

Certificate Renewal



The Electronic Certificate is valid for 1 (one) year from the date the DigiSign account is successfully activated.

Users may renew their certificate within 30 days prior to expiration. When the remaining validity period is less than 30 days, users will receive an Email notification as a reminder and see an expiry warning message on their DigiSign account homepage.

1. Access <https://app.digisign.id/> to begin the renewal process.
2. Log in using your registered Email and Password, or through an available SSO login option.
3. Once on the homepage, a notification will appear informing you that your certificate is nearing expiration. Click the “Klik disini” link provided in the notification.
4. Verify your registered mobile phone number by clicking “Kirim OTP” , then enter the OTP code sent via SMS.
5. Confirm your agreement to proceed with the electronic certificate renewal.
6. Read and accept the applicable “Perjanjian Kepemilikan Sertifikat Elektronik” from DigiSign.
7. Click “Proses” to submit your renewal request.
8. The certificate renewal is now successfully completed, and you may continue using DigiSign services.
9. The renewed certificate can be downloaded via "Account Setting → Profile → Download Certificate"