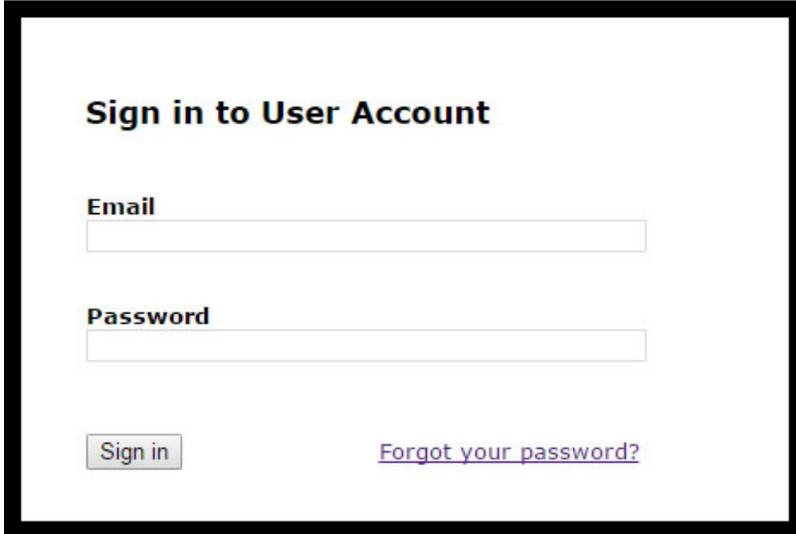


# Chrome/Edge/Firefox Re-enrollment

## STEP 1 - Sign into your MIB User Account

Click the link below and enter your credentials (email and user account password).

<https://www.mib.com/useraccount/userservice/certificateinfo>



The screenshot shows a login form titled "Sign in to User Account". It contains two input fields: "Email" and "Password". Below the "Password" field is a "Sign in" button and a link for "Forgot your password?".

## STEP 2 - Obtain your Certificate Credentials

The system will display the certificate information necessary to retrieve the new certificate. If you already have one or more certificates, they will be displayed as valid.

Click on the Enrollment URL

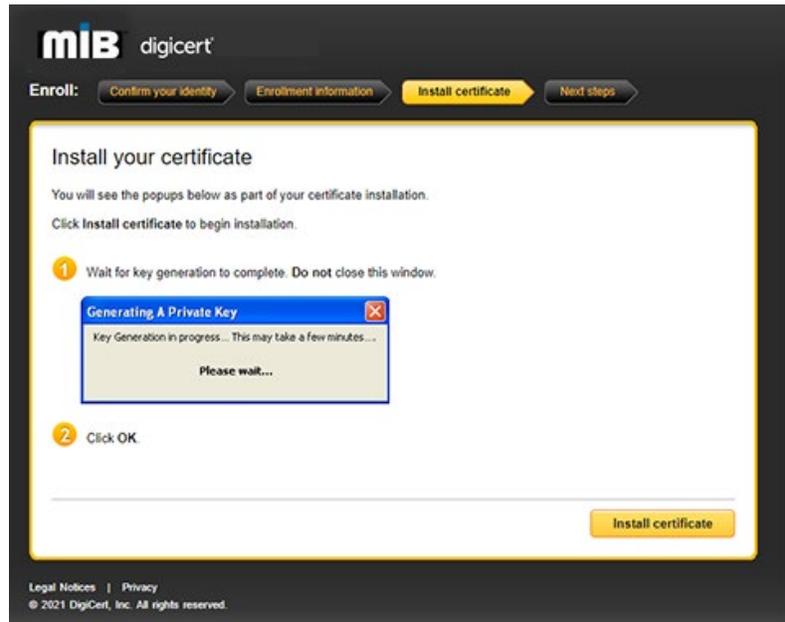


The screenshot displays "Certificate Information" with the following details:

- WEB-TERM Certificate**
- Current Certificate**
- User ID: XX7T3JUUAJ1A
- Expires On: Jan 8, 2022
- Server Certificates**
- Pending Certificate Request**
- User ID: YUW711288B996
- Enrollment Code: Y9BP0MKA83LZ
- Enrollment URL: <https://pki.symauth.com/certificate-service?x=1DhWtsRkBJ0HPMTuw>
- Current Certificate**

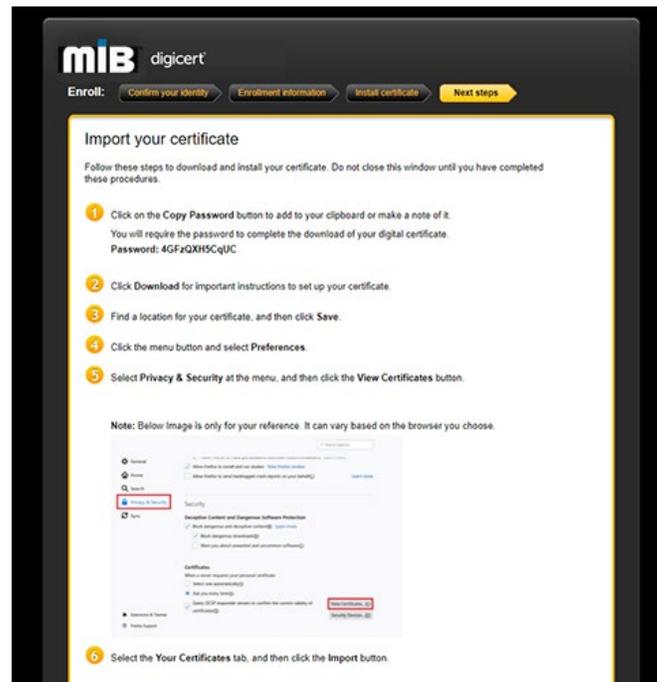
## STEP 3 - Install your certificate

Click the **Install certificate** button.

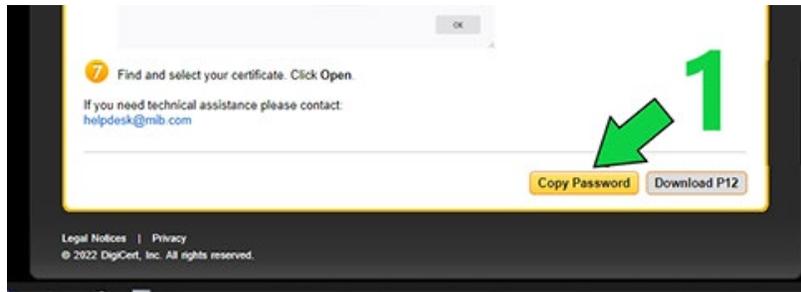


## STEP 4 - Begin the Certificate Import Wizard

After clicking on **Install certificate**, the member is brought to this page:

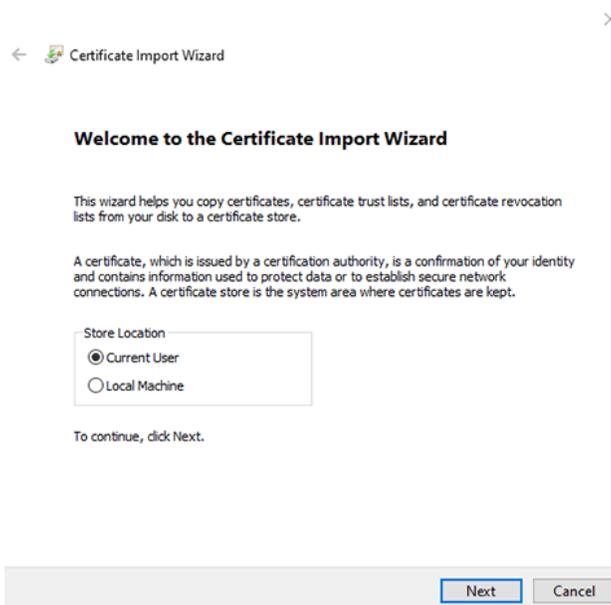


Scroll to the bottom and click on the buttons in this order:



## STEP 5 - Begin the Certificate Import Wizard

Then you can open the downloaded file, hitting next at each step and pasting the password you copied using button 1 above.



**File to Import**

Specify the file you want to import.

File name:

Browse...

Note: More than one certificate can be stored in a single file in the following formats:

Personal Information Exchange - PKCS #12 (.PFX, .P12)

Cryptographic Message Syntax Standard - PKCS #7 Certificates (.P7B)

Microsoft Serialized Certificate Store (.SST)

Next

Cancel

**Private key protection**

To maintain security, the private key was protected with a password.

Type the password for the private key.

Password:

Display Password

Import options:

- Enable strong private key protection. You will be prompted every time the private key is used by an application if you enable this option.
- Mark this key as exportable. This will allow you to back up or transport your keys at a later time.
- Protect private key using virtualized-based security(Non-exportable)
- Include all extended properties.

Next

Cancel

**Certificate Store**

Certificate stores are system areas where certificates are kept.

Windows can automatically select a certificate store, or you can specify a location for the certificate.

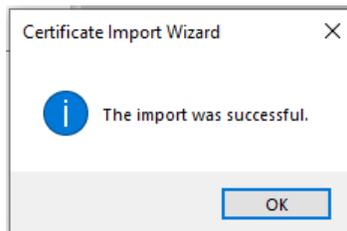
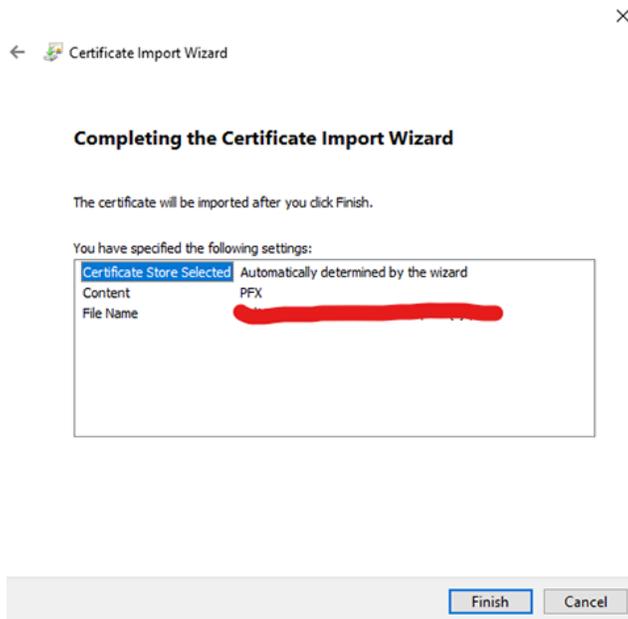
- Automatically select the certificate store based on the type of certificate
- Place all certificates in the following store

Certificate store:

Browse...

Next

Cancel



## STEP 6 - Access KnowledgeNow

Close **ALL BROWSER WINDOWS** before attempting to login to <https://www.knowledgenow.com>

**HelpDesk/Customer Service**  
call the Member 800 Number, option 1  
or  
e-mail [helpdesk@mib.com](mailto:helpdesk@mib.com)