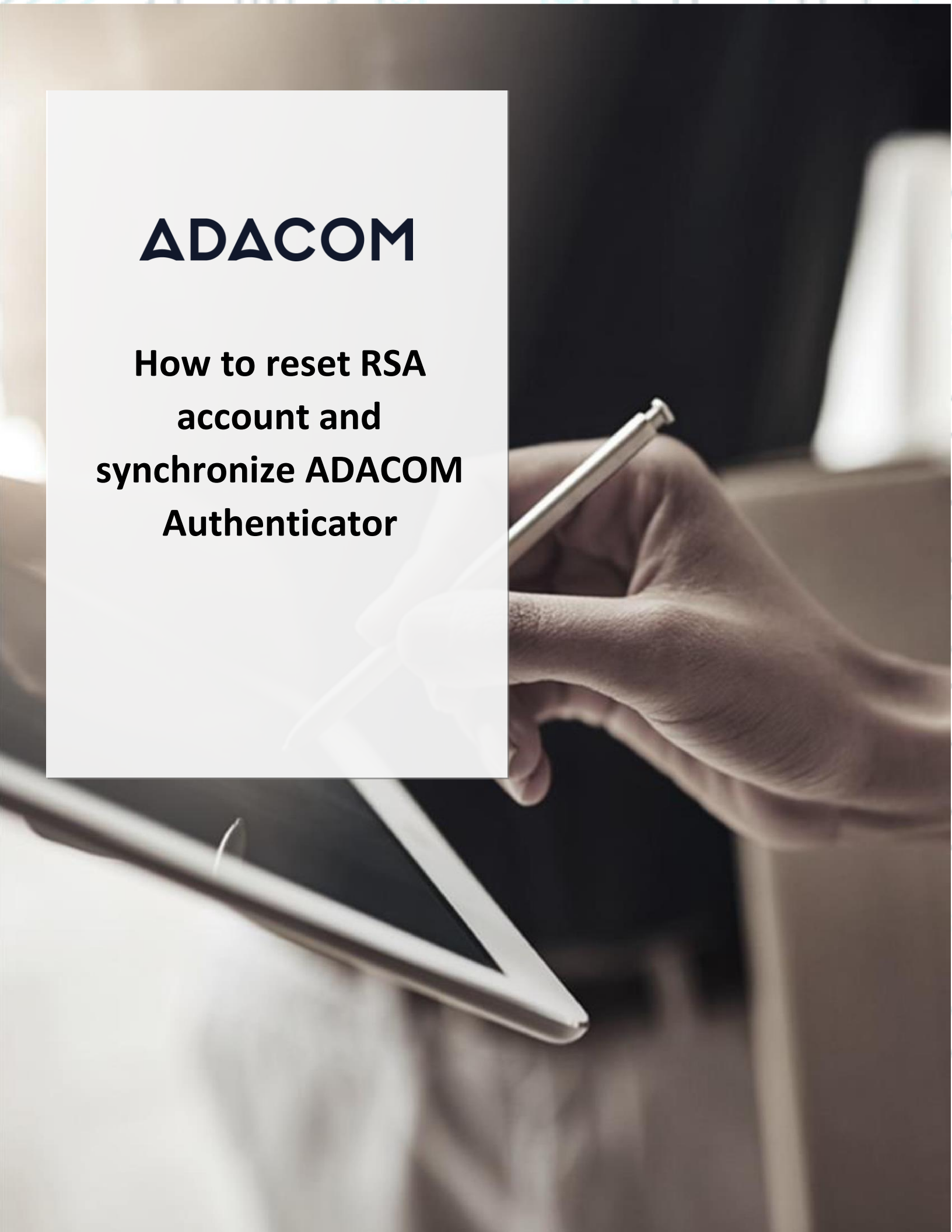


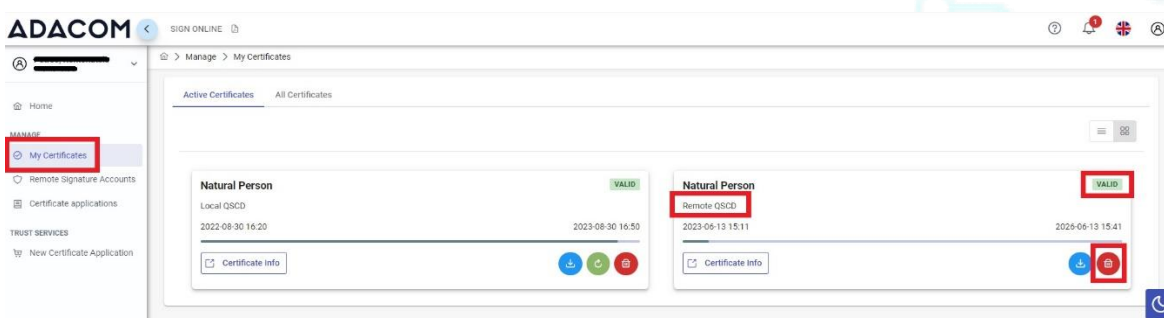
# ADACOM

**How to reset RSA  
account and  
synchronize ADACOM  
Authenticator**




## 1. How to reset RSA Account

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



- As a reason for the revocation process choose “Superseded” and Submit

**Confirmation** ×



Are you sure? This will result in the permanent deletion of your Certificate. This cannot be undone.

Cert. Serial No: 00AB3CF6BFCA198E34E2989CF7A54ABFE8

Revoke reason \*  
Superseded

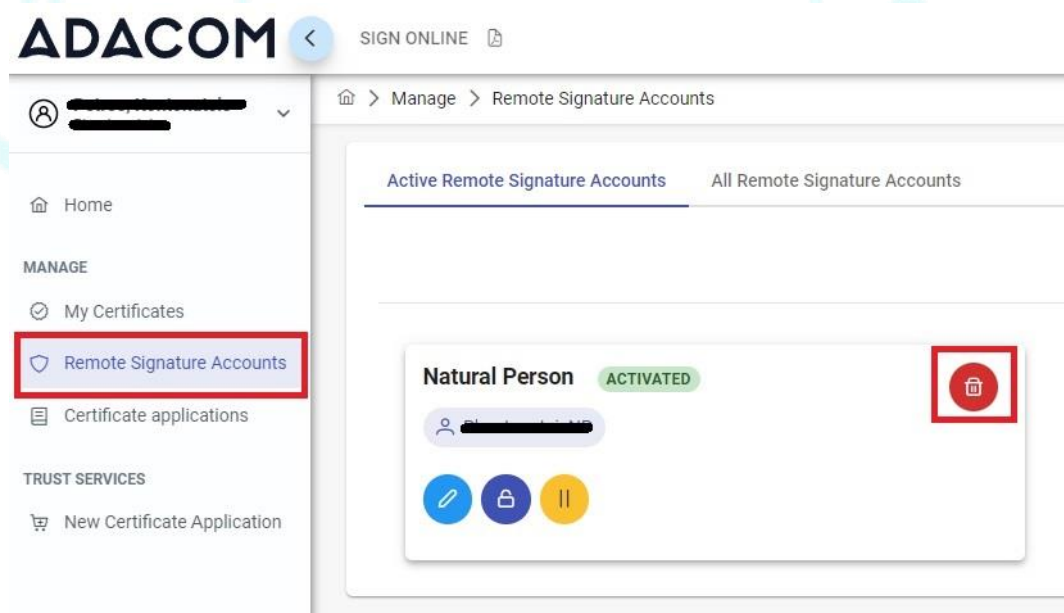
**Submit**

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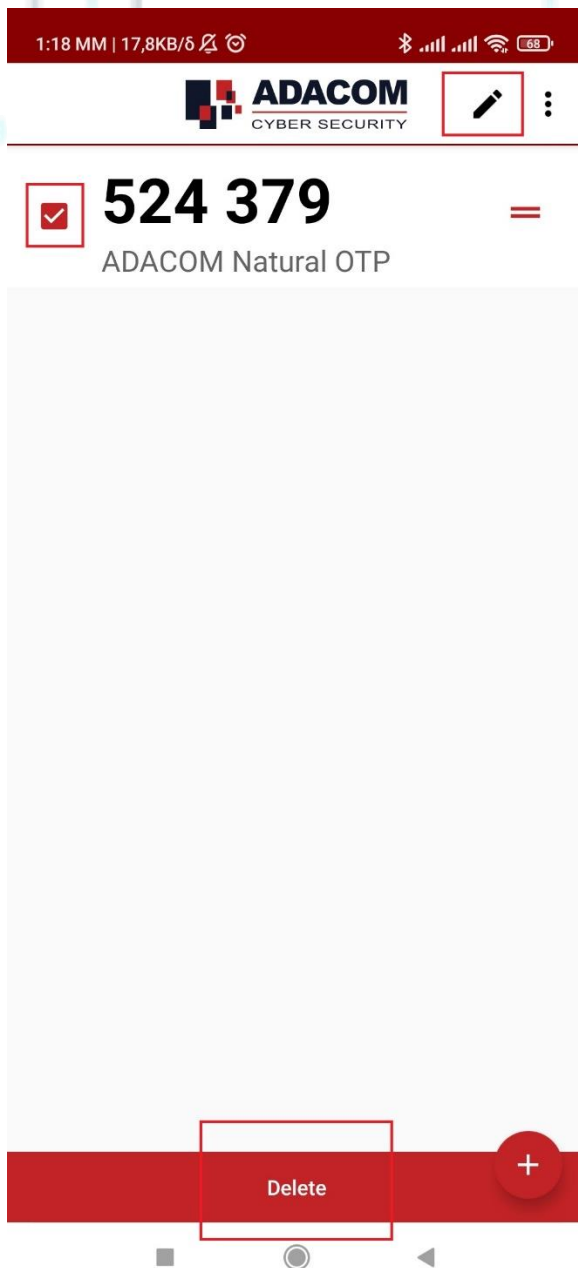
http: [www.adacom.com](http://www.adacom.com)

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

- Then from the left Menu choose “Remote Signature Accounts” and press on the delete icon as shown in the picture below.



- 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 below.

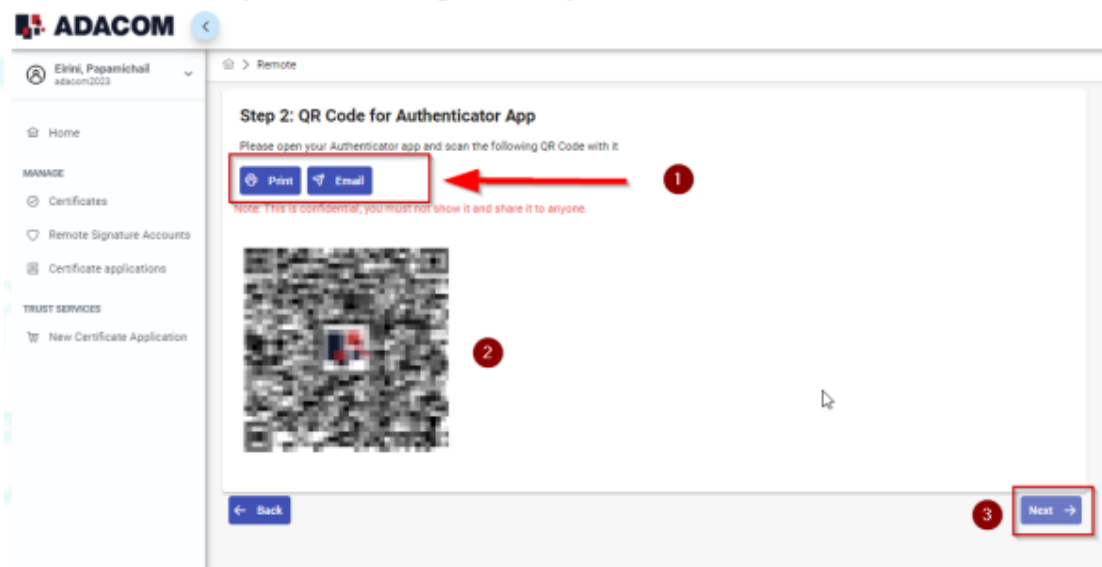


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email: [customer-support@adacom.com](mailto:customer-support@adacom.com)

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





## 2. How to synchronize your ADACOM authenticator app

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- 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**”



# 214 242

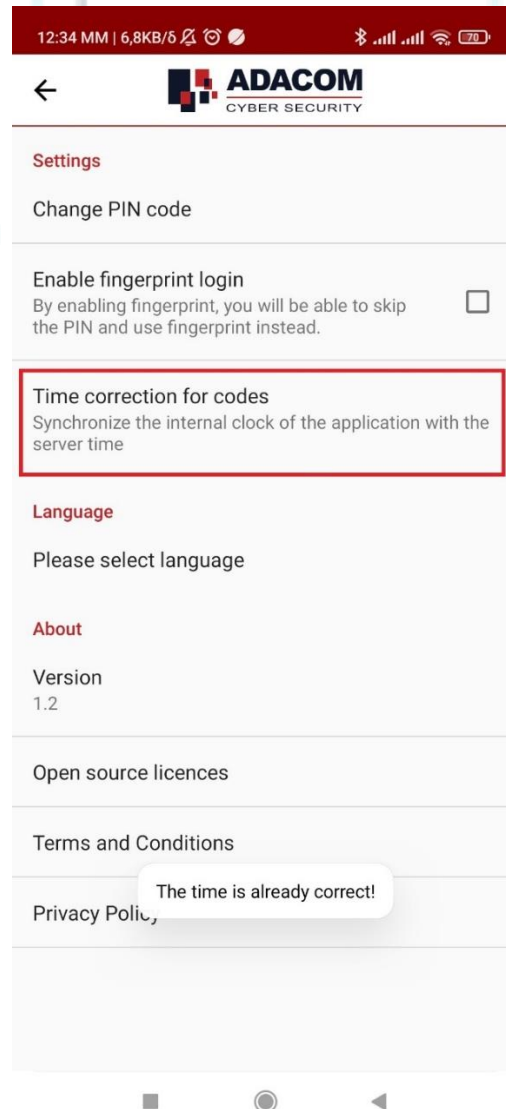
## ADACOM Natural OTP

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



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

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