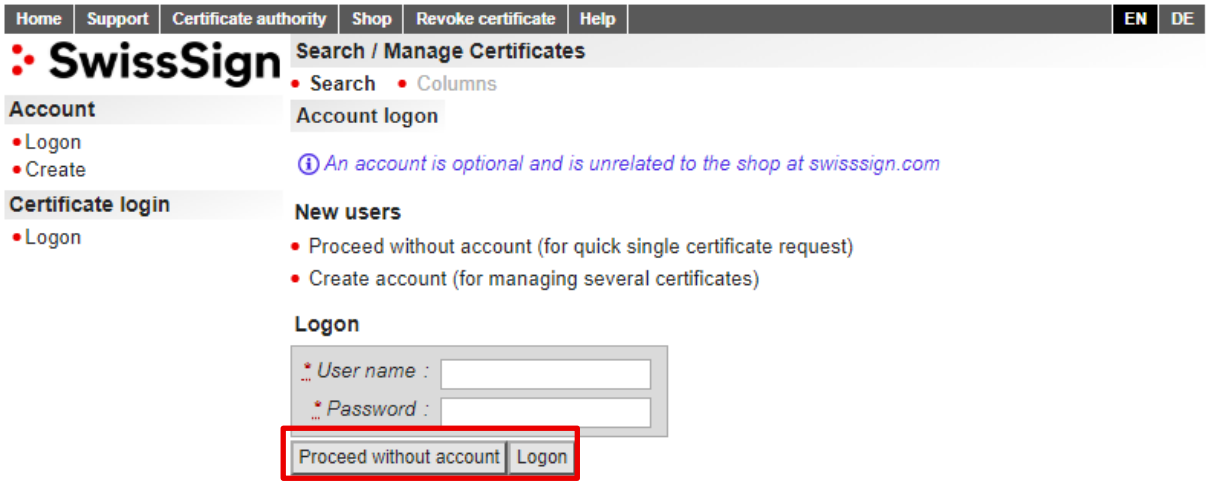
SwissSign

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

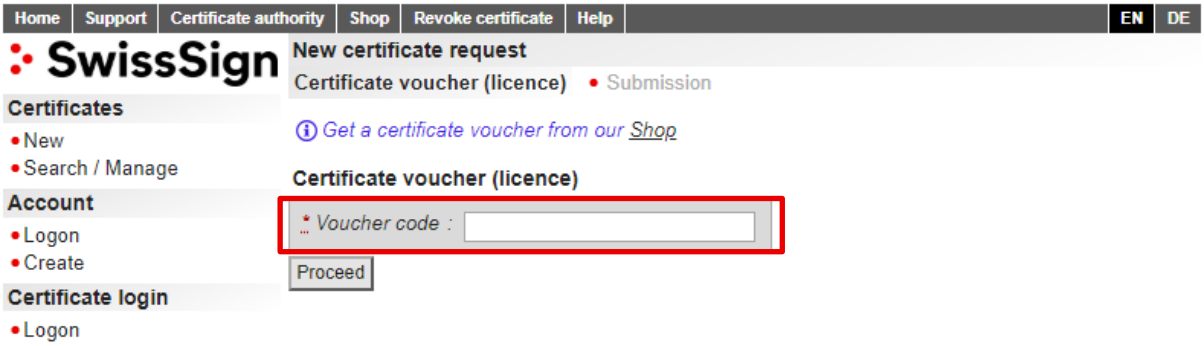
This short guide will walk you through the process of requesting a new certificate with a voucher code we have sent you by e-mail.

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

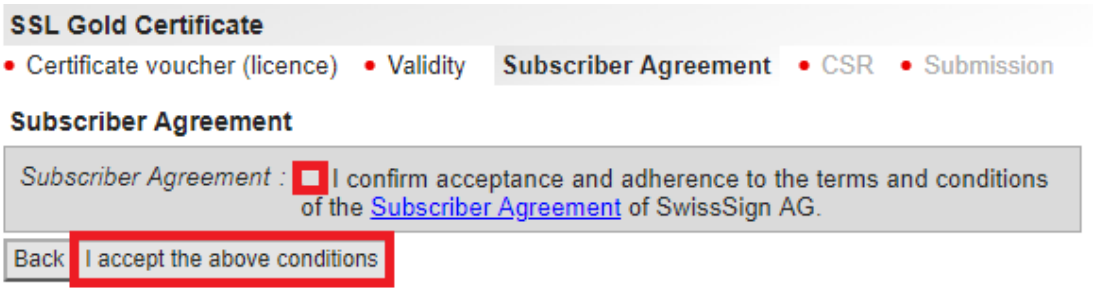
1. Go to https://swisssign.net/mpki/request and click on “Logon” or “Proceed without account” if you do not have an account yet.



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*

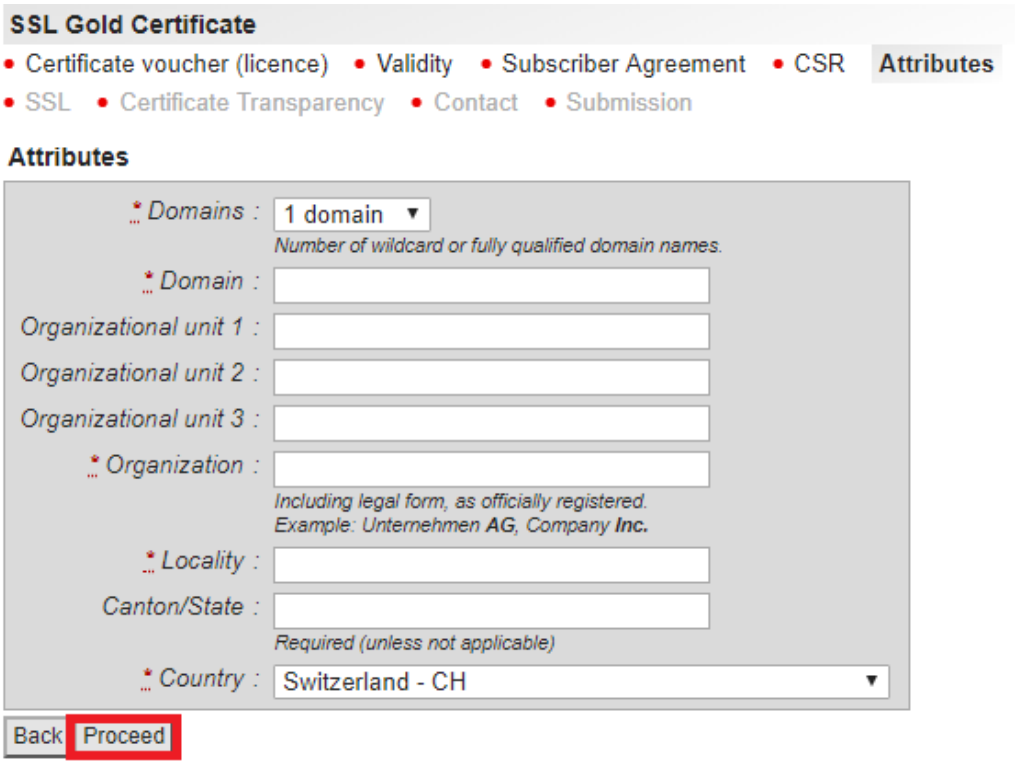


3. In the next step you will be asked to accept the terms and conditions (GTC) to proceed.



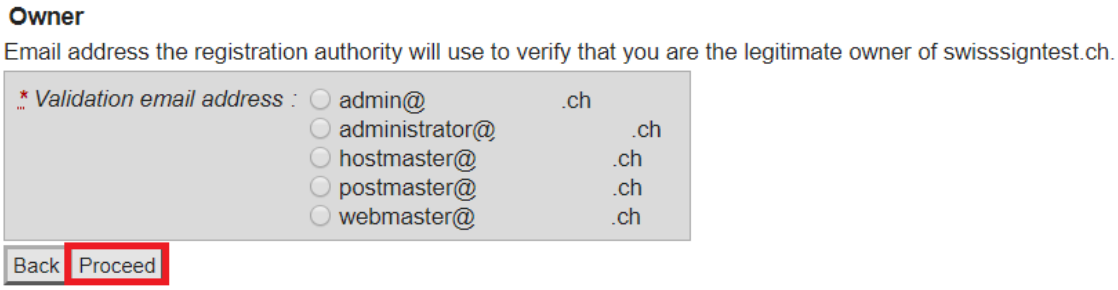
4. If you order an e-mail certificate, you have an option to proceed with or without a Certificate Signing Request (CSR). Please note that CSR is mandatory for SSL certificates.

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.



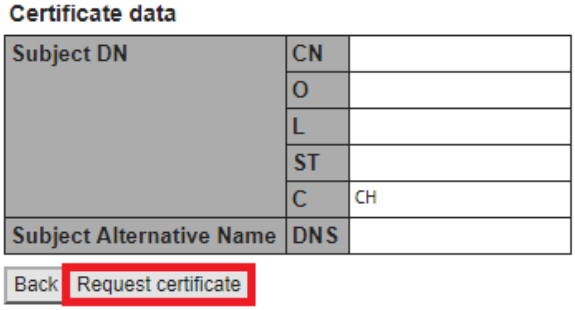
6. With SSL certificates you have an option to choose between “Pre-Certificate” and “OCSP-Stapling” methods. We recommend the option “Pre-Certificate”. The “OCSP-Stapling” method can trigger a security warning in the Safari and Chrome browsers.

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.



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”.



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.

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