

## How to Request a PKI Certificate

### Step Action

- 1 Navigate to the [Intercountry Adoption website](#)
- 2 Scroll to the "Request a PKI Certificate (Accredited/Approved Adoption Service Providers only)" section and click "[Adoption Tracking Service PKI Access Request Form](#)"
- 3 Click the "Complete registration form for access" button.
- 4 Read "Section 1: PKI Digital Certificate Individual Rules of Security Behavior" and click "Accept Rules of Behavior" or "Cancel Certificate Request if you do not accept the rules."
- 5 Read "Section 2: Application for Digital Certificate Request/Receipt Form: Instructions" and click "Accept Rules of Behavior" or "Cancel Certificate Request" if you do not accept the rules.
- 6 Fill out all fields on the form and click "Print Form" for your records and click "Submit." Record your control number as you will need it when installing your PKI certificate, as well as when you reset your password. If you do not accept the rules, click "Cancel."

### Additional Information

For additional information regarding PKI certificates, email the [CA-ATS-Help@state.gov](mailto:CA-ATS-Help@state.gov) mailbox.

## How to Install a PKI Certificate

### Step Action

- 1 Save the certificate (.pfx file type) you received via the email you provided when requesting a PKI certificate on your computer.
- 2 Navigate to where you saved the certificate and double-click on the file.
- 3 Leave the default "Current User" selected on the "Welcome to the Certificate Import Wizard" screen and click "Next."
- 4 Click "Next" on the "File to Import" window.
  - Enter the control number in the password textbox on the "Password" window (your control number can be found at the bottom of the ATS Registration form that was filled out online)
  - 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
  - Leave the "Include all extension properties" check-box checked, and click "Next"
- 6 Leave the default settings checked ("Automatically select the certificate store based on the type of certificate" should be selected) and click "Next."
- 7 Click "Finish" to install the certificates into the Microsoft certificate store.
- 8 Click "Set Security Level..." button on the "Importing a new private signature key!" window.
- 9 Select "High" on the "Importing a new private signature key!" window and click "Next."
- 10 Enter a password to protect the key in the "Password" textbox, retype the password in the "Confirm" textbox, and click "Finish"
  - Note: Do not forget this password as it will be needed when logging into Department of State websites.
- 11 Click "OK" at the bottom of the "Protected Item" window.
- 12 Click "OK" on the "Certificate Import Wizard" window.