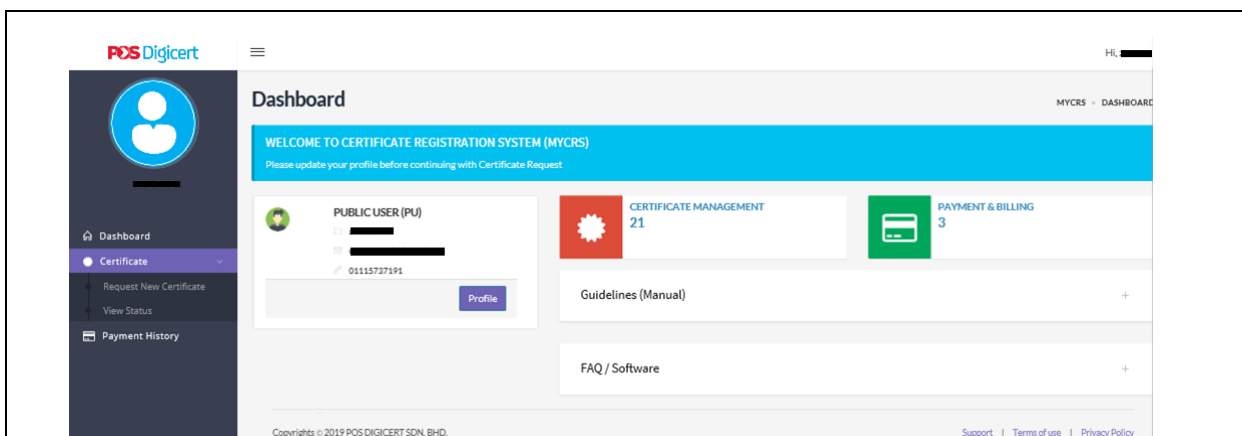


1 Roaming Certificate Management

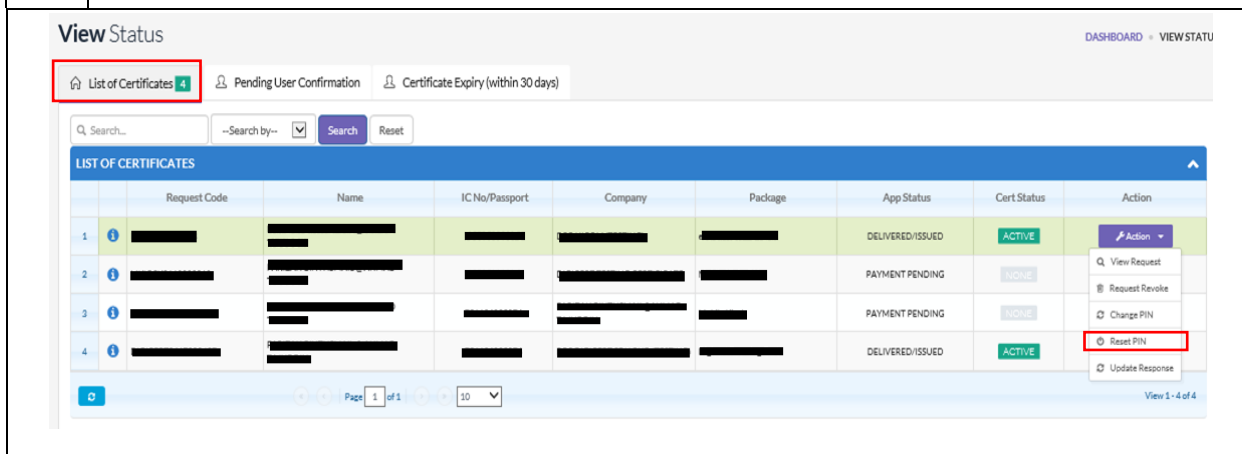
Roaming users are able to Reset PIN, Change PIN, Update Challenge Response and Request Certificate Revocation.

1.1 Reset PIN

Please follow the steps below to reset PIN. Please login to MYCRS.



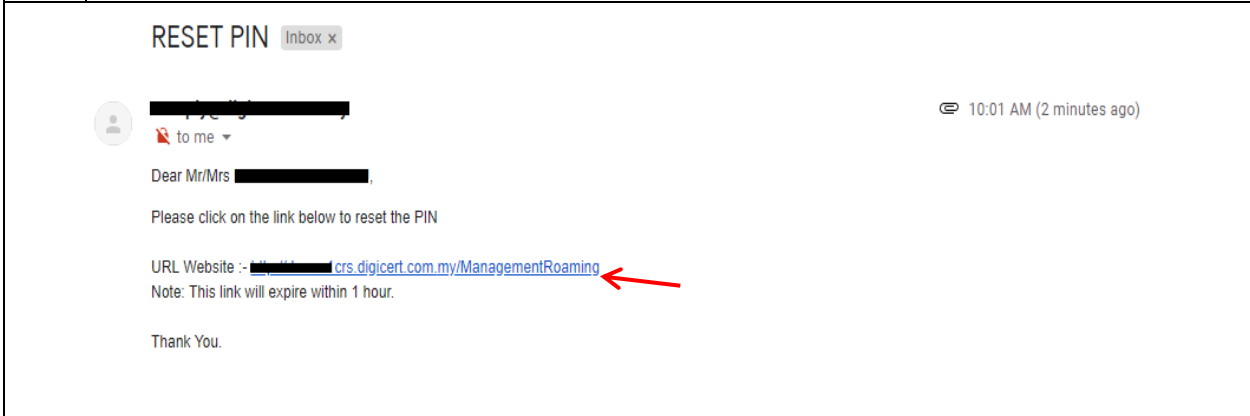
1. At **Dashboard** page, click on **CERTIFICATE MANAGEMENT** link or click on **Certificate** menu and select **View Status** sub menu.



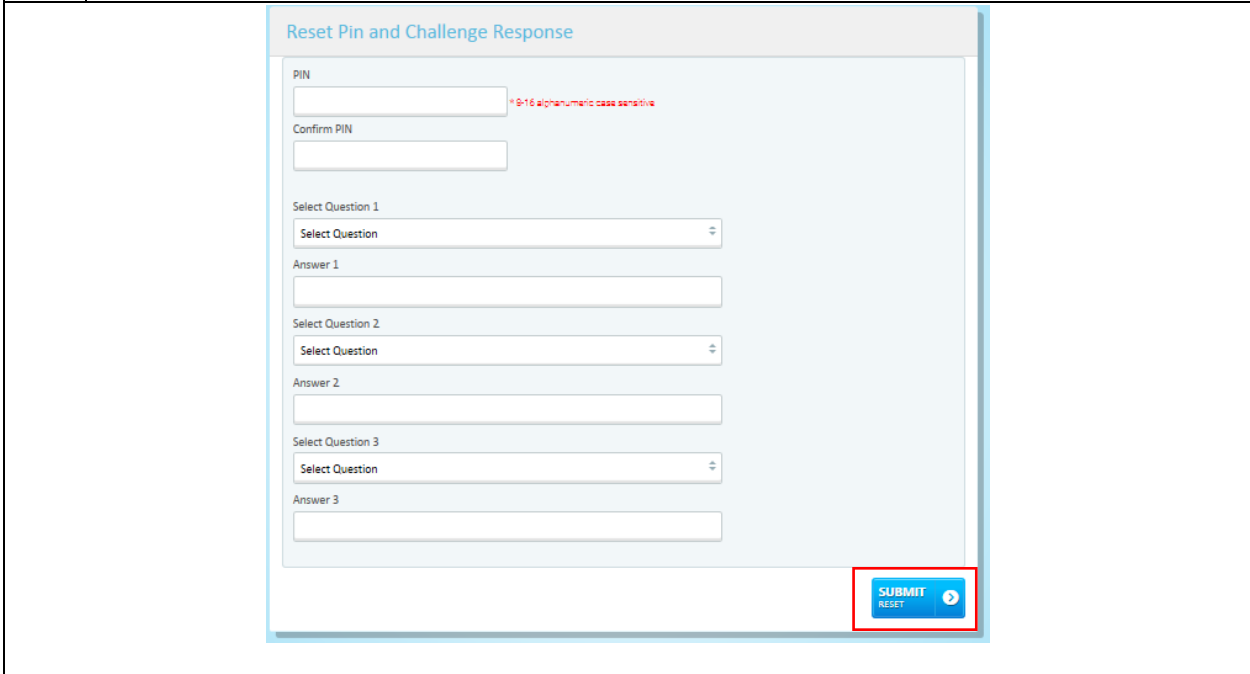
2. At **View Status** page, under **List of Certificate** tab, click on **Action** dropdown list at the appropriate record row and select **Reset PIN** item. MYCRS will display confirmation message on **“Confirm this action to reset PIN?”**. Click on **RESET** button. MYCRS (Roaming Certificate) will send **“RESET PIN”** email notification to your registered email in Roaming Certificate. (Please wait at least 5 minutes after the request)

***Note:** If you do not receive the email, one of the possible causes is your email address in Roaming Certificate and email address in is not synchronized. To synchronize the email, please

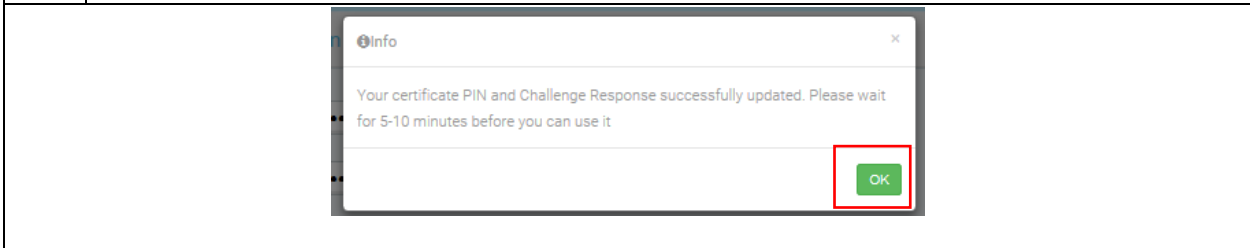
go to **Dashboard** page and click on **Profile** button. Please note to verify your email address and click on **Confirm** button. Please request the **Reset PIN** again.



3. Open the email and click on the URL to set your new PIN.



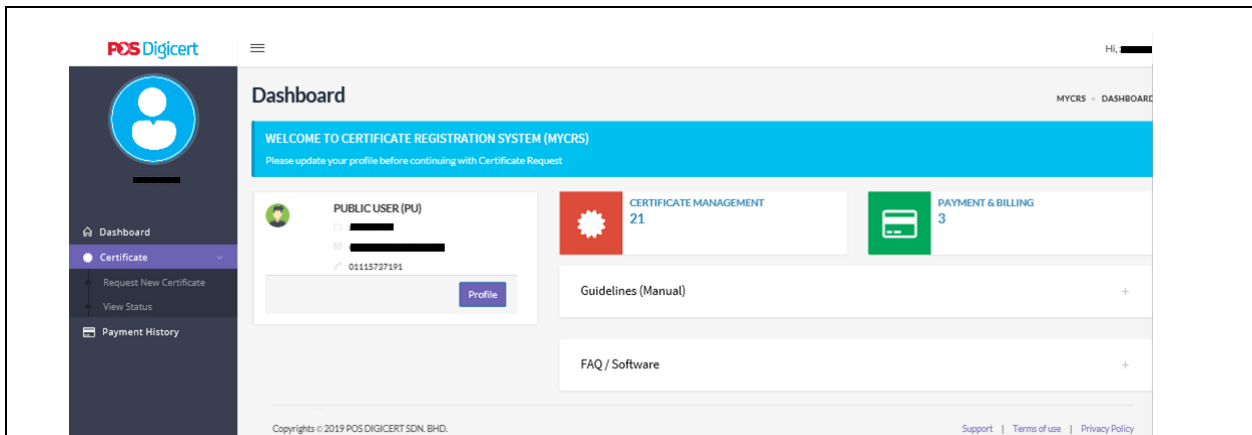
4. At **Reset Pin and Challenge Response** page, fill in the information accordingly. Please note that this is your certificate credential. Click on **SUBMIT** button. MYCRS will display confirmation message "**Confirm to reset your PIN?**". Click on **Confirm** button. MYCRS will display information message as below.



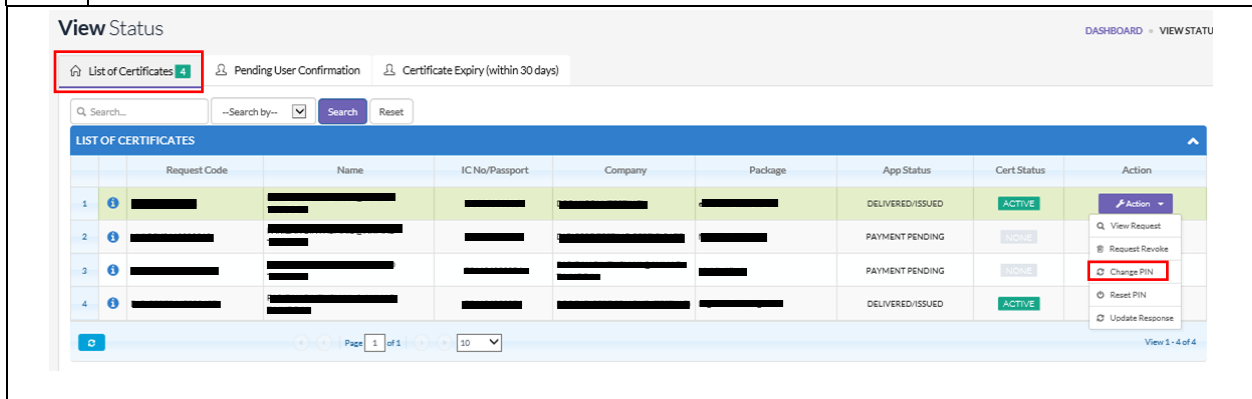
5. Click on **OK** button.

1.2 Change PIN

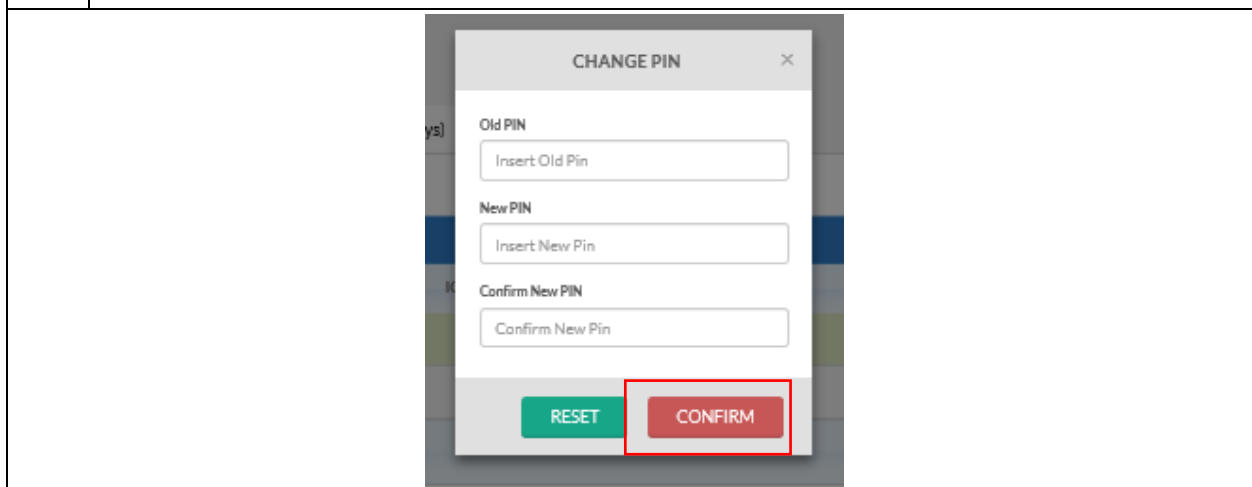
Please follow the steps below to change your PIN. Please login to MYCRS.



1. At **Dashboard** page, click on **CERTIFICATE MANAGEMENT** link or click on **Certificate** menu and select **View Status** sub menu.



2. At **View Status** page, under **List of Certificate** tab, click on **Action** dropdown list at the appropriate record row and select **Change PIN** item.

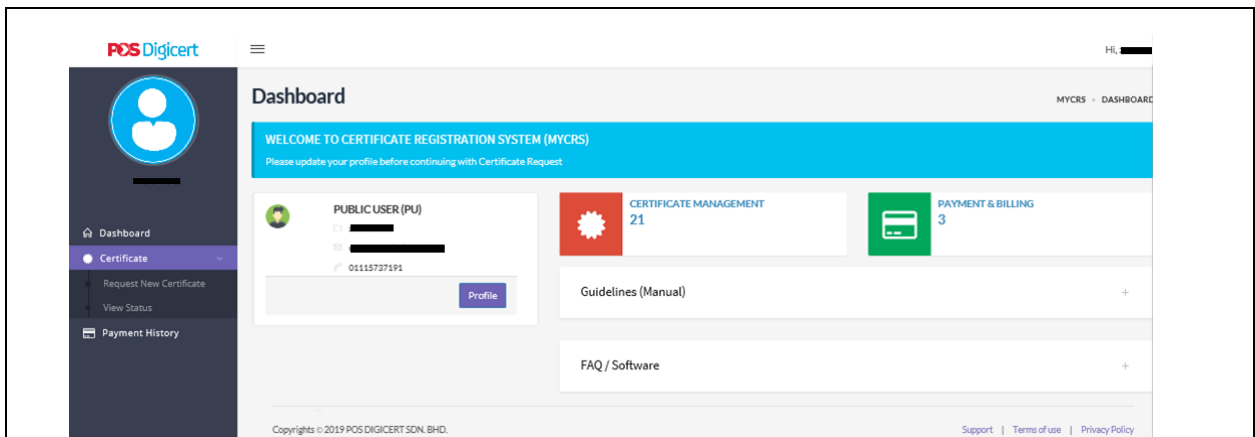


3. Fill in Change PIN information and click on **CONFIRM** button. The new PIN format must follow the below criteria,

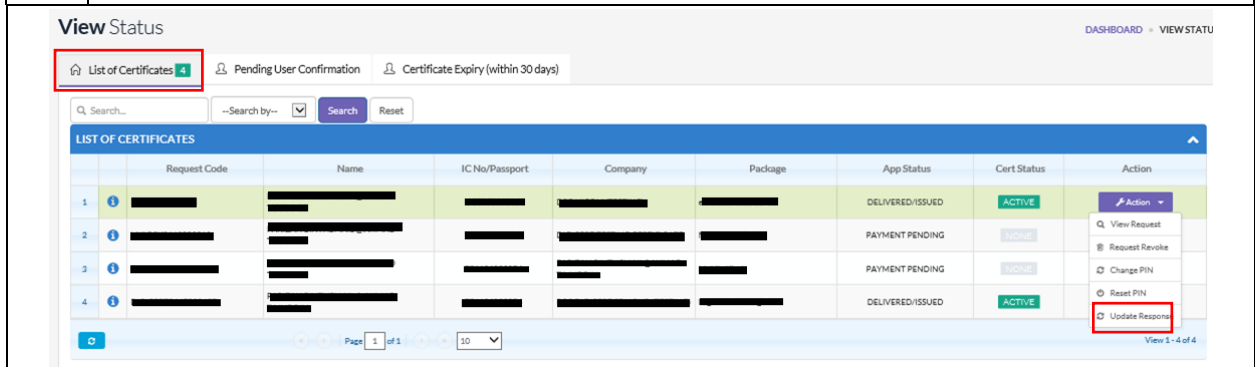
- | | |
|--|---|
| | <ul style="list-style-type: none">▪ It must be a minimum of 8 characters and maximum of 16 characters.▪ Must have at least one uppercase letter with one lowercase letter, one number and one special character. <p>MYCRS will display confirmation message “Confirm to change PIN?”. Click on CONFIRM button.</p> |
|--|---|

1.3 Update Challenge Response

Please follow the steps below to update challenge response. Please login to MYCRS



1. At **Dashboard** page, click on **CERTIFICATE MANAGEMENT** link or click on **Certificate** menu and select **View Status** sub menu.



2. At **View Status** page, under **List of Certificate** tab, click on **Action** dropdown list at the appropriate record row and select **Update Response** item.

UPDATE CHALLENGE RESPONSE

Challenge Question 1
Select Question
Answer 1

Challenge Question 2
Select Question
Answer 2

Challenge Question 3
Select Question
Answer 3

PIN

RESET CONFIRM

3. Fill in PIN information and click on **CONFIRM** button. MYCRS will display confirmation message **“Are you sure to UPDATE Challenge Response?”**. Click on **OK** button.