



PKI DIVISION

NATIONAL CERTIFICATION CENTER

Digital Certificate Application process user Guide

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Application Process user guide	National Digital Certification Center. National Public Key Infrastructure (PKI Division)		
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User guide Document (For Users)

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1. About this user guide

This is a user guide for applying for a digital certificate from the Government Certification Authority. All steps are detailed and shown in screenshots to help the applicants in the process of requesting a digital certificate.

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

2. Requirements

- ❖ Before you apply for digital certificate, please visit this page <https://www.govca.rw/guide/document.sg> to see all required documents, which you will need to upload in your application.
- ❖ Make sure you have a stable and good internet connection

3. How to apply for a digital certificate?

3.1 Step1: Visit our Website









Go to www.govca.rw then click on “Apply for a New Digital Certificate”

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3.2 Step2: Digital certificate category

Choose the certificate category you want to apply for and click on “Apply”.

All Certificates

<div style="border: 1px dashed gray; padding: 5px; margin-bottom: 10px;">  <p>Local Individual Individual Certificate / 12 months</p> <p style="text-align: center;">✓ apply</p> </div> <div style="border: 1px dashed gray; padding: 5px; margin-bottom: 10px;">  <p>Government Organization Government Organization Certificate / 12 months</p> <p style="text-align: center;">✓ apply</p> </div> <div style="border: 1px dashed gray; padding: 5px; margin-bottom: 10px;">  <p>Cooperative Cooperative Certificate / 12 months</p> <p style="text-align: center;">✓ apply</p> </div> <div style="border: 1px dashed gray; padding: 5px;">  <p>Foreigner Individual Consultant Foreign Individual Certificate / 12 months</p> <p style="text-align: center;">✓ apply</p> </div>	<div style="border: 1px dashed gray; padding: 5px; margin-bottom: 10px;">  <p>Local Individual Consultant Individual for Consultant Certificate / 12 months</p> <p style="text-align: center;">✓ apply</p> </div> <div style="border: 1px dashed gray; padding: 5px; margin-bottom: 10px;">  <p>Private Company Company Certificate / 12 months</p> <p style="text-align: center;">✓ apply</p> </div> <div style="border: 1px dashed gray; padding: 5px; margin-bottom: 10px;">  <p>NGO NGO Certificate / 12 months</p> <p style="text-align: center;">✓ apply</p> </div> <div style="border: 1px dashed gray; padding: 5px;">  <p>Foreign Company Foreigner Organization Certificate / 12 months</p> <p style="text-align: center;">✓ apply</p> </div>
--	--

3.3 Step3: Fill the online application form

Fill in the form all required information for your application to be considered.

For private and government organization, after filling in your TIN, click on “Validate” button to validate your TIN from RRA or RDB.

After filling your Information, click on “OK” to submit your information.

NB:

- All the field with a red star (*) are mandatory and must be filled.
- For Rwandan applicant, make sure that the name you fill in the application form is written exactly **as it is on your national ID**. Additionally, the phone you provide should be registered on that national ID.

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01 Application Information ✔ mark is a mandatory field.

Completed Review ▾

SECTION 1: ORGANIZATION INFORMATION

Organization Name (*)	<input type="text"/>	TIN (*)	<input type="text"/>
Shorten Organization Name (Abbreviation Name) (*)	<input type="text"/>	MD/CEO/DG Name (*)	<input type="text"/>
Organization Address (*)	<input type="text"/>		

Validate

SECTION 2: SUBSCRIBER/APPLICANT INFORMATION

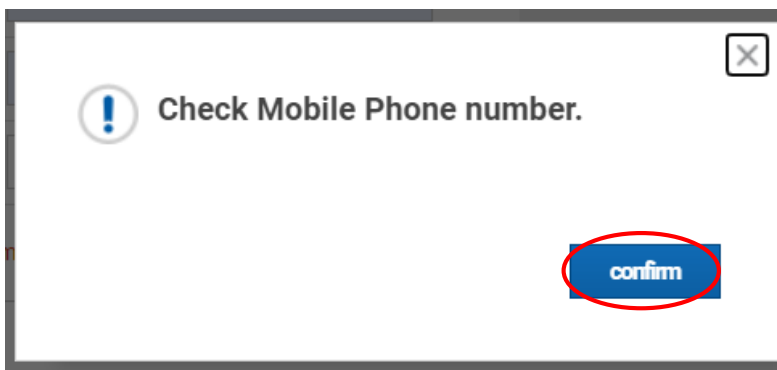
Rwandan Foreigner Employee

Applicant Name (*)	<input type="text"/>	National ID (*)	<input type="text"/>
Department (*)	<input type="text"/>	Position (*)	<input type="text"/>
Mobile Number (*)	<input type="text"/>	Confirm Mobile Number (*)	<input type="text"/>
E-mail (*)	<input type="text"/>	Confirm Email (*)	<input type="text"/>

Please provide your valid email. This email will be used to find the application number or apply for digital certificate re-issuance.

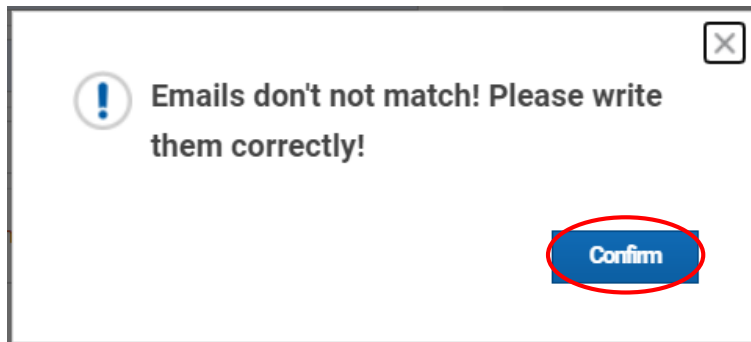
OK

- If you face the error below, click on “Confirm” and check if the number you filled are the same in the two fields.

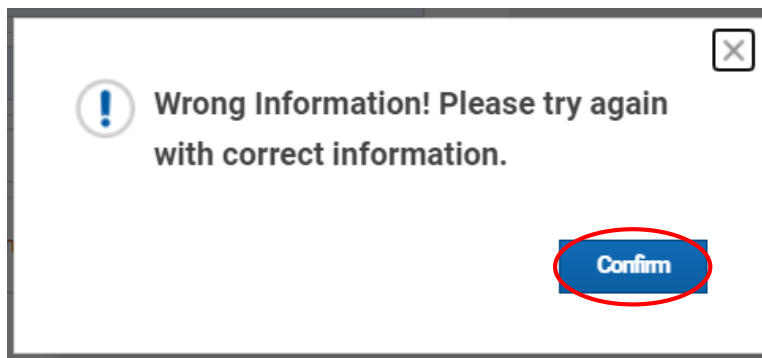


- If you face the error below, click on “Confirm” and make sure that the emails you are entering are the same.

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- If you face the error below, click on “Confirm” and check if the name, national ID, and phone number are all registered on you.



3.4 Step4: Upload Required documents

First, select the RA office that will receive your application, then upload the required documents to complete your application.

After you have uploaded all the required documents, click on “OK”.

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02 RA office ⓘ Please ensure to upload all required supporting documents here.

Completed Review ^

Required Supporting Doc...

Select the RA office that will review your documents. Select ▼

· After examination of your application and documents, you will be contacted by the RA manager for a face-to-face authentication.

Required Documents	Uploaded document name	Status	Action
Copy of National ID or valid Passport of the applicant		Pending	Upload Delete

OK

3.5 Step5: Submit your information

Click on “apply” to submit your information and documents. Then, click on “Confirm”

01 Application Information ✔ mark is a mandatory field.

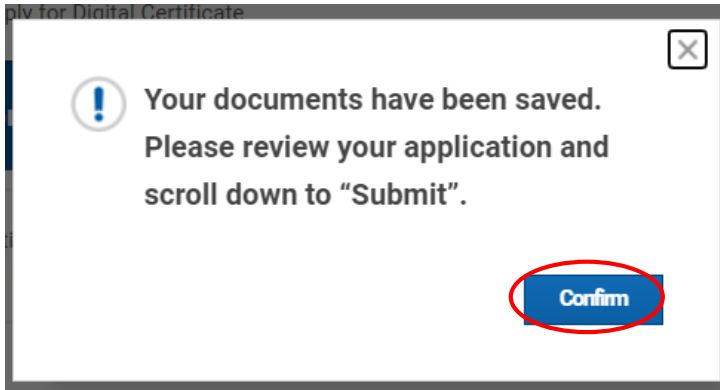
Completed Review ▼

02 RA office ⓘ Please ensure to upload all required supporting documents here.

Completed Review ▼

✔ apply

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3.6 Step6: Review and Submit

Review your application information and click on “Preview” to preview the uploaded documents, then click on “Submit” button to submit your application.

Digital certificate application Information

Certificate Category	RA office	Submit	Payment Status
Local Individual	RISA (RISA, Kigali, Rwanda)	0 RWF	Payment Completed

Face-to-face Authentication

You will be contacted by the RA manager of the chosen RA office for a face-to-face authentication if your documents are in order. Note that if you submit Invalid documents your application will be rejected.

- The digital certificate services would be restricted when you are missing some of required documents or when you submit invalid documents.
- Please refer to the menu of [Home] > [User Guide] > [Requirements to get a digital certificate] for details.

Required Documents

Check if you have uploaded all the required documents.

Required Documents	Uploaded document name	Status
Copy of National ID or valid Passport of the applicant	Test1.jpg	Completed



Preview
Submit

3.7 Step7: Attach a recent small photo

Attach your passport (small) photo on the application form and read our subscriber’s agreement, then Click on “Agree” to send your application form.


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There is a pop up that will appear, click on “Confirm”.

File Number: _____
DIGITAL CERTIFICATE APPLICATION FORM
LOCAL INDIVIDUAL

✓ **Compulsory (mandatory) items**

 Attach your recent passport photo (taken within the past 6 months) ✓

SECTION 1: SUBSCRIBER/APPLICANT INFORMATION

Application Number	210106-5576-8768		
Applicant Name (*)	_____	National ID (*)	_____
Mobile Number (*)	_____	Confirm Mobile Number (*)	_____
E-mail (*)	_____		
Address (*)	Kigali		

DOCUMENT REQUIRED

- DIGITAL CERTIFICATE APPLICATION FORM
- Copy of National ID or valid Passport of the applicant

Tel: +250788313060 or 4045, Email: pki@risa.gov.rw, Website: www.govca.rw

TO BE FILLED BY REGISTRATION OFFICE

I declare that I have checked and verified that the form is well filled and contains the necessary information and supporting documents that allow the applicant to be registered.

I hereby take full responsibility for any missing information or document related with this application.


RA Manager: _____
Date: _____


RA Manager's Digital Signature Area

Tel: +250788313060 or 4045, Email: pki@risa.gov.rw, Website: www.govca.rw

Agree

Cancel





Your Application is completed!

You will be contacted after verification of your documents.

Confirm

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3.8 Step8: Exit the application

Your application has been submitted. Ignore the payments page and click on “Home”. Now wait patiently, an RA manager will contact you for face-to-face authentication. After that you will receive an authentication code and reference code to issue your digital certificate.

Payment Details

Certificate Category	Local Individual	Payment Amount	0 RWF
Applicant Name	[REDACTED]	Phone number	[REDACTED]
Issuance type	New	Payment Method	
Payment Status	Payment Completed (06 January , 2021)		

o You can check the receipt by clicking the 'View the bill' button.
o RA Manager will check the documents for your certificate application. Document verification take several days.

Home

4. Our Contacts

- ❖ E-mail: pki@risa.gov.rw
- ❖ Phone:
 - o Toll Free: 4046
 - o International: +250788390212
- ❖ Website: www.govca.rw