

FAQ: PKI REGISTRATION FOR SSM MBRS

1) *What should I prepare for the **supporting documents**?*

- A:** You need to prepare **scanned copy** in PDF or JPEG format the following documents:
- a) Scanned copy MyKad or Passport; and
 - b) Scanned copy Letter of Authorization/ Business Registration / Company Secretary License

2) *Q: How to **purchase** the digital certificate?*

A1: If you are new and never register with SSM, follow below instruction:

- a) **Register** at <https://ssm4u.com.my> and follow the steps.
- b) Access MBRS portal (mPortal) - Click “PKI Registration” and follow the steps.

A2: If you already registered with SSM (has completed thumbprint validation)

- a) **Access** <https://ssm4u.com.my>
- b) Access MBRS portal (mPortal) - Click “PKI Registration” and follow the steps.

3) *Q: How much **fee** to acquire a new Digital Certificate?*

A: Fee depending on 2 type of validity:

- a) 1 Year validity at RM 47.70 (price including 6% SST)
- b) 2 Years validity at RM 95.40 (price including 6% SST)

4) *Q: How much is **renewal** fee for the Digital Certificate?*

A: The fee for certificate renewal is the **same as new purchase**.

5) *Q: The **payment** process take too long and there is no action.*

A: You have to **disable pop up blocker** in your browser.

- a) Chrome: <https://support.google.com/chrome/answer/95472>
- b) Internet Explorer: <https://support.microsoft.com/en-my/help/17479/windows-internet-explorer-11-change-security-privacy-settings>

6) *Will Pos Digicert call me? What is the purpose of the **telephone call**?*

A: Yes, Pos Digicert Registration Authority Officer will call you at your registered telephone number in 1CRS Portal.

This call is for validation purpose. Failure to accept the call will cause your application being put on hold.

7) *Q: What should I do if I have forgotten the **password**?*

A: You may login into 1CRS portal (<https://1crs.digicert.com.my/>) and reset the password through action button.

8) **Q:** *How many times Pos Digicert notifies me before my **digital certificate expired**?*

- A:** Pos Digicert will send **3 notification emails** at your registered email in 1CRS portal.
- a) 2 months before expiry date.
 - b) 1 month before expiry date.
 - c) 7 days before expiry date.

9) **Q:** *How to **renew** my expired digital certificate?*

- A:** You may login into 1CRS (<https://1crs.digicert.com.my/>). Follow the steps below:
- a) Click at Certificate Management
 - b) Click at the Certificate Expiry (within 30 days).
 - c) Click at Renew button.
 - d) Follow the steps until completion.

10) **Q:** *Whom should I contact if I require any assistance for PKI registration/digital certificate registration?*

- A:** You have 3 options:
- a) Email us at mbrspki.support@digicert.com.my
 - b) E-mail us at customercare@digicert.com.my.
 - c) Call our Customer Service Careline at 03-8800 8008, Monday to Friday between 9.00am to 5.00pm.