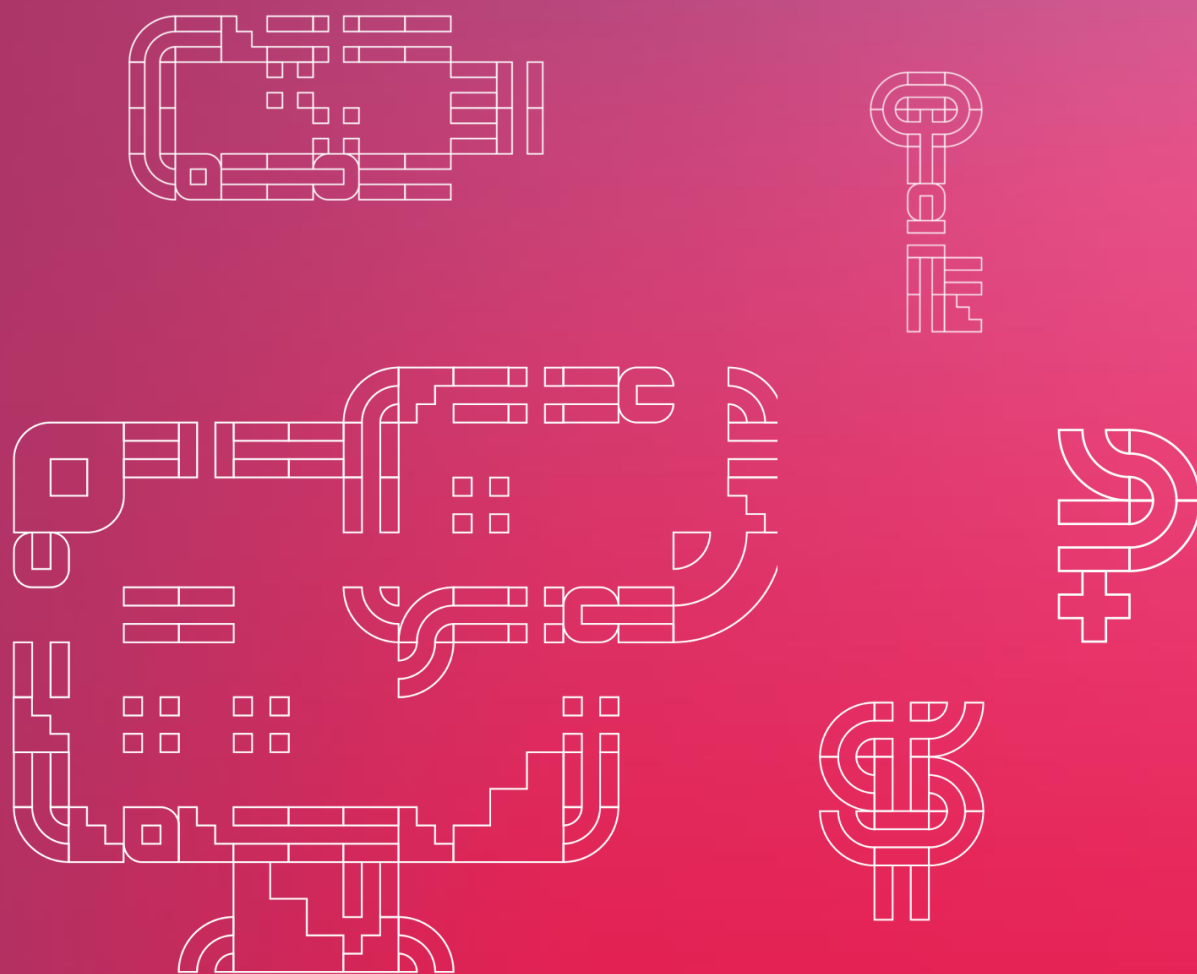


Remote issuing and renewing of a certificate



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1. Getting started

This manual contains information and step-by-step instructions on how to request issuing and renewal of the certificates that are used to access the F.Business Internet banking service powered by Faktura.ru.

1.1 Terminology

A **Certification center** is a legal entity that issues certificates.

An **Agent** is an authorized representative of Certification center. It verifies documents, transfers or confirms requests and hands out certificates to clients.

A **Certificate administrator** is an Agent employee that is authorized to manage certificates on behalf of the Agent.

The **Certificate administrator back office (АРМ Администратора Ключ)** is a web service that allows a certificate administrator to manage client's certificates. Only an authorized bank employee can use the back office.

A **client** is a client of the bank. A client can be a natural person, a legal entity or a sole proprietor.

Cryptography keys is a generic term for public and private signature and encryption keys.

A **smart key dongle** is a portable hardware-software device used for information encryption. It is designed to store a signature key, a signature verification certificate and other information. Smart key dongles have protected memory, reading or copying the data stored on the Smart key dongle is impossible.

1.2 Smart key dongles

There are three types of smart key dongles in the Service:

- A Rutoken smart key dongle 2.0.



- A ESMART smart key dongle Смарт-ключ ESMART that supports GOST.



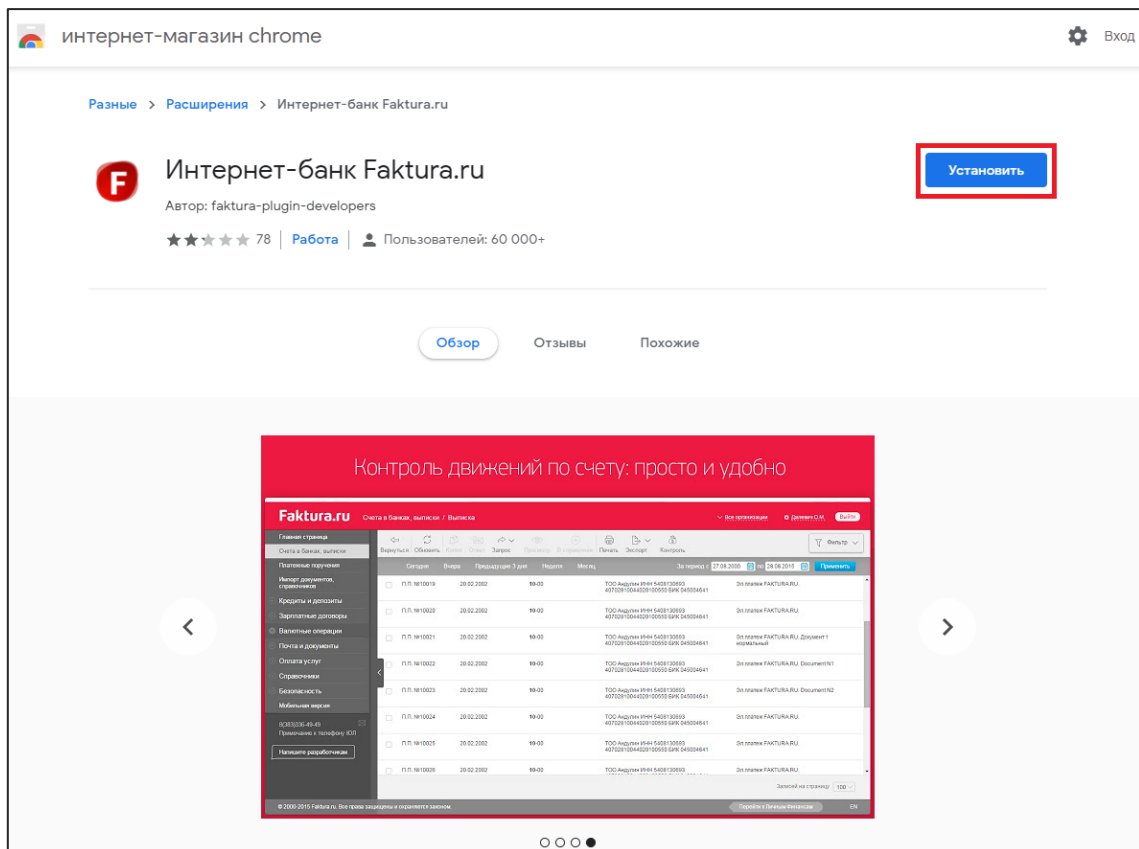
- A Cosmo smart key dongle that supports international standards and RSA.



1.3 Getting started

Для выполнения процедуры удалённого получения сертификата необходим один из следующих браузеров: In order to complete the procedure of remote issuing and renewing of certificate, one of the following browsers is required:

- Internet Explorer 11 or higher for Windows 7, 8, 10 (recommended).
- Latest version of Google Chrome with installed [extension](#).



2. Remote issuing

Step 1: Creating request for issuing a certificate

In order to create a request for issuing a certificate you need to use the link similar to https://ca.faktura.ru/ca/new-certificate?agentId=*, provided by the bank.

* is an Agent (bank) identification. Contact you bank to get the correct link.

The «Request for financial Certificate (2 Class)» form will open in the web-browser. The form is available in English and Russian. To change the language click EN or RU in the top right corner.

Faktura.ru Запрос на получение финансового сертификата (2 Класс) EN RU

ОБРАЗЕЦ

Информируем _____

Подтверждение выдачи сертификата осуществляется ООО "БАНК"

Укажите место хранения сертификата _____

Файл

⚠ Обратите внимание, что хранение ключей в файле небезопасно.
Рекомендуем использовать смарт-ключ.

Заполните анкету для получения сертификата _____

Фамилия Имя
Отчество
(обязательно, если имеется)

Сертификат выдается физическому лицу

Наименование организации ИНН/К/О

Ваши контактные данные _____

Страна Город
Если Вашего города нет в списке, напишите в службу поддержки.

Адрес

Телефон E-mail

Внимание! Важно указать правильный адрес электронной почты: на него будет выслана ссылка для сохранения сертификата ключа, и далее будут поступать уведомления об истечении срока действия сертификата.

Сертификаты выдаются в Удостоверяющем центре "AUTHORITY" (ЗАО "ЦЦС")

On this page, in the «Please be informed, that» segment you can see the name of the Agent, that will be issuing the certificate.

In order to create a request for issuing a certificate:

1. Select a device/folder where you want to store a certificate:

- Smart key (GOST)
- Smart key (RSA)
- File



In order to save a certificate on your smart key dongle (GOST) you need to have the latest version of the OS configuration app installed. The latest version of the app is available here for [Mac](#) and [here](#) for Windows.

2. Fill in the form:

- First, last and middle name – indicate the full name of the employee that will get the certificate. If the employee has a middle name, it is a mandatory to fill in. Under 50 characters. You can use letters, numerals and special characters: period . , dash – , apostrophe ' , underscore _ and minus -
- Organization – indicate organization name where the employee works. You can use letters, numerals and special characters: period . , dash – , apostrophe ' , underscore _ and minus -
- TIN (INN) – indicate organization's TIN (INN). Under 12 characters. Not mandatory



If the certificate will be issued for a natural person, check the «Issue certificate for an individual» checkbox.

- **Country** – «Russia» is set by default
- **City** – indicate city where the organization resides. Start entering city name and select one of the suggested options (if your city or town is not listed, please contact us at support@faktura.ru)
- **Address** – indicate organization's address. Under 255 characters
- **Phone** – indicate employee's phone number. Under 20 characters. Not mandatory
- **Email** – indicate employee's email



It is crucial to indicate a working and accessible email, because the link for saving a certificate will be sent to this email. It will also be used for receiving notification on [renewing the certificate](#).

3. After you have filled in the form, click «Confirm».

The input data will be automatically transliterated.

Faktura.ru Request for financial Certificate (2 Class)

Please check the data correctness

Full name <input type="text" value="Cheshujkina Marina Karpovna"/>	Organization <input type="text" value="OOO 'UslugaServis'"/>
INN <input type="text"/>	
Country <input type="text" value="RU"/>	City <input type="text" value="Moscow"/>

Your contact details

The following fields are not used for certificate registration, but used as an additional information about you, when signing a certificate.

Address <input type="text" value="ул. Прямая, д.1, оф.101"/>	Phone <input type="text" value="89876543210"/>
E-mail <input type="text" value="cheshuikina@usl.ru"/>	

Сертификаты выдаются в Удостоверяющем центре "AUTHORITY" (ЗАО "ЦЦС")

4. Then you need to send all this information to your Agent (bank) by clicking the «Submit» button. You will also be asked to enter a PIN code (or a password for a certificate in a file) in the corresponding window. We recommend using on screen keyboard for entering the PIN code.



If you are using Rutoken smart key dongle, the first time you use it you will be asked to change a preset PIN code and a preset administrator PIN code. See also «[Changing PIN code on Rutoken smart key dongles](#)».

After you have entered a PIN code you will see a page with your request number and a link to an application on issuing a certificate.

Faktura.ru

Request accepted

Удостоверяющий Центр "Authority" принял Ваш запрос **N 1ec0b1137491bf** на выдачу сертификата "Класс 2".

At the moment only your Private(secret) key has been generated.

To use the certificate you also need a Public key.

You shall receive a link (URL) to receive a certificate, as soon as your data is confirmed by the Agent of the Certificate Authority.

Print the application form for a certificate issue for legal entities: [Application form for legal entities](#)

Please note, that an application on issuing must be printed out, signed and presented to the Agent (bank) in the fashion set by your bank.

Step 2: Saving a certificate

After your request has been approved by the Agent (bank) you will get a letter to a specified email with link to a certificate.



If you used an English interface for creating the application, the link in the letter will lead to a page in English as well.

Click the link to proceed to saving the certificate.

The saving certificate page contains a link to an Acceptance act. The Acceptance act must be printed out, signed and presented to the Agent (bank) in the fashion set by your bank.

Faktura.ru Saving of certificate EN RU

Your certificate details

Subject:	CN=Cheshujkina Marina Karpovna, O=OOO 'UslugaServis', L=Moscow, C=RU
Certificate Authority:	CN=Class 2 CA, OU=CAs, O=FTC, C=RU
Serial number:	6aba9
Request number:	1ec0b1137491bf

[View and print the Acceptance Certificate](#)

Press the 'Save certificate' button
Your certificate will be automatically stored in directory [C:\Users\Desktop](#)

[Save certificate](#)

Click «Save certificate» and enter your PIN code (or a password for a certificate in a file) to save you certificate.

After the certificate was saved, you will see the corresponding message.

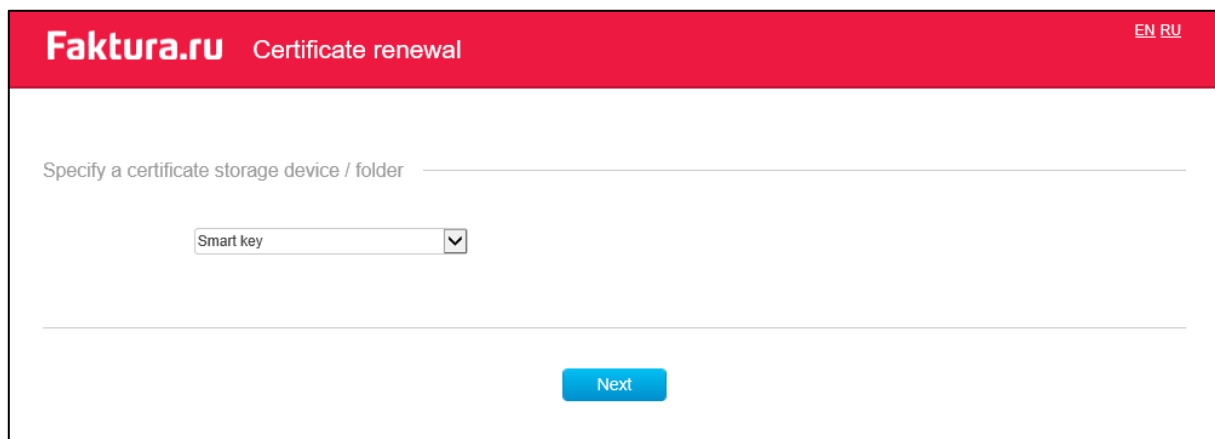
3. Remote renewing

Step 1: Creating request for renewing a certificate

In order to create a request for renewing a certificate you need to use the link similar to https://ca.faktura.ru/ca/new-certificate?agentId=*, provided by the bank.

** is an Agent (bank) identification. Contact you bank to get the correct link.*

The «Certificate renewal» form will open in the web-browser. The form is available both in English and in Russian. To change the language click EN or RU in the top right corner.



In order to create a request for renewing the certificate:

1. Select a device/folder where you store your certificate:
 - Smart key
 - File



In order to save a certificate on your smart key dongle (GOST) you need to have the latest version of the OS configuration app installed. The latest version of the app is available here for [Mac](#) and [here](#) for Windows.

2. Click «Next». You will also be asked to enter a PIN code (or a password for a certificate in a file) in the corresponding window. We recommend using on screen keyboard for entering the PIN code.



If you are using Rutoken smart key dongle, the first time you use it you will be asked to change a preset PIN code and a preset administrator PIN code. See also [«Changing PIN code on Rutoken smart key dongles»](#).

3. The page with information on the certificate will open. Here you can view and edit (if needed) your phone number and email. Then click «Renew» to send a request for renewing the certificate.

Faktura.ru Certificate renewal

Your certificate _____

Subject: CN=Cheshujkina Marina Karpovna, O=OOO 'UslugaServis', L=Moscow, C=RU
Issuer: CN=Class 2 CA, OU=CAs, O=FTC, C=RU

The request for a certificate renewal will be sent to Certificate authority _____

Please check the accuracy of your e-mail address, contact phone number and press the button 'Renew certificate'

Phone

E-mail

Make sure, that you specify valid email address, since it will be used to receive a link for saving a key certificate and to get notices on certificate expiry.

You will see a page with your request number and a link to an application on renewing a certificate.

Faktura.ru

Request accepted _____

Удостоверяющий Центр "Authority" принял Ваш запрос **N 39b3216f97b9f** на обновление сертификата "**Класс 2**".

At the moment only your Private(secret) key has been generated.

To use the certificate you also need a Public key.

You shall receive a link (URL) to receive a certificate, as soon as your data is confirmed by the Agent of the Certificate Authority.

Step 2: Saving a certificate

After your request has been approved by the Agent (bank) you will get a letter to a specified email with link to your renewed certificate.



If you used an English interface for creating the application, the link in the letter will lead to a page in English as well.

Click the link to proceed to saving the renewed certificate.

Faktura.ru Receiving of a renewed certificate
EN RU

Your certificate details

Subject:	CN=Cheshujkina Marina Karpovna, O=OOO 'UslugaServis', L=Moscow, C=RU
Certificate Authority:	CN=Class 2 CA, OU=CAs, O=FTC, C=RU
Serial number:	437162
Request number:	39b3216f97b9f

Директория ключа: <C:\Users\Desktop\key>

To receive a renewed certificate, please sign the Acceptance Certificate using your active key

Please press the 'Sign the Acceptance certificate' button and enter the key password

Sign the Acceptance Certificate

Please note, that the Acceptance is an official document and only available in Russian. The Acceptance act should be signed by the certificate which is an equivalent of a handwritten signature. By signing the Acceptance act you confirm that you are now receiving the certificate. Click the «Sign» button and enter your PIN code (or a password for a certificate in a file).

? Sign document?
Close X

Acceptance certificate of the Key Certificate for Verification of Electronic Signature

Novosibirsk 14.12.2018

The legal entity OOO "UslugaServis", hereinafter referred to as the "CLIENT", represented by its authorized person Чешуйкина Марина Карповна, on the one side, and ЗАО "ТЕСТ", hereinafter referred to as the "AGENT", represented by Админов Админ Ключевич, acting under XXX56, on the other side, have drawn up this Acceptance Certificate in accordance with the Rules of "AUTHORITY" Certificate Authority on the following:

1. The Agent has verified the CLIENT's details, the Certificate Authority has created the Key certificate for verification of electronic signature (hereinafter referred to as the "Certificate") and provided the CLIENT with it on 14.12.2018, and the CLIENT has accepted the original of the following Certificate on digital carrier:

Subject	CN=Cheshujkina Marina Karpovna, O=OOO 'UslugaServis', L=Moscow, C=RU
Serial Number	6abaa
Signature Algorithm	SHA1withRSA
Issuer	CN=Class 2 CA, OU=CAs, O=FTC, C=RU
Valid from	14-12-2018
Valid to	22-01-2023
Public key algorithm	RSA
Public key	30 81 89 02 81 81 00 f0 4d 9c 5c d0 84 f0 87 6d 52 a7 2c a8 7d f1 5a 4f a1 a9 79 e0 72 e5 ec 52 40 d4 bf 59 7d 9e 13 af 35 96 53 e8 92 6f e5 1d ef cb 78 5a 4e 27 0a 8c c5 16 fc 49 2a 31 44 a7 ef 24 aa 5c 1f 98 5b 4e 2f ac e5 b0 a9 44 90 c9 3e e1 1b 03 92 17 92 6d 98 51 c9 e2 b1 73 05 2d 56 6e 13

Cancel
Sign

After the Acceptance act is signed, the page with a renewed certificate will open. Click «Save certificate».

Faktura.ru Saving of certificate EN RU

Your certificate details

Subject:	CN=Cheshujkina Marina Karpovna, O=OOO 'UslugaServis', L=Moscow, C=RU
Certificate Authority:	CN=Class 2 CA, OU=CAs, O=FTC, C=RU
Serial number:	437162
Request number:	39b3216f97b9f

[View and print the Acceptance Certificate](#)

Press the 'Save certificate' button
Your certificate will be automatically stored in directory [C:\Users\Desktop\key](#)

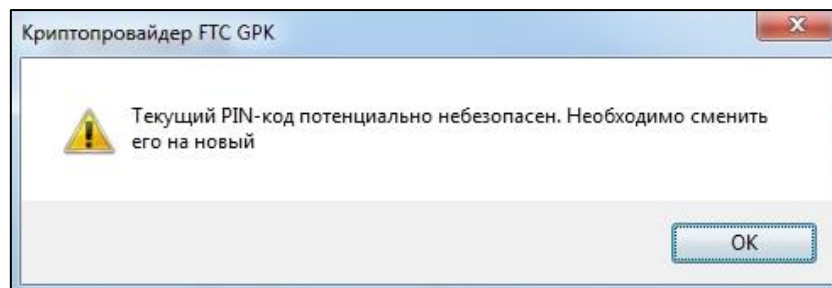
[Save certificate](#)

After the certificate was renewed and saved, you will see the corresponding message.

4. Changing PIN code on Rutoken smart key dongles

The first time you use the smart key dongle you will be asked to change the default PIN code and administrator PIN code. The procedure of changing a PIN code will be initiated automatically:

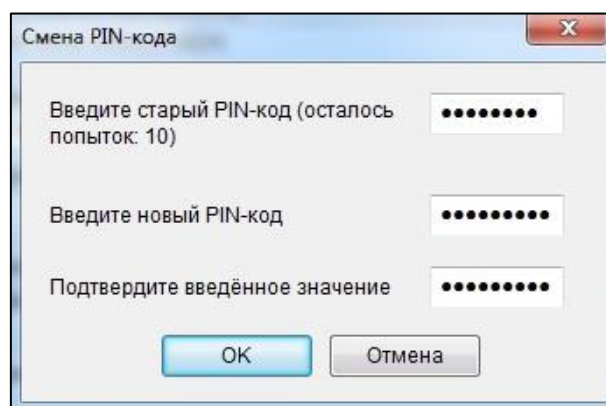
1. First, click «OK» in this window.



Text in the window:

The default PIN code is not secure. Please change it

2. The PIN code changing window will open.
 - a. Input the default PIN code which is 12345678
 - b. Come up with a PIN code (at least 8 символов) and type it in
 - c. Type it in again
 - d. Click «OK»



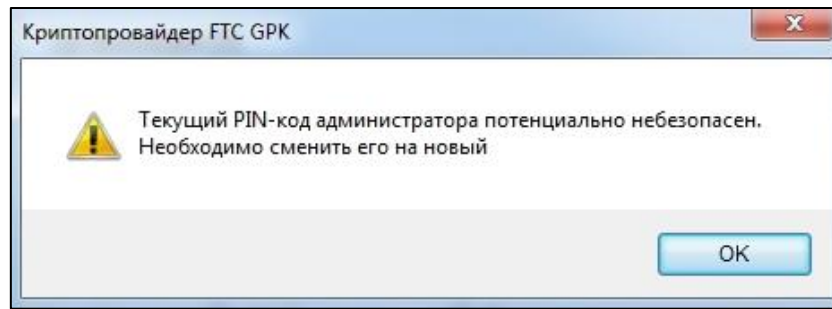
Text in the window:

Enter the current PIN code (tries left: 10)

Enter a new PIN code

Enter a new PIN code again

3. Then you will be asked to change a default administrator PIN code. Click «OK» in this window.

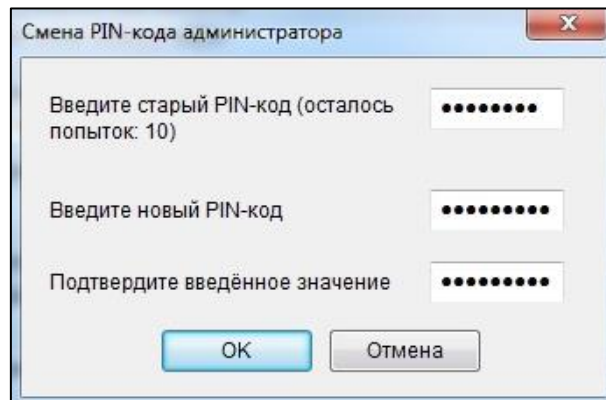


Text in the window:

The administrator PIN code is not secure. Please change it

4. The administrator PIN code changing window will open:

- a. Input the default PIN code which is 87654321
- б. Come up with an administrator PIN code (at least 8 символов) and type it in
- в. Type it in again
- г. Click «OK»



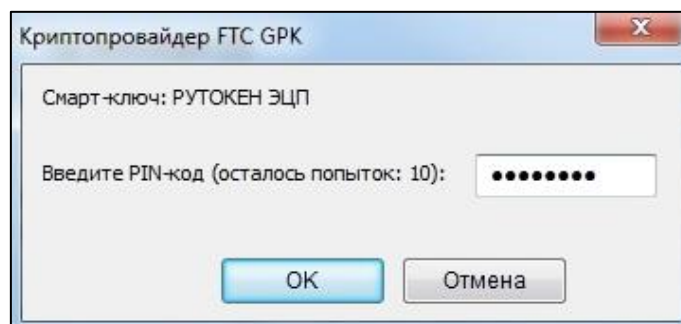
Text in the window:

Enter the administrator PIN code (tries left: 10)

Enter a new administrator PIN code

Enter a new administrator PIN code again

5. The next window will open, where you need to enter your user access PIN code you have just changed.



Text in the window:

Smart key dongle: Rutoken

Enter the PIN code (tries left: 10)