CSOS Certificate Retrieval Instructions
Internet Explorer Version 6 and up

1. Pair up your activation notices:

   For each Certificate issued, you will receive one E-mail and one postal mailed activation notice. These notices contain a matching DEA Registration number or Admin Cert ID Number. If you have received multiple notices, please match each E-mail to its corresponding postal mailed activation notice.

2. Access DEA's CSOS Certificate Retrieval Web page:

   * http://www.deaecom.gov/retrieve.html

3. Carefully review the policy agreement and click **I Accept** to continue.

   Failure to abide by DEA policy will result in Certificate revocation.

4. Accept BOTH of the DEA's CA Certificates.

   All four of DEA's CA Certificates must be accepted once per ordering computer to allow personal CSOS Certificates to be recognized as valid.

   To accept the E-Commerce Root CA Certificate (step a):

   > i. Click **Install the DEA E-Commerce Root CA Certificate.**
   > ii. Click the **Open** button at the File Download prompt.
   > iii. Click the **Install Certificate** button at the Certificate screen.
   > iv. Click the **Next** button at the Certificate Import Wizard screen.
   > v. Verify that **Automatically select the Certificate store based on the type of Certificate** option is selected and click the **Next** button at the Certificate Store screen.
   > vi. Click the **Finish** button at the Completing the Certificate Import Wizard screen.
   > vii. Click the **Yes** button if a Security Warning screen opens asking Do you want to install this Certificate.
   > viii. Click the **OK** button at the import was successful prompt.
   > ix. Click the **OK** button to close the Certificate window.

   To accept the CSOS Sub CA Certificate (step b):

   > i. Click **Install the CSOS Sub CA Certificate.**
   > ii. Click the **Open** button at the File Download prompt.
   > iii. Click the **Install Certificate** button at the Certificate screen.
   > iv. Click the **Next** button at the Certificate Import Wizard screen.
   > v. Verify that **Automatically select the Certificate store based on the type of Certificate** option is selected and click the **Next** button at the Certificate Store screen.
   > vi. Click the **Finish** button at the Completing the Certificate Import Wizard screen.
   > vii. Click the **Yes** button if a Security Warning screen opens asking Do you want to install this Certificate.
   > viii. Click the **OK** button at the import was successful prompt.
   > ix. Click the **OK** button to close the Certificate window.

5. Once all both of DEA's Certificates have been accepted, click the **Click to continue after installing all DEA CA Certificates** button on the bottom of the page.

6. (Step 1) Verify that your Certificate activation notices (postal mail and E-mail) have been paired correctly, and that the postal mailed notice has not expired.

7. (Step 2) Click the **Retrieve a CSOS Certificate** button.

8. Log into the secure portion of the CSOS Certificate Retrieval Web site:

   You will be prompted for a User Name and Password. Enter the Website Username and Website Password from Step 2 of the postal mailed activation notice. Please note that the Username and Password are case sensitive and should be typed exactly as they appear on the postal mailed activation notice. The Password will contain special characters (i.e. @, $, &, etc.) and capitalization matters.

9. (Step 3a and 3b) Enter the Access Code and Access Code Password for a Certificate.

   - The Access Code comes from your E-mail from DEA (regauth@deaecom.gov) and contains only numbers.
   - The Access Code Password comes from your postal mailed activation notice from DEA and contains numbers and letters.

10. Click the **Submit Request** button.

11. Click the **Yes** button at the Potential Scripting Violation screen where you are asked Do you want to request a Certificate now?

IMPORTANT
12. Click **Set Security Level** at the Creating a new RSA exchange key screen.
IMPORTANT

13. Select **High** and click the **Next** button.

14. Create a new password of your choice to protect the digital Certificate and your identity.

   - Only the owner of this Certificate may enter this password.
   - The password should be at least 8 characters long, should include at least one number, and should be known only by the Certificate owner.
   - Do not share the password with anyone, including co-workers, family, and wholesaler partners.
   - Please remember this password! If this password is forgotten, lost, or compromised, the Certificate must be revoked and a new one must be issued.

15. Click the **Finish** button after entering the same new password in the Password and Confirm fields.

16. The screen will now say **Security level set to High**. Click the **OK** button.

17. Click the **Yes** button if you are prompted by a Potential Scripting Violation asking **Do you want this program to add the Certificates now?**

18. If the Certificate was successfully retrieved, you will be brought to a Web page stating **Successful CSOS Certificate Creation.**