

## 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](mailto:mbrspki.support@digicert.com.my)
- b) E-mail us at [customercare@digicert.com.my](mailto:customercare@digicert.com.my).
- c) Call our Customer Service Careline at 03-8800 8008, Monday to Friday between 9.00am to 5.00pm.