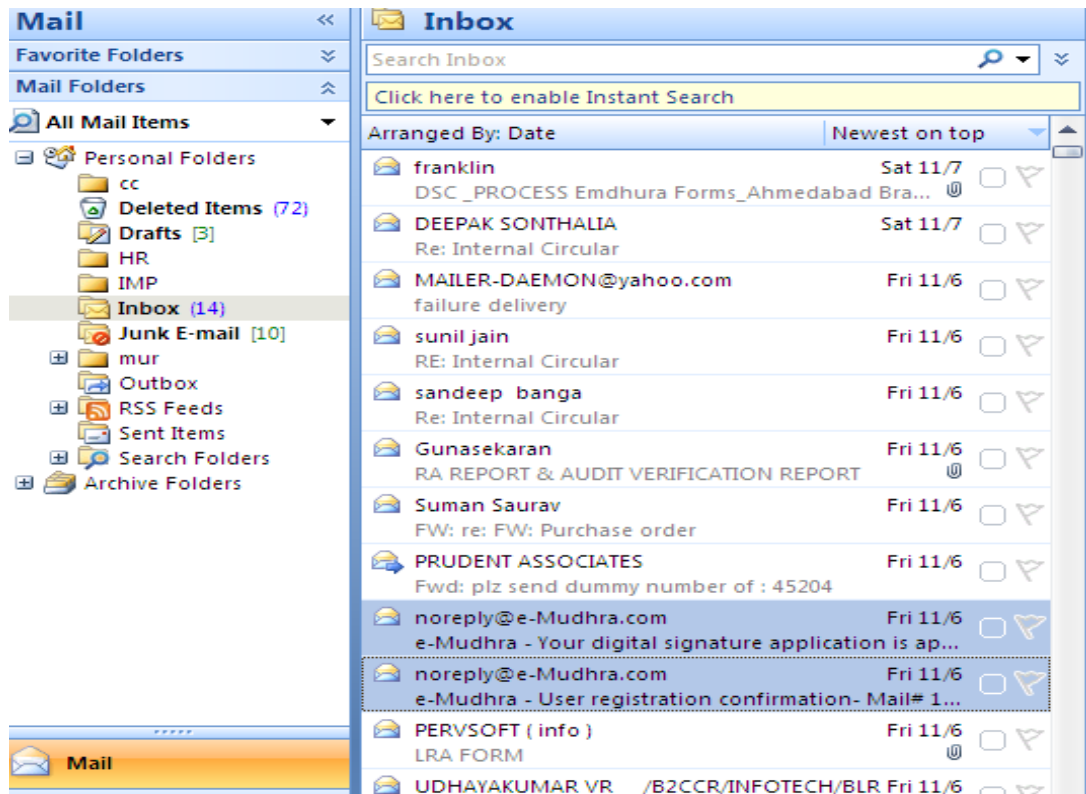


DSC Download Process

1. Refer to your mail containing Subject line as “e-Mudhra - User registration confirmation- Mail# 1 of 2”. Now refer the last mail “Mail # 2 of 2” having subject line as “**e-Mudhra - Your digital signature application is approved- Mail # 2 of 2**”. This mail affirms that your application has been approved and you can proceed for download of digital signature certificate.



2. Mail# 1 of 2” mail contains your User name and password. Using this user name and password, you have to login to the portal i.e. <https://www.e-mudhra.com/portal/login.aspx>.

Dear Mr. Sheikh Naushad,
We would like to thank you for registering with e-Mudhra (Application ID: 44707). As a registered user you would be able to avail of the multiple services that we have to offer.

Below is your username and password which is required to download the certificate once it is processed. You need to change the password after log in.

User name: 4 7 7
Password: (Enter your DOB in DDMMYYYY format without space).

Please note that this is the first of the two emails that you will receive. The subsequent email will confirm when you can download your certificate. You can always check the status of application by logging into www.e-mudhra.com using your user name and password.

You can view the certificate download instruction manual from the link:
<http://www.e-mudhra.com/repository/e-MudhraDownloadManual.pdf>

Our customer services can be contacted on 080-67821616 or by email at info@e-mudhra.com

We look forward to serving you and hope you have a pleasant experience.

Warm Regards,
Team e-Mudhra

3. Mail 2#2 indicates that the certificate can be downloaded.

From: noreply@e-Mudhra.com [info@e-mudhra.com]
To: sheikhmohammed.naushad@3i-infotech.com
Cc:
Subject: e-Mudhra - Your digital signature application is approved- Mail # 2 of 2

Dear Mr. Sheikh Naushad,

Your e-Mudhra Digital Signature Certificate(Application ID : 44707) is ready for download.

Please follow the following steps to download your certificate.

Step 1:
Install e-Mudhra Personal from the CD (Digital Signature Certificate Enrollment Kit) provided to you.

If you do not have the same, you can also download e-Mudhra Personal from the link:
<http://www.e-mudhra.com/repository/downloads/e-MudhraPersonalSetup.zip>

Step 2:
Login to www.e-mudhra.com with your user name and password.

Step 3:
Click on the application id and follow the instructions to complete the download of your e-Mudhra Digital Signature Certificate.

Our customer services can be contacted anytime on number 080-67821616 or by email at info@e-Mudhra.com.

4. Visit :<https://www.e-mudhra.com> and click on login or click on the link available in the mail #1. This will direct you to page where in user name and password (Password would be your DOB) has to be keyed in. Key in the user name and password and click on “**Submit**” button.

e-Mudhra - Windows Internet Explorer provided by 3i Infotech Ltd

https://www.e-mudhra.com/portal/login.aspx


File Edit View Favorites Tools Help

e-Mudhra

e-mudhra
Trust Delivered

e-Mudhra Assistance

Subscriber Login


DIGITAL SECURITY

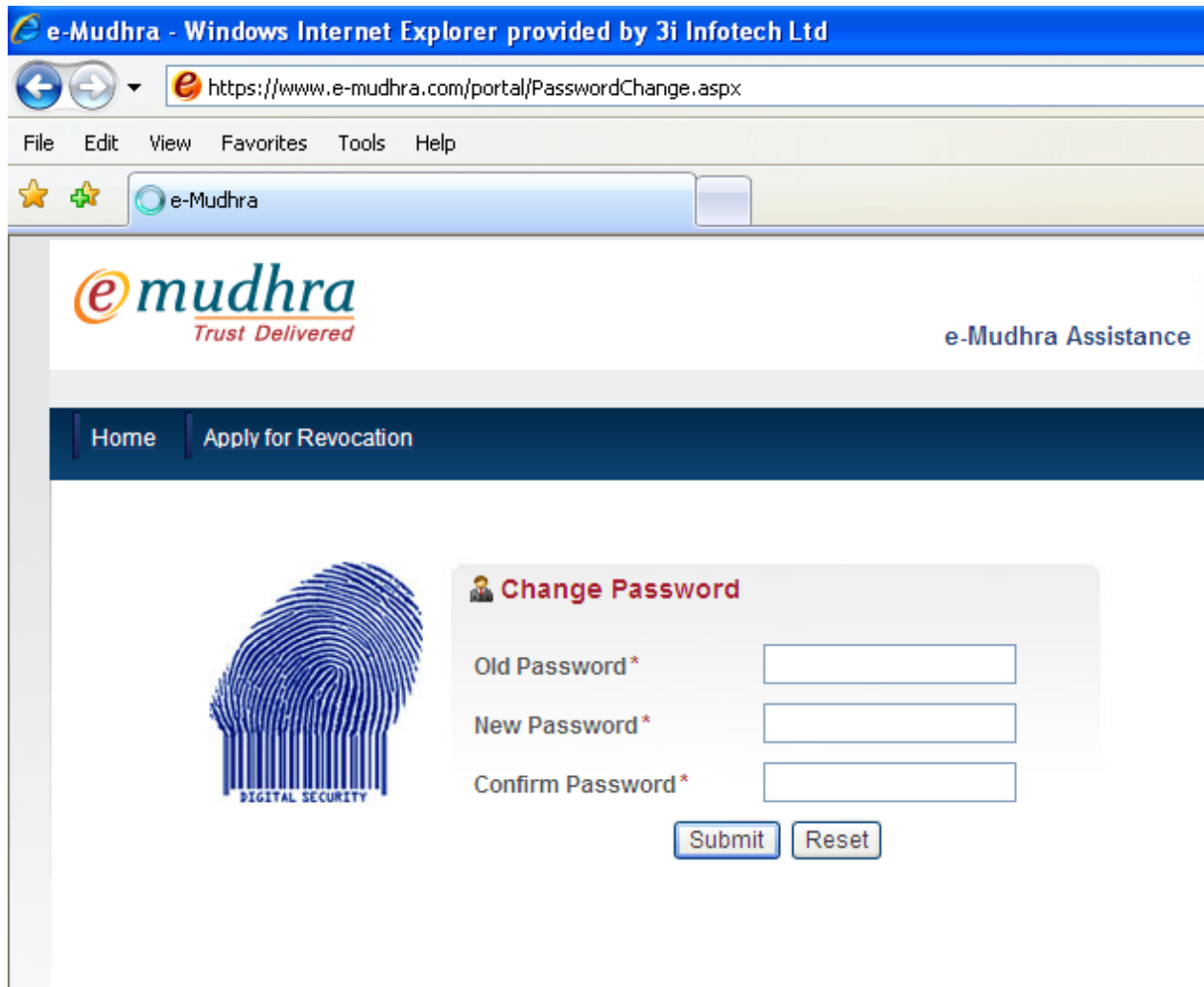
User Id *

Password *

[Forgot Password](#)

- When clicked on “**Submit**” button, the page gets directed to password change page. Key in the password as provided in the mail under old password field and then enter the new password and confirm password. Click on “**Submit**” button.

Note: The password should be minimum length of eight with at least one numeric and one special character. Special characters allowed are - _?<>!@()#\$\$%^&+= Step.



The screenshot shows a Windows Internet Explorer browser window. The title bar reads "e-Mudhra - Windows Internet Explorer provided by 3i Infotech Ltd". The address bar shows the URL "https://www.e-mudhra.com/portal/PasswordChange.aspx". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The address bar also shows "e-Mudhra" as a search or navigation option.

The main content area features the e-mudhra logo with the tagline "Trust Delivered" and "e-Mudhra Assistance" on the right. A navigation bar contains "Home" and "Apply for Revocation".

The central focus is the "Change Password" form, which includes a fingerprint icon with the text "DIGITAL SECURITY" below it. The form has three input fields: "Old Password*", "New Password*", and "Confirm Password*". Below these fields are two buttons: "Submit" and "Reset".

- When clicked on "Submit" button, the page gets directed to home page. Click on the "Download" button to proceed further.

Manage Applications - Windows Internet Explorer provided by 3i Infotech Ltd

https://www.e-mudhra.com/portal/Home.aspx

File Edit View Favorites Tools Help

Manage Applications

e-mudhra
Trust Delivered

e-Mudhra Assistance

Home Apply for Revocation

Search Details

Application Number* Search Reset

Manage Applications

SL No.	Application Number	Class of Certificate	Common Name	Status	
1	44707	Class 2 Gold Individual	Sheikh Naushad	Download	Download

1

- Click on the "Date of Birth" field and select your date of birth from the calendar as provided on the application form. After selecting the DOB click on the **OK** button.

e-Mudhra - Windows Internet Explorer provided by 3i Infotech Ltd

https://www.e-mudhra.com/portal/DOBValidation.aspx

File Edit View Favorites Tools Help

e-Mudhra

e-mudhra
Trust Delivered

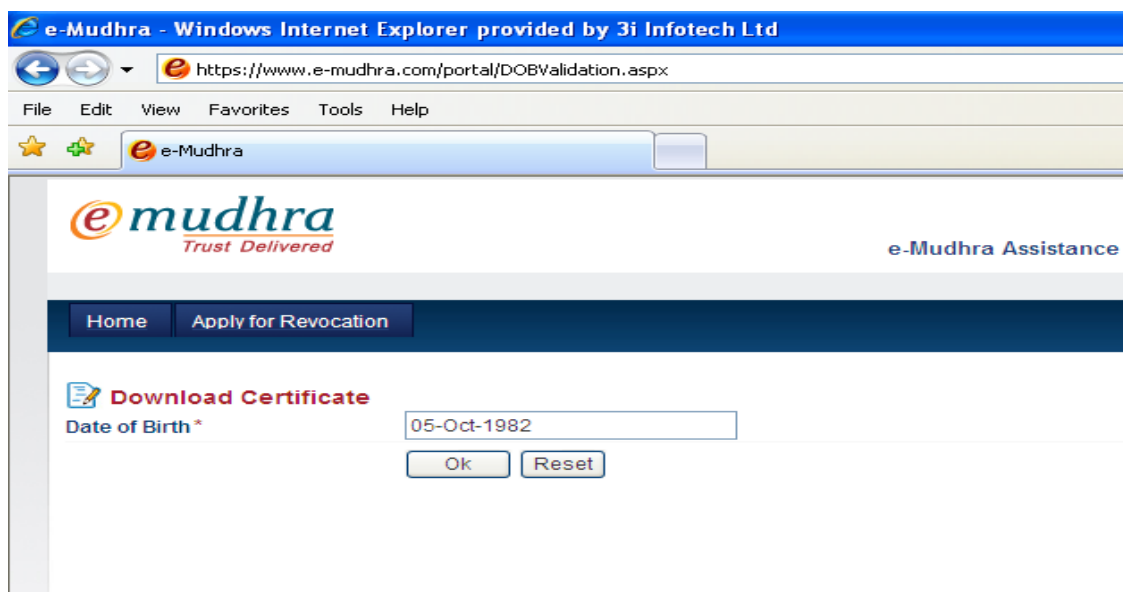
e-Mudhra Assistance

Home Apply for Revocation

Download Certificate

Date of Birth*

Ok Reset



8. Please go through the screen carefully before downloading the digital signature certificate. This page provides detailed information on compatibility, pre-requisites and download digital signature procedure. Click on “**Continue**” button to go ahead.

Welcome To e-Mudhra Digital Certificate Download Screen

Compatibility :

- * Compatible Operating Systems: Microsoft Windows 2000, XP, 2003, Vista
- * Compatible browsers: Microsoft Internet Explorer 6.0 and above, Mozilla Firefox 2.x (only for soft token)

Pre-requisites:

- * Add www.e-mudhra.com to the 'Trusted Sites' list of the browser.
- * Enable Active X controls in the Internet Explorer browser
- * If you are downloading certificate into soft token, download and install [e-Mudhra Personal](#) (If you have not installed e-Mudhra Personal earlier from CD).
- * If you are downloading certificate into USB token, install the token drivers and associated software.
- * Install [e-Mudhra Certificate Trust Chain](#)

Brief Procedure:

- * Verify your certificate details and confirm.
- * If you are using *soft token*, click on 'Download Certificate'. It will prompt for name of the token and password. Password shall be strong enough and it can contain alphanumeric characters. This Password is very important which will be used in future for any use of certificate. Preserve it securely. You can change the Password anytime later.

Important: If you forget the token password, it is not possible to retrieve the same. So, remember and preserve it. Your soft token is dependant on your machine. You will loose it if you format the system, uninstall e-Mudhra Personal or delete it manually. You shall take a backup of the token by exporting into .p12 file using e-Mudhra Personal. Keep the backup in media without disclosure for emergency use. Do not uninstall e-Mudhra Personal even in case there is a problem while downloading the certificate. If you uninstall Personal, you cannot retry to download certificate. If you loose your token in any means as described above, you may require to purchase new certificate.

- * If you are using *hard token (USB crypto token)*, select your token cryptographic service provider. Click on 'Download Certificate'. It will prompt for the token PIN. This PIN is very important which will be used in future. Preserve it securely. You can change the PIN anytime later. If you forget the PIN, you can unblock it by providing the Unblock PIN.

- * Do not close the browser window while the certificate generation is in progress. Your digital certificate will be downloaded to token of your choice later. Open e-Mudhra Personal or token application and check whether the certificate is downloaded successfully. Click 'Finish' to confirm download.

9. Before downloading the digital signature certificate, please check for the digital signature certificate details. If satisfied with details provided, click on **“Yes, I confirm”** and select Personal CSP from the drop down
 - if you have installed the Emudhra Personal application in the system.
 - if not select Microsoft CSP.

then click on **“Download Certificate”** button to download digital signature certificate. If found that there is mismatch in the certificate details then click on **“No, the details are not matching with my application form”** and contact our Registration Authority (RA) or our Customer Care at 080-67821616 or email us at info@e-mudhra.com.

Application ID: 44707

Certificate Details	
User Type	INDIVIDUAL
Token Type	Soft Token
Certificate Class	Class 2 Gold Individual
Certificate Validity	2 Years
Common Name[CN] (Name as in the application form)	Sheikh Naushad
Email Address [E]	sheikhmohammed.naushad@3i-infotech.com
Organisation Name [O] ('Personal' if not specified in application form)	3i Infotech Consumer Services Limited
Organisational Unit [OU] ('Personal' if not specified in application form)	Business
Locality [L]	BANGALORE
State [S]	Karnataka
Country [C]	India

I confirm the above mentioned digital signature certificate details and I agree to publish the certificate in e-Mudhra repository as per the associated [CPS](#) and [subscriber agreement](#).

Yes, I confirm

No, the details are not matching with my application form

Cryptographic Service Provider (CSP) Microsoft CSP ▼

Download certificateBack to Home

I confirm the above mentioned digital signature certificate details and I agree to publish the certificate in e-Mudhra repository as per the associated [CPS](#) and [subscriber agreement](#).

- Yes, I confirm
- No, the details are not matching with my application form

Cryptographic Service Provider (CSP)

Microsoft CSP
Select CSP
Microsoft CSP
eMudhra Personal

Back to Home

10. Please click on “**Finish**” button to download the digital signature certificate.

Download certificate

Application ID: 44707

Certificate Details

User Type	INDIVIDUAL
Token Type	Soft Token
Certificate Class	Class 2 Gold Individual
Certificate Validity	2 Years
Common Name[CN] (Name as in the application form)	Sheikh Naushad
Email Address [E]	sheikhmohammed.naushad@3i-infotech.com
Organisation Name [O] ('Personal' if not specified in application form)	3i Infotech Consumer Services Limited
Organisational Unit [OU] ('Personal' if not specified in application form)	Business
Locality [L]	BANGALORE
State [S]	Karnataka
Country [C]	India

Finish

Back to Home

11. When clicked on “**Finish**” button, a message as shown below shall pop up. Click on the “**OK**” button to confirm certificate is downloaded.

Application ID: 44707

Certificate Details	
User Type	INDIVIDUAL
Token Type	Soft Token
Certificate Class	Class 2 Gold Individual
Certificate Validity	2 Years
Common Name[CN] (Name as in the application form)	Sheikh Naushad
Email Address [E]	sheikhmohammed.naushad@3i-infotech.com
Organisation Name [O] ('Personal' if not specified in application form)	3i Infotech Consumer Services Limited
Organisational Unit [OU] ('Personal' if not specified in application form)	Business
Locality [L]	BANGALORE
State [S]	Karnataka
Country [C]	India

Windows Internet Explorer

Please confirm that Certificate is downloaded

Download certificate

Application ID: 44707

Certificate Details	
User Type	INDIVIDUAL
Token Type	Soft Token
Certificate Class	Class 2 Gold Individual
Certificate Validity	2 Years
Common Name[CN] (Name as in the application form)	Sheikh Naushad
Email Address [E]	sheikhmohammed.naushad@3i-infotech.com
Organisation Name [O] ('Personal' if not specified in application form)	3i Infotech Consumer Services Limited
Organisational Unit [OU] ('Personal' if not specified in application form)	Business
Locality [L]	BANGALORE
State [S]	Karnataka
Country [C]	India

Please find the steps below to locate your certificate:

IE→Tools→ Internet Options→Content→certificates and the name of the certificate holder as shown below. Once you double click on it, you will see the certificate information as shown in 2nd screen shot.

