

## COVID 19 PANDEMIC– CHANGES TO OUR DAILY OPERATIONS AT POS DIGICERT SDN BHD

In view of the recent Restriction Movement Order (RMO) as announced by the Prime Minister due to the ongoing COVID-19 outbreak, kindly be informed that only our core operations & support team will be operating daily with certain limitation. Below is the FAQ on our operation activities which will be applicable throughout the RMO period:

### FREQUENTLY ASKED QUESTIONS (FAQ) - last updated 1 April 2020

#### 1) How do I apply / renew a Digital Certificate?

We **strongly recommend** for our customers to send in their applications / renewal request through online medium such as emails or via our MYCRS application.

In the event that you need to send in applications via courier / by hand, do inform us via email or telephone call prior to visiting our office in Cyberjaya. You will be required to wear a face mask the entire time you are present in our office. Please note that we are also implementing the following precautionary procedures at the main entrance (Level 3A) during visitor registration:

1. Travel and Health declaration
2. Temperature Screenings

In the interest of public health and safety, the following visitors will not be permitted to enter our premises and will be advised to seek immediate medical attention:

- Visitors with temperatures of 37.5°C and above;
- Visitors who have travelled to the People's Republic of China (Mainland China, Hong Kong and Macau), Taiwan, South Korea, Japan, Italy, Iran and other affected countries in the last 14 days; and
- Visitors who have had direct contact with any suspected or confirmed COVID-19 cases in the last 14 days

#### 2) What is Pos Digicert's counter and Helpdesk operating hours?

Our counter will only be open on every Wednesdays (9.00am to 1.00pm)

However, for the remaining days in the week we still allow for digital certificate applications to be sent to us through online medium such as emails or via our MYCRS application.

Meanwhile, for technical support we shall provide remote assistance to our customers via team viewer / phone call / email.

Our Customer Care / Helpdesk telephone line (03-8800 8008) shall continue to be reachable from Monday – Friday from 09.00am - 05.00pm.

#### 3) What is Pos Digicert Digital Certificate Application Process?

Our application process is as below:

\*Note: Process will only start once all required documents and payment are completed.

##### A) MYCRS (Pos Digicert's Online Certificate Management Portal)

Available 24 hours, 7 days a week. MYCRS allows for users to self-manage their certificate life cycle.

MYCRS can be reached at <https://mycrs.posdigicert.com.my/>

Key features include:

- Perform renewal of digital certificate,
- view the status of certificate request,
- re-upload supporting document (if required),
- perform unblocking of USB token,
- view payment history and download invoice,
- perform payment,
- update user profile,
- and change or reset user's Roaming PIN.

## B) EMAIL OR COURIER

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- 7 working days.
- For application via email
  - Please send your email to **applications@posdigicert.com.my** and cc to **customercare@posdigicert.com.my**
  - Please attach supporting document and proof of payment.
- For application via courier
  - Please courier your application together with supporting documents and cheque / proof of payment to:  
**Pos Digicert Sdn. Bhd. (457608-K)**  
No. 8-3A-02, Star Central,  
Lingkaran Cyberpoint Timur,  
63000 Cyberjaya,  
Selangor Darul Ehsan

**( Attention: Application Team )**

## C) WALK IN

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### **Submission from 9:00 AM to 1:00 PM (Only Open on Wednesday)**

- **1 to 2 application(s) request:** -- 2 hours for each application to be processed
- **3 or more applications request:** -- Process will be in batch. Our front counter staff will advise you on the estimated time of completion & collection.

### **Submission after 1:00 PM**

- The following Wednesday.

### **Important Note:**

Bulk applications (more than 5 and up to 30 applications) will be processed within 5 working days.

## **4) How do I make payment to Pos Digicert Sdn Bhd?**

Below is the list of our accepted payment methods.

### **Payment Methods**

- Cash and Credit Card (ONLY applicable for **walk in customers**)
- Company / Personal Cheque, Bank Draft, Money Order, Postal Order, Internet Banking (applicable for **walk-in, email and courier**)

**A) Walk in and courier:**

- Please write your name, contact number and company name at the back of the Cheque.
- Please attach the proof of payment such as online banking transaction slip or cash / cheque deposit receipt.

**B) Email**

- Please attach the softcopy of proof of payment such as online banking transaction slip or cash / cheque deposit receipt.

**C) MYCRS Portal**

- **FPX and Credit Card Payment**

- Purchase Order:

- You may liaise directly with our Sales team for quotation at **sales@posdigicert.com.my**
- For SSL applications or related matters, you may contact our SSL Biz Team at **sslbiz@posdigicert.com.my**.

#### 5) Will I get a Tax Invoice?

Yes. Tax Invoice will be delivered together with your digital certificate. However, if the payment made via Purchase Order, your tax invoice will be sent within 14 working days after you have received your digital certificate. Please note that there might be some additional delay in sending of Tax Invoice during the imposition of Restricted Movement Order.

#### 6) Where can I download Pos Digicert Root Certificates?

Pos Digicert has several root keys. You can download them from Pos Digicert's website:

- Access the following url: **<https://www.posdigicert.com.my/downloadpage/root-certificate>**
- Choose to save the certificate file to a location on your machine.

#### 7) What should I do if I have lost my Digital Certificate ID / Password?

Please contact our Customer Service at **+603 8800 8008** or you may email us at **customercare@posdigicert.com.my** immediately.

For MYCRS users you may perform password reset via the portal itself.

#### 8) What should I do if my token / smartcard is blocked?

To unblock, please courier your token / smartcard to Pos Digicert together with media return form form.

You can request the form by emailing **customercare@posdigicert.com.my** or alternatively you can download it at **<https://www.posdigicert.com.my/downloadpage/form>**.

For token users you may perform the unblocking process via the MYCRS portal itself.

#### 9) What should I do if I lost my Digital Certificate?

You need to re-apply for your certificate. Please fill in revocation request form and submit the documents as per the new digital certificate application process.

You can request the form from **customercare@posdigicert.com.my** or you can download it at **<https://www.posdigicert.com.my/downloadpage/form>** .

**10) Can I authorise an individual / agent to purchase Digital Certificate on my behalf?**

Yes. The individual / agent would need to bring a signed authorisation letter together with the complete documentation for the digital certificate application.

**11) What should I do if I have further enquiries?**

Please contact our Customer Service at **+603 8800 8008** or you may email us at **customercare@posdigicert.com.my**.

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