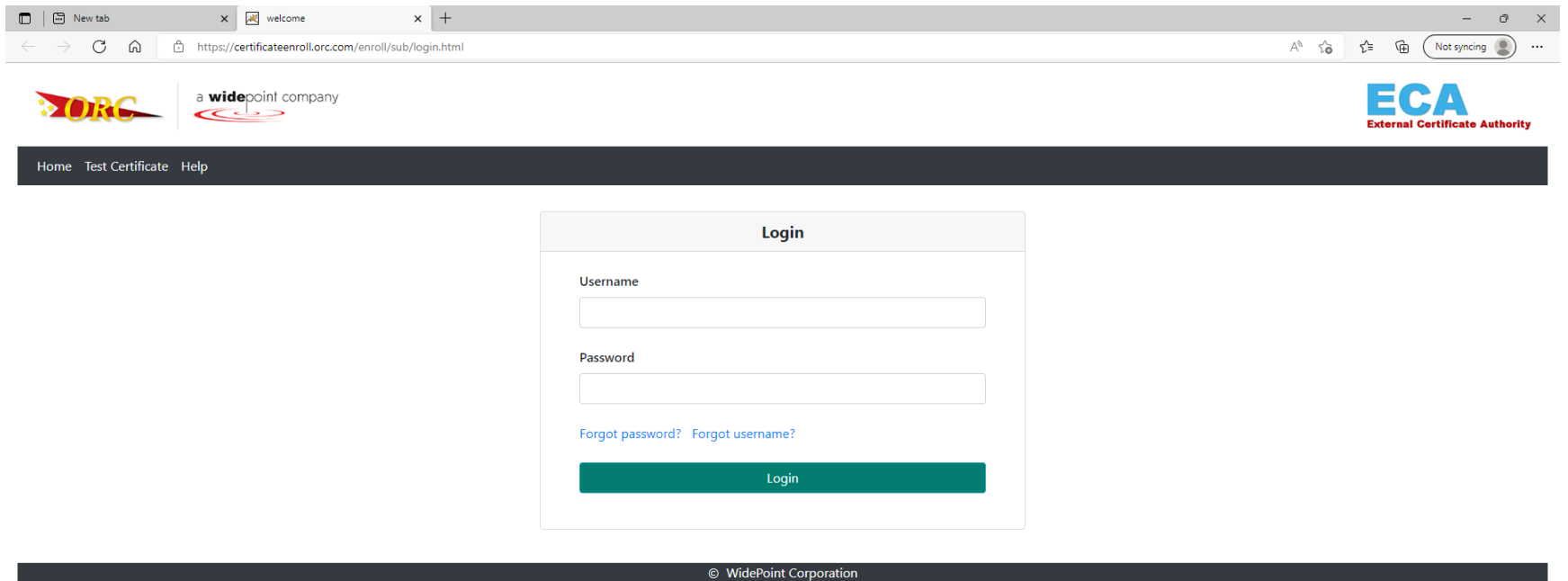


1. When you use the Edge Browser to download hardware-based certificates, Microsoft Defender throws a blocker to downloading the WidePoint Proprietary App that is required. These instructions allow you to work around that issue.
2. Open your Edge Browser, type <https://certificateenroll.orc.com/enroll/sub/login.html>, and strike the Enter Key.



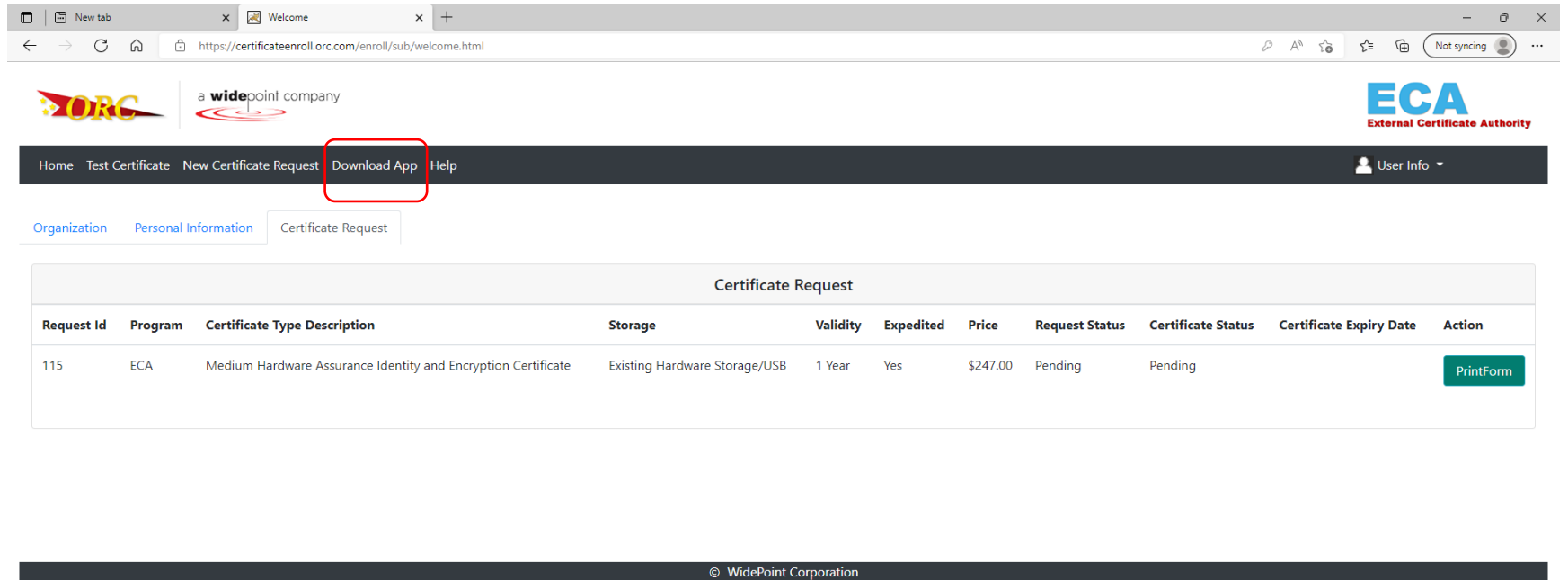
3. Login to your WidePoint – ORC Account with your Username and Password. You will see the below screen (please note you will have a different Request ID and may have a different Certificate Type Description).

The screenshot shows a web browser window with the URL <https://certificaterequest.enroll.orc.com/enroll/sub/welcome.html>. The page header includes the ORC logo (a widepoint company) and the ECA External Certificate Authority logo. A navigation bar contains links for Home, Test Certificate, New Certificate Request, Download App, and Help, along with a User Info dropdown. Below the navigation bar are tabs for Organization, Personal Information, and Certificate Request. The main content area displays a table titled "Certificate Request" with the following data:

Request Id	Program	Certificate Type Description	Storage	Validity	Expedited	Price	Request Status	Certificate Status	Certificate Expiry Date	Action
115	ECA	Medium Hardware Assurance Identity and Encryption Certificate	Existing Hardware Storage/USB	1 Year	Yes	\$247.00	Pending	Pending		PrintForm

At the bottom of the page, there is a footer with the text "© WidePoint Corporation".

4. Left-click the mouse button on the 'Download App' Link in the black menu bar.



The screenshot shows a web browser window with the URL <https://certificateenroll.orc.com/enroll/sub/welcome.html>. The page header includes the ORC logo (a widepoint company) and the ECA logo (External Certificate Authority). A black navigation bar contains the following links: Home, Test Certificate, New Certificate Request, **Download App** (highlighted with a red box), and Help. On the right side of the navigation bar, there is a 'User Info' dropdown menu. Below the navigation bar, there are three tabs: Organization, Personal Information, and Certificate Request. The main content area displays a table titled 'Certificate Request' with the following data:

Request Id	Program	Certificate Type Description	Storage	Validity	Expedited	Price	Request Status	Certificate Status	Certificate Expiry Date	Action
115	ECA	Medium Hardware Assurance Identity and Encryption Certificate	Existing Hardware Storage/USB	1 Year	Yes	\$247.00	Pending	Pending		PrintForm

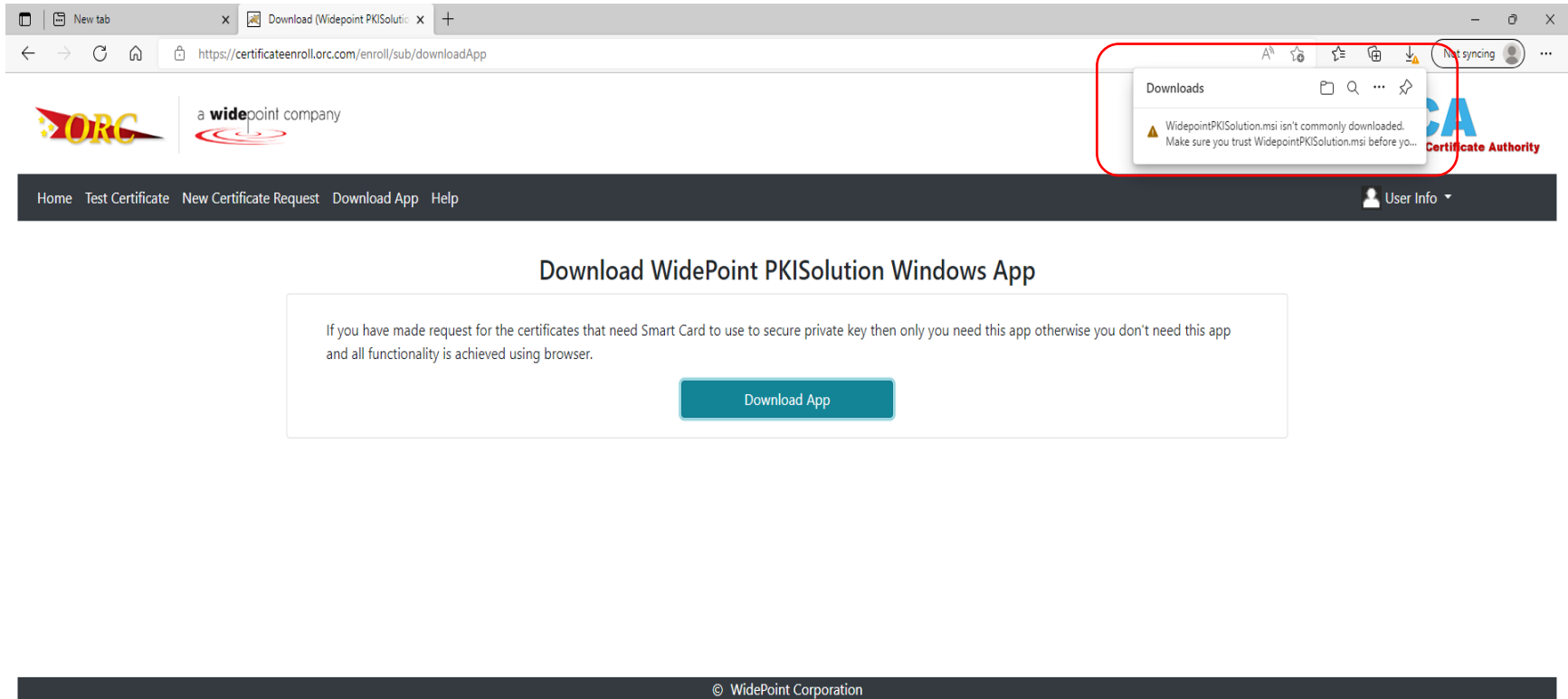
At the bottom of the page, there is a footer with the text '© WidePoint Corporation'.

5. Then, left-click the mouse button on the 'Download App' Button.

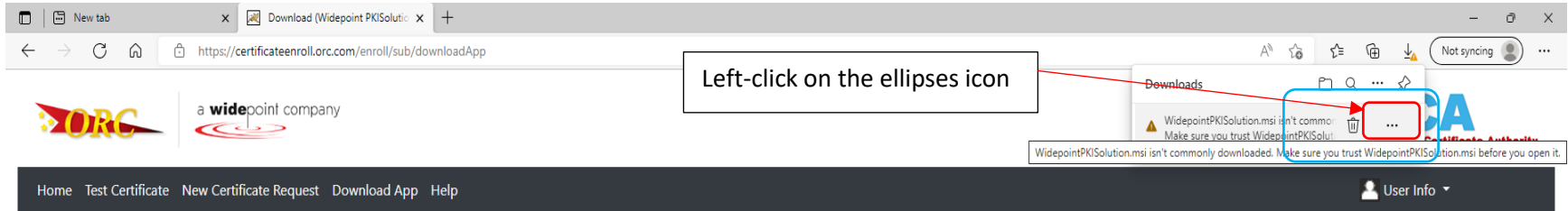
The screenshot shows a web browser window with the following elements:

- Browser Tab:** Download (Widepoint PKISolutio x +
- Address Bar:** <https://certificatereenroll.orc.com/enroll/sub/downloadApp>
- Logos:** ORC (with a red arrow), a widepoint company logo, and ECA External Certificate Authority.
- Navigation Menu:** Home, Test Certificate, New Certificate Request, Download App, Help. A user profile icon labeled "User Info" is on the right.
- Section Header:** Download WidePoint PKISolution Windows App
- Text Box:** If you have made request for the certificates that need Smart Card to use to secure private key then only you need this app otherwise you don't need this app and all functionality is achieved using browser.
- Button:** A green button labeled "Download App" is highlighted with a red rectangular border.
- Footer:** © WidePoint Corporation

6. You should get a warning downloads message from Microsoft Defender Solutions like the one shown below.



- 7. Hover your cursor over the message itself to reveal a pop-up with a trash icon for delete and the ellipses icon (ie, three dots) as shown below. Left-click the mouse button on the ellipses icon.



Download WidePoint PKISolution Windows App

If you have made request for the certificates that need Smart Card to use to secure private key then only you need this app otherwise you don't need this app and all functionality is achieved using browser.

[Download App](#)

8. You will get a drop-down menu. Select 'Keep' from that drop-down menu.

The screenshot shows a web browser window with the URL <https://certificatereenroll.orc.com/enroll/sub/downloadApp>. The page header includes the ORC logo and the text "a widepoint company". The navigation menu contains "Home", "Test Certificate", "New Certificate Request", "Download App", and "Help". The main heading is "Download WidePoint PKISolution Windows App". Below the heading, there is a text block: "If you have made request for the certificates that need Smart Card to use to secure private key then only you need this app otherwise you don't need this app and all functionality is achieved using browser." and a green "Download App" button. A Windows Security notification is displayed over the page, stating "WidepointPKISolution.msi isn't common. Make sure you trust WidepointPKISolu...". A context menu is open over the notification, with the "Keep" option highlighted in red. The Windows taskbar at the bottom shows the search bar and several open applications including Download, Firefox, and others. The system tray shows the time as 5:04 PM on 5/28/2022.

9. You will get the pop-up screen shown below. Left-click the mouse button on 'Show more.'

The screenshot shows a web browser window with the address bar displaying `https://certificateenroll.orc.com/enroll/sub/downloadApp`. The page header includes the ORC logo and the text "a widepoint company". A navigation menu contains "Home", "Test Certificate", "New Certificate Request", "Download App", and "Help". The main heading is "Download WidePoint PKISolution Windows App". Below this, a text box states: "If you have made request for the certificates that need Smart Card to use to secure private key then only you need this app otherwise you do not need this app and all functionality is achieved using browser." A green "Download App" button is centered below the text. A Windows SmartScreen warning pop-up is overlaid on the right side of the page. The pop-up title is "Make sure you trust WidepointPKISolution.msi before you open it". The warning text reads: "Microsoft Defender SmartScreen couldn't verify if this file is safe because it isn't commonly downloaded. Make sure you trust the file you're downloading or its source before you open it." The pop-up lists the file name as "WidepointPKISolution.msi" and the publisher as "US, Virginia, Fairfax, WidePoint Cybersecurity Solutions Corporation, WidePoint Cybersecurity Solutions Corporation". A "Show more" link with a dropdown arrow is highlighted with a red box. At the bottom of the pop-up are "Delete" and "Cancel" buttons. The footer of the page contains the copyright notice "© WidePoint Corporation". The Windows taskbar at the bottom shows the search bar, task view, and several open applications including Firefox, Outlook, and a file explorer window. The system tray shows the time as 5:10 PM on 5/28/2022.

10. You will get drop-down list. Select 'Keep anyway.'

The screenshot shows a web browser window with the address bar displaying <https://certificateenroll.orc.com/enroll/sub/downloadApp>. The page header includes the ORC logo and the text "a widepoint company". A navigation menu contains "Home", "Test Certificate", "New Certificate Request", "Download App", and "Help". The main heading is "Download WidePoint PKISolution Windows App". Below this, a text box states: "If you have made request for the certificates that need Smart Card to use to secure private key then only you need this app otherwise you do not need this app and all functionality is achieved using browser." A green "Download App" button is centered below the text.

A SmartScreen warning dialog box is overlaid on the right side of the browser window. The dialog title is "Make sure you trust WidepointPKISolution (1).msi before you open it". The main text reads: "Microsoft Defender SmartScreen couldn't verify if this file is safe because it isn't commonly downloaded. Make sure you trust the file you're downloading or its source before you open it." Below this, the file details are listed: "Name: WidepointPKISolution (1).msi", "Publisher: US, Virginia, Fairfax, WidePoint Cybersecurity Solutions Corporation, WidePoint Cybersecurity Solutions Corporation". At the bottom of the dialog, there is a "Show less" link, a "Keep anyway" button (highlighted with a red rectangle), a "Report this app as safe" link, and a "Learn more" link. At the very bottom of the dialog are "Delete" and "Cancel" buttons.

The Windows taskbar at the bottom of the screen shows the search bar with "Type here to search", several open application windows (Download, Firefox, etc.), and the system tray with the date and time "5:12 PM 5/28/2022".

11. Select 'Open File' to open the file and run it to complete the download of the App (or you can go to your downloads folder under Files Explorer to open and run the file); follow the instructions on the screens. You need to complete this before selecting 'Get Cert.'

Download (Widepoint PKISolutio... x +

https://certificateenroll.orc.com/enroll/sub/downloadApp

ORC a widepoint company

Home Test Certificate New Certificate Request Download App Help

Download WidePoint PKISolution Windows App

If you have made request for the certificates that need Smart Card to use to secure private key then only you need this app otherwise you don't need this app and all functionality is achieved using browser.

Download App

© WidePoint Corporation

Downloads

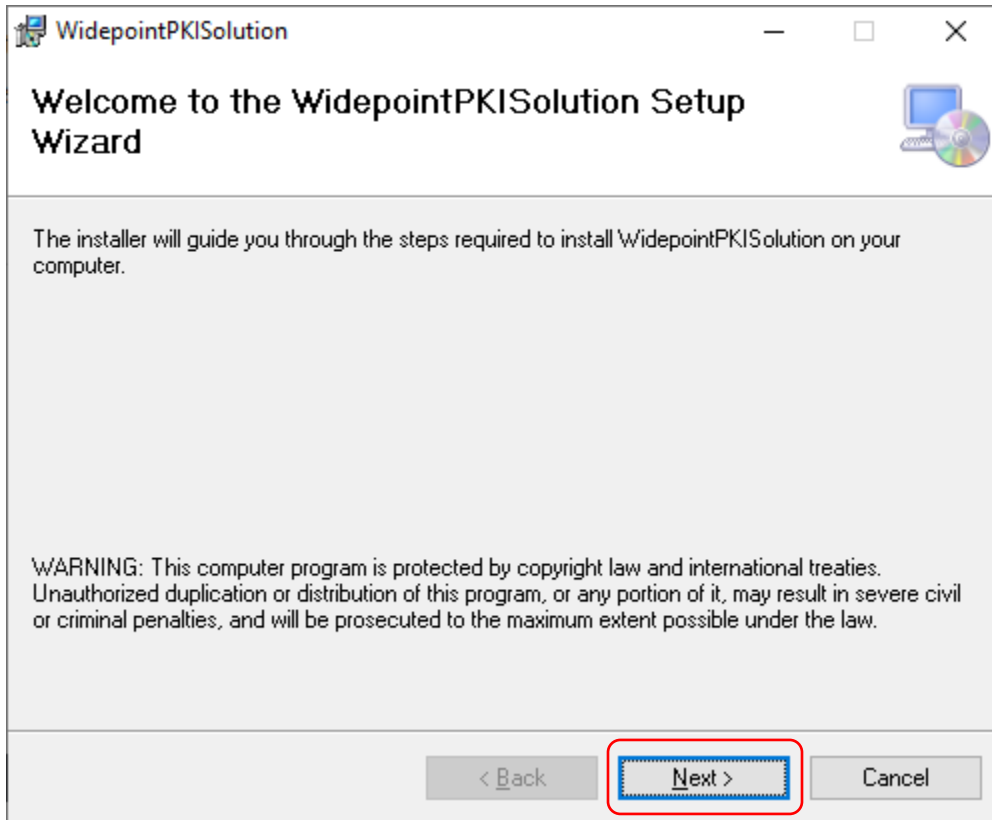
WidepointPKISolution.msi

Open file

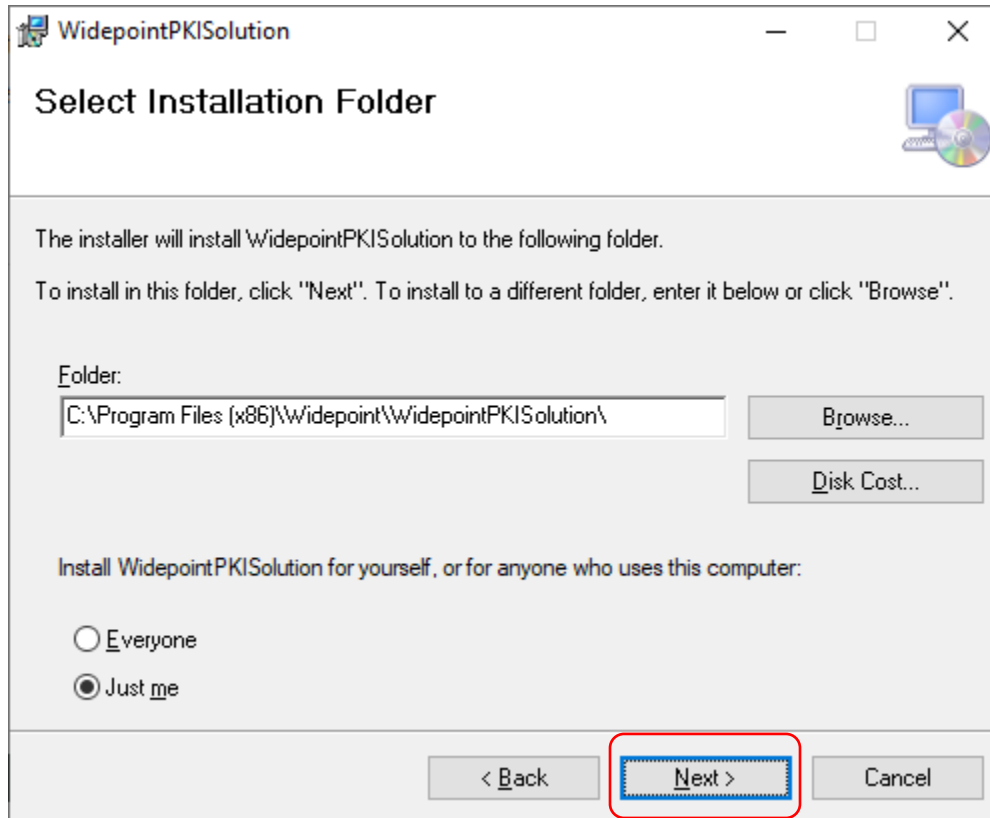
See more

5:20 PM 5/28/2022

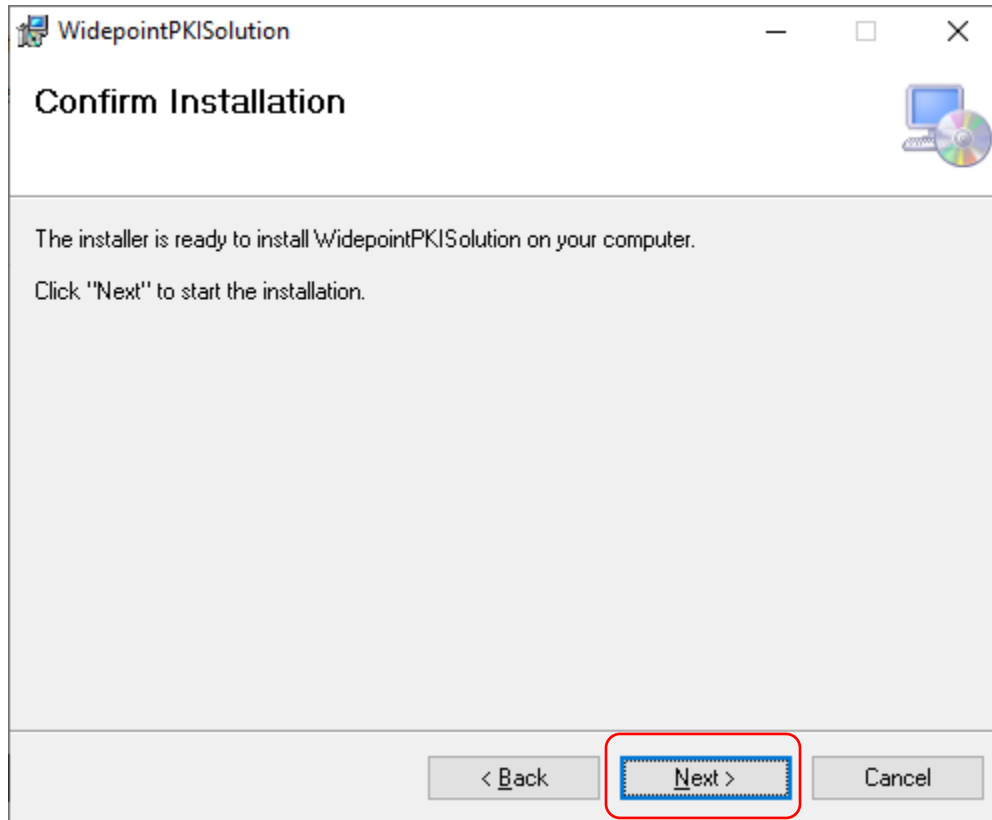
12. Left-click the mouse button on 'Next' in the Welcome to the WidePointPKISolution Setup Wizard.



13. You can leave all the default settings in place and click 'Next.'



14. Left-click the mouse button on 'Next' in the Confirm Installation Screen.



15. Click 'Yes' if you get prompted with a User Account Control Screen asking if you want to allow it.
16. You should get an Installation Complete Screen. Left-click the mouse button on 'Close' to exit.

