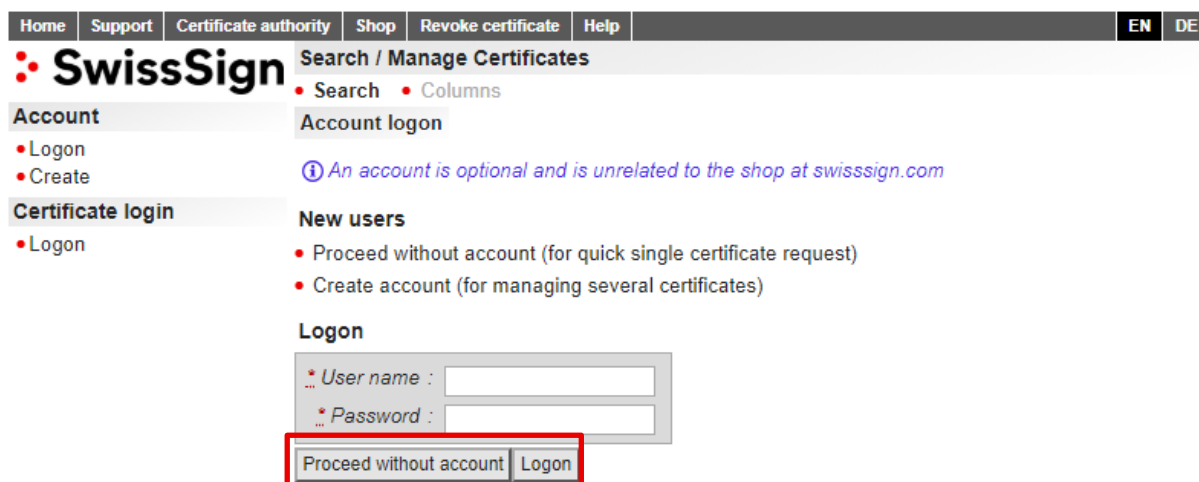


## How to request a new certificate with a voucher code on swissign.net?

This short guide will walk you through the process of requesting a new certificate with a voucher code we have sent you by e-mail.

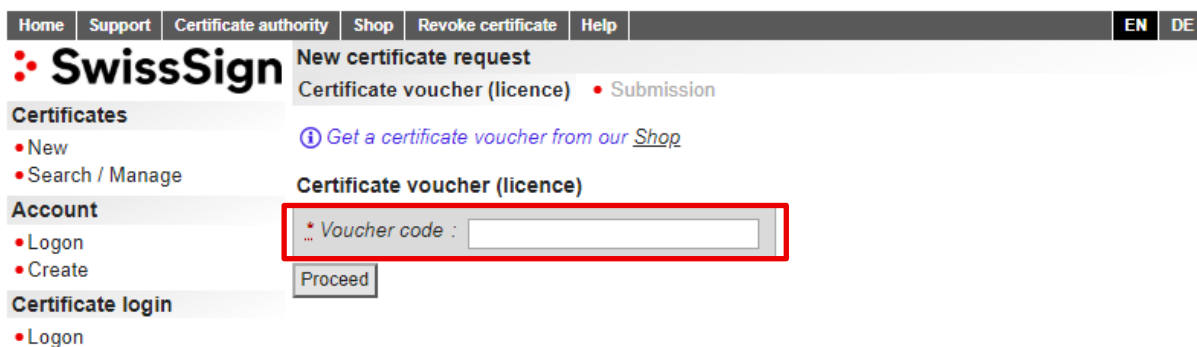
To redeem this voucher code and request a new certificate **free of charge**, please proceed as follows:

1. Go to <https://swissign.net/mpki/request> and click on “Logon” or “Proceed without account” if you do not have an account yet.



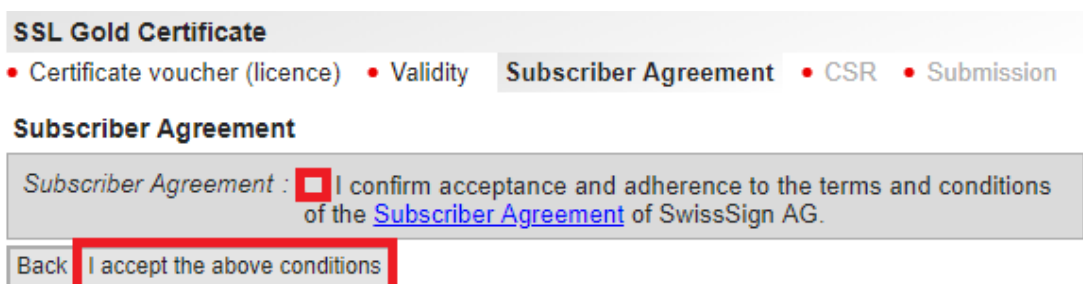
The screenshot shows the SwissSign website interface. At the top, there is a navigation bar with links: Home, Support, Certificate authority, Shop, Revoke certificate, Help, EN, and DE. Below the navigation bar is the SwissSign logo and a search bar. The main content area is divided into several sections: Account (Logon, Create), Certificate login (Logon), and New users (Proceed without account, Create account). The 'Logon' section contains a form with fields for 'User name' and 'Password'. Below the form are two buttons: 'Proceed without account' and 'Logon'. The 'Proceed without account' button is highlighted with a red box.

2. Copy-paste the voucher code (certificate licence) we have sent you by e-mail into the corresponding field as shown below. Voucher code example: *pbn3nix2dhj17BWocrP9*



The screenshot shows the SwissSign website interface for a 'New certificate request'. The navigation bar is the same as in the previous screenshot. The main content area is divided into several sections: Certificates (New, Search / Manage), Account (Logon, Create), and Certificate login (Logon). The 'Certificate voucher (licence)' section contains a form with a field for 'Voucher code'. The 'Voucher code' field is highlighted with a red box. Below the field is a 'Proceed' button.

3. In the next step you will be asked to accept the terms and conditions (GTC) to proceed.



The screenshot shows the SwissSign website interface for a 'Subscriber Agreement'. The navigation bar is the same as in the previous screenshots. The main content area is divided into several sections: SSL Gold Certificate (Certificate voucher (licence), Validity, Subscriber Agreement, CSR, Submission), and Subscriber Agreement. The 'Subscriber Agreement' section contains a form with a checkbox and a button. The checkbox is checked, and the text reads: 'Subscriber Agreement :  I confirm acceptance and adherence to the terms and conditions of the [Subscriber Agreement](#) of SwissSign AG.' Below the form is a button labeled 'I accept the above conditions', which is highlighted with a red box.

4. If you order an e-mail certificate, you have an option to proceed with or without a Certificate Signing Request (CSR). Please note that CSR is mandatory for SSL certificates.

**SSL Gold Certificate**

- Certificate voucher (licence)
- Validity
- Subscriber Agreement
- CSR**
- Submission

**CSR**  
Paste your pkcs#10 Certificate Signing Request (CSR).

**\* PKCS#10 :**

5. In the next step, you can verify the CSR data and modify it if necessary. Please note that all mandatory fields are marked by an asterisk\*. The fields may differ depending on the product and number of domains.

**SSL Gold Certificate**

- Certificate voucher (licence)
- Validity
- Subscriber Agreement
- CSR
- Attributes**
- SSL
- Certificate Transparency
- Contact
- Submission

**Attributes**

**\* Domains :**  Number of wildcard or fully qualified domain names.

**\* Domain :**

Organizational unit 1 :

Organizational unit 2 :

Organizational unit 3 :

**\* Organization :**   
Including legal form, as officially registered.  
Example: Unternehmen AG, Company Inc.

**\* Locality :**

Canton/State :   
Required (unless not applicable)

**\* Country :**

6. With SSL certificates you have an option to choose between “Pre-Certificate” and “OCSP-Stapling” methods. We recommend the option “Pre-Certificate”. The “OCSP-Stapling” method can trigger a security warning in the Safari and Chrome browsers.

#### SSL Gold Certificate

- Certificate voucher (licence) • Validity • Subscriber Agreement • CSR • Attributes
- SSL **Certificate Transparency** • Contact • Submission

#### Certificate Transparency

“Certificate Transparency” (CT) means that a Certificate Authority like SwissSign has to publish all its publicly trusted SSL/TLS-certificates into public databases, so called CT-logs. The according confirmations of the CT-logs may be published as a part of the certificate (“pre-certificate”) or via Online Certificate Status Protocol (OCSP) or “OCSP-Stapling” respectively (“stapling”). As CT over OCSP-Stapling may lead to warning messages with certain combinations of operating systems and browsers we strongly recommend to choose the option “pre-certificate”.

**Important:** The option “pre-certificate” for certificate issuance does not preclude the setting of “OCSP-Stapling” on the webserver.

CT log method :  pre-certificate  stapling

Back **Proceed**

7. When requesting SSL Silver certificates, you can select one of five e-mail addresses to confirm your domain. Please be aware that a confirmation e-mail will be sent to this e-mail address.

#### Owner

Email address the registration authority will use to verify that you are the legitimate owner of swissigntest.ch.

\* Validation email address :  admin@ .ch  
 administrator@ .ch  
 hostmaster@ .ch  
 postmaster@ .ch  
 webmaster@ .ch

Back **Proceed**

8. Depending on the certificate type (SSL or e-mail), a window with the corresponding information will be displayed in the next step.
  - a. If you are requesting an SSL certificate, click “Request certificate”.

#### Certificate data

Subject DN	CN	
	O	
	L	
	ST	
	C	CH
Subject Alternative Name	DNS	

Back **Request certificate**

- b. If you are requesting an e-mail certificate without CSR, you will need to set a password for your certificate first. Please remember this password as it will not be possible to reset it later.

 *For security reasons, SwissSign is unable to recover lost key passwords. Their secure storage is in the sole responsibility of the user.*

*\* Password :*

*\* Repeat password :*

9. After submitting the request, you will see a short summary as well as the next steps for activating your certificate.

- **For E-Mail Silver certificates**, a confirmation e-mail will be sent to the e-mail address associated with the certificate.
- **For SSL Silver certificates**, a confirmation e-mail will be sent to the e-mail address you have chosen in the previous step.
- **For SSL Gold certificates**, you will receive a random value to activate your domain(s). In addition, you will receive an application form which must be filled out, signed and sent to the SwissSign Fulfilment Center:

SwissSign AG  
Fulfilment Center  
Sägereistrasse 5  
8152 Glattbrugg