

M-PESA CERTIFICATE



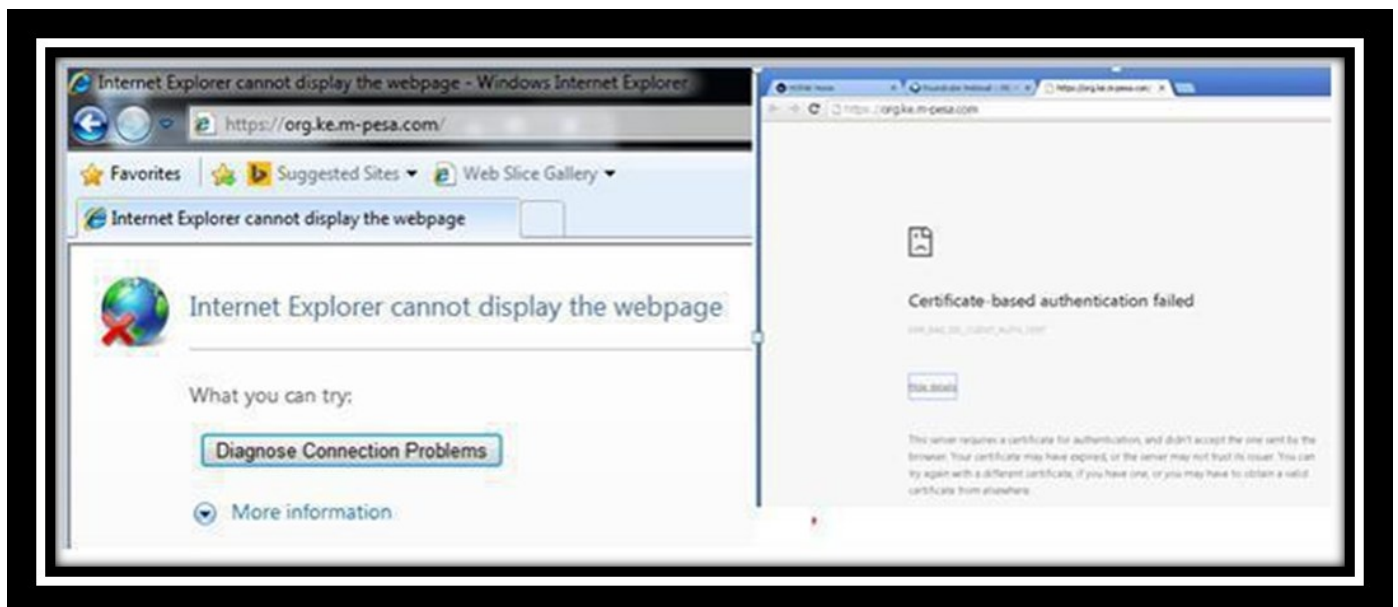
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INTRODUCTION:

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 the certificate possible 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.

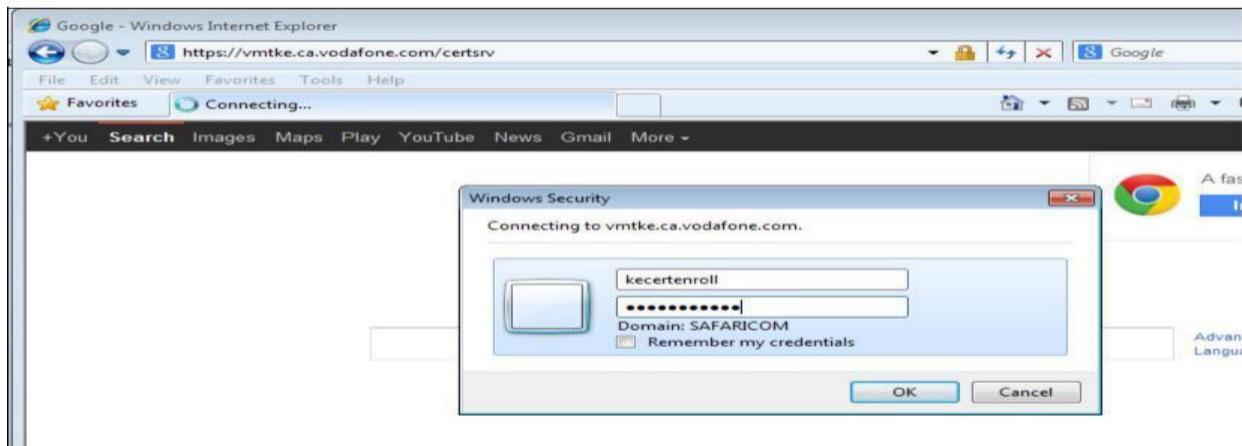


CHAPTER 1: APPLYING FOR A CERTIFICATE

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.

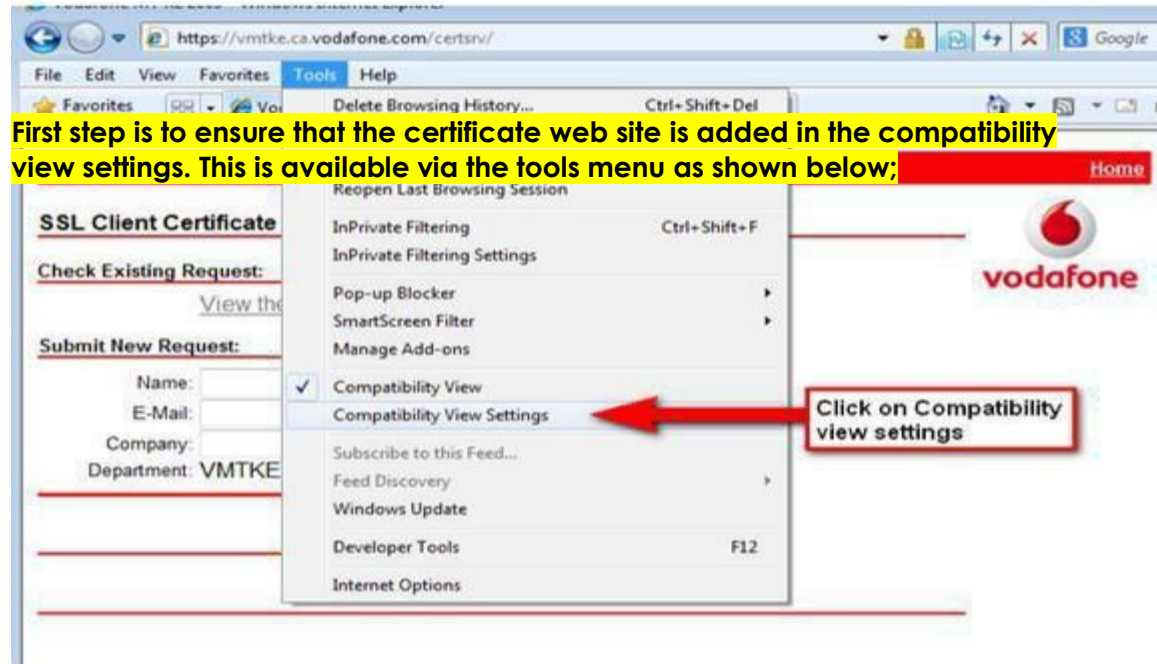
- a) **Username:** kecertenroll
- b) **Password:** xxxxx (This Password is Reset every week, to get the latest one, send an email to M-PESAcertpassword@safaricom.co.ke or call 0722002222)



NOTE: Having trouble with Login?

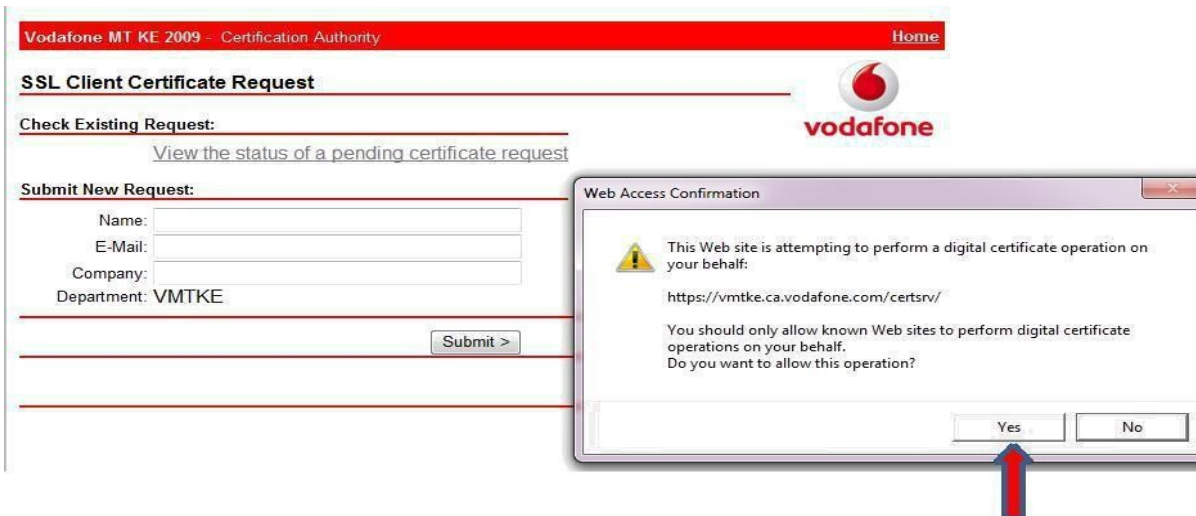
- ❖ If you are unable to login to the site using the default account, select **“Use another account”** and type the login credentials.
- ❖ Ensure the date and time settings in your computer are correct.
- ❖ DON'T tick “Remember my credentials” option as the password changes weekly
- ❖ You can type in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



1.2 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.



1.3 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.**

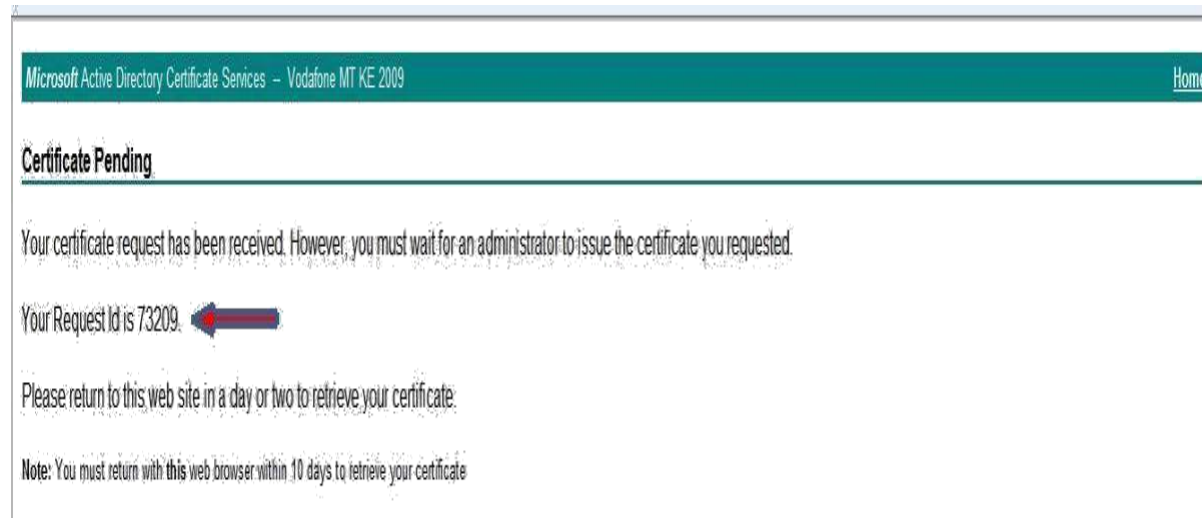
Ignore department, don't change it, leave it as VMTKE.

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.

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:



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 10 days 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.
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CHAPTER 2: INSTALLING M-PESA CERTIFICATE

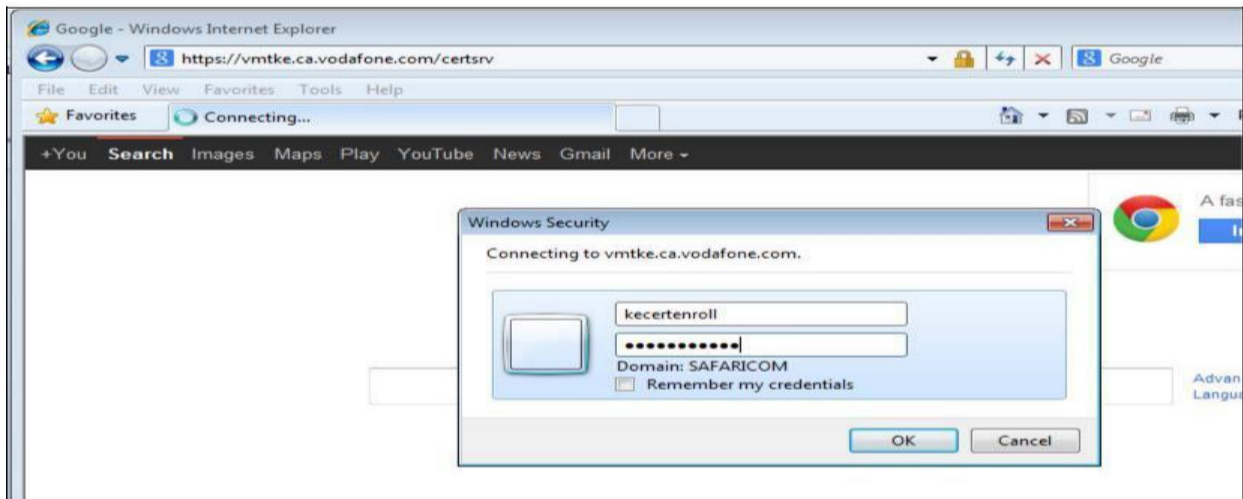
2.1. How to Download and Install a Certificate.

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:** kecerntenroll
- b) **Password:** xxxxx (This Password is Changed every week, for the latest one, send an email to M-PESAcertpassword@safaricom.co.ke or call 0722002222)

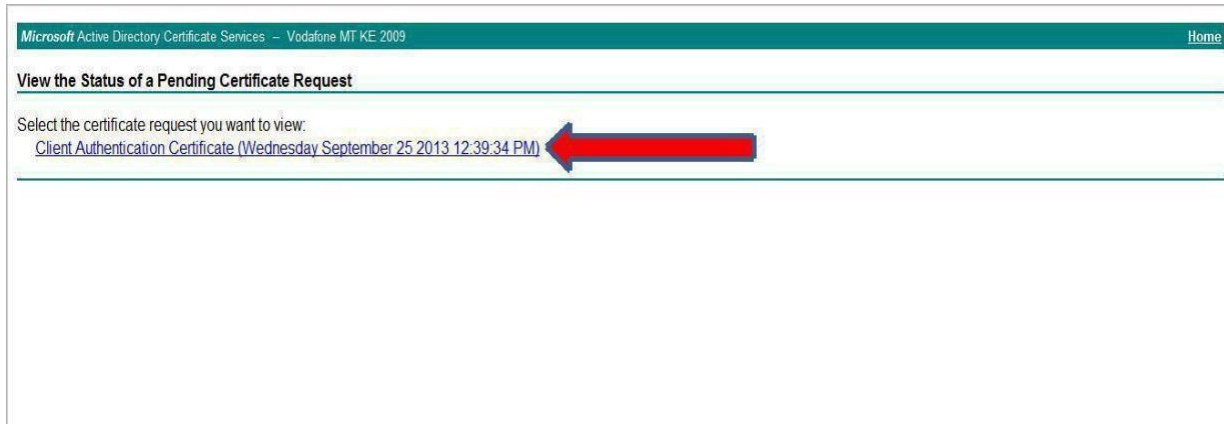


2.2 You will then be directed to the home page of the Managed Services, Vodafone MT Certificate Authority as shown below;



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.

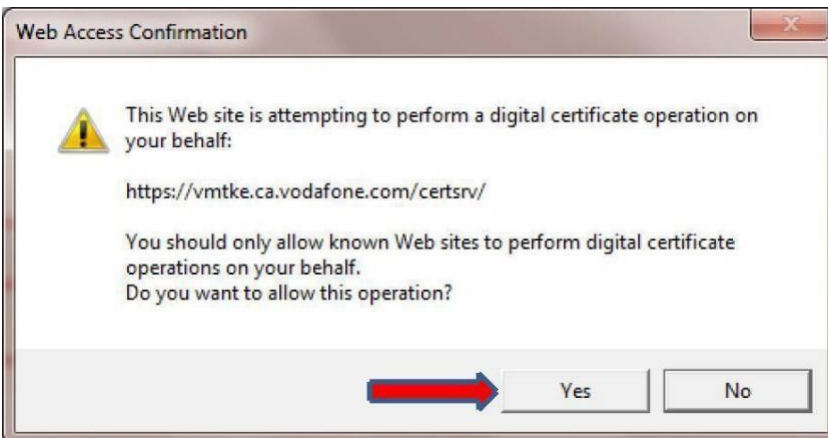


2.5 If the certificate has been issued, you will be given the option to install the certificate. Click on the link titled: **Install this certificate**

If the certificate has been issued, Click on the option "**Install this certificate**"



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



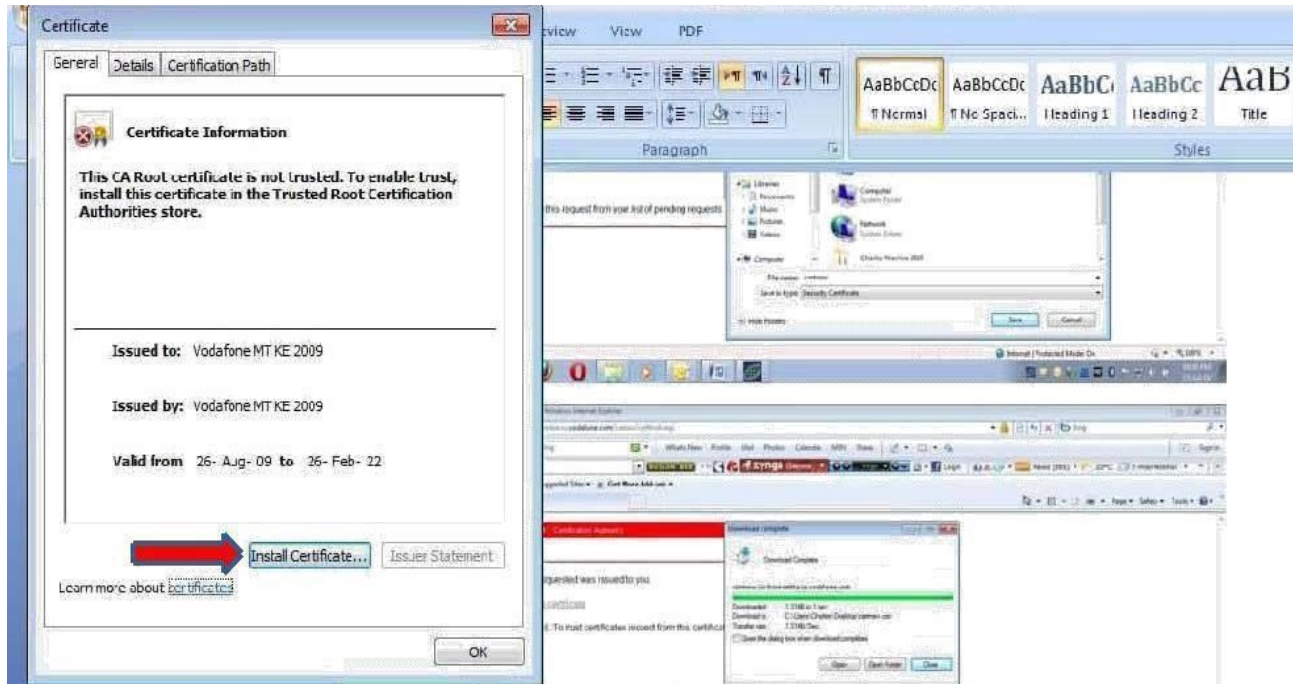
Click on **install this CA certificate**

The screenshot shows a web browser window with a red header bar containing "Vodafone MT KE 2009 - Certification Authority" and a "Home" link. Below the header, the text "Certificate Issued" is followed by a horizontal line. Underneath, it says "The certificate you requested was issued to you." To the right is the Vodafone logo. Below this, there is a small icon of a certificate and a link that says "Install this certificate". Further down, a red warning message states "This CA is not trusted. To trust certificates issued from this certification authority, install this CA certificate". The word "install" in this message is highlighted with a red box, and a blue arrow points to it from the right. Below the warning, there is a checkbox labeled "Save response" and a "Remove" button with the text "- Remove this request from your list of pending requests."

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

The screenshot shows the same web browser window as above, but with a "File Download - Security Warning" dialog box open in the foreground. The dialog box has a title bar that says "File Download - Security Warning" and a close button. The main text asks "Do you want to open or save this file?". Below this, it lists the file details: "Name: certnew.cer", "Type: Security Certificate, 1.31KB", and "From: vmtke.ca.vodafone.com". At the bottom of the dialog, there are three buttons: "Open", "Save", and "Cancel". A blue arrow points to the "Open" button. Below the buttons, there is a warning icon and a message: "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?](#)"

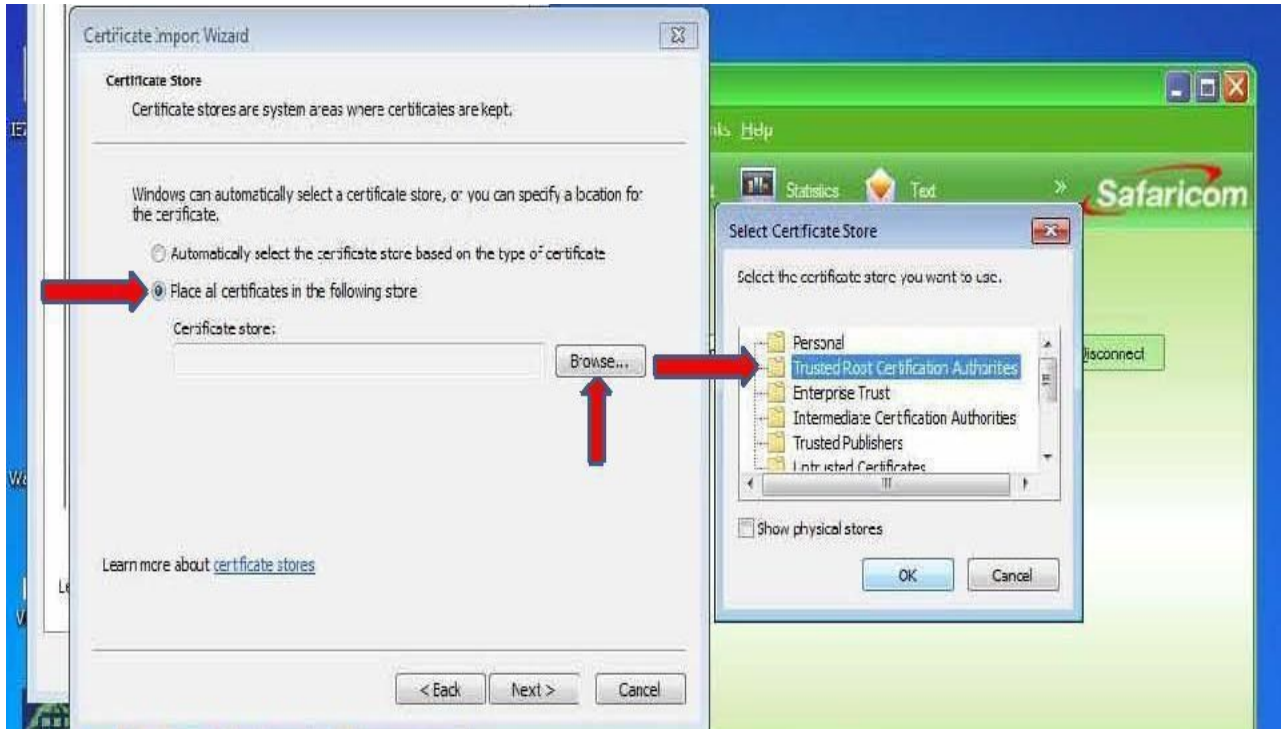
Once open, select **'install certificate'**



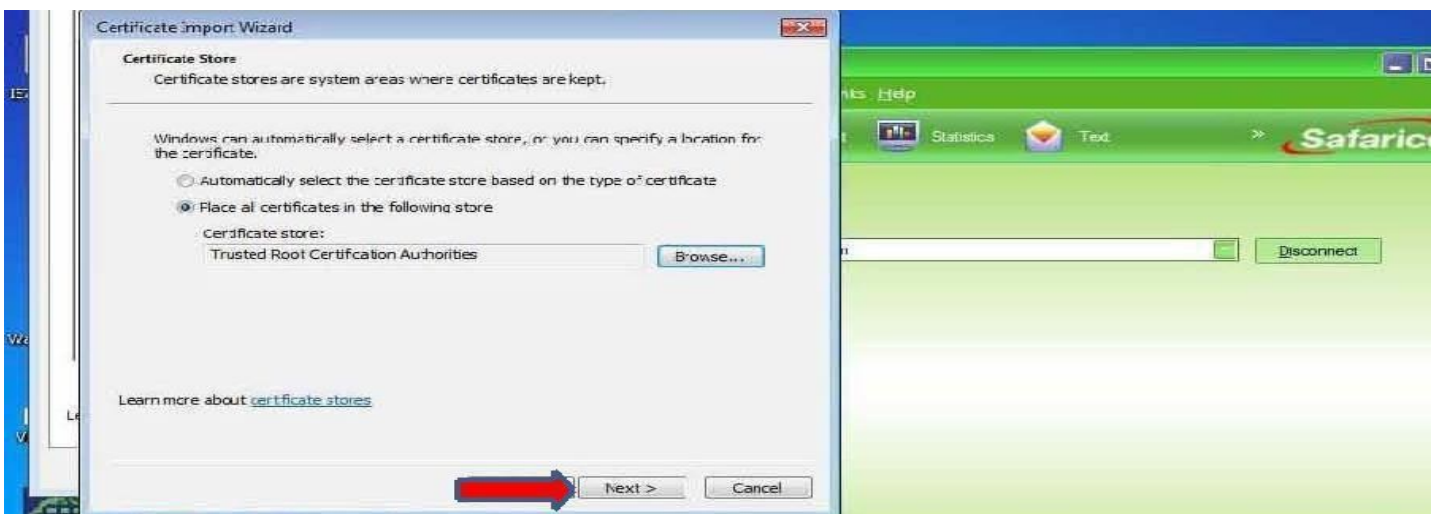
A window will open as below. Click **'next'**



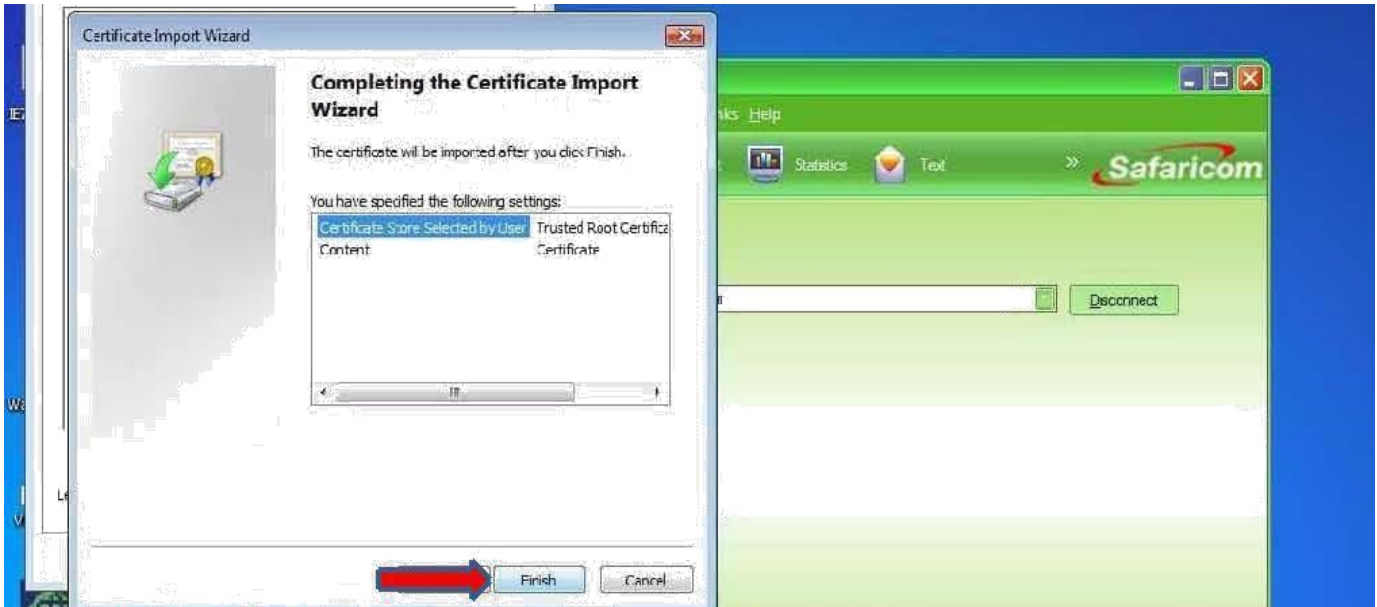
Click on **'place all certificates in the following store'** then select **'Trusted Root Certification Authorities'**



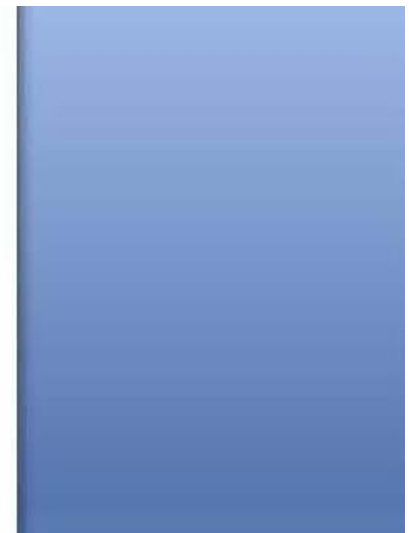
Click on **'next'**

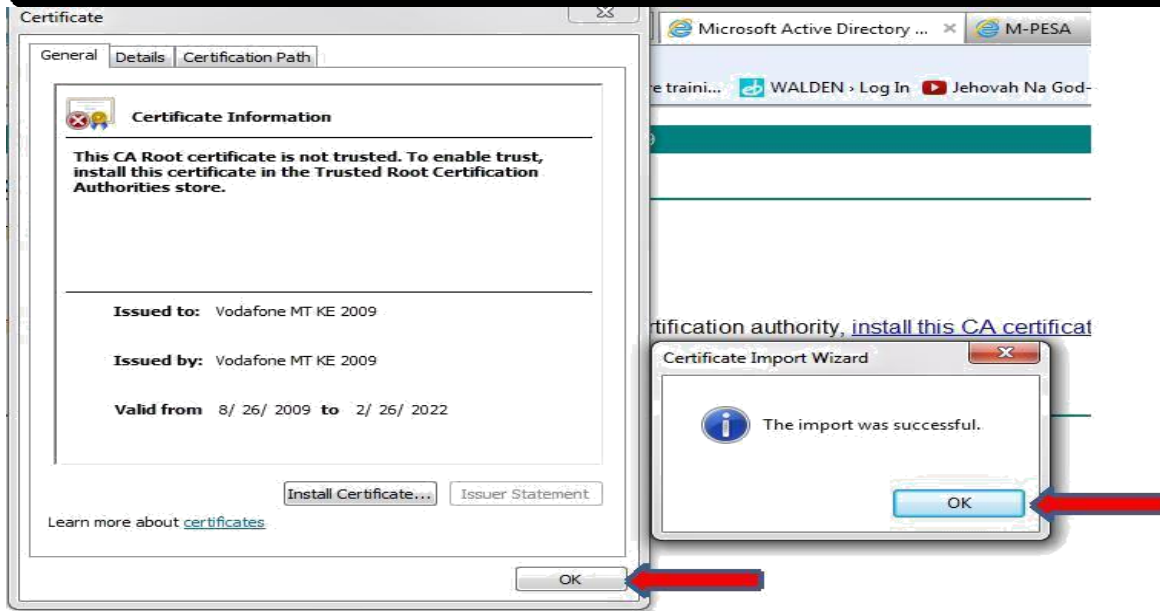


Then **'finish'** the process.



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;



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>

