

# ECERTIFICATES QUESTIONS AND ANSWERS

## Answers to common questions regarding eCertificates

### What you need to know...

#### 1. What is an eCertificate?

An eCertificate is an electronic document (technically a locked PDF file).

#### 2. How can I get my eCertificate?

If you are being recommended for certification or your existing certificate is being reissued, you will have just received an email containing a URL link.

This link will take you to a secure BSI website where your eCertificate can be downloaded.

#### 3. Once I have the URL link and have found it on the website how do I actually get a copy of my certificate?

Once you are on the website, you will be asked to follow some instructions to save the certificate in its .pdf format. From there you can print it or use it as you wish.

*(Please note that you will need Adobe Acrobat to view your certificate. A free copy of Adobe Reader is available for download on the [Adobe website](#) if you do not have it.)*

#### 4. What type of printer do I need?

The eCertificate has been carefully designed to ensure that an acceptable copy will be printed on most printers. It would be best to use a good color printer for quality copies. Reasonable results can be obtained from standard, inexpensive printers.

#### 5. What if I don't have a color printer?

BSI is committed to ensuring all of our clients experience first class customer service to meet individual needs. To this end, BSI will issue printed copies of the eCertificate upon request. To request a printed copy, please contact us on 1 877 BSI HELP or e-mail us at [certificates.msamericas@bsigroup.com](mailto:certificates.msamericas@bsigroup.com). We will print your certificate and mail it to you.

#### 6. How can I use my eCertificate?

BSI clients will be able to download the PDF file of their certificate and then distribute it in a number of ways. It can easily be emailed as an attachment to any customer or other business partner, output from your printer or posted to your own website.

eCertificates can be used to demonstrate your certification to stakeholders, customers and suppliers as well as easy and cost effective inclusion in your bids for new business.

## Answers to common questions regarding eCertificates

### 7. Is the eCertificate a legal document in the same way as the old paper version?

The eCertificate has the same legal status as the former paper version. Previously, with the paper version, BSI made the distinction between legal copies and presentation copies of the certificate. With the eCertificate there will be no need for this distinction and there will only be one type of certificate.

### 8. Does this mean that it will not be possible to obtain a presentation certificate?

BSI will no longer provide a separate presentation certificate. However, as you are now able to print your own certificates you will be able to print as many as you may require for presentation purposes.

If you would like BSI to provide printed copies of your certificate please contact us on 1 877 BSI HELP or 703 437 9000. We can also be reached via e-mail at [certificates.msamericas@bsigroup.com](mailto:certificates.msamericas@bsigroup.com). We will print your certificate and mail it to you.

### 9. If someone presents a certificate to me how do I know it is a genuine certificate?

There are 2 ways of checking the validity of a BSI certificate:

- To check the validity of a BSI eCertificate click on a link contained within the PDF document. You will be automatically redirected to the BSI validation site.
- Alternatively you can check the validity of the certificate number by visiting [www.bsigroup.com/clientdirectory](http://www.bsigroup.com/clientdirectory). Select "Proceed to Certificate Search" and type in the certificate number and verify the certificate details.

The screenshot shows the BSI website interface. At the top, there is a navigation bar with links for 'US Home', 'Contact us', 'Site Map', 'Help', and 'BSI Worldwide'. Below this is a search bar with the text 'Search BSI site' and a 'Search' button. The main content area is titled 'Certificate, Product & Client Search Directories'. It includes a search box, a 'Contact us' button with the phone number '1 800 852-4377', and a 'Send us' button. The page also features a 'Management systems' sidebar with various links and a 'Certifications' section with a BSI logo and text: 'Search our online directory of management systems' registered clients to quickly and easily find valid certificates and identify potential clients. A 'Proceed to certificate search >>' link is visible at the bottom of the page.

## Answers to common questions regarding eCertificates

### 10. Can I tell my customers that they can check my certificate in this way?

Yes of course! Anyone can access the validation websites for any certificate issued by BSI. This is a free service. Please note that your certificate expiry date does not appear on the website.

### 11. What about security? Can eCertificates be copied or forged?

BSI takes the issue of certificate authenticity very seriously. The eCertificates are provided in the form of a “locked” PDF file. This coupled with our authentication process means that we have done our utmost to protect eCertificates from most forms of tampering.

Any modifications to a BSI eCertificate will be detected during the online authentication process and details of how to gain further support from BSI will be provided.

### 12. What if I have a further question about eCertificates?

If you want to know anything else about eCertificates you can contact BSI by calling 1 877 BSI HELP or e-mail us at [certificates.msamericas@bsigroup.com](mailto:certificates.msamericas@bsigroup.com).

#### **BSI Management Systems America, Inc.**

12110 Sunset Hills Road, Suite 200  
Reston, VA 20190-5902  
USA

T: 1.800.862.4977  
F: 1.703.437.9001  
[www.bsiamerica.com](http://www.bsiamerica.com)

#### **BSI Management Systems - Brazil**

Rua Gomes de Carvalho, 1306  
11º andar – Cjs.: 111/112  
Vila Olímpia – São Paulo – SP – 04547-005  
Brasil

T: +55 11 2148-9600  
F: +55 11 2148-9601  
[www.bsibrasil.com.br](http://www.bsibrasil.com.br)

#### **BSI Management Systems Canada**

6205 Airport Road, Suite 102  
Mississauga, ON L4V 1E1  
Canada

T: 1 800 862 6752  
F: 1 416 620 9911  
[www.bsigroup.ca](http://www.bsigroup.ca)

#### **BSI Management Systems - México**

Torre Mayor  
Av. Paseo de la Reforma No. 505, Piso 41 - Suite C -  
Col. Cuauhtémoc, C.P. 06500  
México, D.F.

T: +52 55 5241 1370  
F: +52 55 5241 1374  
[www.bsigroup.com.mx](http://www.bsigroup.com.mx)

