USER GUIDE
TBS-CERTIFICATES.CO.UK
CUSTOMER AREA

V1.18

REVISIONS' TIMELINE

VERSION	DATE	ACTION	COMMENTS
V1.18	2023/02/28	Addition	Section 6.7: Pre-validation
V1.17	2022/04/21	Update	Section 2: Modification link supplier creation sheet Section 2.7: Importation of your certificates Section 2.8: Approval mode activation Section 3: Modification of the home page Deletion of the « Order filters » page Section 3: Badges display on the left menu Section 4: Modification of the « user » menu Section 5: Remodelling of the order pages and deletion of orders via cryptographic tokens Section 5.1.7: Out-of-account approval Section 5.8: Import a certificate Section 6.4: Certificates to accept Section 7.5: Display logs section 10.1: Listing of invoices and credit notes
V1.16	2020/01/20	Update	Automatic renewal SigniFlow products order PSD certificates order Global top up for Rebate and Bulk purchase accounts LinkedIn connection suppression GPDR-related information Documentation menu Coupon section update Overall reorganization of the guide Replacement of Comodo by Sectigo
V1.15	2018/02/23	Addition	Recommended Reissuance Merging between "Rebate" and "Token'
V1.14	2017/06/08	Update	Type of authentication Ordering a server certificate Certificate monitoring API users
V1.13	2015/06/04	Update	Transformation of Reverse margin account into Rebate account
V1.12	2015/01/06	Addition	Approval mode
V1.12	2014/10/20	Update	Token statement on order page User access locking after 5 failed connection attempts SHA256 GlobalSign 2-factor authentication
V1.11	2014/02	Update	Filters system Reissuance: selection of the revocation time CSR edition Selection of up-front payment after a quotation request

VERSION	DATE	ACTION	COMMENTS
V1.10	10/25/12	Update	DCV management for TBS X509 and Comodo certificates Order cancellation, credit note and credit note coupons Billing address Symantec certificates options management
V1.09	06/20/11	Additions	New account: Monthly Payment Addition of a "Contracts" section New payment method: direct debit New procedure: regular update of passwords Co-PiBot: tool checking the installation of your server certificates
V1.08	204/28/10	Additions	Miscellaneous additions
V1.07	04/10/10	Additions Makeover Corrections	Sections addition «Accounting management» and «Certificate migration» Update of screen shots Technical information update
V1.06			Corrections of typo and page setting FAQ about the loss of password
V1.05	07/13/07	Additions	Sections addition about user certificates (TBS x509 and ChamberSign) Miscellaneous additions
V1.04	02/28/07	Makeover	New graphic guideline
V1.03	03/06/06	Corrections	Addition: contacts for certificates requests Miscellaneous additions
V1.02	02/22/06	Additions	Reorganization of the Menu Strong authentication with certificate Users management with client certificate Status : revocation function Status : 3 formats downloads Status : visible comments Order: length of CSR Order: CSR filters Lists : pagination and counter Lists : sort by date par date, CN, RefCA, RefTBS
V1.01	09/19/05	Corrections	Few typos, miscellaneous additions
V1.00	09/07/05	Creation	

PROPERTY

NOTES

Document created under Linux with OpenOffice 7.2.5.1.
Screen shots realized under Linux with Mozilla Firefox

TABLE OF CONTENT

1. TBS INTERNET CUSTOMER AREA

The TBS INTERNET multi-brand platform, also known as partners interface, is open to all our customers owning several certificates, whether they are companies or Internet professionals (web hosts, suppliers, etc.).

This interface has been designed to ease the management of certificates, whether bought for your customers or for your own use. It is available in both French and English[1] and is 100% compatible with Mozilla Firefox and Google Chrome.

This guide will help you make the best use of your customer account and of its many functionalities. You will be able to buy or renew certificates, visualize and organize them with your own repository and print your invoices.

Thanks to the radio buttons and to the already filled-in areas, a few clicks are sufficient to:

- order
- renew
- reissue

You will have access to products provided by our partners:

- TBS X509
- DigiCert
- Thawte
- Sectigo

- GlobalSign
- Certigna
- Geotrust
- Harica

- SigniFlow
- PositiveSSL

Each order has its own status page on which you will be able to keep track of the issue process, to download the certificate, check its installation and revoke it.

You have to open an account to use those services. Upon validation of your request, you will receive your Super User[2] log-in IDs. Opening an account is totally **free and under no obligation to purchase**.

To obtain our demonstration account's login IDs, get in touch with our sales department at 330 684 0000.

You can access the interface from all the pages of https://www.tbs-certificates.co.uk in the «Partners» section of the website.

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1   It could be quickly translated in an other language if necessary
2   The Super User manages the account, he's got all the rights to the interface

Warning: To access your account, a preliminary registration is compulsory.

From this page you will be able to:

■ Open an account (registration form)

■ Access your certificate center (your log-in IDs are sent to you by e-mail upon validation of your subscription)

Create your account now and access all its functionalities.

2. OPEN AN ACCOUNT

To access the customer area, you only have to fill out the form in the "Open an account" section (left menu bar).

To open an account, you will need to know some administrative information. Consult your management if you have any doubt. You can obtain an already filled in form by using the link on the bottom of the status page of one of your currently valid certificates. It will prevent you from re-entering all your information.

2.1. IDENTITY OF YOUR COMPANY

Gather information about your company. You also have to enter the head office address, its phone number...

2.2. CONTACTS

Corporate and technical contacts: you must name those two persons during the registration (it can be the same person).

- The corporate contact manages the account, creates additional users and refills the account with tokens or euros. He usually is a purchasing manager.
- The technical contact deals with the technical aspects of things (order and installation).

2.3. TYPES OF ORGANIZATION

Are you a supplier or a company?

What's the difference?

- The supplier manages and orders certificates for other companies.
- The company orders and manages its own certificates.

2.4. CHOOSING AN OPTION

You can choose between several payment options and discounts.

■ You do not know how many certificates you will buy during the year or quarter? You want to pay each certificate independently?

» Pick the "Rebate" option.

> **GOOD TO KNOW**: Your needs evolve? It is possible, under some conditions, to modify your kind of account. To do so, contact our sales department.

■ You have regular needs and you want the best prices?

» Pick the "Bulk Purchase" option.

■ You have significant needs but want more freedom?

» Pick the "Deposit Account" option.

■ You want to ease the management of your certificates by being invoiced at the beginning of each month for all the certificates you purchased for the previous month?

» Pick the "Monthly Payment" option.

More information about those options and discounts are available in the "partners" section of our website.

2.5. TYPES OF AUTHENTICATION

We offer 3 different types of authentication when accessing your Certificate Center:

■ **Standard authentication** with login and password;

■ **2-factor authentication**: Access your account with your login and password, as well as a temporary access code for a higher level of security;

Creation of your 2-factor access

Clé à saisir :
FZMONEIBENY3QD4X

Ou QR code à scanner :

In your app:

- enter the key
- or scan the QR code displayed

← Saisie manuelle ✓

monidentifiant

Clé

FZMONEIBENY3QD4X

A Z E R T Y U I O P
Q S D F G H J K L M
⬆ W X C V B N ^ ⌫
123 ☺ espace retour

Your app will generate a key. This key is secrete and associated to your account. The app will also provide a 6 digits code that will link your secrete key to your account.

Code à 6 chiffre fourni par votre application :

valider

enter the 6 digits code supplied by your app and validate

Your 2-factor access is ready!

Connection to your account

ⓘ Authenticator ✏

398018
monidentifiant 🌙

Open your app, retrieve the temporary code and enter it on your account connection form along with your ID and password.

Countdown indicating the time during which your 5 digits code is still valid for use.

authentification 2-facteur via mobile

monidentifiant

••••••••••••

398018

valider

débloquer le compte

More information on https://www.tbs-certificates.co.uk/FAQ/en/connexion_2_facteur.html

- **Strong authentication** by certificate: The client certificate replaces the login/password step to access the account. We deliver a certificate to each user. Their browser then presents the certificate to our server to authenticate themselves. Strong authentication is more difficult to manage. Therefore, request this option before opening an account if you believe that your users will be able to cope with it.

2.6. VALIDATION OF YOUR ACCOUNT CREATION REQUEST

Once you have gathered your information, you can fill out the form and validate your registration.

Upon validation by our sales department, the Super User[3] will receive an e-mail confirming the registration and containing the log-in information.

2.7. IMPORTATION OF YOUR OTHER CERTIFICATES

After the creation of your account, all the certificates you did previously buy through the public area of the tbs-certificates website will be linked to your customer account. You will then have to check your listing.

If you have other certificates bought directly from certification authorities or from our competitors, consult the "Importing a certificate' section page 61.

2.8. APPROVAL MODE

The approval mode, as suggested by its name, is a system putting any order in a pending state until its approval by the appointed approving officer.

It can be difficult, especially on an account gathering a lot of users, to follow all orders efficiently. The approval mode has been designed to avoid duplication, to make sure all orders are relevant and to manage your certificates more easily.

Activate the approval mode for your account

You can activate or deactivate the approval mode at any time for your Certificate Center in the section "Administration" → "Preferences" → "Approval mode". By default, the Super User is the person assuming the censor role but another user can be designated.

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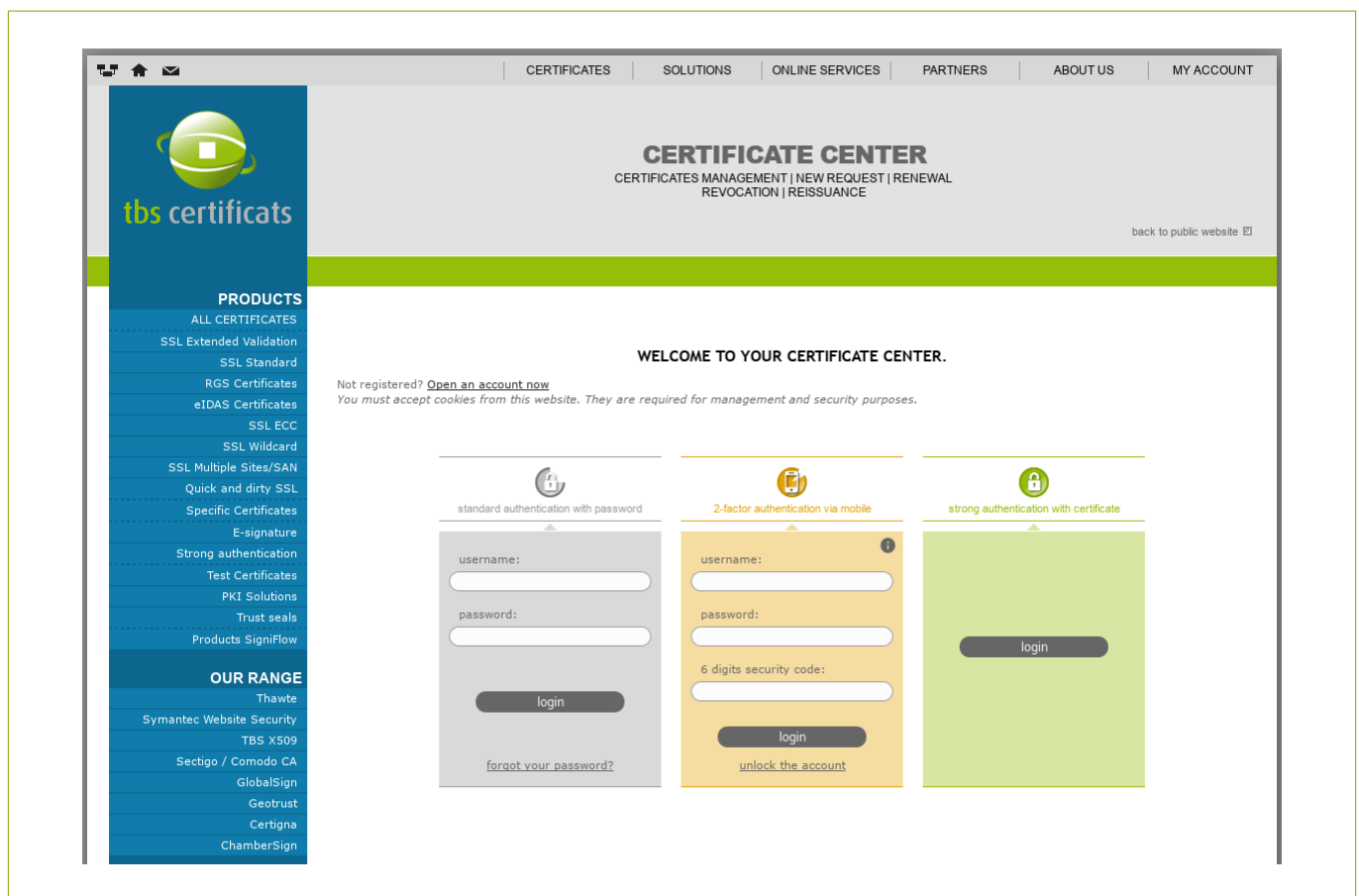
3   The Super User has the entire control of the interface, he can, for example, add or delete users.
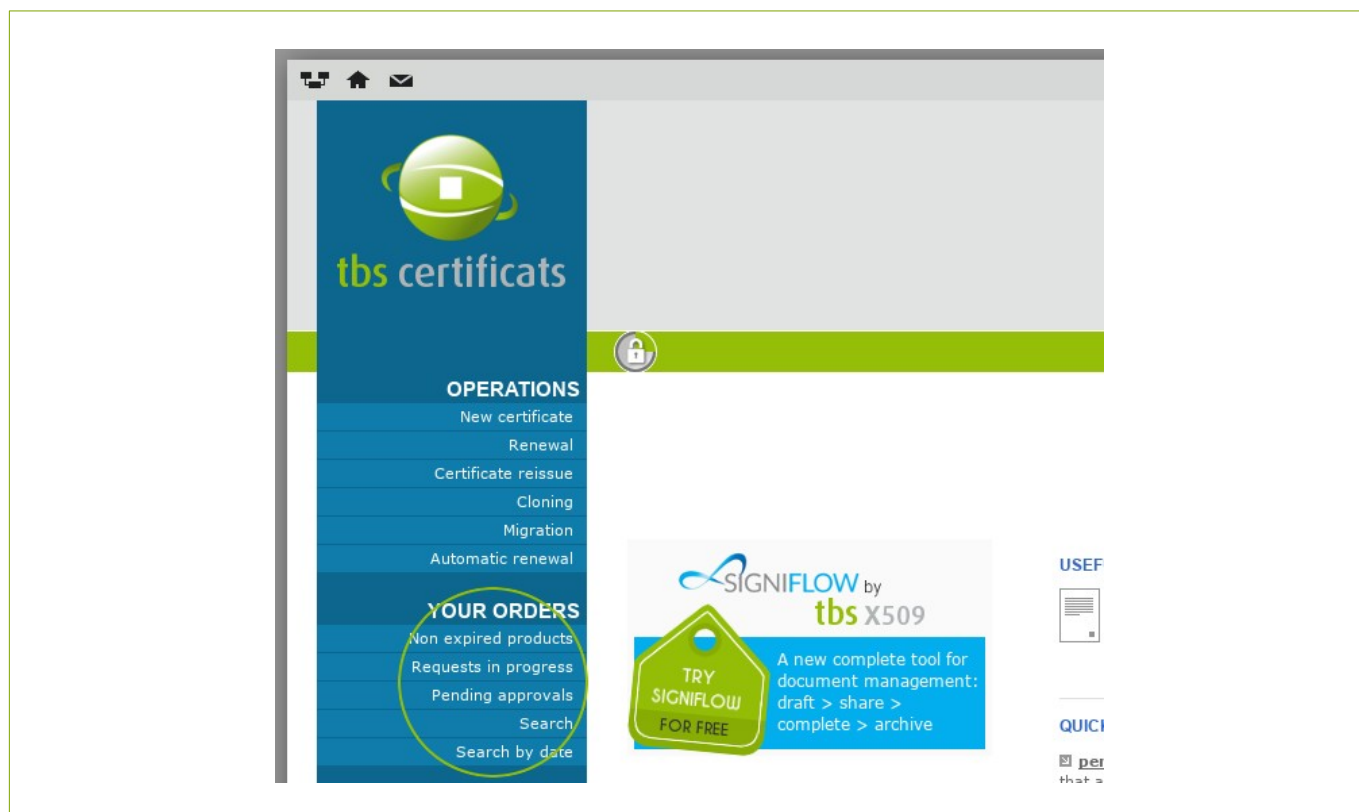
Once the account is in approval mode, a 'Pending approvals' link appears in the appointed approving officer menu. This link will take him to all the pending approval requests.

3. LOG INTO YOUR ACCOUNT

In the left menu bar of www.tbs-certificates.co.uk, click on "Client login" to access the following page:

If you have forgotten your password, place a new request from this page

Use your login and password (received by e-mail). If you are not the Super User, those information will be sent directly to you by this person.

If you're using strong authentication by certificate, click on the link suggested in the e-mail to reach the strong authentication login page.
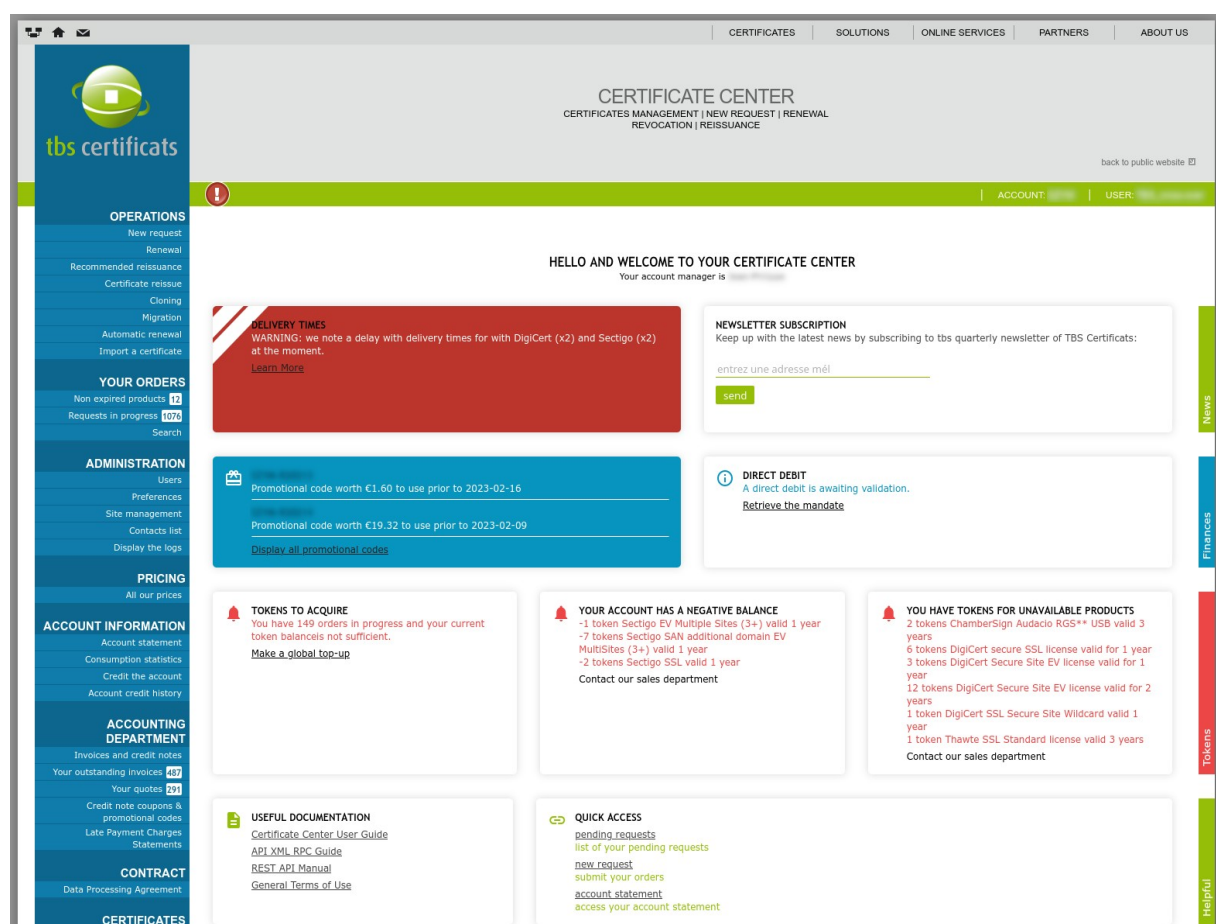
With your login information, you will be able to access your account and to use the functionalities the Super User gave you access to.

You will find further information about user profiles in the section «Users: Manage users and their rights».

NOTE: After 5 failed connection attempts in a row, your access will be locked and you will not be able to connect to your interface. In this case, contact our support team by e-mail at support@tbs-internet.co.uk. They will provide you with the procedure to unlock your access.

If you have lost your login and password, give us a call at +33(0)2 7630 5900, we will e-mail them to you. Please note that your browser must accept cookies from our site.

Once connected, you will reach the account's home page:

On the home page you will find: news, information regarding delivery times, your currently valid discount codes, some documentation...

Your certificate center is now accessible: it gives you access to all the functionalities if you are the Super User, and to some of them if you are not.

OPERATIONS
New request
Renewal `25`
Recommended reissuance `12`
Certificate reissue
Cloning
Migration
Automatic renewal
Import a certificate

YOUR ORDERS
Non expired products `188`
Requests in progress `10`
Search

ADMINISTRATION
Users
Preferences
Site management
Contacts list
Display the logs

PRICING
All our prices

ACCOUNT INFORMATION
Account statement
Consumption statistics
Credit the account
Account credit history

ACCOUNTING DEPARTMENT
Invoices and credit notes
Your outstanding invoices `4`
Your quotes `1`
Credit note coupons & promotional codes
Late Payment Charges Statements

CONTRACT
Data Processing Agreement

CERTIFICATES MONITORING
Monitoring
Parameters

DOCUMENTATION
Marketing & communication space
Customer Area User Guide

There are 9 sections in the menu:

■ **OPERATIONS**: Dedicated to purchase, renew or reissue certificates

■ **YOUR ORDERS**: use different criteria to search for your certificate

■ **ADMINISTRATION**: Management of the users, the interface and the partnership information.

■ **PRICING**: Display of available certificates prices: public prices and discounts for each kind of account according to the number of certificate bought

■ **ACCOUNT INFORMATION**: Balance of your account and consumption statistics

■ **CONTRACT**: Information about your contract with TBS INTERNET (validity dates, products...)

■ **ACCOUNTING**: pending quotations, invoices, late payments charges...

■ **CERTIFICATES MONITORING**: certificates installation verification tool

■ **DOCUMENTATION**: data sheets, newsletter...

WARNING: Some sections are only available to a certain category of users. Their right are defined by the manager of the account (Super User). If you do not have the permission to access a section, the link will not appear in the left menu.

"Badges" can be displayed on the menu. They indicate the number of orders for each section for which your attention may be required: orders pending approval, recommended reissuances...

4. CUSTOMIZE YOUR ACCOUNT

Your login information is available in the green bar presenting the name of the account, the user name and the date of your last connection.

Each user can, via the "User" section, access their information, keep it up to date or customize the interface.
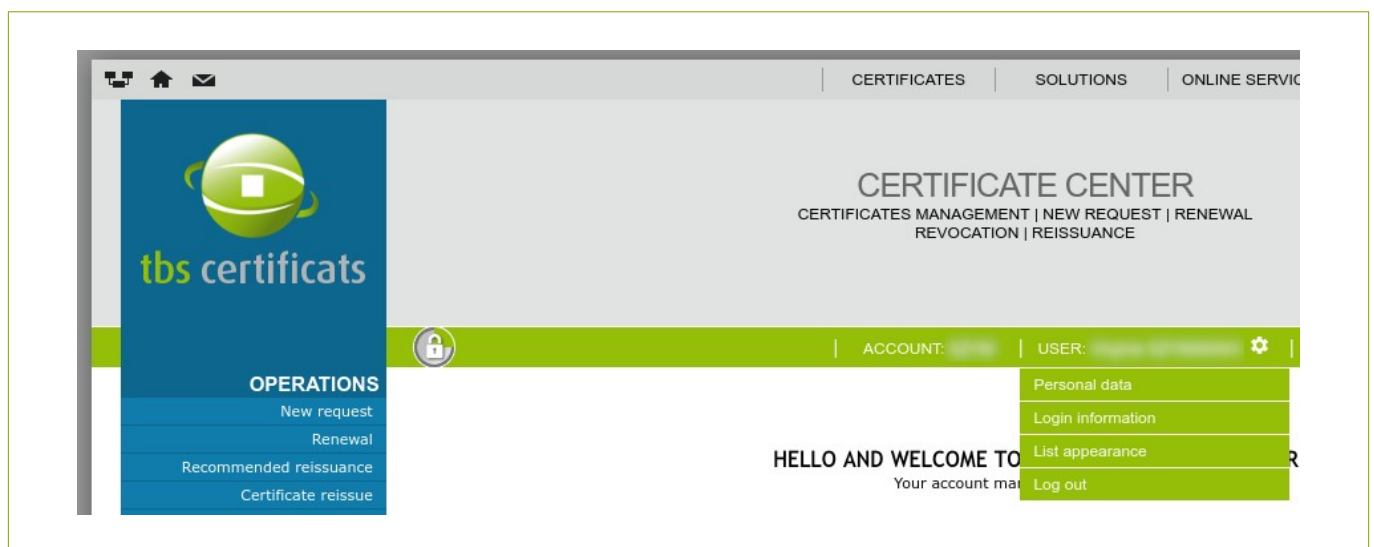
Click on "Modify my profile" to update your login information:

You can change your user name as well

Users with strong authentication can use a "panic" button. They can block their account and revoke their certificate. The account can only be re-activated by an administrator and will lead to the generation of a new certificate.

NOTE: In order to enhance the security level of the customer accounts, we introduced a procedure inviting users to change their passwords regularly.

Click on "Personal Data" to request an access to your personal data.

Request access to my personal data

To access your personal data, you will need to submit a request to access.
We will then email you a link which will be valid 24 hours.

Request access

You'll receive a link to a page on which you'll be able to consult your personal information, update it or to select processing purposes:

Your personal data below is being managed by TBS Certificats, 22 rue de Bretagne, CAEN, 14000, FR

Personal Data

Formal Title	Mlle
First name	
Last Name	
Job Title	
E-mail	
Phone Number	

Data source: Web
❓ Data category: Personal details
To request the correction of personal data, click here

Erase my personal data

You can request the erasure of your personal data now but it will only come into effect after the conservation period required for certificates.

☐ I confirm that I wish to erase my personal data.

Confirm

Processing purposes

Here you can control how your personal data is processed.

🔲 Validate the requests

To validate your certificate and fulfill the contract. Without this purpose, you will not be able to place any orders.

🔲 Technical Support

To assist and guide you. Without this purpose, you will not be able to get in contact with our technical support or receive any significant technical notification.

🔲 Product Life

To manage the product throughout its lifetime, its reiussuance and renewal in particular. Without this purpose, you will not be able to receive any expiry notifications.

🔲 Legal requirements

To comply with the legal and regulatory requirements. This purpose is mandatory when it comes to acquiring a certificate. You will not be able to withdraw the latter before the end of the mandatory retention period.

🔲 Statistics

To carry out processes for statistical, research and development purposes.

🔲 System Security

This purpose is essential to the security of our systems. Without it, you will not be able to place any orders or gain access to your account.

🔲 Marketing

For communication and marketing purposes such as receiving our newsletter.

Update the parameters

In the «List appearance» menu, each user can define the fields he wants to see in the certificates' list. Their preferences are saved.

Liste of available information.

	Label	Description
☐	Your ref	Your reference number
☑	CA Reference	The certification authority's reference number
☐	Previous CA reference number	The certification authority's previous certificate reference number
☐	Next CA reference number	The certification authority's next certificate reference number
☑	CN	URL concerning this certificate
☐	Key length	Session key length
☐	Serial	Certificate serial number
☐	Software	Software supported by the certificate
☑	Prod. code	Product code
☑	Product name	Product's name
☑	TBS Certificats Ref	TBS Certificats deal's reference number
☐	Start Date	Certificate validity start date
☑	Expiration date	Certificate expiration date
☐	Org.'s name	Name of the organisation as shown in the certificate
☐	Legal name	Name of the organisation registered with TBS Certificats
☑	Corp. contact	Corporate contact name in charge of this request
☐	Tech. contact	Technical contact name in charge of this request
☑	Progress	Certificate issuing progress status
☑	State	Application or Certificate status
☐	Audit status	Status of checks for the certificate issue request
☑	Date of creation	Certificate issue request's date of creation
☐	Last operation	Date of last operation concerning the certificate issue request
☐	Comments	Comments for this deal
☐	Hash	Certificates hash display
☑	ref interne	
☐	responsable	
☑	SANs	All the SANs of the Multi-Domain certificate
☐	Organisation number	Displays the organisation number
☐	E-mail	Displays the email address provided with the order

validate

5. OPERATIONS SECTION

Via the "Operations" section, you can easily order and renew your products thanks to numerous functionalities (certificate migration and cloning for instance).

5.1. NEW ORDER

To quickly order a new product, click on "New order" in the "Operations" menu.

The page is organized in 3 sections:

- **The quick access** at the top of the page that will enable a quick access to your most popular products (list created from your consumption statistics), to the products for which you have available token or to test certificates.
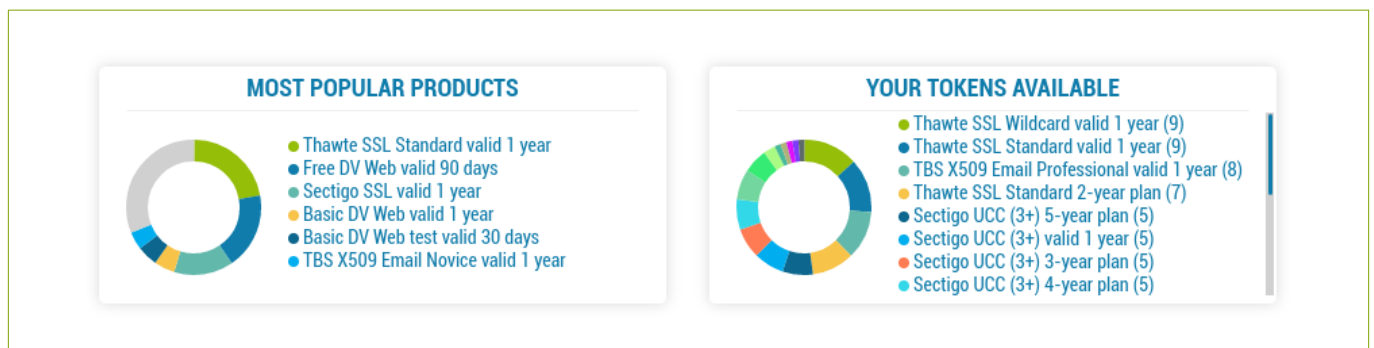
- **The certificates** in the middle sorted by type and price. The tables enable a quick comparison to ease your choice. The "order" buttons display the prices per lifetime and send you to the matching order forms.

SERVER CERTIFICATES

STANDARD	EXTENDED-VALIDATION	WILDCARD	MULTI-SITE	DOMAIN-VALIDATION	OTHER

	TBS X509 STANDARD	TBS X509 ECOMMERCE	SECTIGO SSL	THAWTE SSL STANDARD	GEOTR BUS
			DELIVERY TIME X2		
price (1 year)	€72.00	€88.00	€116.00	€130.00	€1
unlimited licences	-	-	●	●	
SAN	-	-	-	●	
SAN wildcard	-	-	-	●	
Domain SAN	-	-	-	-	
satisfied or refunded	-	-	●	●	
web seal	-	●	●	●	
guarantee	$50.00	$2,500.00	$250,000.00	$1,250,000.00	$1,25
delivery date	3 business days	3 business days	3 business days	2 business days	5 busi
product sheet	-	🄿	-	🄿	
	ORDER	ORDER	ORDER	ORDER	O

DEVELOPER CERTIFICATES

- **The signing solutions** at the bottom. The signature software on one side and the signature platform on the other.

THE DIGITAL SIGNATURE MUST-HAVES

XML Signer

XML signature

including 1 year support

bulk signature

eIDAS compatible

signature verification

ORDER - €90.00

TEST IT FOR FREE

PDF Signer Company License

PDF signature

including 1 year support

bulk signature

RFC3161 timestamp

eIDAS compatible

PIN bypass

signature configuration

signature verification

PDF certification

ORDER - €90.00

TEST IT FOR FREE

5.1.1. ORDER A SERVER CERTIFICATE

After the product selection you'll have to fill the order form and provide all the data required for your order process.

First, check the product and its price. Then you can select the guidance option (you will be guided by our team through all the technical stages of your certificate request and installation).

THE PLUS: Filling out an order form can take a great amount of time. On your account, all the information is already filled out. You will only have to check its accuracy and add the missing elements.

If the certificate is bound to be installed on more than one machine, you will have to order additional machines licenses (for some products). You will need an additional license for each electrically connected machine.

More information about additional machines licenses here:
https://www.tbs-certificates.co.uk/FAQ/en/408.html

For some products, it is also possible to choose the certification chain. The recommended chain is selected by default.

24/132

Order	Good to know
SYMANTEC SECURE SITE EV VALID 2 YEARS (retail price: €1,488.00 ex VAT) Warranty: $1,750,000.00 (USD)	EV certificates are delivered to companies that have been active for 3 years and to some government agencies. In case of cancellation during processing, 30% of your order will not be refunded to cover the endured costs.

Guidance option

For a turnkey solution (we create keys, request certificates and install the certificate on your server with you)

select the guidance option (+ €150.00) here ☐
Find out more about our guidance option

Hash type ⊖

With this product select the hash options of your certification chain:

CERTIFICATE		SHA256
↓		↓
INTERMEDIATE		SHA256
↓		↓
ROOT		● ○
		SHA1 SHA256

Additional machines licenses

If you have to install this certificate on more than a single machine, you'll have to order additional machines licenses, one per extra machine.

Number of additional servers (public unit price: €1,164.00 ex VAT): [0 ▾]

For more information about additional machines licenses click here

Check the product and its price

Then, one must nominate the organization that will serve as certificate holder (that will appear in the certificate).

Re-entering everything every time is unnecessary: if you have already ordered a certificate for this organization, simply select it [4] from the drop-down list displayed on the page in question. If you have never ordered a certificate for this organization, fill out the form without forgetting to indicate the organization's ID number[5] (first field at the top). The NAF code is optional and must only be used by French organizations.

The information will be retained and be accessible for subsequent certificate orders.

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4 If you are a Reseller, you will have the list of all the clients who purchased a certificate from you. If you are a Company, you will have the list of all your subsidiaries.
5 The organization's ID number serves as an identification key for the different organizations. Enter without any spacing.

Information about the Organisation

If you have already ordered a certificate for this organisation, select its name in the dropdown list below.

| TBS CERTIFICATS located in Caen (Calvados) [139276] | ⌄ |

Country *	France ⌄
State or Province *	Calvados ⌄
Organisation Name *	TBS CERTIFICATS [Search]
Organisation Type *	company listed on the commerce register ⌄
Required action	Enter RCS or SIREN number (9 digits)
The organisation's identification number *	440443810
Address *	22 rue de Bretagne
City *	CAEN
Post code *	14000
Phone Number (main) *	+33-2-7630-5900
French bus. sector code (NAF)	62.02A ⌄
European VAT number	FR61440443810
Website URL	www.tbs-internet.com

[Clear the information about the organisation]

The fields followed by a red asterisk are mandatory

People in charge

The corporate contact: he must be part of the organization requesting the certificate and be in charge of managing such tasks. You can choose from the known contacts list (if the organization is already known).

The certificate manager: he is part of the organization requesting the certificate or is a reseller. He is in charge of the technical take downs on the server (CSR generation, installation of the certificate). A drop-down menu will display a list of known contacts, whether they work for the first or the second organization.

The legal representative: requested for RGS/eIDAS orders, the legal representative must be part of the organization and must appear on an official document (Kbis, status, publication...) or must have delegation.

The same person can assume several roles, in that case it is not necessary to fill out all the areas.

Corporate contact

The corporate contact manages or authorizes orders.
They must be part of the organisation and be available on the phone for the final vetting.

Choose from the list or create a new contact.

Create a new contact ▼

Formal Title *   Mr ○   Mrs ○   Miss ○   Ms ○   Dr ○   Mx ○

First name *

Last Name *

Job Title *

Phone Number (direct) *

E-mail (direct) *

Language *   English ▼

☐ Tick this box to receive commercial information (newsletters, discounts, etc.)

Certificate manager

The certificate manager is technically responsible for ordering and installing certificates. We will use this e-mail address for all technical aspects and renewals.
(Leave blank if one person serves as both corporate contact AND certificate manager)

Choose from the list or create a new contact.

Create a new contact ▼

Formal Title *   Mr ○   Mrs ○   Miss ○   Ms ○   Dr ○   Mx ○

First name *

Last Name *

Job Title *

Phone Number (direct) *

E-mail (direct) *

Language *   English ▼

☐ Tick this box to receive commercial information (newsletters, discounts, etc.)

Choosing a payment method

Note that an order is firm once we receive your payment or a signed purchase order. Once validated, an order can still be canceled according to our cancellation policy.

If you chose the Bulk Purchase account, a table indicates the balance of your account. You can also chose another payment method by ticking the "Other payment method" box.

If you chose the Rebate account but have a token available, then it will be proposed by default.

Payment method				
● Deducted from a batch of prepaid certificates				
Product	Last operation	Balance	Deducted number	Current balance
Symantec Secure Site EV valid 2 years	2020-01-16	14	1	13
The number of additional SANs required will be displayed on the next page.				
○ Other payment method				

A certificate must be paid before it is delivered[6]. You can choose between several payment methods when ordering a certificate (credit card, check, IBAN or SWIFT international transfer...).

Particular case: Direct debit

You can now choose direct debits (recurrent or one-off) to pay your orders. Your account is debited 10 days after you place an order without delaying the issuance of your certificate. You will have to provide us with your bank information and an authorization. Once validated, your order can be processed.

Payment method
Please note that the payment method for your monthly payment plan is: **Recurrent direct debit (within 10 days)**

Buying with purchase orders

If you must pay after the certificate is delivered (management, large account), select the corresponding payment term. You will receive a quote. Validate it and send us a purchase order or a signed quote[7] back. Note that fees will be charged to cover handling charges concerning deferred payments.

You can get a quote instead of a bill, by ticking the appropriate box but if you do not request a deferred payment, it's a bill that will be generated in order to simplify the purchasing process.

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6   Each certificate is unique and cannot be returned nor exchanged after being issued.
7   When possible, if your company requires a purchase order, please respect it. It can be difficult for us to get paid with a simple signed quote if a purchase order is required.

Finally, you must indicate a billing address if it differs from the organization's address.

What is the process for a unitary quote?

■ Place a quote request online, as indicated above.

■ Make your purchase department validate it.

■ Send us your purchase order or quote back signed with your company's stamp, the date and your "approval".

■ You will then receive an invoice. At this point, there are two possible scenarios:

» You pay cash (fees-free): we wait for your payment to deliver the certificate;

» You pay after the express delivery of the certificate: the reception of your purchase order including the handling fees sets the process of your order in motion.

Getting a quote for several certificates ?

In that case, contact our sales department by e-mail at sales@tbs-internet.co.uk and precise the number and the kind of certificates you would like to purchase. Do not forget to give your e-mail address and phone number so we can send you a customized quote.

Technical Information

Select the software you are currently using. If the latter does not appear in the list, use the empty text field.

Then, enter all the different websites you wish to secure. Most products propose the addition of a SAN as an option (additional SAN, domain SAN, wildcard SAN…). The system will automatically determine which SAN is most appropriate.

Sites names(?)

You want to secure more than one site name by using the SAN field of the certificate?
Then purchase additional sites names (SAN)

Possibilities offered by this certificate:

ADDITIONAL SANs

Type: Domain, FQDN, IP...

ADDITIONAL WILDCARD SANs

Type: *.domain.com

Enter the list of SANs to be secured hereinafter (one name per line).
- *Maximum 99* -

Next comes the deposit of the CSR file. It is now possible to choose between a manual and an automatic generation of the CSR:

Certificate request file

Accepted key formats: **RSA** and **ECC**

If you have not chosen the guidance option (this entails off-site key creation and certificate installation) please select a CSR generation method below.

Automatic
With KeyBot, you can generate a CSR without having to access your server.
Click on the button below to open KeyBot in a new window and fill in the form.
<u>Further information about Keybot functionality.</u>

Generate CSR

or

Manual

Manual: The conventional method. If you choose this method, you must generate the CSR from your server and copy/paste the latter in the corresponding field.

Certificate request file

Accepted key formats: **RSA** and **ECC**

If you have not chosen the guidance option (this entails off-site key creation and certificate installation) please select a CSR generation method below.

○ Automatic

or

◉ Manual

Paste your CSR in the text box below (Documentation for CSR generation):

Paste the CSR generated by your program with lines of hyphens with BEGIN and END.

GOOD TO KNOW: If you have purchased the guidance option or if you ask for a quote (see above), the CSR is not mandatory.

The link «Documentation for CSR generation» changes according to the software you previously entered.

When pasting the CSR, make sure you keep the header and footer (dashes included) and that the text contains «certificate request» or «new certificate request».

Know that our system will display a warning (non-blocking) if the CSR was already used somewhere else. Usually, the certification authorities refuse to sign existing CSR based certificates a second time around for safety purposes. This can however be tolerated for certain types of reissuances.

The public key must be 2048 bits long minimum. The ordering system do not take into account orders with a key length smaller than 2048 bits since 1 January 2011.

Automatic: You can ask KeyBot to generate your CSR, as well as the corresponding private key. The latter will be registered on your computer and the CSR will automatically be integrated to your order. To do so, choose «Automatic» and then click on «Generate CSR». A pop-up window will open.

You must enter the data related to your CSR here. The form will be pre-filled with all the data you provided on the organization earlier on. A password must then be chosen to protect the private key. You will also have the option of choosing your private key's length. After accepting KeyBot's terms and conditions of use, click on «Generate».

A dialog box will open, confirming the issuance of the CSR. You also must save the key on your computer. This key, together with the password your created, are essential to the proper functioning of the certificate. Do not loose one nor the other!

Close this window and complete the order form.

Miscellaneous

Enter a discount code if you have one:

Checking your order

If the order form is incorrect or incomplete, or if some compulsory fields are empty, they are indicated by a red arrow after the form validation:

After having validated the form, a recap presents the main points of your order such as: the software, information about your company, contacts, your payment facility and your billing address. Check and validate it.

You have requested:
A product Thawte SSL EV valid 1 year
You have chosen the hash type SHA256.

CSR information

ⓘ You did not provide any CSR.

Select a validation method for each of the domains below:

ⓘ **DCV challenges will be defined once the order is approved**

Organisation
TBS CERTIFICATS
22 rue de Bretagne
14000 CAEN
Calvados
France
Phone Number: +33-2-7630-5900
Organisation's identification number: 440443810
French bus. sector code (NAF): 62.02A
European VAT number: FR61440443810
Website: www.tbs-internet.com

Corporate contact and certificate manager

Language: FR
You asked not to receive commercial information (newsletter, discounts...)

Quote
Thawte SSL EV valid 1 year: €300.00
Early delivery (payment after issuance): €29.00
Total (ex VAT): €329.00
_____
Your quote's Total (inc VAT): €394.80

You chose the following payment method:
30 days net after invoice delivery by bank transfer

Billing entity
MON RETEST FACTURATION
place de la facturation
14000 CAEN
Calvados
France
Organisation's identification number: 440443810
European VAT number: FR61440443810

Confirm

Validation of your order

If there is no mistake, you will be redirected to a confirmation page telling you that your order has been taken into account.

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Filters and validation

After the audit of an order, a filter can be created. It pre-authorizes the fields of the CSR that have been validated during the audit. It aims at speeding up the other orders using identical fields.

If your organization has filters, additional information will appear on the validation page:

Your CSR fields are compared to the "pre-authorized" fields:

- in green: identical fields:

- in orange: fields similar but not identical:

- in red: different fields.

Filters can point out mistakes in your CSR, allowing you to correct them before placing your order.

NOTE: if your CSR does not match any filter, it will not block you from placing your order.

The confirmation page appears, it gathers the order information and the steps to come:

THANK YOU FOR CHOOSING TBS CERTIFICATS

Your order is being processed, you can review the details below..

INFORMATION ABOUT YOUR ORDER

TBS Certificats reference number: 1653900441

Product: Thawte SSL Standard valid 1 year
order follow-up: status page
Option: guidance
Invoice: 1F10975

Contact

WHO TO CONTACT IN CASE OF NEED?

Audit/Process Team
+33-2-7630-5901
server-certs@tbs-internet.com

Technical support
+33-2-7630-5902
support@tbs-internet.com

OTHER OPERATIONS

You can:
Clone this product*
Order another product
Go back to home page

* Request the same type of Product as this one.

1 PAYMENT

You selected an Cash with Order.
Your order is processing but your product will only be delivered on receipt of full payment of the invoice.

2 GUIDANCE

Our support service will contact ▓▓▓▓▓▓ for your CSR creation.

3 AUDIT

What is to be expected?
During the audit we will check:

- The CSR fields
- Information regarding the organisation
- The domain registration
- The organisation's contact information

Once these details are validated, the corporate contact, Virginie SZYMANSKI, might receive a call or an e-mail from the certification authority in order to approve the certificate issuance and its content.

4 DELIVERY

Provisional delivery date: 2022-06-01
Your product will be delivered within 2 working days starting from:

- the settlement of your invoice
- the receipt of the complete documentation

This is an indicative delivery time that can be impacted by occasional disruptions.
Consult the up-to-date situation of each supplier.

The system generates an invoice (or a quote) in a PDF format that you are welcome to download or forward to your accounting department.

It is your responsibility to forward this document, as we will not send you a duplicate by registered or certified mail.

The technical contact will also receive a confirmation by e-mail, accompanied by this same invoice or quote. This e-mail will also contain an URL leading to the status page where he will be able to track the order's progress.

ENVIRONMENTAL PROTECTION: to save on paper, we implemented a system reducing the volume of printed materials and promoting the use of recycled paper.

The DCV validation

An additional step is required for server certificate orders. On the recap page you will be asked to select a DCV validation method:

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There are several types of DCV (according to the certification authority). Select thoughtfully, the DCV validation triggers the certificate issuance. **How to choose the right DCV validation method?**

NOTE: the DCV method can be changed at anytime during the audit via your order status page.

5.1.2. ORDER A CLIENT CERTIFICATE

After the product selection you'll have to fill the order form and provide all the data required for your order process. First, check the ordered product and its price.

Check the certificate, its validity period and its price.
Pay attention to our recommendations, they change along with the certificates.

Complete the form. The process is the same than for a server certificate except that the corporate contact must be the owner of the certificate if the latter is given a name.

Then you'll have to provide a CSR. You can choose between a manual creation, an automatic creation or a creation via invitation:

Manual: If you choose this method you'll have to generate a CSR from your tools and copy/paste it in the field.

Warning: client certificates have specific fields. To prevent a CSR correction do not hesitate to click on "Which fields should you put in your CSR?" A popup will open indicating the optional fields and the mandatory ones (the list can vary according to the king of client certificate).

Make sure to include both header and footer lines (with dashes) and that the text indicates "certificate request" or "new certificate request".

Certificate request file

Accepted key format: **RSA**

If you have not chosen the guidance option (this entails off-site key creation and certificate installation), please select a CSR generation method below.

○ Automatic

or

◉ Manual

Paste your CSR in the text box below (Documentation for CSR generation):

Which fields should you put in your CSR ?

Paste the CSR generated by your program with lines of hyphens with BEGIN and END.

or

○ Generate a CSR via an invitation link

Automatic: You can use our tool Keybot to generate the CSR and the associated private key. The key is then saved on your computer and the CSR is automatically integrated to your order. Choose "Automatic" and click on the button "Generate CSR". A popup opens.

KeyBot

This utility allows you to generate your cryptographic key pair and your CSR automatically.

* Required fields

CSR information

emailAddress *	me@example.com
Common Name / first + last name / identifier (CN) *	John Smith
Organization (O) *	TBS CERTIFICATS
streetAddress *	22 rue de Bretagne
postalCode *	14000
Location (L) *	CAEN
State or Province (ST) *	Calvados
Country [in 2 letters] (C) *	FR

RSA private key information

Passphrase [min. 12 characters] *	👁
RSA key length	◉ 2048 ◯ 3072 ◯ 4096

IMPORTANT: To guarantee the integrity of a private key, it should ideally be generated from your server, be protected and should never be provided to a third party.
Our tool generates the CSR and private key in a secure way, still we can't ensure its integrity.
For maximum security, choose generating the private key on your server and provide the corresponding CSR in our order form.
La clé privée est immédiatement supprimée de notre serveur après son téléchargement.

☐ I acknowledge having read the above warnings and release TBS Certificats from liability for the use of this service.

[Generate]

You need to enter the CSR information. The form is pre-filled with the organization's information. Just complete or correct the information that is specific to the king of certificate you are ordering. Then provide a password that will protect the private key and select a key length. After the validation of the Keybot conditions of use, click on "Generate".

A dialog box opens confirming the CSR creation. Do not forget to save the private key on your computer as well. This key and its password are required for the certificate installation. Do not loose them!

Invitation link: if you order the certificate for someone else, you can send them an invitation to create their own CSR. The private key will then be saved on its computer. The invitation is sent to the corporate contact (the certificate holder).

Certificate request file

Accepted key format: **RSA**

If you have not chosen the guidance option (this entails off-site key creation and certificate installation), please select a CSR generation method below.

○ Automatic

or

○ Manual

or

◉ Generate a CSR via an invitation link

E-mail address *

Common name ❓ *

Provide the legal name (not the commercial name) of your organisation, preferably in upper case.
O *

Please fill in the address of your organisation's headquarters.
Address *

City *

Post code *

Select the country where your organisation's headquarters are located.
C *

Choose from the list ⌄

If based in France, enter the name of the department where your organisation's headquarters are situated (not the number).
ST *

If you want to give specific instructions in the e-mail , write them here.

Copy organisation information

Provide the requested information and finish filling the order form.

After the validation of your form, you are invited to check the accuracy of the information you provided us with:

You have requested:
A TBS X509 Email Professional valid 1 year certificate
You have chosen the hash type SHA256.
Your client software is: Firefox

Certificate for:

Common name (your name):	TBS CERTIFICATS
E-mail address:	

Organisation
TBS CERTIFICATS
22 rue de Bretagne
14000 CAEN
Calvados
France
Phone Number: +33-2-7630-5900
Organisation's identification number: 440443810
French bus. sector code (NAF): 62.02A
European VAT number: FR61440443810
Website: www.tbs-internet.com

Corporate contact and technical

Payment
This order will be deducted from a bundle of prepaid products.
Current balance: 6 certificates

Billing address
MON RETEST FACTURATION
place de la facturation
14000 CAEN
Calvados
France
Organisation's identification number: 440443810
European VAT number: FR61440443810

Confirm

You receive a notification e-mail after having read and confirmed your order.

The owner of the certificate receives a link by e-mail to generate his certificate.

The technical contact is the sole recipient of the delivery e-mail. He has to forward it to its owner (if the technical contact and the corporate contact are not the same person).

You can, if you need to, send a challenge e-mail to the owner of the certificate through the status page:

On this status page, the owner can see the information but cannot edit them.

Check the composition of your future certificate below. If the information is correct, click on the "Generate CSR" button, choose a password and click on "Generate".

Content of the Certificate	
CN	
O	TBS CERTIFICATS
STREET	22 rue de Bretagne
L	CAEN
PostalCode	14000
ST	Calvados
C	FR
Generate CSR	

[Generate CSR]

After clicking on "Generate CSR" a KeyBot window opens allowing the user to generate their own CSR (see above):

KeyBot

This utility allows you to generate your cryptographic key pair and your CSR automatically.

* Required fields

CSR information

emailAddress *	me@example.com
Common Name / first + last name / identifier (CN) *	John Smith
Organization (O) *	TBS CERTIFICATS
streetAddress *	22 rue de Bretagne
postalCode *	14000
Location (L) *	CAEN
State or Province (ST) *	Calvados
Country [in 2 letters] (C) *	FR

RSA private key information

Passphrase [min. 12 characters] *

RSA key length   ● 2048   ○ 3072   ○ 4096

IMPORTANT: To guarantee the integrity of a private key, it should ideally be generated from your server, be protected and should never be provided to a third party.
Our tool generates the CSR and private key in a secure way, still we can't ensure its integrity.
For maximum security, choose generating the private key on your server and provide the corresponding CSR in our order form.
La clé privée est immédiatement supprimée de notre serveur après son téléchargement.

☐ I acknowledge having read the above warnings and release TBS Certificats from liability for the use of this service.

[Generate]

Dear customer,

Thank you for your certificate request.
Your request has been taken into account and you will receive the
result by e-mail.

Click on this link to keep track of your request:
  https://www.tbs-internet.com/php/HTML/statut.php?p=1&mdp=4HarNO2cn5RL

Sincerely,

--
TBS-internet   Certificates issuance
SSL Symantec, Thawte, Comodo, GlobalSign, ChamberSign, Certigna & TBS X509

server-certs@TBS-internet.com   http://www.tbs-certificats.com/
Phone: +33-2-7630-5900   Fax: +33-9-7211-2204

Upon validation of the order, the owner receive a first e-mail that confirms that the issuing process is on the way and gets a link to a status page to keep track of the process.

Delivery note of the certificate.

The technical contact is the only one to receive the delivery e-mail. He has to forward it to the owner (if the technical contact and the corporate contact aren't the same person).

CERTIFICATE

Status:	Currently valid	E-mail:	
Delivery date:	2022-02-02	Expiration date:	2023-02-02
Serial number:		Algorithm:	sha256WithRSAEncryption
Key format:	RSA		

DETAILS

VIEW CERTIFICATE

REVOKE

GENERATE PFX/PEM

NOTE: *No notes*   ADD A NOTE

SEE INITIAL CSR

On the status page, you can now see a button to download the certificate.

5.1.3. ORDER A CODE SIGNING CERTIFICATE

After the product selection you'll have to fill the order form and provide all the data required for your order process. The process is the same than ordering a server certificate.

5.1.4. ORDER A TRUST SEAL

From the "Operation" section, "New order", select "other certifications" and repeat the steps 2 to 4 presented in chapter 5.1.1 to access the order form. Complete the form by indicating the company name, the corporate contact, the certificate manager, as well as the billing information. Note that no manipulation is necessary for this product and that no CSR is required.

After confirming your order, a summary of your transaction appears. Ensure that all the necessary information is accurate and confirm.

Once your seal is ready, you will receive an e-mail informing you of the procedure to follow.

5.1.5. ORDER A PSD CERTIFICATE

After the product selection you'll have to fill the order form and provide all the data required for your order process.

The order process is the same than a server certificate but those kind of products require PSD specific attributes:

PSD attributes	
PSP authorization number *	
NCA country *	
PSP roles *	☐ Account servicing ☐ Payment initiation ☐ Account information ☐ Issuing of card-based payment instruments

5.1.6. ORDER A SIGNING PLATFORM

After the product selection you'll have to fill the order form and provide all the data required for your order process.

For this kind of product, no technical step is required (no CSR nor DCV). You'll only have to indicate an organization, a corporate contact, an order manager and the options you'd like to purchase with you signing platform:

- Number and kind of users;

- Number of documents packages;

Options	
Number of users (public unit price: €110.00 ex VAT):	0
User for a SigniFlow Business Workflow account. Storage of 200 documents.	
Number of pro users (public unit price: €140.00 ex VAT):	0
Pro User for a SigniFlow Business Workflow Pro account. Storage of 500 documents.	
Number of document packs (public unit price: €125.00 ex VAT):	0
Option to add the storage of 1000 additional documents to an account SigniFlow Cloud.	

5.1.7. ORDER WITH APPROVAL MODE

If an approver requests a certificate, then the order is automatically approved and is processed right away. If another user requests a certificate, he will be informed that the order will only be processed after its approval.

PLEASE VERIFY YOUR ORDER

The order will need to be approved before processing.

You have requested:

A certificate Thawte SSL Standard valid 1 year

Certificate to be installed on a single hardware.

You choose hash SHA256.

Your server software is: Apache 2.x

CSR information

CN: www.tbs-internet.com

O: TBS INTERNET

L: CAEN

ST: Calvados

C: FR

formatClef: RSA

lgClef: 2048

Algorithme: sha256WithRSAEncryption

On the validation page of the order a message appears that indicates that the order will have to be approved in order to be processed.

The approvers then receive a notification by e-mail indicating an order is pending approval. Via their Certificate Center, on the "Pending Approval" page, they will be able to validate, or not, the order. When the order is approved it is processed as usually, if not it is discarded.

LIST OF REQUESTS PENDING FOR APPROVAL

Product name	Date of creation	Last operation	State	Status of checks	Comments	internal ref	manager
Thawte SSL Standard valid 1 year	2015-01-06 09:00:16	2015-01-06 09:00:18	Pending customer approval	Pas de controles			

Export CSV

On the 'Pending approvals' page, the approver can see all the orders waiting to be approved. He then has to click on the order to approve or cancel it.

ORDER 1654693370

(Open on 2022-06-08)

PROGRESS OF YOUR ORDER

① — ② — ③ — ④ — ⑤ — ⑥ — ⑦ — ⑧

| approbation | validation of contractual conditions | CSR dispatch | order payment | Order | DCV validation | audit | delivery |

* Click on the 'Approve Order' button at the bottom of the page to validate or Cancel the request.

ORDER INFORMATION

CA Reference:		Product:	TBS X509 Ecommerce valid 1 year (X509SHA256e1)
		Start date:	2022-06-08
Expiration date:		Price:	€88.00 ex VAT
Progress:	Pending customer approval	Your ref:	
ref Interne:		responsable:	

CANCEL THE ORDER

AUDIT COMPLETION

Consistency:	Not processed

SEND A DOCUMENT

DCV CHALLENGE

Challenge address**DCV**:
administrator@easyx509.com

DCV CHALLENGE FOLLOW-UP

CSR

CN:		C:	FR
ST:	Calvados	L:	CAEN
O:	TBS CERTIFICATS	formatClef:	RSA
Keylength:	2048	Algorithm:	sha256WithRSAEncryption
Kind of signature:	SHA256	software:	Apache2

ORGANISATION

Organisation:	TBS CERTIFICATS	French bus. sector code (NAF):	62.02A
SIREN number:	440443810	European VAT:	FR81440443810
Address:	22 RUE DE BRETAGNE	Post code:	14000
City:	CAEN	Country:	France
Phone Number:	+33-2-7630-5900	Email:	compta@tbs-internet.com
Web:	www.tbs-internet.com		

CORPORATE CONTACT AND TECHNICAL

Formal Title:	Mademoiselle	First name:	
Last Name:		Job Title:	
Phone Number:		Email:	
Mailing:	Yes ○ No ◉		

Approve order

On the order status page the approver just has to click on 'Approve the order' or on 'Cancel the order'.

Outside of the account approvals: It is possible for a person that do not have access to the account to place an order that will be attached to your account in approval mode.

To make it possible an order link has to be created from an order form via the account. Select the product on the order page. On the form click on "generate an external command link". A link appears that can be provided to any person not having (or having) access to your account.

All the order links are visible in the "Pending approval" menu. You can deactivate or activate them from here.

Orders placed via the public area are then handled like any other pending approval orders placed vie the Certificate Center.

5.2. RENEWAL REQUEST

The "Renewal" link of the "Operations" section, leads to the list of "renew-able" certificates.

NOTE: renewing a certificate is only possible if there has been no modification in:

- The organization name;

- The organization headquarters.

If there has been a modification, you will have to use the "cloning function" to make the operation as simple as possible.

To renew, consult the list of renew-able products and click on the relevant one to access its status page. Click on the "request renewal" button at the top of the page. A form appears, it is already filled in. Complete it and validate.

If a certificate does not appear in the list of renew-able certificates, use the button "Renew another certificate" to launch the renewal process. You will need the reference of the certificate.

The renewing process is similar to a new order process.

> **WARNING**: It is not possible to renew a certificate that has expired more than 30 days earlier.
> You can, however, place a renewal request up to 90 days before its expiration date without losing any validity days.

5.3. REISSUE A CERTIFICATE

You may have to reissue a certificate in the following cases:

- Loss of the certificate due to a hardware malfunction;

- Software change;

- Modification of the key size;

- Vulnerability of the private key;

- Modification of hash algorithm;

- SAN addition on a multiple domain certificate;

- Multi-year plan reissuance.

NOTE: Some certificates cannot be reissued. If the safety of your key is compromised, you will have to revoke the certificate and place a new request.

To reissue a certificate, click on the link "Certificate reissue" in the "Operations" section and select the certificate you wish to reissue.

Option regarding the revocation of the certificate to be reissued
Serial number: 50FDBF2F93F1A8E50D033FDA228448C6

○ Do not revoke it.
○ Revoke it [3 ∨] days after the new certificate delivery

Caution: if the requested CN differs from the existing one, the options above will be ignored
and the former certificate will be revoked **at once**.

Software type

[Other software ∨]

If your server does not appear in this list, please select 'Other software'and enter your software name below.

[Testing Software]

Certificate request file

To reissue a certificate, please select a CSR generation method below.

Accepted key formats: **RSA** and **ECC**

● **Automatic**
With KeyBot, you can generate a CSR without having to access your server.
Click on the button below to open KeyBot in a new window and fill in the form.
Further information about Keybot functionality.

[Generate CSR]

or

○ **Manual**

Please explain the reason of the reissue request.

Validation

Personal data collected here will be processed by TBS internet and by Comodo CA Ltd to validate your request, perform the contract with you, including actions to provide technical support, manage the product throughout its lifetime and maintain systems security, comply with legal and regulatory requirements and for research, or historical and statistical purposes. Your data may be transferred within the European Union, outside it to country found by the European Commission to provide adequate protection of personal data or to a third territory, where Comodo CA Ltd or the relevant Certification Authority has a presence and which it regards as ensuring an adequate level of protection.

☐ I accept the IT processing
☐ Yes, I agree with the subscriber agreement, the certification terms and the general sales conditions.

[Process this request]

You will be asked why you wish to reissue this certificate.

The remaining part of the reissue process is similar to an order of a new certificate except that there will be no mention of payment.

Grace period

A reissuance does not automatically lead to the revocation of the previous certificate. You can choose not to revoke it or to revoke it and schedule a date for it:

Note that if you choose not to revoke your certificate, several certificates that are currently valid will be gathered under the same TBS reference.

5.4. CLONE AN ORDER

This function has been designed to speed up the order process by copying an existing order information. The order form is then filled-in with the re-usable information of the clone-able product.

To clone an order, click on "Cloning" in the "Operations" section, you will see the list of clone-able orders.

The remaining part of the cloning process is the same than ordering a new certificate.

5.5. MIGRATE AN ORDER

Migrating, just like cloning an order, speeds up the ordering process by copying an existing order information to order another kind of product. The order form is already filled-in.
To migrate an order, click on "migration" in the "Operations" section, you will see the list of migrate-able certificates.

'Migrate-able certificates

CA ref.:	CN	Prod. code	TBS ref.:	Status
8950322	XXXXXXXXXXXXXXXX	X509EmailNovice1	1270547466	
8960437	XXXXXXXXXXXXXXXX	X509EmailNovice1	1270806260	
9136356	XXXXXXXXXXXXXXXX	X509EmailNovice1	1276588140	

The remaining part of the migrating process is the same than ordering a new certificate.

5.6. RECOMMENDED REISSUANCE

The «Recommended reissuance» section only appears when some of the certificates you own are in need of reissuance (such as multi-year plan ones).

On this page, you will be able to visualize all your certificates in need of reissuance, in addition to when said reissuance must occur. You will also be able to remove certificates from this list or request not to receive notifications.

A CSV export is also proposed.

Note that this list is updated every night.

The badge (in the left menu) indicates the number of certificate needing immediate reissuance. Here we have 8 certificates in reissuance period.

5.7. AUTOMATIC RENEWAL

The automatic renewal tool automates your renewal order requests.

It can be activated on your server certificates (excepted for PositiveSSL ones): the entire list or part of it:

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■ Private company limited by shares. Registered in Isle of Man, company number 7128V
VAT registration number GB 003 3754 13.

■ TBS INTERNET LTD
Britannia House - Athol Street - Douglas
IM1 1JD - Isle of Man
Phone Number: +44-330-684-0000 - Fax: +44-330-684-0048

Activate automatic renewal:

Select one or more certificates and click on the "Enable automatic renewal for selected certificates" button. The value displayed in the "Renewal" column changes and indicates "Automatic" followed by the renewal date (65 days before the certificate expiration).

If this date is already passed, the deposit is scheduled within 24 hours.

If your account allows it, a renewal discount code is automatically applied (if the order is passed between 60 and 90 days before the certificate expiration).

Deactivate automatic renewal:

Select one or more certificates and click on the "Disable automatic renewal for selected certificates" button. The value displayed in the "Renewal" column goes back to "Manual".

The order

The new order is identical to the previous one: same product, same validity, same SANs, same contacts, same DCV method and (if your server allows resignature) same CSR. Once the order is created, a confirmation e-mail is sent including a quote or an invoice.

Request not to renew

From your product status page a button "Flag as do not renew" when your product enters the renewal period.

If you click on this button, th renewal of your product will be blocked even if an automatic renewal has been defined.

After the delivery

Once the product is delivered, it is added to the list of certificate to be automatically renewed.

5.8. IMPORTING A CERTIFICATE

You can import in your account certificates that may have been purchased through competition or directly via the certification authorities. To do so, go in the section "Operations" → "Import a certificate". From this page you'll be able to import a certificate file from your computer or copy / paste its content, provide information regarding the organization and a contact.

Repeat the process for each certificate to import.

Once it is done, your certificates will be displayed in the appropriate sections (currently valid products, renewal page…).

6. YOUR ORDERS SECTION

Once your products have been ordered, they can be listed, searched or monitored.

6.1. NON EXPIRED PRODUCTS

With this menu you will be able to list your currently valid products (delivered).

You can sort the content of the chart by clicking on the summit of each column.

If you want all of your products to be listed, including your expired certificates or the orders you have canceled, tick the "list all the products" box. You will get an expended listing:

To list only valid certificates (sent, non-revoked, non-expired), click here ☐

You have:
5 Certificates currently valid
4 Certificates expireds
18 Certificates unsortables

List of certificates being issued

1 2 ▶

CA ref.:	CN	Prod. code	TBS ref.:	Status
	XXXXXXXXXXXXXXXX	X509EmailNovice1	1270547319	Suspended
	XXXXXXXXXXXXXXXX	X509test	1270547332	Cancelled
	XXXXXXXXXXXXXXXX	X509int1	1270547697	Cancelled
	XXXXXXXXXXXXXXXX	X509test	1270548047	Cancelled
	XXXXXXXXXXXXXXXX	secureev2	1270633207	Cancelled
	XXXXXXXXXXXXXXXX	sgc2	1270800484	Cancelled
	XXXXXXXXXXXXXXXX	ssl1	1271782635	Cancelled
	XXXXXXXXXXXXXXXX	ssl1	1271782727	Cancelled
	XXXXXXXXXXXXXXXX	ssl1	1271783313	Cancelled
	XXXXXXXXXXXXXXXX	dev1	1272359488	Cancelled
	XXXXXXXXXXXXXXXX	X509Email1	1273221201	Cancelled
	XXXXXXXXXXXXXXXX	X509Email2	1273220603	Cancelled
	XXXXXXXXXXXXXXXX	vstso2	1274196139	Cancelled
	XXXXXXXXXXXXXXXX	X509EmailTest	1276012831	Cancelled
	XXXXXXXXXXXXXXXX	X509EmailTest	1276587996	Cancelled
	XXXXXXXXXXXXXXXX	rapidssl1	1277285046	Cancelled
	XXXXXXXXXXXXXXXX	X509SignLoginTest	1279004815	Cancelled
	XXXXXXXXXXXXXXXX	X509std1	1279283082	Cancelled

1 2 ▶

Export CSV

The interface shows the number of your currently valid products and possibly the number of expired or revoked certificates. They will appear on several pages if the list is too long (the length of the list can be modified).

You can also choose which column to display (your reference, TBS reference, CN, type of software, expiration date, status etc.) and create your own columns through "site management" (see Site management: Custom fields on page 97).

You can export a CSV list to be imported back into your favorite software. To do so, display the list with the wanted columns and click on the "Export CSV" button on the bottom of the page. Your browser will ask you if you wish to save the file.

6.2. REQUESTS IN PROGRESS

This page is similar to the previous one but only lists pending requests (non delivered products). You can instantly see what requests are pending and why.

6.3. PENDING APPROVALS

This section is dedicated to the account appouvers and lists the requests that are pending approvals. Those orders are only processed once they are approved. Further information in the "Approval mode" section.

6.4. CERTIFICATES TO ACCEPT

This section gathers delivered Certigna certificates that need to be accepted. Those products require an acception within 30 days after deliverance at the risk of being revoked be the authority. To accept a certificate, gonon its status page and click on "Accept the certificate" button.

CERTIFICATE

Status:	Currently valid	CN:	
Delivery date:	2022-05-30	Expiration date:	2023-06-07
Serial number:		Algorithm:	sha256WithRSAEncryption
Key format:	RSA		

DETAILS

**ACCEPT THE CERTIFICATE**

6.5. SEARCH AN ORDER

The certificates can be sorted in two different ways: by keyword or by date.

6.5.1. SEARCH BY KEYWORD

Open the "Search" page, enter you keyword and select a research field from the drop-down list: CN field, TBS reference, CA reference...

NOTE: if you have customized your interface and defined new comment fields, you will be able to use these criteria to sort your orders. See the chapter entitled "Site management: Custom fields".
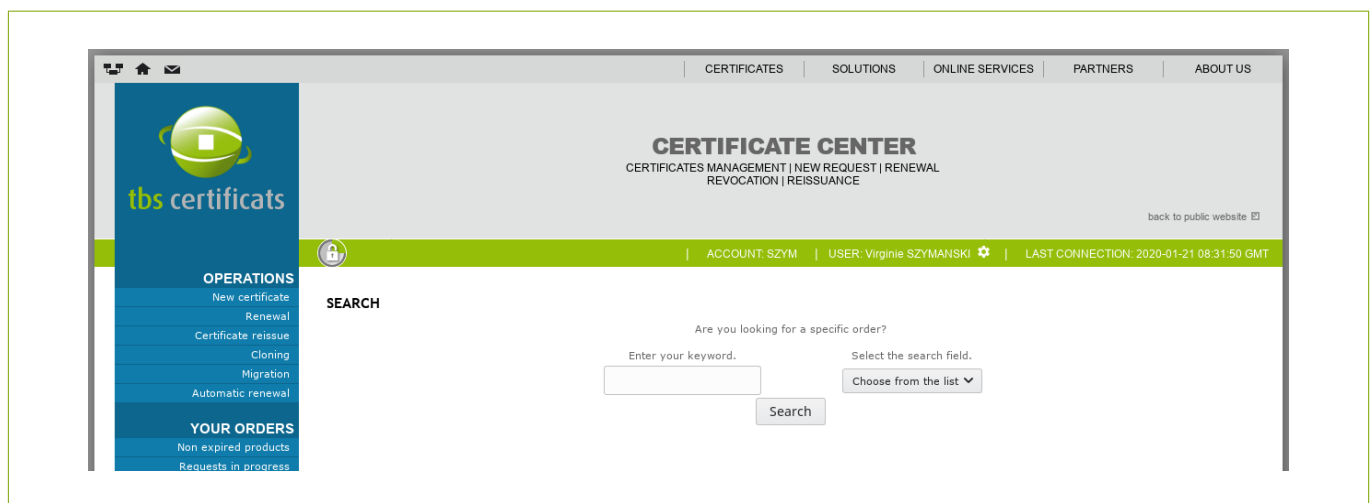
If there is only one match, the order status page appears. If there are several a listing is displayed.

You can export a CSV list to be imported back into your favorite software. To do so, display the list with the wanted columns and click on the "Export CSV" button on the bottom of the page. Your browser will ask you if you wish to save the file.

6.5.2. SEARCH BY DATE

You can also search your orders by dates. You can use your products start-of-validity or their end-of-validity dates. Then select a time frame. You'll get a full listing of matching orders or you'll be redirected to the order status page if there only is one match.

6.6. ORDER STATUS PAGE

When you click on one of the elements of your listings, you can see more detailed information and a printable invoice.

The status page contains many information, including the status (that can also be seen in the list). Here are the different types of statuses you might see:

- Quote: you have received a quote (click on the "quote" button on the bottom of the status page to view it). We are waiting for a signed quote or your "purchase order".

- Signed Quote: we have received your agreement on the quote.

- Verification in process + Waiting for payment: the audit is being processed, we haven't received any payment yet.

- Delivered but not billed: the certificate cannot be billed or has been prepaid with tokens.

- Delivered but unpaid: the certificate has been delivered but we are still waiting for your payment.

- Delivered and paid: the certificate has been delivered and has been payed, thanks!

- Canceled: the certificate request has been canceled.

- Waiting for payment: we are waiting for a payment to process your request.

- Verification in process: the audit process has begun, the CA is checking that the certificate can be issued.

- Canceled and refunded: the request has been canceled and the certificate refunded.

- Suspended: the file is waiting to be processed. We need some documentary evidence to go on with the audit.

- Waiting for DCV challenge response: specific to server certificates. The audit process is over and the certificate is ready. The validation of the challenge sets the certificate deliverance.

- Discarded, holdback pending: The invoice has been canceled and cancellation fees are currently pending.

- Discarded, holdback paid: The invoice has been canceled and the cancellation fees have been paid.

- Pending approval: The account is in approval mode. The order is now awaiting approval in order to be processed.

Under-here, the main sight of the status page.

ORDER 1587567879

(Open on 2020-04-22)
Your request is followed by **Virginie**

We recommend that the certificate be
reissued today. ▼

RENEWAL ACTIONS ▾   **REQUEST CERTIFICATE REISSUE**

ORDER INFORMATION

CA Reference:		Product:	Sectigo SSL 3-year plan (COMs2ssl3)
Progress:	Currently valid	Price:	€0.00 ex VAT
ref interne:		Your ref:	
		responsable:	

ACCOUNTING DOCUMENTS ▾

YOUR PLAN CALENDAR

You benefit from a 'Plan deal' which involves the issue of several certificates for the same order.
Period of validity of the current certificate: from 2020-04-22 to 2022-07-25
Number of reissue operations to be planned: 1
Next reissue date: 2022-04-26

☐ current certificate
☐ previous and future certificates
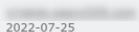☑ revoked certificates

Start of Plan: 2020-04-22

End of Plan: 2023-04-23

2022-04-26
(Reissue #1)
Current date: 2022-06-01
Your certificate expires in 54 days. You need to apply for a new o

CERTIFICATE

Status:	Currently valid	CN:	
Delivery date:	2020-04-22	Expiration date:	2022-07-25
Serial number:		Algorithm:	sha256WithRSAEncryption
Key format:	RSA		

DETAILS

VIEW CERTIFICATE

REVOKE

TEST THE INSTALLATION

CHECK THE DOMAIN WITH VIRUSTOTAL.COM

NOTE: *No notes*   **ADD A NOTE**

SEE INITIAL CSR

You can see: the certificate's reference number, its validity period, its price, the CSR fields...
You can see the name of your TBS contact on the top of the page.

For TBS X509 and Sectigo certificates, you can keep track of the certification process:

■ CAA registration;

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- CSR verification;

- DCV challenge;

- Organization audit;

- OV callback status.

Each step has its corresponding progress status: pending validation, completed, being verified and not required. If an action is required from you it'll be displayed here.

With the button «view the details» in the "advancement" box, for Thawte, DigiCert and Geotrust certificates, if available, you will see your certificate's progress status if it is being processed.

STATUS ✕

Thawte certificate state

Status	in process
Audit steps	**Status**
Normal Organization Validation	validated
	unapproved
DCV method	dns-txt-token
Signature Hash Algorithm	sha256

ORGANISATION

Organisation:	TBS CERTIFICATS	French bus. sector code (NAF):	62.02A
SIREN number:	440443810	European VAT:	FR61440443810
Address:	22 rue de Bretagne	Post code:	14000
City:	CAEN	Country:	France
Phone Number:	+33-2-7630-5900	Web:	www.tbs-internet.com

CORPORATE CONTACT AND TECHNICAL

Formal Title:	Mademoiselle	First name:	
Last Name:		Job Title:	
Phone Number:		Email:	
Mailing:	Yes ○ No ◉		

The corporate and technical contacts for this certificate are shown here.

If you are certain you do not wish to renew your certificate, click the «flag as do not review» button to stop receiving reminders by e-mail.
Another section including possible observations might also appear on this page to notify you that the order is blocked.

Particular case: DigiCert products

Additional information appears on the DigiCert certificates' status page that allows the management of the DigiCert Smart Seal functions. To acces this page, click on the DigiCert Seal logo. A popup opens:

Check or uncheck the boxes according to your needs to activate the wanted functions

Particular case: server certificates

Additional information about the DCV validation appears on the server certificates status page:

DCV CHALLENGE

DCV CHALLENGE FOLLOW-UP

To change the DCV method, click on "DCV management follow-up":

The DCV validation method can be changed at any time prior to the certificate issuance.

Particular case: reissued certificates

You can reissue a certificate for several reasons (key loss, additional SAN, multi-year plan...).

In that case, after the new certificate delivery, you will see all the versions of your certificate and their data on the status page:

- status of each one of them (valid or revoked);

- Delivery date;

- link to the certificate;

- serial number;

- hash algorithm.

Note that you can have, under a single reference, several currently valid certificates. A reissuance does not lead to the revocation of the previous certificate anymore. You an also add a note to each certificate to help differenciate them.

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6.6.1. DOWNLOAD A CERTIFICATE

There are several kinds of certificates and the installation of a certificate often means the installation of intermediary certificates or chains. To ease the installation, you can download your certificate in 3 standard formats.

If you do not know which format to use, consult our delivery e-mail. It provides the format(s) to use. You can also consult the "installing a certificate" section of the FAQ or your server software's guide.

To download your certificate, click on the "see the certificate" button of the status page. You will see this window:

It shows the certificate in the **X509 format by default** with a link to download it in text format with a ".cer" extension. You can use copy/paste to insert the certificate in you server software. This format only contains the server certificate (final). It is the most used format, as it goes along with a complete certification chain (see next page).
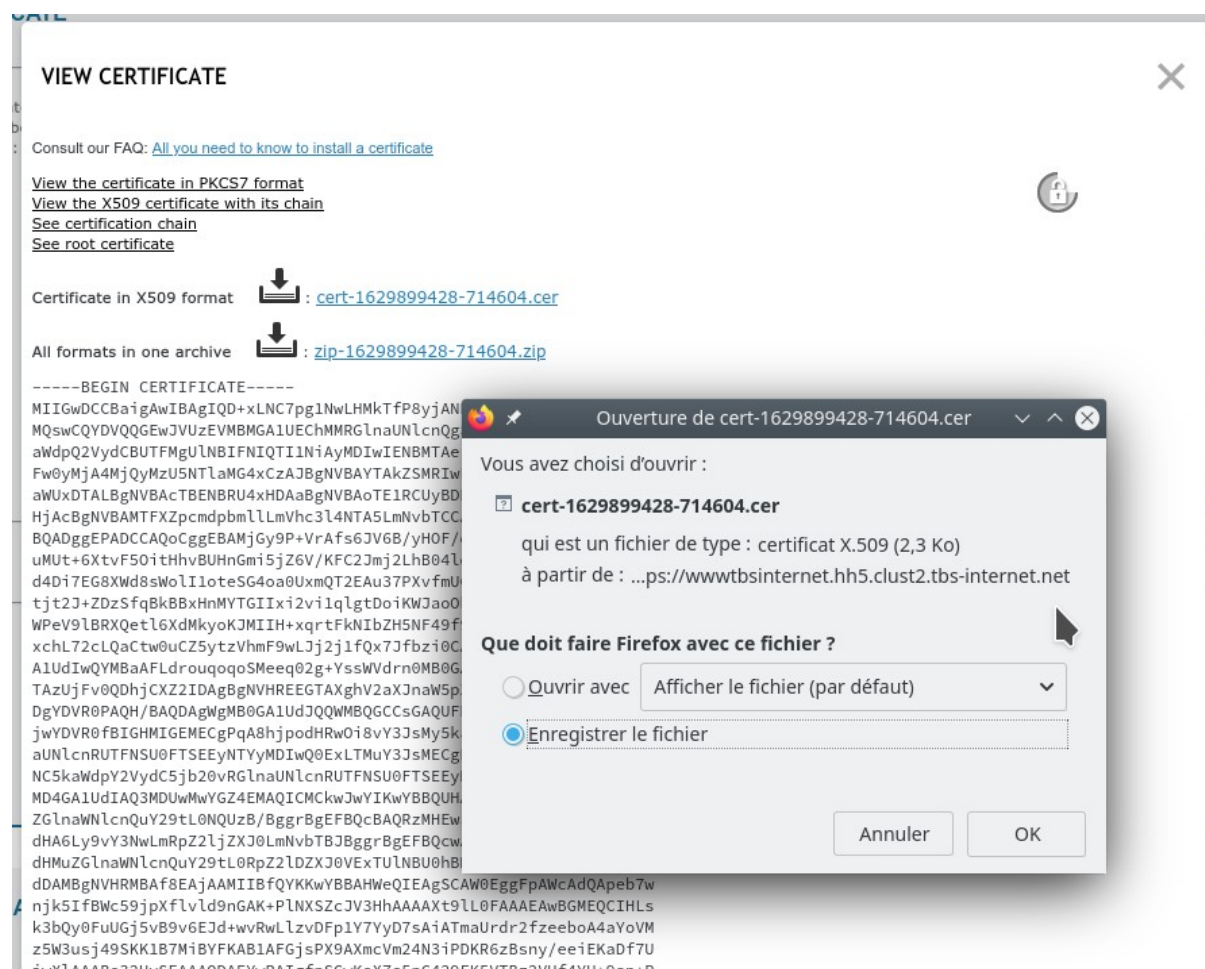
We also provide the **PKCS7 format**. It includes the final certificate and the entire certification chain as well as the root certificate. It is displayed as a text file but the download link sends the binary format («.p7b» extension) that is recognized by Microsoft IIS5 and IIS6 and most java servers. This format includes all the elements needed for the installation of the certificate that only requires one manipulation.

The format **complete certification chain** is used along with the X509 format. In this case, several certification authorities have played a part, each one of them issuing its own certificate. In the certification chain, you will see your certificate, the root certificate and the certification authorities' certificate that have worked for the issue of your certificate.

Finally, it is possible to download the **root certificate** in cer format. Those certificates are installed in the browser's certificates stores but some servers require the installation of the root certificate along with the final entity certificate and the certification chain.

6.6.2. CHECK A CERTIFICATE

From the status page, you can verify the good installation of your certificate by clicking on the button "test the installation". To do so, the server must be available from the Internet.

You are redirected to a page containing the validation information of your certificate and the debugging information:

GREEN code: valid certificate.

CERTIFICATE STATUS

The certificate is valid but the tests indicate issues.

DIAGNOSIS

- Error 37: BAD CN = The site tbs-internet.fr is not indicated in the certificate.
  For more information about this error and how to fix it, Click here

CERTIFICATION CHAIN

• **ROOT:** USERTrust RSA Certification Authority	OK
• **INTERMEDIATE 1:** TBS X509 CA business 2	OK
• **FINAL ENTITY:**	ERROR

CERTIFICATION CHAIN'S HASH ALGORITHMS

• **TBS X509 CA business 2**	SHA384 with RSA
•	SHA256 with RSA

ORANGE code: valid certificate but some fields contain errors.

CERTIFICATE STATUS

Certificate error.   Consult the diagnosis below.

DIAGNOSIS

• Error 20: UNABLE TO GET ISSUER CERT LOCALLY = Could not obtain the issuer's certificate (locally).
For more information about this error and how to fix it, Click here
• Error 2: UNABLE TO GET ISSUER CERT = Could not obtain the issuer's certificate.
For more information about this error and how to fix it, Click here

SUGGESTED SOLUTIONS

• You should install the suggested certification chain.

CERTIFICATION CHAIN

• ROOT: ERROR - Certificate not recognized!
Unknown root certificate!
• FINAL ENTITY: OK

CERTIFICATION CHAIN'S HASH ALGORITHMS

• Let's Encrypt Authority X3   SHA256 with RSA
•   SHA256 with RSA

RED code: invalid certificate.

If the diagnosis is bad, check the signification of the error code on the dedicated page of our FAQ.

Co-PiBot -a tool checking the installation of recently issued certificates- visits your sites a few day after the issuance of the certificate. If it detects an issue it sends an e-mail explaining how to solve it.

You can also request a regular check of your certificates. See the "Monitoring" section.

6.6.3. REVOKE A CERTIFICATE

WARNING: Revoking a certificate is a definite operation that cannot lead to any refund. Before revoking a certificate check if it is reissue-able.

Revoking a certificate is a declaration of its anticipated end-of-life. When a certificate is revoked, it automatically appears on the invalid certificates list.

Some certificates can be revoked directly online. You have to revoke a certificate if your server has been hacked and that your private key has possibly been compromised (or if you have lost the private key).

To revoke a certificate, go on its status page. There, click on the "Revoke" or on the "Revoke all" button if there are several currently valid certificates.

You will see a first warning message:

If you persist, you will have to give a reason as to why you wish to revoke your certificate:

After a last confirmation message, your certificate will go through the revocation process and its serial number will appear in the new certificate revocation list (CRL).

6.6.4. CANCEL AN ORDER

It is possible to cancel an order that is still being processed directly from its status page. To do so, click on 'Cancel the Order', follow the procedure and don't forget to state the reason you have for canceling.

If the invoice has already been settled, a credit note coupon will be created.

Warning: According to our General Terms and Conditions of Sale, cancellation fees might be applied depending on its achievement level.
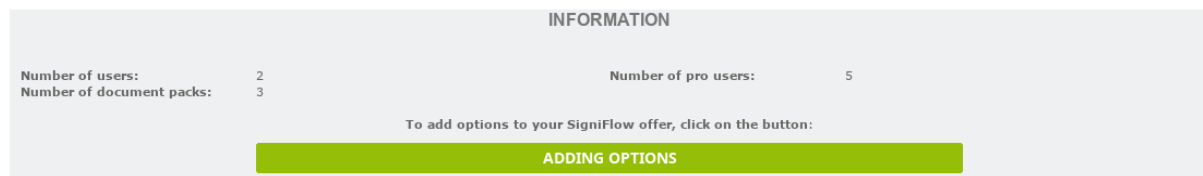
The coupon can then be:

- used to settle an order to come;

- refunded (request a refund by e-mail to accounts-receivable@tbs-certificates.co.uk with your bank account information).
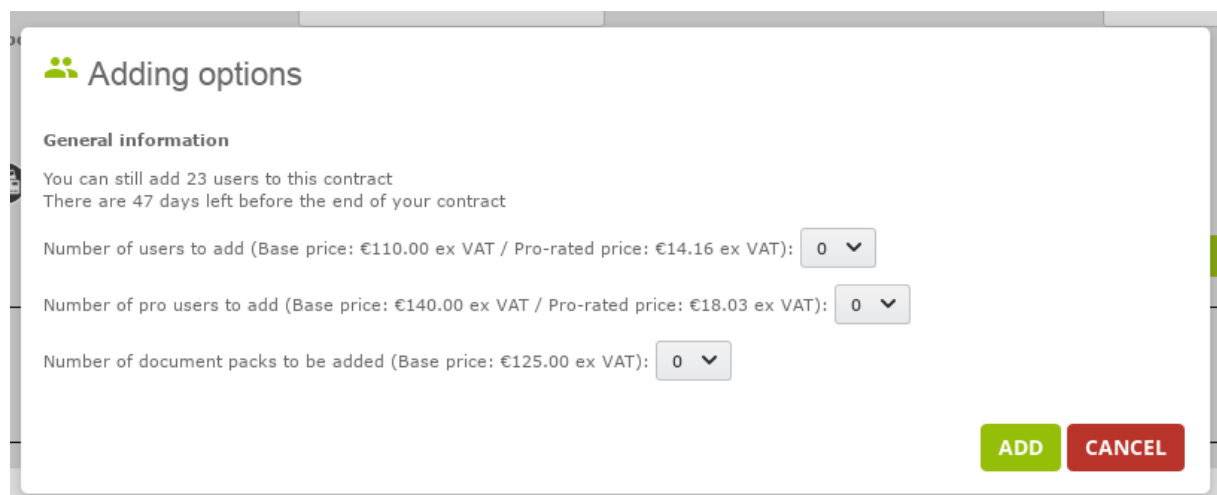
If an invoice is linked to your technical request, a credit note will be generated and will be available among the "accounting documents".

6.6.5. ADD OPTIONS TO YOUR SIGNING PLATFORM

Once your signing platform is delivered it is possible to add options such as new users or documents packages. To do so, click on "Add options" in the "Information" area:

INFORMATION

Number of users: 2   Number of pro users: 5
Number of document packs: 3

To add options to your SigniFlow offer, click on the button:

ADDING OPTIONS

A popup opens displaying your offer information (number of user, expiration date...) et propose a list of available options:

Adding options

General information

You can still add 23 users to this contract
There are 47 days left before the end of your contract

Number of users to add (Base price: €110.00 ex VAT / Pro-rated price: €14.16 ex VAT): 0

Number of pro users to add (Base price: €140.00 ex VAT / Pro-rated price: €18.03 ex VAT): 0

Number of document packs to be added (Base price: €125.00 ex VAT): 0

ADD   CANCEL

NOTE: The price for new users is calculated proportionaly to the number of days left before your offer expiration.

Add the wanted options and validate:
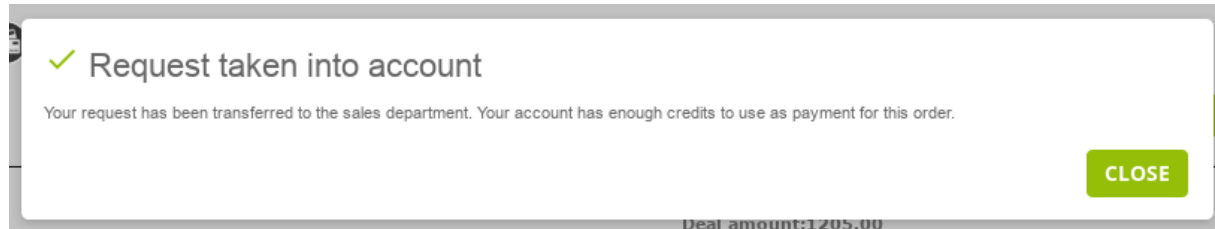
According to your type of account, the system will generate an invoice, a quotation or will debit the account.

The listing of requested options is then displayed on the status page:
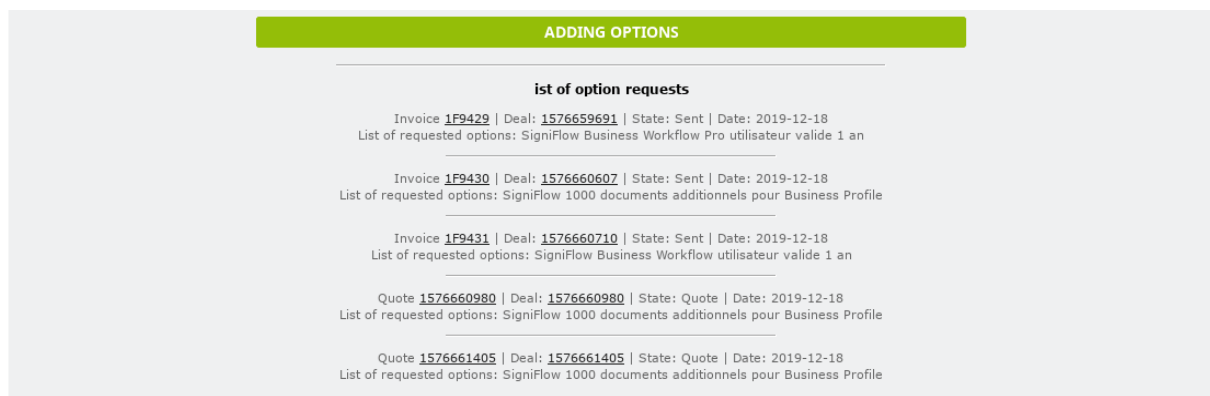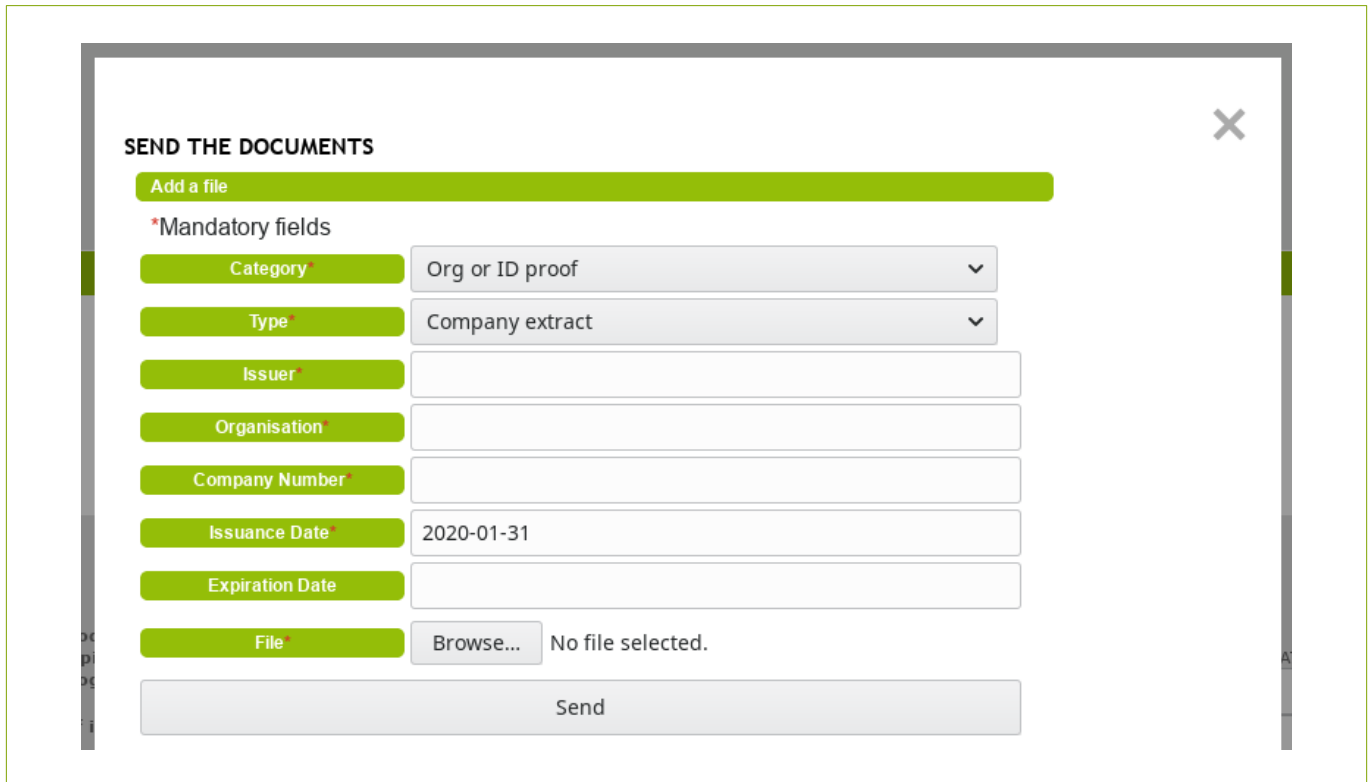
6.6.6. SEND DOCUMENTS REQUIRED FOR THE AUDIT OF YOUR ORDER

You can upload documents required for your audit completion directly from your order status page. In the "Audit completion" area you'll see a "Send a document" or a "Send another" document button. If specific documents have been requested by the audit team a "Send the requested documents" will appear with the indication of the number of documents needed:
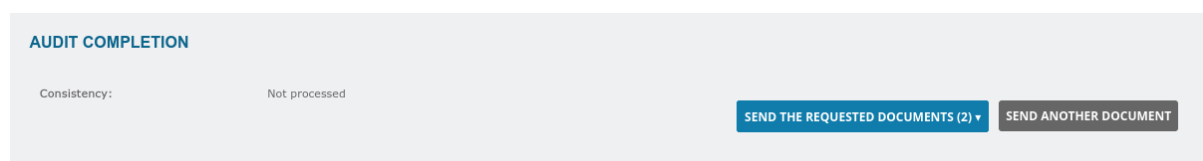
Click the button, a popup opens:

Select the category of the document you want to send, fill in the form and click on "send". The document is immediately attached to your order and the audit team is notified.

6.7. PRE-VALIDATION

Some authorities prpose a pre-validation mechanism in order to speed-up the process of your certificates orders.

There are several kinds of pre-validations according to the type of certificate or their authentication level.

6.7.1. CREATING A PRE-VALIDATION
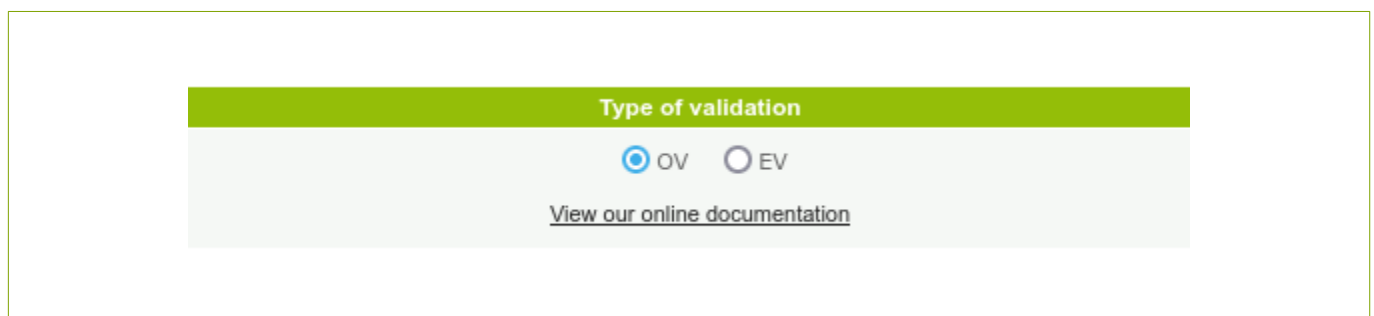
To define a pre-validation, go on the "Your orders" > "Pre-validation" section and click on the "Pre-validation creaton" button for the concerned authority.

Notice: In order to create a pre-validation, the authority's DPA must have been accepted first (see the Contract section).

You are then redirected to a form. First, choose the kind of pre-validation you want to create (EV, OV, code Signing…). The list of pre-validation depends on the authority.

Indicate then the organization and the contact then click on the "Register the pre-validation request" button.

6.7.2. THE EXISTING PRE-VALIDATIONS

Once the request has been submitted it can be consulted on the "Your orders" > "Pre-validation" section.

You'll see here the list of all you pre-validation requests, their statuses, date of expiration…

PREVALIDATION SECTIGO

Pre-validation creation Sectigo

Organisation	Corporate contact		State	Expiration date	Type of validation	
		↻	Active	2024-02-02	OV	Sectigo follow-up
		↻			OV	Sectigo follow-up
		↻	Awaiting validation		EV	Sectigo follow-up

PREVALIDATION DIGICERT

Pre-validation creation DigiCert

Organisation	Corporate contact		State	Expiration date	Type of validation
		↻	Active	2023-04-04	OV
		↻	Active	2023-03-29	EV
		↻	Active	2023-07-30	CS
		↻	In process		DS

7. ADMINISTRATION SECTION

The Super User and the account administrators can allocate tasks to each user and give them rights according to their functions and responsibilities.

7.1. USERS: MANAGE USERS AND THEIR RIGHTS

In the «User» section of the «Administration» menu you will be able to add or suppress users and to manage their rights quickly.

To add a new user, click on the «open an account» button under the list of existing users. A new window opens showcasing the existing users who do not have an account yet.

WARNING: each user must be in possession of a unique e-mail address.

To create a new user, click on the button "open an account". Fill out the form, define a log-in and a password as well as the user's rights.

If you want the new user to be notified of the creation of his account and get his log-in IDs, tick the box "Click this box to inform the new user by e-mail" at the bottom of the page. He will receive a notification by e-mail.

Open an account

	Last name	Function
○	XXXXXXXXXXXXX	Exploitation
○	XXXXXXXXXXXXX	Service technique
○	XXXXXXXXXXXXX	testeur
○	XXXXXXXXXXXXX	
○	XXXXXXXXXXXXX	Assistante
○	XXXXXXXXXXXXX	Support
⦿		Save a new contact.

PLEASE NOTE: Each contact is identified by his/her e-mail address.
When you create another entry, make sure that its address is unique.

First name :

Last name :

Department:

Function:

Address:

Phone:

Mobile:

Postal code:

Email:

Mailing : Yes ⦿   No ○

City:

Identification

Login	
Password	

choose the guidance option

Administrative contact	☐
Technical contact	☐
Marketing	☐
Billing	☐

Product volume

Click this checkbox to inform the new user by e-mail. ☐

Validate

It is also possible to suppress users but the Super User cannot edit an existing account and we do not store passwords.

What are the different rights ?

Our system makes use of four types of rights. Allocate them according to each user's responsibilities.

- Technical: certificate order, renewal and revocation.

- Commercial: consultation of the certificates' list.

- Billing: consultation of the account's statement.

- Administrative: can add or delete users, manage the website.

- Approval: uniquely for approval mode accounts. The user can approve the different requests deposited via the account.

The Super User has access to all the functionalities.

Here under is the list of all the user types available:

User	Function	Department	A	C	F	T	
XXXXXXXXXXXXXX	Conseiller clientèle			✓	✓	✓	✗
XXXXXXXXXXXXXX	conseiller clientèle			✓	✓	✓	✗
XXXXXXXXXXXXXX	Président	Direction Technique	✓	✓	✓	✓	✗

Particular case: Modification of the Super User

There are 2 possible scenarios:

- If TBS INTERNET knows the new Super User, the latter only has to send us an e-mail explaining his request.

- If not, he has to send us an a letter written on headed paper and signed by the CEO of the organization.

7.1.1. USERS WITH STRONG AUTHENTICATION

If you use strong authentication to access your account the interface is expended.
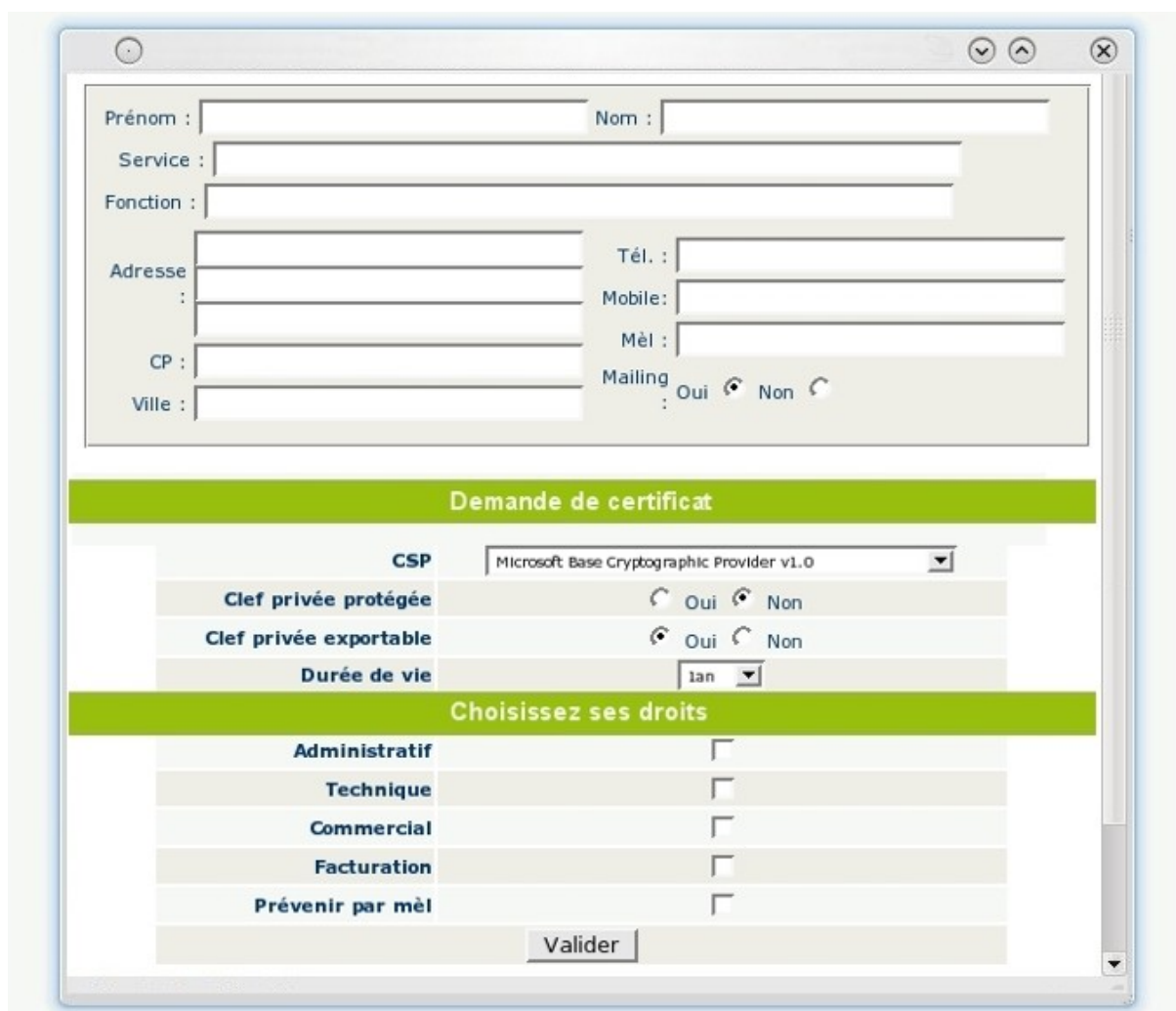
User	Function	Department	A	C	F	T			
XXXXXXXXXXXXXX	Conseiller clientèle		✔	✔	✔	✔	✂	🟠	⛔
XXXXXXXXXXXXXX	conseiller clientèle		✔	✔	✔	✔	✂	🟠	⛔

Note that a user can be temporarily suspended (orange icon), his certificate can be revoked and his account blocked (red icon) or suppressed (red cross).

To add a user, use the «add» button and fill out the form in order to issue a new user certificate.

The CSP is a cryptographic module used to generate a private key and store a certificate. If you do not know the ower's CSP, use the one that is provided by default (integrated in Internet Explorer).

The two other fields (protected private key and exportable private key) are interpreted by the CSP. If you use a specific CSP, check the value of those fields with your supplier (some CSP need an exportable flag).

7.1.2. 2-FACTOR AUTHENTICATION

As Super User of the account, you can make 2-factor authentication mandatory for all the users of the account.

To do so, click on the "Administration/Users" link in the left-hand menu.

From this page, click on the "Define a 2-factor authentication mode" menu. You will be redirected to a page from which you will have to configure your own 2-factor access.

At their next connection, the users of your account will be redirected to the same page to configure their access. They will only be able to log onto the account after the creation of their access.

7.1.3. API USERS

It is now possible to manage your API users in the «Users» section or to create an access to API for them in case the latter wasn't already established. To do so, simply click on «Add an API user»:
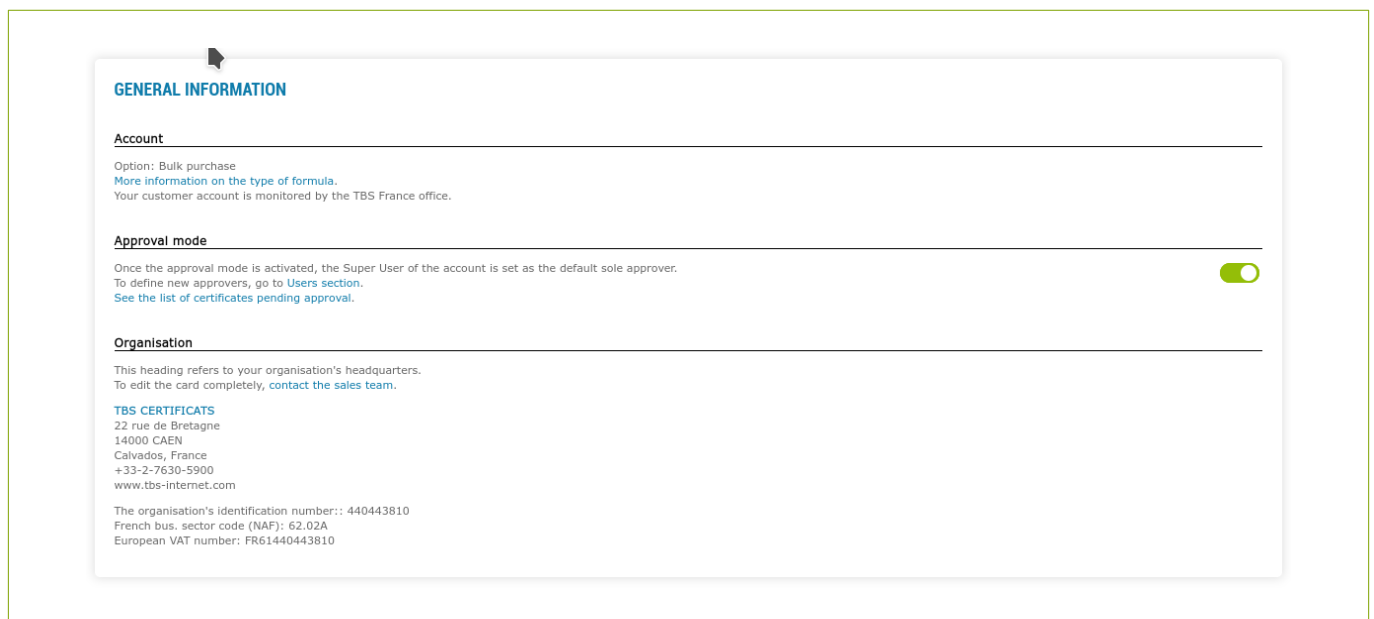
7.2. PREFERENCES: OVERALL PARAMETERS OF THE ACCOUNT

In the «Administration» → "Preferences" menu you will find settings accessible by the Super User and to the administrators to edit your organization's address, to define billing addresses and select several contact points.

7.2.1. GENERAL INFORMATION

You'll find here the overall information regarding your account: organization, option, handling office… From here you'll be able to activate and deactivate the approval mode.

GENERAL INFORMATION

Account

Option: Bulk purchase
More information on the type of formula.
Your customer account is monitored by the TBS France office.

Approval mode

Once the approval mode is activated, the Super User of the account is set as the default sole approver.
To define new approvers, go to Users section.
See the list of certificates pending approval.

Organisation

This heading refers to your organisation's headquarters.
To edit the card completely, contact the sales team.

TBS CERTIFICATS
22 rue de Bretagne
14000 CAEN
Calvados, France
+33-2-7630-5900
www.tbs-internet.com

The organisation's identification number:: 440443810
French bus. sector code (NAF): 62.02A
European VAT number: FR61440443810

7.2.2. CONTACT POINTS

Indicate here the e-mail addresses to be used for different purposes: receiving invoices, generic e-mail address (that will be in copy of any e-mail of the account), emergency address… You can also define a specific language for each address.

7.2.3. ACCOUNTING QUESTIONS

You can define your billing entities here, chhose a default payment, how to receive your invoices or create a recurrent direct debit mandate.

ACCOUNTING QUESTIONS

Prepaid account warning level

The warning level is an amount below which TBS Certificats will send you an e-mail to inform you that your prepaid account is running out.
You may change this minimum value if you wish.

6   available products

How to send invoices

You can define how your invoices are sent.

Choose a delivery option

Payment method by default

You can define the default payment mode for your next orders.
You will be able to change it at any time, including during your next purchase.

Recurrent direct debit (within 10 days)

Choose recurring direct debit

Generate a SEPA direct debit mandate

Payment requirements

Deferred payment prohibited
signed as agreed prohibited

Default invoicing address

If the entity to be invoiced is not the one in the SZYM account, choose or enter the details of the organisation to be invoiced:

Create a new billing entity

Organisation Name *	organisation name
The organisation's identification number: (SIREN, company number, others.)	organisation's ID number
Address *	address
Additional address	Additional address
Additional address	Additional address
Post code *	postcode
City *	city
Country *	Choose from the list
State or Province	
Phone Number (main)	phone
European VAT number	Intra-Community VAT number
E-mail address accounting (automatic processing)	e-mail address accounting (automatic processing)
Accounting e-mail address (manual processing)	e-mail address accounting (manual processing)

Clear billing information

Search for the billing address

It is possible to deactivate the billing entity search on forms.
In this case the default billing entity will be used for all your orders.

Recurrent direct debit

You can create a recurrent direct debit mandate from this page:

Choose recurring direct debit

Generate a SEPA direct debit mandate

Click on "Generate a SEPA direct debit mandate", a popup opens. Provide the requested information (the form is prefilled if we already have the information):

Then click on "Save and obtain a mandate". A pre-filled mandate is sent by e-mail to the Super User and to the e-mail addess you provided in the form (if you did). The mandate must be returned signed in order to define the direct debit as the default payment method for the account.

A new information is displayed on the account home page:

Once the mandate is validated, this message is updated:

7.3. SITE MANAGEMENT: CUSTOM FIELDS

On the «site management» page, under «Administration», you will be able to create your own fields to store your own data.

There are four fields available. You can name them as you see fit («internal ref», «manager», etc.) and fill them out during the order process or after, on your certificate's status page. You will then be able to sort your certificates with these fields and to export them in CSV.

You can use those fields as you see fit. To understand the power of this tool, take the example of a company that works with internal references and files managers. The customization of this company's interface allows for it to use its own references.

Step 1: Defining the fields

It is the Super User who has to create the wanted fields. For example, let's create two fields: "Internal ref" and "manager". To do so, click on "site management" in the left-hand menu. You can use up to four fields.

You can modify or delete your fields. For example: you have entered "internal reference" but it is too long, you prefer to use "internal ref". Delete the fist one and correct it. Save and view the "List appearance" page to see the result.

Step 2: Displaying the fields on the lists

Once your fields are created, click on "List Appearance" in the left-hand menu: you can visualize, on the bottom of the page, your new fields. Tick and validate.

Liste of the available information.

	Shortened heading	Description
☐	Your ref	You reference
✔	CA ref.:	The certification authority's reference
☐	File ref.:	The certification authority's previous certificate's reference
☐	File ref.:	The certification authority's next certificate's reference
✔	CN	URL concerning this certificate
☐	Key length	Session key length
☐	Serial	Certificate serial number
☐	software	Software supported by the certificate
✔	Prod. code	Product code
✔	TBS ref.:	TBS's request reference
☐	Start date	Certificate validity start date
☐	Exp. date	Certificate expiration date
☐	Admin. contact	Corporate contact's name in charge of this request
☐	Tech. contact	Technical contact's name in charge of this request
☐	Status	Certificate issuing progress
✔	internal ref	
✔	manager	

Step 3: Visualizing the list

Your certificates' list now has two more columns that can be seen on the "List the certificates" page.

CA ref.:	Prod. code	TBS ref.:	Status	internal ref	manager
6762411	ssl1	1277224227	Cancelled		
8950322	X509EmailNovice1	1270547466	Delivered but unbilled	WJ5987	M. Smith
8960437	X509EmailNovice1	1270806260	Delivered but unbilled		
6737193	tbidev1	1276102945	Delivered but unpaid for		
9136356	X509EmailNovice1	1276588140	Delivered but unbilled		

Step 4: Filling the new fields

You just have to go on the status page of one of your certificates to see the new fields. Fill them in and validate.

Note : The validation button only appears after you have entered some text in those fields.

Step 5: Visualizing the entire list

Go back to the list. The new information appears. You can use it as a sorting key and export the chart.

CA ref.:	Prod. code	TBS ref.:	Status	internal ref	manager
6762411	ssl1	1277224227	Cancelled		
8950322	X509EmailNovice1	1270547466	Delivered but unbilled	WJ5987	M. Smith
8960437	X509EmailNovice1	1270806260	Delivered but unbilled		
6737193	tbidev1	1276102945	Delivered but unpaid for		
9136356	X509EmailNovice1	1276588140	Delivered but unbilled		

7.4. CONTACTS LIST

You can select who is going to be used as corporate contact and certificate manager on the order forms.

It will not change the rights allocated to those contacts.

Last name	Function	Administrative contact	Technical contac
XXXXXXXXXXXXXX	Conseiller clientèle	✓	✓
XXXXXXXXXXXXXX	Exploitation	✓	✓
XXXXXXXXXXXXXX	conseiller clientèle	✓	✓

7.5. DISPLAY THE LOGS

Users with administrative rights can see their account's logs. From this page they will see which user did which action at what time within the Certificate Center. You can select a specific period of time and a kind of action. The logs can also be exported in CSV format.

LOGS DISPLAY

From   to   Type Logs

[All ▼]   [Afficher]

☐ CSV Export

Display [25 ▼] logs   Search: [   ]

Date	IP	User	Source	Action
2022-02-01 15:45:57			part-commande	[cde] Certificat TBS X509 Sign&Login valide 1 an fin de commande Host : hh5 - Arguments : -D SSL - OS : Linux - NAV : Firefox - LANG aff: fr_FR
2022-02-01 15:46:00			part-commande	[cde] depot de CSR avec la commande -----BEGIN CERTIFICATE REQUEST-----\nMIIC2TCCAcECAQAwgZMxGzAZBgNVBAMMEiZpcmdpbmIIFN6eW1hbnNraTEYMBYG \nA1UECgwPVEJTIENFUlRJRklDQVRTMQ0wCwYDVQQHDARDQUVOMREwDwYDVQQIDAhD \nYWx2YWRvczELMAkGA1UEBhMCRlIxGzAZBgNVBAkMEjIyIHJ1ZSBkZSBCcmV0YWdu \nZTEOMAwGA1UEEQwFMTQwMDAwggEiMA0GCSqGSIb3DQEBAQUAA4IBDwAwggEKAoIB \nAQC0XB0CC5yThYDoVuz8zIRAt7bxOAwJmRFH+rkinRkIbz8nS1++2+tTDBG1jBjR \nnO3YGQxJRbssPqsjjTdYWNCzwqrOJuQ3Mu/fC3aE8IrJu+p6FWbq39Kc/rmRH1xfS\nrSRF09eAbOsQU1o9s /1H6TqaVf+zm7InrQJ/Dww5kfENE6Z9hMc3cNAmLazORt+1 \n2wozbFyuC811377EIdSnCDwYSnIsZ9fbvc8WmbEm9c2X2pCWdnSD42ZXr1Q/gLNG\nbuWTF9VS6RWN /0dCpmakSEMkeDzb/2HPKZa3+nISW4P4a03xWXS3HzbGL8A4PhMh \nnXUxl9tpdkJSnhfnOMx933ctvAgMBAAGgADANBgkqhkiG9w0BAQsFAAOCAQEAmNTa \nmo4sruBRVaoyWxChDt+rLt4tK5rPKLQcU+genFNJNJct121YQC8+9rrs/upxAxWp\nSb8V3 /5d0zIeBu16LDqSBXrrfwLzwIGFSP6ItrpFD3Yd7WW4IAq0BicyW067nfE9\nVc/R0LQKik3OMWMDA8jQ /pf+pdLIU5+HOraYiEXpRhzHuUtjihWwyRones42Mf19\nCTHIYXhs/NWPMLnret1blxrQFLRIz3+Ui /kGrZk1SaRKD15L2YI9E5tQ2GCx4g8L\naK9QeFGe+Pk4nN0bP5JR /ySTEEoCAD9E1eTlLM5FvI81IgORJvGJJPM8kH2BOvHE\nnrRXRHtDZG1W4rydF/w==\n-----END CERTIFICATE REQUEST-----
2022-02-01 15:50:21			part-commande	[cde] Certificat Sectigo Développeur valide 1 an fin de commande Host : hh5 - Arguments : -D SSL - OS : Linux - NAV : Firefox - LANG aff: fr_FR

8. PRICING SECTION

8.1.1. ALL OUR PRICES

Clicking on «All our prices» gives you access to an exhaustive list of our prices and the discounts per kind of account (rebate, Bulk Purchase...), brand and the number of products you would like to purchase.

TBS CERTIFICATS TARIFFS *

DOWNLOAD AREA
- Download our Fee Guide   ▼ CSV export of the retail prices
- Download the prices displayed   ▼ CSV export of the prices displayed

Choose your options

Account type	Purchase volume	Back to the retail prices	Back to my prices
Bulk purchase ▼	6-10 ▼	Retail prices	My prices

Range	Discount (%)	Product	Validity (year)	New order and renewal	license ❓	Additional SAN ❓	additional SAN Wildcard	Domain SAN
	0	Guidance (turnkey certificate)	-	150.00	-	-	-	-
	0	Assistance package for Certificate Center	1	170.00	-	-	-	-
	0	Assistance package for Certificate Center	2	297.00	-	-	-	-
	0	Assistance package for Certificate Center	3	425.00	-	-	-	-
	0	RGS face-to-face meeting at TBS INTERNET in Caen	-	0.00	-	-	-	-
	0	Express option	-	250.00	-	-	-	-

Range	Discount (%)	Product	Validity (year)	New order and renewal	license ❓	Additional SAN ❓	additional SAN Wildcard	Domain SAN
	22.5	Code signing	1	135.62	-	-	-	-
	22.5	Code signing	2	244.12	-	-	-	-
	22.5	Code signing	3	339.45	-	-	-	-
	22.5	Adobe Air Code Signing	1	135.62	-	-	-	-
	22.5	Adobe Air Code Signing	2	244.12	-	-	-	-
	22.5	Adobe Air Code Signing	3	339.45	-	-	-	-
Thawte	8	SSL EV	1	276.00	-	230.00	-	-
	8	SSL EV	2	405.72	-	323.84	-	-
	22.5	SSL Standard	1	106.95	-	68.20	309.23	-
	22.5	SSL Standard	2	188.33	-	119.35	540.95	-
	22.5	SSL Wildcard	1	309.23	-	-	-	-
	22.5	SSL Wildcard	2	540.95	-	-	-	-

You can choose among Rebate, Bulk Purchase, Deposit and Monthly Payment options.
Above: Bulk Purchase of 6 to 10 Thawte certificates.

Bulk Purchase option: Buying tokens in bulk opens the rights to certificates issuance. Tokens cannot be refunded but are usable indefinitely.

Deposit account option: Refill your account through advances or invoices. Your account is then debited each time you order.

Rebate option: Invoice us your rebates every quarter and you will receive a transfer of re-invoiced rebates (only available for the four past quarters).

NOTE: You can now make Bulk Purchases on your rebate account which benefit from all the Bulk Purchase's options. If you have a punctual need of several certificates and would like to get a bulk discount, then credit your account.

Monthly Payment option: Order your certificates. At the end of the month you will receive a summarized invoice.

After having selected a kind of account and the number of products you would like to purchase, the chart is reloaded with the corresponding prices.

Public prices are displayed by default.

NOTE: From this page, you can download the prices in PDF of CSV format.

9. ACCOUNT INFORMATION SECTION

This section has especially been designed for your company's accounting department. There, they will be able to:

- Refill the account: supply your account with euros or tokens;

- View account refill requests' list;

- Consult your consumption's statistics;

- Export the data to integrate it to your own system.

The kind of account you have chosen when creating it determines the access, or not, to some of theses functions.

The principal trump of this section is the detailed analysis of your purchases to adjust your budget according to your previous years expenditures.

9.1. ACCOUNT STATEMENT

9.1.1. BULK PURCHASE ACCOUNT

Your account statement is an instant picture of the financial situation of your account. It provides:

- Your token balance per certificate;

- The products' list of purchases and the corresponding token deductions;

- The Bulk Purchase Account top-ups for each type of product.

> TOKENS STATEMENT　　　　　**ACCOUNT STATEMENT**

You can export the list in CSV format. To do so, click the button below the table.

Product ▼	Product name ▼	Last operation ▼	Balance ▼
ssl1	Thawte SSL Standard valid 1 year	2017-03-09	42
sanssl1	Thawte SSL Standard additional SAN valid 1 year	2017-03-24	40
COMs2ssl1	Comodo SSL valid 1 year	2018-01-26	41
COMs2ev3fqdn1	Comodo EV Multiple Sites (3+) valid 1 year	2017-09-07	42
sanCOMev3fqdn1SHA256	Comodo EV Multiple Sites (3+) additional SAN, valid 1 year	2017-05-05	38
sanwildssl1	Thawte SSL Standard additional Wild SAN valid 1 year	2017-03-24	40
COMs2ev3sandom1	Comodo EV MultiSites SHA256 (3+) additional Domain SAN valid 1 year	2017-09-07	42

Token credits and debits detail.

Date ▼	TBS Certificats Ref ▼	CA Reference ▼	CN ▼	No. ▼	Prod. code ▼	Product name ▼	Balance ▼
2018-01-26	1513594412			-1	COMs2ssl1	Comodo SSL valid 1 year	41
2017-09-07	Alimentation de compte facture n°1504777559			5	COMs2ev3sandom1	Comodo EV MultiSites SHA256 (3+) additional Domain SAN valid 1 year	42
2017-09-07	Alimentation de compte facture n°1504776882			3	COMs2ev3fqdn1	Comodo EV Multiple Sites (3+) valid 1 year	42

9.1.2. DEPOSIT ACCOUNT

There is a lot of information on this page:

- The balance of your account (in euros or pounds);

- The list of all the products you have purchased, their reference, price, date of purchase and the balance of your account after each purchase;

- The account refills.

> DEPOSIT ACCOUNT STATEMENT   **ACCOUNT STATEMENT**

ACCOUNT STATEMENT

You can export the list in CSV format. To do so, click the button below the table.

Balance : €1,941.70

Date	TBS Certificats Ref	CA Reference	CN	Price	Prod. code	Product name	Balance
2018-04-18				€2,000.00			€1,941.70
2018-04-04	1522853216	131220387	easyx509.com	-€117.30	COMs2ssl1	Comodo SSL valid 1 year	-€58.30
2018-01-22				-€5,786.36			€59.00

9.1.3. REBATE ACCOUNT

The account statement offers different views:

- the "account statement" lists all your purchases since your account opening

- the "rebate statement" presents the purchases made during the four last semesters and the rebates that can be billed for each semester

- the "tokens statement" lists the tokens purchases and the technical orders associated

> ACCOUNT STATEMENT   **REBATES STATEMENT**   **TOKENS STATEMENT**

Year 2018 - Trimester 1

Date	TBS Ref	Invoice	Product code	Comment	Settlement	Invoice (inc VAT)
2018-03-30	1522069025	1F7204 (payée)	FactPerso	Coupon d'acompte :CA1389	-€115.20	€115.20
2018-03-30	1522069270	1F7208 (payée)	FactPerso	Coupon d'acompte :CA1390	-€150.00	€150.00
2018-03-30	1522069528	1F7211 (payée)	AlimCompteJetons	Coupon d'acompte :CA1391	-€3,510.00	€3,510.00
2018-03-30	1522069855	1F7215 (payée)	AlimCompteJetons	Coupon d'acompte :CA1392	-€3,380.14	€3,380.14
2018-03-26	1522069025	1F7204 (payée)	FactPerso	Coupon d'acompte :CA1360	€138.00	€115.20
2018-03-26	1522069025	1F7204 (payée)	FactPerso	Coupon d'acompte :CA1382	-€22.80	€115.20

ACCOUNT STATEMENT | **> REBATES STATEMENT** | **TOKENS STATEMENT**

Year 2018 - Trimester 1

Date ▼	TBS Ref ▼	Invoice ▼	Product code ▼	Comment	ex VAT ▼	inc VAT ▼
2018-03-30	1522069025	1F7204 (Paid)	FactPerso	This deal has been refunded or is unpaid, It is not taken into account in the computation of rebates.		
2018-03-30	1522069270	1F7208 (Paid)	FactPerso	This deal has been refunded or is unpaid, It is not taken into account in the computation of rebates.		
2018-03-26	1522069073	1F7205 (Paid)	FactPerso	This product is not taken into account for the rebate calculus.		
2018-03-26	1522069341	1F7209 (Paid)	FactPerso	This product is not taken into account for the rebate calculus.		
2018-03-23	1521799114	1F7177 (Paid)	FactPerso	This deal has been refunded or is unpaid, It is not taken into account in the computation of rebates.		
2018-03-23	1521799504	1F7178 (Paid)	FactPerso	This product is not taken into account for the rebate calculus.		
2018-03-23	1521820690	1F7195 (Paid)	FactPerso	This deal has been refunded or is unpaid, It is not taken into account in the computation of rebates.		

ACCOUNT STATEMENT | **REBATES STATEMENT** | **> TOKENS STATEMENT**

You can export the list in CSV format. To do so, click the button below the table.

Product ▼	Product name ▼	Last operation ▼	Balance [+] ▼
ssl1	Thawte SSL Standard valid 1 year	2017-12-26	36
renssl1	Thawte SSL Standard renewal valid 1 year	2017-09-06	10
licssl1	Thawte SSL Standard license valid 1 year	2017-12-20	3
dev1	Thawte code signing valid 1 year	2017-12-08	6
secure1	Symantec SSL Secure valid 1 year	2017-11-20	1
acc	Guidance (turnkey certificate)	2018-03-30	5
truebiz1	Geotrust True BusinessID valid 1 year	2017-12-26	18

WARNING: You can only bill rebates for the last four expired semesters. The rebates of previous semesters are lost and do not appear in your account statement any longer.

This chart can be exported in CSV and be imported into your accounting software.

Rebates retrieval: 2 options are proposed:

■ Via invoicing: bill the rebates amounts displayed in your account and send us the invoice. It will be paid within 30 days from end-of-month on the 10th of following month.

■ Via discount code: from your rebates statement click on "Receive a promotional code", you'll immediately get a promotional code for the amount of your rebates.

Note that a rebate promotional code can only be used once, cannot be split and is valid for one year from its creation date.

2018-01-11	1515678304	1F6811 (Paid)	FactPerso	This product is not taken into account for the rebate calculus.
2018-01-11	1515678585	1F6812 (Paid)	FactPerso	This product is not taken into account for the rebate calculus.
2018-01-09	1491919688	1F5869 (Paid)	FactPerso	This deal has been refunded or is unpaid, It is not taken into account in the computation of rebates.
26 certificates				€2,901.13	€3,481.40
Rebate of 13% chargeable for the 1st trimester 2018 for an amount of 377.15 (ex VAT)				€377.15	Receive a promotional code

A listing of your retrieved rebates can be seen at the end of the page:

Trimester ▼	Invoice settlement date ▼	Reference Number ▼	Comment	Amount (ex VAT) ▼
2018 > 1	2018-04-06	SZYM-R20181	Rebate of 13% chargeable for the 1t trimester 2018 for an amount of 377.15EUR. Reimbursed by promotional code on the 2018-04-06: 'SZYM-R20181' (valid 1 year).	€377.15

9.1.4. MONTHLY PAYMENT ACCOUNT

The account statement displays your monthly invoices and the corresponding orders, as well as the pending orders that will be invoiced at the end of the month:

ACCOUNT STATEMENT

You can export the list in CSV format. To do so, click the button below the table.

Those prices are VAT-exclusive.

Balance: €17,017.68 ex VAT

Date	TBS Certificats Ref	CA Reference	CN	Price	Prod. code	Balance
2018-03-19	1521475711		*REFUNDED*	-296.10	sslev1	€17,017.68

Date	TBS Certificats Ref	CA Reference	CN	Price	Prod. code	Balance
2016-04-07	1460062770			222.00	ssl2	-€17,787.55
2016-04-07	1460062892			222.00	ssl2	-€18,109.55
2016-04-11	1460401970			222.00	ssl2	-€18,431.55
2016-04-11	1460401970			140.00	sanssl2	-€18,571.55
2016-04-11	1460401970			100.00	sanwildssl2	-€18,671.55
2016-04-11	1460402226	2169064		222.00	ssl2	-€18,893.55
2016-04-11	1460402226	2169064		140.00	sanssl2	-€19,033.55

9.2. CONSUMPTION STATISTICS

9.2.1. BULK PURCAHSE ACCOUNT

Here, access your consumption statistics as a graph for the selected period. Enter the start and the end dates and click on "Compute":

Statistics
Select the period for the calculus of your statistics.
If you don't indicate a starting date, the opening date of your account will be used as such.
If you don't indicate any ending date, the date of the day will be used as such

From [   ] at [   ] (format: yyyy-mm-dd)
If you want a month per month detail, please tick that box ☐

[Compute]

You are redirected to a page presenting a graph of the different products' consumption for the period:

Statistics
Select the period for the calculus of your statistics.
If you don't indicate a starting date, the opening date of your account will be used as such.
If you don't indicate any ending date, the date of the day will be used as such

From [2010-01-01] at [2010-06-01] (format: yyyy-mm-dd)
If you want a month per month detail, please tick that box ☐

[Compute]

Every values are given in tokens.

	Thawte SSL Standard valide 3 ans	Thawte SSL Standard valide 5 ans	
1	1	4	2

■ renssl2 (12.5%)
■ ssl3 (12.5%)
■ ssl5 (50%)
■ renssl5 (25%)

You can access more detailed statistics by clicking on "month per month detail".

Statistics

Select the period for the calculus of your statistics.
If you don't indicate a starting date, the opening date of your account will be used as such.
If you don't indicate any ending date, the date of the day will be used as such

From 2010-01-01 at 2010-06-01 (format: yyyy-mm-dd)

If you want a month per month detail, please tick that box ✔

Compute

Every values are given in tokens.

Month		Thawte SSL Standard valide 3 ans	Thawte SSL Standard valide 5 ans	
january	1			
february			4	2
march		1		
Total	1	1	4	2
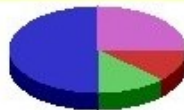
■ renssl2 (12.5%)
■ ssl3 (12.5%)
■ ssl5 (50%)
■ renssl5 (25%)

9.2.2. DEPOSIT, REBATE AND MONTHLY PAYMENT ACCOUNTS

Same mechanism as for Bulk Purchase accounts (see page 110) except that tokens are replaced by products prices.

Selection of the reference period:

Statistics

Select the period for the calculus of your statistics.
If you don't indicate a starting date, the opening date of your account will be used as such.
If you don't indicate any ending date, the date of the day will be used as such

From 2010-01-01 at 2010-06-01 (format: yyyy-mm-dd)
If you want a month per month detail, please tick that box ☐

Compute

Display of the overall statistics:
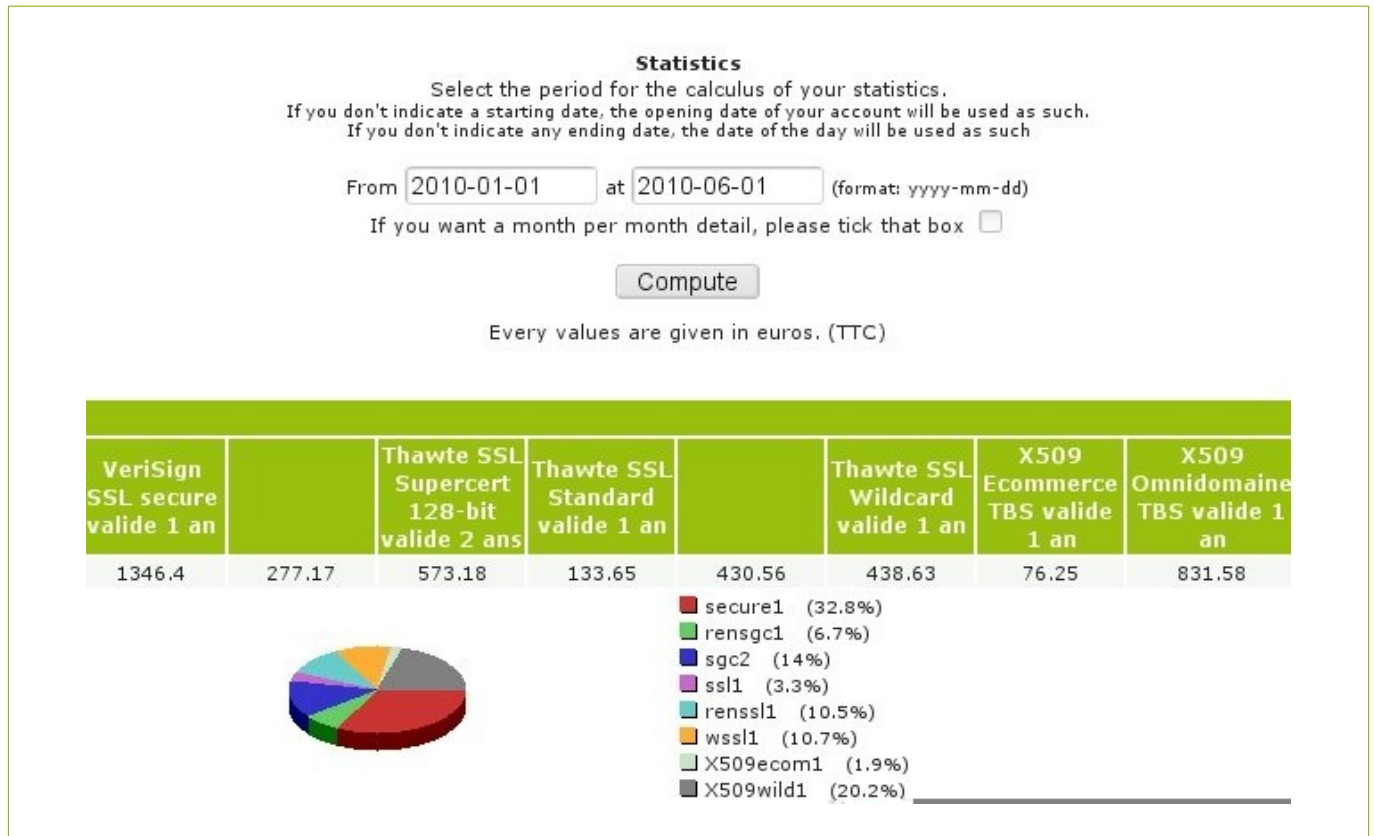
Display of the detailed statistics:

Statistics

Select the period for the calculus of your statistics.
If you don't indicate a starting date, the opening date of your account will be used as such.
If you don't indicate any ending date, the date of the day will be used as such

From [2010-01-01] at [2010-06-01] (format: yyyy-mm-dd)
If you want a month per month detail, please tick that box ☑

[Compute]

Every values are given in euros. (TTC)

Month	VeriSign SSL secure valide 1 an		Thawte SSL Supercert 128-bit valide 2 ans	Thawte SSL Standard valide 1 an		Thawte SSL Wildcard valide 1 an	X509 Ecommerce TBS valide 1 an	X509 Omnidomaine TBS valide 1 an
january	897.6		573.18					
february	448.8			133.65	322.92			415.79
march					107.64	438.63		
april							76.25	415.79
may		277.17						
Total	1346.4	277.17	573.18	133.65	430.56	438.63	76.25	831.58
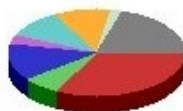
■ secure1 (32.8%)
■ rensgc1 (6.7%)
■ sgc2 (14%)
■ ssl1 (3.3%)
■ renssl1 (10.5%)
■ wssl1 (10.7%)
■ X509ecom1 (1.9%)
■ X509wild1 (20.2%)

9.3. CREDIT THE ACCOUNT

9.3.1. BULK PURCHASE & REBATE ACCOUNTS

Before you begin, list your need in products precisely.

Select your products from the drop down menu and indicate the number you would like to purchase. Then click on "Add". Do the same operation for each kind of product.

THE PLUS: Tokens are usable indefinitely and are therefore never lost.

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| Step 1 | Step 2 | Step 3 | Step 4 |

Your balance		
Product	Last operation	Balance

Credit the account

Select a product in the dropdown menu, enter the quantity and click "Add".
Process the same way for each type of certificate or license you want to order.
Finish by clicking "Process this request".

Department

Products **TBS INTERNET** [▼] [ ] [Add]

Certificate serveur

Products **Thawte**	Thawte SSL EV valid 2 years ▼	3	Add
Products **TBS X509**	▼		Add
Products **VeriSign**	▼		Add
Products **Geotrust**	▼		Add
Products **Comodo**	Comodo AAA SSL for 3 years ▼	1	Add
Products **GlobalSign**	▼		Add

Certificate developer

Products **Thawte**	▼		Add
Products **VeriSign**	▼		Add

Certificate client

Products **TBS X509** [▼] [ ] [Add]

Certificate pki

Products **TBS X509** [▼] [ ] [Add]

Certificate audit

Products **VeriSign** [▼] [ ] [Add]

On the bottom of the page, check the list of products you have purchased. You can delete goods if you have made a mistake by clicking on the red cross.

Then, click on "continue".

Your order			
Product	Number	Item price	Net VAT-less
✖ Comodo AAA SSL for 3 years	1	208,00 €	208,00 €
✖ Thawte SSL EV valid 2 years	3	519,20 €	1 557,60 €

Continue

Choose your payment method and billing contact from the drop down menu. Then validate. If you work with purchase orders, tick the "quote" box. A quote will be generated instead of an invoice.

Check and continue.

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Step 1 Step 2 Step 3 Step 4

Your order

Product	Number	Item price	Net VAT-less
	1	0,00 €	0,00 €
	3	0,00 €	0,00 €
		Total	**0,00 €**

Payment method

We offer the following payment methods:

If you would like a QUOTE, check here. ☐

Your quote will appear on the following page (deferred payment fees included). Please return us the quotation with your "approval" + stamp + signature or your official order form.

Payment method and conditions.

Credit card (Visa, Mastercard or American Express) ▼

Invoicing contact

The invoicing contact will receive the email confirming your request. It contains your invoice attached.

First name [ ]

Last name [ ]

Choose from the list
or define a new contact.   Function [ ]

or create a new contact ▼ Phone (direct) [ ]

Email (direct) [ ]

☐ Don't send commercial information (newsletter, discount, etc.)

Validate

☐ Yes, I agree the general sales conditions.

[Continue]

Order summary. Check your order one last time and click on «Finalize the request».

Summary of your quotation

Etape 1 Etape 2 **Etape 3** Etape 4

Your order

Product	Number	Item price	Net VAT-less
Thawte SSL EV valide 2 ans	2	649,00 €	1 298,00 €
X509 Email Professionnel TBS valide 1 an	1	49,00 €	49,00 €
Delayed payment	1	7% mini (29.00€)	94,29 €
		Total VAT-less	1 441,29 €
		VAT (19.6%)	282,49 €
		Total with VAT	1 723,78 €

Payment method

You have chosen the following payment method:
30 days net after invoice delivery by bank transfer

Invoicing contact

Virginie

Finalize the request

Confirmation page. An invoice or a quote is sent to you by e-mail.

Etape 1 Etape 2 Etape 3 **Etape 4**

User account refill

Your request has been taken into account, thanks.

A confirmation e-mail has been sent to: vszymanski@tbs-internet.com

The team server-certs@tbs-internet.com

Credit the account to settle a pending order

The system detect the pending orders for which there is no available tokens. The information is displayed on several locations.

The account home page indicates the number of pending orders requiring tokens:
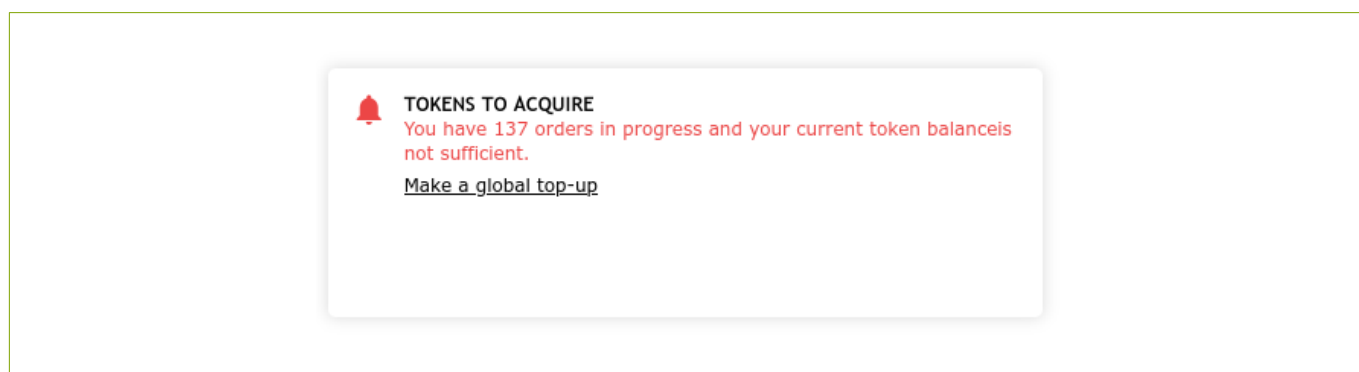
Click on "Make a global top up". You are redirected to the "Credit the account" page. The form is pre-filled with the required tokens.

The same information is also displayed on the "Credit the account" page.

A similar button appears on your the status page of orders requiring tokens. This one only propose a top up for the current order:
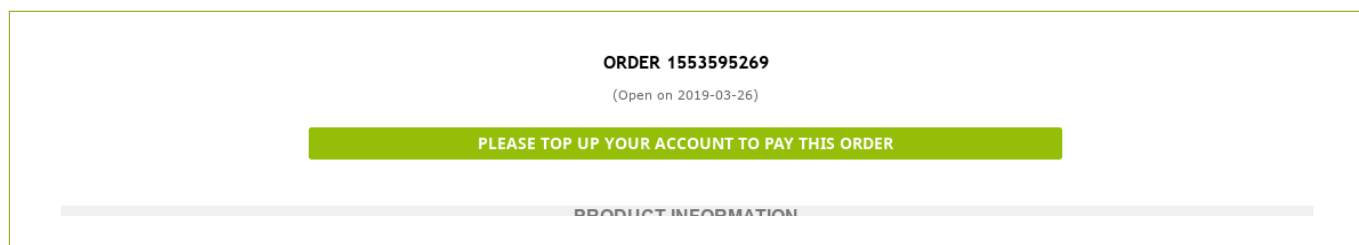
9.3.2. DEPOSIT ACCOUNT

On this page, you can see your current balance and the date of the last financial operations realized on your account.

Indicate the VAT-less amount that you want to allocate to your certificate purchases, then click on "continue".

The remaining part of the order process is the same as for a Bulk Purchase account refill (see page 116).

9.4. ACCOUNT CREDIT HISTORY

9.4.1. BULK PURCHASE, REBATE & DEPOSIT ACCOUNTS

Here, you can list all your account's refill requests. You can list them all or just the ones that are being processed.

List of pending account credit requests

To see the details of the request, click on a list item.

Choose the page content:

all requests   Requests in process

This list only shows account refills made via the interface.

Your ref	TBS Certificats Ref	Date	Amount (in EUR ex VAT)	State
	1519309094	2018-02-22	0.00	Quote
	1519313975	2018-02-22	10,000.00	Pending payment
	1517218413	2018-01-29	20,000.00	Quote
	1516111975	2018-01-16	42.00	Pending payment
	1496319555	2017-06-01	2,000.00	Pending payment
	1495807329	2017-05-26	2,000.00	Pending payment

10. ACCOUNTING DEPARTMENT SECTION

10.1. INVOICES AND CREDIT NOTES

In this section are gathered all invoices and credit notes issued within you Certificate Center. You can narrow the results by selecting a period of time.

To download a document in PDF format, click on its number.

You can also select all of part of them and export them in a ZIP archive.

	Your ref	TBS Certificats Ref	Number	document type	Date of the document	Due date	Amount (ex VAT)	Payment date	Billing entity	State
☐				Invoice	2015-11-03	2015-11-03	350.00	2016-06-15	TBS CERTIFICATS	aid
☐				Invoice	2016-03-09	2016-03-09	105.00	2016-03-09	TBS CERTIFICATS	paid
☐				Invoice	2016-03-16	2016-04-18	139.00		TBS CERTIFICATS	paid
☐				Invoice	2016-03-16	2016-04-18	156.00	2020-08-18	TBS CERTIFICATS	paid
☐				Invoice	2016-03-21	2016-03-21	127.00		TBS CERTIFICATS	sent

10.2. YOUR QUOTES

This page lists all the pending quotes. You'll find here the quote number, its date, its amount and expiration date:

LIST OF QUOTES

Show 25 entries   Search:

Your ref	TBS Certificats Ref	Number	Date of the document	Due date	Amount (ex VAT)	Billing entity	Progress
	1579254227	1579254227	2020-01-17	2020-02-16	298.01	TBS INTERNET	Quote

Showing 1 to 1 of 1 entries   Previous 1 Next

10.3. YOUR OUTSTANDING INVOICES

This page lists all pending payment invoices. You'll find here the invoice number, its issuance date, its amount and due date. If the due date is passed, the invoice is displayed in red:

LIST OF INVOICES AWAITING PAYMENT

Show [25 ▼] entries   Search: [   ]

Your ref	TBS Certificats Ref	Number	Date of the document	Due date	Amount (ex VAT)	Billing entity	Progress
	1548147784	1F8359	2019-01-22	2019-01-22	115.00	TBS CERTIFICATS	Pending payment
	1555668646	1F8730	2019-04-19	2019-04-19	139.00	TBS CERTIFICATS	Pending payment

Showing 1 to 2 of 2 entries   Previous [1] Next

Invoices overdue

10.4. CREDIT NOTE COUPONS & PROMOTIONAL CODES

10.4.1. CREDIT NOTE COUPONS

Credit note coupons are created after an order cancellation or an overpayment.

			Coupons concernant l'organisation				
Numéro de coupon	Ref création	Date de création	Ref d'utilisation	Date d'utilisation	Organisation	Montant	État
CA1643	1578994764	2020-01-14	-		TBS CERTIFICATS	364,80 EUR	Valable
CA1641	1578909001	2020-01-13	-		TBS CERTIFICATS	1 652,00 EUR	Valable
CA1628	1504711759	2019-10-07	-		TBS CERTIFICATS	1 368,00 EUR	Valable
CA1624	1565011315	2019-08-05	-		TBS CERTIFICATS	113,40 EUR	Valable
CA1623	1565011315	2019-08-05	-		TBS CERTIFICATS	328,13 EUR	Valable
CA1622	1564568273	2019-07-31	1565011315	2019-08-05	TBS CERTIFICATS	140,40 EUR	Utilisé
CA1620	1563884916	2019-07-23	1564568273	2019-07-31	TBS CERTIFICATS	278,40 EUR	Utilisé

Here, you will find:

- the number of the credit note coupon;

- the order's reference (clickable) from which the coupon has been created;

- the order's reference on which the coupon has been used;

- the coupon's amount;

- its state: valid, used or refunded.

Use a credit note coupon

If coupons are available in your account, you can use them to settle, totally or partially, an order.

On the 'recap' page of your order, will appear additional information:

Credit note coupons
You have credit note coupons that can be used to settle your order. Should the amount of your credit note coupon be greater than the amount of the order, you would be refunded the difference.

- CA1364 - 1126.66 EUR
- CA1365 - 675.07 EUR
- CA1371 - 1126.66 EUR
- CA1373 - 9803.12 EUR

NOTE: if your coupon's amount is higher than the amount of your invoice, a new coupon will be generated.

Refund of a credit note coupon

You can ask for the refund of all or some of your credit note coupons. To do so, send us an e-mail at accounts-receivable@tbs-certificates.co.uk with your bank account information.

10.4.2. PROMOTIONAL CODES

Promotional codes, for Rebate account, are generated from the "Account statement" page (see "Rebate account"). Here is displayed a list of your promotional codes sorted by their status (valid, used, expired, canceled), amount and expiration dates.

For used codes are displayed the date of use and the reference of the order on which it has been applied:

Liste des codes utilisés					
Code Promo	Montant	Date de création	Date d'expiration	Ref d'utilisation	Date d'utilisation
RMUSSARD-R20173	1 445,62 €	2018-01-25	2019-01-25	1516877751	2018-01-25
RMUSSARD-R20191	68,18 €	2019-04-10	2020-04-10	1554891711	2019-04-10
RMUSSARD-R20182	426,25 €	2019-04-10	2020-04-10	1555339549	2019-04-15

Liste des codes expirés					
Code Promo	Montant	Date de création	Date d'expiration	Ref d'utilisation	Date d'utilisation
RMUSSARD-R20174	6 917,24 €	2018-02-01	2018-02-15		
RMUSSARD-R20172	391,71 €	2018-01-01	2018-01-31		
testRMU	10,00 %	2017-11-01	2019-09-30	1518701114 1518701199 1518701267	2018-02-15 2018-02-15 2018-02-15
RMUSSARD-R20154	675,84 €	2018-01-15	2018-03-15		

Liste des codes annulés					
Code Promo	Montant	Date de création	Date d'expiration	Ref d'utilisation	Date d'utilisation
RMUSSARD-R20171	1 493,22 €	2018-01-25	2019-01-25		
RMUSSARD-R20164	623,59 €	2018-02-19	2019-02-19		

The valid codes are displayed on the account home page:

RMUSSARD-R20193
Promotional code worth €29.68 to use prior to 2021-01-31

Display all promotional codes

An additional message appears when the code expiration date is near:

RMUSSARD-R20193
Promotional code worth €29.68 to use prior to 2020-02-29

Warning: This promotional code expires in 29 days. Remember to use it !

Display all promotional codes

10.5. LATE PAYMENT CHARGES STATEMENTS

A late payment charges statement is generated when a late payment has been observed on a deferred payment invoice. A late payment charges statement creation automatically suspend the authorization to use deferred payments. The authorization is given back when the late payment charges are settled.

The statements can be sorted by status (paid, pending payment, dropped):

List of Late Payment Charges Statements

○ all ○ pending payment ○ dropped ○ paid

TBS Certificats reference number ▼	LPP number ▼	Organisation ▼	Invoice state ▼	RIR's date of creation ▼	LPP state ▼	Details ▼
1542731118	[RIR 1542731118]	TBS CERTIFICATS	sent	2019-07-30	paid	LPP paid by Bank transfer on 2019-07-30
1542730642	[RIR 1542730642]	TBS CERTIFICATS	sent	2019-07-30	paid	LPP paid by Cheque on 2019-07-30

Payment methods proposed when an interdiction is defined:

Method and terms of payment.

Credit card (Visa, Mastercard or American Express) ⌄

ⓘ   We cannot allow you a deferred payment.

11. CONTRACT SECTION

11.1. MY CONTRACTS

A contract may have to be established between TBS INTERNET and its customer at the opening of an account (for Deposit Accounts in particular). In that case, the user will not be able to place an order outside the validity dates specified in the contract nor order a product other than the ones listed in the contract.

You can consult the information related to your contract in the "Contract" section of the website.

YOUR CONTRACT IS LINKED TO AN OPTION: MONTHLY PAYMENT

Information

Your contract began on **2018-09-01** and ends on **2020-12-31**.

ⓘ You contract is curretly valid!
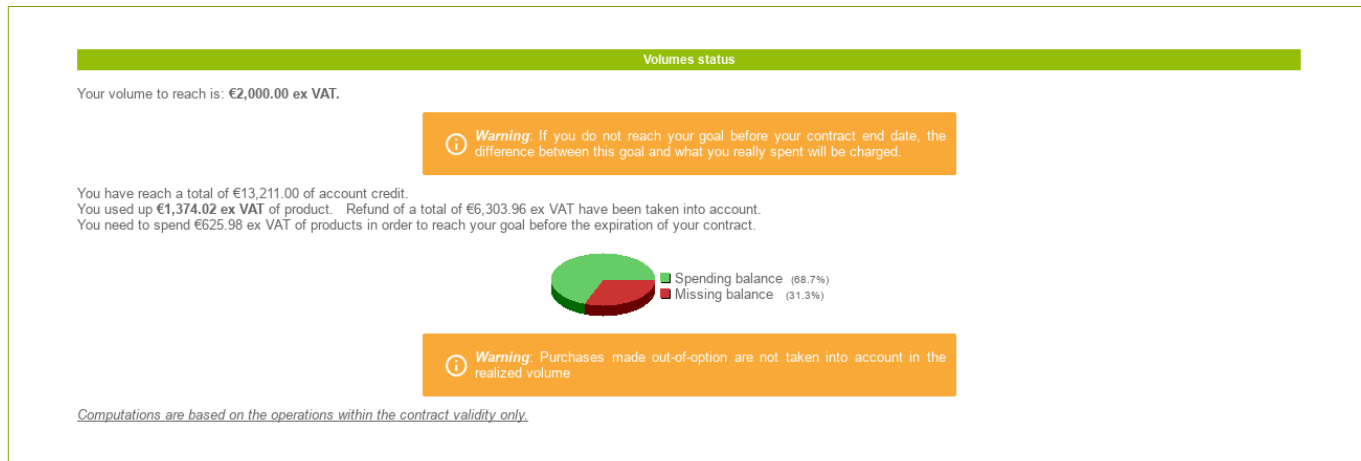
Contract renewal

You can, with TBS Certificats approval, renew your contract after its expiration date for a new period by writing to us: ventes@tbs-internet.com.

You will receive an e-mail before the expiry of your contract inviting you to renew it.

May your contract not be renewed, you will only be able to order free products (test certificates, reissuances...).

11.1.1. THE OBJECTIVE

Some contracts include an objective regarding the purchase volume. On your "My contracts" page, you'll see the objective to reach and your current situation regarding this objective:

Volumes status

Your volume to reach is: **€2,000.00 ex VAT.**

ⓘ *Warning*: If you do not reach your goal before your contract end date, the difference between this goal and what you really spent will be charged.

You have reach a total of €13,211.00 of account credit.
You used up **€1,374.02 ex VAT** of product.   Refund of a total of €6,303.96 ex VAT have been taken into account.
You need to spend €625.98 ex VAT of products in order to reach your goal before the expiration of your contract.

■ Spending balance (68.7%)
■ Missing balance (31.3%)

ⓘ *Warning*: Purchases made out-of-option are not taken into account in the realized volume

Computations are based on the operations within the contract validity only.

11.2. DATA PROCESSING AGREEMENT

The "Data processing agreement" page arrived along with the General Data Protection Regulation (GDPR).

We now have the obligation to obtain your consent before your orders processing (or deposit).

This page explains how your data is used and to whom they could be communicated. Each one of our certificate authority or supplier has edited their own data processing agreement (DPA). You must then give your approval to those DPA for any supplier you want to obtain a product from.

The acceptance of the DPA is not mandatory but you won't be able to order a product if you did not accept the DPA of its supplier.

Geotrust products: export to the Digicert Certification AuthorityIreland Ltd personal details

Exporting to a Data Controller, recipient of the datatreated, to the European Union or to another country where the Data Controller has a presence and considers that it provides a proper level of protection.To learn more about how the authority protects,processes and manages personal data See Policy Privacy.

☑ I authorize the export of personal data to the provider DigiCert Ireland Ltd (Geotrust)

Globalsign products: export of personal details to GMO GlobalSign Ltd, a Certification Authority

Export to a Data Controller, recipient of the data processed, to the European Union or to another country where the Data Controller has a presence and considers that it provides an adequate level of protection. To find out more about how the authority protects, treats and manages personal data see the privacy policy.

☐ I authorize the export of personal data to the provider GMO GlobalSign Ltd

In the example above, we accepted the DPA from Geotrust but not the one from GlobalSign. In this case you won't be able to access the order form of a product issued by this authority:

⊗ You have not authorized the export of personal data to this provider.

Access your data processing agreement to authorize this provider

12. CERTIFICATES MONITORING SECTION

The certificate monitoring is one of our newest functionalities. It allows you to automate the installation and validation of your certificates regularly. In other words, it is now possible to configure this tool to verify all of your certificates every 3 months for example.

You will be informed of the evolution of our protocols, encryption mechanisms and security flaws concerning your server's SSL/TLS certificates. This will ensure that your server continues to meet the encryption standards and benefits from the best security possible, not only at the time of their installation, but throughout their entire life cycle.

Our monitoring is optional and replaces the standard certificate installation tests carried out by CoPiBot.

12.1. PARAMETERS

To configure the monitoring, go to «Certificates monitoring» > «Parameters» (in the left-hand menu).

Once you have reached this page, configure the monitoring default parameters. You can, for example, activate this functionality for all the certificates in your account, elect a sub-manager or define the frequency of these checks.

MONITORING PARAMETERS

Those parameters are required for the monitoring of this certificate. Certificates monitoring replace CoPiBot installation tests run after each delivery. You will then be able to modify this comportment individually for each certificate.

You can find our documentation regarding the certificates monitoring on our FAQ.

Parameters	Values	Apply to every certificates of your account ?	Import your external certificates ?
Monitoring activated by default ?	◯ Yes ◉ No	☑	☐
Frequency by default ?	Never		
Monitoring manager ?	Virginie SZYMANSKI - vszymanski@tbs-internet.com		

Save

12.2. MONITORING

Once the monitoring is activated, you will be able to follow the tool's activity from the «Monitoring parameters» page > «Monitoring» (in the left-hand menu).

From this page, you will be able to view the last test results or to define the key parameters proper to each of your certificates. You will also be able to choose the CN you wish to test out in the case of wildcard certificates for example.

13. DOCUMENTATION SECTION

13.1. MARKETING & COMMUNICATION SPACE

On this page you'll retrieve all the products data sheets sorted by supplier. You can also download our white-labelled newsletter and miscellaneous documentation:

13.2. CUSTOMER AREA USER GUIDE

This link is a direct download of the present guide.

14. MANAGING YOUR ORDERS THROUGH OUR API

Companies with big needs in terms of certificates can use TBS Internet's API and automate their buying, renewal and reissuance process.

A technical guide is available on the home page of your certificate center to help you set up this tool.

15. FAQ

Where to find TBS Internet prices and discounts?

https://www.tbs-certificates.co.uk/partenaires.html.en

Where to find administrative and legal information about TBS Internet?

https://www.tbs-certificates.co.uk/tbs.html.en

Where to find TBS Internet's banking account information?

https://www.tbs-internet.com/secure/rib.html

I cannot pay with credit card, I have to issue a purchase order. What am I suppose to do ?

See the process on page 28.

I changed my mind, I want to place a credit card payment to be immediately delivered. How do I go about it?

Go on your certificate's status page and click on the button "place a credit card payment".

Where to find the online FAQ with a technical documentation?

https://www.tbs-certificates.co.uk/FAQ/fr/home.html

I lost my password, what can I do?

On this page you can ask for a new password:
https://www.tbs-certificates.co.uk/php/espaceClients/pages/compteClient.php?p=m