

ADACOM

**How to revoke
and reissue
your certificate on
USB token**



1. Login to your ADACOM AQS Portal account with your credentials in the following link <https://aqs-portal.adacom.com/>
(In case you don't remember your password, select the **"Forgot your password?"** option at the bottom right. and enter the email that you have used during the sign up. Then check your e-mails and follow the procedure to reset your password.)



2. After you have logged in to your account enter the OTP field the six-digit code that was sent to you via e-mail and click submit.

ADACOM
SECURITY BUILT ON TRUST

One Time Password (OTP) Verification

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

OTP *
689231

> Having trouble?

Logout Submit

- After logging in to the portal, select “**My Certificates**” from the menu on your left and press on the Revoke button (as revocation reason select superseded)

Home

MANAGE

My Certificates

Remote Signature Accounts

Certificate applications

TRUST SERVICES

New Certificate Application

Active Certificates All Certificates

Natural Person VALID

Local QSCD

2022-08-30 16:20 2023-08-30 16:50

Certificate Info

Download Revoke

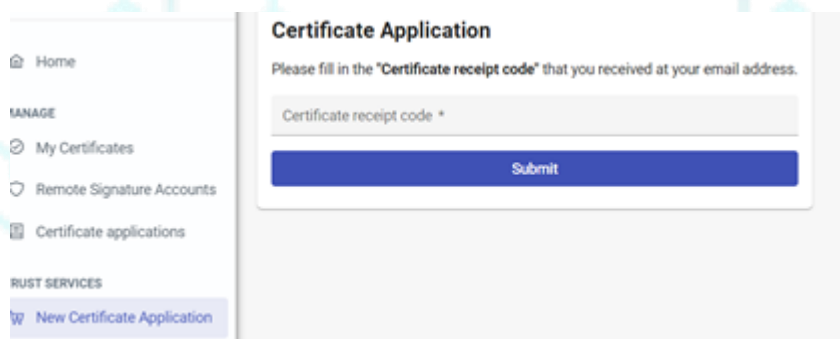
- After completing these steps, please notify us by e-mail (that you have completed the revocation process) at customer-support@adacom.com , so that we can send you a **Certificate Receipt Code** for the new application.

Kreontos 25, GR 10442 Athens, T: +30 210 5193740

http: www.adacom.com

email: customer-support@adacom.com

5. When you receive the e-mail with the new **certificate receipt code**, log in to your aqs-portal account, select “**New Certificate Application**”, enter the code, and submit the application.



The screenshot shows the ADACOM web portal interface. On the left is a sidebar with a 'Home' icon and a 'MANAGE' section containing 'My Certificates', 'Remote Signature Accounts', and 'Certificate applications'. Below this is a 'TRUST SERVICES' section with a link to 'New Certificate Application'. The main content area is titled 'Certificate Application' and includes the instruction: 'Please fill in the "Certificate receipt code" that you received at your email address.' Below this is a text input field labeled 'Certificate receipt code *' and a blue 'Submit' button.

*****Note:** If the notarized documents you have provided or the Video identification process do not exceed the time limit of 1 (one) year, you will not need to do the identification process again. In any other case you will have to be identified again by physical presence before we can reissue your new certificate.

6. Finally, after you have been informed about the approval of your application, please follow the instructions in step 6 on page 11 in the [following link](#) to activate your new certificate.