

IdenTrust Identity Proofing Process (for Electronic Prescribing of Controlled Substances)

Purchasing an IdenTrust Token:

1. Open a web browser and go to http://www.identrust.com/igc/buy_igc.html
2. Click **"BUY"** next to "IGC Basic Assurance on Hardware Two Year Certificate \$109.00 + hardware"

The screenshot shows the IdenTrust Global Common Certificates website. The main heading is "Buy Certificates". Below this, there is a section titled "IdenTrust Global Common Certificates (IGC)" which explains that these certificates are cross-certified with the U.S. Federal Bridge Certificate Authority. A list of uses for the certificates is provided, including authentication to networks, digital signing of documents, and email encryption. The page then lists available IGC certificates, categorized into "IGC Basic Software Certificates" and "IGC Basic Assurance Certificates on Hardware". The "IGC Basic Assurance on Hardware Two Year Certificate" is highlighted with a red box, showing a price of \$109.00 + hardware. To the right of the page, there is a sidebar with sections for "SALES CONTACT", "RELATED CONTENT", "DOWNLOADS", and "USEFUL LINKS".

IdenTrust Global Common Certificates (IGC)
IdenTrust Global Common (IGC) Certificates are cross-certified with the U.S. Federal Bridge Certificate Authority, enabling trust and interoperability with a wide range of systems and applications. Each individual IGC Certificate includes both a certificate for authentication/digital signing and a certificate for encryption. The certificate pair enables a wide range of uses such as:

- Authentication to networks and applications
- Digitally signing Microsoft Office, Adobe and other types of documents
- Digitally signing online transactions
- Digitally signing email
- Encrypting email
- Encrypting documents

The following IGC Certificates are available. If you are unsure of which certificate you need, please visit the [IGC Learn Page](#) or contact [IdenTrust sales](#). If you know which certificate you need, simply select the appropriate "Buy" button and you will be taken immediately to the online registration pages.

IGC Basic Software Certificates
IGC Basic Software Certificates map to a U.S. FBCA Basic assurance level and are inclusive of LOA3 identity proofing and certificate delivery to your browser.

IGC Basic Software Certificate	Price	Buy Button
IGC Basic Software One Year Certificate	\$59.00	BUY
IGC Basic Software Two Year Certificate	\$99.00	BUY
IGC Basic Software Three Year Certificate	\$139.00	BUY

If you require *affiliated* IGC Basic Software Assurance certificates, please contact [IdenTrust sales](#).

IGC Basic Assurance Certificates on Hardware
IGC Basic Hardware Certificates map to a U.S. FBCA Basic assurance level and are inclusive of LOA3 identity proofing and certificate delivery via your browser* to your choice of an IdenTrust-supplied hardware device. During the registration process, you will be prompted to select the type of device for storage of the private keys associated with your certificates. See IGC Hardware Options and Pricing further below for a description of hardware options available.

IGC Basic Assurance on Hardware Certificate	Price	Buy Button
IGC Basic Assurance on Hardware One Year Certificate	\$69.00 + hardware	BUY
IGC Basic Assurance on Hardware Two Year Certificate	\$109.00 + hardware	BUY
IGC Basic Assurance on Hardware Three Year Certificate	\$149.00 + hardware	BUY

*Hardware certificates must be retrieved using Internet Explorer. Once retrieved, you may use your hardware certificate with any application that supports standard x.509 certificates.


SALES CONTACT
+ 800.748.5360
+ IdenTrust IGC Sales

RELATED CONTENT
+ IGC Home
+ IGC Buy
+ IGC Learn
+ IGC Partners
+ IGC Support
+ IGC FAQs
+ Sign In

DOWNLOADS
+ IGC Policies, Forms and Agreements
+ CA Certificate Chain – IGC Individual Certificates
+ CA Certificate Chain – IGC Device and SSL Certificates

USEFUL LINKS
+ PKI 101
+ U.S. Government Identity Management
+ U.S. FECA Certificate Policy
+ U.S. FECA Cross-Certified Entities
+ NIST FIPS PUB 140-2

3. Click “I’m Ready – Let’s Start My Application”



IdenTrust™ Global Common Certificates

Application Step 1 of 7 » Overview » Storage » You » Password » Agreement » Payment » Done

Getting Your IGC Basic Assurance Unaffiliated Certificate is as EASY as 1 – 2 – 3

1 - Apply
Complete the Online Application — Start below.

2 - Get Verified
This phase, carried out by IdenTrust Services, LLC (IdenTrust), consists of validating the information you provide against independent data sources. You need to do nothing during this stage; you will receive a retrieval kit in the mail from IdenTrust if your application is approved.

3 - Get Your Certificate
This phase consists of generating your keys for use. This phase begins once you have received your retrieval kit.

Before you begin your application, have the following ready:

- Credit Card information for address verification only (not used for payment)
- Payment method information: Credit Card, Order Number or Voucher Number
- Valid Email Address

X Cancel **I'm Ready — Let's Start My Application >**

4. Click “Next”



IdenTrust™ Global Common Certificates

Application Step 2 of 7 » Overview » **Storage** » You » Password » Agreement » Payment » Done


Compatibility Check

Your web browser and operating system combination may not be compatible for retrieving and using the digital certificate you have selected.

At the end of the application, more information will be given concerning which browsers are compatible for your digital certificate.

X Cancel < Back **Next >**


5. Select the radio button for “You want to buy a new USB Token (add \$48.00 USD)” and click “Next”

**IdenTrust™ Global Common Certificates**

Application Step 2 of 7 » Overview » **Storage** » You » Password » Agreement » Payment » Done

Which Device Would You Like to Use?


Select a mechanism for storing your IGC Basic Assurance Unaffiliated Certificate from the options below. A hardware device, such as a smart card or USB token, offers the highest level of protection for your digital certificate. You will receive your hardware after your application has been approved.

Smart Card 

☒ You already have a Smart Card you plan to use

☐ You want to buy a new Smart Card (add \$40.00 USD)


☐ You want to buy a new Smart Card and a card reader (add \$60.00 USD)

USB Token 

☐ You already have a USB Token you plan to use

☒ You want to buy a new USB Token (add \$48.00 USD)


☐ You want to buy a new USB Token and an extension cable (add \$52.00 USD)

Hybrid PKI/OTP Token 

☐ You want to buy a new Hybrid PKI/OTP Token (add \$128.00 USD)

X Cancel < Back **Next >**

6. Click “Yes, This is Correct – Continue ”

**IdenTrust™ Global Common Certificates**

Application Step 2 of 7 » Overview » **Storage** » You » Password » Agreement » Payment » Done

Let's Verify Your Selections

You have selected


- IGC Basic Assurance Unaffiliated Certificate
- New USB Token

Total Price: \$157.00 USD

Your certificate will be stored on a USB token that plugs into your computer's USB port.

X Cancel < Back **Yes, This is Correct — Continue >**

7. Fill out your information and click “Next”

**IdenTrust™ Global Common Certificates**

Application Step 3 of 7 » Overview » Storage » **You** » Password » Agreement » Payment » Done

Getting to Know You

Name and Address

The information you provide below will be checked against independent data sources to verify your identity. **Only your full name and e-mail address will appear in your certificate.** We will hold all your personal information in strict confidence and will not share it with any third party without your prior consent. IdenTrust has adopted privacy principles that reflect our strong commitment to safeguarding your personal information. Please see our [Privacy Policy](#) for more information.

* Indicates required fields

First Name*

Middle Initial

Last Name*

Has your last name changed within the last 6 months? ☐ Yes ☒ No

Home Address Line 1*

Home Address Line 2

City*

State*


Postal Code*

Has your address changed in the last 6 months? ☐ Yes ☒ No

Is the U.S. Postal Service able to deliver to this address? ☒ Yes ☐ No ☐ Not sure

X Cancel < Back **Next >**

8. Fill out your information and click “Next”

**IdenTrust™ Global Common Certificates**

Application Step 3 of 7 » Overview » Storage » **You** » Password » Agreement » Payment » Done

Getting to Know You Better

Personal Information - Continued

The information you provide below will be checked against independent data sources to verify your identity. **Only your full name and e-mail address will appear in your certificate.** We will hold all your personal information in strict confidence and will not share it with any third party without your prior consent. IdenTrust has adopted privacy principles that reflect our strong commitment to safeguarding your personal information. Please see our [Privacy Policy](#) for more information.

* Indicates required fields

Date of Birth* / /

Social Security #*

Photo ID Type*

Photo ID #*

Photo ID State*

Photo ID Expiration* /


E-mail Address*

Home Phone*

Office Phone Ext.

X Cancel < Back **Next >**

9. Enter your payment information and click “Next”

**IdenTrust™ Global Common Certificates**

Application Step 3 of 7 » Overview » Storage » You » Password » Agreement » Payment » Done

Let's Verify Your Delivery Address

This is not a payment. The credit card number provided will not be billed by IdenTrust. IdenTrust uses several pieces of personal identifiers to verify applications; the credit card number provided will be used to verify your delivery address.

IdenTrust has adopted privacy principles that reflect our strong commitment to safeguarding your personal information. Click here to view our [Privacy Policy](#) for more information.

* Indicates required fields

Credit Card Type * ☒ Visa ☐ Mastercard ☐ American Express


Credit Card # *

Credit Card Expiration * /

X Cancel < Back **Next >**

10. Confirm your information and click “Yes and Continue”

11. Read the disclaimer and click “I Don’t Want That – I’ll Remember My Passwords”

**IdenTrust™ Global Common Certificates**


Application Step 4 of 7 » Overview » Storage » You » Password » Agreement » Payment » Done

Remember Your Passwords

Here at IdenTrust, we are often contacted by people who have forgotten their passwords. We will always try to help. Unfortunately, in many cases, there is nothing we can do, and you, the customer, will have to **start over to apply for a new certificate.**

There are two passwords you will need to remember:

Account Password

 Next, you will create your Account Password with Secret Questions and Answers. This password will be used to download your certificate after your application is approved. If this Account Password is forgotten, you may reset it using Your Secret Questions and Answers.

If you are unable to recall the Answers to your Secret Questions, **you will have to start over and apply again.**

Token Passcode

A passcode is required for the hardware which will store your certificate. You will create the passcode when you download your certificate. The Token Passcode must be entered when you use your certificate.

If the token passcode is forgotten, your certificate is locked and can not be recovered, so **you would need to purchase a new IGC Basic Assurance Unaffiliated Certificate.**

X Cancel < Back **I Don't Want That — I'll Remember My Passwords >**

12. Create a Password and Secret Questions and click “Next”



IdenTrust™ Global Common Certificates

Application Step 4 of 7 » Overview » Storage » You » **Password** » Agreement » Payment » Done

Create Your Account Password

Account Password

Tips for Creating Your Account Password:

- lowercase or uppercase letters, or numbers
- 8-30 characters in length
- may *not* use special characters (,) \ , " , / , = and *

 Your Account Password

Re-type Account Password

Secret Questions

Please select three questions and create your answers. Your Account Password can only be reset by typing your answers exactly as you do here. Answers are limited to 1-30 characters, using letters and numbers only.

Question 1

Your Answer

Question 2

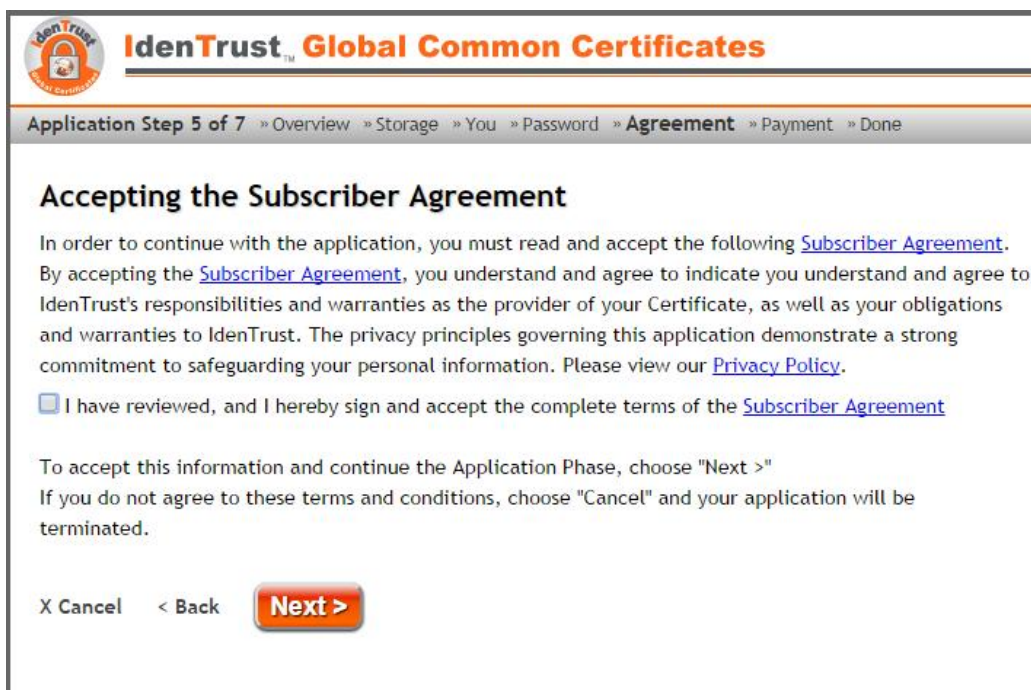
Your Answer

Question 3

Your Answer

X Cancel < Back **Next >**

13. Check the box for “I have reviewed, and I hereby sign and accept the complete terms of the Subscriber Agreement” and click “Next”



IdenTrust™ Global Common Certificates

Application Step 5 of 7 » Overview » Storage » You » Password » **Agreement** » Payment » Done

Accepting the Subscriber Agreement

In order to continue with the application, you must read and accept the following [Subscriber Agreement](#). By accepting the [Subscriber Agreement](#), you understand and agree to indicate you understand and agree to IdenTrust's responsibilities and warranties as the provider of your Certificate, as well as your obligations and warranties to IdenTrust. The privacy principles governing this application demonstrate a strong commitment to safeguarding your personal information. Please view our [Privacy Policy](#).

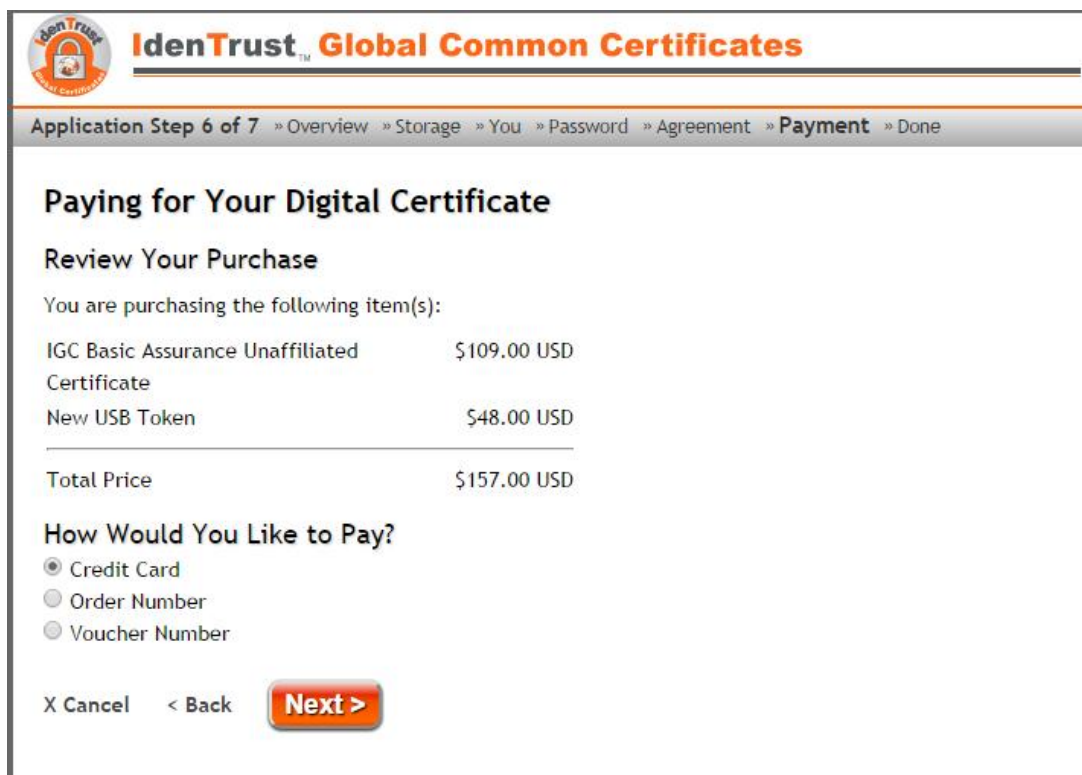
☐ I have reviewed, and I hereby sign and accept the complete terms of the [Subscriber Agreement](#)

To accept this information and continue the Application Phase, choose "Next >"

If you do not agree to these terms and conditions, choose "Cancel" and your application will be terminated.

X Cancel < Back **Next >**

14. Select your method of payment and click “Next”

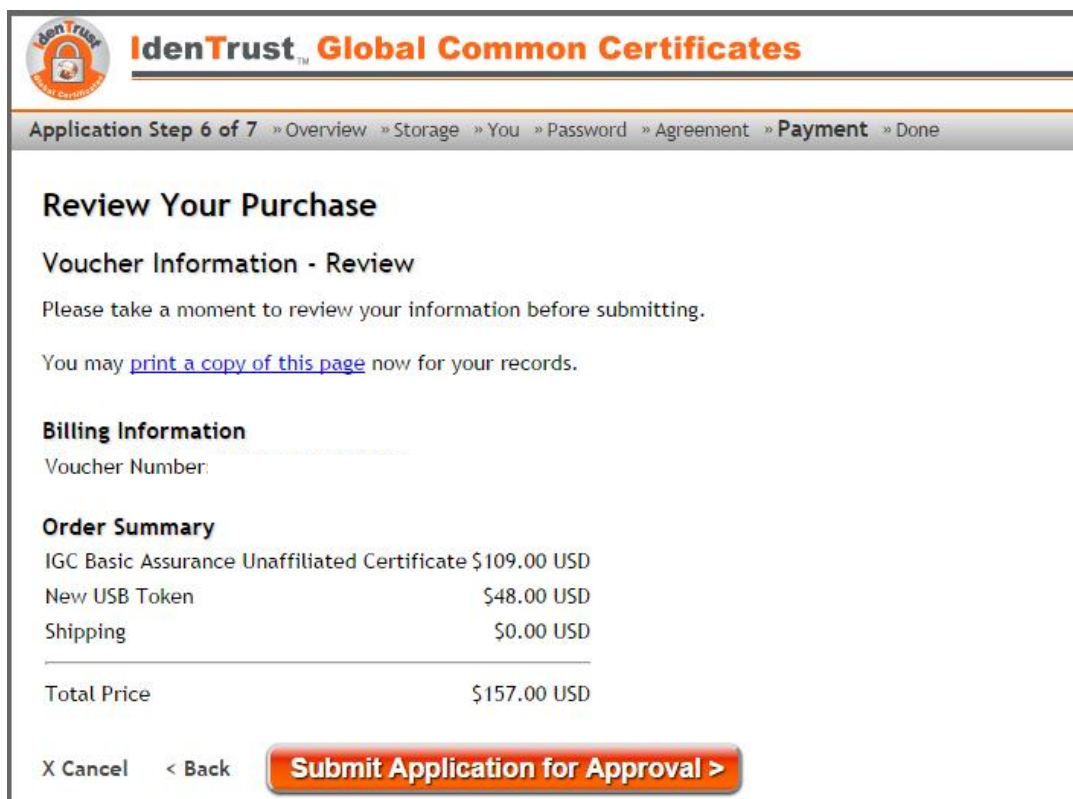


The screenshot shows the 'Payment' step of the IdenTrust application. The header includes the IdenTrust logo and the text 'IdenTrust™ Global Common Certificates'. Below the header is a navigation bar with the following steps: Application Step 6 of 7, Overview, Storage, You, Password, Agreement, Payment (highlighted), and Done. The main heading is 'Paying for Your Digital Certificate'. Under 'Review Your Purchase', it states 'You are purchasing the following item(s):'. A table lists the items: 'IGC Basic Assurance Unaffiliated Certificate' for \$109.00 USD and 'New USB Token' for \$48.00 USD. The 'Total Price' is \$157.00 USD. Under 'How Would You Like to Pay?', there are three radio button options: 'Credit Card' (selected), 'Order Number', and 'Voucher Number'. At the bottom, there are three buttons: 'X Cancel', '< Back', and 'Next >'.

Item	Price
IGC Basic Assurance Unaffiliated Certificate	\$109.00 USD
New USB Token	\$48.00 USD
Total Price	\$157.00 USD

15. Enter your payment details and click “Next”


16. Review your information and click “Submit Application for Approval”



The screenshot shows the 'Review Your Purchase' step of the IdenTrust application. The header is identical to the previous step. The navigation bar is also identical. The main heading is 'Review Your Purchase'. Under 'Voucher Information - Review', it says 'Please take a moment to review your information before submitting.' and 'You may [print a copy of this page](#) now for your records.' Below this is a section for 'Billing Information' with a 'Voucher Number' field. The 'Order Summary' section contains a table with the following items: 'IGC Basic Assurance Unaffiliated Certificate' for \$109.00 USD, 'New USB Token' for \$48.00 USD, and 'Shipping' for \$0.00 USD. The 'Total Price' is \$157.00 USD. At the bottom, there are three buttons: 'X Cancel', '< Back', and 'Submit Application for Approval >'.

Item	Price
IGC Basic Assurance Unaffiliated Certificate	\$109.00 USD
New USB Token	\$48.00 USD
Shipping	\$0.00 USD
Total Price	\$157.00 USD

17. Click **“Finish”**

**IdenTrust™ Global Common Certificates**

Application Step » Overview » Storage » You » Password » Agreement » Payment » **Done**

Congratulations!

Thank you for applying for your IGC Basic Assurance Unaffiliated Certificate. You have completed the application phase. IdenTrust will now initiate the approval of your application.

Remember, there are **3 Phases** in the process of obtaining your IGC Basic Assurance Unaffiliated Certificate. You have just completed the first of these, the Application Process.

IdenTrust will now complete the second phase of your application, Approval. If successful, you will need to complete the final phase, Retrieval, to obtain your certificate.

How Do I Verify My Email Address?

Step 1. Go to your email to check for your Verification Code sent from trustsource@identrust.com

Step 2. Follow the directions in the email to verify your email address.


If you have not received your Verification Code from trustsource@identrust.com after a brief period, you may

- Check your bulk email folder for this email
- Verify that your spam filters allow you to receive emails from trustsource@identrust.com; this may require the assistance of your system administrator
- Request your Verification Code be emailed again by going to <https://secure.identrust.com/app/resendEmailVerification?id=420700584153797>

Email Verification must be completed (within 30 days) for IdenTrust to approve your account.

Finish

18. Click **“Close”**

**IdenTrust™ Global Common Certificates**

Application Step **7 of 7** » Overview » Storage » You » Password » Agreement » Payment » **Done**

Please Understand for Getting Your Digital Certificate

As previously noted, your current browser is not compatible for retrieving your digital certificate.

For retrieval, you will need to use a compatible browser.

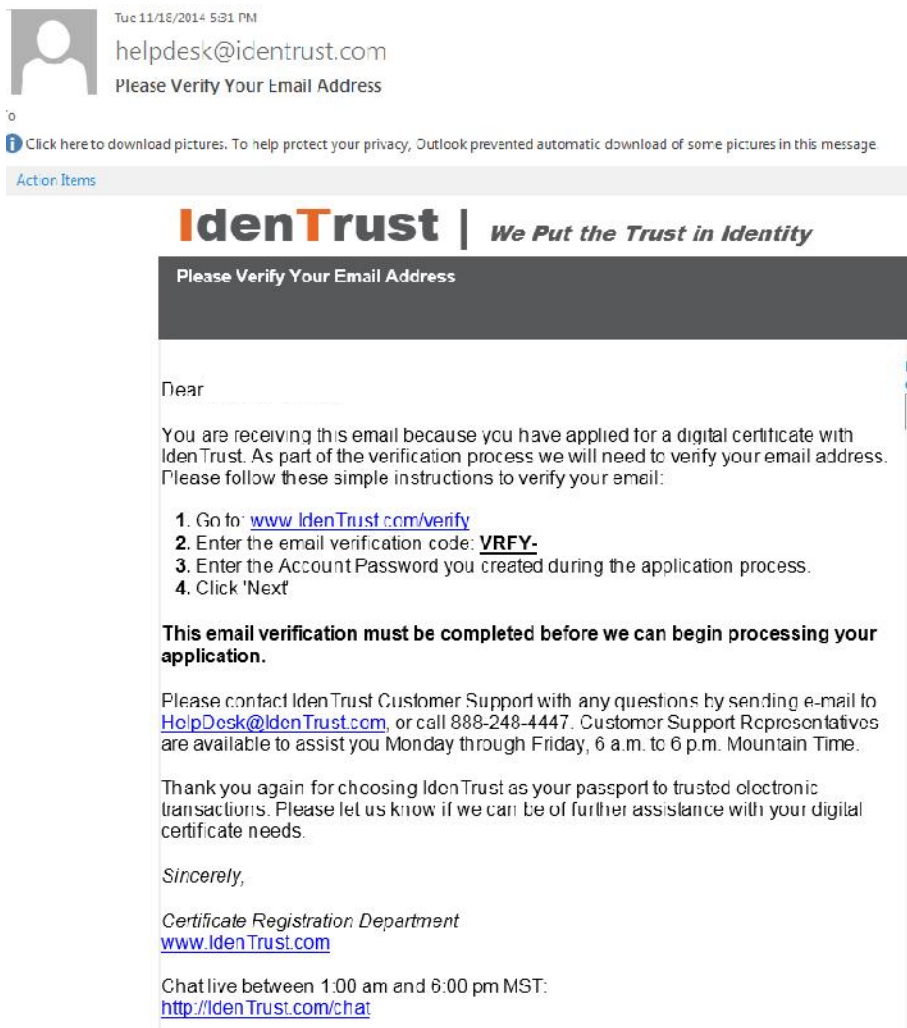
Compatible browsers are [Internet Explorer](#) or [Firefox](#).

Close

Completing Verification:

You most likely will receive several emails from IdenTrust after completing the enrollment process: a payment confirmation, a registration approval and a request to verify your email address.

1. Click on the **link** from within the email



2. Enter the Verification Code and Password and click “**Next**”