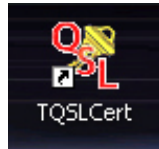# Request A New Certificate For Any Call Sign.

<u>Delete existing files and certificate</u>

1. Delete any and all **TQ5, TQ6** and **TQ8** files that may reside in your folders. (All of them)
2. Open **TQSL CERT**

3. Please delete any lines with the problematic callsign. (Highlight callsign line then select CERTIFICATE – DELETE or right click on the line and select DELETE.)
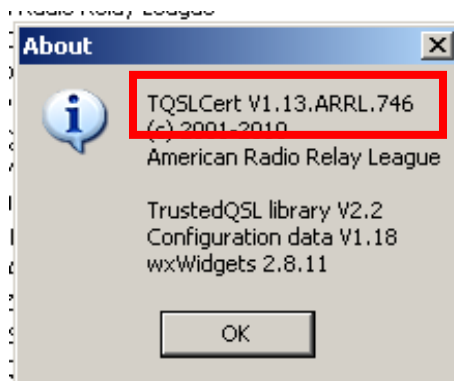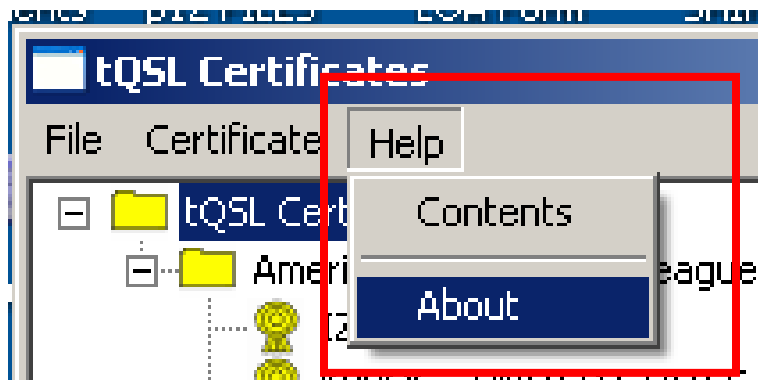
Trusted QSL 1.13

Before performing any of the procedures below make certain that you have the current version of TrustedQSL software.

The most recent version is TQSL 1.13

To check your software version

1. Open either program TQSL or TQSL CERT

2. Select HELP

3. Select ABOUT to view the software information.

If you do not have TQSL 1.13 you may download the software here.

Download Trusted QSL 1.13 for Windows.
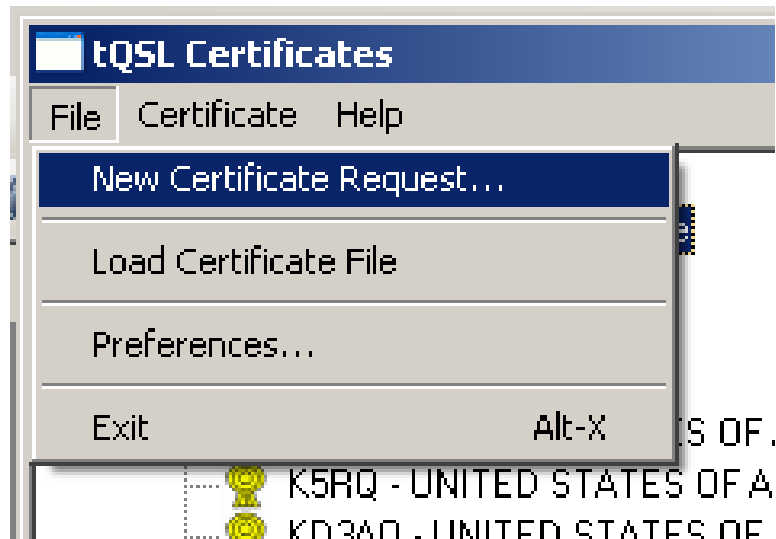
Download Trusted QSL 1.13 for Mac OSX

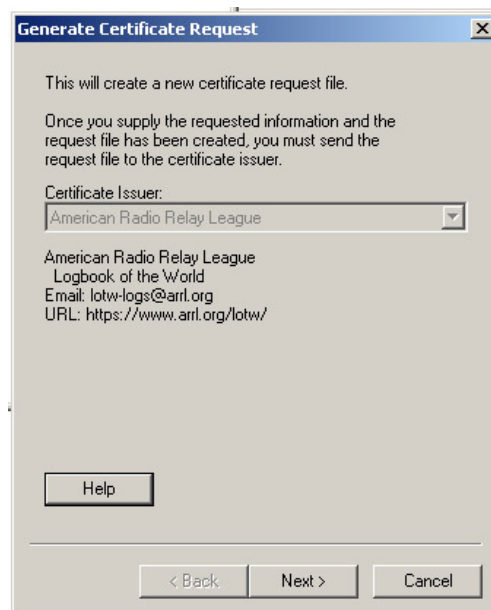Do not uninstall existing software.

New files will overwrite older files.

Request a new certificate

1. In the menu bar select **FILE** - **NEW CERTIFICATE REQUEST**

2. Request a new certificate for your call sign.

This first box is informational and indicates that the issuer of the certificate is ARRL. You do not have to do anything. Click **NEXT.**

3. Enter the **CALL SIGN** for which you are requesting a certificate

4. Use the drop down menu to select the DXCC entity that matches your call and where you are operating.

If you hold a **KH6 or KL7** call sign and
- Your FCC address is Hawaii or Alaska then your DXCC entity will be Hawaii or Alaska.

- Your FCC address is in the continental United States then your DXCC entity will be United States of America.

5. <u>QSO DATES</u>

The QSO begin and QSO end dates lock in the date range for QSOs that your certificate will be able to sign.
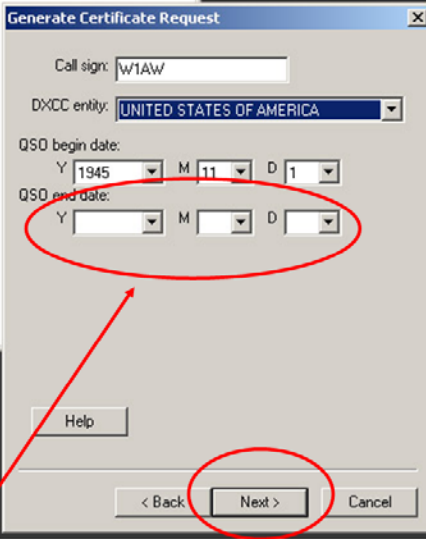
QSO Begin Date
- **Be sure to use the correct BEGIN date when this call was issued to you. If you are not certain about this date then use the date of the earliest entry in your log when you operated with this call sign.**

- **DO NOT use the default date of 1945-11-01. Using the default date could cause you to upload QSOs that do not belong to this call when you used it.**

QSO End Date

- **If the call is still current then leave the end date open.**

- **Enter the ending date when you retired this call sign. If you are not certain about this date then use the date of the last entry in your log when you operated with this call sign.**

Currently active calls will not have a QSO END DATE. Entering a QSO END DATE for a current call will limit the QSOs that can be uploaded for this call.

Leave blank for currently active call signs.

User Information

6. Enter the name and address of the call sign holder.

- For U.S licensees this must match the FCC address.
- If the call sign belongs to a club then enter the club name.
- If you are a QSL manager this must be the name and address of the holder of the call sign.

Click **NEXT.**

7. Enter your e-mail address.

- Make sure that your e-mail provider allows attachments. You will receive your TQ6 certificate file, username and website password in an e-mail.
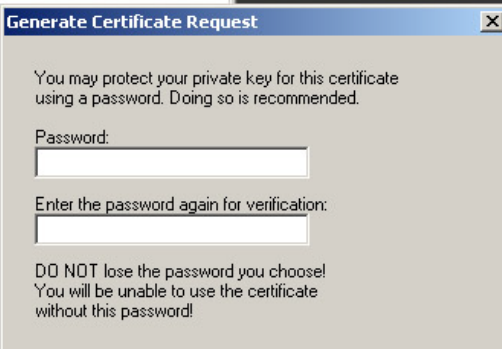
Passwords

This next step is optional.

A password is recommended if you use a public computer or run LoTW/TQSL with a portable computer.

If you choose to use a private key password please write it down so you do not forget it.

If you lose or forget this password ARRL cannot help you.

To fix a lost private key password, you will need to apply for a new certificate.

8. Enter a password if you choose this option.
   - You may leave this blank for no password. (Recommended for most users)

SIGN or UNSIGNED

9. On the last window you will be asked to **SIGN** or **UNSIGNED** the certificate request.
   - If this is a **PRIMARY CALLSIGN** the request will be **UNSIGNED.**
   - If this is a **SUBORDINATE CALL SIGN** such as a previous or old call sign then you will select **SIGNED.**

   - **DO NOT MAKE SIGNED CERTIFICATE REQUESTS FOR CLUB CALL SIGNS OR CALL SIGNS THAT YOU MANAGE FOR OTHER OPERATORS.**

10.
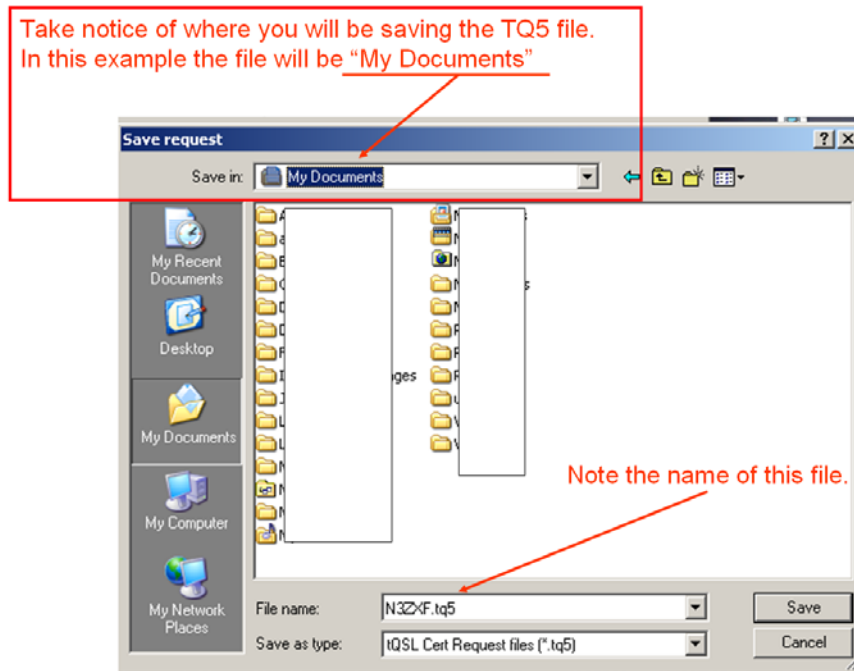   A. For an **UNSIGNED** certificate make sure the **UNSIGNED BUTTON** is checked**.**

   B. For a **SIGNED** certificate request make sure that the signing certificate is highlighted and the **SIGNED** button is checked.

Save and Send

11. Save the TQ5 file to your folder.

Take notice of where you will be saving the TQ5 file.
In this example the file will be "My Documents"

Note the name of this file.

12. e-mail the **TQ5** file that you saved to lotw-help@arrl.org
    - Sending the TQ5 file is not automatic. You must send the file to LoTW.

13. Stand by for your **TQ6**. (Next business day if this is a weekend or holiday.)

- **USA operators will NOT receive a postcard.**
- **DX operators DO NOT have to send documents.**

- Once you have the gold ribbon certificate installed for your primary call sign you will then be able to request **SIGNED** certificates for your other calls that you may have.

Thank you for using Logbook of The World.