PTC Enroll Mobile

User Guide

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Contact

Postal Technology Centre - Universal Postal Union Weltpoststrasse 4, 3015 Bern - Switzerland

Phone: +41 31 350 31 11

Service Desk Portal: https://support.upu.int

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Table of contents

About this document 4
- Intended audience 4
- How to use this manual 4

Introduction 5
- The PTC Enrollment suite 5
- Users 5
- Certificate request status 6

Prerequisites 7
- PTC Enrollment suite components 7
- Mobile device specifications 7
- Additional mobile device requirement 7

Enroll your mobile devices 9
- Install the PTC Enroll Mobile application 9

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About this document

Intended audience

This guide is for system administrators or staff of postal operators who are responsible for installing the PTC Enroll Mobile application on their mobile devices, and for using the application to request and install certificates. Enrollment authorizes the devices and grants them secured access to the PTC APIs, web services, and web applications.

How to use this manual

This guide describes how to install and use PTC Enroll Mobile. For:

- an overview of the PTC Enrollment suite, "Introduction" on the next page.
- information on installing PTC Enroll Mobile and enrolling your mobile devices, "Enroll your mobile devices" on page 9.

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Introduction

The PTC Enrollment suite

The PTC Enrollment suite manages the process of client enrollment for any PTC website or PTC web API, from the moment a client submits a certificate request until its approval or rejection. It reuses the existing PTC Certificate Authority (CA) infrastructure and supports enrollment requests from workstations, servers, or mobile devices. The PTC Enrollment suite consists of the following applications:

- **PTC Enroll Client**: The application that clients install and run on their workstations/servers to submit certificate requests and install certificates on their workstations/servers, or request certificates for other servers.
- **PTC Enroll Mobile**: The application that clients install and run on their mobile devices to submit certificate requests and install certificates.
- **PTC Enrollment**: The web application that the Enrollment Manager of the organization uses to manage all enrollment requests coming from workstations or mobile devices in their organization. Using this application, the enrollment manager approves or rejects enrollment requests, or revokes existing enrollments. PTC Enrollment is also used by the PTC Administrator to manage the enrollment of Enrollment Managers and server enrollment requests from all organizations.

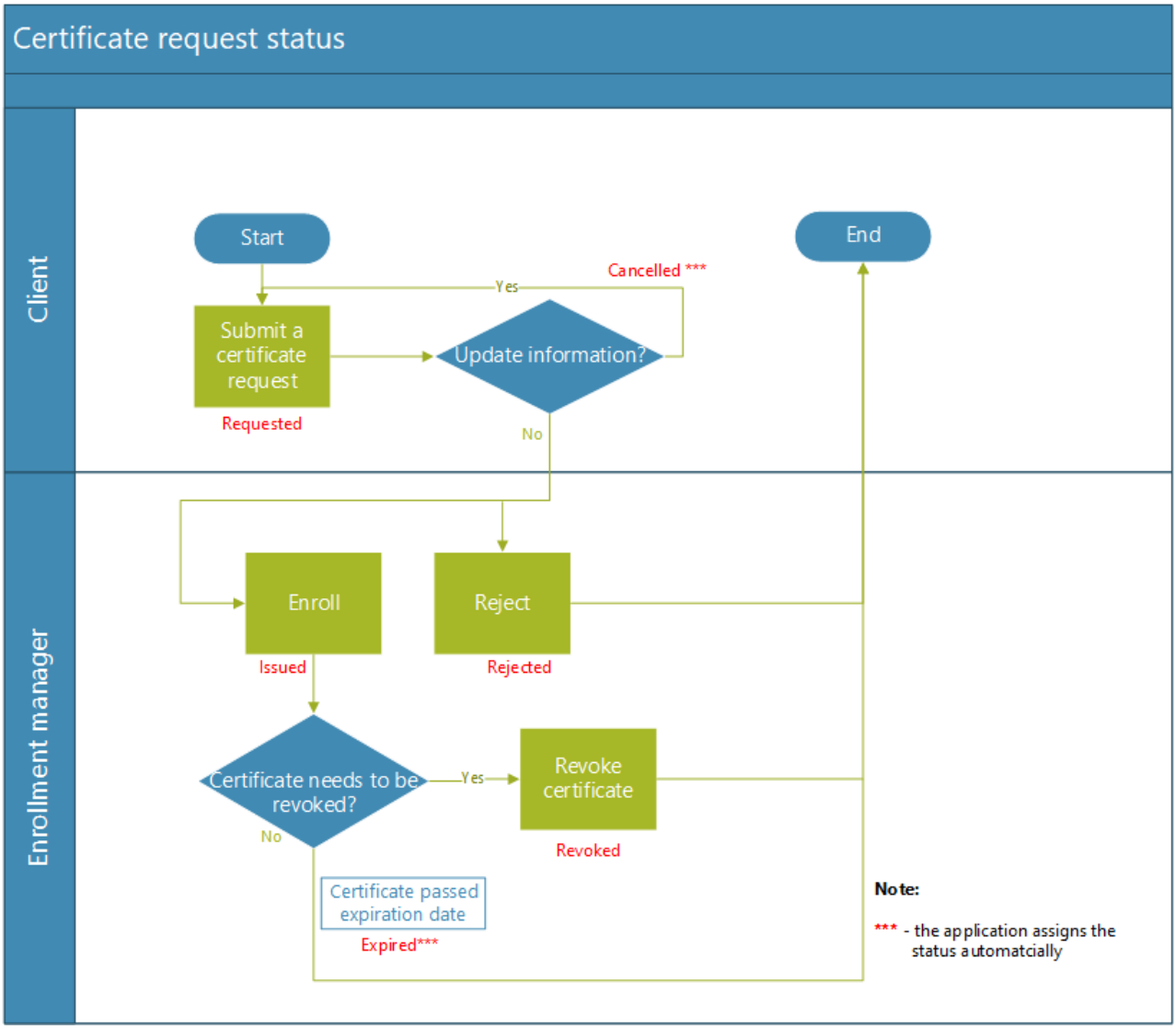
Users

Users of the PTC Enrollment suite consist of the following:

User type	Description
Client	Organization employee who submits a certificate request for enrolling their workstation/server, another server from their organization, or their mobile devices.
DO Enrollment Manager	Organization employee who manages all certificate enrollment requests coming from workstations or mobile device in their organization using PTC Enrollment. This person is associated only with a specific organization and cannot view another organization's enrollment information.
PTC Enrollment Manager	PTC employee who issues the user certificate for the DO Enrollment Manager, manages, approves, or rejects all server enrollment certificate requests from any organization, configures the PTC Enroll Client installation files, and has access to all functions of the PTC Enrollment suite. As server requests require a higher level of security validation, these server request enrollments remain under PTC responsibility.

Certificate request status

The following workflow describes how a certificate is processed.



There is no 'Cancel' option for a certificate request that has been submitted and whose status is 'Requested'. When the user wants to update some details in a submitted request, the user can send a new request. PTC Enrollment automatically cancels the previous request and assigns it with the status, 'Cancelled'.

Prerequisites

This chapter describes the PTC Enrollment components and the mobile device requirements to fulfill before installing PTC Enroll Mobile.

PTC Enrollment suite components

The following table lists the components of PTC Enrollment.

	Software components	Description
Applications	PTC Enroll Client	Windows application used to request and download certificates for user's own workstation/server and to request certificates for another server.
	PTC Enrollment	Web application used to manage all certificate requests from workstations, servers, or mobile devices.
	PTC Enroll Mobile	Mobile application used to request certificates and enroll mobile devices.

Mobile device specifications

Hardware	Screen size: Minimum 4.3 inches; 7 inches or larger recommended
Operating system/software	Android 5.0 (API level 21) and later until Android 15 (API level 35)
	Network access: Wi-Fi/GPRS (mobile data)

Additional mobile device requirement

On the Google Play Store, search for the PTC Enroll app and install it: https://play.google.com/store/apps/details?id=ptc.enroll.

For designated operators utilizing the PTC Enroll Mobile app to access IFS Mobile and other financial service applications developed by the UPU, it is recommended to consult the International Telecommunication Unit (ITU) Digital Financial Services Mobile Application Security Best Practices

available at https://www.itu.int/en/ITU-T/dfs/seclab/Documents/DFS%20Mobile%20Application%20Security%20Best%20practices.pdf

Enroll your mobile devices

Install the PTC Enroll Mobile application

If an older version of PTC Enroll Mobile exists on your mobile device, you must uninstall it.

Procedure

1. On the Google Play Store, search for the PTC Enroll app and install it: https://-play.google.com/store/apps/details?id=ptc.enroll.
2. When the installation process ends, tap **OPEN**. The **Settings** window is displayed.



3. Specify values for the following:

   Enrollment password: Set a unique password for your device; this password is used to authorize installed PTC applications to access the certificate of the mobile device. The password must be at least eight characters long, containing a combination of letters, numbers and special characters. Keep the password safe and secure, and do not share it with any unauthorized personnel.

   Settings URL: Type or paste the URL provided to your organization by the PTC in this field. The pre-production settings URL has the format:

   http://enroll.preprod.ptc.post/MobileXXX/settings.xml where XXX is the three-letter operator code, for example, FRA.

   Similarly, the production settings URL for PTC Enroll would be http://enroll.ptc.post/MobileXXX/settings.xml

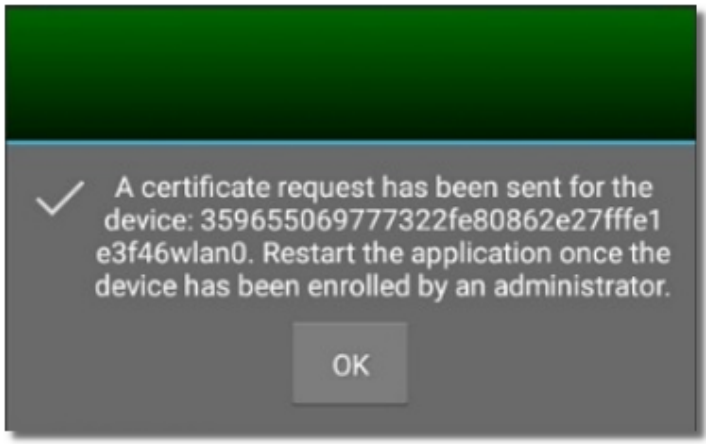
4. Tap **CONFIRM**. The Certificate Request window appears. The information collected in this screen helps the enrollment manager to identify the enrollment request. PTC Enroll Mobile displays the country based on the value defined in the Settings file. You must fill in values for all the fields in the screen, as follows.

   - Country
   - State/Province
   - Locality/City
   - Email

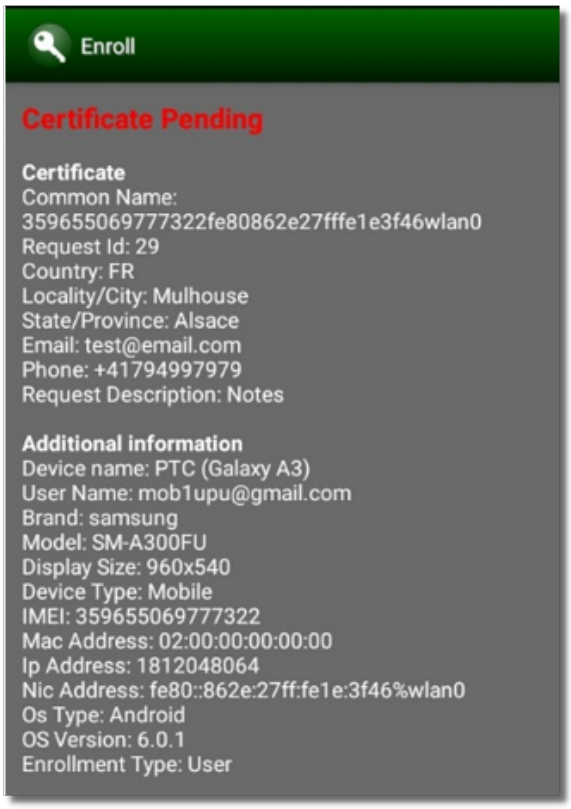
- Phone
- Request Description (Enter information about the request to help the PTC Enrollment Manager identify and approve it easily.)



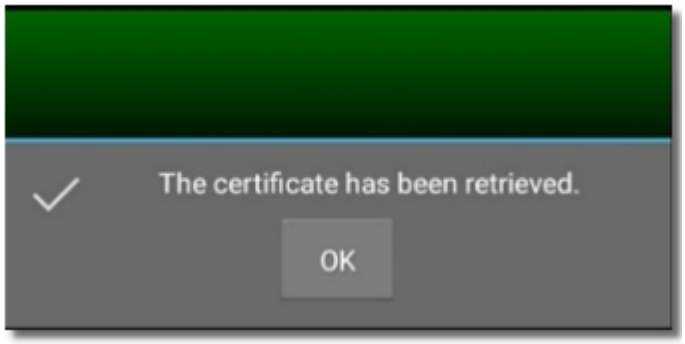
5. Click **SUBMIT**. PTC Enroll Mobile displays a confirmation message.



6. Click **OK**. Details of the certificate request submitted are displayed.



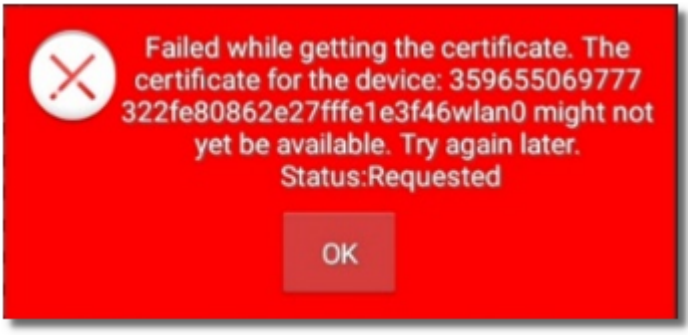
7. Communicate the **Request id** to the Enrollment Manager. Often, the enrollment manager for the web workstations and mobile devices is the same. It may take sometime for the Enrollment Manager to approve the request from the PTC Enrollment web application.
8. After the enrollment has been approved, launch PTC Enroll Mobile. PTC Enroll Mobile retrieves the certificate and installs it.



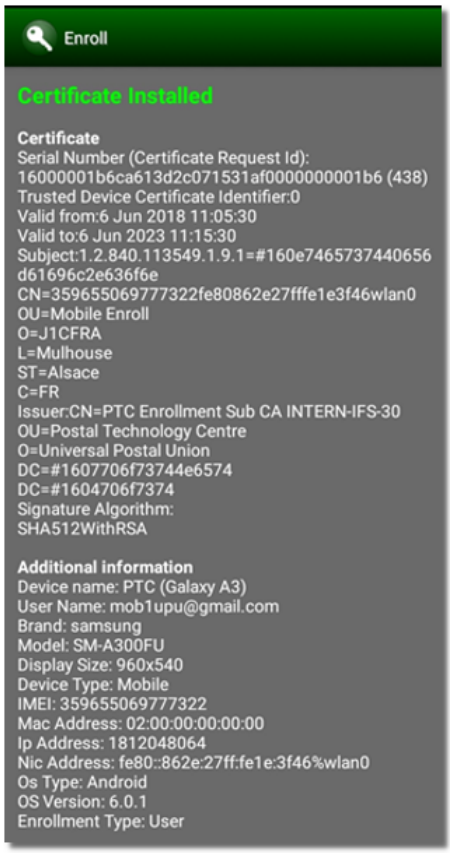
If the enrollment is rejected, PTC Enroll Mobile displays a rejection message.



However, if the certificate has not been issued yet, PTC Enroll Mobile displays a message asking you to check again later.



9. Click **OK**. PTC Enroll Mobile displays the details of the retrieved certificate.



Your certificate is now installed. You are now ready to install or use PTC mobile applications from this device.