Total OnBoarding®

Digital Certificate – Install Guide

Thank you for registering for Noridian EDISS Total OnBoarding for online, automated testing. Noridian EDISS has partnered with *VisionShare*® to provide your digital certificate which will be used to verify your identity and encrypt your messages, ensuring the highest level of security for all your communications through Total OnBoarding.

VisionShare uses digital certificates to assure the reliability and security of electronic exchange of information. A digital certificate is a small file that is stored on your computer and used to authenticate and secure your connection to Total OnBoarding. To install your *VisionShare* digital certificate please complete the following steps:

A. Complete the *VisionShare* Identity Verification Form (IVF)

Within two business days of creating your Total OnBoarding account, you will receive an email with the subject line **"*VisionShare Identity Verification Form Link*"** from portal.support@VisionShareInc.com. This email will contain a link that you can click to access the IVF form and instructions. A completed IVF is required in order to issue you a digital certificate.

- The IVF form must be printed, signed and notarized.
- We recommend that you make a copy of the original and retain it for your records.
- Send the signed and notarized original IVF via US mail or an alternate carrier to *VisionShare* at:

> ***VisionShare*, Inc**
> **Attn: Identity Verification Department**
> **2829 University Ave SE, Suite 800**
> **Minneapolis, MN 55414**

Prior to mailing your IVF, you may choose to fax it to *VisionShare* at (612) 460-4345 to expedite the delivery of your digital certificate. However, we must receive the original notarized IVF within 30 days in order to maintain your access.

> *Note: An email requesting completion of the IVF will be automatically resent to you every 7 days until the completed IVF is received by VisionShare.*

B. Receive your Digital Certificate Password Letter

Within 24 hours of creating your Total OnBoarding account, *VisionShare* will send you a letter by U.S. mail that will contain the password for your digital certificate(s). Your actual digital certificate file will be sent to you as an email attachment once your IVF has been received. Sending the digital certificate file and the password in separate communications is an important part of the *VisionShare* security model. You may receive your digital certificate password letter before you receive your digital certificate file. Please store this letter in a secure location. You will need to input the password from this letter when you install your digital certificate on your workstation.

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For revisions to this form, contact VisionShare at payer.forms@visionshareinc.com

C. Receive and Install your Digital Certificate

After your completed IVF from Step A is reviewed and approved by *VisionShare,* a digital certificate file will be issued. An email with the subject line ***Your Digital Certificate From VisionShare, Inc.*** will be sent to you from portal.support@visionshareinc.com. This email includes the digital certificate file as an attachment and instructions for installing it.

When you have completed the installation of your digital certificate, you can begin testing on the Total OnBoarding site. Simply point your browser to https://noridian.totalonboarding.com to login to Total OnBoarding.

If you have any questions, please contact the EDISS Help Desk at 800.967.7902 for assistance. When contacting the EDISS Help Desk please reference your Noridian EDISS Submitter ID or Trading Partner ID.

Thank you for using *VisionShare* to secure your Noridian EDISS Total OnBoarding online communications!

VisionShare
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