



TRIBU-CR for invoicing with Almendro: create your user, sign in to the OVi and download your cryptographic key

Step by step with screenshots in the Ministry of Finance virtual office (ovitribucr.hacienda.go.cr): create your user, sign in, recover your password, get the document submission user and password, and generate the .p12 cryptographic key Almendro needs to issue on your behalf.

What this guide gets you. To issue electronic documents, Almendro needs three things that only the Ministry of Finance (Hacienda) provides, and all three come from the TRIBU-CR virtual office (OVi):

1. **The cryptographic key:** a .p12 file used to sign every document.
2. **The PIN of that key:** four digits you choose when you generate it.
3. **The document submission user and password:** the credential Almendro uses to send your documents to the Ministry. It is not the password you use to sign in to the OVi.

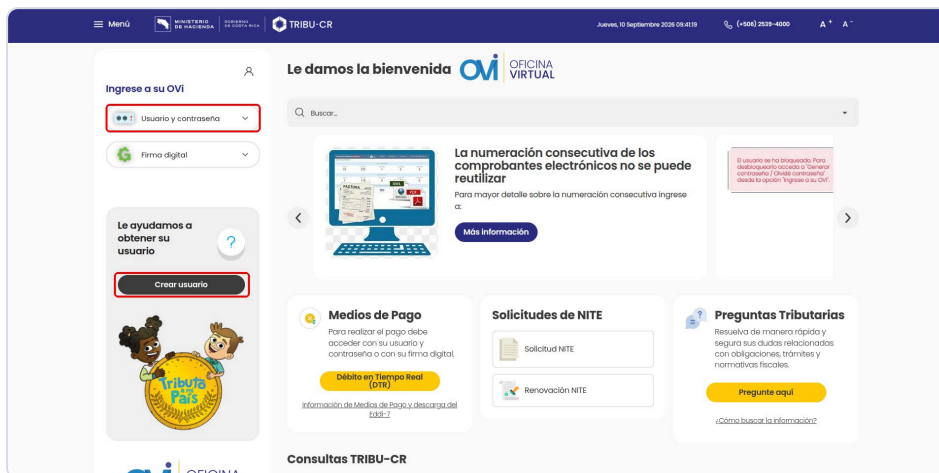
Since October 6, 2025 the old ATV no longer exists and previous credentials were not carried over: everything is done again in TRIBU-CR. The OVi is only available in Spanish, so this guide gives the Spanish name of each button and field in bold, with its meaning where it helps.

1. Before you start

- **Your valid ID card, with the serial number** printed on the back (*número consecutivo*). Cards issued before September 2016 do not have it: you must renew yours first.
- **An active email address and mobile phone.** Verification codes arrive at both on every step and every sign-in.
- **Registration in the RUT** (the Ministry taxpayer registry) with at least one for-profit economic activity. Without it the OVi does not issue document credentials.
- **If a company invoices:** the legal representative creates the OVi user with their own ID and, once inside, selects the company as the taxpayer. The credentials and the key belong to the company.

2. Create your OVi user

- 1 Go to **ovitribucr.hacienda.go.cr**. In the left column, under «Le ayudamos a obtener su usuario», click **Crear usuario** (Create user).



The OVi home page: on the left, «Ingresar a su OVi» (Sign in to your OVi) and the «Crear usuario» button.

- 2 In **Tipo de identificación** (ID type) choose *Cédula de identidad* (or DIMEX, NITE or passport, as applies). Fill in the **Número de identificación** (ID number, 9 digits, no hyphens), **Fecha de nacimiento** (date of birth), **Fecha de vencimiento** (ID expiry date) and **Número consecutivo** (serial number on the back). Type the code from the image and click **Siguiente** (Next).

Crear cuenta de usuario: the data comes from your ID card; the serial number is on the back.

- 3 **Contact details.** Enter your mobile number and click *Enviar código* (Send code); type the code you receive by text message. Do the same with your email address. Accept the general terms and click **Siguiente**.
- 4 **Final verification code.** Type it and click **Finalizar** (Finish). The OVi confirms the user was created and sends you a **temporary password** by email (or text message), valid for 24 hours.

If you see «Ya existe el usuario» (The user already exists), your ID already has an OVi account (for example, your accountant created it, or you did earlier). Do not create another one: go to section 4 and generate a new password.

Ya existe el usuario

The notice shown when the ID already has a user.

3. Sign in to the OVi

- 1 On the home page, under **Ingrese a su OVi**, open **Usuario y contraseña** (User and password). Enter your ID number as the user and your password (the first time, the temporary one).
- 2 Choose where to receive the **código de validación** (validation code): *Por correo electrónico* (by email) or *Por SMS*. It arrives within seconds; type it in **Código de validación** and click **Entrar** (Sign in).

Ingrese a su OVi

Usuario y contraseña

Identificación

Contraseña

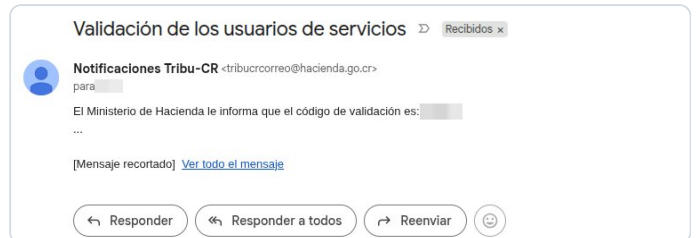
☒ Por correo electrónico
☐ Por SMS

Ingrese el código de validación enviado por el medio seleccionado.

Código de validación

Entrar >

Generar contraseña / Olvidé contraseña



The code comes from «Notificaciones Tribu-CR», subject «Validación de los usuarios de servicios».

ID, password, where to receive the code, and the validation code.

- 3 **First sign-in:** the OVi asks you to replace the temporary password with a permanent one of at least **14 characters**, with uppercase and lowercase letters, numbers and one of these signs: & % \$ = / # @ . The password expires every **6 months**.

4. If you forgot your password or your user is locked

Three failed attempts, or months without signing in, lock the user. In both cases, and also if you lost the temporary password, the path is the same:

- 1 In the «Ingresa a su OVi» panel click **Generar contraseña / Olvidé contraseña** (Generate password / Forgot password). Enter your ID, the code from the image and click **Siguiente**.

Generar contraseña / Olvidé contraseña: your ID and the code from the image.

- 2 You receive a **código de recuperación** (recovery code) at your registered email and mobile. Type it and click **Siguiente**.

The recovery code arrives by email and on your mobile.

- 3 Type the **new password** twice, following the 14-character rules, and click **Cambiar contraseña** (Change password). You can now sign in with it.

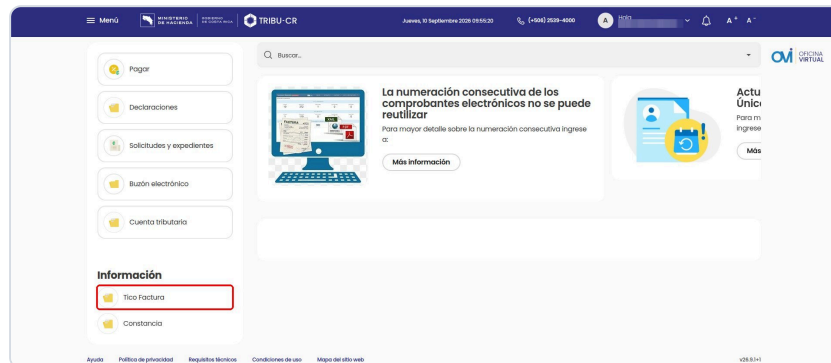
The new password: at least 14 characters with uppercase, lowercase, numbers and a sign.

If you no longer have access to the registered email or mobile, you cannot receive the codes. In that case you must update your contact details with the Ministry (by appointment or through its service channels at 2539-4000) before recovering the password.

5. Open Tico Factura and request credentials for «another program»

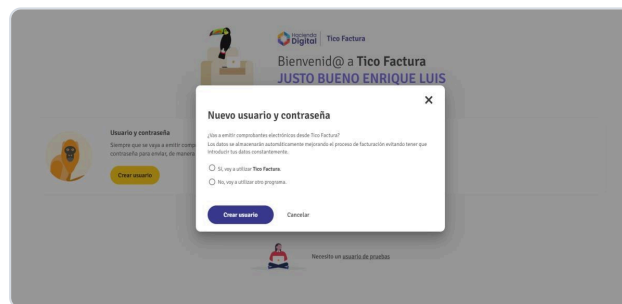
Tico Factura is the Ministry's free invoicing tool. You will not invoice there, but that is the module where the OVi hands out the credentials and the key for any system, Almendro included.

- 1 Once inside the OVi, in the left column, under **Información**, click **Tico Factura**.



The OVi home once signed in: Tico Factura is under «Información».

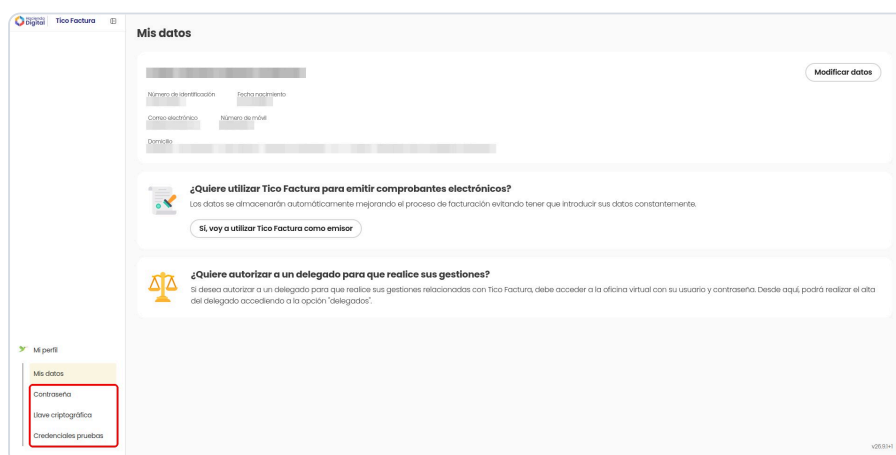
- 2 The first time, the **Nuevo usuario y contraseña** (New user and password) notice asks «¿Vas a emitir comprobantes electrónicos desde Tico Factura?» (Will you issue electronic documents from Tico Factura?). Select **No, voy a utilizar otro programa** (No, I will use another program) and click **Crear usuario**. The Ministry sends the document submission user and password to the email in your RUT record and keeps them available under «Mi perfil» (My profile).



The first-time notice: select «No, voy a utilizar otro programa».

Source: Ministry of Finance, functional guide «Credenciales en producción para usuarios de Tico Factura y otros sistemas», May 2, 2025.

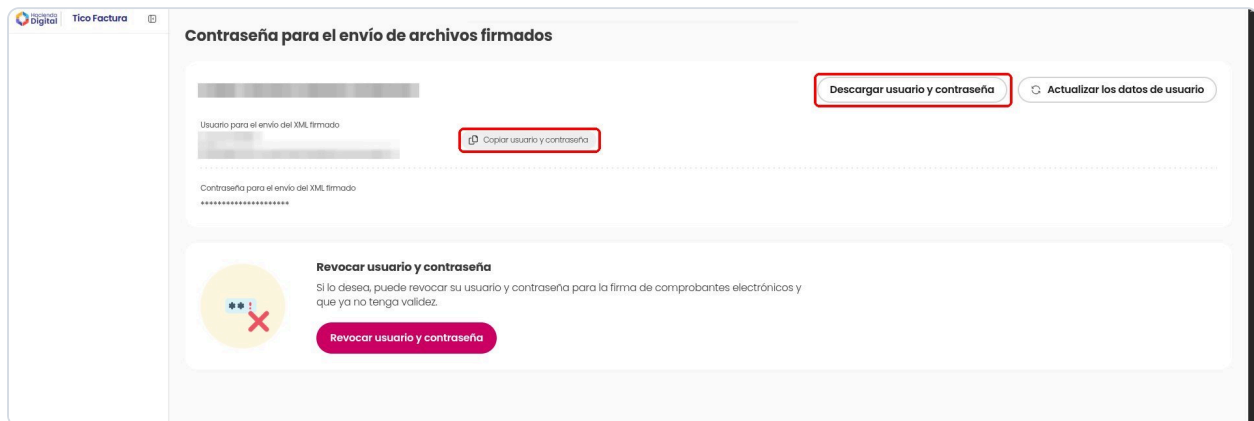
- 3 In Tico Factura, at the bottom left, you will find **Mi perfil** with four options: *Mis datos* (My details), *Contraseña* (Password), *Llave criptográfica* (Cryptographic key) and *Credenciales pruebas* (Test credentials). The two in the middle are the ones Almendro uses.



Mi perfil: Contraseña and Llave criptográfica are the two options you need. Do not click «Sí, voy a utilizar Tico Factura como emisor»: that is for invoicing with the Ministry tool.

6. Download the document submission user and password

- 1 In Mi perfil click **Contraseña**. The screen is called «Contraseña para el envío de archivos firmados» (Password for sending signed files).
- 2 There you find the **user for sending the signed XML**: it looks like `cpf-0X-XXXX-XXXX@prod.comprobanteselectronicos.go.cr` for individuals and `cpj-3-XXX-XXXXXX@prod...` for companies. The password is shown hidden.
- 3 Click **Descargar usuario y contraseña** (Download user and password): a text file with both is downloaded. Or click **Copiar usuario y contraseña** (Copy user and password) and paste them somewhere safe.



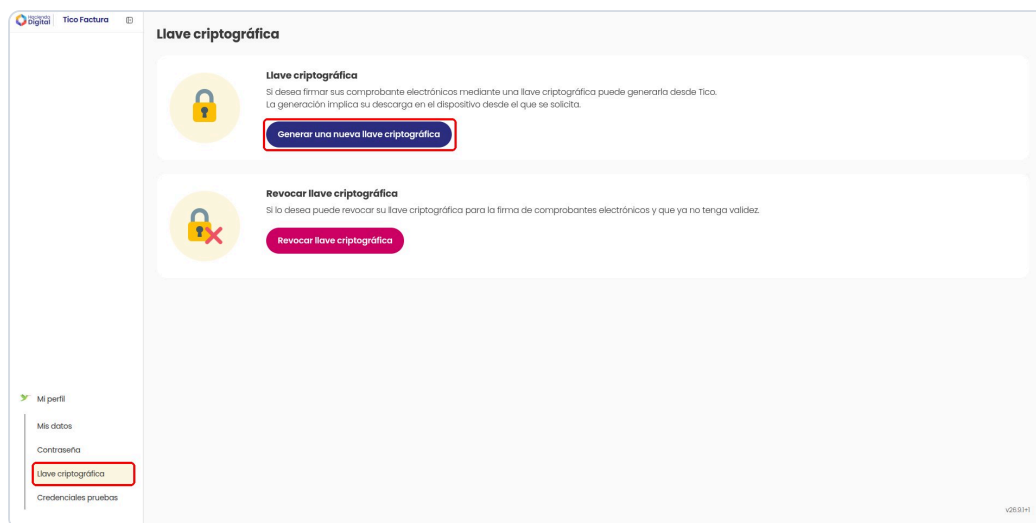
The screenshot shows a web interface for managing user credentials. The title is 'Contraseña para el envío de archivos firmados'. There are two input fields: 'Usuario para el envío del XML firmado' and 'Contraseña para el envío del XML firmado'. The password field is masked with asterisks. To the right of the password field is a button 'Descargar usuario y contraseña' which is highlighted with a red box. Another button 'Actualizar los datos de usuario' is to its right. Below the input fields is a section titled 'Revocar usuario y contraseña' with a red 'X' icon and a button 'Revocar usuario y contraseña'.

Descargar usuario y contraseña downloads a .txt file with the submission credential. «Actualizar los datos de usuario» generates a new password; «Revocar» invalidates it.

Three different secrets, do not mix them up. The OVi password is for signing in to the Ministry portal. The document submission password (this one) is what Almendro uses to send the XML files. The PIN belongs to the cryptographic key in the next section.

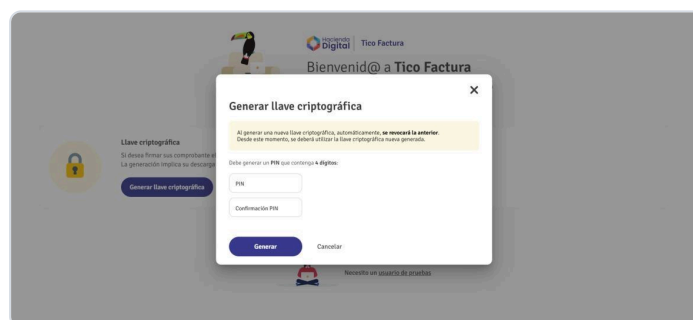
7. Generate and download the cryptographic key (.p12)

- 1 In Mi perfil click **Llave criptográfica** and then **Generar una nueva llave criptográfica** (Generate a new cryptographic key).



Llave criptográfica: generate a new one, or revoke the current one.

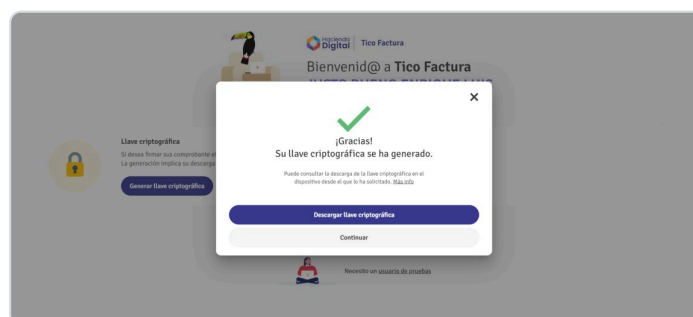
- 2 The OVi warns that **generating a new key revokes the previous one**. Set a **4-digit PIN**, repeat it in the confirmation field and click **Generar** (Generate).



The key PIN: four digits of your choice. If the screen asks for more characters, follow what it says.

Source: Ministry of Finance, functional guide «Credenciales en producción para usuarios de Tico Factura y otros sistemas», May 2, 2025.

- 3 When it says «Su llave criptográfica se ha generado» (Your cryptographic key has been generated), click **Descargar llave criptográfica** (Download cryptographic key). The **.p12** file is downloaded to the device you made the request from.



Descargar llave criptográfica: the .p12 file stays on your computer.

Source: Ministry of Finance, functional guide «Credenciales en producción para usuarios de Tico Factura y otros sistemas», May 2, 2025.

Keep the .p12 file and the PIN together, somewhere safe. The Ministry never shows the PIN again, and without it the key is useless. If you already used a key in another system, generating a new one invalidates it there: you will have to upload the new one everywhere you invoice. The key is valid for four years.

8. Upload it to Almendro

With the three items at hand, at **fe.almendro.cr** go to **Settings**, open the **Digital certificate** card and fill in the upload form:

Field in Almendro	What goes there	Where it comes from
.p12 file	The cryptographic key	Section 7, «Descargar llave criptográfica»
Cryptographic key PIN	The 4 digits you set	Section 7, when generating the key
XML submission password	The document submission password	Section 6, the downloaded text file
Target environment	Production	It comes preselected

Almendro checks that the key belongs to the same ID as your profile and that the PIN opens the file. That screen, and everything that follows up to your first invoice, is covered in **Getting started: your first electronic invoice with Almendro**, section 6.

9. Common problems

What happens	What to do
The temporary password or the codes do not arrive.	Check your spam folder and that your phone has signal. If nothing arrives after a few minutes, use «Generar contraseña / Olvidé contraseña» (section 4). If the registered email or mobile are no longer yours, you must update them with the Ministry.
«El usuario se ha bloqueado» (The user has been locked).	It happens after three failed attempts or from inactivity. Unlock it from «Generar contraseña / Olvidé contraseña».
«Ya existe el usuario» when creating the account.	Your ID already has a user. Generate a new password instead of creating another account.
The OVi does not accept your ID card.	Cards issued before September 2016 have no serial number. Renew it and try again.
Tico Factura does not offer to create the credentials.	The account is not registered in the RUT with a for-profit activity. You must first register with the Ministry.
Almendro rejects the key on upload.	It is almost always a mistyped PIN, or a key already revoked by a newer one. Generate a new key, write down the PIN and upload that file.
The Ministry rejects submissions even though the key uploaded fine.	The document submission password changed (someone clicked «Actualizar los datos de usuario» or «Revocar»). Download it again as in section 6 and update it in Almendro.
You need to test without issuing for real.	In Mi perfil, «Credenciales pruebas» gives you a test user and key; in Almendro you upload them with the <i>Sandbox</i> environment.

Sources: Ministry of Finance, «Guías rápidas paso a paso TRIBU-CR y la OVi», «Preguntas y respuestas TRIBU-CR y la OVi» and FCE functional guide «Credenciales en producción para usuarios de Tico Factura y otros sistemas» (May 2, 2025). OVi screens captured on September 10, 2026, version v26.9.1.