



HKCA d-Cert Subscriber Portal User Manual

Version v1.1

Date: 2026 May

Contents

1	Introduction	1
1.1	Purpose of Compilation.....	1
1.2	Applicable Users	1
1.3	Definitions.....	1
2	System Registration, Login and Environment Preparation	1
2.1	System Access Address and Environment Requirements	1
2.2	Account Registration.....	2
2.2.1	Personal Account Registration	3
2.2.2	Organisational Account Registration	4
2.2.3	Register Account by iAM Smart.....	5
2.2.4	Bind "iAM Smart" to Existing Account.....	8
2.2.5	Register the Organisational Account to the existing Personal Account.....	11
2.3	Account Login and Logout	13
2.3.1	Login with Account Email and Password	13
2.3.2	Login with iAM Smart.....	14
2.3.3	Account Logout	17
2.4	Password Reset and Recovery	18
3	Interface Overview and Basic Operations	20
4	Application of d-Certs	21
4.1	d-Cert Profile.....	21
4.2	Create Certificate Application Order.....	21
5	Order Management.....	25
5.1	Order Payment	25
5.1.1	Online Payment	26
5.1.2	Offline Payment.....	27
6	Certificate Application Management	30
6.1	Get Access Code	30
6.2	Download Certificate	34
6.3	Download Certificate Password.....	37
6.4	Request for Revocation of d-Cert	41

1 Introduction

1.1 Purpose of Compilation

This manual is designed to provide operation guidelines for users of the **HKCA d-Cert Subscriber Portal**. This system is a comprehensive service platform that integrates the display of digital certificate products, online ordering, payment settlement, and the full lifecycle management of certificates.

1.2 Applicable Users

This manual is applicable to end-users who use the **HKCA d-Cert Subscriber Portal**, namely organization or individual users with the need to purchase digital certificates, and they are responsible for placing orders, making payments, and subsequently applying for and deploying the certificates.

1.3 Definitions

HKCA d-Cert Subscriber Portal: Refers to the software system described in this user operation manual, used to complete online transactions and management of digital certificate products.

Digital Certificate products: Refers to various types of digital certificates available within the system, including but not limited to d-Cert (Personal / Organisational / Encipherment).

Certificate Application Number (Application No.): This refers to the Reference Number generated after the user completes order payment to trigger the certificate issuance process. The **Order No.** primarily relates to financial transactions, while the **Certificate Application Number** primarily relates to certificate application and management.

2 System Registration, Login and Environment Preparation

2.1 System Access Address and Environment Requirements

This system can be accessed through a web browser. To ensure the normal operation of system functions and the best user experience, the following environment configuration is recommended.

1. System Access Address: <https://hkca.hk/>
2. Recommended Browser Configuration: The system has the best compatibility with the following browsers:
 - Google Chrome: Version 80.0 and above (recommended)
 - Microsoft Edge: Version 80.0 and above
 - Mozilla Firefox: Version 70.0 and above

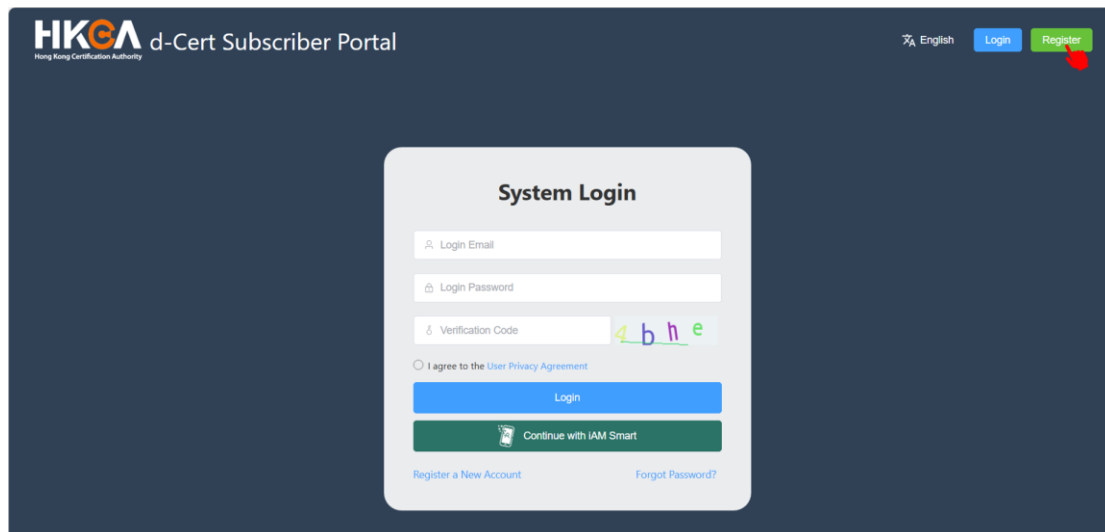
2.2 Account Registration

Visit [HKCA website](#), then click “Login” on the upper right corner of the page to access **HKCA d-Cert Subscriber Portal**.



HKCA d-Cert Subscriber Portal supports the registration of both Personal Accounts and Organisational Accounts.

New subscribers should select “Register” to create an account. Existing registrants should select “Login”.



2.2.1 Personal Account Registration

To create a personal account, select “Personal Account Registration” and enter your personal information and login credentials. A personal account supports the application of d-Cert (Personal).

In order to use the personal account for applying for digital certificates, please bind your iAM Smart account when registering the personal account (see "[Register Account by iAM Smart](#)" for details), or bind your iAM Smart account after successfully registering the personal account (see "[Bind ‘iAM Smart’ to Existing Account](#)" for details).

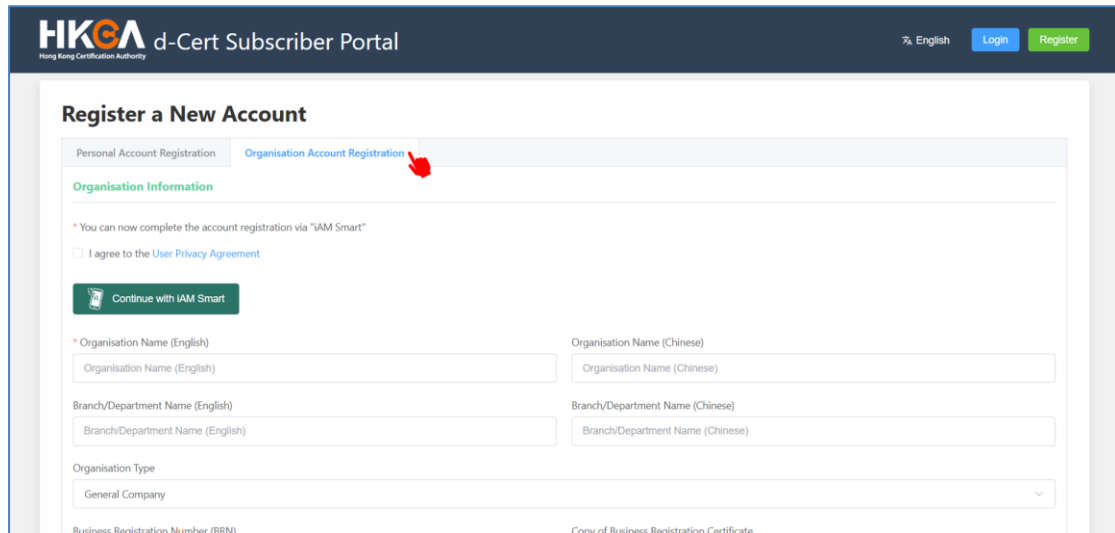
After submission, you will receive an approval email. You may then log in to the **HKCA d-Cert Subscriber Portal** using your registered email address and chosen password (see [Login with Account Email and Password](#) for details).



2.2.2 Organisational Account Registration

To create an organisational account, select “Organisational Account Registration”. You will register as the Authorised Representative to communicate with us and manage digital Certificate products.

Enter your organisation details, your information (as the Authorised Representative), along with login credentials. You must upload required documents, including an authorisation letter from your company appointing you as the Authorised Representative. An organisational account supports applications for d-Cert (Organisational / Encipherment).



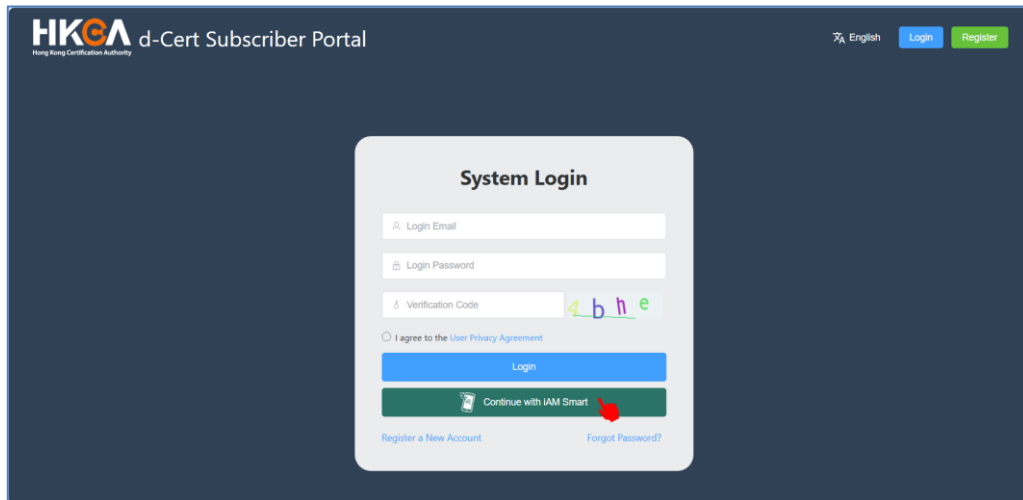
After submission, you will receive an approval email. You may then log in to the **HKCA d-Cert Subscriber Portal** using your registered email address and chosen password (see [Login with Account Email and Password](#) for details).



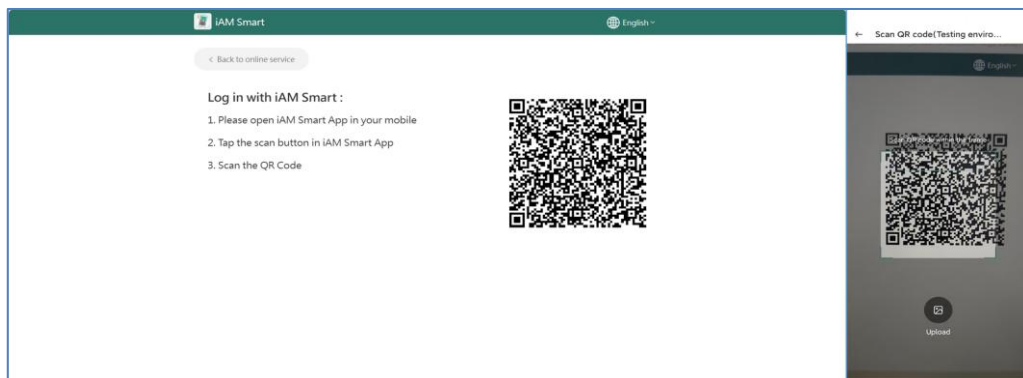
When registering an organisational account, a personal account for the Authorised Representative will be created simultaneously. After logging in, the Authorised Representative may switch accounts to manage the certificate applications for both the personal account and organisational account.

2.2.3 Register Account by iAM Smart

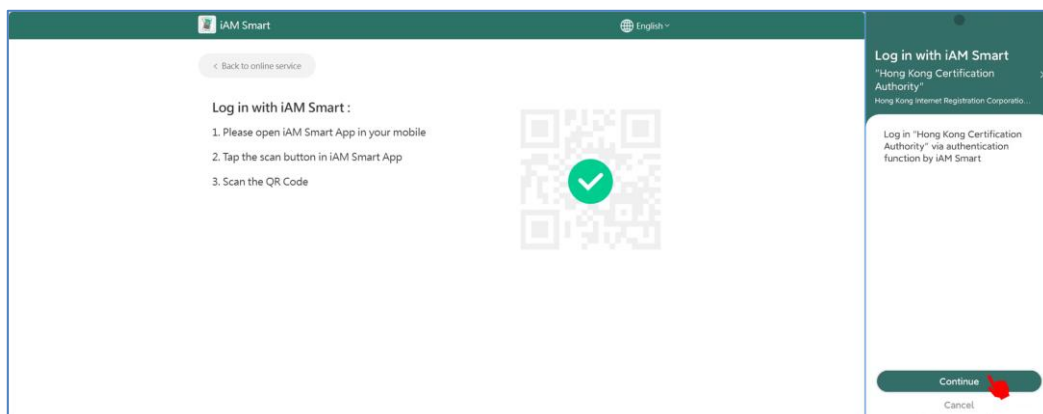
- 1) Visit [HKCA d-Cert Subscriber Portal](#) then click “Continue with iAM Smart”.



- 2) Open "iAM Smart" App on your mobile, and then tap the Scan button. Scan the QR code on the screen.



- 3) After successfully scanning the QR code with “iAM Smart” App, a tick will appear on the QR code. The mobile app will display the authentication permission screen. Click “Continue”.

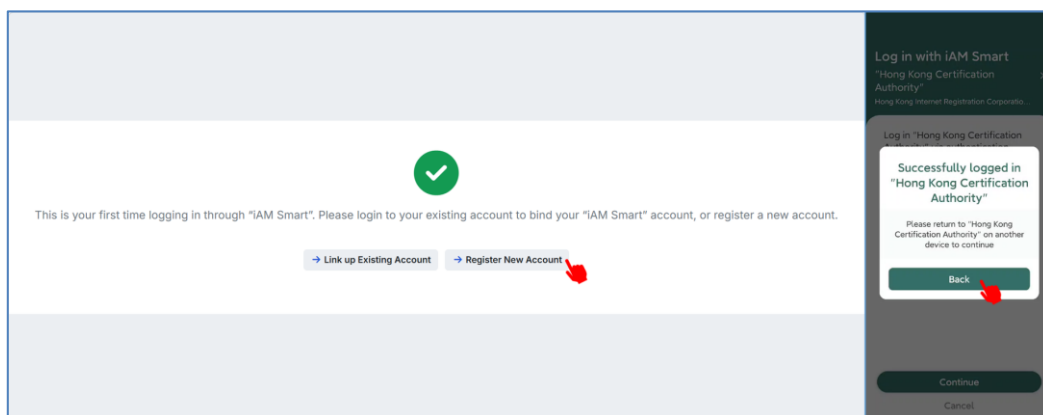


- 4) The "iAM Smart" app will show that you have successfully logged in to "Hong Kong

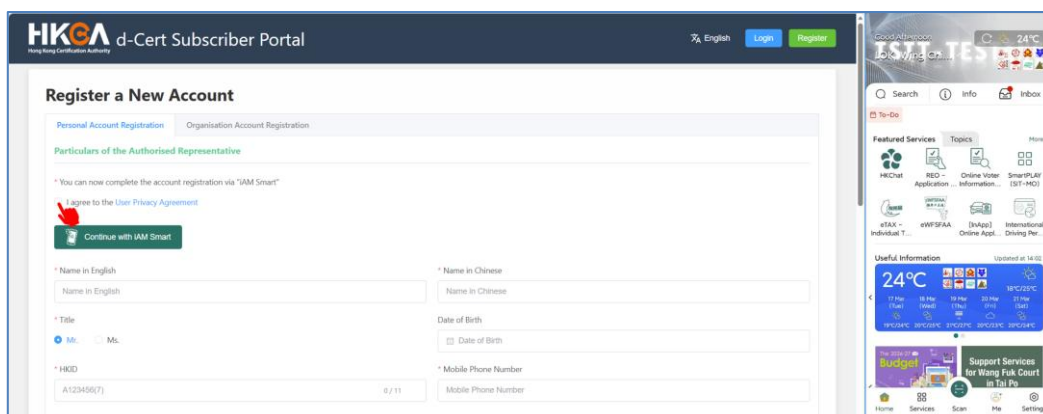
Certification Authority". Click "Back".

- 5) Click "Register New Account".

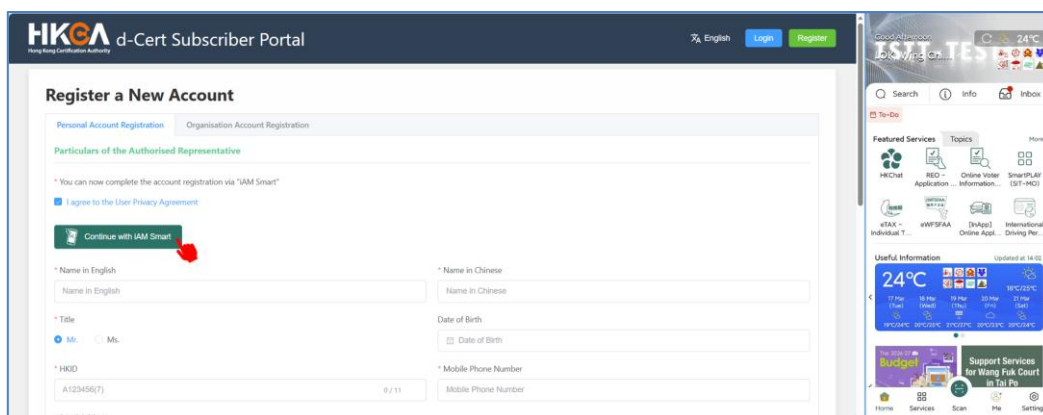
If the system detects that the current iAM Smart account is not associated with the **HKCA d-Cert Subscriber Portal** account, the user can choose "Register New Account" or "Link up Existing Account" (refer to [Bind 'iAM Smart' to Existing Account](#)).



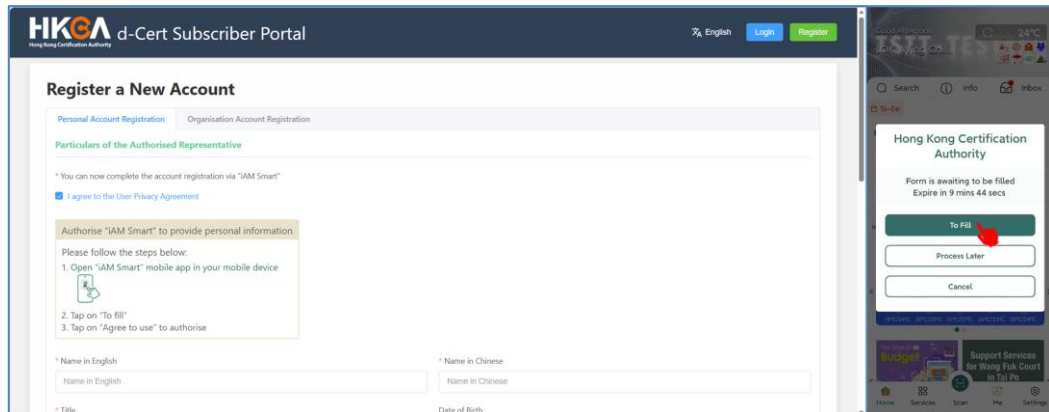
- 6) After reading and agreeing to the "User Privacy Agreement", click the check box to indicate your consent.



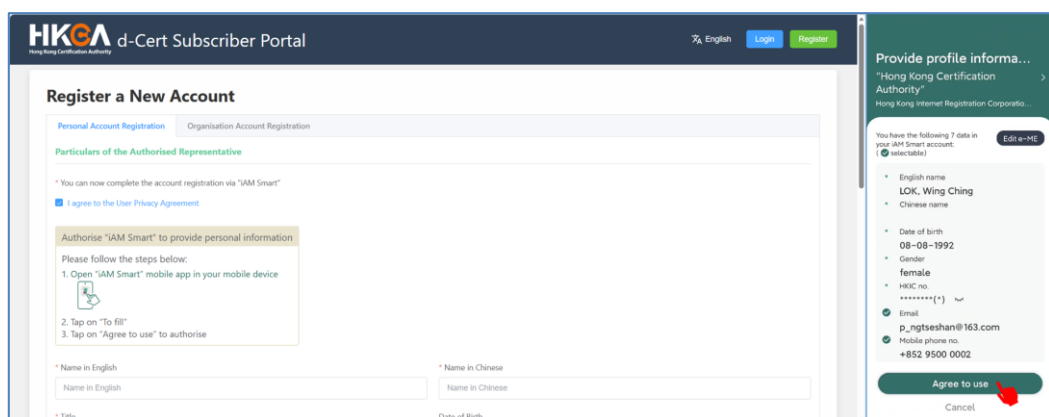
- 7) Select "Continue with iAM Smart".



- 8) The page pops up "Authorise 'iAM Smart' to provide personal information".
Open the "iAM Smart" app and select "To Fill".

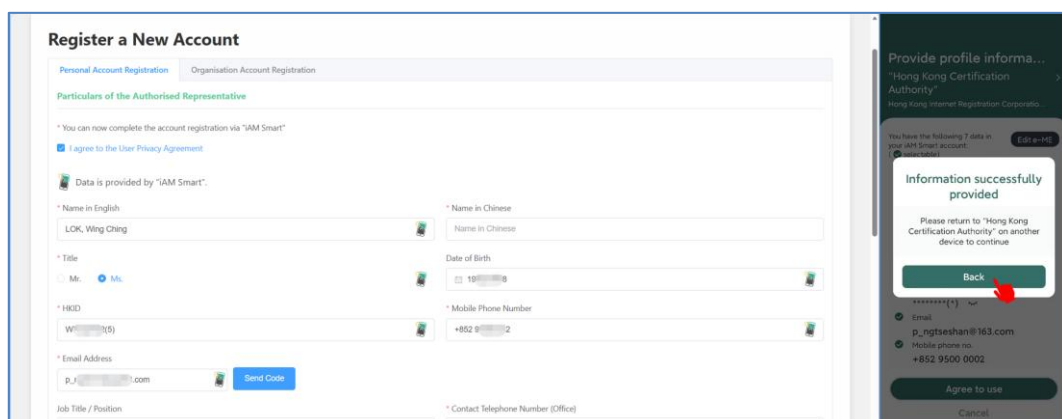


- 9) In the "iAM Smart" app, select "Agree to use".



- 10) Upon successful connection, the fields for Name in English, Name in Chinese, Title, Date of Birth, HKID, Mobile Phone Number and Email Address (if available) will be automatically populated, with iAM Smart icons displayed next to them.

In the "iAM Smart" app, select "Back".

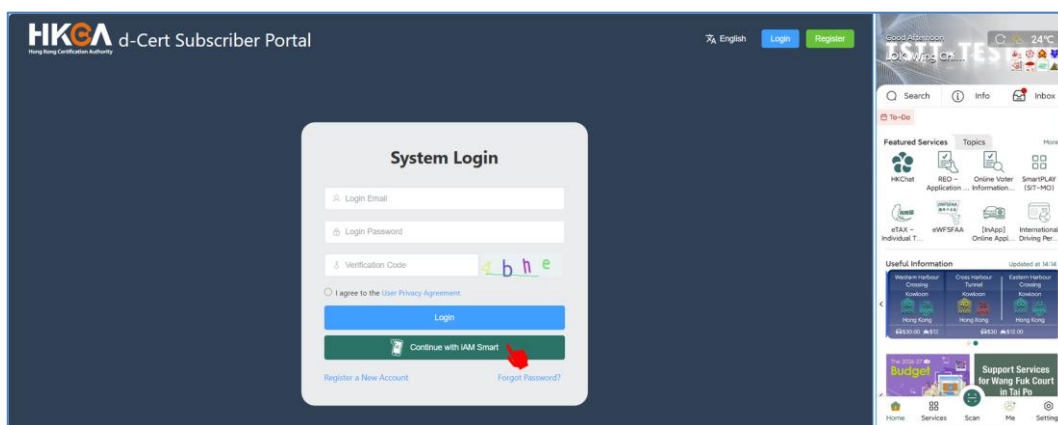


- 11) Continue filling in the remaining information and upload the required supporting documents. Then click "Submit Registration".

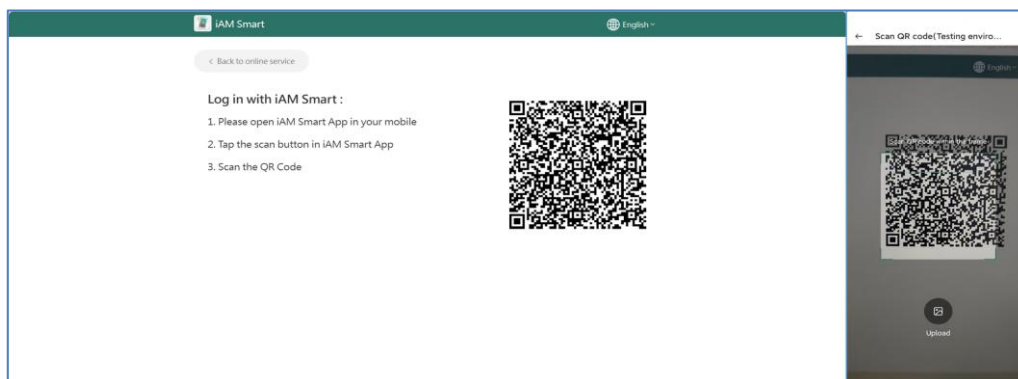
After submission, you will receive an approval email. You may then log in to the **HKCA d-Cert Subscriber Portal** using either your iAM Smart (refer to "[Login with iAM Smart](#)") or your registered email address and chosen password (refer to "[Login with Account Email and Password](#)").

2.2.4 Bind "iAM Smart" to Existing Account

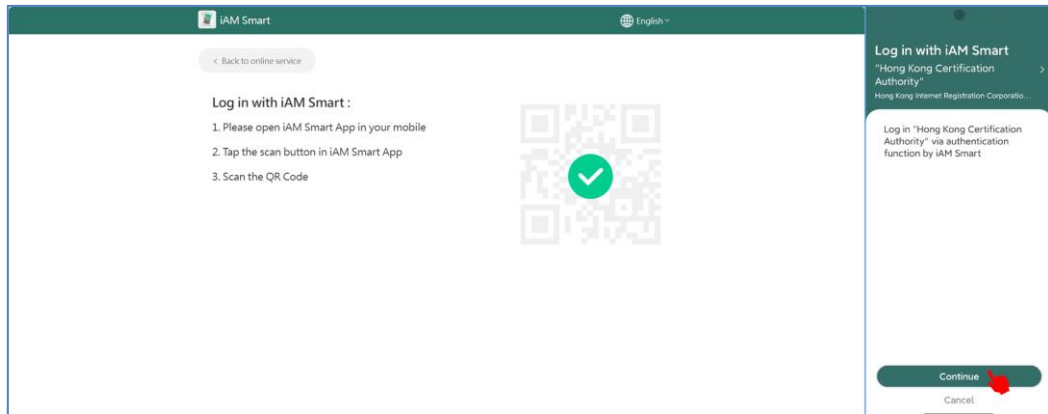
- 1) Visit [HKCA d-Cert Subscriber Portal](#), then click "Continue with iAM Smart".



- 2) Open "iAM Smart" App on your mobile, and then tap the Scan button. Scan the QR code on the screen.

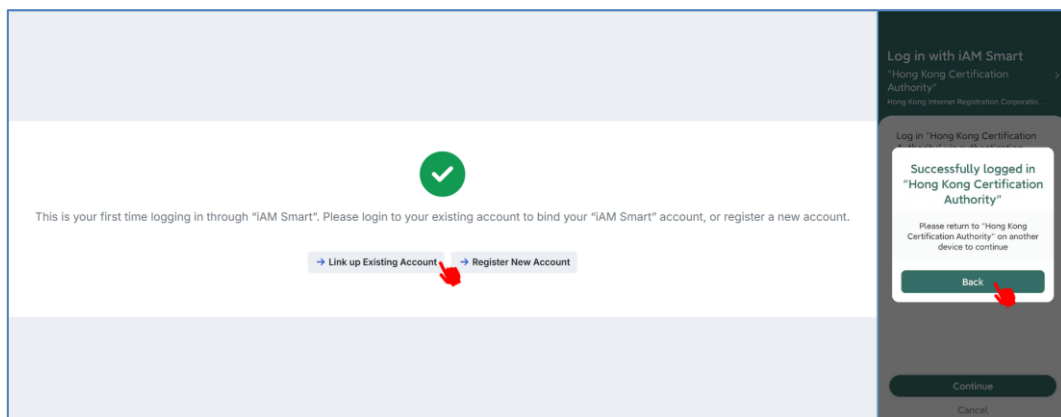


- 3) After successfully scanning the QR code with "iAM Smart App", a tick will appear on the QR code. The mobile app will display the authentication permission screen. Select "Continue".

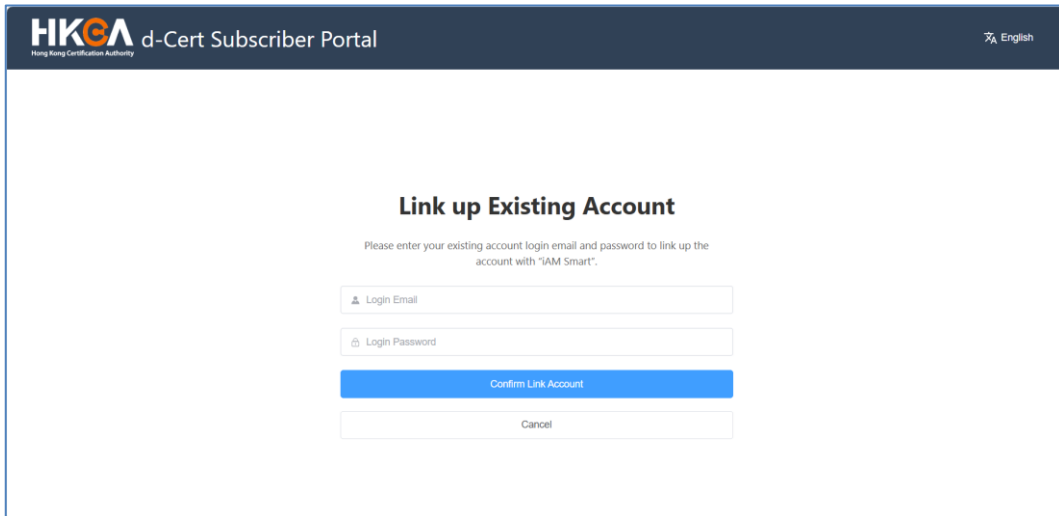


- 4) The "iAM Smart" app will show that you have successfully logged in to "Hong Kong Certification Authority". Click "Back".
- 5) Click the "Link up Existing Account" button.

When the system detects that the current iAM Smart account is not linked to the **HKCA d-Cert Subscriber Portal** account, select "Link up Existing Account" or "Register New Account". (Registration of new accounts can be referred to "[Personal Account Registration](#)", "[Organisational Account Registration](#)" or "[Register Account by iAM Smart](#)").

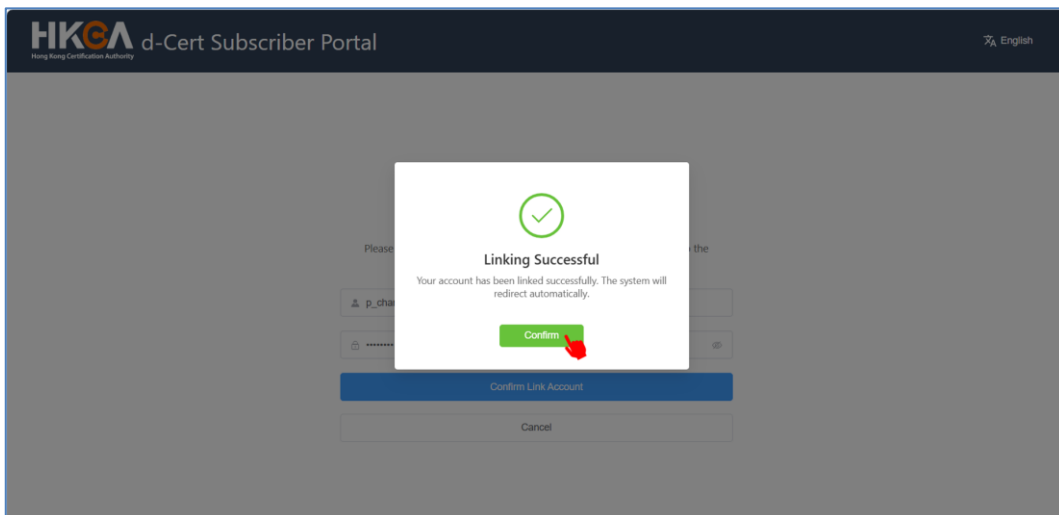


- 6) From the "Link up Existing Account" page, enter the email address and password of the registered account. Then select "Confirm Link Account".



The screenshot shows the 'Link up Existing Account' page of the HKCA d-Cert Subscriber Portal. The page has a dark blue header with the HKCA logo and 'd-Cert Subscriber Portal' text. Below the header, the title 'Link up Existing Account' is centered. A sub-header reads: 'Please enter your existing account login email and password to link up the account with "IAM Smart".' There are two input fields: 'Login Email' and 'Login Password'. Below these fields are two buttons: a blue 'Confirm Link Account' button and a white 'Cancel' button.

- 7) After the system verifies the account information, the message "Linking Successful" will be displayed. Select "Confirm".



The screenshot shows a confirmation dialog box titled 'Linking Successful' with a green checkmark icon. The text inside the dialog box says: 'Your account has been linked successfully. The system will redirect automatically.' There is a green 'Confirm' button with a red hand cursor pointing to it. The background of the page is dimmed, showing the same 'Link up Existing Account' form as in the previous screenshot.

- 8) When the account is linked to "iAM Smart", the "Account Information" page will display a message: "You have successfully linked your 'iAM Smart' account."

HKCA d-Cert Subscriber Portal

English Organisation Account: [MONG FAT COMPANY LIMITED] Organisation Account

Account Information

You have successfully linked your "iAM Smart" account.

Critical fields cannot be modified without prior system approval.

* Organisation Name (English) MONG FAT COMPANY LIMITED Organisation Name (Chinese) 旺發有限公司

Branch/Department Name (English) Branch/Department Name (Chinese)

Organisation Type General Company

Business Registration Number (BRN) 202-88

* Copy of Business Registration Certificate

Click to Upload

Drag file here, or click to upload

Supports JPG, JPEG, PNG, PDF formats (Up to 3 files can be uploaded, and the maximum file size is 10MB)

2.2.5 Register the Organisational Account to the existing Personal Account

- 1) To log in to the **HKCA d-Cert Subscriber Portal** using the personal account (refer to "[Login with Account Email and Password](#)" or "[Login with iAM Smart](#)" for login procedure), select "Personal Account" in the upper right corner, then select "Sign Up".

English Personal Account: [CHAN Tai Man] Personal Account

Account Information

Organisation Account: Sign Up

Log Out

- 2) Fill in the organisation details, your information (as the Authorised Representative), along with login credentials. You must upload required documents, including an authorisation letter from your company appointing you as the Authorised Representative. Then click "Submit Registration".

Establish New Institutions

Organisation Information

* Organisation Name (English) Organisation Name (English)	Organisation Name (Chinese) Organisation Name (Chinese)
Branch/Department Name (English) Branch/Department Name (English)	Branch/Department Name (Chinese) Branch/Department Name (Chinese)
Organisation Type General Company	
Business Registration Number (BRN) Business Registration Number (BRN)	Copy of Business Registration Certificate Click to Upload Drag file here, or click to upload Supports JPG, JPEG, PNG, PDF formats (Up to 3 files can be uploaded, and the maximum file size is 10MB)
Certificate of Incorporation (CI) / Certificate of Registration (CR) Certificate of Incorporation (CI) / Certificate of Registration (CR)	Copy of Certificate of Incorporation / Certificate of Registration Click to Upload Drag file here, or click to upload Supports JPG, JPEG, PNG, PDF formats (Up to 3 files can be uploaded, and the maximum file size is 10MB)
* Organisation Address Organisation Address	
Correspondence Address Correspondence Address	
* Organisation Authorization Document Click to Upload Drag file here, or click to upload Supports JPG, JPEG, PNG, PDF formats (Up to 3 files can be uploaded, and the maximum file size is 10MB)	Click to download the Authorisation Letter The authorisation letter is usually issued by a director or a person with equivalent rank or above of the organisation applying for d-Cert. HKSAR government bureau / department applying for d-Cert should submit the authorisation letter in the form of memo impressed with the department chop and signed by the Departmental Secretary or an officer at equivalent rank or above.

Particulars of Authorised Representative

● The applicant (or designated representative) for this organisation shall be assumed to be the currently logged-in user:
[CHAN Tai Man]([chan***@***.com])**
 Relevant information will be automatically retrieved from your personal account details.

Technical Contact Information

Technical Contact's Name (English) Technical Contact's Name (English)	Technical Contact's Title ☒ Mr. ☐ Ms.
Job Title / Position Job Title / Position	Contact Phone Number Contact Phone Number
Email Address Email Address	

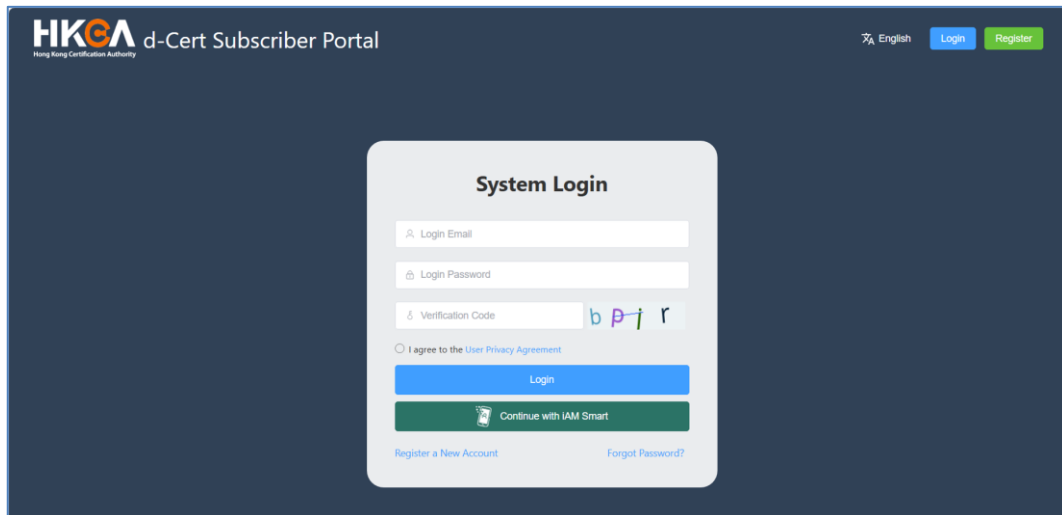
- 3) After submission, you will receive an approval email. You may then log in to the **HKCA d-Cert Subscriber Portal** using either your iAM Smart (refer to "[Login with iAM Smart](#)") or your registered email address and chosen password (refer to "[Login with Account Email and Password](#)").
- 4) The original personal account remains usable after submission. Logging in to the original account will then allow you to view both the personal and organisational accounts simultaneously.

2.3 Account Login and Logout

2.3.1 Login with Account Email and Password

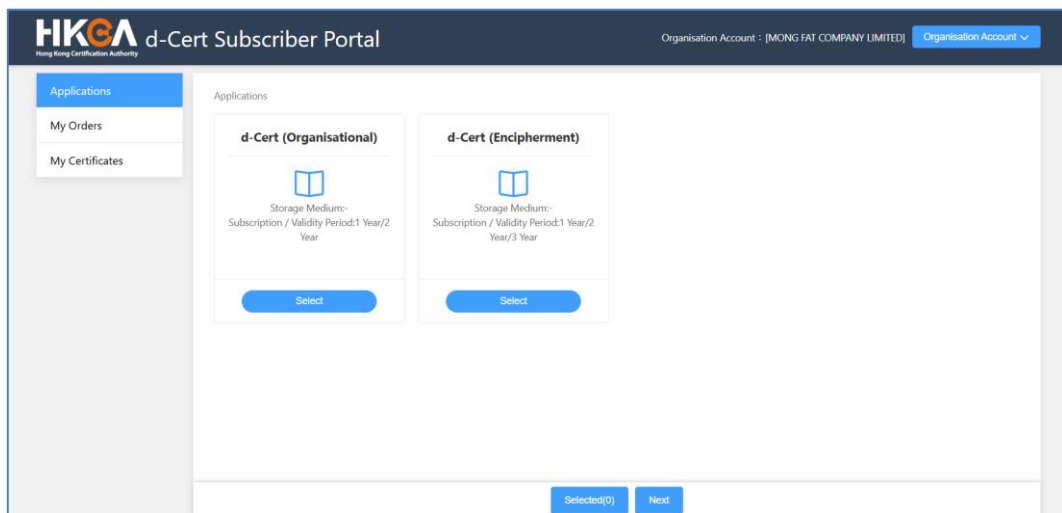
Users must first register an account to log into the system. After logging in, they can place order for chosen d-Cert types and manage applied d-Cert, such as downloading files or revoking the d-Cert.

- 1) Visit [HKCA d-Cert Subscriber Portal](#).
- 2) Enter the login email address, login password, verification code, and tick "I agree to the User Privacy Agreement" checkbox. Then click "Login".



The screenshot shows the 'System Login' page of the HKCA d-Cert Subscriber Portal. The page has a dark blue header with the HKCA logo and 'd-Cert Subscriber Portal' text. In the top right corner, there are links for 'English', 'Login', and 'Register'. The main content area is a light gray box with the title 'System Login'. It contains three input fields: 'Login Email', 'Login Password', and 'Verification Code'. Below the 'Verification Code' field is a checkbox labeled 'I agree to the User Privacy Agreement'. There are two buttons: a blue 'Login' button and a green 'Continue with IAM Smart' button. At the bottom of the login box, there are links for 'Register a New Account' and 'Forgot Password?'. A verification code 'b p i r' is displayed next to the 'Verification Code' input field.

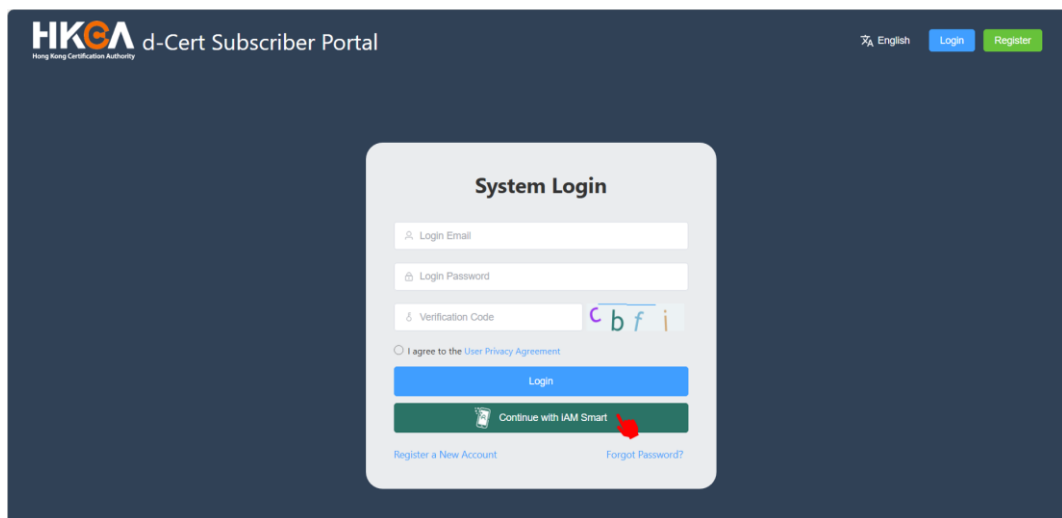
- 3) Once successfully logged in, you can access the Applications, My Orders and My Certificates pages.



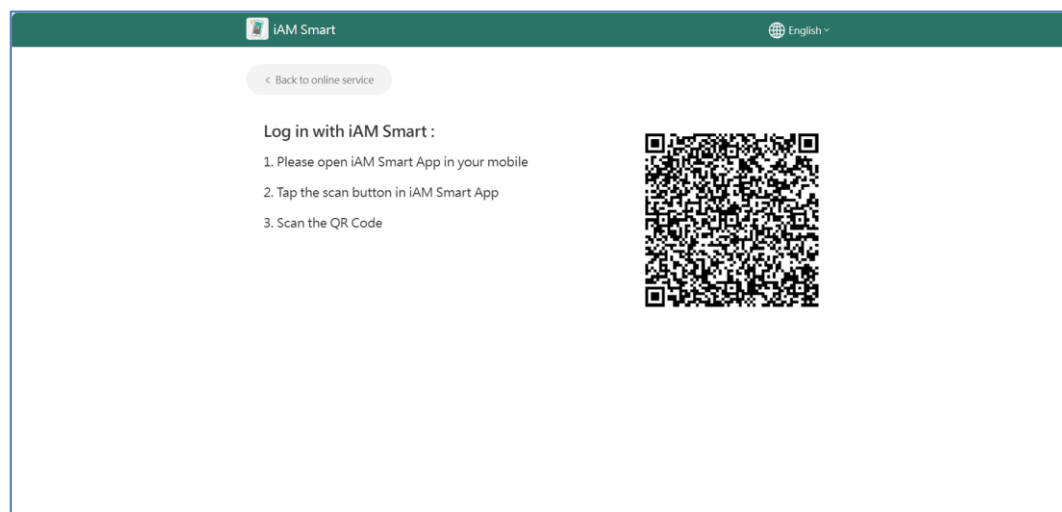
The screenshot shows the 'Applications' page of the HKCA d-Cert Subscriber Portal. The page has a dark blue header with the HKCA logo and 'd-Cert Subscriber Portal' text. In the top right corner, there is a dropdown menu for 'Organisation Account' showing '[MONG FAT COMPANY LIMITED]'. On the left side, there is a sidebar with three links: 'Applications', 'My Orders', and 'My Certificates'. The main content area is titled 'Applications' and contains two cards. The first card is 'd-Cert (Organisational)' and the second card is 'd-Cert (Encipherment)'. Both cards show a book icon, 'Storage Medium:-', and 'Subscription / Validity Period:1 Year/2 Year'. Each card has a blue 'Select' button. At the bottom of the page, there are two buttons: 'Selected(0)' and 'Next'.

2.3.2 Login with iAM Smart

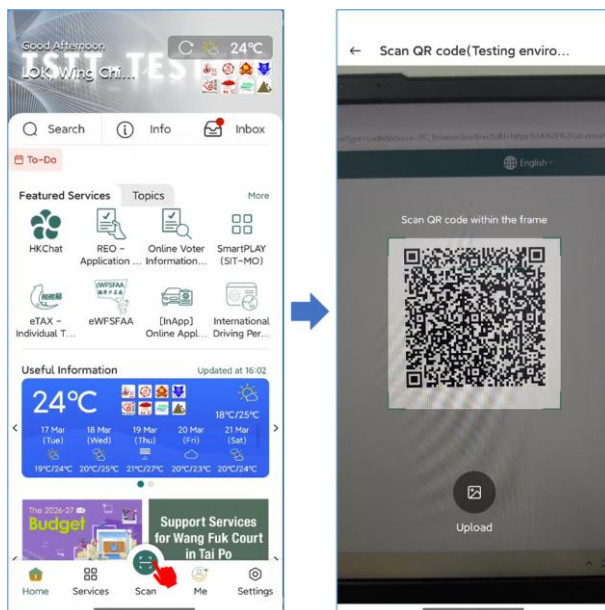
- 1) Visit [HKCA d-Cert Subscriber Portal](#). Then press “Continue with iAM Smart”.



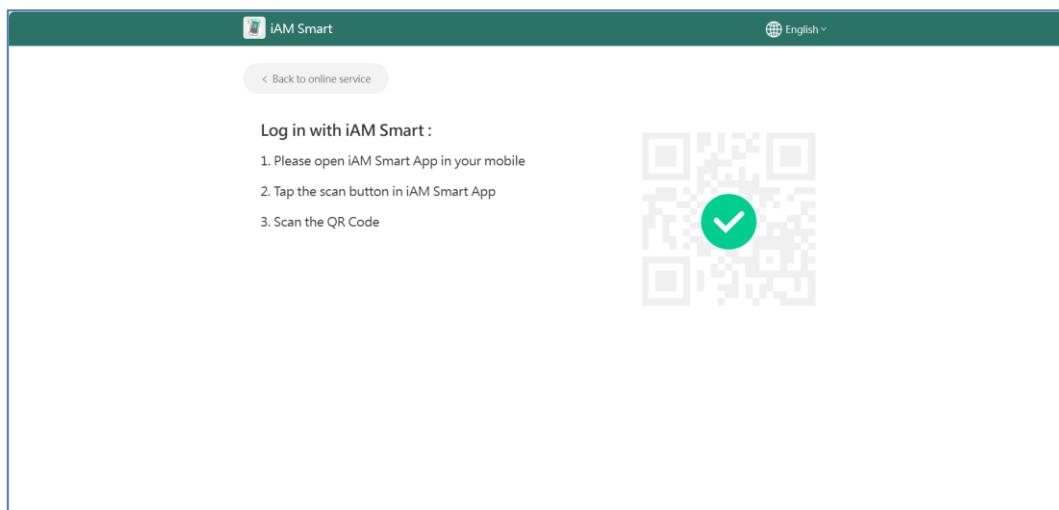
- 2) The desktop web browser will redirect to the "iAM Smart" system, displaying a QR Code.



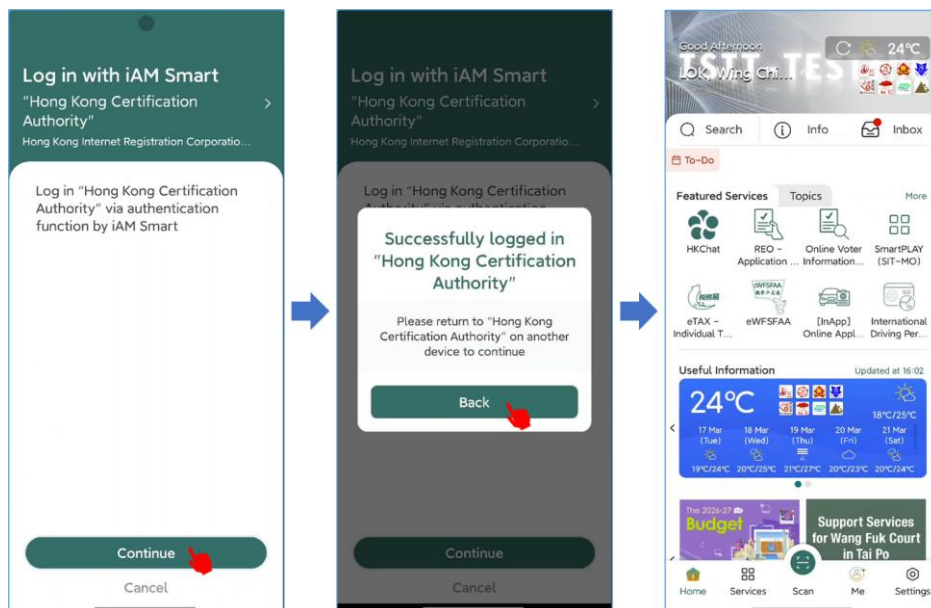
- 3) Open the "iAM Smart" App on your mobile device, tap the scan button and scan the QR Code.



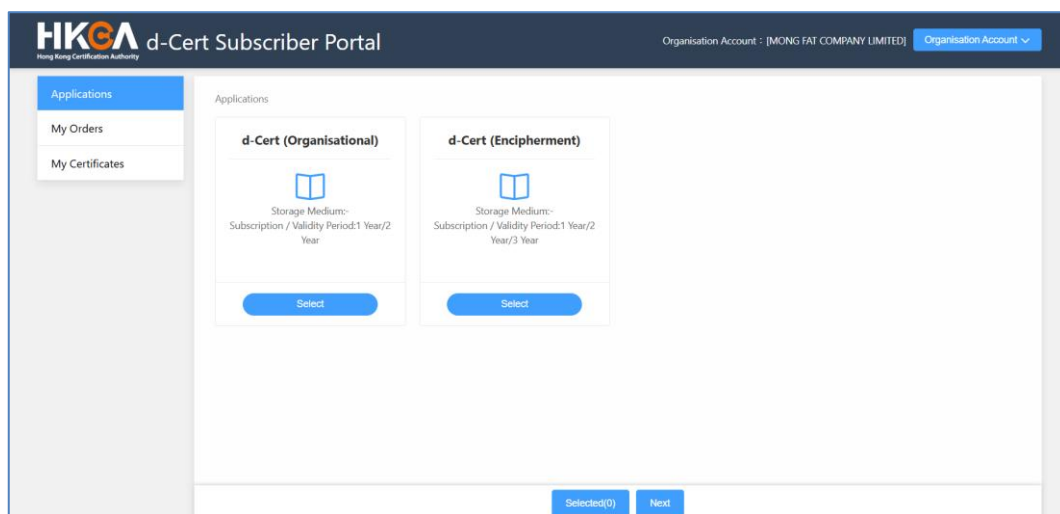
- 4) After successful linkage, a tick mark will appear on the QR code.



- 5) The mobile app will display the authentication permission screen. Select “Continue”. The “iAM Smart” app will show that you have successfully logged in to “Hong Kong Certification Authority”. Click “Back”.



- 6) After successfully logging in to the **HKCA d-Cert Subscriber Portal**, you will be redirected to the “Applications” page.



- 

d-Cert Subscriber Portal

English Personal Account: [CHAN Tai Man] Personal Account

Applications

My Orders

My Certificates

You have successfully linked your "IAM Smart" account.

Account Information

Name in English

CHAN Tai Man

Name in Chinese

陳大文

Title

Mr.

Ms.

Date of Birth

15

HKID

X(1)

Mobile Phone Number

9502

Email Address

Send Code

Job Title / Position

Executive Assistant Manager

Contact Telephone Number (Office)

30

Fax Number

Identity Document

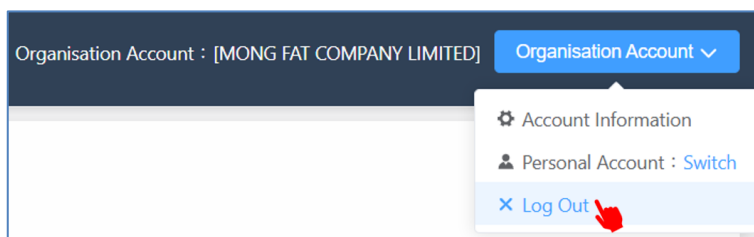
Click to Upload

Account Information

旺發有限公司: Switch

Log Out

- 1) Select “Personal Account” or “Organisational Account” at the top right corner of the page. Three options will appear. Select “Log Out”.

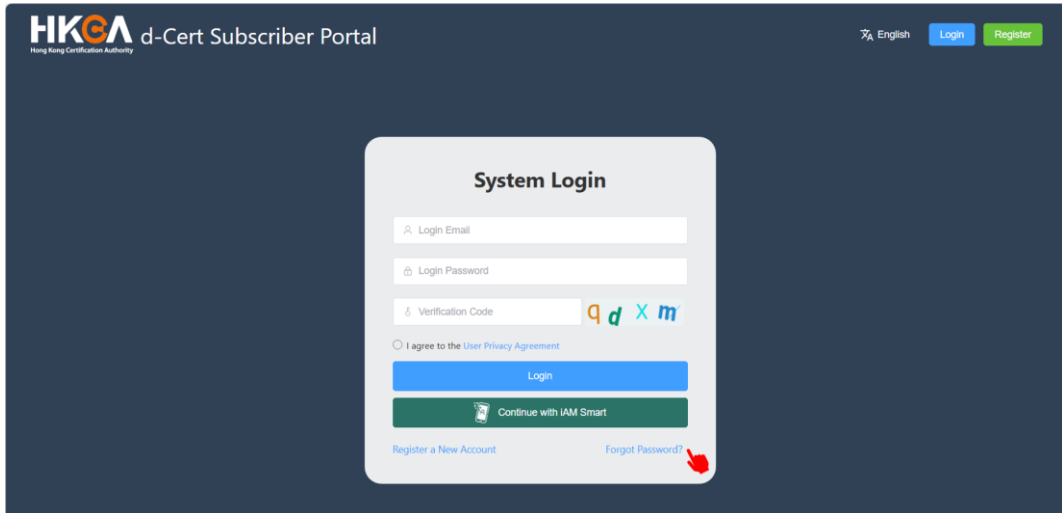


- A screenshot of a 'Tip' dialog box. The title bar says 'Tip' with a close button (X) on the right. The main content area has a yellow warning icon (exclamation mark inside a circle) followed by the text 'Are you sure you wish to log out?'. At the bottom right, there are two buttons: 'Cancel' (white with a grey border) and 'Confirm' (blue). A red arrow points to the 'Confirm' button.

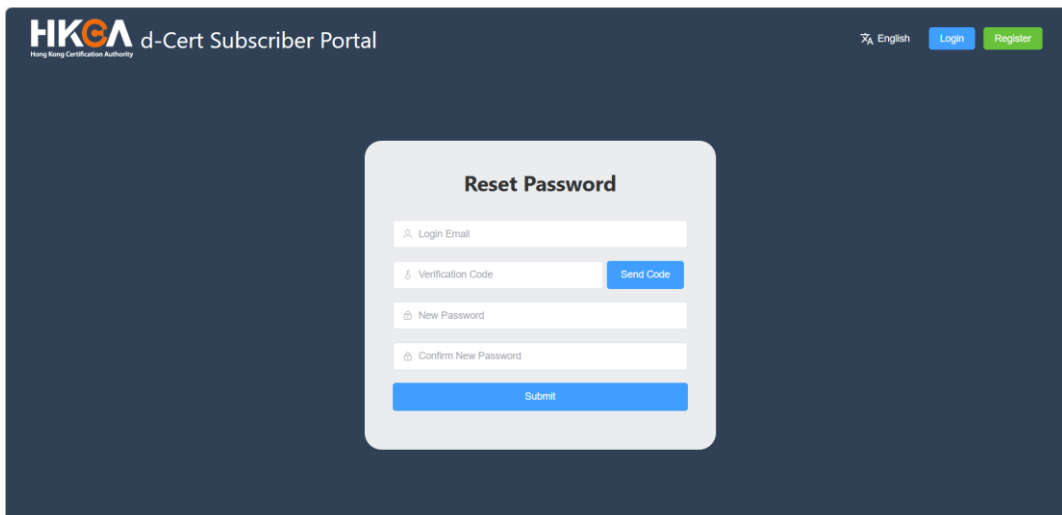
2.4 Password Reset and Recovery

If you forget your login password, you can reset it.

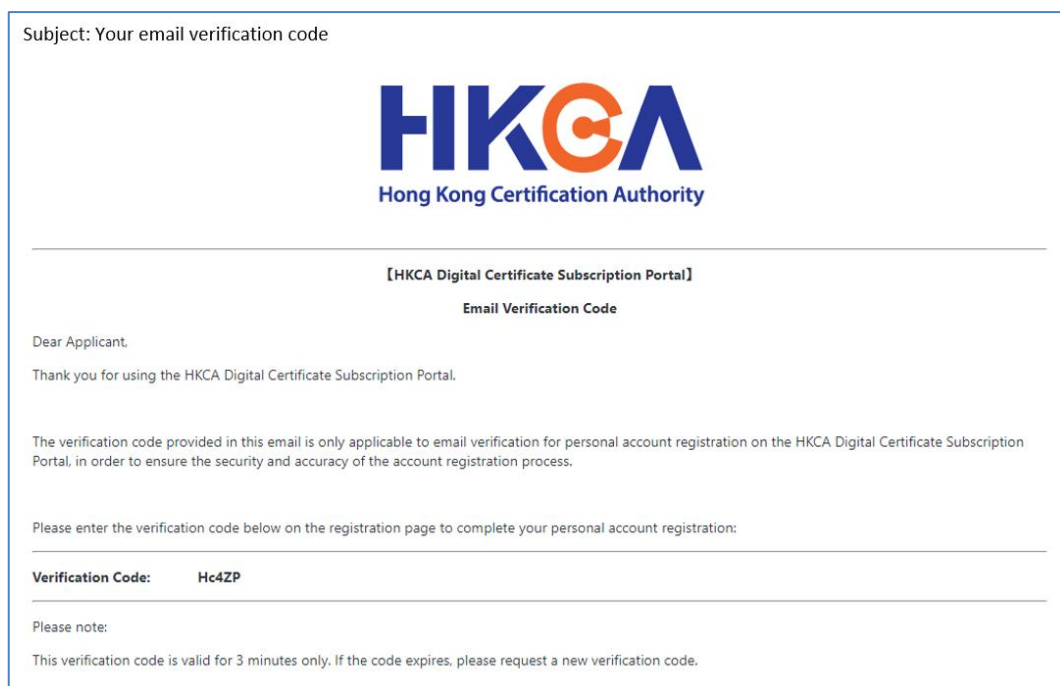
- 1) At the bottom of the system login page, select “Forgot Password”.



- 2) On the "Reset Password" page, enter your login email, then click “Send Code”.

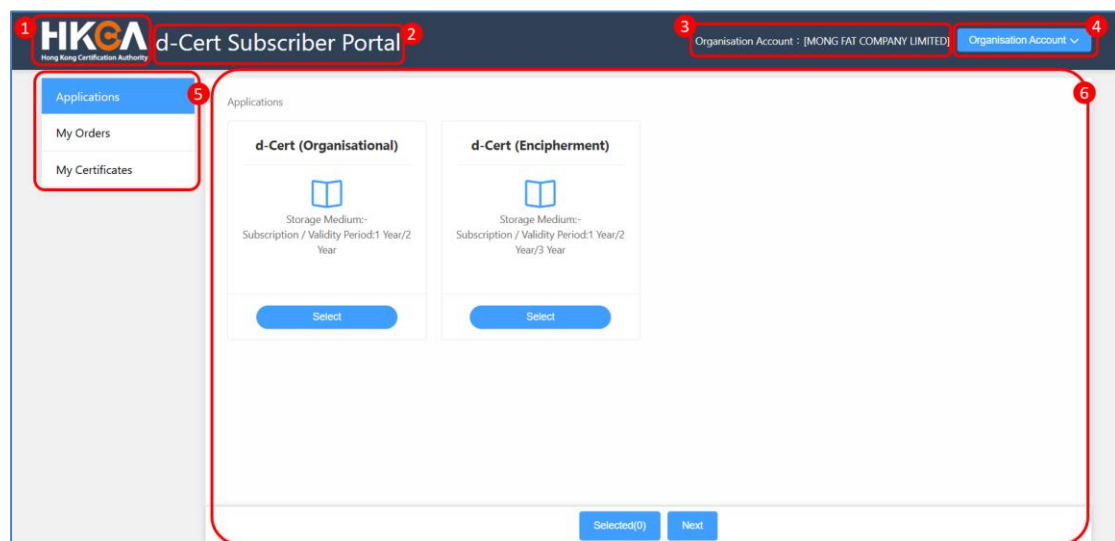


- 3) The system will send a verification code to your email.



- 4) On the "Reset Password" page, enter the Verification Code, New Password, and Confirm New Password (The password must be between 8 and 20 characters, containing both numbers and letters.). Then click "Submit".
- 5) After the system shows "Password successfully changed", the page will redirect to the login page. Login with the new password.

3 Interface Overview and Basic Operations



Region	Description
1	HKCA logo.
2	The name of this system.
3	The type and name of the current account. If it is a personal account, the English name of the account holder will be displayed. If it is an organisational account, the English name of the organisation will be displayed.
4	Account management button. Clicking this will display a drop-down menu for: Account Information: To view and edit the current account information. Switch Account: If the current account has both personal and organisational accounts, you can switch between the accounts. If the current account is a personal account and no organisational account has been registered, this item will display "Sign Up". Clicking this will allow you to register an organisational account based on the current personal account. Log Out: To log out of the current account.
5	Function Menu Bar. Select an item to open the corresponding function page.
6	"Applications" page. Different eligible products for purchase will be displayed based on whether it is a personal account or an organisational account.

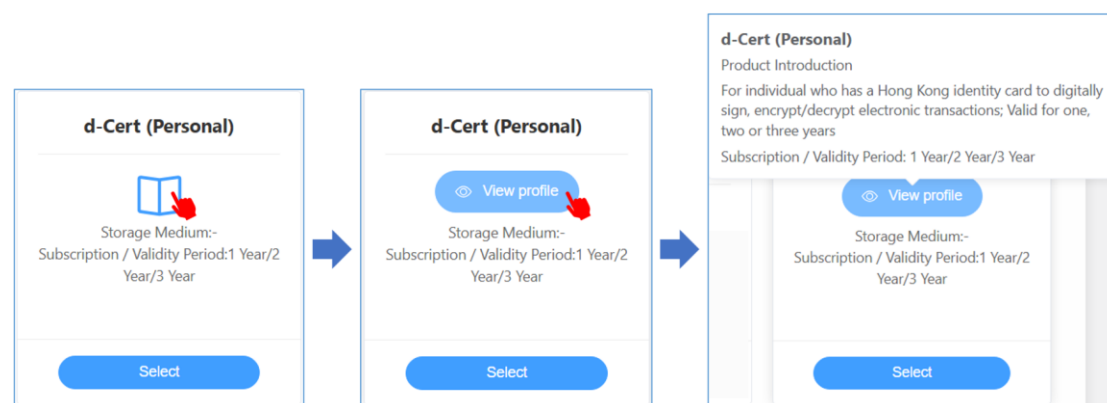
4 Application of d-Certs

In the "Applications" page, different types of digital certificates can be applied for based on whether it is a personal account or an organisational account.

Certificate Type	Personal Account	Organisational Account
HKCA d-Cert (Personal)	✓	-
HKCA d-Cert (Organisational)	-	✓
HKCA d-Cert (Encipherment)	-	✓

4.1 d-Cert Profile

The "View Profile" button will be displayed upon mouse-over on one type of d-Cert. Clicking this button will display a brief introduction of the selected d-Cert.



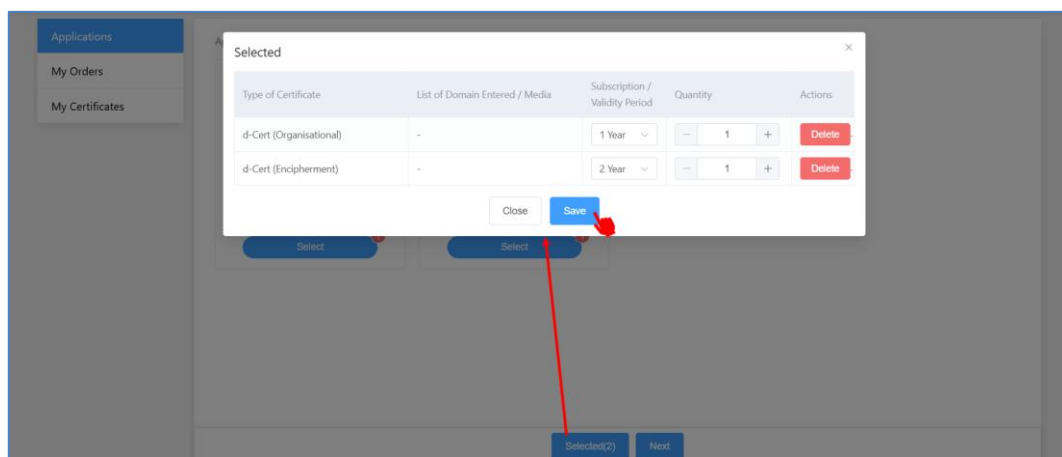
4.2 Create Certificate Application Order

- 1) Click "Select" on the certificate type of interest in the "Applications" page.
- 2) Configure the certificate specifications, such as Subscription / Validity Period, quantity of certificates, etc, then click "OK".

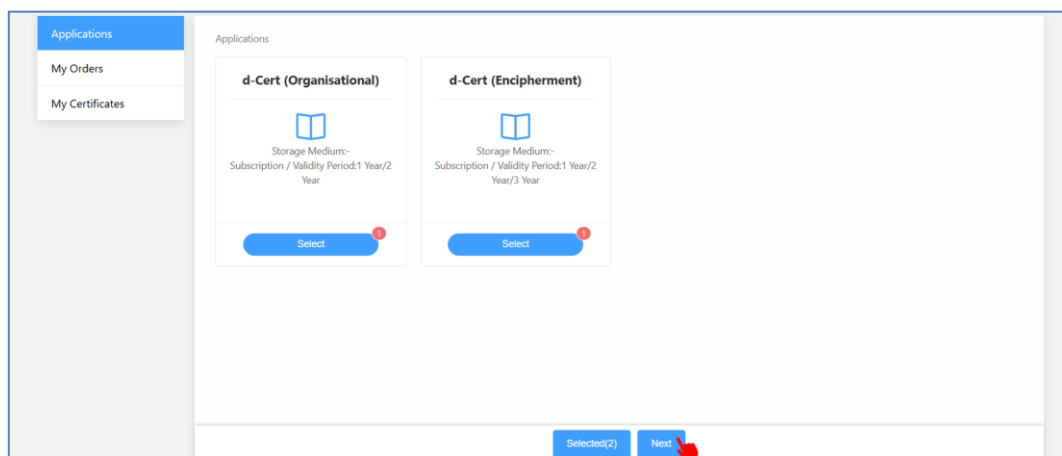
The screenshot shows the "Application Details" form. It has a title bar with a close button. Under "Certificate Information", there are three fields: "* Type of Certificate" with a dropdown menu showing "d-Cert (Organisational)"; "* Subscription / Validity Period" with a dropdown menu showing "Please select the subscribe period"; and "* Quantity" with a numeric input field showing "1" and minus/plus buttons. An "OK" button is at the bottom right.

The same Validity Period applies to all certificates in a single application. That is, if the Validity Period is set for 2 years and the number of d-Cert (Organisational) is set as 3 in a single application, all three certificates will be valid for 2 years. If you wish to have 2 certificates valid for 2 years and 1 certificate for 1 year, you will need to place two separate applications in the same order list.

- 3) If you need to place additional applications for other types of digital certificates, continue by clicking "Select" on the certificate type you wish to add to the order list and configure the certificate specification as in above step.
- 4) After all certificate types of interest have been added to the order list, click "Selected" to view the "Order Detail List". Click "Save" if the information is correct.



- 5) Click "Next" to go to the "Order Confirmation" page.



- 6) The "Order Confirmation" page allows you to view the order details of the selected certificates. The applicant institution information and applicant information will be automatically filled in along with the account information.

If you need to modify the certificate specifications in the "Order Detail List", click "Back to Edit" at the bottom of the "Order Confirmation" page to make modifications.

Order Confirmation

Order Details List

Type of Certificate	List of Domain Entered / Media	Subscription / Validity Period	Quantity	Unit Price(HK\$)	Subtotal(HK\$)
d-Cert (Organisational)	-	1 Year	1		
d-Cert (Encipherment)	-	2 Year	1		
				Administration Fee	
				Total	

Particulars of the Organisation

* Organisation Name (English)

MONG FAT COMPANY LIMITED

Organisation Name (Chinese)

旺發有限公司

Branch/Department Name (English)

Branch/Department Name (English)

Branch/Department Name (Chinese)

Branch/Department Name (Chinese)

Organisation Type

General Company

Business Registration Number (BRN)

202-88

Certificate of Incorporation (CI) / Certificate of Registration (CR)

2-6

Particulars of Authorised Representative

* Name in English

CHAN Tai Man

Name in Chinese

陳大文

* Title

☒ Mr. ☐ Ms.

* HKID/Passport Number

☒ HKID ☐ Passport Number

X/

* Date of Birth

19

Mobile Phone Number

95-2

* Email Address

p_c-@.com

* Job Title / Position

Executive Assistant Manager

* Contact Telephone Number (Office)

31-

Fax Number

Fax Number

* Identity Document

[Click to Upload](#)

Drag file here, or click to upload

Supports JPG, JPEG, PNG, PDF formats(Up to 1 file can be uploaded, and the maximum file size is 10MB)

CHAN TAI MAN.png 774 KB

[Preview](#) [Delete](#)

* Organisation Authorization Document

[Click to Upload](#)

Drag file here, or click to upload

Supports JPG, JPEG, PNG, PDF formats(Up to 1 file can be uploaded, and the maximum file size is 10MB)

授權書 Authorisation Letter.pdf 133 KB

[Preview](#) [Delete](#)[Click to download the Authorisation Letter](#)

The authorisation letter is usually issued by a director or a person with equivalent rank or above of the organisation applying for d-Cert. HKSAR government bureau / department applying for d-Cert should submit the authorisation letter in the form of memo impressed with the department chop and signed by the Departmental Secretary or an officer at equivalent rank or above.

Particular of Authorised User/Unit

1. d-Cert (Organisational) Subscription / Validity Period - 1 Year >

2. d-Cert (Encipherment) Subscription / Validity Period - 2 Year >

☐ I agree to the [Certificate Subscriber Agreement](#) and confirm the accuracy of the provided information.

[Confirm](#) [Back to edit](#)

- 7) Complete the required supplementary information for the certificate application. Different information is required for different certificate types.

d-Cert (Organisational): Provide the details of the Authorised User.

1. d-Cert (Organisational) Subscription / Validity Period - 1 Year ▾

* Authorised User's title
☐ Mr. ☐ Ms.

* Authorised User's Name in English

Authorised User's HKID/Passport Number
☒ HKID ☐ Passport Number

* Email Address

* Contact Phone Number

* Identity Document

Drag file here, or click to upload

Supports JPG, JPEG, PNG, PDF formats(Up to 1 file can be uploaded, and the maximum file size is 10MB)

The Authorised User shall sign on the copy of his/her HKID card or passport.

d-Cert (Encipherment): Provide the Name and email address of Authorised Unit.

2. d-Cert (Encipherment) Subscription / Validity Period - 2 Year ▾

* Name of Authorised Unit

* Email address of Authorised Unit

- 8) After completing the supplementary information of the application and confirming its accuracy, read and agree to the terms of the agreement, and then click "Confirm". Once the order is confirmed, the order details (except contact information) cannot be further modified.

☒ I agree to the [Certificate Subscriber Agreement](#) and confirm the accuracy of the provided information.

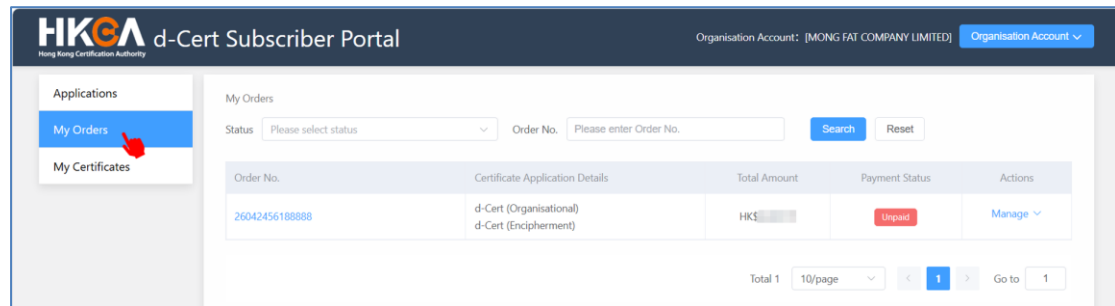
[Confirm](#) [Back to edit](#)

You will be redirected to the "Order Payment" page under "My Orders" (see "[Order Payment](#)" for details of how to pay for the order).

5 Order Management

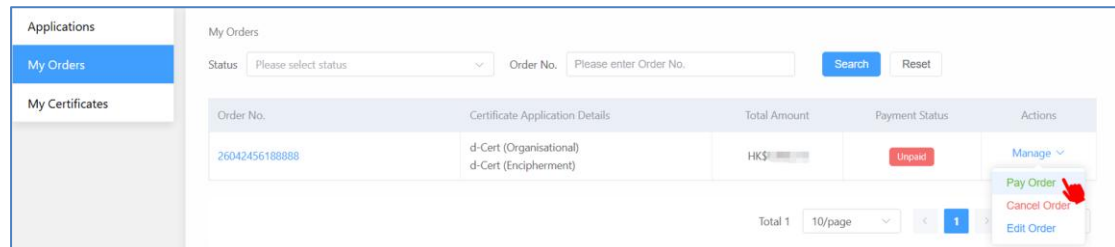
Perform order management operations in the "My Orders" page. To manage an "Unpaid" order in your account, click "Manage" for the respective order to Pay Order, Cancel Order or Edit Order. Cancel Order allows cancelling of the full order and Edit Order allows editing of the contact information for the order. Pay Order allows order payment (see below for details).

For "Paid" Orders, clicking "Manage" will allow View Order.



5.1 Order Payment

For orders with a payment status of "Unpaid" in the "My Orders" list, click "Manage" and then "Pay Order" to access the "Order Payment" page.



5.1.1 Online Payment

After selecting "Online Payment", select the online payment method then click "Next". The online payment methods include Credit Card and Other Payments.

Applications

My Orders

My Certificates

My Orders > Order Payment

Order Payment

Order Information

Order Number: 2604245618888

Total Amount: HK\$1,000.00 [Download Invoice](#)

Payment Methods

* Select payment method

☐ Offline payment ☒ Online payment

* Pay By

Credit Card

[Next](#) [Cancel](#)

After selecting "Credit Card" and clicking "Next", the page will redirect to the "Global Payments" page. Please complete the online payment according to the prompts on the page.

HK Domain Name Reg Co Ltd

Secure Checkout

[Back](#)

Credit or Debit card

Cardholder name (exactly as shown on card) *

Card number *

Expiry date * MM / YY

Security code * 0000

Billing address (optional)

Country

Select Country

Address

Add Apt #, floor, unit, suite, etc.

City

Postcode / ZIP Code

State / Province

Pay

HK Domain Name Reg Co Ltd

English (United States) >

Powered by Global Payments

Order summary

d-Cert order

Total HKD \$1,000.00

After selecting "Other Payments" and clicking "Next", the page will navigate to the QFPay page. Please complete the online payment according to the prompts on the page.

After the online payment is completed, the payment status will change to "Paid".

Applications	My Orders				
My Orders	Status Please select status Order No. Please enter Order No. Search Reset				
My Certificates					
	Order No.	Certificate Application Details	Total Amount	Payment Status	Actions
	26042456188888	d-Cert (Organisational) d-Cert (Encipherment)	HK\$	Paid	Manage

When the digital certificate application is approved, the applicant will receive an email notification "Confirmation of Receipt – Digital Certificate Application", click on the link "Access Code" in the email content to get the Access Code (refer to "[Get Access Code](#)" step 4 to step 8).

5.1.2 Offline Payment

If the client selects offline payment, a valid "Pay in Slip" must be available for upload as evidence of the transaction.

- 1) Once the applicant has fully paid the digital certificate application fee offline, log into the **HKCA d-Cert Subscriber Portal**, go to the "My Orders" page, and select the corresponding order to go to its "Order Payment" page.

Applications
My Orders
My Certificates

My Orders > Order Payment

Order Payment

Order Information

Order Number: 26042456188888
Total Amount: HK\$
Download Invoice

Payment Methods

Select payment method
Offline payment
Online payment

Payment Methods
Pay in Slip

Payment date
Please select your payment date

Upload payment voucher documents

Click to Upload

Drag file here, or click to upload
Supports JPG, JPEG, PNG, PDF formats(Up to 1 file can be uploaded, and the maximum file size is 10MB)

Payment Notes

Please enter payment reference

If the payment is not made by the applicant himself/herself (i.e., "paid by another party"), please specify that it is paid on behalf of [applicant's name].

Next
Cancel

2) After selecting "Offline Payment", enter the Payment Method, the Payment Date, and upload the payment voucher document, then click "Next".

Applications
My Orders
My Certificates

My Orders > Order Payment

Order Payment

Order Information

Order Number: 26042456188888
Total Amount: HK\$
Download Invoice

Payment Methods

Select payment method
Offline payment
Online payment

Payment Methods
Pay in Slip

Payment date
2026/04/24

Upload payment voucher documents

Click to Upload

Drag file here, or click to upload
Supports JPG, JPEG, PNG, PDF formats(Up to 1 file can be uploaded, and the maximum file size is 10MB)

Payment voucher.png 6 KB

Preview Delete

Payment Notes

Please enter payment reference

If the payment is not made by the applicant himself/herself (i.e., "paid by another party"), please specify that it is paid on behalf of [applicant's name].

Next
Cancel

HKCA d-Cert Subscriber Portal User Manual v1.1 (202605)

Page 28

- 3) After submitting the offline payment information, the payment status of this order will change to “Payment Under Review”.

Payment Under Review!

Order Number: 26042456188888

Ok

Applications

My Orders

My Certificates

My Orders

Status

Please select status

 Order No.

Please enter Order No.

Search

Reset

Order No.	Certificate Application Details	Total Amount	Payment Status	Actions
26042456188888	d-Cert (Organisational) d-Cert (Encipherment)	HK\$	Payments Under Review	

- 4) Once the payment review is approved, the payment status of this order will change to “Paid”.

Applications

My Orders

My Certificates

My Orders

Status

Please select status

Order No.

Please enter Order No.

Search

Reset

Order No.	Certificate Application Details	Total Amount	Payment Status	Actions
26042456188888	d-Cert (Organisational) d-Cert (Encipherment)	HK\$	Paid	Manage

When the digital certificate application is approved, the applicant will receive an email notification "Confirmation of Receipt – Digital Certificate Application", click on the link "Access Code" in the email content to get the Access Code (refer to “[Get Access Code](#)” step 4 to step 8) .

6 Certificate Application Management

Manage application records through the “My Certificates” page. Functions include viewing application details, getting Access Code, downloading the certificate, and downloading the certificate password, among other operations.

HKCA d-Cert Subscriber Portal

Organisation Account: [MONG FAT COMPANY LIMITED] Organisation Account

Applications

My Orders

My Certificates

My Certificates

Application No. Type of Certificate Status

Order No. Subscription / Validity Period Start Date End Date

Search Reset

Order No.	Application No.	Type of Certificate	Common Name	Apply At	Certificate Validity	Status	Actions
26042456188888	26042456188888001	d-Cert (Organisational)	NG TSE SHAN	2026-04-24 11:42:43	2026-04-24 12:37:13 ~ 2027-04-24 12:37:13	Issued	Manage
26042456188888	26042456188888002	d-Cert (Encipherment)	WONG YIU	2026-04-24 11:42:43	2026-04-24 12:37:30 ~ 2028-04-24 12:37:30	Issued	Manage

Total 2 10/page 1 Go to 1

6.1 Get Access Code

The Access Code is required for all types of d-Certs, for the processes of downloading the certificate, downloading the password, and revoking the certificate. Please store the Access Code securely.

- 1) After entering the "My Certificates" page, click on the Application No. for which you need to get the Access Code.

Applications

My Orders

My Certificates

My Certificates

Application No. Type of Certificate Status

Order No. Subscription / Validity Period Start Date End Date

Search Reset

Order No.	Application No.	Type of Certificate	Common Name	Apply At	Certificate Validity	Status	Actions
26042456188888	26042456188888001	d-Cert (Organisational)	NG TSE SHAN	2026-04-24 11:42:43	2026-04-24 12:37:13 ~ 2027-04-24 12:37:13	Issued	Manage
26042456188888	26042456188888002	d-Cert (Encipherment)	WONG YIU	2026-04-24 11:42:43	2026-04-24 12:37:30 ~ 2028-04-24 12:37:30	Issued	Manage

- 2) On the "Certificate Information" page, click "Get Access Code".

My Certificates > Certificate Application Details-26042456188888001

Certificate Information Return to Certificate List

Certificate Application Number: 26042456188888001

Order reference number: 26042456188888

Certificate serial number: 26072E77D50CB26DDAC0CBEA7C7A62956FD0EF3E

Certificate validity period: 2026-04-24 12:37:13 ~ 2027-04-24 12:37:13

Get Access Code Download Revoke

- 3) After confirming the displayed recipient information, click "Apply". The system will send

an email notification to the designated email address. (The Applicant's email address for Personal Accounts or the Authorised Representative's email address for Organisational Accounts.)

Get Access Code

Certificate Information

Type of Certificate	Valid From Date/Time
d-Cert (Organisational)	2026-04-24 12:37:13
Valid To Date/Time	Authorised Representative's email
2027-04-24 12:37:13	

Cancel

Apply

- 4) After receiving the email notification titled "Confirmation of Receipt – Digital Certificate Application", click on the link "Access Code" in the email content.

Subject: Confirmation of Receipt – Digital Certificate Application

【HKCA Digital Certificate Subscription Portal】

Confirmation of Receipt – Digital Certificate Application

Dear MONG FAT COMPANY LIMITED,

This is to confirm receipt of your d-Cert (Organisational) application. Your application is now being processed and will proceed to the review stage shortly.

To safeguard your information security, your application details and an important "Access Code" have been generated on a secure webpage.

Please click the "**Access Code**" button below to retrieve your Access Code.

[Access Code](#)

Please note:

For security reasons, this link will **expire on 72H**.

Please keep your Access Code securely. This code is required as the unique credential for:

- Downloading your Digital Certificate file (PIN), and
- Submitting a request for Digital Certificate revocation.

Once the application review is completed, you will receive a separate email notification with instructions on the next steps.

- 5) Enter the required verification information, then click “Submit”.

Personal Account: Enter HKID number, the applicant's English name and the graphic verification code.

Organisational Account: Enter the Organisation BR/CI/CR number, Organisation Name (English) and the graphic verification code.

Welcome. Please enter the following information for verification to proceed with certificate operations.

* Organisation BRN/CI/CR number:
Please fill in at least one: Business Registration Number (BRN), Certificate of Incorporation (

* Organisation Name (English):
Organisation Name (English)

* Verification code:
Verification code

7 t p a

Submit

- 6) Click "Download".

Get Access Code

Order Summary

Certificate Details

Order number: 26042456188888	Type of Certificate: d-Cert (Organisational)
Category: Digital certificate	Certificate Common Name: NG TSE SHAN
Subscription / Validity Period: 1 Year	Certificate Serial Number: 2607 / 3E
Certificate Application Number: 26042456188888001	Application Status: Issued

Particulars of the Authorised Representative

Name in English CHAN Tai Man	Name in Chinese 陳大文
Email address: [Redacted]	Telephone: 9 / 02

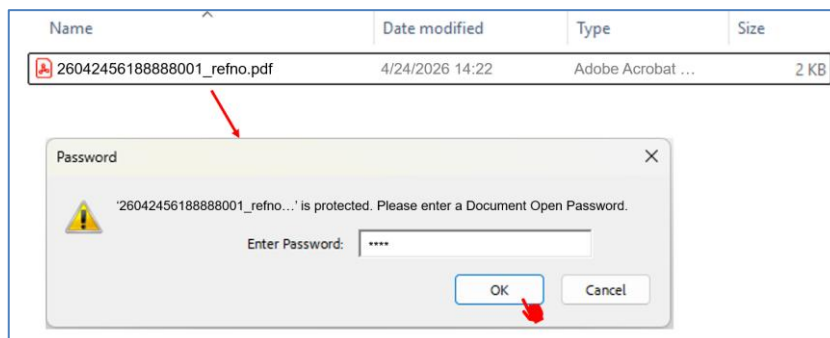
Download Form

Download

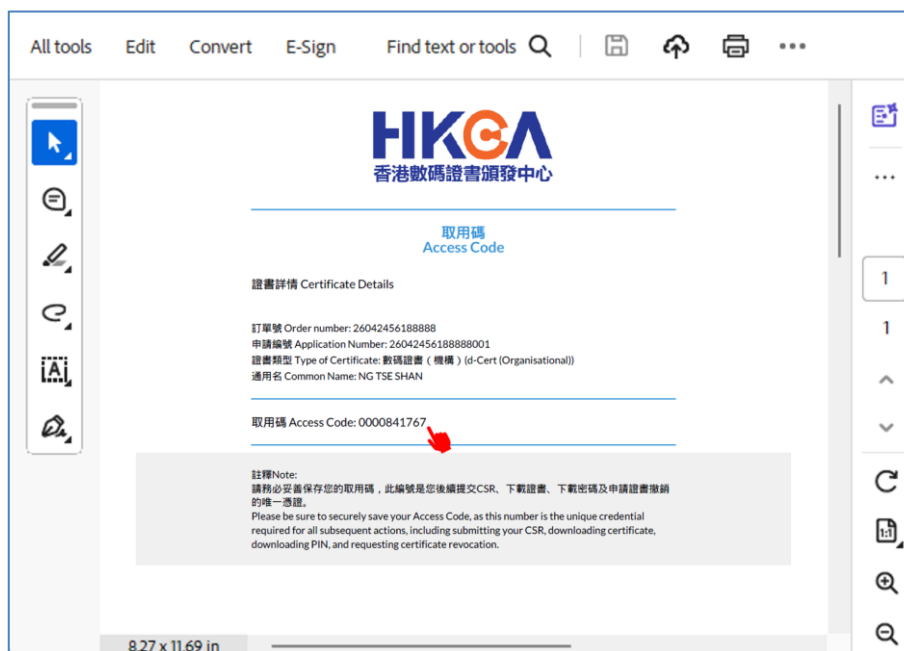
- 7) Download a PDF file and enter the password to open it.

d-Cert (Personal): The password is the first 4 digits of the applicant's HKID number.

d-Cert (Organisational / Encipherment): The password is the first 4 digits of the Authorised Representative's HKID/Passport number.



- 8) Please store the Access Code securely.



6.2 Download Certificate

- 1) Click the Application No. for the certificate you wish to download in the “My Certificates” list to enter the “Certificate Application Details” page.

Applications

My Orders

My Certificates

My Certificates

Application No. Type of Certificate Status

Order No. Subscription / Validity Period ~

Order No.	Application No.	Type of Certificate	Common Name	Apply At	Certificate Validity	Status	Actions
26042456188888	2604245618888001	d-Cert (Organisational)	NG TSE SHAN	2026-04-24 11:42:43	2026-04-24 12:37:13 ~ 2027-04-24 12:37:13	Issued	Manage

- 2) Click "Download" on the Certificate Application Details page.

Applications

My Orders

My Certificates

My Certificates > Certificate Application Details-2604245618888001

[Certificate Information](#) [Return to Certificate List](#)

Certificate Application Number: 2604245618888001 Order reference number: 26042456188888

Certificate serial number: 26072E77D50CB26DDAC0CBEA7C7A62956FD0EF3E Certificate validity period: 2026-04-24 12:37:13 ~ 2027-04-24 12:37:13

- 3) Click “Download Certificate”. The system will send an email for downloading the certificate to the designated email address. (The Applicant's email address for Personal Accounts or the Authorised Representative's email address for Organisational Accounts.)

Download certificate

Certificate Information

Authorised Representative's name	Type of Certificate
CHAN Tai Man	d-Cert (Organisational)
Valid From Date/Time	Valid To Date/Time
2026-04-24 12:37:13	2027-04-24 12:37:13
Authorised Representative's email	

Order users will receive a confirmation email sent by the system.

- 4) Click on the "Download Your Certificate" link in the “Your Certificate Has Been Issued” email.

Subject: Your Certificate Has Been Issued (Application No.[2604216063769XXXX])

[HKCA Digital Certificate Subscription Portal]
Certificate Issuance Notification

Dear [REDACTED],

Thank you for using the HKCA Digital Certificate Subscription Portal.

Your certificate has been successfully issued. The details are as follows:

Application No. 260421[REDACTED]

Common Name: [REDACTED]

Validity Period: 2026-04-21 12:44:19 to 2028-04-21 12:44:19

Please click the temporary link below to download your certificate files:

[\[Download Your Certificate\]](#) (<- This is a hyperlink button)

Please note: For security purposes, this download link will expire on 72H. Please keep your certificate files secure after downloading and install them on your server as soon as possible.

If the link has expired or you require assistance with installation, please log in to the customer portal or contact our technical support team directly.

- 5) Enter the required verification information, then click “Submit”.

Personal Account: Enter the Access Code, the applicant's English name, and the graphic verification code.

Organisational Account: Enter the Access Code, English Organisation Name, and the graphic verification code.

Welcome. Please enter the following information for verification to proceed with certificate operations.

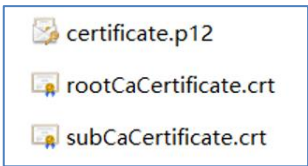
* Access Code:

* Organisation Name (English):

* Verification code:



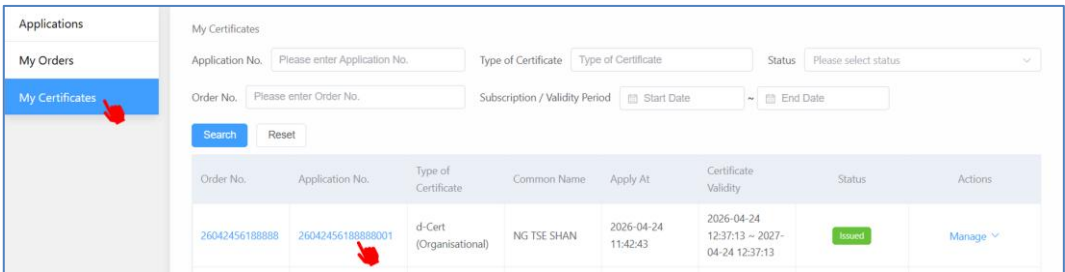
HKCA Root CA Certificate, and the HKCA Sub CA Certificate. Please keep your certificate safe.



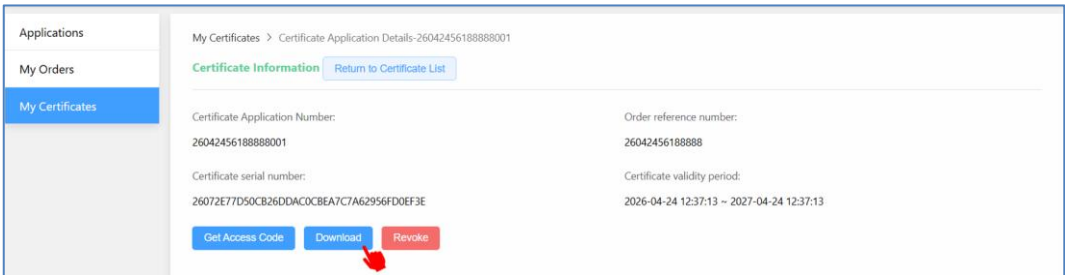
6.3 Download Certificate Password

A Certificate Password is required for use with to d-Cert (Personal / Organisational / Encipherment).

- 1) Click the Application No. of the certificate for which you wish to download certificate password in the “My Certificates” list to enter its "Certificate Application Details" page.



- 2) Click "Download" on the Certificate Application Details page.

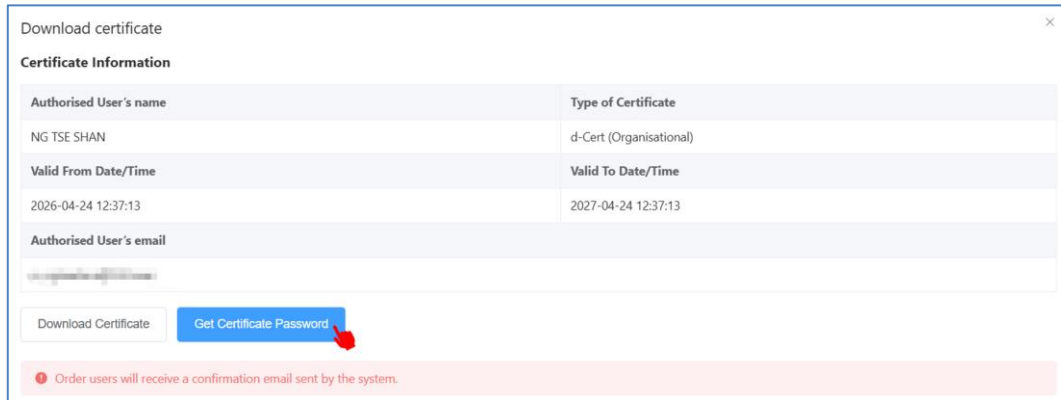


- 3) Click “Get Certificate Password”. The system will send an email with the download password to the designated email address.

d-Cert (Personal): Sent to the Applicant’s email address.

d-Cert (Organisational): Sent to the Authorised User’s email address.

d-Cert (Encipherment): Sent to the Authorised Representative’s email address.

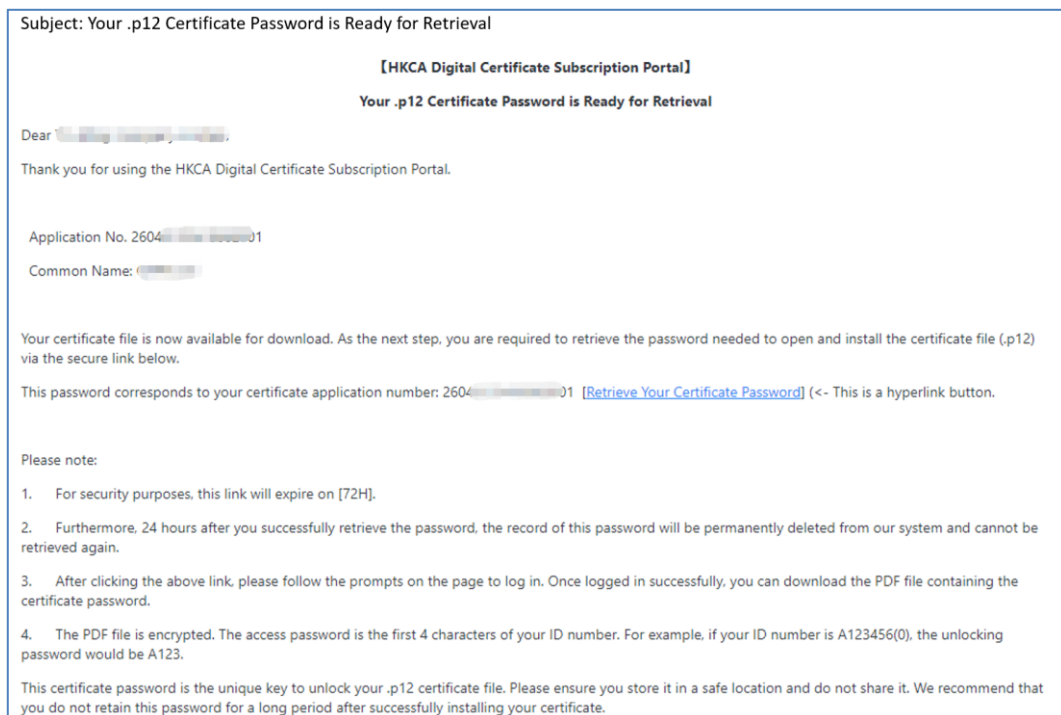


The screenshot shows a window titled "Download certificate" with a close button (X) in the top right corner. Below the title is a section labeled "Certificate Information" containing a table with the following data:

Authorised User's name	Type of Certificate
NG TSE SHAN	d-Cert (Organisational)
Valid From Date/Time	Valid To Date/Time
2026-04-24 12:37:13	2027-04-24 12:37:13
Authorised User's email	
[Redacted email address]	

Below the table are two buttons: "Download Certificate" and "Get Certificate Password". A red arrow points to the "Get Certificate Password" button. At the bottom of the window, a red banner contains the text: "Order users will receive a confirmation email sent by the system."

- 4) Click on the "Retrieve Your Certificate Password" link in the email content.



The screenshot shows an email with the following content:

Subject: Your .p12 Certificate Password is Ready for Retrieval

【HKCA Digital Certificate Subscription Portal】
Your .p12 Certificate Password is Ready for Retrieval

Dear [Redacted Name],

Thank you for using the HKCA Digital Certificate Subscription Portal.

Application No. 2604-[Redacted]01
Common Name: [Redacted]

Your certificate file is now available for download. As the next step, you are required to retrieve the password needed to open and install the certificate file (.p12) via the secure link below.

This password corresponds to your certificate application number: 2604-[Redacted]01 [\[Retrieve Your Certificate Password\]](#) (<- This is a hyperlink button).

Please note:

1. For security purposes, this link will expire on [72H].
2. Furthermore, 24 hours after you successfully retrieve the password, the record of this password will be permanently deleted from our system and cannot be retrieved again.
3. After clicking the above link, please follow the prompts on the page to log in. Once logged in successfully, you can download the PDF file containing the certificate password.
4. The PDF file is encrypted. The access password is the first 4 characters of your ID number. For example, if your ID number is A123456(0), the unlocking password would be A123.

This certificate password is the unique key to unlock your .p12 certificate file. Please ensure you store it in a safe location and do not share it. We recommend that you do not retain this password for a long period after successfully installing your certificate.

- 5) Enter the required verification information, click "Submit".

Personal Account: Enter the Access Code, the applicant's English name, and the graphic verification code.

Organisational Account: Enter the Access Code, English Organisation Name, and the graphic verification code.

Welcome. Please enter the following information for verification to proceed with certificate operations.

* Access Code:

* Organisation Name (English):

* Verification code:



Submit

- 6) Click "Download".

Get the certificate password

Order Summary

Certificate Details

Order number:	26042456188888	Type of Certificate:	d-Cert (Organisational)
Category:	Digital certificate	Certificate Common Name:	NG TSE SHAN
Subscription / Validity Period:	1 Year	Certificate Serial Number:	26072E-...EF3E
Certificate Application Number:	26042456188888001	Application Status:	Issued

Particulars of the Authorised Representative

Name in English	CHAN Tai Man	Name in Chinese	陳大文
Email address:	...@...com	Telephone:	...

Download Form

Download

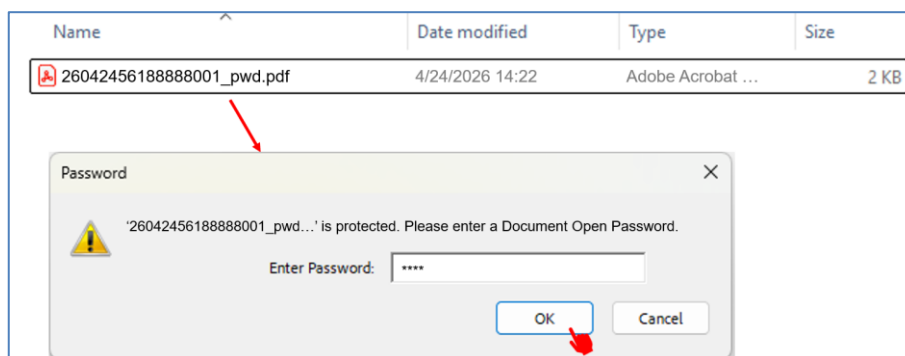
For security purposes, the system will initiate a 24-hour deletion countdown once you have successfully got both the 'certificate file' and 'certificate password'. Upon completion of the countdown, the certificate file and password will be permanently deleted and cannot be retrieved or restored. Please ensure that both the downloaded files and their corresponding passwords are stored securely in a safe location.

- 7) Download a PDF file and enter a password to open it.

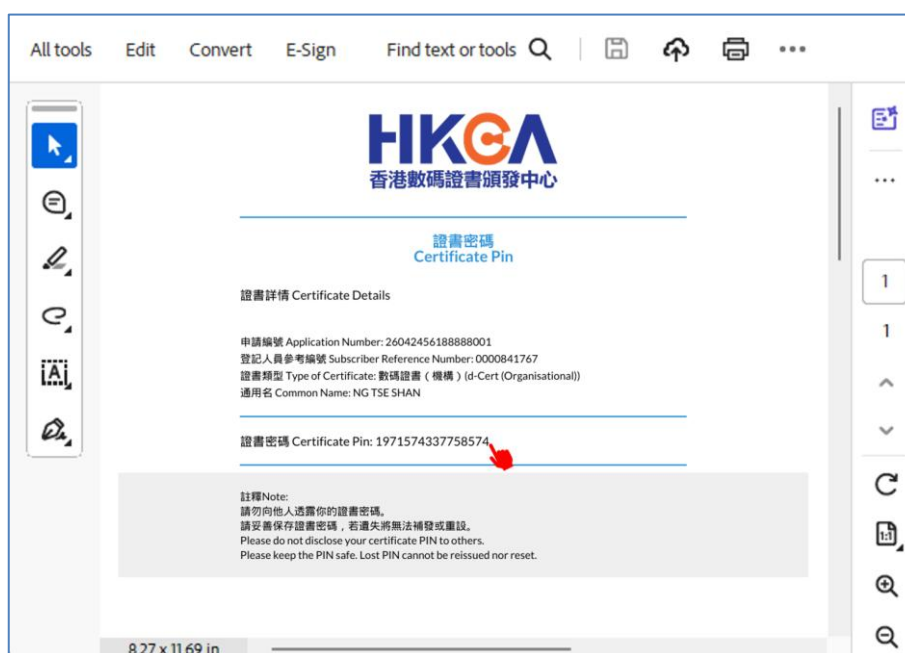
d-Cert (Personal): The password is the first 4 digits of the Applicant's HKID number.

d-Cert (Organisational): The password is the first 4 digits of the Authorised User's HKID/Passport number.

d-Cert (Encipherment): The password is the first 4 digits of the Authorised Representative's HKID/Passport number.



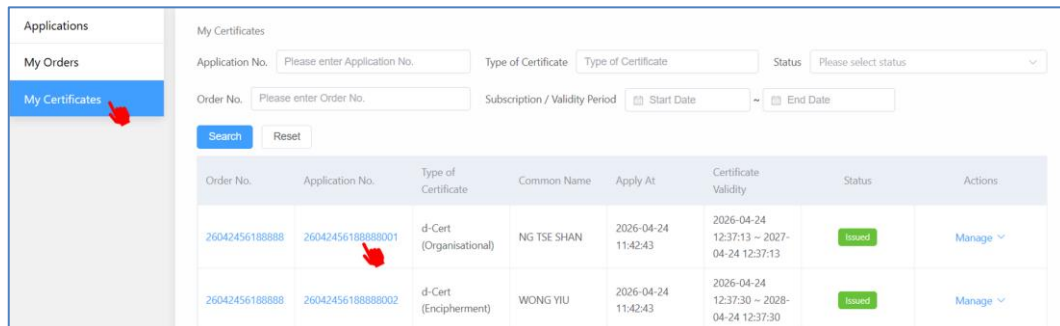
- 8) Please store the password securely.



6.4 Request for Revocation of d-Cert

Please note that upon revocation, your certificate is permanently deleted and cannot be retrieved.

- 1) Click the Application No. of the certificate you wish to revoke in the “My Certificates” list to enter its "Certificate Application Details" page.



Applications

My Orders

My Certificates

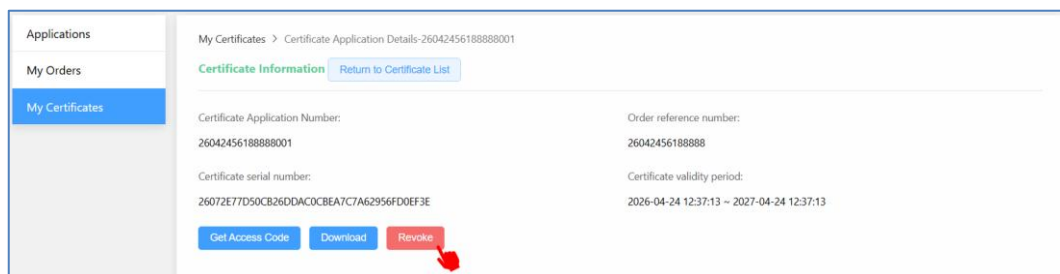
My Certificates

Application No. Type of Certificate Status

Order No. Subscription / Validity Period Start Date End Date

Order No.	Application No.	Type of Certificate	Common Name	Apply At	Certificate Validity	Status	Actions
26042456188888	2604245618888001	d-Cert (Organisational)	NG TSE SHAN	2026-04-24 11:42:43	2026-04-24 12:37:13 ~ 2027-04-24 12:37:13	Issued	Manage
26042456188888	2604245618888002	d-Cert (Encipherment)	WONG YIU	2026-04-24 11:42:43	2026-04-24 12:37:30 ~ 2028-04-24 12:37:30	Issued	Manage

- 2) Click "Revoke" on the Certificate Application Details page.



Applications

My Orders

My Certificates

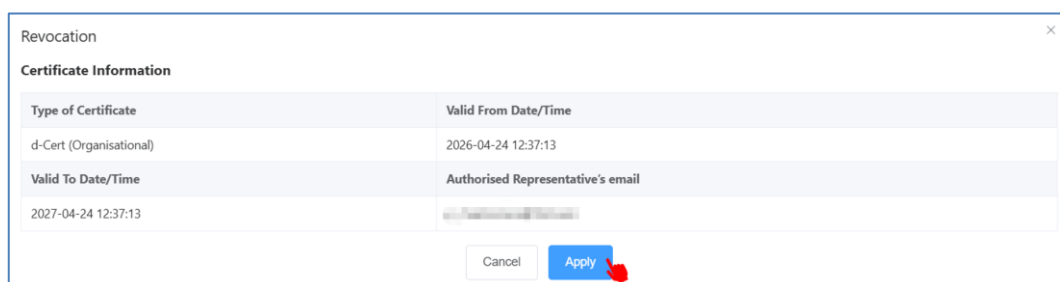
My Certificates > Certificate Application Details-2604245618888001

Certificate Information [Return to Certificate List](#)

Certificate Application Number: 2604245618888001 Order reference number: 26042456188888

Certificate serial number: 26072E77D50CB26DDAC0C8EA7C7A62956FD0EF3E Certificate validity period: 2026-04-24 12:37:13 ~ 2027-04-24 12:37:13

- 3) Click "Apply", and the system will send an email to the designated email address. (The Applicant's email address for Personal Accounts or the Authorised Representative's email address for Organisational Accounts.)



Revocation

Certificate Information

Type of Certificate	Valid From Date/Time
d-Cert (Organisational)	2026-04-24 12:37:13
Valid To Date/Time	Authorised Representative's email
2027-04-24 12:37:13	

- 4) Click the link "Confirm Certificate Revocation" in the "Confirmation of d-Cert Revocation Request" email.



- 5) Enter the required verification information, then click "Submit".

Personal Account: Enter the Access Code, the applicant's English name, and the graphic verification code.

Organisational Account: Enter the Access Code, English Organisation Name and the graphic verification code.

