

Guide for Enterprise Admins

HARICA's CertManager Portal

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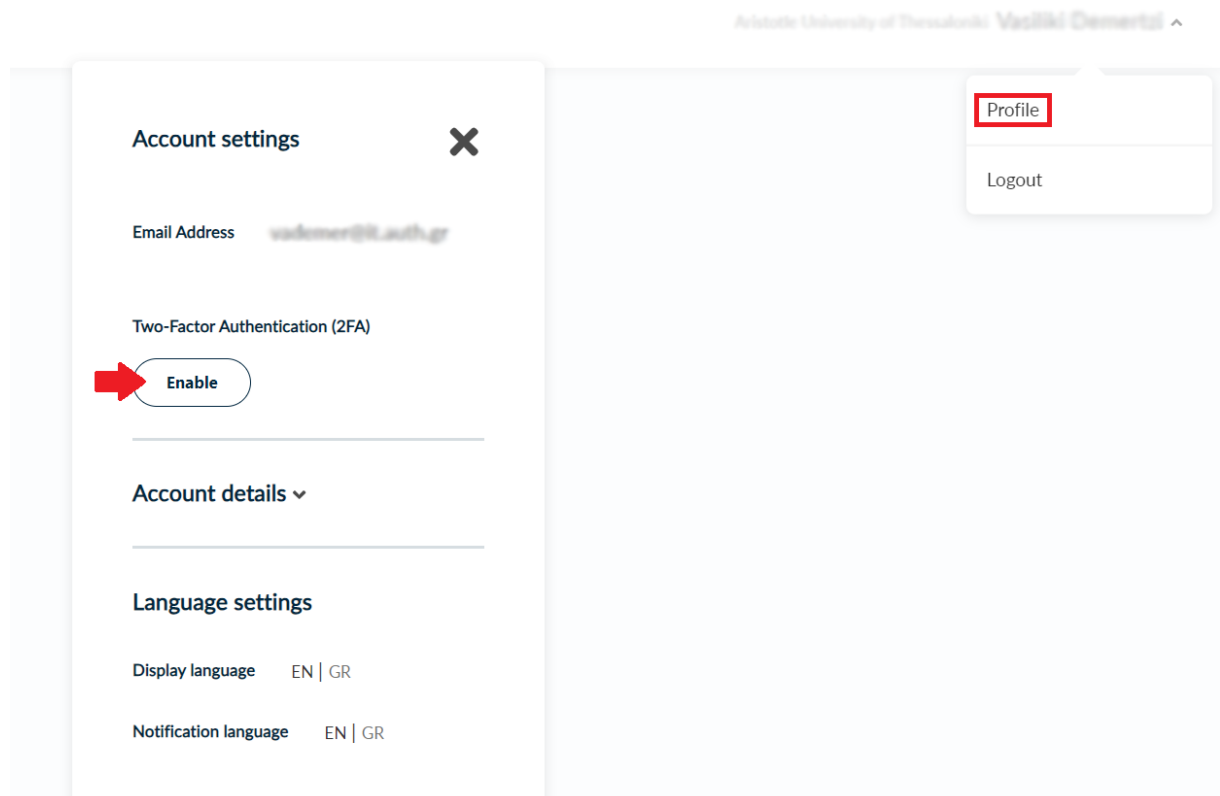
A) Enterprise Admin Role

1. Visit HARICA's [CertManager](#) and [sign up](#) to create your account.

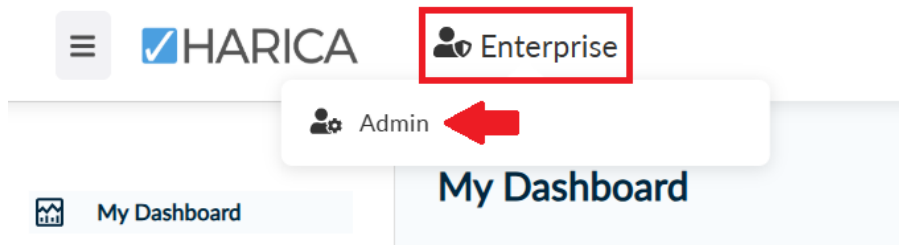
Your personal information must be accurate and fully matched (letter-by-letter) with a government-issued identification document.

2. Once you log in, from the top right corner, click on your name and select **Profile**. From the *Account Settings* menu, click **Enable** and follow the on-screen instructions to activate **Two-Factor Authentication (2FA)** as it is required for this role.

After the process is completed, please inform the Enterprise Manager or an already assigned Enterprise Admin of your Enterprise in order to provide you access as Enterprise Admin.

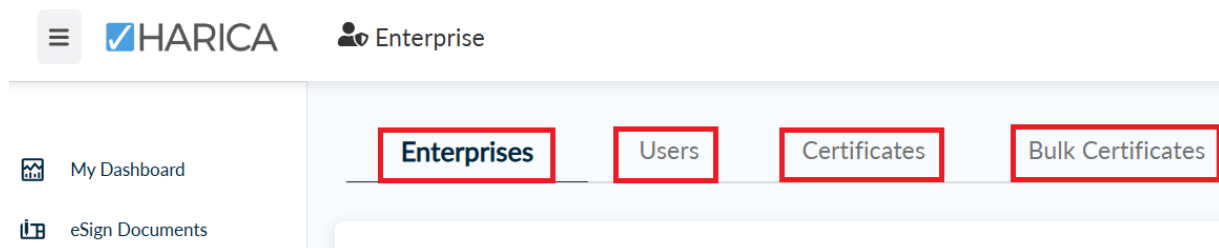


3. When you gain access, a new menu *Enterprise* will appear in the portal. Go to **Enterprise** → **Admin**.



4. As an *Enterprise Admin*, you will be able to:
- assign enterprise admin role to selected users,
 - assign enterprise SSL & S/MIME approver roles to selected users,
 - initiate domain validation for enterprises,
 - request for new domains within existing enterprises,
 - submit the required legal documents for identity validation,
 - manage all issued certificates, and
 - issue bulk S/MIME certificates (email-only/SV).

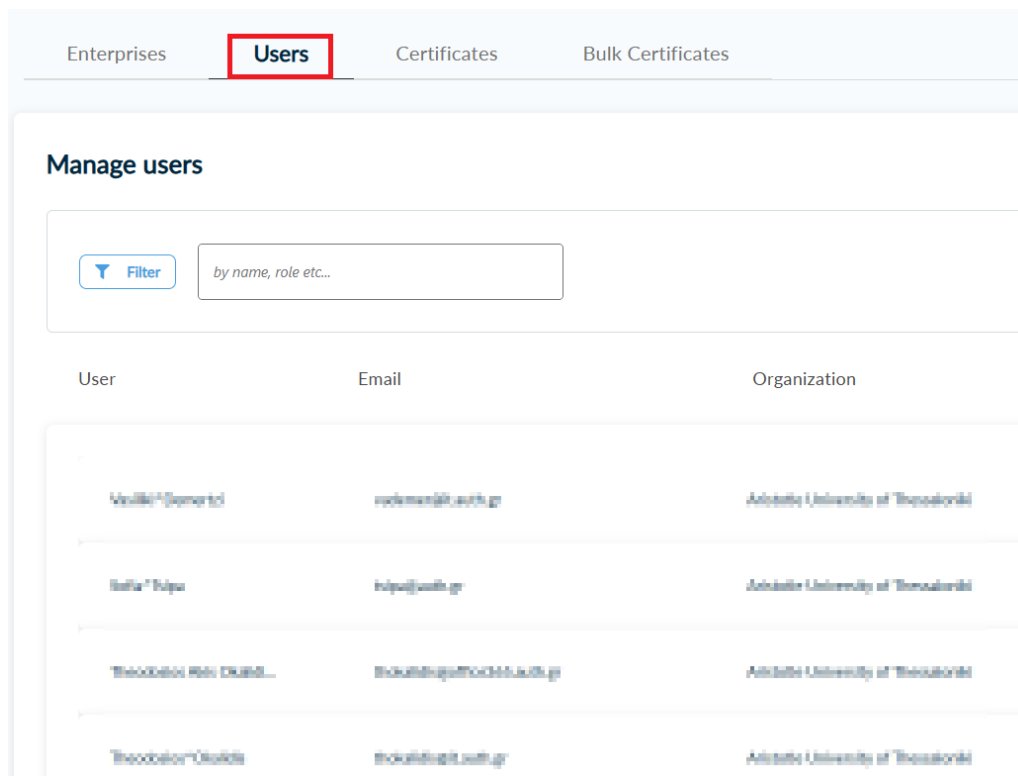
These features are described in detail below.



B) Assign Enterprise Admin and Enterprise Approver Roles

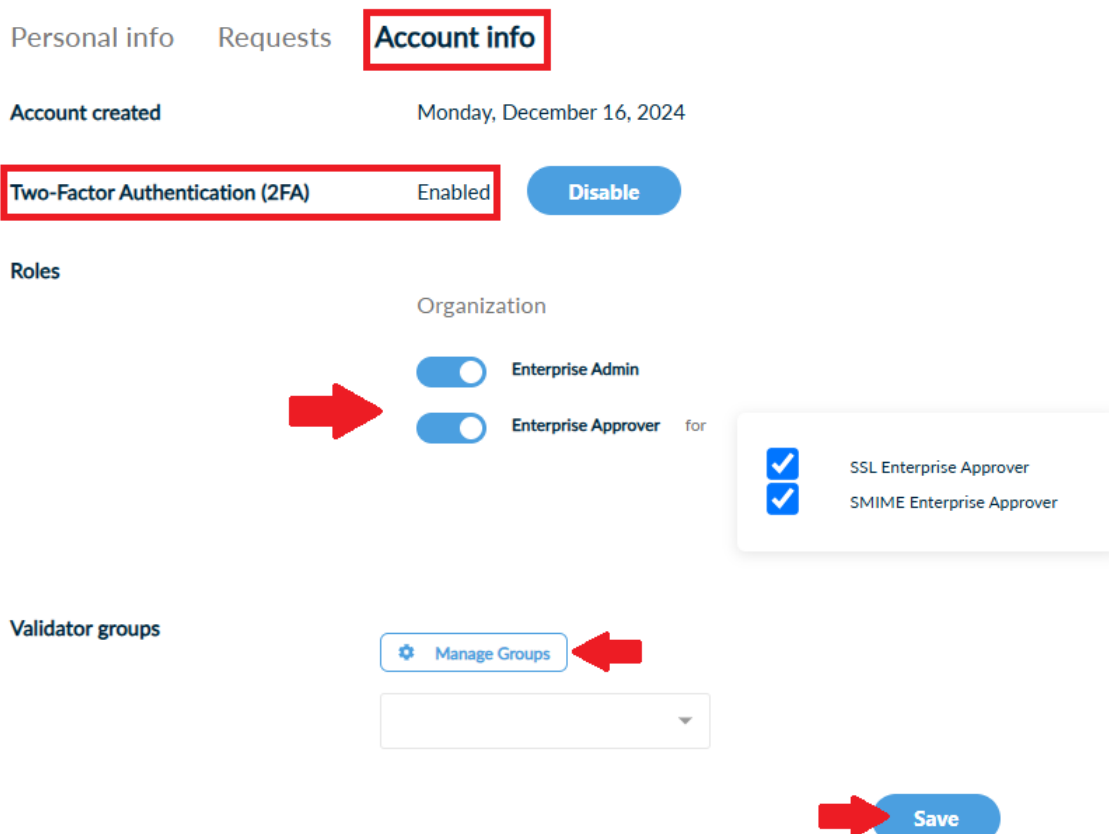
1. To assign Enterprise roles to a user, go to the **Users** tab and select the desired user.

Please note that for a user to appear in the *Users* tab, they must first register on the portal using an email address associated with a base domain that you already control.



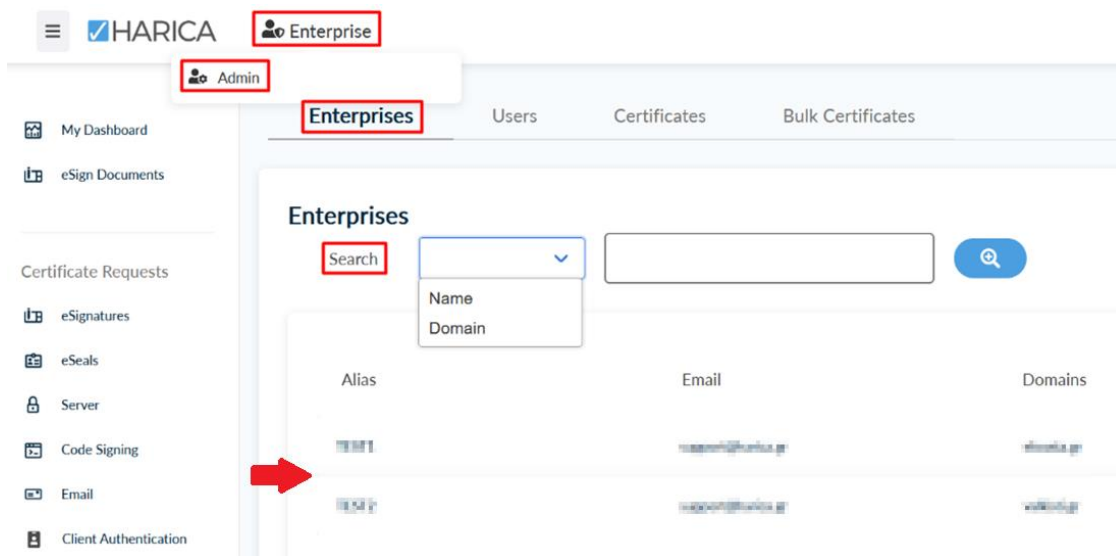
2. Go to the **Account info** tab. Enable the **Enterprise Admin** or/and **Enterprise Approver** switch, depending on the user, and select from the drop-down menu which enterprises this user will manage by pressing the **Manage Groups** button, first. Then, click **Save**.

Please note that the user should have first activated **Two-Factor Authentication (2FA)** to be able to access these roles.



C) Initiate Domain Validation for Enterprises

1. To initiate domain validation for newly added domains or refresh the validity of an already added domain, go to **Enterprise** → **Admin** → **Enterprises** [tab], and select the desired enterprise or search for it.



2. Go to the **Domains** tab and press the **Validate Domain** button to initiate domain validation for the specific domain.



Please note that the user that will validate the enterprise must be registered in CertManager, first.

D) Add Domains to an Enterprise

1. To request for new domains within existing enterprises, from the **Enterprises** tab, click on the desired enterprise.

Alias	Email	Domains
Validates-auth.gr	pii-validators@auth.gr	phed-st.auth.gr, thes.auth.gr, vls.auth...
TestOrg	thokaidis@gmail.com	okaidis.gr, okaidis.edu, okaidis.org

Enterprises Domains

Legal Name	Country Locality	Domain
TestOrg Inc	GR , Thessaloniki	okaidis.gr
TestOrg2 Inc	GR , Attica	okaidis.edu, okaidis.org

2. Click on the **Add Domains** button.

FQDN	DN	Validity
okaidis.gr	O=Test Enterprise One, ST=Thessaloniki, L=Thessaloniki, C=GR	DN: 18/12/2024 EV: 18/12/2024
	(EN)	(local language)
Organization official name	Test Enterprise One	
Organizational Unit		
State or province	Thessaloniki	
Locality name	Thessaloniki	
Country	ISO 3166-1 Alpha-2 GR	(EN) Greece
Organization Identifier		

Group

TESTS

Add Domains

3. **Download the CSV sample** provided on the portal and fill in the required columns.

2 Upload CSV File i

[Download CSV Sample for new Domain](#)


Please Note: The maximum number of domains allowed per CSV file is 100.

Choose File No file chosen

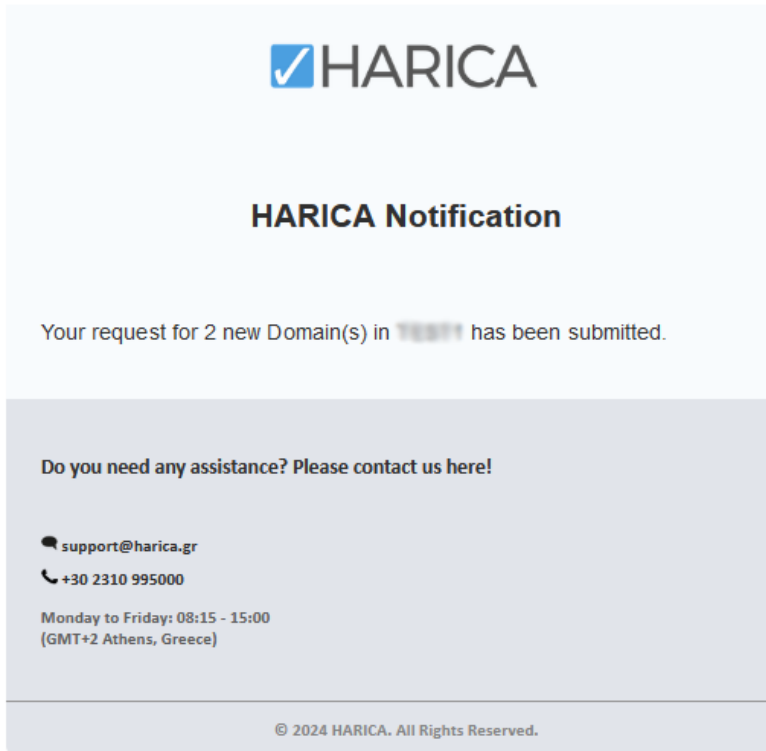
- Click on **Choose File** to select the CSV file that you created. Then, click **Upload** to submit your request.

Preview CSV File

Domain
testdomain.gr
anotherdomain2.gr

 **Upload** Close

- If the process is completed successfully, you will receive a confirmation email. Now, your request needs to be approved by HARICA's validators, who will check and verify the data that you have submitted.



- Once the validation is completed successfully, the requested domains will appear under the *Domains* tab.

Enterprises

The image shows a screenshot of the HARICA interface. At the top left, there is a blue button with a plus sign and the text '+ Request New Enterprise'. Below this is a table with three columns: 'Alias', 'Email', and 'Domains'. The first row of the table has the following values: 'TESTS', 'support@harica.gr', and 'elivata.gr, anotherdomain.gr, anotherdomain2.gr'. Below the table, there are two tabs: 'Enterprises' and 'Domains'. The 'Domains' tab is selected and highlighted with a red box. Below the tabs is a table with two columns: 'Domain' and 'Validity'. The table contains three rows of data:

Domain	Validity
elivata.gr	19/12/2024
anotherdomain.gr	19/12/2024
anotherdomain2.gr	19/12/2024

E) Submit Legal Evidence for Identity Validation

1. To submit legal evidence for identity validation of the enterprise, from the **Enterprises** tab, select the desired enterprise.

Alias	Email	Domains
Validation: auth.gr	pl-Validation@auth.gr	pl-ss.auth.gr, the.auth.gr, vls.auth...
TestOrg	thokolidis@gmail.com	okalidis.gr, okalidistests, okalidis.org

Enterprises Domains

Legal Name	Country Locality	Domain
TestOrg Inc	GR, Thessaloniki	okalidis.gr
TestOrg2 Inc	GR, Attica	okalidistests, okalidis.org

2. Click on the **Upload validation files** button.

FQDN	DN	Validity
anotherdomain.gr, anotherdomain2.gr	CN=Test Enterprise One, ST=Thessaloniki, L=Thessaloniki, C=GR	OV: 18/12/2024 EV: 18/12/2024
Organization official name	Test Enterprise One	(local language)
Organizational Unit		(EN)
State or province	Thessaloniki	
Locality name	Thessaloniki	
Country	ISO 3166-1 Alpha-2	(EN)
Organization Identifier	GR	Greece

Group: TEST1

Close

Upload validation files

3. Upload the necessary evidence for the identity validation.


At this point, upload evidence for the **OV validation only**. EV validation evidence is not required.

Upload validation files

Validity OV

Validity EV

- If the process is completed successfully, you will receive a confirmation email. Now, your request needs to be approved by HARICA's validators, who will check and verify the data that you have submitted.



HARICA Notification

Your OV files for **One** have been submitted.

Do you need any assistance? Please contact us here!

support@harica.gr
+30 2310 995000

Monday to Friday: 08:15 - 15:00
(GMT+2 Athens, Greece)

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- Once the validation is completed successfully, the validity will be updated with a new expiration date.

FQDN	DN	Validity
enterprise1.gr	O=One, ST=Athens, L=Attica, C=GR	OV: 28/03/2027 EV: 29/12/2024
	(EN)	(local language)
Organization official name	One	
Organizational Unit		
State or province	Athens	
Locality name	Attica	
	ISO 3166-1 Alpha-2	(EN)
Country	GR	Greece
Organization Identifier	test	

Group

Another Enterprise One

Close

F) Manage Certificates

1. To view all issued certificates, go to the **Certificates** tab.

The screenshot shows the 'Certificates' tab selected in a navigation bar. Below it, the 'Enterprise Certificates' section is displayed. It includes a summary of certificate status: Valid (53), Revoked (5), and Expired (2). There are buttons for 'Filter' and 'Download', and a search input field. A table lists certificates with columns for Type, Email, CN, Valid from, and Valid until.

Type	Email	CN	Valid from	Valid until
S/MIME IV+OV	ikosto@it.auth.gr	Giannis Kostopoulos	30/12/2024	30/12/2026
S/MIME IV+OV	thokalidis@it.auth.gr	Theodoros Okalidis	30/12/2024	30/12/2026
S/MIME email-only	thokalidis@it.auth.gr		30/12/2024	30/12/2026

2. Click on a certificate to view the certificate details.

The screenshot shows the details of a selected certificate. The certificate row from the previous table is highlighted with a red box and a red arrow. Below it, the 'Details' tab is active, showing various fields such as Transaction Id, Friendly name, Subject Distinguished Name, Subject Alternative Names, Certificate type, Certificate Approver Name, Certificate Approver Address, Issuer Distinguished Name, Key type, Serial Number, Valid from, Valid until, Transaction notes, and Status message to user.

3. Go to the **Download** tab to download the certificate's public key in various formats.

The screenshot shows the 'Download' tab selected in the certificate details view. It offers three download options: 'Download as PEM', 'Download as DER', and 'Download as PKCS#7 (chain)'. Each option includes a brief description of the format.

Format	Description
Download as PEM	This is encoded in PEM format (text)
Download as DER	This is encoded in DER format (binary)
Download as PKCS#7 (chain)	This format, includes the entire hierarchy chain

4. Go to the **Revoke** tab to revoke the certificate, if necessary.

S/MIME IV+OV kosto@it.auth.gr Giannis Kostiopoulos 30/12/2024 30/12/2026 ^

Details Download **Revoke**

Unspecified reason Revoke

Transaction notes Status message to user

5. Press the **Download** button to download a CSV file containing all issued certificates.

Enterprises Users **Certificates** Bulk Certificates

Enterprise Certificates

Valid **53** Revoked **5** Expired **2**

Filter Download by name, role etc...

Type	Email	CN	Valid from	Valid until	
S/MIME IV+OV	kosto@it.auth.gr	Giannis Kostiopoulos	30/12/2024	30/12/2026	▼
S/MIME IV+OV	tkoulidi@it.auth.gr	Theodoros Koulidis	30/12/2024	30/12/2026	▼
S/MIME email-only	tkoulidi@it.auth.gr		30/12/2024	30/12/2026	▼

G) Bulk Certificates

1. To issue bulk S/MIME certificates, go to the **Bulk Certificates** tab and select **S/MIME**. Then, press **Start here** to initiate the process.

Organization	Created By	Created At
Aristotle University of Thessaloniki	register_test@okaidis.edu	07/01/2025
Aristotle University of Thessaloniki	register_test@okaidis.edu	07/01/2025
Aristotle University of Thessaloniki	register_test@okaidis.edu	07/01/2025

2. Select your desired Enterprise from the drop-down menu. Then, download the CSV sample provided on the portal and fill in the required columns.

1 Choose the Organization

Aristotle University of Thessaloniki

Country: GR
State:
Locality: Thessaloniki
Name: Aristotle University of Thessaloniki
Domains:
phil@auth.gr
theo@auth.gr
vis@auth.gr
rect@auth.gr

2 Upload CSV File

Download CSV Sample for PKCS12

Choose File | No file chosen

3. Click on **Choose File** to select the CSV file that you created. Then, accept the Terms of Use, the Certification Practices of HARICA and the Data Privacy Statement, and press **Upload**.

Please note that the **CertType** column in the CSV file must be set to **email only** for Email-Only certificates or **natural legal lcp** for SV certificates.

Aristotle University of Thessaloniki - auth.gr test1.csv [Edit](#)

Preview CSV File

FriendlyName	Email	Email2	Email3	GivenName	Surname	PickupPassword	CertType
test1	test1@auth.gr					12345	email_only
test2	test2@auth.gr			John	Prach	12345	natural_legal_lcp



I, Theodoros Okaidis, declare that I read and agree with, by submitting this request, the [Terms of Use](#) and the [Certification Practices of HARICA](#). I also agree that HARICA shall process, use and store the data from this request in accordance with the [Data Privacy Statement](#).



Upload

Close

If the process is completed successfully, you will be prompted to **download a .zip file** containing all requested certificates. You can choose to save the file immediately or download the certificates later from the main page.

4. All issued S/MIME certificates are available under the **Bulk Certificates → S/MIME** tab. You can either download each certificate individually in various formats from the **Details** tab or download a .zip file containing all certificates from the **Info** tab. Finally, press the **X** button to revoke any certificate, if necessary.

[Start here >](#)

Organization	Created By	Created At
Aristotle University of Thessaloniki	register_test@okaidin.edu	07/01/2025

Status	Info	Key Algorithm	From-To	Options
✓	John Phuch - test2	RSA 2048	07/01/2025-07/01/2027	P12 PEM DER ✕
✓	- test1	RSA 2048	07/01/2025-07/01/2027	P12 PEM DER ✕

Aristotle University of Thessaloniki	register_test@okaidin.edu	07/01/2025
Aristotle University of Thessaloniki	register_test@okaidin.edu	07/01/2025