

**DIGITAL SIGNATURE CERTIFICATE “CERTIFICADO DIGITAL”**  
**INFO FROM NERJA FOREIGNERS DEPARTMENT**

13<sup>th</sup> May 2021

With a Digital Signature Certificate, “**Certificado Digital**”, you can do many procedures, apply for certificates or paperwork by internet without having to go physically to any public administration office such as the Town Hall, Local Tax Office, Social Security, Traffic, Hacienda - Tax Authorities, Unemployment Office, Cadastral Office, etc. **Please note that the digital certificate is free.** Any web site asking for a payment is a fake.

It is very important and useful that everyone has this certificate, especially in these days when it is difficult to go personally to public offices or there are no appointments available. For example, with this digital signature certificate you can apply for a vaccination certificate after receiving both jabs by googling clicsalud+ and vacunas. Also, if registered on Nerja town hall Padron, you can obtain a padron certificate called “volante”. **During the mobility restrictions, a padron certificate is a confirmation of the address where you live.**

Also you will need a padron certificate when applying for the new TIE residencia card. See examples of how to get a padron certificate and others in the next pages.

**You need to have a Spanish NIE number to apply for the digital certificate.**

You apply for a digital signature certificate in a computer or laptop, not on a mobile telephone. Each person applying for this certificate will receive a personal code in their computer. You can use the same computer to apply for several digital certificates for different persons. i.e. family members or friends. Once you have the digital certificate installed in your computer, you can also use your digital certificate in any other computer or electronic device with a pendrive.

**HOW TO OBTAIN YOUR DIGITAL CERTIFICATE. STEPS TO FOLLOW**

Your computer must have Internet Explorer or Mozilla Firefox 68.

If you don't have one of these programmes, see info on last page of how to install it.

Possibly the programmes Microsoft Edge and Google Chrome will also be valid.

Google: [www.fnmt.es](http://www.fnmt.es) This is the Fabrica Nacional de Monedas y Timbres.

Click “si”, “aceptar” or “siguiente” to all the messages that will appear.

Click or write the following:

- CERES at the top in the middle.
- Obtenga / renueva su certificado digital (on the right).
- Go to the list on the left and click each of the following downwards:
- Persona fisica.
- Obtener certificado software.
- Configuracion previa.
- Area de descarga de configurador FNMT at the bottom of the page.
- Configurador FNMT-RCM Windows 64 or whichever your computer system is.

- Download it with the messages siguiente or aceptar or si several times until the process finishes with terminar or ejecutar.
- You may have to click the message guardar... and after ejecutar at the bottom of the page.
- Go back one page by using the back arrow ← on the top left hand side. This goes back to the list on the left again.
- Solicitar certificado.
- Write your NIE, surname, and your email 2 times.
- Click on Pulse aqui para consultar y aceptar las condiciones de uso del certificado.
- Go down the whole page and at the bottom click Acepto los terminos y condiciones de uso.
- Enviar peticion at the bottom in the middle.
- A code number will appear in your computer.
- Print the code clicking Imprimir and file it in your computer.
- Take the code together with your NIE and passport to any of these offices:
  - **Nerja Town Hall** on the ground floor at the office Atencion al Ciudadano, opposite the tourist office. Monday to Friday 9 am to 2pm.  
Some English spoken. No appointment needed.  
Email: [omac@nerja.es](mailto:omac@nerja.es) Tel. 952 54 84 37.
  - **Nerja Tax Office**, Patronato de Recaudacion in Calle Axarquia 3, near the Supersol roundabout. Monday to Friday 9 am – 1:30 pm. Make an appointment clicking on: <https://citaprevia.encolate.es/prpmalaga/reservation>  
Tel. 951 95 73 30 / 1 / 3
- Immediately after you will receive an email from the Fabrica Nacional de Monedas y Timbres (fnmt) with instructions on how to download your digital certificate. You have to use the same computer as the one used to apply for the digital certificate.
- Open the link received in your email and click the following:
  - Descarga de su certificado de persona fisica.
  - Descargar certificado.
  - Write your NIE, surname and the code received.
  - Click on Pulse aqui para consultar y aceptar las condiciones de uso del certificado.
  - Go down the whole page and at the bottom click Acepto los terminos y condiciones de uso.
  - Descargar certificado.
  - Click URL FNMT Protocolo.
  - Instalar certificado
  - Open your certificate clicking on FNMT-RCM
  - In contraseña write your own password that you would like to have. Write it 2 times. Make a note of this password as you will need it if you use a different computer or laptop.
  - Click Aceptar, yes or OK to several messages of making a copy Hacer copia.

- In Guardar como save the certificate in a folder in your computer. You can also save it in a pendrive so you can take it with you if using a different computer or laptop.
- Instalar.
- Aceptar.

Now your digital signature certificate has been installed in your computer. Check that the digital certificate is installed. Minimize the screen and go to your own computer files in “documents” or “desktop” and try the following:

If you have Internet Explorer programme:

- Go to tools herramientas.
- Opciones de internet
- Contenido
- Certificados
- Personal

If you have Mozilla Firefox programme:

- At the top or at the bottom go to configuracion or preferencias.
- Privacidad y seguridad.
- Ver certificado at the bottom right.

If you have trouble finding it, use the search facility on your computer and type your NIE so it will appear on your screen.

If you have any doubts, you can contact any of the following:

- The Town Hall office, Atencion al Ciudadano (some English spoken).

[omac@nerja.es](mailto:omac@nerja.es) Tel. 952 54 84 37.

- The Town Hall office, Cade [jafernandezn@andaluciaemprende.es](mailto:jafernandezn@andaluciaemprende.es) at the square beside the Balcon de Europa on the first floor. Tel. 671 594 791.

- Nerja tax office, Patronato de Recaudacion

<https://citaprevia.encolate.es/prpmalaga/reservation> Tel. 951 95 73 31 / 0.

It is very important to have a digital certificate. If with our explanations you still can't download the digital certificate, we recommend to ask a friend to download it for you or contract an adviser "Asesoria" to do it for you.

### **THE FIRST TIME YOU ENTER ANY WEB SITE WITH YOUR DIGITAL CERTIFICATE**

You enter any web site with your digital certificate in the section "Sede Electronica", which is the online personal access.

The first time you enter any specific web site you have to download the programme called “Autofirma” as follows:

- Google: [firmaelectronica.gob.es](http://firmaelectronica.gob.es) / Descargas

After every message click Si, Siguiente or Aceptar and follow these steps:

- Descargar autofirma.

- Descargas.
- Windows 64 or Windows 32 if your computer is an old version (or click the version of your computer)
- Click autofirma on the left bottom corner.
- At the end, click Terminar.

### **HOW TO ENTER NERJA TOWN HALL WEBSITE WITH YOUR DIGITAL CERTIFICATE**

The first time you enter Nerja Town Hall website you have to register.

Google: [sedeelectronica.nerja.es](http://sedeelectronica.nerja.es)

Write or click the following:

- Registrarse.
- Identificate at the right top corner.
- Certificado digital.
- Write your name, details and email.
- Nuevo perfil.

Now you can choose any procedure you need from Nerja Town Hall.

An example of how to obtain a Padron certificate or present an application is below.

### **HOW TO OBTAIN A PADRON DOCUMENT “VOLANTE” FROM NERJA TOWN HALL WITH YOUR DIGITAL SIGNATURE CERTIFICATE**

Google: [sedeelectronica.nerja.es](http://sedeelectronica.nerja.es)

Click or write the following:

- Padron habitantes.
- Obtenga volante de empadronamiento.
- Certificado digital.
- Click Aceptar to the “autofirma” message.
- Select the name of the person you want the padron certificate for.
- In Tipo if you want an individual certificate just for yourself click Volante de empadronamiento individual. If you want a certificate for all the persons living in your house, click Volante de empradronamiento colectivo.
- Click Imprimir to print your Padron certificate.
- You will receive a message from the Sede Electronica of the Town Hall saying that we have sent you a Padron certificate.

### **HOW TO PRESENT AN APPLICATION AT NERJA TOWN HALL WITH YOUR DIGITAL SIGNATURE CERTIFICATE**

Google [sedeelectronica.nerja.es](http://sedeelectronica.nerja.es) and click on the following:

- Click Si to a message that appears.
- Identificate on the top right corner.
- Certificado digital.
- Aceptar.

- Catalogo de tramites on the very top line next to Inicio.
- Tramites electronicos.
- Solicitud generica It is the first option of the list.  
Your name and NIE number will appear in the section Interesado y Representante.
- In Expone write briefly what you want in Spanish.  
If you want any document to be sent back to you by email, write your email.  
If you have to attach any scanned documents like a passport, tick at the bottom of the page Adjuntar.
- Click 2 times on Examinar and select your scanned file that you want to attach.
- Adjuntar.
- Tramitar ahora on the right.

## **HOW TO INSTALL INTERNET EXPLORER OR MOZILLA FIREFOX 68**

Click or write the following:

- Enter in Google and write Internet Explorer or Firefox Mozilla 68 (whichever you prefer).
- Descarga gratuita. If the download doesn't start automatically, choose the option "haz click aqui".
- Guardar.
- Ver descargas.
- Internet Explorer or Firefox Mozilla setup 12.0 exe.
- Ejecutar.
- Siguiente.
- Estandar.
- Siguiente.
- Instalar.
- Finalizar.
- No importa nada.
- Siguiente.
- No.

## **DIGITAL CERTIFICATE IN SWEDISH**

If you wish this info in Swedish, please send an email to Nerja Foreigners Department to [extranjeros@nerja.es](mailto:extranjeros@nerja.es)

## **USEFUL LINKS**

- A video in Spanish in YouTube explaining the procedure:  
<https://youtu.be/p19J0T0pIks>
- Applying for the digital certificate "Solicitar certificado".  
<https://www.sede.fnmt.gob.es/certificados/persona-fisica/obtener-certificado-software/solicitar-certificado>
- Installing a browser with internet Explorer [Internet Explorer \(FAQ 1628\)](#) or Mozilla Firefox [Mozilla Firefox en MAC \(FAQ 1687\)](#)