

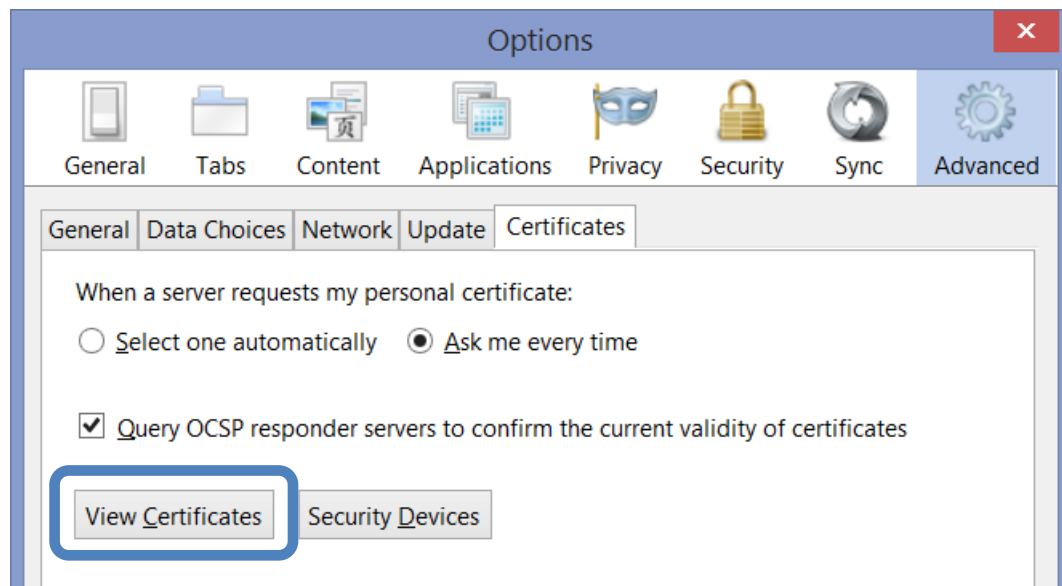


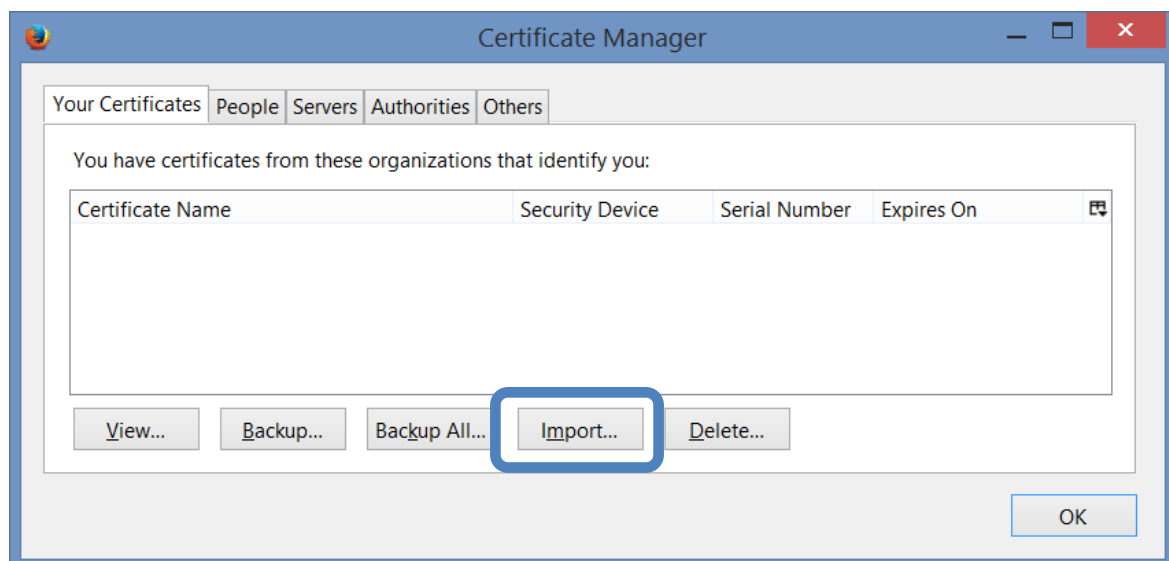
## Importing your certificates from back-up files – Mozilla Firefox

Using your .pfx or .p12 certificate backup file, you can import your certificate into Firefox through the following steps:

1. Click the menu button  and then click Options .
2. Select the Advanced panel, click the Certificates tab, and then click the “View Certificates” button.

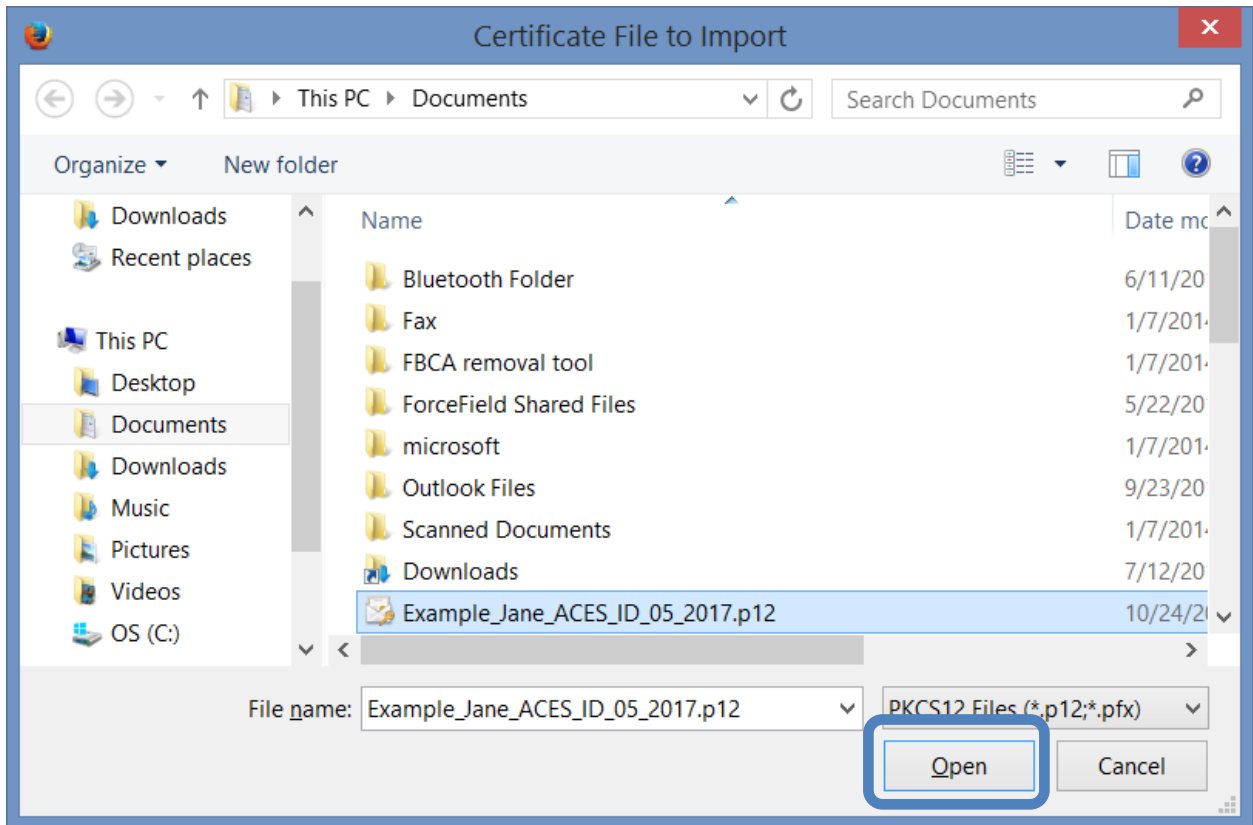


3. The Certificate Manager box will open. If you’ve never been here before, it will default to the Authorities tab. Click on the Your Certificates tab at the top of the window, and then click the Import button at the bottom.

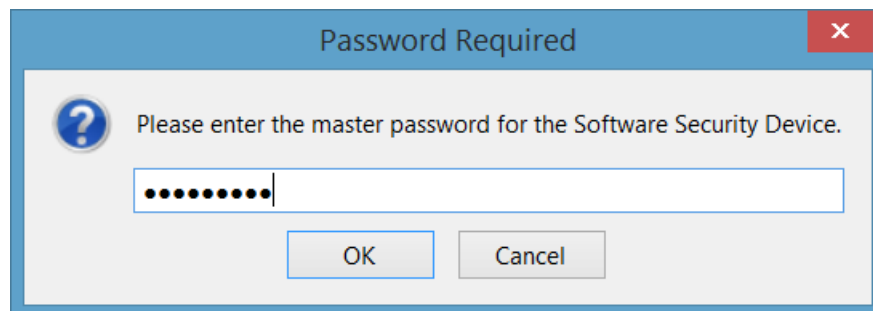


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4. The Certificate File to Import box will open. Navigate to the location where your file is saved, choose the backup file, and then click Open.

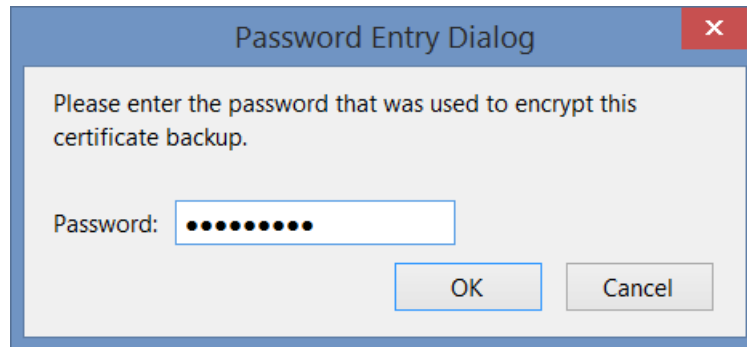


5. If you already have Firefox protected with a master password, you'll be prompted to enter it. If you haven't already protected Firefox with a master password, you should create one when you're done importing your certificate from backup.



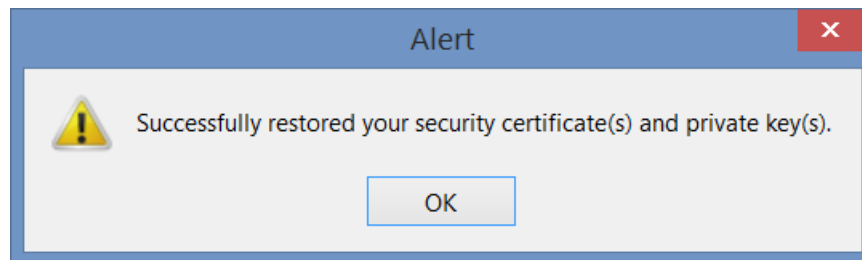
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6. The Password Entry Dialog box will appear. Enter the password that you assigned when you created your backup file.



*Note:* If you don't type the password correctly, you'll receive an error message saying "The PKCS #12 operation failed for unknown reasons". Clicking OK will return you to the certificate manager. Click Import and try again with the correct password. Remember: ORC *cannot* reset this for you. If you've lost or forgotten your backup password, your options are to make a new backup file (if you still have access to the certificate in its original location) or to submit a new request to us and buy a replacement certificate.

7. When you click "OK", an alert box will notify you that the import was successful.



8. If this is the first time you're using your certificate on this computer or in this browser, you'll need to trust ORC's root and signing certificates in order for your certificate to work without errors about being untrusted. Go to <https://aces.orc.com/order/trust-cas/> and follow the on-screen instructions to install the needed files.

9. Congratulations! You've imported and trusted your certificate in Firefox!

Remember that you should always protect your certificate with a password, whether it's stored in your browser or saved as a backup copy. If you haven't already set a master password in Firefox to safeguard your certificate, take a moment to do it now. Here's a link to our instructions on how to do that:

[https://aces.orc.com/docs/instructions\\_Set\\_Password\\_Firefox.pdf](https://aces.orc.com/docs/instructions_Set_Password_Firefox.pdf)