

# ADACOM

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



## 1. Introduction

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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

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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>

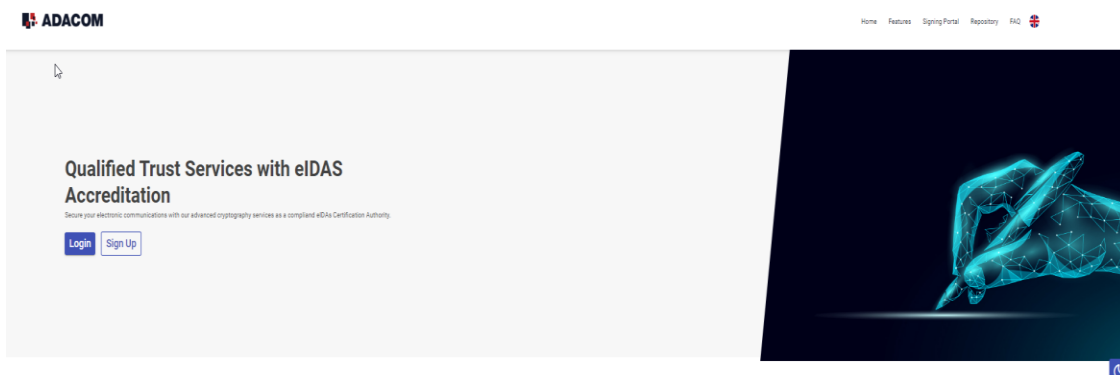


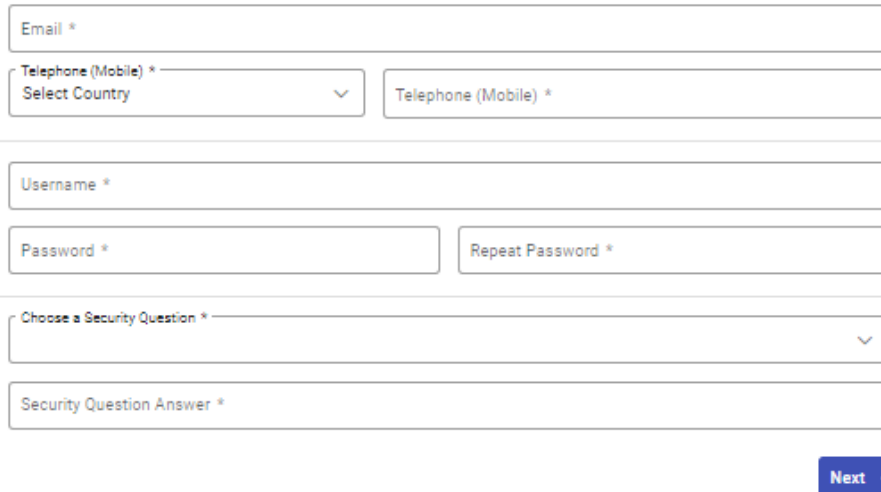
Figure 1- Adacom's AQS Portal

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.



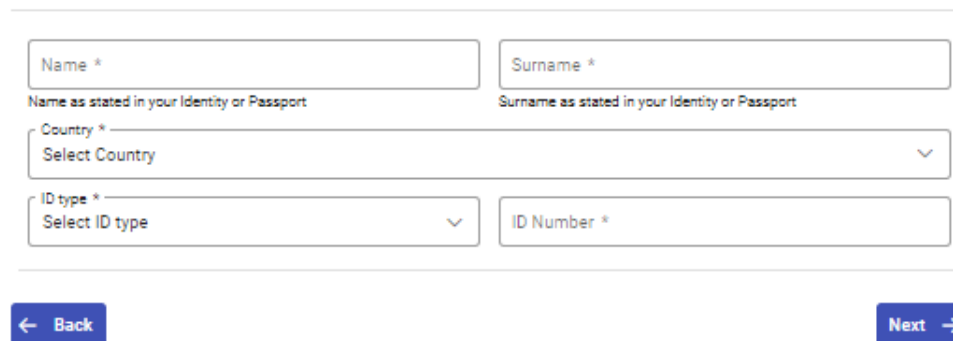
A registration form titled 'Signup Form' for account credentials. It includes a welcome message and several input fields: 'Email \*', 'Telephone (Mobile) \*' with a 'Select Country' dropdown, 'Username \*', 'Password \*', 'Repeat Password \*', 'Choose a Security Question \*' with a dropdown, and 'Security Question Answer \*'. A blue 'Next →' button is at the bottom right.

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.



A registration form titled 'Signup Form' for natural person information. It includes a welcome message and several input fields: 'Name \*', 'Surname \*', 'Country \*' with a 'Select Country' dropdown, 'ID type \*' with a 'Select ID type' dropdown, and 'ID Number \*'. There are blue '← Back' and 'Next →' buttons at the bottom.

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.

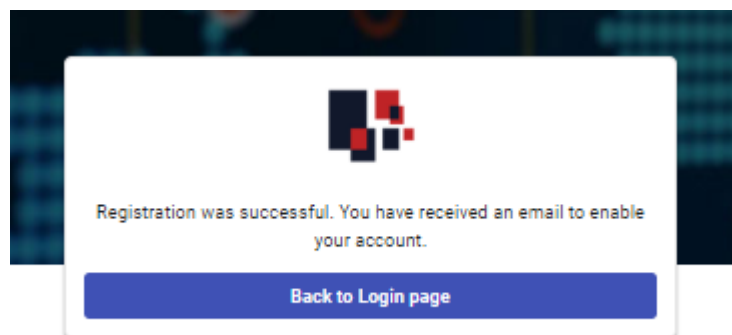
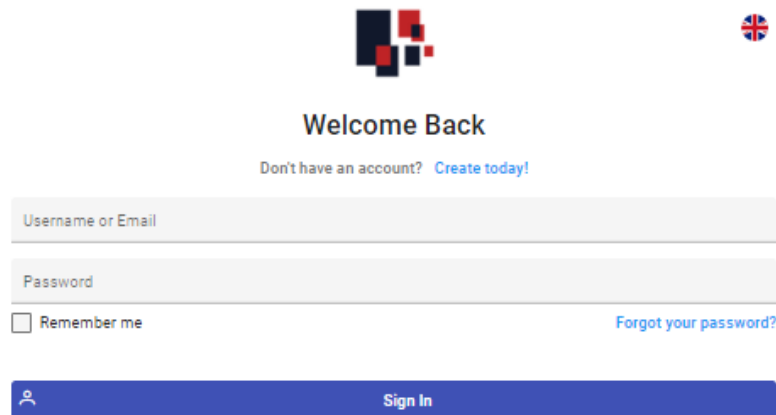


Figure 5 – successful registration.  
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http: [www.adacom.com](http://www.adacom.com)  
email: [customer-support@adacom.com](mailto:customer-support@adacom.com)

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

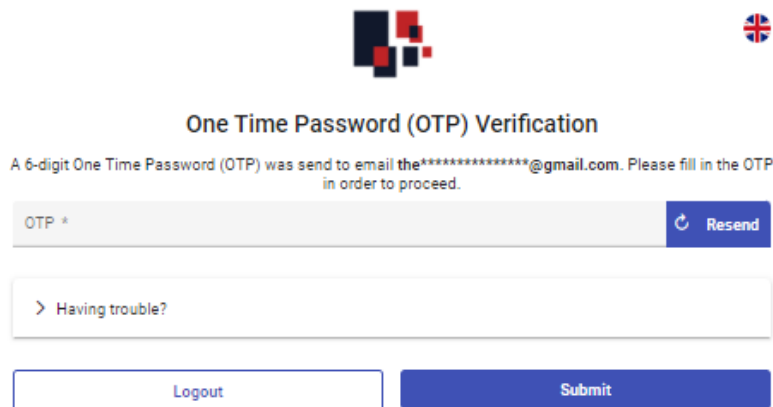
1. Visit the following link and select "**Login**": <https://aqg-portal.adacom.com/aqg-portal/landing.xhtml> Enter the Username **or Email and Password** you set during your registration in the AQS portal and click **Login**.



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 contains 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 includes the Adacom logo and a UK flag. The title is "One Time Password (OTP) Verification". Below the title, it states: "A 6-digit One Time Password (OTP) was send to email the\*\*\*\*\*@gmail.com. Please fill in the OTP in order to proceed." There is an input field for "OTP \*" with a "Resend" button. Below this 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!

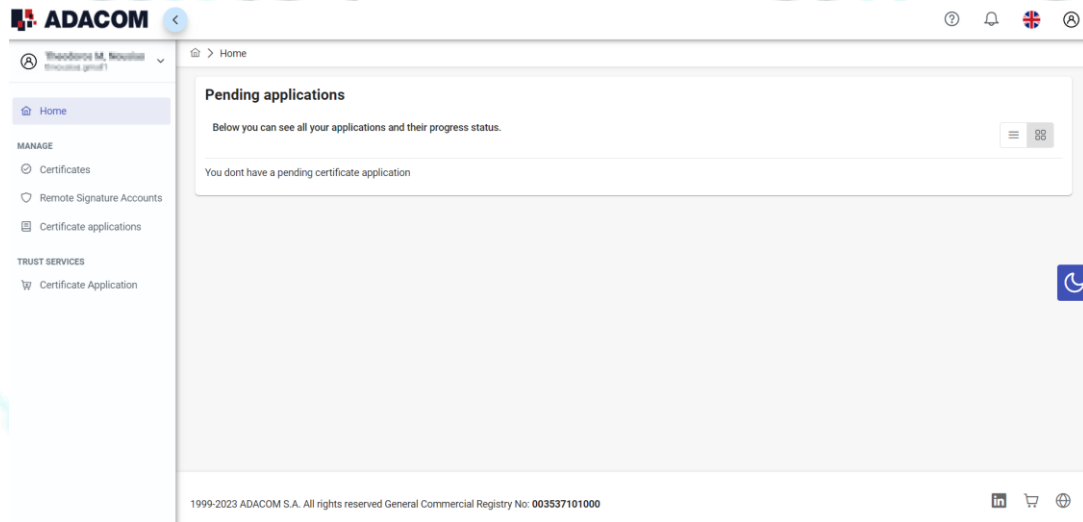


Figure 8 - AQS Portal Home Page

#### 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**.

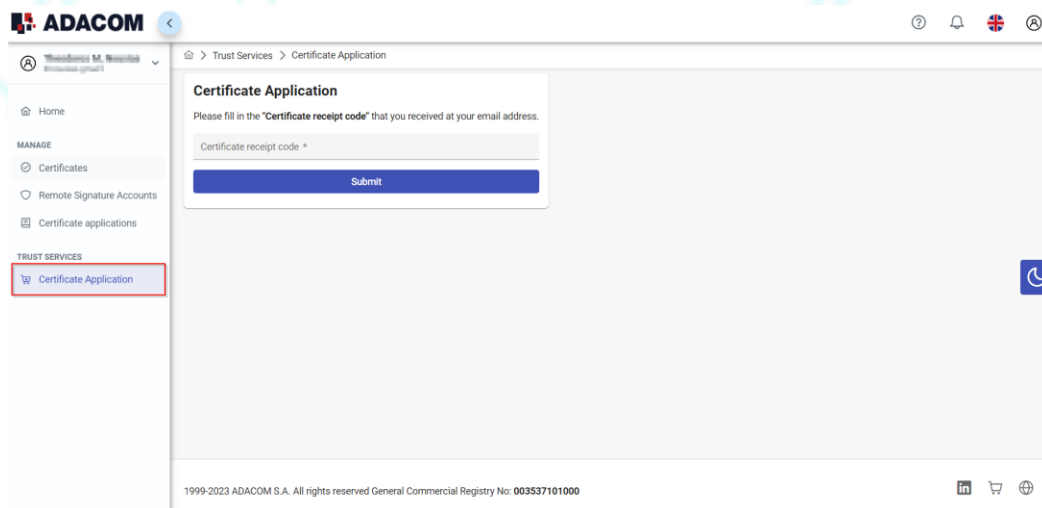


Figure 9 - Enter Certificate receipt code

#### 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 Renew 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:

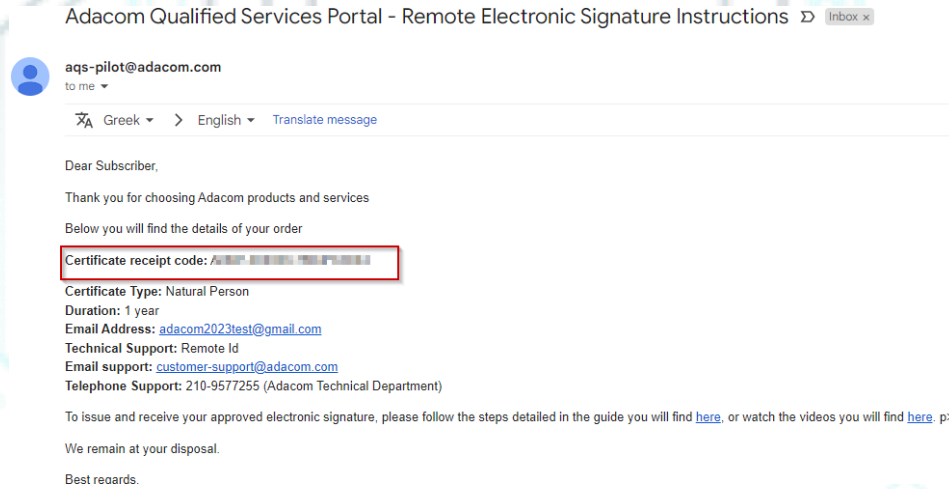


Figure 10 - Electronic Signature Instruction Email

Image 1-Certificate Receipt Number

- 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.

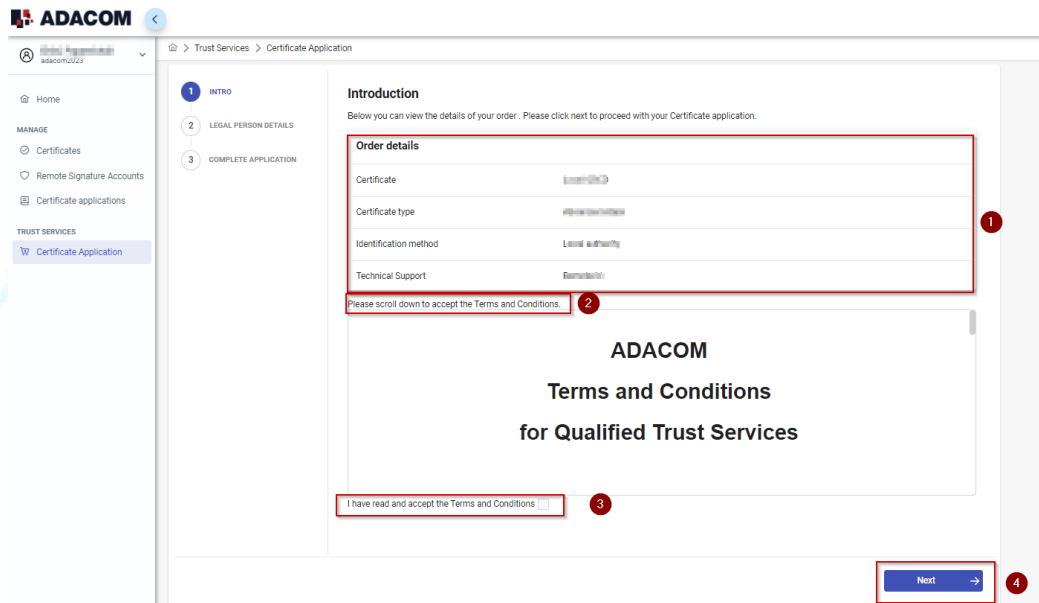


Figure 11 - Order Details



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**:

- 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.*

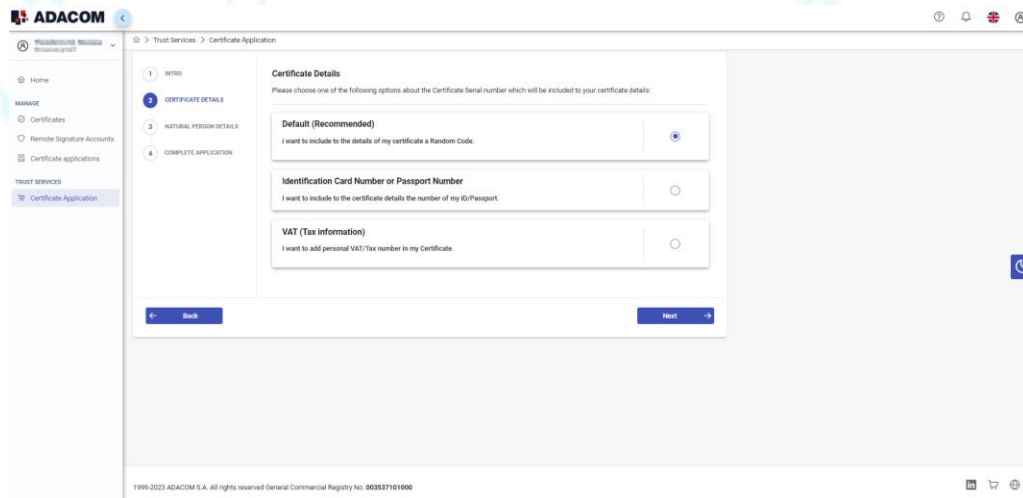


Figure 12 - Serial Number Type Selection

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.**

**ADACOM** > Trust Services > Certificate Application

1 INTRO  
2 CERTIFICATE DETAILS  
3 NATURAL PERSON DETAILS  
4 COMPLETE APPLICATION

**Natural person details**

Name  Surname

Email Address \*

Mobile Number \*  OR (+30)  Mobile Number \*

ID type \*  ID Card  ID Number \*

Country \*  Greece

Country of issue as stated in your identity or Passport

[Back](#) [Next](#)

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Figure 13 - Certificate Information

- Before finalizing your application by clicking complete, make sure to download your application for a digital 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

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

### 1. Via Physical Presence:

Kreontos 25, GR 10442 Athens

http: [www.adacom.com](http://www.adacom.com)

email: [customer-support@adacom.com](mailto:customer-support@adacom.com)

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 [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 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  on your RA approved application.

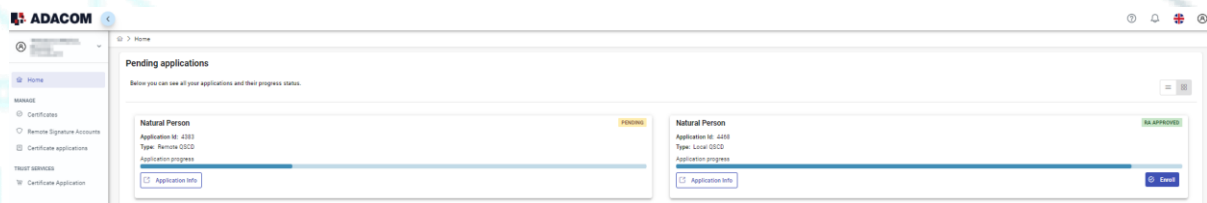


Figure 15 - List of submitted applications.

**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.

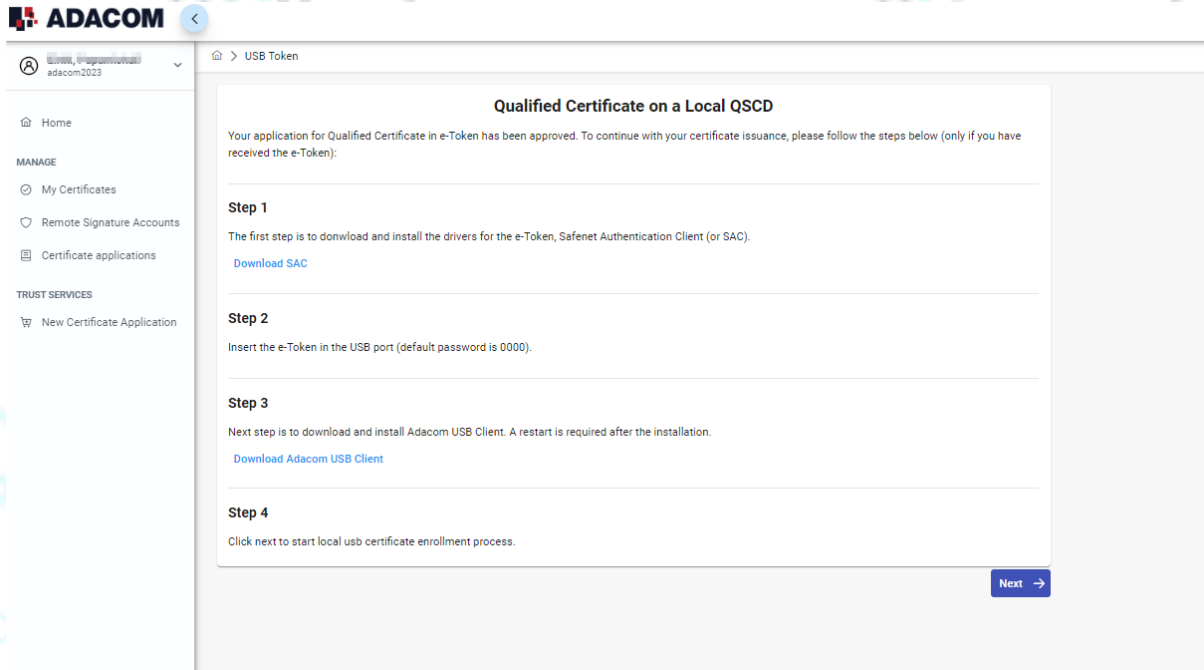


Figure 16 - Certificate Activation Part 1

3. 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.

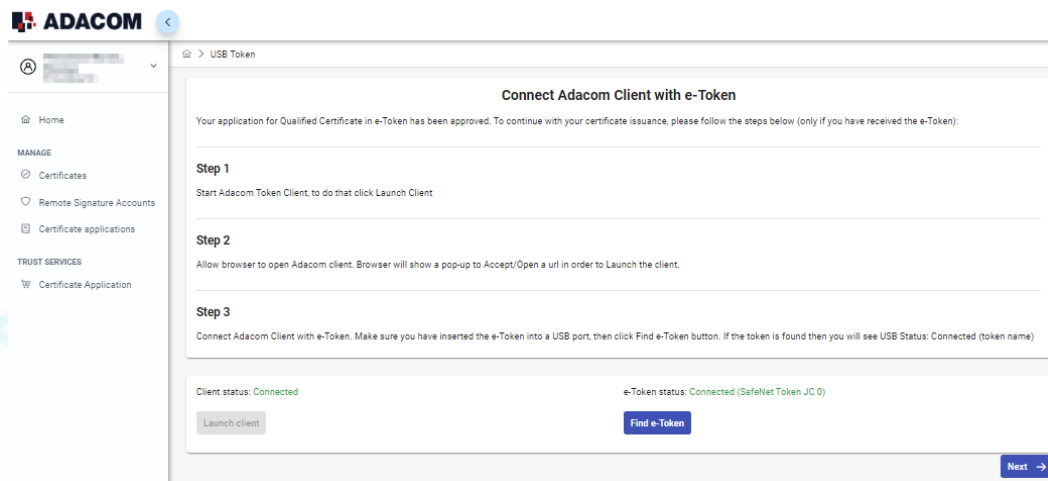


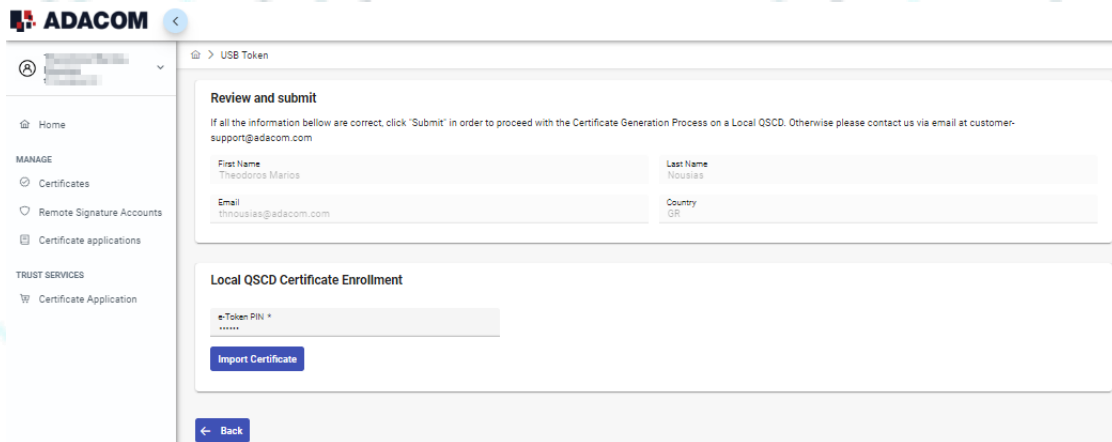
Figure 17 - Launch Client & Find E-Token

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 [customer-support@adacom.com](mailto:customer-support@adacom.com) before continuing further). Next, you will be prompted to fill in the



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 password.**

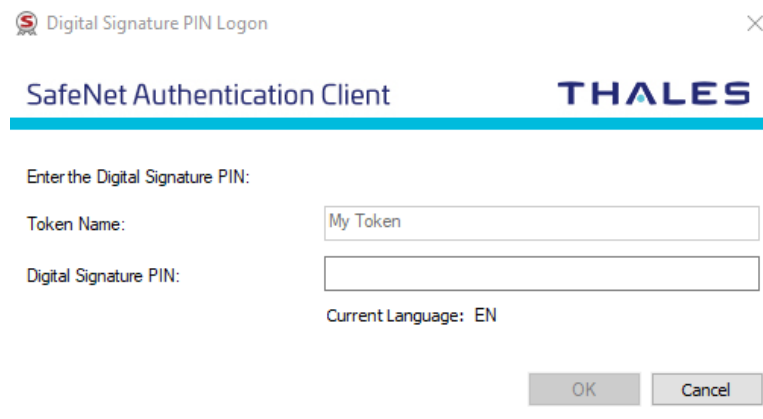


The screenshot shows the ADACOM web interface. On the left is a navigation menu with options like Home, Certificates, Remote Signature Accounts, Certificate applications, Certificate Application, and Certificate Application. The main content area is titled 'USB Token'. It contains two sections: 'Review and submit' and 'Local QSCD Certificate Enrollment'. The 'Review and submit' section has a message: 'If all the information below are correct, click "Submit" in order to proceed with the Certificate Generation Process on a Local QSCD. Otherwise please contact us via email at customer-support@adacom.com'. Below this are four input fields: 'First Name' (Theodoros Marinos), 'Last Name' (Nikolaos), 'Email' (thodoras@adacom.com), and 'Country' (GR). The 'Local QSCD Certificate Enrollment' section has an 'e-Token PIN' field with a masked value '\*\*\*\*\*' and an 'Import Certificate' button. At the bottom left of the main content area is a 'Back' button.

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.**



The screenshot shows a 'Digital Signature PIN Logon' dialog box. At the top, it says 'SafeNet Authentication Client' and 'THALES'. Below this, it prompts 'Enter the Digital Signature PIN:'. There are two input fields: 'Token Name' with the value 'My Token' and 'Digital Signature PIN' which is empty. Below the input fields, it says 'Current Language: EN'. At the bottom right, there are 'OK' and 'Cancel' buttons.

Figure 19 - Digital Signature Pin

- Your certificate has been successfully issued. You can consult the following [link](#) to:
  - Import the qualified timestamp
  - complete necessary settings in adobe related to your electronic signature
  - find instructions for using your signature.

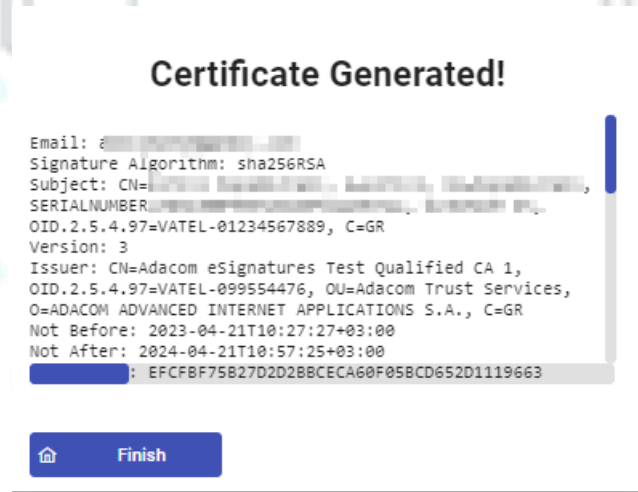


Figure 20-Certificate Generated

- 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.

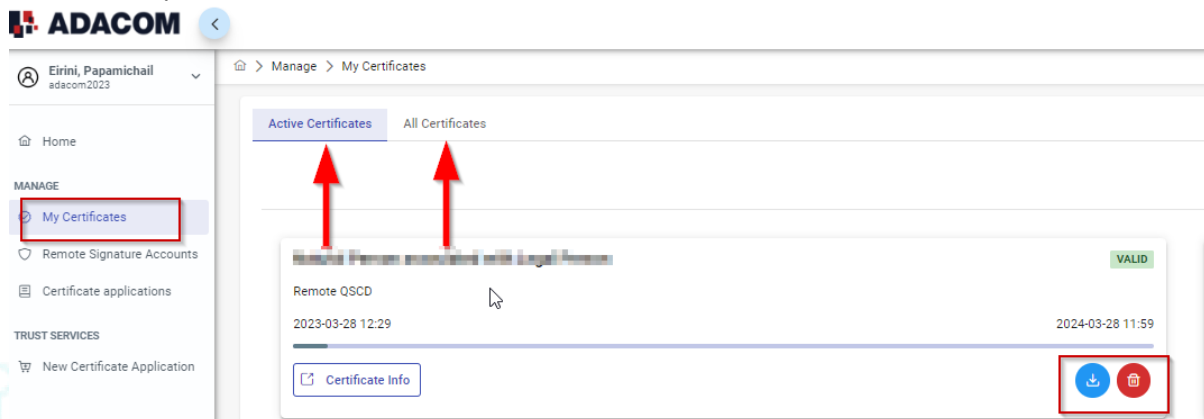


Figure 18-My Certificates

## 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.

- 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.

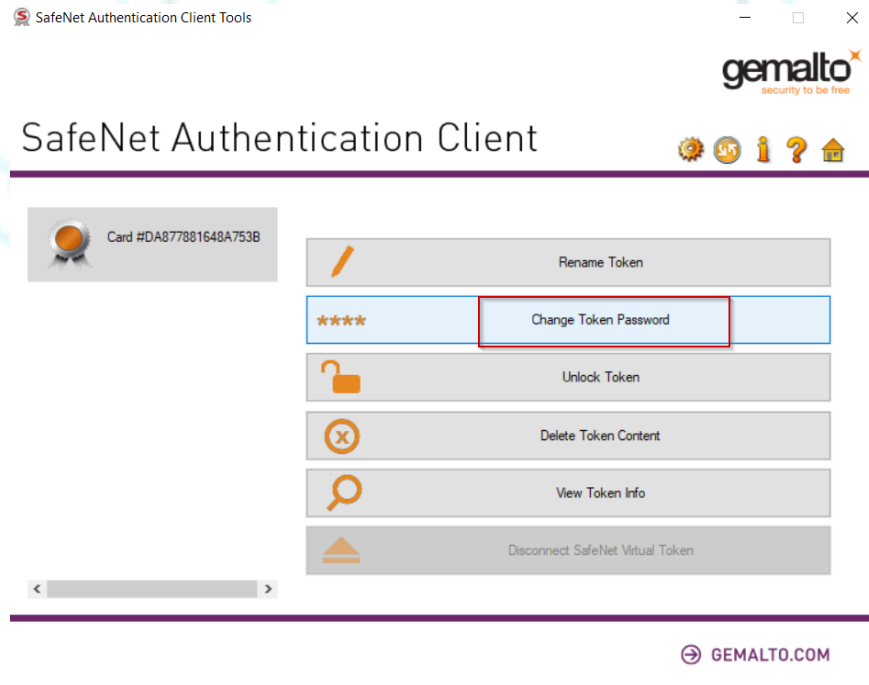
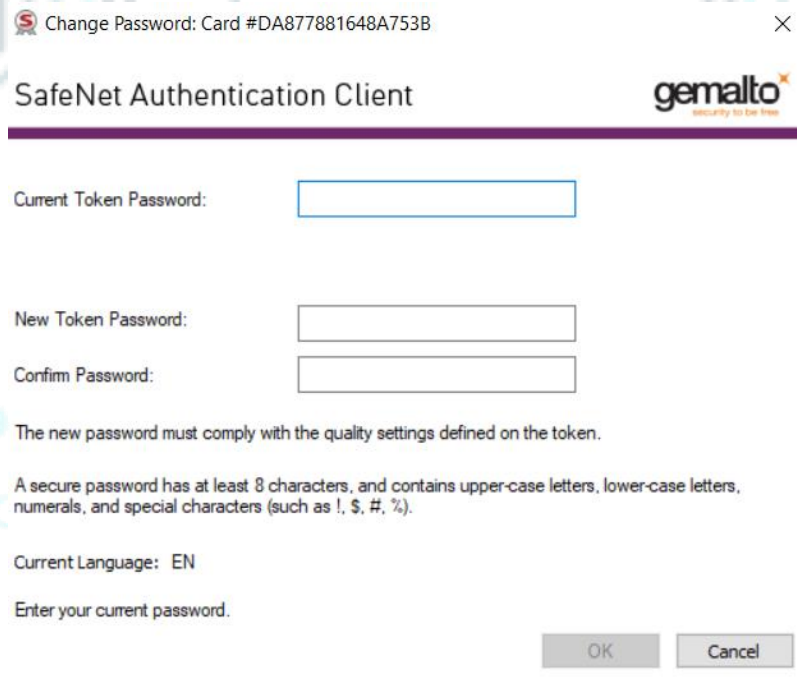


Figure 19-Change token password

- At the current token password put: **0000 (4 zeros)** and then set the new token password.



Change Password: Card #DA877881648A753B

SafeNet Authentication Client

Current Token Password:

New Token Password:

Confirm Password:

The new password must comply with the quality settings defined on the token.

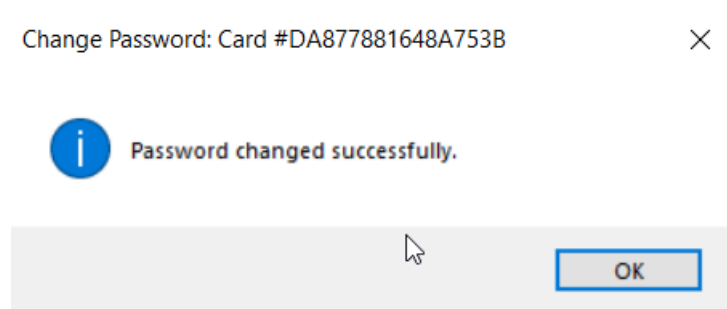
A secure password has at least 8 characters, and contains upper-case letters, lower-case letters, numerals, and special characters (such as !, \$, #, %).

Current Language: EN

Enter your current password.

OK Cancel

Figure 20-Change token password






Change Password: Card #DA877881648A753B

Password changed successfully.

OK

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 ok. 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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http: [www.adacom.com](http://www.adacom.com)

email: [customer-support@adacom.com](mailto:customer-support@adacom.com)



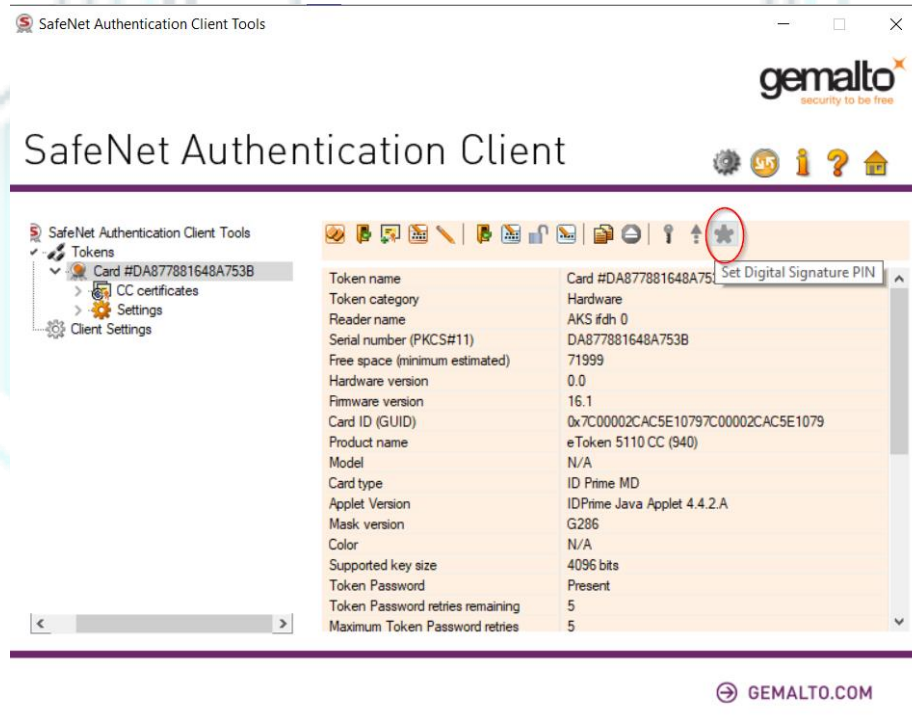


Figure 22-Change digital signature pin

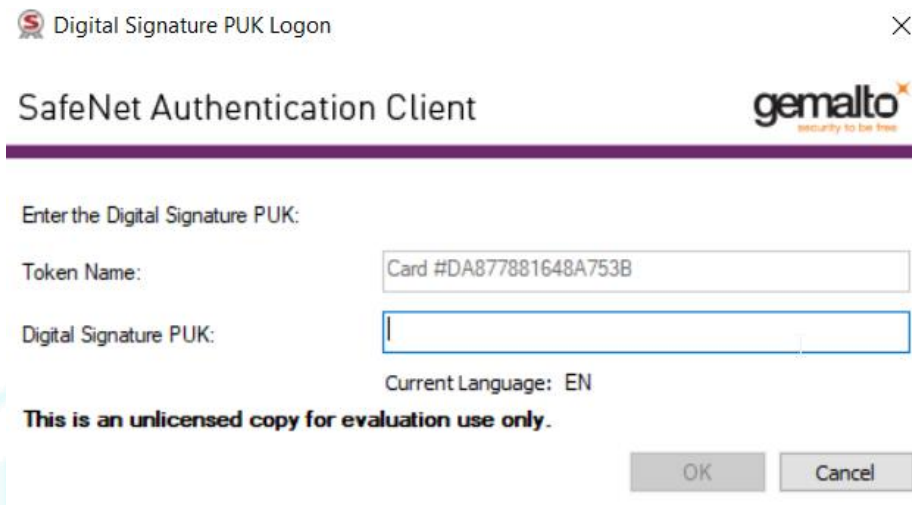




Figure 23-Change digital signature pin

- **For your convenience, we recommend you to set the same password with this one you have set in your token password.**



 Set PIN: Card #DA877881648A753B
 ×

SafeNet Authentication Client



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New Digital Signature PIN:

Confirm PIN:

☐ Token PIN must be changed on first login

The new PIN must comply with the quality settings defined on the token.

A secure PIN has at least 8 characters, and contains upper-case letters, lower-case letters, numerals, and special characters (such as !, \$, #, %).

Current Language: EN

Enter a new PIN.

OK

Cancel

Figure 24-Change digital signature pin