PKI certificates FAQ

1. What is the first step we need to take to get started with the new security concept?
The first step is to complete the form TV 404.36 Registration/withdrawal of contact person authorised to administer signature certificates (or the corresponding Swedish form TV404.35). When we have checked the application and registered the person(s), we will send you information on how the contact persons should proceed to order signature certificates.

2. Who should we appoint as contact person?
It is up to the company to choose contact person for signature certificates. It is however an advantage if the contact person has IT knowledge.

3. When do we have to order a new certificate?
When you receive a certificate from Customs, the last date of validity is shown, for example 2013-05-10T11:19:49. Order a new certificate well in advance so you have time to install the new certificate before the old one expires.

4. Can we have more than one certificate?
Yes, one company can have more than one certificate.

5. Should we have one or more contact person(s)?
It is an advantage to have more than one signing contact person, considering sickness absence, holidays etc.

6. How do we generate a CSR file?
When you notify customs of the signing contact person(s) you have appointed, we send them information on how to generate a CSR file. If you don't have enough knowledge to create a CSR file, we advise you to contact your system vendor.

7. Outlook blocks the file. Can you zip the file?
No, we do not zip the file. It is sent in two different formats with the same content. Try "save as" and rename the file with the extension .crt. If that doesn't work, please contact the email administrator at your company.

8. How do we change signing contact persons?
You change signing contact persons using the form TV 404.36 (or TV 404.35 in Swedish), i.e. the same form you used to register the signing contact person in the first place.

9. Until when can we use the smartcards?
From April 2012 all new authorisations will be based on the new security concept.
From 1 October 2012 Customs will no longer provide any safepads (or when we run out of stock).
From 1 June 2013 Customs will no longer validate messages sent with the old security concept. This means that the smartcards can no longer be used.

10. Do we have to upgrade our systems?
Yes, you need to implement the new security concept.

11. How do we change to the new security concept?
When the new security concept has been implemented in your IT system, you complete the form "Begäran om byte till PKI-baserad säkerhetslösning i företagstestmiljön" (Application for change to a PKI based security solution in the company test environment) that you download from our website www.tullverket.se. We regret that the form is currently only provided in Swedish. To find the form, enter 'PKI' in the search field on the Swedish version of the site, then follow the link "Begäran om byte till PKI-baserad säkerhetslösing i företagstestmiljön, formulär".

12. Do we have to run any tests?
No, you don't have to run any tests, but we would recommend that you do.

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