Symantec PKI Client

Document History

| Version	Date	Author	Comment
1.0	28 November 2018	Grace Butler	Version 1.0
2.0	3rd February 2021	Gerard Ward	Updated to include Renewal screenshots
3.0	17th February 2021	Gerard Ward	Updated to include process for downloading the certificate

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Export Security Certificates
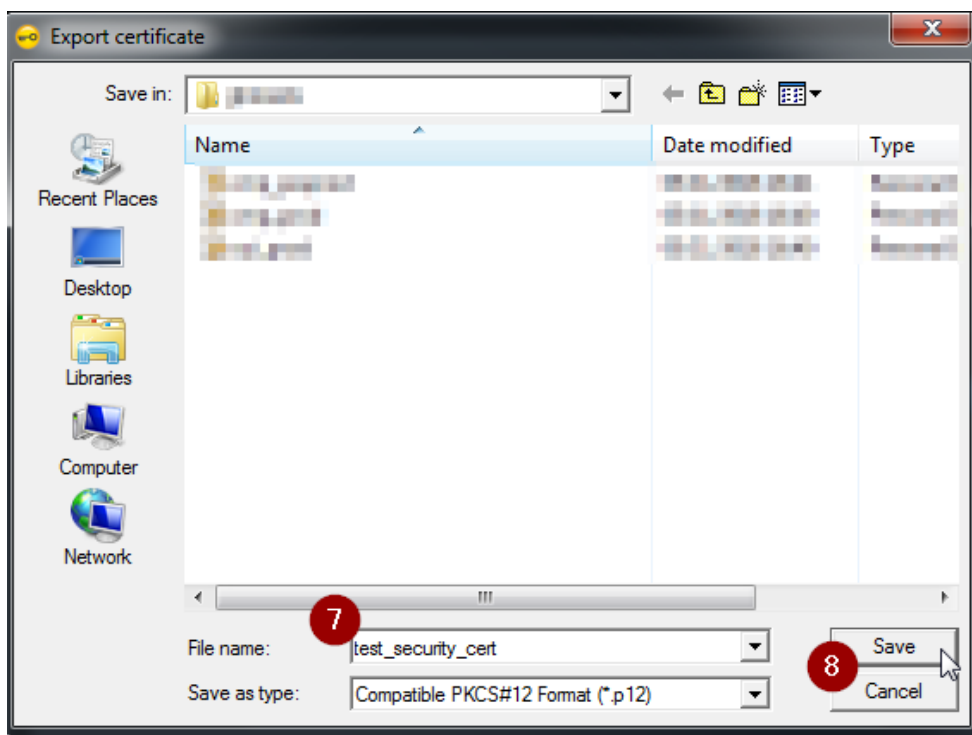
Open PKI Client

1. Click **My Computer**
2. Click on the security cert you want to export
3. Click **Export Certificate**
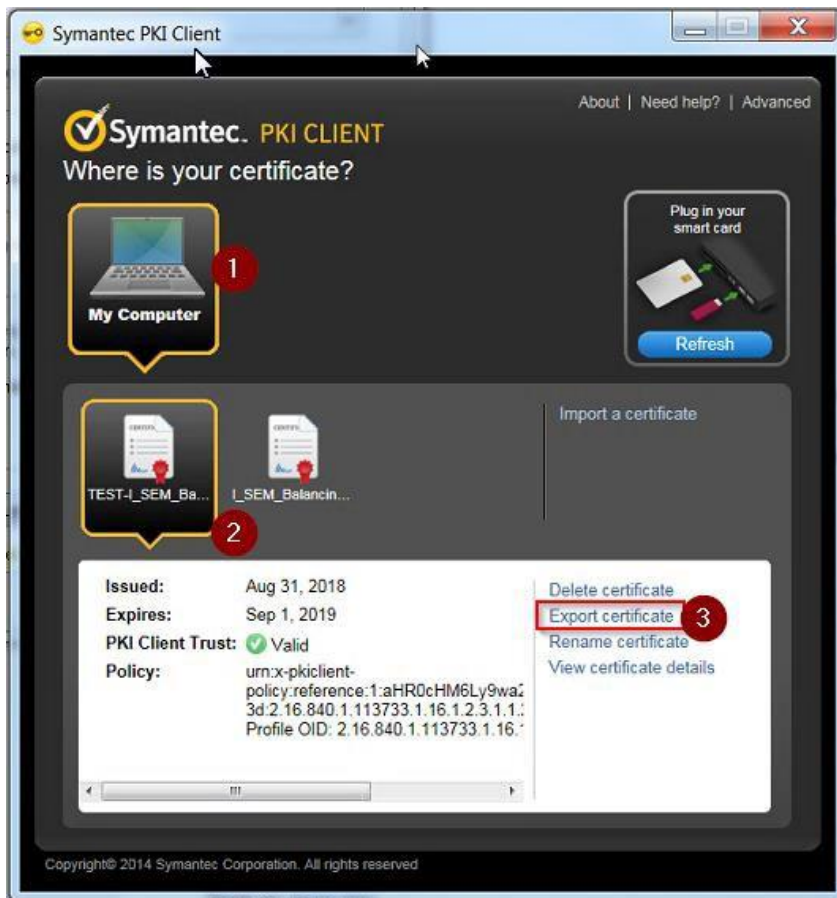
4. Select **Maximize compatibility for other systems (do not include Symantec Managed PKI settings)**
5. Enter in a password – you will need to memorise this when you import the security certificate back into the PKI client
6. Click **Export**

7. Give the security cert a meaningful name
8. **Save** the file to a location where you will be able to access from any computer
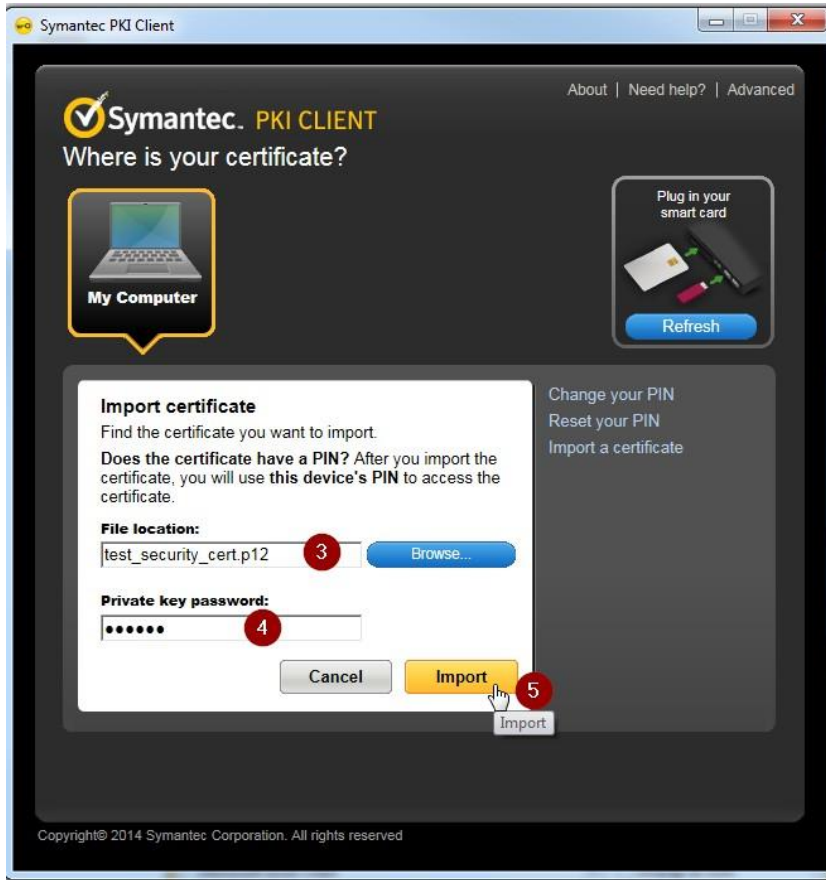
Import Security Certificates

Open the PKI Client
1. Click **My Computer**
2. Click **Import a Certificate**

3. Click **Browse** – locate to where you saved the security cert when you exported it
4. Enter the password you used when exporting the security certificate
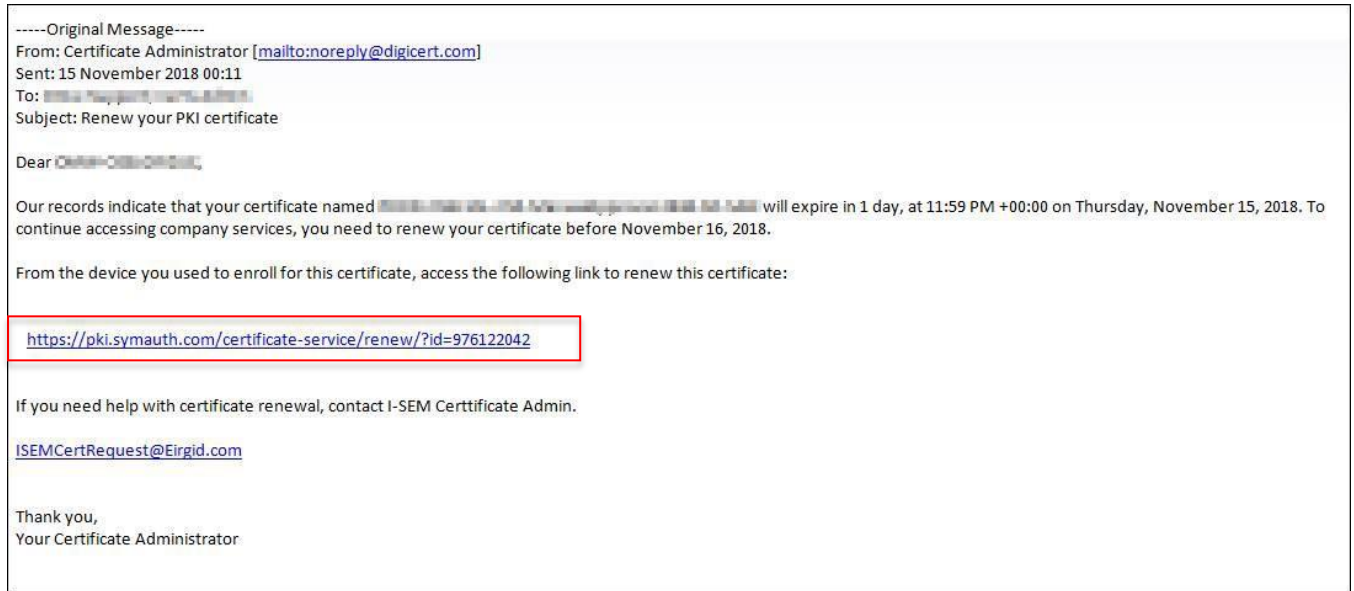5. Click **Import**

Your certificate will be successfully imported –

Export, Import and Renew Security Certificates using PKI Client

How Users Renew Existing Certs

Certificates can only be renewed within 30 days of the expiry date

Users will receive an email similar to the below when a renewal is due to the registered email address. Click on the link included within the email, the system will then generate a new security certificate.

-----Original Message-----
From: Certificate Administrator [mailto:noreply@digicert.com]
Sent: 15 November 2018 00:11
To: ▮▮▮ ▮▮▮▮▮ ▮▮▮▮ ▮▮▮▮
Subject: Renew your PKI certificate

Dear ▮▮▮▮ ▮▮▮▮ ▮▮▮▮,

Our records indicate that your certificate named ▮▮▮▮▮▮ ▮▮▮ ▮▮▮▮ ▮▮▮ ▮▮▮▮ ▮▮ ▮▮▮▮ will expire in 1 day, at 11:59 PM +00:00 on Thursday, November 15, 2018. To continue accessing company services, you need to renew your certificate before November 16, 2018.

From the device you used to enroll for this certificate, access the following link to renew this certificate:

https://pki.symauth.com/certificate-service/renew/?id=976122042

If you need help with certificate renewal, contact I-SEM Certtificate Admin.

ISEMCertRequest@Eirgid.com

Thank you,
Your Certificate Administrator

If you do not receive an email, open the PKI client, click on the security certificate that is due to expire and click **Renew Certificate** – #1 is where the Renew Certificate option will be.
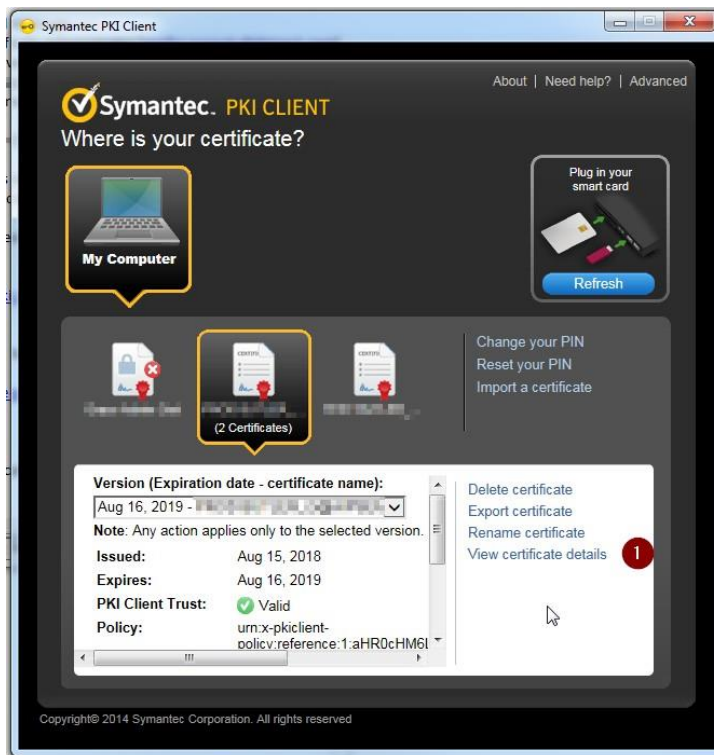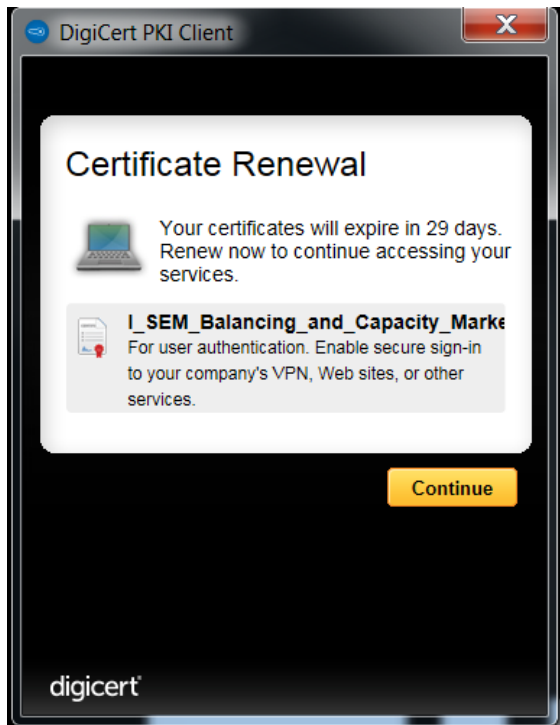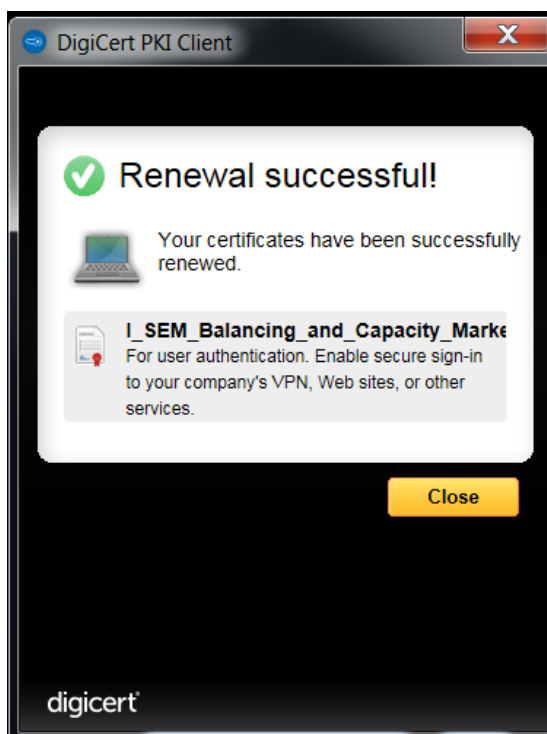
Automatic Certificate Renewal

The PKI client will alert you when a certificate is due to be renewed, this will appear on your desktop after you have logged in or the computer has been restarted.

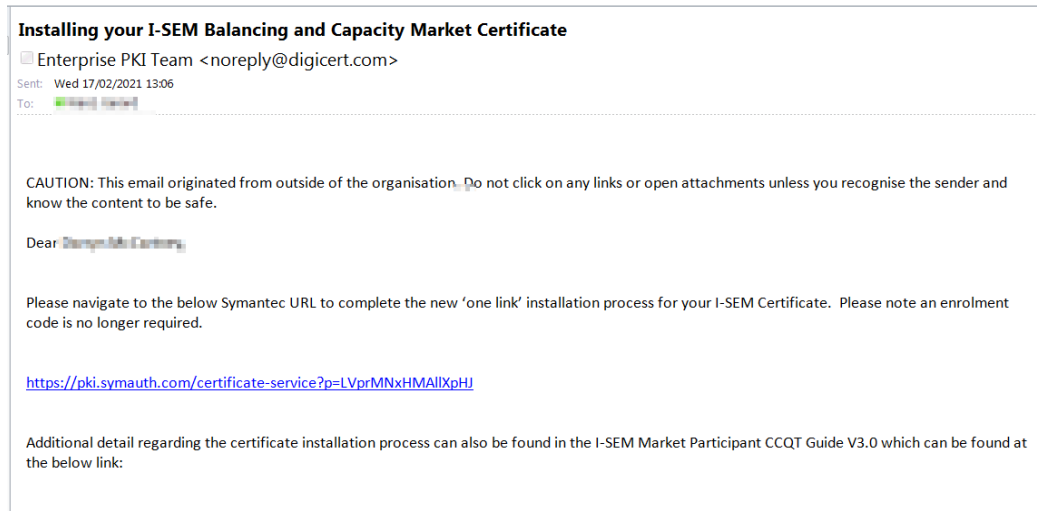A box similar to below will appear


Click on the continue button to renew the certificate

How to Download Digital Certificates

Users will receive an email like below to let them know they have been enrolled for a digital certificate. (there is an assumption you already have the Pki Client Installed)
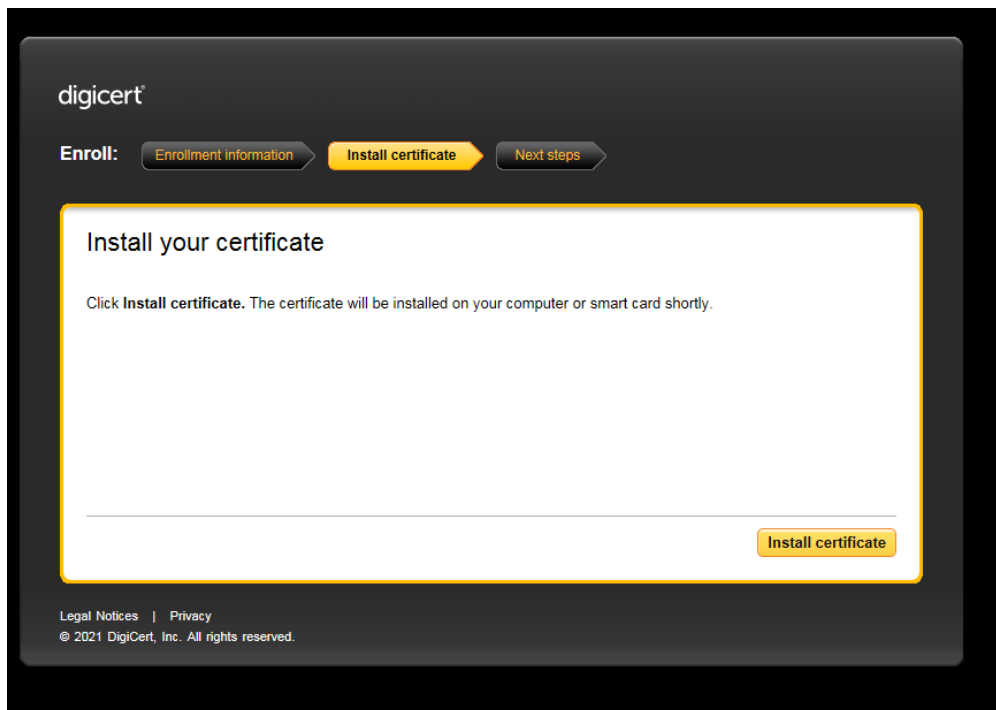

Click on the link provided to install the certificate and you will be taken to this Windows (Please ensure you are downloading the certificate via IE only)
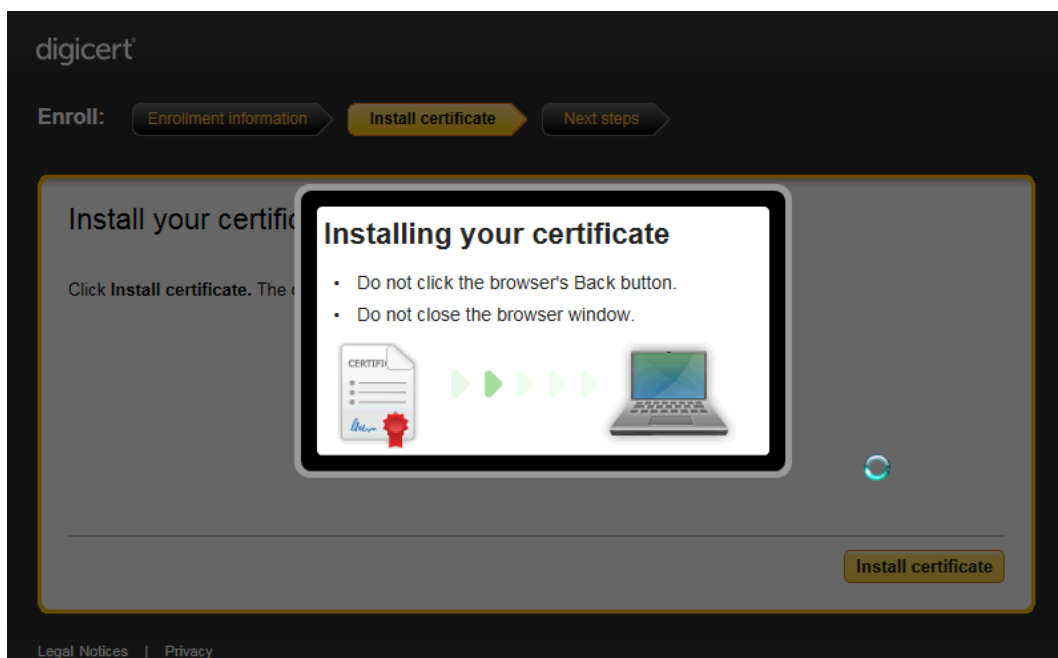
Fill in your details – we recommend matching the certificate nickname to the Common Name – click Continue
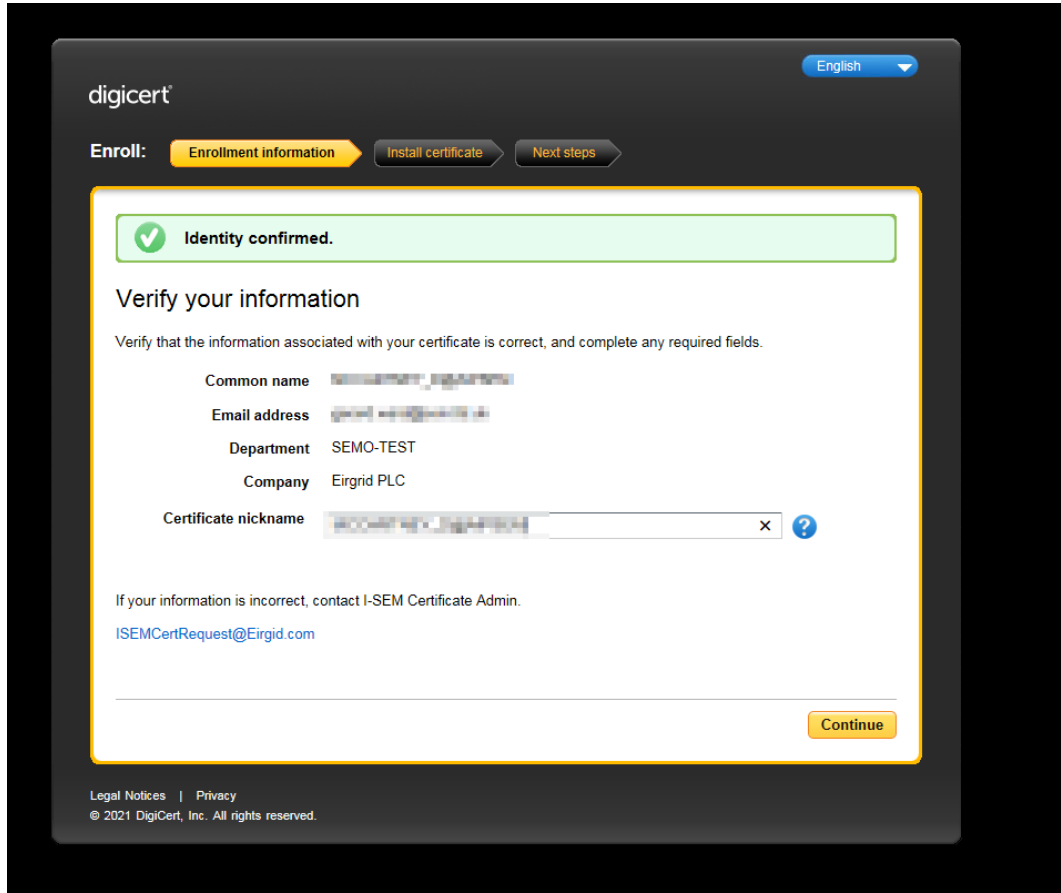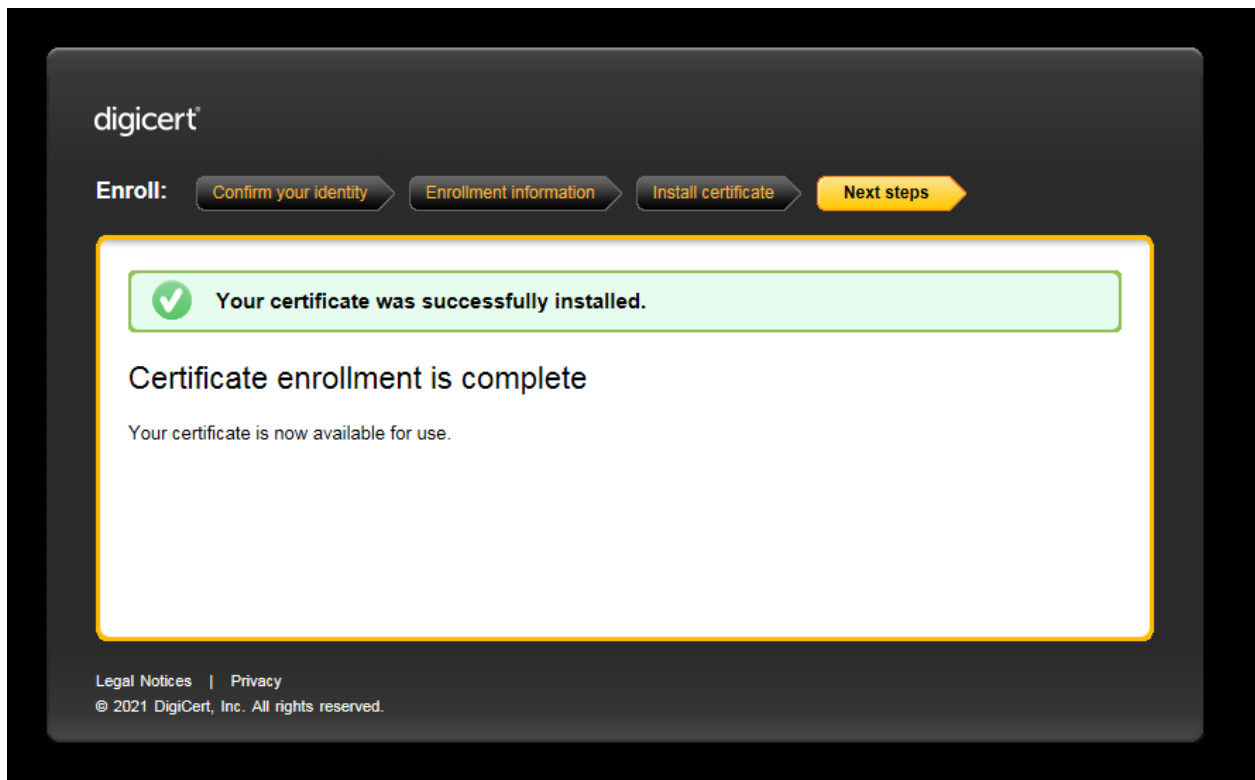
You will see the screen below – click on Install Certificate

The following window will appear next

Once completed, the following window will appear

You can now find your certificate in the PKI Client