

User Guide of Remote Qualified Certificate for Electronic Signature for a Natural Person associated with a Legal Person through AQS portal



1. Introduction

This document contains detailed instructions for the registration process on the AQS portal of ADACOM and the process of issuing a qualified certificate for electronic signature of a Natural Person associated with a legal person.



2. User registration in the AQS portal

You will need to register on ADACOM AQS portal by following the steps below.

Note: If you already have an account in the AQS portal please follow the instructions in paragraph 4- Login Instructions to your account.

1. Visit the following link and select "Sign Up": <u>https://aqs-portal.adacom.com/aqs-portal/landing.xhtml</u>

| ADACOM | Home Features Signing Partial Repository FAQ |
|---|--|
| Qualified Trust Services with elDAS Accreditation Burger or defense concurrent with an advected signification and accordinate without and service as a construct disks. Certification: Automatic Legrer Sign Up | |
| Figure 1- Adacom's AQS I | Portal |

2. Fill in all the information requested in the Registration Form below and select "Next."

Note: The information you provide must be valid and accurate as it will be used to issue your Qualified Electronic Signature.

Signup Form

Welcome to Aqs portal registration form! Please fill out the following fields to get started.

| | Email * | |
|-----------|--|------------|
| | Telephone (Mobile) * Select Country Y Telephone (Mobile) * | |
| | Username * |] ////// |
| | Password * Repeat Password * |] //////// |
| | Choose a Security Question * | <u> </u> |
| 111111111 | Security Question Answer * |] |
| | Next | → |

Figure 2-Registration Form- Account Credentials

3. Complete the creation of your account by filling in the requested information according to the image below and then click **Next**.

Signup Form

Welcome to Aqs portal registration form! Please fill out the following fields to get started.

| Surname as stated in your Identity or Passpo | ort |
|--|--|
| | ~ |
| V ID Number * | |
| | |
| | Surname as stated in your Identity or Passpo |

Figure 3-Registration Form- Natural Person Information

4. Scroll down to accept the terms and conditions as well as privacy statement and choose **Submit**.

| | Please scroll down to accept the Terms and Conditions. | |
|---|---|-------|
| | Terms and Conditions for the use of ADACOM Qualified Services Portal | |
| | Welcome to ADACOM Qualified Services Portal ("Portal") which is owned and operated by ADACOM S.A. ("ADACOM"). If you continue | |
| | to use this Portal, you are agreeing to comply with and be bound by the present Terms and Conditions for the use of ADACOM Qualified Services Portal ("Terms"), which govern your relationship with ADACOM regarding this Portal. If you do not accept any part of these | |
| / | Terms, please do not use this Portal. ADACOM reserves the right to change these Terms or modify the content of the Portal periodically | |
| | without prior notice. | |
| /// | I have read and accept the Terms and Conditions | |
| | Please scroll down to accept the Privacy Statement. | |
| | | |
| | | 5. |
| | PRIVACY STATEMENT | 11. |
| | FOR THE PROTECTION OF PERSONAL DATA | 11. |
| | FOR THE PROTECTION OF PERSONAL DATA | 1111, |
| | I have read and accept the Privacy Statement | |
| '////////////////////////////////////// | | |
| | | |

Figure 4-Registration Form- Terms and Conditions

5. Your account has been successfully created and you have received an email to activate it.

| ADACOM |
|--|
| Registration was successful. You have received an email to enable your account. |
| Back to Login page |
| |
| Figure 5-Successful registration |

6. Once you follow the link in your email, your account will be activated, and you can login.



3. Instructions to sign in to your account

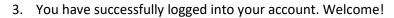
1. Visit the following link and select "Login": <u>https://aqs-portal.adacom.com/aqs-portal/landing.xhtml</u> enter the Username or Email and Password you set during your registration in the AQS portal and click Sign In.

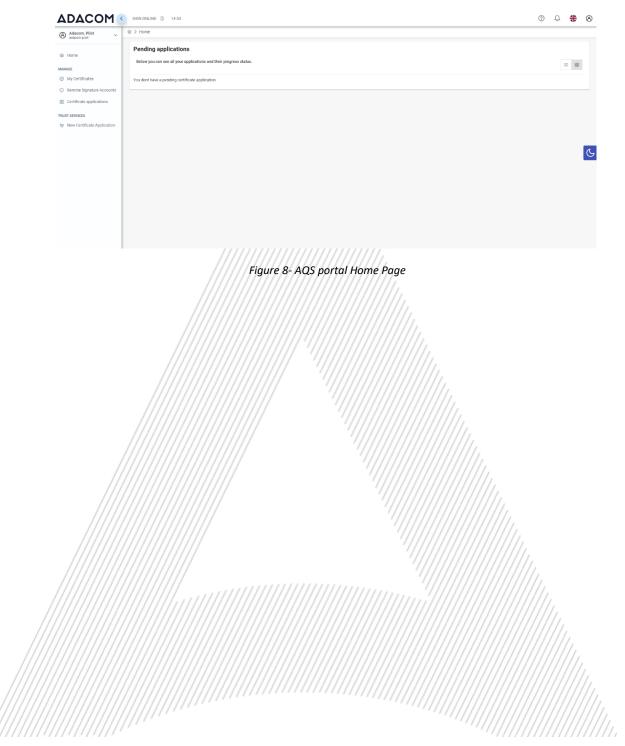
| Don't have an accou | nt? Create today! |
|---------------------|-----------------------|
| Username or Email | |
| Password | |
| Remember me | Forgot your password? |
| ې د Sig | gn In |

2. An OTP code will be sent to your email, enter it in the relevant field and click Submit.

| ADA | COM 🚓 | |
|--|--|--|
| SECURITY BUI | | |
| One Time Password | d (OTP) Verification | |
| A 6-digit One Time Passwor ada*******@gmail.com . Please f | rd (OTP) was send to email fill in the OTP in order to proceed. | |
| OTP * | උ Resend | |
| > Having trouble? | | |
| Logout | Submit | |

Figure 7 - OTP Verification





4. Instructions for submitting your application.

Once you complete your order through the ADACOM e-shop, you will receive in your email the order number as well as the receipt code of your certificate, which you will use in the AQS portal as shown in Figure below.

1. From the left menu you will select the field **Certificate receipt code** and enter the receipt number of your certificate and press **Submit**.

| Adacom, Pilot ~ | |
|-------------------------------|--|
| | Certificate Application |
| | Please fill in the "Certificate receipt code" that you received at your email address. |
| ANAGE | Certificate receipt code * |
| My Certificates | Submit |
| 7 Remote Signature Accounts | Submit |
| Certificate applications | |
| RUST SERVICES | |
| R New Certificate Application | |
| | |
| | |
| | |
| | |
| | |
| | |
| // | |
| // | |
| /// | Figure 9 - Electronic Signature Instruction Email |

Note for users who want to renew their certificate:

The following action is only performed by users who already have an active qualified certificate for electronic signature that is expires soon.

To renew your certificate, you must select from the left menu: My certificates and then the Renewal Certificate button as shown below:

| Natural Person | VALID |
|------------------|--|
| Remote QSCD | 1 |
| 2023-05-22 15:51 | 2023-06-20 16:21 |
| Certificate Info | Renew Cert |
| | ······································ |

When you click on Renew you will see the field to enter the certificate receipt code you received via email.

The email you receive is like the following:

Adacom Qualified Services Portal - Remote Electronic Signature Instructions D Index *

| aqs-pilot@adacom.com to me ▼ |
|--|
| ズ _A Greek → ≻ English → Translate message |
| Dear Subscriber, |
| Thank you for choosing Adacom products and services |
| Below you will find the details of your order |
| Certificate receipt code: / |
| Certificate Type: Natural Person |
| Duration: 1 year |
| Email Address: <u>adac00223test@gmail.com</u> |
| Technical Support: Remote Id Email support: <u>customer-support@adacom.com</u> |
| Telephone Support: 210-9577255 (Adacom Technical Department) |
| |
| To issue and receive your approved electronic signature, please follow the steps detailed in the guide you will find here, or watch the videos you will find here. |
| We remain at your disposal. |
| Best reaards. |
| /////////////////////////////////////// |

Figure 10-Certificate Receipt Number

2. You will then see the information about your order details and you can select the "Next" button to continue.

| acom, Pilot 🛛 💮 > Trus com.pilot | t Services > New Certificate Application | |
|---|--|---|
| . 0 | | |
| | Below you can view the operation of the second seco | e details of your order . Please click next to proceed with your Certificate application. |
| e | Order details | |
| | IATURAL PERSON DETAILS | |
| e Signature Accounts | LEGAL PERSON DETAILS | Remote QSCD |
| ate applications | Certificate type | Natural Person associated with Legal Person |
| ICES 5 | COMPLETE APPLICATION Certificate validity | 365 Days |
| certificate application | Identification method | d Local authority |
| | Technical Support | Email support |
| | | |
| | Please scroll down to ac | ccept the Terms and Conditions. |
| | | ADACOM |
| | | |
| | | Terms and Conditions for Qualified Trust Services |
| | | (Electronic Signatures, Seals and |
| | | Time Stamps) |
| | | Version 6.0 |
| | | Effective Date: 10 February 2023 |
| | Version History | |
| | I have read and accept th | the Terms and Conditions 🔲 3 |
| | | |
| | | 4 Next |
| | | |
| | 1111111111111111111 | |
| /////////////////////////////////////// | ,,,,,,,,,,,,,,,,,,,,,,,,, | , |

- In the certificate information you will need to select one of the following options for the Serial number of the certificate and click Next:
 - Default (recommended)

If you choose the default, the serial number of your certificate will be a random code.Id or passport

- If you select ID card, the serial number of your certificate will be your ID or passport number. (in case your ID card contains Greek characters that do not correspond to the Latin characters e.g. Ψ , Θ , Σ , Λ , Φ etc., select the default).
- VAT number (Tax information) If you choose a VAT number, the serial number of your certificate will be your VAT number.

| ADACOM | SIGN ONLINE 👌 14:53 | | |
|--|--|--|----------|
| Adacom, Pilot ~ | ŵ > Trust Services > New Certificate | Application | |
| 命 Home | 1 INTRO 2 CERTIFICATE DETAILS | Certificate Details Please choose one of the following options about the Certificate Serial number which will be included to your certificate of | letails: |
| My Certificates Remote Signature Accounts Certificate applications | 3 NATURAL PERSON DETAILS 4 VIDEO TERMS & CONDITIONS | Default (Recommended) i want to include to the details of my certificate a Random Code. | ۲ |
| TRUST SERVICES | 6 COMPLETE APPLICATION | Identification Card Number or Passport Number I want to include to the certificate details the number of my ID/Passport. | 0 |
| | | VAT (Tax information) I want to add personal VAT/Tax number in my Certificate. | 0 |
| | ← Back | | Next → |

Figure 12- Certificate Information

4. In the Natural Person's Information, you will see your details filled in (they have been filled in automatically during your registration).

You will need to confirm that your personal data is correct, and in case you find an error in any of the fields, you can correct them from here.

For example, your full name should appear in the same way as it appears on your passport or ID card, otherwise your application will be rejected.

| Adacom, Pilot ~ | | Application | | | |
|-------------------------------|----------------------------|---|-----------------|-----------------|--------|
| 命 Home | | Natural person details | | | |
| MANAGE | 2 CERTIFICATE DETAILS | Name Adacom | | Sumame Pilot | |
| Ø My Certificates | 3 NATURAL PERSON DETAILS | | | | |
| ○ Remote Signature Accounts | 4 VIDEO TERMS & CONDITIONS | E-mail Address * | | | |
| Certificate applications | 4 VIDEO TERMS & CONDITIONS | Mobile Number # | Mobile Number * | | |
| TRUST SERVICES | 5 UPLOAD IDENTITY DOCUMENT | GR (+30) | 010-0170 | | |
| ₩ New Certificate Application | 6 COMPLETE APPLICATION | ID type * | ~ | ID Number * | |
| | | ID Card Country * Greece | | AFDICKD | ~ |
| | | Country of issue as stated in your Identity or Passport | | | |
| | ← Back | | | | Next → |
| | | | | | |
| | //////Figu | re 13- Form for filling ir | aata //// | | |

5. In case this is the first time you are issuing a certificate of this type click on the 'new legal person' button in order to submit the requested information about the legal person and the authorized representative. Otherwise select a previously saved legal person and you will find your information saved from your previous application.



| ADACOM | SIGN ONLINE () 14.55 | |
|--|---|---|
| Adacom, Pilot | | |
| Home Home MANAGE My Certificates Remote Signature Accounts Certificate applications TRUST SERVICES W New Certificate Application | LEGAL PERSON DETAILS S COMPLETE APPLICATION | |
| | ← Back Next → |] |

Figure 14- – New Legal Person Information

6. The details of the Legal Person must be filled in with the same way as they stated to business registry and the company's documents. The same should be with the details of the authorized representative.

| Adacom, Pilot ~ | ☆ > Trust Services > New Certificate | Application | | | |
|-----------------------------|--------------------------------------|---|---------------------------------|--|--------|
| Home | | Legal Person Details | | | Reset |
| NAGE | 2 CERTIFICATE DETAILS | Legal Personia Name * Test SA | | | • |
| My Certificates | 3 NATURAL PERSON DETAILS | Department | | | |
| Remote Signature Accounts | 4 LEGAL PERSON DETAILS | Optional | | | |
| Certificate applications | 4 LEGAL PERSON DETAILS | VAT / NTR Number type * VAT / NTR Number cour VAT EL | try * V | VAT / NTR Number * 123456789 | |
| JST SERVICES | 5 COMPLETE APPLICATION | Country * Greece | | | ~ |
| New Certificate Application | | Telephone Number (fixed line) Teleph Select Country 21051 | ne Number (fixed line) 93740 | | |
| | | | | | |
| | | Legal Person Representative Details | | | |
| | | Legal Person Representative Details Representative's Name Representative's Name | ^ | Representative's Surname Representative's Surname | ^ |
| | | Representative's Name | ▲ | | • |
| | | Representative's Name Representative's Name ID type * | | Representative's Surname | ^ ^ |
| | | Representative Name Representative's Name ID Ope * ID Ope * Email Address * | | Representative's Surname | |
| | ← Back | Representative Name Representative's Name ID Ope * ID Ope * Email Address * | | Representative's Surname | |

Figure 15- – Legal Person Details

7. Then, before finalizing your application by clicking complete, make sure to download your application for a qualified certificate.

| Adacom, Pilot | Trust Services > New Certificate Application |
|---|---|
| Home AMAGE My Certificates Remote Signature Accounts Certificate applications user services Rev Certificate Application | INITIO CERTIFICATE DETAILS CERTIFICATE DETAILS COMPLETE APPLICATION COMPLETE |
| | ← Back |

Figure 16- Application completed

In addition, at any time you wish you can view the details of your application from the option "**Application Information**" (without being able to edit them). Also, by choosing the button "Download your application" you can download your application form and by choosing the button "Upload file" you can upload files related to your application.

| Adacom, Pilot v | Application Info APPLICANT'S DATA | | |
|---|--|---|---|
| 🗎 Home | Name Adacom | Uploaded Files | む Upload fi |
| MANAGE | Sumane | 👌 Download Certificate Application PDF | |
| My Certificates Remote Signature Accounts | Files Number country Vable Number 68 (<03) | Name | Date |
| Certificate applications | | No records found. | |
| TRUST SERVICES | Emai Addmaa adacompilotgigmail.com | | |
| W New Certificate Application | 10 type ID Card V AP100000 | | |
| | Country Generole | | |
| | Country of issue as stated in your Identity or Pasaport | | |
| | Setal number type Random code | | |
| | | | |
| | | | |
| | | /////////////////////////////////////// | |
| | | /////////////////////////////////////// | (////////////////////////////////////// |
| | | /////////////////////////////////////// | (////////////////////////////////////// |
| | (////////////////////////////////////// | | |
| | | /////////////////////////////////////// | /////////////////////////////////////// |
| | | | |
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| | | | |
| | | | |

5. Instructions for the User Identification

Your identification can be completed by one of the following methods:

1. Via Physical Presence:

If you choose to be identified via this method, you must deliver the following identification documents in hardcopies to our premises (Kreontos 25, 10442, Athens, attn. ADACOM LRA):

- ✓ Identification document of the natural person to whom the certificate will be issued: Identity Card or Passport certified as being an exact copy of the original, at a notary public or by an attorney.
- The application form (available to the subscriber upon completion of the online request through the AQS portal) which will include a verification of the applicant's original signature from a notary public.

2. Using an existing qualified electronic signature:

If the Subscriber already has a valid Qualified Certificate for Electronic Signature or Electronic Seal, he/she can digitally sign the required identification documents and send them via email to <u>lra@adacom.com</u> or upload them through his/her profile on ADACOM's AQS portal.

The Subscriber must make sure that his/her Qualified Certificate has been initially issued based on physical identity verification.

Certificate renewal using this method is allowed <u>only once</u>. The Subscriber's identity will need to be re-verified by physical presence in the next certificate renewal.

More information about ID documents can be found <u>here</u>.

Application Process

After submitting your documents, your application will be reviewed and processed by ADACOM's LRA/RA department, and you will be notified within 2 working days for its progress:

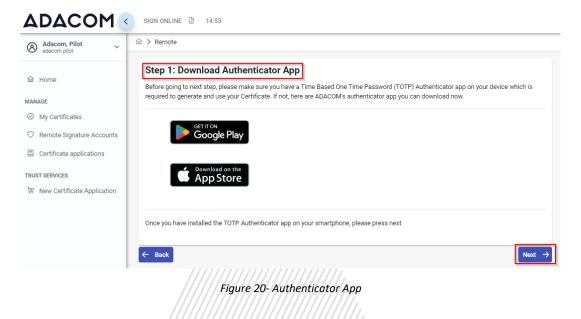
- If your identification is successful, LRA/RA will approve your request and you will receive an email and SMS notification to your mobile phone in order to proceed with the steps described in section 6.
- If your verification is not successful, LRA/RA will notify you about any further actions required. You must repeat the steps of paragraph 4. (Instructions for submitting your application.)

6. Instructions to activate your electronic signature.

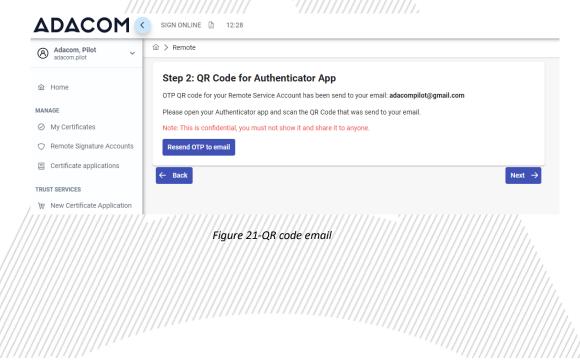
To issue and activate your qualified electronic signature login to your portal account and follow the steps below:

| ADACOM | SIGN ONLINE 🗅 14:23 | |
|---|--|----------------------------------|
| Adacom, Pilot | ŵ ≯ Home | |
| 窗 Home 1 | Pending applications Below you can see all your applications and their progress status. | |
| My Certificates Remote Signature Accounts Certificate applications | Natural Person Application Id: 5117 Type: Remote QSCD | RA APPROVE |
| TRUST SERVICES | Application progress | |
| ₩ New Certificate Application | C Application Info | 2 S Enroll |
| | Figure 18- List of submitted applications. on that appears, select Next. | |
| ADACOM < | on that appears, select Next. | |
| | on that appears, select Next. | |
| ADACOM ((C) Adacom Pilot adacom pilot Home | on that appears, select Next. SIGN ONLINE 14:54 | |
| ADACOM < | SIGN ONLINE 14:54 > Remote Introduction To generate a Certificate you must setup your Remote Signature Account (RSA) with its own credentials (usernary | ase note them separately. |
| ADACOM (S Adacom, Pilot adacom, pilot The Home MANAGE | SIGN ONLINE 14:54 Image: Sign online | ase note them separately. |
| ADACOM (Madacom, Pilot adacom, pilot de Horne MANAGE My Certificates | SIGN ONLINE 14:54 Image: Sign online | ase note them separately. ard |
| Adacom, Pilot adacom, pilot MHOME MANAGE My Certificates Remote Signature Accounts Certificate applications TRUST SERVICES | SIGN ONLINE 14:54 Image: Sign online | ase note them separately. ard |
| Adacom, Pilot edecom, pilot | SIGN ONLINE 14:54 Image: Sign online | ase note them separately. ard |

Next.



4. In step 2, you should receive automatically an email containing your unique QR code for your electronic signature. Please **do not delete this email** because you will need it in case you lose or change your phone device. If you have not received the QR email at this point, select Resend OTP to email.



Remote Signature Account OTP QR Code Inbox ×

| to me | pilot@adacom.com | × | |
|-------|---|-------------|----|
| | Adacom Pilot, k you for choosing ADACOM's products and s | services | |
| | se open your Authenticator app and scan the f | | |
| | | | |
| ADA | om Qualified Services Portal | | |
| | Figure 22-Email αποστο | λής QR code | 1. |

 In step 3 you must keep the RSA username generated by the system as you will use it to log in to <u>www.aqs-sign.adacom.com</u> and sign your documents. Then you will set:

a) the desired second

- a) the desired password of your certificate.
- b) You will repeat the desired password.
- c) you will enter the OTP code from the authenticator app.

| Adacom, Pilot | ŵ > Remote | |
|--|---|--|
| Home MANAGE My Certificates Remote Signature Accounts Certificate applications | Step 3: Activate RSA Account and Generate Certificate To complete the RSA Account activation and to generate your Certificate, please enter your desired password and a current one time password (OTP) from your Authenticator app Your RSA Username is: adacom.pilotNP | |
| TRUST SERVICES '몇 New Certificate Application | Desired Certificate Password: * Repeat Desired Certificate Password: * OTP from Authenticator App: * 123456 IMPORTANT: Please keep note of these credentials. You will need your Remote Signature Account Username, Password and OTP codes from the Authenticator app to use and manage your Certificate | |

Figure 23-Activate RSA account.

6. Your certificate has been successfully created!

Certificate Generated!

| Email: adacompilot@gmail.com |
|---|
| Signature Algorithm: sha256RSA |
| Subject: CN=Adacom Pilot, G=Adacom, SN=Pilot, |
| SERIALNUMBER=ADNP000511320240419160451, C=GR |
| Version: 3 |
| Issuer: CN=ADACOM Qualified eSignatures CA Test G2, |
| OID.2.5.4.97=VATEL-099554476, O=ADACOM ADVANCED INTERNET |
| APPLICATIONS S.A., OU=ADACOM Qualified Trust Services, C=GF |
| Not Before: 2024-04-19T15:34:53+03:00 |
| Not After: 2024-05-19T16:04:53+03:00 |
| Thumborint: 589CDC2825813CC4E46FE6EE26402A063792EFB5 |
| hon: QQAAQEAGE7ADE000EE046E010A7D2EQAEE |
| |
| |
| 命 Finish |

Figure 24-Successful activation of electronic signature

7. From the option "My certificates" that you will find on the left menu, you can see the information of each certificate (its details, expiration date, validity etc.) Through this option you can also manage your certificate by downloading the certificate or revoke it if it is necessary.

| 8 Adacom, Pilot ~ | > Manage > My Certificates | |
|-------------------------------|--------------------------------------|------------------|
| ம் Home | Active Certificates All Certificates | |
| ANAGE | | |
| My Certificates | | |
| 7 Remote Signature Accounts | Natural Person | VALID |
| Certificate applications | Remote QSCD | |
| RUST SERVICES | 2024-04-19 15:34 | 2024-05-19 16:04 |
| ₽ New Certificate Application | Certificate Info | |
| | Figure 25-My Certificates | |
| | | |

7. Instructions to sign a document.

- For the procedure of the remote Qualified Certificate visit the below link and choose "Sign in" <u>https://aqs-sign.adacom.com</u>
- 2. Fill in the RSA username displayed and the Certificate Password you chose in the previous chapters, and select "Sign in." The username should have the format UsernameNP.

| | DACOM |
|-------------|---|
| | |
| | The Secure Way to Sign on the Go Anytime, Anywhere! |
| | |
| | Username Password Sign in Don't have an account? |
| | Select Sign Save or Send |
| - | Signature Signature |
| | Figure 26-Login to AQS sign |
| | |
| 3. Using th | e Browse option, select the pdf file you want to sign. |
| | Welcome |
| | |
| | Select the document you want to sign. From your device |
| | Browse |
| | |
| | Your default signature: |
| | Want to add a graphical signature? Just Visit Ny Signature page , located in the upper right side drop-down menu. |
| | |

Figure 27-Choose a file to sign

4. In the window that appears, specify where you want to place the signature and click on the **Sign** button.

| ADACOM | | Select Document | antires Bates Staalaa |
|----------|---------------------------------------|--|--------------------------|
| TEST.pdf | ✓ To sign the docume click 'Sign'. | nt, simply drag the signature frame to | the desired location and |
| TEST | | | |
| | | | |
| | | | |

 You will be asked to enter the RSA Username, the Certificate password and the 'Extended Password' where you will insert the OTP password from the mobile authenticator app. Choose "Apply"

| Signatura Annoaranco | |
|--|--|
| Signature Appearance | |
| Default Signature | |
| Sign without a graphical signature | |
| Enter your password: | |
| Password Extended Password | |
| Add reason and change signature appearance | |
| Apply | |
| Figure 29-Enter your password. | |
| | |
| | |
| 6. You can choose a copy of the digitally signed document " Download Copy " | |
| What would you like to do next? | |
| Download copy | |
| Close document | |
| | |

Figure 30-Download a copy of the signed document.



GREECE / HQ

25 Kreontos str. 104 42 Athens +30 210 51 93 740

GREECE / Thessaloniki Office

8 Chalkis str. 555 35 Pylaia Thessaloniki +30 2310 365 25

CYPRUS

10, Katsoni str. 1082, Nicosia +357 22 444 071

UNITED KINDOM

88 Wood St., Barbican EC2V 7RS, London +44 (0) 203 126 4590

KINGDOM OF BAHRAIN

Manama Center, Blog: 316 Road: 383, Building: 128 Flat/Office: 2030



