

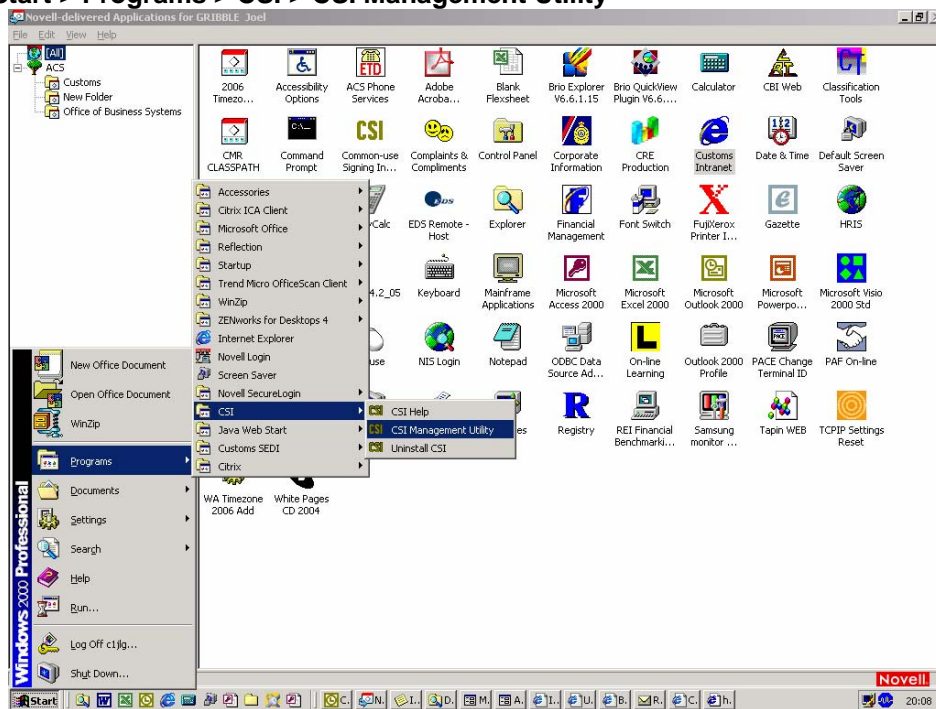


TAKING A SCREENSHOT OF THE CSI MANAGEMENT UTILITY

To ensure your digital certificate enquiry is resolved as soon as possible, it is mandatory that you provide Customs with a screenshot of the certificates you have in the CSI certificate store and the Windows CAPI certificate store.

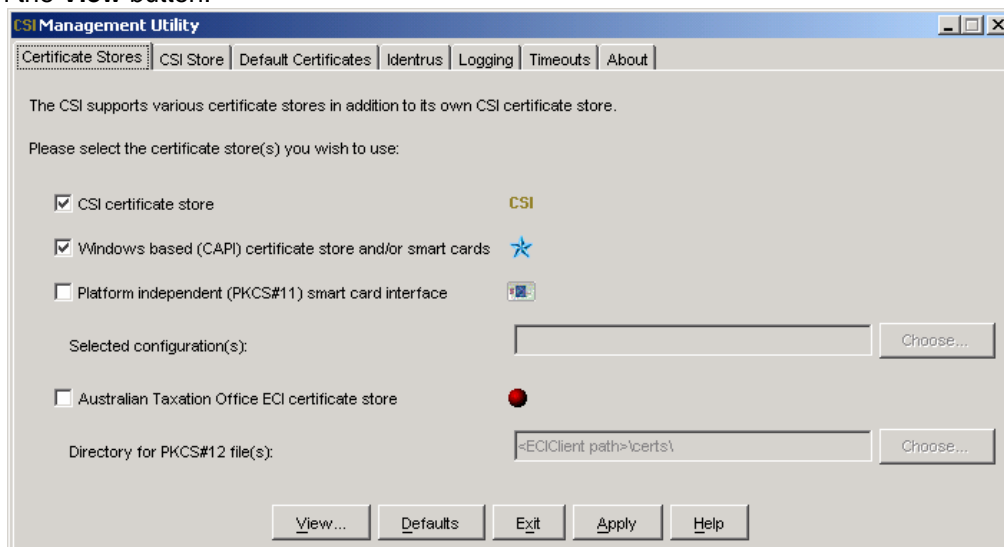
Follow the steps below to show the screenshots of the available certificates:

1. Select **Start > Programs > CSI > CSI Management Utility**



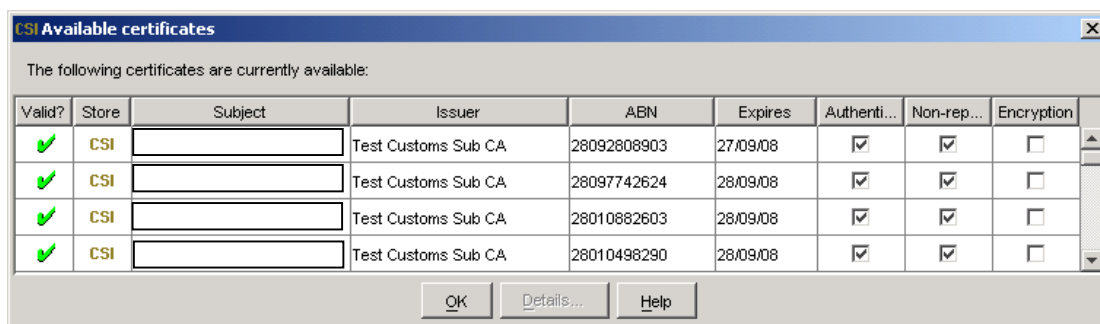
2. The **CSI Management Utility** screen will display. Ensure the boxes next to the **CSI certificate store** and **Windows based (CAPI) certificate store and/or smart cards** are ticked (as shown below).

Click on the **View** button.



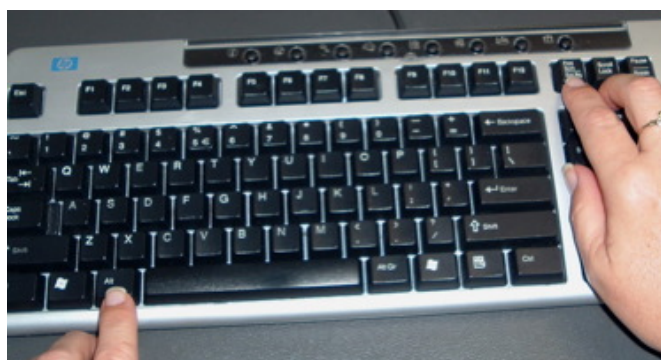
3. The **CSI Available certificates** screen will display:

Note: This window displays the available digital certificates in the CSI Store and the Microsoft IE CAPI. Customs requires a screenshot of this screen, in order to understand and resolve your issue.



4. Ensure your email application is open.

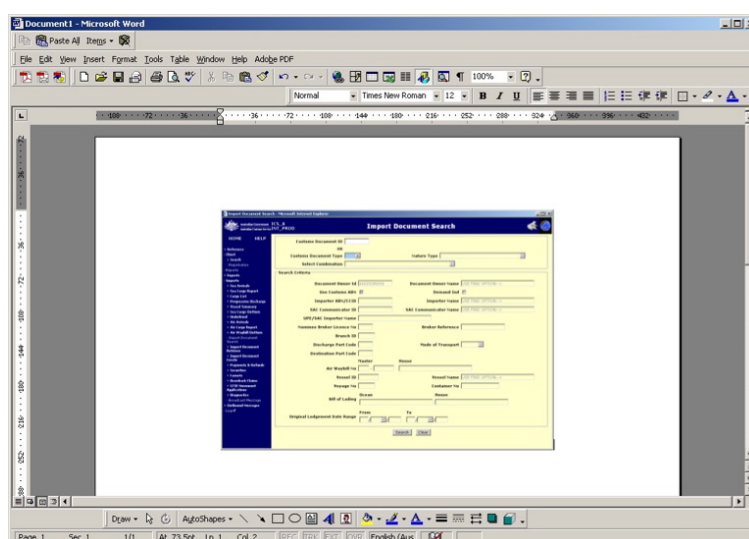
5. To take a screenshot, hold down **ALT + Print Scrn** at the same time.



6. Open a new Word document.

7. Paste the screen shot by holding down **CTRL** and **V** at the same time.

This will 'paste' your captured image to the Word document.



8. Go to **File**, then **Save As** and save the document onto your computer.

You will need to attach this document to your Digital Certificate Enquiry email.