

Cl@ve and the digital certificate

What each one is, which one you need, and what to have in front of you before you start.

1 · They are not the same thing, and confusing them costs an afternoon

Cl@ve is a State identification system: you use your phone to get into government websites. The digital certificate is a file installed on your device that also SIGNS. The short rule: to consult and to book an appointment, Cl@ve is enough; to sign, to file a tax return or to act on behalf of a company, you need the certificate. Almost everyone ends up needing both.

2 · Which one you need, by what you want to do

What you want to do	Cl@ve	Certificate
Book an immigration or police appointment	Yes	Yes
Consult your records at the tax office	Yes	Yes
File a tax return or sign a document	No	Yes
Receive electronic notifications	Yes	Yes
Act on behalf of a company	No	Yes

3 · The list of documents, the part that really matters

This is the part you downloaded the guide for. Have all of this in front of you BEFORE you start; with one single item missing, the process cuts out and you begin again from zero.

- Your NIE or your Spanish DNI, in force. Without one of the two there is nothing to be done: neither Cl@ve nor the certificate is issued against a passport.
- Your own country's identity document or passport, the same one the NIE was issued against.
- A Spanish or foreign mobile number that can receive an SMS at that moment. The code expires in minutes.
- An email address you can get into on the same day.
- Your address exactly as it appears on the padrón, written identically, letter for letter.
- If you have ever registered before: the PIN or the invitation letter you received, even if you think it has expired.
- The computer AND the phone you want the certificate on, both to hand, switched on and charged.
- Somewhere to keep the certificate's backup copy: a USB key or an encrypted folder. Not the desktop.

4 · The three mistakes we see every week

- 1 Installing the certificate on the computer only. The day you need to sign you are travelling and the computer is in another country.
- 2 Not making the backup. Lose the device without it and you start from zero, in-person appointment included.
- 3 Registering the certificate with an email address you do not read. Electronic notifications are deemed received after ten days, whether you open them or not.

5 · If you would rather we did it with you

One session and you leave with everything installed and working. €79 for one person, their credentials on their phone and their computer, thirty minutes. €129 for two people in the same household, each with their own on both of their devices, one hour. We never keep your passwords or your certificate, and we do not carry out procedures in your name: we give you the key and we teach you to use it.

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