

# Do you know how to *access* Serpro's Client Area?

The image illustrates the user interface for accessing the Serpro Client Area. On the left, a desktop monitor shows the 'Client Area' page with a blue sidebar containing 'My Orders', 'Digital Certificate Applications', and 'Support'. The main content area is light blue. On the right, a smartphone displays the login page titled 'Acesso A Área Do Cliente Serpro'. The login form includes fields for 'Nacionalidade' (with 'International Company' selected), 'E-MAIL', and 'Senha'. It also features a CAPTCHA, a 'Não sou um robô' checkbox, and a 'FAZER CADASTRO' button for new users. The footer of the smartphone screen shows the Serpro logo and 'MINISTÉRIO DA ECONOMIA' with the Brazilian flag.

[cliente.serpro.gov.br](http://cliente.serpro.gov.br)

Type into the address bar of your browser:

**cliente.serpro.gov.br**



## ATTENTION


If this is your first access or if you wish to recover your password click on: "Forgot your password"

**Acesso A Área Do Cliente Serpro**

Nacionalidade:  
 Brasil  International Company

E-MAIL  
digite o seu e-mail

Senha  
digite a sua senha [Esqueceu sua senha?](#)

Não sou um robô 

**ENTRAR** ▶

[Dificuldade no login? Clique Aqui!](#)

É a sua primeira vez aqui no Serpro? [FAZER CADASTRO](#)

[Institucional](#) [Soluções](#) [Contato](#)

**SERPRO**  
Nosso compromisso é oferecer tecnologias seguras e inovadoras.  
Criamos negócios baseados em informações de governo e conectamos o Estado à sociedade por meio de soluções digitais.

Select "International Company",  
inform your e-mail and click  
"CONFIRM"

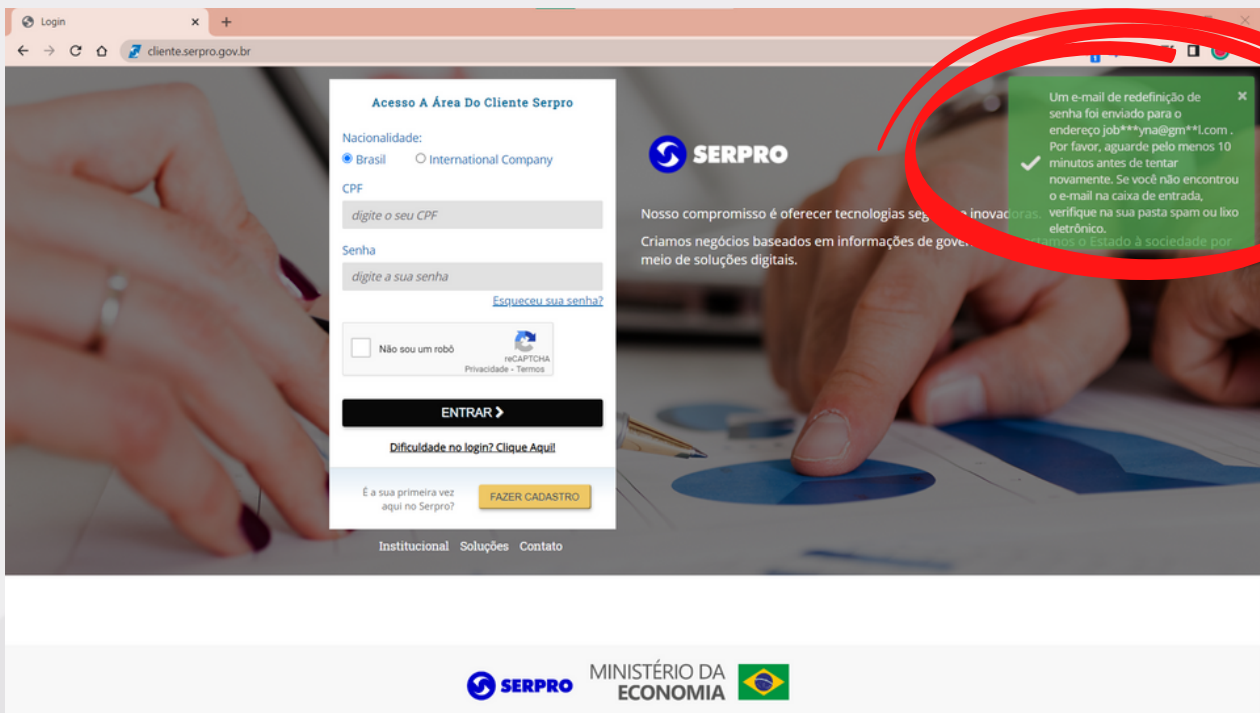


## ATENÇÃO

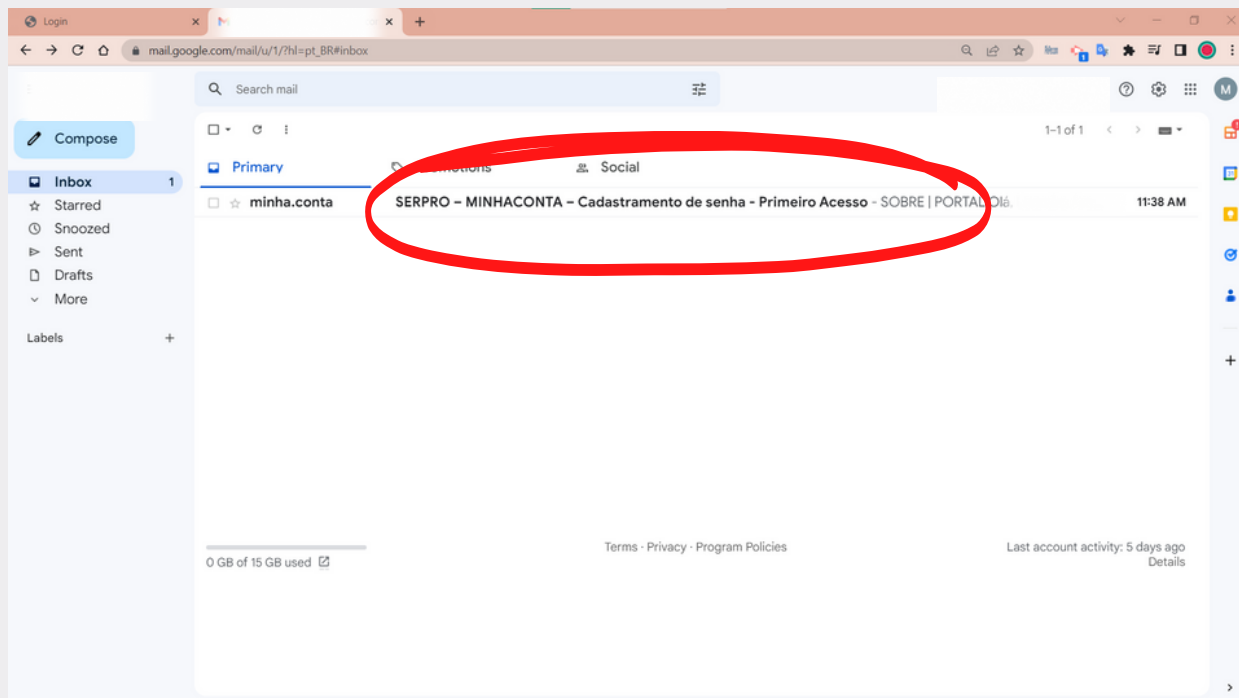
The option "Brazil" is for Brazilian users  
only.

The screenshot shows the 'Acesso A Área Do Cliente Serpro' login page. A modal window titled 'ESQUECEU SUA SENHA?' is open, allowing users to reset their password. The modal includes a 'Nacionalidade:' section with radio buttons for 'Brasil' and 'International Company', where 'International Company' is selected. Below this is an 'E-MAIL' input field. At the bottom of the modal are two buttons: 'CONFIRMAR' (highlighted with a red box) and 'CANCELAR'. The background login form shows fields for 'Nacionalidade:', 'E-MAIL', and 'Senha', along with an 'ENTRAR >' button and a 'FAZER CADASTRO' button.

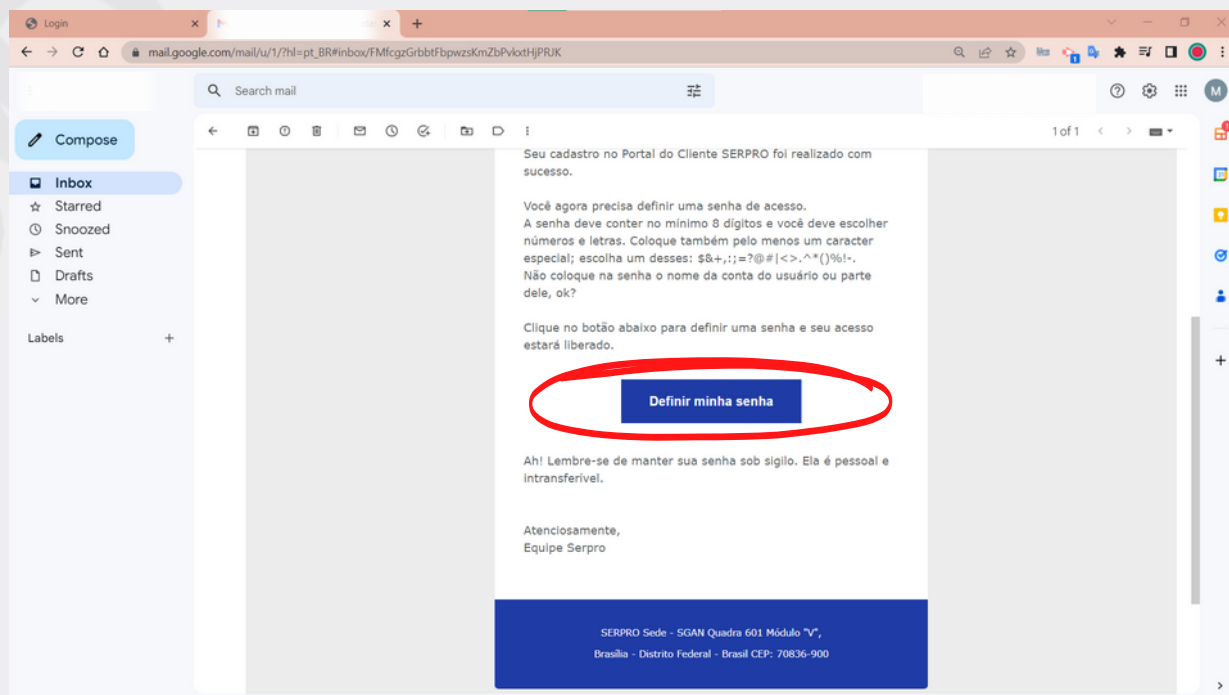
You will receive an e-mail with guidelines for creating a new password to access the client area



# Open your e-mail and click on the message sent by Serpro



# Click on the button "SET MY PASSWORD", in the body of the e-mail



Client Area Access

You will be redirected to the **password reset** screen.

Select "**International Company**" and enter your registered **e-mail**.

Enter a new password and repeat it in the field below.



**DEFINIÇÃO DE SENHA**

Nacionalidade:  
 Brasil  International Company

E-MAIL

Nova Senha

Confirmar nova senha

CONFIRMAR

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**SERPRO** MINISTÉRIO DA ECONOMIA



## ATTENTION

For your security, please enter a strong password, containing at least 8 characters between letters and numbers and at least one special character like # or @

# All set! Your password has been successfully created!



## ATTENTION

In case of doubts or for more information,  
please access the Help Center  
**[centraldeajuda.serpro.gov.br](http://centraldeajuda.serpro.gov.br)**

Get to know our products and services by accessing [loja.serpro.gov.br](http://loja.serpro.gov.br).



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