



CertificatPoste.ch

Quick start guide v1.0



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INTRODUCTION

GENERAL INFORMATION

Certificates are digital identities, which can be compared to passports or identity papers in the physical world. They confirm unequivocally that an electronic key belongs to an individual, a company, an institution, or a machine, and link these physical entities to their virtual identities. Certificates can also guarantee that data are authentic, complete, and remain confidential.

They allow virtual commercial operations to take place securely, and provide a track-record of these transactions, as well as the means of archiving document relating thereto electronically. The varied uses of postal certificates cover a wide spectrum of electronic communications, such as :

- Signature and encryption of PDF documents
- Signature and encryption of electronic messages
- Identifying and granting users access to corporate networks, as well as Intranet and Internet applications

www.certificatposte.ch

CERTIFICATPOSTE FOR BUSINESS

Personal postal certificates with input concerning an organisation, are meant for people who are active in the commercial field. They can be issued to persons of any nationality, with or without a domicile in Switzerland. These certificates contain information such as : the holder's title (Dr. f. ex.) ; name and surname ; professional mailbox address, and date of birth. In addition to particulars concerning the organisation itself (such as its name), they may also include optional details concerning its affiliates or departments, as well as the country in which its headquarters are located.

It is necessary to supply credentials in order to be allowed to mention the organisation in the certificate.

THREE STAGES ARE REQUIRED

1. COMPLETE, PRINT-OUT, AND SIGN THE ON-LINE ENTRY FORM.



Formulaires d'annonce

Indication sur la personne

(peut être aussi bien une adresse privée qu'une adresse professionnelle)

Titre	Monsieur ▾	
Prénom*	<input type="text"/>	
Nom*	<input type="text"/>	
Date de naissance*	<input type="text"/> - <input type="text"/> - <input type="text"/>	
Nationalité	Suisse ▾	
Domicile	Suisse ▾	
Complément d'adresse	<input type="text"/>	
Rue/N°	<input type="text"/>	
NPA/Lieu*	<input type="text"/>	
Numéro de case postale	<input type="text"/>	
NPA/Lieu de la case postale	<input type="text"/>	
Lieu d'origine*	<input type="text"/>	
Numéro de téléphone**	+ <input type="text"/> <input type="text"/> numéro de téléphone intern. par ex. +41 99 9999999	
Numéro de portable**	+ <input type="text"/> <input type="text"/> numéro de téléphone intern. par ex. +41 99 9999999	
Document d'identification	<input checked="" type="radio"/> Carte d'identité <input type="radio"/> Passeport	
Numéro de passeport/de carte d'identité*	<input type="text"/>	
Passeport/carte d'identité valable jusqu'au*	<input type="text"/> - <input type="text"/> - <input type="text"/>	
Langue de correspondance	Français ▾	
Adresse de livraison identique	<input checked="" type="checkbox"/>	

* Champs obligatoires
** Au moins une indication est nécessaire

2. SEND THE COMPLETED REQUEST FOR A POSTAL IDENTIFICATION TO ANY SWISS POST-OFFICE. THE CERTIFICATE WILL BE MAILED BACK TO YOU.



Acceptable identity papers

1. Passports and identity cards (Swiss or foreign)

- Ordinary, valid passports (including diplomatic and service passports), or which have not lapsed for more than 5 years;
- Valid identity cards

2. Permits delivered by the police office for foreigners

- B-permit, authority to sojourn in Switzerland
- C-permit, authority to reside in Switzerland
- Ci-permit, authority to stay with an authorized resident
- L-permit, authority to exercise a short-term lucrative activity
- F-permit, booklet allowing foreigners to stay provisionally in Switzerland
- N-permit, booklet for asylum-seekers
- S-permit, booklet for persons needing protection
- G-permit, authorisation for cross-border commuters

3. Permits delivered by the traffic authorities

Driving-licenses for all types of vehicle delivered by the cantonal traffic departments, excluding learners' driving licenses

4. Other documents

- Travel documents delivered to refugees (art. 2 ODV, RS 143.5)



- Passports for foreigners (art. 3 ODV, RS 143.5)
- MINUK-documents
- UN-identity cards

Persons domiciled or staying in Switzerland may present any of the documents listed under 1 to 4 above. Persons domiciled abroad may present any document under point 1, or their G-permit.

Proceedings at the post-office desk

- The client requests the « Postal identification» in person from the post-office of his choice.
- The Swiss postal official checks the client’s identity papers (validity, photograph), makes a photocopy of the pages bearing his personal data, photo, validity of document and possible extension thereof, stamps the copy to confirm that he has seen the original document, adding his own name and surname in blue ink, and finally signs the document, adding the post-office’s official date-stamp.
- The postal employee then returns the original identification, as well as the authenticated copy thereof, to the customer against payment of CHF 20.00. The client in turn remits the postal identification to his bank, in order to establish a banking relation.
- The Swiss post-office does not keep any documents whatsoever, in accordance with its policy of discretion.

Originaldokument eingesehen von / Doct original vu par / Documento originale vis	
Name/Nom/Cogname:	_____
Vorname/Prénom/Nome:	_____
Unterschrift/Signature/Firma:	_____
Datumsstempel/Timbre à date/ Bollo a data	○

3. INSTALL THE PILOT AND HELP PROGRAMME USING THE CD SUPPLIED WITH THE CERTIFICATE, AND DOWNLOAD THE CERTIFICATES VIA A SECURE INTERNET CONNECTION.



ORDERING THE POSTAL CERTIFICATE

Your **personal identity** must first be **checked** before you can apply for a CertificatPoste. This can be done through **Yellow Identification**, a control which can be obtained at any Swiss post office against presentation of an official document. A copy of a Swiss or Liechtenstein passport or identity card, certified by an official body or by a notary, is also accepted.

4 HOW TO ORDER A CERTIFICATPOSTE

Go to the website www.certificatposte.ch / Orders

Stage 1

Select the option **CertificatPoste for Business with usb key** on this website, and complete the order form.

Once the data has been sent, you will receive an email confirmation of your order, together with detailed information about the procedure to be followed next.

Stage 2

Ask any of Switzerland's 2500 post offices to issue a **Yellow Identification**. This service



costs CHF 20.00.

Send the **completed application** to the following address :

**La Poste Suisse
CertificatPoste
Case postale 2634
6002 Lucerne**

Stage 3

We will check your application : if it is accepted, you will receive a Starter-Kit and an envelope with your personal identification number (PIN code).by mail.
You then have to **install the software** on your computer, using the CD-Rom included in your Starter-Kit and **insert the chip in your USB-reader.**

Never connect the USB-Reader to your PC before you have installed the software !.

INSTALLATION

Stage 4

A few days after you have sent your order, you will receive an email from the post-office



advising you that CertificatPoste can be downloaded, and informing you how to do this.

Always follow the instructions contained in this email, rather than those mailed to you with the actual key, as these are not always up-to-date.

Only use the documents you have received to retrieve your transport PIN code.

The procedure for installing the certificate contains 2 stages :

- **Install the key-driver using the CD**
- **Download the postal certificates contained in the key**
-

INSTALLING THE DRIVER FOR THE USB READER

Exemple of an email received

Dear Mrs Bolero

The following request for CertificatPoste has been accepted:

Title: Mrs
Name of certificate: Valerie Bolero
Email: valerie@git.ch
Country: CH
Organisation: GIT Gestion et Informatique pour Tous S.A.
Affiliate:
Department:

Before loading your certificates to your chip through a secure connection, you need to have received two objects by post. For safety reasons, the delivery is made in 2 instalments containing:

a Starter-Kit with a CD, a plastic card with a detachable chip ; a USB-Reader, as well as a brief manual of instructions.

A registered letter with your password page.

If this email reaches you before the above mentioned items, please be



patient: the physical delivery may take a few days.

Once you have received both deliveries, you can only start downloading the certificates after you have successfully completed the following actions :

Attentively read the start-up guide supplied with the Starter-Kit ;

Place the chip in the USB-Reader, following the instructions.

Never connect the USB-Reader to your computer before you have installed the software contained in the CD (see point 3. hereafter)!

Insert the CD which you received with your Starter-Kit, and follow the instructions supplied by the installation assistant.

Connect the USB-Reader to the computer when requested to by the installation assistant.

Change the PIN code when requested to by the installation assistant. You will find the initial PIN code which has to be keyed-in, together with instructions about how to do this, on the page containing your password which you received by registered post.

Then re-start the computer.

Double-clicking on the enclosure to this email (Starter.ss0), will enable you to activate the assistant for downloading the postal certificates. This may also be started manually by opening the programme through "SYSTEM-DRIVE (USUALLY FOUND UNDER "C"):\PROGRAMMES\CERTIFICATPOSTE\HELPER-TOOL\CERTIMPORTER.EXE".

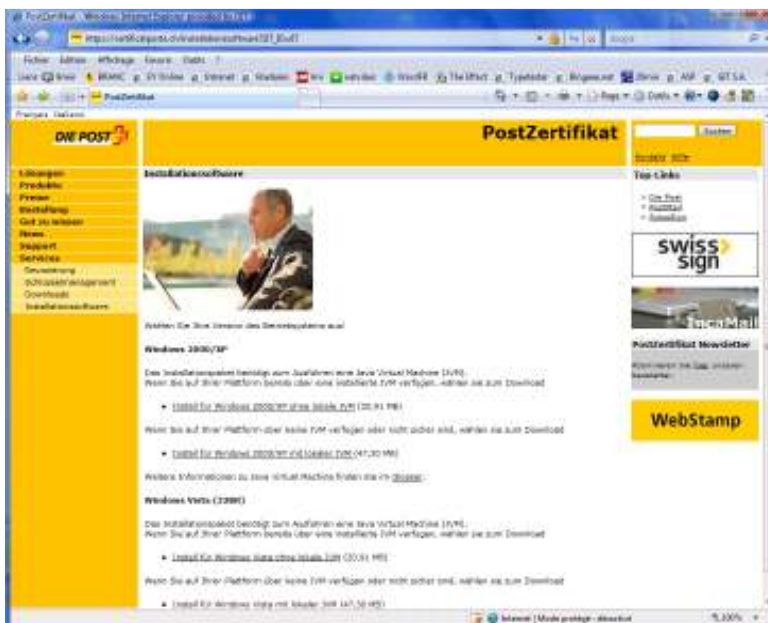
The assistant will confirm that the downloading was successful: your CertificatPoste is now ready for use.

If you have any questions, please call our support service at N° 0900 55 00 88 or email help.certificatposte@post.ch.

Yours sincerely

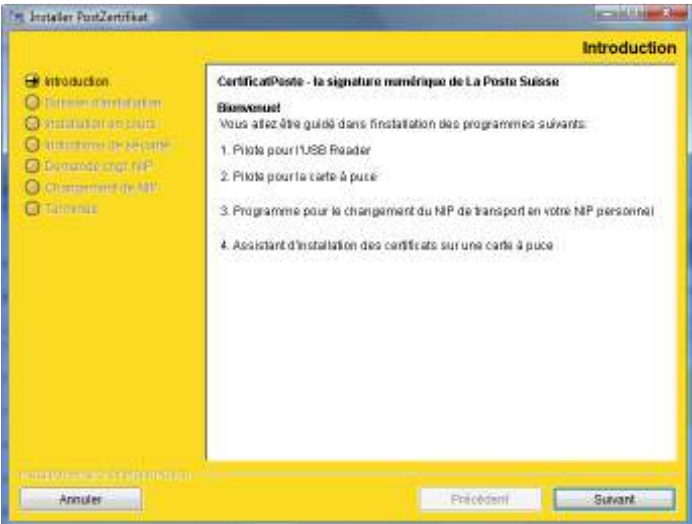
The Swiss Post Office
The CertificatPoste team

Please find hereunder some copies of screens concerning the certificate's installation procedure :

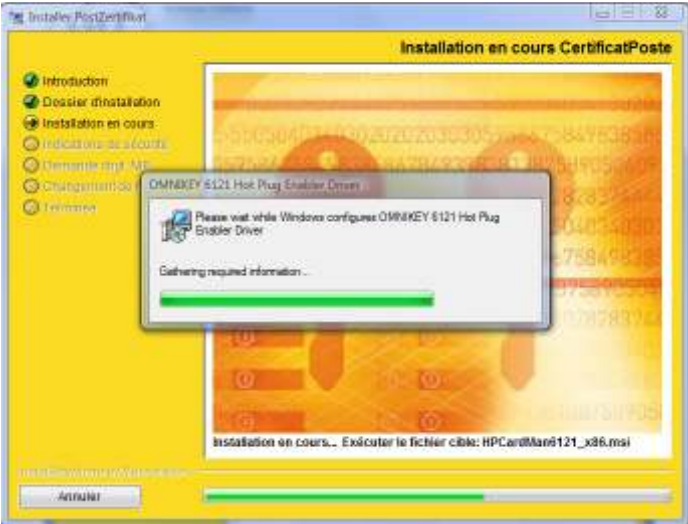


First screen concerning how to install the key driver.

Choose the xp or vista version, if necessary after installing Java, then:

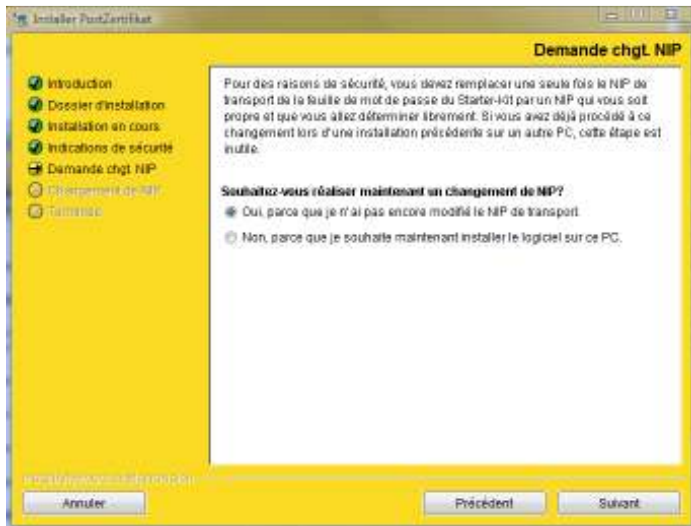


Follow the instructions

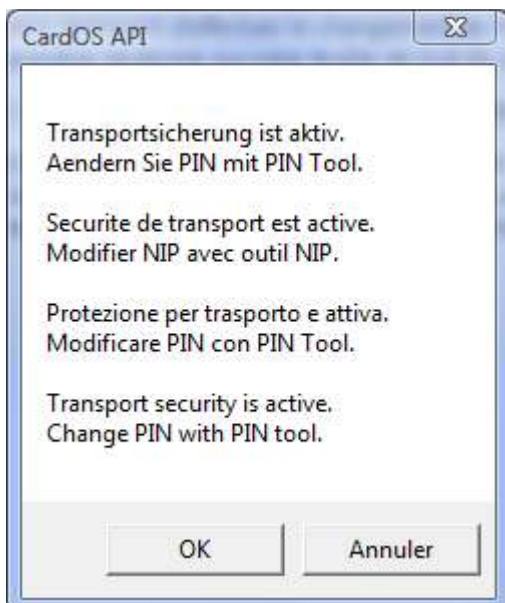


The following icon should appear in the lower right-hand corner of your screen:





The installation programme will then ask you to enter the original TRANSPORT PIN NUMBER which you received by post, and to enter a new PIN code.





The key driver, and personal PIN-code instalment has now been completed.

DOWNLOADING THE CERTIFICATE

Follow the instructions which you received by email.

- Open the enclosure to the email (Starter.ss0) or
- Start the system via "SYSTEM-DRIVE (USUALLY FOUND UNDER "C"):\PROGRAMMES\CERTIFICATPOSTE\HELPER-TOOL\CERTIMPORTER.EXE".

And follow the new set of instructions.





Once this installation has been completed, your certificates are ready to be used.
If you encounter any problems, please contact our customer assistance desk !