



## **Authorised Personnel (AP) Guideline**

## REVISION CONTROL AND CHANGE HISTORY

Revision Number	Approval Date	Approved by	Amendment
Rev. 0	12 January 2015	Amir Suhaimi Hassan	New document release
Rev. 1	23 August 2017	Amir Suhaimi Hassan	Logo and contact details update
Rev. 2	9 January 2023	Amir Suhaimi Hassan	Additional information & contact details update

## TABLE OF CONTENTS

INTRODUCTION .....	4
1) ROLES OF AP .....	5
2) APPLYING TO BE AN AP .....	5
3) PERFORMING AP'S ROLES .....	6
4) TERMINATION OF AN AP .....	8
5) ADDITIONAL NOTE .....	8
6) APPENDICES .....	9
Appendix 1.0: Sample Letter for Nomination of AP .....	9
Appendix 2.0: AP Application Form .....	10
(Can be downloaded at <a href="https://www.posdigicert.com.my/downloadpage/form">https://www.posdigicert.com.my/downloadpage/form</a> ) .....	10
Appendix 3.0: Sample Letter for Appointment of AP .....	11
Appendix 4.0: Smart Card / Token Unblocking Log .....	12
Appendix 5.0: Business Process Flow - Pin Unblocking Request – via AP .....	13
Appendix 6.0: Sample AP Termination Request Letter .....	14
Appendix 7.0: Sample of AP Termination Confirmation Letter .....	15

## INTRODUCTION

This document acts as a reference for those individuals 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	: <b>Registration Authority Department</b> Pos Digicert Sdn Bhd 8-3A-02, Star Central, Lingkaran Cyberpoint Timur, 63000 Cyberjaya, Selangor Darul Ehsan
Email	: <a href="mailto:customercare@posdigicert.com.my">customercare@posdigicert.com.my</a>
Customer Care Contact	: 03 – 8800 8008
Website	: <a href="http://www.posdigicert.com.my">www.posdigicert.com.my</a>

(this section is intentionally left blank)

## 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 (if applicable)

## 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:  
customer care@posdigicert.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 (i.e.: physical / digital copy) and
- ii. Copy of NRIC / Passport
- iii. Submission of all required information via API connection / FTP Folder (if applicable)

**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 (if applicable)

- 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@posdigicert.com.my](mailto:customercare@posdigicert.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 to POS 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**.

#### **5) ADDITIONAL NOTE**

Please refer to the *"MYCRS Authorised Personnel System User Manual"* document for further details on how to request, renew, verify, approve & revoke user certificates.

(this section is intentionally left blank)




## 6) APPENDICES

### Appendix 1.0: Sample Letter for Nomination of AP

Company Letterhead	
(Name & Address)	
<hr/>	
<hr/>	
<hr/>	
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 <u>(Company Name)</u>	
Please be informed accordingly.	
Yours sincerely,	
<hr/>	
Name:	
Designation:	

## Appendix 2.0: AP Application Form

(Can be downloaded at <https://www.posdigicert.com.my/downloadpage/form>)



**AUTHORISED PERSONNEL (AP) APPLICATION FORM**  
Pos Digicert Sdn. Bhd. (517263-A) (Formerly known as Digicert Sdn. Bhd.) (Company No. 17501-U/0333 (S))  
 810002, Batu Caves, Selangor Cyberjaya Trusmi, 45300 Cyberjaya, Selangor Darul Ehsan

---

INSTRUCTIONS

\* Applicant **MUST** be above 18 years old of age.  
 \* **MUST** complete **ALL** sections.  
 \* This application shall only be valid if the identity verification is successful and the digital certificate is accepted by the subscriber.  
 \* Please enclose photocopies of the following:  
 (a) CNIC (2) or the following: \_\_\_\_\_ and \_\_\_\_\_ (b) Letter of Authorization (Application confirmation from organisation)  
 (c) Photocopy of NRIC (both sides)  
 (d) Photocopy of Passport

**NOTES:**  
 (a) Permit and postal application photocopy of NRIC / Passport **MUST** be certified true copy by the organisation's Head of Department / Director.  
 (b) Enclosed documents are non-refundable.  
 (c) Organisation shall include Companies, Government bodies, Financial Institutions, NRIC, etc.

---

CUSTOMER INFORMATION (Please complete your details in CAPITAL LETTERS)

This application is made for:

☐ Nomination of an Authorised Personnel
 ☐ Information Update of an Authorised Personnel

AP's Name (as per NRIC / Passport) \_\_\_\_\_

NRIC / Passport No. \_\_\_\_\_ Project's Name \_\_\_\_\_

Nationality \_\_\_\_\_

Organisation Name \_\_\_\_\_

Organisation Address (for delivery purposes) \_\_\_\_\_

Postcode \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_

Tel (Office) \_\_\_\_\_ Tel (HP) \_\_\_\_\_

Email Address (for certificate delivery) \_\_\_\_\_

---

SECURITY QUESTIONS (This information shall be used for security verification purposes)

Mother's Maiden Name \_\_\_\_\_

Favourite Food \_\_\_\_\_

1st Primary School \_\_\_\_\_

---

BILLING INFORMATION

Billing Address ☐ Use same address in Customer Information Section

Postcode \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_

Person in Charge \_\_\_\_\_

Tel (Office) \_\_\_\_\_

Email Address \_\_\_\_\_

Mode of Payment (in MYR only):

- Cheque Number (please note payment date and) \_\_\_\_\_ Name of Bank: \_\_\_\_\_
- Bank Draft No. / Purchase Order No. / Postal Order No. (where applicable) \_\_\_\_\_
- Cash Amount: \_\_\_\_\_
- Bank In: Payable to POS DIGICERT SDN. BHD. HSBC Account No. 001400443021 (Please attach a copy of the bank in slip) ☐
- Others: \_\_\_\_\_

Note: An Authorised Personnel Digital Certificate shall be issued to AP (depending on project requirement).

---

DECLARATION

I agree to be responsible for the verification through the physical examination of the documents / applicant. Pos Digicert Sdn Bhd shall not be held liable for any wrongful verification or validation of information by the Authorised Personnel during his / her course of duty. I hereby acknowledge that I shall assume my duties with integrity, responsibility and high level of diligence at all times. I further undertake and agree to indemnify Pos Digicert Sdn Bhd to full against all consequences, liabilities of any kind whatsoever directly arising from the wrongful verification or validation done by me.

AP's Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

I hereby confirm that all the information given for this application is true and accurate and I have not withheld any information that would affect the acceptance of this application. As an Authorised Personnel, he / she will be responsible in certificate registration application and PIN validation for our company. By signing this application form, we are agreeing to be bound by the terms and conditions as stipulated in the Digital Signature Act 1997, Digital Signature Regulation 2008 and Pos Digicert Sdn Bhd's Certificate Practice Statement (CPS). The CPS can be found in our website at: <https://www.posdigicert.com.my/identitysign>

Authorised Signatures (on the organisation):  
 (e.g.: Head of Dept / Manager / Director)

\_\_\_\_\_  
 \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

DSD-CA-AP-FRM-1.0

### Appendix 3.0: Sample Letter for Appointment of AP



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 Sir / Madam,

#### APPOINTMENT OF AUTHORISED PERSONNEL

This is to confirm that Mr. / Mrs. <Name>, <NRIC number> has been appointed as the Authorised Personnel (AP) for the <Project Name> with Pos Digicert Sdn Bhd.

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

1. Authorised Personnel Guideline
2. AP Software Installation Guideline (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 [customercare@posdigicert.com.my](mailto:customercare@posdigicert.com.my).

Your sincerely,

Name:

Designation:

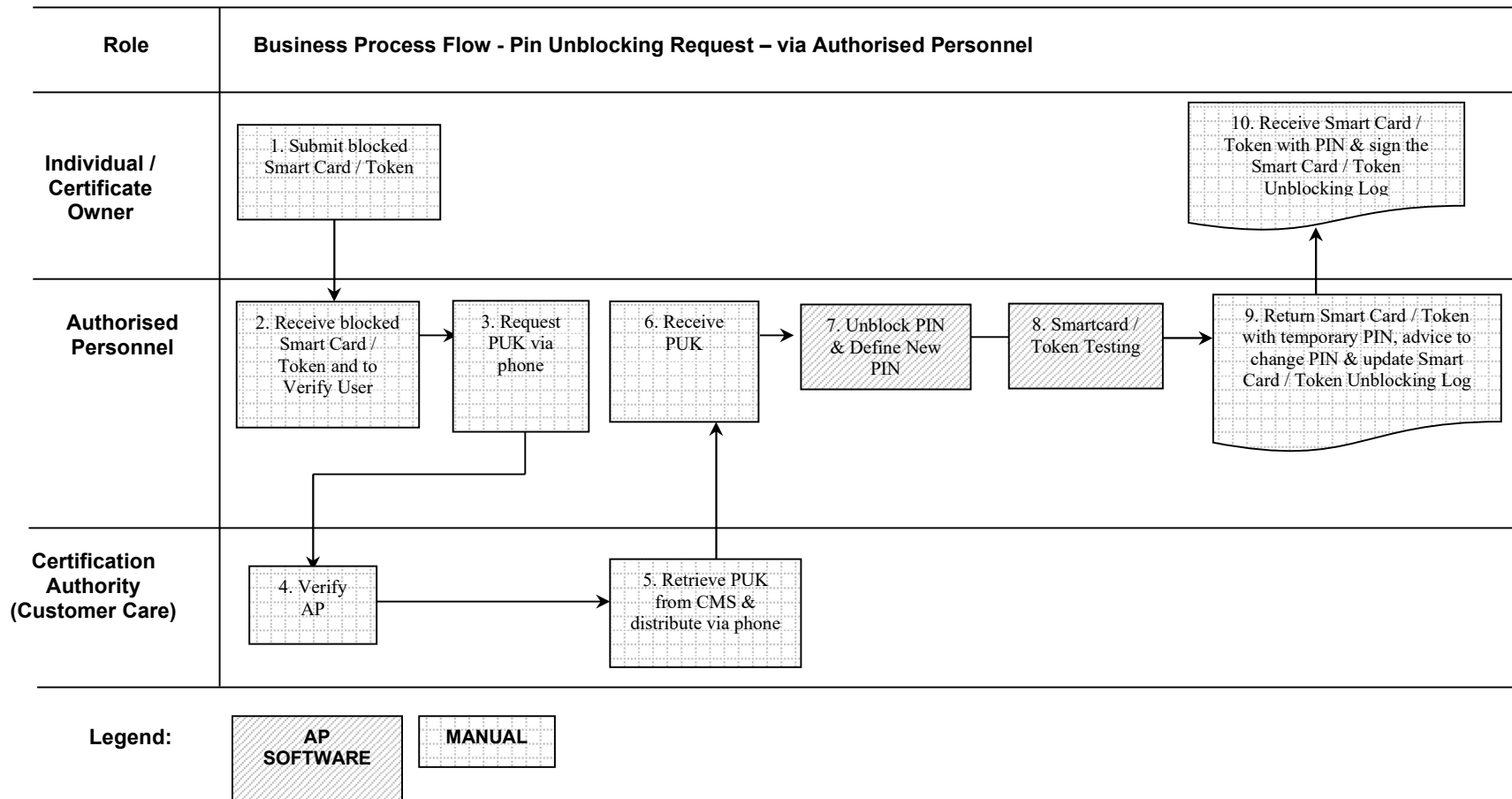
Pos Digicert Sdn Bhd (BERSEKUTUANG)  
CA License No.: LPSP-1/2020(4)  
No. 8-3A-02, Star Central,  
Lingkaran Cyberpoint Timur,  
63000 Cyberjaya,  
Selangor Darul Ehsan.  
+603 – 8800 8000 | [www.posdigicert.com.my](http://www.posdigicert.com.my)

#### Appendix 4.0: Smart Card / Token Unblocking Log

##### SMART CARD / TOKEN UNBLOCKING LOG

Date	Certificate owner's Name	Certificate owner's NRIC	Smart Card / Token Serial No	AP Initial	Certificate owner's Signature	Remarks

## 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: