User Guide for

PKI Token

March 2020, Version: 2.0

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1. What is PKI token?

PKI token are hardware device that store digital certificates and private keys securely. 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.

2. What are type of Certificates Token Contain?

- Authentication Certificate
- Encryption Certificate
- Digital Signature Certificate

3. 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.

4. How to request for PKI Token?

- Send official Email for Technical team on pki@mtc.gov.om

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- Specify your requirements on Email, and objectives of your request
- Technical team will study your requirement and will be in follow up with you.

5. Digital Signature using PKI Token

5.1 PDF Signing

- Procedures are based on the 2017.012 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.
- Before start signature, some configurations needed, please follow below:

1. Ensure to include Signature Revocation Status. Go to Edit option→Preferences→Choose signature option→from Creation and Appearance section, press more→ Mark include Signature Revocation Status option

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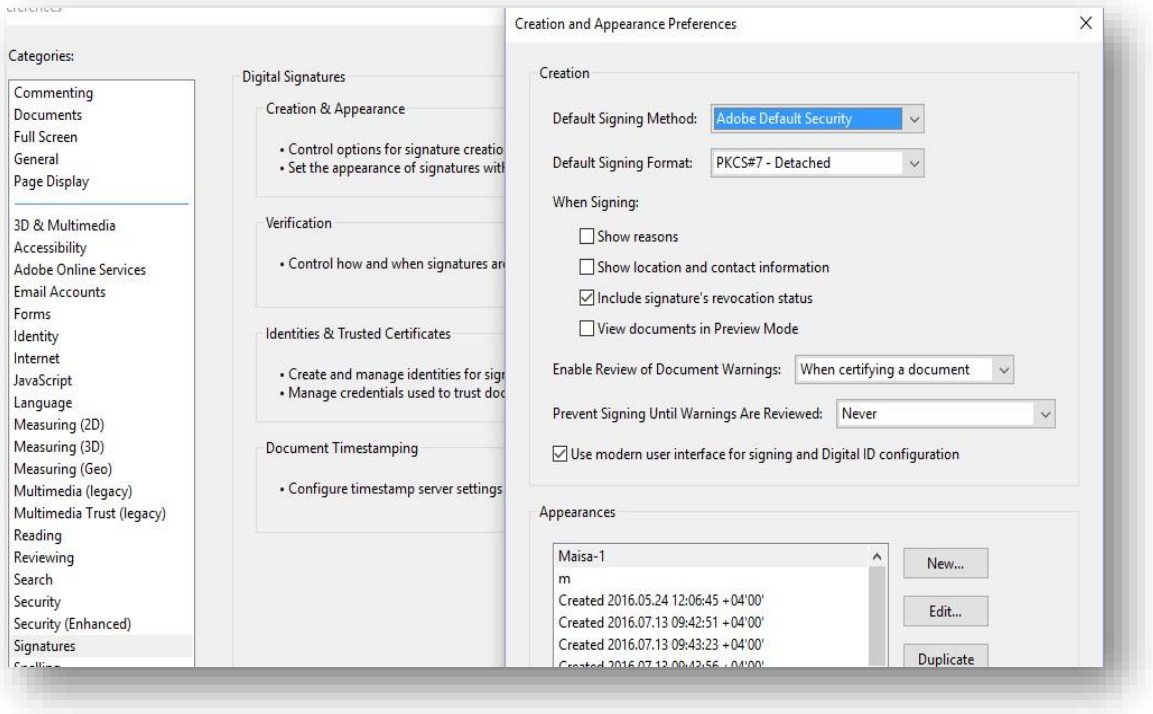

*Hint: This is for first time only.

1. In Edit→Preferences →Security (Enhanced), check Automatically trust sites Win OS security zones box

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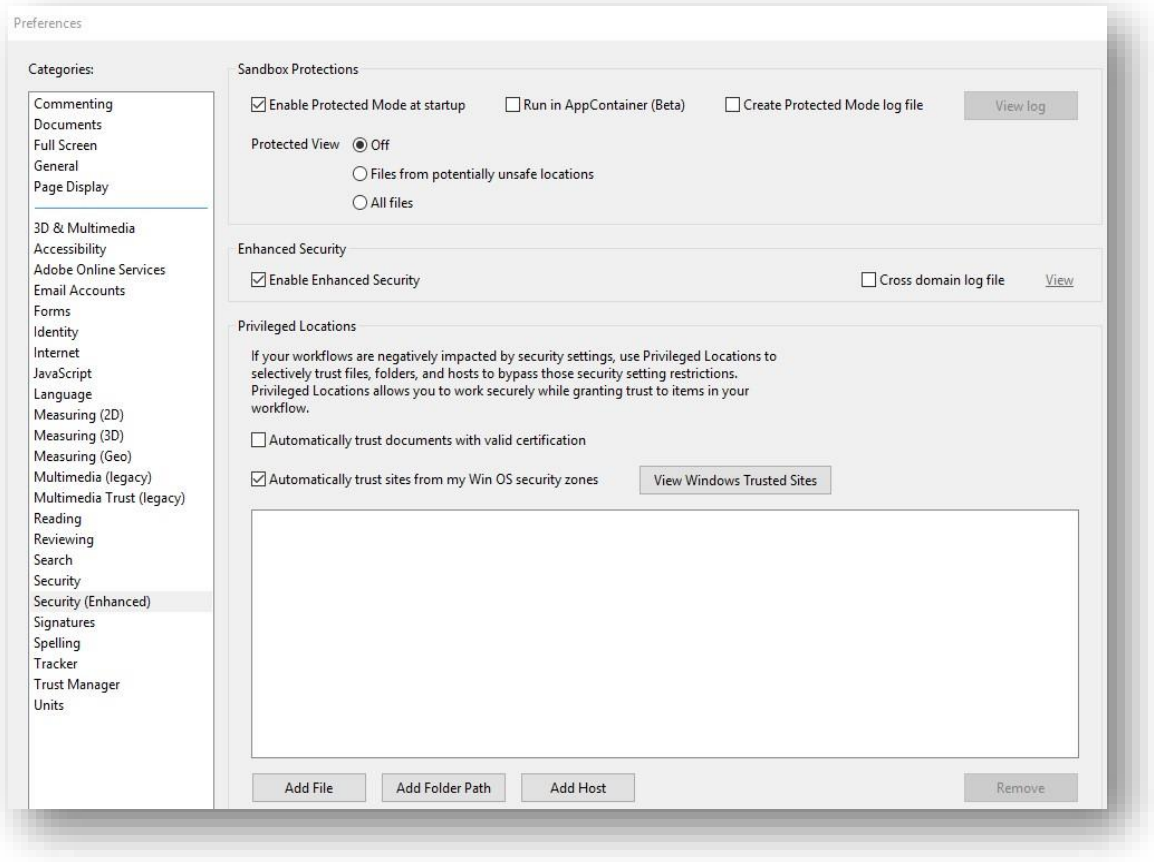
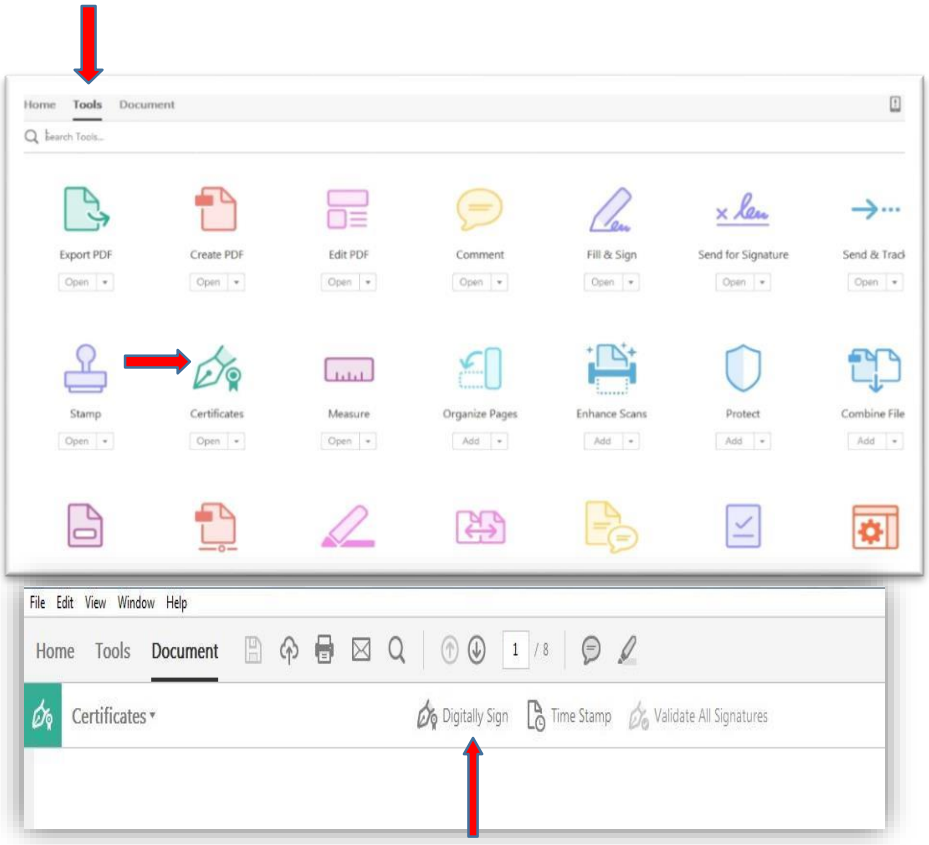


*Hint: This is for first time only.

✓ Open PDF File.

✓ Select Tools, then choose Certificates as shown below.



✓ After pressing Digital Sign, then you have to draw label for signature.

*Hint: place/location of Signature depended to you, where you want to Sign

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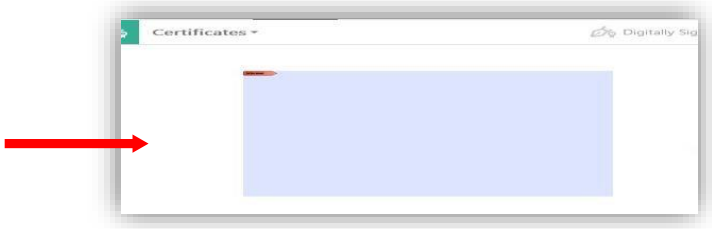
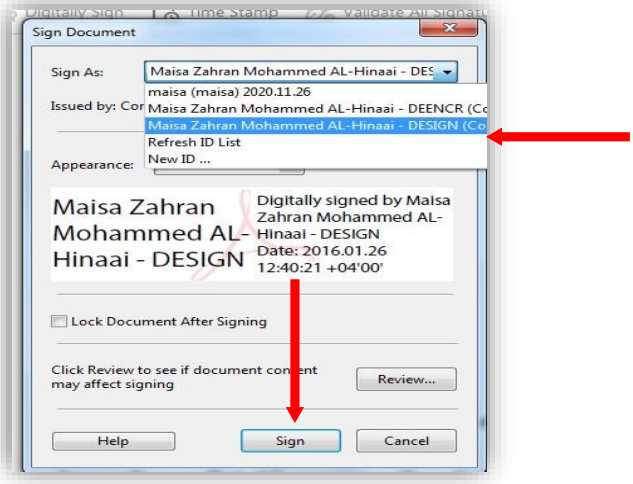
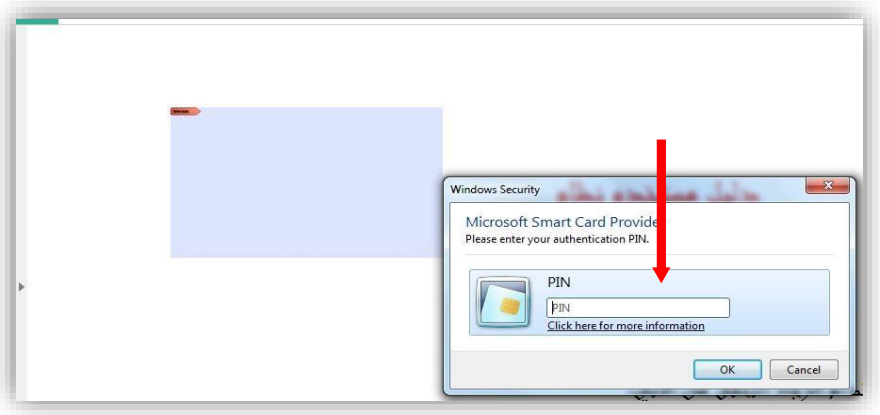


✓ The following box will appear, you have to choose **(<u>DESIGN</u>)**, and Click on Sign**.**



✓ Save your Document, and then enter your PIN



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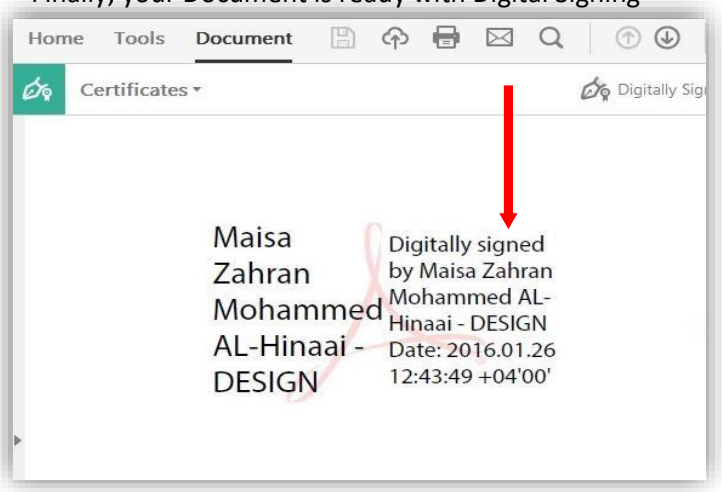
✓ Finally, your Document is ready with Digital Signing



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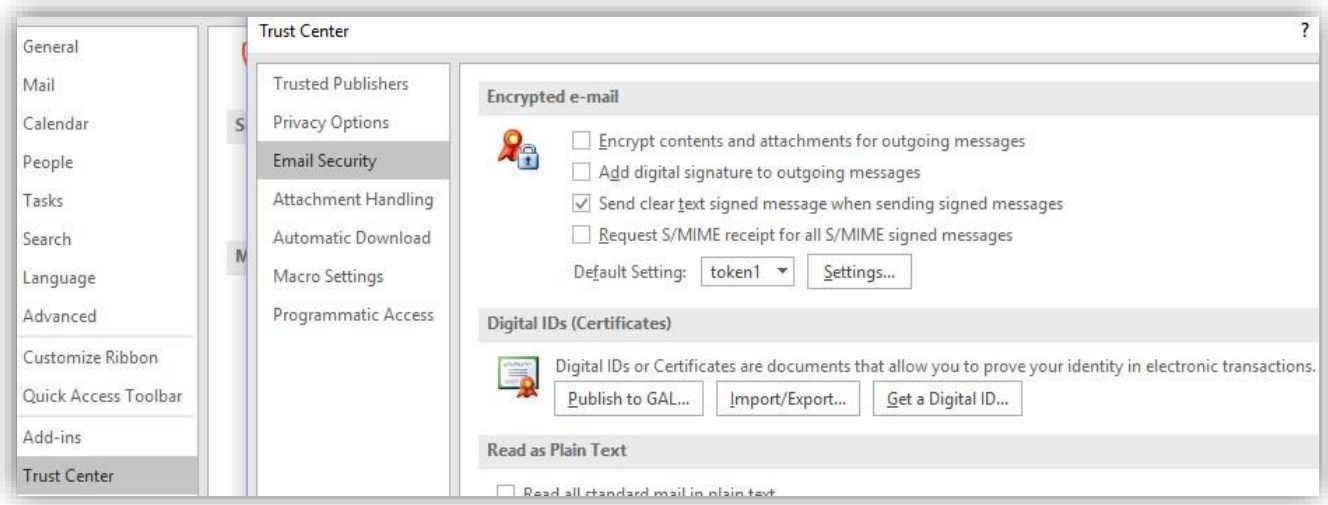
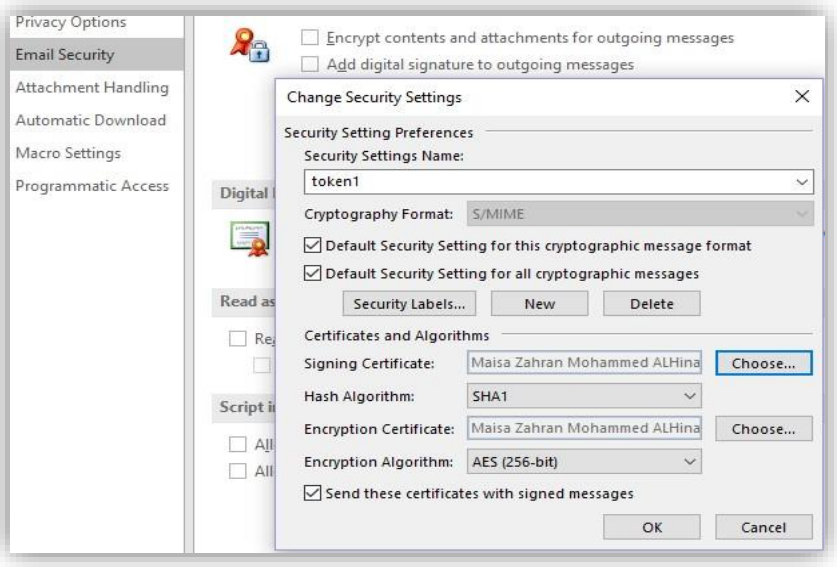
5.2 Email Signing

✓ Go to file menu→press Trust Center→click on press center setting→ from menu choose Email Security→Default Setting→ click on settings…

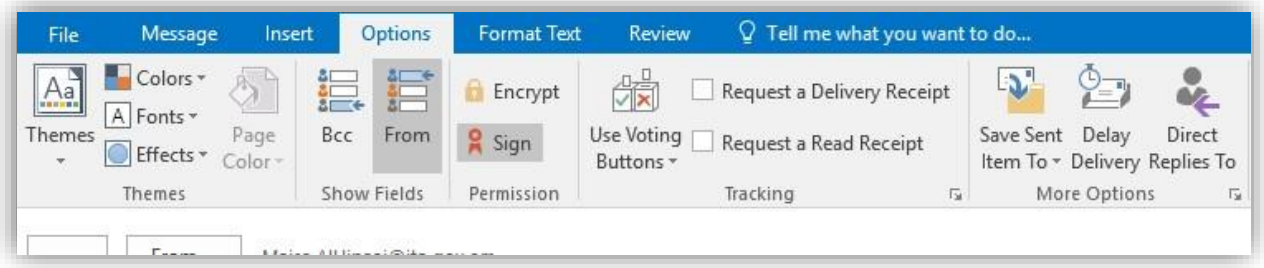


✓ Ensure to include signing certificate. On Certificates and algorithms section→Go to Signing Certificate→Press Choose→ Token Certificates will be appeared, choose (DESIGN).



*Hint: This is for first time only.

✓ Go to new email, on option press Sign



✓ Add recipients of Email

✓ Press send, and system will ask user for Token PIN code

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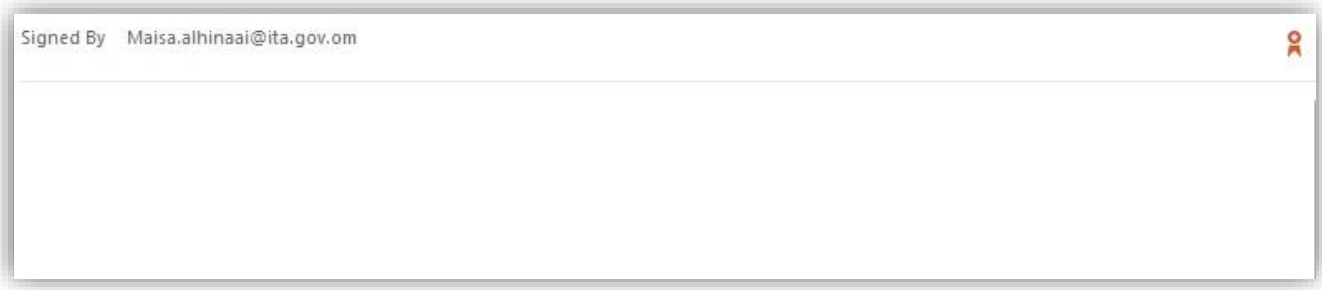
✓ Your email will be signed , and will appear as below



6. 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

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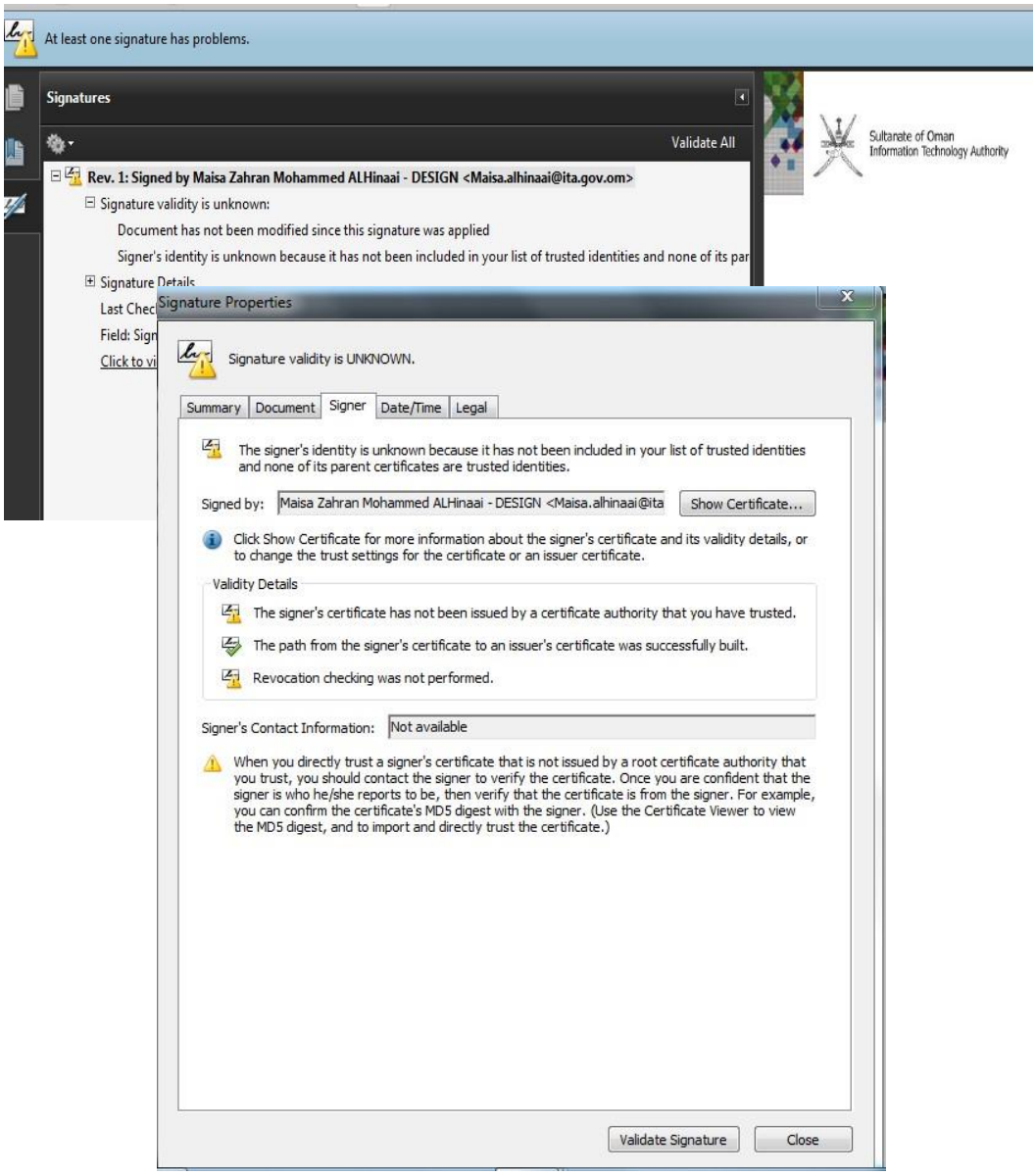
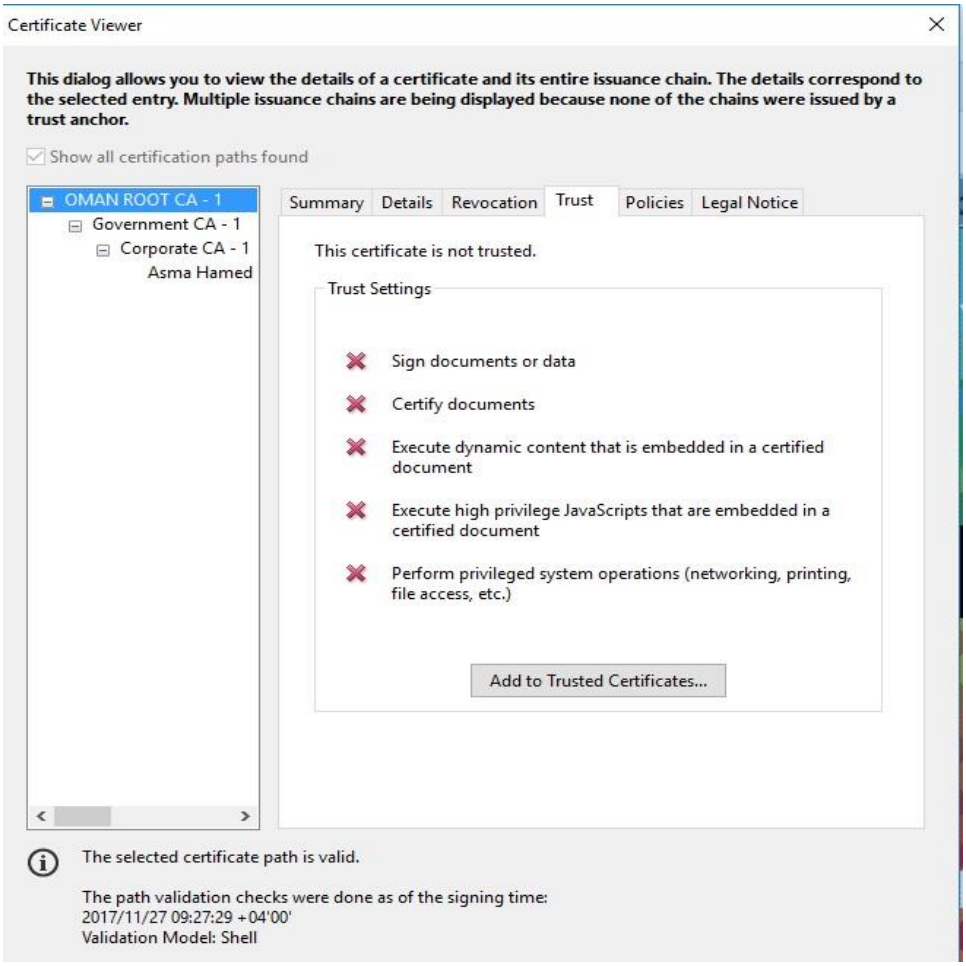
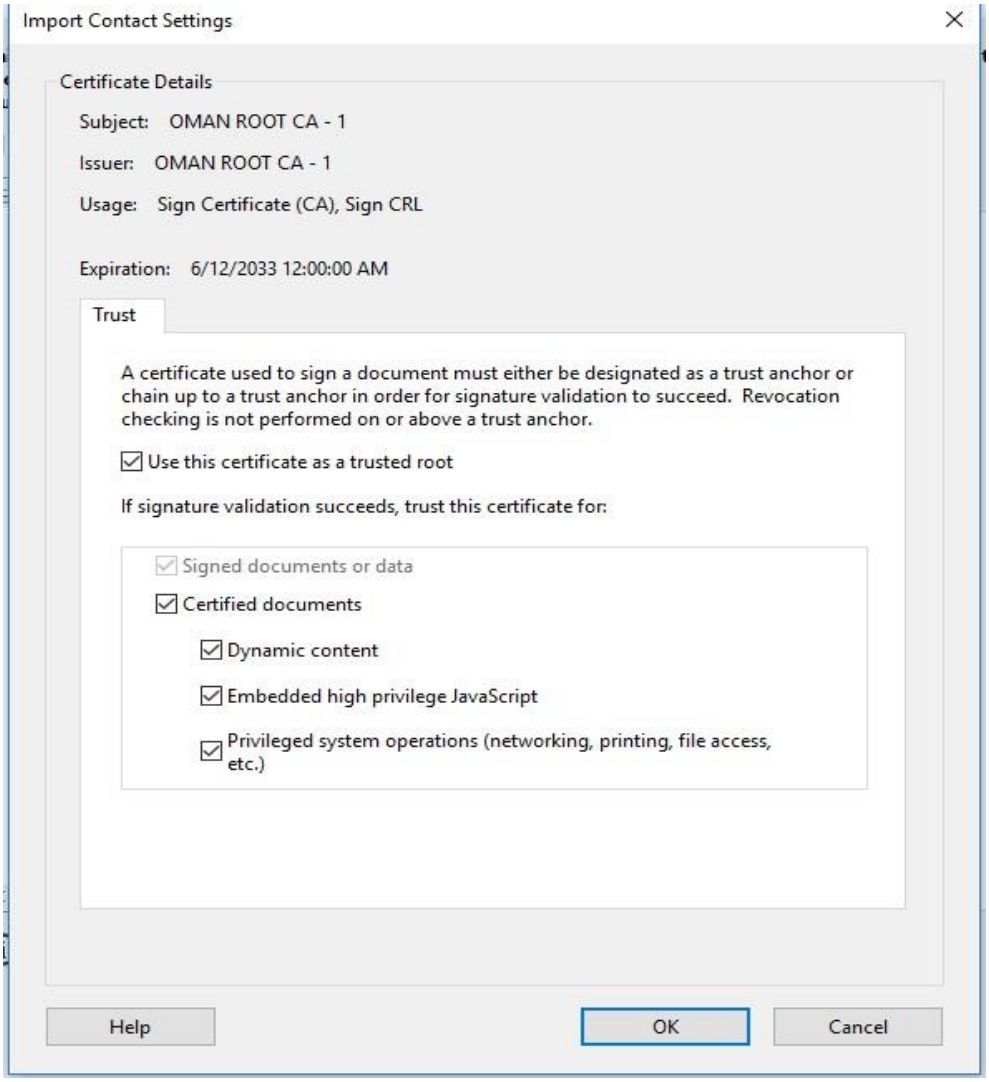


To manually add Oman Root CA Certificate on the Adobe Trusted Identities, open the signature properties and Signature is not trusted:

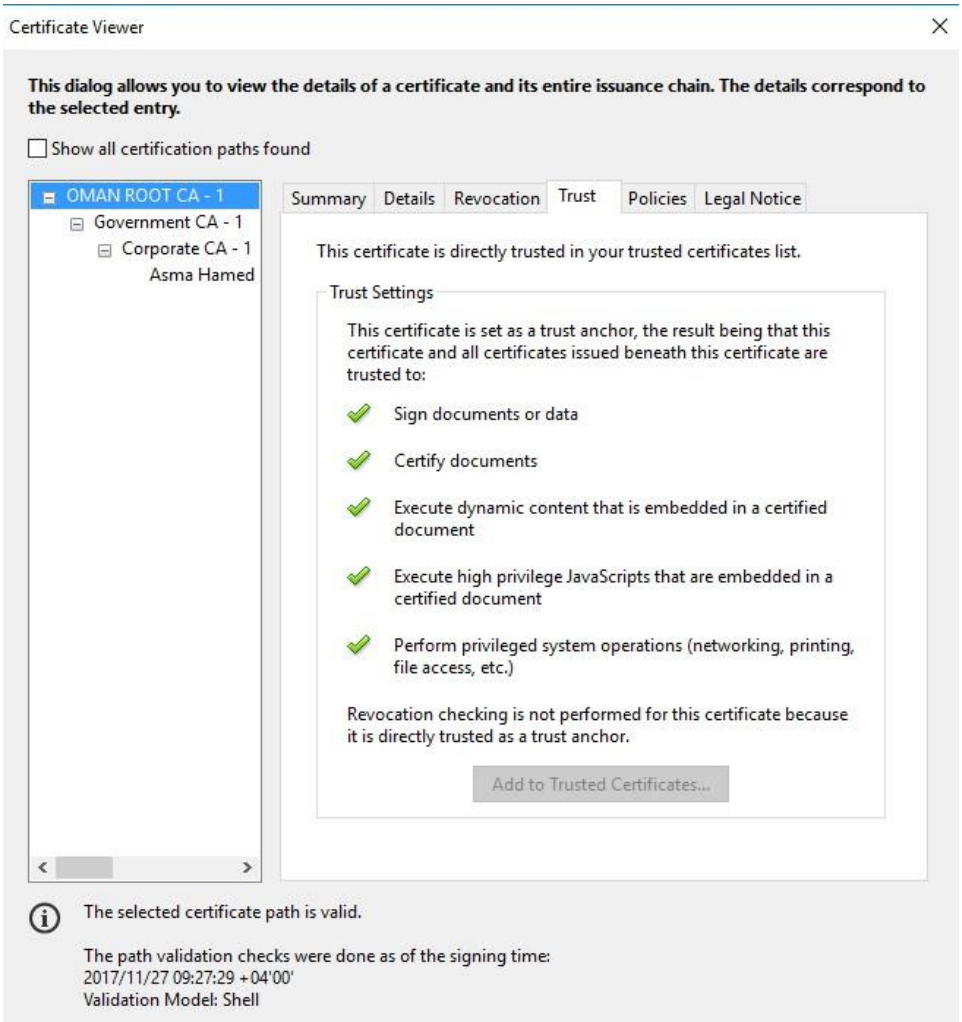
- Click Show Certificate and select Trust tab.
- Be sure that you have selected the topmost Root Certificate.



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



- After all dialog boxes are closed and the document is re-opened, the signature is considered Valid.



- The Root Certificate is now Trusted and all signatures generated with this Root Certificate will be also Trusted.

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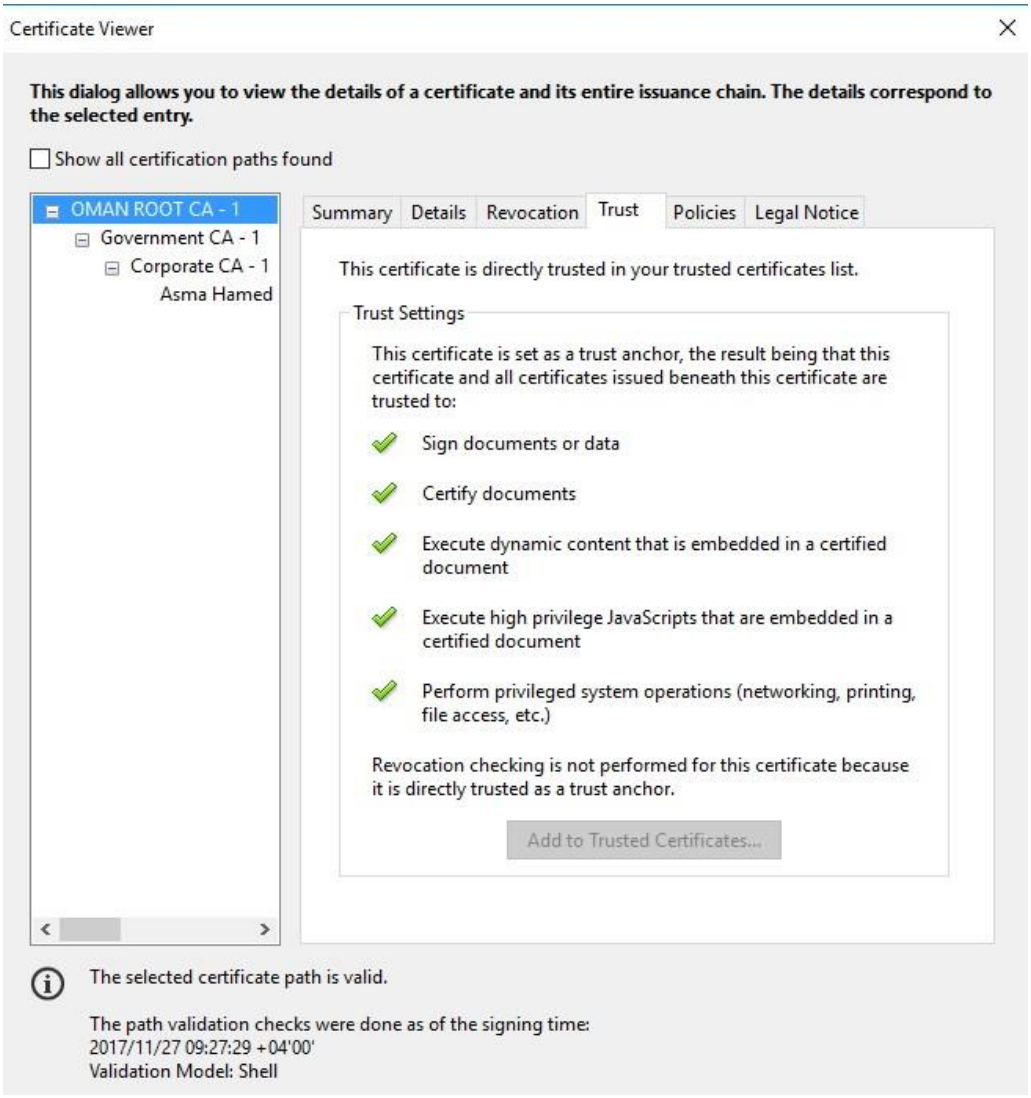
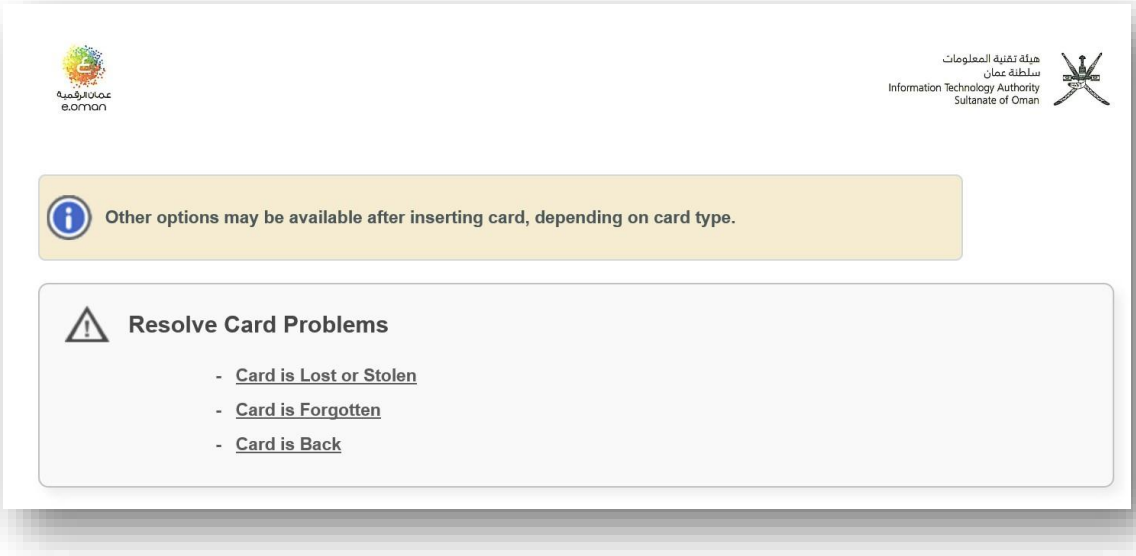

Certificate Viewer
This dialog allows you to view the details of a certificate and its entire issuance chain. The details correspond to the selected entry.
Show all certification paths found
OMAN ROOT CA - 1
Government CA - 1
Corporate CA - 1
Asma Hamed
Summary
Details
Revocation
Trust
Policies
Legal Notice
This certificate is directly trusted in your trusted certificates list.
Trust Settings
This certificate is set as a trust anchor, the result being that this certificate and all certificates issued beneath this certificate are trusted to:
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.)
Revocation checking is not performed for this certificate because it is directly trusted as a trust anchor.
Add to Trusted Certificates...
The selected certificate path is valid.
The path validation checks were done as of the signing time:
2017/11/27 09:27:29 +04'00'
Validation Model: Shell

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



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

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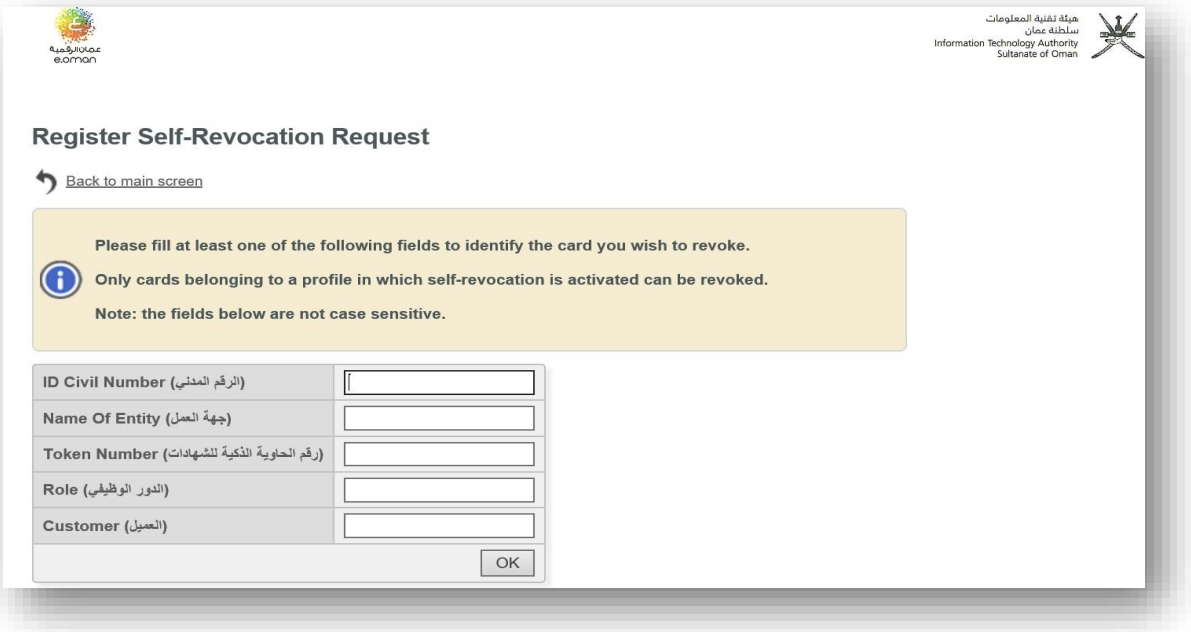

- ✓ Card(Token) serial number will be appear to you, choose card(Token) you want to disabled
- ✓ Then, system will ask you to answer your security question that you chooses during token Activation.
- ✓ If you can't remember the answer for the security questions then you need to contact NDCC team on telephone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

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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 temporarily suspend any online use of the token till you find/get the token.)

- ✓ Open selfcare portal (https://selfcare.pki.ita.gov.om/)
- ✓ Choose the option, (Card is Forgotten) as below

** This option will help users to disabled card for temporary (Suspension).

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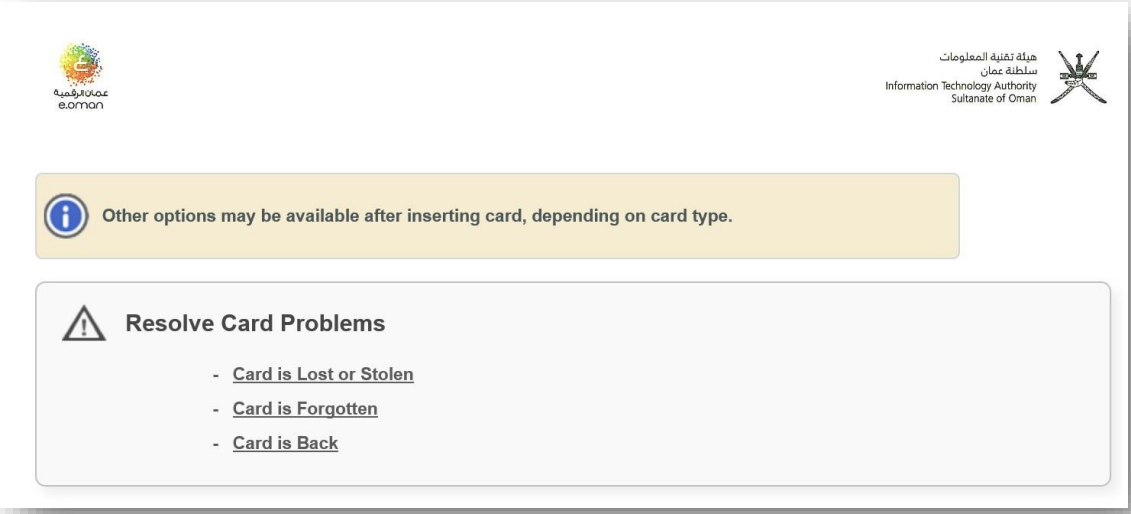

✓ System will ask user to enter Civil ID number.

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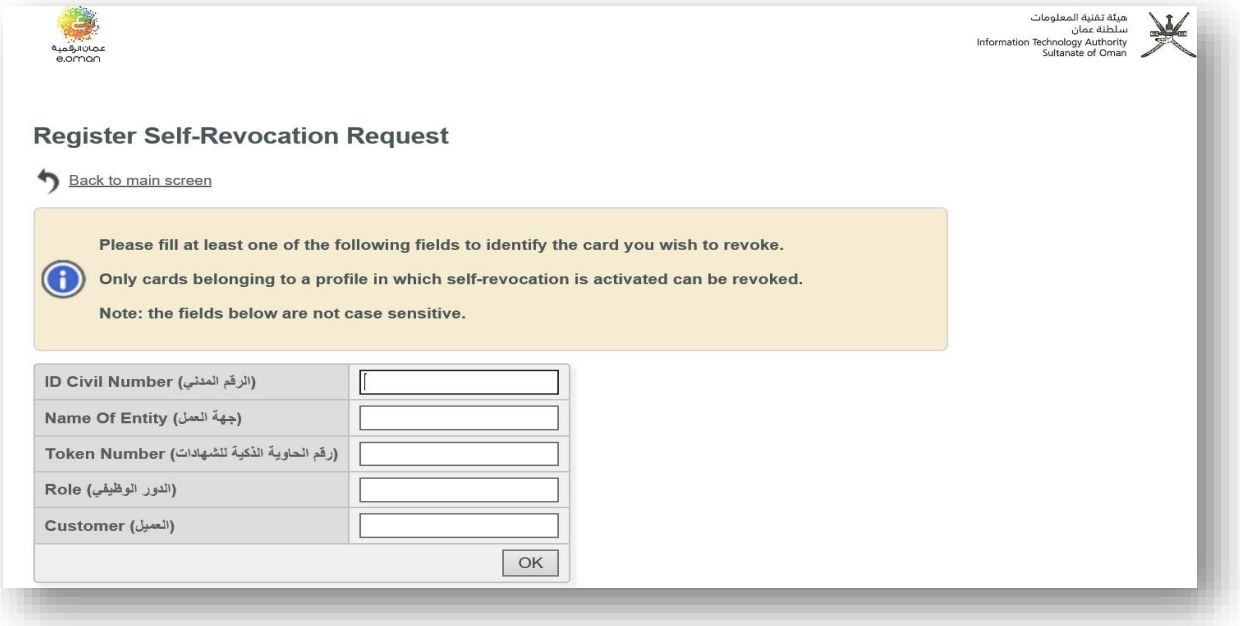
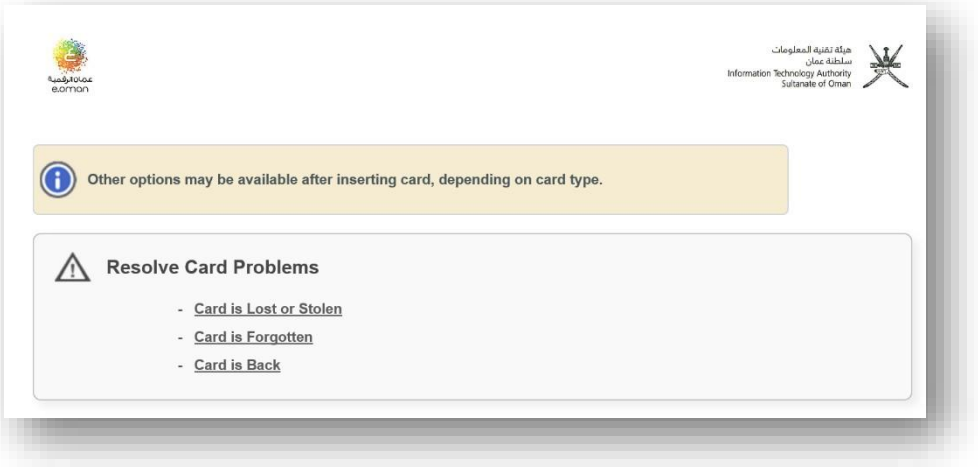


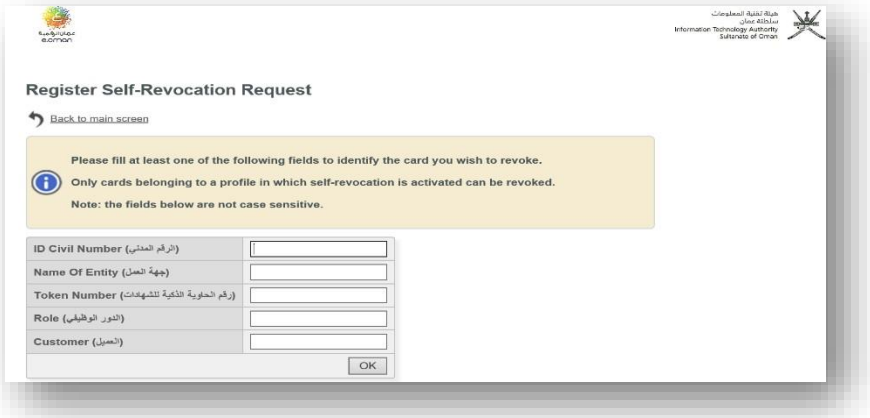
- ✓ Card(Token) serial number will be appear to you, choose card(Token) serial number you want to disabled.
- ✓ System will ask user to answer security questions that you choose them during Token Activation.
- ✓ If you can't remember the answer for the security questions then you need to contact NDCC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

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

- ✓ Open selfcare portal (https://selfcare.pki.ita.gov.om/)
- ✓ Choose the option, (Card is back) as below



- ✓ System will ask you to enter your Civil ID number



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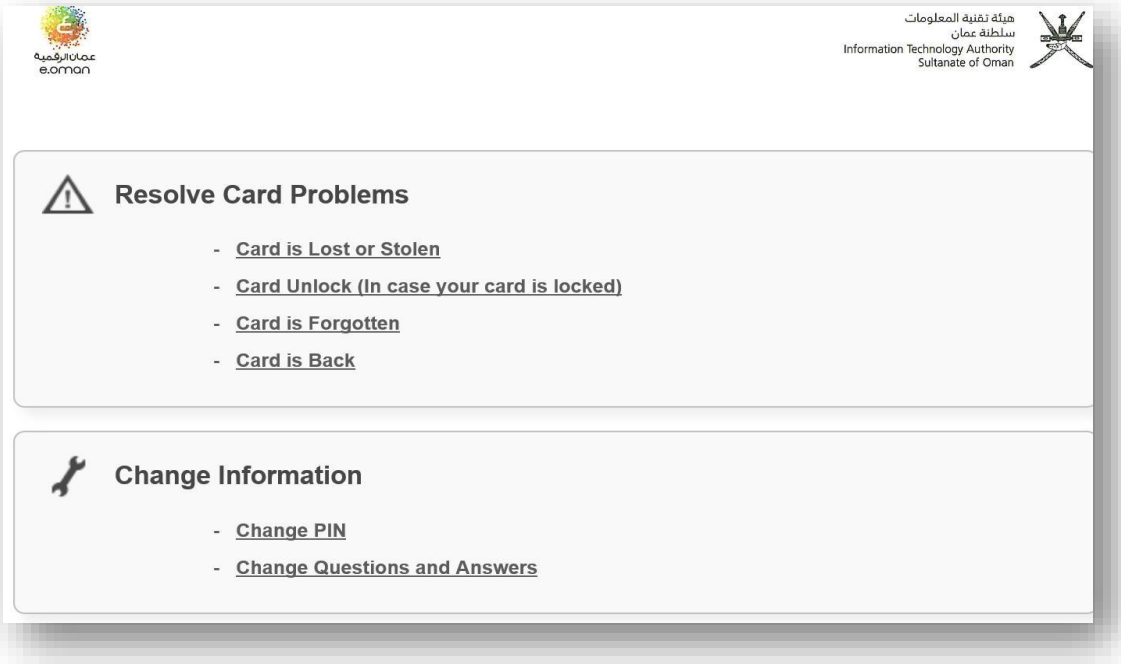
- ✓ Result will be appear, if you request before to disable card or not.

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

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



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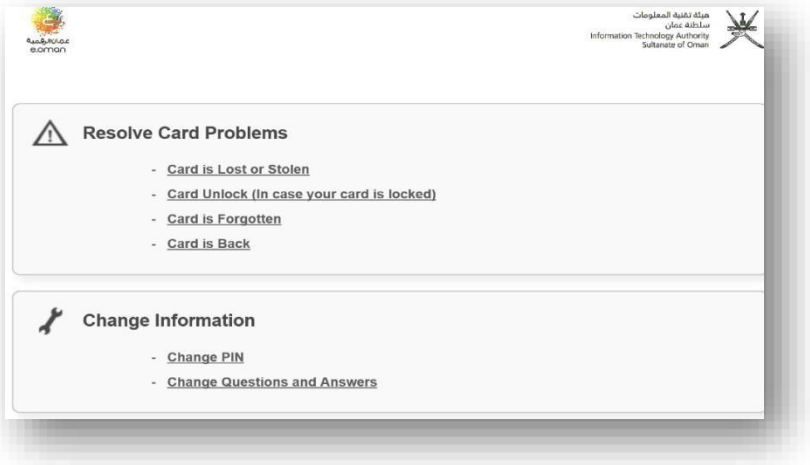
- ✓ System will ask user to answer security questions that you choose them during Token Activation.

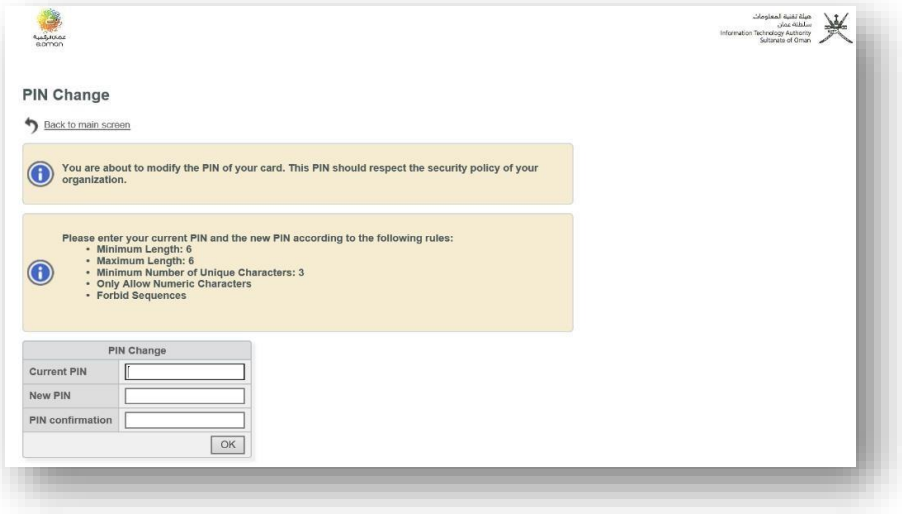
** If you aren't able to remember your security questions, please contact Technical team on: Pki@mtc.gov.om or PkiSupport@mtc.gov.om

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

- ✓ Open selfcare portal (https://selfcare.pki.ita.gov.om/)
- ✓ Insert your token in laptop.
- ✓ Go to change information section.
- ✓ Choose, change PIN

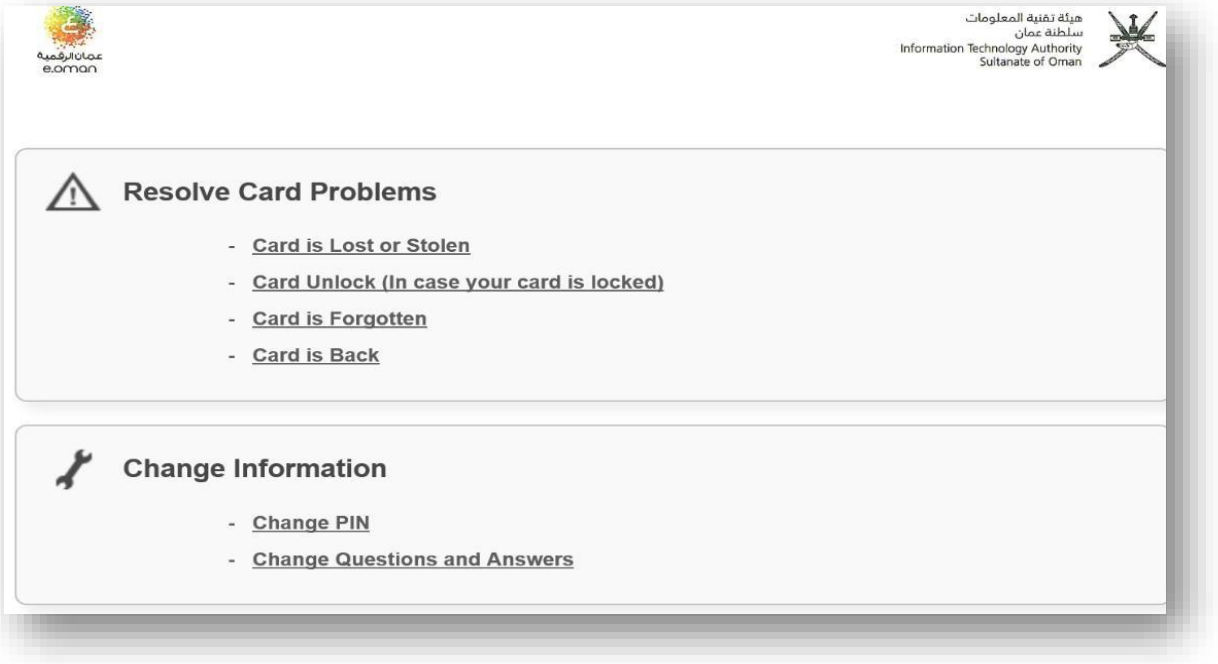


- ✓ System will ask you to enter your Current PIN code, and New PIN code



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

- ✓ Open selfcare portal (https://selfcare.pki.ita.gov.om/) ✓ Insert your token in laptop.
- ✓ Go to change information section, and choose change security questions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سلطنة عمان
Information Technology Authority
Sultanate of Oman
Resolve Card Problems
- Card is Lost or Stolen
- Card Unlock (In case your card is locked)
- Card is Forgotten
- Card is Back
Change Information
- Change PIN
- Change Questions and Answers

Thank You for Using NDCC Services

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