

A digital certificate is required on **each** computer to access the ProfitIntel application. Listed below are instructions on how to request and install this digital certificate. If you have any questions, please email ProfitIntelSupport@pcbb.com or your ProfitIntel Bank administrator.

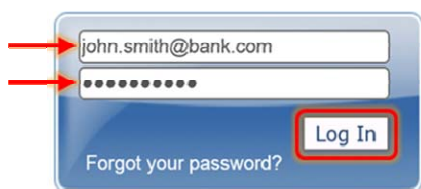
Note: Bank IT Departments – see page 5

Log on to <https://bigcert.pcbb.com/certsrv/>

1. Enter your email address and password for ProfitIntel

ProfitIntel Certificate Request Login

For detailed instructions, click [here](#)



2. Click on **Root Certificate Installation**

Root Certificate Install

Install this Root Certificate by clicking the link below and acknowledging the security warnings. Once the certificate has been installed, click Continue.

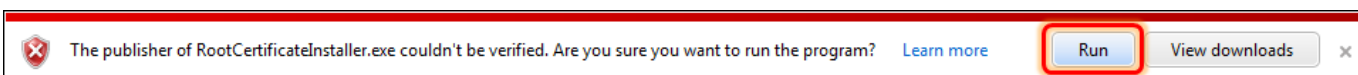
[Root Certificate installation](#)



3. A prompt box may appear (like the image below), allow file to **Run**



4. A second prompt may appear, allow to **Run**



5. Click **Continue**

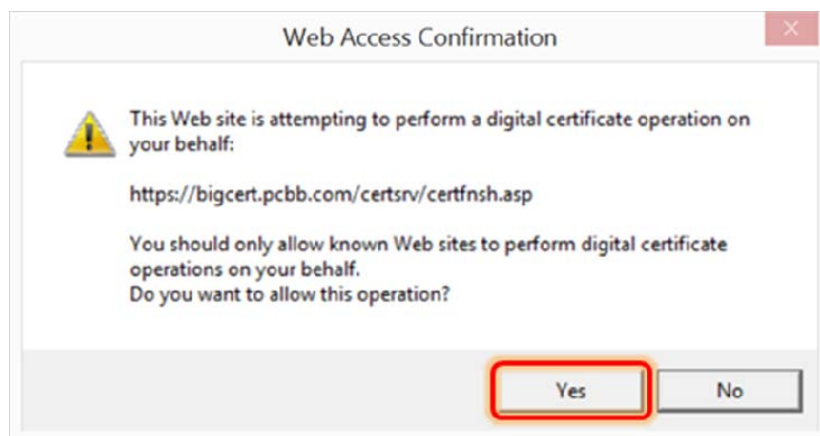
Root Certificate Install

Install this Root Certificate by clicking the link below and acknowledging the security warnings. Once the certificate has been installed, click Continue.

[Root Certificate installation](#)



6. A prompt may appear, select **Yes**



7. Complete the **Certificate Service Request Form** and **Submit**:

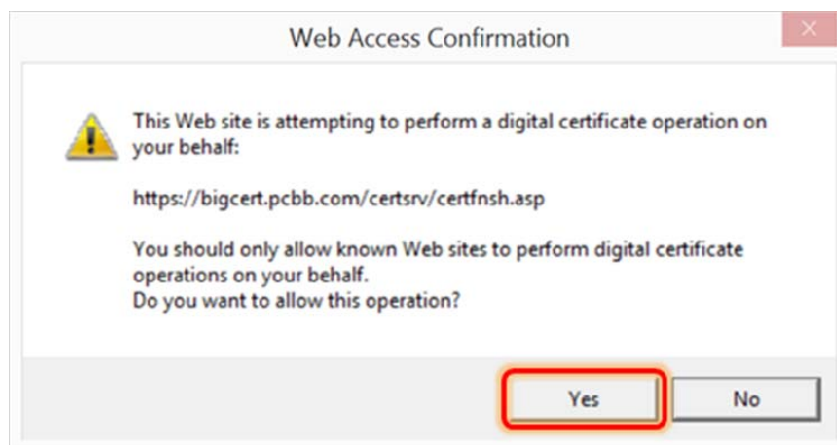
Email: use the same email as username

Certificate Services Request Form

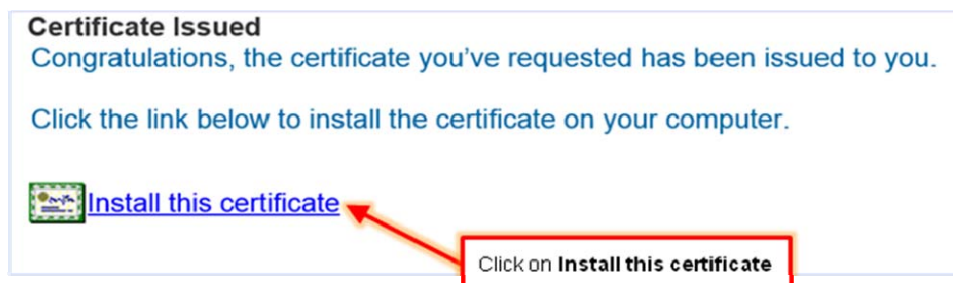
Another security certificate needs to be installed on your computer before using ProfitIntel. Complete this request form, and then click Continue.

Name:	<input type="text" value="John Smith"/>
E-Mail:	<input type="text" value="John.Smith@bank.com"/>
Company:	<input type="text" value="The Bank"/> X

8. A prompt may appear, select **Yes**



9. Click on **Install this certificate**

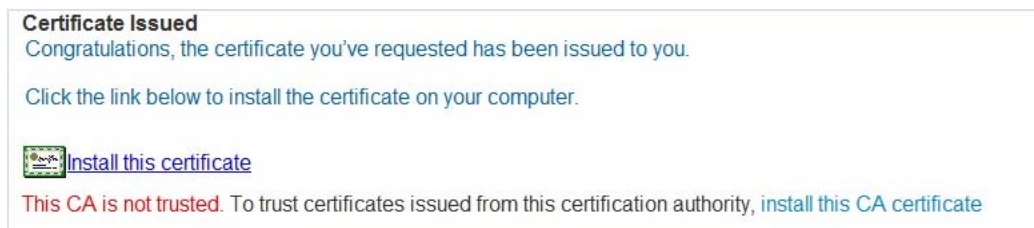


10. **Certificate Installation completed**

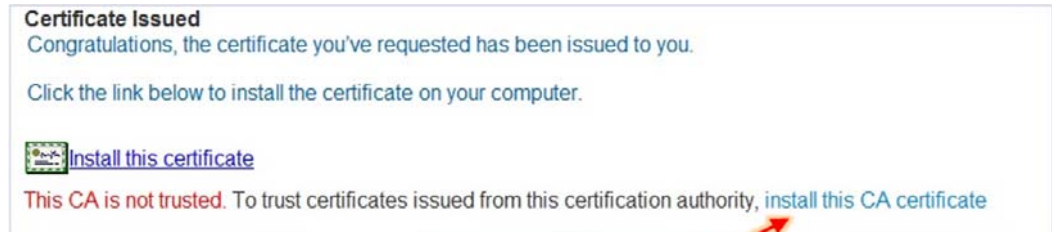
A) Please close all Internet Explorer browsers and sign into ProfitIntel at <https://profitintel.pccb.com>.



B) If you receive the below message instead, please follow the below instructions OR contact your IT department and see page 5, **Note to Bank IT Departments**.

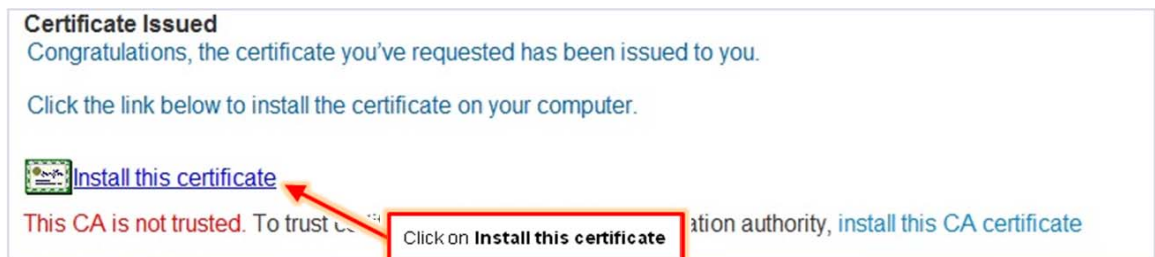


- a. To trust certificates issued from this Certification Authority, click on **Install this CA Certificate**



Click on **Install this certificate**

- b. Click Open.
- c. Click the Install Certificate button
- d. When the certificate import wizard appears, click Next
- e. Click the Place all certificates in the following store radio button and click the Browse button
- f. Scroll up and select the Trusted Root Certification Authorities folder
- g. Click the OK button
- h. Click Next
- i. Click Finished
- j. Click OK when the Import was Successful message appears
- k. Click OK to close the certificate information window
- l. Go back to the webpage and click on **Install this Certificate**



Click on **Install this certificate**

Note for Bank IT Departments:

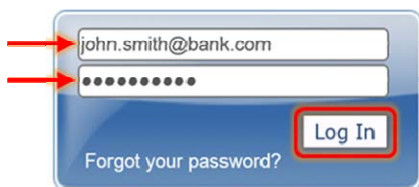
The “root certificate” installation is required before one may download and install the CA certificate. The “root certificate” may require the requestor to have administrator rights on their machine in order to complete the installation. Please either provide the user with administrator rights or download the “root certificate” on the machine on the user’s behalf.

A) **Log on** to the user’s computer **as Administrator** and log on to <https://bigcert.pccb.com/certsrv/> in Internet Explorer

B) Enter your (or users) email address and password for ProfitIntel

ProfitIntel Certificate Request Login

For detailed instructions, click [here](#)



C) Install the “root certificate” by clicking on Root Certificate installation.

Root Certificate Install

Install this Root Certificate by clicking the link below and acknowledging the security warnings. Once the certificate has been installed, click Continue.

[Root Certificate installation](#)

- D) To check that the “root certificate” has installed correctly, go to Internet Explorer Tools and select **Internet Options**. Select the **Content** tab and then **Certificates**. The root certificate will be installed in the **Trusted Root Certification Authorities** tab as **BIGWEB1**. **BIGWEB1** must be present in this tab before the user may log into the machine and proceed with steps 6 – 11.

