



Authorised Personnel (AP) Guideline

REVISION CONTROL AND CHANGE HISTORY

Revision Number	Approval Date	Approved by	Amendment
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INTRODUCTION

This document acts as a reference for those individual who are interested in becoming an AP. The topics covered are as per below:

- 1) Roles of AP
- 2) Applying to be an AP
- 3) Performing AP's Roles
- 4) Termination of AP

<u>Acronyms</u>	<u>Definition</u>
AP	Authorised Personnel
NRIC	National Registration Identification Card
PIN	Personal Identification Number
PUK	Personal Unblocking Number

POS DIGICERT contact details:

Address: **Registration Authority Department**
Pos Digicert Sdn Bhd
8-3A-02, Star Central, Lingkaran Cyberpoint Timur,
63000 Cyberjaya, Selangor Darul Ehsan

Email : customer care@digicert.com.my (for support)

Phone : 03 – 8800 8008 (for support & enquiry)

Website : www.posdigicert.com.my

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1) ROLES OF AP

1.1 AP has three (3) main roles:

- a) To verify individuals applying for digital certificate on behalf of POS DIGICERT;
- b) To deliver/communicate the information of the applicants to POS DIGICERT; and
- c) To perform card's unblocking once requested by an individual / certificate owner.

2) APPLYING TO BE AN AP

2.1 Requirements to be an AP:

- a) Must be at least on Executive / Officer level of the organization;
- b) Nomination must be made by the organization;
- c) Complete and attach together the following:
 - i. Copy of NRIC / Passport of the nominated AP;
 - ii. Nomination Letter from the organization (**Appendix 1.0**);
 - iii. Application Form (**Appendix 2.0**); and
 - iv. Payment (Cheque / Bank Slip / Postal Order / Purchase Order).
- d) Submit all the information as mentioned above to Pos Digicert via the options below:
 - i. Email to:
customercare@digicert.com.my

OR

- ii. Courier to:
Registration Authority Department
Pos Digicert Sdn Bhd
8-3A-02, Star Central, Lingkaran Cyberpoint Timur,
63000 Cyberjaya, Selangor Darul Ehsan

2.2 An AP Appointment Letter (**Appendix 3.0**) from Pos Digicert together with the items listed below shall be mailed to the applicants within three (3) working days:

- ✓ Authorised Personnel Guideline
- ✓ AP Software Installation Guide (if applicable)
- ✓ Smart Card Reader (if applicable)

3) PERFORMING AP'S ROLES

3.1 To verify individuals applying for digital certificate on behalf of POS DIGICERT

AP shall verify the identity of individual(s) who applies by comparing the photocopies of each individual's identification documents matched against the originals. If the AP is unable to complete the verification using the identification document, AP shall inform the applicant of this fact and request another form of identification. AP shall ensure that all documents submitted are completed as the following:

- i. Application Form of individual
- ii. NRIC / Passport

OR

Two of the following:

- Birth certificate
- Valid driving license
- Letter of Employment

DISCLAIMER: Pos Digicert Sdn Bhd shall not be held liable for any wrongful verification or validation of information by the Authorised Personnel (AP) during his / her course of duty. The AP hereby acknowledges that he / she shall deliver his / her duties with integrity, responsibility and high level of diligence at all times. The AP further undertakes and agrees to indemnify Pos Digicert Sdn Bhd in full against all consequences, liabilities of any kind whatsoever directly arising from the wrongful verification or validation by done the AP.

3.2 To communicate and deliver the information of the applicants to POS DIGICERT

Once AP has verified the individuals applying the digital certificate and all the documents submitted are completed and correct, AP shall ensure the documents are communicated and delivered to POS DIGICERT accordingly.

3.3 To perform smart card / token unblocking once requested by an individual / card holder

- i. Reasons for a Blocked Smart Card / Token:
 - As a security feature of the smart card, the card will block itself after 3 continuous attempts of keying in the wrong PIN.
 - PUK is required to unblock the smart card.

- ii. Steps for Smart Card / Token unblocking:
- AP receives a request by an individual / certificate owner to unblock the Smart Card.
 - AP shall verify the individual / certificate owner. If the certificate owner is the one who request for it, AP shall verify the user against his / her NRIC / passport. If another individual requests on behalf of the certificate owner, the individual is required to present the photocopy of certificate owner's NRIC / passport, and Letter of Authorization mentioning that particular individual is authorized to request for smart card unblocking on behalf of the certificate owner. If the required information is not complete, AP has a right to reject the request.
 - AP shall record the particulars of the individual / certificate owner that request for the unblocking of smart card / token in the Smart Card / Token Unblocking Log (**Appendix 4.0**). The AP shall capture the following information:
 - Certificate Owner Name
 - Certificate Serial Number
 - AP shall request the PUK from POS DIGICERT via phone call at 03 - 8800 8008 or email the request to customercare@digicert.com.my. For AP verification, AP is required to provide the following information for each request made:
 - AP's Name
 - AP's NRIC
 - AP's Organization Name
 - AP's Maiden Name
 - AP's Email Address
 - Once an AP receives the PUK, the AP shall immediately unblock the smart card / token. If the certificate owner is not present, the AP shall define a new temporary PIN with a minimum of 8 digits PIN. AP shall thereafter advise the individual to inform the certificate owner to change the PIN immediately to avoid misuse and unauthorized access. However, if the certificate owner is present, he / she may set the new PIN themselves.
 - AP shall return the unblocked smart card / token and new temporary PIN to the individual only if the test is successful. If the smartcard / token unblocking activity fails, AP shall refer back to DIGICERT for further support and assistance.

- Individual / certificate owner shall sign the Smart Card / Token Unblocking Log **(Appendix 4.0)** as a proof of acceptance.

*Note: For reference purposes the Business Process Flow - Pin Unblocking Request – via AP is shown in **(Appendix 5.0)***

4) TERMINATION OF AN AP

4.1 The AP's organization shall send a request of termination to POS DIGICERT. A sample of AP Termination Request Letter can be referred at **Appendix 6.0**.

4.2 POS DIGICERT shall process the request and issue an AP Termination Confirmation Letter to the organisation (attention to the requestor) as per **Appendix 7.0**.

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5) APPENDICES

Appendix 1.0: Sample Letter for Nomination of AP

Company Letterhead	
(Name & Address)	

Date:	
RA DEPARTMENT Pos Digicert Sdn Bhd 8-3A-02, Star Central, Lingkaran Cyberpoint Timur, 63000 Cyberjaya, Selangor Darul Ehsan	
Dear Sir,	
NOMINATION OF AUTHORISED PERSONNEL FOR DIGITAL CERTIFICATE REGISTRATION	
In relation to the above matter, our company hereby appoints the names below	
<u>Name</u>	<u>IC No.</u>
1.	
2.	
3.	
4.	
to be appointed as Authorised Personnel of _____ (Company Name) _____.	
Please be informed accordingly.	
Yours sincerely,	

Name:	
Designation:	

Appendix 3.0: Sample Letter for Appointment of AP



Date:

RA DEPARTMENT

Pos Digicert Sdn Bhd

No 3-20 & 3-22

8-3A-02, Star Central, Lingkaran Cyberpoint Timur,

63000 Cyberjaya, Selangor Darul Ehsan

AP Organisation Name & Address

Dear Sirs,

Appointment of Authorised Personnel

This is to confirm that Mr. / Mrs. (Name) _____

IC. No. _____ has been appointed as the Authorised Personnel (AP) for the
_____ (Project Name) with Digicert Sdn Bhd.

Enclosed together with this letter are the following items to facilitate the AP in executing his / her duties:

1. Authorised Personnel Guideline
2. AP Software Installation Guide (if applicable)
3. Smart Card Reader (if applicable)

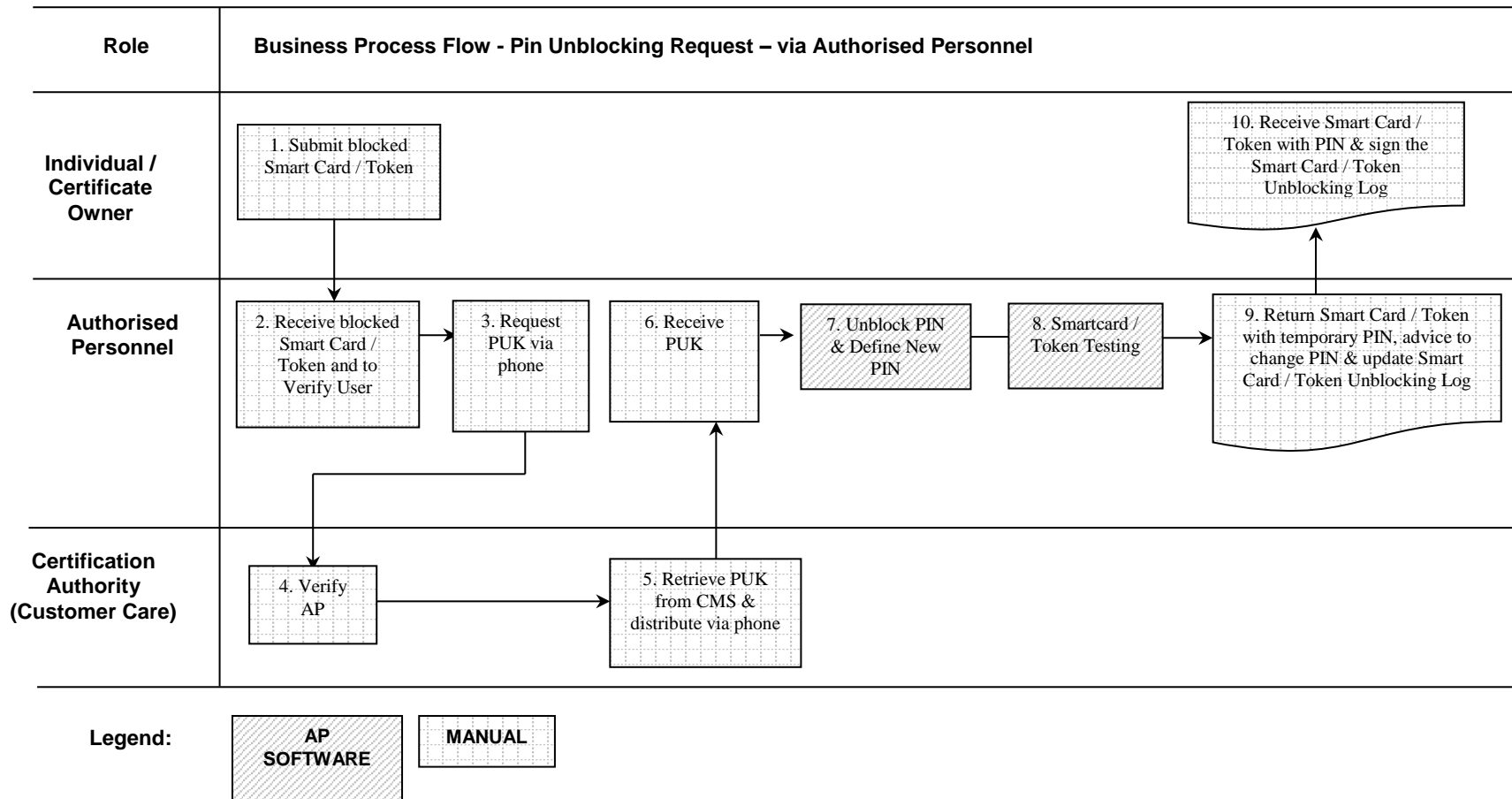
Should you need any further clarification or assistance please contact Pos Digicert Sdn Bhd at 03 – 8800 8008 or you may email us at customer@digicert.com.my.

Yours sincerely,

Name:

Designation:

Appendix 5.0: Business Process Flow - Pin Unlocking Request – via AP



Appendix 6.0: Sample AP Termination Request Letter

Company Letterhead

(Name & Address)

Date:

RA DEPARTMENT
Pos Digicert Sdn Bhd
8-3A-02, Star Central,
Lingkaran Cyberpoint Timur,
63000 Cyberjaya, Selangor Darul Ehsan

Dear Sir,

TERMINATION OF AUTHORISED PERSONNEL REQUEST

Please be informed that Mr / Mrs (Name) _____
IC. No. _____ who is an Authorised Personnel for _____ (Project
Name) has been terminated effective of (Date) _____ .

Therefore, he /she shall no longer perform any verification of _____ (Project Name)
application for our organisation.

Please be informed accordingly.

Yours sincerely,

Name:
Designation:

Appendix 7.0: Sample of AP Termination Confirmation Letter



Date:

RA DEPARTMENT
Pos Digicert Sdn Bhd
8-3A-02, Star Central,
Lingkaran Cyberpoint Timur,
63000 Cyberjaya, Selangor Darul Ehsan

AP Organisation Name & Address

Dear Sirs,

TERMINATION CONFIRMATION OF AUTHORISED PERSONNEL

We hereby confirm that Mr / Mrs (Name) _____
IC. No. _____ who is an Authorised Personnel for _____ (Project
Name) has been terminated effective of (Date) _____ upon you request
dated _____ (date of Termination Request Letter received from
organisation).

Please be informed accordingly.

Yours sincerely,

Name:

Designation: