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Electronic certificate issuance application for Bank of Spain user institutions without authentication resources. User's Manual (Version 01).

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Control Sheet

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1 Introduction

This document describes how to use the DCP application offered online by the Bank of Spain (hereinafter, BdE) to request and download digital certificates so user institutions may communicate securely with BdE.

Any institution that already has digital certificates should first check whether their certificates, even if issued by other entities, are accepted by BdE as obtaining new certificates may not be necessary. To check this, find out whether the policy under which your certificates were issued is included on the list available at <https://pki.bde.es/pkibde/es/menu/certacceptados/>.

You will be required to send a manually signed form as part of the application process for each new certificate request. Certificate issuance will only be authorized if BdE may prove the validity of the applicant's signature.

Certificates obtained via this application are known as generic components for external entities (the certification policy for which may be found in the website policy section <https://pki.bde.es>) and they may be used to electronically exchange information via the corporate applications BdE makes available to various institutions.

2 Who can obtain a certificate using this application

Electronic certificates may only be requested from the Bank of Spain Public Key Infrastructure (hereinafter, PKIBDE) if they are to be used to access a BdE electronic service with such option.

This access must only be used when indicated by a regulation or directly by the BdE department with which relations are maintained. The manually signed request form must be sent to said department.

3 Client end technology requirements

Access to the DCP application must be through one of the browsers indicated below:

- Internet Explorer 9 (or later).
- Mozilla Firefox 52 (or later).
- Google Chrome 55 (or later).

PKIBDE hierarchy must also have been installed on the user's device. Information for this installation can be found in the document [BDE-Installation Manual for PKIBDE-V01 Certification Hierarchies](#)

4 Application Features and How It Works

4.1 Definition of user

Application “users” shall mean external institutions that request a certificate. To this end, certificate requests shall be made by a natural person as the certificate “controller”.

4.2 User authentication and identification

Access to the application is anonymous. In other words, there is no technical mechanism in place to verify the veracity of the personal data requested on the certificate request form. This is why the certificate request form must be printed, manually signed and sent by regular mail to BdE.

4.3 Description of the certificate request process

The requesting party shall access the application anonymously and complete a request form which will be assigned a unique identifier (Request Code). A PDF copy of the request form will be generated with the completed information which must be printed, manually signed and sent to BdE by regular mail to the department with which relations are maintained.

The request may be approved or denied depending on the information provided on the request form. The complete authorization process may take several days (the time necessary to receive the form and verify the information).

Users may check the status of their requests at any time using the Request Code. In any case, users will receive an email informing them whether BdE has approved or denied their request.

It will only be possible to complete the process when the request is approved.

4.4 Available operations

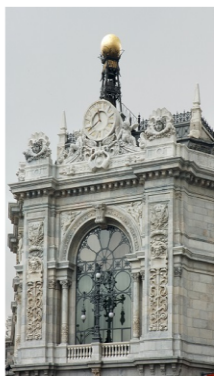
The only operation available to external collaborators/institutions via the certificate issuance application with anonymous access is to request and download a generic component certificate for external entities.

5 Description of the application

5.1 Home Page

The home page shows all the steps to be taken to request a certificate:

Obtaining digital certificates for Banco de España user institutions that lack means of authentication



Welcome to the PKIBDE's Registration Authority for External Institutions

This procedure will enable you to obtain an digital certificate, allowing you to exchange online data with the Banco de España, provided there is a channel in place for that purpose.
All applications received will be reviewed. Applications will only be accepted if accompanied by the documentation required in each case.
For more information please consult the [user manual](#).

- 1. Installation of certificates of Certification Authorities.**
- 2. Application for digital certificates.**
- 3. Download the document of acceptance of terms and conditions.**

Once your application has been approved:

- 4. Download of digital certificates.**

For more information, please go to the [PKIBDE website](#).

5.2 Installation of certificates from Certification Authorities

Link to the page: https://pki.bde.es/pkibde/es/menu/certificados_pki where you can download certificates from PKIBDE Certification Authorities. They are needed so the user's browser will recognize certificates issued by BdE.

5.3 Application for digital certificates

The following request form is displayed after clicking on this option:

Registration of application for certificate

Applicant Institution's details

* NIF(tax ID number)/BIC

* Corporate name

Application details

* Use for which the certificate is requested

--Select an option--

Email (recommended if to be used for electronic signature)

Certificate manager's details

* First name (certificate manager)

* First surname (certificate manager)

Second surname (certificate manager)

* Position

* Tel.

* Type of ID document

Spanish tax ID/foreigner ID card

Passport

* ID Card/Passport number

* Email (certificate manager)

Please enter the characters you see in the image

in king

* Image characters:

(*) Obligatory field

Cancel

Register

Here are some instructions to help you complete this form correctly.

The section **Applicant Institution's details**:

- If your institution has a tax identification number (NIF, as it is known in Spain), entering the NIF corresponding to your institution is recommended. Otherwise, the *Business Identifier Code* (known as BIC, SWIFT-BIC, SWIFT ID or SWIFT code) for your institution may also be used. In this last case, use the eight-character BIC (the eleven-character BIC is not necessary).
- Enter your institution's Business Name without using any commas (",").

The section **Application details**:

- The Bank of Spain department with which you maintain relations will have indicated the use for which the certificate is being requested that you must select.

- If you select the Sepblac¹ option, please remember that the certificate controller details must coincide with those declared by your institution on form F22. Any change in details must be communicated to Sepblac before completing the form. Otherwise, your request will be denied.
- The email address requested in this section will be included on the certificate generated so please remember that if the reason this certificate is being requested is the exchange of information by email with the Bank of Spain (signed and/or encrypted information), this will be the only valid email address for the exchange of such information.

The section ***Certificate manager's details***:

- Enter the personal details for the person who will be considered the certificate controller. If possible, use the NIF as the identity document type.
- The email address in this section will be the email address where all notifications concerning the expiry, renewal, cancellation and other events in the certificate request lifetime as well as the certificate itself will be sent.

All fields are mandatory except the Email field under the Application details section.

Before registering your request, the data included in the different fields will be checked to see if they are correct.

Only alphanumeric characters can be entered in the text fields and all unnecessary blank spaces will be deleted. To this end, the set of acceptable characters is limited to the following:

- Alphanumeric (A-Z, a-z, 0-9), including (ñÑ).
- C-cedilla (çÇ).
- And (&).
- Hyphens and underscores (- y _).
- Apostrophes (').
- Full stops (.).


Once the necessary fields have been completed, click on the OK button to register your request and move to the next step.

5.3.1 Code Return Page

If all the data provided on the request form are correct, the certificate request details page will be shown after clicking the Register button:

¹ Sepblac: Acronym for the Money Laundering Prevention Service.

Applicant institution's detail

The application identifier is:	
swCXIOTLf2mC9G+m	
 IMPORTANT: Save this identifier in a safe place for future reference. The application for certificate will expire: 04/12/2019	
Application's data	
NIF(tax ID number)/BIC	80399794M
Corporate name	PRUEBA TRES
Application detail	
Use for which the certificate is requested	Inspection-secure mail
Email	
Certificate manager's details	
Name (certificate manager)	PEREZ , JUAN
Position	GERENTE
Tel.	611223344
Type of ID document	Passport
ID card/Passport number	960233098
Email (certificate manager)	Juan@juan.com
Application's data	
State	APPROVE PENDING
Creation date	04/11/2019 09:23:51

This page confirms that the request has been registered in the system and is awaiting approval. It is **very important** to save this code to be able to check the status of your request and access and download the certificate once approved. **This code may not be recovered later so, if it's lost, you must redo the entire process from the start.**

swCXIOTLf2mC9G+m

Use the button at the bottom of the page to download the certificate request and terms acceptance document. The document will already be completed with your request details. Print both sides and ask the person listed as the certificate controller to sign it.

Application's data	
State	APPROVE PENDING
Creation date	04/11/2019 09:23:51


[Back](#) [Application form](#)

You will notice that the request will be in APPROVAL PENDING status until your request has been accepted or denied. In any of the two cases, you will receive an email notification.

5.4 Download the document of acceptance of terms and conditions

This option informs the requesting party of the procedure for sending the certificate request to BdE:

Steps to be followed to send the application for a certificate to the Banco de España:

1. Please print the document accepting the terms and conditions, double-sided if possible
 2. All the pages must be signed by the certificate manager
 3. Please post the document to the address indicated by the Department of the Bank that contacted you
-  NB: If you do not have the document, please click on Obtain document (you will need the application identifier and tax ID number)

[Back](#) [Obtain document](#)

The button Obtain document takes you to a certificate request query ([section 5.5 Certificate Query and Download](#)) to download the terms and conditions acceptance document just as the Terms Acceptance Document button in the previous section ([5.3.1](#)).

5.5 Download of digital certificates

With this option, you can check a request and, if approved, process it and download the certificate.

Consult institution's certificate applications

* NIF(tax ID number)/BIC	<input type="text" value="80399794M"/>
* Application identifier	<input type="text" value="swCXIOTL2mC9G1m"/>

(*) Obligatory field

[Cancel](#) [Consult](#)

The “Application identifier” is the identifier for the request form generated upon processing, as indicated in [section 5.3.1](#).

If the request has not yet been approved or denied, click on the “Consult” button after completing both fields to display the request details:

Applicant institution's detail

 The application for certificate will expire: 04/12/2019

Application's data	
NIF(tax ID number)/BIC	80399794M
Corporate name	PRUEBA TRES
Application detail	
Use for which the certificate is requested	Inspection-secure mail
Email	
Certificate manager's details	
Name (certificate manager)	PEREZ , JUAN
Position	GERENTE
Tel.	611223344
Type of ID document	Passport
ID card/Passport number	960233098
Email (certificate manager)	Juan@juan.com
Application's data	
State	APPROVE PENDING
Creation date	04/11/2019 09:23:51

[Back](#) [Application form](#)

If you have received an email notification that your request has been approved, a button will be displayed in the information so you can download the certificate.

Applicant Institution's detail

The application for certificate will expire: 04/12/2019

Application's data

NIF(tax ID number)/BIC	80390794M
Corporate name	PRUEBA TRES

Application detail

Use for which the certificate is requested	Inspection-secure mail
Email	

Certificate manager's details

Name (certificate manager)	PEREZ , JUAN
Position	GERENTE
Tel.	611223344
Type of ID document	Passport
ID card/Passport number	960233098
Email (certificate manager)	juan@juan.com

Application's data

State	DOWNLOAD PENDING
Creation date	04/11/2019 09:23:51

[Back](#) | [Process application](#) | [Application form](#)

5.5.1 Downloading a certificate

If you have received an email informing you that your request was approved, select this option to process the certificate request and download it.

Download the certificate

IMPORTANT: Save the certificate PIN in a safe place.

- Your PIN must be a combination of upper and lower case letters, numbers and special characters(these are : @ % + / ' ! # \$ ^ ? . () { } [] ~ ` - _)
- It must have between 15 and 25 characters

Set the certificate PIN:

* Certificate PIN

* Certificate PIN confirmation

(*) Obligatory field

[Cancel](#) | [Accept](#)

Enter your PIN and **make sure you don't lose it** as this is the password protecting the file with the certificate once downloaded. The Bank of Spain does not save this PIN meaning you will be the only person who knows it.

ATTENTION: Do not close the browser until you have downloaded the certificate.

Please note:

- If you do not download the certificate now it will be lost, there will no second chance.
- Select the option to "save" or "save as" (do not open the file until the download is complete).
- Save the file on your hard drive, which is protected by your PIN.

[Return index](#) | [Download certificate](#)

Click on the button "Download certificate" to get the file with the certificate ready for installation. The browser will display several options just as shown in the screenshot below:

Do you want to open or save **00133420F.p12** (1.64 KB) from **pkibde.es?**

[Open](#) | [Save](#) | [Cancel](#) | [X](#)

It is **VERY IMPORTANT to select the option Save** as this is the only way the certificate will be available and can be installed on future devices requiring it. This is **the only opportunity** to download the certificate.

Once you have arrived at the page informing you the certificate was correctly issued, the request will move to FINISHED status. This means the process will **NOT** be repeated. If you try to access this same option again after it is downloaded, the button Process Request will not appear as shown in the screenshot below:

Application's data	
State	FINISHED
Creation date	04/11/2019 09:23:51

Back Application form

The request will show the status FINISHED **without any possibility of downloading the certificate again**. This happens if the certificate is downloaded as well as if the Home button is clicked at the downloading screen. In both cases, the request will move to the status FINISHED.

6 Error and warning messages

The error or warning messages that may appear in the application are explained below.

6.1 System Error

If there is some type of isolated technical problem, the following will be shown:

 An unexpected error has occurred. If the problem persists please contact with the administrator. (91 338 6666).

Please try again after a few minutes. If the problem persists, call the phone number shown.

6.2 Application under maintenance

Access may be temporarily unavailable due to application maintenance tasks. The following screen will appear in such circumstance:



Please try again after a few minutes.


6.3 Messages while requesting a certificate

If any errors (non-permitted characters or invalid formats) are detected when completing the certificate request details, the error report will be displayed at the top of the screen. For example:



The registering institution's NIF/BIC may not be in the acceptable format yet still register the request. In such case, there will be another informational message:

Applicant institution's detail

 **NIF(tax ID number)/BIC does not correspond to the format of any of the admitted ones: NIF, NIE, BIC or CIF.**
Click to edit if you want to make any changes to the request data or continue to finish the registration process with the data inserted.

Application's data

NIF(tax ID number)/BIC
Corporate name

Application detail


Use for which the certificate is requested
Email (recommended if to be used for electronic signature)

Certificate manager's details

The request may be edited to modify the document or the process may continue with the details provided:

First name (certificate manager)
First surname (certificate manager)
Second surname (certificate manager)
Position
Tel.
Type of ID document
ID Card/Passport number
Email (certificate manager)

There is a maximum number of requests and certificates that may be under simultaneous processing for each institution. If this value has been reached and an attempt is made to request a new certificate, an information message will be displayed upon clicking the "Continue" button on the request registration form indicating that is not possible to request more certificates for the institution:

 **A new Certificate can not be requested for the entity since the maximum number of certificates allowed is exceeded.**

6.4 Messages while consulting a certificate request

If the Application identifier or institution's document values do not correspond with any existing request, this informational message is displayed:

Consult institution's certificate applications

 **No application with the entered data is registered in the system**

* NIF(tax ID number)/BIC
* Application identifier (*) Obligatory field

If the certificate PIN entered or confirmed upon downloading a certificate is not in the appropriate format or they do not coincide, error messages will be displayed at the top of the screen.

Download the certificate



IMPORTANT: Save the certificate PIN in a safe place.

- Your PIN must be a combination of upper and lower case letters, numbers and special characters(these are : @ % + / ' ! # \$ ^ ? . () { } [] ~ ` - _)
- It must have between 15 and 25 characters

Set the certificate PIN:

* Certificate PIN

* Certificate PIN confirmation

(*) Obligatory field

Cancel

Accept