

Storage of Digital Certificates, Passwords and Passphrases



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The information in this sheet is designed to cover the storage requirements of Digital Certificates, passwords and passphrases. It provides a basic outline of the storage requirements for these items for Landonline users.

Note: Users must not under any circumstances share Digital Certificates, passwords or passphrases. Doing so is in breach of the [Digital Certificate User Obligations](http://www.landonline.govt.nz/about-landonline/tc-obligations-obligations-full.asp) (see <http://www.landonline.govt.nz/about-landonline/tc-obligations-obligations-full.asp>) and/or [Landonline Terms and Conditions](http://www.landonline.govt.nz/about-landonline/tc-obligations-tc-full.asp) (see <http://www.landonline.govt.nz/about-landonline/tc-obligations-tc-full.asp>) and will result in you having your Digital Certificate revoked.

Storage of Digital Certificates

Landonline [Digital Certificate Policy](http://www.landonline.govt.nz/sites/default/files/signup/certificate_policy.pdf) (see http://www.landonline.govt.nz/sites/default/files/signup/certificate_policy.pdf) (pdf 138KB) specifies that Digital Certificates may only be backed up for disaster recovery purposes. The disaster recovery back-up copy of the Digital Certificate should be stored securely to prevent loss or unauthorised use.

To help ensure the security of the database, Landonline customers may not have multiple copies of their Digital Certificate for any purpose other than disaster recovery, or have their Digital Certificate installed on more than one PC.

However, you can store a copy of your Digital Certificate for disaster recovery purposes only provided there is appropriate security and controls around this storage process.

For additional guidance on protecting your PC and internet environment see [Keeping your firm's PC and Internet environment safe](http://www.landonline.govt.nz/about-landonline/security) (see <http://www.landonline.govt.nz/about-landonline/security>)

Storage of passwords and passphrases

All Landonline users are responsible for keeping their passwords and passphrases confidential.

When you sign-up to Landonline an initial password is issued and users are prompted to change it when they first logon. To ensure maximum security, users will be prompted to update their password every 90 days. If you forget your password, you can have it reset by LINZ Customer Support.

Passphrases are selected by the user during the creation and export of the Digital Certificate. LINZ Customer Support cannot reset passphrases. However, if you forget your passphrase, you may be able to reset it yourself by re-exporting your Digital Certificate. You must delete other copies of Digital Certificates even if passphrases have been forgotten.

We recommend that passwords and passphrases be stored in accordance with your firm's security policy.

Revoking a Digital Certificate

If your password or passphrase has been compromised (ie. you no longer have exclusive access to it), you will need to immediately notify LINZ Customer Services on 0800 665 463 (press option 4).