HKCA d-Cert Subscriber Portal User Manual

Version v1.1

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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

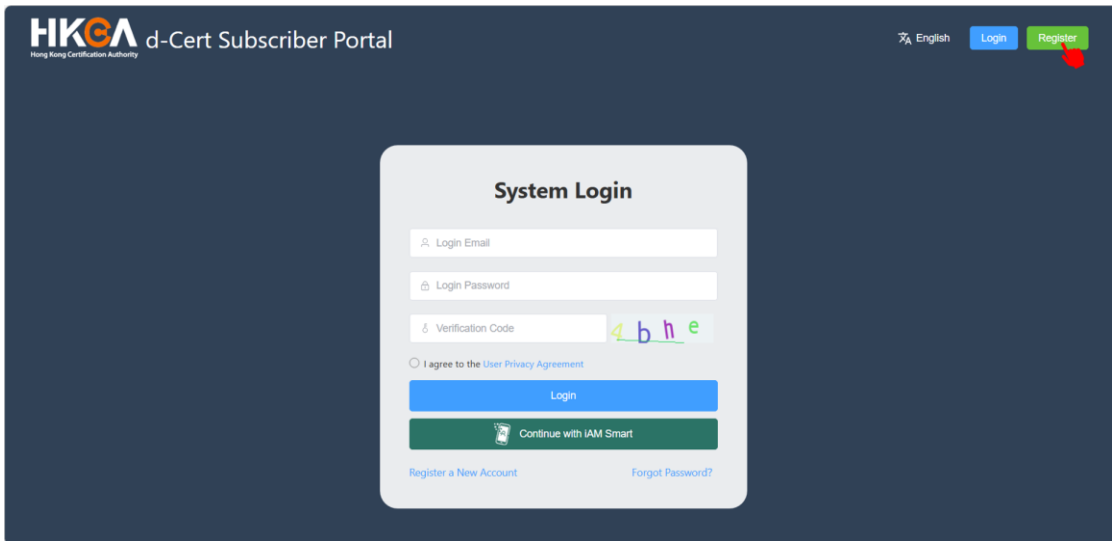
   Mozilla Firefox: Version 70.0 and above

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.

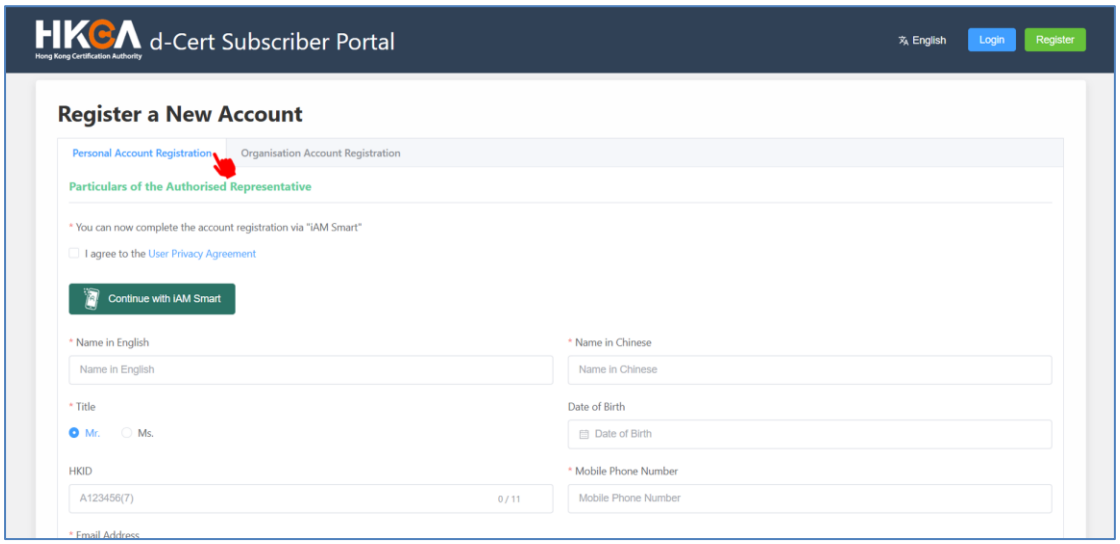
New subscribers should select "Register" to create an account. Existing registrants should select "Login".



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).

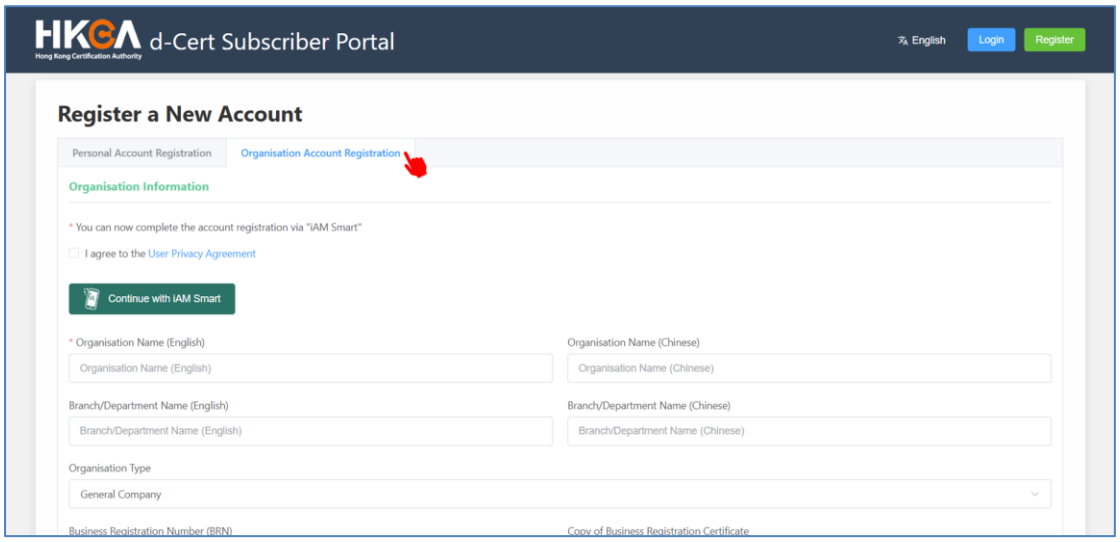


After submission, you will receive an approval email. You may then log in to the **HKCA d-Cert Subscriber Portal** using your registered email address and chosen password (see Login with Account Email and Password for details).

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).

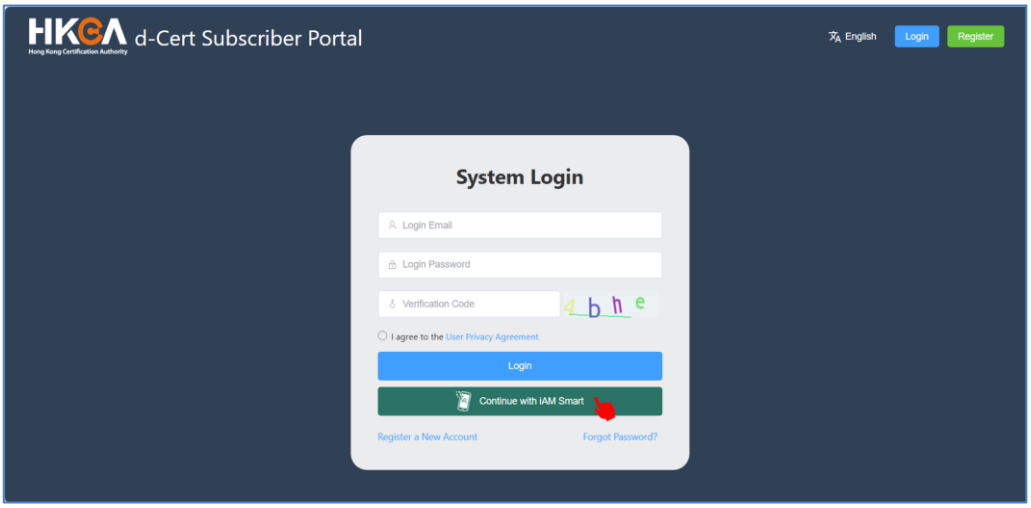


After submission, you will receive an approval email. You may then log in to the **HKCA d-Cert Subscriber Portal** using your registered email address and chosen password (see Login with Account Email and Password for details).

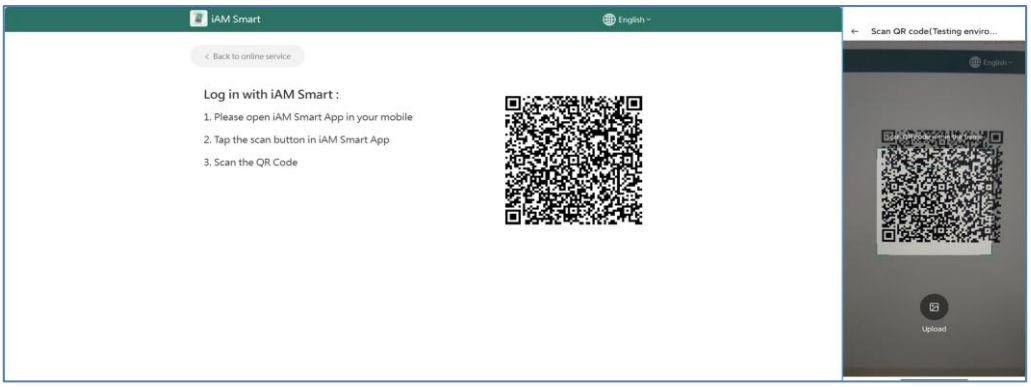
When registering an organisational account, a personal account for the Authorised Representative will be created simultaneously. After logging in, the Authorised Representative may switch accounts to manage the certificate applications for both the personal account and organisational account.

2.2.3 Register Account by iAM Smart

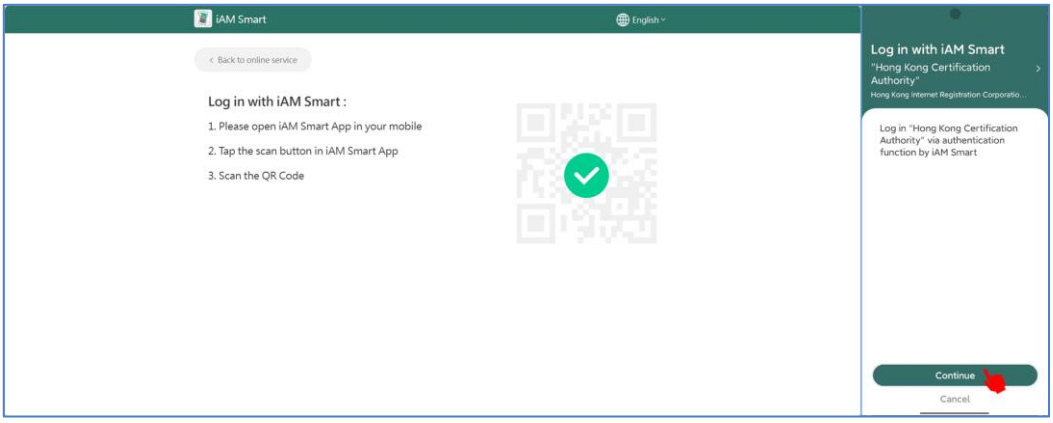
1) Visit **[HKCA d-Cert Subscriber Portal]** then click “Continue with iAM Smart”.



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”.

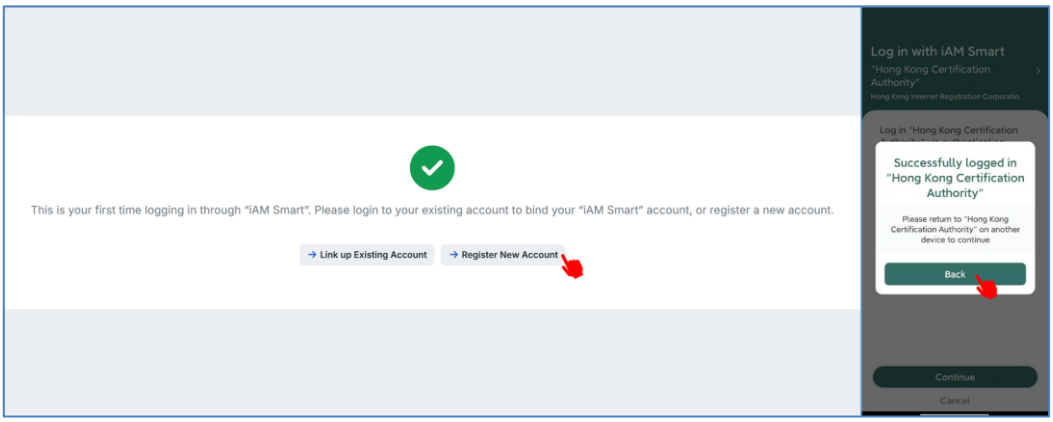


4) The "iAM Smart" app will show that you have successfully logged in to "Hong Kong

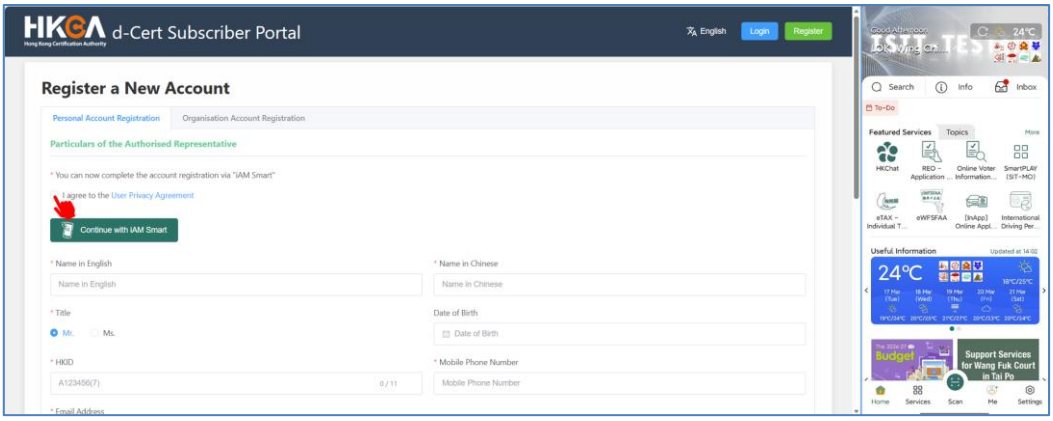
Certification Authority". Click “Back”.

5) Click “Register New Account”.

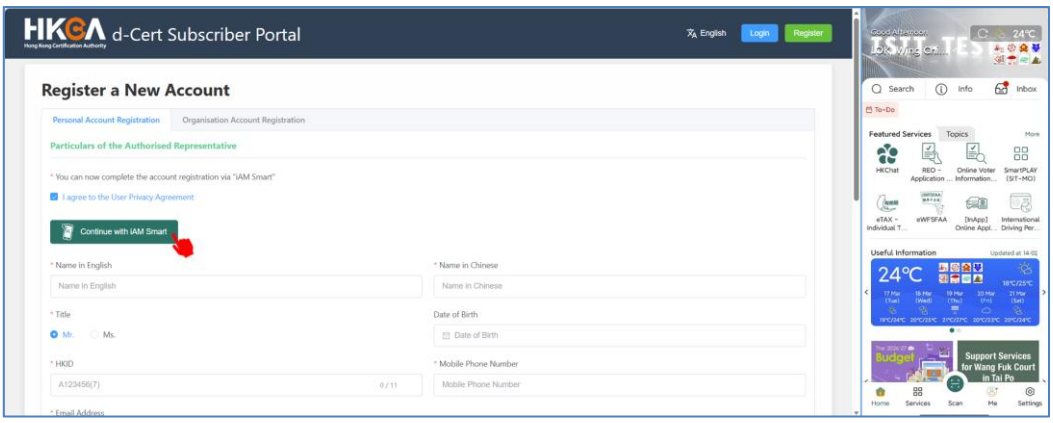
If the system detects that the current iAM Smart account is not associated with the **HKCA d-Cert Subscriber Portal** account, the user can choose “Register New Account” or "Link up Existing Account" (refer to Bind ‘iAM Smart’ to Existing Account).



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

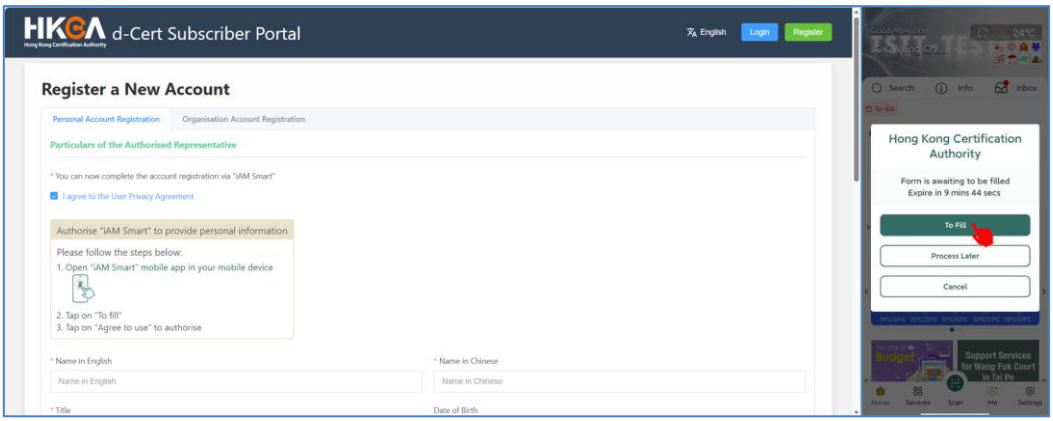


7) Select “Continue with iAM Smart”.

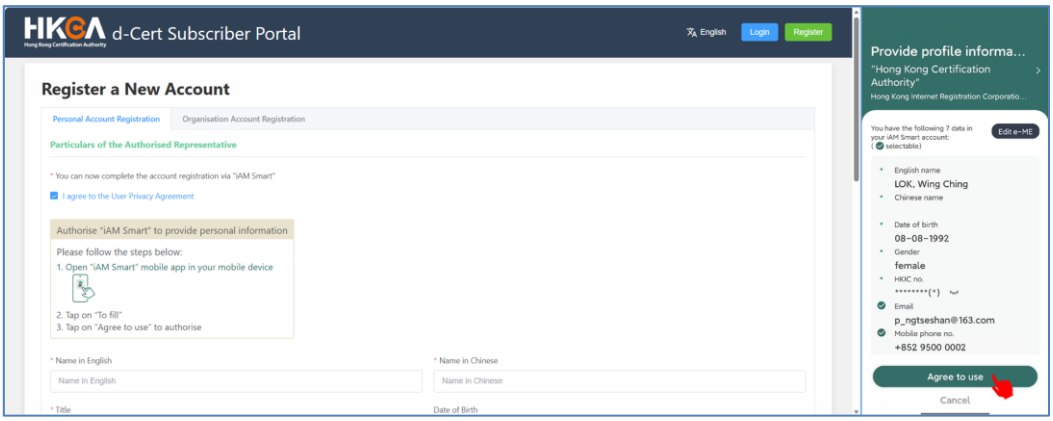


8) The page pops up "Authorise 'iAM Smart' to provide personal information".

Open the “iAM Smart” app and select “To Fill”.

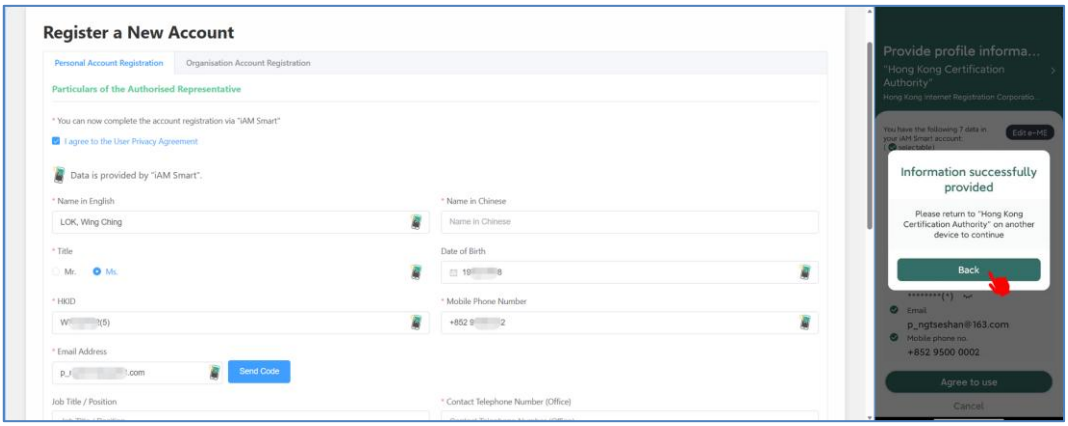


9) In the "iAM Smart" app, select “Agree to use”.



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”.

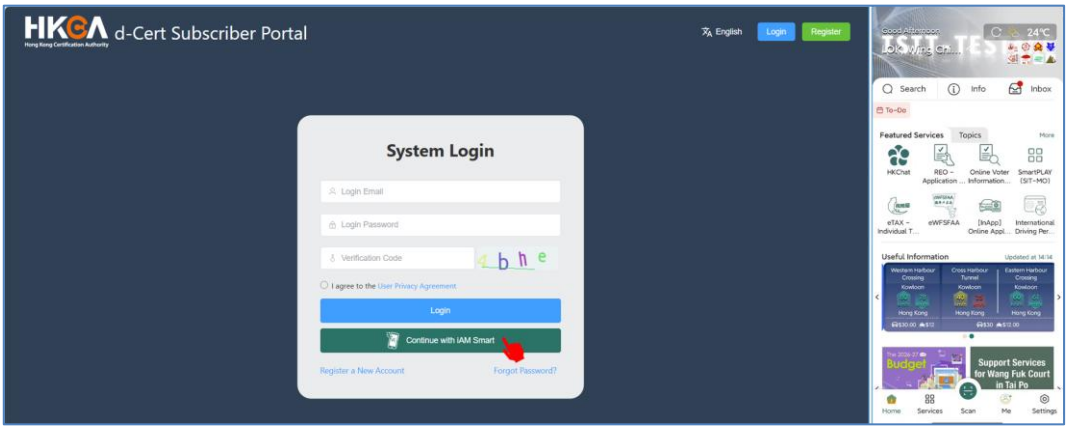


11) Continue filling in the remaining information and upload the required supporting documents. Then click "Submit Registration".

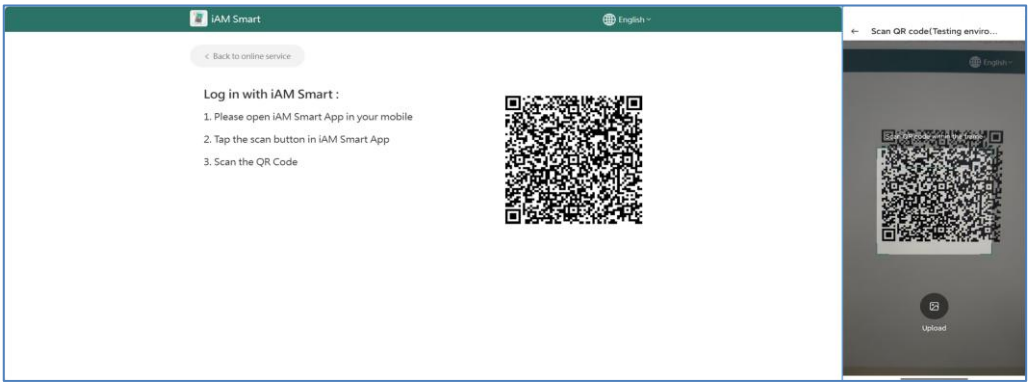
After submission, you will receive an approval email. You may then log in to the **HKCA d-Cert Subscriber Portal** using either your iAM Smart (refer to "Login with iAM Smart") or your registered email address and chosen password (refer to "Login with Account Email and Password").

2.2.4 Bind "iAM Smart" to Existing Account

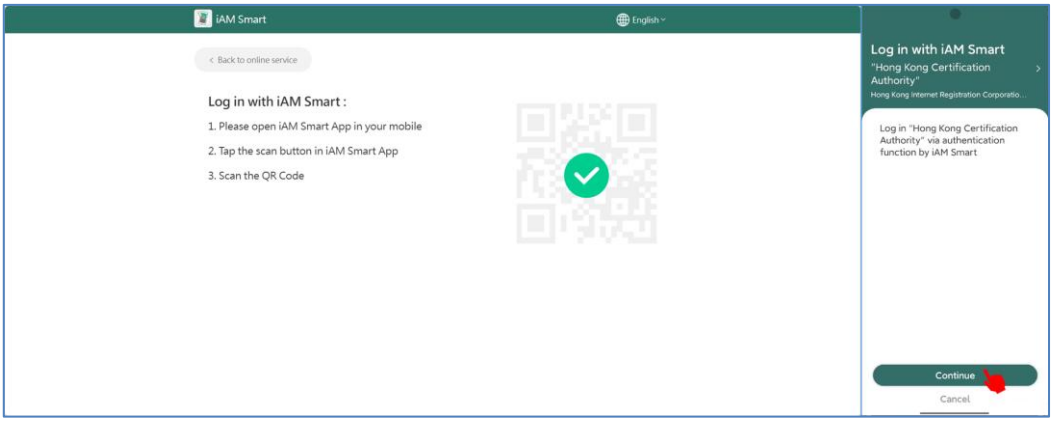
1) Visit HKCA d-Cert Subscriber Portal, then click “Continue with iAM Smart”.



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



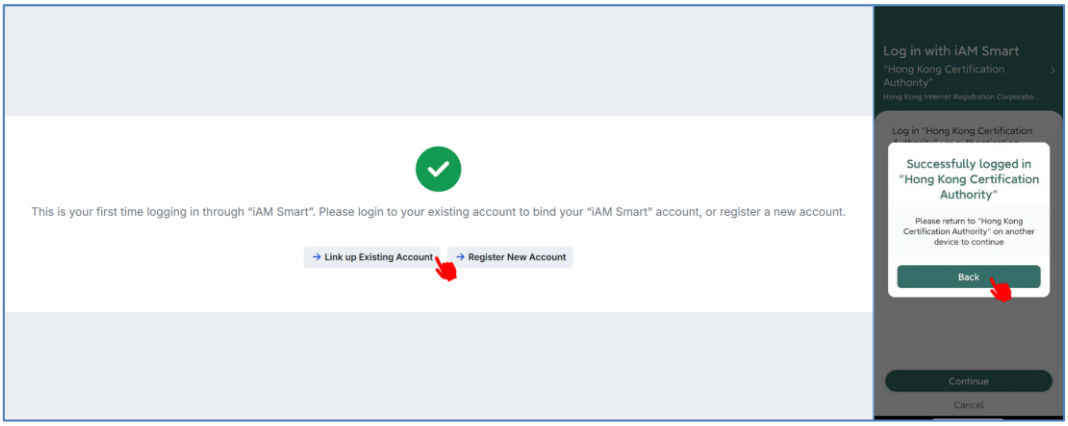
3) After successfully scanning the QR code with “iAM Smart App”, a tick will appear on the QR code. The mobile app will display the authentication permission screen. Select “Continue”.



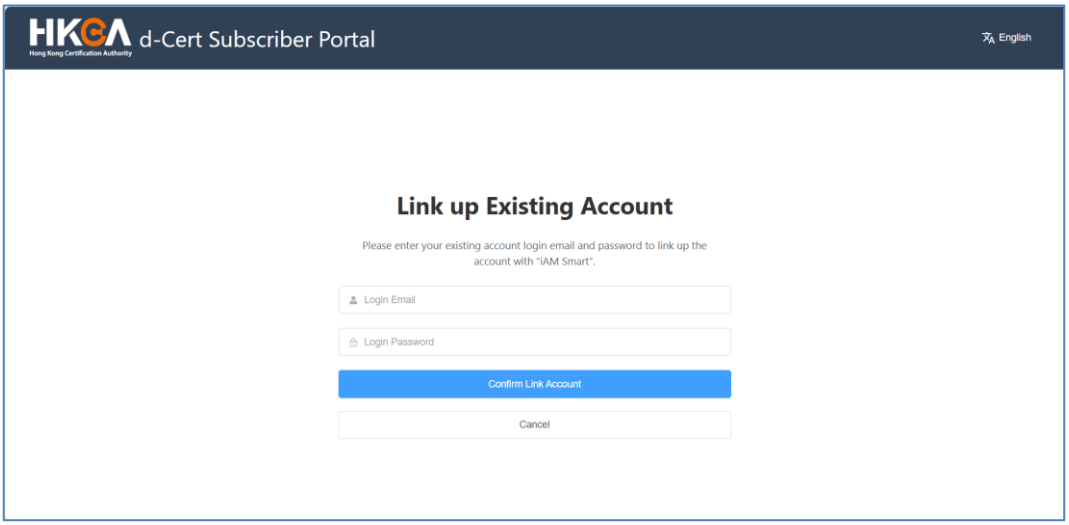
4) The "iAM Smart" app will show that you have successfully logged in to "Hong Kong Certification Authority". Click “Back”.

5) Click the "Link up Existing Account" button.

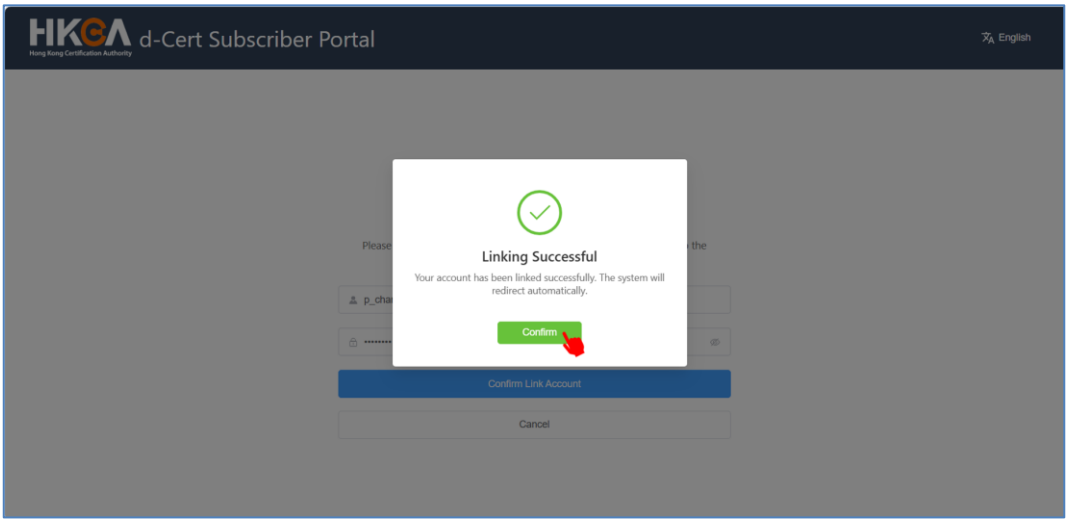
When the system detects that the current iAM Smart account is not linked to the **HKCA d-Cert Subscriber Portal** account, select "Link up Existing Account" or "Register New Account". (Registration of new accounts can be referred to "Personal Account Registration", "Organisational Account Registration"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



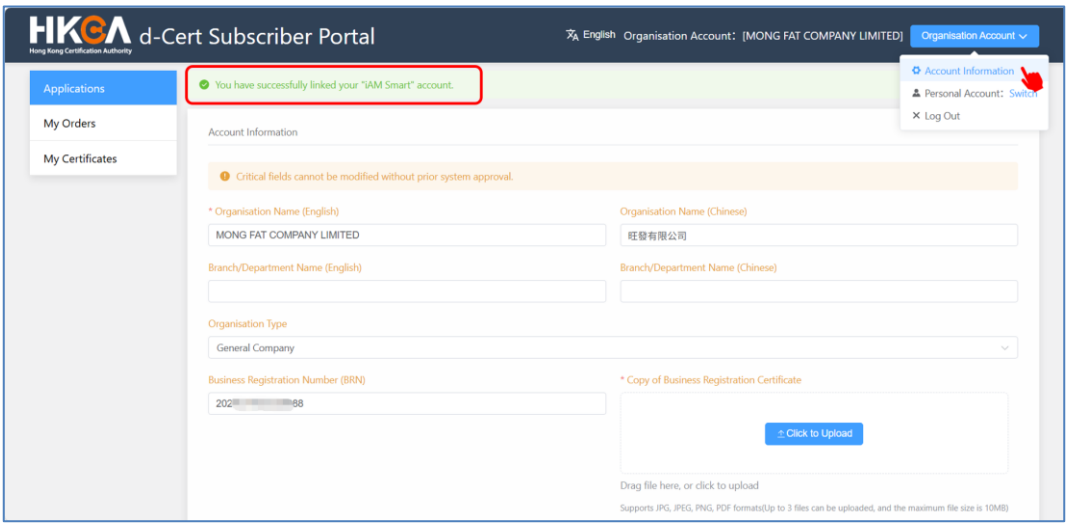
6) From the "Link up Existing Account" page, enter the email address and password of the registered account. Then select “Confirm Link Account”.



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

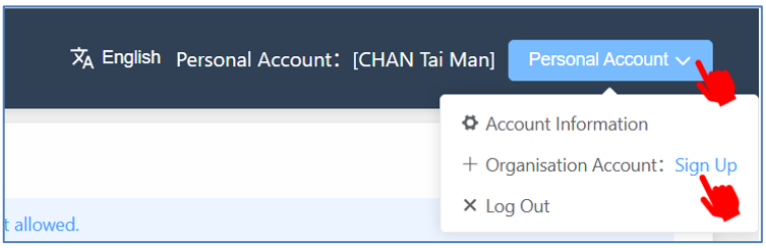


8) When the account is linked to "iAM Smart", the "Account Information" page will display a message: "You have successfully linked your 'iAM Smart' account."

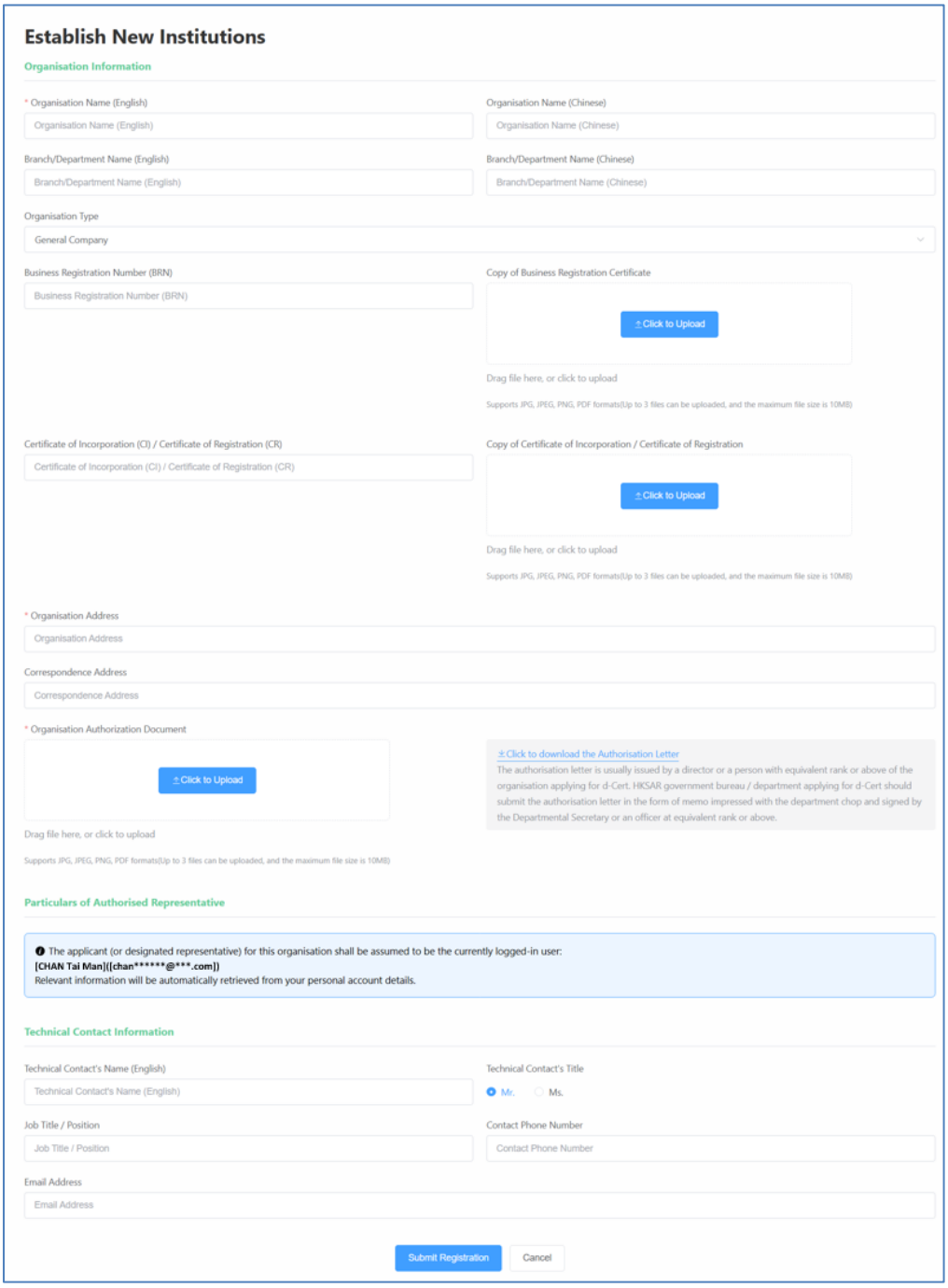


2.2.5 Register the Organisational Account to the existing Personal Account

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".



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".



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.

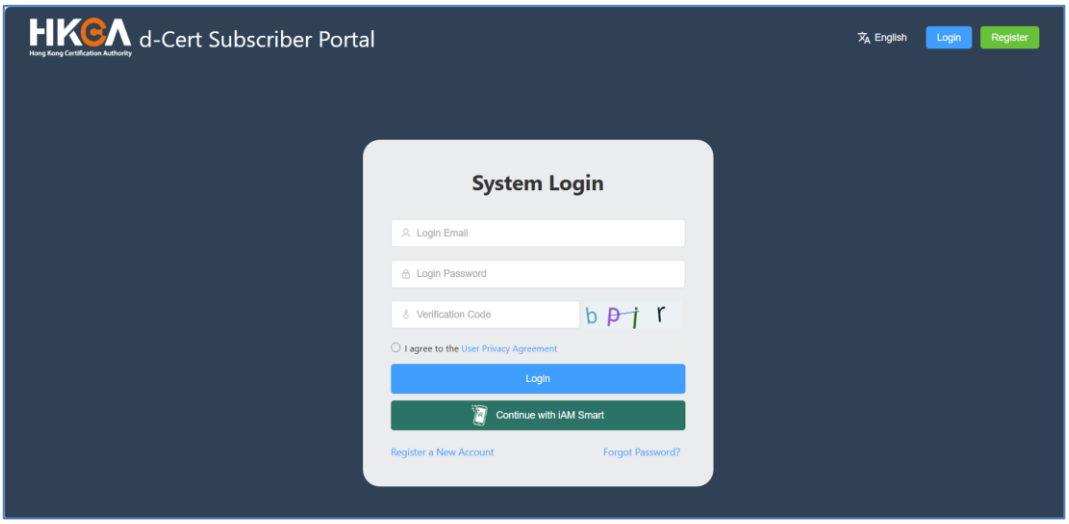
2.3 Account Login and Logout

2.3.1 Login with Account Email and Password

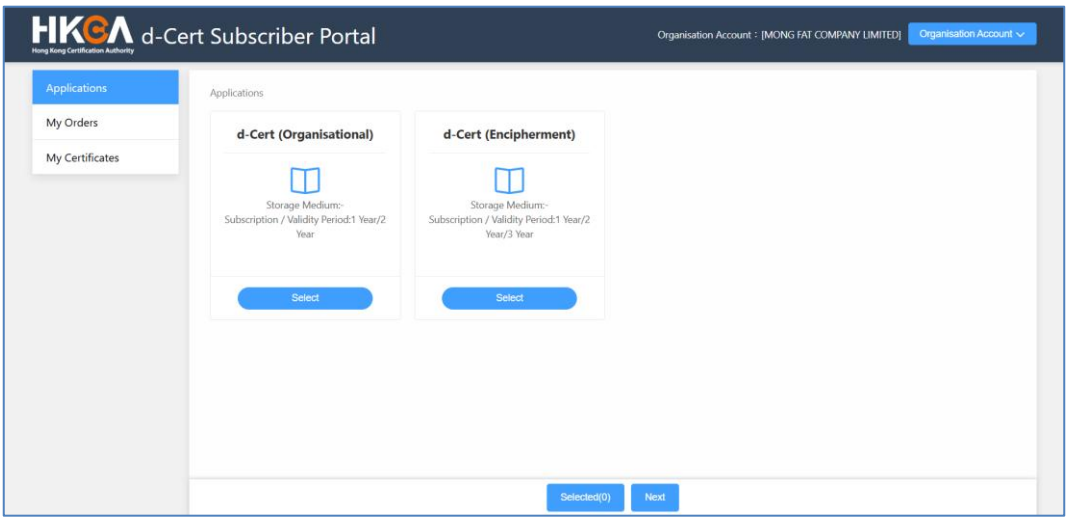
Users must first register an account to log into the system. After logging in, they can place order for chosen d-Cert types and manage applied d-Cert, such as downloading files or revoking the d-Cert.

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".

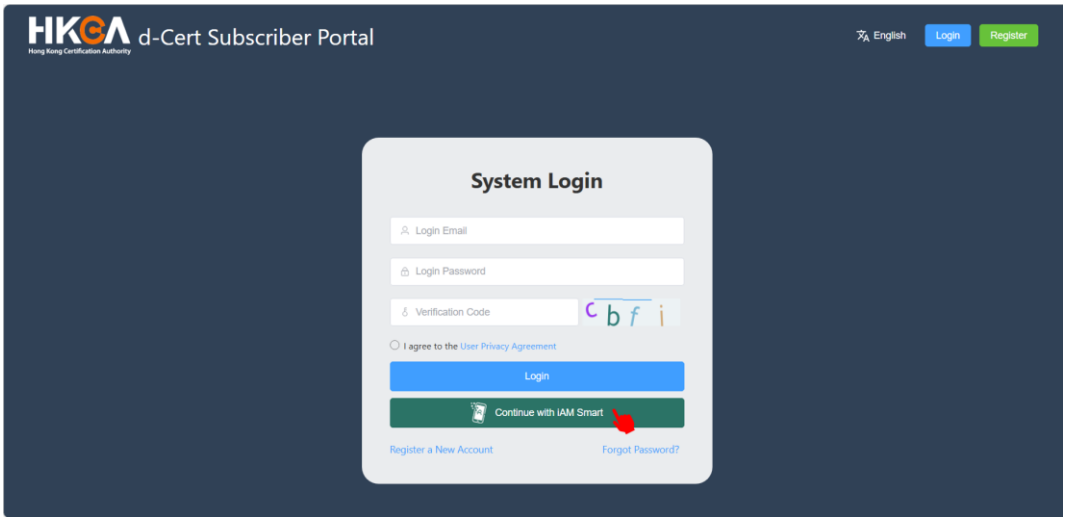


3) Once successfully logged in, you can access the Applications, My Orders and My Certificates pages.

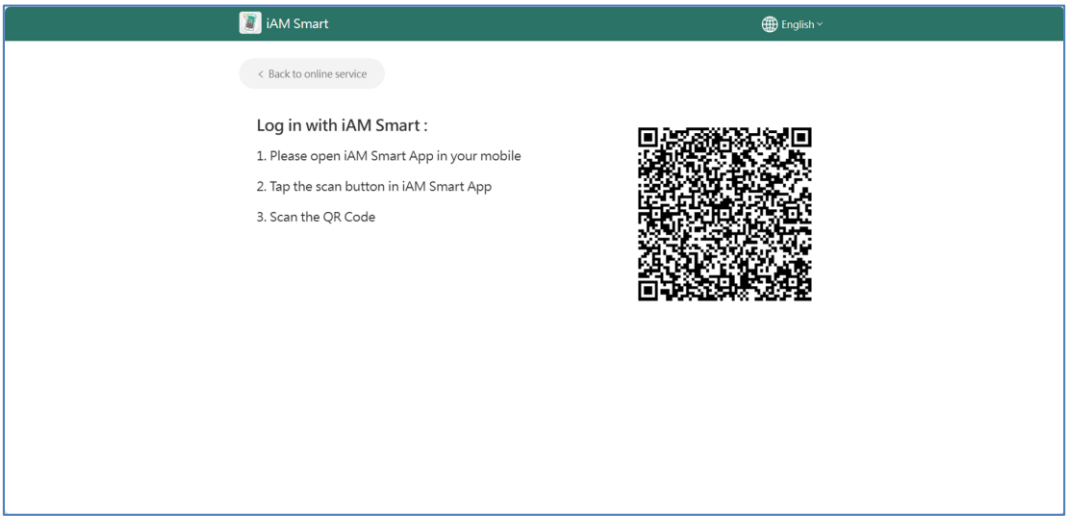


2.3.2 Login with iAM Smart

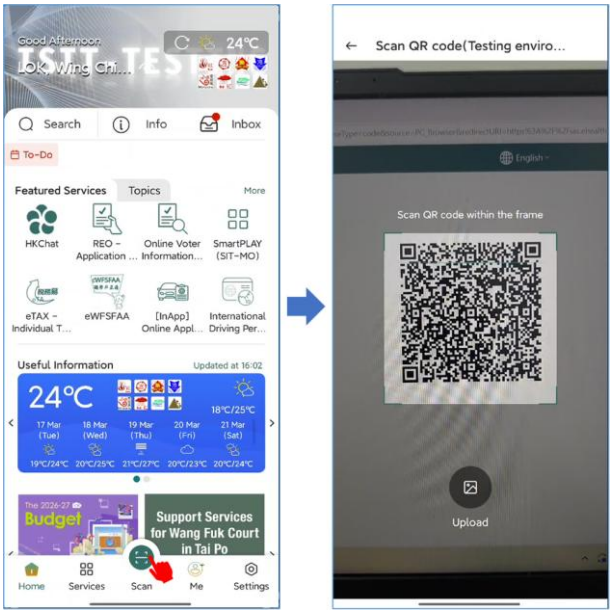
1) Visit **HKCA d-Cert Subscriber Portal**. Then press “Continue with iAM Smart”.



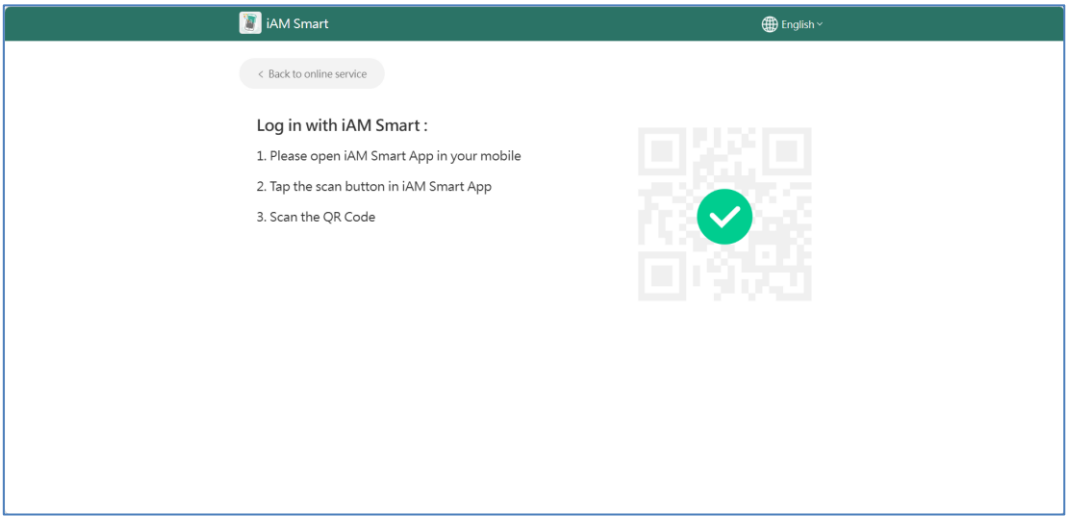
2) The desktop web browser will redirect to the "iAM Smart" system, displaying a QR Code.



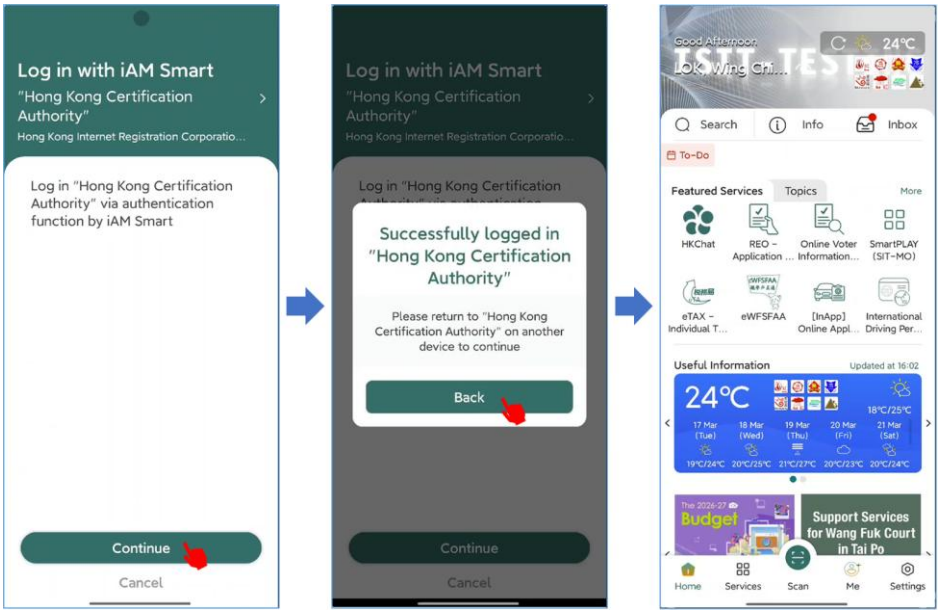
3) Open the "iAM Smart" App on your mobile devise, tap the scan button and scan the QR Code.



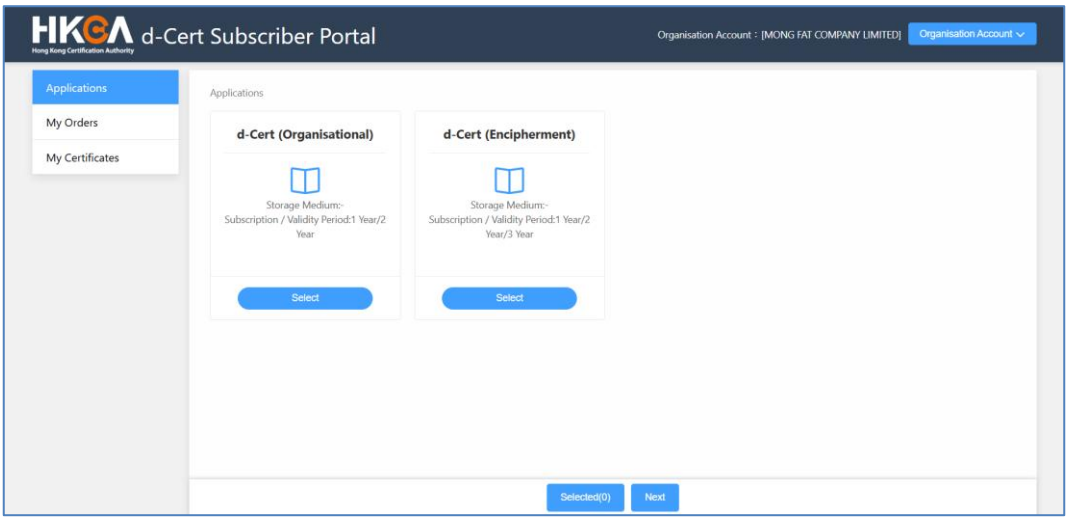
4) After successful linkage, a tick mark will appear on the QR code.



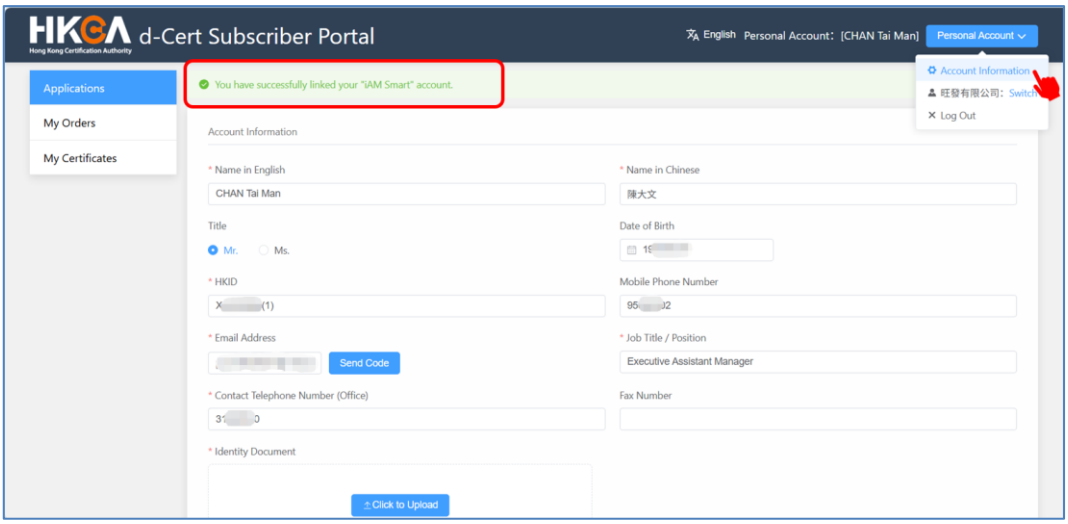
5) The mobile app will display the authentication permission screen. Select “Continue”. The "iAM Smart" app will show that you have successfully logged in to "Hong Kong Certification Authority". Click “Back”.



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

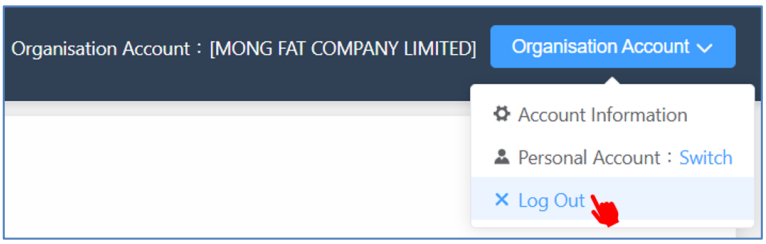


7) When the account is linked to "iAM Smart", the "Account Information" page will display a message: "You have successfully linked your 'iAM Smart' account." Once successfully logged in, you can access the Applications, My Orders, and My Certificates pages.

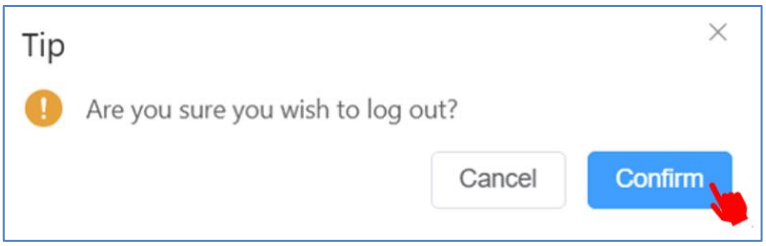


2.3.3 Account Logout

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



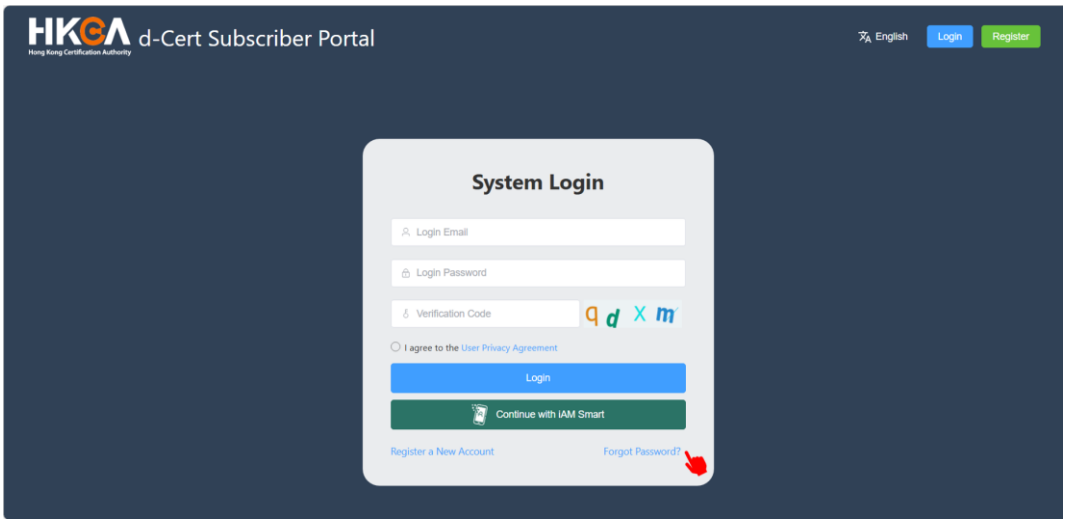
2) Select “Confirm” to log out. Upon successful logout, you will be redirected to the system login page.



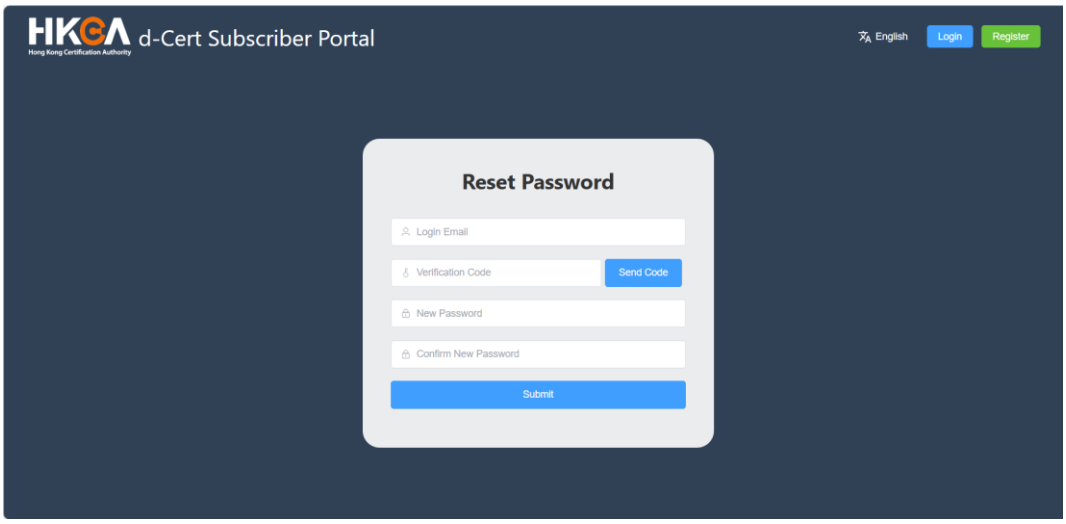
2.4 Password Reset and Recovery

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

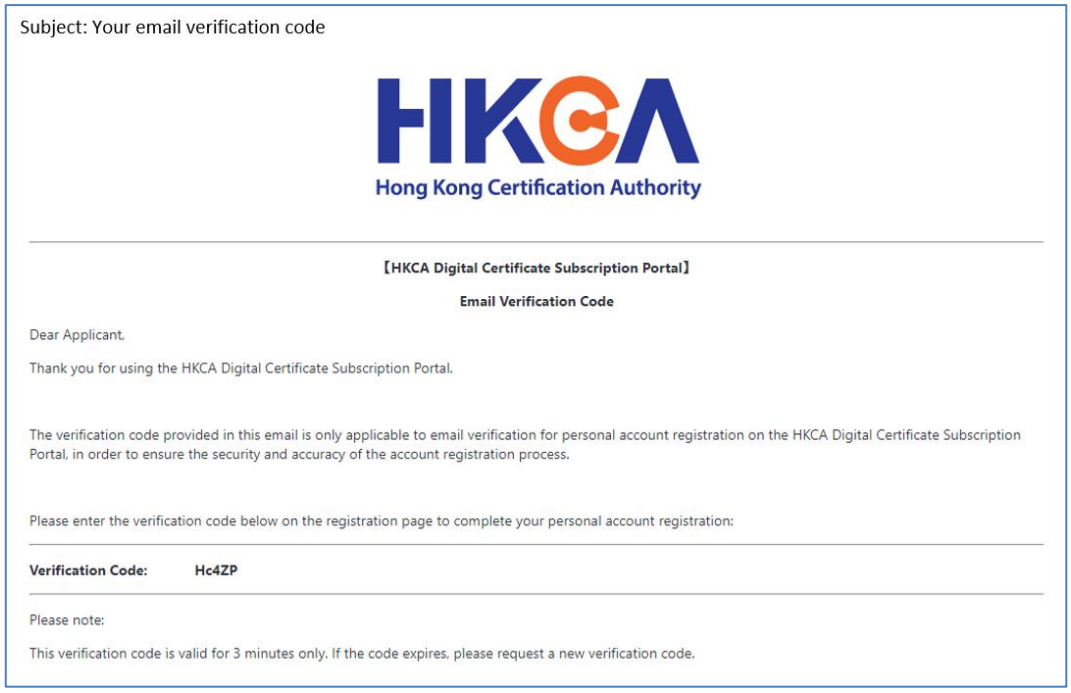
1) At the bottom of the system login page, select “Forgot Password”.



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.



Subject: Your email verification code

Hong Kong Certification Authority

【HKCA Digital Certificate Subscription Portal】

Email Verification Code

Dear Applicant,

Thank you for using the HKCA Digital Certificate Subscription Portal.

The verification code provided in this email is only applicable to email verification for personal account registration on the HKCA Digital Certificate Subscription Portal, in order to ensure the security and accuracy of the account registration process.

Please enter the verification code below on the registration page to complete your personal account registration:

Verification Code: **Hc4ZP**

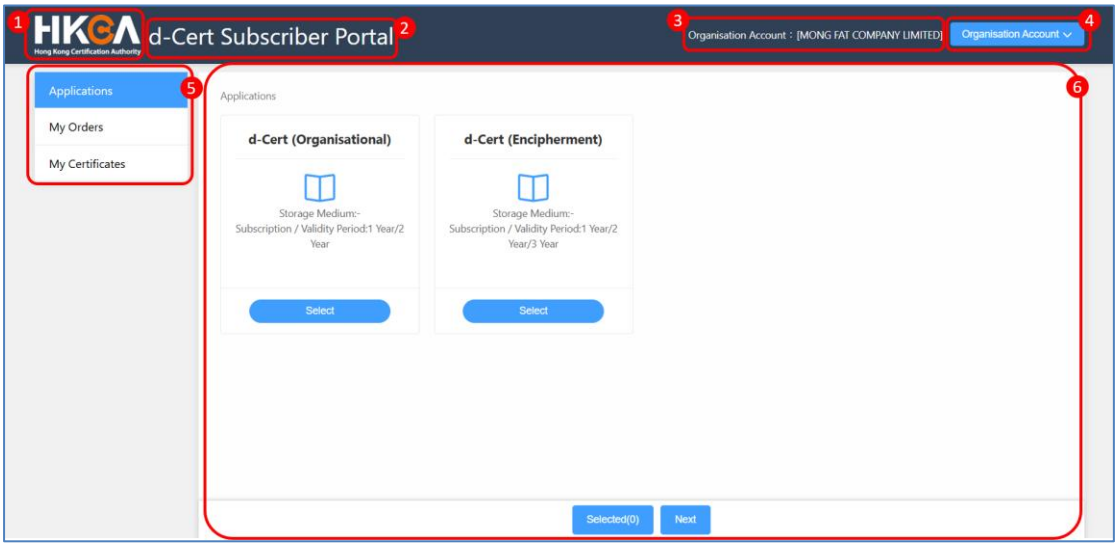
Please note:

This verification code is valid for 3 minutes only. If the code expires, please request a new verification code.

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.

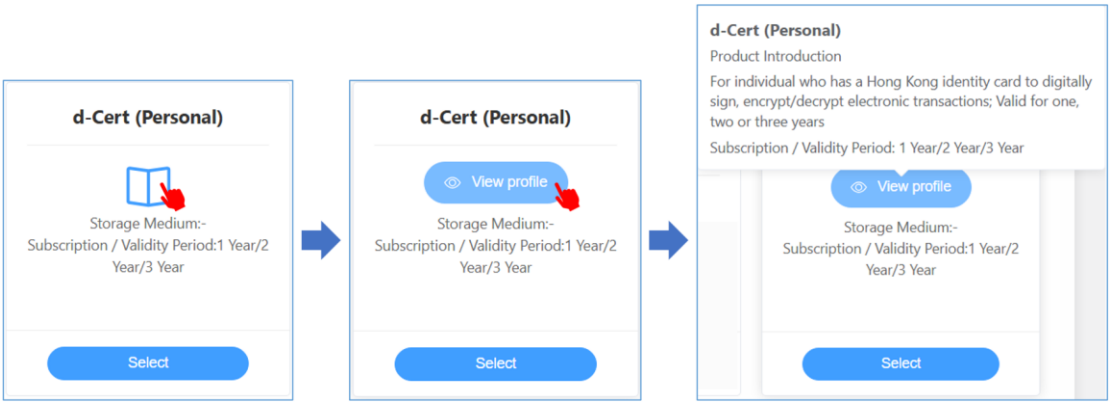
4 Application of d-Certs

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

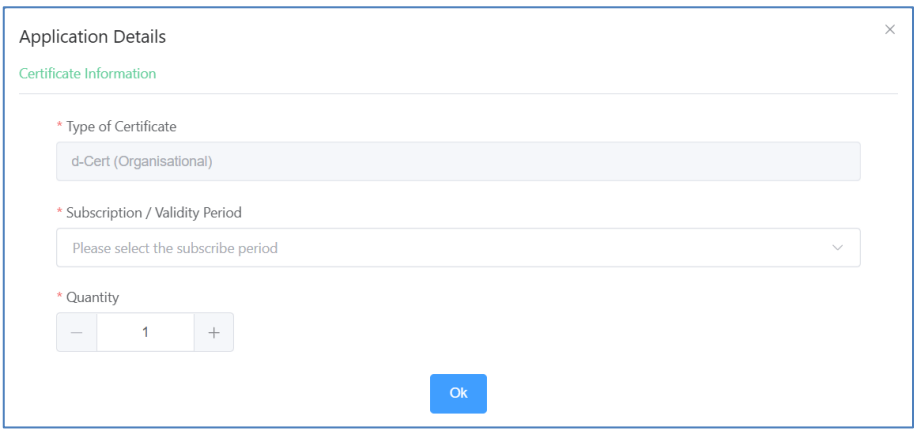
The “View Profile” button will be displayed upon mouse-over on one type of d-Cert. Clicking this button will display a brief introduction of the selected d-Cert.



4.2 Create Certificate Application Order

1) Click "Select" on the certificate type of interest in the "Applications" page.

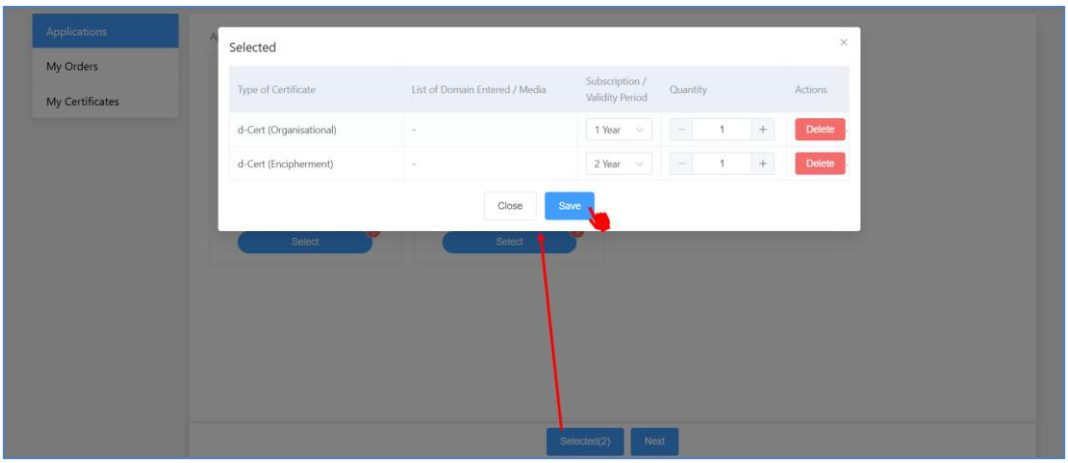
2) Configure the certificate specifications, such as Subscription / Validity Period, quantity of certificates, etc, then click "OK".



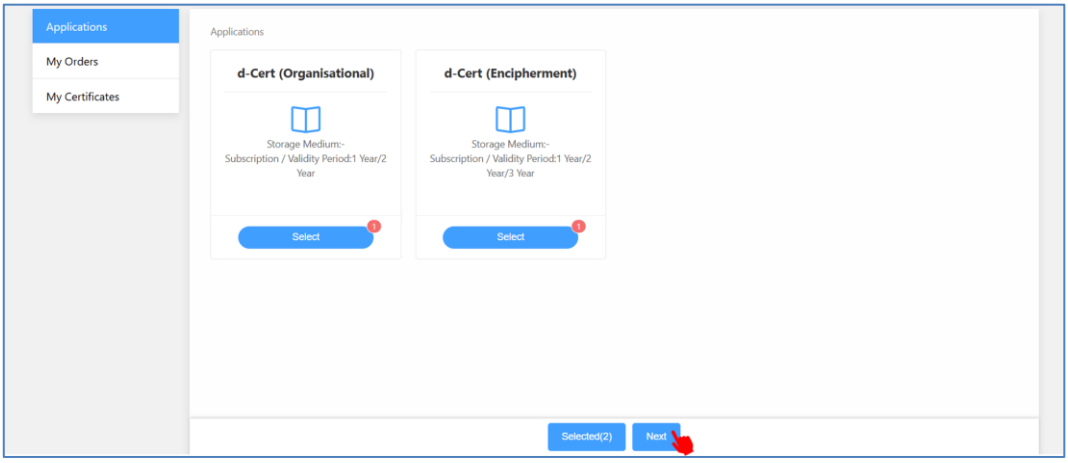
The same Validity Period applies to all certificates in a single application. That is, if the Validity Period is set for 2 years and the number of d-Cert (Organisational) is set as 3 in a single application, all three certificates will be valid for 2 years. If you wish to have 2 certificates valid for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

Applications > Order Confirmation

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	[redacted]	[redacted]
d-Cert (Encipherment)	-	2 Year	1	[redacted]	[redacted]
				Administration Fee	[redacted]
				Total	[redacted]

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[redacted]88

Certificate of Incorporation (CI) / Certificate of Registration (CR): 2[redacted]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/[redacted]

* Date of Birth: 19[redacted]

Mobile Phone Number: 9[redacted]2

* Email Address: p_c[redacted].com

* Job Title / Position: Executive Assistant Manager

* Contact Telephone Number (Office): 31[redacted]

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

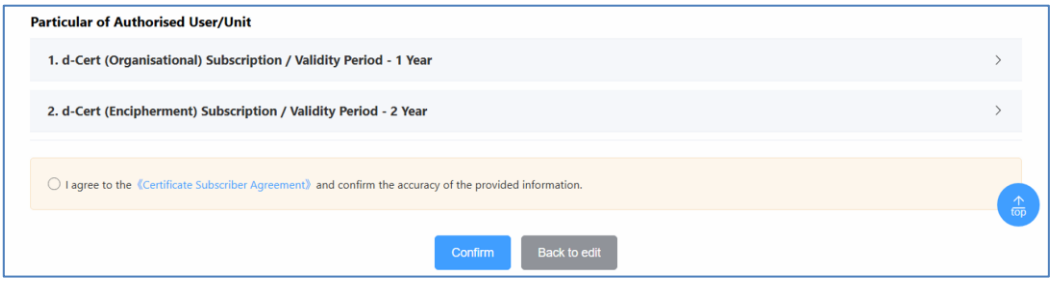
Drag file here, or click to upload

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

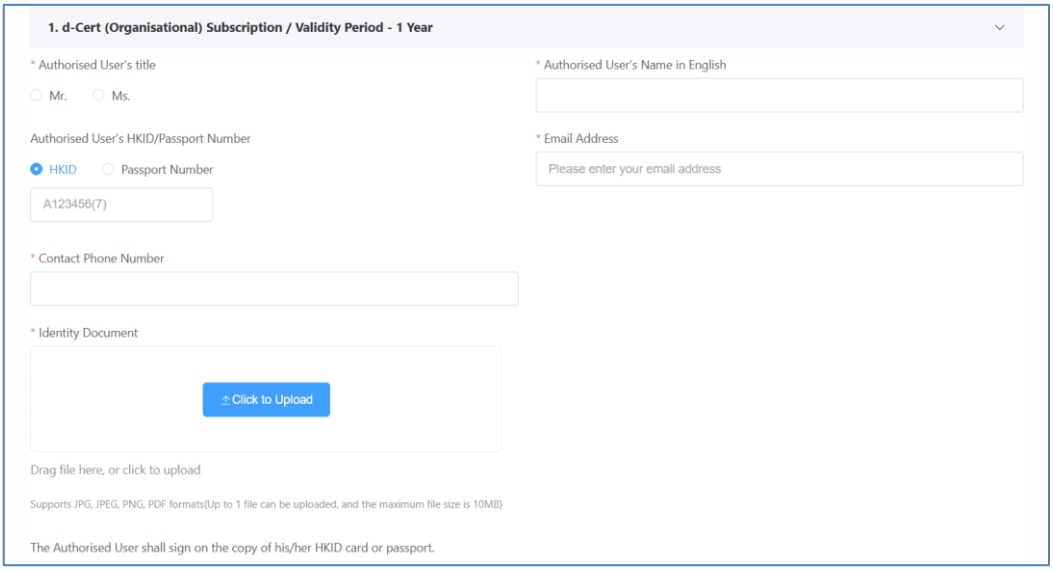
Click to download the Authorisation Letter

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.

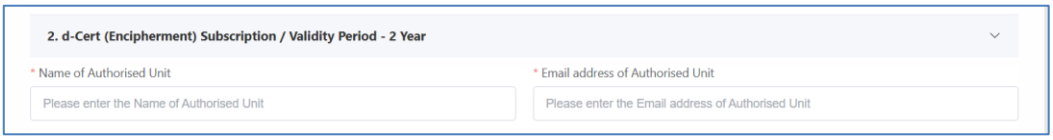


7) Complete the required supplementary information for the certificate application. Different information is required for different certificate types.

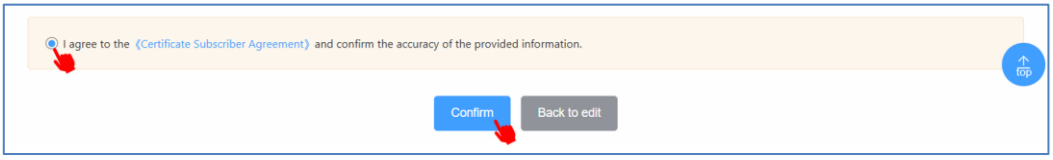
d-Cert (Organisational): Provide the details of the Authorised User.



d-Cert (Encipherment): Provide the Name and 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.

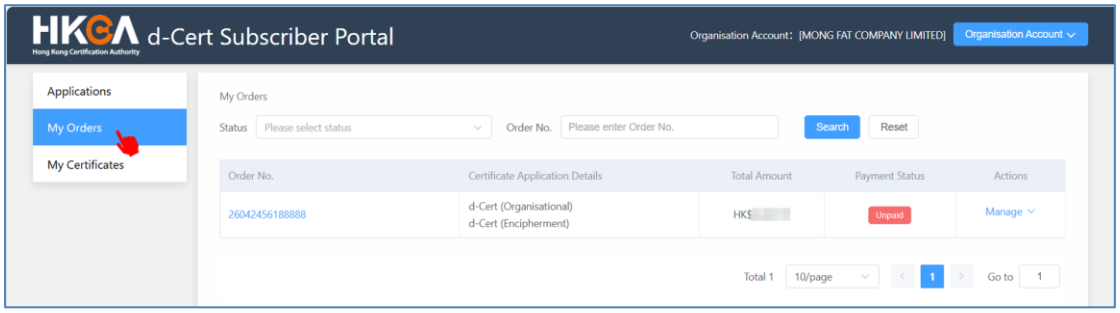


You will be redirected to the "Order Payment" page under “My Orders” (see “Order Payment” for details of how to pay for the order).

5 Order Management

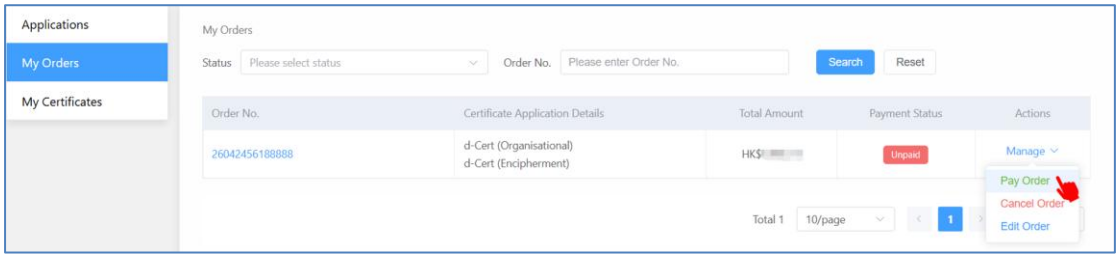
Perform order management operations in the "My Orders" page. To manage an “Unpaid” order in your account, click “Manage” for the respective order to Pay Order, Cancel Order or Edit Order. Cancel Order allows cancelling of the full order and Edit Order allows editing of the contact information for the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

For “Paid” Orders, clicking “Manage” will allow View Order.



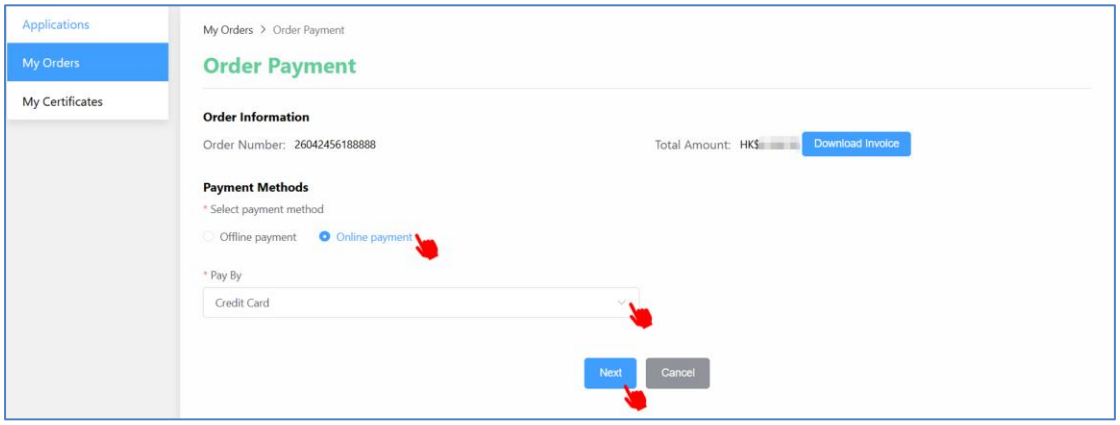
5.1 Order Payment

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.

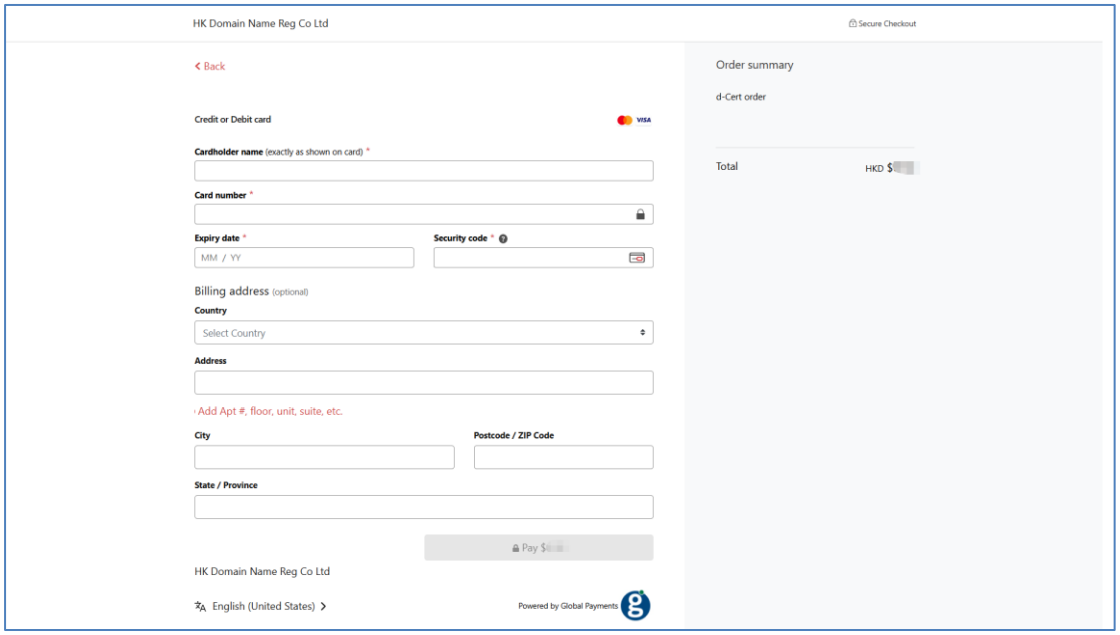


5.1.1 Online Payment

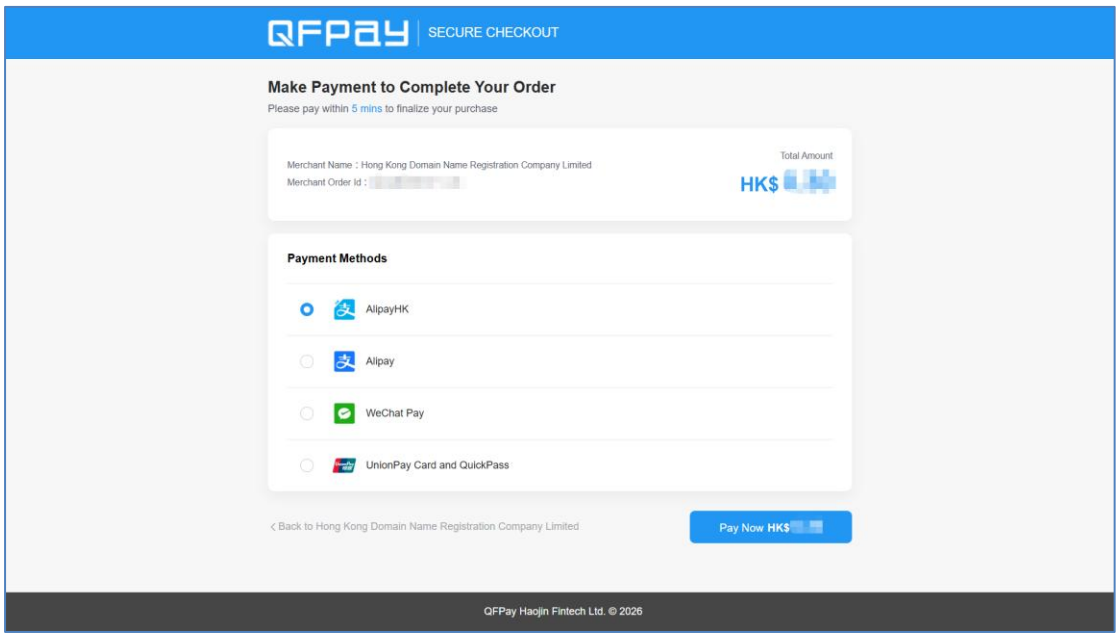
After selecting "Online Payment", select the online payment method then click “Next”. The online payment methods include Credit Card and Other Payments.



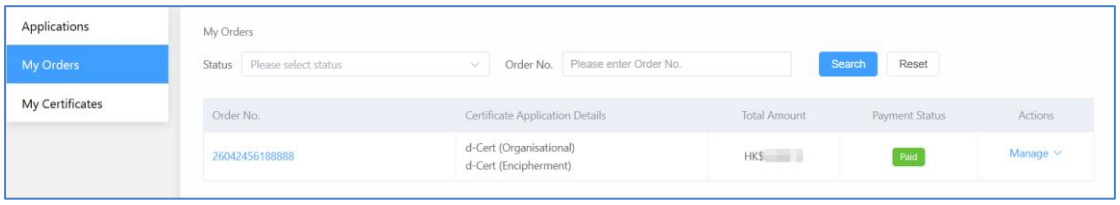
After selecting "Credit Card" and clicking "Next", the page will redirect to the "Global Payments" page. Please complete the online payment according to the prompts on the page.



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".

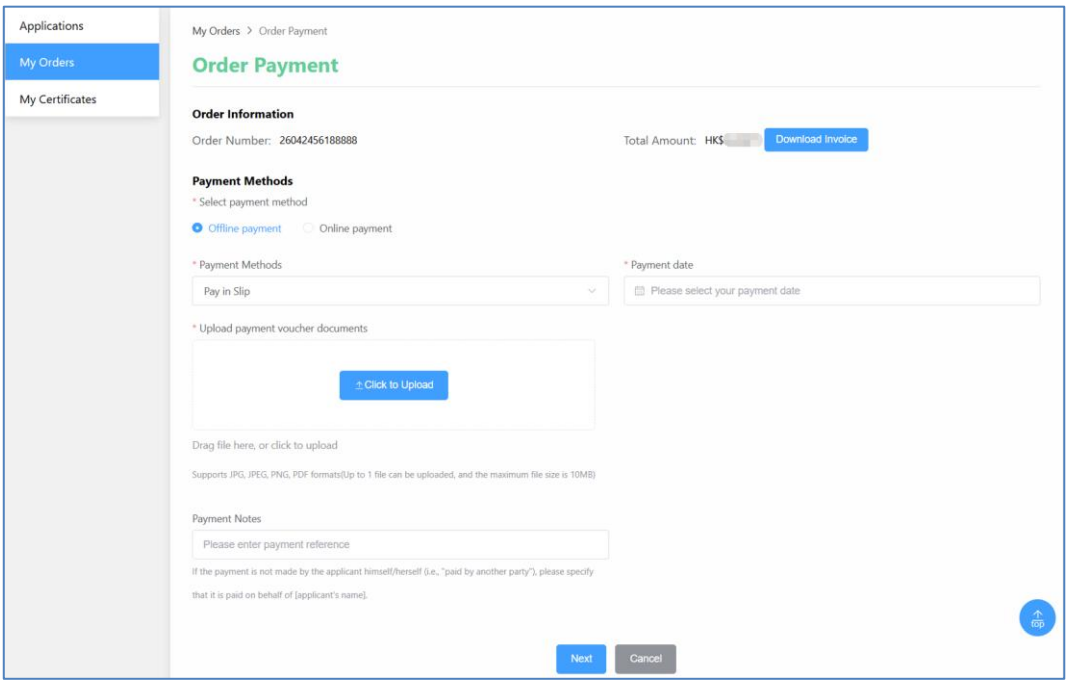


When the digital certificate application is approved, the applicant will receive an email notification "Confirmation of Receipt – Digital Certificate Application", click on the link "Access Code" in the email content to get the Access Code (refer to "Get Access Code" step 4 to step 8).

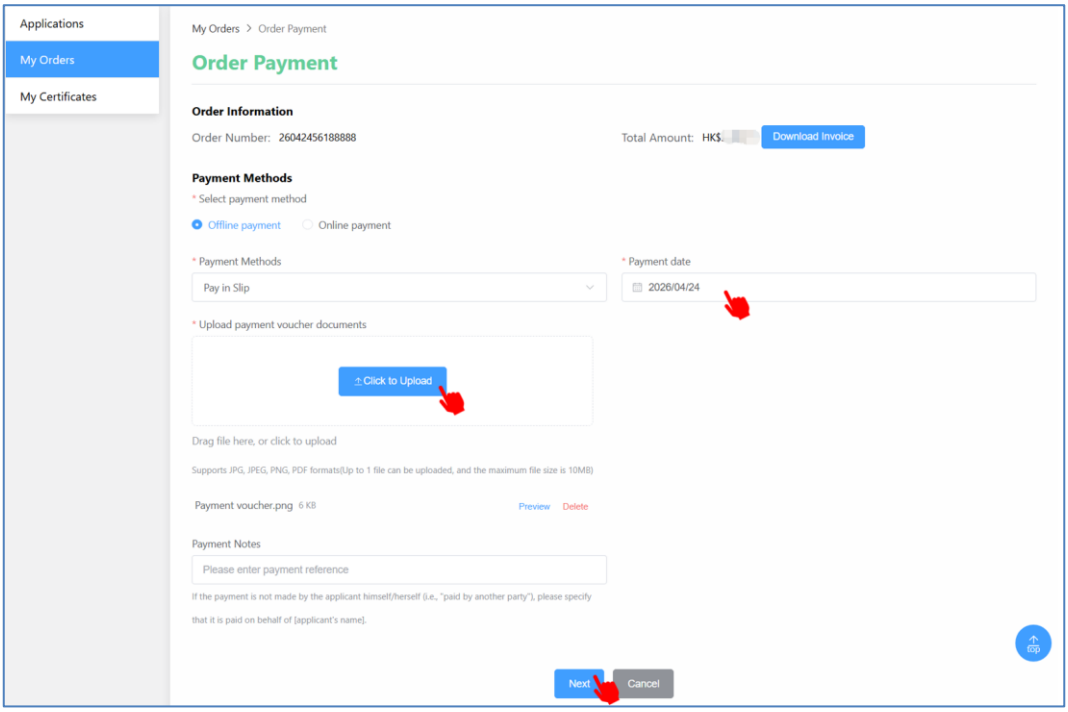
5.1.2 Offline Payment

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

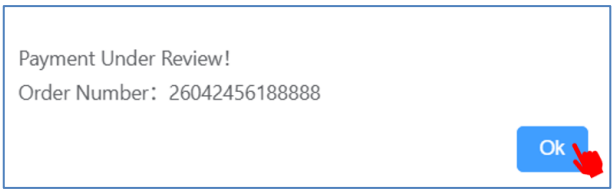
1) Once the applicant has fully paid the digital certificate application fee offline, log into the **HKCA d-Cert Subscriber Portal**, go to the "My Orders" page, and select the corresponding order to go to its "Order Payment" page.

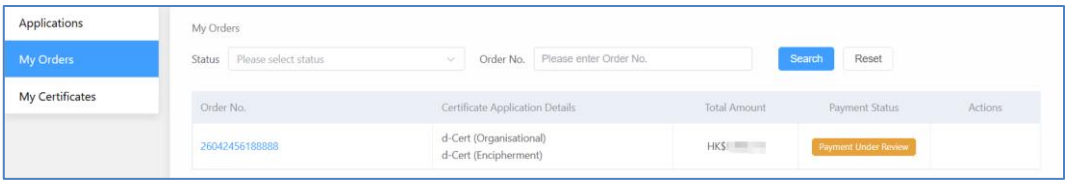


2) After selecting "Offline Payment", enter the Payment Method, the Payment Date, and upload the payment voucher document, then click "Next".

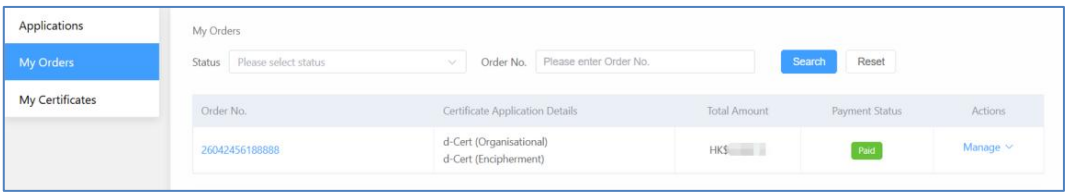


3) After submitting the offline payment information, the payment status of this order will change to “Payment Under Review”.





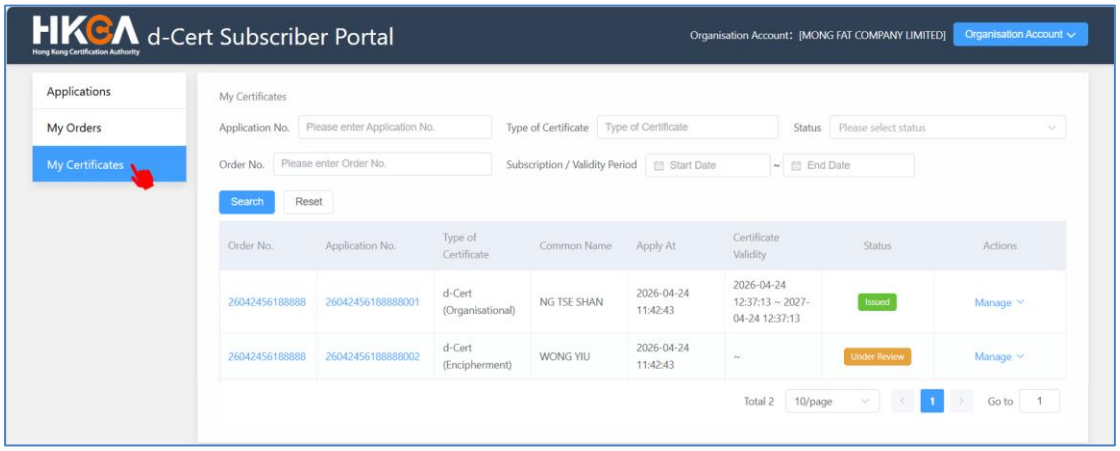
4) Once the payment review is approved, the payment status of this order will change to “Paid”.



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

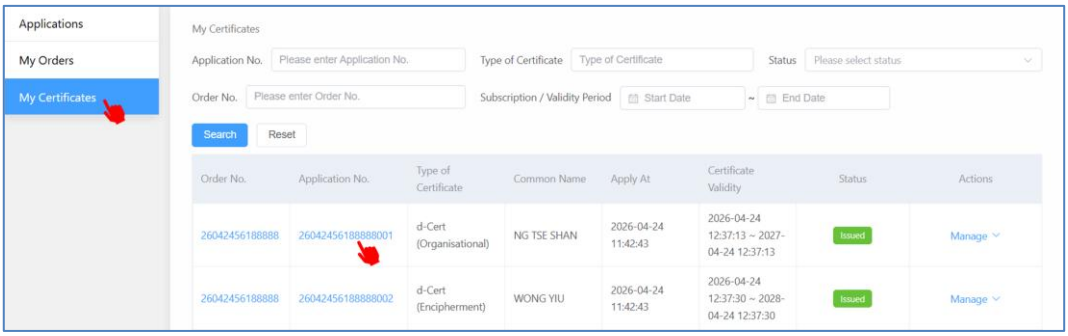
Manage application records through the “My Certificates” page. Functions include viewing application details, getting Access Code, downloading the certificate, and downloading the certificate password, among other operations.



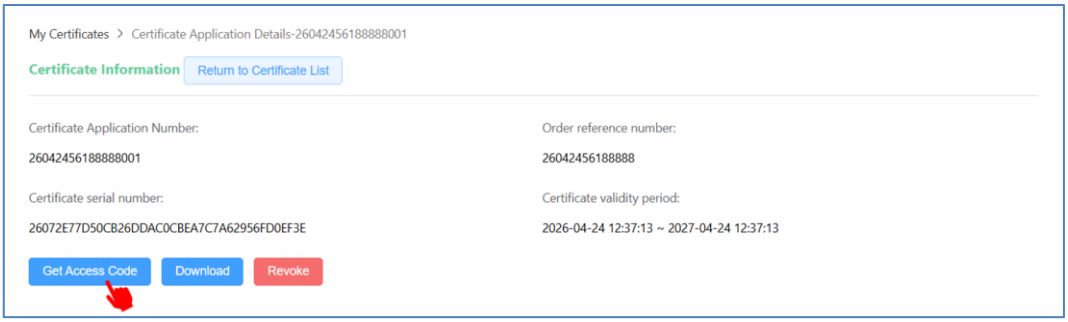
6.1 Get Access Code

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.

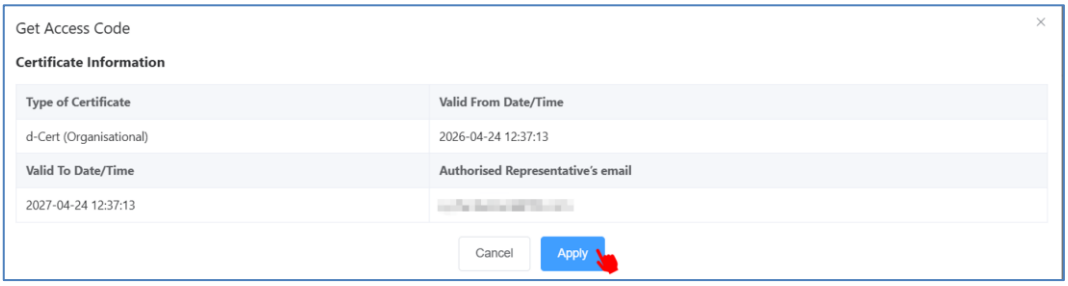


2) On the "Certificate Information" page, click "Get Access Code".

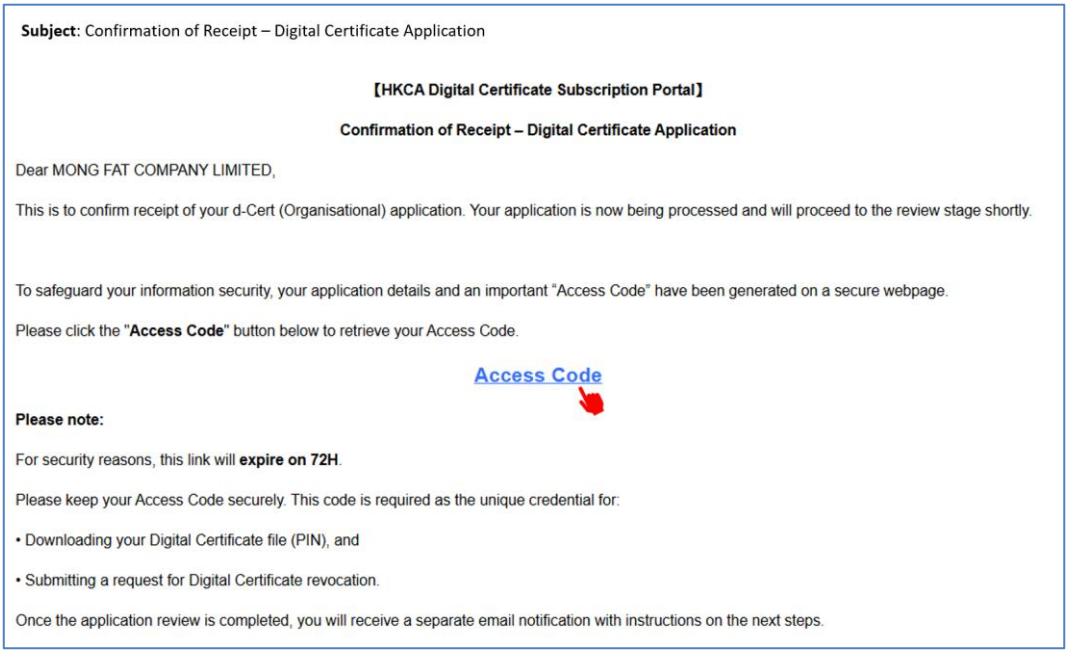


3) After confirming the displayed recipient information, click "Apply". The system will send

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.)



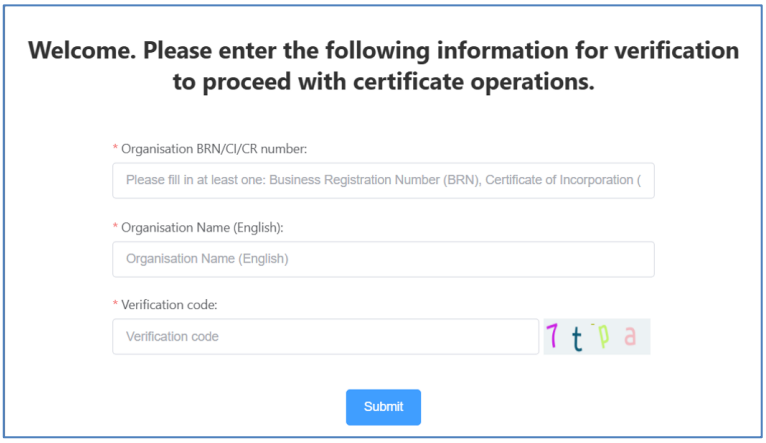
4) After receiving the email notification titled "Confirmation of Receipt – Digital Certificate Application", click on the link "Access Code" in the email content.



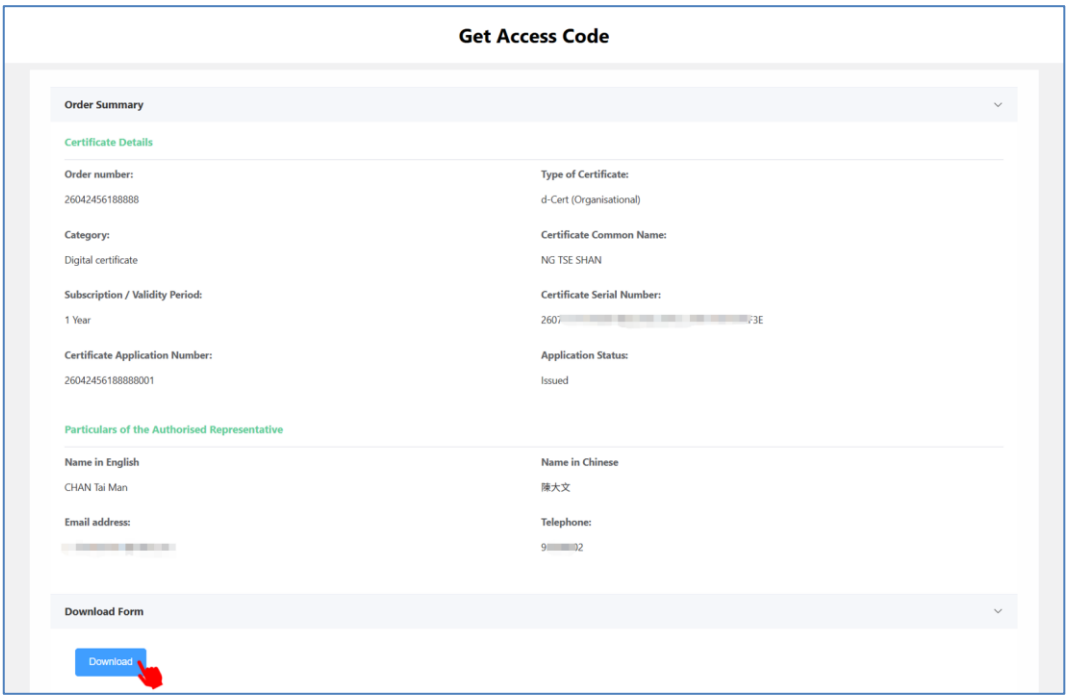
5) Enter the required verification information, then click “Submit”.

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.



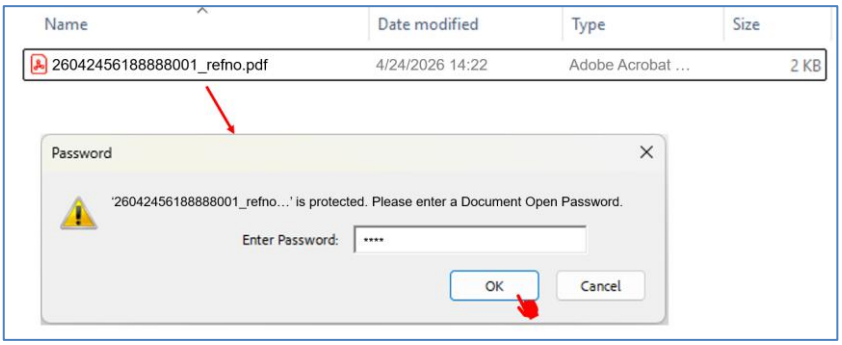
6) Click "Download".



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.

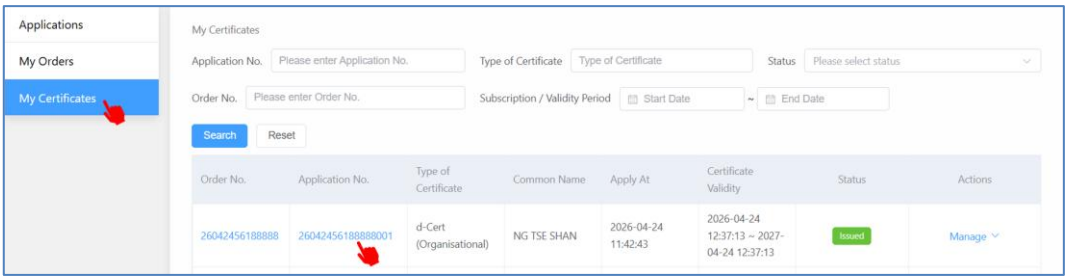
d-Cert (Organisational / Encipherment): The password is the first 4 digits of the Authorised Representative's HKID/Passport number.



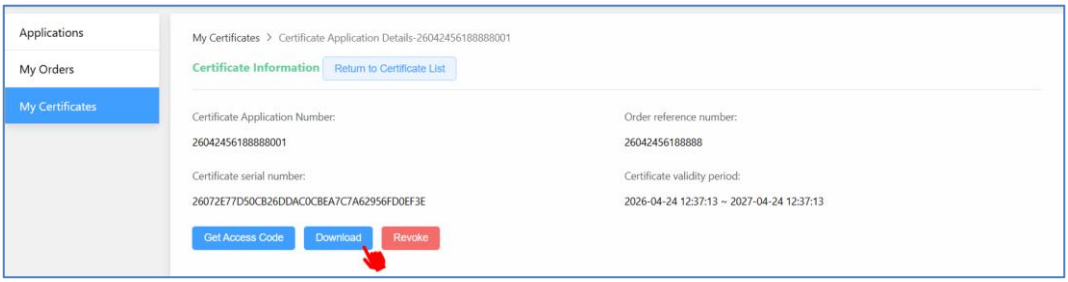
8) Please store the Access Code securely.

6.2 Download Certificate

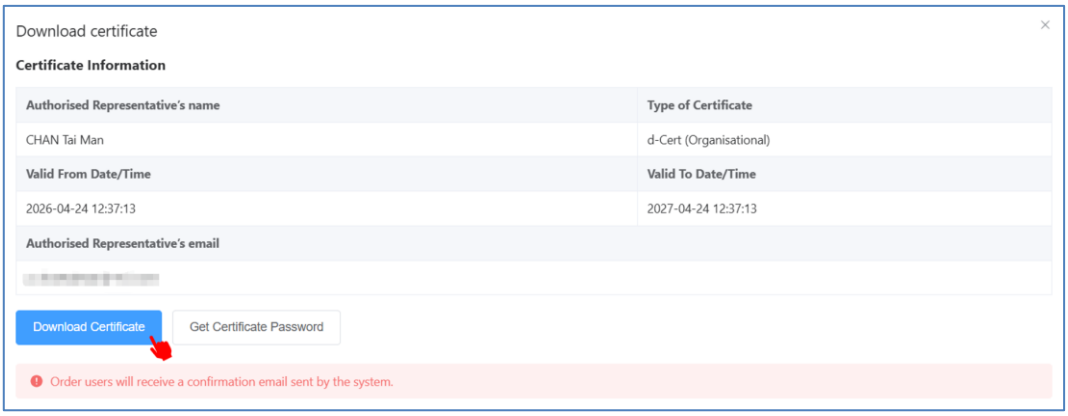
1) Click the Application No. for the certificate you wish to download in the “My Certificates” list to enter the “Certificate Application Details” page.



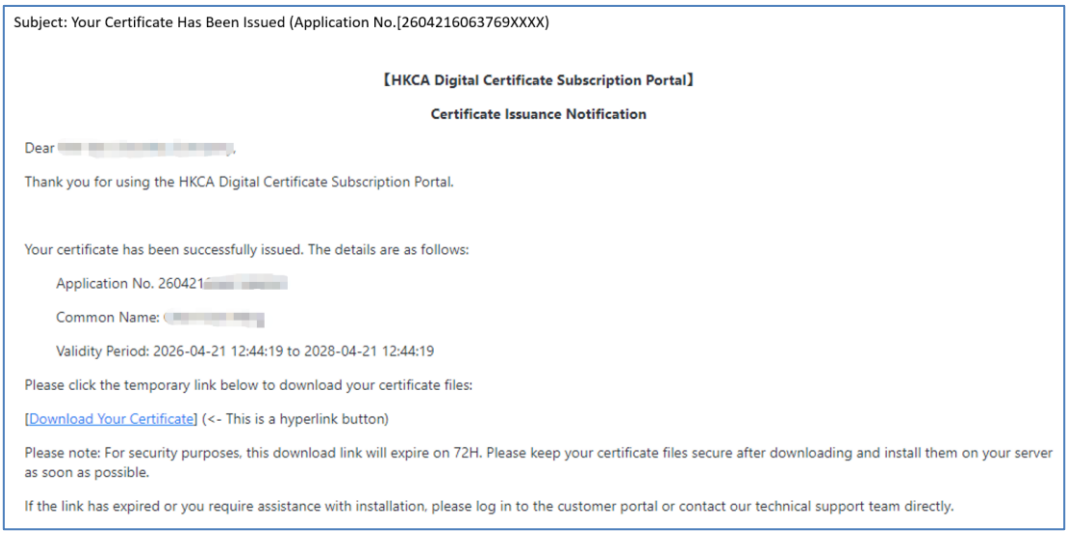
2) Click "Download" on the Certificate Application Details page.



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.)



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)

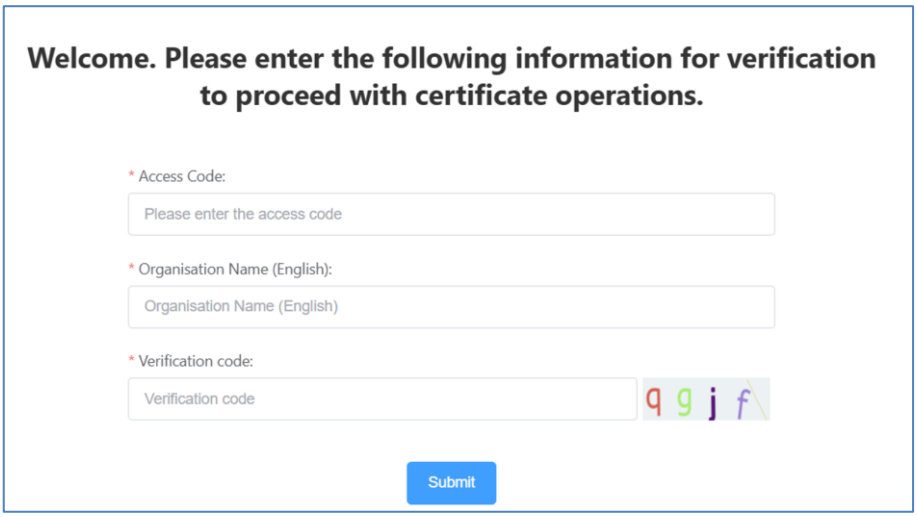
Please note: For security purposes, this download link will expire on 72H. Please keep your certificate files secure after downloading and install them on your server as soon as possible.

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:

Please enter the access code

* Organisation Name (English):

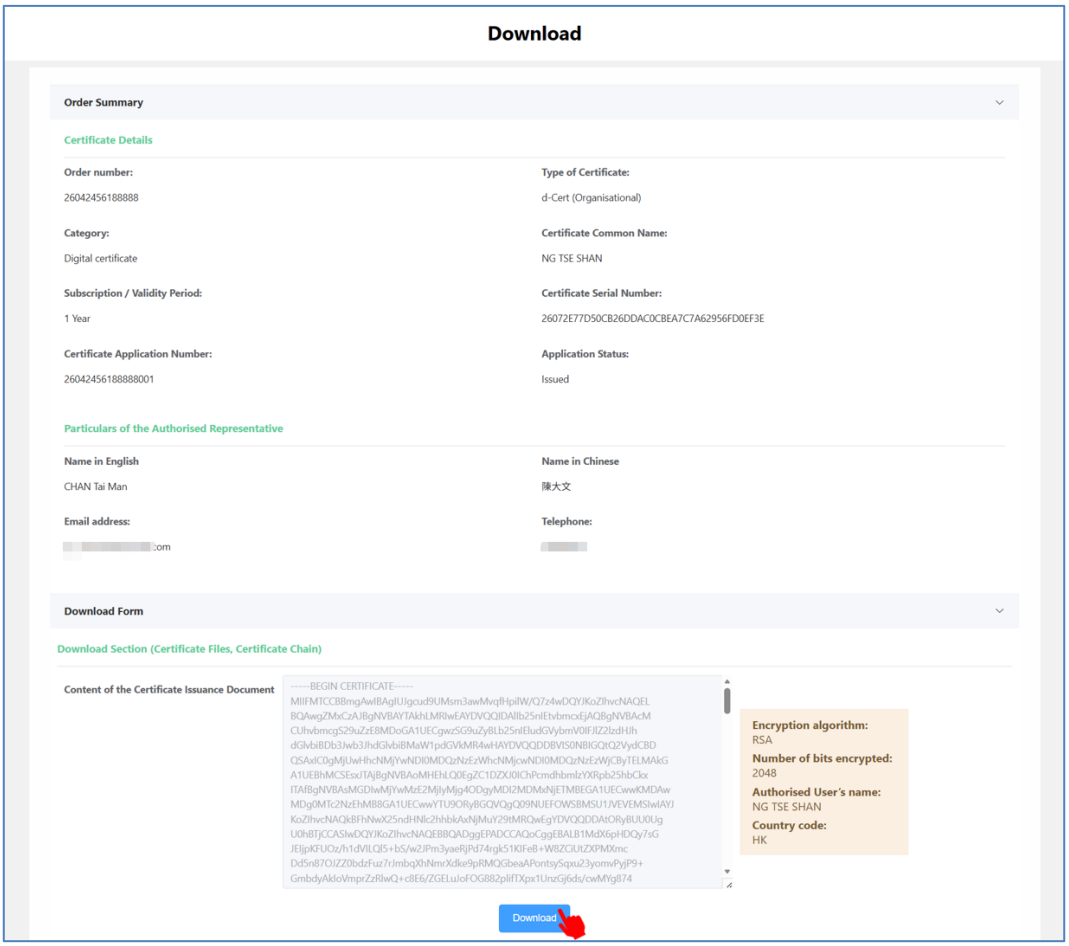
Organisation Name (English)

* Verification code:

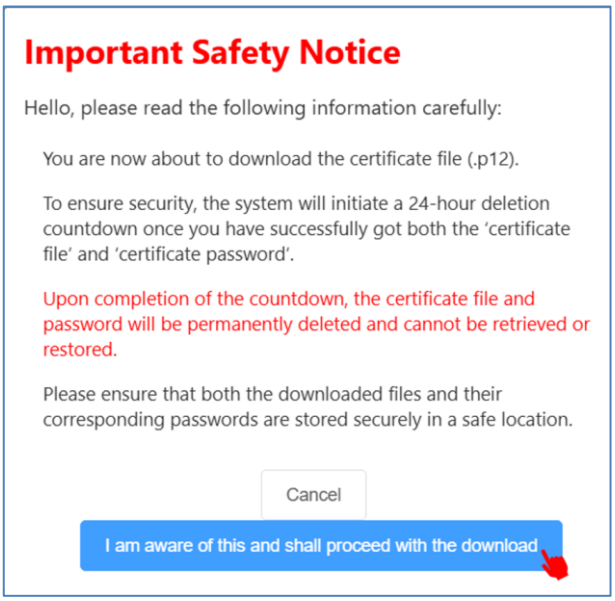
Verification code

Submit

6) Click "Download".

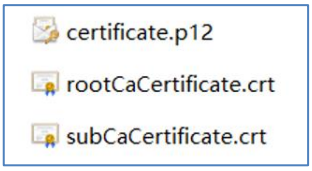


7) After reading the important safety instructions, click "I am aware of this and shall proceed with the download".



8) The files will be downloaded into a zip archive, which contains the digital certificate file, the

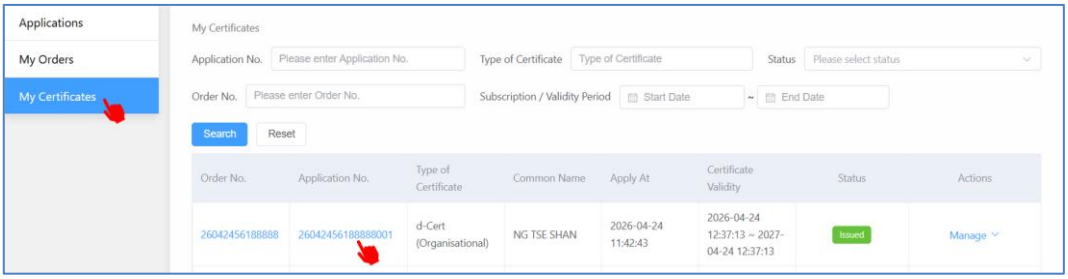
HKCA Root CA Certificate, and the HKCA Sub CA Certificate. Please keep your certificate safe.



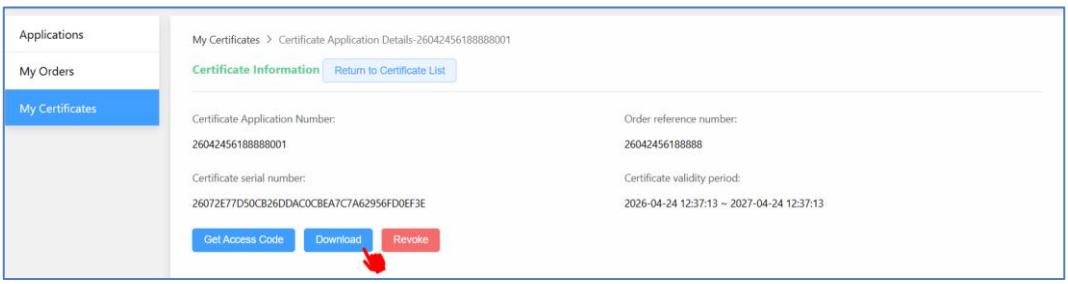
6.3 Download Certificate Password

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.

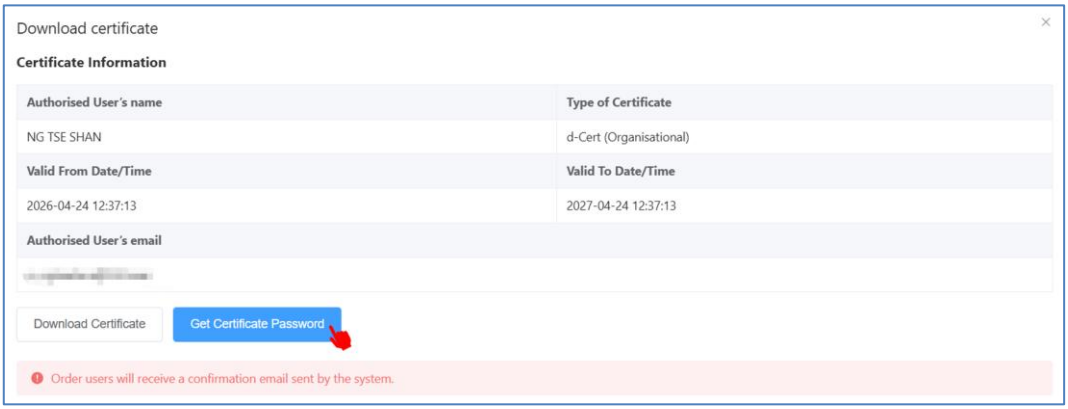


3) Click “Get Certificate Password”. The system will send an email with the download password to the designated email address.

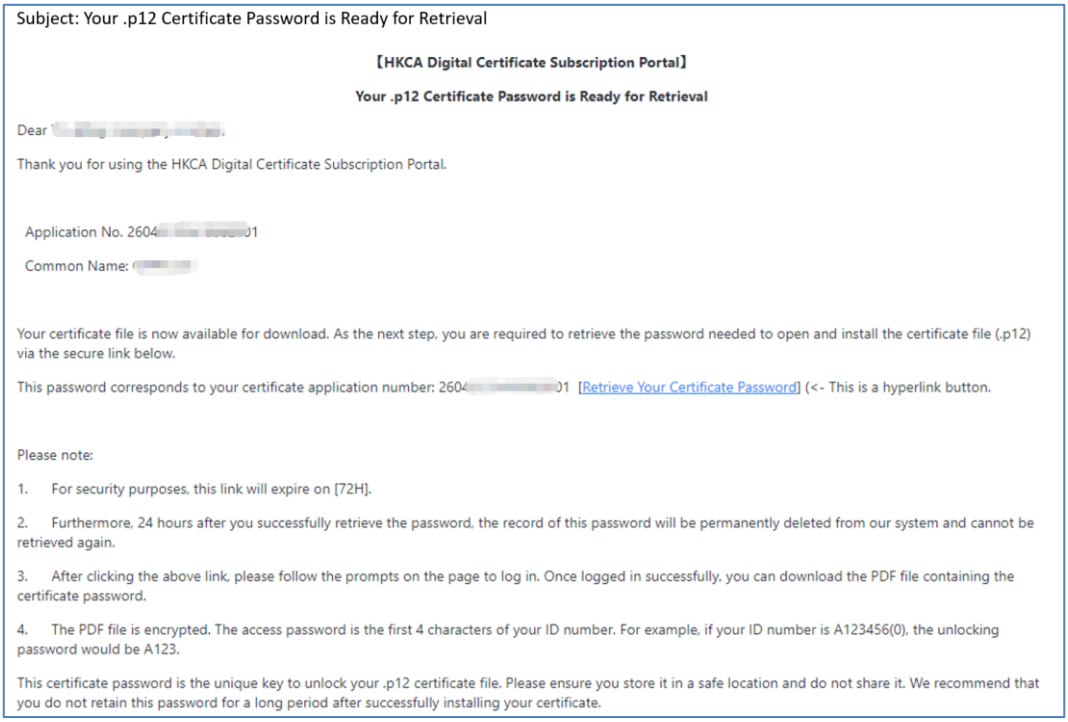
d-Cert (Personal): Sent to the Applicant’s email address.

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

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



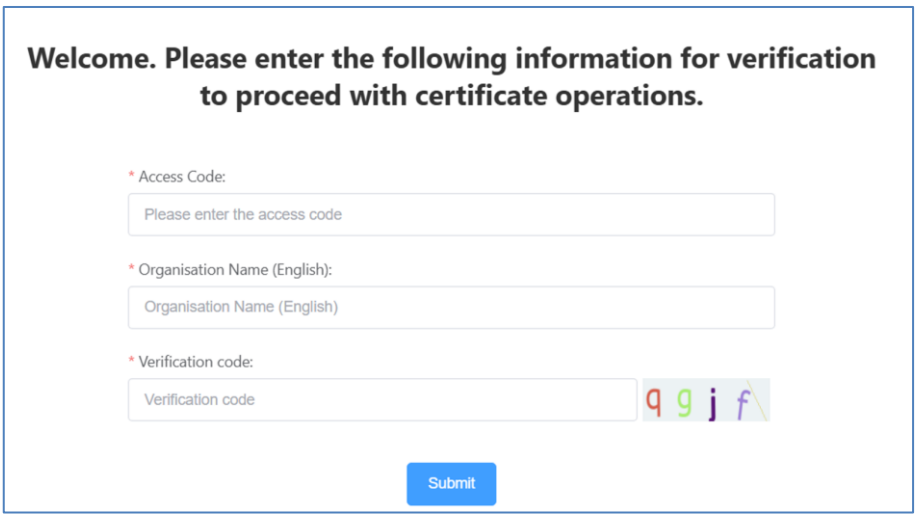
4) Click on the "Retrieve Your Certificate Password" link in the email content.



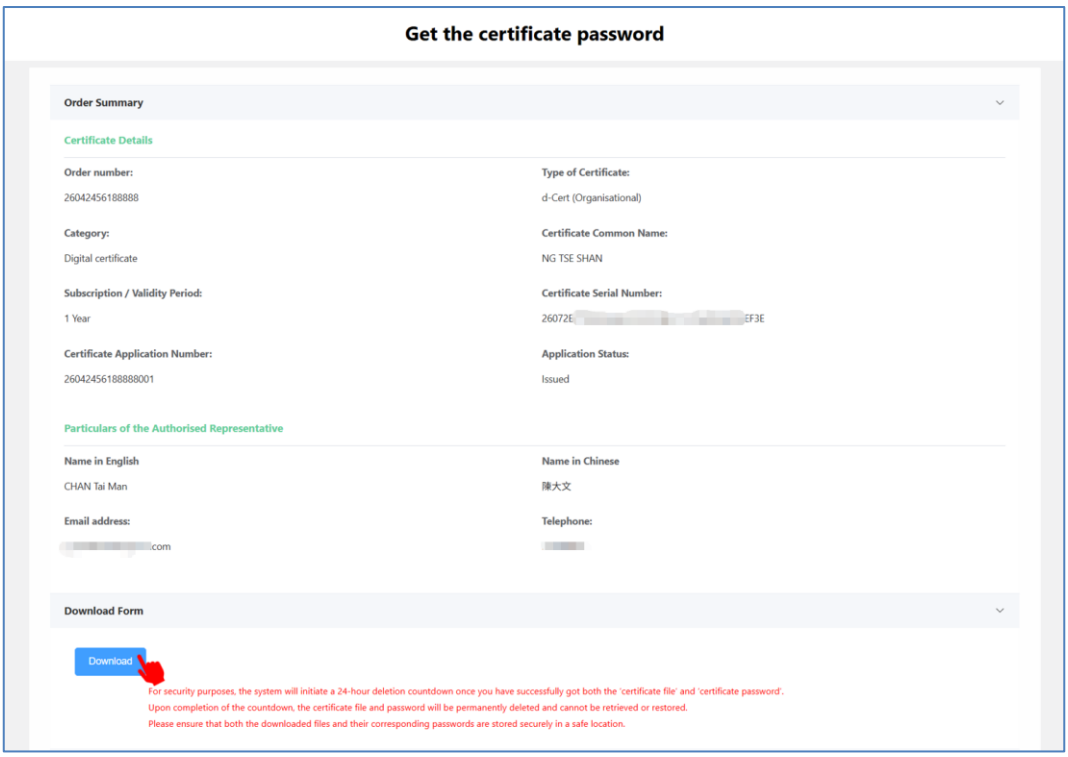
5) Enter the required verification information, click "Submit".

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.



6) Click "Download".

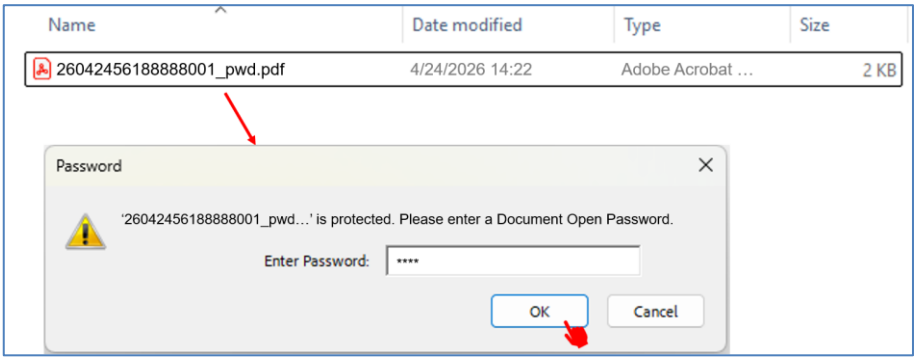


7) Download a PDF file and enter a password to open it.

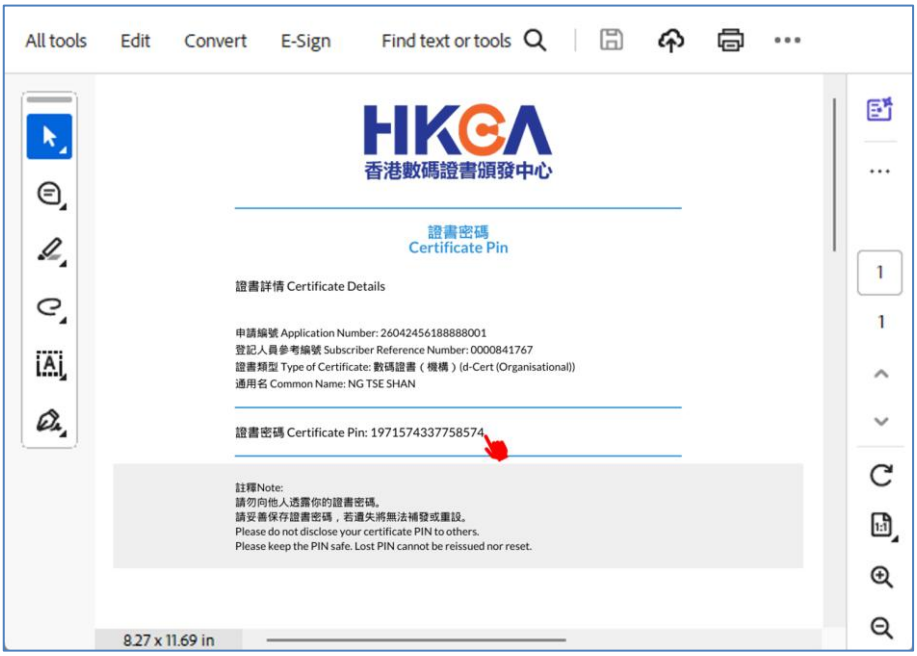
d-Cert (Personal): The password is the first 4 digits of the Applicant's HKID number.

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.



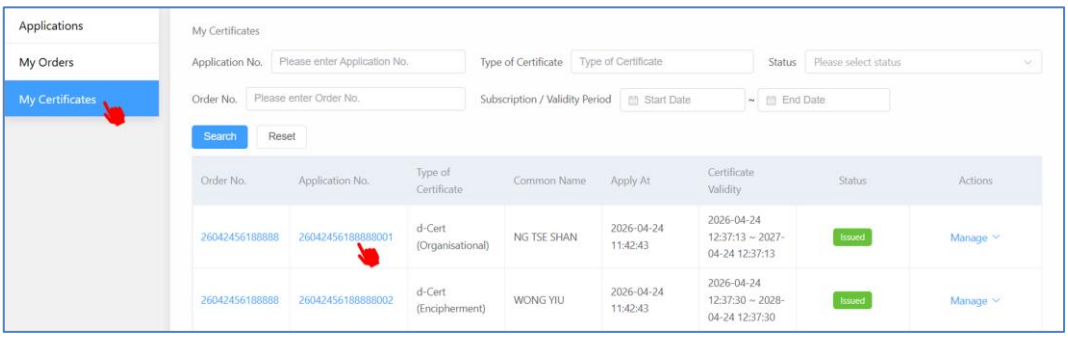
8) Please store the password securely.



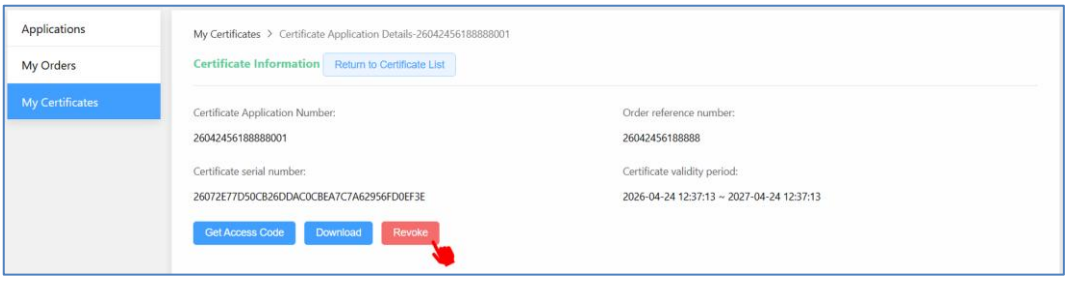
6.4 Request for Revocation of d-Cert

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

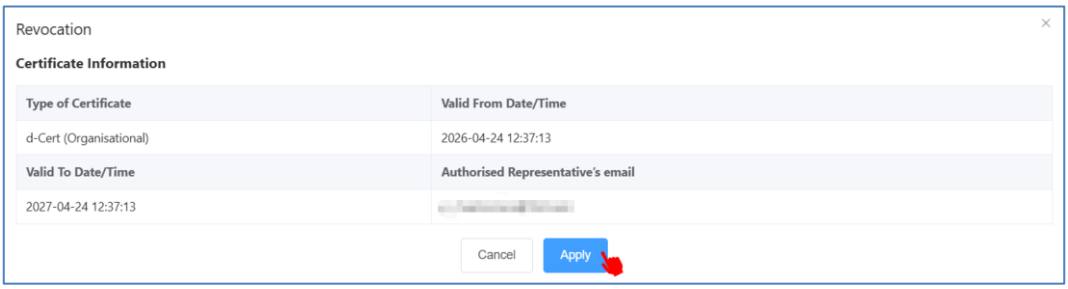
1) Click the Application No. of the certificate you wish to revoke in the “My Certificates” list to enter its "Certificate Application Details" page.



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



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.)



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

Subject: Please Confirm Your Certificate Revocation Request

Hong Kong Certification Authority

【HKCA Digital Certificate Subscription Portal】

Confirm Your Certificate Revocation Request

Dear

Thank you for using the HKCA Digital Certificate Subscription Portal.

We have received a request to revoke the following certificate. For security purposes, your final confirmation is required.

Application No.: 26 01

Common Name:

Serial Number: 21105 68

The revocation process cannot be undone once completed. If you are certain you wish to proceed, please click the link below to submit your revocation request: [Confirm Certificate Revocation] (<- This is a hyperlink button)

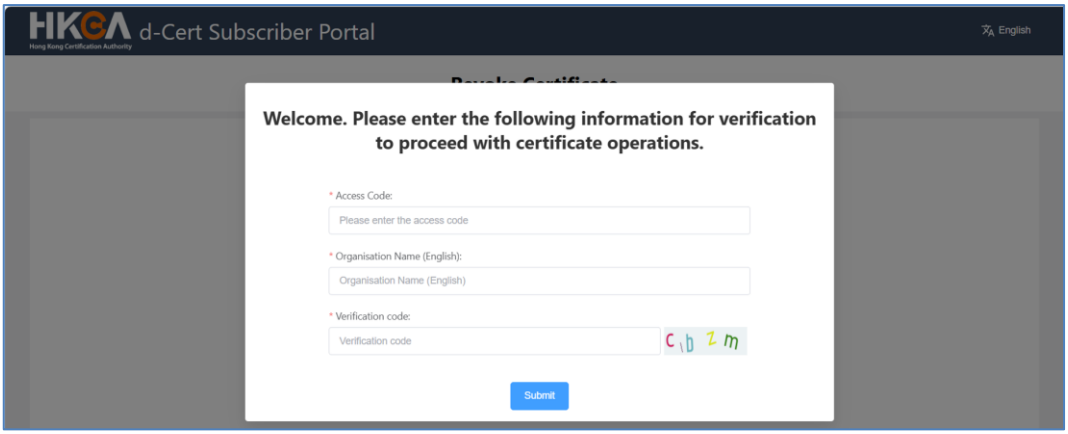
Please note:

This confirmation link is valid for 72H.

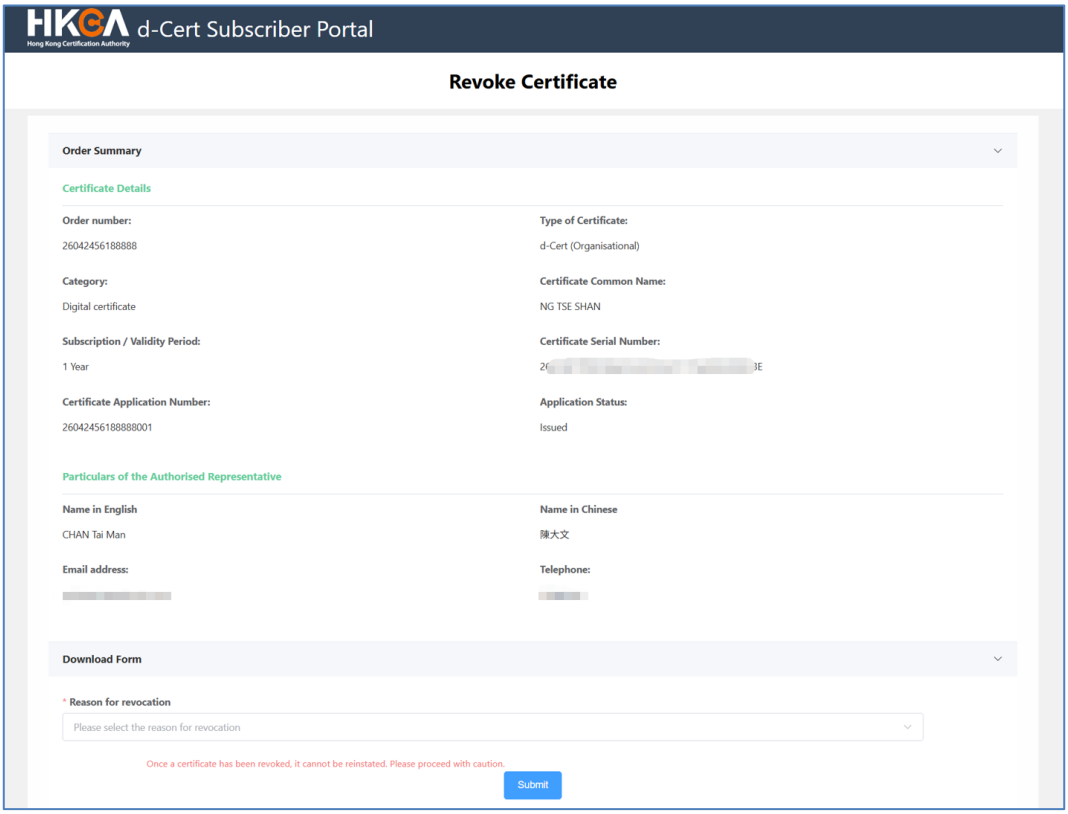
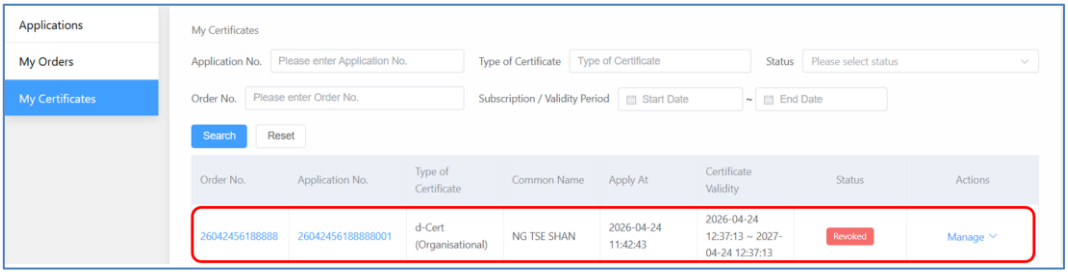
5) Enter the required verification information, then click "Submit".

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.



6) Confirm the certificate information and select the reason for revocation, then click “Submit”.



7) When the certificate is successfully revoked, the status in the "My Certificates" list will automatically be updated to Revoked.