

ADACOM

**Instructions for Use of
Qualified Electronic Signature
Certificate through AQS portal
& Video Identification**



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 (via dynamic selfie) and in case of six unsuccessful attempts, the user will be referred to a video conference with ADACOM's agent.

You can read detailed instructions about remote identify proofing [here](#).

This solution follows ministerial decision no. 27499/2021.

2. Information about conducting automated video call/video conference with Agent.

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](#).
- ✓ 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, the video conference with Agent is about 5-15 minutes.

Please note that the success of the automated video call or video conference with Agent may be affected by factors beyond our control, including but not limited to connection or network failure.

2.1 Technical conditions

A prerequisite for the successful completion of the video call is that you meet the minimum technical specifications/requirements described here. Please choose this identity verification method only if you meet the specified requirements otherwise you can choose another identity verification method (for alternative identity verification methods consult the following [link](#)).

To conduct the video call:

- ✓ You will need a good internet connection.
- ✓ If you choose to complete the video identification using your computer, we recommend you connect from a private network rather than a corporate network. It is possible that through a corporate network the process may not be completed successfully due to limitations. Otherwise, you can choose to be identified via your mobile phone (see section 5 [Mobile identification](#))
- ✓ Make sure you are disconnected from a VPN, disable any extensions e.g. Ad block.
- ✓ If your network is protected by a firewall, the following IPs and ports should be enabled:

IP Address	Ports	Protocol
54.247.147.109	443, 3478	TCP/UDP
	49152-65535	UDP
54.74.168.39	443, 3478	TCP/UDP
	49152-65535	UDP
108.128.52.90	443, 3478	TCP/UDP
	49152-65535	UDP

A prerequisite for a successful video call is a continuous and high-quality video connection. To achieve this, we recommend that you meet the following criteria:

- ✓ The browser you will use should be Google Chrome (from version v56 and above) or Mozilla Firefox (from version v44 and above) or Edge (from version v80 and above). Microsoft Internet Explorer and Safari on windows are not supported.
- ✓ Desktop cameras often cause problems because their drivers are not adequate and do not have autofocus, i.e they do not focus on the document when it approaches the camera or on the user when he/she tries to validate his/her face.
- ✓ RAM (mobile devices): A memory of 2 GB or more is recommended to ensure that the video process works properly.
- ✓ Internet connection: wired internet connection, minimum bandwidth: 1.5 Mbps or fixed Wi-Fi or 3.5G.s or 4G/5G mobile internet access.
- ✓ Stop programs running in the background (audio and video apps).
- ✓ Allow the program to access your microphone and camcorder.

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http: www.adacom.com

email: customer-support@adacom.com

If during the video call the quality of your connection is not sufficient for the completion of the process, your request will be rejected in order to try again.

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://aqz-portal.adacom.com/aqz-portal/landing.xhtml>

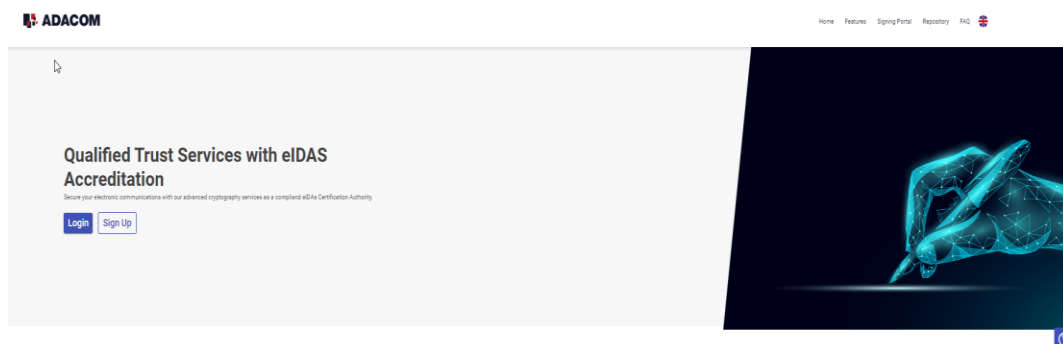


Figure 1- Adacom's AQS Portal

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.

Name * Surname *
Name as stated in your Identity or Passport Surname as stated in your Identity or Passport

Country *
Select Country

ID type *
Select ID type ID Number *

← Back 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



← Back

Submit

Figure 4-Registration Form- Terms and Conditions

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

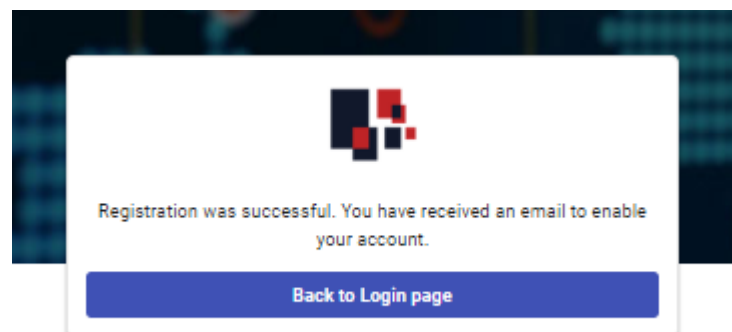


Image 5-Successful registration

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http: www.adacom.com

email: customer-support@adacom.com

- 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

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

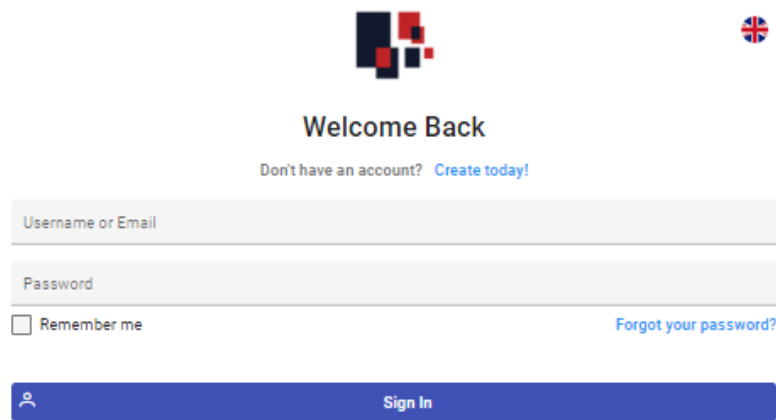


Figure 6-User login

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

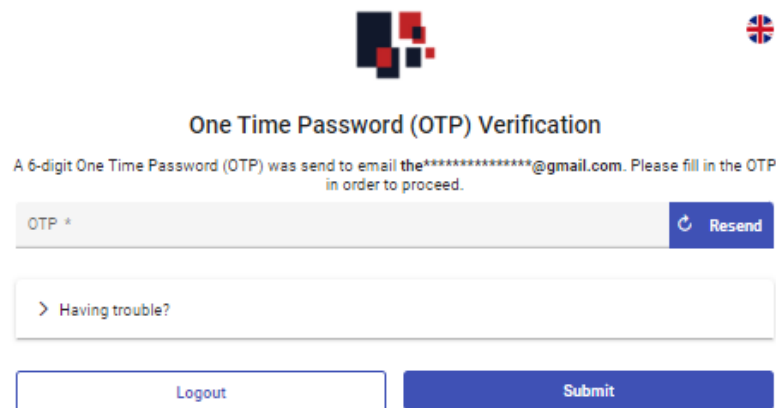


Figure 7 - OTP Verification

- You have successfully logged into your account. Welcome!

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http: www.adacom.com

email: customer-support@adacom.com

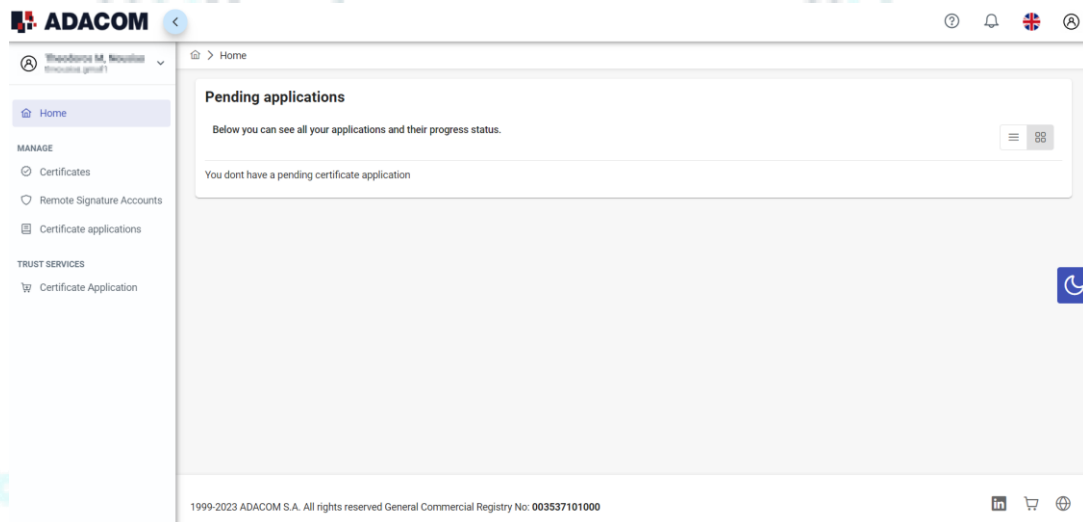


Figure 8- AQS portal Home Page

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**

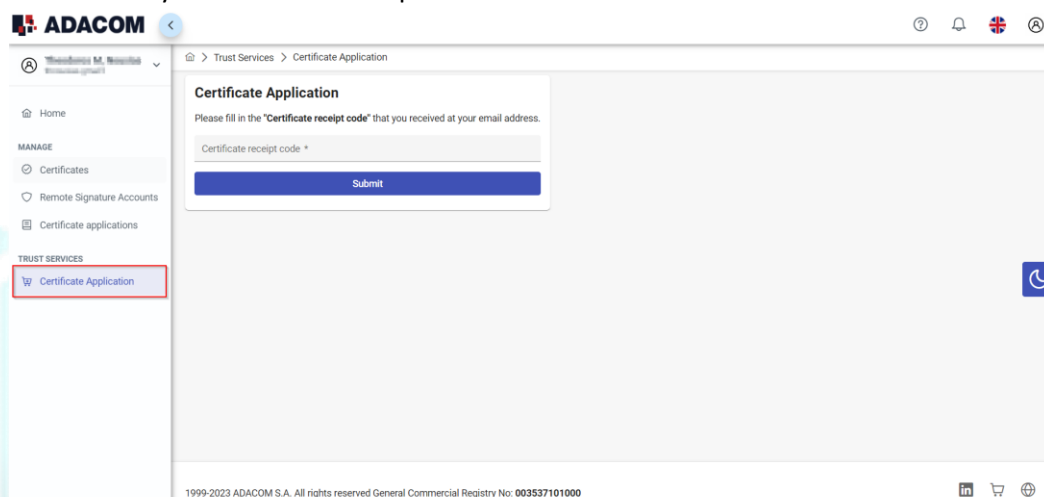


Figure 9 - Electronic Signature Instruction Email

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.

The email you receive is like the following:

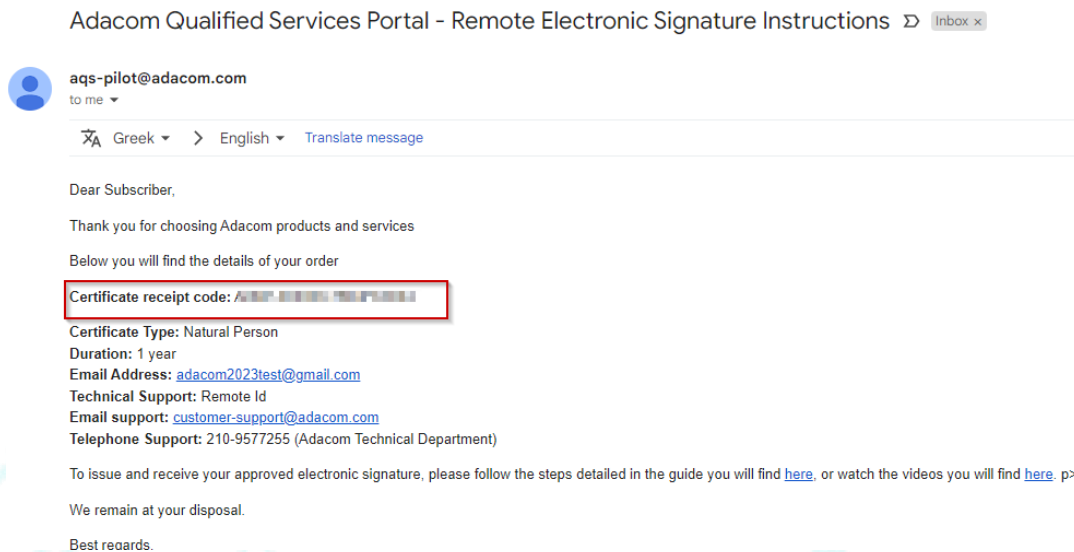


Figure 10-Certificate Receipt Number

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

ADACOM

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

Introduction

Below you can view the details of your order. Please click next to proceed with your Certificate application.

Order details	
Certificate	Remote QSCD
Certificate type	Natural Person
Identification method	Video Identification
Technical Support	Remote Id

Please scroll down to accept 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 the Terms and Conditions ☐

Next →

Figure 11-Order Details

- 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

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

Back

Next

Certificate Details

Please choose one of the following options about the Certificate Serial number which will be included to your certificate details:

Default (Recommended)

I want to include to the details of my certificate a Random Code.

Identification Card Number or Passport Number

I want to include to the certificate details the number of my ID/Passport.

VAT (Tax information)

I want to add personal VAT/Tax number in my Certificate.

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

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

Back

Next

Natural person details

Name

Surname

Email Address *

Mobile Number *

Mobile Number *

ID type *

ID Number *

Country *

Country of issue as stated in your Identity or Passport

Figure 13- Form for filling in data

5. You should then read and accept the Terms and Conditions related to remote identification and select "Next".

Note:

In case you have chosen Greek Identity Card as your identification document:

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email: customer-support@adacom.com

Visit the following link

<https://www.gov.gr/ipiresies/polites-kai-kathemerinoteta/psephiaka-eggrapha-gov-gr/ekdose-upeuthunes-deloses> to create and save locally on your computer a solemn declaration certifying your identity, then select the "Upload File" field to upload this document to the platform.

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.

ADACOM

Είρηνη Παπαμυχάη
adacom2023

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

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

Terms and Conditions

Please scroll down to accept the Terms and Conditions.

Terms for Remote Identity Proofing

- Subscribers shall strictly follow the instructions indicated by ADACOM. Remote Identity Proofing shall be performed with such sound and video quality that allows identity verification with a satisfactory degree of certainty.
- Remote Identity Proofing shall be available and feasible only when conditions are satisfactory enough during the identity proofing process, so as to provide adequate proof of the Subscriber's identity.
- The identification document presented by Subscriber shall be original, shall not be worn out or in bad condition, to such an extent that it does not allow verification of its authenticity.
- If Subscriber is validated with his Greek police ID card, he shall also submit to ADACOM an electronic solemn declaration, in which he will state their personal

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.

Please visit the link <https://www.gov.gr/ipiresies/polites-kai-kathemerinoteta/psephiaka-eggrapha-gov-gr/ekdose-upeuthunes-deloses> to create and save locally on your computer a responsible statement that will certify your identity and then select the field "UPLOAD" To upload this document to our platform. If this step is not performed, the identification will not be completed and the whole process will be terminated.

Upload file

Uploaded files

Back Next

Figure 14- Remote Identification Terms & Conditions

The list of acceptable ID document is also available [here](#) (pages 8-10).

- The system will then ask you to upload your copy of your ID or passport in image format. You will have to press "Select front image", "Select back image" and once uploaded select "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.

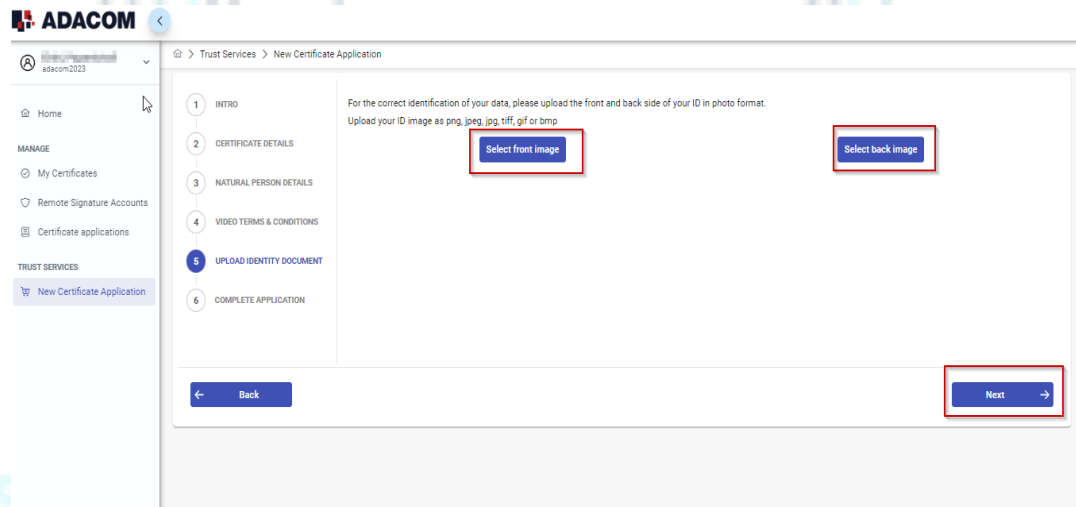


Figure 15-Submission of an identification document

- 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 in a second time.

If you choose at this stage to complete video identification, please follow the instructions below in [Start Video Identification](#).

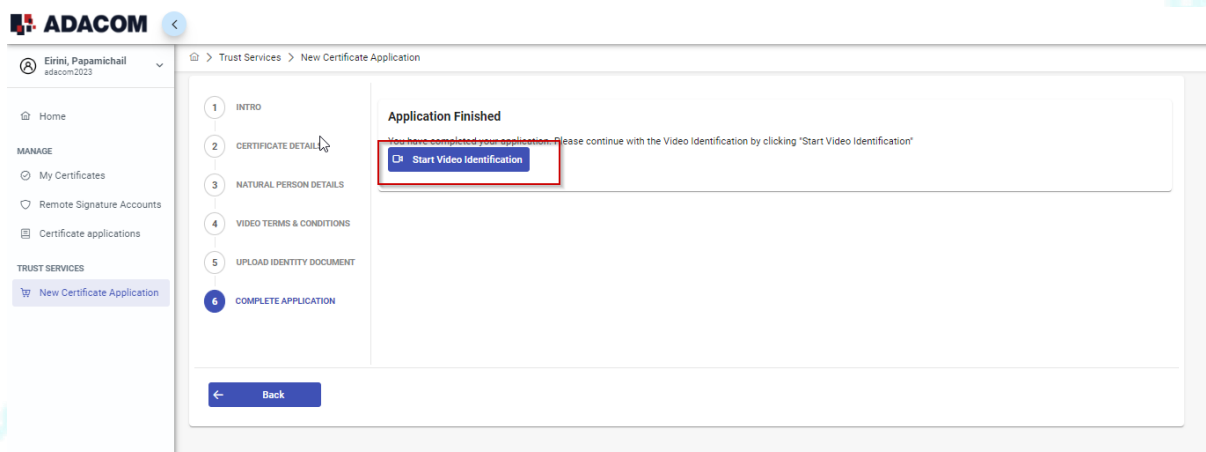


Figure 16-Application completion

- In case you complete your video identification later, you can select "**Home**" from the left menu and then the green button "**Start identification with Video**"

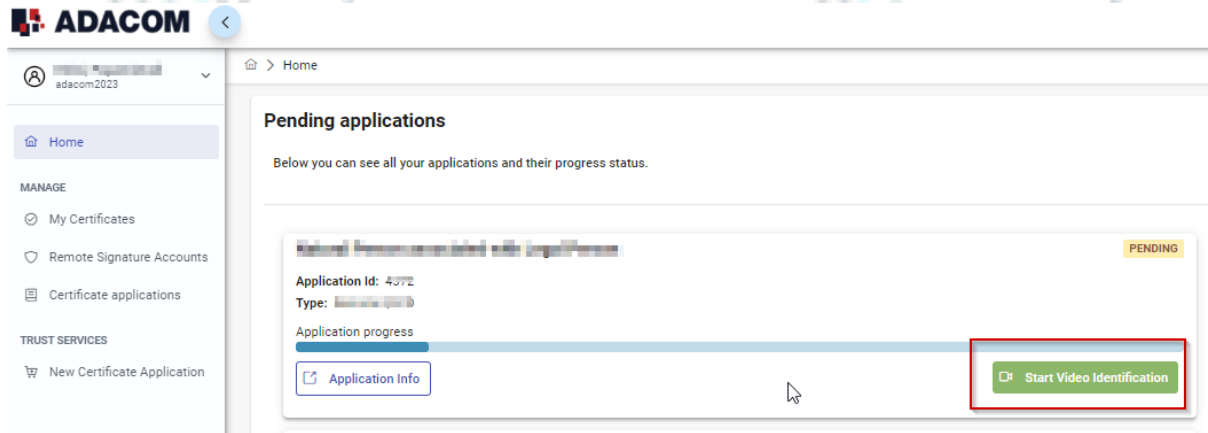


Figure 17-Start video identification

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.

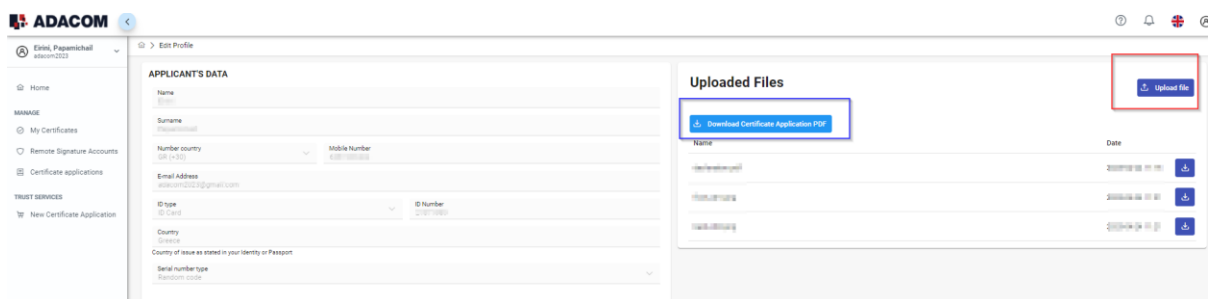


Figure 18-Application Information

6. Start video identification.

1. In the option below if you select "**Use your mobile phone**" to conduct the video identification using your mobile device.

Otherwise, you can continue to the device you are already connected and select "**Use this device**" then click "**Next**".

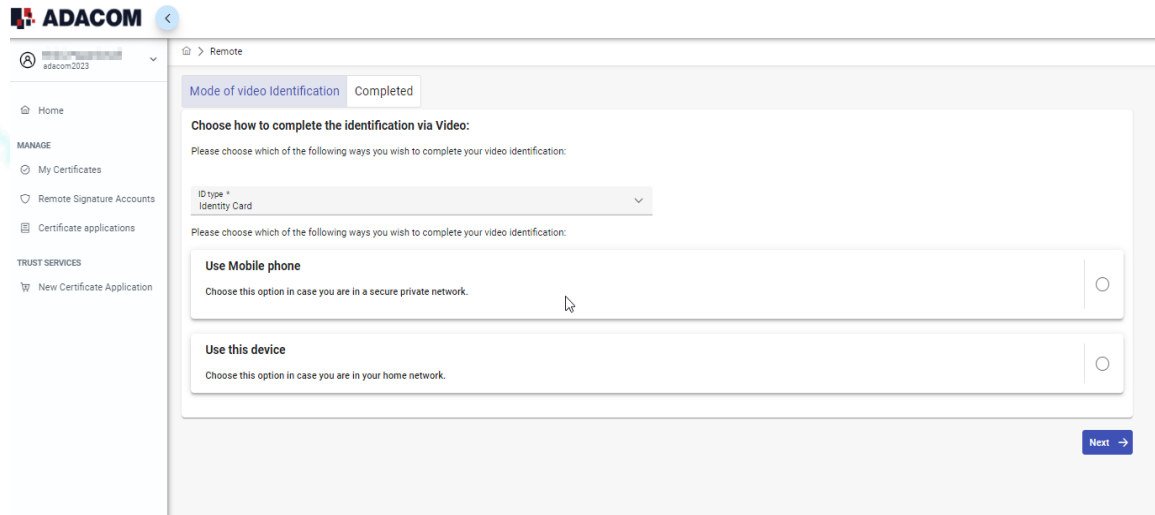


Figure 19-Select video conferencing mode.

2. The system will ask you to present your ID to the camera. You'll need to follow the instructions you read to your screen and place your ID card in the suggested area. Once your ID has been successfully identified, you will be asked to get close to the camera. At this stage you will need to move your hand in front of your face and smile.

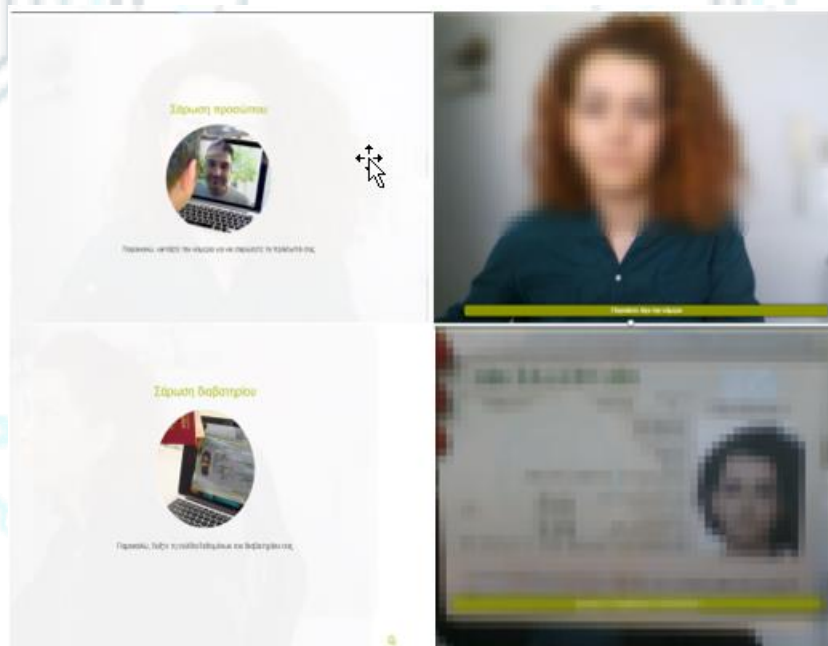


Figure 20-Identification document & face recognition

Identification via mobile device

- If you choose to conduct the video identification through your mobile phone, you can either scan with your mobile the QR code that will appear on your screen or select **"Send SMS"** in order to receive via sms the link of the portal.

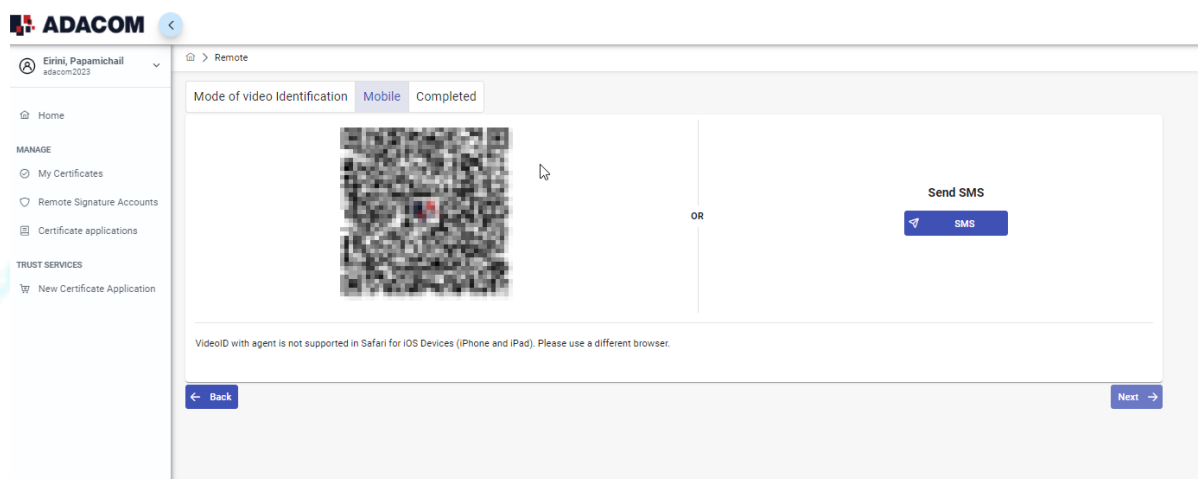


Figure 21-Video identification via mobile device

- The system will ask you to present your ID to the camera. You'll need to follow the instructions you read to your screen and place your ID card in the suggested area. Once your ID has been successfully identified, you will be asked to get close to the camera. At this stage you will need to move your hand in front of your face and smile.

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http: www.adacom.com

email: customer-support@adacom.com



Figure 22-Identification document & face recognition via mobile

5. At a random point during identification, you will see a random captcha code which you will must fill in the relevant field to continue.

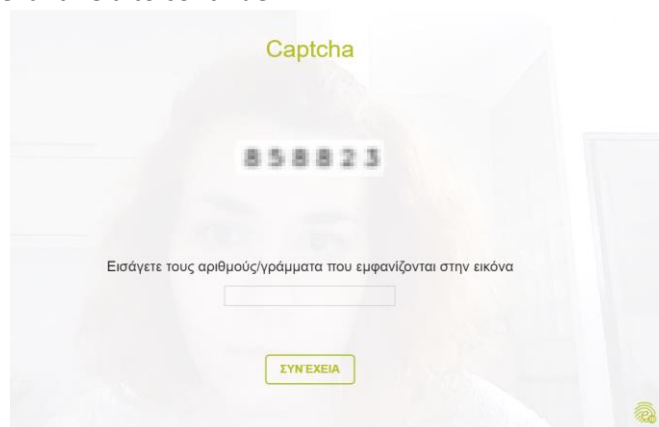


Figure 23-Captcha import

6. Once the identification of your ID and your face is successfully completed, the system will ask you to verify your mobile phone number. Once you receive the OTP on your mobile phone, you can fill it and choose "**Next**".

The screenshot shows the ADACOM web application interface. On the left is a sidebar with the ADACOM logo and navigation links: Home, My Certificates, Remote Signature Accounts, Certificate applications, and New Certificate Application. The main content area has a breadcrumb trail 'Remote' and a set of tabs: 'Mode of video Identification', 'Video Conference', 'Confirmation' (which is selected), and 'Completed'. Under the 'Confirmation' tab, the heading is 'One Time Password (OTP) Verification via SMS'. Below this, it says 'Please enter the verification code you received by sms on your mobile phone:'. There is a text input field with a placeholder 'Please enter the verification code you received by sms on your mobile phone: *' and a 'Resend SMS' button. At the bottom of the form are 'Back' and 'Next' buttons.

Figure 24- Verification via OTP

7. Finally, you select the "**Complete**" button.

Process of your Application.

Your application is being processed and will be reviewed by ADACOM's LRA/RA department:

- 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 paragraph 7.
- If your verification is not successful, the LRA/RA department will reject your request and you will have to repeat the process following the steps from the beginning of section 4 ([Start Video Identification](#)).
- If you make multiple failed automated video call attempts, then the system will show you the option to make an appointment for Video Conferencing with an employee. See the instructions in (Video [conferencing with employee](#)).

Video conferencing with an employee

8. The Subscriber has the option of teleconferencing with an ADACOM employee, where communication takes place in real time "face to face".
- In this case, an appointment with an ADACOM employee is required at a predetermined available date and time, which is arranged through your AQS portal account.

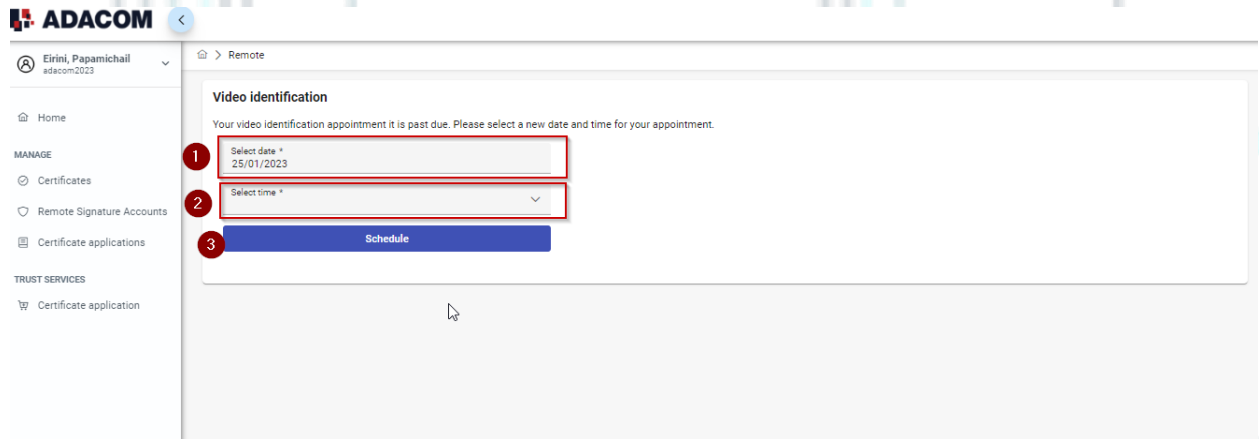



Figure 25- Appointment with agent

- The video conference's duration is about 5 to 15 minutes.
- Available video conference hours are daily from 09:00 am to 16:45 pm (GR time), excluding holidays.

If your verification is not successful, LRA/RA will inform you of the reason for the rejection as well as with the alternative identification methods which can be viewed [here](#).

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.

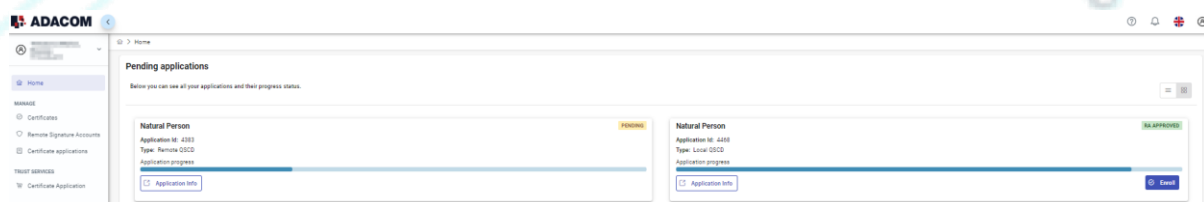


Figure 26- List of submitted applications.

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

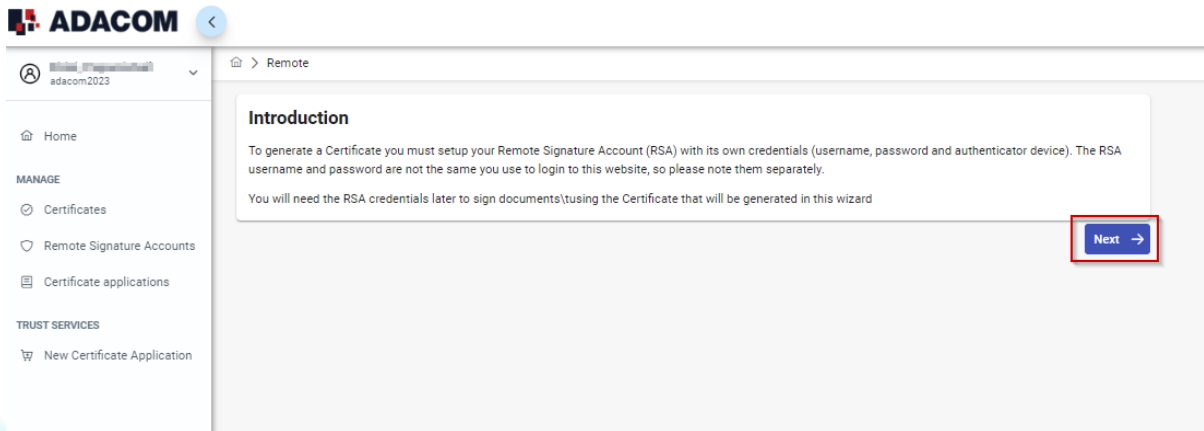


Figure 27-Introduction

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

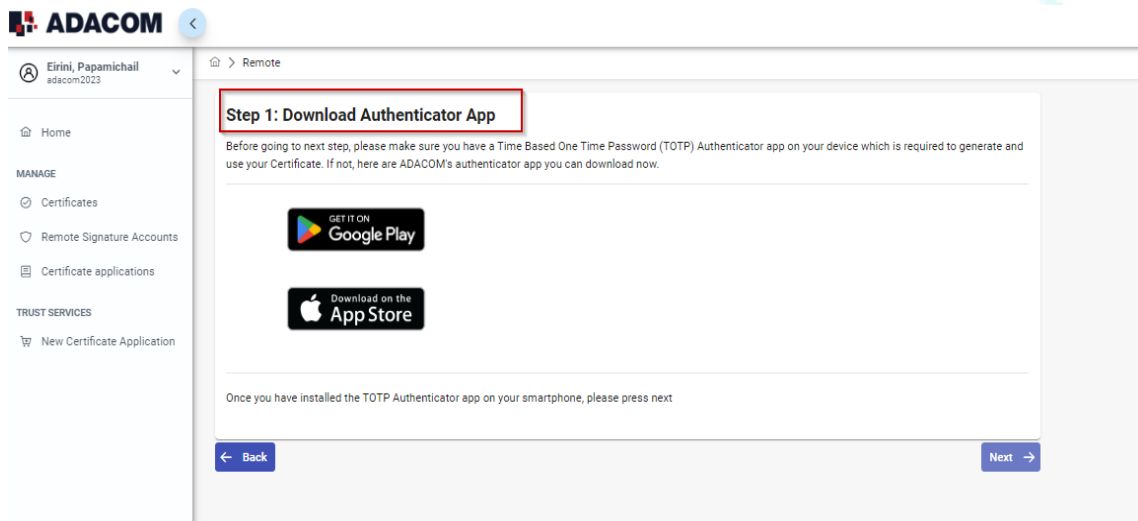


Figure 28- Authenticator App

- During step 2 and before scanning the QR code it is very important to send the QR code to your email or print it by choosing "Print" and store it securely for future needs. In case you change your mobile device, or you lose it and you must replace it, you will be able to transfer your electronic signature to your new device.

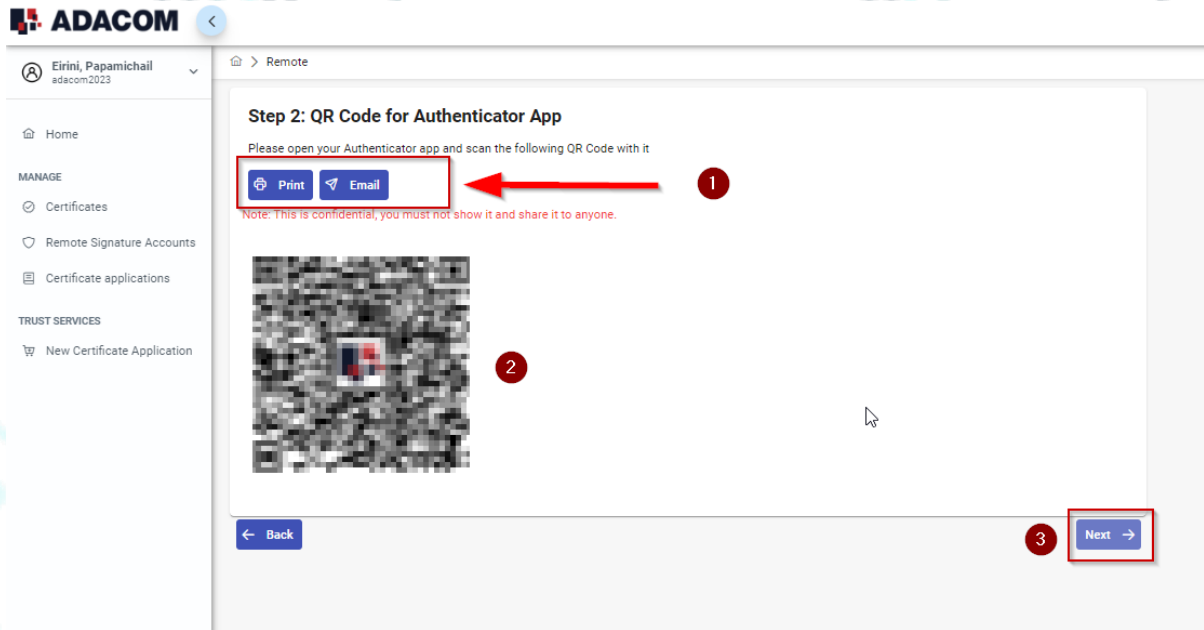


Figure 29-QR code scanning

5. In step 3 you must keep the RSA username generated by the system as you will use it to log in to www.ags-sign.adacom.com and sign your documents.

Then you will set:

1. the desired password of your certificate.
2. You will repeat the desired password.
3. you will enter the OTP code from the authenticator app.

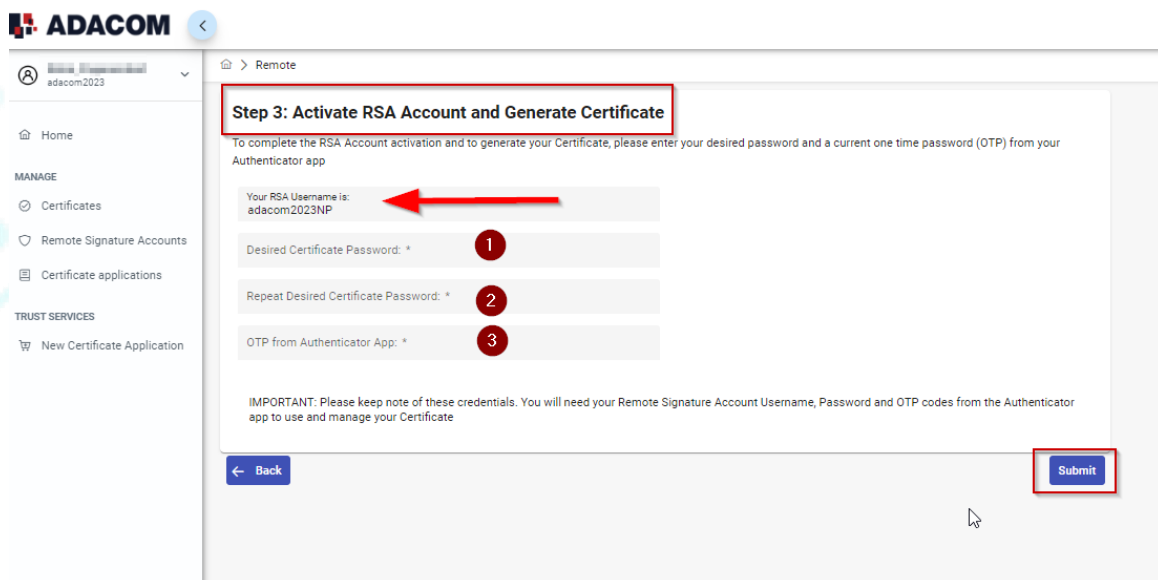


Figure 30-Enable Electronic signature.

6. Your certificate has been successfully created!

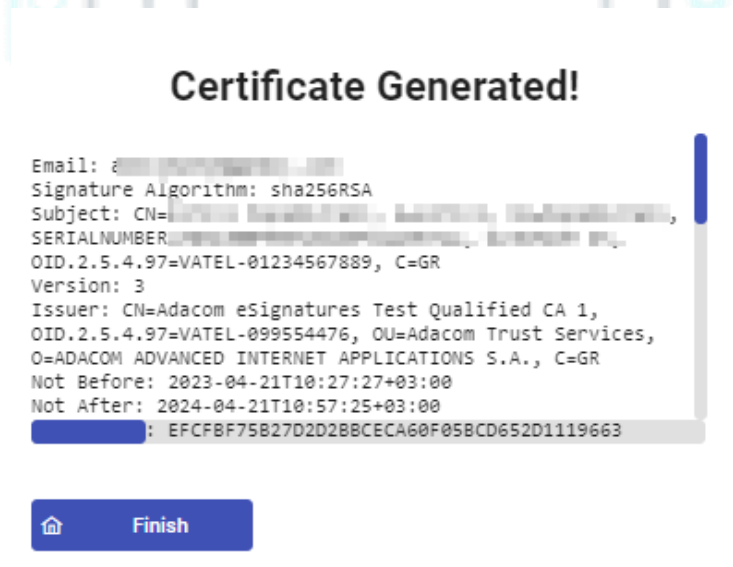


Figure 31-Successful activation of electronic signature

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.

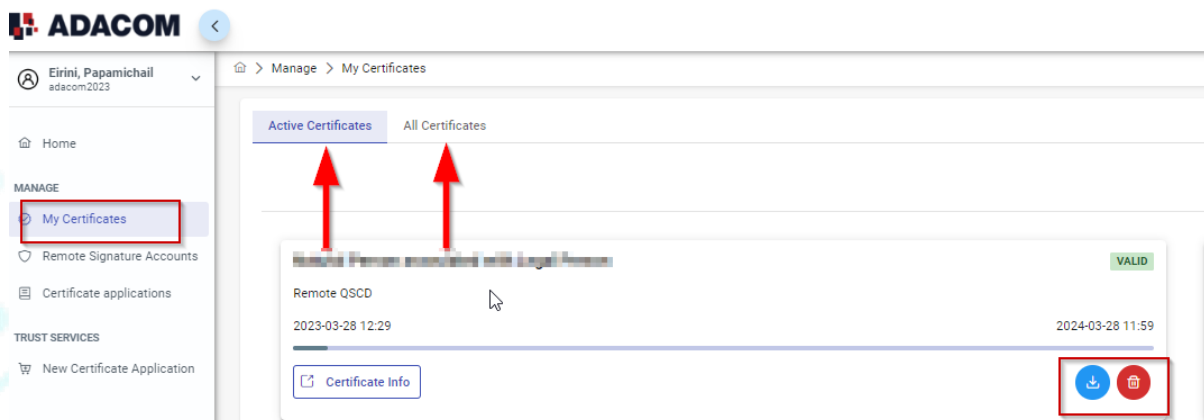


Figure 32-My Certificates

9. Instructions to sign a document.

1. For the procedure of the remote Qualified Certificate visit the below link and choose "Sign in" <https://aq-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 .

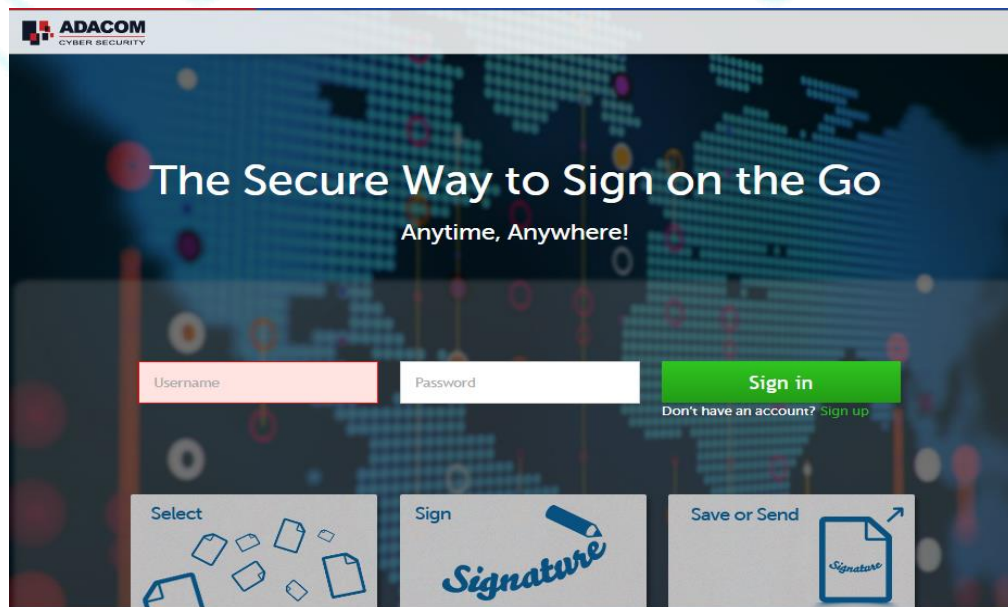


Figure 33-Login to AQS sign

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

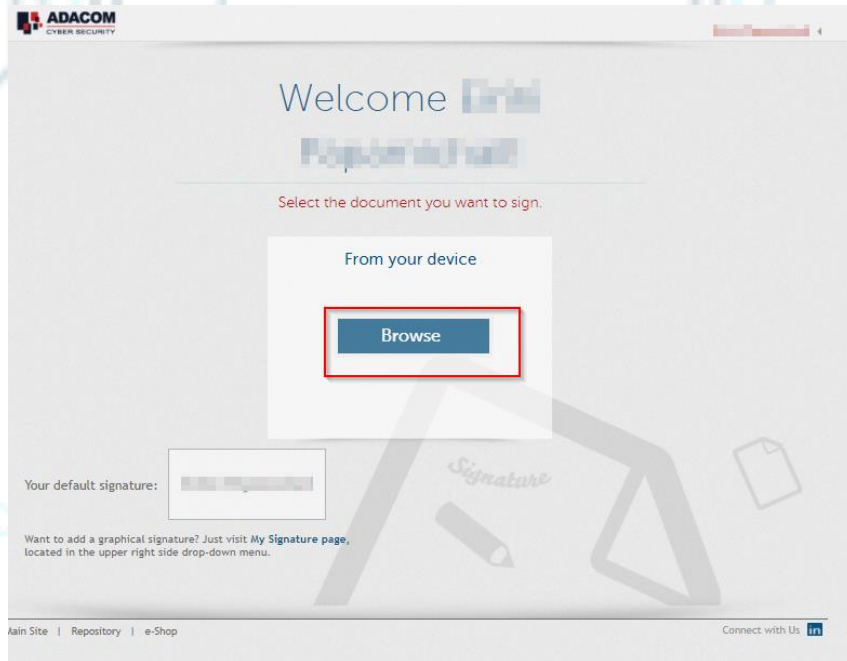


Figure 34-Choose a file to sign

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

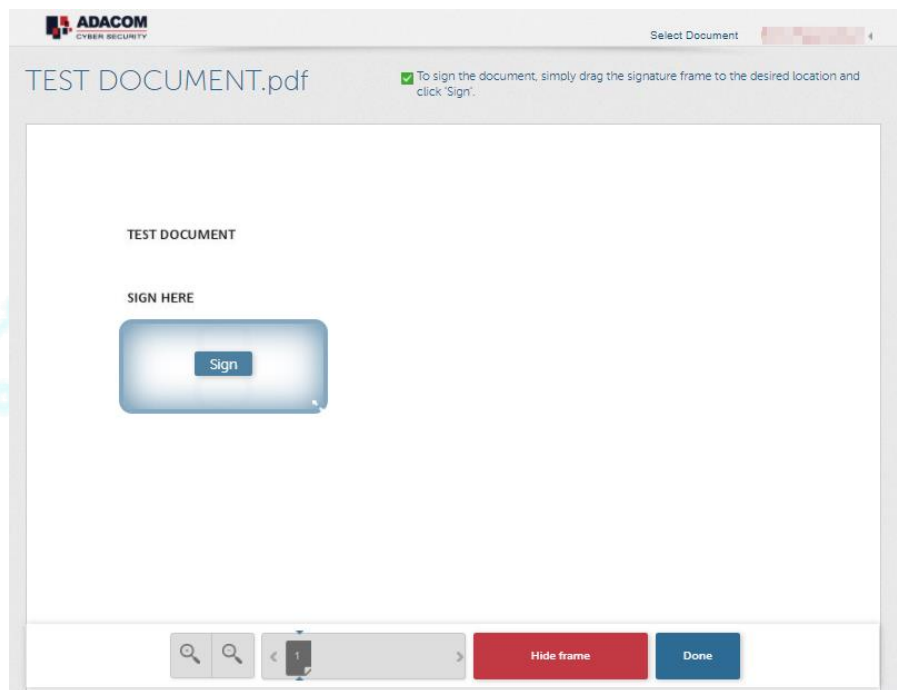


Figure 35-Specify where you want to put your signature

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.
6. Choose "**Apply**"

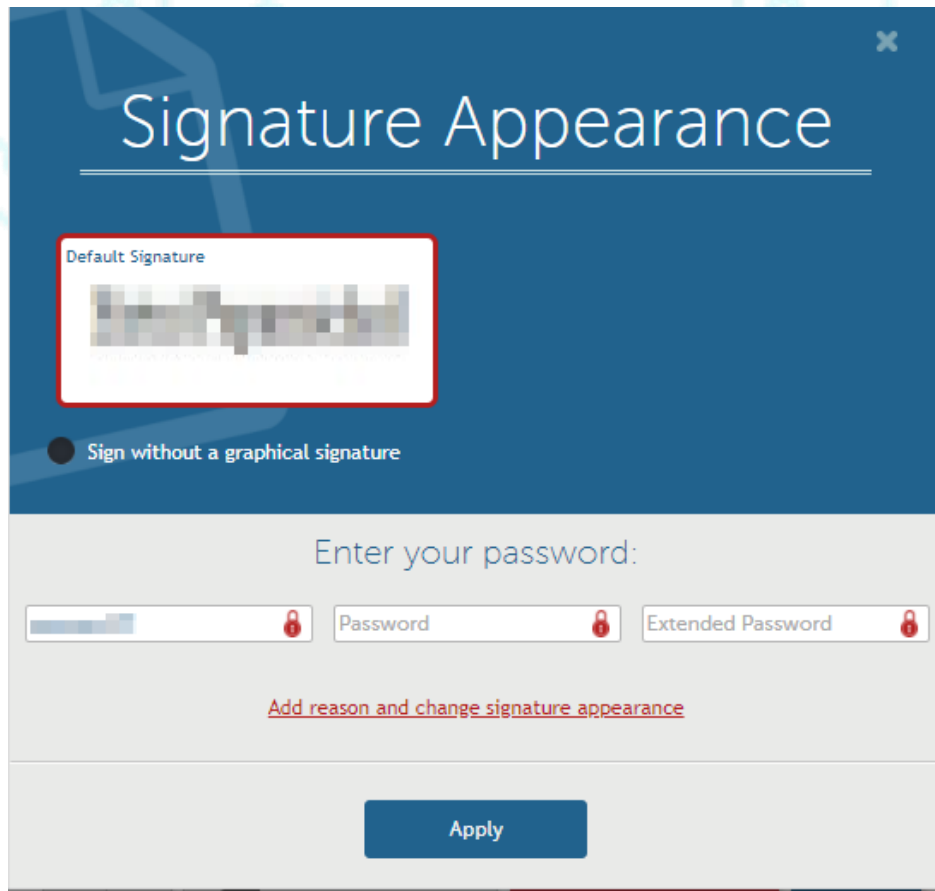


Figure 36-Enter your password.

7. You can choose a copy of the digitally signed document "**Download Copy**"

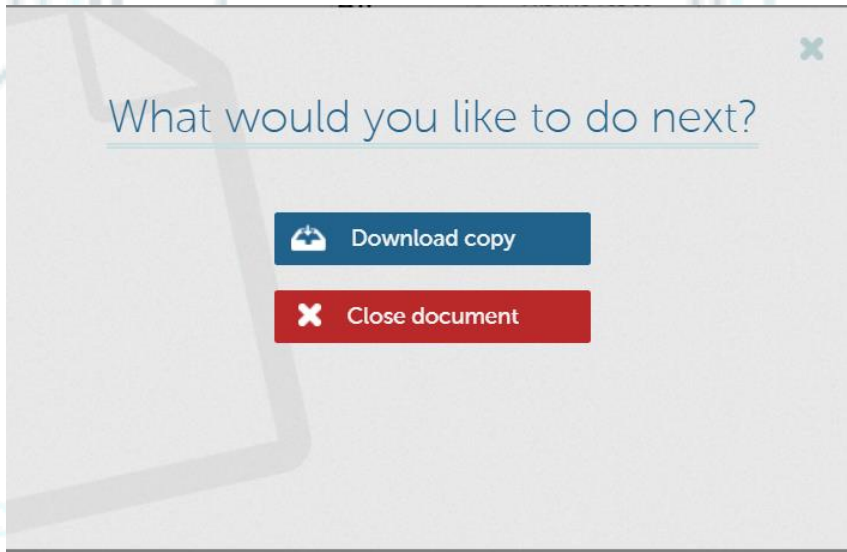


Figure 37-Download a copy of the signed document.