

# Trustis FPS Healthcare Certificate Services Revocation Guide

**Important Notice:**

This document is for guidance only. Revocation activities, procedures and obligations of PKI Participants are defined in the Trustis FPS Base CP and Trustis FPS Healthcare PDS and their supporting documents. All these can be found at.

<http://www.trustis.com/healthcare/terms.asp>

You are recommended to read the relevant parts of these, in conjunction with this document prior requesting revocation of a Trustis FPS Healthcare Certificate.

The Issuing Authority may Revoke Trustis FPS Healthcare Certificates at its sole discretion at

## Who can submit a Revocation Request

Anyone may submit a revocation request. The capacity in which you are making the request will be required. Additionally, you will be required to submit sufficient information for your identity to be verified.

## How to submit a Revocation Request

You may send a revocation request by telephone call or email to the Issuing Authority.

Your request must contain the following information.

- Your name and sufficient information to allow us to verify your identity;
- Your contact details;
- In what capacity you are requesting a revocation, e.g. Subscriber, Relying Party;
- Sufficient Certificate information to allow us to uniquely identify the Certificate;
- Details of why the revocation is requested. Including supporting evidence if applicable;
- Information as to whether the Revocation is due to the Certificate being compromised or suspected of compromise or for another reason (non-compromised);
- Information as specified in requests from servicedesk@trustis.com.

## To where should I submit a Revocation Request

You should submit your request to the Trustis FPS Issuing Authority. Contact details are:

Mailing Address:  
Trustis FPS Issuing Authority  
Entrust (Europe) Ltd  
Building 273  
Greenham Business Park  
Thatcham RG19 6HN

email: [authorisation@trustis.com](mailto:authorisation@trustis.com)  
Tel: +44 (0) 1635 231361 (option 2)

Fax: +44 (0) 1635 231366

## **What will happen to my Revocation Request**

Your request will be processed by formal procedure. This will include assessment of risks associated with your request and validation of your identity. This may mean you will be contacted and requested to provide additional information.

Once your identity is validated and the Issuing Authority has made its determination you will be informed of the action taken

Should you be the Subscriber of the Certificate once your identity has been verified the certificate will be revoked based upon your request. You will be informed of any revocation request and the decision of the Issuing Authority for any Certificates that you hold; irrespective of who has made the Revocation request.

It should be noted a revocation request may be rejected and the Certificate Status information remain unchanged.

## **How long does it take**

Revocation requests are processed and Revocation decisions are made based on risk. Normally where a request is fully validated, and if the certificate is identified as invalid, or its private key is considered at risk of misuse; the revocation will be conducted and updated Certificate Status information will be available within 24 hours.

# Amendment Record

<b>Author</b>	<b>ATL</b>	<b>T0104-003-ATL-110 FPS Healthcare Revocation Guide</b>	
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v1.1	13 Feb 2017	Minor updates to cover healthcare revocation	ATL
v1.1.1	18 Jan 2019	Minor updates post-audit	GH
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