



Digital certificate in Almendro: upload it, replace it and fix signature rejections

Step by step with screenshots at fe.almendro.cr: the two prompts on your first sign-in, how to reach the certificate from the menu if you closed them, upload the .p12 key, replace it when it expires or you generate a new one, and what to do when the Ministry rejects because of the signature or the credentials.

What you need at hand. The digital certificate is what lets Almendro sign your documents and send them to the Ministry of Finance (Hacienda) on your behalf. It takes three items, and all three come from TRIBU-CR:

1. **The cryptographic key:** the .p12 file.
2. **The key PIN:** the digits you set when you generated it.
3. **The submission password:** the password of the document submission user, downloaded in Tico Factura, Mi perfil, Contraseña.

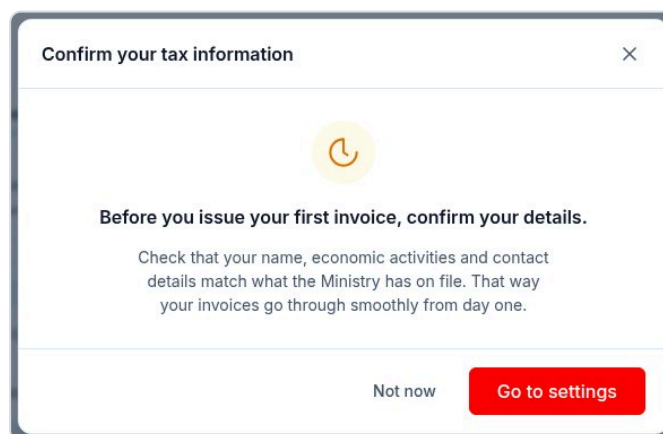
If you do not have them yet, first follow the guide «**TRIBU-CR for invoicing with Almendro**» on the fe.almendro.cr blog. In Almendro, your profile also needs a confirmed ID, because the certificate is validated against it.

1. The two prompts on your first sign-in

While your Ministry data or your certificate is missing, Almendro shows a prompt about five seconds after you sign in. They appear one at a time: first the data prompt and, once that is done, the certificate prompt.

1.1 First prompt: confirm your details with the Ministry

- 1 In the **Confirm your tax information** window click **Go to settings**.



The first prompt appears five seconds after you sign in.

- 2 **Settings** opens with the screen dimmed and the profile highlighted. Check the **ID number** and **ID type** and click **Update from Ministry**.

The screenshot shows the Almendro Settings interface. On the left is a sidebar with navigation options like Overview, Home, Reports, My downloads, Vouchers, Drafts, Clients, Items, Received, Other deductibles, My integrators, PDF templates, Branches, My Plan, Support, and Logout. The main content area is titled 'Settings' and contains a 'CONTRIBUTOR PROFILE' section. This section has fields for ID NUMBER (3101900003), ID TYPE (Business ID), BUSINESS NAME OR LEGAL NAME (Comercial Demo S.A.), TRADE NAME, EMAIL ADDRESS (pyme@plan.test), and PHONE. A red arrow points to the ID NUMBER field, and a red box highlights the 'Update from Ministry' button. Below this is the 'ECONOMIC ACTIVITIES' section, which states that the Ministry reports no economic activities registered for this ID. At the bottom is the 'ADDRESS' section with fields for LOCATION (PROVINCE: San José, COUNTY: San José, DISTRICT: Carmen) and FULL ADDRESS. A red box at the top right highlights the 'Close the tip' button.

The prompt highlights the ID and the Update from Ministry button. At the top, Close the tip.

- 3 Almendro shows what the Ministry has on record: name or company name, regime, status and economic activities. If it matches, click **Update all**. Your profile is confirmed and the prompt goes away.

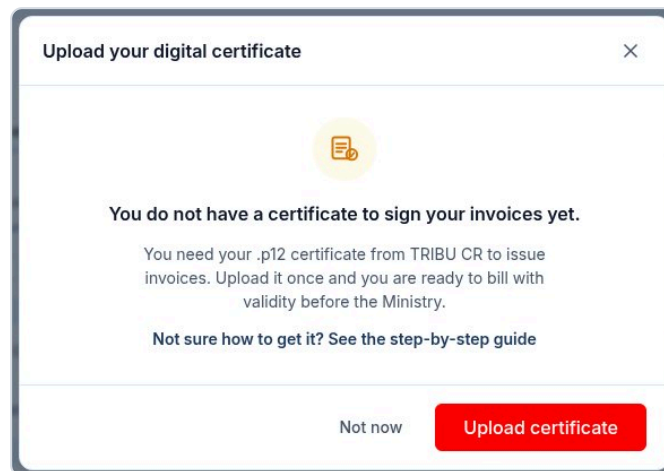
The screenshot shows a 'Ministry data' dialog box. It contains the following information: BUSINESS NAME OR LEGAL NAME (ALBERT GERARDO MENDEZ RODRIGUEZ), REGIME (Régimen general), and SITUATION (INSCRITO). Below this is a section titled 'ACTIVITIES AT MINISTRY' which lists two activities: 7110.0 | Actividades de arquitectura e ingeniería y actividades conexas de consultoría técnica, and 6201.0 | Actividades de programación informática. A red arrow points to the 'Update all' button at the bottom right.

Ministry data: Update all loads the name and the activities.

This prompt comes back every three months as «Keep your information up to date», so you can confirm nothing changed with the Ministry. It is the same process: Update from Ministry and Update all.

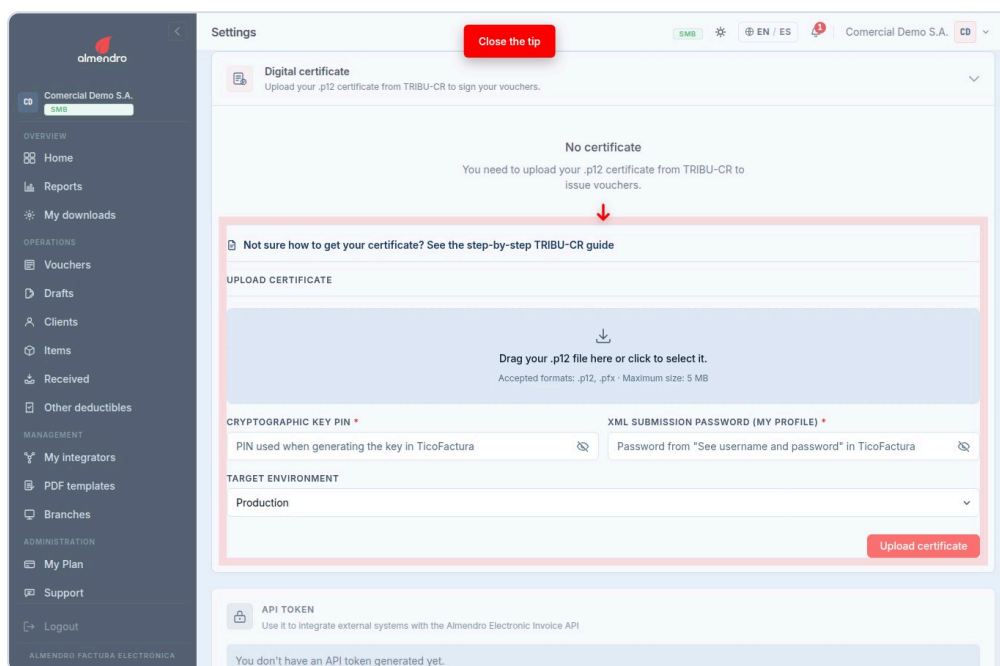
1.2 Second prompt: upload your certificate

- 1 With the profile ready, a few seconds later **Upload your digital certificate** appears. Click **Upload certificate**. The «Not sure how to get it? See the step-by-step guide» link opens the TRIBU-CR guide in another tab.



The second prompt.

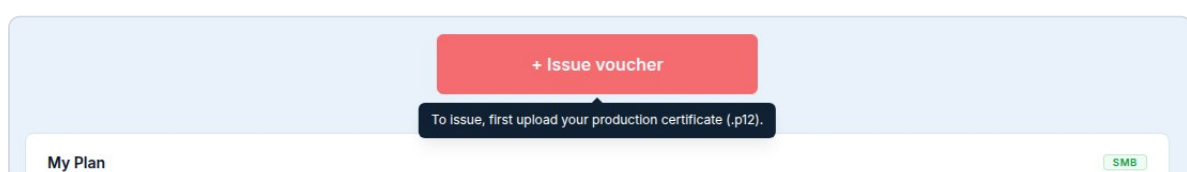
- 2 The **Digital certificate** card in Settings opens by itself, with the form highlighted and an arrow. Fill it in as explained in section 3. Once uploaded, Almendro takes you back to Home.



The certificate form, highlighted by the prompt.

1.3 If you click «Not now» or «Close the tip»

Nothing bad happens: the prompt closes and appears again the next time you sign in. The window's X does the same. Meanwhile you cannot issue. The **Issue voucher** button on Home stays dimmed and, when you hover over it, tells you what is missing.



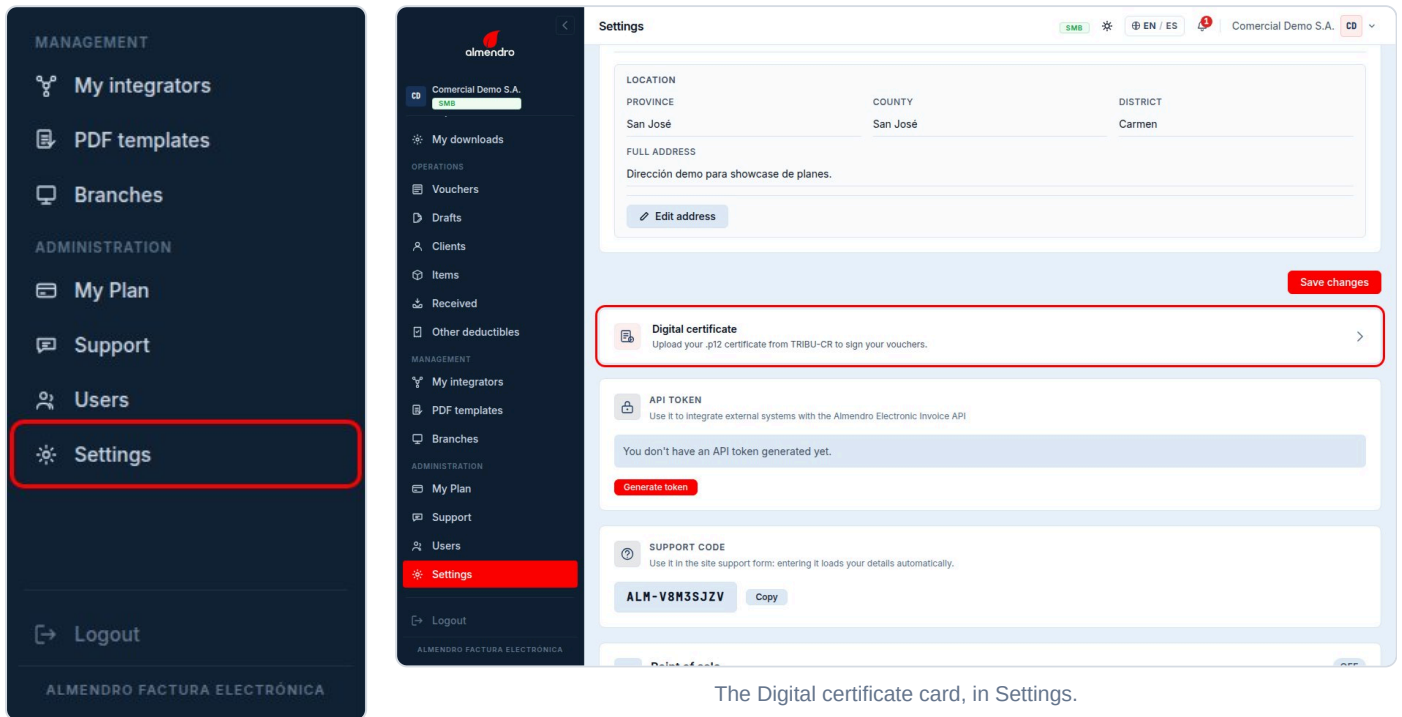
Without a production certificate, the button explains what is missing.

To reach the certificate without the prompt there are four ways, in section 2.

2. How to reach the certificate without the prompt

2.1 From the side menu

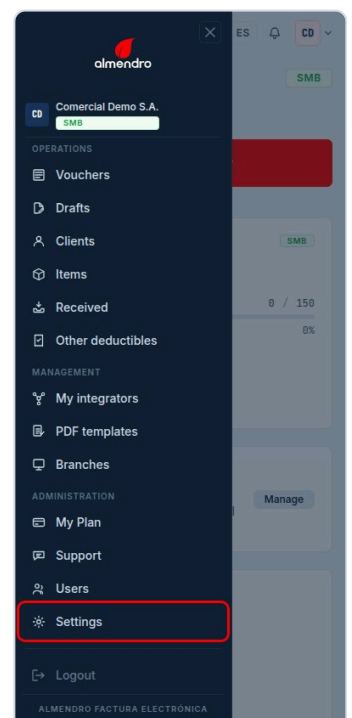
- 1 In the left menu, in the **Administration** group, click **Settings**. It is the last menu option. On short screens it sits below «Logout»: scroll the menu down to see it.
- 2 In Settings scroll down to the **Digital certificate** card, after the address and the Save changes button. Tap its header to open it; tapping it again closes it.



Administration, Settings.

2.2 From your phone

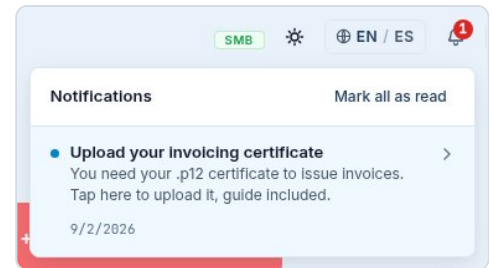
On a phone the menu is hidden. Open it with the menu button at the top left and scroll down to **Settings**. The rest is the same.



The same menu on a phone.

2.3 From the bell

While you do not have a valid production certificate, the bell at the top shows **Upload your invoicing certificate**. Tap it and it takes you to the form with the prompt on.



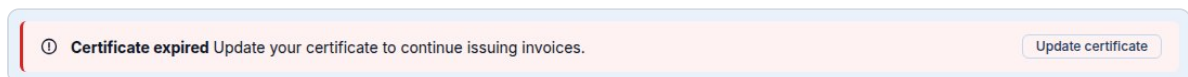
The notification goes straight to the form.

2.4 From the expiry notices

When the certificate has 30 days or less left, Home shows **Certificate expiring**. Once it has expired, **Certificate expired**. Both have an **Update certificate** button that opens the form. Almendro also sends the email «Tu certificado de firma vence en N días» (your signing certificate expires in N days) 30, 14, 7, 3 and 1 days before expiry.



The Home notice when 30 days or less are left.



Once expired, you cannot issue until you upload a new one.

3. Upload the certificate

- 1 Drag the **.p12** file onto the upload area or click it to browse. It accepts .p12 and .pfx up to 5 MB. Once loaded it shows in green with its name.
- 2 In **Cryptographic key PIN** enter the PIN you set when generating the key.
- 3 In **XML submission password (My Profile)** enter the document submission password. It is neither your Almendro password nor your TRIBU-CR password.
- 4 Leave **Target environment** on **Production**, which comes preselected and is the one with tax validity.
- 5 Click **Upload certificate**.

The completed form, ready to upload.

Before saving it, Almendro checks four things: that the PIN opens the file, that the key belongs to the ID in your profile, that the file matches the chosen environment and that the Ministry accepts the submission password. If something fails, it says so in red under the field to fix, and nothing is saved (section 7).

If everything is right, you see «Certificate uploaded successfully» and the **In use** table shows it with the subject, the environment, the expiry date, the status and the days left.

In use 1 Inactive 1				
SUBJECT	ENVIRONMENT	DATE	STATUS	
CN=COMERCIAL DEMO SOCIEDAD ANONIMA, serialNumber=CPJ-3-101-900003 1394 days	PRODUCTION	Jul 14, 2030	ACTIVE	

The certificate in use: it expires on July 14, 2030, in 1394 days.

Status	What it means
Active	It signs your documents. More than 30 days left.
Expiring	30 days or less left. It still signs, but replace it now (section 4).
Expired	Past its date. You cannot issue until you upload a new one.
Inactive	Replaced or deactivated. Kept as history in the Inactive tab.

If instead of the form you see «First complete your contributor profile», your profile is missing the ID. The **Go to Settings** button turns on the first prompt (section 1.1); then come back to the certificate card.

4. Replace the certificate

You need to replace it in three cases: when it expires (it lasts four years), when you generate a new key in TRIBU-CR (the previous one is revoked at that moment) and when the submission password changes (section 5). Only one certificate can be active per environment, so you first deactivate the current one and then upload the new one.

Have the three new items at hand before deactivating. Between deactivating the current certificate and uploading the new one, the account cannot issue.

- 1 Open the **Digital certificate** card. With Production selected, the form shows **Environment blocked by active certificate**, with the subject, serial number and expiry of the current certificate.
- 2 Click **Deactivate first**. The trash icon on the table row works too.

Environment blocked by active certificate

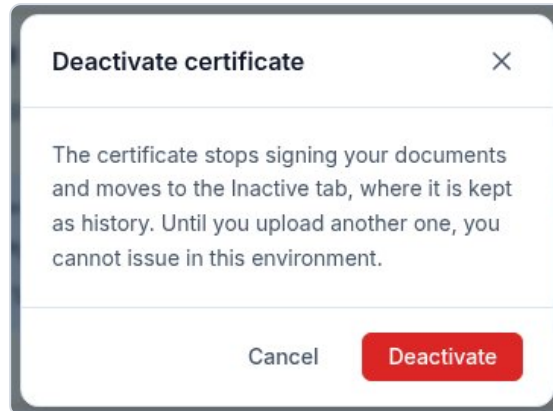
There is already an active digital certificate in this environment. Only one can be active at a time: you must deactivate the current one before uploading a new one.

SUBJECT	CN=COMERCIAL DEMO SOCIEDAD ANONIMA, serialNumber=CPJ-3-101-900003
SERIAL NUMBER	4A7C19E2B0D5
EXPIRES	Jul 14, 2030 · 1394 days

Deactivate first

With an active certificate in Production, the form asks you to deactivate it first.

- 3 Confirm with **Deactivate**. The certificate is not erased: it stops signing and moves to the **Inactive** tab, as history.
- 4 Upload the new certificate as in section 3. It shows under **In use** and the account can issue again.



The confirmation.

In use 1 Inactive 1			
SUBJECT	ENVIRONMENT	DATE	STATUS
CN=COMERCIAL DEMO SOCIEDAD ANONIMA, serialNumber=CPJ-3-101-900003 0 days	• PRODUCTION	Aug 28, 2026	• INACTIVE

The previous certificate, under Inactive.

If an integrator or your accountant issues on your behalf with this certificate, deactivating it removes that access and Almendro notifies them. If they manage your account, they can upload your new certificate, but only you can deactivate the one in use.

5. Change only the submission password

The submission password travels with the certificate: there is no separate field to change it. It changes when someone clicks «Actualizar los datos de usuario» or «Revocar» in TRIBU-CR, under Mi perfil, Contraseña. In that case:

- 1 Download the new password in TRIBU-CR (Tico Factura, Mi perfil, Contraseña, **Descargar usuario y contraseña**).
- 2 In Almendro deactivate the current certificate (section 4, steps 1 to 3).
- 3 Upload the **same .p12 file**, with the same PIN and the new password.

6. Production and sandbox

- **Production** is the real environment: what you issue there is valid before the Ministry. It comes preselected.
- **Sandbox (testing)** is for testing without tax validity, for example an API integration. It uses the test credentials TRIBU-CR provides under Mi perfil, **Credenciales pruebas**, not the production ones.
- You can have one active certificate in each environment at the same time. A test key does not work in Production, nor the other way around: Almendro detects it on upload.

7. If Almendro does not accept the certificate

The message appears in red under the field to fix and says what to do. Nothing is saved until everything is right.

✓
llave-criptografica.p12

CRYPTOGRAPHIC KEY PIN *

....

The PIN does not open this file. It is the one you set when generating the key in TRIBU-CR, not the submission password.

XML SUBMISSION PASSWORD (MY PROFILE) *

.....

TARGET ENVIRONMENT

Production

Upload certificate

If the PIN does not open the file, the notice appears under the PIN.

Where it appears	What it says
Key PIN	«The PIN does not open this file. It is the one you set when generating the key in TRIBU-CR, not the submission password.» If you do not remember the PIN, generate a new key in TRIBU-CR and write it down.
File	«This key belongs to another ID. It must be the one generated with the ID registered in this profile.» It happens, for example, with the representative's personal key instead of the company's.
File	«This file belongs to the other environment: a test key does not work in Production, nor the other way around.»
File	«This key has expired. Generate a new one in TRIBU-CR and upload it.»
File	«The file is not a valid cryptographic key. Use the .p12 you downloaded from TRIBU-CR, without changing its extension.»
Submission password	«The Ministry did not accept the submission password. Download it again in TRIBU-CR (Tico Factura, Mi perfil, Contraseña) and enter it again.»
Target environment	«There is already an active certificate in this environment. Deactivate it first.» See section 4.
Notice at the top	«Hacienda no responde en este momento...» (the Ministry is not responding). Try again in a few minutes.

8. If the Ministry rejects because of the signature or the credentials

The certificate can also fail after it is uploaded. You see it in the document detail, in the **Ministry response** card. The Ministry writes in Spanish. There are three cases:

Ministry message	Why it happens	What to do
Rejected: «La firma del comprobante electrónico no es válida (El certificado empleado se encuentra revocado.)» (the signing certificate is revoked)	A new key was generated in TRIBU-CR and Almendro still has the old one.	Upload the new key (section 4) and issue the document again.
Rejected: «La firma del comprobante electrónico no es válida (verifique que este firmando el documento con la llave criptográfica correcta [STAGING o PRODUCCION])» (wrong key)	The key does not match the environment or the account.	Make sure Production has your ID's production key, replace it if needed and issue again.
Error: «Las credenciales de envío fueron rechazadas por Hacienda (... HTTP 401)» (the submission credentials were rejected). Documents from before September 18, 2026 read «Las credenciales del contribuyente... fueron rechazadas por el IdP de Hacienda».	The submission password changed. The document never reached the Ministry.	Update it (section 5) and click Resend in the document detail.

MINISTRY RESPONSE

Status

Rejected

Ministry message

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El comprobante electrónico tiene los siguientes errores:

[

La firma del comprobante electrónico no es válida (El certificado empleado se encuentra revocado.)

]

Rejected: the key uploaded to Almendro was revoked in TRIBU-CR.

MINISTRY RESPONSE

Status

Error

Ministry message

Las credenciales de envío fueron rechazadas por Hacienda (ambiente: production, HTTP 401). Usuario: 'cpj-3-101-000099@prod.comprobanteselectronicos.go.cr'. Revise la contraseña de envío XML del certificado (en el portal: Configuración, Certificado digital; en la API: hacienda_pin) y que el contribuyente esté inscrito en el RUT para facturación electrónica.

Error: the Ministry did not accept the submission password.

With status **Error** the document never reached the Ministry. After fixing the certificate, the **Resend** button signs it with the current certificate and sends it again, with the same number.



Resend only appears on documents with status Error.

A rejected document has no tax validity. It is not cancelled and needs no credit note: you issue a new one, which takes the next consecutive number.

9. Frequently asked questions

How long does the certificate last?

Four years. Almendro warns you on Home and by email starting 30 days before.

Can I keep using the old certificate while I get the new one?

Yes, as long as it has not expired and you have not generated another key in TRIBU-CR. Generating the new key revokes the old one at that moment: do it when you are ready to upload it to Almendro.

I use the same certificate in another system, is that a problem?

No, it is the same .p12 from TRIBU-CR. But if you generate a new key, you must upload it to every system you invoice with.

Why is the Issue voucher button still dimmed?

Because the confirmed profile, the valid production certificate, or both are missing. Hover over the button and it tells you which.

fe.almendro.cr screens from September 18, 2026, with a demo account. The Ministry data window comes from the guide Getting started: your first electronic invoice.