How to register for your personal e-ID and (optional) Digital Certificate

Whoever holds a Government of Malta identity card can subscribe to www.etenders.gov.mt through the MyGov portal. The organisation e-ID is necessary in order to access and make use of the website. The personal e-ID is only needed to make use of the organisation e-ID, but holders of the personal e-ID only will not be able to log in.

What is e-ID?

The e-ID, or electronic identity, is a trusted authentication mechanism for citizens and businesses to identify themselves to electronically access services from across government. The Maltese e-ID offers you a simple method of identification and authentication to access www.MyGov.mt, which is a web portal where Maltese Citizens and Businesses are able to access all of the Government's services available on the Internet in a secure and integrated way. The Portal is a central interface for all e - Government services and uses a process that allows Citizens to log in once and access all these services without having to log in for every different one. Whoever holds an e-ID is able to make use of the Government's electronic services from a computer at their home, office or Local Council. The e- ID is free of charge, is available to all ID card holders, and does not expire.

Accessing and Using mygov.mt

- Step 1 Registering and Using your e-ID
- Step 2 Receiving your e-ID Details
- Step 3 Activating your e-ID
- Step 4 Registering for a Digital Certificate (Optional)
- Step 5 Installing your Digital Certificate (Only once you complete Step 4)

**Registering for an e-ID account
(Maltese Citizens)**

You must have an e-ID to use e-Government Services. The e-ID, or electronic identity, is a trusted authentication mechanism for citizens and businesses to identify themselves to electronically access services from across government.

To register for your e-ID, follow the guidelines below:

STEP 1 - Visit one of the e-ID Registration Offices in Blata l-Bajda Malta or in Rabat (Gozo)

MALTA (Identity Management Office, Gattard House, National Road, Blata l-Bajda, Malta)

Monday to Friday	: 8 a.m. to 2 p.m.
Wednesday	: 8 a.m. to 2 p.m. and 3 p.m. to 6 p.m.
Saturday	: 8 a.m. to 11 a.m.

RABAT, GOZO (28 A St. Francis Square, Rabat, Gozo)

Winter (From 1st October to 15th June)

                    Monday to Friday : 7.30 a.m. to 1.30 p.m.
                    Saturday   : 7.30 a.m. to 11 a.m.

Summer (From 16th June to 30th September)

                    Monday to Friday : 7.30 a.m. to 12.00 p.m.
                    Saturday   : 7.30 a.m. to 11 a.m.

As from 12th February 2014, applications for an e-ID account have been linked with the electronic ID Card (e-ID) registration process. You therefore need to register for an e-ID Card, and presenting your ID Card and provide your email address to the Registration Officer.

Registering for an e-ID account
(eResidence Document Holders)

You must have an e-ID to use e-Government Services. The e-ID, or electronic identity, is a trusted authentication mechanism for citizens and businesses to identify themselves to electronically access services from across government.

To register for your e-ID, follow the guidelines below:

STEP 1 - Visit one of the e-ID Registration Offices in Valletta Malta or in Rabat (Gozo)

MALTA (Identity Management Office, Evans Building 2nd Floor, Merchants Street, Valletta, Malta)

                    Monday to Friday : 8 a.m. to 2 p.m.
                    Wednesday   : 8 a.m. to 2 p.m. and
                                     3 p.m. to 6 p.m.
                    Saturday   : 8 a.m. to 11 a.m.

RABAT, GOZO (St. Francis Square, Rabat, Gozo - same Office as Passports)

Winter (From 1st October to 15th June)

                    Monday to Friday : 7.30 a.m. to 1.30 p.m.
                    Saturday   : 7.30 a.m. to 11 a.m.

Summer (From 16th June to 30th September)

                    Monday to Friday : 7.30 a.m. to 12.00 p.m.
                    Saturday   : 7.30 a.m. to 11 a.m.

You must present your eResidence Document and provide your email address to the Registration Officer.

STEP 2 – Receiving your e-ID Details

After corroborating your identity, the Registration Authority will send you a username, password, and a secure PIN activation code that are unique for you. You will receive your e-ID Number and Password at the email address you provide to the Registration Officer. The PIN number will be sent to the address that shows on your ID Card and so, if this is not the address where you reside you first need to change your ID Card.

- **The e-ID number and Password are used to log into** *mygov.mt*.
  The e-ID number has a length of 8 characters as a regular ID number (example: 0123789M) while the default password is a combination of letters and numbers (example: 83fcd681a2). The password may be changed by the user to be an easier one to remember – however are should be taken not to choose an easily guessable (e.g. date of birth) one.

- **The PIN activation code is 6 characters long (example: 814061)**.
  The PIN activation code is used the first time you sign into *mygov.mt* to activate your e-ID account. You will need to your PIN number again when applying for a digital certificate. This certificate is the most secure form of electronic key to access e-Government services – it is stronger than the basic level of username and password.

STEP 3 – Activating your e-ID

When you receive your e-ID username, password and PIN activation code, you first need to activate your account as follows:

1. Visit the website http://www.mygov.mt
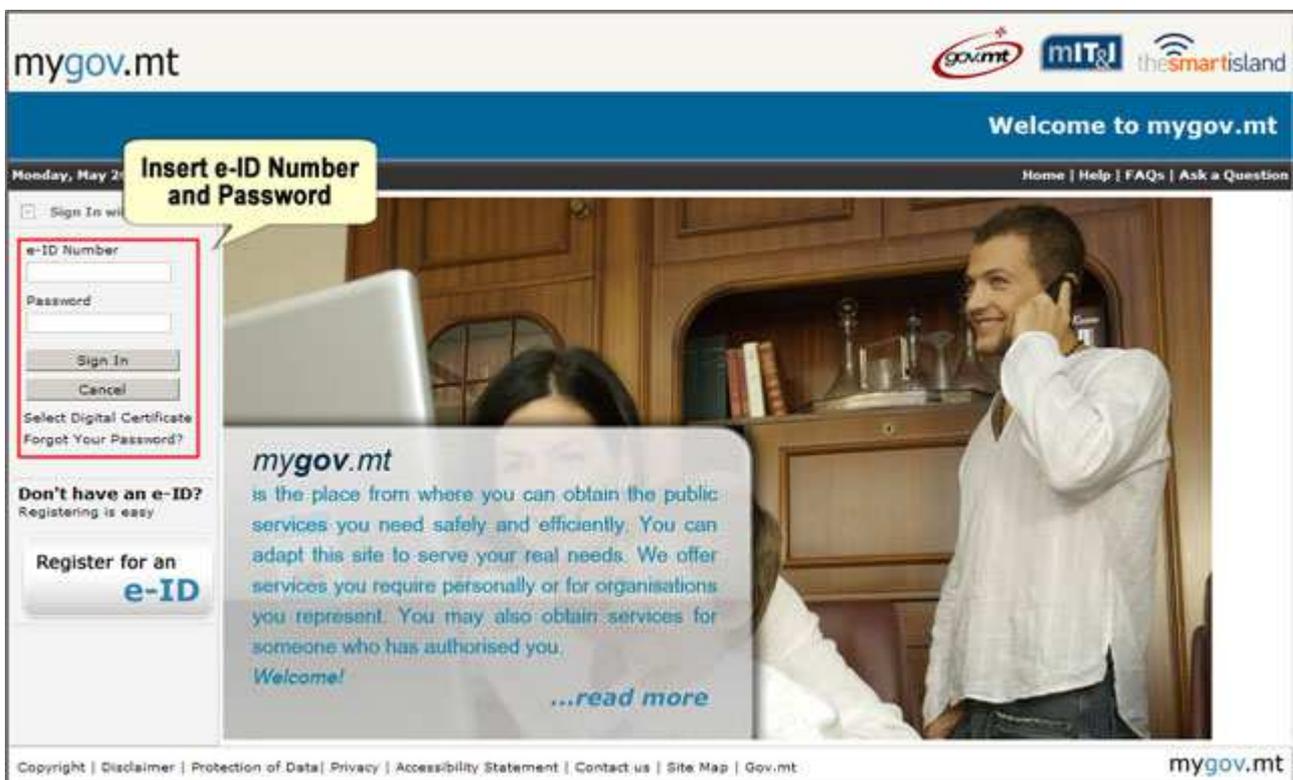2. Enter the e-ID username and password (refer to Figure 1).

Figure 1: Accessing *mygov.mt*

3. Since this is your first time signing in you will also be requested to input your PIN activation code. In Figure 2 you can see where the PIN activation code needs to be entered during this first sign-in.
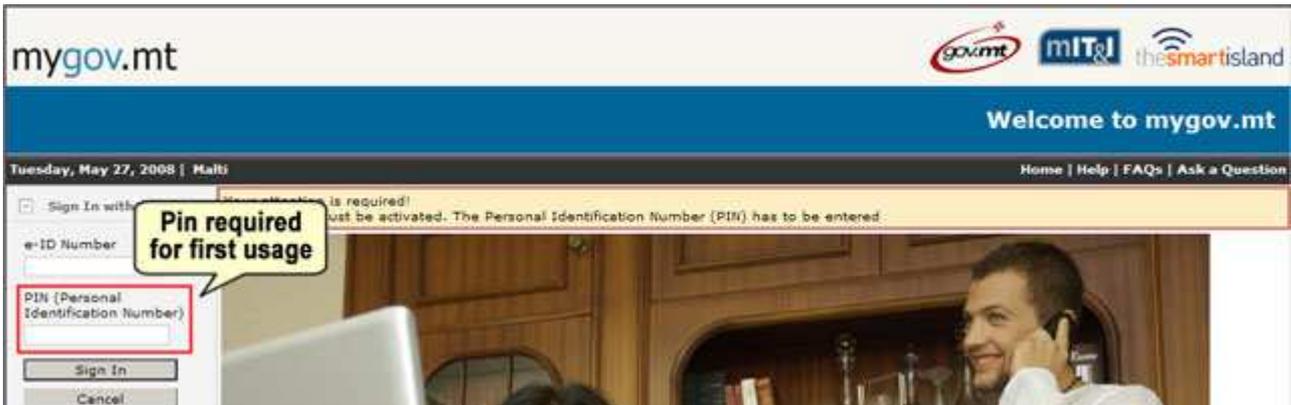

Figure 2: Activating e-ID with the PIN activation code

4. Click on 'Sign in' to complete the activation process. The next time you login you will not need the activation code but you will need to use only the password that has been sent to you.
5. When signing in for the first time you will also be requested to change your password. This is an important part of the process as it is difficult to memorise the first one which is sent to you by e-mail.

   Re-enter your e-ID Number and current password (Figure 3, label 1). Then type in a new password and confirm the password by typing the new password again in the next text-field (Figure 3, label 2). Make sure that the new password contains both letters and numbers. Finally click on '***Change Password***' to confirm (Figure 3, label 3).
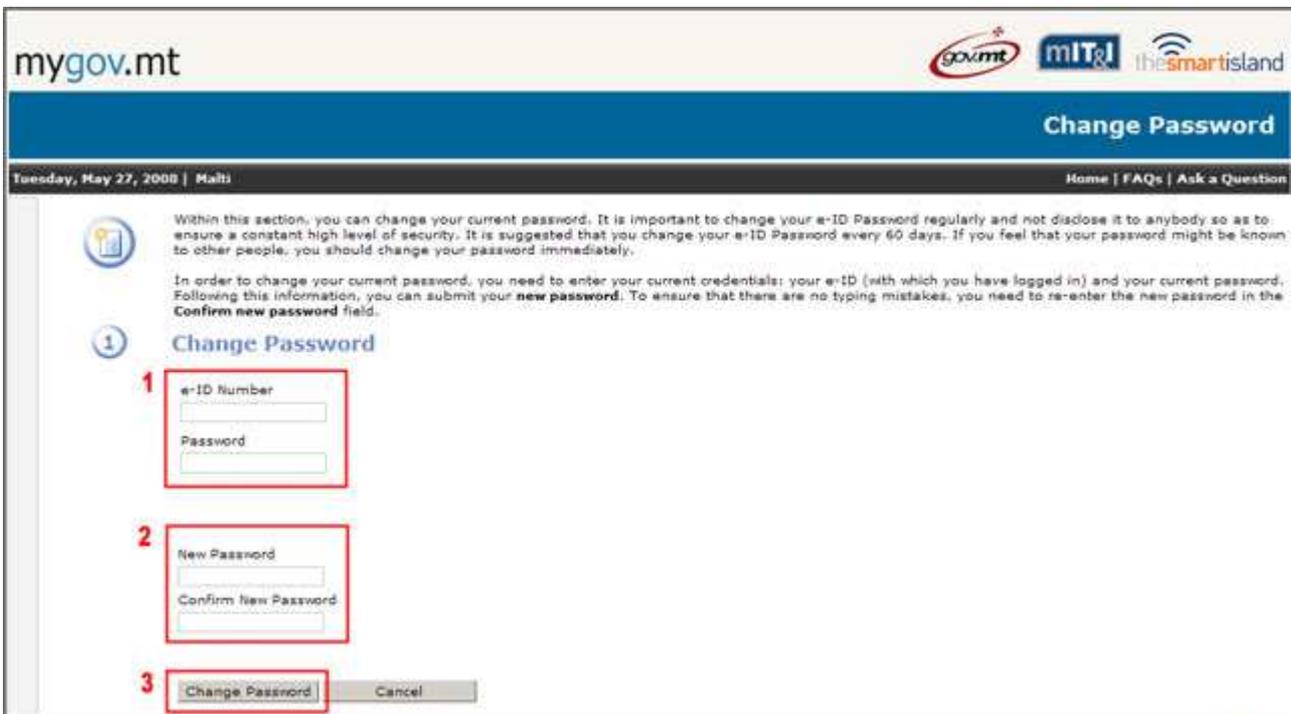

Figure 3: Changing your password

6. You will now be able to sign in successfully to www.mygov.mt.

STEP 4 – Registering for a Digital Certificate (Optional)

A digital certificate is the most secure part of your electronic key. A digital certificate is a unique electronic file that is issued for each user and is downloaded from *my**gov**.mt* and stored on the user's PC.

Digital certificates are generally used for highly sensitive e-Government services, for instance when submitting a VAT or income tax return. So, downloading a digital certificate is optional and depends on whether you need to use such services.

You need to be signed into *my**gov**.mt* to download a Digital Certificate:

1. From the welcome page, click on the icon **Request Digital Certificate** (as shown in Figure 4).

Figure 4: The Welcome Page

2. You will be directed to a page as seen in Figure 5. Enter your PIN activation code in the text field available and click on **Next**. The PIN activation code was sent for you by conventional post when you registered for an e-ID and is the same number used when you logged in for the first time.

Within this section, you need to provide your Personal Identification Number (PIN) before being able to proceed to the next stage. It is important to highlight that any activity related to your Digital Certificate is very sensitive and in the interest of protecting your security and privacy, we need to validate further your identity through the use of your PIN. Your Personal Identification Number (PIN) has been sent to you via mail, following the activation of your e-ID Account.

If you have lost your PIN, you can apply for a new PIN number by calling the Helpdesk on 21226627 / 21226628. You will be asked to provide your personal details in order to verify your identity.

① Verify Personal Identification Number

* Denotes required fields

PIN (Personal Identification Number)   [   ] *

Next   Cancel

Figure 5: Enter your PIN activation code

3. Type a pass phrase and choose a secret Question from the drop down menu. In the example seen in Figure 6, the Secret Question chosen is "Name of my favourite food?" and the secret pass phrase used is "pizza". You may select other secret questions and give other secret answers – the most important thing to remember is never to divulge this information to anybody.

Within this section, you can request your **e-ID Digital Certificate**, which will be submitted to the Certification Authority for verification and approval. Once your Digital Certificate has been issued by the Certification Authority, you will be able to download it using the link Download Digital Certificate in the navigation bar. You can find more details on digital certificate in the FAQs.

In order to complete your request, you need to first setup the answer to a secret question, which will be used to identify you further, should you request any information related to the Digital Certificate. Subsequently, you need to read carefully the Subscriber Agreement and accept it, before submitting your request.

② Set your Secret Question

Secret Question   [Name of my favorite celebrity?   ▼]

Secret Pass Phrase   [   ] *

③ Subscriber Agreement

Subscriber Agreement

Figure 6: Create a pass phrase

4. Scroll down and read the Terms and conditions. At the bottom of the page you will find a checkbox with the text **I Accept Terms and Conditions**. Click on it so that a small check sign appears in the box. Then click on the **Submit button** (Refer to Figure 7).

- By mail at the following address:
  - O Civil Registration Department, 217, St. Paul Street, Valletta - VLT 2000
- By fax at 21 245 328
- By e-mail at info@mygov.mt

Helpdesk. The Subscriber may direct any query relative to the subject matter in this Agreement to the helpdesk, contact number 21226627 / 21226628.

☑ I Accept Terms and Conditions

Submit   Cancel

Figure 7: Accepting the Terms and conditions

5. An important security warning is displayed in a dialog box as shown in Figure 8. This message advises you to only accept requests of this type from trusted websites only.
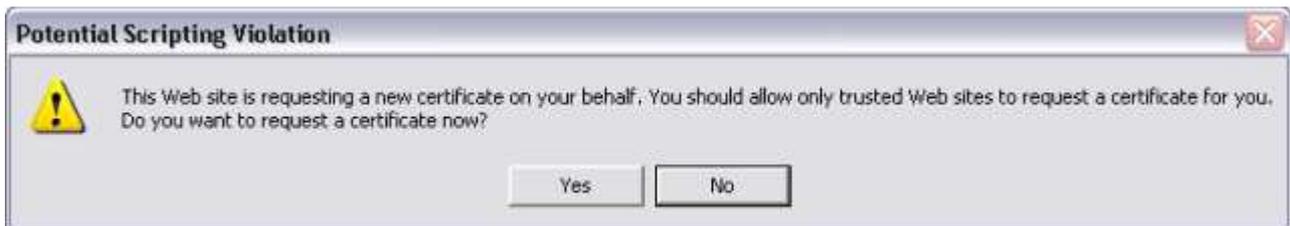
You may click the *Yes* button to continue.

Figure 8: Request a Certificate

6. A new window, as shown in Figure 9, appears on screen to tell you that you are creating a new RSA signature key. Click on the *OK* button.

Figure 9: Creating a new RSA signature key

7. You will now be redirected to the home page. In the top part you will see the message reproduced in Figure 10. This message informs you that your request for a digital certificate will be processed by the Registration Authority, and once this is authorised, you may download it onto your PC.

Figure 10: Completed request for the digital certificate

STEP 5 – Installing your Digital Certificate (Only once you complete Step 4)

1. Following the Registration Authority's authorisation, you will receive an email notifying you that your application was successful. The email received should be similar to the one shown in Figure 11.

Figure 11: Email received from Electronic Identity Certificate

2. To download and install your digital certificate onto your computer, sign into the *mygov.mt* portal using your e-ID, click on the **My Profile** link on the left-hand side of the page and choose the **Download Digital Certificate** option. This option is shown on Figure 12.

Figure 12: Download Digital Certificate option

3. Enter your PIN activation code and the screen displayed in Figure 13 will be displayed. Click the *Install* link to start the installation process.

Figure 13: Starting installation

4. A security warning explaining the risk of installing such certificate will be displayed. Click the *Yes* button to continue installing this certificate (Refer to Figure 14).
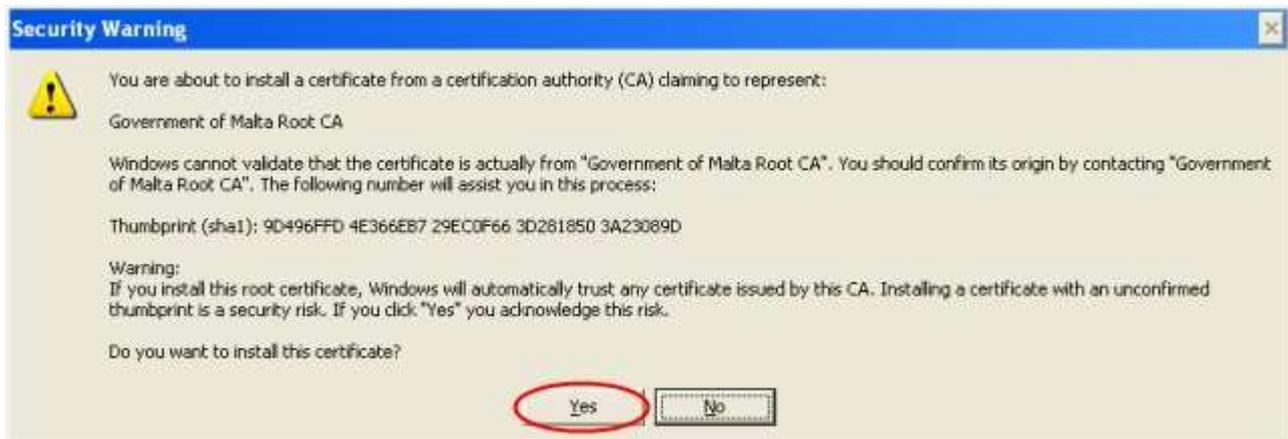

Figure 14: Security Warning

5. Once the certificate is installed, a dialog box will be displayed, prompting you to click the *OK* button (as shown in Figure 15 below).
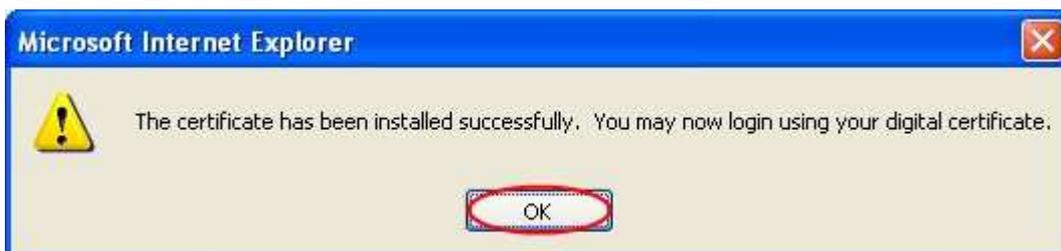

Figure 15: Successful Installation

6. You will now be able to start using your digital certificate. From the login screen click on the **Select Digital Certificate** as shown in Figure 16 and you will be logged in even more securely than when using a username and password.

Figure 16: Loading your PKI digital certificate