Instructions for the Use of a Qualified Certificate for Electronic Signature of a Natural Person in a USB token through the AQS portal



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1. Introduction

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

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

ADACOM	Home Features Signing-Portal Repository FAQ 🛟
Qualified Trust Services with eIDAS Accreditation Interpretations and appropriate and an experimentation and appropriate and an experimentation and appropriate appropriate and appropriate appropriste appropriate appropriate appropriste appropriate appropriate appr	
Login 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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http: <u>www.adacom.com</u> email: <u>customer-support@adacom.com</u> 2 | Page.

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Signup Form

Welcome to Aqs portal registration form! Please fill out the following fields to get started.

Email *	
Telephone (Mobile) * V Select Country V Telephone (Mobile) *	Ξ΄.
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	0
Country *		
Select Country		× /
r ID type * Select ID type	∽ ID Number *	= >° //
Figure 3 Registrat	ion Form - Natural Person Information	Next ->
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





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

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Submit

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ructions to sign in to your account the following link and select "Login": https://aqs-portal.adacom.com/s a/landing.xhtml Enter the Username or Email and Password you set during your tration in the AQS portal and click Login.		SECURITY BUILT ON TRUST
the following link and select "Login": https://aqs-portal.adacom.com/r al/landing.xhtml Enter the Username or Email and Password you set during you tration in the AQS portal and click Login.		
the following link and select "Login": https://aqs-portal.adacom.com/s al/landing.xhtml Enter the Username or Email and Password you set during y tration in the AQS portal and click Login.	nstructions to sign in to your accour	nt 🚺 🦷
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Welcome Back Dorthave an accourt? Create today! Username or Email Password Password Penember me Figure 6 - User Login The Article Password (OTP) Verification Adigit One Time Password (OTP) was send to email the************************************	.	*
Username or Email Password Remember me Forgot your password? Sign In Figure 6 - User Login The viel be sent to your email, enter it in the relevant field and click Submit. One Time Password (OTP) Verification Adoite to proceed. One Time Password (OTP) verification Adoite to proceed. Ore Time Password (OTP) verses fill in the OTP Cone Time Password (OTP) verses fill in the OTP Other Time Password (OTP) verses fill in the OTP Other Time Password (OTP) verses fill in the OTP Other Time Password (OTP) verses fill in the OTP Other Time Password (OTP) verses fill in the OTP Other Time Password (OTP) verses fill in the OTP Other Time Password (OTP) verses fill in the OTP Other Time Password (OTP) verses fill in the OTP Other Time Password (OTP) verses fill in the OTP Other Time Password (OTP) verses fill in the OTP Other Time Password (OTP) verses fill in the OTP Other Time Password (OTP) verses fill in the OTP Other Time Password (OTP) verses fill in the OTP Other Time Password (OTP) verses fill in the OTP Other Time Password (OTP) verses fill in the OTP Other Time Password (OTP) verses fill in the OTP Other Time Password (OTP) verses fill in the OTP Other Time Password (OTP) verses fill in the OTP Other Time Password (OTP) verses fill in the OTP in the 	Welcome Back	್ಲ
Username or Email Password Remember me Figure 6 - User Login The value be sent to your email, enter it in the relevant field and click Submit. The value be sent to your email, enter it in the relevant field and click Submit. The office of the value	Don't have an account? Create today!	
Password Remember me Figure 3- User Login The will be sent to your email, enter it in the relevant field and click Submit. The transmitted of the sent to your email, enter it in the relevant field and click Submit. The transmitted of the sent to your email, enter it in the relevant field and click Submit. The transmitted of the sent to your email, enter it in the relevant field and click Submit. The transmitted of the sent to your email, enter it in the relevant field and click Submit. The transmitted of the sent to your email the transmitted of the sent in order to proceed. The transmitted of the sent to proceed. The sent of the sent to your email the transmitted of the sent of the sent in order to proceed. The sent of the sent to your email the sent to proceed. The sent of the sent to your email the sent to proceed. The sent of the	Username or Email	~
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Figure 6 - User Login The will be sent to your email, enter it in the relevant field and click Submit. Image: Control of the sent to your email, enter it in the relevant field and click Submit. A 6-digit One Time Password (OTP) was send to email the******@gmail.com. Please fill in the OTP in order to proceed. Image: OTP * Image: Control of the send contr	A Sign In	
TP will be sent to your email, enter it in the relevant field and click Submit .	Figure 6 - User Login	
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A 6-digit One Time Password (OTP) was send to email the************************************	One Time Password (OTP) Verific	cation
OTP * C Resend Having trouble? Logout Submit	A 6-digit One Time Password (OTP) was send to email the ************************************)gmail.com. Please fill in the OTP
Having trouble? Logout Submit	OTP *	C Resend
Logout Submit	A Having trouble?	
Logout Submit	> having double:	
	Logout	Submit
Figure 7 - OTP Verification	Figure 7 - OTP Verification	
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http://www.adacom.com	Kreontos 25, GR 10442 Athens	Daga

ADACOM SECURITY BUILT ON TRUST 3. You have successfully logged into your account. Welcome! 0 4 * 8 (A) Theoderos M, Nousian ~ 命 > Home Pending applications 台 Home Below you can see all your applications and their progress status. ≡ 88 ⊘ Certificates You dont have a pending certificate application ote Signature Ac Certificate applications ST SERVICES S Certificate Application in 🗔 🕀 1999-2023 ADACOM S.A. All rights reserved General Commercial Registry No: 003537101000 Figure 8 - AQS Portal Home Page Kreontos 25, GR 10442 Athens 6 | Page. http: www.adacom.com email: customer-support@adacom.com

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, select the **Certificate receipt code**, enter the receipt code of your certificate and press **Submit**.

		© ₽ ╬ ⊗	
	Trust Services Certificate Application		
ය Home	Certificate Application Please fill in the "Certificate receipt code" that you received at your email address.		
MANAGE	Certificate receipt code * Submit		
Remote Signature Accounts Certificate applications			
TRUST SERVICES		<u>چ</u>	
	1999-2023 ADACOM S.A. All rights reserved General Commercial Registry No: 003537101000		

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:

Natural Person	VALID
Remote QSCD	
2023-05-22 15:51	2023-06-20 16:21
Certificate Info	Renew Cer

When you click on Renew you will see the field to enter the certificate receipt code you received via email.

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- 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.

 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).
 - VAT number (Tax information)

If you choose a VAT number, the serial number of your certificate will be your personal VAT number.

ADACOM	<			0 4 🏶 🛛
8 ************************************	> Trust Services > Certificate App	plication		
D Home	1 INTRO 2 CERTIFICATE DETAILS	Certificate Details Please choose one of the following options about the Certificate Serial number which will be included to	n your certificate details:	
Certificates Remote Signature Accounts Certificate applications	3 NATURAL PERSON DETAILS 4 COMPLETE APPLICATION	Default (Recommended) i want to include to the details of my certificate a Random Code.	۲	
TRUST SERVICES		Identification Card Number or Passport Number I want to include to the certificate details the number of my t0/Passport.	0	
		VAT (Tax information) I want to add personal VAI//fax number in my Certificate.	0	R
	6 Besk		Next ->	

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

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ADACOM						0 - # 8	
Produce Matrix & Matrix M		Notion Natural person details Name Email Address * Mode Vote Growt Address * County * Cou	Bumanie Mobile Number * V IB Number *			C.	
	← Buck	ned Ganeral Commercial Registry to: 003327101000		Rot - 3			

5. Before finalizing your application by clicking complete, make sure to download your application for a digital certificate.

ADACOM	<			
(A) adacom2023		pplication		
奋 Home		Your application has been saved. To continue please download the PDF docur	nent below and follow the instructions bellow:	
MANAGE	2 LEGAL PERSON DETAILS	C Download Certificate Application PDF		
Certificates	3 COMPLETE APPLICATION	In order for us to process your request you will need to send us the following identification documents:	If you have a valid Qualified Certificate for Electronic Signature, you can digitally sign the required identification documents and upload	
Remote Signature Accounts Certificate applications		 ID document of the duly authorized person to whom the certificate will be issued: Copy of ID or Passport certified by the 	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.	
TRUST SERVICES		The application form you have downloaded which will include a worlfration of the application continual signature	Certificate renewal using this method is allowed only once.	
♥ Certificate Application		Certificate of representation from Gama and/or any other official document of the legal person which proves its Name, TIN,	The Subscriber's identity will need to be re-verified by physical presence in the next certificate renewal.	
		and legal representative(s) Authorization with which the applicant is authorized by the	For more information please click here	
		Legal Person to request the issuance of the electronic signature. For more information click here		
			<u></u>	Finish
	← Back			
		Figure 14 - Complete Applicati	on	~ / /
5. Inst	ructions fo	or the User Identifica	tion	
			Y I N	
our identific	ation can be co	ompleted by one of the follow	ing methods:	
. Via Physi	cal Presence:			
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		http: <u>www.adacom.com</u>		10 ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' '

email: customer-support@adacom.com

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If you choose 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):

- Identification document of the natural 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 (available to the subscriber upon completion of the online request through the AQS portal) which will include a verification of the applicant's original signature from a notary public.

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 <u>lra@adacom.com</u> 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 <u>only once</u>. 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 <u>here</u>.

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. (<u>Instructions for submitting your application</u>.)

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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 button application.

on your RA approved

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ADACOM			0 4 8 6	D
8	© > Home			
- 10220	Pending applications			
😫 Home	Below you can see all your applications and their progress status.		= 88	
MANAGE				
Certificates Remote Stanature Accounts	Natural Person	PENDING Natural Person	RA APPROVED	
Certificate applications	Application Mr. 4363 Type: Remote QSCD	Application Mt. 4410 Type: Local QSCD		
TRUST SERVICES	Application progress	Application progress		
W Certificate Application	C Application Info	C Application Info	© Erroll	

Figure 15 - 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.

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

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ome E	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 received the e-Token):
Ay Certificates Remote Signature Accounts Certificate applications	Step 1 The first step is to donwload and install the drivers for the e-Token, Safenet Authentication Client (or SAC). Download SAC
SERVICES	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.

- Figure 16 Certificate Activation Part 1
- 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.

(A)		
	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 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	Now 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 USB Status: Connected (token name)	
	Client status: Connected e-Token status: Connected (SafeNet Token JC 0)	
	Launch client Find e-Token	

Figure 17 - Launch Client & Find E-Token

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>customer-support@adacom.com</u> before continuing further). Next, you will be prompted to fill in the

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Token password which is set by default as: e-Token Pin: 0000. Submit it and click Import Certificate.

In case of renewal, please insert your personal token passwo
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	Review and submit		
命 Home	If all the information beliow are correct, click "Submit" in order to proceed with the Certificate Gene support@adacom.com	ration Process on a Local QSCD. Otherwise please contact us via email at customer-	
MANAGE	First Name	Last Name	
O Certificates	inecopros Marios	NOUSIAS	
♡ Remote Signature Accounts	Email thnousias@adacom.com	Country GR	
Certificate applications			
TRUST SERVICES	Local QSCD Certificate Enrollment		
₩ Certificate Application	T 1 0014		
	e-loken MN *		
	Import Certificate		
			- 0
	e Back		

- Figure 18 Import Certificate
- 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 Authentication	l Client	THALES		
	Enter the Digital Signature PIN:				
	Token Name:	My Token			
	Digital Signature PIN:				
		Current Language: EN			
				_° /	
			OK Cancel		
	Figure 19 - D	Digital Signature Pin			
6. Your certificat	te has been successfully is	sued. You can con	sult the following <u>link</u> t	o:	
 Import the 	e qualified timestamp				
♦ complete	necessary settings in adol	pe related to your	electronic signature		
 find instru 	actions for using your sign	ature.			
	Kreontos 25, GR	10442 Athens			
	http: www.a	dacom.com		14 Page.	
	email: customer-sup	port@adacom.com	-		

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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 lot After: 2024-04-21T10:57:25+03:00 : EFCFBF75B27D2D2BBCECA60F05BCD652D111966

Finish

Figure 20-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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奋 Home	Active Certificates All Certificates		
MANAGE	↑ ↑		
Ø My Certificates			
Remote Signature Accounts	Restord Person provident with Logal Person	VALID	
Certificate applications	Remote QSCD		
TRUST SERVICES	2023-03-28 12:29	2024-03-28 11:59	
ᆬ New Certificate Application	Certificate Info		
	Figure 18 -My Certificates	°´ ⁄	
7 Instruct	tions to change ush token password an	d digital	

7. 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 - U ×



Figure 19-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		gemalto [*]	
urrent Token Password:				
lew Token Password:				
Confirm Password:				
he new password must comply	with the quality settings defin	ed on the token.		• • _
secure password has at least umerals, and special character	8 characters, and contains up s (such as !, \$, #, %).	oper-case letters, lower-c	ase letters,	
urrent Language: EN				
inter your current password.				
		OK	Cancel	
	ura 20 Changa takan n	resword		

Change Password: Card #DA877881648A753B

Password changed successfully.



Figure 21-Change token password

Steps to change digital signature pin.

Open SafeNet Authentication Client Tools and choose Advanced View, Set digital signature pin, fill in the default digital signature PUK: **000000**, and click oκ. 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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SafeNet Authe	entication Clie	nt	<pre>@ 0 1 ? ±</pre>	
SafeNet Authentication Client Tools	Image: Second	Image Image <t< th=""><th>51 Set Digital Signature PIN 7C00002CAC5E1079 .2.A</th><th></th></t<>	51 Set Digital Signature PIN 7C00002CAC5E1079 .2.A	
			⊖ gemalto.com	- °-
	jure 22 enunge uignar sign	intere pri		
SafeNet Authenti	ogon cation Client		gemalto	×
© Digital Signature PUK L SafeNet Authenti Enter the Digital Signature PU	ogon cation Client K:		gemalto	×
© Digital Signature PUK L SafeNet Authenti Enter the Digital Signature PU Token Name:	ogon cation Client K: Card #DA87788	1648A753B	gemalto	
SafeNet Authenti Enter the Digital Signature PUK Token Name: Digital Signature PUK:	ogon cation Client K: Card #DA87788	1648A753B e: FN	gemalto	×
 Digital Signature PUK L SafeNet Authenti Enter the Digital Signature PU Token Name: Digital Signature PUK: This is an unlicensed cop 	ogon cation Client K: Card #DA87788 [Current Languag	1648A753B e: EN y-	gemalto	
 Digital Signature PUK L SafeNet Authenti Enter the Digital Signature PU Token Name: Digital Signature PUK: This is an unlicensed cop 	ogon cation Client K: Card #DA87788 [Current Languag by for evaluation use only	1648A753B e: EN y-	gemalto recury to be two Cancel	
 Digital Signature PUK La SafeNet Authenti Enter the Digital Signature PU Token Name: Digital Signature PUK: This is an unlicensed cop 	ogon cation Client K: Card #DA87788 [Current Languag by for evaluation use only gure 23-Change digital sign	1648A753B e: EN y- Ol nature pin	Gemalto recuty to be two Cancel	

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<u>s</u> :	Set PIN: Card #DA87788164	3A753B		×	7
Sa	feNet Authenticat	ion Client	ge		
New Con	v Digital Signature PIN: firm PIN: Token PIN must be changed on	first logon		6	
The A se and Curr	new PIN must comply with the ecure PIN has at least 8 charact special characters (such as !, \$ rent Language: EN er a new PIN	quality settings defined on the to ers, and contains upper-case le , #, %).	oken. tters, lower-case letters	, numerals,	°••
	Figure 24	 1-Change digital signature	ок	Cancel	

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