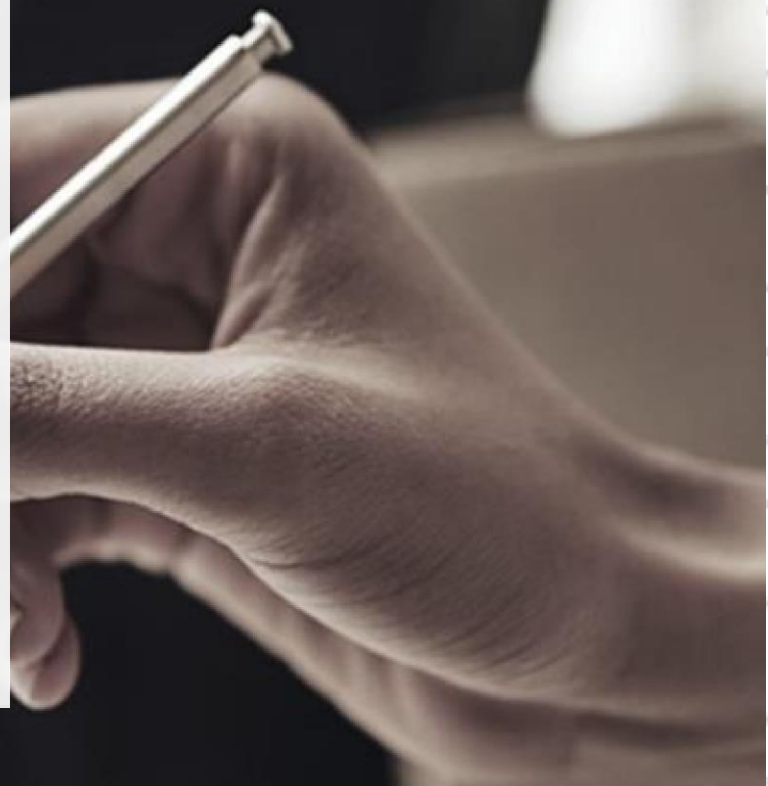# ADACOM

Instructions for Use of a Remote Qualified Certificate of Electronic Signature of a Natural Person associated with a Legal Person through AQS portal.

1. Introduction

This document includes detailed instructions for your registration process in the AQS portal of ADACOM and the procedure for issuing a remote qualified electronic signature of a natural person associated with legal person.

2. 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.
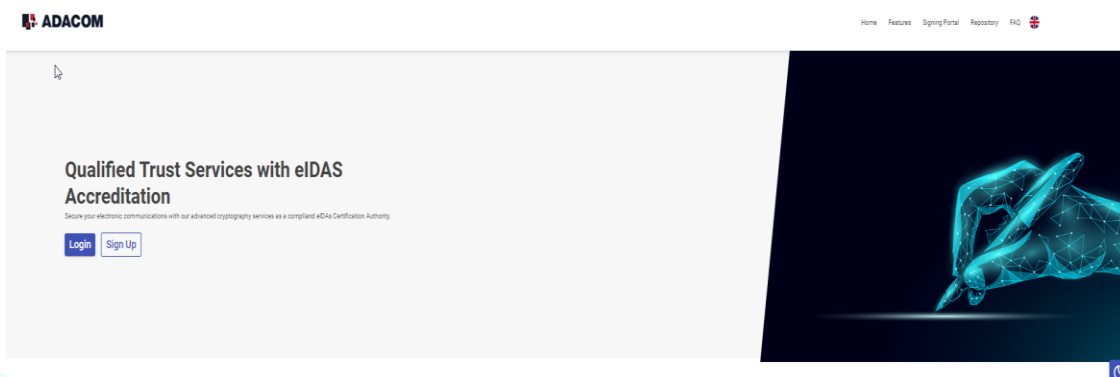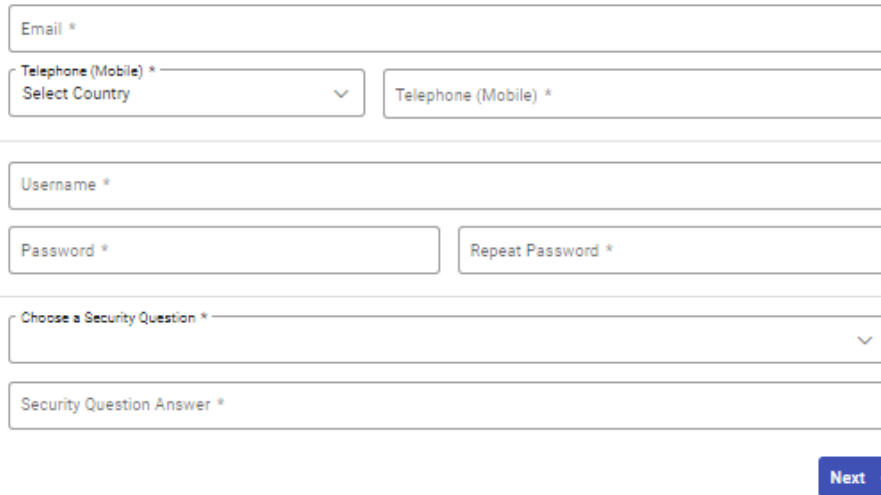
1. Visit the following link and select **"Sign up"**: https://aqs-portal.adacom.com/aqs-portal/landing.xhtml

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 *

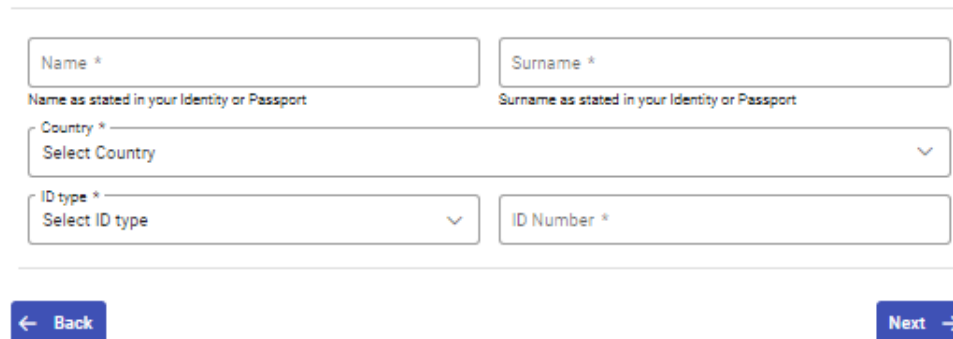Choose a Security Question *   ⌄

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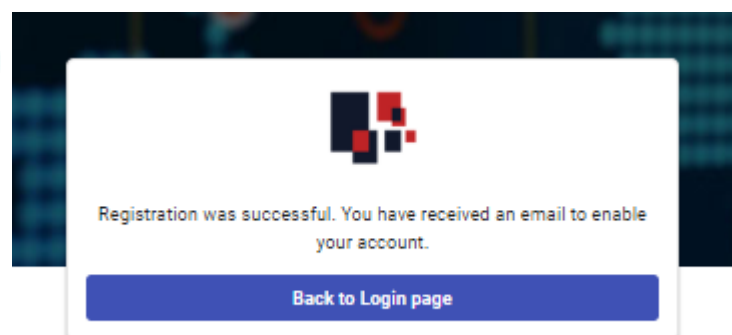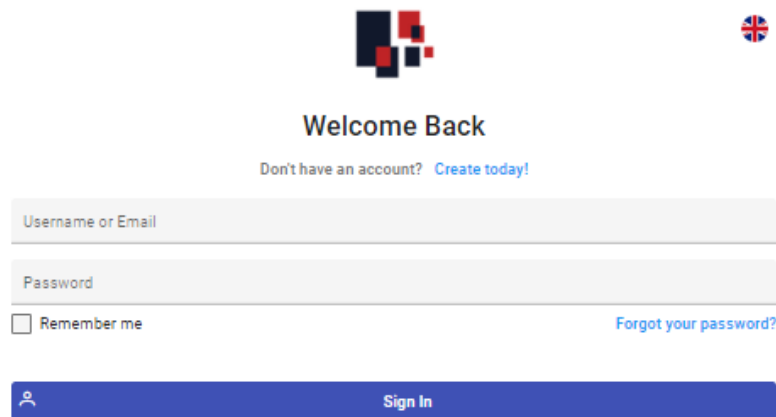

Registration was successful. You have received an email to enable your account.

Back to Login page

Figure 5 – successful registration.

Kreontos 25, GR 10442 Athens

http: www.adacom.com

email: customer-support@adacom.com

3. Instructions to sign in to your account
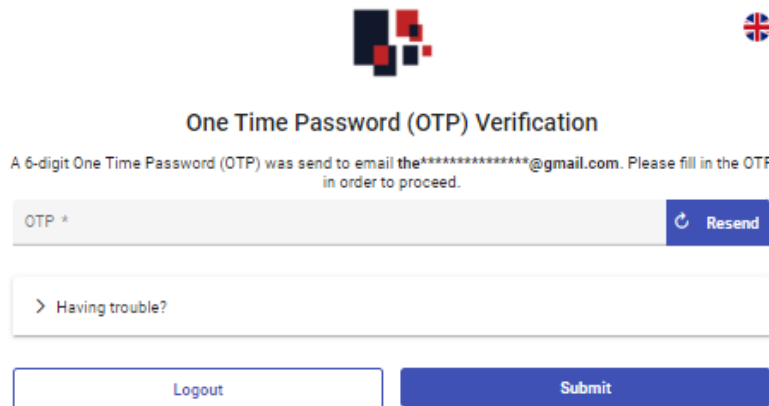
1. Visit the following link and select "**Login**": https://aqs-portal.adacom.com/aqs-portal/landing.xhtml Enter the **Username or Email** and **Password** you set during your registration in the AQS portal and click Login.

Welcome Back

Don't have an account? Create today!

Username or Email

Password

☐ Remember me   Forgot your password?

👤   **Sign In**

Figure 6 - User Login

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

One Time Password (OTP) Verification

A 6-digit One Time Password (OTP) was send to email **the***************@gmail.com**. Please fill in the OTP in order to proceed.

OTP *   ↻ **Resend**

> Having trouble?

| Logout | **Submit** |

Figure 7 - OTP Verification

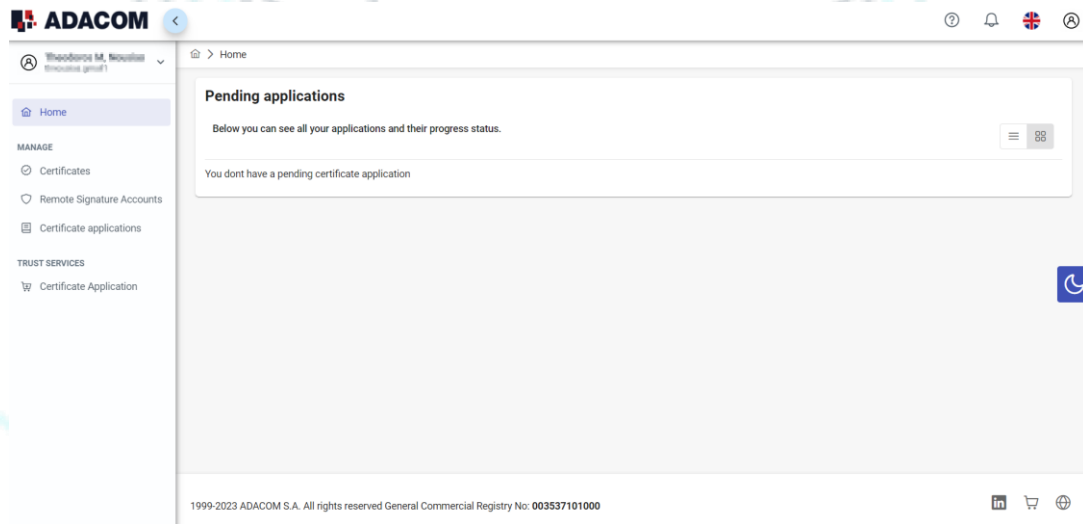3. You have successfully logged into your account. Welcome!

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 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.**
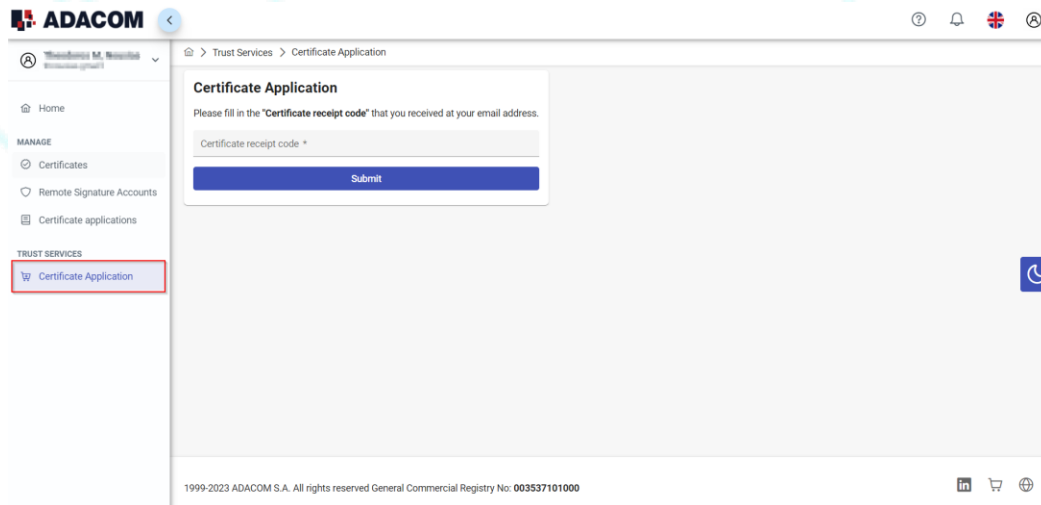

Figure 9 - Enter Certificate receipt code.

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

Image 1-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.

Figure 11 - 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**:

Kreontos 25, GR 10442 Athens

http: www.adacom.com

email: customer-support@adacom.com

- o Default (recommended)
  If you choose the default, the serial number of your certificate will be a random code.
- o Id or Passport
  If you select ID card, the serial number of your certificate will be your ID 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 option above).
- o VAT number (Tax information)
  If you choose a VAT number, the serial number of your certificate will be your VAT number.

Figure 12 - Serial Number Type Selection

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 exactly the same way as it appears on your passport or ID card, otherwise your application will be rejected.

Image 13 - Certificate Information

5. You must choose the button **New Legal Person** to fill in the information of the Legal Person as well as the authorized legal representative.

Figure 14 – New Legal Person Information

6. 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 15 –Legal Person Details

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

Figure 16 - 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.)

6. 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 ⊘ Enroll on your RA approved application**.**
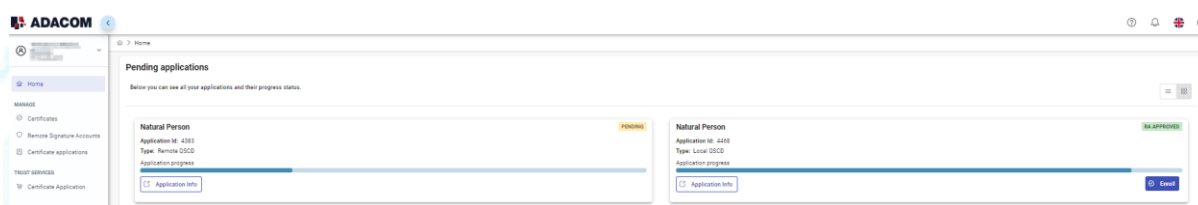

Figure 17 - List of submitted applications.

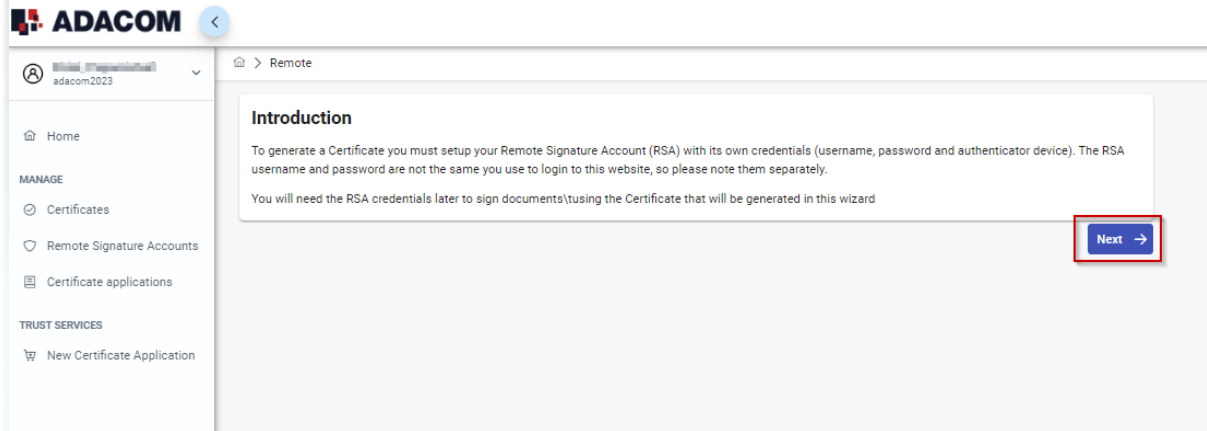2. In the introduction that appears, select **Next.**

Figure 18-Introduction

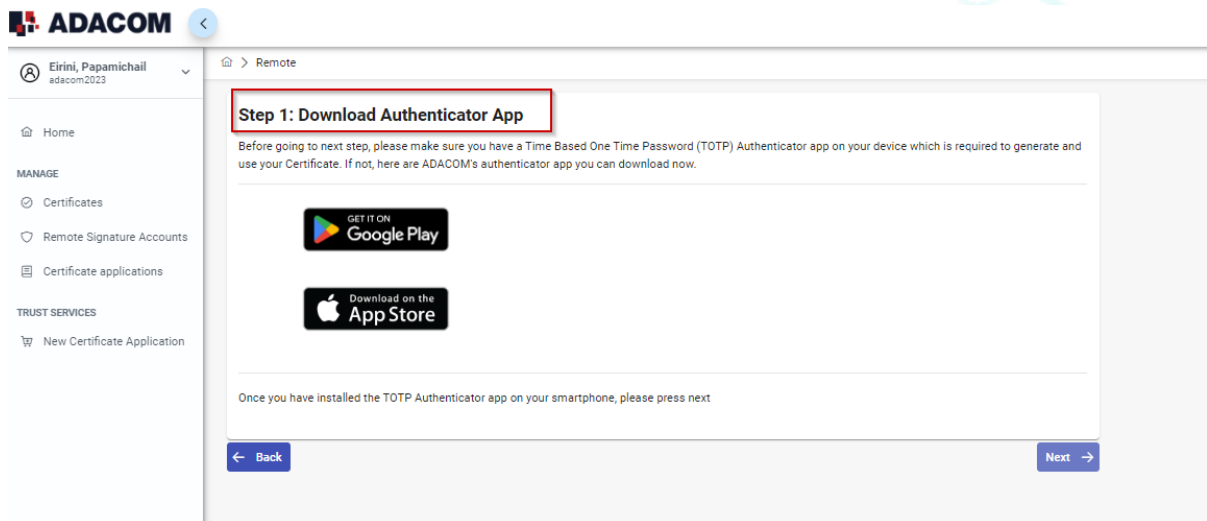3. Then you must download ADACOM's authenticator app on your mobile phone. Then select **Next.**

Figure 19- Authenticator App

4. **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.**
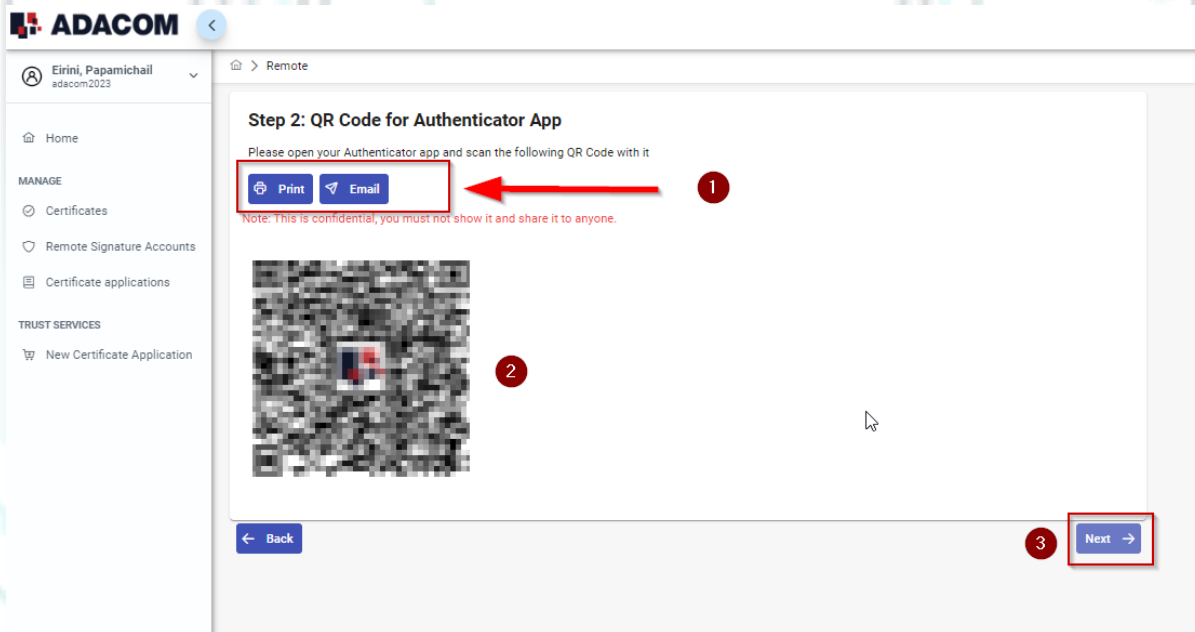
Figure 20-QR code scanning

5. In the step 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.
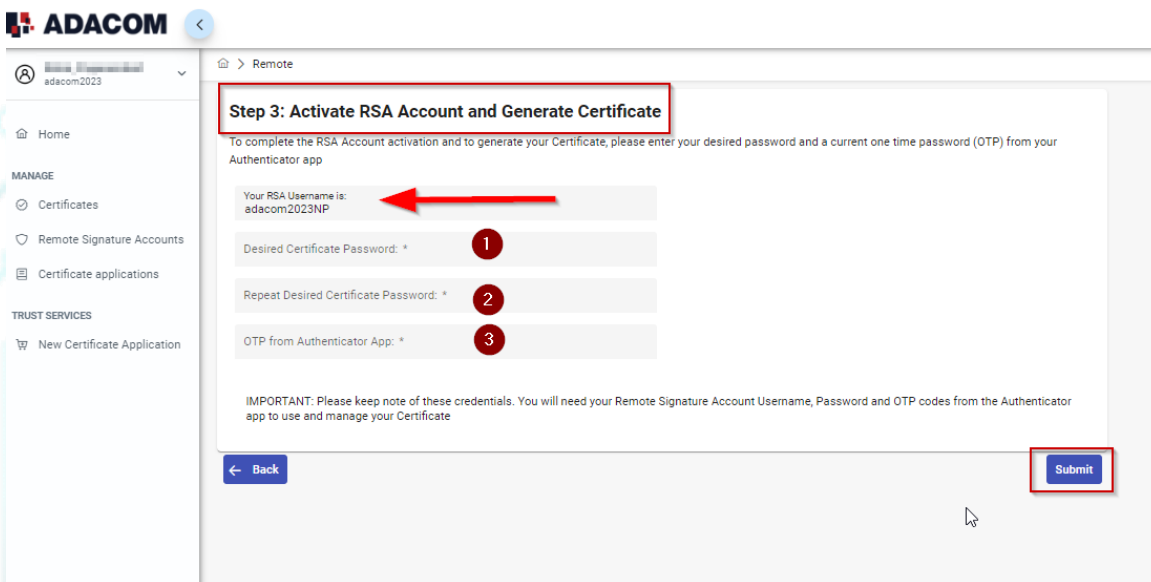   3. you will enter the OTP code from the authenticator app.

Figure 21-Enable Electronic signature

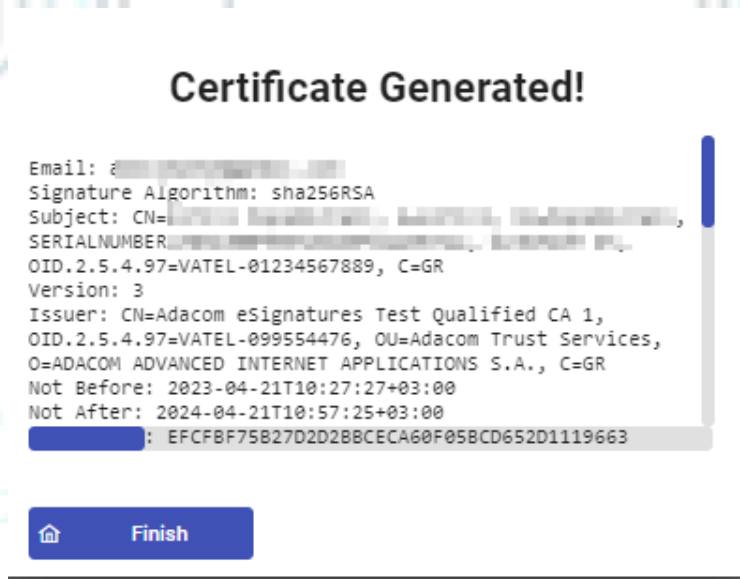6. Your certificate has been successfully created!

Figure 22-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.
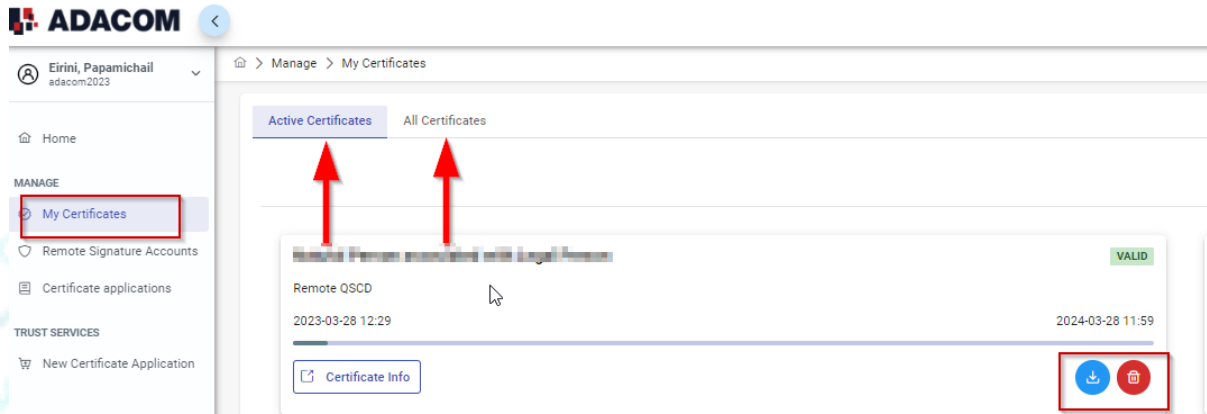

Figure 23-My Certificates

7. Instructions to sign a document.

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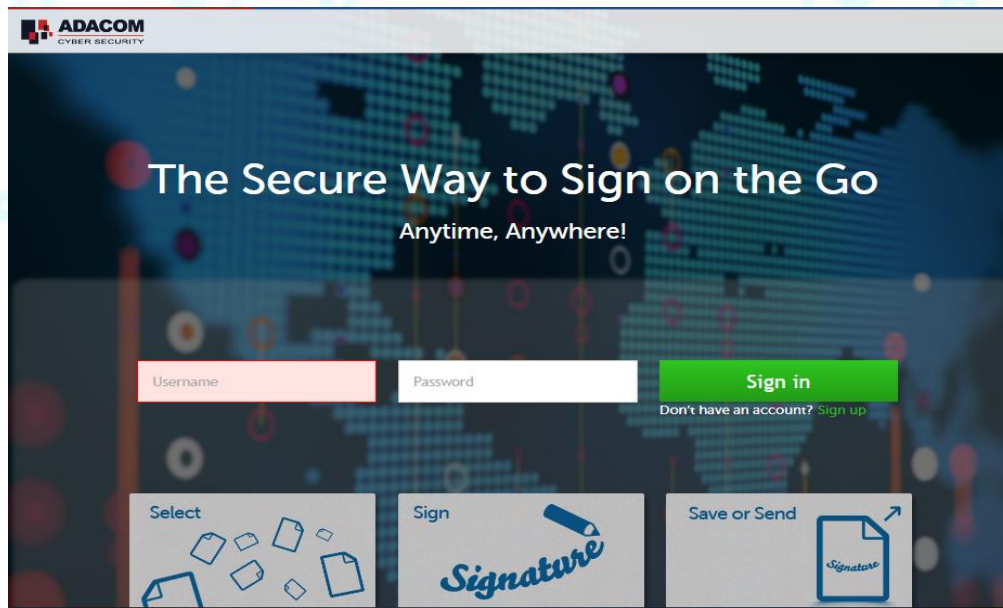

Figure 24-Login to AQS sign

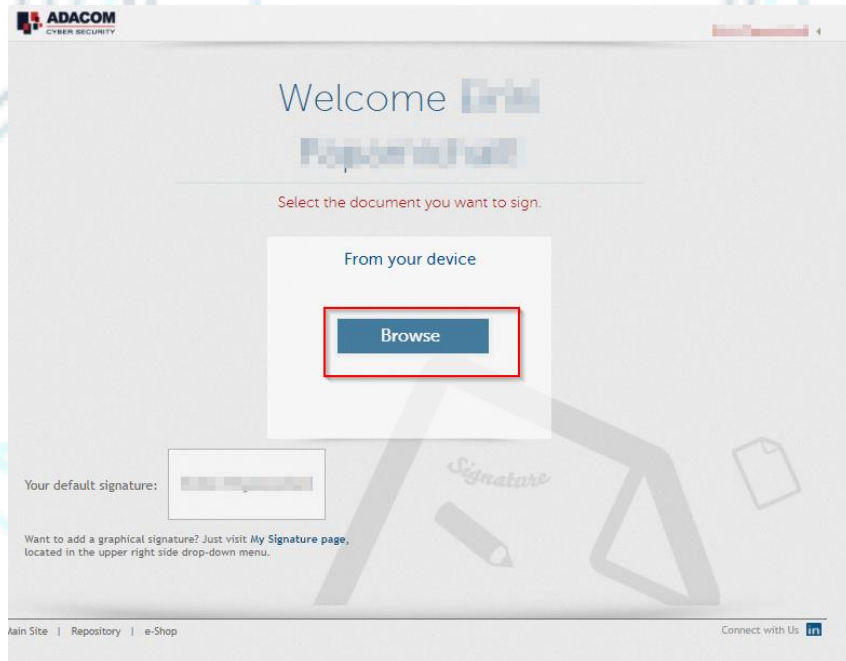3. Using the Browse option, select the pdf file you want to sign.

Figure 25-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.
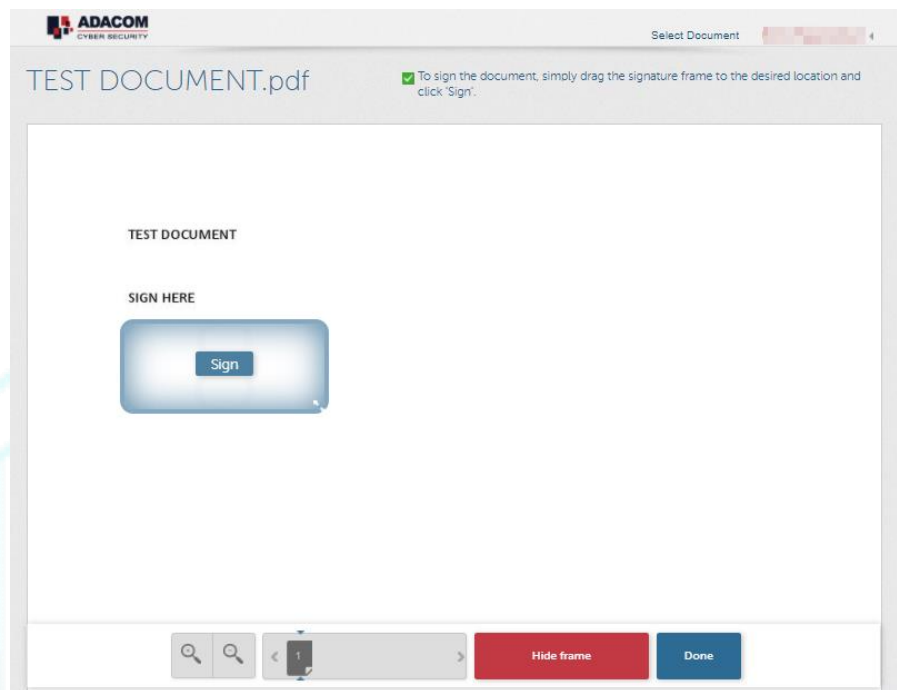

Figure 26-Specify where you want to put your signature

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.
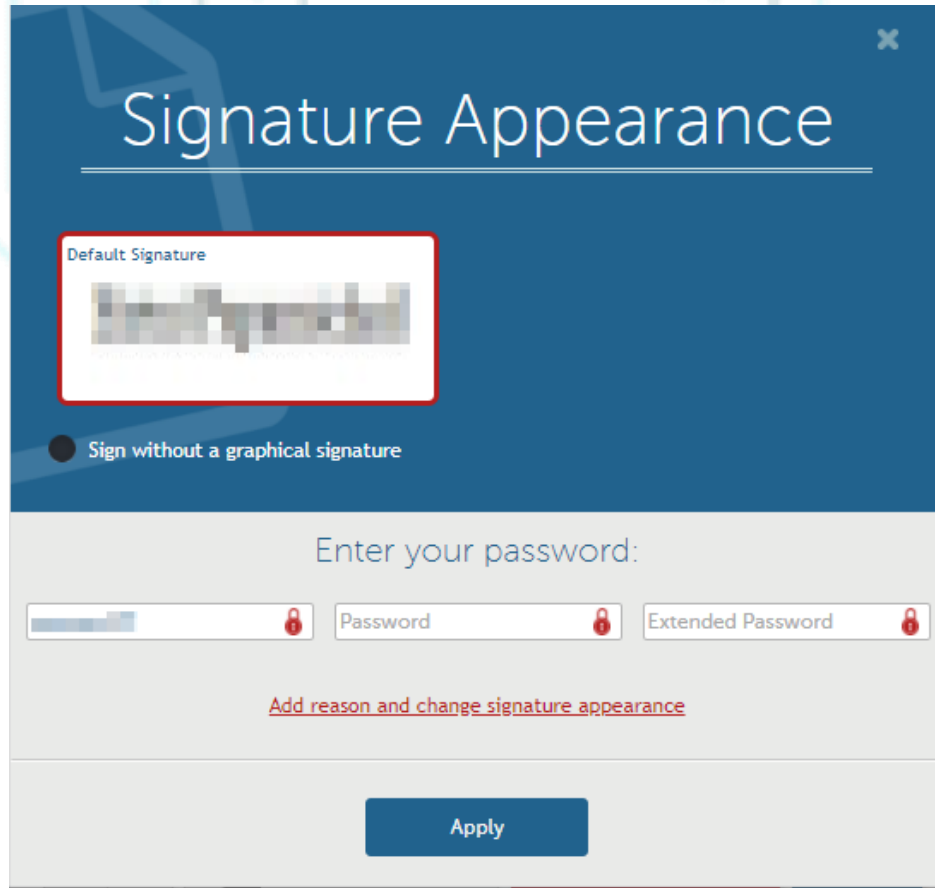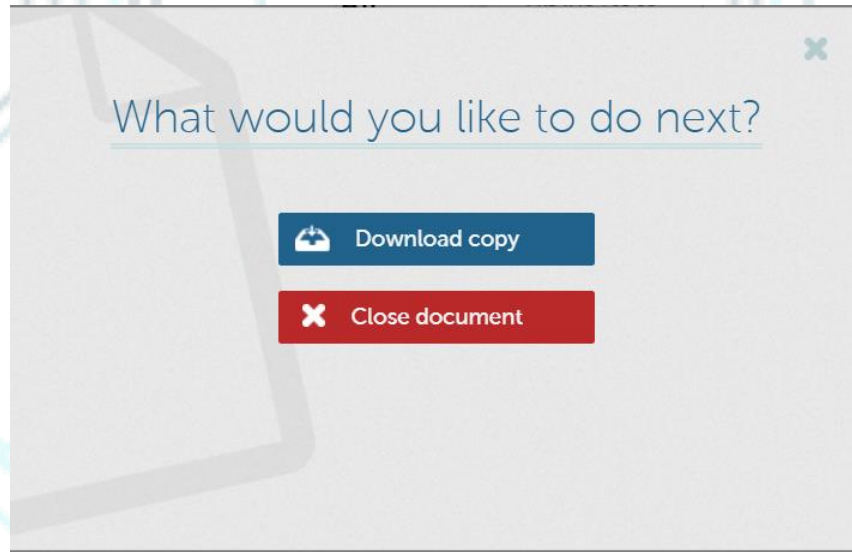
6. Choose "**Apply**"

Figure 27-Enter your password.

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

Figure 28-Download a copy of the signed document