



User Guide for Digital Certification Service "TAM"

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Content

1 What is Digital Certification?	2 Why do you need Digital Certification Service?	3 What are the benefits that you get from Digital Certification?
4 How do you get your Digital Certification?	5 Activation of Digital Certification on ID card	6 Activation of Digital Certification on SIM card
7 Steps to Activate Digital Certification Service on Mobile SIM Card	8 Access to Electronic Services (Using eID)	9 Access to Electronic Services (Using Mobile PKI)
10 What is Sconnect and What are the browsers and operation systems its supported?	11 How do you download and install Sconnect?	12 Frequently Asked Questions

1

What is Digital Certification?



Digital Certification is an online certification method provided by the National Digital Certification Center (NDCC) through the ID/Resident Card and SIM Card. It enables the users to complete transactions online without the need of having to be physically present at service providers' locations.

2

Why do you need Digital Certification Service?

1. Prove and authenticate your digital identity to ensure processing all electronic services.
2. Sign any transaction electronically in a way that provides the same legality like regular transactions that are based on hand written signature and physical existence of the user.

3

What are the benefits that you get from Digital Certification?



By opting for Digital Certification, you will enjoy the following benefits:

Your personal data will be secured and protected



Authentication of your digital identity online without the need for your physical appearance



The ability to sign any document or application electronically



Having eSignature valid and trusted with the same legality as regular signature



The ability to validate and integrate the signed documents



24 /7 access to government services from anywhere



4

How do you get your Digital Certification?



You can get your Digital Certification service via:



ID / Resident card



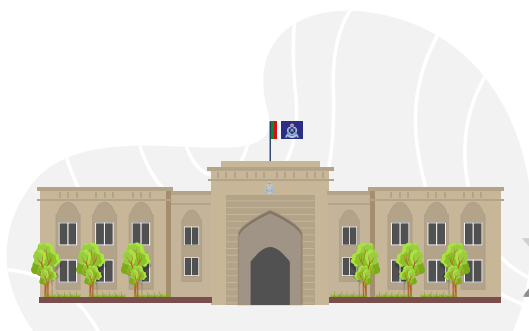
Mobile SIM card

5

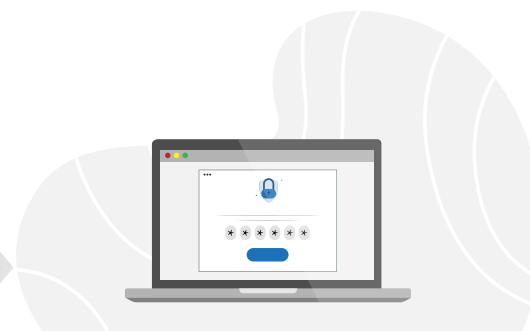
Activation of Digital Certification on ID card



You can activate Digital Certification services on your ID/Resident card using the following steps:



Visit any of the ROP Civil Status Centers to activate your ID/Resident card.



At the Civil Status Center, you will be asked to enter 6 (digits) for your personal Identification number (PIN).

Notes:

- You will not receive any SMS containing the PIN code.
- Please do not share your PIN code with anyone for security purposes.
- There is no subscription fee of Digital Certification service on ID Card.
- Digital Certification service on ID/Resident card will expire at the end of card expiry date.

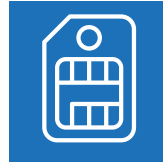




In order to activate the Digital Certification service on your mobile SIM card, you have to ensure the following:



Your ID/Resident card should be activated. To know more please refer to [Activation of Digital Certification on ID card](#)



Your SIM Card should be PKI supported, if not please replace it from Omantel/Ooredoo outlets



Your SIM Card MUST be registered with your name



You need a card reader



Your browser should support [SConnect](#). Please visit SConnect website to check the compatibility of your browser and operating system

Notes:

- You will not receive any SMS containing the PIN code.
- Please do not share your PIN code with anyone for security purposes.
- Digital certification on mobile phone will expire after 3 years of activation.





Step (1)

- Open website
www.oman.om/tam

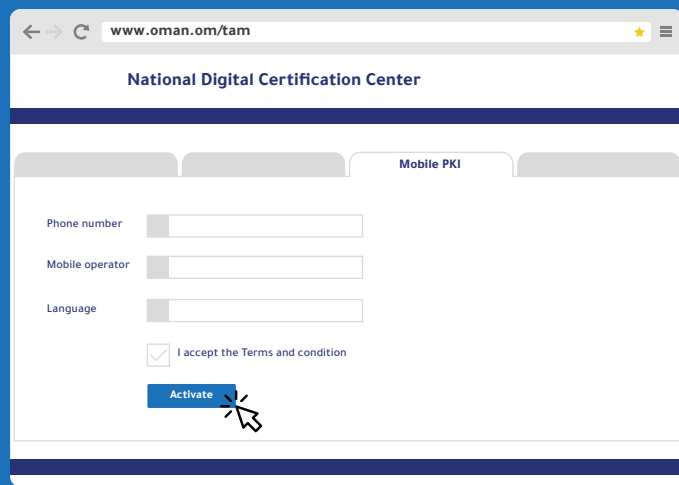


- Choose Mobile PKI Activation



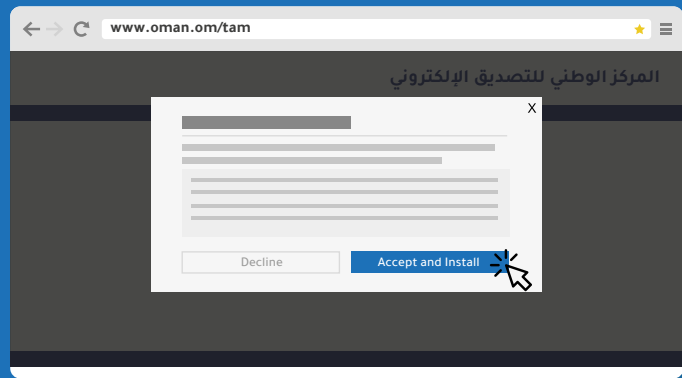
Step (2)

- Enter your Phone Number
- Choose your Telecommunication Company (Omantel/Ooredoo)
- Press Activate

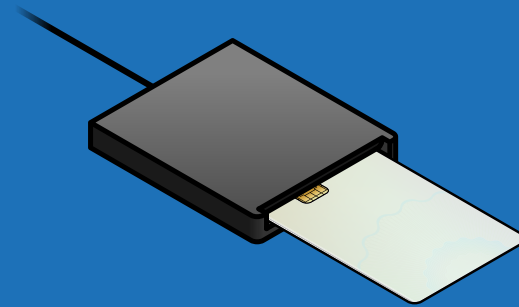


Step (3)

- After clicking on submit, a new window will appear asking you to insert your ID card on the card reader to authenticate your identity
- Insert your ID card in the card reader
- A new window will appear asking you to download Sconnect application at the first time.
- Click on agree and download



Step (4)

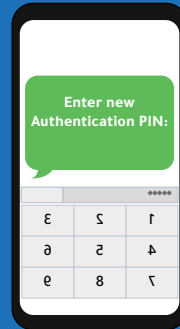
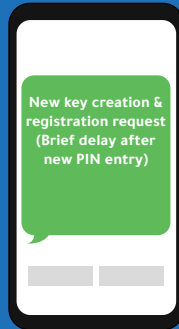


- Enter the Pin Number (7 digits) of your ID card



Step (5)

- On your mobile number, you will be asked to enter your PIN number (6 digits)
- The system will ask you to enter your PIN number six times to ensure security of your personal identity.
- After completing these steps, your mobile PKI will be activated



Secure your PIN code and don't disclose or share it with anyone.

8

Access to Electronic Services (Using eID)

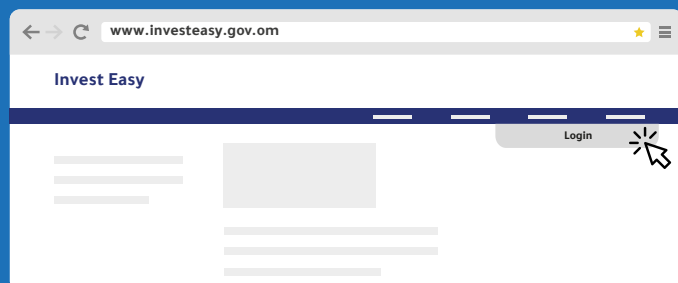


- Open any entity's website that uses Digital Certification

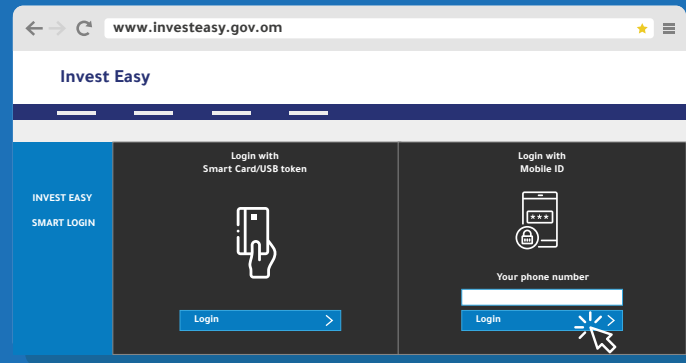
*For Instance: www.investeasy.gov.om



- Go to Login



- Choose login with smart card



- Insert your ID card in the Card reader

- Enter your PIN number (6 digits)

You will be identified automatically (as shown), after sending your Personal information



9

Access to Electronic Services Using Mobile PKI)

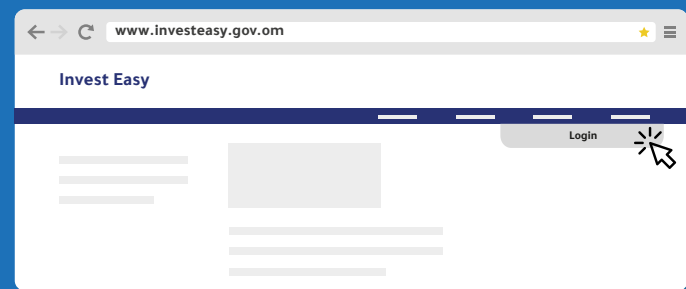


- Open any entity's website that uses Digital Certification

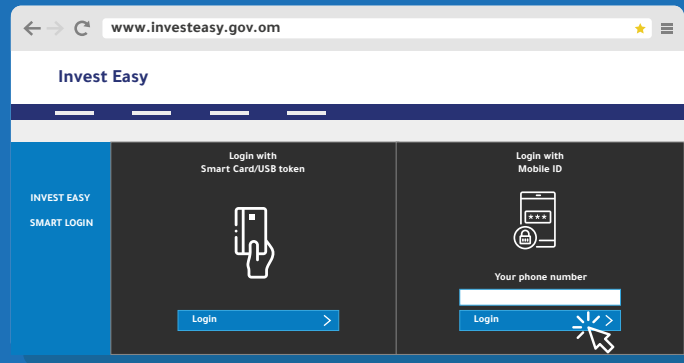
*For Instance: www.investeasy.gov.om



- Go to Login

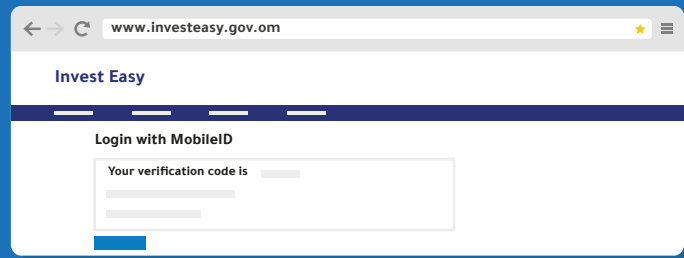


- Press Login using Mobile PKI

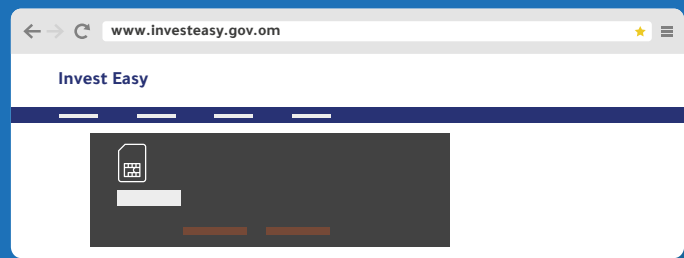


- Insert your Phone Number.

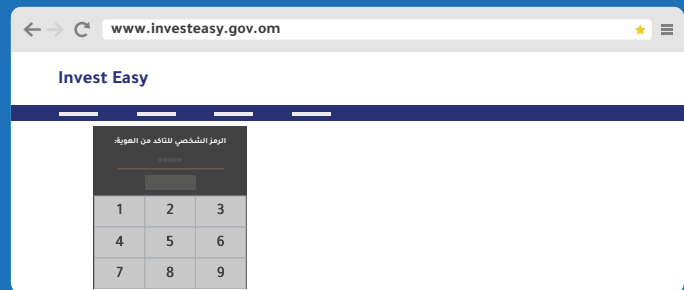
- You will receive notification on your mobile for Authentication, so press (OK).



- You will receive notification with a Verification Code.



- Enter Your PIN Code



- Finally, you will receive a message after successfully completing the authentication process.





What is Sconnect?

An operational system in the ID card reader, through which the card reader can read the information and data contained in the ID / Resident card after activating it from the ROP Civil Status.

What are the browsers and operating systems that are supported by Sconnect?

Browser type ▼	Operating system		
	Windows	MacOS	Linux

Supported

To be supported?

Not Applicable

Known Limitations

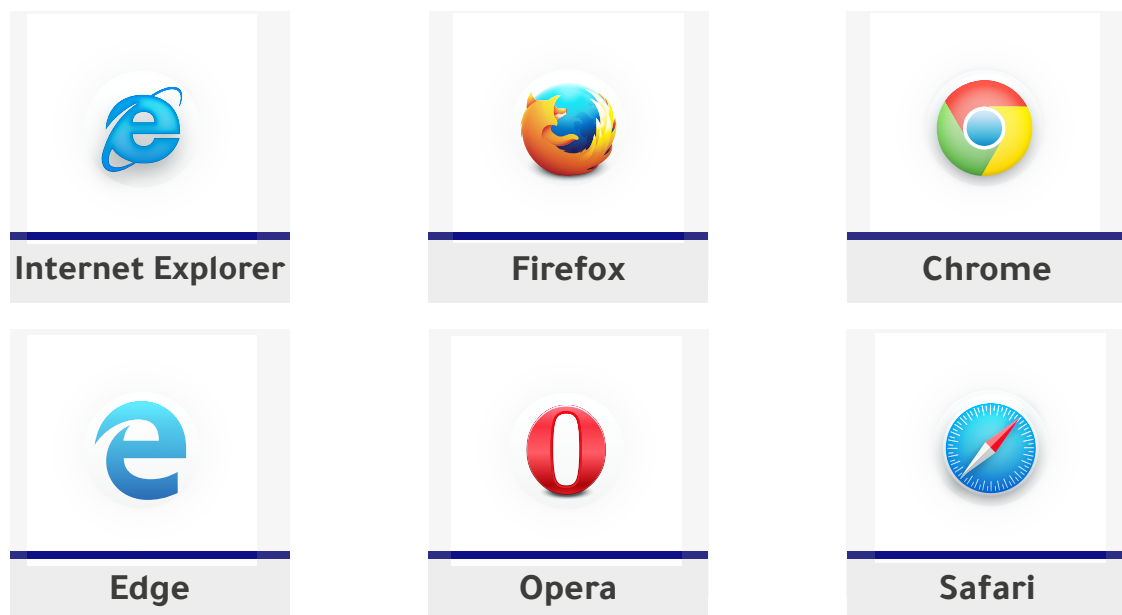
- Microsoft Edge Legacy is no longer supported
- Windows 7 has reached end of life. For any issues related to Windows 7 and SConnect, contact the SConnect support
- PKCS#11 add-on is not supported on Linux
- Windows 8 Home does not work with TLS 1.2
- SConnect Opera extension must be installed from the Chrome store. For further details, see the SConnect guide

11

How do you download and install SConnect?



Please browse the following links for steps:





1. I tried to use Digital certification on my phone, and every time I do so the following message appears: (Index Error). What can I do?

Go to oman.om/tam website, and choose Mobile PKI PIN reactivation instead of choosing Mobile PKI Activation.

2. I tried to use Digital certification on my phone and I received a message: (The card is blocked). What can I do?

Go to oman.om/tam website, and choose Mobile PKI PIN reactivation instead of choosing Mobile PKI activation.

3. What type of Transactions can I complete using Digital Certification?

Digital Certification provides you with secure login to government eServices and gives you the confidentiality and electronic signature you require to make your transactions electronically. You can check the list of entities that provides Digital Certification to know more about their electronic services.

4. Does Digital Certification offer electronic payment?

Digital certification offers secure login to enable you to do your electronic transactions by authenticating your personal information and enabling you to sign electronically. Payment mechanism is provided by the entity that provides electronic services to its customers.

5. How can I activate PKI-enabled SIM?

You can activate it through the website www.oman.om/tam but before activation, your ID card should be activated. For more clarification, refer to Activation of Digital certification on SIM Card section.

6. If I lost or forgot my ID card PIN code, how can I reset it?

Go to the nearest ROP Civil Status Center and reset your PIN Code.

7. Where can I get PKI-enabled SIM?

You can get PKI-enabled SIM Card from (Omantel/Ooredoo) outlets.

8. How can citizens sign a document electronically?

If your document is in PDF format, you can sign as follows:

- Open www.oman.om/tam , and choose PKI Demo
- Click on PDF Signing
- Insert your file/PDF, and click Submit
- On System window, the file will appear, and press submit
- Insert your ID card on the card reader, and enter your PIN Code
- Your document will be signed successfully
- You can download your document and then press Submit

9. How can private organizations and companies register their employees on electronic contracts Service?

Refer to the organization offering this service.

10. What does the message (PIN is blocked) mean?

The message means that the PIN number was entered incorrectly 3 times and you have to reset your PIN from the Digital Certification Center website www.oman.om/tam

11. How can I contact the National Digital Certification Center if I face any problem?

You can send us an email to pki@mtc.gov.om

