

Recovering From Computer Failure

If you saved your certificate p12 file to external media such as a floppy disk, CD, flash drive or memory stick then this procedure will let you load the p12 into your computer should you have experienced catastrophic computer failure.

The postcard password and the TQ5 and TQ6 files have performed their respective tasks and will not help you to recover from computer failure or lost files.

If you have not saved the p12 file as instructed in the beginning of the certificate process do not waste time trying to recover files from your damaged drive. These files will not work for you. Simply request a new certificate. [Click here for instructions.](#)

Load Your p12 File

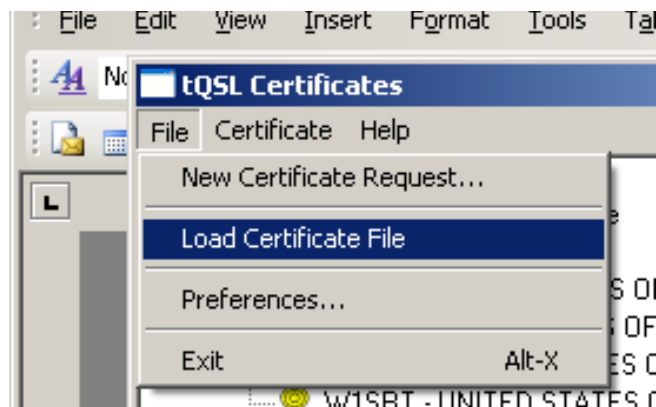
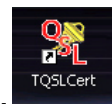
(Note: This procedure may also be used to load your certificate into additional computers such as your laptop, office computer, etc. The certificate p12 file will load to PC or Mac regardless of the type computer the file was generated.)

1. Download and install Trusted QSL software to your new computer.

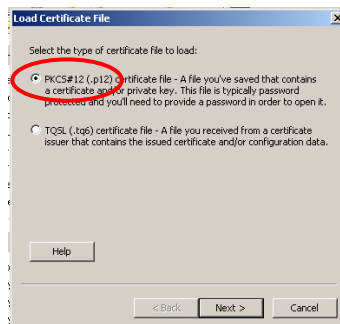
[Trusted QSL 1.13 for Windows](#)

[Trusted QSL 1.13 for Mac OSX](#)

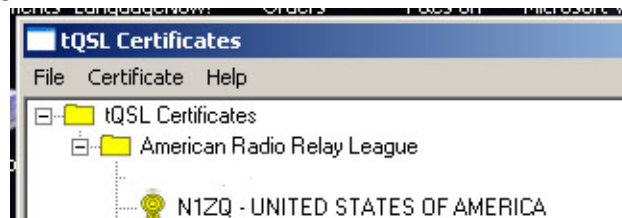
2. Open TQSL CERT by double clicking the desktop icon.
3. If asked "Do you want to request a new certificate?" answer NO.
4. From the menu bar select FILE > LOAD CERTIFICATE FILE.



5. The type of file to load should default to PKCS#12 (p12). Be sure this button is checked.



6. The type of file to load should default to PKCS#12 (p12). Be sure this button is checked.
7. Select the p12 file to load from your memory stick or other media where you saved it.
8. If you applied a password you will be asked to enter the password to unlock the file.
9. Click FINISH at the bottom of the load certificate report box. You should now have a gold ribbon certificate in the TQSL CERT program window.



10. Now you can make a [Station Location in TQSL program](#).