ServicePoint™
Connecting your community.

Multnomah County
Department of County Human Services
School and Community Partnerships

Quick Guide to Installing the ServicePoint Public Key Infrastructure (PKI) Certificate

NOTE:

A Public Key Infrastructure (PKI) Certificate <u>must</u> be installed on each computer that will access ServicePoint.

If you do not install the PKI Certificate, you will lose your access to ServicePoint.

This bulletin includes step-by-step instructions for installing the certificate on your computer.

Please print these instructions, and use them to install a PKI Certificate on the computer(s) where you will use ServicePoint.

Introduction

On March 3, 2009, the City of Portland began hosting ServicePoint on its own dedicated server. This change has dramatically increased the speed of the ServicePoint user interface. As you may know, after the change to the new URL we had a self-signed certificate and even though our data is secure, the self-signed certificate is intended for temporary use only. We now have a 'permanent' Public Key Infrastructure (PKI) security certificate, which must be installed on each computer that will access ServicePoint.

A PKI Certificate is a little like a handshake…

Why PKI?

A PKI enables users of an unsecure public network (such as the Internet) to securely and privately exchange information through by using a public and a private cryptographic key pair obtained and shared through a trusted authority. It's a little like a handshake: the PKI on your computer lets ServicePoint make sure it is only communicating with the right computers.

Benefits of the PKI certificate include more security for our clients and the data we enter into the system

The PKI certificate <u>must</u> be installed on each computer that will access ServicePoint!

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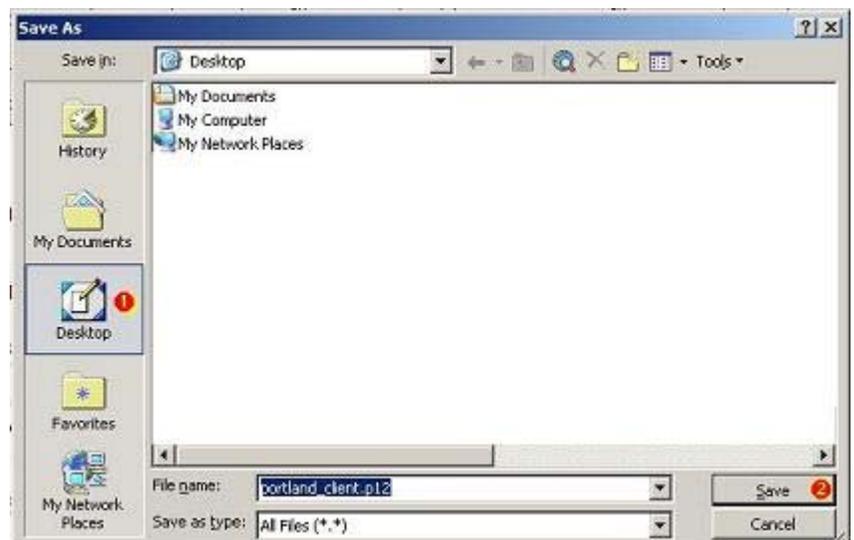Double click on the **portland_client.p12** file in the *ServicePoint Security Certificate* email.

The Opening Mail Attachment dialog box opens.

Subject: ServicePoint Security Certificate
Attachments: portland_client.p12 (3 KB)

Double Click

❶ Click the **Save it to disk** radio button.

❷ Click the **OK** button.

Opening Mail Attachment

Opening:
portland_client.p12 from ServicePoint Security Certificate - Message (HTML)

WARNING: Web pages, executables, and other attachments may contain viruses or scripts that can be harmful to your computer. It is important to be certain that this file is from a trustworthy source.

What would you like to do with this file?

○ Open it
◉ Save it to disk ❶

☑ Always ask before opening this type of file

OK ❷   Cancel

❶ Click **Desktop**.

❷ Click the **Save** button.

Save As

Save in: Desktop

My Documents
My Computer
My Network Places

History

My Documents

Desktop ❶

Favorites

My Network Places

File name: portland_client.p12   Save ❷
Save as type: All Files (*.*)   Cancel

On your desktop, double-click **portland_client.p12**.

portland_cli...
Double Click

Click **Next**.

Click **Next**.

❶ Enter the Password: **chies5phie**.

❷ Click the **Next** button.

Note: Do not click either of the check boxes (***Enable strong private key protection*** or ***Mark the key as exportable***.)

❶ Allow the system to **Automatically select the certificate store based on the type of certificate**.
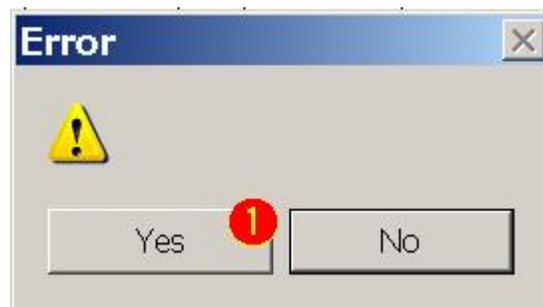
❷ Click the **Next** button.

❶ Click **Finish**.

You may see an "Error" dialog box. If you do, don't worry. Just take a deep breath, and

❶ Click **Yes**.

Congratulations! You're done!