

M-PESA CERTIFICATE

Instructions on applying and installing a digital M-PESA certificate

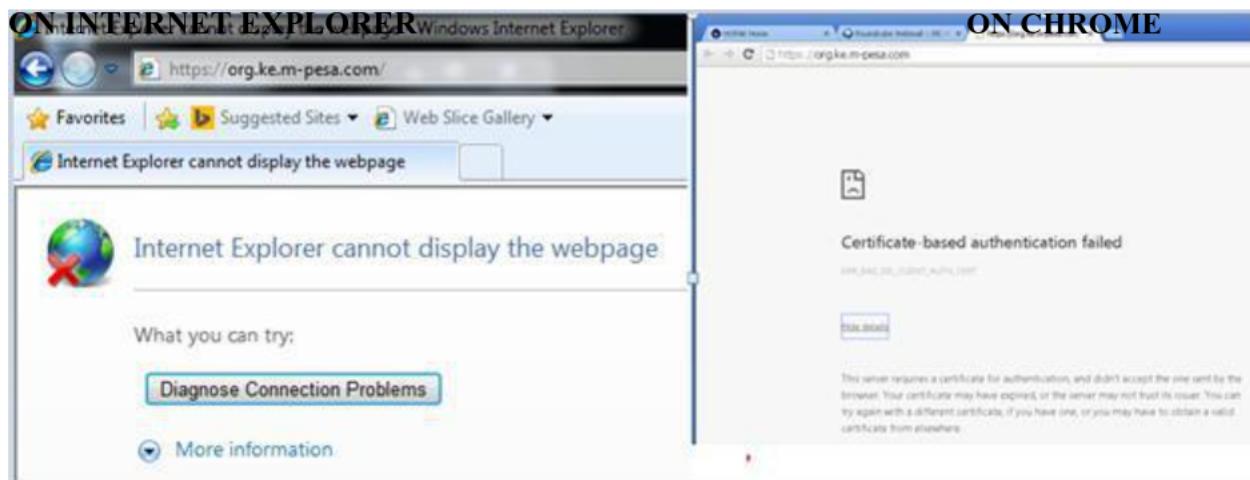


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INTRODUCTION:

- 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.

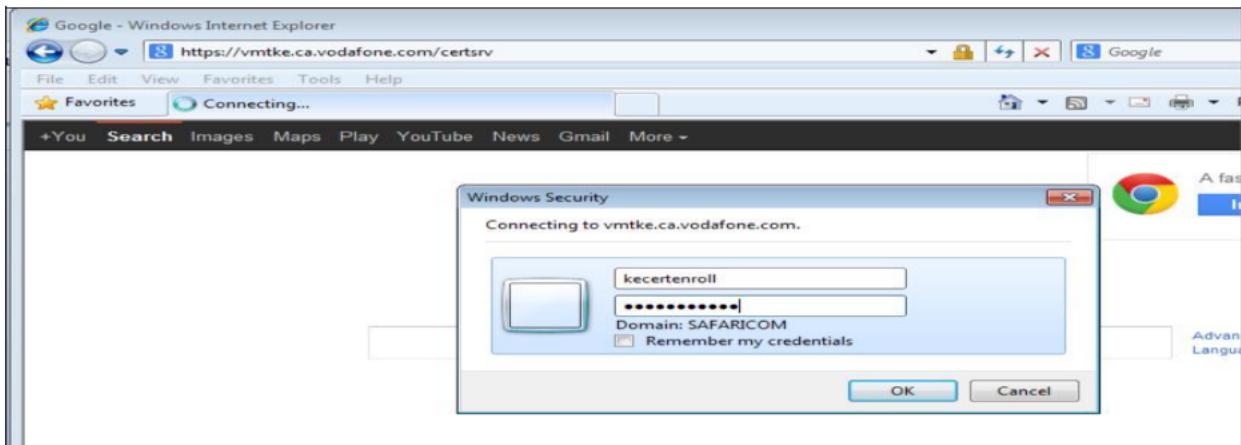


CHAPTER 1: APPLYING FOR A CERTIFICATE

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.

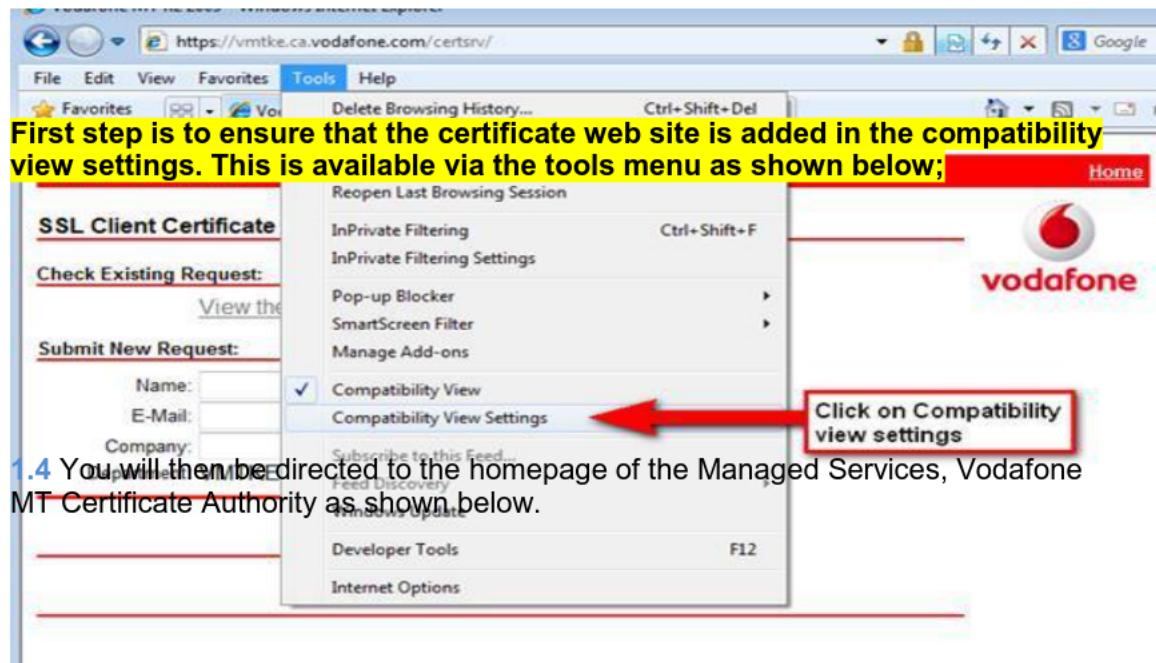
- a) **Username:** kecertenroll
- b) **Password:** xxxx (This Password is Reset every week, to get the latest one, send an email to M-PESABusiness@safaricom.co.ke or call 0722002222)



NOTE: Having trouble with Login 😔?

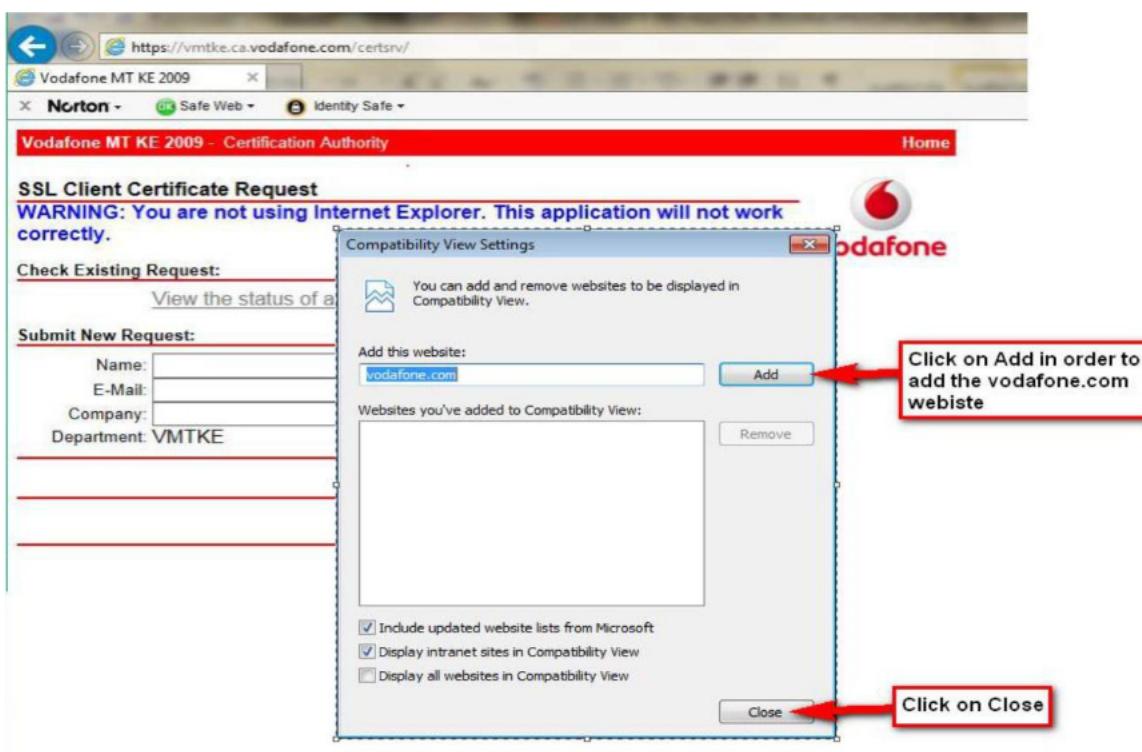
- ❖ If you are unable to login to the site using the default account, select “**Use another account**” and type the login credentials.
- ❖ Ensure the date and time settings in your computer are correct.
- ❖ DON’T tick “Remember my credentials” option as the password changes weekly
- ❖ You can type in 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;



1.4 You will then be directed to the homepage of the Managed Services, Vodafone MT Certificate Authority 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. On the left, there is a form for 'SSL Client Certificate Request' with fields for Name, E-Mail, Company, and Department (set to 'VMTKE'). A 'Submit >' button is present. On the right, the Vodafone logo is displayed. A 'Web Access Confirmation' dialog box is overlaid on the page. The dialog 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/. You should only allow known Web sites to perform digital certificate operations on your behalf. Do you want to allow this operation?'. Two buttons at the bottom are labeled 'Yes' and 'No', with a red arrow pointing 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 same Vodafone MT KE 2009 - Certification Authority website. The 'Submit New Request' form has four input fields: 'Name', 'E-Mail', 'Company', and 'Department'. To the right of these fields, three red boxes provide examples: 'Full Names: [example: John Smith]', 'Email: [example: mith@m-pesa.com]', and 'Company: [example: Safaricom]'. Blue arrows point from each input field to its corresponding example box. A 'Submit >' button is located at the bottom of the form.

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.

Vodafone MT KE 2009 - Certification Authority [Home](#)

SSL Client Certificate Request

Check Existing Request: [View the status of a pending certificate request](#)

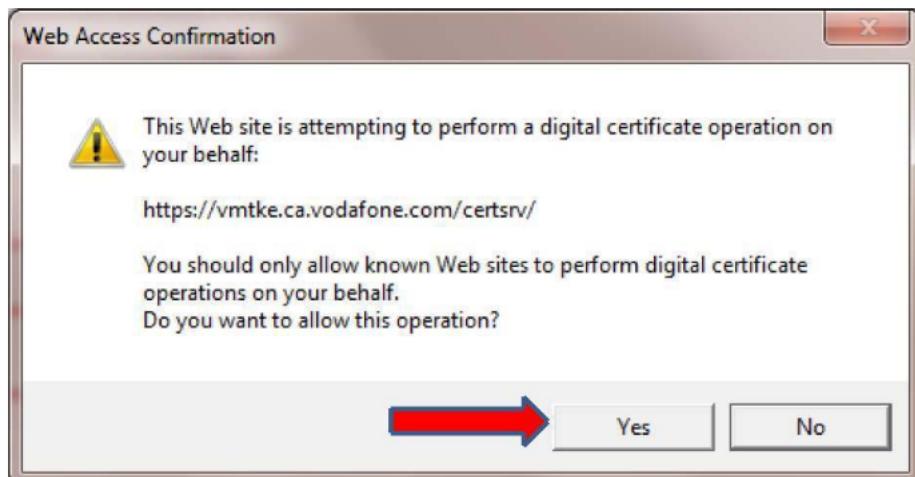
Submit New Request:

Name: John Doe
E-Mail: Jdoe@abc.com
Company: ABC Importers Limited
Department: VMTKE

Submit >

Click Submit

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

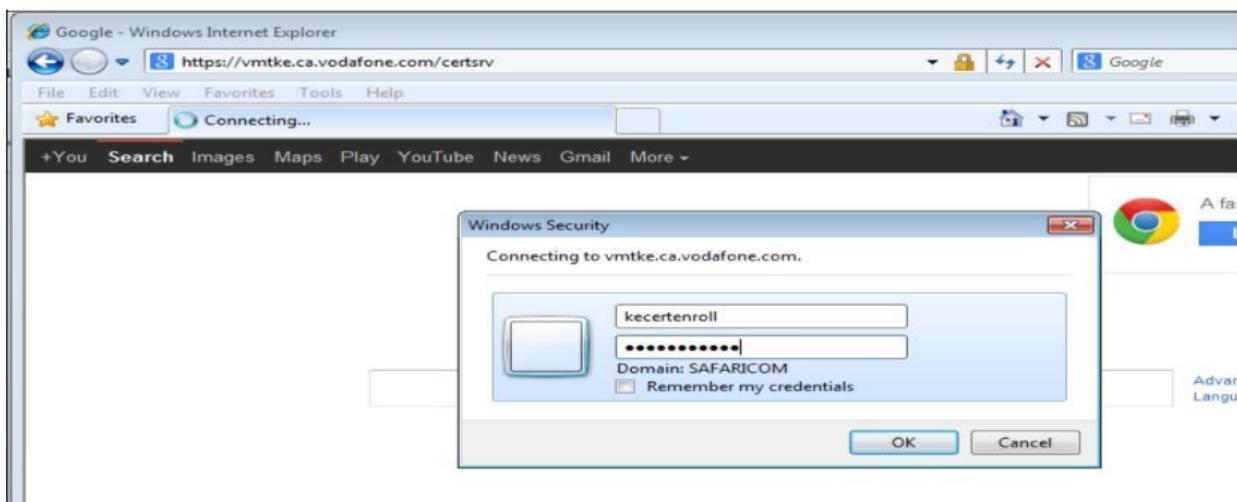
2.1. How to Download and Install a Certificate.

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 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;

Vodafone MT KE 2009 - Certification Authority

Home

SSL Client Certificate Request

Check Existing Request:

[View the status of a pending certificate request](#)

Submit New Request:

Name: _____
E-Mail: _____
Company: _____
Department: VMTKE

Submit >

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.

The screenshot shows a web browser window for Microsoft Active Directory Certificate Services. The title bar reads "Microsoft Active Directory Certificate Services – Vodafone MT KE 2009". On the right, there is a "Home" link. Below the title bar, a green horizontal bar contains the text "View the Status of a Pending Certificate Request". Underneath this, a message says "Select the certificate request you want to view:" followed by a blue link "Client Authentication Certificate (Wednesday September 25 2013 12:39:34 PM)". A large red arrow points to this blue link.

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

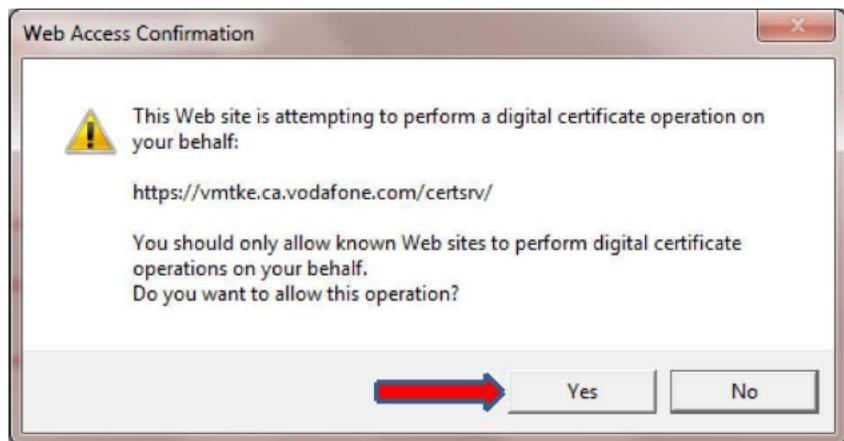
The screenshot shows a web browser window for Microsoft Active Directory Certificate Services. The title bar reads "Microsoft Active Directory Certificate Services – Vodafone MT KE 2009". On the right, there is a "Home" link. Below the title bar, a green horizontal bar contains the text "Certificate Pending". The main content area displays the message "Your certificate request is still pending. You must wait for an administrator to issue the certificate you requested." Below this, it says "Please return to this web site in a day or two to retrieve your certificate." A note at the bottom states "Note: You must return with this web browser within 10 days to retrieve your certificate". At the bottom left, there is a blue "Remove" button with the text "- Remove this request from your list of pending requests." A red arrow points to this "Remove" button.

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**”

The screenshot shows a web page titled "Vodafone MT KE 2009 - Certification Authority". At the top right is a "Home" link and the Vodafone logo. Below the title, it says "Certificate Issued". A message states "The certificate you requested was issued to you." There is a green icon next to the link "Install this certificate", which is highlighted with a red arrow. Below this, there is a "Remove" button followed by the text "- Remove this request from your list of pending requests." A red horizontal line separates this section from the bottom.

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



Click on "Install this CA certificate"

Vodafone MT KE 2009 - Certification Authority

Home

Certificate Issued

The certificate you requested was issued to you.

[Install this certificate](#)

This CA is not trusted. To trust certificates issued from this certification authority, [Install this CA certificate](#)

Save response

[Remove](#) - Remove this request from your list of pending requests.

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

Vodafone MT KE 2009 - Certification Authority

Certificate Issued

The certificate you requested was issued to you.

[Install this certificate](#)

This CA is not trusted. To trust certificates issued from this certification authority, [Install this CA certificate](#)

Save response

[Remove](#) - Remove this request from your list of pending requests.

File Download - Security Warning

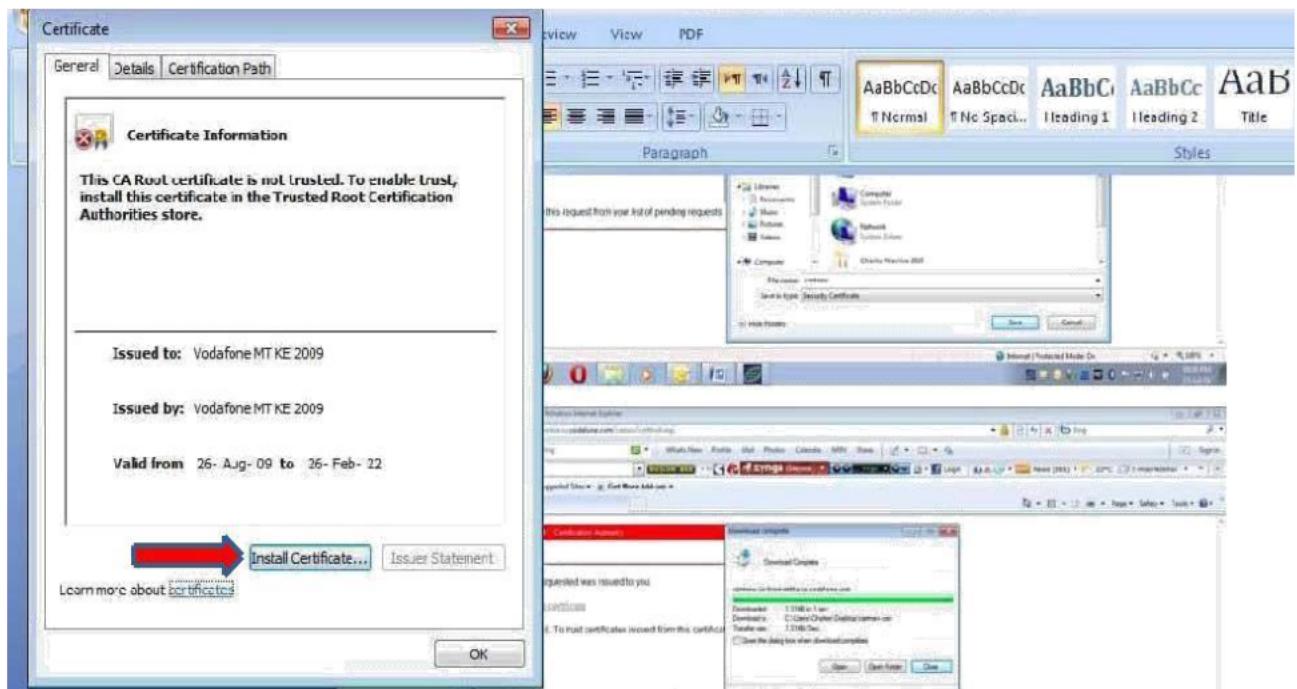
Do you want to open or save this file?

Name: certnew.cer
Type: Security Certificate, 1.31KB
From: vmtke.ca.vodafone.com

[Open](#) [Save](#) [Cancel](#)

While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not open or save this software. [What's the risk?](#)

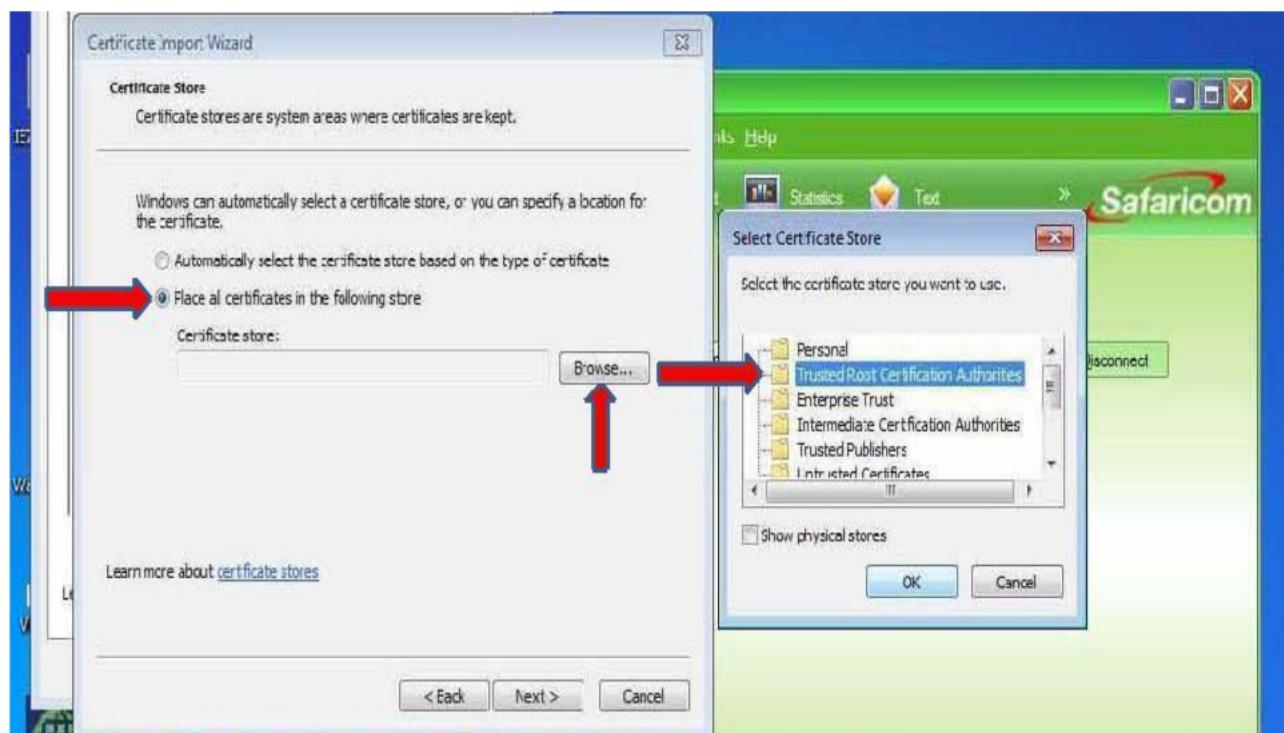
Once open, select 'install certificate'



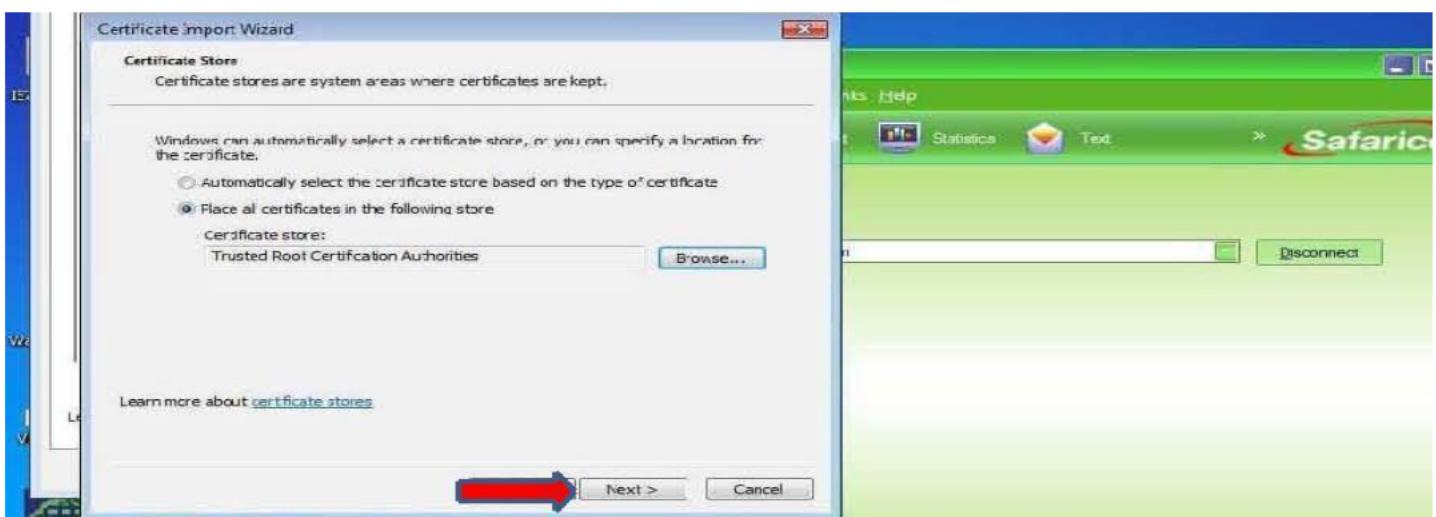
A window will open as below. Click "next".



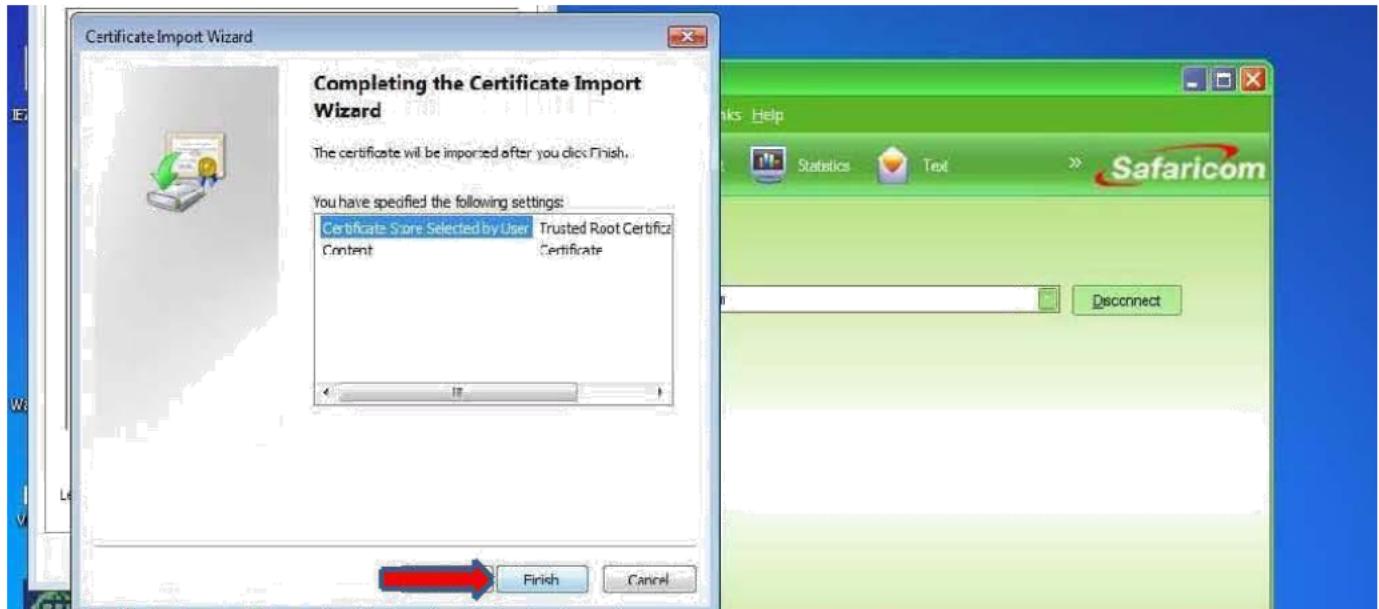
Click on '**place all certificates in the following store**' then select '**Trusted Root Certification Authorities**'



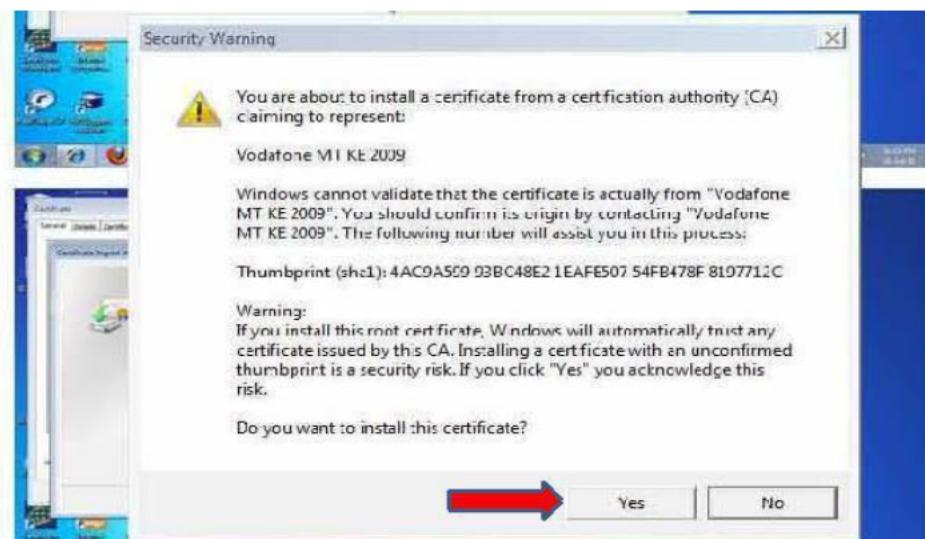
Click on '**next**'

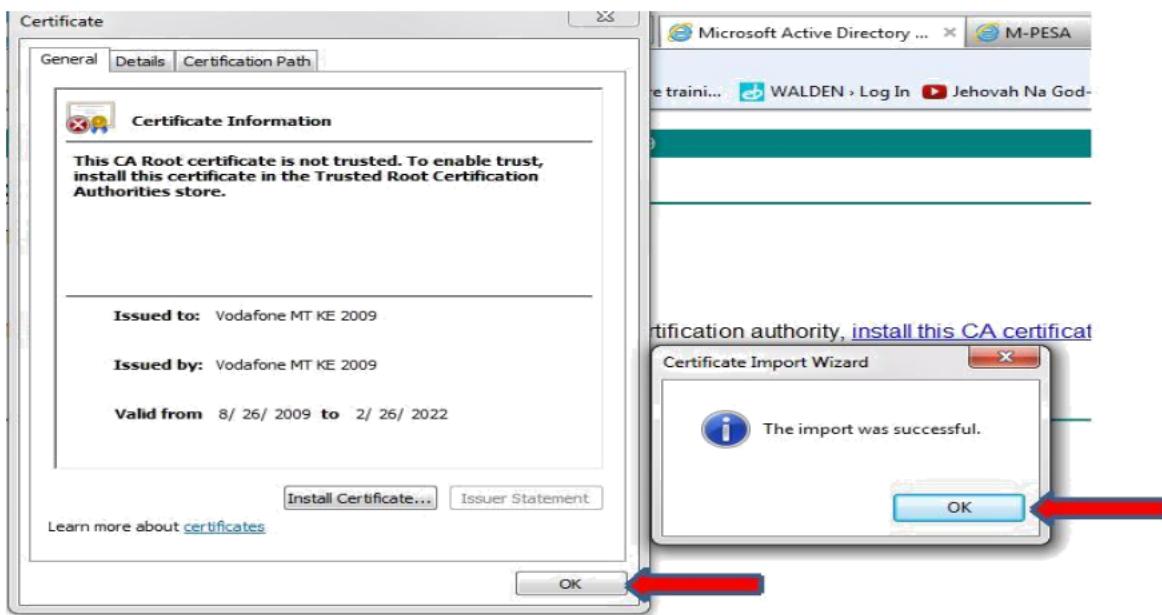


Then '**finish**' the process.



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;

A screenshot of a web page titled 'Vodafone MT KE 2009 - Certification Authority'. The page shows a 'Certificate Issued' section with the message: 'The certificate you requested was issued to you.' Below this is a 'vodafone' logo. A red arrow points to the 'Install this certificate' button, which is highlighted with a red border. Other buttons visible include 'Save response' and 'Remove'.

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>

