

Here is the September installment of the new monthly communication from the InCommon Certificate Service. Typically, each month we highlight a frequently asked question from the list along with its corresponding responses as well as added notes from our team when needed.

This month we decided to share some important reminders about where to get information and support when you need it.

Please let us know if there is a question that you would like to see addressed in a future installment of The Latest from the List. In the meantime, please keep the great dialogue going on the list!

—Paul Caskey, Program Manager, InCommon Certificate Service

Question	Answer (Resource)
Where do I find the current status of the system as well as upcoming upgrades?	Visit the Sectigo status page . Be sure to click the “SUBSCRIBE” button at the top of the page (on the right) to sign up to receive operational information about upcoming outages and changes to Certificate Manager.
What if I need my password reset?	If you are an RAO and get locked out or forget your password, drop us a note through our web form for a reset. If you are a DRAO, please contact one of your organization’s RAOs.
How can I find out technical information about the different types of certificates offered?	Check out Cert Service wiki ; it contains this information. You can also reference the detailed set of guides Sectigo maintains for the Cert service.
Is there a way for me to share experiences, discuss possible system enhancements, and see how other campuses handle various	Send a message to cert-users@incommon.org . If you haven’t already, we encourage you to join the list .

Question	Answer (Resource)
issues and tasks?	
Is there a Sectigo Certificate Manager 21.11 UI Updates and Overview?	Watch this video .
What should I do if I am experiencing delays in issuing certificates or need to request expedited service?	File a ticket with Sectigo . You will need to provide your order number.
How do I get help with my API?	Review the multiple guides Sectigo provides for supporting API's into the Certificate Manager.
Who can assist me with Certificate Manager (CM) interface support?	<p>Submit a ticket or call telephone support (888-256-2608) available M-F 8 am - 8 pm ET.</p> <p>The caller must be listed as an RAO or DRAO for InCommon services.</p> <p>When calling, select Option 2 – Enterprise Solutions Support and then select Option 3 – Certificate Manager or Digital Certificate Support.</p>
What should I do if I am experiencing delays (beyond 24 hours) with Extended Validation (EV) Certificates or need to request expedited service?	<p>Submit a ticket or call 888-266-6361(available M-F, 8 am - 8 pm ET).</p> <p>When calling, choose option 2 and then option 2 when prompted.</p> <p>You will need to have your order number available.</p>