

PKI DIVISION

NATIONAL CERTIFICATION CENTER

How to update or complete your application

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Application Process user guide	National Digital Certification Center. National Public Key Infrastructure (PKI Division)		
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1. About this user guide

This is a user guide for completing or updating your digital certificate application. All steps are detailed and shown in screenshots to help the applicants in the process of updating their digital certificate application.

At the end of this user guide there are our contacts in case the applicant needs more assistance during the application process.

2. Requirements

- ❖ Make sure that you have a good and stable internet connection
- ❖ Gather all the documents that are needed to update your digital certificate application.
- ❖ At least application, app number ...

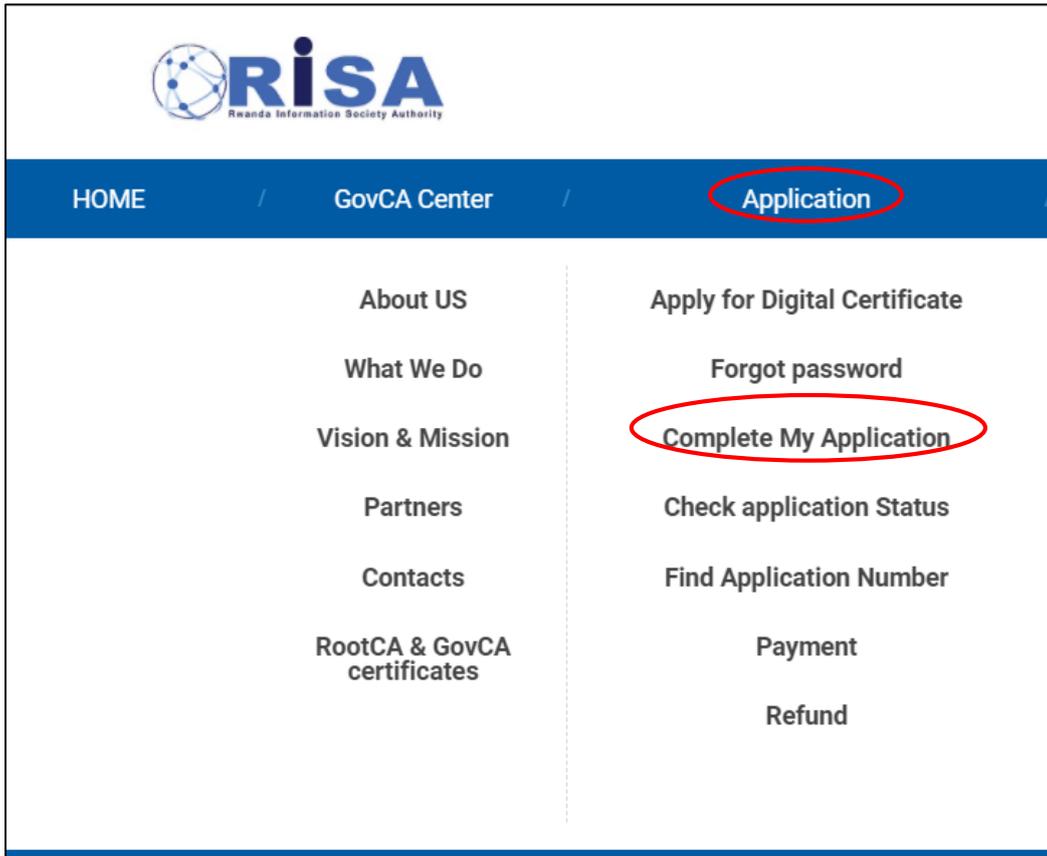
3. How to update or complete your digital certificate application

3.1 Step1: Visit our website or check your rejection email

Go to www.govca.rw in the menu bar under “Application” search for “Complete my Application”

Alternatively, if you received a rejection email, go in the email and click on “update your application”

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The screenshot shows the RISA (Rwanda Information Society Authority) GovCA Center website. At the top, the RISA logo is displayed. Below it is a blue navigation bar with the following links: HOME, GovCA Center, and Application (circled in red). The main content area is divided into two columns by a vertical dashed line. The left column contains links for About US, What We Do, Vision & Mission, Partners, Contacts, and RootCA & GovCA certificates. The right column contains links for Apply for Digital Certificate, Forgot password, Complete My Application (circled in red), Check application Status, Find Application Number, Payment, and Refund.

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Disapproved Document Submission

[TEST Martine Munezero Habimana] The below document is not fulfilled to approve the certificate issuance. Please check the reason of rejection from RA manager and replace the old document with new ones in order to gain the approval.

Notice

Application Number	Product Name	Applied Date	Applicant Name	Applicant Email	Status
210304-4847-6590	Local Individual	04, March, 2021	TEST Martine Munezero Habimana	harbor.nathyn@twodrops.org	Disapproved

Document Submission Status

Documents	File Name	Status	Reason of Rejection
DIGITAL CERTIFICATE APPLICATION FORM	Application_form.pdf	Rejected	The submitted document is not matched with the purpose
Copy of National ID	WhatsApp Image 2021-03-04 at 10.26.02 AM (1).jpeg	Rejected	The submitted document is not matched with the purpose

[Update your document\(s\)](#)

3.2 Step2: Digital application information

Fill in your application number, phone number and email address that you used while applying.

NB: If you don't remember your application number, click on the button "Find My Application number" at the bottom.

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Complete My Application

HOME > Application > Complete My Application

You can check the status of document submission by entering your application number. If you didn't finish submitting your documents, you can upload the required documents from this page.

Application information

Upload Documents

Please enter the last application number you received, the phone number and email you used when registering your digital certificate.

After this step you will upload the required documents.

Application Number

Phone number

Email

3.3 Step3: Update your application documents

You will get a page with all the information about your application. Scroll down to the last section “Required Documents” and update your application documents.

Below are screenshots of all the scenarios you can get

Choose the action you want to do on the specific required document.

- Scenario 1:** If you uploaded all documents and they were rejected, you will see a table similar to this. For the application form, click on “Retry” to update on your application. For supporting documents, click on “Delete” to delete the previous rejected documents and then click on “upload” to upload the new document.

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Required Documents

Check if you have uploaded all the required documents.

Required Documents	Uploaded document name	Status	Action
DIGITAL CERTIFICATE APPLICATION FORM	Application_form.pdf	<u>Rejected</u>	<input type="button" value="Retry"/>
Copy of National ID or valid Passport of the applicant	WhatsApp Image 2021-03-04 at 10.26.02 AM (1).jpeg	<u>Rejected</u>	<input type="button" value="Delete"/> <input type="button" value="Upload"/>

- Scenario 2:** If you were able to send the application form but you didn't upload any documents, you will see a table like this. Click on "Retry" to update your application form. Click on "Upload" to Upload the missing documents.

Required Documents

Check if you have uploaded all the required documents.

Required Documents	Uploaded document name	Status	Action
DIGITAL CERTIFICATE APPLICATION FORM	Application_form.pdf	<u>Rejected</u>	<input type="button" value="Retry"/>
Copy of National ID or valid Passport of the applicant		Pending	<input type="button" value="Upload"/>

- Scenario 3:** If you applied but didn't complete your application, you will see a table like this. Click on "Upload" and update your documents.

Required Documents

Check if you have uploaded all the required documents.

Required Documents	Uploaded document name	Status	Action
DIGITAL CERTIFICATE APPLICATION FORM		Waiting	<input type="button" value="Upload"/>
Copy of National ID or valid Passport of the applicant		Waiting	<input type="button" value="Upload"/>

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3.4 Step4: Submit documents

After uploading your document or updating your application forms, click on “Submit documents”.

Your documents will be uploaded and submitted, then click on close.

Now wait for the RA manager to contact you for face-to-face authentication.

Required Documents

Check if you have uploaded all the required documents.

Required Documents	Uploaded document name	Status	Action
DIGITAL CERTIFICATE APPLICATION FORM	Application_form.pdf	Completed	<input type="button" value="Retry"/>
Copy of National ID or valid Passport of the applicant	WhatsApp Image 2021-03-04 at 10.26.02 AM (1).jpeg	Seleted	<input type="button" value="Upload"/>

Upload Manager
Close

Filename : WhatsApp Image 2021-03-04 at 9.35.39 AM.jpeg

Total percent : 100 %

Transfer : 1 / 1 Size : 0.03 / 0.03 Mb

Type	Filename	Size	Status
Copy of National ID or valid Passport of the applicant	WhatsApp Image 2021-03-04 at 9.35.39 AM.jpeg	0.03 Mb	<div style="width: 100%; height: 15px; background-color: #0056b3; color: white; display: inline-block;"></div> 100%

4. Our Contacts

- ❖ E-mail: pki@risa.gov.rw
- ❖ Phone:

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- Toll Free: 4046
- International: +250788390212
- ❖ Website: www.govca.rw