

General Instructions on LankaSign Document Submission

Instructions for Application Forms

1. The Certificate will be issued to the Applicant referred to in forms CA01, CA02, & revocation referred to in forms CA03.
2. Display name of the certificate field refers to how the name appears in digital certificate and is **applicable only for HSM (Hardware Security Module) based Document Signing certificates**. Default name is made up of initials and last name and is separated by underscores to ensure compatibility to be integrated to any application or system. However, this can be customized on customer request and only the names included in the NIC/Passport/Driving License is permitted.
3. Nicknames, professional statuses/memberships, marital statutes, qualifications, etc. are not permitted.
4. This Application Form should be filled and submitted to LankaPay (Pvt) Ltd with the company seal.
5. Only one digital certificate will be issued to one particular applicant for one particular requirement (Example: SLIPS Primary, SLIPS Secondary, CITS Primary, CITS Secondary, etc.), and therefore, separate application forms should be submitted for each requirement.
6. In the event, that the person who physically collects the digital certificate differs from the applicant of the Bank / Financial Institution who has signed the form, the person collecting the digital certificate should bring an official authorization letter signed by the same applicant of the Bank Financial Institution whose details are provided in the Application Form along with the company seal. The letter should include the collecting person's Full Name, NIC / Passport Number as proof of identity for LankaPay (Pvt) Ltd to hand over the digital certificate.
7. Some fields containing the personal information in digital certificate has maximum character lengths and only the initial characters will be inputted until supported character length is reached.
8. All above instructions must be strictly followed in order to obtain a Digital Certificate. Failing to submit correct supporting documentation or failing to submit all information requested in the Application Form will result in the request being rejected.

The forms can be filled using Fill & Sign feature of Adobe (Tools  Fill & Sign).

LankaPay / LankaSign Help Desk could be contacted on:

- Tel: 0112356900 / 0112356995
- Email: helpdesk@lankapay.net

Instructions for Revocation Forms

1. In the event of Loss / Theft / Compromised / Change of Existing Authorized user, this application Revocation form should be promptly completed and submitted to LankaSign CSP.
2. Authorized User refers to whom the certificate was issued originally.
3. Certificate type refers Clearing Application Certificate (CITS/SLIPS/UITs/USD Online), CSR Based Request (SSL/JustPay/PEN/NCE) or Email/Document Signing Certificate
4. This Application Form should be filled and submitted to LankaPay (Pvt) Ltd with the company seal.
5. Certificate Serial Number is the unique identifier of any specific certificate and should be submitted with the application to ensure accuracy. In the event, certificate serial no is not available; LankaPay (Pvt) Ltd will make a reasonable effort to locate the specific certificate based on other information provided. (Please refer below on how to obtain the certificate serial no)
6. Revocations are carried out subjected to availability of Revocation Form (CA03) with necessary authorization and will not be carried out based on any other communication methods.
7. Some fields containing the personal information in digital certificate has maximum character lengths and only the initial characters will be inputted until supported character length is reached.
8. All above instructions must be strictly followed in order to revoke a Digital Certificate. Failing to submit all information requested in the Revocation Form will result in the request being rejected

How to Obtain the Certificate Serial No

(Open Token Software ➤ Double Click on the Certificate ➤ Detail Tab ➤ Serial number)

The forms can be filled using Fill & Sign feature of Adobe (Tools ➤ Fill & Sign).

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