



## Summary

### Objective

This process is used to revoke and reissue a digital certificate (NZHSRA)

### Background

Scenarios when this process may be required

- a client misplaces the digital certificate
- there has been a processing error when issuing the original digital certificate
- the client has not received the digital certificate which was sent to them and it can not be located
- when a request to revoke a Digital Certificate is received as the user has left the organisation

**Owner** Name Withheld

**Expert** Name Withheld

## Procedure

### 1.0 Validate request

#### Provider Vendor Administrator

- Verify the authorised signatories for the organisation have approved the user to hold a Digital Certificate on behalf of the organisation

**NOTE** How do I check who the authorised signatories are for the organisation?

You can check the historic Health Secure Organisation Registration form to see who was listed. Any change of authorised signatories should be loaded in Salesforce under Notes and attachments.

Remember to check foot notes for DHBs when verifying the latest authorised signatories.

**NOTE** What if they have not approved the user to hold a Digital Certificate?

Advise the user they must register as a user for digital certificate issuance with NZHSRA.  
-This process ends.

- Check the reason the digital certificate needs to be revoked/reissued

**NOTE** What if the revoke and reissue is due to a processing error?

Correct and action the request.

**NOTE** What if the revoke and reissue is due to client error?

A written request is required in order to action.

**NOTE** What if the revoke and reissue is for Waikato, Lakes, Counties/Manukau, Waitemata, Northern or Auckland DHB?

A Purchase Order Number from the DHB is required for invoicing purposes.

- Ensure you have received written or verbal confirmation from the user/organisation that they are willing to pay the reissue fee. Upload any relevant documentation/correspondence against the user/organisation in Salesforce.

**NOTE** What if you have not received confirmation?

Contact the user/organisation and request confirmation. The request can not be actioned until confirmation is received

**NOTE** What if the revoke and reissue is due to a processing error on our part?

We will cover the re-issuance fee.

### 2.0 Revoke and reissue digital certificate

#### Provider Vendor Administrator

- In Salesforce, open the existing record for the user
- Change the status field to "Revoked"
- Change the job type field to "Renew"
- Ensure the "Revoke and Reissue" indicator box is ticked
- Under the job type status field indicate who is paying for this "Revoke and Reissue" ie ACC, MOH, Client
- Under the Comments field note " dd/mm/yy-PV Administrator initials, revoke and reissue due to (add reason) Invoice \$80.00. All other details remain the same.
- Click Save. An email bounce back notification should be sent to you and Registration Authority confirming this request. This process ends.