

ADACOM

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



1. User Registration at AQS portal

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

Note: If you already have an account on 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/aqs-portal/landing.xhtml>

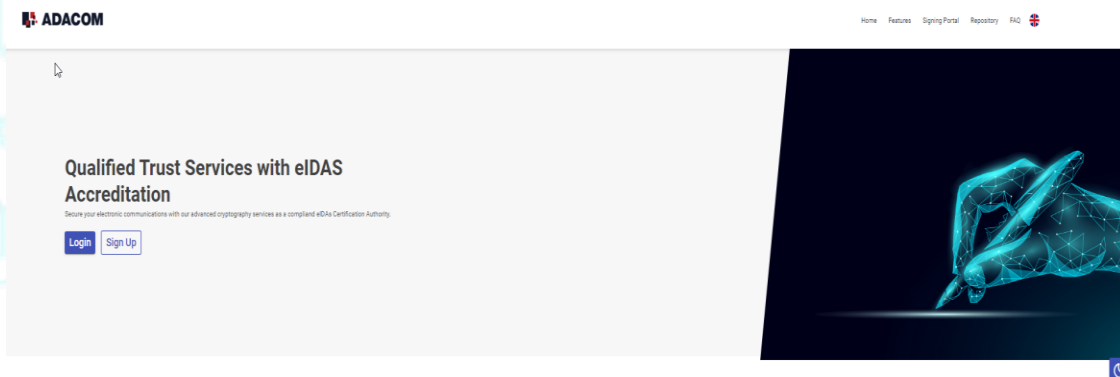


Figure 1- Adacom's AQS Portal

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 *	
<div>Next →</div>	

Figure 2 Registration Form – Account Credentials
Kreontos 25, GR 10442 Athens

3. Complete the creation of your account by filling in the requested information 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 *	ID Number *
Select ID type	

← 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



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

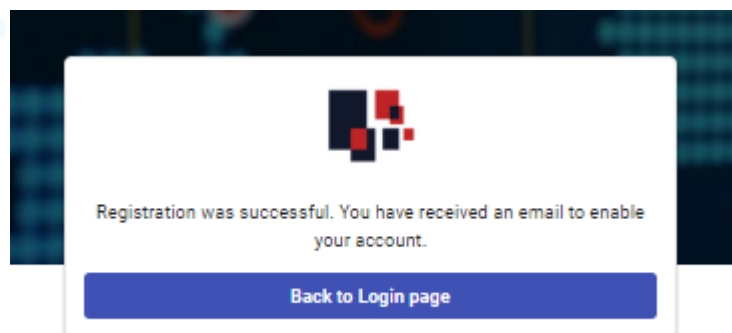


Figure 5 – successful registration.

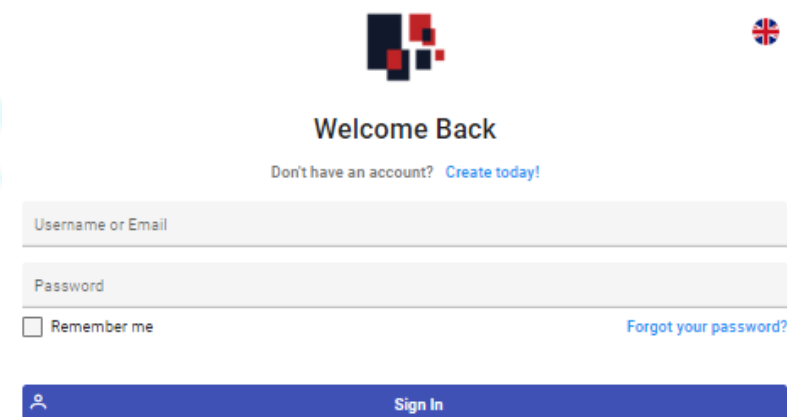
Kreontos 25, GR 10442 Athens

http: www.adacom.com

email: customer-support@adacom.com

2. Instructions to sign in to your account

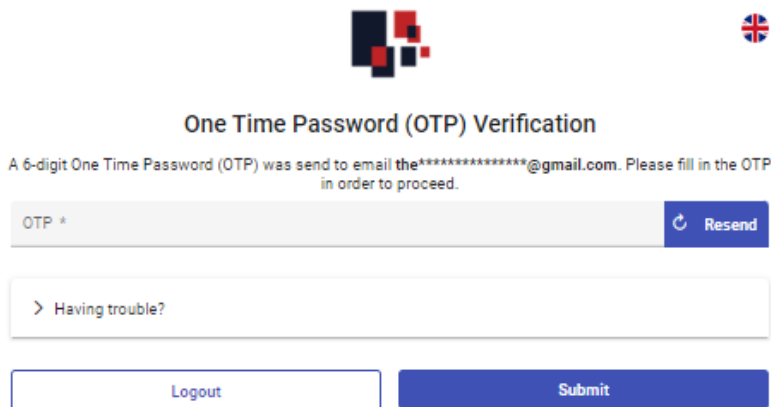
1. Visit the following link and select "Login": <https://aqg-portal.adacom.com/aqg-portal/landing.xhtml> Enter the **Username or Email** and **Password** you set during your registration in the AQS portal and click Login.



The login form features the ADACOM logo and a UK flag at the top. Below the header, it says "Welcome Back" with a link "Don't have an account? Create today!". The form includes two input fields: "Username or Email" and "Password". There is a checkbox for "Remember me" and a link "Forgot your password?". At the bottom is a blue "Sign In" button with a user icon.

Figure 6 - User Login

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



The OTP verification form features the ADACOM logo and a UK flag at the top. The title is "One Time Password (OTP) Verification". Below the title, it says "A 6-digit One Time Password (OTP) was send to email the*****@gmail.com. Please fill in the OTP in order to proceed." The form includes an input field for "OTP *" with a "Resend" button. There is a link "> Having trouble?". At the bottom are two buttons: "Logout" and "Submit".

Figure 7 - OTP Verification

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

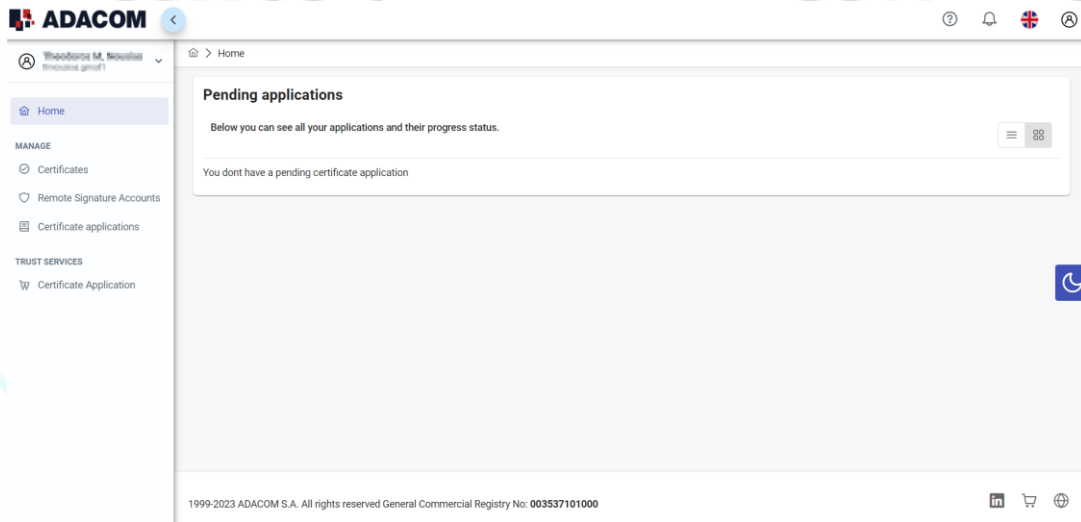


Figure 8 - AQS Portal Home Page

3. 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**.

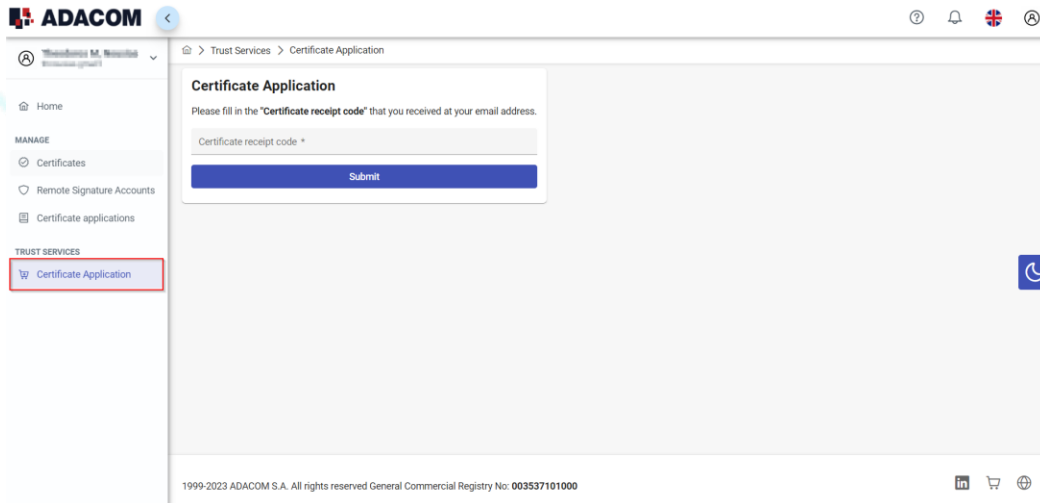


Figure 9 - Enter Certificate receipt code.

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:

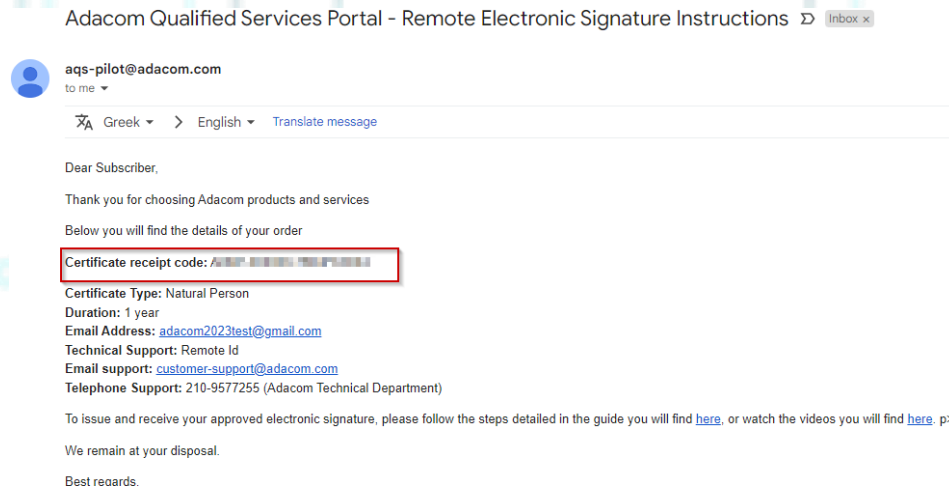


Figure 10 - Electronic Signature Instruction Email

- 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.

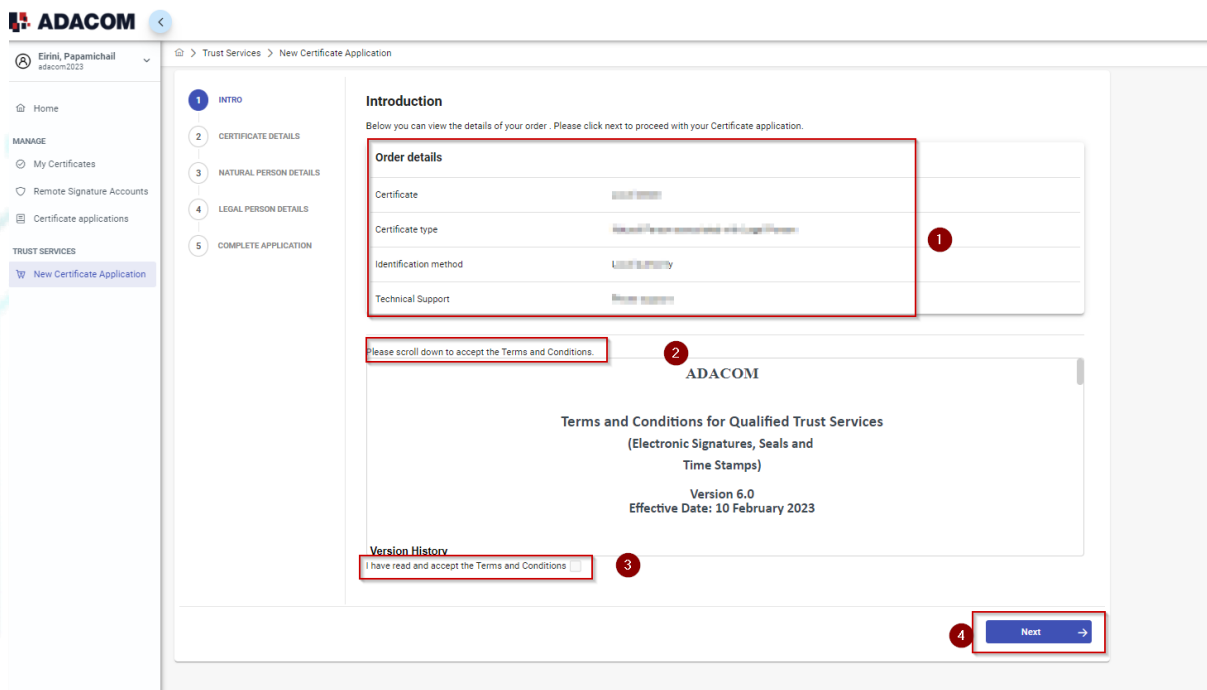


Figure 11 - Order Details

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http: www.adacom.com

email: customer-support@adacom.com

3. 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.

Figure 12 – New Legal Person Information

4. 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 representative.

Figure 13 –Legal Person Details

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<http://www.adacom.com>

email: customer-support@adacom.com

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

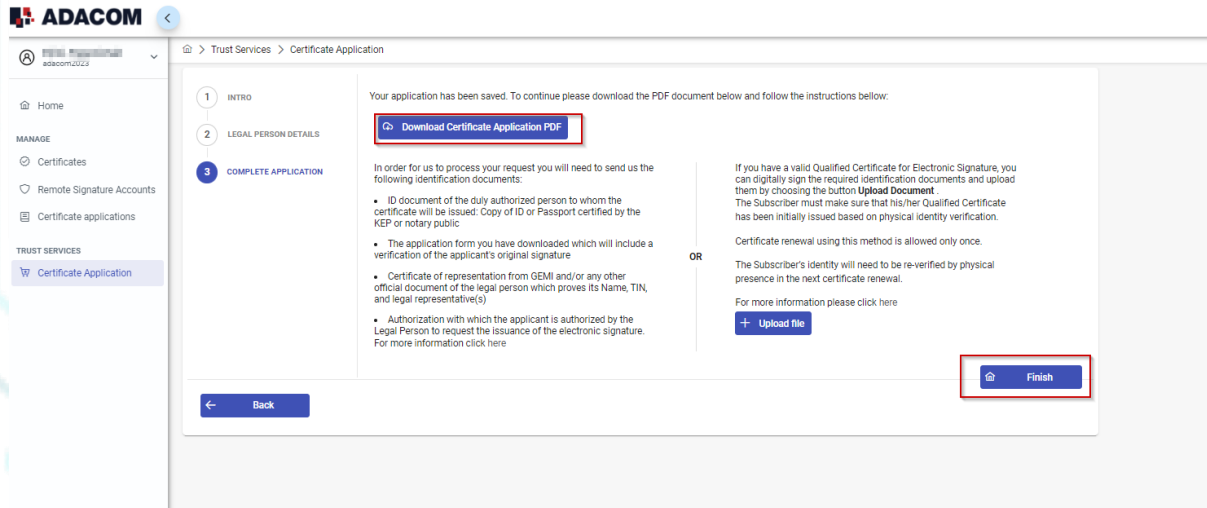


Figure 14 - Complete Application

4. 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.

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http: www.adacom.com

email: customer-support@adacom.com

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](#).)

5. Instructions to activate your electronic seal.

To issue and activate your qualified electronic seal login to your portal account (see paragraph 3), and follow the steps below:

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



on your RA approved application.

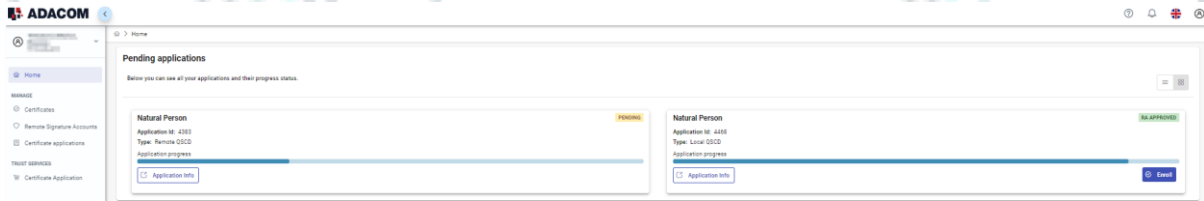


Figure 15 - List of submitted applications.

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

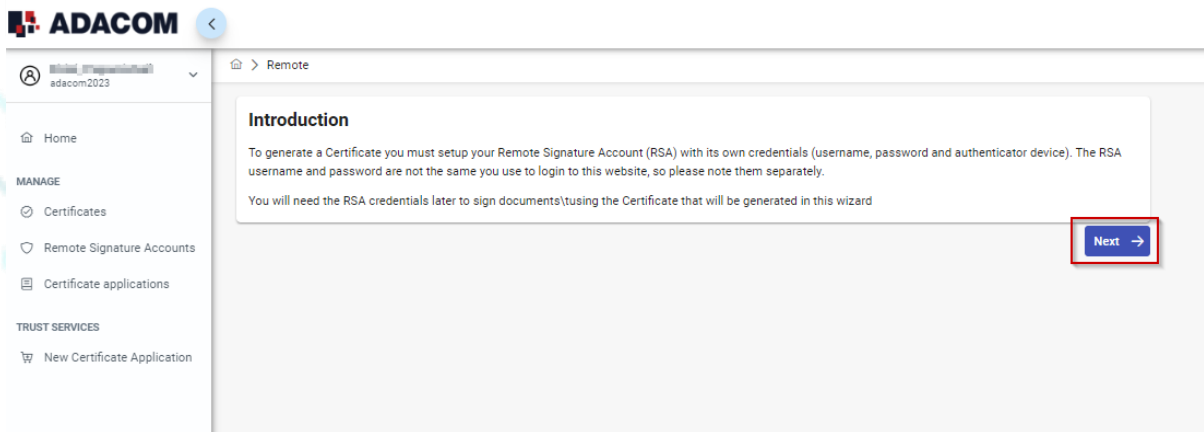


Figure 16-Introduction

3. You must keep the RSA username generated by the system as you will use it to log in to www.aqs-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 17- Enable Electronic signature

4. Your certificate has been successfully created!

Figure 18-Successful activation of electronic signature

5. 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.

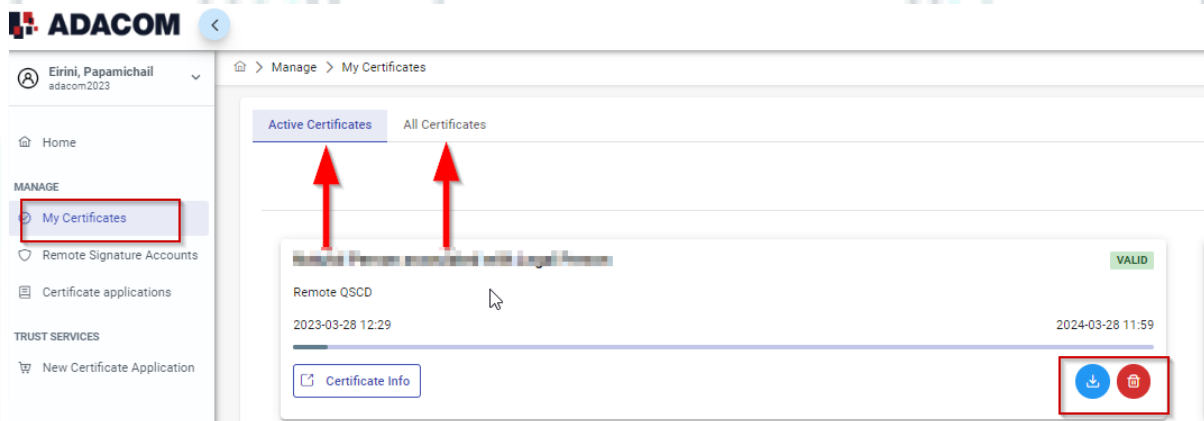


Figure 19-My Certificates