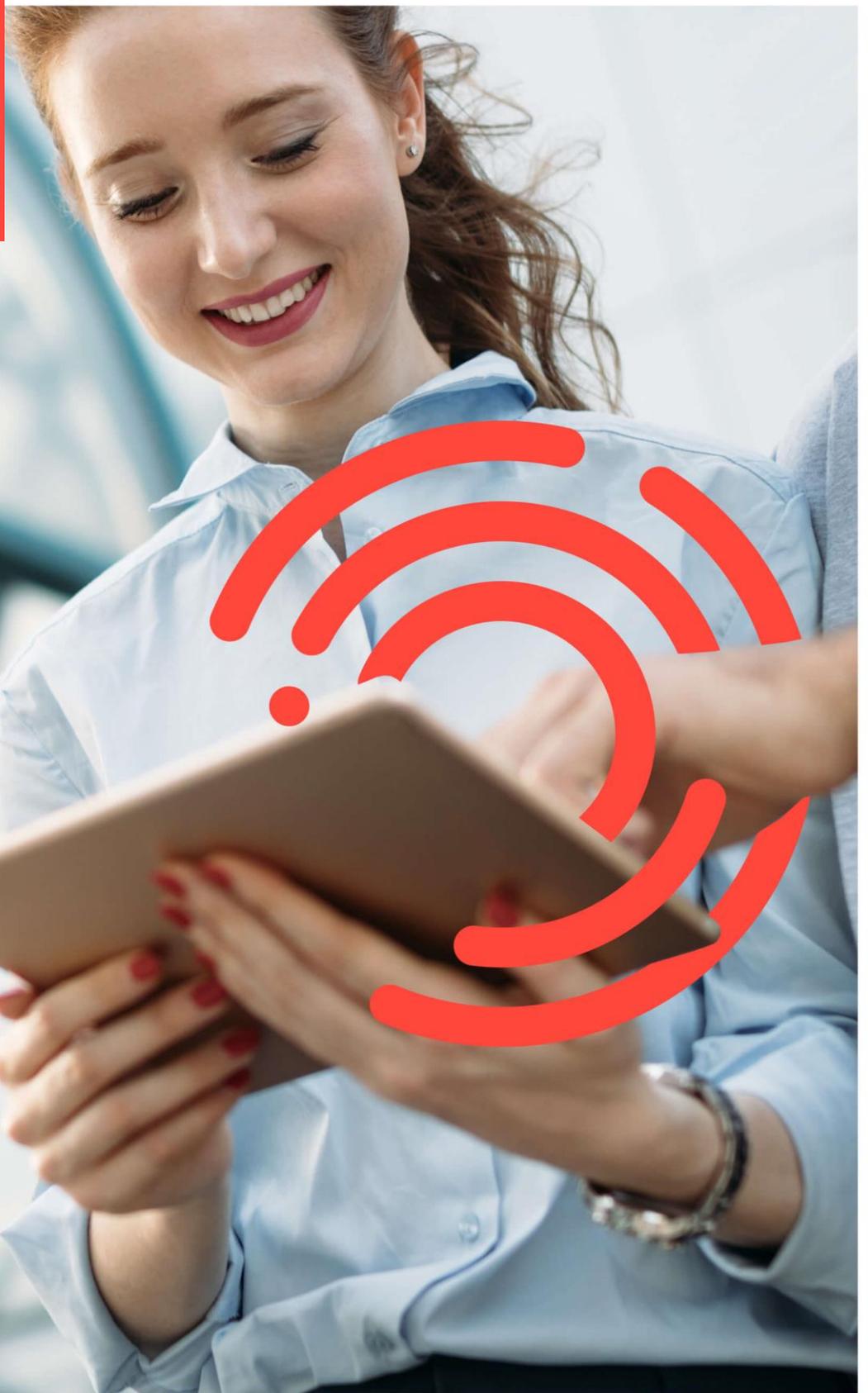




CERTIGNA
Groupe Tessi



Customer Questions

Certigna FAQ

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1

GENERAL INFORMATION ABOUT OUR CERTIFICATES

- A** What types of digital certificates do you offer?
- B** What standards, regulations and formats do your certificates comply with?
- C** What are the lifetimes of these different certificates?

1A

What types of digital certificates do you offer?

We offer 3 ranges of certificates, which are qualified according to the European eIDAS Regulation and/or the French RGS standard.

1. **Certigna ID:** These certificates are intended for natural persons and allow:

- Signing documents and emails,
- Secure authentication (replaces the "login/password" which is not secure),
- Encryption of emails (for their confidentiality).

More information: <https://www.certigna.fr/description-id.xhtml>

2. **Certigna Cachet Serveur:** These certificates are intended for legal persons and allow:

- Signing documents and emails,
- Time stamping,
- Code signing.

More information: <https://www.certigna.fr/description-cachet.xhtml>

3. **Certigna SSL**

3.1. **Certigna SSL Serveur:** These certificates are intended for websites and allow:

- The transition from HTTP to HTTPS,
- To verify the authentication of the site,
- To make his exchanges with the site confidential.

3.2. **Certigna SSL Client:** This certificate allows a server to authenticate itself with another server equipped with a Server SSL certificate. We call this mutual authentication.

More information: <https://www.certigna.fr/description-ssl.xhtml>

1B

What standards, regulations and formats do your certificates comply with?

All our certificates are **eIDAS** qualified and/or **RGS** standardized.

The European eIDAS Regulation (electronic IDentification, Authentication and trust Services) defines the "common thread" of digital trust in the Member States.

In this context, our certificates comply with the specific requirements of the ETSI (European Telecommunications Standards Institute) Standards:

- ETSI EN 319 411-1
- ETSI EN 319 411-2

The French standard RGS (Référentiel Général de Sécurité) defines the regulatory framework for building trust in exchanges within the French administration and with citizens. Depending on security needs, three levels of security are available: 1, 2 or 3 stars.

Certigna ID and Certigna Cachet Server certificates allow you to sign electronically in CAdES, XAdES and PAdES format.

1C

What are the lifetimes of these different certificates?

Certigna ID and **Certigna Cachet server** certificates are issued for a period of **1, 2 or 3 years**.

Certigna SSL certificates are issued for a period of **1 or 2 years**.

It is the customer who chooses the desired duration.



2

CERTIFICATES TO ANSWER CALLS FOR TENDERS AND FOR THE SIV

- A Certigna ID RGS** certificate
- B For the SIV, the police office asks me for the contract signed with the RGS** certificate ?

2A

Certigna ID RGS** certificate

The certificate that corresponds to these two needs is Certigna ID RGS** (also known as eIDAS).

You will find below the procedure for obtaining a certificate:

- **Create** your customer area on <https://www.certigna.fr/espace-client/inscription.xhtml>
- **Place an order** online: Certificate for natural person - PACK ID RGS**
- **Send** us your request file.

For this PACK, it is necessary to carry out a physical verification of the identity of the future holder before any certificate is issued. When ordering, depending on your geographical location, you will be able to choose one of our multiple authorized DRA (Delegates Recording Authorities) operators, based throughout France. This meeting in the offices of the DRA, with an estimated cost of 50€ pre-tax, will be paid directly to him.

So, as soon as possible after your order, we invite you to arrange an appointment with the DRA.

The physical verification can also be carried out with a Certification Mandate of your entity (contact us on this subject).

You will need to upload your application file (with supporting documents) in your customer area, then send us the original documents by post.

Upon receipt of your letter, we will send your certificate by post. Our certificate will be sent to the future holder of the certificate.

2B

For the SIV, the police office asks me for the contract signed with the RGS** certificate ?

Please contact us by email at contact@certigna.fr to obtain this document.



3

ORDERING A CERTIFICATE

- A** Where to order certificates?
- B** How to get a quote?
- C** My payment with credit card did not proceed correctly, how can I pay?
- D** How do you verify the identity of future certificate holders?
- E** How do I send you my order files?
- F** I cannot connect to my customer area anymore?
- G** Can I order a digital certificate for another person?
- H** Why send the order files by post if I have already imported them into my customer area?
- I** What is the status of my order?
- J** Why is my order rejected?

3A Where to order certificates?

Orders should be placed on our [website](#) and require access to a customer area, it will be created at the first order. For each request, a set of supporting documents ([described on our website](#)) need be sent to us.

3B How to get a quote?

The prices are indicated on our website.

If you need a quote, please send your request and SIRET number (14 characters) to contact@certigna.fr.

3C My payment with credit card did not proceed correctly, how can I pay?

It is not possible to reset the credit card payment process. You can attach a cheque when sending your file, or make a bank transfer and send the transfer proof with your file.

3D How do you verify the identity of future certificate holders?

Identity verification is carried out online for Certigna RGS* certificates, but a "face-to-face" verification is necessary for Certigna RGS**, *** and eIDAS certificates (level 319411-2).

This physical verification of the identity of the future certificate holder in "face-to-face" must be done with an DRA (Delegates Recording Authorities) operator or a Certification Authority

of your entity. An intervention form attesting to this face-to-face meeting must be signed.

3E How do I send you my order files?

For an RGS* Certificate, you can send us your documents via your customer area: choose "Ongoing orders" as filter, select an order and then upload your documents.

For an RGS**, RGS*** or eIDAS Certificate, you must send your documents via your customer area, which allows us to verify them. After validation by our services, they must be sent by post to **Dhimyotis- Certigna , 20 allée de la râperie, 59650 Villeneuve d'Ascq.**

3F I cannot connect to my customer area anymore?

If you can't remember your username or password, click on [Username forgotten ?](#) ou [Password forgotten ?](#)

3G Can I order a digital certificate for another person?

Yes, if you have been authorized by us as a Certification Agent for your entity.

To become an Certification Agent, you must download a file at <https://www.certigna.fr/Certigna/documents/contrat-mandataire.pdf>.

The Certification Agent can also carry out "face-to-face" meetings with future certificate holders and verify their identity.

3H

Why send the order files by post if I have already imported them into my customer area?

The issuance of an RGS** or RGS** certificate requires the receipt of your original file. We ask you to send us your documents via your customer area in order to check if your file is complete, thus avoiding you having to send us several letters by post.

3I

What is the status of my order?

Our teams will process your file as soon as possible once it is received.

For an RGS** or RGS*** or eIDAS certificate, you must send us your original file by post.

For an RGS* certificate, you must send us your file through your customer area.

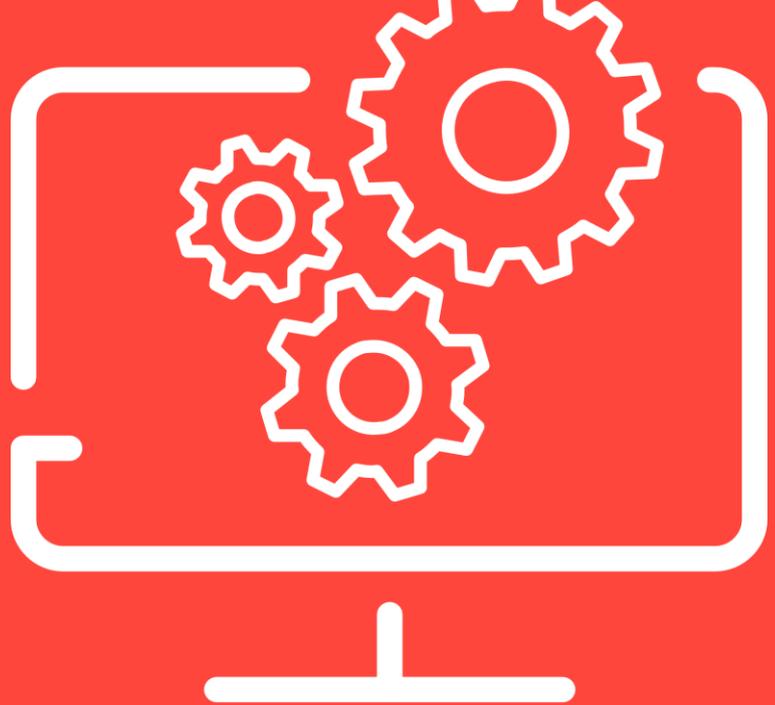
You will then receive an email that will confirm or invalidate the validity of your file.

3J

Why is my order rejected?

You must have received an email indicating the reason for rejecting your file.

Don't panic! We keep all the supporting documents you have sent us pending receipt of the missing documents. The rejection is temporary until the requested documents are received.



4

RECEPTION AND INSTALLATION OF YOUR CERTIFICATE

- A** I received an email or letter asking me to accept my certificate. How to do this?
- B** I received an email asking me to retrieve my temporary PIN code. What to do about it?
- C** I can't download my certificate?
- D** Can I install my ID RGS* certificate on several computers?
- E** I need to reinstall the driver, can you send it to me?
- F** I forgot my "Personal Questions/Answers", what should I do?
- G** I have received my certificate, but I can't find it on my computer?

4A

I received an email or letter asking me to accept my certificate. How to do this?

If it is a Certificate in software format

- You can now log in to your customer area,
- Click on "My Orders",
- Then on "Not accepted certificates",
- Select the relevant certificate and then download your certificate.

If it is a ID RGS** or ID RGS*** Certificate

- You will receive it by mail in LRAR (registered letter with acknowledgement of receipt).
- This letter will contain your certificate in a Token (USB key equipped with a smart card), as well as the procedure for accepting and installing your certificate.
- We invite you to proceed with all these steps upon receipt of our letter.

4B

I received an email asking me to retrieve my temporary PIN code. What to do about it?

As soon as you receive this email, you can log in to your customer area

- Click on "My orders".
- Click on "Valid certificates".
- Select on the certificate concerned, then retrieve it

4C

I can't download my certificate?

Please contact Certigna's technical support on 0 806 115 115 115 (free service + price of a local call) for assistance in downloading your certificate.



Can I install my ID RGS* certificate on several computers?

Yes, simply transfer your file with the extension ".p12" to the computer concerned and install it.



I need to reinstall the driver, can you send it to me?

You will find it on your customer area via the "My orders" tab and then filter on "Valid certificates". Finally, select your request and click on "Driver recovery".

Note that you must install the driver for your cryptographic support adapted to your operating system.



I forgot my "Personal Questions/Answers", what should I do?

The certificate holder must contact Certigna by telephone. These questions and answers are essential because they allow the certificate holder to access the recovery of his temporary PIN code or to revoke his certificate.

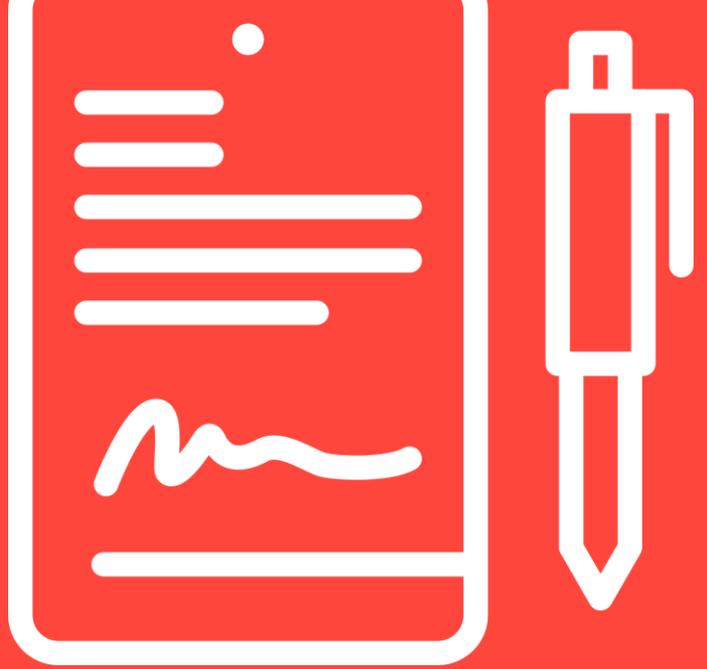


I have received my certificate, but I can't find it on my computer?

After downloading your certificate, you are responsible for it.

Keep it in a safe place. We recommend that you save your certificate on a media external to the computer.

If you lose it, we will not be able to provide it to you again, so you will have to order a new one.



5

METHODS FOR SIGNING ELECTRONICALLY

Call for tenders: Most of the call for tenders platforms provide electronic document signature software on the site. We invite you to contact the support of these platforms on this subject.

PDF: Contact us to receive the documentation.



6

UNLOCKING A CERTIFICATE

- A** I forgot my PIN code, what should I do?
- B** I have blocked my Token, how do I proceed?
- C** I have made a request for unlocking, what is the status of my request?

6A I forgot my PIN code, what should I do?

Once your temporary PIN code has been retrieved, we are no longer able to give it back to you. If you cannot find your PIN code, you will have to connect to your customer area, click on "Valid certificates" and then on "Unlock request". You will find the procedure to follow for unlocking.

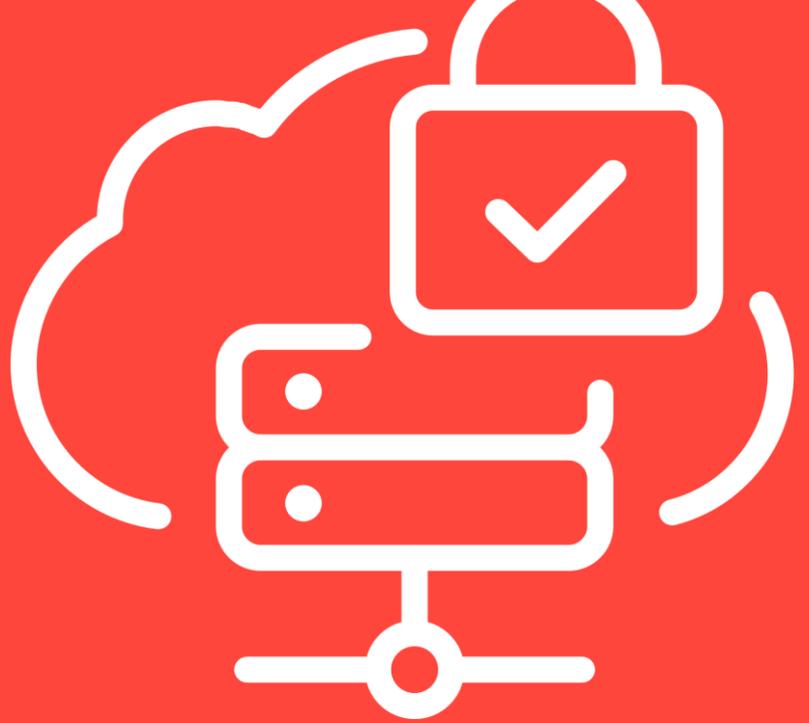
6B I have blocked my Token, how do I proceed?

Once your temporary PIN code has been retrieved, we are no longer able to give it back to you. If you cannot find your PIN code, you will have to connect to your customer area, click on "Valid certificates" and then on "Unlock request". You will find the procedure to follow for unlocking.

6C I have made a request for unlocking, what is the status of my request?

Upon receipt of your Token (USB key + smart card) sent to us in LRAR (registered letter with acknowledgement of receipt), our teams will forward it to the unlock service which will process your request as soon as possible.

This intervention may take a few days if you need a thorough study on the problem you have encountered.



7 SSL CERTIFICATES

A What are the methods of generating ?

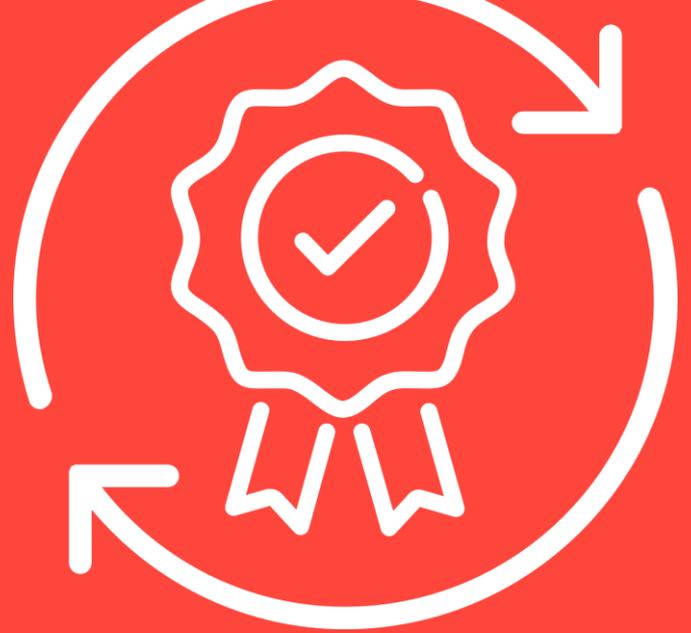
7A

What are the methods of generating ?

When I order an SSL certificate (Server or Client), the site offers 2 methods of generation.

The method "Paste a CSR from an external tool": You generate the certificate keys and the CSR. After pasting the CSR, you can manually add subdomains and domains. The certificate will be issued in .cer format.

The "Generate a new CSR" method: We generate the certificate keys and the CSR. When downloading the certificate (in .p12 format), you will need to set the password to protect this file. We obviously do not keep any copies.



8

RENEW YOUR CERTIFICATE

A I would like to renew my certificate, what should I do?

B I do not wish to renew my certificate, do I need to take action?

8A I would like to renew my certificate, what should I do?

Log in to your customer area, click on "My orders" then on "Valid certificates", select the certificate in question, and click on the "Renew" button.

The "Renew" button is active 3 months before the certificate expires.

To avoid a new "face-to-face" in the context of an RGS**/***/eIDAS certificate, you must renew your certificate, sign your renewal form electronically before the end of the validity of the certificate initially issued.

8B I do not wish to renew my certificate, do I need to take action?

If you do not apply for a renewal of your certificate, it will simply not be renewed.



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