



ADACOM

SECURITY BUILT ON TRUST



Guidelines for issuing Qualified Electronic Signature Certificate via the AQS portal & Video Identification steps

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. The validation is carried out first through an automated video call. If the automated video call fails multiple times, the Subscriber has the option of identification through physical presence at KEP or any administrative authority or by the Local Registration Authority (LRA) of ADACOM. For more information on this particular method please visit the link [here](#)

This solution follows ministerial decision no. 27499/2021.

2. Information about conducting automated video call.

Before you start the video process, please:

- ✓ Make sure you have the required identification documents (ID card or passport) with you. The Greek identity card should contain Greek and Latin characters. If you use a Greek identity card you will have to create a solemn declaration through gov.gr, detailed information can be found [here](#). You can also use the new type of Greek identity card (TD1) without submitting a solemn declaration to the system.
- ✓ Have an electronic copy of your identification document (identity card or passport). The file should be in photo format (.jpeg, .png, .jpg, .tiff, .bmp).
- ✓ Check the sound of your computer (microphone, speaker, etc.)
- ✓ Allow the browser (when you will be asked) to access your microphone and camera.
- ✓ Make sure that the lighting in your space is sufficient for the needs of the process.
- ✓ Make sure your network is working properly, and your device is connected to the network.
- ✓ Make sure to close/disable programs on your device that may include sound notifications.
- ✓ Make sure that nothing will distract you (e.g **no other person appears during the procedure**). You must be alone in the room for the duration of the online video identification.
- ✓ Estimated completion time: the automated process is about 5 minutes.

To conduct the video call:

- ✓ You will need a good internet connection.

3. 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": "": <https://aqg-portal.adacom.com/aqs-portal/landing.xhtml>

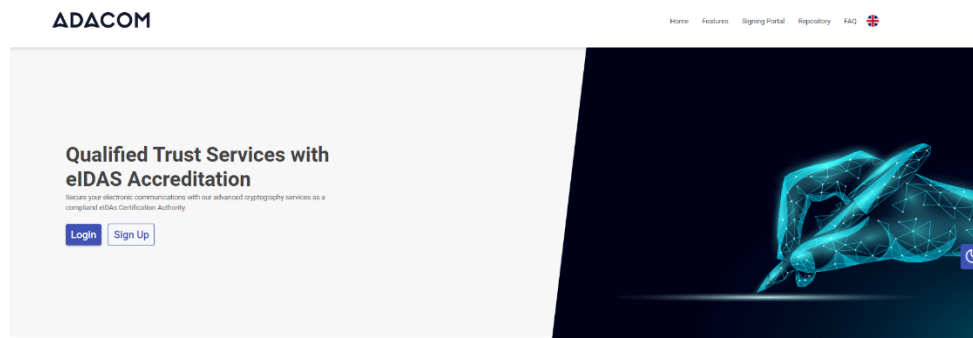


Figure 1- Adacom's AQS Portal

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	Telephone (Mobile) *
Username *	
Password *	Repeat Password *
Choose a Security Question *	
Security Question Answer *	

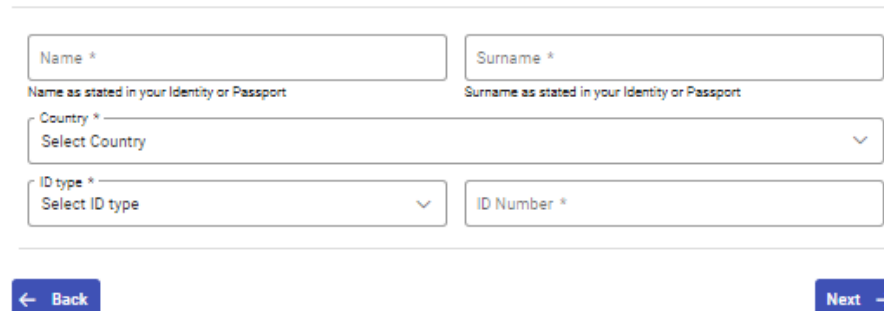
Next →

Figure 2-Registration Form- Account Credentials

- 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.



The registration form for natural persons includes the following fields:

- Name ***: Text input field with placeholder "Name as stated in your Identity or Passport".
- Surname ***: Text input field with placeholder "Surname as stated in your Identity or Passport".
- Country ***: Dropdown menu with "Select Country" and a downward arrow.
- ID type ***: Dropdown menu with "Select ID type" and a downward arrow.
- ID Number ***: Text input field.

Navigation buttons: **← Back** and **Next →**.

Figure 3-Registration Form- Natural Person Information

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

Signup Form

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.

PRIVACY STATEMENT

FOR THE PROTECTION OF PERSONAL DATA

I have read and accept the Privacy Statement ☐

☐ I'm not a robot



Privacy - Terms

← Back

Submit

Figure 4-Registration Form- Terms and Conditions

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

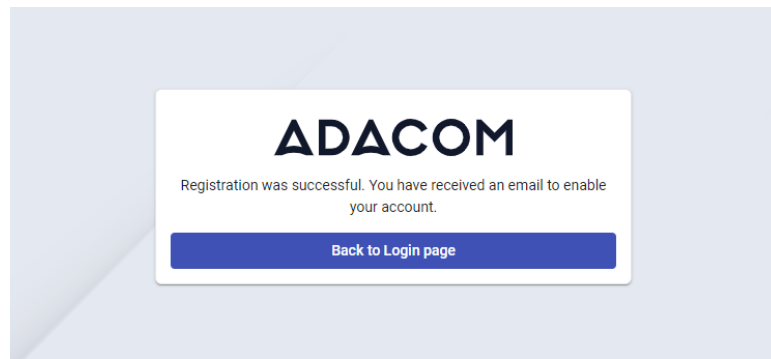


Figure 5-Successful registration

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

4. Instructions to sign in to your account

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

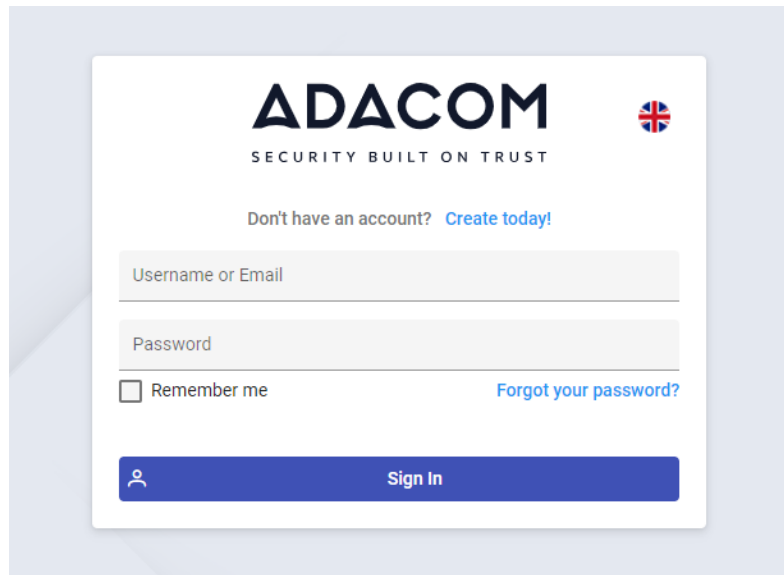


Figure 6-User login

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

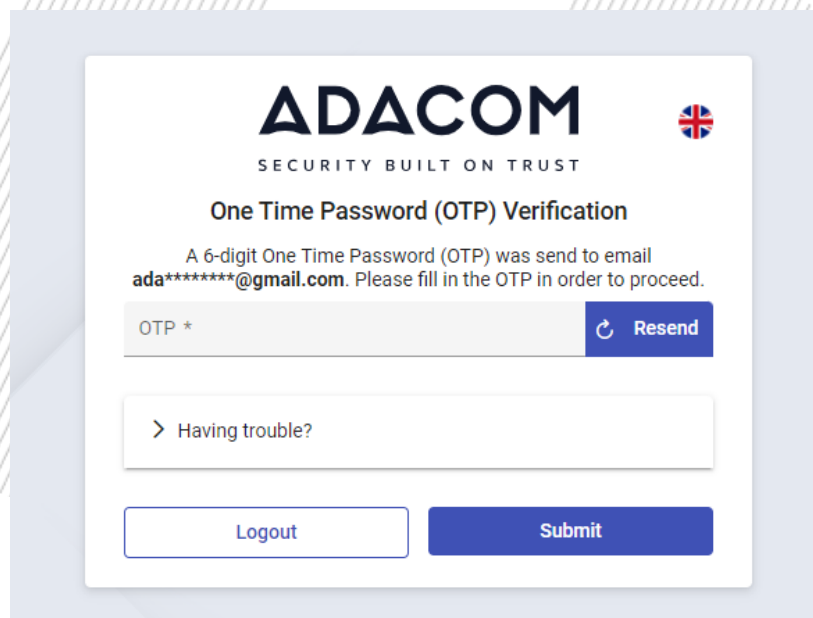


Figure 7 - OTP Verification

3. You have successfully logged into your account. Welcome!

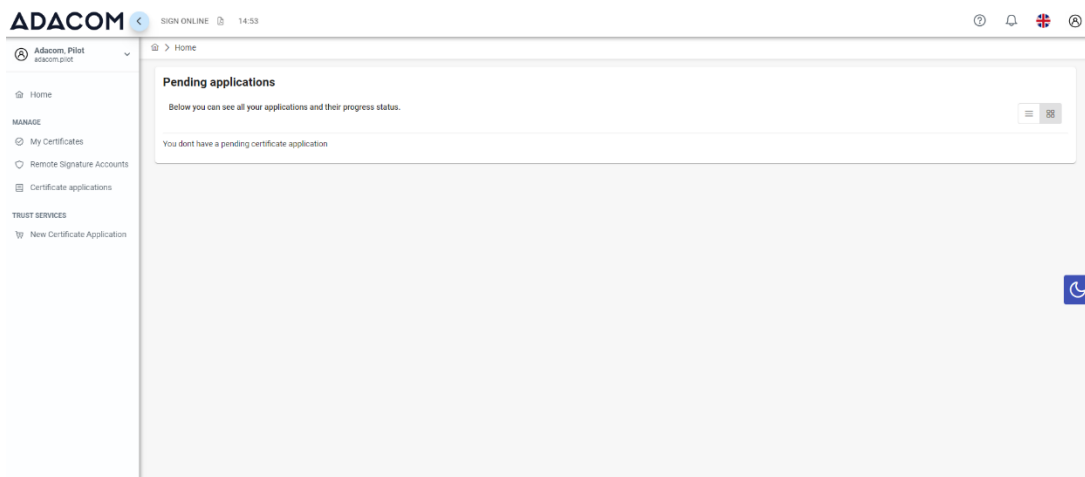


Figure 8- AQS portal Home Page

5. 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**

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:

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

Adacom Qualified Services Portal - Remote Electronic Signature Instructions Σ Inbox x


 aqs-pilot@adacom.com
to me ▾

🌐 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: adacom2023test@gmail.com
Technical Support: Remote Id
Email support: customer-support@adacom.com
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](#). p>

We remain at your disposal.

Best regards,

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

Figure 11-Order Details

3. 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.

The screenshot shows the 'New Certificate Application' form in the Adacom Pilot system. The left sidebar contains navigation links: Home, My Certificates, Remote Signature Accounts, Certificate applications, and New Certificate Application. The main content area is titled 'Certificate Details' and includes a progress bar with steps 1 through 6. Step 2, 'CERTIFICATE DETAILS', is currently active. The form asks the user to choose an option for the Certificate Serial number. Three options are available: 'Default (Recommended)' (selected), 'Identification Card Number or Passport Number', and 'VAT (Tax information)'. Each option has a corresponding radio button and a brief description of what will be included in the certificate details. The 'Next' button is visible at the bottom right.

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.**

The screenshot shows the 'New Certificate Application' form in the Adacom Pilot system, specifically the 'Natural person details' section. The left sidebar is the same as in Figure 12. The main content area is titled 'Natural person details' and includes a progress bar with steps 1 through 6. Step 3, 'NATURAL PERSON DETAILS', is currently active. The form contains several input fields for personal information: Name (Adacom), Surname (Pilot), Email Address (adacom.pilot@gmail.com), Mobile Number (GR (+30)), ID type (ID Card), ID Number (ΑΠΕΡΙΟΡΙΣΤΗ), Country (Greece), and Country of issue (as stated in your Identity or Passport). The 'Next' button is visible at the bottom right.

Figure 13- Form for filling in data

5. In the next step, you will need to choose your identification document (The list with the acceptable identification documents can be found [here](#)), then read and accept the terms and conditions regarding your video identification and click **next**.

A. Old Greek Identity Card

The screenshot shows the 'New Certificate Application' portal. On the left is a navigation menu with steps 1 to 6: 1. INTRO, 2. CERTIFICATE DETAILS, 3. NATURAL PERSON DETAILS, 4. VIDEO TERMS & CONDITIONS (highlighted), 5. UPLOAD IDENTITY DOCUMENT, and 6. COMPLETE APPLICATION. The main content area is titled 'Terms and Conditions' and asks the user to choose how to complete video identification. Two options are shown: 'Old Greek identity card' (selected with a blue radio button) and 'New Greek identity card' (unselected). Below this, there is a scrollable text area containing legal terms and conditions. At the bottom of the text area is a blue 'Upload file' button. Below the button is a section for 'Uploaded files'. At the very bottom of the form are 'Back' and 'Next' navigation buttons.

Figure 14- Terms and conditions for video identification
Old Greek ID card

In case you will use a Greek identity card that has been issued before 2024 as your identity document, in the menu, select: Old Greek Identity Card. In this case you will also need to issue and submit a solemn declaration from gov.gr using the following link.

<https://www.gov.gr/ipiresies/polites-kai-kathemerinoteta/psephiaka-eggrapha-gov-gr/ekdose-upeuthunes-deloses>

Create and save your solemn declaration in your computer and then click on Upload file in order to upload it to your portal application for review.

Text of Solemn Declaration

The text you should enter in the Solemn Declaration to ADACOM is: **I declare that the above information is true and accurate and I want to issue a qualified certificate of electronic signature**

B. New Greek Identity Card

Trust Services > New Certificate Application

1 INTRO
2 CERTIFICATE DETAILS
3 NATURAL PERSON DETAILS
4 VIDEO TERMS & CONDITIONS
5 UPLOAD IDENTITY DOCUMENT
6 COMPLETE APPLICATION

Terms and Conditions

Please choose which of the following ways you wish to complete your video identification:

Old Greek identity card ☐
New Greek identity card ☒

Please scroll down to accept the Terms and Conditions.

(e) When it is not possible to communicate with the Subscriber for reasons other than those mentioned in case (a) above or when a third person, other than the Subscriber, appears during the procedure.
(f) When there are indications that the Subscriber is under duress, psychological or mental disorder or substance abuse.
In cases (c) and (d) above, the remote identity proofing process must be terminated and may be conducted using an alternative method from those listed in Section 4.1. In all other cases, the process is interrupted and may be repeated from the beginning. In case b, the process may be repeated if an appropriate ID document is submitted.
Remote Identity Proofing is available in Greek and English.

ADACOM collects, processes and maintains all data and documents required, e.g. name, surname, email, identification document details, snapshot/photo of your face and/or video of your session and/or dynamic selfie, as applicable, for the purpose of verifying your identity remotely prior to issuing your certificate for electronic signature/seal. Your facial biometric data is also analyzed to automatically compare your real-time photo with your ID photo. ADACOM retains the above personal data for a period of at least seven (7) years from the date of expiry or revocation of your certificate. I declare that I have been sufficiently informed and provide my explicit consent for the collection, processing and retention of my personal data by ADACOM. ☒

Back Next

Figure 14- Terms and conditions
New Greek identity card

If you will use a TD1 type Greek Identity Card that has been issued after 25/09/2023, as your identity document for the video identification, in the menu, select: **New Greek Identity Card**

- Next, you will be asked to upload pictures of your identity card or passport. Depending on the document type, you will be asked to upload a single image, or separate images of the front and the back side of the document. After you finish the upload, click “Next”.

Note: You can't upload a .pdf file in this field

You can upload your identification image in png, jpeg, jpg, tiff, gif or bmp format.

ADACOM < SIGN ONLINE 14:19

Adacom Pilot
adacom.pilot

Home
MANAGE
My Certificates
Remote Signature Accounts
Certificate applications
TRUST SERVICES
New Certificate Application

Trust Services > New Certificate Application

1 INTRO
2 CERTIFICATE DETAILS
3 NATURAL PERSON DETAILS
4 VIDEO TERMS & CONDITIONS
5 UPLOAD IDENTITY DOCUMENT
6 COMPLETE APPLICATION

For the correct identification of your data, please upload the front and back side of your ID in photo format.
Upload your ID image as png, jpeg, jpg, tiff, gif or bmp

1 Select front image
2 Select back image

Back Next

Figure 15-Upload ID card pictures

7. At this stage your application is completed. At the same time, you can proceed with your video identification by selecting **"Start video identification"** or if you want you can complete it at a later time.

If you choose to proceed with the video identification immediately, please follow the instructions below in [Start Video Identification](#).

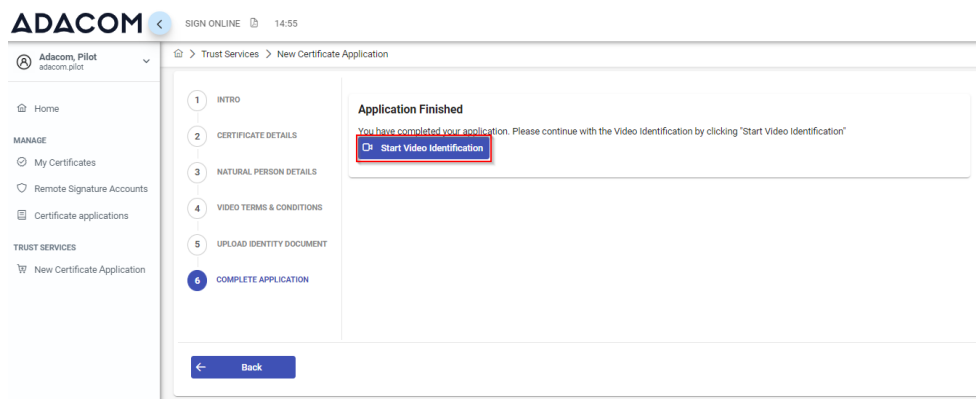


Figure 16-Application completion

8. In case you login at a later time to complete your video identification, you can select **"Home"** from the left menu and then the green button **"Start identification with Video."**

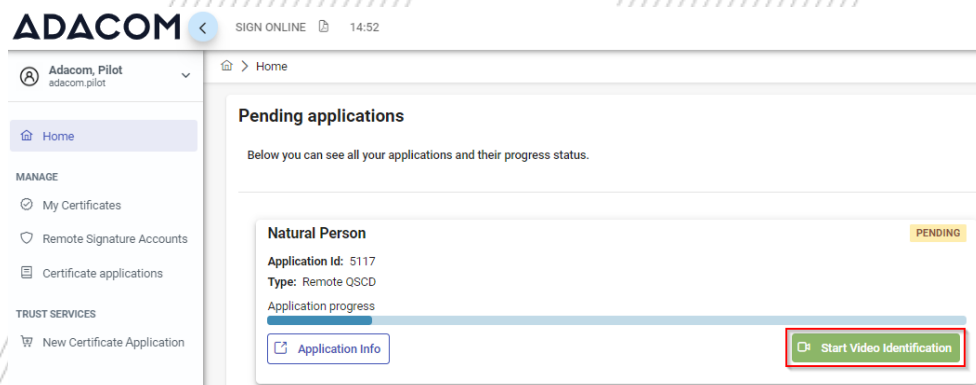


Figure 17-Start video identification

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 SKIN ONLINE 14:54

Adacom, Pilot

Home

MANAGE

- My Certificates
- Remote Signature Accounts
- Certificate applications

TRUST SERVICES

- New Certificate Application

Application Info

APPLICANT'S DATA

Name: Adacom

Surname: Pilot

Number country: GR (1202)

Mobile Number: 6941234567

Email Address: adacom.pilot@gmail.com

ID type: ID CARD

ID Number: 9876543210

Country: Greece

Country of issue as stored in your identity or Passport: Greece

Serial number type: Random code

Uploaded Files

Download Certificate Application PDF

Upload File

Name	Date
declaration.pdf	2024-04-17 13:04
front_MyID_Front.PNG	2024-04-17 13:04
back_MyID_Back.PNG	2024-04-17 13:04

Figure 18-Application Information

6. Start video identification

Identification using your mobile phone

1. After selecting “**Start Video Identification**”, you will be prompted to accept the Remote Identification Terms and Conditions.

Home > Remote

Intro Video Conference Confirmation Completed

Please scroll down to accept the Terms and Conditions.

psychological or mental disorder or substance abuse.

In cases (c) and (d) above, the remote identity proofing process must be terminated and may be conducted using an alternative method from those listed in Section 4.1. In all other cases, the process is interrupted and may be repeated from the beginning. In case b, the process may be repeated if an appropriate ID document is submitted.

Remote Identity Proofing is available in Greek and English.

ADACOM collects, processes and maintains all data and documents required, e.g. name, surname, email, identification document details, snapshot/photo of your face and/or video of your session and/or dynamic selfie, as applicable, for the purpose of verifying your identity remotely prior to issuing your certificate for electronic signature/seal. Your facial biometric data is also analyzed to automatically compare your real-time photo with your ID photo. ADACOM retains the above personal data for a period of at least seven (7) years from the date of expiry or revocation of your certificate. I declare that I have been sufficiently informed and provide my explicit consent for the collection, processing and retention of my personal data by ADACOM. ☒

Next →

Figure 19- Remote Identification Terms and Conditions

2. Next, click the “**Start Verification**” button, as displayed below.

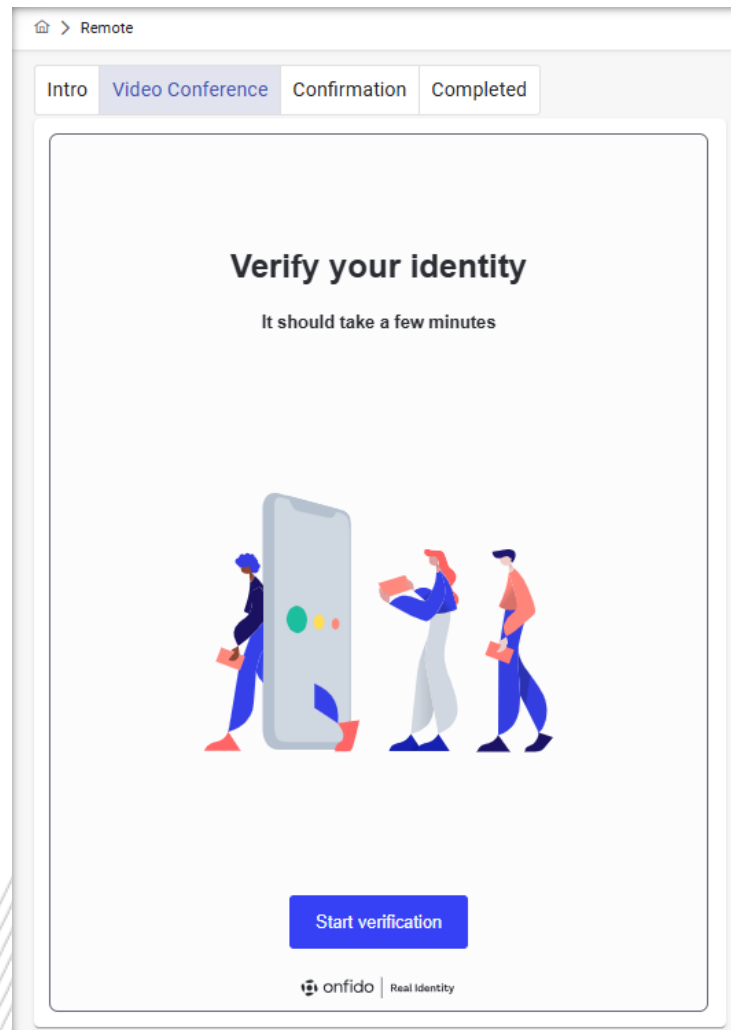


Figure 20-Start Verification

You will click the blue "**Get Secure Link**" button to scan the QR code displayed on your screen with your mobile device or select "**Get Link via SMS**" to receive the link via a text message on your mobile.

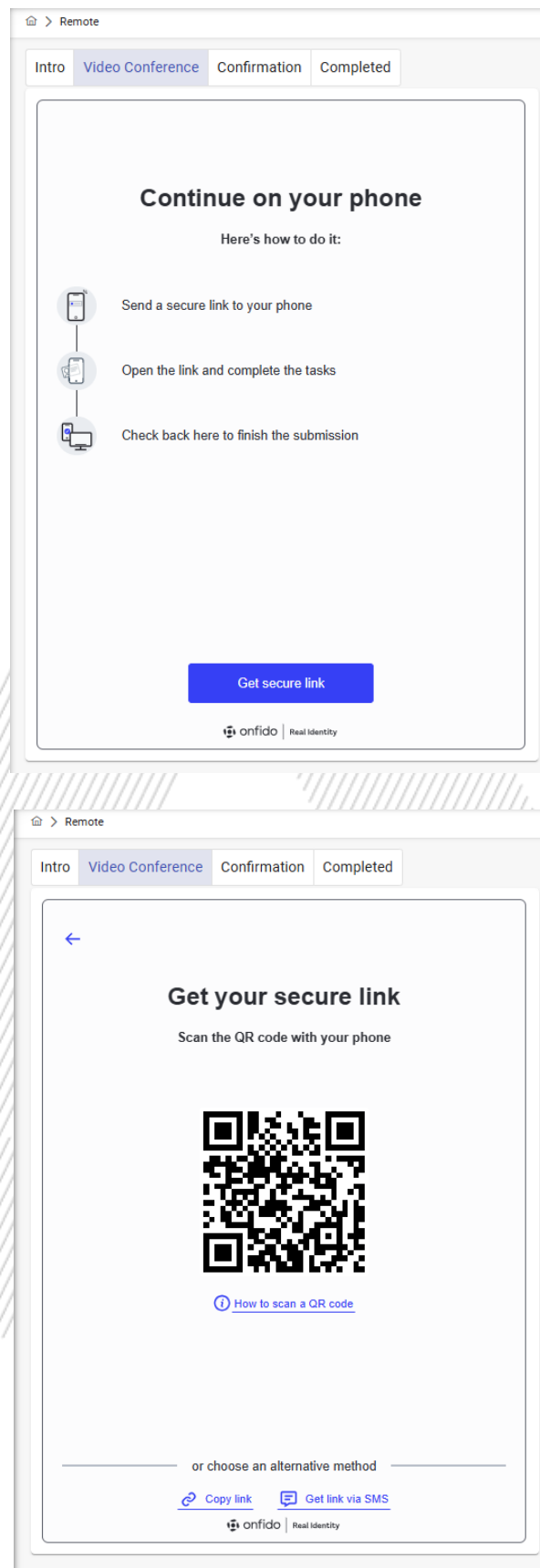


Figure 21-Video identification via mobile device

3. After logging in on your mobile and starting the video authentication process, the following will appear on your computer screen.

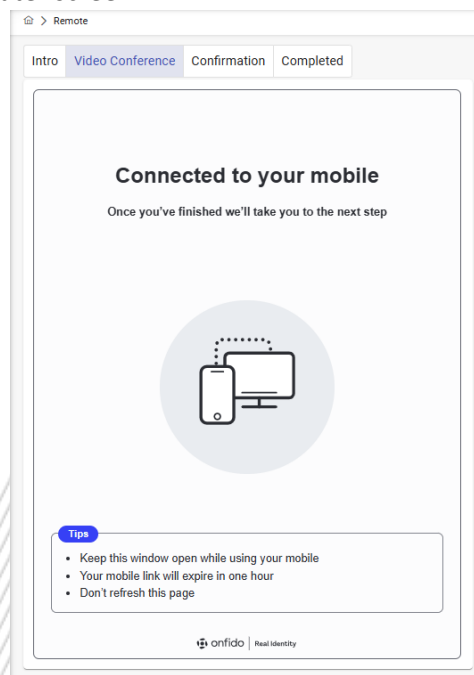


Figure 22-Video identification via mobile device

4. On your mobile phone select “Continue” to begin the identification process:

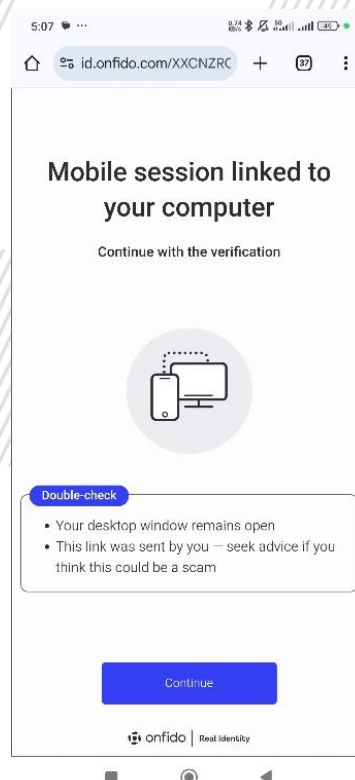


Figure 23-Video identification via mobile device

5. The system will prompt you to allow access to your camera and microphone

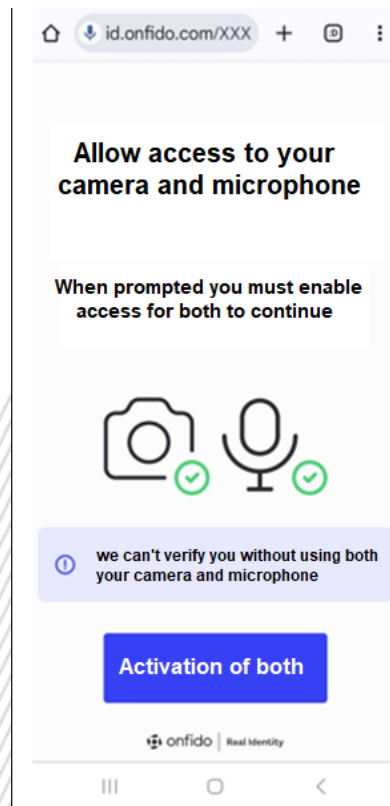


Figure 24-Allow access to camera and microphone

6. The system will prompt you to present your ID to the camera. Follow the on-screen instructions to position your ID within the indicated frame and take a photo. Once your ID is successfully verified, you will be asked to move closer to the camera for facial recognition. Turn your head from side to side and say the number displayed on your screen.

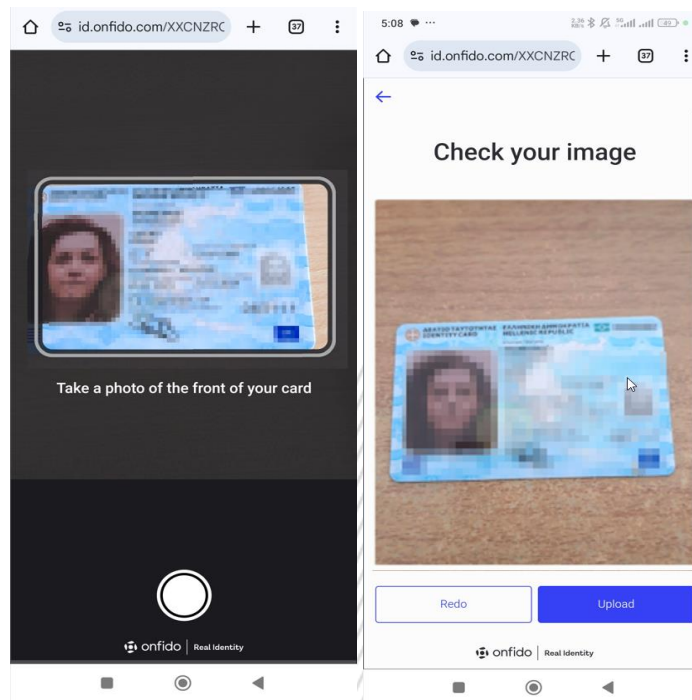


Figure 25-photo of the front side of ID

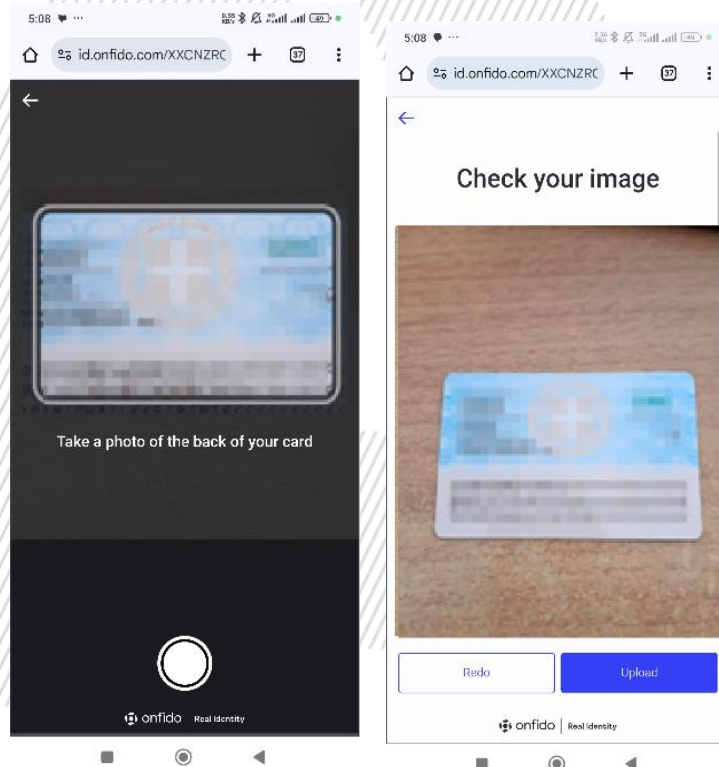


Figure 26-photo of the back side of ID

7. The system will then instruct you to turn your head left and right within the designated frame and say a random number displayed on the screen.

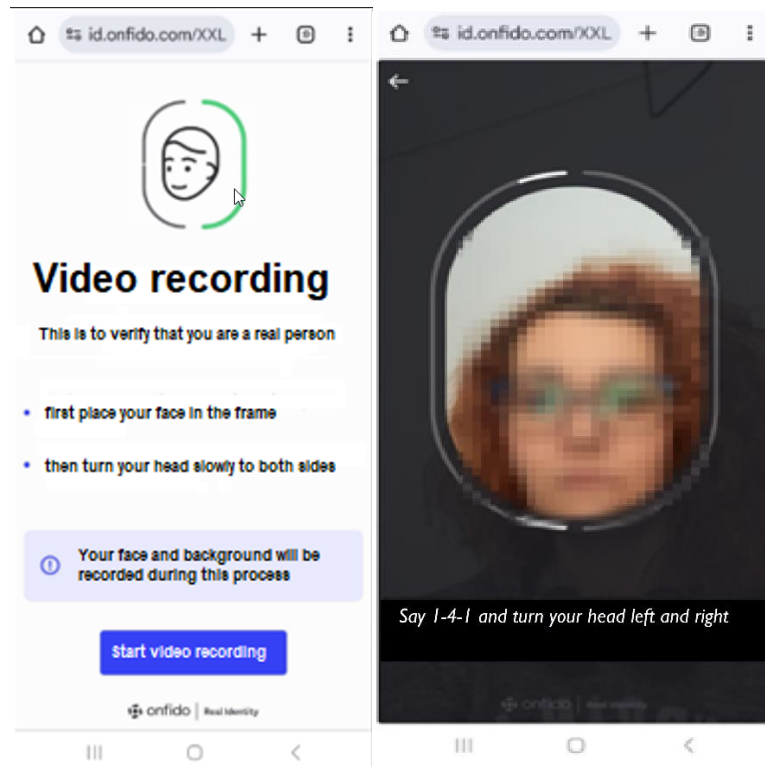


Figure 27- Face scan

8. After successfully verifying your identification document and face, the system will prompt you to verify your mobile phone. Enter the OTP received on your mobile device and click "**Next**."

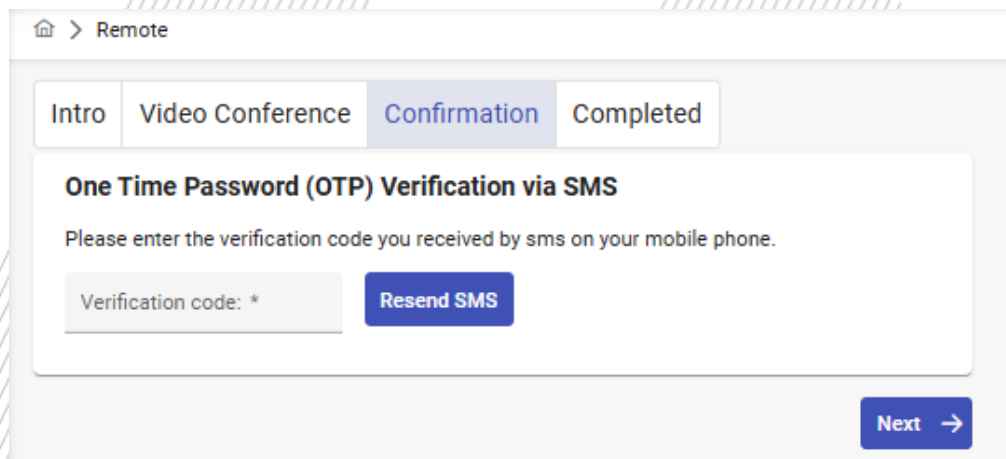


Figure 28- mobile verification otp

9. Finally, select "**Finish**".

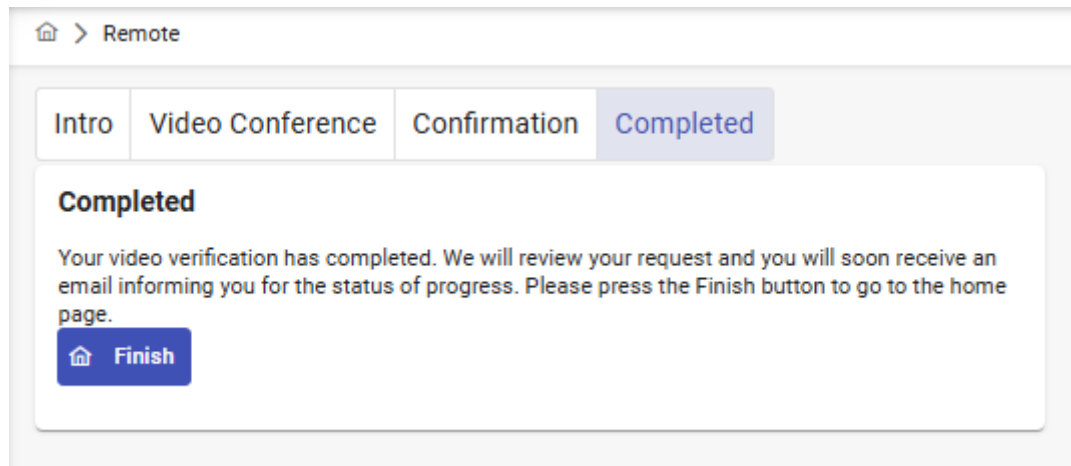


Figure 29- application completed


Application Process

Your application is under review by ADACOM's LRA/RA department:

- **Successful Identification:** If your identification is successful, the LRA/RA department will approve your request. You will receive an email and SMS notification on your mobile phone with instructions to proceed as outlined in paragraph 7.
- **Unsuccessful Verification:** If your verification is unsuccessful, the LRA/RA department will reject your request. You will need to restart the process, beginning with the steps in section 4 ([Start Video Identification](#)).

7. Instructions to activate your electronic signature.

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

1. From the left menu select **Home** and then click the button  on your RA approved application.

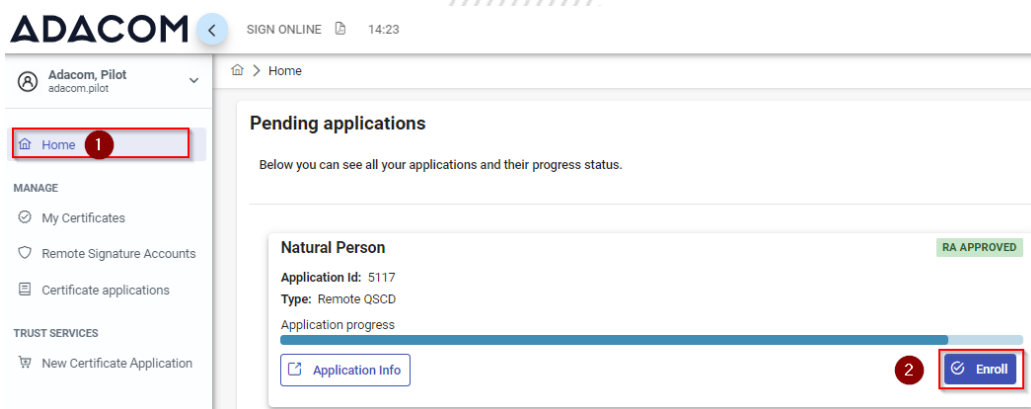


Figure 30- List of submitted applications.

2. In the introduction that appears, select **Next**.

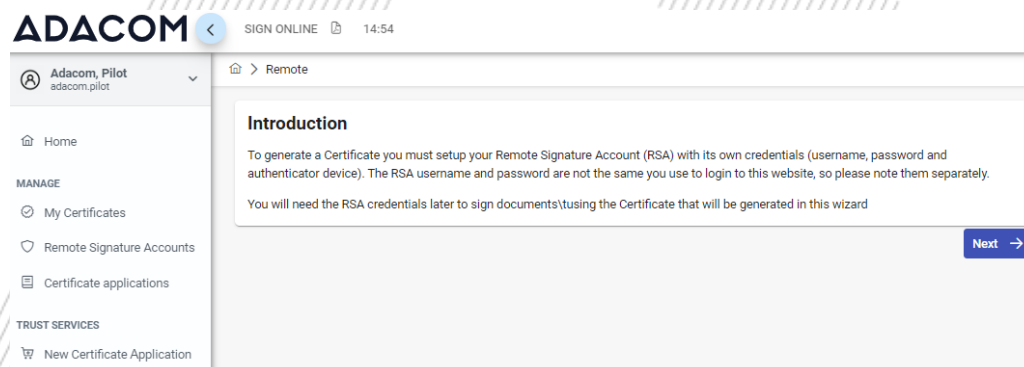


Figure 31-Introduction

3. Then you must download ADACOM's authenticator app on your mobile phone. Then select **Next**.

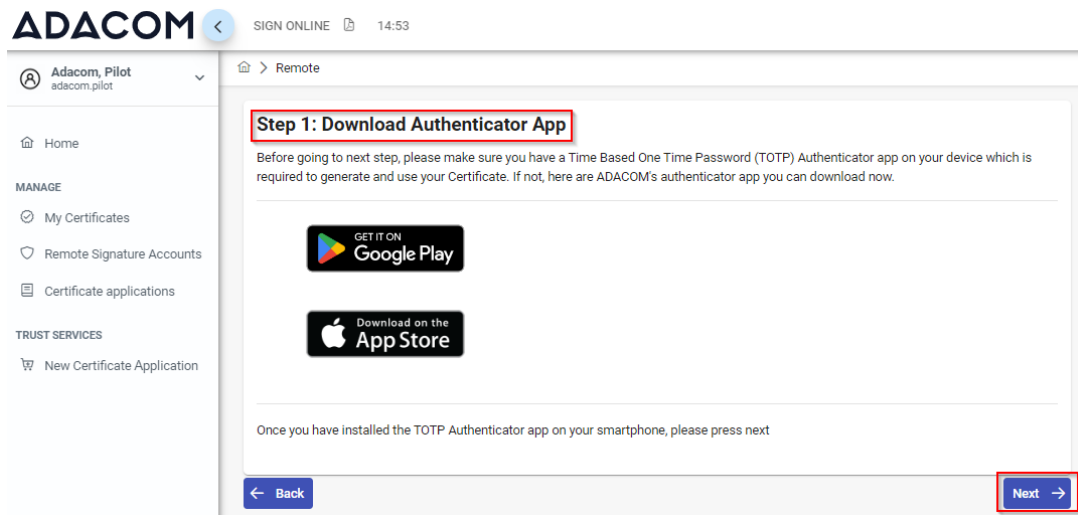


Figure 32- Authenticator App

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.

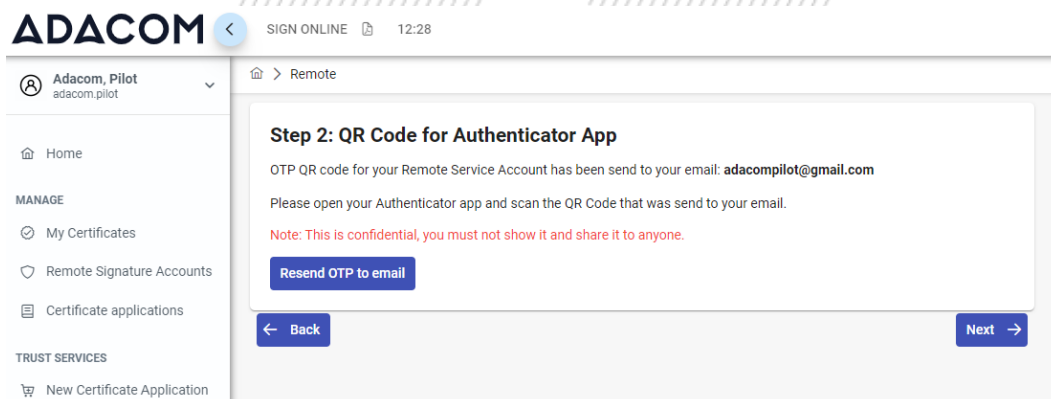


Figure 33-QR code email

5. In step 3 you must keep the RSA username generated by the system as you will use it to log in to www.ag-sign.adacom.com and sign your documents.
Then you will set:
 - 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 SIGN ONLINE 14:36

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

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

[← Back](#) [Submit](#)

Figure 34-Activate RSA account.

6. Your certificate has been successfully created!

Certificate Generated!

Email: adacom.pilot@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=GR
Not Before: 2024-04-19T15:34:53+03:00
Not After: 2024-05-19T16:04:53+03:00
Thumbprint: 589CDC2825813CC4E46FE6EE26402A063792EFB5
[Redacted]

[Finish](#)

Figure 35-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.

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Home

MANAGE

- My Certificates
- Remote Signature Accounts
- Certificate applications

TRUST SERVICES

- New Certificate Application

Manage > My Certificates

Active Certificates All Certificates

Natural Person

Remote QSCD

2024-04-19 15:34

2024-05-19 16:04

VALID

Certificate Info






Figure 36-My Certificates

8. Instructions to sign a document.

1. For the procedure of the remote Qualified Certificate visit the below link and choose “Sign in” <https://ags-sign.adacom.com>
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** .

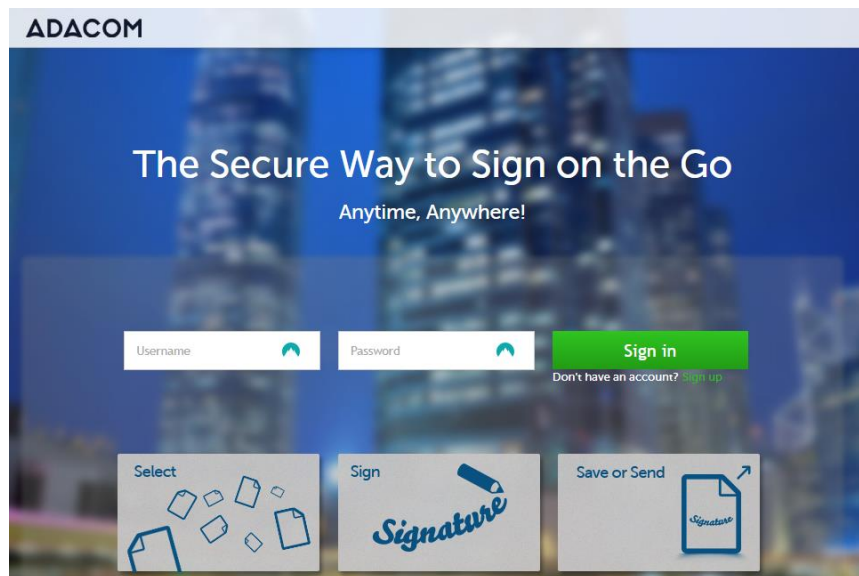


Figure 37-Login to AQS sign

3. Using the Browse option, select the pdf file you want to sign.

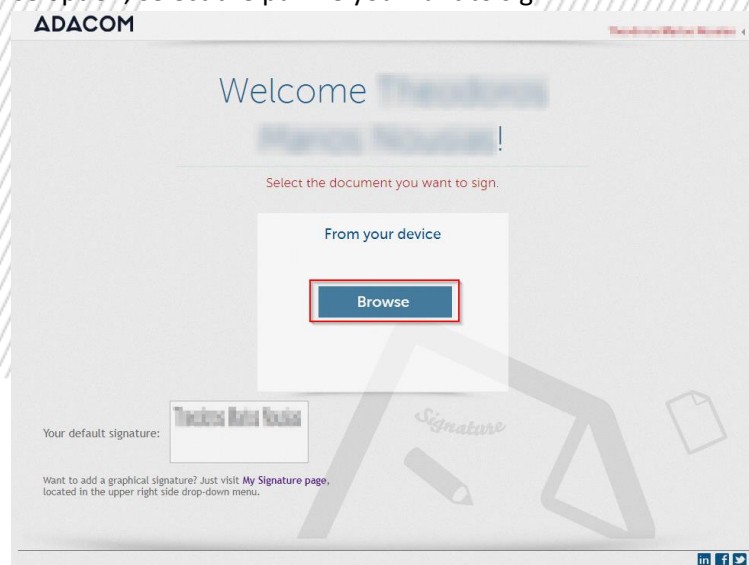


Figure 38-Choose a file to sign

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

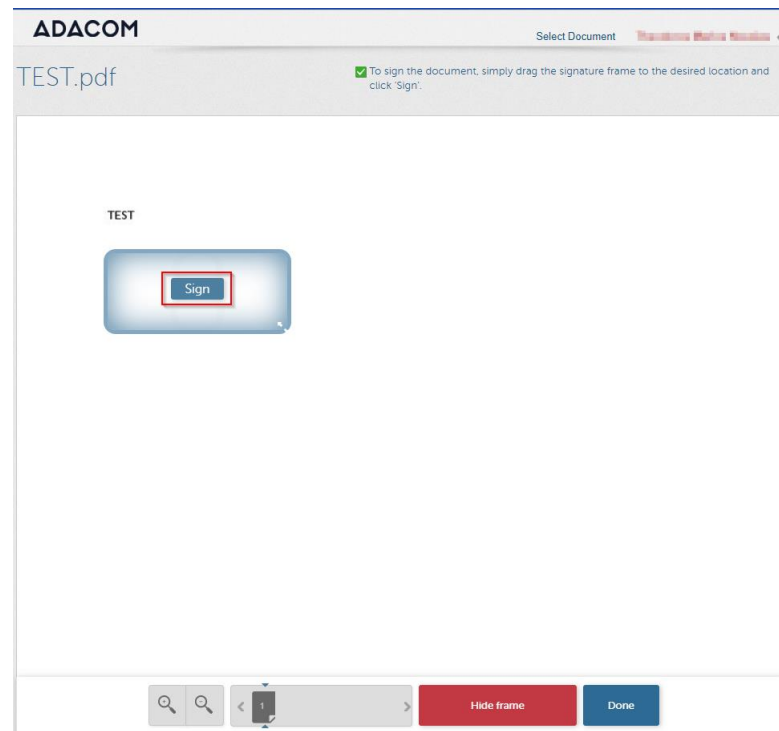
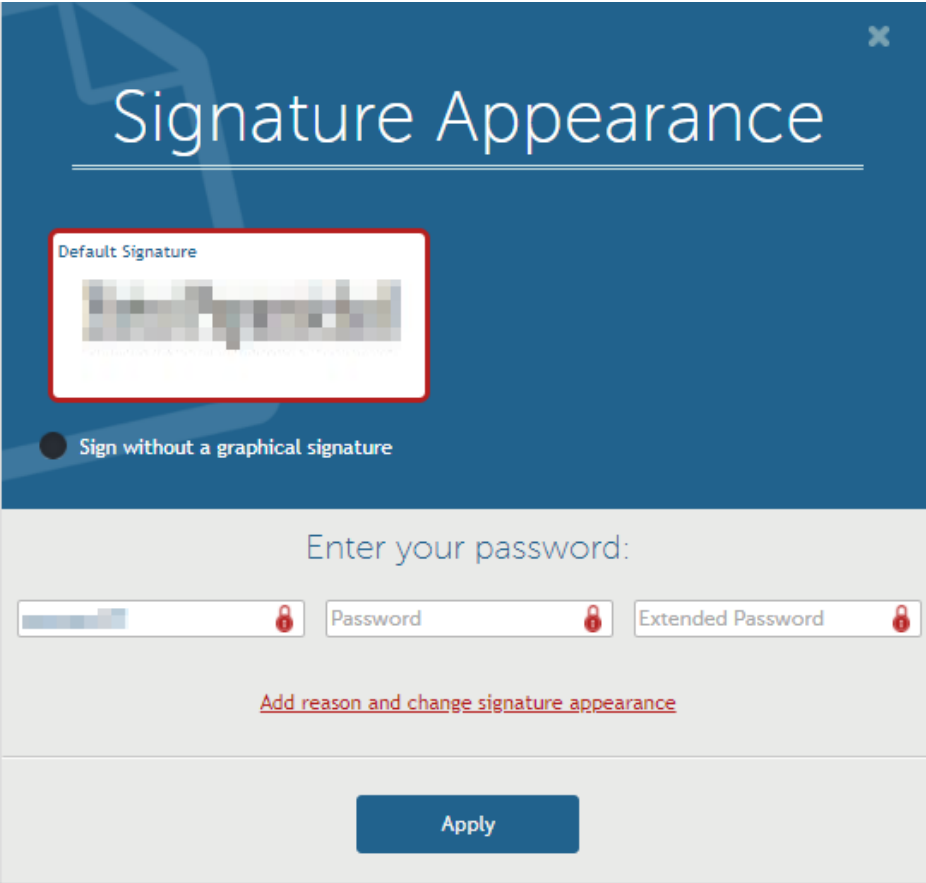


Figure 39-Specify where you want to place your signature

5. 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**"

A dialog box titled "Signature Appearance" with a blue header and a light gray body. In the header, there is a close button (X) in the top right corner. Below the title, there is a section labeled "Default Signature" containing a blurred image of a signature. Below this, there is a radio button labeled "Sign without a graphical signature". The main body of the dialog box contains the text "Enter your password:" followed by three password input fields: a small one, one labeled "Password", and one labeled "Extended Password". Each field has a red lock icon to its right. Below the input fields, there is a red link that says "Add reason and change signature appearance". At the bottom of the dialog box, there is a blue button labeled "Apply".

Signature Appearance

Default Signature

☐ Sign without a graphical signature

Enter your password:

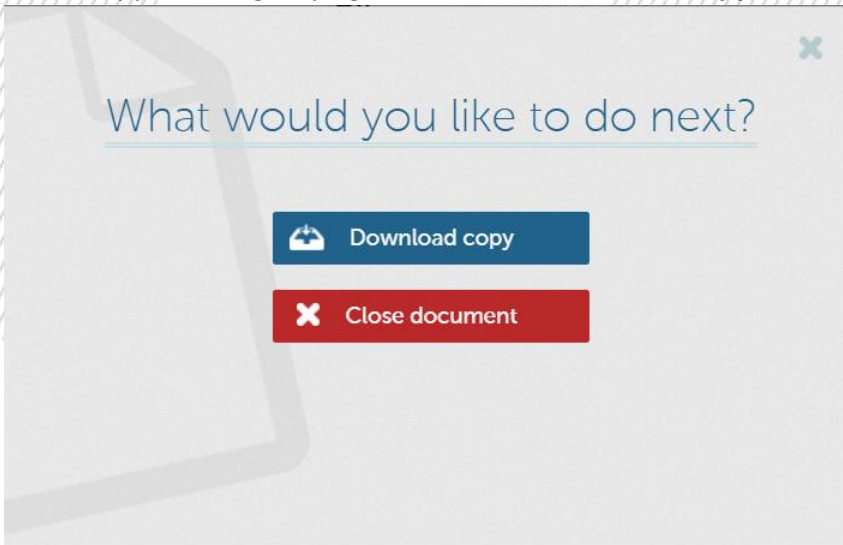
Password Extended Password

[Add reason and change signature appearance](#)

Apply

Figure 40-Enter your password.

6. You can choose a copy of the digitally signed document “**Download Copy**”

A dialog box titled "What would you like to do next?" with a light gray background and a blue header. In the header, there is a close button (X) in the top right corner. Below the title, there are two buttons: a blue button labeled "Download copy" with a download icon, and a red button labeled "Close document" with a close icon (X).

What would you like to do next?

Download copy

Close document

Figure 41-Download a copy of the signed document.



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