

HOW TO BECOME SUPER AUTHORISED PERSONNEL (SAP)

A. Super Authorised Personnel (SAP)

1.0 Super Authorised Personnel(SAP) is appointed by the organisation to perform the verification of the individuals applying for the Digital Certificate

2.0 SAP should be a permanent staff of the organisation.

3.0 SAP is facilitated with Unblocking software that enable them to perform PIN Unblocking on behalf of users.

B. Registration of SAP

1.0 To become SAP, he / she shall provide particular and supporting documents as below:

1.1 SAP Registration Form

1.2 Copy of NRIC/Passport

2.0 The organisation must first nominate its suitable candidate and submit the SAP Registration Form, copy of NRIC/Passport and payment (cheque or bank in slip) to Customer Care Manager at fax number 03- 8992 8811 for approval. The original SAP Registration form MUST submit to:

Digicert Sdn Bhd,
Jalan 14/155B, Aked Esplanad,
57000,Bukit Jalil,Kuala Lumpur

3.0 Upon becoming SAP, he/she will be provided with:

a. CD, containt of :

- SAP Manual
- Digicert Nexus Personal 4.9.1 Software installation Guide
- PIN Unblocking Guide
- Driver for Smart Card Reader

b. Smart Card Reader

C. Function of SAP

1.0 Function of the SAP are as below :

- To liaise with the applicants on the applications or enquiries.
- To received application forms and supporting document from the applicants.

- To ensure that the application form is filled up completely with complete supporting document
- To liaise with the customers on the PUK and unblocking smart card process

D. PIN Unblocking

1.0 To perform the unblocking process, SAP must first install Digicert/Nexus Personnel 4.9.1 software at his/her PC.

1.0Unblocking procedure

The unblocking processes are as below:-

- a. User submit the blocked smart card to SAP
- b. SAP verify user and log the request
- c. SAP request PUK from DIGICERT via phone/email –Please refer to item 2.0(i) & 2.0(ii) on how to request PUK
- d. After get the PUK, SAP will then perform PIN unblocking by log in into Digicert/Nexus Personnel System.

2.0 How to request PUK

- i. **Via Phone** :SAP to call Digicert Customer Service line at 03-8992 8888
- ii. **Via e-mail** :SAP to email (registered email) at customercare@digicert.com.my

-The details of certificate owner and SAP is mandatory when requesting PUK via email. The information required as per below:

- *Details of Certificate owner:* Name, NRIC/Passport, Card/Certificate Serial No.
- *Details of SAP:* Name, NRIC/Passport No, Contact No.

REQUEST OF PUK - Message (HTML)

To... customercare@digicert.com.my

Cc...

Subject: REQUEST OF PUK

DETAILS OF CERTIFICATE OWNER

- Name : _____
- NRIC/Passport : _____
- Card/Certificate Serial No: _____

DETAILS OF AP

- Name : _____
- NRIC/Passport : _____
- Contact No : _____