

ADACOM

**Instructions for the Use of the
Advanced Certificate of
Electronic Seal of a Legal
Person through the AQS portal**



1. Introduction

This document includes detailed instructions for your registration process in the AQS portal of ADACOM and the process of the issuance of an advanced electronic seal of a legal person.

2. User Registration at AQS portal

You will need to register on the AQS portal of ADACOM 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 "Register": <https://aqz-portal.adacom.com/aqz-portal/landing.xhtml>

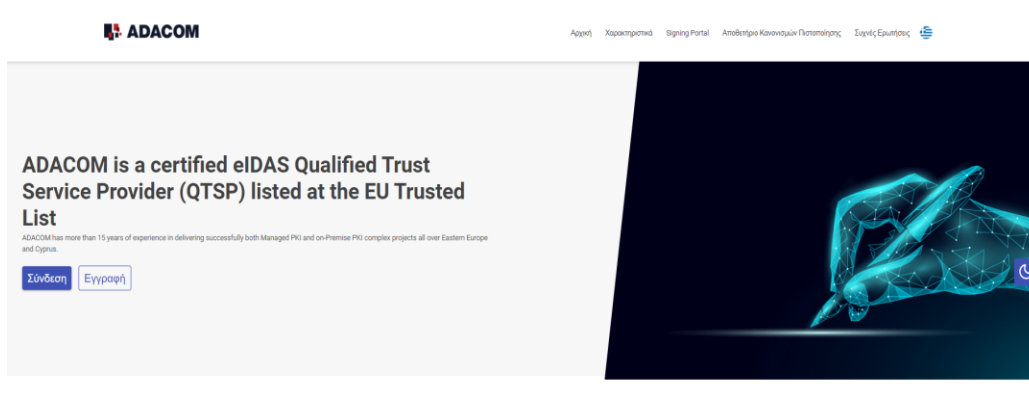


Figure 1- Adacom's AQS Portal

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

- Complete the creation of your account by filling in the information requested according to the image below and 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-Create Account

- 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- Acceptance of terms

5. Your account has been successfully created and you have received an email to activate it. Once you follow the link in your email, your account will be activated, and you can login.

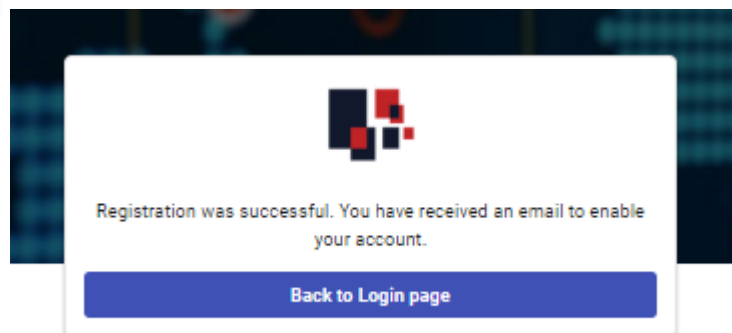


Figure 5-Completion of registration

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http: www.adacom.com

email: customer-support@adacom.com

3. How to sign in to your account

1. Visit the following link and select "Login": <https://aqs-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 **Login**.

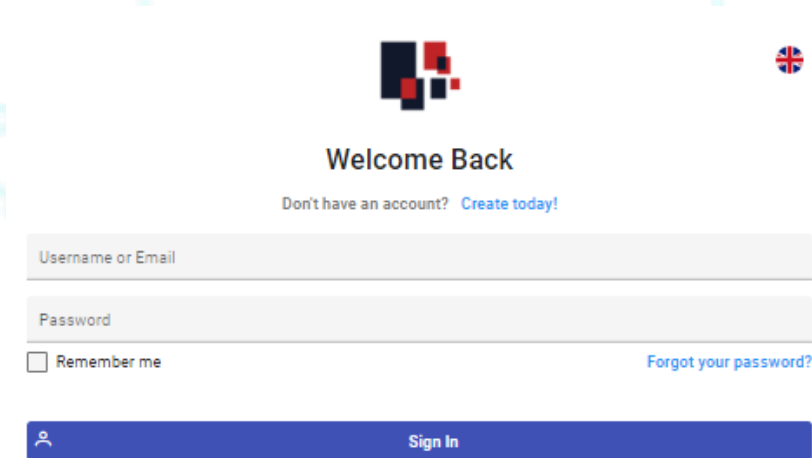


Figure 6 - User login

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

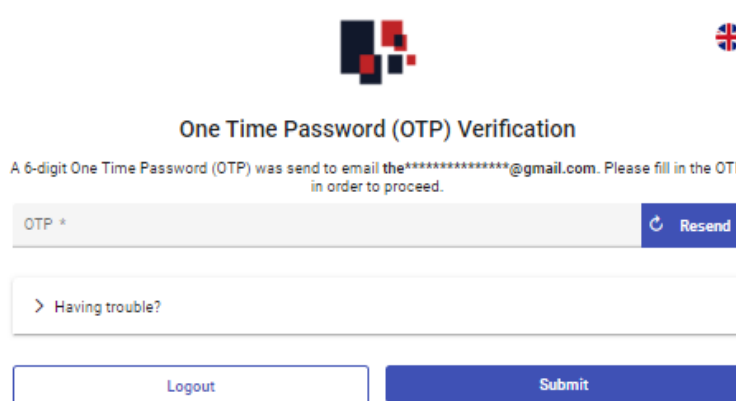


Figure 7- Verification with OTP code

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

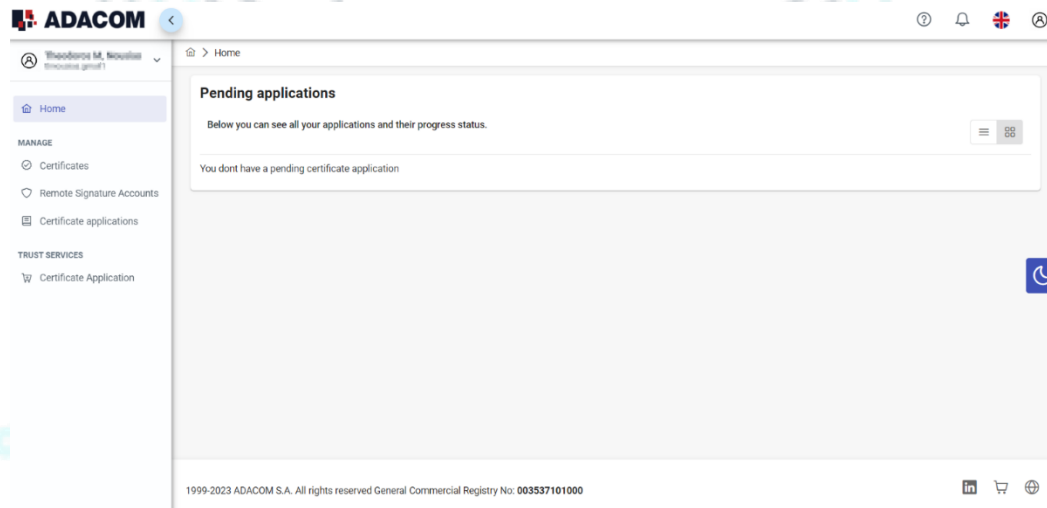


Figure 8- AQS portal- Home Page

4. Instructions for submitting your application.

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

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

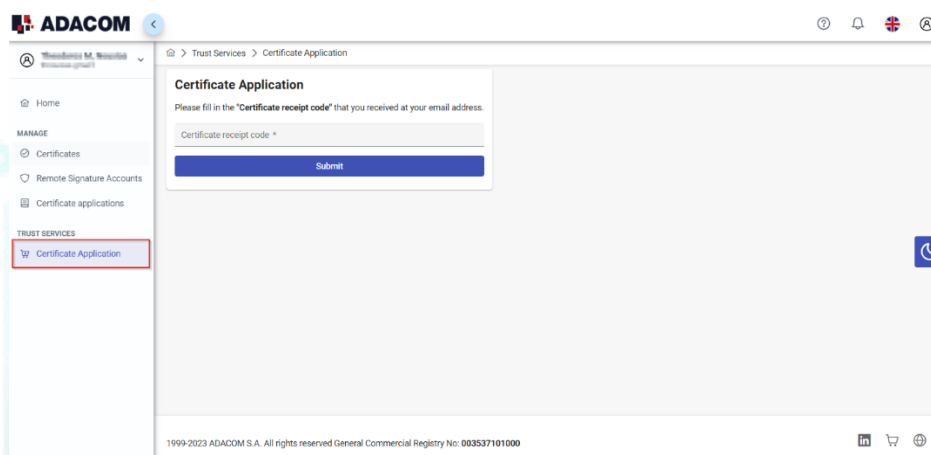


Figure 9-Enter Certificate receipt code.

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http: www.adacom.com

email: customer-support@adacom.com

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:

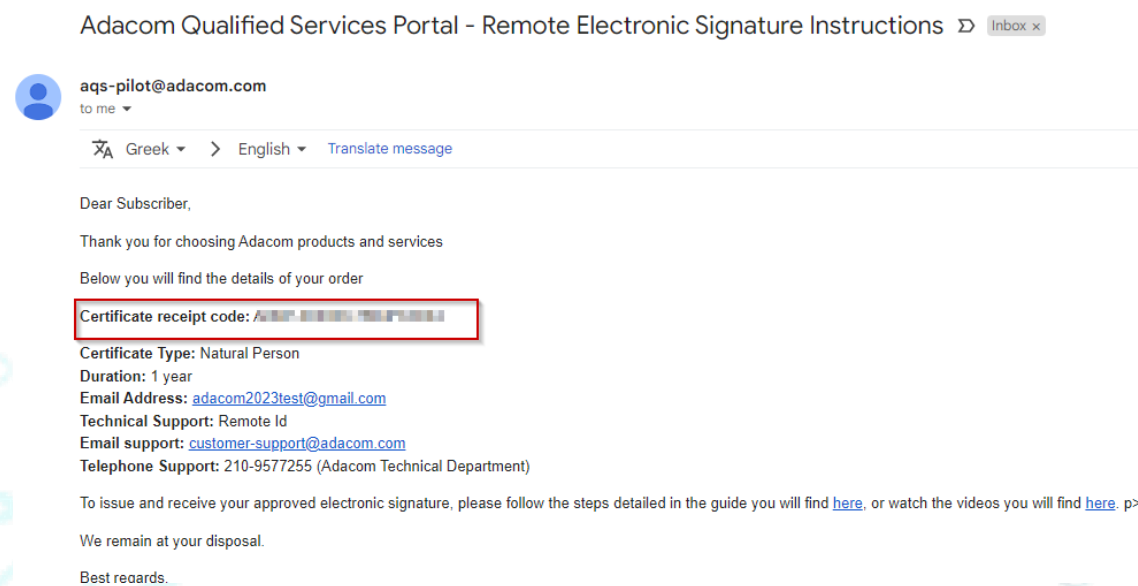


Figure 10-Certificate receipt number

2. You will see the information about your order details, you must scroll down and accept the terms & conditions and then choose the "Next" button to continue.

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Home

MANAGE

- My Certificates
- Remote Signature Accounts
- Certificate applications

TRUST SERVICES

- New Certificate Application

1 INTRODUCTION

2 CERTIFICATE DETAILS

3 NATURAL PERSON DETAILS

4 LEGAL PERSON DETAILS

5 COMPLETE APPLICATION

Introduction

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

Order details	
Certificate	ADACOM
Certificate type	Qualified Person associated with Legal Person
Identification method	Legal IDENTITY
Technical Support	Human support

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

- You should select the New legal person button to fill in the details of the Legal Person as well as the authorized legal person representative details.

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Home

MANAGE

- My Certificates
- Remote Signature Accounts
- Certificate applications

TRUST SERVICES

- New Certificate Application

1 INTRODUCTION

2 LEGAL PERSON DETAILS

3 COMPLETE APPLICATION

(Optional) Select a previously saved Legal Person *

New legal person

Please select the file that contains the CSR by clicking to the button Upload File.
If you need help please follow the instructions that you will find here.

Upload Certificate Signing Request (CSR)

Upload file

Back **Next** →

Figure 12 – New Legal Person Information

- The details of the Legal Person must be filled in with the same way as they stated to business registry and the company's documents. The same should be with the details of the authorized legal representative details.
You should then select the '**Upload File**' button to upload the csr you have created.

You can follow the instructions you will find [here](#) to create a csr.

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Trust Services > New Certificate Application

1 INTRO

2 LEGAL PERSON DETAILS

3 COMPLETE APPLICATION

Legal Person Details Reset

Legal Person's Name *

Department Legal Distinguished Nam

VAT / NTR Number type * Select VAT / NTR Number country * Select Country VAT / NTR Number *

Country * Select country

Telephone Number (fixed line) Select Country Telephone Number (fixed line)

Legal Person Representative Details

Representative's Name Representative's Surname

ID type * Select ID type ID Number *

E-mail Address *

Please select the file that contains the CSR by clicking to the button Upload File.
If you need help please follow the instructions that you will find here.

Upload Certificate Signing Request (CSR)

Upload file

Back Next

Figure 13 –Legal Person Details

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

ADACOM <

Trust Services > Certificate Application

1 INTRO

2 LEGAL PERSON DETAILS

3 COMPLETE APPLICATION

Your application has been saved. To continue please download the PDF document below and follow the instructions below:

Download Certificate Application PDF

In order for us to process your request you will need to send us the following identification documents:

- ID document of the duly authorized person to whom the certificate will be issued. Copy of ID or Passport certified by the KEP or notary public
- The application form you have downloaded which will include a verification of the applicant's original signature
- Certificate of representation from GEMI and/or any other official document of the legal person which proves its Name, TIN, and legal representative(s)
- Authorization with which the applicant is authorized by the Legal Person to request the issuance of the electronic signature. For more information click here

OR

If you have a valid Qualified Certificate for Electronic Signature you can digitally sign the required identification documents and upload them by choosing the button **Upload Document**. The Subscriber must make sure that his/her Qualified Certificate has been initially issued based on physical identity verification.

Certificate renewal using this method is allowed only once.

The Subscriber's identity will need to be re-verified by physical presence in the next certificate renewal.

For more information please click here

Upload file

Finish

Back

Figure 14 - Complete Application

5. Instructions for the user identification

1. **Via Physical Presence:**

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

- ✓ ID document of the duly authorized person to whom the certificate will be issued: Identity Card or Passport certified as being an exact copy of the original, at a notary public or by an attorney.
- ✓ The application form verified as to the authenticity the subscriber's signature at a notary public. (Available to the subscriber upon completion of his online request through the AQS portal.)
- ✓ Certificate of representation from GEMI and/or any other official document of the legal person which proves its Name, TIN, and legal representative(s).
- ✓ Authorization with which the applicant is authorized by the Legal Person to request the issuance of the electronic signature.

2. **Using an existing qualified electronic signature:**

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

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

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

More information about ID documents can be found [here](#).

Application Process

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

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

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http: www.adacom.com

email: customer-support@adacom.com

6. Instructions to activate your electronic seal.

To receive and activate your approved electronic seal you must follow the steps below:

1. From the left menu select **Home** and then the button

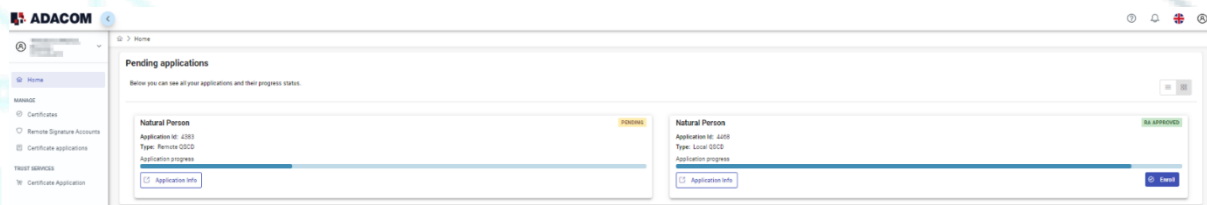
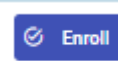


Figure 15- Activation of electronic signature

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

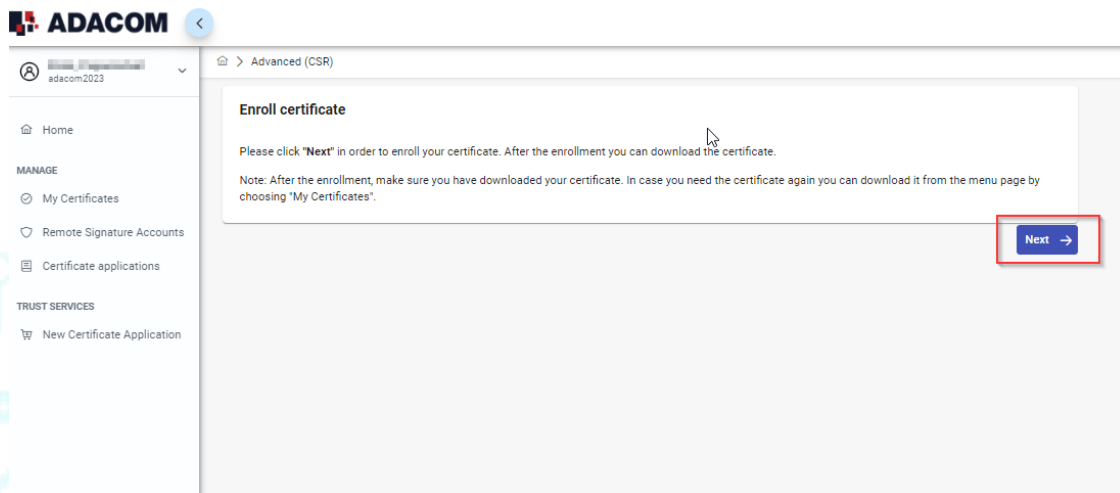


Figure 16-Introduction

3. Your certificate has generated. You can click at "Download" to receive it.



Figure 17-Certificate Generated

- 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.

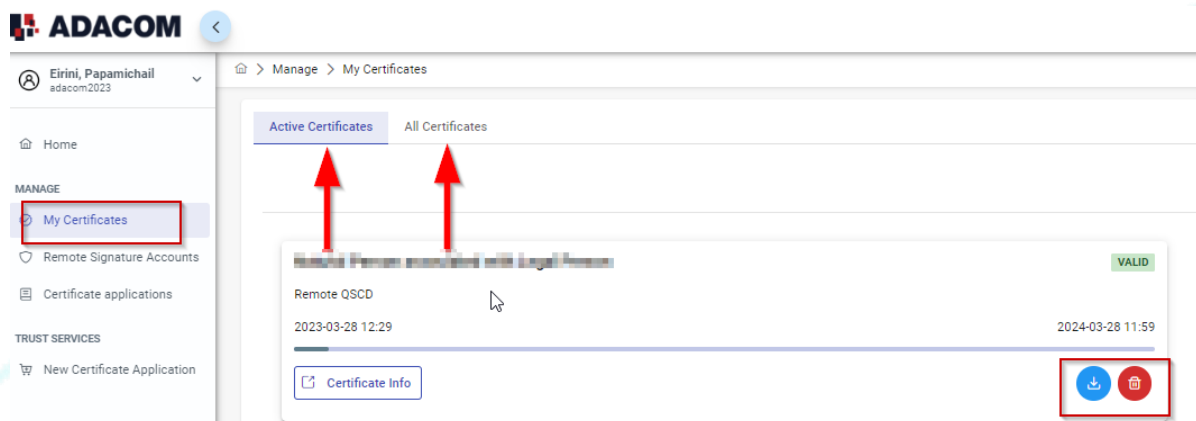


Figure 18- My certificates