Download or renew your Digital Certificate

May 2022

We've upgraded our Digital Certificate (DC) Loader platform.

One of the benefits of the new DC Loader (3.1) is that customers only need to renew their DC every two years. Customers will continue to be invoiced yearly for their annual DC subscription and can cancel their DC at any time.

The DC renewal process remains largely the same, but we've removed some screens that caused confusion. Error messages have been improved, so clearly tell you:

1. What's wrong
2. What to do next.

Before you start

Make sure you have your:

- DC authorisation code (emailed to you) eg XXXX-XXXX-XXXX
- DC reference number (emailed to your Trusted Contact) eg 12345678, and
- Your Landonline user ID eg userid001.

Talk to your IT support person as you'll need:

- To understand where to access the software from. Many firms now have our DC Loader and Digisign available within their IT environment (for example, within their software centre).
- 'Administrator Access' to download and run the DC Loader 3.1 Wizard
- the ability to create files on your C:\ drive (or another local drive, as directed by your firm).

*Your IT person can help you download or renew the DC. However, to ensure you don't breach the Landonline Terms and Conditions, **only you** must enter your own authorisation code, reference code and passphrase.*

How to download or renew your DC using the Wizard

- Close Landonline and any web browsers you have open
- Download the DC Loader Wizard 3.1 from [our website or where directed by your IT Support or Trusted Contact](#).
- Carefully follow the Wizard's instructions.
- You'll be prompted to save the DC to C:\LINZ Certificates – you can change this to any location that is secure and always accessible, but we recommend you accept the default location, if possible.
- Check that your 'caps lock' is off when you create your passphrase.

If you need any assistance, call the LINZ Contact Centre on 0800 665 463 between 8am and 5pm (NZT) Monday to Friday.

You can view the DC Loader 3.1 Wizard screenshots on our website.