

# M-PESA CERTIFICATE

Instructions on applying and installing a digital M-PESA certificate

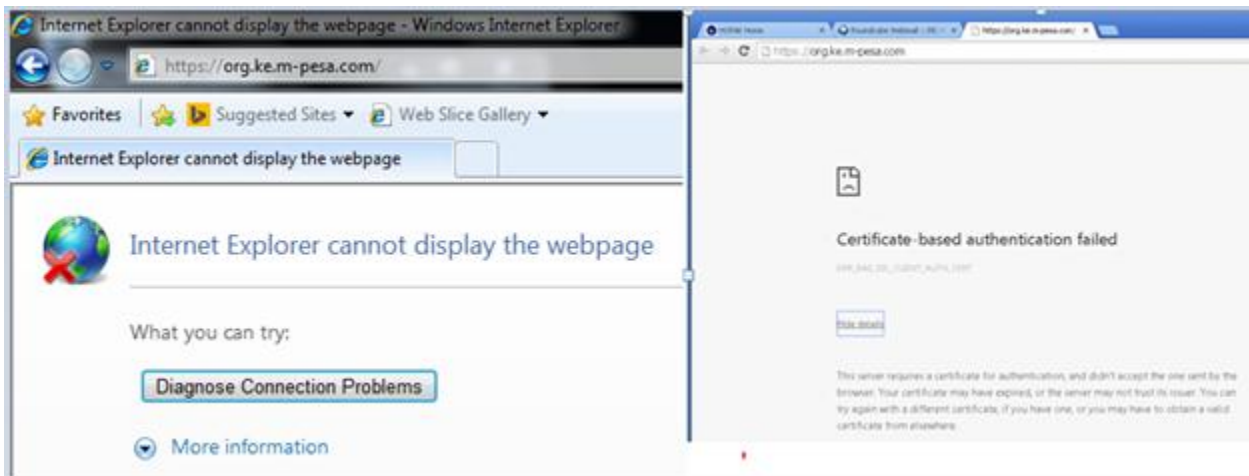


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## INTRODUCTION:

- ❖ The live M-PESA website URL is <https://org.ke.m-pesa.com>
- ❖ This website is **ONLY** currently accessible on **Internet explorer, Google Chrome or Safari** Browsers.
- ❖ M-PESA Website is certificate based, this means that to be able access it, one is required to have an M-PESA digital certificate installed on the computer they are using.
- ❖ If you need to Login to M-PESA from a different PC at any time, you will require a separate certificate installed on that PC. Follow the process outlined below on each PC to have certificate installed on them. You can install the certificate on as many machines as possible
- ❖ The certificate can **ONLY** be applied and installed on windows operating system.
- ❖ Each Certificate is Valid for 2 years from the time it has been installed unless the computer has been formatted. Certificate application and installation is free and not charged.
- ❖ If the Windows PC you are using does not have an M-PESA certificate installed, you will receive the following error prompt when you try to access M-PESA website.

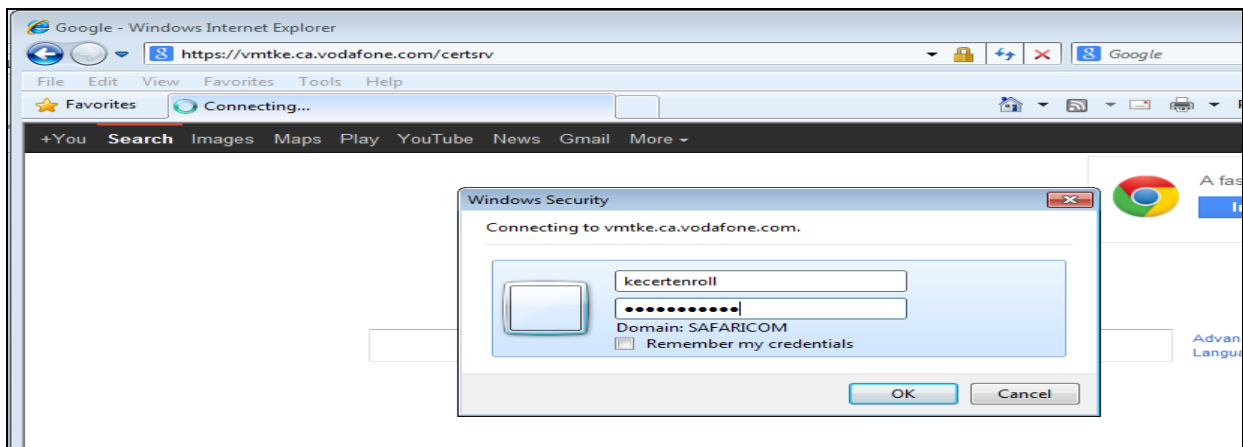


# CHAPTER 1: APPLYING FOR A CERTIFICATE

1.0 Using **Internet Explorer**, open <https://vmtke.ca.vodafone.com/certsrv>

1.1 A pop-up requesting for a username and password input will appear as shown below to access the Certificate Authority Website.

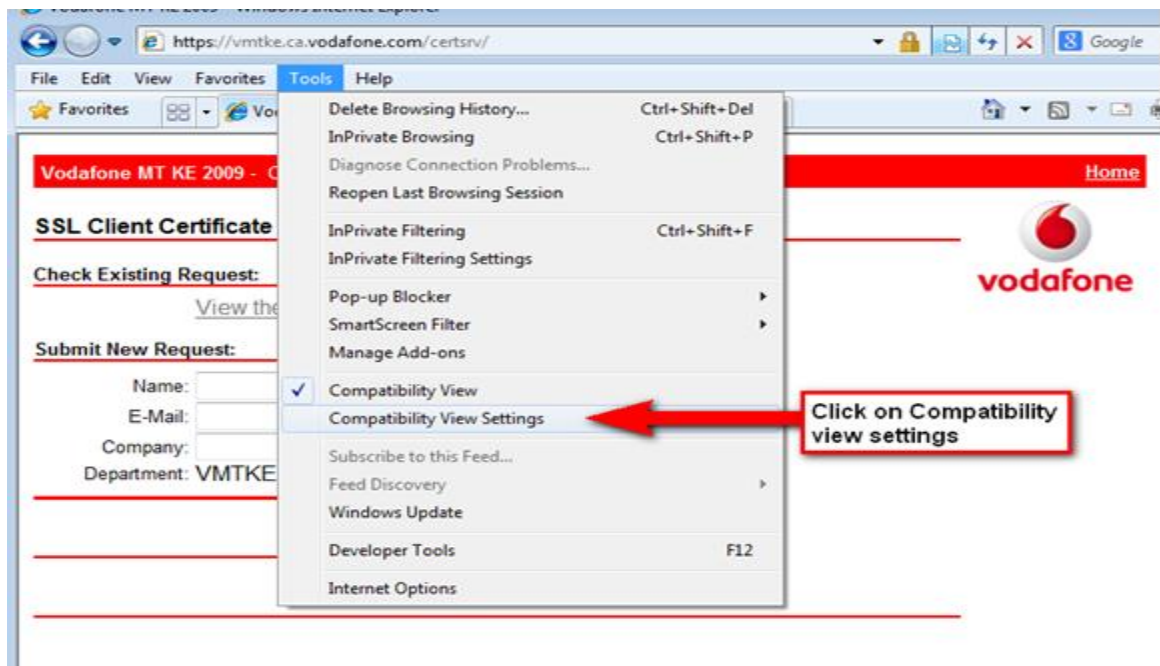
- a) **Username:** keccertenroll
- b) **Password:** xxxxx (This Password is Reset every week, to get the latest one, send an email to [M-PESABusiness@safaricom.co.ke](mailto:M-PESABusiness@safaricom.co.ke) or call 0722002222)



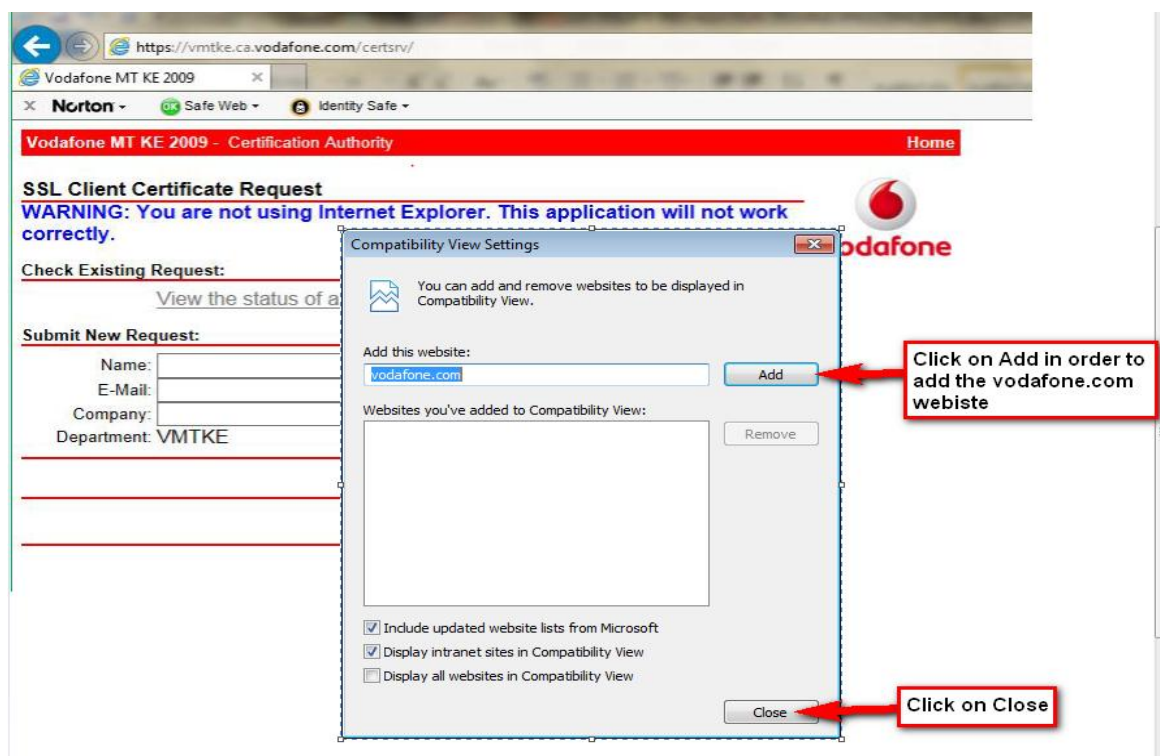
## NOTE: Having trouble with Login ☹?

- ❖ If you are unable to login to the site using the default account, select **“Use another account”** and type the login credentials.
- ❖ Ensure the date and time settings in your computer are correct.
- ❖ DON'T tick **“Remember my credentials”** option as the password changes weekly
- ❖ You can type in the password, if the password has special characters like #,\$%, be keen to confirm on your keyboard where these keys are as keyboard versions vary.
- ❖ If you are copy pasting, be keen to ensure you don't copy a space after the password as that will amount to an extra character.
- ❖ If you input wrong password severally, it will time out and you get **“You are not authorized to view this page”** error. If you do, just reload the page and retry.
- ❖ If all of above is correct and you still cannot log in, you could have selected the **“remember my credentials”** hence it's remembering a wrong password. To resolve the issue, click **Start > Control Panel > Credential Manager>In the Credential Manager>Go to Windows Credentials category The Vodafone website will be listed there>Click on it to expand and then click on “Remove from Vault” to delete the saved password. Once done, try to log on again.**

Once successfully logged in, the First step is to ensure that the certificate web site is added in the compatibility view settings. This is available via the tools menu as shown below;



On the dialog pop up window that appears, proceed as shown below.



1.2 You will then be directed to the homepage of the Managed Services, Vodafone MT Certificate Authority as shown below.

The screenshot shows the Vodafone MT KE 2009 - Certification Authority website. The page has a red header with the text "Vodafone MT KE 2009 - Certification Authority" and a "Home" link. Below the header is the "SSL Client Certificate Request" section. It includes a "Check Existing Request:" link and a "Submit New Request:" form. The form has fields for Name, E-Mail, Company, and Department (pre-filled with VMTKE). A "Submit >" button is at the bottom of the form. Overlaid on the right is a "Web Access Confirmation" dialog box. The dialog box contains a warning icon and text: "This Web site is attempting to perform a digital certificate operation on your behalf: https://vmtke.ca.vodafone.com/certsrv/". It also states: "You should only allow known Web sites to perform digital certificate operations on your behalf. Do you want to allow this operation?". There are "Yes" and "No" buttons at the bottom of the dialog box. A red arrow points to the "Yes" button.

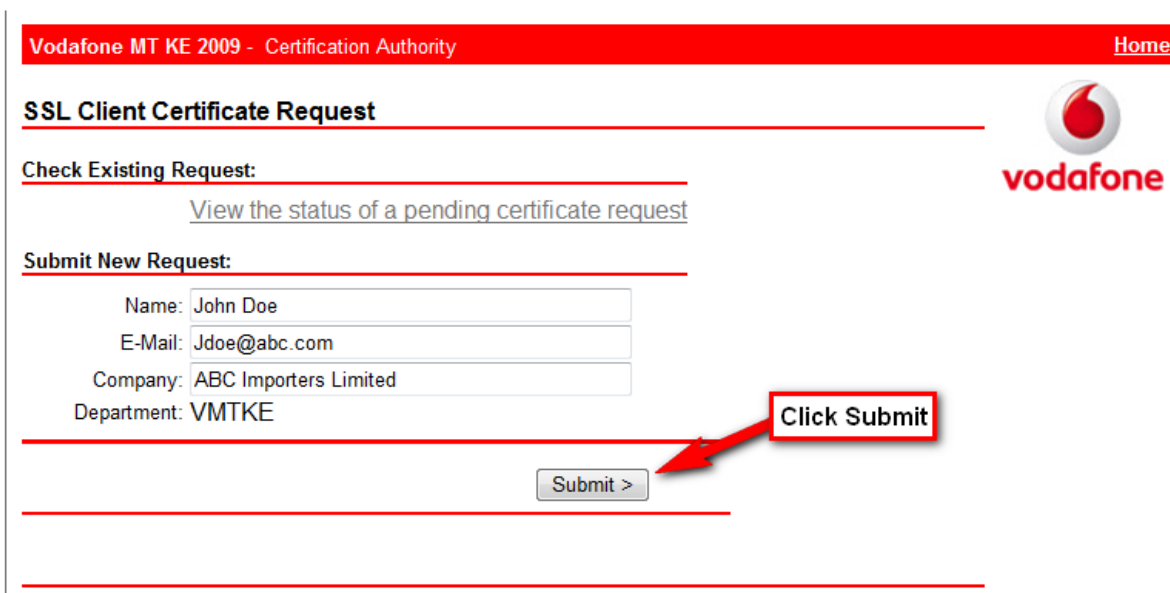
Click on „yes“, as shown.

1.3 To request for a new certificate, fill in the following details in the form as shown below; **your certificate application shall be denied if you fill incorrect or invalid details e.g. a single name, invalid email or incorrect organization name.**

The screenshot shows the Vodafone MT KE 2009 - Certification Authority website. The page has a red header with the text "Vodafone MT KE 2009 - Certification Authority" and a "Home" link. Below the header is the "SSL Client Certificate Request" section. It includes a "Check Existing Request:" link and a "Submit New Request:" form. The form has fields for Name, E-Mail, Company, and Department (pre-filled with VMTKE). A "Submit >" button is at the bottom of the form. To the right of the form, there are three example values in a table, each with a blue arrow pointing to the corresponding input field: "Full Names: [example: John Smith]", "Email: [example: mith@m-pesa.com]", and "Company: [example: Safaricom]".

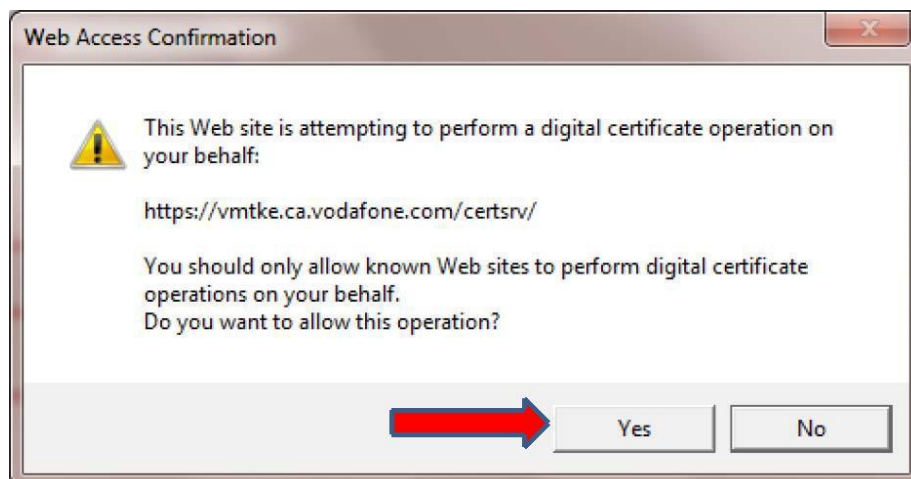
Ignore department, don't change it, leave it as VMTKE.

1.4 Personal and Company details will be entered as detailed above. These will be used to verify that you should be given access to the system. Then Click on the **Submit** > button at the bottom of the form.



The screenshot shows a web form titled "Vodafone MT KE 2009 - Certification Authority" with a "Home" link. The main heading is "SSL Client Certificate Request". Under "Check Existing Request:", there is a link "View the status of a pending certificate request". Under "Submit New Request:", there are input fields for "Name: John Doe", "E-Mail: Jdoe@abc.com", "Company: ABC Importers Limited", and "Department: VMTKE". At the bottom, there is a "Submit >" button. A red arrow points to this button with a callout box that says "Click Submit". The Vodafone logo is in the top right corner.

1.5 A warning prompt will appear asking you to confirm that you want to proceed with the request for a certificate as shown below: Click on **Yes**



1.6 You will be presented with the following message confirming that your certificate application has been received:

## Certificate Pending

Your certificate request has been received. However, you must wait for an administrator to issue the certificate you requested.

Your Request Id is 73209. 

Please return to this web site in a day or two to retrieve your certificate.

**Note:** You must return with this web browser within 10 days to retrieve your certificate

**1.7** It usually takes 24-48 hours for your certificate to be issued to you by M-PESA I.T. Kindly be patient as the request is processed, check back anytime within this period in order to complete the installation.

### NOTE:

- ❖ Do not delete browsing history, cookies, cache nor Reset your internet explorer settings after this application as this will delete the certificate application and you will be forced to repeat the process. It's alright to close the browser or even shut down the computer once done with the application.
- ❖ Ensure you check back on the status of this certificate application and finish installing it within 10days otherwise; the certificate will expire and automatically disappear, forcing you to repeat the application process.
- ❖ Remember to request for latest password for the week in case your application and installation fall on two different weeks.



## CHAPTER 2: INSTALLING M-PESA CERTIFICATE

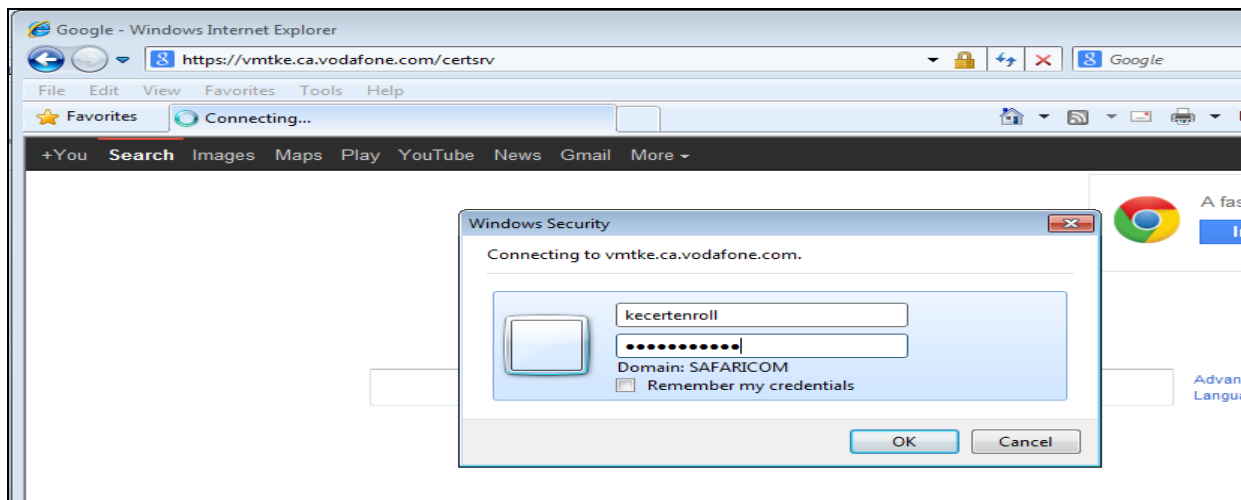
### 2.1. How to Download and Install a Certificate.

After a day or two you will be required to return to the certificate request website below, to check if the certificate has been issued:

<https://vmtke.ca.vodafone.com/certsrv>

Fill in the following login details to access the Certificate Authority Website.

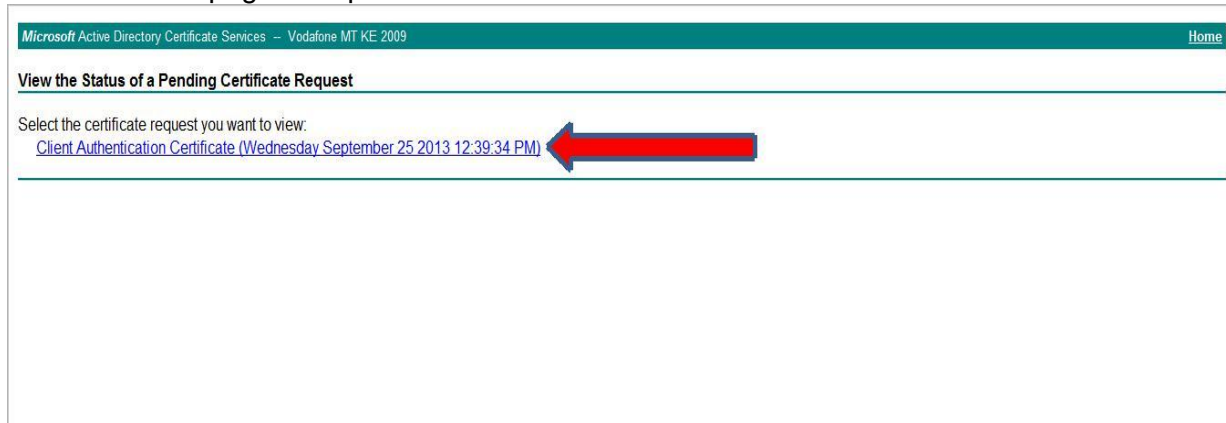
- a) **Username:** kecertenroll
- b) **Password:** xxxxx (This Password is Changed every week, for the latest one, send an email to [M-PESABusiness@safaricom.co.ke](mailto:M-PESABusiness@safaricom.co.ke) or call 0722002222)



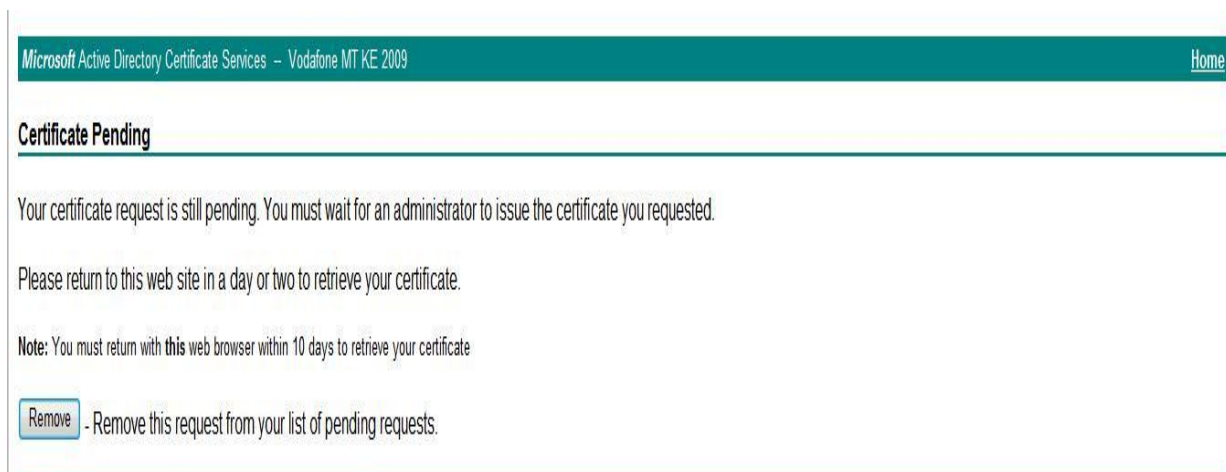
2.2 You will then be directed to the home page of the Managed Services, Vodafone MT Certificate Authority as shown below;

**2.2** Under the heading “Check Existing Request”, click on the link titled: View the status of a pending certificate request.

**2.3** A new web page will open. Click on the link as shown below.

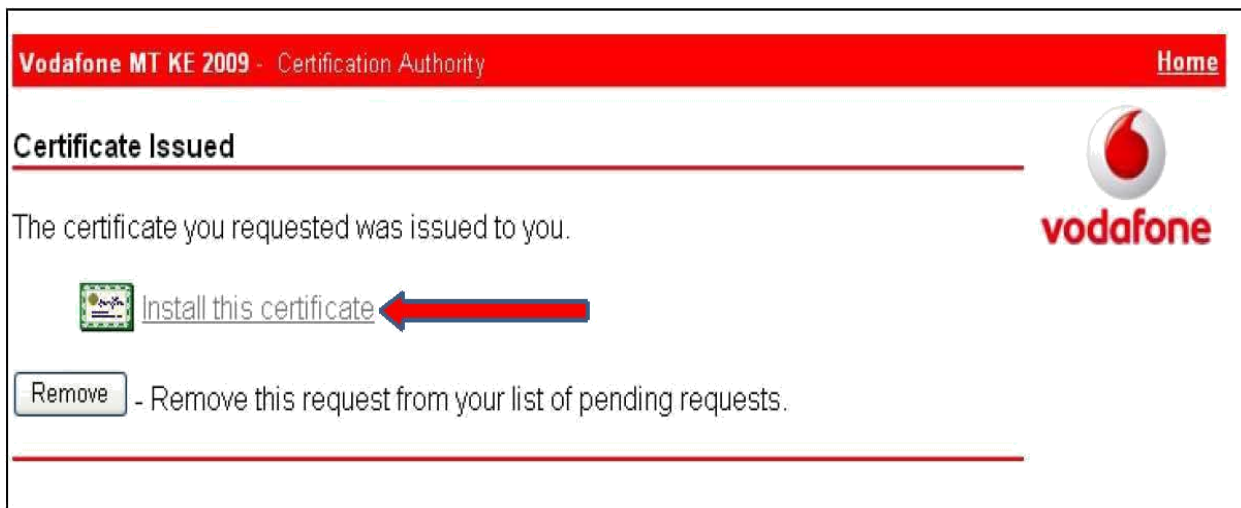


**2.4** If the certificate has not been issued, you will see the message below.

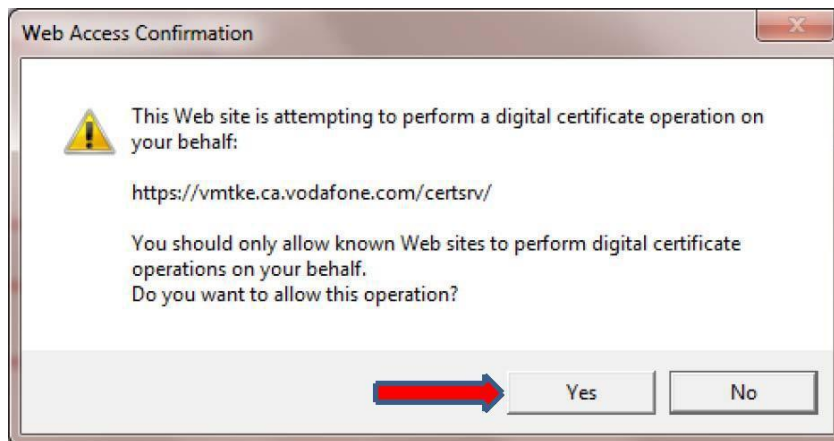


**2.5** If the certificate has been issued, you will be given the option to install the certificate. Click on the link titled: **Install this certificate**

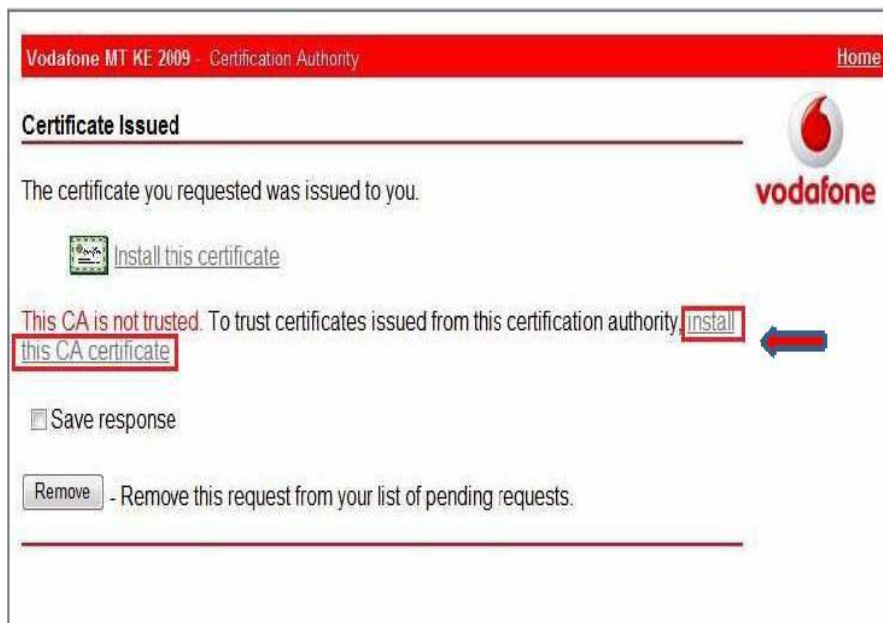
If the certificate has been issued, Click on the option “**Install this cerifcate**”



A Web Access confirmation warning will appear asking you to confirm the operation.  
Click on „yes’



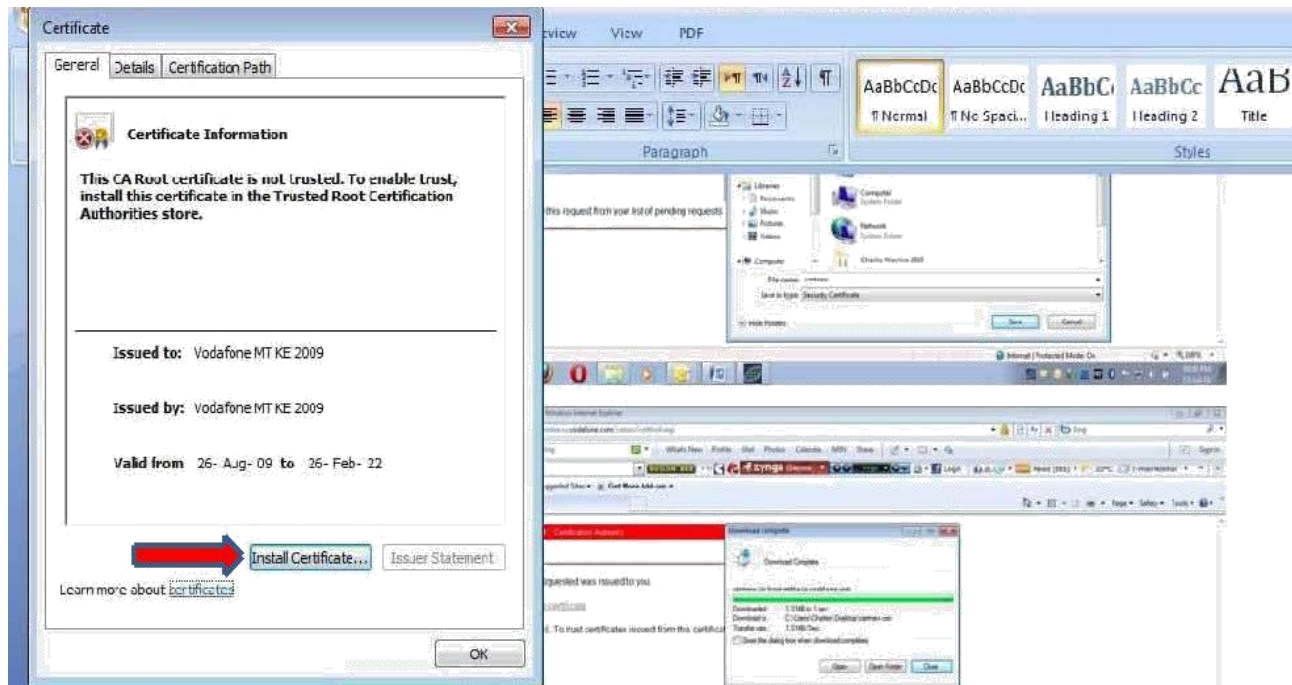
Click on **“install this CA certificate”**



It will prompt you to open or save the file. Click on **open.**



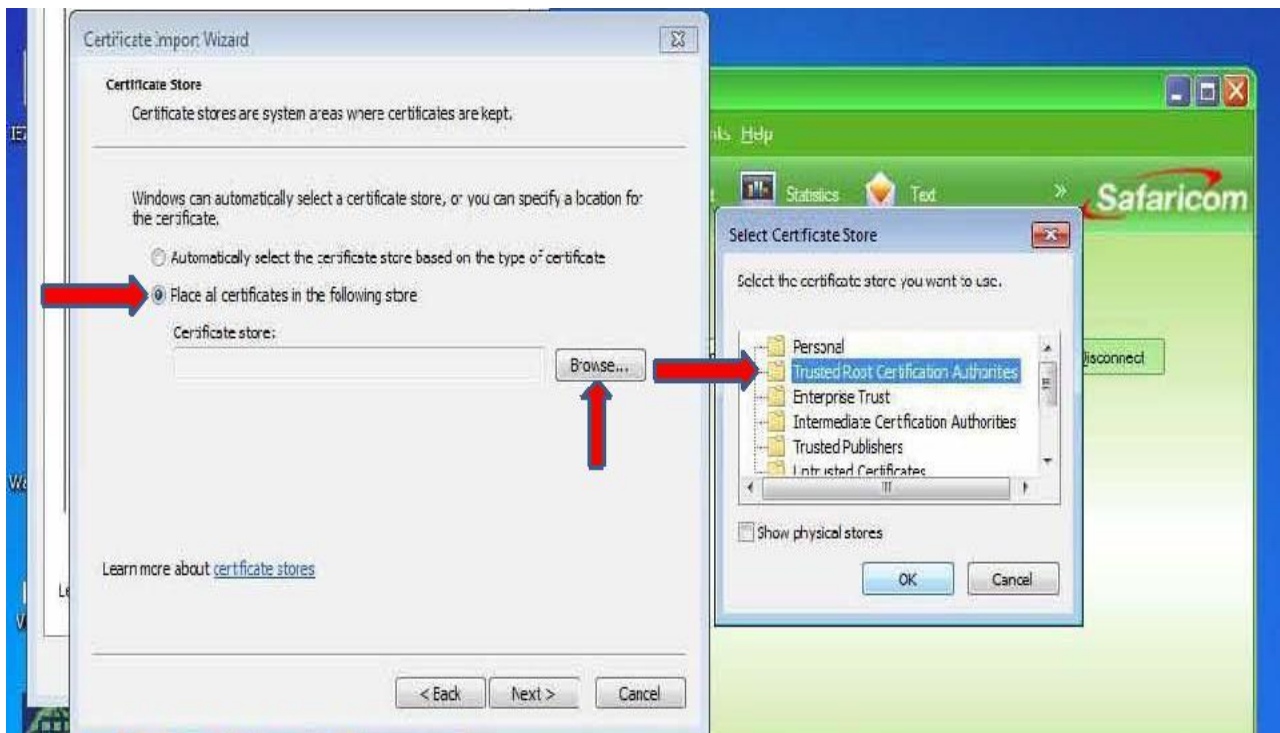
Once open, select **'install certificate'**



A window will open as below. Click **'next'**.



Click on **'place all certificates in the following store'** then select **'Trusted Root Certification Authorities'**

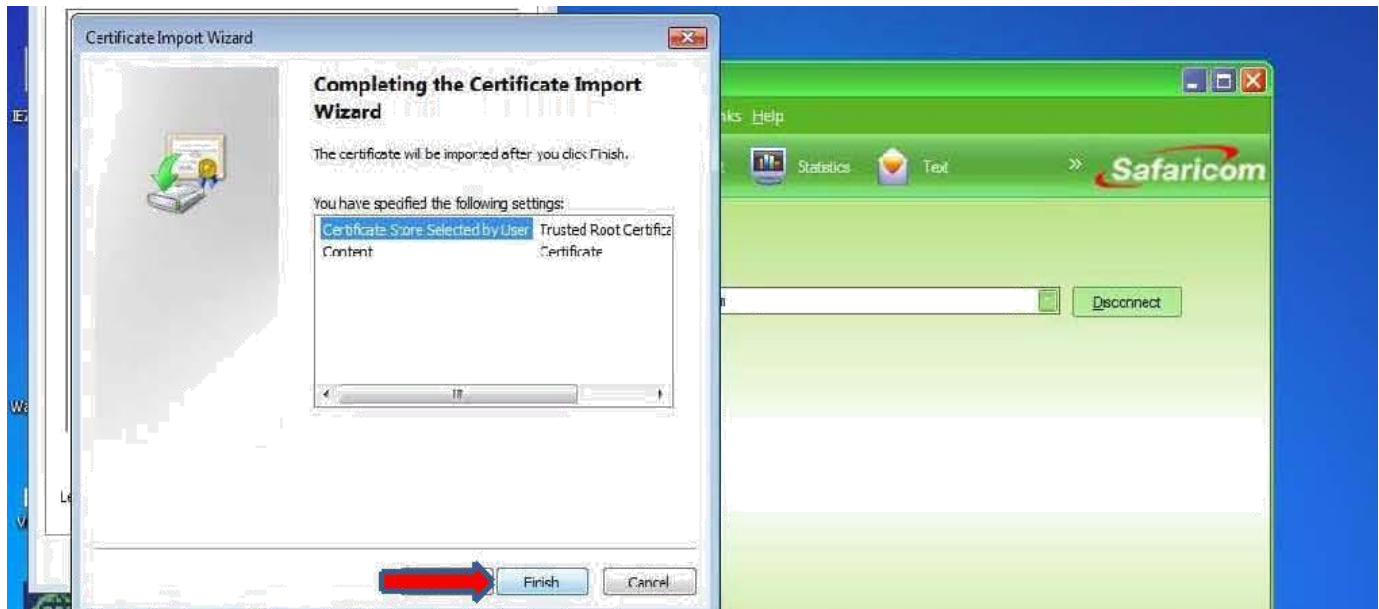


Click on **'next'**



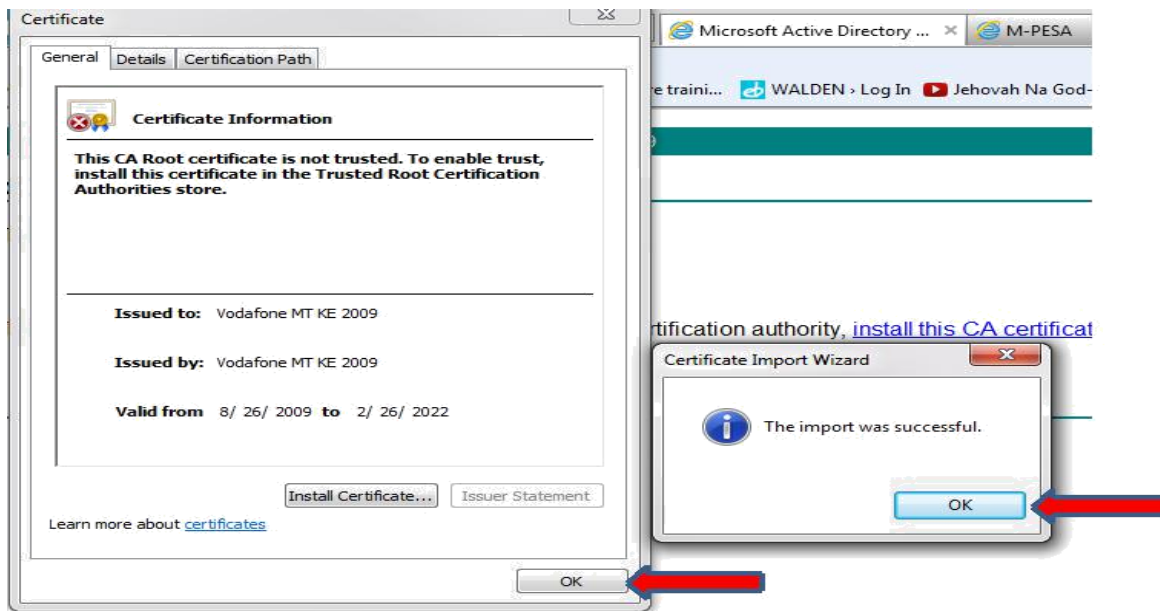
Then **'finish'** the process.





You will then get a prompt asking you if you are sure you want to install the certificate. Click in **„yes“**



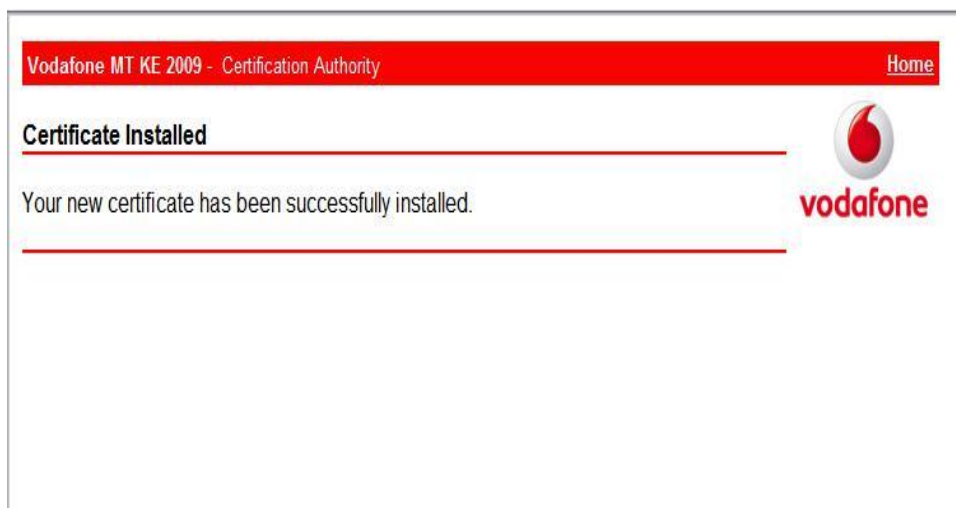


The certificate is now imported. Next Final Step is to install it...  
Go back to the certificate request website and click on install the certificate as below;





You will be directed to the page below.



You will be able to login to the M-PESA site via the below URL; <https://org.ke.m-pesa.com>

