ONLINE RENEWAL

Via

MyTrustID Portal

| Document Id	ONLINE RENEWAL VIA MYTRUSTID PORTAL
Revision Number	1.0
Security Level	Internal / External

Pre-requisite:

- Your computer must have internet connection.
- Trustgate USB Token is already plugged-in on your computer.
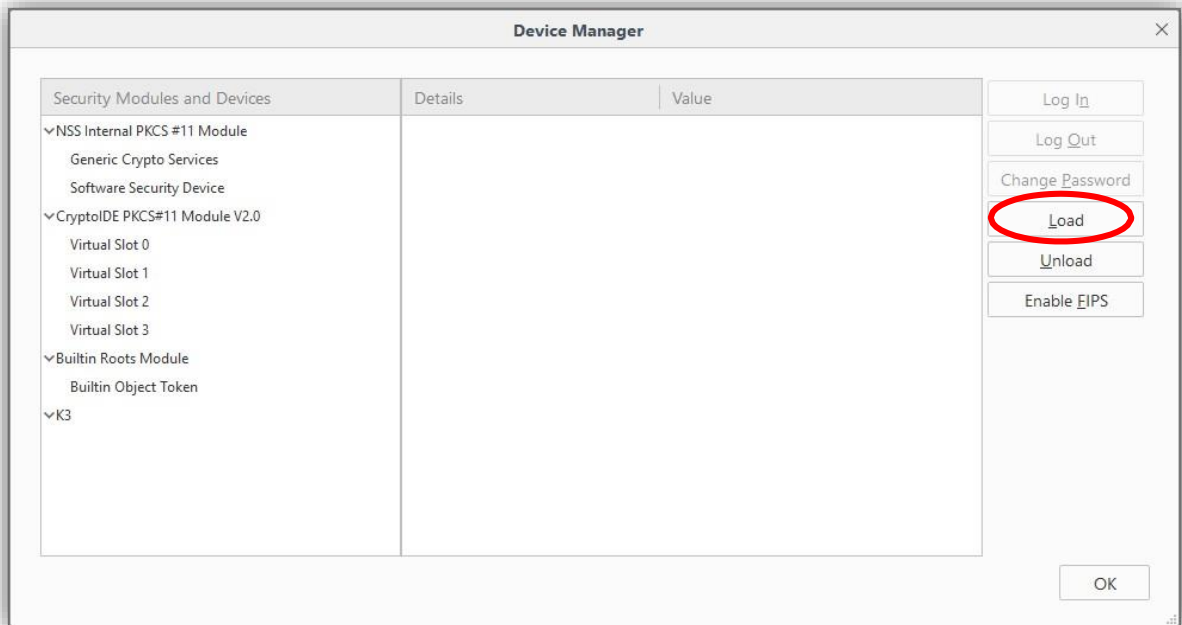- Mozilla Firefox browser is installed on your computer.

1) Double click the Mozilla Firefox icon on your computer as below image.

2) On Mozilla, click **Tools** > **Options** > **Advanced** > **Certificates** > **Security Devices**.
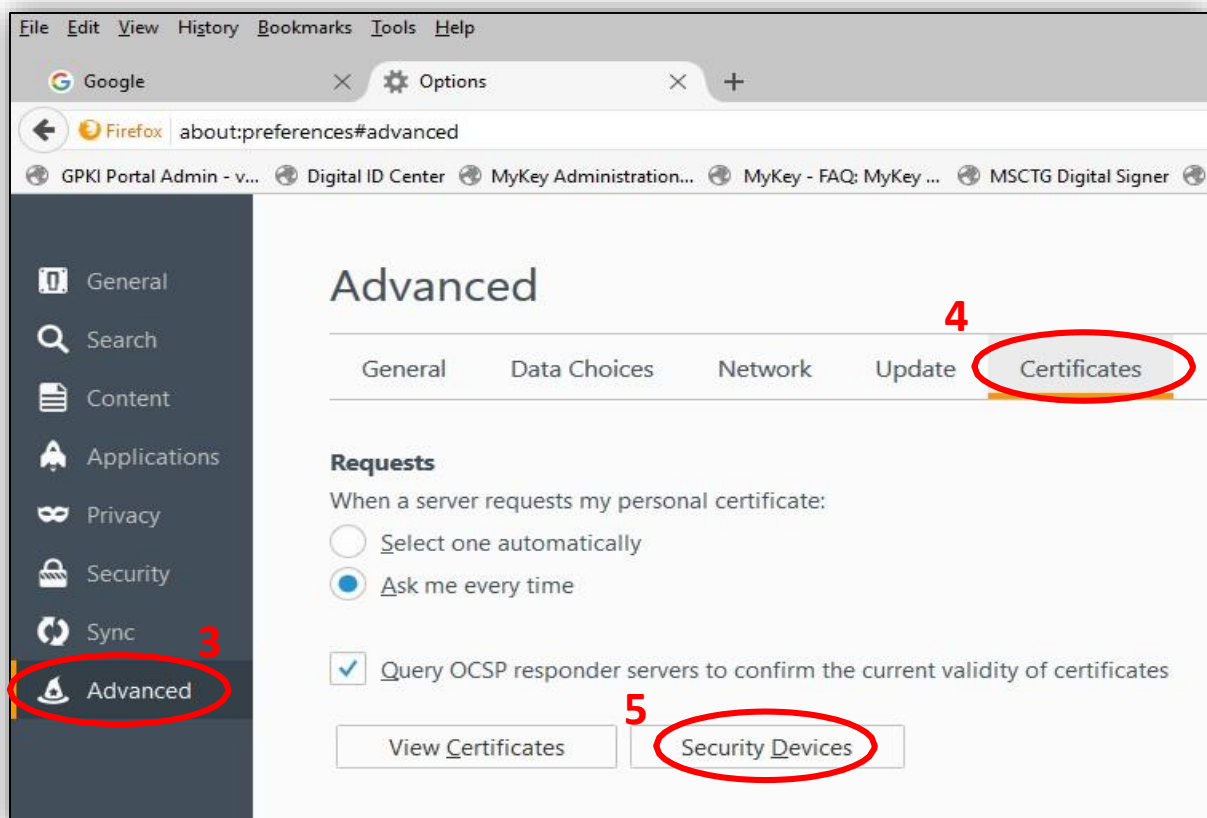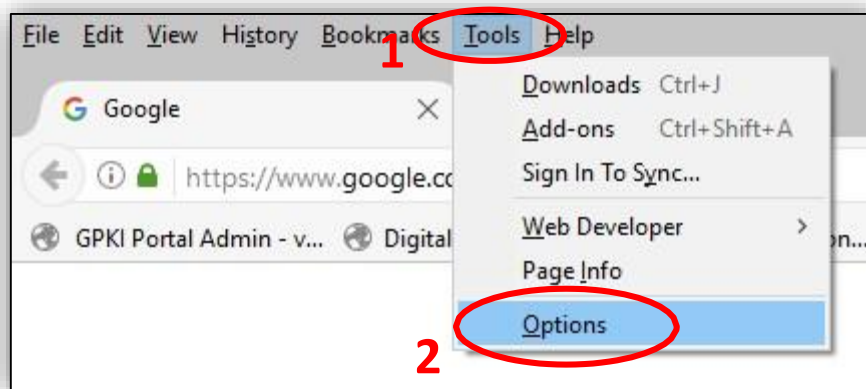
3) Devices Manager windows will appear. You must create a new PKCS#11 device module named **Trustgate Token by** clicking button **Load**.

4) A **Load PKCS#11 Device** will window pop up. Enter the **Module Name** into your preferred name to represent Trustgate token device. Then, click **Browse** to find the Trustgate token library file.
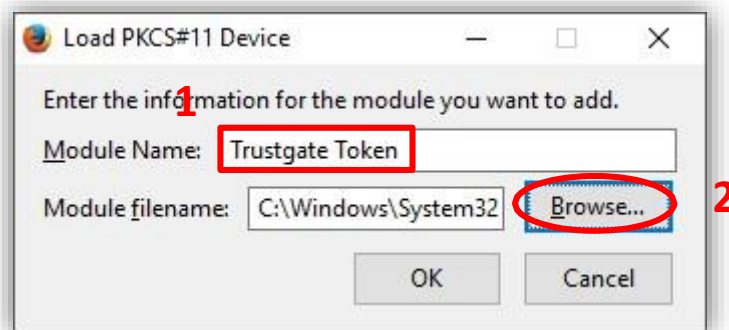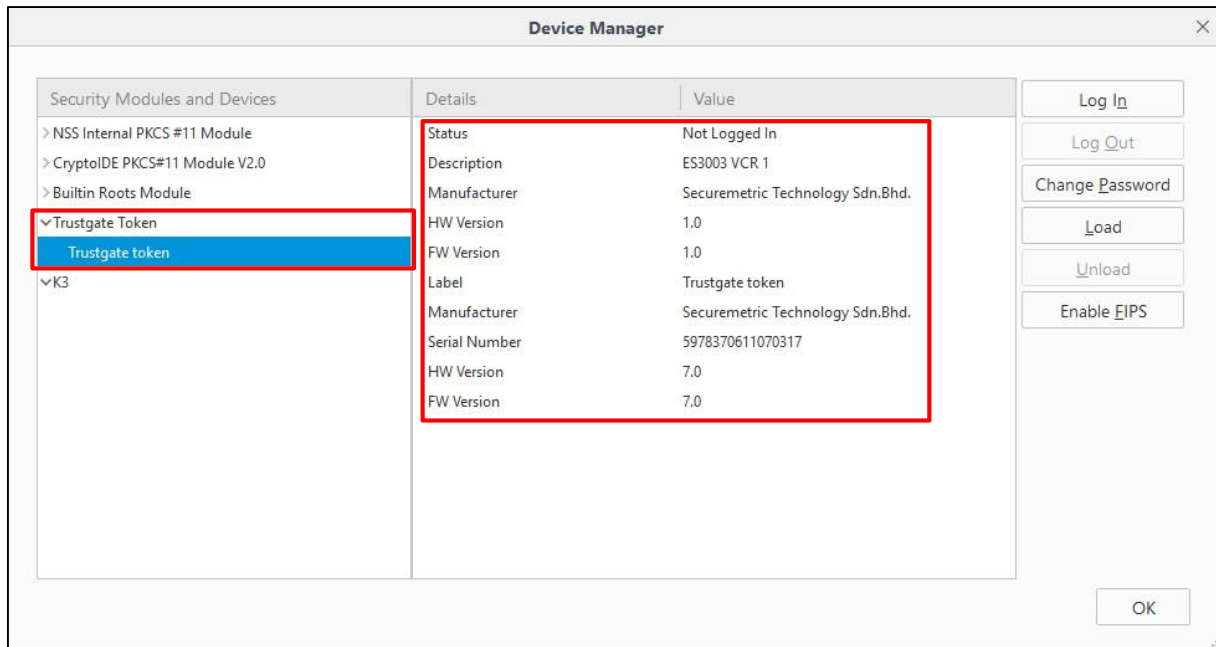
5) Browse for Trustgate.dll file on path **C:\Windows\System32\Trustgate.dll**, click on the file to highlight it and click button **Open**. Then, click button **OK**.
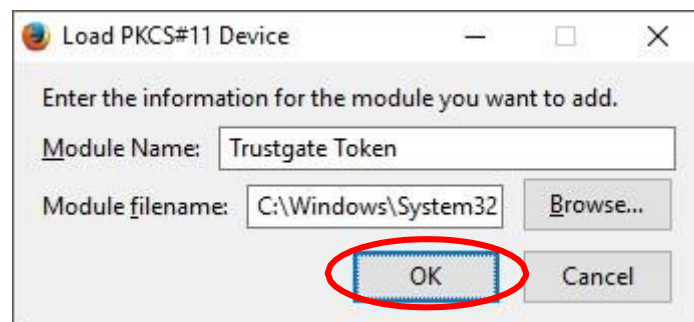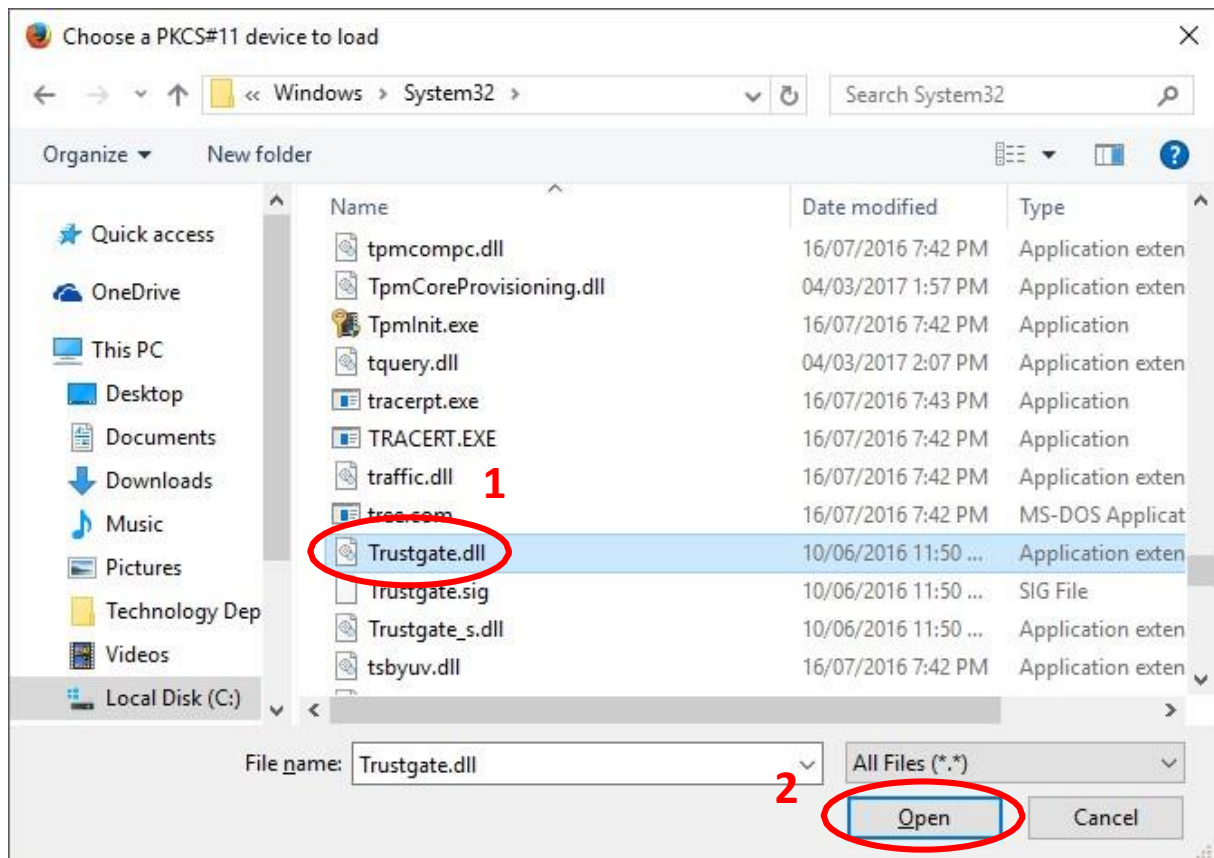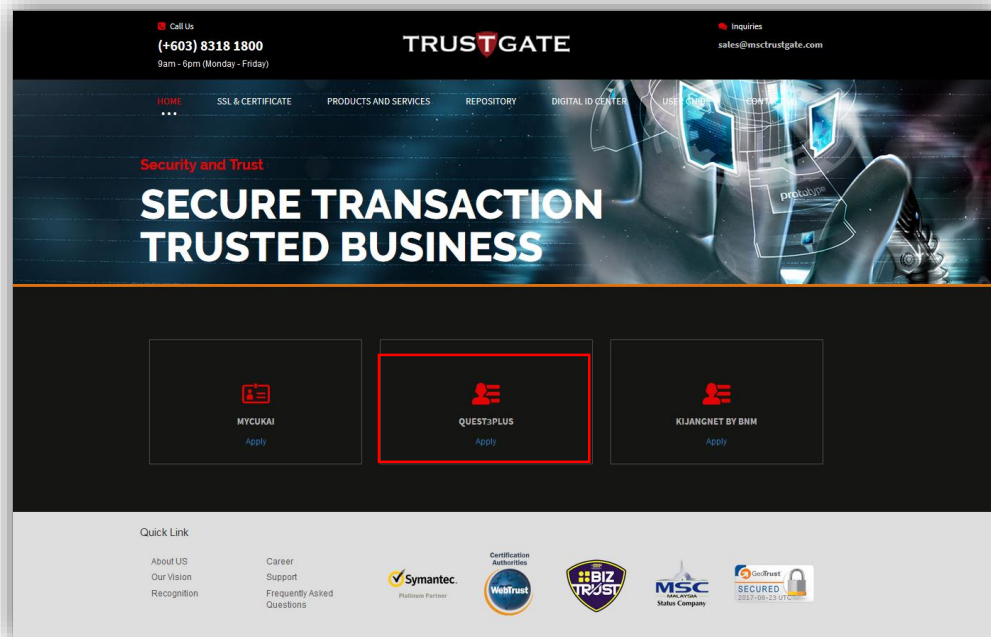
6) On Device Manager, the Trustgate Token module will be created as in below image.

Click button **OK** to continue.

Online Renewal Step:

1) Enter www.msctrustgate.com to do renewal process. Click **Apply** on QUEST3PLUS box.

2) Enter **MyKad / Passport No.** and **Username** (as registered with QUEST3+ Portal) and click Next button. Please wait while your data is being retrieve from BPFK database.

3) Kindly fill out the asterisk(*) field and upload all the supporting documents for verification process and click **Next** button. **Note:** Wait until your files successfully uploaded.

4)   Please select renewal package as provided accordingly.

Pricing and description will show as per selected package. Click **Next** button.

5) Read and agree Disclaimer - Digital ID subscriber Agreement, then click **Save and proceed** button.

6) Select Payment Method.

i)   Credit / Debit Card

Kindly complete payment details and click submit

ii)   Others – via cash deposit machine, over the bank counter (please upload proof of payment / receipt/ bank in slip) and click Submit.

7) Submit and Congratulation notification will appear as below.

System will auto create account and send **access code** to registered email to access MyTrustID Portal. User will get notification email which has a login URL and access code to MyTrustID system.
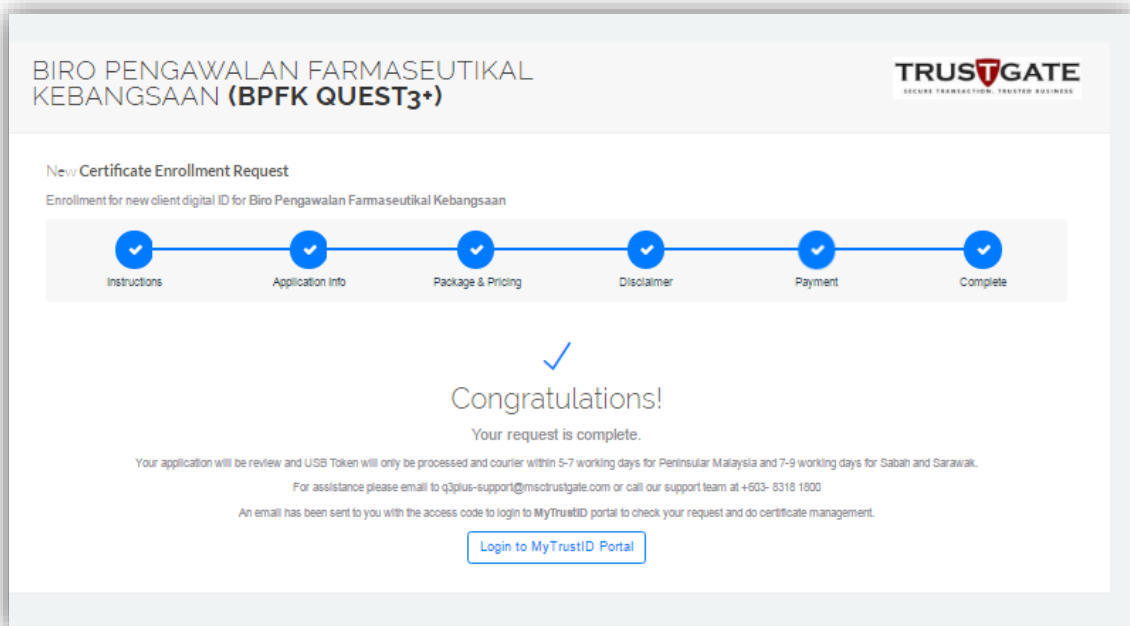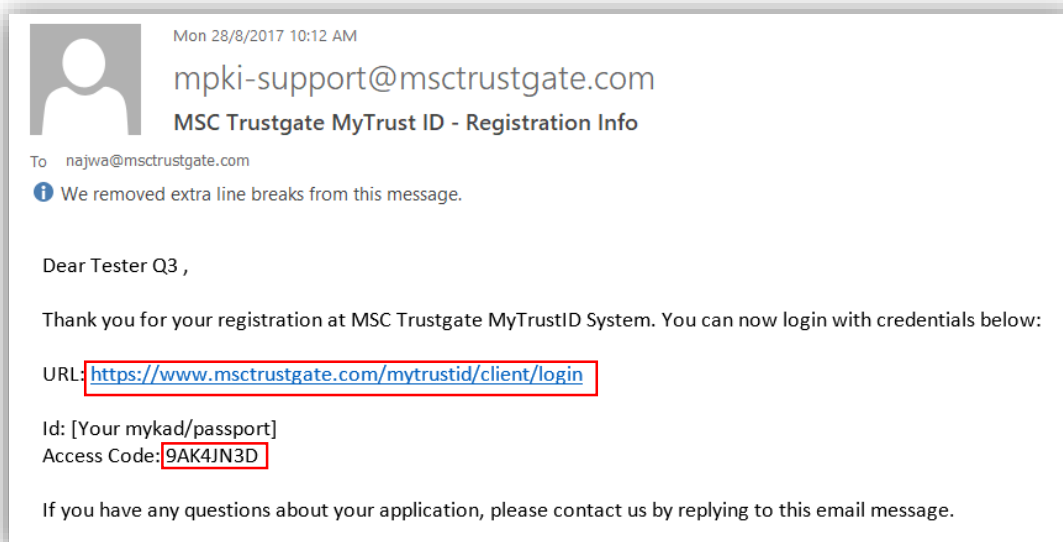
8) Enter MyKad / Passport (which is registered with BPFK) and access code (got from email above). Click **Login** button.

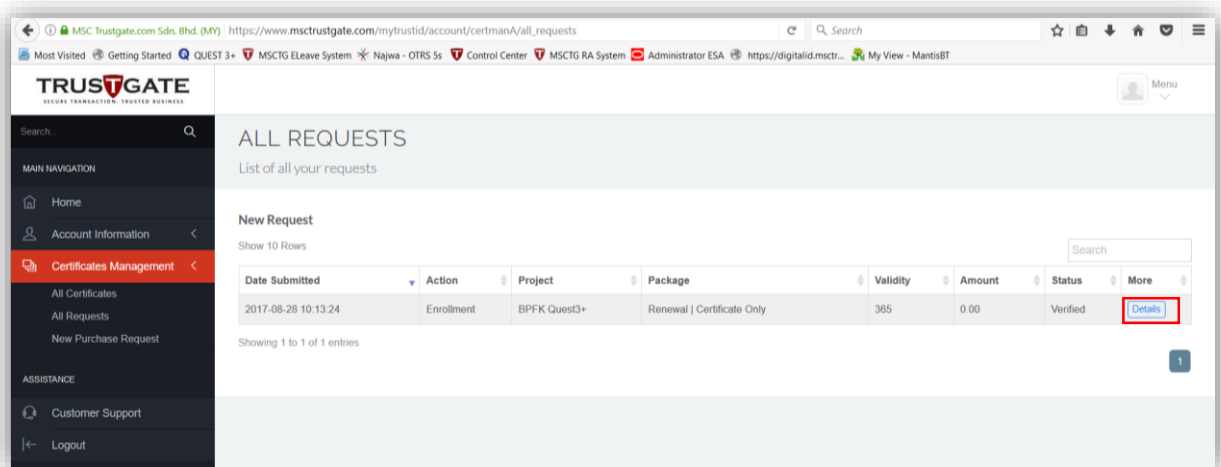9) Click **All Requests** to check your request **status** to renew certificate.

Type of status:

1) **Submitted** - User has submitted request and pending for verification
2) **Verified** - Request has been verified and pending for certificate approval
3) **Pending pick up** - Certificate has been approved and pending for user to pick up certificate
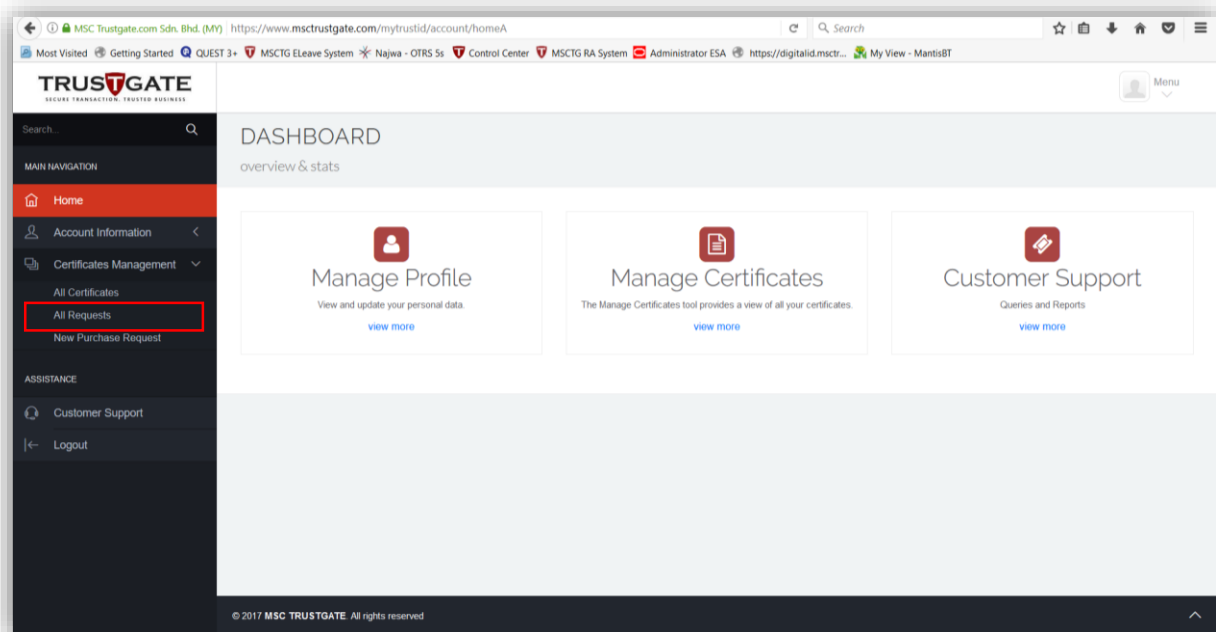
10)   Click Details to see your certificate details.

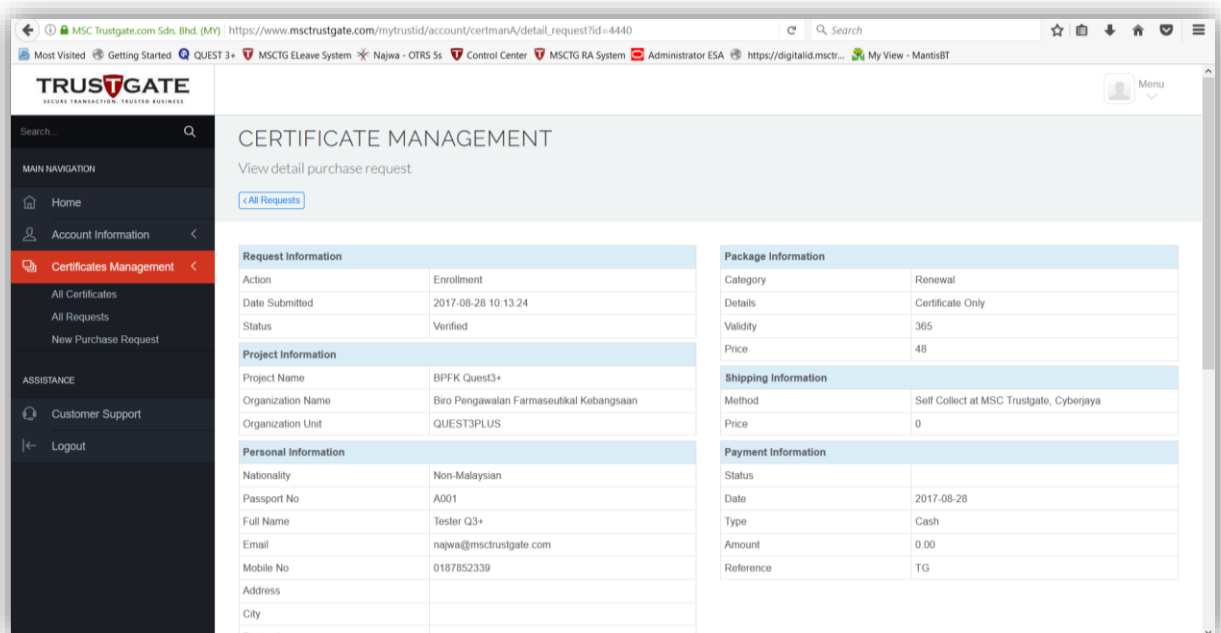**Status: Verified -** Request has been verified and pending for certificate approval

Certificate details request

11) Once your renew request have been approved by Administrator, you will get below email.
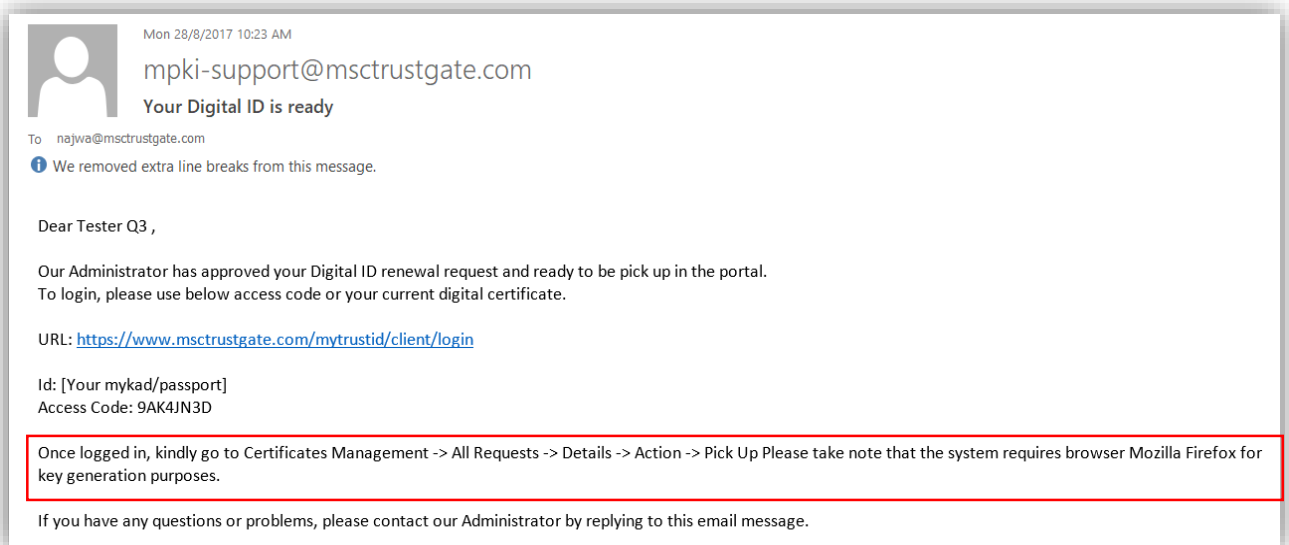
Status: Pending Pick Up - Certificate has been approved and pending for user to pick up certificate
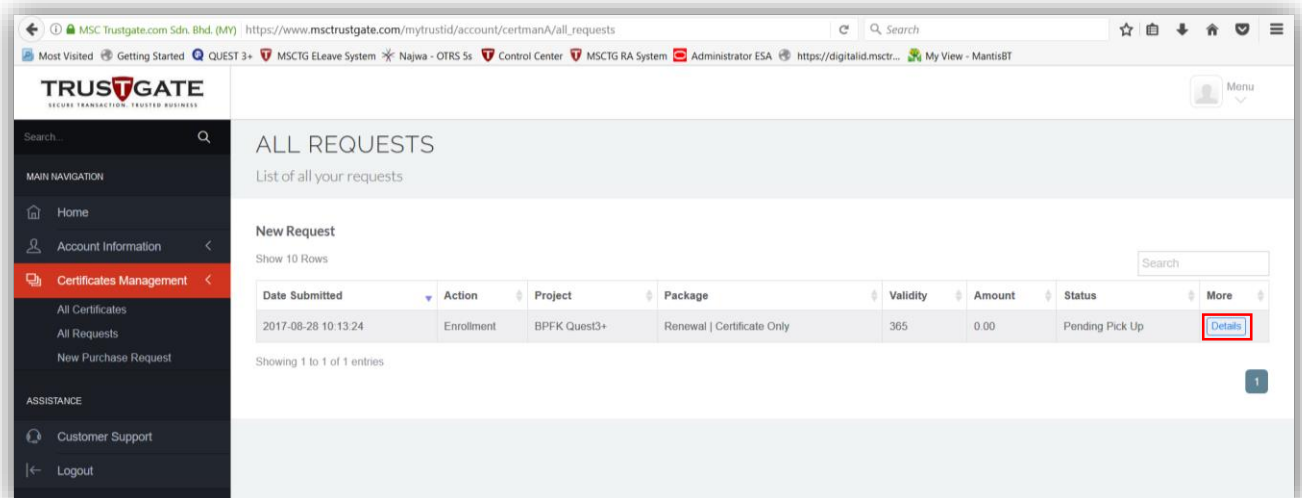
12) Pick up the certificate into the token. Note:

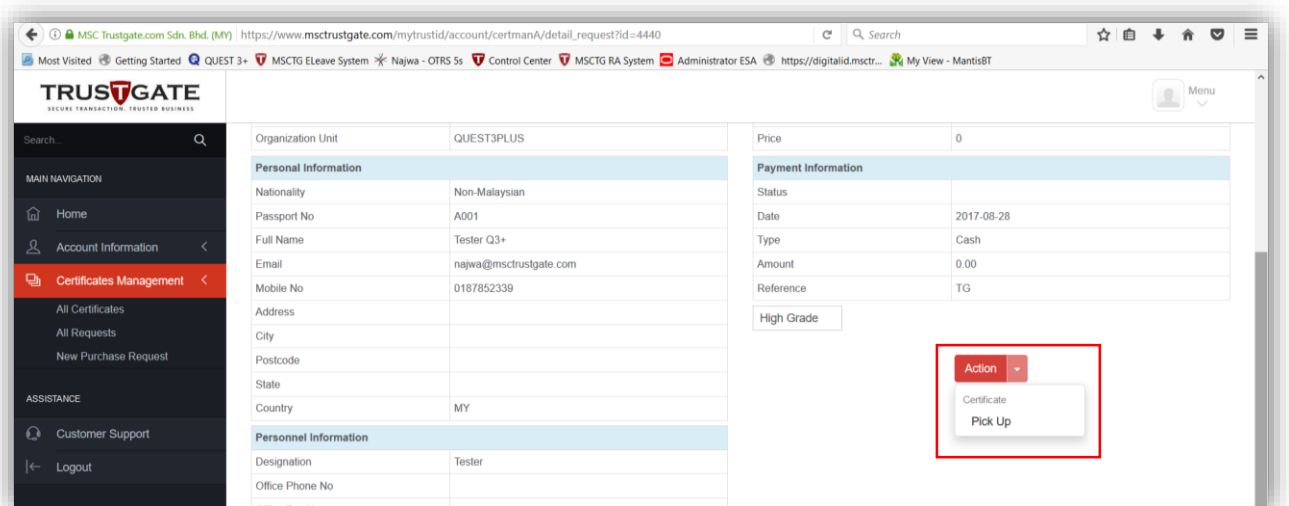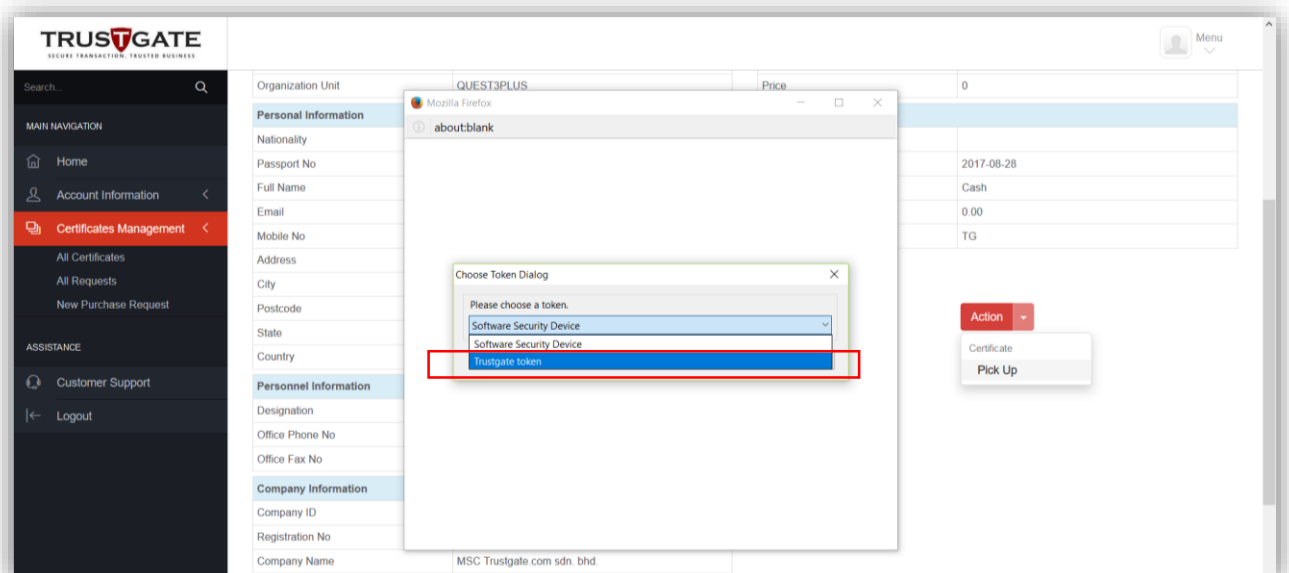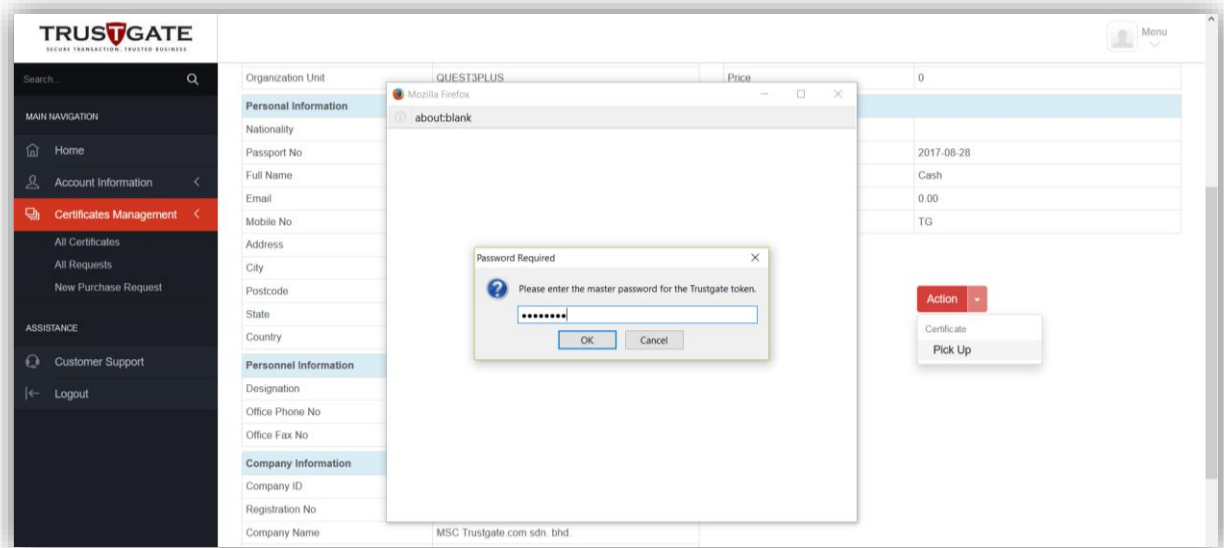13) Check all your certificate details and Click **Action → Pick Up**
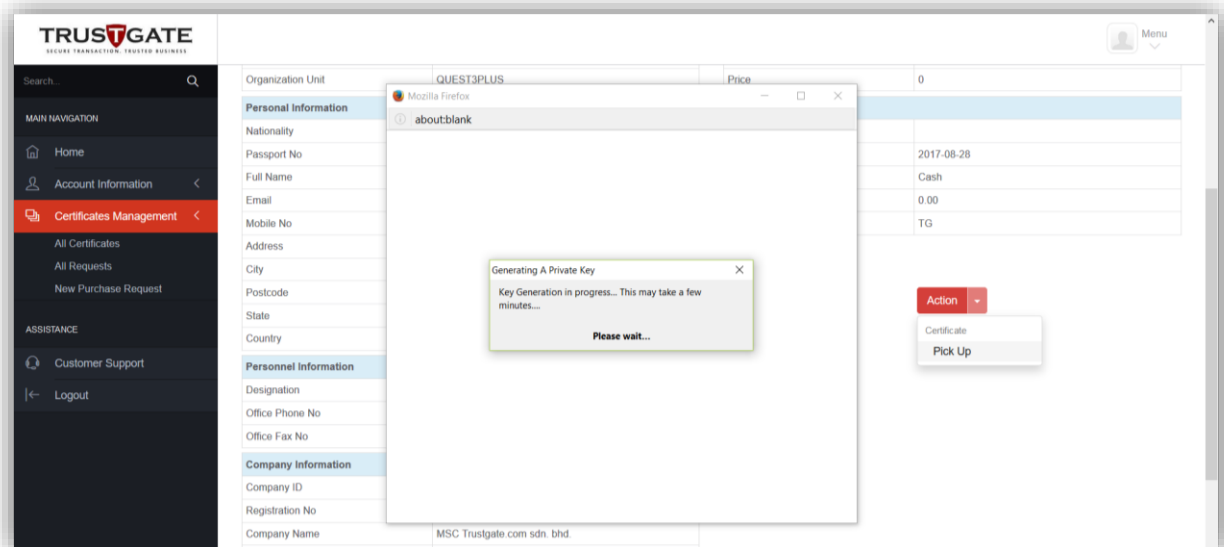

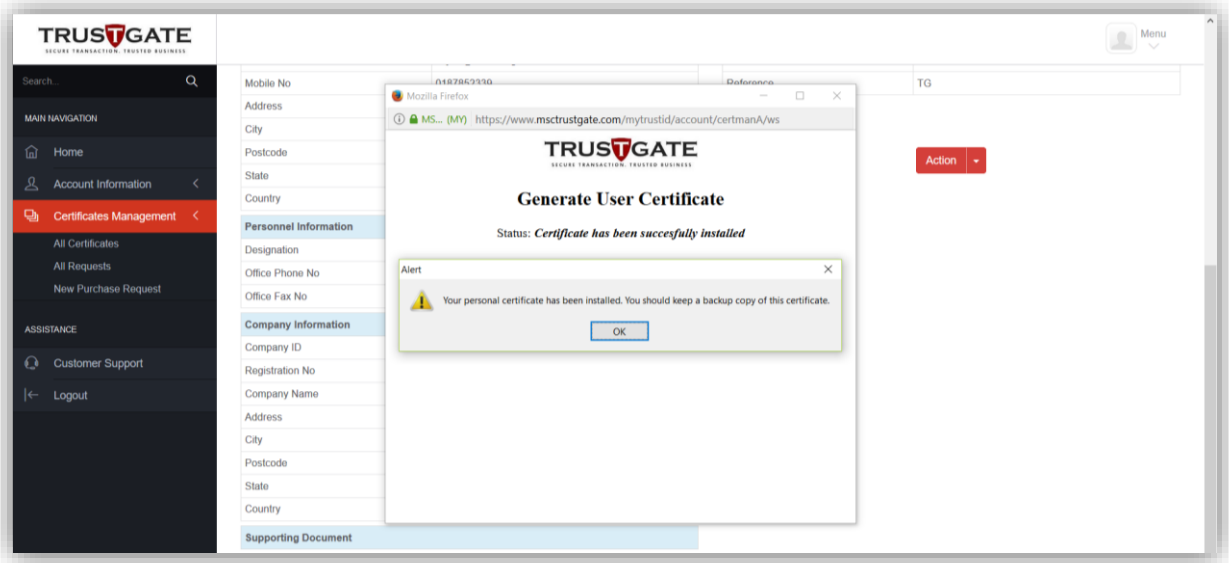14) Choose **Trustgate Token**.

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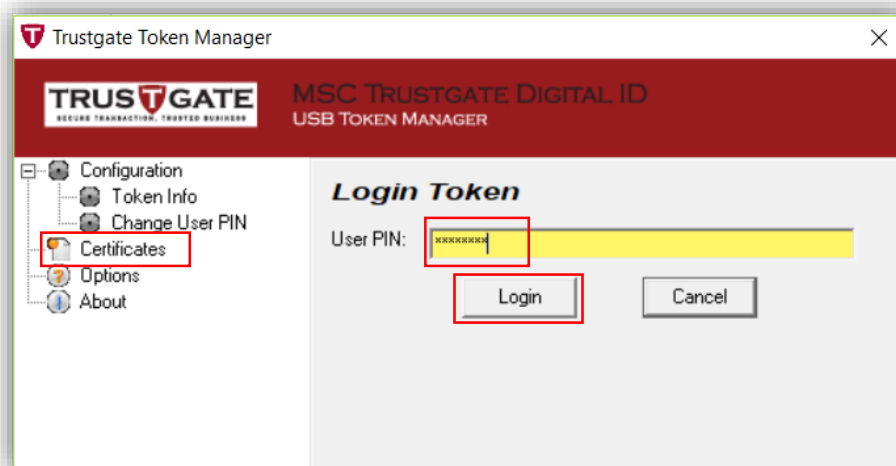15) Enter **Token PIN** for Trustgate token and click **OK**

Certificate, Private Key and Public Key is being generated.

Certificate has been successfully installed. Click **OK** button.

16)   Open **PKI Token Manager** to verify certificate already installed into the token. Click **Certificate** → Enter user **Token PIN** and click **Login** button.

17) Certificate Manager will show Certificate's name, Signature and Key Exchange usage which include Certificate, Private Key and Public Key. Click **Certificate** → click **View** button.
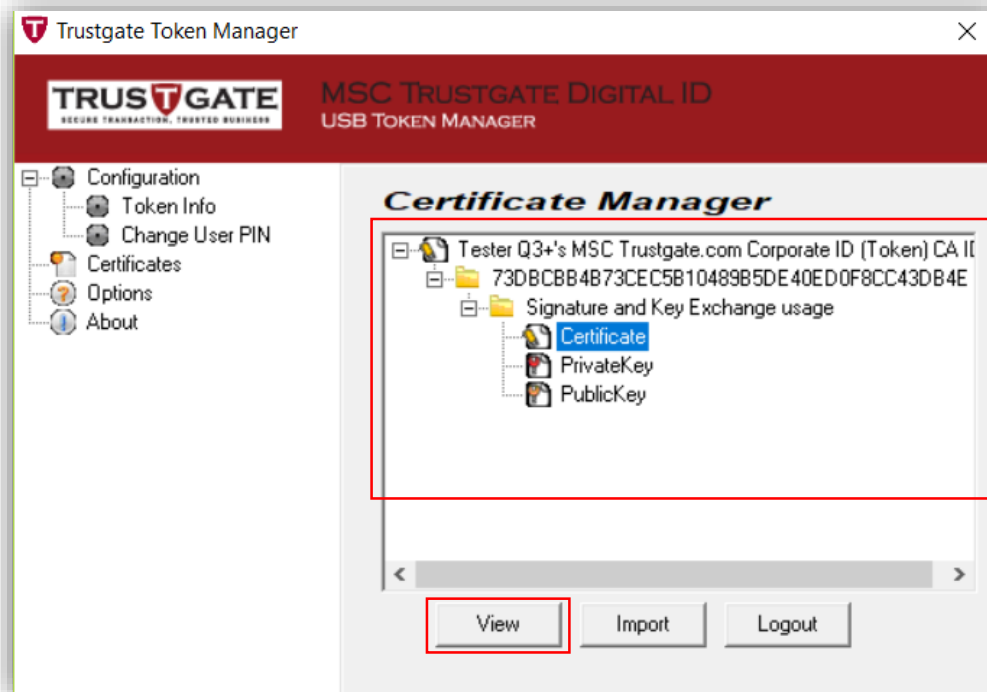
Certificate Information will show details below:
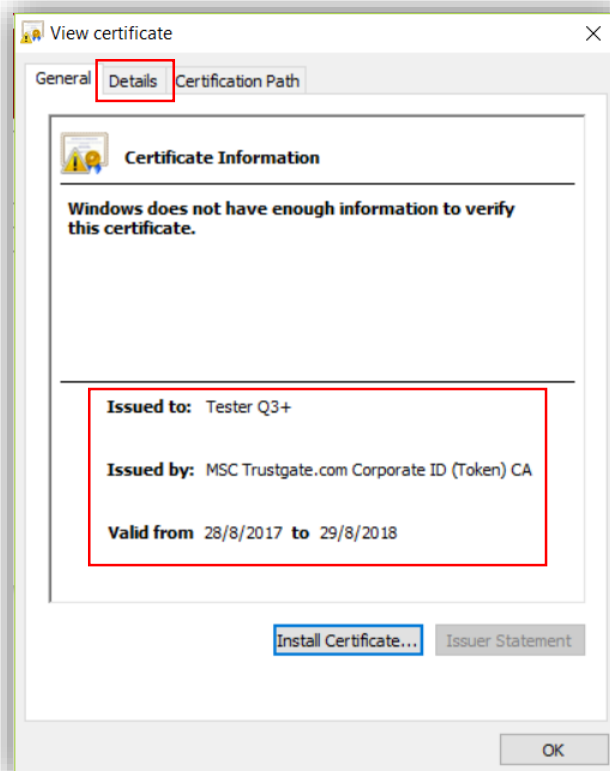
Click **Details** tab → click **Subject** field to view certificate details.