How to reset RSA account and synchronize ADACOM Authenticator



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1. How to reset RSA Account

 In case you have a valid Remote qualified certificate, Login to your ADACOM Portal account on <u>https://aqs-portal.adacom.com</u>

From the left menu choose "My Certificates" and on the valid Remote qualified certificate press on the "Revoke" icon as shown in the picture below. (If you don't have a valid certificate, go directly to step 3)

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Active Certific	All Certificates			
				= 88
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applications Local QSI	CD		Remote QSCD	
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• As a reason for the revocation process choose "Superseded" and Submit

Confirmation		×		0
	Are you sure? This will result in the permament dele undone. Cert. Serial No: 00AB3CF6BFCA198E34E2989CF7A Revoke reason * Superseded	tion of your Certificate. This cannot be 54ABFE8		-
	Submit	0	\sim	
	Kreontos 25, GR 10442 Athens, T: +30 210 519374	40	n Page	
	http: <u>www.adacom.com</u> email: <u>customer-support@adacom.com</u>		2	
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Then from the left Menu choose "Remote Signature Accounts" and press on the delete icon as shown in the picture below.

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IANAGE		
My Certificates		
Remote Signature Accounts	Natural Person ACTIVATED	
Certificate applications		
RUST SERVICES		
몇 New Certificate Application		

• Launch "Adacom Authenticator App" on your mobile device and press on the little pencil icon on the upper right, choose the ADACOM Natural OTP by ticking the box on the left and press delete as shown in the picture bellow.

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Now repeat the enrollment process and scan the new QR code from "step two" <u>it is really</u> <u>important before you scan the QR code to press the "email" button above the barcode so</u> <u>your unique QR will be send to your e-mail as a backup for future use. (in case you replace or</u> <u>loose your mobile phone)</u>

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S Eirini, Papamichail v	> Remote	
D Home MANAGE © Certificates	Step 2: QR Code for Authenticator App Please open your Authenticator app and scan the following QR Code with it Please open your Authenticator app and scan the following QR Code with it Note: This is confidential, you must not show it and share it to anyone.	
Remote Signature Accounts Certificate applications TRUST SERVICES W New Certificate Application		

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- 2. How to synchronize your ADACOM authenticator app
- First make sure that the time on the clock on both your computer and mobile device is correct, if not make any changes necessary.
- Launch "ADACOM Authenticator App" on your mobile device and press on the three dots on the upper right as shown in the picture below to enter on settings and press on "Time correction for codes"



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Settings

Change PIN code

Enable fingerprint login

By enabling fingerprint, you will be able to skip the PIN and use fingerprint instead.

Time correction for codes

Synchronize the internal clock of the application with the server time

Language

Please select language

About

Version 1.2

Open source licences

Terms and Conditions

The time is already correct! Privacy Polic,

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In case you are using Google authenticator application press on the upper left icon to ender settings menu then choose: Settings \rightarrow Time correction \rightarrow Synchronization

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