

How to Obtain Your Secure E-Mail Certificate from the Euler Hermes Customer Issuing CA (EH CICA)

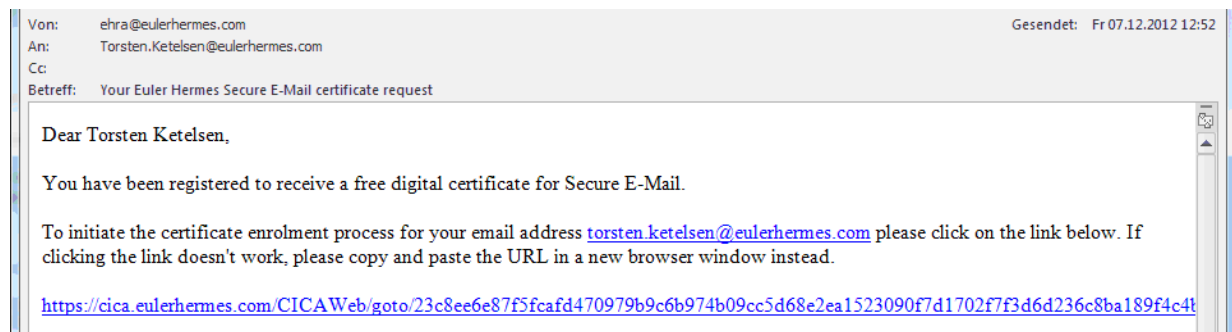
1. If you desire to obtain a free certificate from Euler Hermes CICA, then please open the following address with the internet-browser of your choice: cica.eulerhermes.com.

After logging in with your EOLIS credentials enter the desired email address and request an installation link with the button "New email address" (picture 1). If you do not possess credentials please contact our Secure E-Mail Support (see page 4 for contact data).



(Picture 1: Request a Secure E-Mail certificate for a new address)

2. After this you will receive an email from the EH CICA web server (picture 2) to verify the entered address. Please check your junk-e-mail- or spam-folder in case you don't receive the email in your inbox.



(Picture 2: This email enables you to access the certificate server of EH CICA)



3. Thus, you will enter a website where you can check your personal information for the certificate (picture 3). Please check the data thoroughly – this information authenticates you as the legal owner of the certificate which is to be issued. If one or more data is incorrect, please contact the Secure E-Mail support (see page 4 for contact data)!

If the data is correct enter a password to secure the certificate. Not to be confused with your password for EOLIS /SmartLink!

The screenshot shows the Euler Hermes CICA Registration Authority website. At the top, there is a header with the Euler Hermes logo and the text "EULER HERMES" and "Our knowledge serving your success". The main title is "Euler Hermes CICA Registration Authority". Below the header, there is a warning icon and two instructions: "Please validate the details of your new certificate." and "Please enter a password for to protect your keystore file and click on 'Confirm'". A progress bar shows three steps: "1 Confirmation", "2 Result", and "3 Download". The "Confirmation" step is currently active. Below the progress bar, there is a section titled "Certificate details" with a blue header. The details are for the email address "> torsten.ketelsen@eulerhermes.com". The certificate subject is "Certificate subject :". The owner is "Owner : Torsten Ketelsen ()". The company is "Company : Euler Hermes Deutschland AG". The country is "Country : Germany". The usage is "Usage : Secure E-Mail". The creation date is "Creation date : 2012/12/07" and the expiration date is "Expiration date : 2015/12/07". Below the details, there is a prompt: "Please enter a password to protect your private key." followed by two input fields: "Password:" and "Confirmation:". At the bottom of the form, there are two buttons: "Go back to menu" and "Confirmation". At the very bottom of the page, there are links for "Contact support", "User guide", "Change password", and "Logout".

(Picture 3: This page allows you to check your certificate information)



4. When you click on “Submit” the certificate is created. It is available for download shortly after (picture 4). Click on “Download keystore” and select “Save” in the first step to create a backup. We recommend storing this backup file on a mobile storage device, such as an USB stick which can then be held within a secure area.

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Euler Hermes CICA Registration Authority

Your certificate has been created.
Click on “Download keystore” if the download does not start.

1 Confirmation 2 **Result** 3 Download

Certificate details

> **torsten.ketelsen@eulerhermes.com**

Certificate subject :
Owner : Torsten Ketelsen ()
Company : Euler Hermes Deutschland AG
Country : Germany
Usage : Secure E-Mail

Creation date : 2012/12/07
Expiration date : 2015/12/07

[Download keystore](#)

[Contact support](#) [User guide](#) [Change password](#) [Logout](#)

(Picture 4: Certificate was created and is ready for download)

5.1. The installation of your **Secure E-Mail** certificate depends on the email client:

- Microsoft Outlook
Download the keystore again and click on “Open” this time. Then follow the instructions of the installation assistant. We strongly suggest activating the option “Mark key as exportable” on the page “Password” (picture 5).



(Picture 5: Mark key as exportable)

The first time you install a certificate from the EH CICA you will see a security warning after the click on “Finish”. A new root certificate is being installed which represents the foundation of the certificate to be installed. Please compare the fingerprint (sha1)

either for “EH HSM CICA CA PROD”:

69 32 19 b3 e9 3e 22 bb ae 53 af 13 21 8f 58 f8 37 1f d8 91

or for „Allianz Group Root CA II“:

ce 54 21 be 60 0c 9a cd a1 be 16 17 8a b0 64 38 6e 20 80 8e

If the fingerprint is correct then click on “Yes” to finish the installation. Please contact the Secure E-Mail support when a different fingerprint is displayed!

- Lotus Notes / Mozilla Thunderbird / Other client
Please contact the Secure E-Mail Support.

5.2. Your certificate is now ready for use.

Contact

Secure E-Mail Support:

+49 (0) 40 88 34 25 00

SecureEmail-Support@eulerhermes.com

Euler Hermes
Head Office: 1, place des Saisons
92048 Paris La-Défense Cedex - France

www.eulerhermes.com

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