

## Installing Digital Certificates for Electronic Information Exchange Instructions

1. Open Microsoft Internet Explorer web browser
2. Navigate to the [NRC External Credential Service \(Level 1 Digital Certificates\)](#) page
3. Select "[Install CA](#)"
4. Select "Save"
5. Save the certificate file to a folder on your computer and make a note of this location.
6. Select "Save"
7. Select "Close" once the download is complete
8. In the Microsoft Internet Explorer web browser, select Tools > Internet Options
9. Select the "Contents" tab
10. Select "Certificates"
11. Select the "Trusted Root Certification Authorities" tab
12. Select "Import"
13. Select "Next"
14. Select "Browse"
15. Browse to the location where the certificate file was saved.
16. Select the file
17. Select "Open"
18. Select "Next"
19. Select "Next"
20. Select "Finish"
21. If the "Security Warning" dialog box is displayed, select "Yes"
22. Select "OK"
23. Once certificates are obtained and installed, new and existing users can submit requests for records checks.

For further assistance with installing digital credentials, contact the EIE helpdesk at 866-672-7640.