ParentsKit

English

Table of Contents and directions

This Parentskit contains the following chapters

Directions for parents / legal guardians

Please read chapter 2 CAcert CCA thoughtful as you need to sign the knowledge ot his chapter.

If you have questions well free to use one of the sources stated in chapter 6 Getting Support.

At the end print out and fill in the last page.

Many thanks for your support.

PoJAM

PoJAM is our *Policy on Junior Assurers / Members* and is also our practice in this area. This page is the top-level index into all places that have relevence to it, and also the introduction to Parents.

What does this mean for the Parent?

Membership in CAcert is about being in a world-wide *web-of-trust* which is a network of people who can rely on each other for agreed things. Specifically, our web-of-trust is purposed to help us issue certificates. These are digital/cryptographic things which can provide reliable indications of membership and identity, for email communications and website login. To get certificates issued to you, you must be a member.

It is our judgement that this process is as good for Juniors as it is for Adults, so we have investigated and documented the ways in which Juniors can participate.

In most places in the world, a Parent is required to agree on behalf of the Junior, and this means in effect that both the Parent and the Junior are members, together. The details vary widely between countries, and it is up to each Assurer to know the local customs of age and requirements.

The relevant documents

- PoJAM is a policy located at ⊕ PoJAM.
  - it is hopefully readable enough to be read by all.
  - it is in DRAFT status which means some changes can be expected, but it is *binding on our members*.
- PoJAM is a subsidiary policy under our ⊕ Assurance Policy
- Detailed practices for the Assurance are found in the Handbook.
- All of this is bound together by two community documents:
  - the ⊕ CAcert Community Agreement which establishes what it means to be a member, and
  - the ⊕ Dispute Resolution Policy which directs how we fix up problems when they occur.

Frequently Asked Questions

What are these certificate things? I'm confused! Read all about ?Certificates (page needs to be written...)

Does this involve money? Not really, or rarely. Most of the community services are free, and are provided by volunteers working on there own-time and own-costs. Here are some exceptions: An Assurer is permitted to charge for an Assurance, but this must be stated up-front, and generally is only for travel expenses, etc. Fees are sometimes levied for

difficult things such as lost passwords. Donations are asked for, but there is no requirement. If you see any request for money, please ask for the specific policy or documentation or proposal to back it up.

What is the member required to do? Not a lot. Assurances are at the Assurer's choice, using certificates is at the Member's choice. There are some obligations in 🌐CCA, these are both rules for the Community and good practices for your Internet security.

What is the Member asked to do? First, we ask each Member to get Assured. This involves finding Assurers who check the identity documents of the Member, and verify membership in face to face meetings. Then, we also encourage Members to become Assurers, which requires more Assurances, and also the passing of the Assurer Challenge. After becoming an Assurer, more opportunities open up in volunteer roles.

How much time does all this take? An assurance might take only 10 minutes, but there is no set schedule. Some just want to use certificates, others strive for Assurer status. Some people become Assurer in a day, others take years. Some people do 1000 assurances, others do practically none, but help to administer our machines or write our policies. Each Member finds his or her own pace and place.

What other organisations are you like? Good Question. If we take away the Internet part, we are like any professional society that involves communicating, learning and helping each other, around a common goal. Generally, our goals include promoting Internet security and privacy, specifically, we work to build a Certification Authority, or CA, so we can issue certificates for Internet use, and we issue certificates over OpenPGP keys. We run some courses, tests and qualifications where these help us. By far the biggest part of us is the worldwide *web-of-trust* made up of our Assurers checking identity and membership over our Members.

What trouble can a Junior Member get into? This falls into two parts: specific to CAcert, and general to the world.

Specific to CAcert, a Member can make a reliable statement that can be later found to be wrong. For example, the identity on the CAP form is often found to be missing a middle name, or in the wrong order. For this, we have a strongly defined procedure (dispute resolution) for getting these things fixed up. The concept of reliable statements, called CARS for *CAcert Assurer Reliable Statement* is part of our Assurance process, and is also used elsewhere in our Community.

Generally, a Member can get into all the normal means of trouble, but that is normal outside CAcert as well as inside. Because we promote reliable methods and interactions, we would hope that trouble would be less than other places or organisations. Where trouble turns up that can be tied to CAcert directly, we will call on an Arbitrator to deal with it.

What's this Arbitration thing? It sounds scary! Not really, it is far less scary than other methods. The first thing to remember is that because certificates *require reliability* we have to resolve any disputes, and do so in a legal fashion. Secondly, we expect a lot of our disputes to be across borders; between a member in your country and a member in another country. Then, we would have a real problem deciding which rules and courts to resolve it with. Or, each member would have a real problem.

In order to make things simple, cost-effective, and safe for all our Members, we have one system for all disputes: Arbitration is our one forum for all. This system is staffed by our volunteer Arbitrators who are chosen from our most experienced and senior of our Assurers. It is created by our formal 🌐Dispute Resolution Policy, and respected by all the community. Arbitration asks the local courts to refer all relevant disputes to it, so this

provides an additional protection for the Member.

🌐 PoJam Section 5 "Arbitration" has some guidance to help all of us to resolve any disputes involving Juniors.

Where can I ask more questions

The best place is face 2 face in an Assurance.

Assurers are expected to know the basics, but PoJAM is quite new, so also consider asking questions through our many support methods at GettingSupport.

CategoryAssurance
CategoryPolicy

CAcert Community Agreement (CCA)

CAcert Inc. - P.O. Box 4107 - Denistone East NSW 2112 - Australia - http://www.cacert.org

CAcert's Root-Certificate sha 1 fingerprints, class 1: 135C EC36 F49C B8E9 3B1A B270 CD80 8846 76CE 8F33, class 3: AD7C 3F64 FC44 39FE F4E9 0BE8 F47C 6CFA 8AAD FDCE

0. Introduction

This agreement is between you, being a registered member ("Member") within CAcert's community at large ("Community") and CAcert Incorporated ("CAcert"), being an operator of services to the Community.

0.1 Terms

1. "CAcert" means CAcert Inc., a non-profit Association of Members incorporated in New South Wales, Australia. Note that Association Members are distinct from the Members defined here.

2. "Member" means you, a registered participant within CAcert's Community, with an account on the website and the facility to request certificates. Members may be individuals ("natural persons") or organisations ("legal persons").

3. "Organisation" is defined under the Organisation Assurance programme, and generally includes corporations and other entities that become Members and become Assured.

4. "Community" means all of the Members that are registered by this agreement and other parties by other agreements, all being under CAcert's Arbitration.

5. "Non-Related Person" ("NRP"), being someone who is not a Member, is not part of the Community, and has not registered their agreement. Such people are offered the NRP-DaL another agreement allowing the USE of certificates.

6. "Non-Related Persons - Disclaimer and Licence" ("NRP-DaL"), another agreement that is offered to persons outside the Community.

7. "Arbitration" is the Community's forum for resolving disputes, or jurisdiction.

8. "Dispute Resolution Policy" ("DRP" => COD7) is the policy and rules for resolving disputes.

9. "USE" means the act by your software to conduct its tasks, incorporating the certificates according to software procedures.

10. "RELY" means your human act in taking on a risk and liability on the basis of the claim(s) bound within a certificate.

11. "OFFER" means the your act of making available your certificate to another person. Generally, you install and configure your software to act as your agent and facilite this and other tasks. OFFER does not imply suggestion of reliance.

12. "Issue" means creation of a certificate by CAcert. To create a certificate, CAcert affixes a digital signature from the root onto a public key and other information. This act would generally bind a statement or claim, such as your name, to your key.

13. "Root" means CAcert's top level key, used for signing certificates for Members. In this document, the term includes any subroots.

14. "CAcert Official Document" ("COD" => COD3) in a standard format for describing the details of operation and governance essential to a certificate authority. Changes are managed and controlled. CODs define more technical terms. See 4.2 for listing of relevant CODs.

15. "Certification Practice Statement" ("CPS" => COD6) is the document that controls details about operational matters within CAcert.

1. Agreement and Licence

1.1 Agreement

You and CAcert both agree to the terms and conditions in this agreement. Your agreement is given by any of

- your signature on a form to request assurance of identity ("CAP" form),
- your request on the website to join the Community and create an account,
- your request for Organisation Assurance,
- your request for issuing of certificates, or
- if you USE, RELY, or OFFER any certificate issued to you.

Your agreement is effective from the date of the first event above that makes this agreement known to you. This Agreement replaces and supercedes prior agreements, including the NRP-DaL.

1.2 Licence

As part of the Community, CAcert offers you these rights:

1. You may USE any certificates issued by Cacert.
2. You may RELY on any certificate issued by CAcert, as explained and limited by CPS (COD6).
3. You may OFFER certificates issued to you by CAcert to Members for their RELIANCE.
4. You may OFFER certificates issued to you by CAcert to NRPs for their USE, within the general principles of the Community.
5. This Licence is free of cost, non-exclusive, and non-transferrable.

1.3 Your Contributions

You agree to a non-exclusive non-restrictive non-revokable transfer of licence to CAcert for your contributions. That is, if you post an idea or comment on a CAcert forum, or email it to other Members, your work can be used freely by the Community for CAcert purposes, including placing under CAcert's licences for wider publication.

You retain authorship rights, and the rights to also transfer non-exclusive rights to other parties. That is, you can still use your ideas and contributions outside the Community.

Note that the following exceptions override this clause:

1. Contributions to controlled documents are subject to Policy on Policy ("PoP" => COD1)
2. Source code is subject to an open source licence regime.

1.4 Privacy

You give rights to CAcert to store, verify and process and publish your data in accordance with policies in force. These rights include shipping the data to foreign countries for system administration, support and processing purposes. Such shipping will only be done among CAcert Community administrators and Assurers.

Privacy is further covered in the Privacy Policy ("PP" => COD5).

2. Your Risks, Liabilities and Obligations

As a Member, you have risks, liabilities and obligations within this agreement.

2.1 Risks

1. A certificate may prove unreliable.
2. Your account, keys or other security tools may be lost or otherwise compromised.
3. You may find yourself subject to Arbitration (DRP => COD7).

2.2 Liabilities

1. You are liable for any penalties as awarded against you by the Arbitrator.
2. Remedies are as defined in the DRP (COD7). An Arbitrator's ruling may include monetary amounts, awarded against you.
3. Your liability is limited to a total maximum of 1000 Euros.
4. "Foreign Courts" may assert jurisdiction. These include your local courts, and are outside our Arbitration. Foreign Courts will generally refer to the Arbitration Act of their country, which will generally refer civil cases to Arbitration. The Arbitration Act will not apply to criminal cases.

2.3 Obligations

You are obliged

1. to provide accurate information as part of Assurance. You give permission for verification of the information using CAcert-approved methods.
2. to make no false representations.
3. to submit all your disputes to Arbitration (DRP => COD7).

2.4 Principles

As a Member of CAcert, you are a member of the Community. You are further obliged to work within the spirit of the Principles of the Community. These are described in Principles of the Community.

2.5 Security

CAcert exists to help you to secure yourself. You are primarily responsible for your own security. Your security obligations include

1. to secure yourself and your computing platform (e.g., PC),
2. to keep your email account in good working order,
3. to secure your CAcert account (e.g., credentials such as username, password),
4. to secure your private keys,
5. to review certificates for accuracy, and
6. when in doubt, notify CAcert,
7. when in doubt, take other reasonable actions, such as revoking certificates, changing account credentials, and/or generating new keys.

Where, above, 'secure' means to protect to a reasonable degree, in proportion with your risks and the risks of others.

3. Law and Jurisdiction

3.1 Governing Law

This agreement is governed under the law of New South Wales, Australia, being the home of the CAcert Inc. Association.

3.2 Arbitration as Forum of Dispute Resolution

You agree, with CAcert and all of the Community, that all disputes arising out of or in connection to our use of CAcert services shall be referred to and finally resolved by Arbitration under the rules within the Dispute Resolution Policy of CAcert (DRP => COD7). The rules select a single Arbitrator chosen by CAcert from among senior Members in the Community. The ruling of the Arbitrator is binding and final on Members and CAcert alike.

In general, the jurisdiction for resolution of disputes is within CAcert's own forum of Arbitration, as defined and controlled by its own rules (DRP => COD7).

We use Arbitration for many purposes beyond the strict nature of disputes, such as governance and oversight. A systems administrator may need authorisation to conduct a non-routine action, and Arbitration may provide that authorisation. Thus, you may find yourself party to Arbitration that is simply support actions, and you may file disputes in order to initiate support actions.

3.3 Termination

You may terminate this agreement by resigning from CAcert. You may do this at any time by writing to CAcert's online support forum and filing dispute to resign. All services will be terminated, and your certificates will be revoked. However, some information will continue to be held for certificate processing purposes.

The provisions on Arbitration survive any termination by you by leaving CAcert. That is, even if you resign from CAcert, you are still bound by the DRP (COD7), and the Arbitrator may reinstate any provision of this agreement or bind you to a ruling.

Only the Arbitrator may terminate this agreement with you.

3.4 Changes of Agreement

CAcert may from time to time vary the terms of this Agreement. Changes will be done according to the documented CAcert policy for changing policies, and is subject to scrutiny and feedback by the Community. Changes will be notified to you by email to your primary address.

If you do not agree to the changes, you may terminate as above. Continued use of the service shall be deemed to be agreement by you.

3.5 Communication

Notifications to CAcert are to be sent by email to the address support at CAcert.org. You should attach a digital signature, but need not do so in the event of security or similar urgency.

Notifications to you are sent by CAcert to the primary email address registered with your account. You are responsible for keeping your email account in good working order and able to receive emails from CAcert.

Arbitration is generally conducted by email.

4. Miscellaneous

4.1 Other Parties Within the Community

As well as you and other Members in the Community, CAcert forms agreements with third party vendors and others. Thus, such parties will also be in the Community. Such agreements are also controlled by the same policy process as this agreement, and they should mirror and reinforce these terms.

4.2 References and Other Binding Documents

This agreement is CAcert Official Document 9 (COD9) and is a controlled document.

You are also bound by

1. Certification Practice Statement (CPS => COD6).
2. Dispute Resolution Policy (DRP => COD7).
3. Privacy Policy (PP => COD5).
4. Principles of the Community.

Where documents are referred to as => COD x, they are controlled documents under the control of Policy on Policies (COD1).

This agreement and controlled documents above are primary, and may not be replaced or waived except by formal policy channels and by Arbitration.

4.3 Informative References

The governing documents are in English. Documents may be translated for convenience. Because we cannot control the legal effect of translations, the English documents are the ruling ones.

You are encouraged to be familiar with the Assurer Handbook, which provides a more readable introduction for much of the information needed. The Handbook is not however an agreement, and is overruled by this agreement and others listed above.

4.4 Not Covered in this Agreement

Intellectual Property. This Licence does not transfer any intellectual property rights ("IPR") to you. CAcert asserts and maintains its IPR over its roots, issued certificates, brands, logos and other assets. Note that the certificates issued to you are CAcert's intellectual property and you do not have rights other than those stated.

Policy On Junior Assurers / Members

0. Preliminaries

0.1 **Authority**. This sub-policy extends the Assurance Policy ("AP" => COD13) by specifying how Juniors can be brought into the CAcert Community.

0.2 **Terms**.

- **Minor** is a person who is not empowered to enter contracts as self under local laws.
- **Junior** is a person under 18. A Junior is probably a Minor.
- **Parent**. A competent adult that is legally responsible under local law for the Minor. E.g., a natural or adopted parent, or a legal guardian. Unless otherwise stated, the singular term Parent is used herein, and is used to cover all forms of persons that are legally responsible for the Minor.

1. Scope

1.1 This policy applies to all Members of the CAcert Community.

1.2 Although variations exist in different countries, CAcert works to a principle of no discrimination (Principles) and therefore imposes the same view across all countries.

2. Entering the Community

2.1 There is no limit on age for membership of CAcert.

2.2 Membership requires a legal contract to be formed. This can be formed one of two ways:

1. the member has capacity to enter the contract themselves, or
2. the member is a Minor and requires the consent of the Parent.

2.3 The Assurer is responsible in all cases for confirming that the entry into the CAcert Community Agreement is founded. This means in practice that the Assurer has to confirm the above.

2.4 A general situation in each country is that a Minor can only enter with Parental consent. In this case, the Assurer should confirm the consent of the Parent.

2.5 The mechanism for confirming the Parent's consent is something that varies and is not covered by policy. The simple requirement here is that the Assurer makes a reliable statement (CARS) that consent is established, following these two declarations:

The Assurer's declaration (specifically referring to Assurance Policy 1.1 part 4 AP1.1):

> This Assurance conducted according to Assurance Policy

The member's declaration:

2.6 The Assurance Handbook (AH) should expand on common methods to establish and record consent. Such as, on a separate form, a modification to CAP form, etc.

3. System Block

3.1 Although there is no age limit in this policy, it is reasonable that the Assurer should check this issue closely below 18.

3.2 For persons over 18, the Assurer may presume that the person has capacity to enter into a contract, in absence of any alternate suggestion. This is regardless of the legal circumstances of the country.

3.3 Therefore, a change should be put into the system:

> If the member is under 18 years of age,
> the system shall require the Assurer to confirm
> that consent was established during the Assurance,
> or otherwise as considered by the Assurer,
> before additional higher reliance products are available.

The system therefore will block all "reliance" products as defined by policy (issuance of named certificates under CPS, Assurer under AP), until consent is established as appropriate.

The absence of this feature does not remove the duty of the Assurer (for example, because of delays in implementation).

3.4 The first Assurers of a Member may then have the greater technical burden of explaining and confirming the consent, but the confirmation is required of all Assurers as part of the CAP.

3.5 The Assurance Handbook (AH) should document more efficient methods, such as a single form carried by the Junior Member for showing to the Assurer, rather than the Parent's signature over each individual CAP form.

4. The Junior Assurer

4.1 Assurer status may only be granted if the user is at least 14 years old. Other preliminaries for the Assurer status set up by other policies are untouched. Combining AP and this policy, a Junior Assurer is a CAcert member with 100 Assurance Points, has passed the CAcert Assurer Challenge, and is between the ages of 14 and 18 years.

4.2 A Junior Assurer can issue a maximum of 10 Assurance Points to an assuree, independent of how many Experience Points the Junior already has. The Experience Points awarded to the Junior Assurer are untouched.

4.3 The Assurance Handbook (AH) should stipulate the convention as to how the Junior Assurer establishes bona fides.

5. Arbitration

Arbitration with Juniors needs to take into account that a local court may find the CCA to be improperly imposed. Some understanding of this risk should be taken, but Arbitrators should be careful not to weaken the web of trust on this basis. Therefore, more care should be taken in explaining and ensuring the spirit of

the CCA is maintained.

- The Parent may be concerned about the impact of an Arbitration. Technically, the consenting Parent is the one appearing in the Arbitration. The Arbitrator should recognise both the technical (legal) meaning, but strive to maintain the spirit of the Junior member's appearance. For example, Arbitration documentation may name the Parent primarily, and refer to the Junior in text.
- The Arbitrator may appoint a senior Assurer to advise the Parent on the nature of the Community.
- A ruling should be tested by comparing it to an adult scenario.

The counter-situation to a weak CCA agreement is that if a person (of any age) feels the CCA to be inappropriate, then they have not entered into the Community. The Arbitrator is at liberty to terminate the CCA with a Member, if there is a sustainable view that it is inappropriate. Such termination should include measures needed to repair the web of trust.

CAcert.org Assurer Handbook

Junior Members

In principle, children or minors or juniors can also be assured. There is no minimum age set by CAcert.

Policy on Junior Assurers / Members moves to DRAFT and is therefor binding since Jan 31, 2010

There are, however, some difficulties that need to be taken into account.

- The way that persons enter into CAcert's Community is by agreeing to the CCA. This is in effect a legal contract, and in general, entering into legal contracts is for adults, not minors/juniors/children.
- This is one area where you should be aware of your country's laws, if they apply.
- In general, a minor may be able to enter into an agreement with permission of the parent or legal guardian. So you can ask for a co-signing of the form by a parent or legal guardian. However you should stress that the form is signed first by the minor, and then counter-signed by the parent.
- Treat the minor as an adult, with respect, always. One day soon, she will be.
- You will likely have to test points of understanding with both the Member and the parent.
- Acceptable photo IDs are not so useful for young people under 10.

Questions

- *Basically, this may result in some interesting Arbitrations. An Arbitrator may have to take into account that the CCA is not as strong in the case of a minor.*
- *Does it make sense to assure children at infant age? The reason I'd not assure infants (let's say up to age 14) is that they protect their credentials against theft even less well than most grown ups.*

Policy On Junior Assurers Members 2

- Update Feb 1st, 2010: Policy on Junior Assurers / Members PoJAM DRAFT

- *Proposed is a ?ParentsKit, a CAP form related form that describes the consent and the required confirmation for becoming assured for the Junior Member. This ?ParentsKit should also include an informations package for the parents, what is CAcert, what does the CCA mean and so on, to be aware that the parents will understand easily what happens with the assurance. Please also add your phone number or an email address to the package, where the parents gets additional infos, where they can ask additional questions. The assurer has to make an arrangement how the signed ?ParentsForm receives the Assurer and the signed parents form can be returned to the Junior Member, maybe possible by snail-mail, or a second face-to-face meeting. The assurer has to notify the parents confirmation and that he has seen the signature from the parents, probably by a copy or an additional statement onto the CAP form. This procedure is for a single form carried by the Junior Member for showing to the Assurer, rather than a parent's signature over each individual CAP form.*

```
1. The Junior Member asks an Assurer to assure him.
2. The Assurer checks that the age of the Junior Member
   is in reliance to the local countries law
   (i.e. Germany its age is under 18 years,
    for other countries this may vary)
3. The Assurer starts a regular assurance
4. The first Assurer hands out to the Junior Member a
   ParentsKit that includes a ParentsForm and an info package.
5. The Parents of the Junior Member signs the ParentsForm
6a. The Parents returns the ParentsForm to the Assurer
    by a second face-to-face meeting, by snail-mail or
    by a scan of the signed ParentsForm sent by email
6b. The Junior Member returns the ParentForm to the Assurer
    by a second face-to-face meeting, by snail-mail or
    by a scan of the signed ParentsForm sent by email
7. The Assurer makes a note onto the Junior Members CAP form
   that he has seen the signed ParentsForm or makes a copy of
   the ParentsForm and adds it to the Junior Members CAP form
8. The Assurer now can transfer the assurance points he gave
   to the account with the additional (not yet existing)
   checkbox that he got confirmation from the parents. x1)
9. The Assurer returns the original ParentForm to the Junior
   Member for future assurances. A scanned ParentForm is not
   sent back by email.
```

x^1)

- common practice for the addtl. CCA acceptance on Assurances was to add +CCA into the locations field
- this common practice can also be used for the PoJAM acceptance i.e. +PoJAM to signal, that the acceptance from the parents exists and noted onto the CAP form

Parental Consent Form (Draft v0.15)

- English
    - https://svn.cacert.org/CAcert/Events/Public/PoJAM/ParentsForm_EN-Draft-v0-15.odt
    - https://svn.cacert.org/CAcert/Events/Public/PoJAM/ParentsForm_EN-Draft-v0-15.pdf
- German
    - https://svn.cacert.org/CAcert/Events/Public/PoJAM/ParentsForm_DE-Draft-v0-15.odt
    - https://svn.cacert.org/CAcert/Events/Public/PoJAM/ParentsForm_DE-Draft-v0-15.pdf

ParentsKit

> *What needs have to be in a ParentsKit ? (u60)*

- PoJAM Info for the Parents (English)
  - PoJAM Info für Eltern (Deutsch)
- CAcert Community Agreement
  - https://svn.cacert.org/CAcert/Events/Public/CCA-Translations /CAcert_CCA_EN_090501.pdf (English)
  - https://svn.cacert.org/CAcert/Events/Public/CCA-Translations/CAcert_CCA_DE-Jun2009.pdf (Deutsch)
- PoJAM DRAFT Subpolicy
- Assurance Handbook - Junior Members
- Assurance Handbook - CAcert Assurer Reliable Statement
- GettingSupport
- Parental Consent Form
  - https://svn.cacert.org/CAcert/Events/Public/PoJAM/ParentsForm_EN-Draft-v0-15.pdf (English)
  - https://svn.cacert.org/CAcert/Events/Public/PoJAM/ParentsForm_DE-Draft-v0-15.pdf (Deutsch)
- All above for Printing: https://svn.cacert.org/CAcert/Events/Public/PoJAM/ParentsKit-EN.zip (English)
  - Alle Dokumente zum Ausdruck: https://svn.cacert.org/CAcert/Events/Public/PoJAM /ParentsKit-DE.zip (Deutsch)

CAcert Assurer Reliable Statement

An Assurance is a CAcert Assurer Reliable Statement, *CARS* for short. It is the primary one you make to the community, as part of our overall Assurance process, or *web-of-trust*.

If you get involved in other, deeper parts of CAcert, you may be asked to make other reliable statements to help our processes. Here are some examples:

- reports prepared by system administrators on changes to the software are relied upon by the Board, and can be verified and scrutinised by audit.
- co-auditing involves senior assurers checking the assurance process, and making reports back to the Assurance Officer and Auditor.
- Event Coordinators are required to make sure that all Assurers at an event follow Assurance Policy, and report this back to board.

In order to signal a statement of reliance, you can add the term **CARS** to the end of your name. This is useful if it is not totally obvious that your statement might be relied upon.

Sample of CAcert Assurer Reliable Statement

```
I make a statement

My Givenname LastName
CARS
```

I need support! Please help me!

Easy Help

If your request is not private (involves no sensitive data), then use the email form on 🌐 www.cacert.org.

Use the **TOP** post box for routine questions, only use the *bottom box for sensitive questions* (see below).

Info We will Need

In addition to stating your problem, please don't forget to specify the full story. For example:

- which Operating System you are using (e.g. Windows, Mac, Linux),
- which browser, email client, etc.
- and which versions of each as appropriate

Mailing lists

Your email will be forwarded to the cacert-support mailinglist, which you can also join or mail to directly.

- CAcert runs several mailinglists. There are lists for support, for translation issues, and many more.
- Have a look at the 🌐 Listinfo Page of CAcert to find out more.
- For *normal* questions the 🌐 cacert-support mailing list will be the right choice for you.

(Note, we are working on a web forum for community help.)

Internet Relay Chat (IRC)

CAcert also runs an IRC channel with people hanging around all the time, willing to help. If you are into IRC, jump over to the IRC page, grab the paramaters, join and ask.

Language	room Name	comments
English	CAcert	open
Deutsche	cacert.ger	open
Français	cacert.fr	*might not be open*

Other channels can be opened on demand.

Are you new to IRC, or have some questions on how to use it effectively? Then check out IRChelp for tips on getting clients for your machine, getting started, basic commands, etc., See you on #cacert!

Harder

Privacy or Sensitive Help

To send a private E-Mail to CAcert's support channel:

1. the easiest way is to use the email form on www.cacert.org, but use the **BOTTOM** security / sensitive box, which will then deliver it securely to support @c.o
2. mail yourself directly to support @c.o. This might be better if you need to sign your email.

Email Directly to Support

In most cases, the "easy help" solutions will be faster help for you. When *sensitive* data or similar requests are sent to Support Team, the contents are posted to support @c.o, which will be slower. This will involve a review at several levels to deal with the request. You can also do this directly if the email form doesn't have the features you need.

Administrative Changes and Disputes

Sending administrative changes, disputes and external requests should go through support@c.o., either by you mailing directly, or using the above *sensitive* Web Post service.

Many support requests require more care. When a support request requires a change to some other account, or something that is outside the norm, CAcert's Support Team send this on to Arbitration. This simply means that instead of support handling it directly, it is passed on to our Arbitration process, which has the authority to rule and direct. Support has no authority by itself to fix anything.

Other References

RSS

You don't want to check the CAcert website for news every day? Try a rss-news reader - this might be the solution for you.

- CAcert News: 🌐 http://www.cacert.org/rss.php
- CAcert Blog: 🌐 http://blog.cacert.org/wp-rss2.php *?? doesn't work* Iang

Now it's your turn!

If you find CAcert convenient and appreciate the work and effort made by all the contributors, you can support its infrastructure and future developments, feel free to have a look at CacertDonate.

There are lots of suggestions on HelpingCAcert for ways *YOU can help!*

Technical Background of the CAcert Support

All CAcert Support operations are described at the Support Pages. Have a look and see if you find your place there.

Areas of Interest

This wiki:

- Is structured in three ways:
    1. Three competences: Technology comma, Brain.
    2. Top-level starter pages like Support, Policy, SystemAdministration, ...
    3. Searching on words at top-left of any page.
- ...is a live resource: ?Recent Changes

The 🌐 SVN repository is a more formal base of documentation for some heavier documents.

Note that much of the commentary on the 🌐 website is out-of-date.

Snail Mail

Snail Mail should be used for practically nothing. All formal disputes, services of notices, etc should be emailed to support @c.o where CAcert's support team will forward it to the appropriate place.

```
Postal Address:
CAcert Inc.
P.O Box 4107
Denistone East NSW 2112
Australia
```

If by law you must send a snail mail, make sure you email the contents as above to support @c.o, and indicate that a snail mail is to follow.

CategorySupport

CAcert

Parental Consent Form

CAcert Inc. - P.O. Box 4107 - Denistone East NSW 2112 - Australia - http://www.cacert.org

CAcert's Root-Certificate sha 1 fingerprints, class 1: 135C EC36 F49C B8E9 3B1A B270 CD80 8846 76CE 8F33, class 3: AD7C 3F64 FC44 39FE F4E9 0BE8 F47C 6CFA 8AAD FDCE

To: The Parent:

A Junior Member of CAcert requires parental consent.

Your agreement needs to be provided to each Assurer. It is recommended that you complete this form once, and the Junior Member presents it for each Assurance.

The free membership of the CAcert Community is about the usage of certificates as well as verification and the establishing of identity, membership and reliability of each Member to participate in our Web-of-Trust.   We do this primarily by the CAcert Assurance Programme (CAP), in which Assurers verify government-issued photo identity documents in a face to face meeting according to Assurance Policy.

For more information: http://wiki.CAcert.org/PoJAM
. . . .

To: The Assurer:

Junior's Name:	
Date of Birth: (YYYY-MM-DD)	
Email Address:	

Parent's Name:	
Date of Birth: (YYYY-MM-DD)	
Email Address:	

    Please read and agree with the CAcert Community Agreement
http://www.CAcert.org/policy/CAcertCommunityAgreement.php

mark here: O   We hereby confirm that the Junior's and Parent's Information above is both true and correct, and request the Assurer to assure the Junior in compliance with the CAcert Assurance Policy.

mark here: O   We agree to the CAcert Community Agreement.

Signature Junior: _____

Date (YYYY-MM-DD): 20__ -___-___

Signature Parent: _____

Date (YYYY-MM-DD): 20__ -___-___