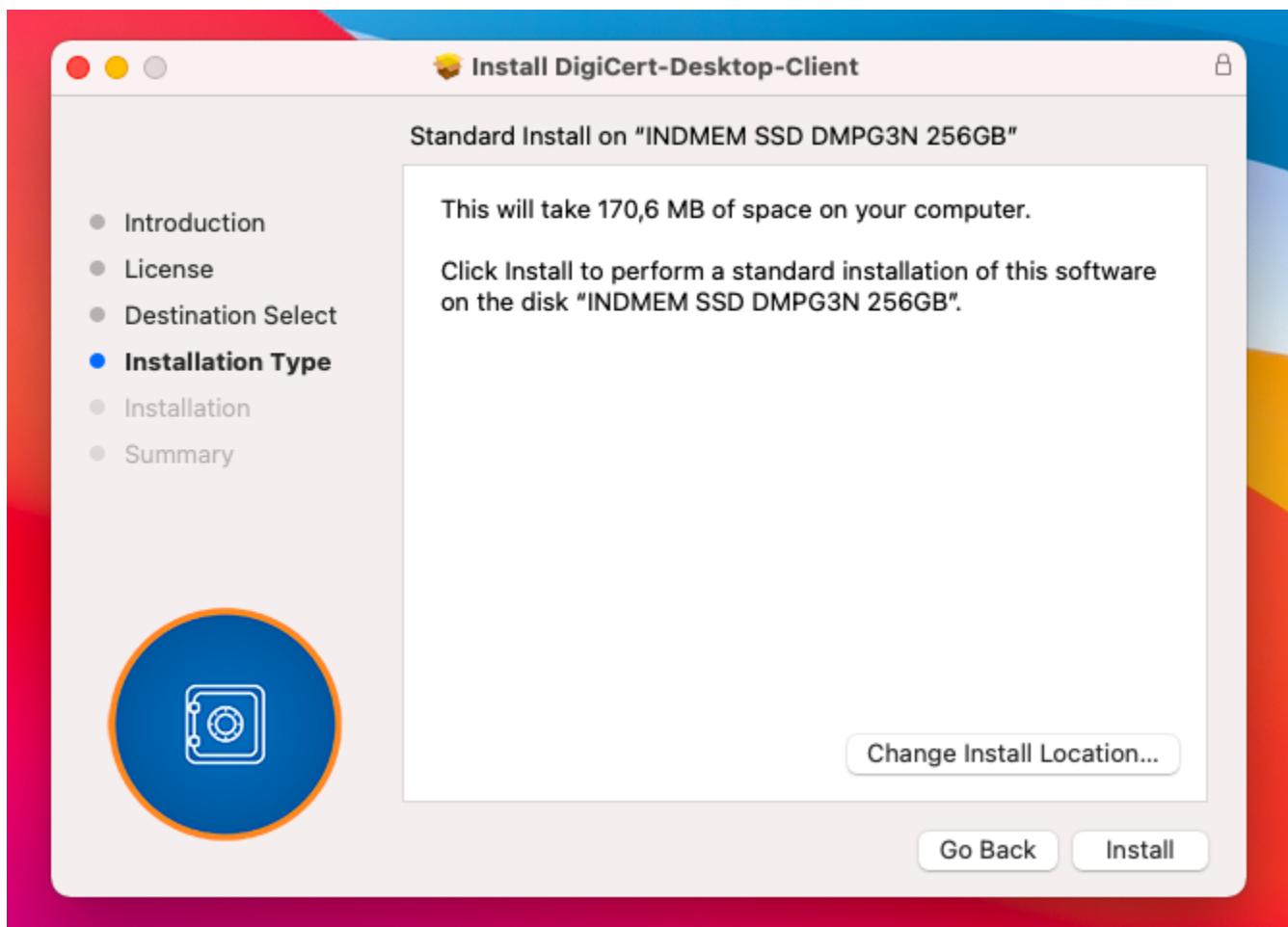


Save the file and execute it. The setup starts.

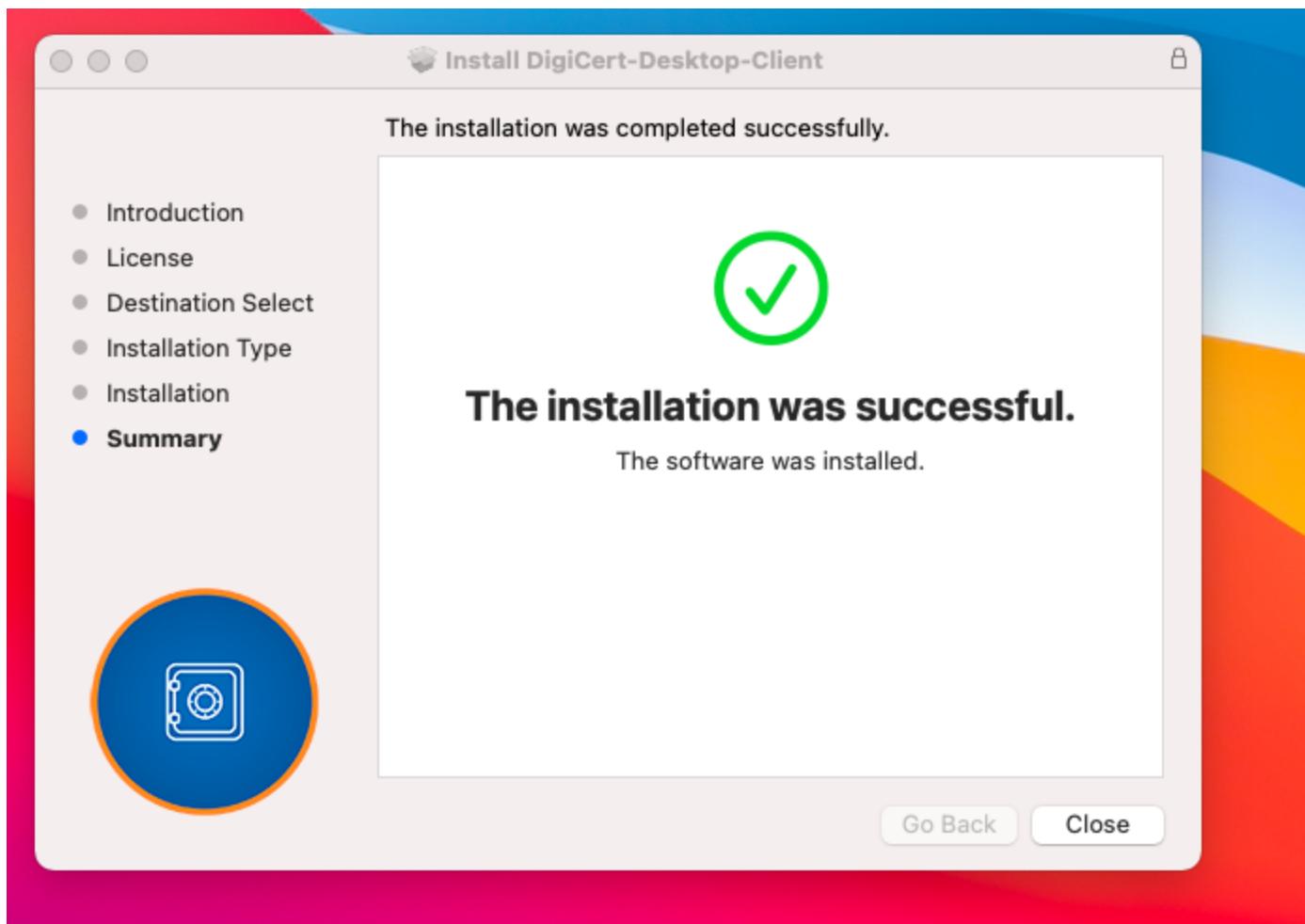
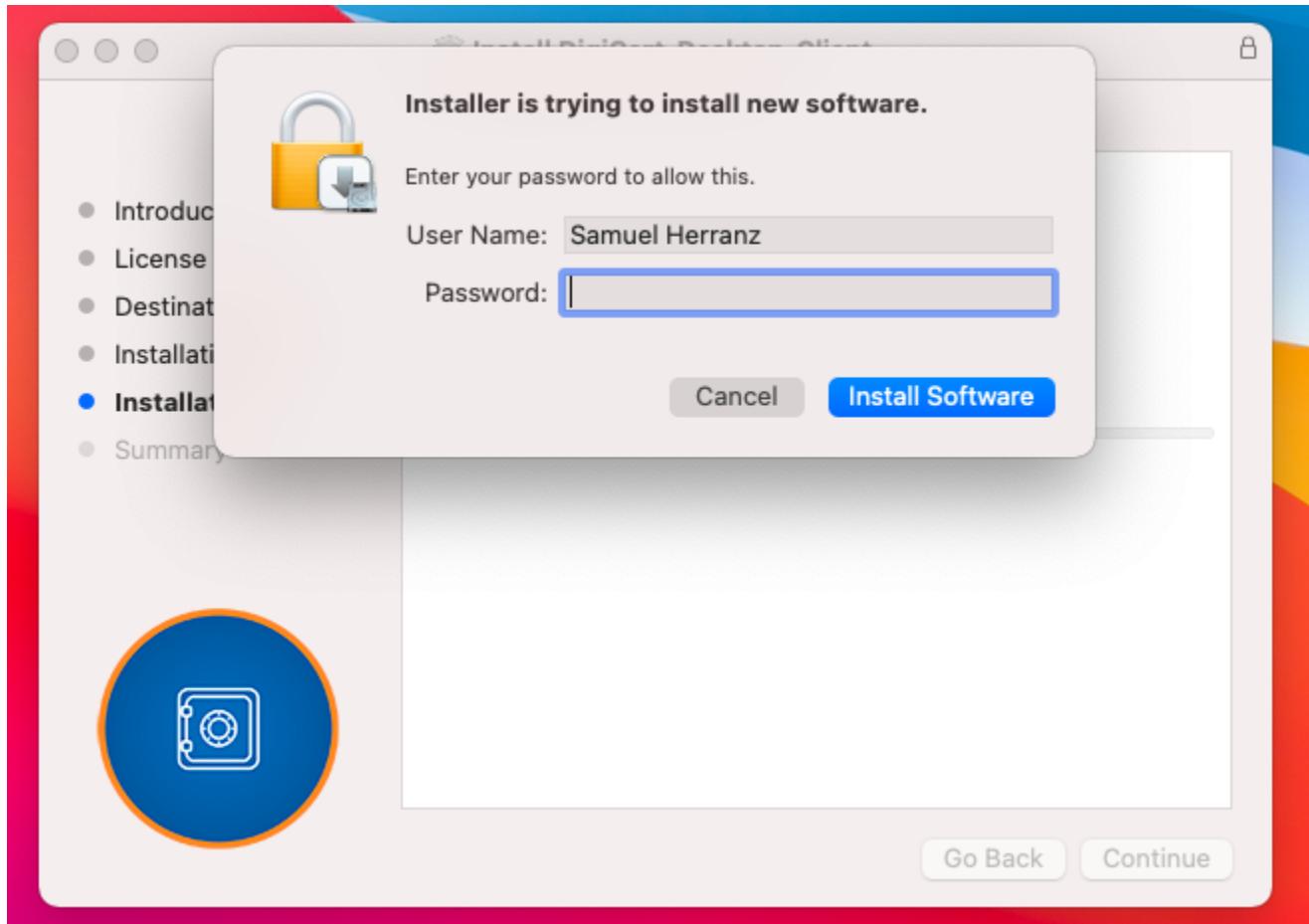




Click on “continue...”, “continue...” and “Agree”



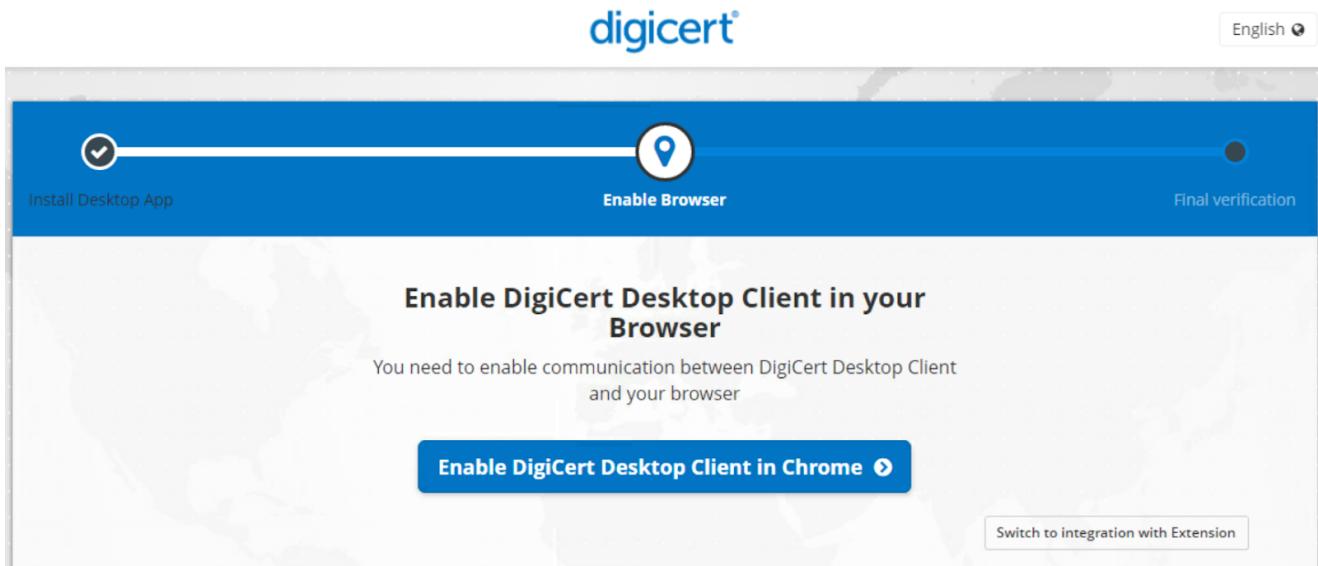
Click on “Install”, add your local administrator credentials and click on “Install Software”



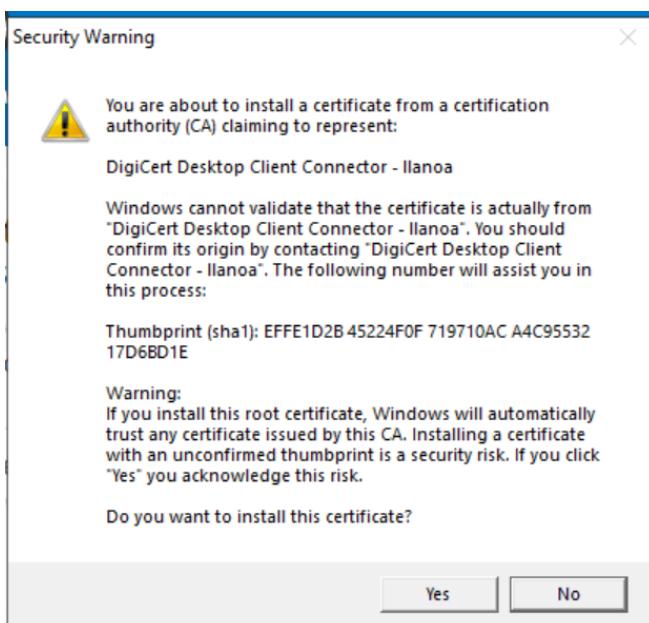
The client is installed.

Enable the client in the Browser

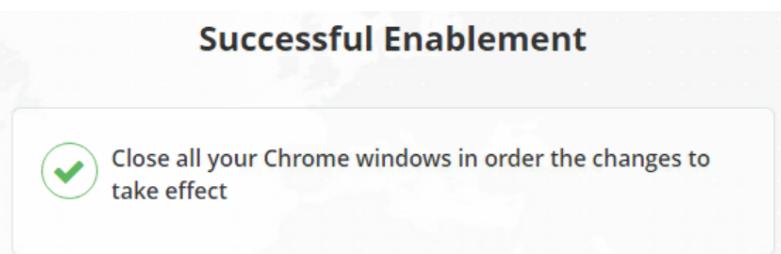
Now go back to your browser and click on “Enable DigiCert Desktop Client in Chrome” (*this message can change depending on your browser*)



Click “Yes” to install the certificate.



You will receive a confirmation message in your browser.



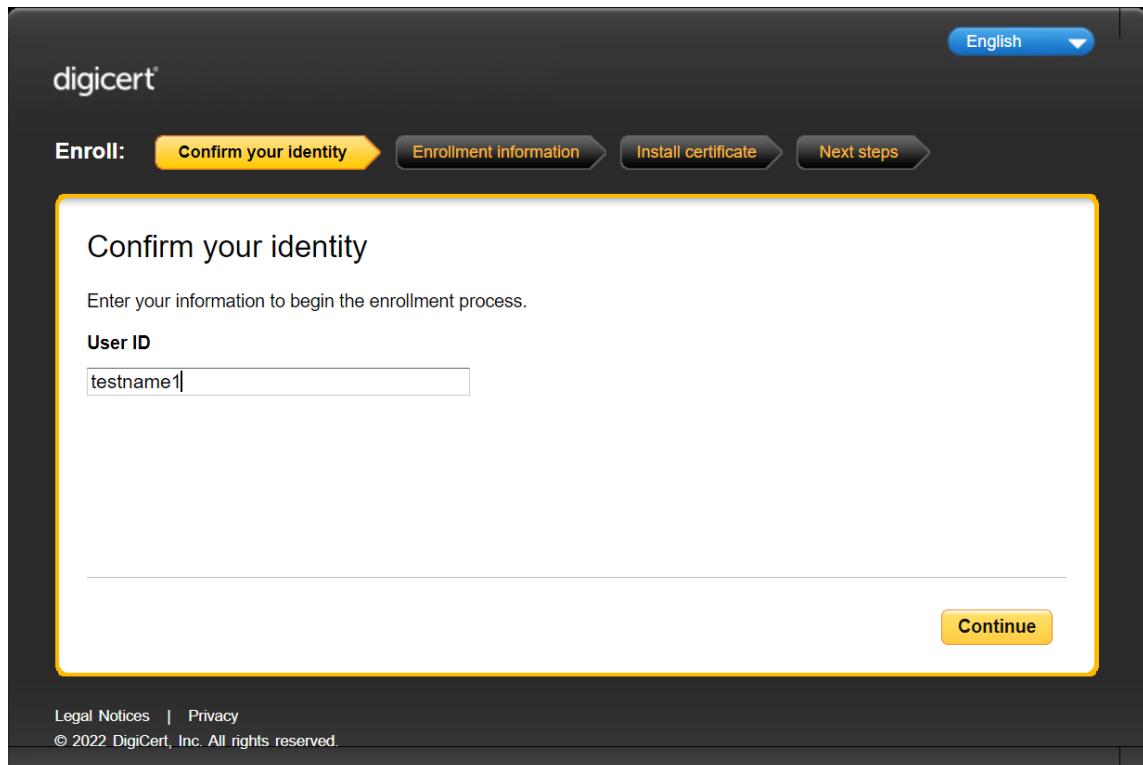
Restart your browser before moving to the next step.

Install the certificate

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

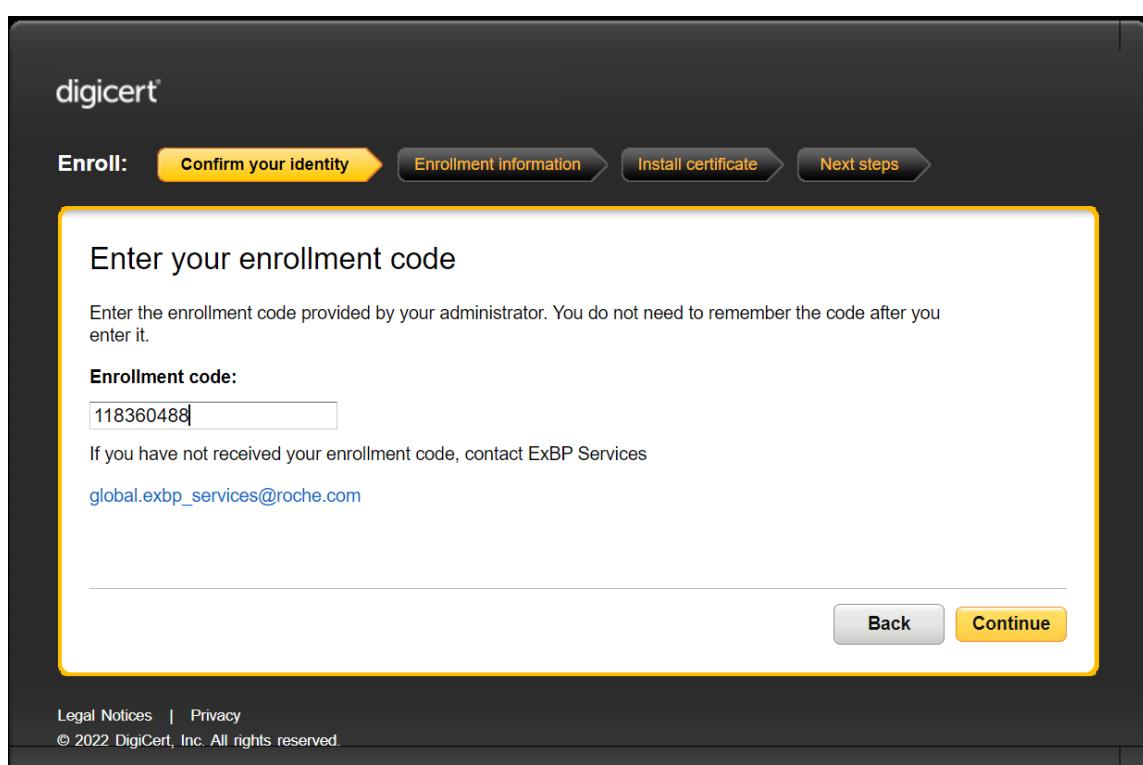
Roche Certificate download: <https://pki.symauth.com/certificate-service?x=Z75rQnItig5SQSHI>

open the URL.



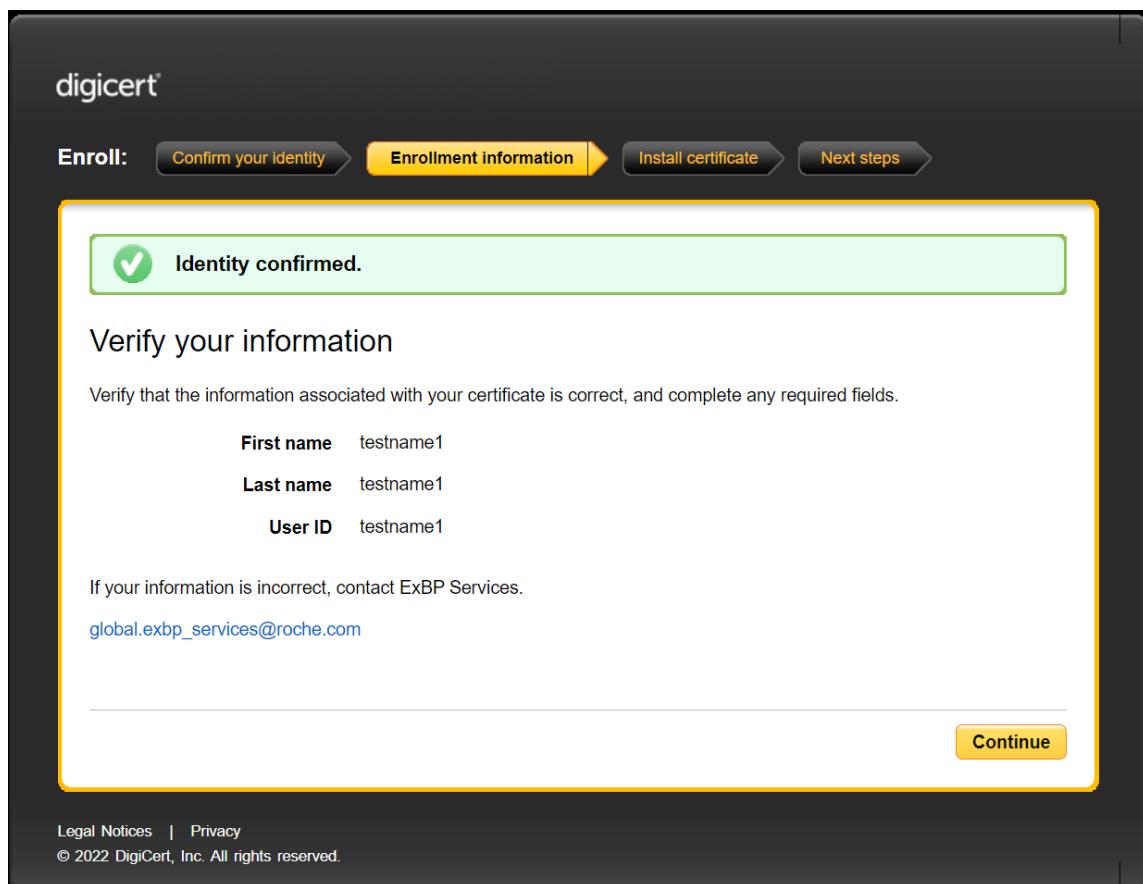
The screenshot shows the first step of a certificate enrollment process on the DigiCert website. The page title is 'digicert®'. At the top, there is a language selection dropdown set to 'English'. Below it, a navigation bar shows 'Enroll' followed by four steps: 'Confirm your identity' (highlighted in yellow), 'Enrollment information', 'Install certificate', and 'Next steps'. The main content area is titled 'Confirm your identity' and contains the sub-instruction 'Enter your information to begin the enrollment process.' A 'User ID' field is present, containing the value 'testname1'. At the bottom right of the content area is a yellow 'Continue' button. The footer of the page includes links for 'Legal Notices' and 'Privacy', and a copyright notice: '© 2022 DigiCert, Inc. All rights reserved.'

enter your username and press "Continue"



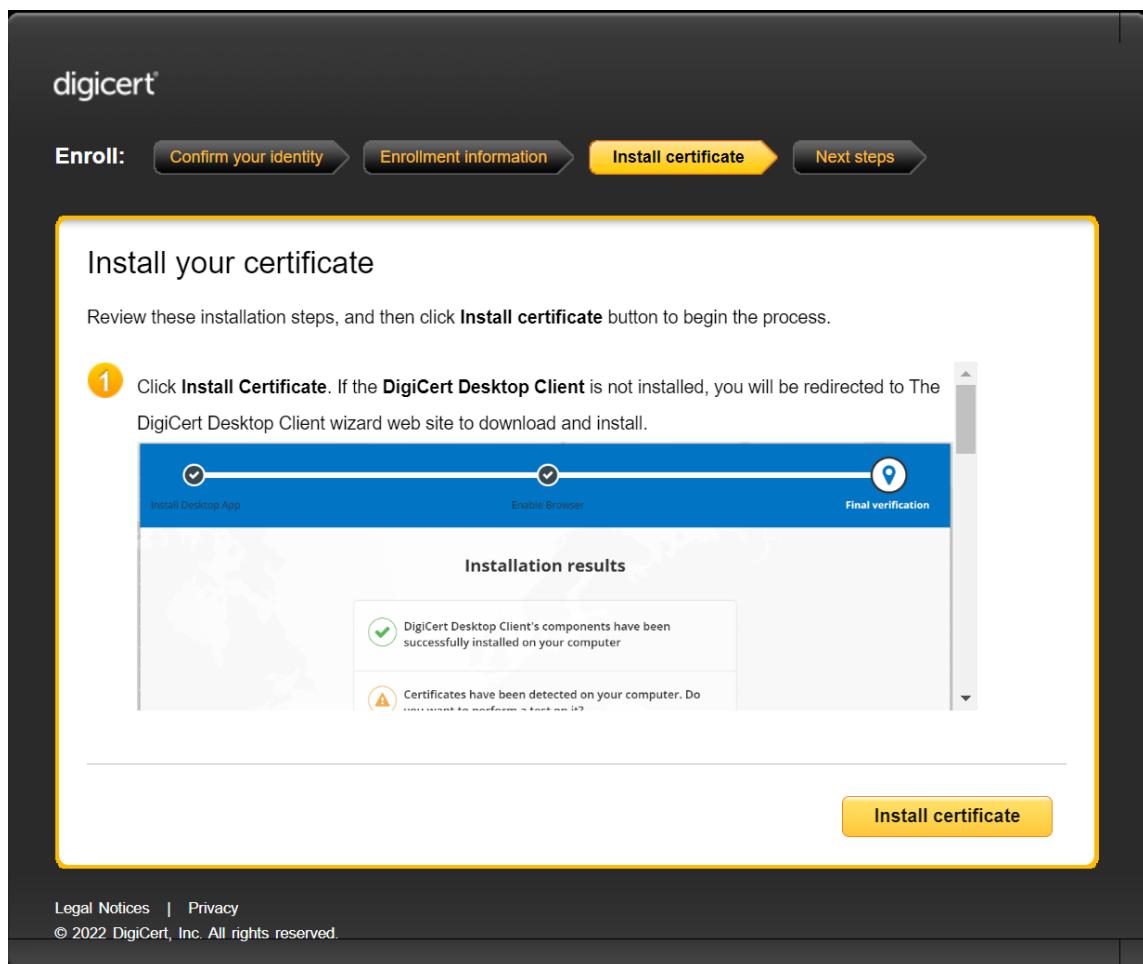
The screenshot shows the second step of the enrollment process. The page title is 'digicert®'. The navigation bar is identical to the previous step, showing 'Enroll' and the four steps. The main content area is titled 'Enter your enrollment code' and contains the sub-instruction 'Enter the enrollment code provided by your administrator. You do not need to remember the code after you enter it.' A 'Enrollment code:' label is followed by an input field containing the value '118360488'. Below the input field, text reads 'If you have not received your enrollment code, contact ExBP Services' followed by an email address: 'global.exbp_services@roche.com'. At the bottom right of the content area are 'Back' and 'Continue' buttons. The footer includes 'Legal Notices' and 'Privacy' links, and the copyright notice: '© 2022 DigiCert, Inc. All rights reserved.'

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



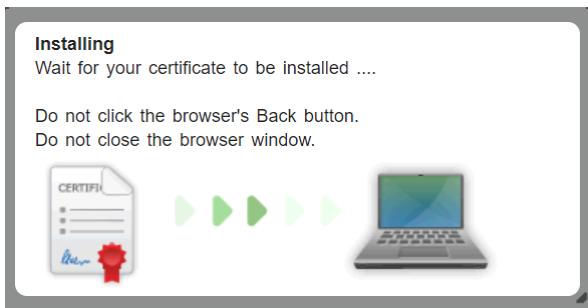
The screenshot shows the 'Enrollment information' step of the DigiCert enrollment process. At the top, a green banner says 'Identity confirmed.' with a checkmark icon. Below it, a section titled 'Verify your information' instructs the user to verify their certificate information. It shows three entries: 'First name' (testname1), 'Last name' (testname1), and 'User ID' (testname1). A note says 'If your information is incorrect, contact ExBP Services.' with an email link 'global.exbp_services@roche.com'. A 'Continue' button is at the bottom right. The footer includes links to 'Legal Notices' and 'Privacy'.

Verify all you data and press “Continue”



The screenshot shows the 'Install certificate' step of the DigiCert enrollment process. It starts with a section titled 'Install your certificate' and a note to review installation steps. Step 1 is described: '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.' Below this is a 'Installation results' box. It shows a green checkmark for 'DigiCert Desktop Client's components have been successfully installed on your computer' and a yellow warning icon for 'Certificates have been detected on your computer. Do you want to remove them now?'. A large 'Install certificate' button is at the bottom right. The footer includes links to 'Legal Notices' and 'Privacy'.

Click on “Install Certificate”



digicert®

Enroll: [Confirm your identity](#) [Enrollment information](#) [Install certificate](#) [Next steps](#)

Your certificate was successfully installed.

Certificate installed successfully

Your certificate was installed successfully, but you may need to configure your applications if you will use your certificate for more than authentication or with other browsers.

Contact ExBP Services if you need assistance setting up your certificate and accessing online services.

global.exbp_services@roche.com

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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](#)