5 EASY STEPS TO VALIDATION

Follow this to easily navigate the organization validation process and activate your green padlock and HTTPS security indicators.

1 Organization Authentication

Symantec must make sure your business is real. Your legal entity name must be registered and active within your country/state and match your enrollment. If using a trade name, assumed name or DBA; make sure all fictitious registration filings are also up-to-date.

PREFERRED METHOD
The easy & fastest way

Online Government Database – Symantec looks at the official website of your country/state that publically displays your business entity registration status. Everything must match enrollment details exactly. ✔

ALTERNATIVE METHODS
If you can't do preferred way

- Official Registration Documents - Symantec will accept business registration documents (i.e. Articles of Inc., Chartered License, DBA Statement) that were issued from your local government.
- Dun & Bradstreet – Symantec can use a comprehensive DUNS Credit Report to verify specific details associated with the business entity.
- Professional Opinion Letter – If your business entity registration details are not publically available, you can have your legal counsel or professional/charted accountant verify by signing a letter. This will also satisfy steps 1-4.

COMMON ISSUES
These result in delays

- Submitted wrong business name.
- Official registration details are outdated/expired.
- Fails to complete any alternative methods.
- Refusal to pay more for legal/accountant signature on letter. ✖ ⚠

2 Locality Presence

Symantec needs to verify the legal entity has a physical presence within the registered country/state. Symantec does not need to verify the street address (i.e. 350 Ellis St); just the locality/city (i.e. Mountain View, CA).

ALTERNATIVE METHODS
If you can't do preferred way

- Official Registration Documents - Symantec will accept business registration documents (i.e. Articles of Inc., Chartered License, DBA Statement) that were issued from your local government.
- Dun & Bradstreet - Symantec can use a comprehensive DUNS Credit Report to verify he physical address associated with your business entity.
- Professional Opinion Letter – If your physical address is not publically available, you can have your legal counsel or professional/charted accountant verify by signing a letter. This will also satisfy steps 1-4. ⚠

PREFERRED METHOD
The easy & fastest way

Online Government Database – Symantec looks at the official website of your country/state that publically displays your business entity physical address. Everything must match enrollment details exactly. ✔

COMMON ISSUES
These result in delays

- Some gov't databases or registration docs (i.e. Delaware) do not list business's address.
- Dun & Bradstreet displays outdated entity details.
- Refusal to pay more for legal/accountant signature on letter.
- Entity is registered through a third-party agency (i.e. offshore) and applicant can't verify physical presence. ✖

3 Telephone Verification

You must have an active telephone phone number listing that's verifiable by an acceptable telephone directory online. Listings must display the EXACT same verified business name and physical address.

PREFERRED METHOD
The easy & fastest way

Online Government Database – Symantec looks at the official website of your country/state that publically displays your telephone number. ✔

COMMON ISSUES
These result in delays

- Majority of online gov't databases don't display telephone numbers.
- Telephone listings in third-party directories or Dun & Bradstreet display outdated entity details or telephone numbers.
- Applicants refuse to publically display company phone number temporarily.
- Refusal to pay more for legal/accountant signature on letter. ✖

ALTERNATIVE METHODS
If you can't do preferred way

- Third-Party Directory - Symantec can use an existing or new telephone listing in acceptable directories (i.e. Yellow Pages, Scoot, 192.com) as long as the verified business details are the same.
- Professional Opinion Letter – If your telephone number is not publically available, you can have your legal counsel or professional/charted accountant verify by signing a letter. This will also satisfy steps 1-4. ⚠

4 Domain Verification

You must prove ownership of the domain(s) submitted with the order.

http://domain

ALTERNATIVE METHODS
If you can't do preferred way

- Update WHOIS record - If details are outdated or privacy is enabled, you can update the record and request Symantec to check details again.
- Proof of Right Email - This email can be sent to the WHOIS registrar email address or one of the 5 pre-approved email addresses (i.e. admin@, administrator@, webmaster@, hostmaster@, postmaster@)
- Professional Opinion Letter – If your details can't been seen or updated, you can have your legal counsel or professional/charted accountant verify by signing a letter. This will also satisfy steps 1-4. ⚠

PREFERRED METHOD
The easy & fastest way

WHOIS - This database displays domain registrar information and the record must be publically available and display the verified business name with corporate identifier (if applicable) and physical address. ✔
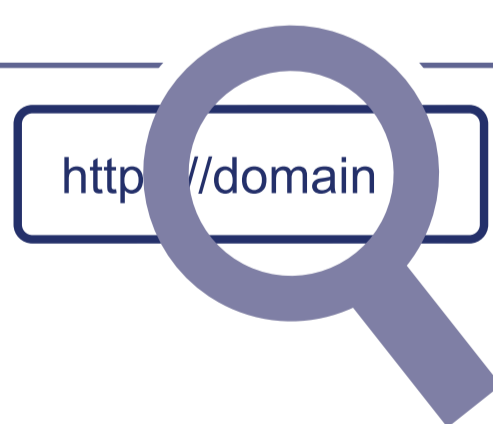
COMMON ISSUES
These result in delays

- Cannot update the WHOIS record or create an accepted alias email.
- Do not have access to the server to upload a text file.
- Refusal to pay more for legal/accountant signature on letter. ✖

5 Final Verification Call

Symantec must speak with you or the specified applicant (site admin) using the verified business telephone number to confirm the order details.

PREFERRED METHOD
The easy & fastest way

Verified Business Telephone Number – This is the telephone number pulled from an acceptable telephone resource used to call you directly. ✔

COMMON ISSUES
These result in delays

- Unable to answer the telephone during normal operating hours.
- No operator or colleague to transfer/provide alternative telephone number to be reached at. ✖

ALTERNATIVE METHODS
If you can't do preferred way

- Extension or IVR - If the verified telephone number is not the applicant's direct line, Symantec can enter an extension (if provided) or follow an IVR to connect directly to you.
- Transfer or Alternative Telephone Number - If the verified telephone number is not the applicants direct line, Symantec can either be transferred or obtain another telephone number from a colleague after initiating the call using the verified telephone number. ⚠