



*Department of State
Bureau of Consular Affairs*

Adoption Tracking Service (ATS)

PKI Certificate Information



**United States Central Authority
for Intercountry Adoption**

**Version 1.0
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1. Overview

The purpose of this document is to provide Adoption Service Providers (ASPs) the information they need with regards to their public key infrastructure (PKI) certificate. A PKI certificate is required to access the Adoption Tracking Service (ATS). This document includes an overview of what a PKI is, as well as how to request, install, check that your installation was successful, uninstall, and renew a PKI certificate. Additionally, this document includes how to log into ATS, how to reset your ATS password, and who to contact if additional assistance is needed. This document includes step-by-step instructions on how to complete the actions listed earlier in this section, with screenshots where applicable.

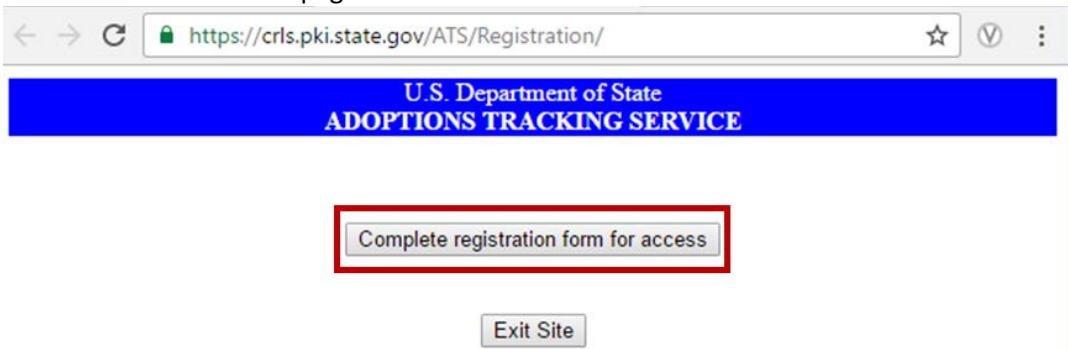
2. What is a PKI?

PKIs are required to establish the identity of different people, devices, and services. Digital certificates are critical to the proper functioning of a PKI. Digital certificates create unique credentials that confirm and validate the identity of the parties involved. The purpose of a PKI is to secure electronic transfer of information for a range of network activities.

3. How to Request a PKI Certificate

Adoption Service Providers are required to request a PKI certificate to gain access to the Adoption Tracking Service. ASPs can request a PKI certificate online on the [Travel.State.Gov](https://travel.state.gov) website.

Note: In order to receive a PKI certificate, the Accrediting Entity (AE) must first review and approve the request. Once approved by AE, the request is sent to Overseas Citizens Services (OCS) for final approval. The approval process typically takes one to two weeks.

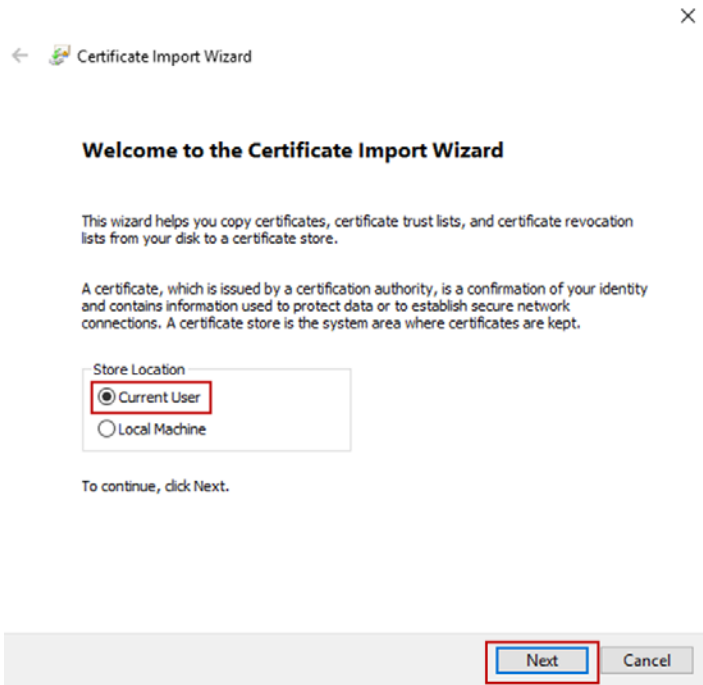
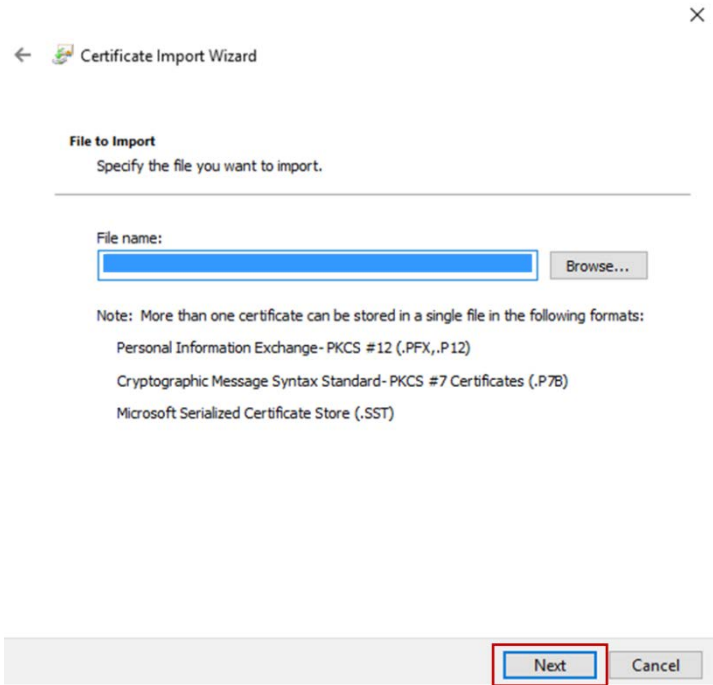
Step	Action
1	Navigate to the Intercountry Adoption website
2	Scroll to the “ Request a PKI Certificate (Accredited/Approved Adoption Service Providers only) ” section near the bottom of the Intercountry Adoption homepage, and click the Adoption Tracking Service PKI Access Request Form link
3	Click the “ Complete registration form for access ” button on the “U.S. Department of State ADOPTIONS TRACKING SERVICE” webpage 

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3. How to Request a PKI Certificate, *continued*

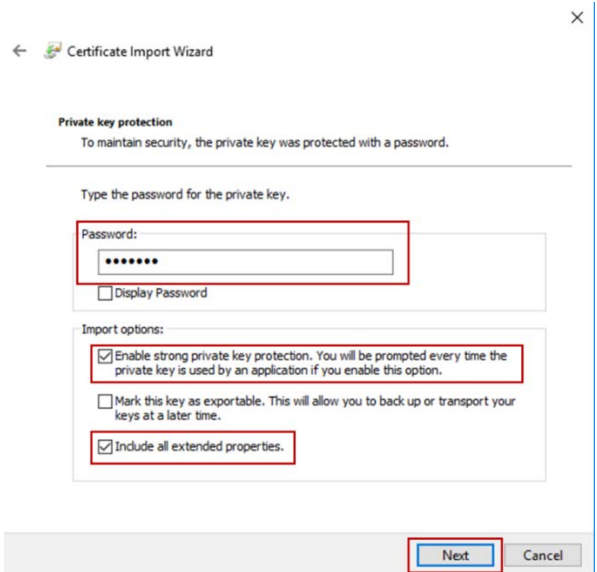
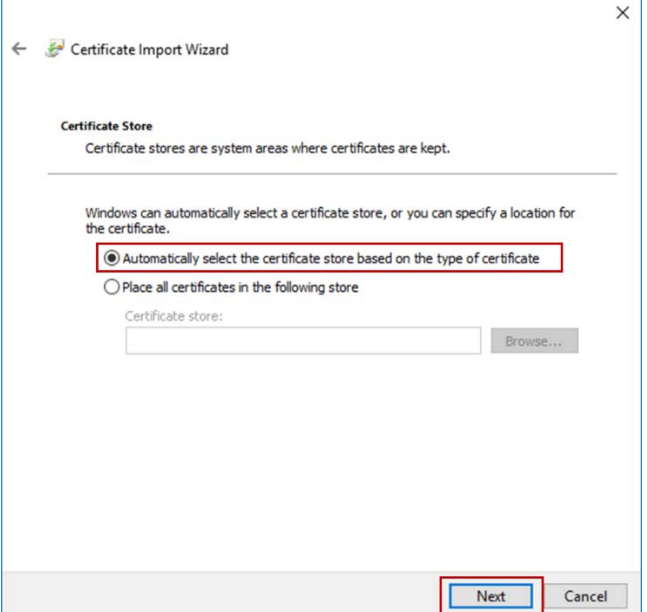
Step	Action
4	<p>Read “Section 1: PKI Digital Certificate Individual Rules of Security Behavior” on the “ADVISORY ACKNOWLEDGEMENT AND INSTRUCTION FOR COMPLETING THE FORM” webpage. Once you have read, understood, and accept the rules, click “Accept Rules of Behavior”.</p> <ul style="list-style-type: none"> Note: If you do not accept the rules, click “Cancel Certificate Request” <p>I understand that violation of these Rules of Security Behavior constitutes cause for permanent revocation of my PKI Digital Certificate.</p> <p> <input type="button" value="Cancel Certificate Request"/> <input type="button" value="Accept Rules of Behavior"/> </p>
5	<p>Read “Section 2: Application for Digital Certificate Request/Receipt Form: Instructions” on the “ADVISORY ACKNOWLEDGEMENT AND INSTRUCTION FOR COMPLETING THE FORM (CONTINUED)” webpage. Once you have read, understood, and accept the rules, click “Accept Rules of Behavior”.</p> <ul style="list-style-type: none"> Note: If you do not accept the rules, click “Cancel Certificate Request” <p>For Accrediting Entity Use Only:</p> <p>Enter the AE certifying officer full name.</p> <p>Enter the AE's contact telephone/fax/email information.</p> <p>The AE certifying official should confirm that the form is complete and accurate, then sign to indicate verification of applicant's (User's) professional affiliation.</p> <p>Enter date signed</p> <p> <input type="button" value="Accept Rules of Behavior"/> <input type="button" value="Cancel Certificate Request"/> </p>
6	<p>Fill out all fields on the form, click “Print Form” for your records, and hit “Submit”</p> <ul style="list-style-type: none"> Note: You must fill in all required fields before the system will allow you to click “Submit” Note: Record your control number – you will need your control number when installing your PKI certificate, as well as when you reset your password (which is required by the system every 60 days) Note: If you do not accept the rules, click “Cancel” <p> <div style="border: 1px solid black; background-color: blue; color: white; padding: 2px; text-align: center;">OFFICE USE ONLY</div> Control Number: XXXXXXX </p> <p> <input type="button" value="Print Form"/> <input type="button" value="Submit"/> <input type="button" value="Cancel"/> </p>

4. How to Install a PKI Certificate

Step	Action
1	Save the certificate (.pfx file type) on your computer
2	Navigate to where you saved the certificate and double-click on the file
3	<p>Leave the default “Current User” selected on the “Welcome to the Certificate Import Wizard” screen and click “Next”</p>  <p>The screenshot shows the 'Welcome to the Certificate Import Wizard' window. It includes a title bar with a close button (X). Below the title bar is a back arrow and the text 'Certificate Import Wizard'. The main content area has the title 'Welcome to the Certificate Import Wizard' and a description: 'This wizard helps you copy certificates, certificate trust lists, and certificate revocation lists from your disk to a certificate store.' It also explains that a certificate is a confirmation of identity. Under 'Store Location', there are two radio buttons: 'Current User' (selected and highlighted with a red box) and 'Local Machine'. At the bottom, there are 'Next' and 'Cancel' buttons, with the 'Next' button highlighted with a red box.</p>
4	<p>Click “Next” on the “File to Import” window</p>  <p>The screenshot shows the 'File to Import' window. It includes a title bar with a close button (X). Below the title bar is a back arrow and the text 'Certificate Import Wizard'. The main content area has the title 'File to Import' and the instruction 'Specify the file you want to import.' Below this is a 'File name:' label and a text input field. To the right of the input field is a 'Browse...' button. Below the input field, there is a note: 'Note: More than one certificate can be stored in a single file in the following formats:'. This is followed by three bullet points: 'Personal Information Exchange- PKCS #12 (.PFX,.P12)', 'Cryptographic Message Syntax Standard- PKCS #7 Certificates (.P7B)', and 'Microsoft Serialized Certificate Store (.SST)'. At the bottom, there are 'Next' and 'Cancel' buttons, with the 'Next' button highlighted with a red box.</p>

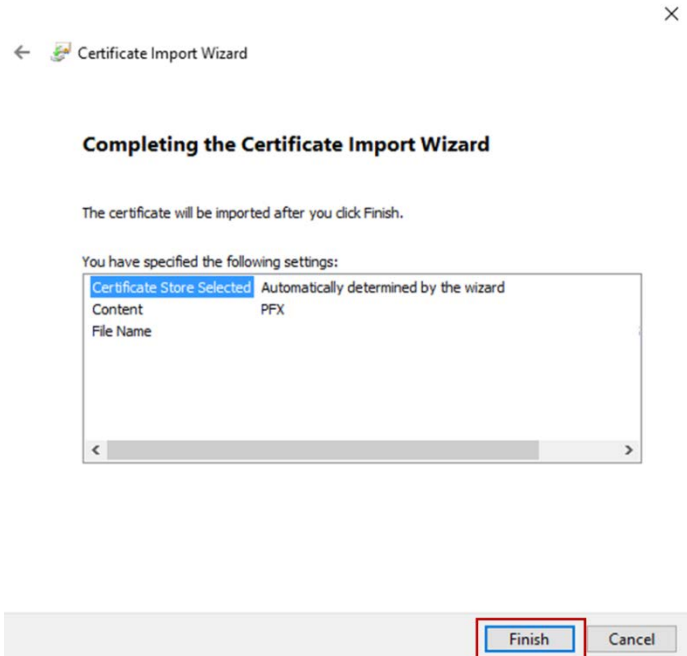
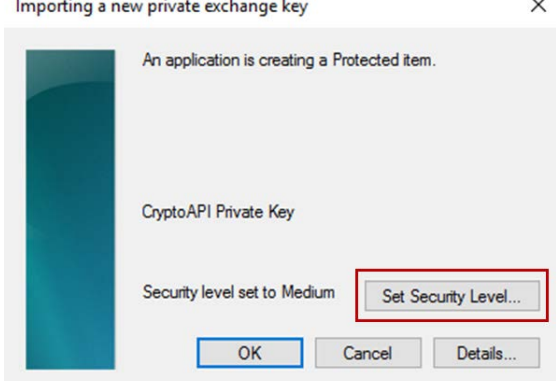
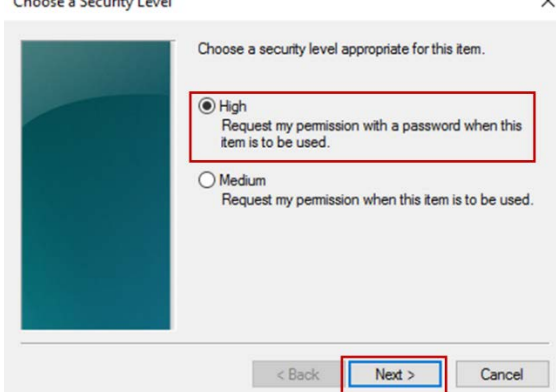
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4. How to Install a PKI Certificate, *continued*

Step	Action
5	<p>a) Enter the control number in the password textbox on the “Password” window</p> <ul style="list-style-type: none"> <i>Note:</i> Your control number can be found at the bottom of the ATS Registration form that was filled out online (see Section 2. How to Request a PKI Certificate) <p>b) Check the “Enable strong private key protection. You will be prompted every time the private key is used by an application if you enable this option.” check-box</p> <p>c) Leave the “Include all extension properties” check-box checked</p> <p>d) Click “Next”</p> 
6	<p>Leave the default settings checked (“Automatically select the certificate store based on the type of certificate” should be selected) and click “Next”</p> 

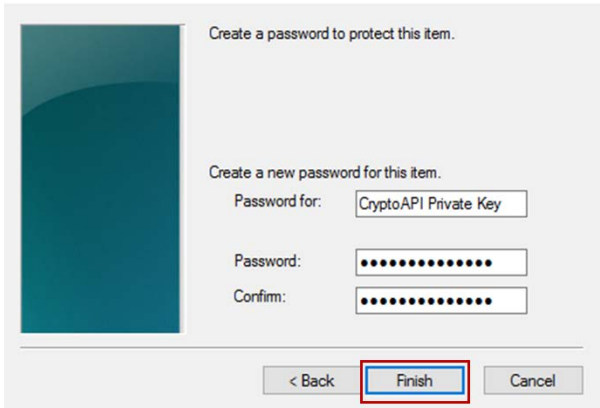
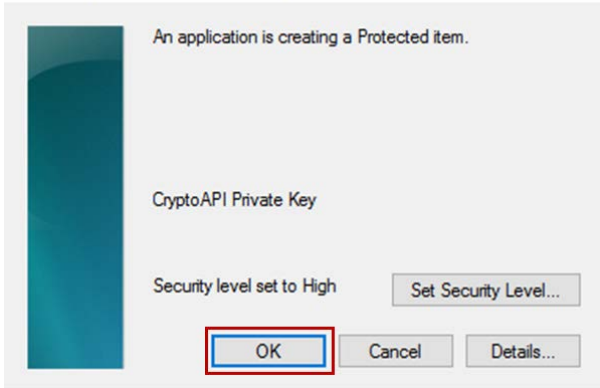
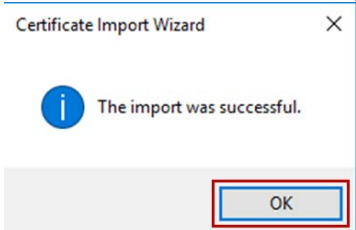
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4. How to Install a PKI Certificate, *continued*


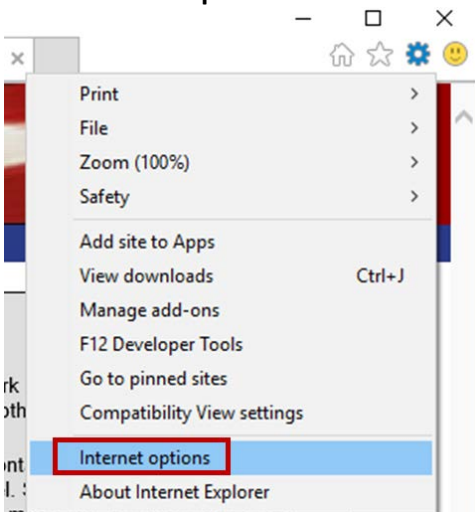
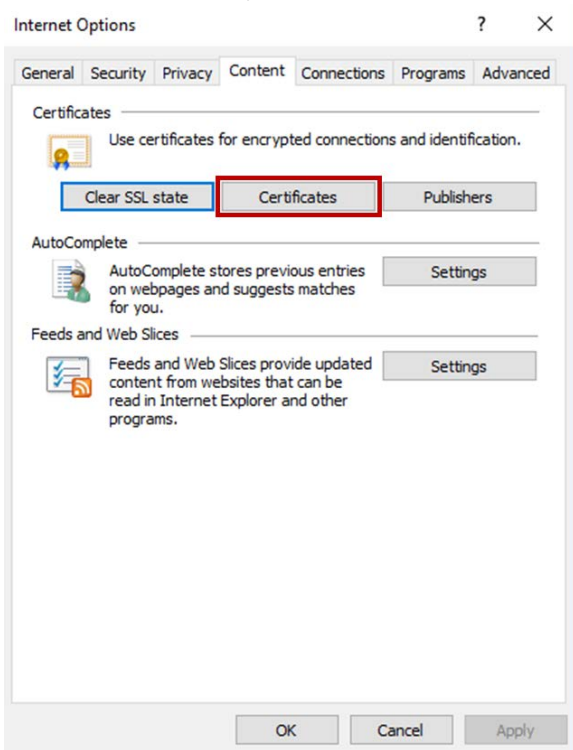
Step	Action
7	<p>Click “Finish” to install the certificates into the Microsoft certificate store</p> 
8	<p>Click “Set Security Level...” button on the “Importing a new private signature key” window</p> 
9	<p>Select “High” on the “Choose a Security Level” window and click “Next”</p> 

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4. How to Install a PKI Certificate, *continued*

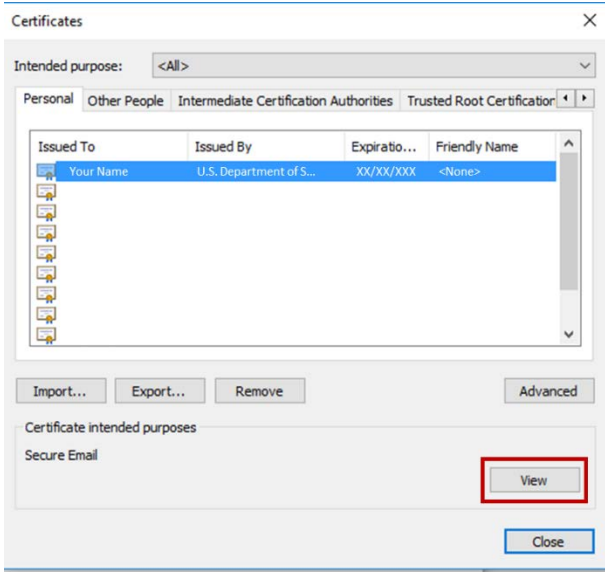
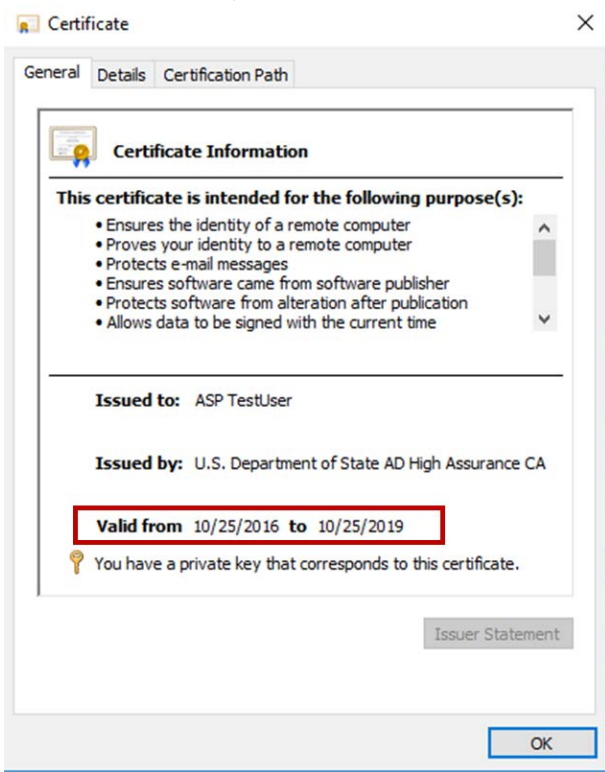
Step	Action
10	<p>Enter a password to protect the key in the “Password” textbox, retype the password in the “Confirm” textbox, and click “Finish”</p> <ul style="list-style-type: none"> Note: Do not forget this password as it will be needed when logging into the ATS application 
11	<p>Click “OK” at the bottom of the “Importing a new private exchange key” window</p> 
12	<p>During the installation of the certificate, a security warning may appear. It is asking if you want to trust the “U.S. Department of State AD Root CA” certificate. If a “Security Warning” window appears, select “Yes”</p>
13	<p>Click “OK” on the “Certificate Import Wizard” window</p> <ul style="list-style-type: none"> Note: This confirms that you have successfully installed your soft token certificate 

5. How to Confirm Your PKI Certificate is Installed Correctly

Step	Action
1	Open Internet Explorer <ul style="list-style-type: none"> <i>Note:</i> Internet Explorer is the preferred browser
2	In the top right corner of the browser, click on the gear icon 
3	Click "Internet options" 
4	On the Contents tab, click "Certificates" 

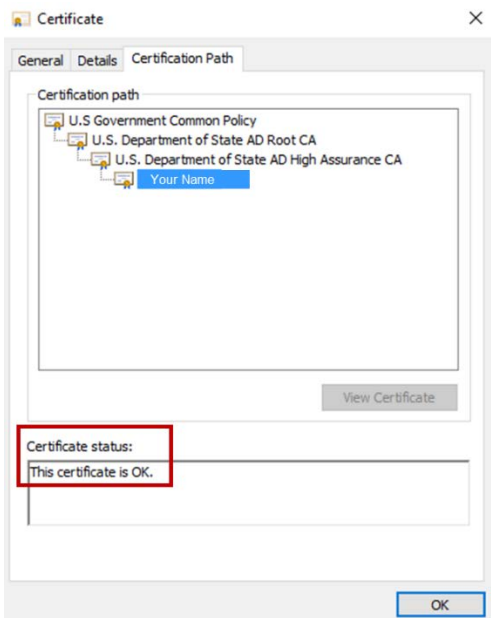
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5. How to Confirm Your PKI Certificate is Installed Correctly, *continued*


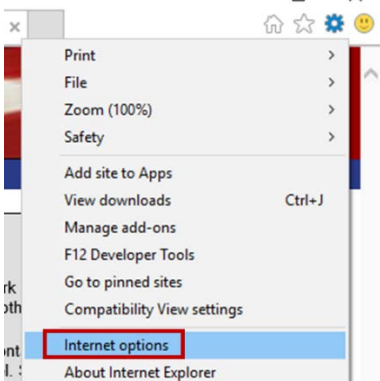
Step	Action
5	<p>On the Personal tab, select the PKI certificate with your name on it and click “View”</p> 
6	<p>On the General tab, make sure that the certificate is valid</p>  <ul style="list-style-type: none"> Note: If your certificate has expired, you must request a new PKI certificate by following the steps in Section 3. If your PKI certificate is going to expire within the next three months, email Derrick Head at HeadDL@State.Gov and request that your certificate be renewed

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5. How to Confirm Your PKI Certificate is Installed Correctly, *continued*

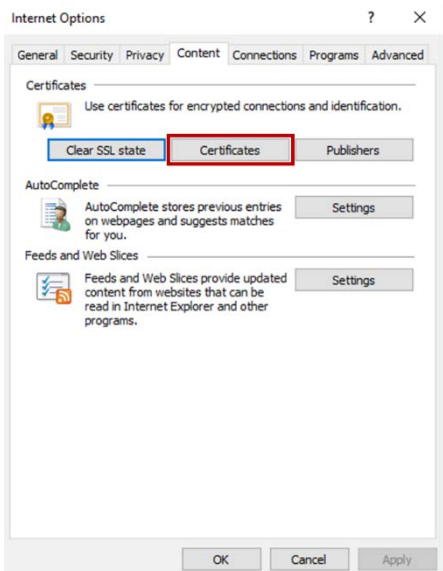
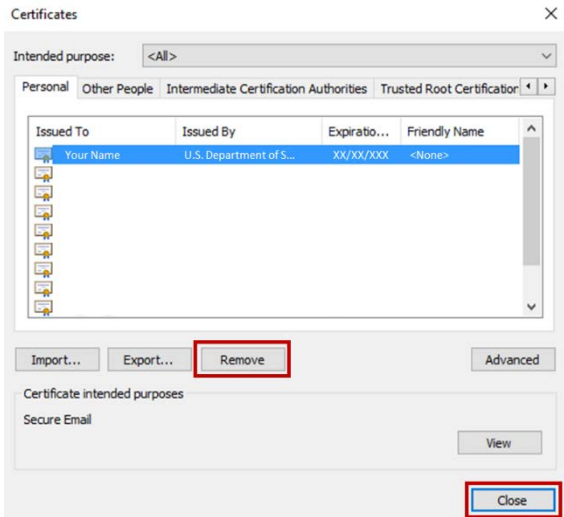
Step	Action
7	<p>Click on the Certification Path tab, and make sure that the “Certificate status” reads “This certificate is OK”</p>  <ul style="list-style-type: none"> <i>Note:</i> If your certificate has not expired (see Section 5, Step 7 above) and the status is not OK, uninstall your certificate (follow the steps in Section 6) and reinstall your certificate (follow the steps in Section 4)

6. How to Uninstall a PKI Certificate

Step	Action
1	<p>Open Internet Explorer</p> <ul style="list-style-type: none"> <i>Note:</i> Internet Explorer is the preferred browser
2	<p>In the top right corner of the browser, click on the gear icon</p> 
3	<p>Click “Internet options”</p> 

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6. How to Uninstall a PKI Certificate, *continued*

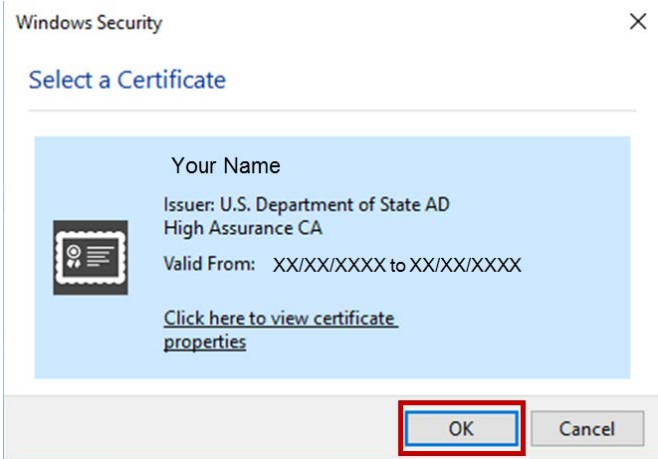
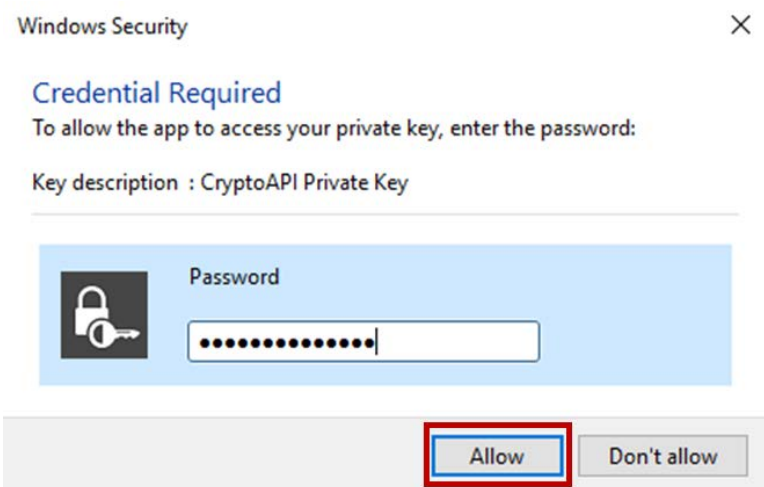
Step	Action
4	<p>On the Contents tab, click "Certificates"</p> 
5	<p>On the Personal tab, select the PKI certificate with your name on it and click "Remove" and "Close"</p> 
6	Close all browser windows

7. How to Renew Your PKI Certificate

Step	Action
1	Check to see if your PKI certificate has expired by following steps 1-7 in Section 5, How to Confirm Your PKI Certificate is Installed Correctly
2	If your PKI certificate has not expired but is about to expire within the next three months, email Derrick Head at HeadDL@State.Gov and request that your certificate be renewed
3	If your PKI certificate has expired, request a new PKI by following the steps in Section 3, How to Request a PKI Certificate

8. How to Log Into ATS

Note: If this is the first time you are logging into ATS, your account password will be your control number. Your control number can be found at the bottom of the ATS Registration form that was filled out online (see [Section 2. How to Request a PKI Certificate](#)). ATS will then prompt you to change your password.

Step	Action
1	Navigate to the Intercountry Adoption website
2	Scroll to the Enter ATS (Password Protected) section at the bottom of the Intercountry Adoption homepage and click Adoption Tracking Service link
3	<p>Select the certificate with your name on it on the “Select a Certificate” popup window and click “OK”</p> 
4	<p>Enter your Password in the password textbox on the “Windows Security” popup window</p> <ul style="list-style-type: none"> Note: This is the password you created when installing your PKI certificate. Unlike your account password, you do not have to change this password every 60 days. Therefore, this password may vary from your account password Note: If you do not remember this password, uninstall your certificate (follow the steps in Section 6) and reinstall your certificate (follow the steps in Section 4) 



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8. How to Log In to ATS, *continued*

Step	Action
5	<p>Click "OK" to enter ATS</p> 
6	<p>Enter your account password</p> <ul style="list-style-type: none"> Note: If you do not remember your account password, reset your password by following the steps in Section 9, How to Reset Your ATS Password 

9. How to Reset Your ATS Password

Note: You must reset your password every 60 days in order to access ATS.

Step	Action
1	Log into ATS by following the steps 1-5 in Section 8, How to Log Into ATS
2	<p>Click “Click here if you forgot your password” under the Website Access section on the United States Central Authority for Intercountry Adoptions homepage</p> 
3	<p>Enter your control number in the control number textbox and click “Submit”</p> <ul style="list-style-type: none"> Note: If you are unable to click the “Submit” button, your PKI certificate was likely installed incorrectly or is expired. Check to make sure that your PKI certificate is installed correctly by following the steps in Section 5, How to Confirm Your PKI Certificate Is Installed Correctly 

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9. How to Reset your ATS Password, *continued*

- 4 Enter your new password in the “Password” textbox. Re-enter your new password in the “Re Enter Password” textbox and click **“Submit”**

- *Note:* Do not forget this password as it will be needed when logging into Department of State Websites



The screenshot shows the U.S. Department of State website header with the seal and the text "U.S. DEPARTMENT of STATE". Below the header is a blue bar with "Help | Privacy Act". The main heading is "United States Central Authority for Intercountry Adoptions Home Page".

Please Note:

The password length shall be a minimum of 12 characters in length.
 The password length shall be a maximum of 16 characters in length.
 Passwords must contain at least one character from three of the following character sets:

- Uppercase letters (A-Z)
- Lowercase letters (a-z)
- Numerals (0 through 9)
- Special characters (such as punctuation marks)

- You cannot re-use the last 24 passwords.
 - Passwords expire every 60 days.

Please reset your password:

User Name:	ATS_DEV_ASP
Organization/POST Name:	Unaccredited Agency
Password:	*****
Re Enter Password:	*****
Submit	

10. Additional Assistance

If you have additional questions regarding a PKI certificate, or are encountering additional issues when accessing ATS, please reach out to the ATS-Help Mailbox at CA-ATS-Help@state.gov.