Instructions for the Use of Qualified Certificate for Electronic Signature in a USB token through AQS portal & Video Identification

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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 <u>here</u>. 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 <u>gov.gr</u>, detailed information can be found <u>here</u>.
- ✓ 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.

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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).
- \checkmark Allow the program to access your microphone and camcorder.

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

ADACOM	Home Features SportpPanal Reporting 514
Qualified Trust Services with eIDAS Accreditation More providence and another of graphing provides as a sampling of the Conference Antony. Sign Up	

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.

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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 *	
r Choose a Security Question *	~	
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.

Name *	Surname *	
Name as stated in your Identity or Passport	Surname as stated in your Identity or Passport	
Country *		
Select Country		~
D type *		
Select ID type 🗸 🗸	ID Number *	
		_ ~ / /
- Back		Next →
	tion Form Natural Devec Information	
Figure 3-Registro	ition Form- Natural Person Information	
Scroll down to accept the terms and c	onditions as well as privacy state	ement and choose
Submit.	••••••••••••••••••••••••••••••••••••••	
Submit.		
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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	reCAPTCHA Privacy - Terma
l'm not a robot	



Figure 4-Registration Form- Terms and Conditions

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



Registration was successful. You have received an email to enable your account.

Back to Login page

Image 5-Successful registration

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

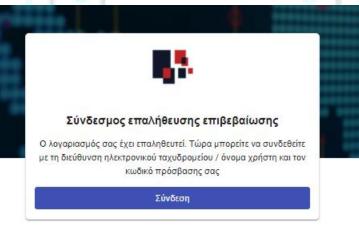


Figure 6-Account verification

4. 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 Login.

			8 2	*	ໍໍ່
			Welcome Back Don't have an account? Create today!		
		Username or Email			
		Remember me		Forgot your password?	
		<u>^</u>	Sign In		
		0J	Figure 7-User login		
2.	An OTP	code will be se	ent to your email, enter it in the Kreontos 25, GR 10442 Athens	e relevant field and c	lick Submit.

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	A	One Time Password (OTP) Verificatio	
		in order to proceed.	C Resend
			0 1
		> Having trouble?	
		Logout	bmit
			bmit O
		Figure 8 - OTP Verification	
<u>о</u> з	. You have	successfully logged into your account. Welcom	e!
	ADACOM		0 - + 8
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	窗 Home	Pending applications	
	MANAGE	Below you can see all your applications and their progress status.	≡ 88
	Certificates Remote Signature Account	You dont have a pending certificate application	
	Certificate applications	10	
	TRUST SERVICES		4
	₩ Certificate Application		G
		1999-2023 ADACOM S.A. All rights reserved General Commercial Registry No: 003537101000	
		Figure 9- AQS portal Home Page	
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		Kreontos 25, GR 10442 Athens	Page.
		http: <u>www.adacom.com</u>	8 Page.
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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**

	c	0 4 * 8
Home MANAGE Certificates Remote Signature Accounts Certificate applications TRUST SERVICES Certificate Application	Certificate Application Please fill in the "Certificate receipt code" that you received at your email address. Certificate receipt code * Submit	G
	1999-2023 ADACOM S.A. All rights reserved General Commercial Registry No. 003537101000	in 🔆 🕀

Figure 10 - 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	
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:

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Adacom Qualified Services Portal - Remote Electronic Signature Instructions D Inbox ×

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Dear Subscriber,

aqs-pilot@adacom.com

Thank you for choosing Adacom products and services

Below you will find the details of your order

Certificate receipt code: / Long Certificate Type: Natural Person Duration: 1 year Email Address: <u>adacom2023test@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. p>

We remain at your disposal.

Best regards.

Figure 11-Certificate Receipt Number

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

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(8) adacom2023	☆ > Trust Services > New Certificate A	pplication		
囧 Home	INTRO CERTIFICATE DETAILS	Introduction Below you can view the details of your order . Please click next to proceed with your Certificate application.		
MMANDE My Certificates Remote Signature Accounts Certificate applications TRUST SERVICES W New Certificate Application	COMPENSE ELEMENT OUTRAL PERSON DETALS OUTRAL PERSON DETALS OUTRAL SECONDITIONS UPLOAD IDENTITY DOCUMENT O COMPLETE APPLICATION	Order details Certificate Remore QSCD Certificate type Natural Person Identification Identification method Video identification Technical Support Technical Support Remore Id		
		ADACOM Terms and Conditions for Qualified Trust Services (Electronic Signatures, Seals and Time Stamps) Version 6.0 Effective Date: 10 February 2023 Version distory I have read and accept the Terms and Conditions	Next ->	。 //
		•		

Figure 12-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.
 - o Id or passport

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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.

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ne	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 details:		
Certificates note Signature Accounts	A VIDEO TERMS & CONDITIONS	Default (Recommended) i want to include to the details of my certificate a Random Code.	0	
Certificate applications UST SERVICES 7 New Certificate Application	5 UPLOAD IDENTITY DOCUMENT 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	Ľ
	← Back		Next →	L

Figure 13- 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.

윤 Home	1 INTRO	Natural person details				
IANAGE	2 CERTIFICATE DETAILS	Name		Sumame		
My Certificates	3 NATURAL PERSON DETAILS					
⑦ Remote Signature Accounts		E-mail Address *				
Certificate applications	4 VIDEO TERMS & CONDITIONS	สมสินสารายอยู่สุดเสรายาก				
RUST SERVICES	5 UPLOAD IDENTITY DOCUMENT	Mobile Number * GR (+30)	 Mobile Number * 6981909404 			
New Certificate Application	6 COMPLETE APPLICATION					
	6 COMPLETE AFFEIGATION	ID type * ID Card	~	ID Number *		
		Country *				
		Greece			~	
					~	
		Greece			~	
	← Back	Greece			∨ Net →	
	← Back	Greece			∨ Next →	
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	€ Back	Greece Country of Issue as stand in your Identity of Pasaport	442 Athens	S.	~ → 11 Page.	

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: Visit the following link

https://www.gov.gr/ipiresies/polites-kai-kathemerinoteta/psephiaka-eggrapha-govgr/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.

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8 Eirini, Papamichail ~		Application	
命 Home		Terms and Conditions	
MANAGE	2 CERTIFICATE DETAILS	Please scroll down to accept the Terms and Conditions.	
 My Certificates 	3 NATURAL PERSON DETAILS	Terms for Remote Identity Proofing	
Remote Signature Accounts Certificate applications	VIDEO TERMS & CONDITIONS	1. 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.	
TRUST SERVICES	5 UPLOAD IDENTITY DOCUMENT	2. 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. 3. 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. 4. If Subscriber's validated with his Greek police ID card, he shall also submit to ADACOM an electronic solern declaration. In which he will state their personal	
	6 COMPLETE APPLICATION	ADACOM collects, processes and maintains all data and documents required, e.g. name, sumame, email, identification document details, snapshot/photo of your face and/or video of your descin and/or dynamic selfie, as applicable, for the purpose of verifying your identity remotely prior to issuing your certificate for electronic signature/seal. Your face and/or video issuing your certificate is also analyzed to submatically compare your reskine moto with your ib photo. ADACOM freeins the above personal data for a period of at least seven (7) years from the date of expire 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/posphiaka-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.	2
		Uploaded files	1
	← Back	4 Next →	

Figure 15- 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

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

ADACOM			_		
Annual Section 2023 Annual Section 2023 Home Monue My Certificates Certificate applications TRUST SERVICES New Certificate Application		ication of your data, please upload the front and back side of your ID in photo as pog_joeg, jpg, tiff, gif or trap Belect front image	o format.	Select back image	
	← Back				Next ->

Figure 16-Submission of an identification document

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 in a second time.

If you choose at this stage to complete video identification, please follow the instructions below in <u>Start Video Identification</u>.

ADACOM		
B Eirini, Papamichail ~		
	 INTRO CERTUPCATE DETAIL CERTUPCATE DETAIL CERTUPCATE DETAIL CERTUPCATE DETAIL MATURAL PERSON DETAILS Autoral person Details VIDEO TERMS & CONDITIONS UPECAD IDDUTITY DOCUMENT COMPLETE APPLICATION 	,
	é Back	/

Figure 17-Application completion

8. In case you complete your video identification <u>later</u>, you can select "**Home**" from the left menu and then the green button "**Start identification with Video**"

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	Pending applications		
Home	Below you can see all your applications and their progr	ress status	
NAGE	,		
My Certificates			
Remote Signature Accounts	Raised Pressent and Add Separity		PENDING
Certificate applications	Application Id: 4372 Type:		
JST SERVICES	Application progress		
New Certificate Application	C Application Info	\triangleright	D1 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.

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APPLICANT'S DATA		Uploaded Files	
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9E Sumame		ی Download Certificate Application PDF	
Ay Certificates Department	Mobile Number	Name	Date
emote Signature Accounts GR (+30)	C Konstanting	industry of	± .
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SERVICES ID type Idex Cartificate Application ID Card	U Number	fearments	<u>ط</u>
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Serial number type			
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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".

2023		
	Mode of video Identification Completed	
	Choose how to complete the identification via Video:	
	Please choose which of the following ways you wish to complete your video identification:	
ificates		
Signature Accounts	ID type * Videntity Card	
ate applications	Please choose which of the following ways you wish to complete your video identification:	
ES	Use Mobile phone	
rtificate Application	Choose this option in case you are in a secure private network.	0
	Use this device	0
	Choose this option in case you are in your home network.	0
		Next



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 aera. 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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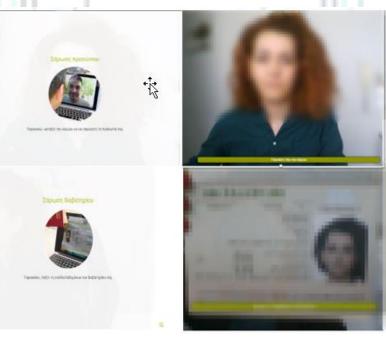


Figure 21-Identification document & face recognition

Identification via mobile device

3. 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 22-Video identification via mobile device

4. 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 aera. 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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Figure 23-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.

Captcha
858823
Εισάγετε τους αριθμούς/γράμματα που εμφανίζονται στην εικόνα
ΣΥΝΈΧΕΙΑ

Figure 24-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**".

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(8) adacom2023	ŵ ≽ Remote		
	Mode of video Identification Video Conference Confirmation Completed		
命 Home	One Time Password (OTP) Verification via SMS		
MANAGE	Please enter the verification code you received by sms on your mobile phone:		
⊘ My Certificates	Please enter the verification code you received by sms on your mobile phone: *		
Remote Signature Accounts	sms on your mobile phone; *		
Certificate applications	← Back	Next →	
TRUST SERVICES			
₩ New Certificate Application			
0	Figure 25- 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

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.

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Home Home Certificates Remote Signature Accounts Certificate applications	Video identification Your video identification appointment it is past due. Please select a new date and time for your appointment. Select date * Select time * Select time * Select time * Select time *	
TRUST SERVICES 몇 Certificate application		•
	Figure 26- Appointment with agent	
 Availa 	deo conference's duration is about 5 to 15 minutes. ble video conference hours are daily from 09:00 am to 16:45 pm (GR time), ding holidays.	
	i is not successful, LRA/RA will inform you of the reason for the rejection as well ative identification methods which can be viewed <u>here</u> .	

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 button application.

ADACOM	B		0 4 🚼 🔿	
8	© > Home			
TO DO	Pending applications			
@ Home	Below you can see all your applications and their progress status.		= 88	
RANAGE				
Certificates	Natural Person Poton	Natural Person	RA APPROVED	
Remote Signature Accounts Certificate applications	Application M: 4383 Type: Remote QCD	Application Id: 4400 Type: Local QSCD		
TRUST SERVICES	Appleation progress	Application progress		
W Certificate Application	C Application Info	C Application Into	© Erroll	

5 Enrol

Figure 27 - List of submitted applications.

Step 1. Follow the link to download the SafeNet Authentication Client (SAC). Then install the program leaving the Default options active.

- Step 2. Insert the USB token to the port of your computer.
- Step 3. Follow the link to download the Adacom USB Client and install the program.

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on your RA approved

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2. After completing the steps above, return to the portal and select next.

dacom2023	🖆 > USB Token
ome	Qualified Certificate on a Local QSCD Your application for Qualified Certificate in e-Token has been approved. To continue with your certificate issuance, please follow the steps below (only if you have
iΕ	received the e-Token):
/ly Certificates	
Remote Signature Accounts	Step 1
Certificate applications	The first step is to donwload and install the drivers for the e-Token, Safenet Authentication Client (or SAC). Download SAC
T SERVICES	
New Certificate Application	Step 2 Insert the e-Token in the USB port (default password is 0000).
	Step 3
	Next step is to download and install Adacom USB Client. A restart is required after the installation.
	Download Adacom USB Client
	Step 4
	Click next to start local usb certificate enrollment process.
	Next -
	Figure 28 - Certificate Activation Part 1

- 3. In the next screen, click "Launch Client" and select "Open" in the window that will appear at
- In the next screen, click "Launch Client" and select "Open" in the window that will appear at the top of the page. After the Program Status changes to "Connected" you can proceed with "Find e-Token". Once that connects as well, select "Next" to proceed.

ADACOM 🤇			
8			
1.0000	Connect Adacom Client with e-Token		
命 Home	Your application for Qualified Certificate in e-Token has been approved. To continue with your certificate issuance, please follow the steps below (only if you have received to a step of the step of	ived the e-Token):	
MANAGE			
⊘ Certificates	Step 1		
○ Remote Signature Accounts	Start Adacom Token Client, to do that click Launch Client		
Certificate applications	Step 2		
TRUST SERVICES	Allow browser to open Adacom client. Browser will show a pop-up to Accept/Open a url in order to Launch the client.		
₩ Certificate Application			
	Step 3		
	Connect Adacom Client with e-Token. Make sure you have inserted the e-Token into a USB port, then click Find e-Token button. If the token is found then you will see U	ISB Status: Connected (token name)	
	Client status: Connected (SafeNet Token JC 0)		
	Launch client		
		Next →	
	Figure 29 - Launch Client & Find E-Token		
	7171 VIVI		
	Kraantas 25 CB 10442 Athans		
	Kreontos 25, GR 10442 Athens		
		20 Page.	
	http: <u>www.adacom.com</u>	20	
	email: <u>customer-support@adacom.com</u>		

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4. In the final stage of the enrollment process, you will need to do a final check of your details, and make sure everything is correct. (If you notice any errors, please notify <u>customersupport@adacom.com</u> before continuing further). Next, you will be prompted to fill in the Token password which is set by default as: **e-Token Pin: 0000**. Submit it and click **Import Certificate.**

Review and submit If all the information bellow are correct, click: "Submit' in order to proceed with the Certificate Generation Process on a Local QSCD. Otherwise please contact us via email at customer- supportigiedacom.com AAAGE First Name Last Name Certificates Email Country Permote Signature Accounts Email Country Ust SISKVCSS Certificate Application Certificate Enrollment e Trificate Application e Taken PN * ************************************	International Section 2012 Control Con	· ·			
AGE support@ada.com.com Certificates Remote Signature Accounts Certificate applications ST SERVICES Certificate Application	support@adacom.com Fixitiane Lastiane Theodoros Marios Nousias Enail Country One OR	Chamaria	Review and submit		
Certificate applications Certificate Application Certi	Inte deros Marios Nousias Inte deros Marios Querry OR Local QSCD Certificate Enrollment Tistem PN * Tiste	Home		ertificate Generation Process on a Local QSCD. Otherwise please contact us via email at customer-	
Remote Signature Accounts thousias@adacom.com GR Certificate applications Local QSCD Certificate Enrollment *Token PIN *	threading address of the second address of t				
ST SERVICES Local QSCD Certificate Enrollment Certificate Application e-Taken FIN *	e-Taken PIN *	Remote Signature Accounts			
Certificate Application +Token PIN *	e-Taken PIN *	Certificate applications			
e-Token FIN *		ST SERVICES	Local QSCD Certificate Enrollment		
	Import Certificate	Certificate Application			
Import Certificate			Import Certificate		
Import Certificate			e Tokan PiN *		
← Back			Figure 30 - Import Ce	rtificate	

5. After that you will be prompted to fill in your digital signature pin, which is set by default as:
 Digital Signature Pin: 000000, two consecutive times. Submit it both times and click Ok.
 In case of renewal, please insert your personal signature pin.

🧕 Digital Signature PIN Logon		×		
SafeNet Authenticatio	on Client	THALES		
Enter the Digital Signature PIN: Token Name: Digital Signature PIN:	My Token Current Language: EN		°°°	
Figure 31 -	Digital Signature Pin	OK Cancel	· · ·	
ificate has been issued and in ons about <u>how to sign a docu</u>				
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Certificate Generated!

Email: a Signature Algorithm: sha256RSA Subject: CN= SERIALNUMBER OID.2.5.4.97=VATEL-01234567889, C=GR Version: 3 Issuer: CN=Adacom eSignatures Test Qualified CA 1, OID.2.5.4.97=VATEL-099554476, OU=Adacom Trust Services, O=ADACOM ADVANCED INTERNET APPLICATIONS S.A., C=GR Not Before: 2023-04-21T10:27:27+03:00 Not After: 2024-04-21T10:57:25+03:00 : EFCFBF75B27D2D2BBCECA60F05BCD652D1119663

Finish

Figure 32-Certificate Generated

°°°°° 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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8 Eirini, Papamichail v		0.00
奋 Home	Active Certificates All Certificates	
MANAGE		
 My Certificates Remote Signature Accounts 	National Prevant associated with Logal Prevant	VALID
Certificate applications	Remote QSCD	2024-03-28 11:59
TRUST SERVICES		202400 20 11.05
ख़ New Certificate Application	Certificate Info	
	Figure 33-My Certificates	° / -
8 Instruction	as to change ush token password and d	igital O

8. Instructions to change usb token password and digital signature pin.

Once you have successfully received your certificate, you will need to change the usb token passwords from its default ones to set the codes that only you will know. Caution:

- You should not change the default administrator password and default signature puk.
- In case of changing them, you should know the codes you have set.

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- If you lock your usb token and do not remember the administrator password and puk you will not be able to use your usb token or your signature.
- In this case your Usb token should be replaced with a new one.

Steps to change token password.

Open the SafeNet Authentication Client Tools and choose Change token Password. SafeNet Authentication Client Tools -

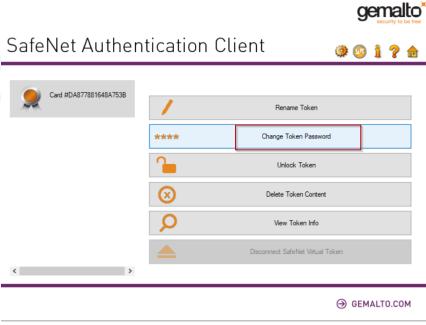


Figure 34-Change token password

At the current token password put: 0000 (4 zeros) and then set the new token password.

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SafeNet Authentic	ation Client	g	emalto	
Current Token Password:				
New Token Password:				
Confirm Password:				
The new password must comply	with the quality settings defined on t	he token.		0
A secure password has at least 8 numerals, and special characters	characters, and contains upper-ca (such as !, \$, #, %).	se letters, lower-ca	se letters,	
Current Language: EN				
Enter your current password.		OK	Cancel	
	re 35-Change token passwo		Cancel	
Figu	re 35-Change token passwo Gard #DA877881648A7538	rd	Cancel	
Figu. Change Password: C		rd		

Steps to change digital signature pin.

➢ Open SafeNet Authentication Client Tools ^{See} and choose Advanced View [™], Set digital signature pin 🛸, fill in the default digital signature PUK: **000000**, and click ок. Finally, set your personal pin (Note: At this point, you can set the same password as the token password for your convenience).

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	entication Clier		<u>* 💼 / / / / / / / / / / / / / / / / / / </u>
SafeNet Authentication Client Tools	🥺 🖡 🗊 🔚 🔪 🛛		
✓	Token name Token category Reader name Serial number (PKCS#11) Free space (minimum estimated) Hardware version	Card #DA877881648A75 Hardware AKS #dh 0 DA877881648A753B 71999 0.0	PIN 1
	Firmware version Card ID (GUID) Product name Model Card type	16.1 0x7C00002CAC5E10797C00002CAC5E1079 eToken 5110 CC (940) N/A ID Prime MD	°°)
	Applet Version Mask version Color Supported key size Token Password Token Password retries remaining	IDPrime Java Applet 4.4.2.A G286 N/A 4096 bits Present 5	
٢	Maximum Token Password retries	5	~
		⊖ GEMALTO.C	юм
F	igure 37-Change digital sigr	nature pin	
SafeNet Authent		gema	
SafeNet Authent Enter the Digital Signature PU	ication Client	e would	
SafeNet Authent	ication Client	e would	
SafeNet Authent Enter the Digital Signature PU	ication Client	e would	
SafeNet Authent Enter the Digital Signature PU Token Name: Digital Signature PUK:	ication Client JK: Card #DA877881	648A753B e: EN	
SafeNet Authent Enter the Digital Signature PU Token Name: Digital Signature PUK:	ication Client JK: Card #DA877881	648A753B e: EN	
SafeNet Authent Enter the Digital Signature PU Token Name: Digital Signature PUK: This is an unlicensed co	ication Client JK: Card #DA877881 [Current Language ppy for evaluation use only	648A753B e: EN - OK Car	
SafeNet Authent Enter the Digital Signature PU Token Name: Digital Signature PUK: This is an unlicensed co	ication Client JK: Card #DA877881	648A753B e: EN - OK Car	
SafeNet Authent Enter the Digital Signature PU Token Name: Digital Signature PUK: This is an unlicensed co	ication Client JK: Card #DA877881 [Current Language ppy for evaluation use only igure 38-Change digital sign	648A753B e: EN - OK Car nature pin	ncel
SafeNet Authent Enter the Digital Signature PU Token Name: Digital Signature PUK: This is an unlicensed co Fi	ication Client JK: Card #DA877881 [Current Language ppy for evaluation use only igure 38-Change digital sign	648A753B e: EN - OK Car	ncel
SafeNet Authent Enter the Digital Signature PU Token Name: Digital Signature PUK: This is an unlicensed co	ication Client JK: Card #DA877881 [Current Language ppy for evaluation use only igure 38-Change digital sign	648A753B e: EN - OK Car nature pin	ncel
SafeNet Authent Enter the Digital Signature PU Token Name: Digital Signature PUK: This is an unlicensed co Fi	ication Client JK: Card #DA877881 [Current Language ppy for evaluation use only igure 38-Change digital sign	648A753B e: EN - OK Car nature pin	ncel
SafeNet Authent Enter the Digital Signature PU Token Name: Digital Signature PUK: This is an unlicensed co Fi	ication Client JK: Card #DA877881 [Current Language ppy for evaluation use only igure 38-Change digital sign	648A753B e: EN - OK Car nature pin	ncel
SafeNet Authent Enter the Digital Signature PU Token Name: Digital Signature PUK: This is an unlicensed co Fi	ication Client JK: Card #DA877881 [Current Language opy for evaluation use only igure 38-Change digital sign	648A753B e: EN /- nature pin the same password with t	
SafeNet Authent Enter the Digital Signature PU Token Name: Digital Signature PUK: This is an unlicensed co Fi ur convenience, we re	ication Client JK: Card #DA877881 [Current Language ppy for evaluation use only igure 38-Change digital sign	648A753B e: EN Dature pin the same password with t thens	

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	Set PIN: Card #DA877881648	A753B	×	
ļ	SafeNet Authenticati	on Client	gemalto	
	New Digital Signature PIN: Confirm PIN:	lirst logon]	2
	The new PIN must comply with the q A secure PIN has at least 8 character and special characters (such as !, \$,	rs, and contains upper-case letters, lo	ower-case letters, numerals,	•••
	Current Language: EN Enter a new PIN.		OK Cancel	
-	Figure 39	-Change digital signature pin		-

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