
Certificates, electronic signatures

The certificate is something like your electronic ID card. It helps you to log into the university's systems safely, sign documents and protect your communication from misuse. At Charles University, you can obtain the certificate through **TCS** or **PostSignum** certification authorities. Each system has a different use and acquiring method.

What do you need advice on?

For whom are the certificates intended?

- Students can only obtain a personal TCS certificate.
- CU employees can use all types of certificates (TCS and PostSignum).

What types of certificates does the university offer?

TCS Personal Certificates

- Designed for students and employees of Charles University.
- Digital email signatures made by these certificates will be shown as trusted by most email programs, but cannot be used to communicate with government. However, they are well-used for secure communication with colleagues (e.g. in project collaboration) and for setting a new verified password in CAS without entering the old password.

TCS Server Certificates

- Server certificates are used to ensure secure communication. They help to verify that the user is connecting to the correct server and secure the transmitted data.

PostSignum personal certificates

- Intended for CU employees.
- Certificates are used for **digital signing of e-mails, documents and for communication with state administration.**

PostSignum Signing Certificates

- Intended for CU employees. Certificates can be used for digital signing of **official documents in PDF format.**
- **Signatures are recognized by the state administration.**

What are the conditions for obtaining a certificate?

Conditions for obtaining a TCS certificate can be found at <https://tcs.cuni.cz>

Conditions for obtaining PostSignum certificate:

- the applicant must be an employee of Charles University,
- the applicant must have a valid CAS account and a verified email address,
- email address must be in domain cuni.cz

How do I get the certificate?

The procedure varies according to the certification authority:

TCS certificates

- Personal and server certificates can be requested online on the TCS portal CESNET .

PostSignum personal certificates

The application is submitted via ServiceDesk and a personal verification is required at the post office:

- the applicant submits a request to ServiceDesk regarding the issuance of a certificate,
- the responsible personnel on ServiceDesk identifies the applicant and their email address in WhoIS ,
- the applicant subsequently requests the issuance of the certificate via the iSignum application (here, the same email that was marked in WhoIS needs to be used),
- after the application is submitted, the applicant presents themselves at the post office or at Czechpoint with their ID card and the generated application number,
- information regarding issuance of the certificate will be sent to email address set in the application,
- issued certificate can then be installed to applicants computer.

PostSignum Signature Certificates

Regarding the issuance of the signature certificate, the applicant shall submit a request to ServiceDesk :

- the personnel in charge on ServiceDesk tags the applicant and their email address in WhoIS, issues a USB token (with PIN set) and installs the necessary application,
- the applicant subsequently requests the issuance of a certificate via iSignum (must provide the same email that was marked in WhoIS),

- after the application is submitted, the applicant presents themselves at the post office or at Czechpoint with their ID card and the generated application number,
- and finally, the applicant completes the process in the pre-installed app on their computer and downloads the issued certificate to the USB token.

What is the certificate format?

- TCS certificates and a PostSignum Personal Certificate take the form of an encrypted file and are stored on the user's computer disk.
- The PostSignum signing certificate takes the form of a USB token (this certificate cannot be obtained in the form of a file).

Frequently Asked Questions (FAQ)

My personal certificate stopped being valid and I generated a new one. Can I delete the old one?

- Don't do it. You will not decrypt old emails that are encrypted with your old certificate with the new certificate. You would never get to them again.

My computer, where I had the certificate stored and installed, was deleted. Can I download it again from somewhere?

- No, you can't. Once you get the certificate in the form of a file, you need to back it up well. In this instance, you will need to apply again.

My computer, where I had the certificate installed, was deleted. I have it backed up, but I can't remember the password. Is there any way to find out?

- No, unfortunately it does not. In this instance, you will need to apply again.

The system refuses to issue me a personal TCS certificate, what should I do?

- Check if your email address is verified in CAS and if the verification is not older than 6 months. If you're not sure, better verify your email address in CAS again and then apply for a personal certificate again.

I want a personal TCS certificate, is there any restriction regarding the operation system (Windows, Mac, Linux)?

- To obtain a TCS certificate, just use www browser Firefox or Chrome (and clones like Brave, MS) on Windows, Mac, Linux. It can be used on all platforms.

I want a personal PostSignum certificate, is there any restriction regarding the operation system (Windows, Mac, Linux)?

- To get a certificate, you need to generate a request in a program that is only in the Windows version. The issued certificate then goes on all platforms.

I want a PostSignum signature certificate, is there any restriction regarding the computer (Windows, Mac, Linux)?

- To get a certificate, you need to generate a request in a program that is only in the Windows version. The issued certificate can be used on systems for which there is a token driver - on Windows and on Mac.

I want a PostSignum signature certificate that is only issued to a token. I have my own Yubikey type token, can I use it?

- No, the certificate can only be issued to a PostSignum token that was provided by the university.

Support, Helpdesk

- TCS - for questions and support, please contact the [TCS administrator](#) for Charles University. Please, write to tcs@cuni.cz
- PostSignum - in the first step we recommend **always** contacting the IT support of the faculty or unit (you can find contacts their website). Only then, if the problem cannot be solved, contact [Servicedesk](#) .

Important links

- [How to request a TCS server certificate](#)
- [Useful OpenSSL commands](#)
- [CAA DNS records](#)
- [Acrobat Reader and certificates](#)