

# ADACOM

SECURITY BUILT ON TRUST

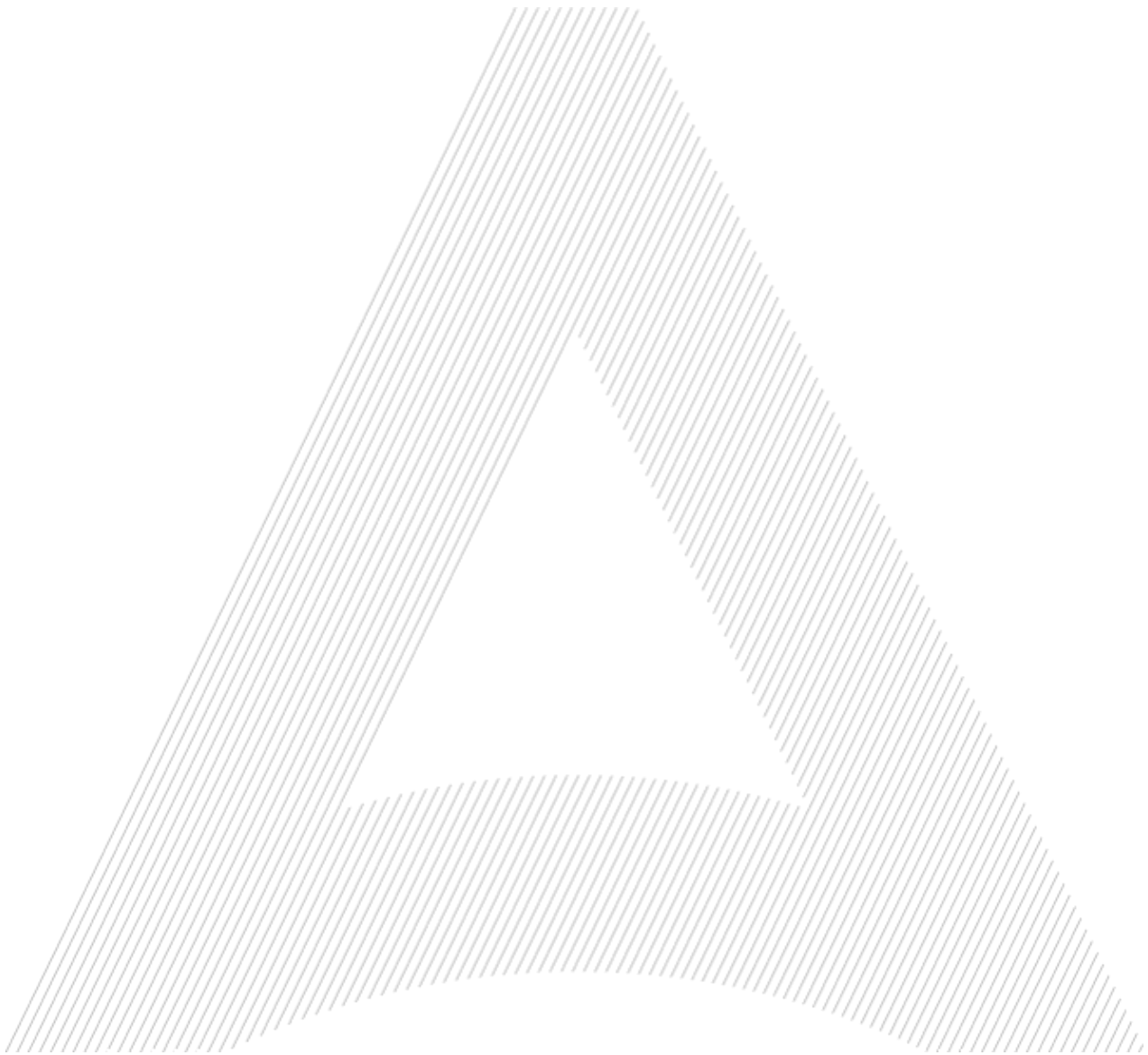
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## **Guidelines for issuing of Advanced Certificate for Electronic Seal of a Legal person via AQS portal**

## 1. Introduction

This document contains detailed instructions for the registration process on the AQS portal of ADACOM and the process of issuing an advanced certificate for electronic seal of a Legal person.



## 2. User registration in the AQS portal

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

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

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

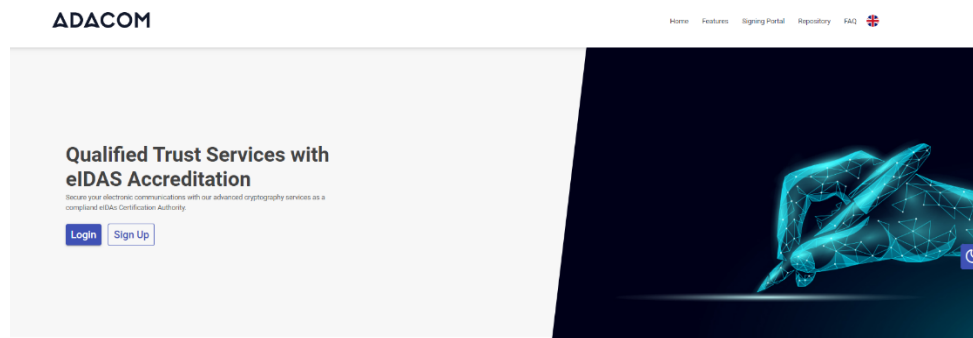


Figure 1- Adacom's AQS Portal

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

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

ID type \*  
Select ID type

ID Number \*

← Back

Next →

Figure 3-Registration Form- Natural Person Information

4. 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

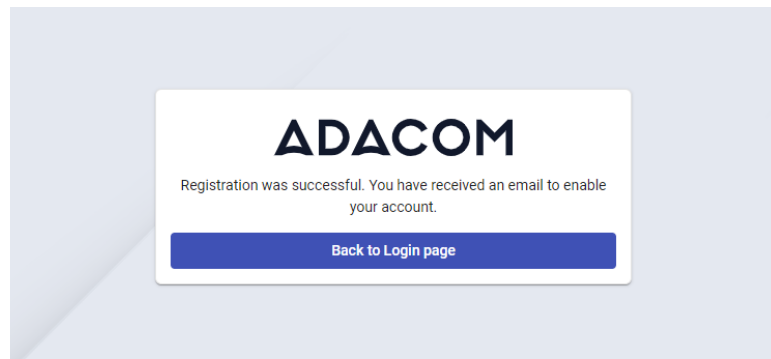
reCAPTCHA  
Privacy - Terms

← 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.



*Figure 5-Successful registration*

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

### 3. Instructions to sign in to your account

1. Visit the following link and select "**Login**": <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**.

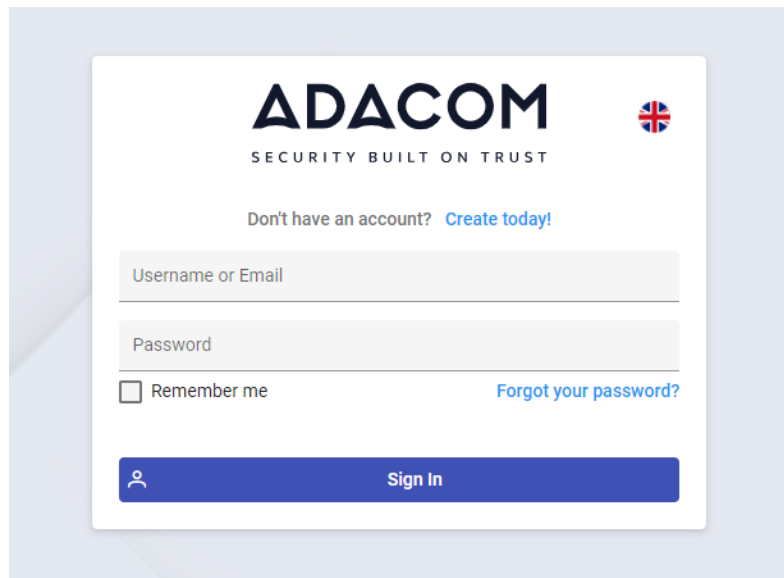
The image shows the ADACOM login page. At the top, the ADACOM logo is displayed with the tagline "SECURITY BUILT ON TRUST" and a UK flag icon. Below the logo, there is a link "Don't have an account? Create today!". The login form consists of two input fields: "Username or Email" and "Password". Below these fields, there is a checkbox for "Remember me" and a link "Forgot your password?". At the bottom of the form is a blue button with a user icon and the text "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**.

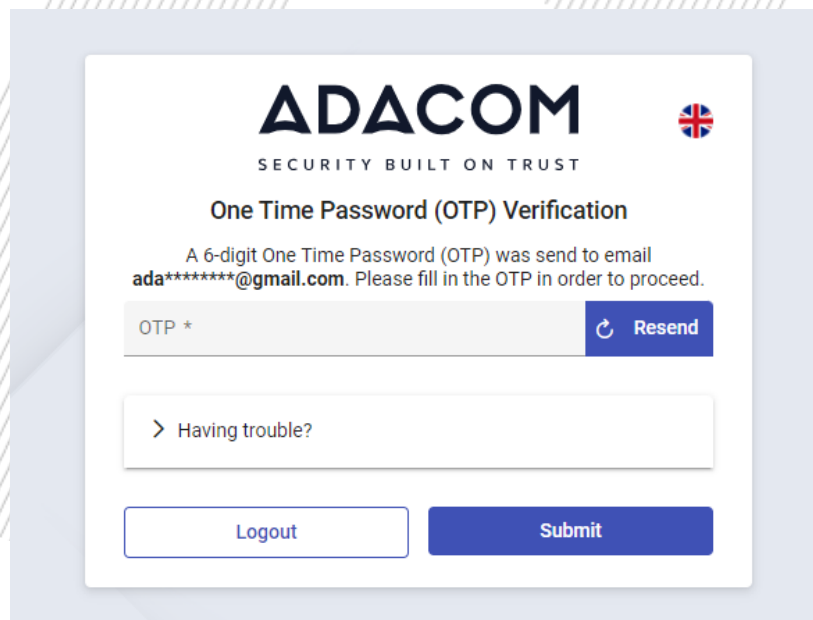
The image shows the ADACOM OTP verification page. At the top, the ADACOM logo is displayed with the tagline "SECURITY BUILT ON TRUST" and a UK flag icon. Below the logo, the title "One Time Password (OTP) Verification" is shown. A message states: "A 6-digit One Time Password (OTP) was send to email ada\*\*\*\*\*@gmail.com. Please fill in the OTP in order to proceed." Below this message is an input field for the OTP, labeled "OTP \*", and a blue button with a refresh icon and the text "Resend". Below the input field is a link "> Having trouble?". At the bottom of the form are two buttons: "Logout" and "Submit".

Figure 7 - OTP Verification

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

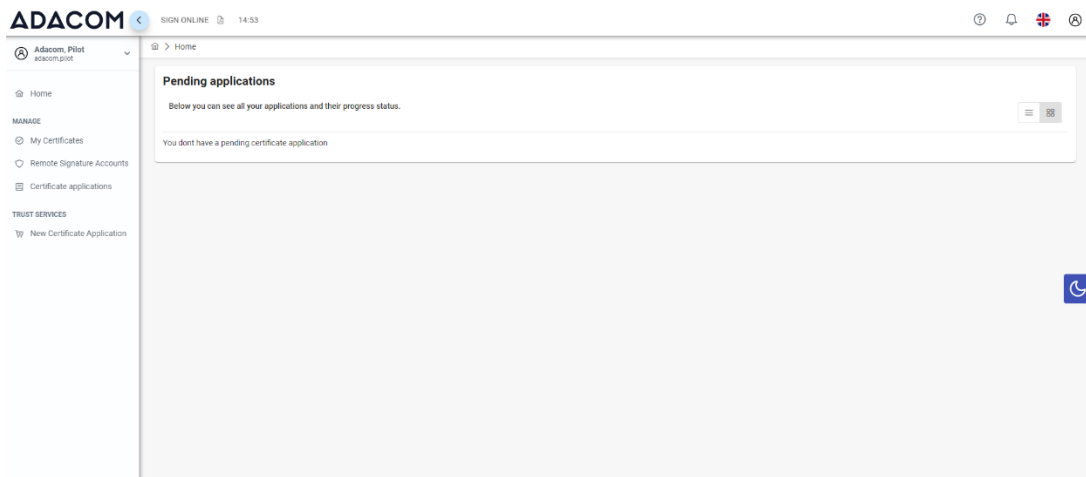


Figure 8- AQS portal Home Page



## 4. Instructions for submitting your application.

Once you complete your order through the ADACOM e-shop, you will receive in your email the 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**

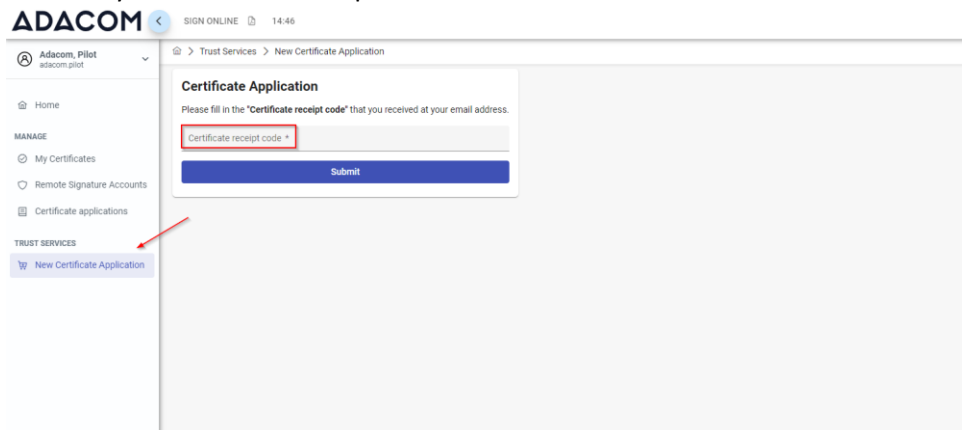


Figure 9 - Electronic Signature Instruction Email

### 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:



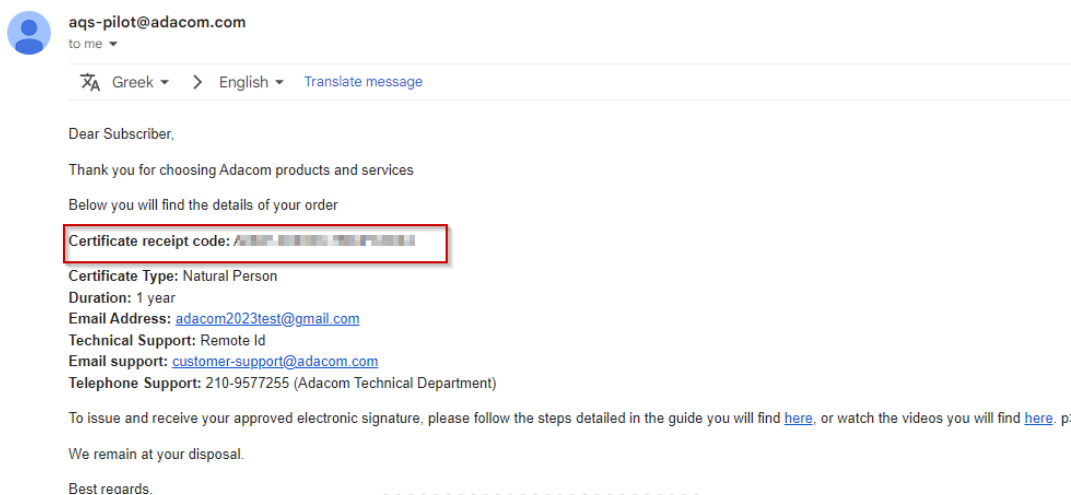
Adacom Qualified Services Portal - Remote Electronic Signature Instructions ▸ Inbox x

Figure 10-Certificate Receipt Number

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

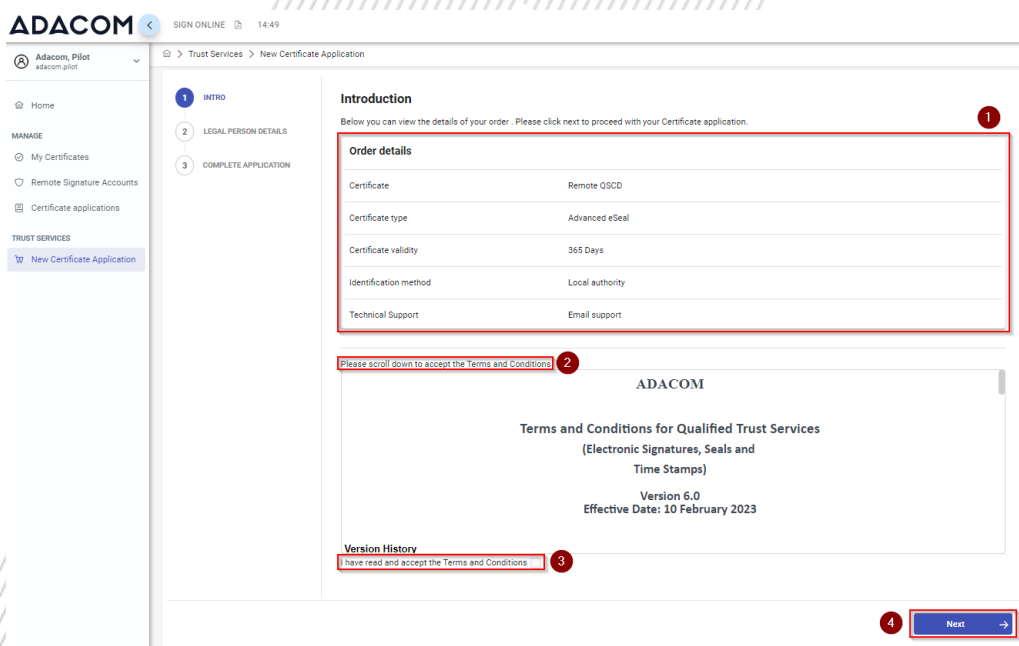


Figure 11-Order Details

- 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.

Figure 12- Certificate 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.

Figure 13- Form for filling in data

- Then, before finalizing your application by clicking complete, make sure to download your application for the advanced certificate.

ADACOM SIGN ONLINE 14:52

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 COMPLETE APPLICATION

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

[Download Certificate Application PDF](#) 1

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

- ID document, 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. 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](#)

[Back](#)

2 [Finish](#)

Figure 14- Application completed

## 5. Instructions for Identification.

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

### 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](mailto: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.](#) )

## 6. Instructions to activate your advanced seal.

To issue and activate your advanced electronic seal login to your portal account, and follow the steps below:

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

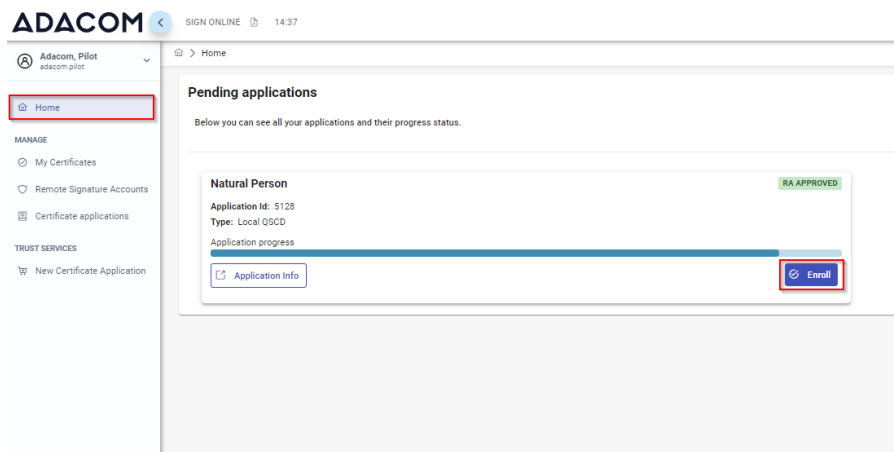


Figure 15 - List of submitted applications.

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

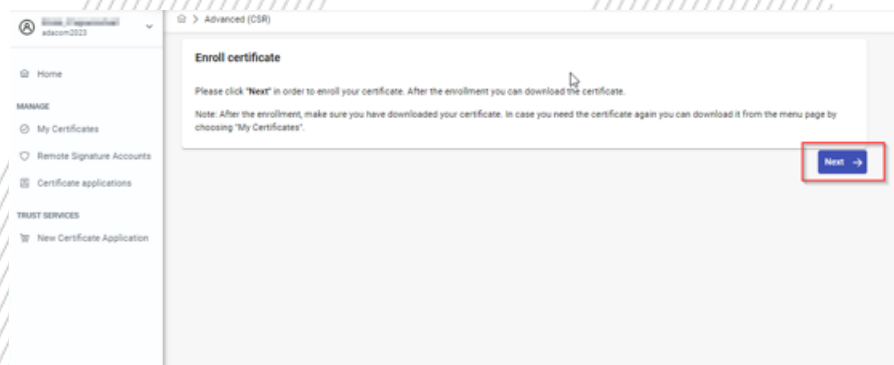


Figure 16-Introduction

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



Figure 16-Certificate Generated

4. From the option "**My certificates**" that you will find on the left menu, you can see the information about 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.

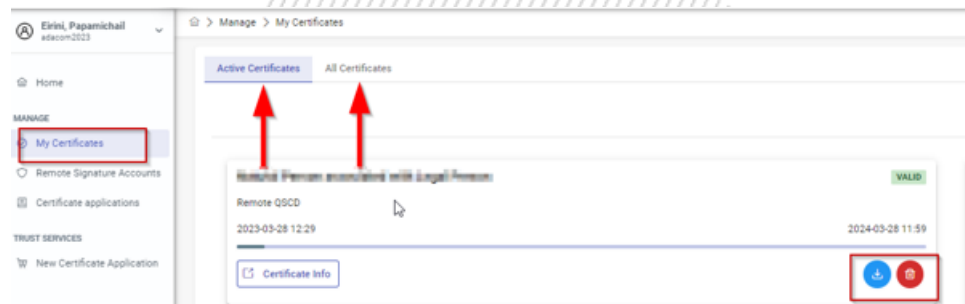


Figure 17- My certificates





SECURITY BUILT ON TRUST

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