

1. What do I need to do in order to apply for a digital certificate?

Here are the steps in obtaining your digital certificate.

- a. Download and complete the Digisign ID Basic Application Form.
The Form can be obtained from www.digicert.com.my > Repository > Digicert Form > 3. DIGISIGN Class 2 Application Form
- b. Prepare scanned copies of the following documents:-
 - Photocopy of MyKad or Passport (1 Copy)
- c. Email the form & documents to sales@digicert.com.my and customercare@digicert.com.my or submit to the following address
No.3-20, Jalan 14/155B, Aked Esplanad, Bukit Jalil, 57000 Kuala Lumpur

We accept the following payment methods :

Bank-in through ATM, counter or online Telegraphic Transfer (TT)
CIMB Account no. : 1429-0006101-05-2 payable to DIGICERT Sdn Bhd swift code : CIBBMYKL

The receipt of payment to be scanned and email to sales@digicert.com.my and customercare@digicert.com.my

- d. Our Customer Care officers will process your application within 2 to 5 working days. The digital certificate will be generated in Softcert (install to PC). The digital certificate will be email to user registered email address and the PIN Mailer will be couriered to registered address. * Delivery fee will be charged to the customer and based on the appointed courier service provider.
- e. Activate your digital certificate using the token activation keys (provided in the PIN Mailer) on service provider's web application.

2. What media storage type is available for my digital certificate?

Softcert

Your digital certificate will be given to you by email and you will be required to install and store it in your PC.

You are advised to keep your PC safe and secure at all times as your certificate (credentials) is being stored in the PC itself.

3. What to do if I forgot my password?

For security reasons, DIGICERT is not able to retrieve your Password (Pin Mailer).

Therefore, you are strongly advised to keep a copy of your digital certificate by downloading it onto a thumb drive and keep the original Pin Mailer.

*How do I perform a soft cert back-up?

Kindly follow these steps:

- From your browser's main menu, Select 'Internet Options' > Click on 'Certificates' in tab content > Select 'Personal' from digital certificate shown on screen > Select the digital certificate that you wish to store, and Click on 'Export'.
- Certificate Manager Export Wizard will pop-up > Click 'Next' > Choose 'Yes, export the private key' and Click 'Next'.
- At 'Export File Format' > Choose 'Enable strong protection' and Click 'Next'.
- At 'Password' window > KEY-IN your Password (This password will be required during certificate importing later)
- Install the digital certificate into a thumb drive and Click 'OK'.
- At 'File to Export', Choose the location that you wish to store your digital certificate and name the file and Click 'OK'. Key-in your password.

For more information please visit our website at <http://www.digicert.com.my>,

or contact our Customer Care officers at 603 – 8992 8888. You can also email your queries to us at customercare@digicert.com.my