DIGITAL CERTIFICATE

2024 - 2025

Universidad de Navarra

1 DIGITAL CERTIFICATE

GENERAL INFORMATION

The digital certificate is a **software credential** that is installed in your browser to guarantee your identity on the Internet. It allows access to the online renewal platform ("Mercurio/Sede Electrónica del Gobierno") as well as other government services.

It is the **digital equivalent of your TIE** for online processes and you will need it, along with the AutoFirma program, in order to renew your TIE.

Important: remember that the Digital Certificate is valid for 4 years, so you should not renew it every academic year. What is renewed is the TIE (Foreigner's Identity Card) and obtaining the Digital Certificate is only the first step of the renewal.

2 PRE-CONFIGURATION

To request, download and use the Digital Certificate, you will need to configure several things beforehand:

a. Make sure you have installed the latest available update for **Google Chrome** and your **operating system**.

Download

b. Install the software "Generación de claves **(CERES)** /Configurador FNMT"

Download

c. Download and install the latest version of the program called **Autofirma**

Download

2 AUTOFIRMA

PRE-CONFIGURATION - EXPLANATION

Autofirma is an e-signature application developed by the Ministry of Finance and Public Administrations and is necessary for signing documents in online processes. Without this program, **you will not be able to access** the TIE renewal platform (Mercurio).

Download

Download and install the version that is compatible with your computer. Sometimes computers do not allow the installation of programs downloaded from the Internet, in this case you need to modify your security preferences.

MAC COMPUTERS

PRECONFIGURATION - EXTRA STEP

Mac computers tend to have security settings that are too high (especially those with fingerprint scanners) and block SSL certificates that enable connection to FNMT (*Fábrica Nacional de Moneda y Timbre*) web pages and the correct operation of AutoFirma.

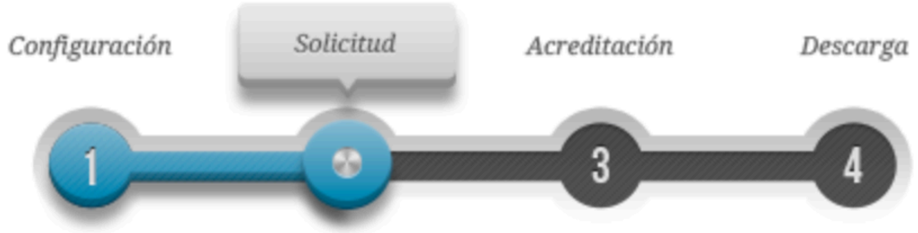
Therefore, if you have a Mac you should go to the **Keychain Access App** and change the trust settings of some SSL certificates.

In the search bar, look for and then double-click on the "AutoSign ROOT" certificate and change the setting of the "*Trust/When using this certificate*" field to the "***Always trust***" value. Then repeat this for the "localhost" certificate and any certificate with the word "FNMT" in it.

3 REQUEST A DIGITAL CERTIFICATE

Link

- **Private individual**
- Obtener Certificado Software
  - Configuración Previa
  - Solicitar Certificado
  - Acreditar Identidad
  - Descargar Certificado
- Obtener Certificado con DNIe
- Obtaining a certificate with an Android
- Status verification
- Renovar
- Certificate annulment



NOTA: Antes de realizar este paso es necesario instalar el software del paso 1 Configuración.

2. Solicitar Certificado

SOLICITAR EL CERTIFICADO

Go to the "**Request certificate**" section of the FNMT website (or use the link above) and complete the application.

4 REQUEST A DIGITAL CERTIFICATE

SOLICITUD DE CERTIFICADO FNMT DE PERSONA FÍSICA

Para tramitar la solicitud de su Certificado FNMT de Persona Física, por favor introduzca la información requerida:

Nº DEL DOCUMENTO DE IDENTIFICACIÓN

PRIMER APELLIDO(tal y como aparece en su documento de identificación)

CORREO ELECTRÓNICO

Confirme aquí su CORREO ELECTRÓNICO

INSTRUCCIONES:

- Recuerde que para evitar problemas en la solicitud y descarga de su certificado es necesario haber configurado correctamente su navegador. En nuestra sede electrónica encontrará el software de configuración automática.
- El nº del documento de identificación (NIF / NIE) deberá tener una longitud de 9 caracteres. Rellene con ceros a la izquierda si es necesario
- Asegúrese de que el correo electrónico asociado a su certificado es correcto, ya que a través de éste se enviarán todas las notificaciones sobre el ciclo de vida de su certificado.

Pulse aquí para consultar y aceptar las condiciones de expedición del certificado

Enviar petición

Fill in the information.

If you do everything correctly, it will ask you to create a **password**.

- It can **NOT** be retrieved or modified. Write it in a GoogleDoc, send it to yourself by email... If you forget this password, you will need to get the digital certificate from scratch again.

Then, you should receive an email from the **FNMT** with an **application code**.

5 VERIFY YOUR IDENTITY

Information

In order to obtain your digital certificate as a "*persona física*" (private citizen), you must prove your identity at the government offices authorized for this purpose.

You must show up with the **application code**, your **TIE** and your **passport**.

Important: your TIE must **be valid** at the moment of certifying your identity, otherwise you will only be able to certify it in one specific office and you may have problems.

In Pamplona, there are several offices where you can prove your identity. To locate them, consult the Map of "*oficinas de registro*": **Map**

Please note that you need to have a **prior appointment** to prove your identity in any of the offices...

5 VERIFY YOUR IDENTITY

Some of the offices to prove your ID in Pamplona are:

- The Agencia Tributaria (Calle Yanguas y Miranda, 31).
  - Book an appointment: LINK
- The Oficina de Información al Público y Registro General del Gobierno de Navarra (Avenida Carlos III, 2)
  - Appointment at: LINK or by calling at: 848 42 71 00
- The Delegación del Gobierno de Navarra (Registro General de la Del.Gob, Calle Paulino Caballero, 19)
  - This is the office to contact ***if your TIE has expired*** and you need to prove your identity.
  - Appointment by calling 948 979 100 or through this page: LINK
- The Registro del Hospital Universitario de Navarra (C/ Irunlarrea 3 - Pabellón Azul)
  - Call: 848 428 933 or book an appointment through the website: LINK

6 DOWNLOAD YOUR DIGITAL CERTIFICATE

Link

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4. Descargar Certificado

Para descargar el certificado debe usar el mismo ordenador y el mismo usuario con el que realizó la Solicitud, pulsar en Descargar el Certificado e introducir los datos requeridos exactamente tal y como los introdujo entonces.

DESCARGAR EL CERTIFICADO

*After proving your identity, you will receive **another email from the FNMT** with the link to download the Digital Certificate. Download it within 24 hours.

** Remember that you must download your digital certificate on the **same computer** on which you made the application.

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7 DOWNLOAD YOUR DIGITAL CERTIFICATE

Fill in the information, accept the conditions and then click "*Download certificate*".

The **CERES program** should open, asking you for a **password** (the same one you chose during the digital certificate application).

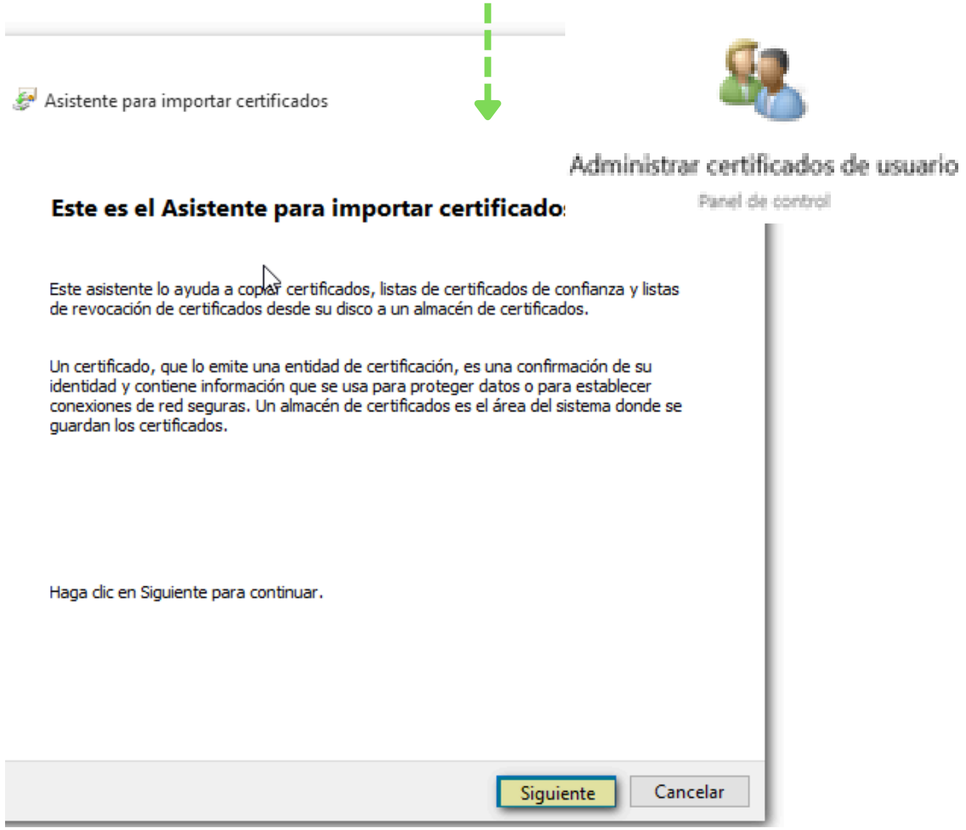
If you have done everything correctly, it will let you download the certificate. Check that it has been saved with the **.p12 extension.**

*When you download it, it will allow you to **make backup copies.** It is best to make at least two on USB sticks and/or external memory disks. This way, in case of breakdown, loss, change, etc. of your computer, you will not lose your certificate.

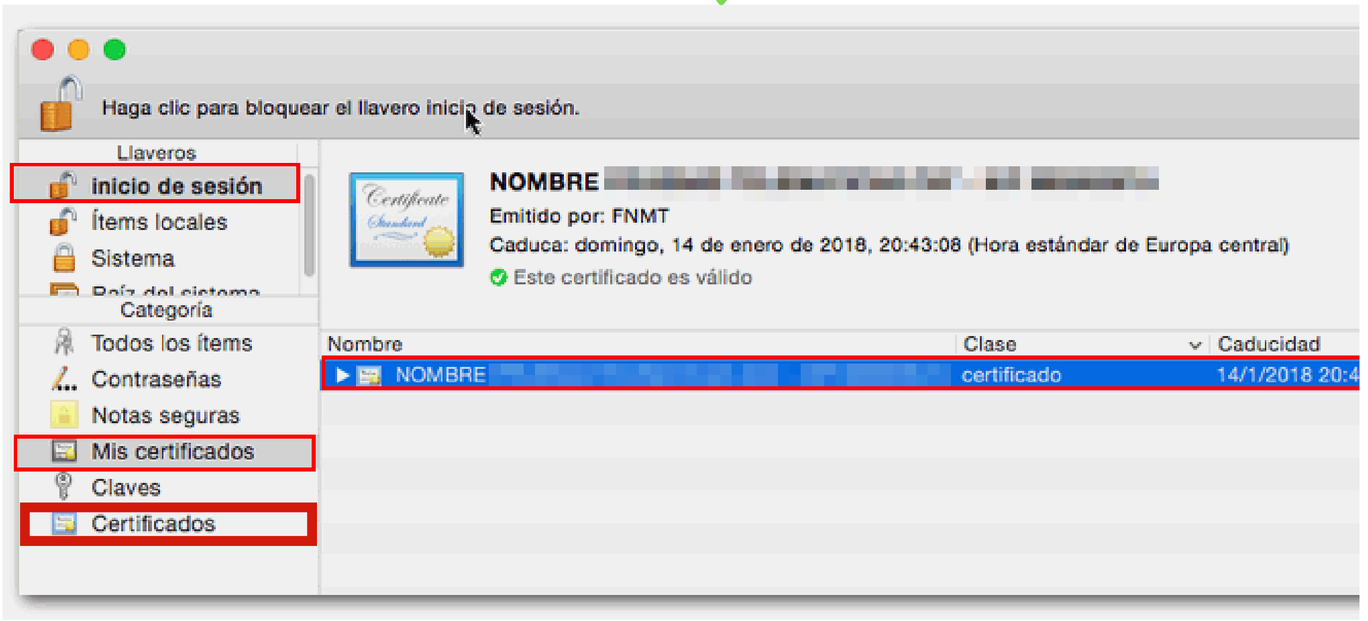
8 CHECK CERTIFICATE LOCATION

Once downloaded, you have to open the digital certificate on your computer and check that it is in your computer's **certificate management program**.

Windows: **User Certificate Manager**



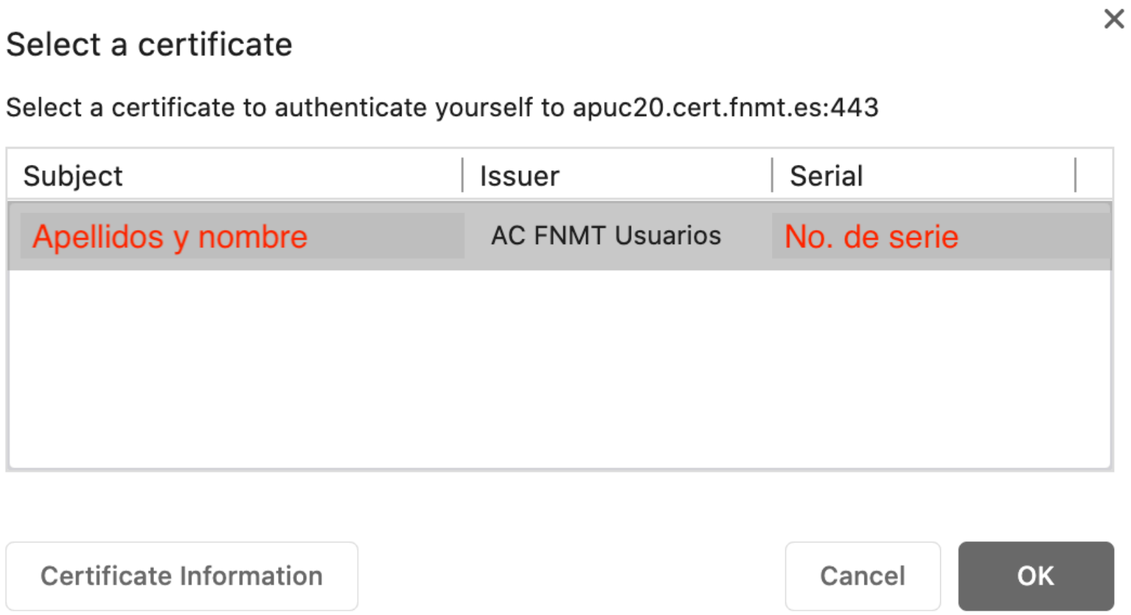
Mac: **Keychain Access App**



9 VERIFY STATUS OF YOUR DIGITAL CERTIFICATE

Link FNMT

If you have downloaded your digital certificate but it is not detected or you get an error, it is possible that it has been corrupted. You can **check its status** (if it works and has no malfunctions) using the link above.



You have to select your digital certificate so that the **FNMT** (Fábrica Nacional de Moneda y Timbre) system can make the **diagnosis**.

10 VERIFY STATUS OF YOUR DIGITAL CERTIFICATE

Solicitar verificación

Estimado Sr/Sra. [redacted]

Su certificado acaba de ser verificado. Está usted en posesión de un certificado digital FNMT **Válido y no revocado** . Su certificado está funcionando correctamente.

Con su certificado podrá acreditarse ante los servicios ofrecidos por las entidades que admitan el uso de los certificados digitales emitidos por la Fábrica Nacional de Moneda y Timbre.

Le rogamos no obstante que verifique la exactitud de los datos que le mostramos a continuación y que su nombre, apellidos y NIF coinciden exactamente con su DNI. En caso de ser incorrecto alguno de estos datos deberá revocar su certificado actual y solicitar uno nuevo aquí

Información sobre la identidad (valores personales)

Identificador	Valor
Nombre	[redacted]
Primer apellido	[redacted]
Segundo apellido	[redacted]
NIF	[redacted]
Dirección de correo electrónico	

Once you select your certificate, the system will analyze it and take you to the results.

You should check that the diagnosis says "**valid and not revoked**" and that your personal data is correct.

11 MAKE A BACKUP COPY

Link Agen. Tributaria

If you did not copy the certificate when you downloaded it, don't worry! You can still make an **external backup copy**. There are two ways to copy it: through your computer's certificate management program or through a web browser.

The second option, the **web browser**, is usually easier.

YT VIDEO

Our recommendation is that you check the information in the **link above (from the Agencia Tributaria)** as the steps vary depending on the browser you use and the computer you have.

Also, here you have the official video of how to copy the certificate in Chrome (there is also the link) >>

WHAT IS THE NEXT STEP?

Once you have downloaded and correctly installed your Digital Certificate, you must proceed to the actual renewal.

You will need to upload your complete documentation to the Online Renewal platform (called "**Mercurio**"). The guide for this next step is also on the UNAV Immigration Procedures webpage.

Important: The TIE renewal process is **not a short one**. It is your responsibility to start the process at the appropriate time. Remember that renewals can be started **60 days BEFORE** your TIE expiration date and it is always advisable to upload your documentation to Mercurio **before** your current card expires.