

Subscriber Certificate Retrieval Instructions

Policy Agreement

The owner of the certificate is required to review the following policy information, and click **I Accept** to indicate that he/she understands and agrees to comply with the stated policy.

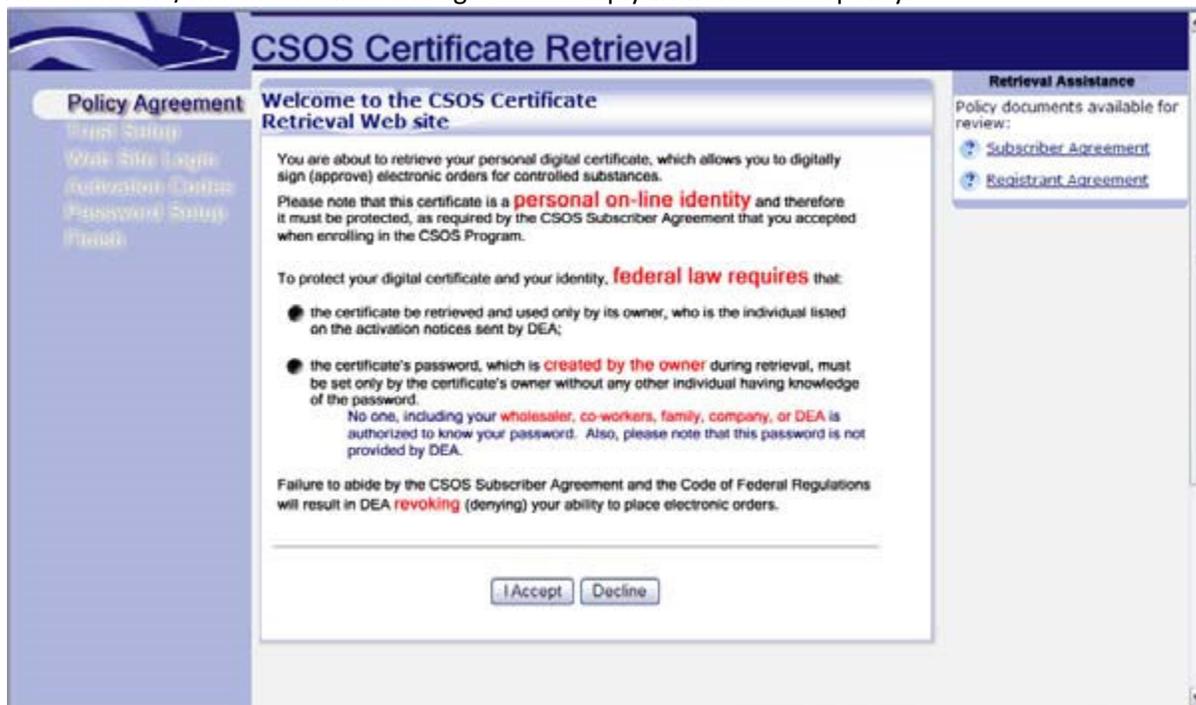


Figure 52: Policy Agreement

Trust Setup

DEA's Certification Authority (CA) has three CA Certificates:

- Root CA 1 Certificate: [Install the CSOS Root CA](#)
- Sub CA 1 Certificate: [Install the CSOS Sub CA 1](#)

Install the Root CA 1 and Sub CA 1 certificates as documented on the side panel of the Web page and in the following steps. These CA certificate installations are required once per ordering computer. If you are unsure whether the certificates have been installed, you may do so again, since there is no harm in installing the CA certificates multiple times.

When finished, click the **Click to continue after installing all DEA CA Certificate** button at the bottom of the screen.

Website Login

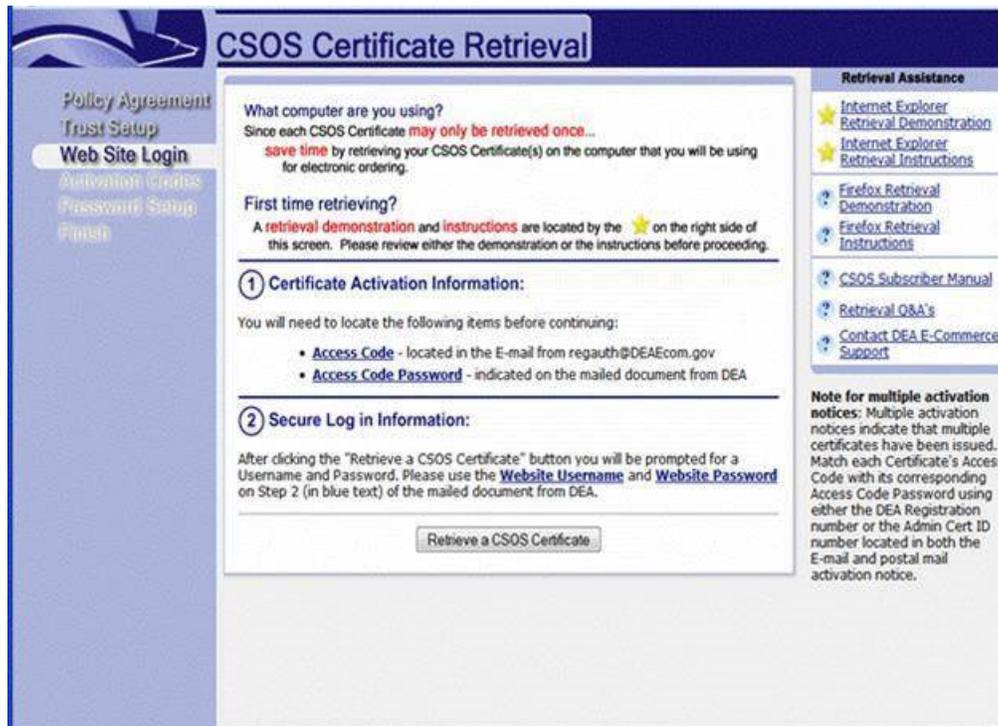


Figure 68: Website Login

Certificate Activation Information

In order to retrieve your CSOS certificate, the following items will be needed:

- Access Code - located in the Email from regauth@DEAEcom.gov
- Access Code Password - indicated on the mailed document from DEA

Each certificate has a unique Access Code and Access Code Password. If you have received multiple postal mail activation notices, then there are multiple certificates to retrieve, each with a different Access Code and Access Code Password.

Match each Certificate's Access Code (the Email) with its corresponding Access Code Password (the postal mail document) using the DEA Registration number located in the Email.

Secure Log in Information

1. Click the **Retrieve a CSOS Certificate** button.



Figure 69: Secure Log in Information

2. Enter the Website Username and Website Password from Step 2 of the postal mail activation notice from DEA. The Password is cAsE sEnSiTiVe and may contain special characters such as @, #, and \$.

- Website Username: DEACERT3266
- Website Password: 4Cert2\$ign88

Figure 70: Certificate Warning

IMPORTANT INFORMATION ON ACTIVATING YOUR CSOS CERTIFICATE Combine this information with the access code you received via E-Mail for the DEA Registration Number. Please retain this document for future management of your certificate.		DEA Division E-Commerce Support E-Mail: csosupport@DEAecom.gov Phone: 1-877-DEA-ECOM (1-877-332-3366)
Name:	John Smith	
E-Mail address:	John.Smith@Interne.com	
CSOS Account Number:	0000	
Certificate Serial Number:	R00002005001	
CA Thumbprint (SHA-1):	FEF7F1A8F3484ARD A146 F64R 5760 21C7 A AAR 41AF	
Step 1 – Locate your E-Mail containing this same DEA Registration Number DEA Registration Number: XX1234567		
Step 2 – Use this information to log in to the DEA E-Commerce Certificate Retrieval Web page		
Web site Address:	<Web site Address>	
Web site Username:	<Web site Username>	
Web site Password:	<Web site Password>	
Step 3 – Use this Access Code Password, along with the Access Code from your E-Mail to activate your certificate: Access Code Password: <Access Code Password>		

Figure 71: Website Username and Password

1.1.1.1 Enter Certificate Activation Information

Figure 72: Enter Cert Activation Information

1. Enter the Access Code for this certificate. The Access Code may be found in the Email from DEA (regauth@deaecom.gov) and is specific to this certificate only.
2. Enter the Access Code Password for this certificate. The Access Code may be found in Step 3 of the postal mail document from DEA and is specific to this certificate only. The Access Code Password is a combination of numbers and letters separated by dashes (the dashes are optional).

IMPORTANT INFORMATION ON ACTIVATING YOUR CSOS CERTIFICATE
Compare this information with the access code you received via E-Mail from DEA Registration Number. Please retain this document for future management of your certificate.

Name:	John Smith
E-Mail address:	John.Smith@Internet.com
CSOS Account Number:	0000
Certificate Serial Number:	300002005001
CA Thumbprint (SHA-1):	7EBF F1A8 F348 4A8D A146 E64B 5760 21C7 AAAB43AF

Step 1 - Locate your E-Mail containing this same DEA Registration Number
DEA Registration Number: **XX1234567**

Step 2 - Use this information to log in to the DEA E-Commerce Certificate Retrieval Web page
Web site Address: <Web site Address>
Web site Username: <Web site Username>
Web site Password: <Web site Password>

Step 3 - Use this Access Code Password, along with the Access Code from your E-Mail to activate your certificate:
Access Code Password: <Access Code Password>

DEA Diversion E-Commerce Support
E-Mail: csosupport@DEAecom.gov
Phone: 1-877-DEA-ECOM (1-877-332-3266)

Figure 73: Enter Access Code

3. Click the **Submit Request** button.