

IdenTrust is the undisputed leader in providing the ACES digital certificates, having issued over 65% of the certificates.

Certificate Registration

IdenTrust is a provider of digital certificates in compliance with the U.S. Department of State's D-Trade program. It is our pleasure to assist with your application for the ACES Digital Certificate required for you to participate in the D-Trade System. IdenTrust is the undisputed leader in providing the ACES digital certificates, having issued over 65% of the certificates. We understand this ACES program better than anyone else and we have been recognized for our outstanding Customer Service.

By following the steps below, you will find that applying for a certificate is a simple process. If you have any questions during the application process, please contact our Customer Service team - contact information is located on the back page.

Simple 4-Step Application Process

STEP 1: Online Application

Go to www.IdenTrust.com/dtrade to apply for your D-Trade ACES digital certificate.

Select **ACES Business Representative** Digital Certificate which costs \$119.00 and is valid for 2-years. Each digital certificate is at an individual level and cannot be shared with anyone else in your company.

Information you will need to provide during the application process:

- Personal: Name, E-mail Address, and Job Title
- Company: Company Name, Address, Phone Number, State of Incorporation, DUNS Number(if applicable), and Entity type
- Form of payment: Credit card or voucher number (To pay by voucher number, you must submit your purchase order prior to the application by faxing to (801)924-8138).

During the application process, please download the Authorization Agreement ID form which is need for Step 2: In-person Identification. Also during the application process, you will be required to create a passphrase which will be needed to retrieve your certificate. Please remember or store your passphrase in a secure place. GSA policy dictates that we cannot provide a replacement passphrase for retrieving your certificate.

STEP 2: In-person Identification

Please complete the Authorization Agreement ID form that you downloaded in Step 1. This form is also available for download from the IdenTrust website at www.identrust.com/pdf/ACESBusRepFormPart_I_II.pdf. You will need to complete the form and then have it notarized for identification verification. When this is completed, please mail the form to IdenTrust.

Valid forms of ID include: Driver's License, State ID, Credit Card with photo, U.S. Passport, and Military ID

STEP 3: Authentication

Processing an ACES Business Representative certificate application is carried out by an IdenTrust Registration Agent and consists of validating the information provided against independent data sources and sources within your company. Once the application is approved (usually within 3 business days), a Welcome Letter is mailed to the address provided. Please allow up to 5 days for it to arrive in the mail. Additionally, an e-mail notification will be sent to you immediately upon receipt of your application and upon its approval.

STEP 4: Retrieval

Your Welcome Letter will arrive in a #10 white business envelope with an IdenTrust logo in the return address. Please follow the Welcome Letter instructions to retrieve your ACES Business Representative Digital Certificate. It will contain your retrieval code and you will also need to use the passphrase you created during your application in order to download the digital certificate.





Need more than 5 ACES Certificates for your company?

Applying for more than 5 ACES digital certificates can be simplified by appointing a Trusted Agent. This is someone within your company who can order ACES Business Representative Digital Certificates and assist in their issuance to other individuals such as employees, officers, and agents authorized to act on behalf of your company. By establishing a Trusted Agent within your company, you eliminate the need for each individual to go through the individual application process.

The Trusted Agent is able to:

1. Sign and submit the Business Agreement Forms completed by certificate applicants in your organization.
2. Sign and submit requests to add or remove Trusted Agents on your organization's account.
3. Submit bulk load applications for any number of applicants at your company. Bulk loading certificates offer significant savings over individually processed applications.

*Become an
IdenTrust Trusted Agent*

You must have a digital certificate approved & retrieved in order to become a Trusted Agent. Then, you will need to complete the "ACES Appointment as Trusted Agent" form and take it to an officer in your organization who can sign on behalf of your organization and represent to IdenTrust that you are authorized to electronically submit bulk loads and business agreement forms.

Complete instructions and forms to become a Trusted Agent is available on the IdenTrust web site at: www.identrust.com/dtrade/dtrade_aces_bulk_load.html.

Frequently Asked Questions

Why is IdenTrust not able to approve my application?

The most common reason that we are unable to approve your application is:

- billing address used for credit card payment does not match credit card records
- paperwork has not been submitted, is filled out incorrectly, or doesn't reflect the same information on the application (e.g. e-mail address is different, name is abbreviated on the application but form of ID shows full name, or a different name than what the notary writes down from your ID).
- company is new and finding business information is difficult or company has applied with a different name than what is listed in their State filing or Dunn & Bradstreet

Can IdenTrust FedEx my Welcome Letter retrieval information to me?

Yes, if you include a pre-filled air bill (FedEx, UPS, DHL or Airborne Express) when you send us your notarized application.

Send to: IdenTrust, Inc., Attn: ACES Registration, 255 North Admiral Byrd Road, Salt Lake City, UT 84116, 1-888-339-8904

Can't you bend some of the rules for us?

Unfortunately, we cannot. Everything we do as a Certificate Authority is governed by a set of rules called the Certificate Policy. The D-Trade program issues ACES Certificates, whose rule set is owned and managed by the U.S. General Service Administration. Additionally, we are audited by very stringent standards, and everything we do within the ACES boundaries is dictated by the ACES Policies.

Sales Contact

For Sales inquiries or how to become a Trusted Agent, please contact PAGE CORBO, ACES Account Representative, at (703)724-9009 or page.corbo@IdenTrust.com.

Customer Support

If you have any further questions about registering, please contact IdenTrust Customer Support by sending an e-mail to helpdesk@IdenTrust or calling 888-339-8904. Customer service representatives are available to assist you Monday through Friday, 6 a.m. to 6 p.m. Mountain Time.