

Issues With Smart Card, Certificate or PIN and PAC

In case you have issues with your login credentials for the Developer Portal, e.g. your card has been stolen or lost, the privacy of your PIN/PAC has been compromised, you forgot your PIN, etc, here is what you need to do.

In case your Smart Card has been lost or stolen

To receive a new smart card, follow these steps:

- Log into the Taxpayer Administration Portal (TAP) on the Sandbox environment and request the revocation of the certificate on the lost/stolen smart card
 - go to Administration --> Developer locations --> View on the right --> scroll down to the List of UIDs --> Request Revocation for a particular certificate you want to revoke
 - Request a new additional certificate (from the same page as above)
 - If the request is approved, you will receive a new smart card.
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In case the privacy of your PIN (smart card) or PAC (digital file certificate) has been compromised

Use the Developer Authentication Certificate to log into the TAP on the Sandbox environment and request the revocation of the certificate that was compromised.

Depending on the type of the secure element, one of the two processes will be initiated:

- In the case of the Developer Authentication Certificate:
 - The tax authority will initiate a new registration process during which you will receive a new Developer Authentication Certificate
 - The old Developer Authentication Certificate will automatically be revoked.
 - In the case of an additional developer certificate:
 - You need to request a new additional certificate
 - If the request is approved, you will receive a new smart card or digital file certificate.
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In case you forgot your PIN (smart card) or PAC (digital file certificate)

Depending on the type of the secure element, one of the two processes will be initiated:

- In the case of Developer Authentication Certificate:
 - Contact the Tax authority and request the issuing of a new Developer Authentication Certificate
 - The Tax authority will initiate a new registration process during which you will receive a new Developer Authentication Certificate
 - The old Developer Authentication Certificate will be automatically revoked.
- In the case of an additional developer certificate:
 - You need to log into TAP on the Sandbox environment and request the revocation of the

- certificate whose PIN/PAC you forgot
 - o Next, you need to request a new additional certificate
 - o If the request is approved, you will receive a new smart card to digital file certificate.
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In case the certificate on your smart card has expired

Inform Data Tech International immediately and send the request for the issuing of another one through TAP on the Sandbox environment.