

# User Guide For PKI Token

Oman National PKI Version 2.0 May 2023





سلطنة عُمان وزارة النقل والاتصالات وتقنية المعلومات Sultanate of Oman Ministry of Transport, Communications and Information Technology









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### 1. Document terminology

мтсіт	Ministry of Transport, Communications and Information Technology
РКІ	Public key infrastructure
OCSP	Online certificate status protocol
CRL	Certificate revocation list
CA	Certificate Authority
TSA	Time Stamp Authority







# 2. Recommended Acrobat configuration to perform digital signature according to the best practices:

#### 2.1 First Step is to configure Adobe Reader DC as explained below:

- Procedures are based on the 2020.009 versions of Adobe Reader DC. While previous versions are similar, the procedures are not identical. For instructions involving older product versions, see the Adobe documentation.
  - 1. Open Adobe Reader and select **Edit** > **Preferences**. The Acrobat *Preferences* dialog box appears.

references		
Categories:		
Commenting	Digital Signatures	
Documents	Creation & Appearance	_
Full Screen	Control entires for elevative method	2
General	Set the appearance of signatures within a document	More
Page Display		
3D & Multimodia	Verification	
Accessibility	Control how and when signatures are verified	
Adobe Online Services	- control now and when agriculture are remed	More
Email Accounts		
Forms	Identities & Trusted Certificates	
Identity	Create and manage identities for signing	
Internet	<ul> <li>Manage credentials used to trust documents</li> </ul>	More
JavaScript		
Measuring (2D)	Document Timestamping	
Measuring (3D)	Configure timestamo server settings	
Measuring (Geo)	· configure unicourily server security	More
Multimedia (legacy)		
Multimedia Trust (legacy)		
Reading		
Reviewing		
Search		
Security (Enhanced)		
Signatures	1	
Spelling		
Tracker		
Trust Manager		
Units		
		OK Cancel

- 2. Select the *Signatures* option
- 3. In the Creation & Appearance area,

Click on the button labelled 'More...'

- 4. The *Creation and Appearance* Preferences box will appear.
- 5. Choose *Default* Signature Signing Method and Format
- The option to 'Include signature's revocation status when signing' should be checked.
- 7. The option to '*use modern user interface...*' should be unchecked.
- 8. Click **OK** to return to the *Preferences* dialog box.

Creation	
Default Signing Method:	Adobe Default Security 🗸 🗸
Default Signing Format:	CAdES-Equivalent
When Signing:	
Show reasons	
Show location and	contact information
Include signature's	revocation status
Vie <u>w</u> documents in	Preview Mode
Enable Review of Documen	t Warnings: When certifying a document 🗸
Descent Cinetian Hetil Week	inne Ans Benimunde - William and if immediate and
Use <u>m</u> odern user interfa	ce for signing and Digital ID configuration
Appearances	
Appearances	New
Appearances	New Edit
Appearances	New Edit
Appearances	New Edit Duplicate
Appearances	New Edit Duplicate Delete







- 9. In the Verification area, click on the button labelled 'More...'
- 10. The *Signature Verification* Preferences box will appear.

ategories:			
Commenters	Digital Signatures		
Commenting			
Documents	Creation & Appearance		
Full Screen	Control options for signature creation	2	Maria
General Page Display	<ul> <li>Set the appearance of signatures within a document</li> </ul>	_	INDIG.
	Madication		
3D & Multimedia	venication		
Accessibility	<ul> <li>Control how and when signatures are verified</li> </ul>		More
Adobe Online Services			in or Cha
Email Accounts			
Forms	Identities & Trusted Certificates		
Identity	Courses and many an identified for similar		
Internet	Create and manage identities used to trust documents		More
JavaScript	· manage creaenous used to abst documents		
Language			
Measuring (2D)	Document Timestamping		
Measuring (3D)	Configure timestamp server settings		100000
Measuring (Geo)			More
Multimedia (legacy)			
Multimedia Trust (legacy)			
Reading			
Reviewing			
Search			
Security			
Security (Enhanced)			
Signatures	1		
Spelling		N	
Tracker		4.5°	
Trust Manager			
Units			

11. In *Verification Behavior*, The option to '*Require certificate revocation checking...*' should be *checked*.

12. The option to '*Use expired timestamp*' should be *unchecked*.

13. In Verification Time area, Choose 'Secure time (timestamp) embedded in the signature'

14. In Verification Information area, set 'Automatically add verification information when saving signed PDF' to Always.

15. In the *Windows Integration* area, both of the options should be selected.

16. Click **OK** to return to the *Preferences* dialog box.

Signature Verification Preferences	×
Verify signatures when the document is opened	
When document has valid but untrusted signatures, promp	pt to review and trust signers
Verification Behavior When Verifying:	
O Use the document-specified method; prompt if u	navailable
<ul> <li>Use the document-specified method; if unavailable</li> </ul>	le, use default method
Always use the default method: Adobe De	fault Security 🗸 🗸
Require certificate revocation checking to succeed whe	enever possible during signature verification
Use expired timestamps	
Ignore document validation information	
Verification Time	Verification Information
Verify Signatures Using:	Automatically add verification information when
○ Time at which the signature was created	Saving signed PDr.
Secure time (timestamp) embedded in the signature	Ask when verification information is too big     Always
◯ Current time	○ Never
Windows Integration         Trust ALL root certificates in the Windows Certificate Store         Validating Signatures         Validating Certified Documents         Selecting either of these options may result in arbitra	e for: Irv material being treated as trusted content.
Take care before enabling these features.	ry moterial being actica as trasted content.
Help	OK Cancel

**Note**: Setting the **Verify signatures when document is opened** option automatically activates a validation procedure for all of the document's digital signatures when the document is opened. The default is that digital signatures are not validated automatically when a document is opened. For optimum workflow, it is best to check this option.







- 17. Select the *Security* option
- 18. In the *Security* area, click on the button labelled 'More...'

Preferences		×
Categories:		^
-	Security	
Commenting		
Documents	Configure Server Settings	
Full Screen	- Timestamo Septer	
General Dana Disalau	• Intestamp servers 2 More	
Page Display	Directory Servers	
3D & Multimedia		
Accessibility		
Adobe Online Services		
Email Accounts	Security Settings	
Forms		
Identity	Import Export	
Internet		
JavaScript	Load security settings from a server	
Language	URL:	
Measuring (2D)	1 N2	
Measuring (3D)	Settings must be signed by: Allow Any Certificate Browne	
Measuring (Geo)	Division Division	
Multimedia (legacy)	Check every: Week Month	
Multimedia Trust (legacy)	Oppare Now	
Reading	O 2 weeks O 3 Months ⊘ Ask before updating	
Reviewing		
Search	Adobe Experience Manager Document Security	
Security	······································	
Security (Enhanceo)	Clear remembered account information	
Signatures		
Spelling		
Tracker		
Irust Manager		
Units		

- 19. Server Settings box will appear.
- 20. Choose 'Time Stamp Server'. Then New to add a new Time Stamp Server.
- 21. New Tim Stamp Server box will appear.

🔒 Server Settings					×		
Directory Servers	🕂 📝 Edit	🦱 Import	🚧 Export	Remove	Set Default		
1 Time Stamp Servers	2	URL					
				÷			
	Configure Time	e Stamp Serve	ers				
( TITUE )	Configure a default <i>Time Stamp Server</i> if you want to embed a trusted signing. If you are in a workgroup, your computer administrator may p Stamp Server configuration information.						
	Select one of the en and configure a Tin selected a default se create.	tries above and one Stamp Server. erver then a time	click <i>Edit</i> to view Select a default stamp will be en	or change setting server using <i>Set D</i> abedded with ever	s, or click <i>New</i> to add <i>Default</i> . If you have y signature that you		
	Click Export to sha	re your Time Sta	mp Server settin	gs with others.			









22. Set configuration as below:

#### Name: Oman Public TSA

Server URL: <u>https://tsa.pki.ita.gov.om/ds-server-ita/process?workspace=ITA-TSA</u>

New T	Fime Stamp Se	erver	$\times$
1 Na	me: Oman I	Public TSA	
Se	erver Settings		
2	Server URL:	pv.om/ds-server-ita/process?workspace=ITA-TSA	
	This serve	r requires me to log on	
	User name:		
	Password:		
		OK Cancel	

- 23. The new Server will be add.
- 24. Choose Oman public TSA Server, the click Set Default.
- 25. Will be marked as a Star.









#### 26. Select the *Security (Enhanced)* option

# 27. In the *Privileged Locations* area, the option to '*Automatically trust sites Win OS security zones box*' should be *checked*.

eferences			
Categories:	Sandbox Protections		
Commenting Documents Full Screen General Page Display 3D & Multimedia Accessibility	Enable Protected Mode at startup      Protected View     Off         Files from potentially unsafe         All files	Run in AppContainer Create Pro	otected Mode log file View log
Adobe Online Services Email Accounts Forms	Enhanced Security		Cross domain log file <u>View</u>
Internet JavaScript Language Measuring (2D) Measuring (3D) Measuring (Geo) Multimedia (legacy) Multimedia Trust (legacy) Reading Reviewing	<ul> <li>Privileged Locations</li> <li>If your workflows are negatively impacted by seselectively trust files, folders, and hosts to bypas</li> <li>Privileged Locations allows you to work securely workflow.</li> <li>Automatically trust documents with valid cert</li> <li>Automatically trust sites from my Win OS secured</li> </ul>	curity settings, use Privileged Locations to st hose security setting restrictions. while granting trust to items in your lification curity zones	μ.
Search Security (Enhanced) Signatures Spelling Tracker Trust Manager Units			







#### 2.2 Second step is to install Oman ROOT Certificate in windows store:

There are two different methods to download and install Oman ROOT Certificate to your machine. These methods explained below:

#### 2.2.1 Method 1. NDCC-CERT\_Trust-1.0.exe program

- 1.1. download NDCC-CERT\_trust tool from the below link: https://oman.om/tam/downloads/NDCC-CERT-Trust-1.0.exe
- 1.2. Once you run the program, the Setup Wizard will appear.

NDCC CERT Trust 1.0 Setup	X	Ø NDCC CERT Trust 1.0 Setup
تـم 🔏	Welcome to the NDCC CERT Trust 1.0 Setup Wizard	فعان الرقمية E.OMON Please review the license terms before installing NDCC CERT Trust 1.0.
Tam عمانالرفميه e.omon	This wizard will guide you through the installation of NDCC CERT Trust 1.0.	Press Page Down to see the rest of the agreement.           NDCC: National Digital Certification Center.           By running this installation, the following actions will be performed:           1. Extract some temporary files in your user profile folder (files will be           If you accept the terms of the agreement, click I Agree to continue. You must accept the agreement to install NDCC CERT Trust 1.0.
	Next > Cancel	Nullsoft Install System v2.46 < Back I Agree Cancel
ONDCC CERT Trust 1.0 Setu	- 🗆 🔶	🥥 NDCC CERT Trust 1.0 Setup - 🗆 🗙
عمان الرقمية e.oman Execute: "C: Users \ta481\th Extract: comanTruster.exe Extract: omanTruster.exe Extract: contuil.exe 100 Extract: softokn3.dll 10	Installing Please wait while NDCC CERT Trust 1.0 is being installed. NDCC.temp\OmanTruster.exe* % % 1 100% % 0% 0%	من الرقمية (Congratulations ! Tam OMAN CA certificates are now trusted by your machine. Click Finish to dose this wizard.
Extract: smine3.dll100' Extract: iss3.dll100% Extract: libplds4.dll100 Extract: libplc4.dll100% Extract: libplc4.dll100 Extract: librsyr4.dll100 Execute: "C:\Users\ta481 Nullsoft Install System v2.46 —	% % 6 % (WDCC. temp \OmanTruster.exe"	< Back Finish Cancel

1.3. Once you complete all the steps, *Oman ROOT Certificate* successfully installed in your machine.









- 1.1. Download Oman root ca from the following link: http://pki.ita.gov.om/CACerts/root-ca-1.crt
- 1.2. double click on the certificate to open it
- 1.3. Choose to **open** it.



 Open File - Security Warning
 ×

 Do you want to open this file?
 •

 Image: C:\Users\ita481\Downloads\root-ca-1.crt
 •

 Publisher:
 Unknown Publisher

 Type:
 Security Certificate

 From:
 C:\Users\ita481\Downloads\root-ca-1.crt

 Image: Open
 Cancel

 Image: Always ask before opening this file

 Image: While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not open this software. What's the risk?

#### 1.4. Click on Install Certificate



## 1.5. Choose **current user**, then click **Next**







Click Finish



 $\times$ 

1.6. Choose Automatically select the certificate store, then click Next

F Certificate Import Wizard	
Certificate Store	Completing the Certificate Import Wizard
Certificate stores are system areas where certificates are kept.	The certificate will be imported after you click Finish.
Windows can automatically select a certificate store, or you can specify a location for the certificate.	You have specified the following settings:
O Automatically select the certificate store based on the type of certificate	Certificate Store Selected Automatically determined by the wizard Content Certificate
<ul> <li>Place all certificates in the following store</li> <li>Certificate store:</li> </ul>	
Browse	
2	2
Next Cancel	L Finish Ca

1.7.

1.8. Now it is successfully imported, Click **OK** 









## 3. How to digitally sign a PDF document using the token

#### 3.1 What is PKI token?

PKI token are hardware device that store digital certificates and private keys securely<sup>1</sup>. When you need to encrypt, decrypt or sign something, the token does this internally in a secure chip meaning the keys are never at risk of being stolen.



#### 3.2 Token Type Description

MTC provides three types of certificates: Digital Signature Certificate, Secure Authentication Certificate, and Encryption Certificate. The certificates are issued inside a smart card device called Token. There are five types of Token issued by NDCC depending on the number of certificates:

- Token Classic: includes signature certificate only, which is used to sign documents and emails.
- **Token Encryption**: includes **encryption** certificate only, which is used to encrypt documents and emails.
- **Token Advanced**: includes **signature and Encryption** certificates, which are used to sign documents and emails, and to encrypt documents and emails.
- **Token Premium**: includes **authentication**, **signature**, **and encryption** certificates, which are used for secure authentication, to sign documents and emails, and to encrypt documents and emails.
- **Token Pro**: includes **authentication and signature** certificates, which are used for secure authentication and to sign documents and emails.

#### 3.3 Token fees

Please contact us by email on <a href="mailto:pki@mtcit.gov.om">pki@mtcit.gov.om</a> to get the update price of token.

#### 3.4 Who can request for PKI Token?

The corporate token is intended to be generated for corporate use. Government and private sector's employees are eligible to get token.

<sup>&</sup>lt;sup>1</sup> https://www.microcosm.com/products/pki-tokens







#### 3.5 How to request for PKI Token?

- Send official Email for Technical team on <a href="mailto:pki@mtcit.gov.om">pki@mtcit.gov.om</a>
- Specify your requirements on Email, and objectives of your request
- Technical team will study your requirement and will be in follow up with you.

#### 3.6 Digital Signature using PKI Token

3.6.1 To Sign a PDF document, follow the below steps:

- Open PDF File.
- Select *Tools*, and then choose *Certificates* as shown below.

Home	PKI Testing	-ds.pdf				(?)
Q 1 ch t	ools <b>k</b>					
		~				
		Can				
	Comment	Fill & Sign	Edit PDF	Export PDF	Create PDF	Combine Files
	Open 💌	Open 💌	Open 👻	Open 💌	Open 💌	Add 💌
		<u> </u>				
	Share	Stamp	Measure	Certificates	Show More	
	Open *	Open *	Open *	Open 🔻		

- Select Digitally Sign.
- Choose the place where you suppose to sign, then draw a label for the signature as showing below

B 🕁 🕈 🖶 🖾 🔍 🕀 🚇	1 / 1 k ⊕ ⊖ ⊕ 128% · H ♥ ₽ ℓ & b	2 <sub>0</sub> Share
Certificates	1 💩 Digitally Sign 🕃 Time Stamp 💩 Validate All Signatures	Close
		^
2	L2-	
_		
,		







• The following box will appear. You have to choose (*your-name-DESIGN*), then click *sign* 

Sign Documer	nt		×	
Sign As:		i - DESIGN (Cor	rporate ~	2021 11 07
Issued by: Co		- DESIGN (Cor	porate CA - 1)	2021.11.07
	Refresh ID List New ID			
Appearance:	Created 2020.	06.2 ~		
		Digitally signed	l by	
	-	DESIGN		
DESIG	N	Date: 2020.06.2 12:10:47 +04'00	24 0'	
Lock Doc	ument After Sig	ning		
Help	2	Sign	ancel	

• Save your Document, and then enter your TOKEN PIN.

Windows	Security		×
Smart	Card		
Please	enter your authenticatio	on PIN.	
8	PIN		
	Click here for more in	formation	

• Finally, your document is digitally *signed*.









#### 3.6.2 Email Signing

- Go to *File*, then select *Trust center*, then choose *center setting*.
- From the menu, choose *Email Security,* then *Default Setting,* click on *settings*.

General	(	Trust Center	?
Mail		Trusted Publishers	Encrypted e-mail
People	2	Email Security	<ul> <li>Encrypt contents and attachments for outgoing messages</li> <li>Add digital signature to outgoing messages</li> </ul>
Tasks Search		Attachment Handling Automatic Download	<ul> <li>Send clear text signed message when sending signed messages</li> <li><u>R</u>equest S/MIME receipt for all S/MIME signed messages</li> </ul>
Language	N	Macro Settings	De <u>f</u> ault Setting: <b>token1 ▼</b> <u>S</u> ettings
Customize Ribbon		riogianimate recess	Digital IDs or Certificates are documents that allow you to prove your identity in electronic transactions
Quick Access Toolbar Add-ins			Publish to GAL Import/Export Get a Digital ID
Trust Center			Read as Plain Text

• Ensure to include signing certificate. On Certificates and algorithms section →Go to Signing Certificate →Press Choose → Token Certificates will be appeared, choose (DESIGN).

Privacy Options	0	E Forent controls	ad attachments fo		
Email Security	×	Add digital signatu	re to outgoing m	essages	Jes
Attachment Handling		Change Security Settings	1		×
Automatic Download Macro Settings		Security Setting Preference Security Settings Name	es		
Programmatic Access	Digital	token1			~
	Read as	Cryptography Format: S/MIME  Default Security Setting for this cryptographic m Default Security Setting for all cryptographic me Security Labels New De	ographic message fo graphic messages Delete	ormat	
	🗌 Rej	Certificates and Algorit	hms		
		Signing Certificate:	Maisa Zahran M	ohammed ALHina	Choose
	Script in	Hash Algorithm:	SHA1	~	
		Encryption Certificate:	Maisa Zahran M	ohammed ALHina	Choose
		Encryption Algorithm:	AES (256-bit)	~	
		Send these certificat	tes with signed m	essages	
				ОК	Cancel

\*Hint: This is for first time only.







Go to new email, on option press Sign

File	Message	Inser	t (	Options	Format Text	Review 🛛 🖞 Tell me what you wa	nt to do
Themes	Colors * A Fonts * Effects *	Page Color •	Bcc	# From	🔒 Encrypt 🎗 Sign	Use Voting Request a Read Receipt	Save Sent Delay Direct Item To ~ Delivery Replies To
	Themes		Show	Fields	Permission	Tracking	More Options

- Add recipients of Email
- Press send, and system will ask user for Token PIN code

Send	То	Windows Security X
	Cc	
	Subject	Smart Card Please enter your authentication PIN.
		PIN PIN Click here for more information
		OK Cancel

• Your email will be signed , and will appear as below









### 4. Digital Signature Validation in Adobe

Some of the Root CA's are included by default in Windows Certificate Store (Trusted Root Certification Authorities) and only a few are included in Adobe Trusted Identities.

Because the Oman Root CA of the signing certificate is not included on Adobe Trusted Identities, the Signature is considered "not trusted" (but NOT invalid) as below

Signatures	
<b>%</b> -	Validate All 🛛 💦 💥 Sultarate of Oman
Rev 1. Sinne	dh saai - DESIGN <t @ita="" gov="" om=""></t>
E Signature v	elidity is unknown:
Docume	nt has not been modified since this signature was applied
Signer's	identity is unknown because it has not been included in your list of trusted identities and none of its par
E Signature D	etails
Last Chec	ignature Properties
Field: Sigr	
<u>Click to vi</u>	Signature validity is UNKNOWN.
	Summary Document Signer Date/Time Legal
	The signer's identity is unknown because it has not been included in your list of trusted identities
	and none of its parent certificates are trusted identities.
	Signed by:
	(i) Click Show Certificate for more information about the signer's certificate and its validity details, or to change the trust settings for the certificate or an issuer certificate.
	Validity Detaile
	The signer's certificate has not been issued by a certificate authority that you have dusted.
	The path from the signer's certificate to an issuer's certificate was successfully built.
	Revocation checking was not performed.
	Signer's Contact Information: Not available
	1. When you directly trust a signer's certificate that is not issued by a root certificate authority that
	you trust, you should contact the signer to verify the certificate. Once you are confident that the
	you can confirm the certificate's MD5 digest with the signer. (Use the Certificate Viewer to view
	the MD5 digest, and to import and directly trust the certificate.)







To manually add Oman Root CA Certificate on the Adobe Trusted Identities, open the signature properties and Signature is not trusted:

- Click Show Certificate and select Trust tab.
- Be sure that you have selected the topmost Root Certificate.

This dialog allows you to view the selected entry. Multiple iss trust anchor.	the details of a certificate and its entire issuance chain. The details correspond to uance chains are being displayed because none of the chains were issued by a bund
Government CA - 1 ☐ Corporate CA - 1	This certificate is not trusted. Trust Settings Sign documents or data Certify documents Execute dynamic content that is embedded in a certified document Execute high privilege JavaScripts that are embedded in a certified document Perform privileged system operations (networking, printing, file access, etc.) Add to Trusted Certificates
< >>	







• Press Add to Trusted Identities tab and be sure you have checked all checkboxes, as below.

Import Contact Settings	×
Certificate Details	
Subject: OMAN ROOT CA - 1	
Issuer: OMAN ROOT CA - 1	
Usage: Sign Certificate (CA), Sign CRL	
Expiration: 6/12/2033 12:00:00 AM	
Trust	
A certificate used to sign a document must either be designated as a trust anchor or chain up to a trust anchor in order for signature validation to succeed. Revocation checking is not performed on or above a trust anchor. Use this certificate as a trusted root If signature validation succeeds, trust this certificate for:	
Signed documents or data	
Certified documents	
Dynamic content	
Embedded high privilege JavaScript	
Privileged system operations (networking, printing, file access, etc.)	
Help OK Concel	
Cancel	







- After all dialog boxes are closed and the document is re-opened, the signature considered *Valid*.
- The Root Certificate is now Trusted and all signatures generated with this Root Certificate will be also trusted.









5. Token Cases and how to resolve issue through self care portal

**Case 1:** if you lost your PKI Token and you couldn't find it, or Token has been stolen (If you think you will not find/get the token back or you don't want to use the token anymore, then you need to revoke it to deny any online use of the token, then you can request for a new token later -if needed- following the request process.)

- ✓ Open self-care portal (https://selfcare.pki.mtcit.gov.om)
- ✓ Choose the option, (Card is lost or Stolen) as below

Laguvar eomon	ات Information Tec S	میئة تقنیة المعلوه سلطنة عمان hnology Authority ultanate of Oman
Other options may be available after inserting card, depending on card type.		
A Resolve Card Problems		
- Card is Lost or Stolen		
- Card is Forgotten		
- <u>Card is Back</u>		

✓ System will ask you to enter your civil ID number as below









e.omon		هیئة تقنیة المعلومات سلطنة عمان Information Technology Authority Sultanate of Oman	×
Register Self-Revocation	Request		
Back to main screen	in equebr		
Please fill at least one of the fo	llowing fields to identify the card you wish to revoke.		
Only cards belonging to a pro	file in which self-revocation is activated can be revoked.		
Note: the fields below are not	case sensitive.		
Note: the fields below are not ID Civil Number (الرقم المدني)			
Note: the fields below are not الرقم المدني) Name Of Entity (جهة العمل)			
Note: the fields below are not (الرقم المدني) Name Of Entity (جهة العمل) Token Number (رقم الحاوية الذكية للشميدات)	case sensitive.		
Note: the fields below are not (الرقم المدني) ID Civil Number (جهة الحال) Name Of Entity (رقم الحاوية الذكية للشهادات) Token Number (الدور الوظيفي)	case sensitive.		
Note: the fields below are not (الرقم المدني) Name Of Entity (جهة العمل) Token Number (الدور الوظيفي) Role (الدور الوظيفي) Customer (المبيل)	Image: Construction       Image: Constr		

- ✓ Card(Token) serial number will be appear to you, choose card(Token) you want to disabled
- ✓ Then, system will ask you to answer your security question that you chooses during token Activation.
- ✓ If you can't remember the answer for the security questions then you need to contact PKI team on telephone number: 24166440 or email: pki@mtcit.gov.om







**Case 2**: if you lost your token in somewhere, and you are warry if someone find it and can use it if PIN code shared with other. (If you think you can find the token, but you want to suspend any online use of the token until you find/get the token.)

- ✓ Open self-care portal (<u>https://selfcare.pki.mtcit.gov.om</u>)
- ✓ Choose the option, (Card is Forgotten) as below
- \*\* This option will help users to disabled card for temporary (Suspension).

esomon	میلة تقنیة المعلومات سلطنة عمان Information Technology Authonity Sultanate of Oman
Other options may be available after inserting card, depending on card type.	
Resolve Card Problems	
<u>Card is Lost or Stolen</u> Card is Engetten	

✓ System will ask user to enter Civil ID number.









- ✓ Card(Token) serial number will be appear to you, choose card(Token) serial number you want to disabled.
- ✓ System will ask user to answer security questions that you choose them during Token Activation.
- ✓ If you can't remember the answer for the security questions then you need to contact PKI team on telephone number: 24166440 or email: pki@mtcit.gov.om







#### Case 3: To resume your suspended Card (Token) to be able to use it online again.

- ✓ Open self-care portal (<u>https://selfcare.pki.mtcit.gov.om</u>)
- ✓ Choose the option, (Card is back) as below

eomon	Information Technology Authority Sultanate of Orman
Other options may be available after inserting card, depending on card type.	
Resolve Card Problems	
- Card is Lost or Stolen	
<u>Card is Lost or Stolen</u> <u>Card is Forgotten</u>	

✓ System will ask you to enter your Civil ID number

Register Self-Revocation Request	
5 Back to main screen	
Only cards belonging to a profile in which self-revocation is a	activated can be revoked
Note: the fields below are not case sensitive	icuvaled can be revoked.
ID Civil Number (الرقم المدتي)	
Name Of Entity (جهة السل)	
(رقم الحاوية الذكية للشهادات)	
(الدور الوظيقي) Role	
Role (النور الوظيفي)           Customer (المبيل))	

✓ Result will be appear, if you request before to disable card or not.







#### Case 4: if you enter PIN code for Token three time wrongly, and token is blocked.

- ✓ Open self-care portal (https://selfcare.pki.mtcit.gov.om)
- ✓ Insert your token in laptop
- ✓ Choose Card Unlock (In case your card is locked)

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Resolve Card Problems		
- Card is Lost or Stolen		
- Card Unlock (In case your card is locked)	1	
- Card is Forgotten		
- Card is Back		
Change Information		
- Change PIN		
- Change Questions and Answers		
		_

✓ System will ask user to answer security questions that you choose them during Token Activation.







Case 5: if you Want to change your Token PIN code.

- ✓ Open self-care portal (<u>https://selfcare.pki.mtcit.gov.om</u>)
- ✓ Insert your token in laptop.
- $\checkmark$  Go to change information section.
- ✓ Choose, change PIN

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\Lambda Res	solve Card Problems	
	- Card is Lost or Stolen	
	- Card Unlock (In case your card is locked)	
	- Card is Forgotten	
	- Card is Back	
/ Ch	ange Information	
	- Change PIN	
	- Change Questions and Answers	

✓ System will ask you to enter your Current PIN code, and New PIN code

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PIN Change	
You are about to modify the PIN of your card. This PIN should respect the security policy of your organization.	
Please enter your current PIN and the new PIN according to the following rules: Minimum Length: 6 Maximum Length: 6 Minimum Number of Unique Characters: 3 Only Allow Numeric Characters Forbid Sequences	
PIN Change           Current PIN           Comparison	
PIN confirmation OK	







#### **Case 6:** if you Want to change your Security questions.

- ✓ Open self-care portal (<u>https://selfcare.pki.mtcit.gov.om</u>)
- ✓ Insert your token in laptop.
- $\checkmark$  Go to change information section, and choose change security questions

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🕂 Reso	Ive Card Problems		
	- Card is Lost or Stolen		
	- Card Unlock (In case your card is locked)		
	- Card is Forgotten		
	- Card is Back		
🥇 Chan	ge Information		
	- Change PIN		
	- Change Questions and Answers		









# Thank You for Using PKI Services