

A background image showing a person's hand holding a silver pen, poised to write on a tablet. The scene is dimly lit, with a warm light source visible in the upper left corner, creating a professional and focused atmosphere.

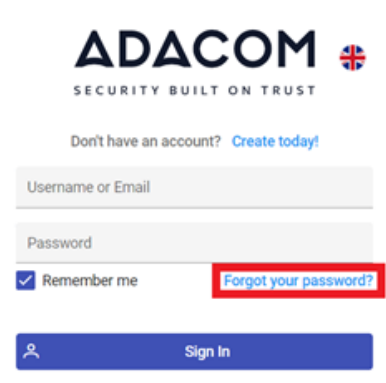
ADACOM

**How to revoke
and reissue
your Remote
certificate**

1. Login to your ADACOM QTSP Services 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 to the OTP field the six-digit code that was sent to you via e-mail and click submit.

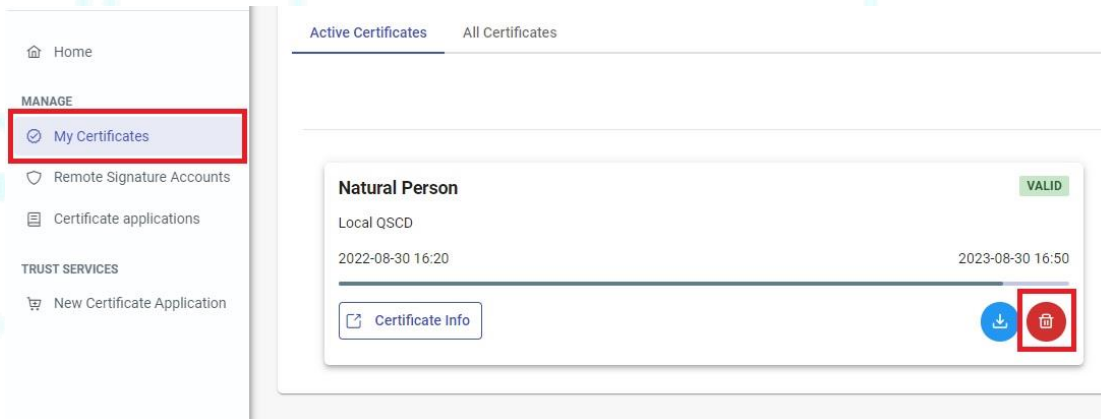


Kreontos 25, GR 10442 Athens, T: +30 210 5193740

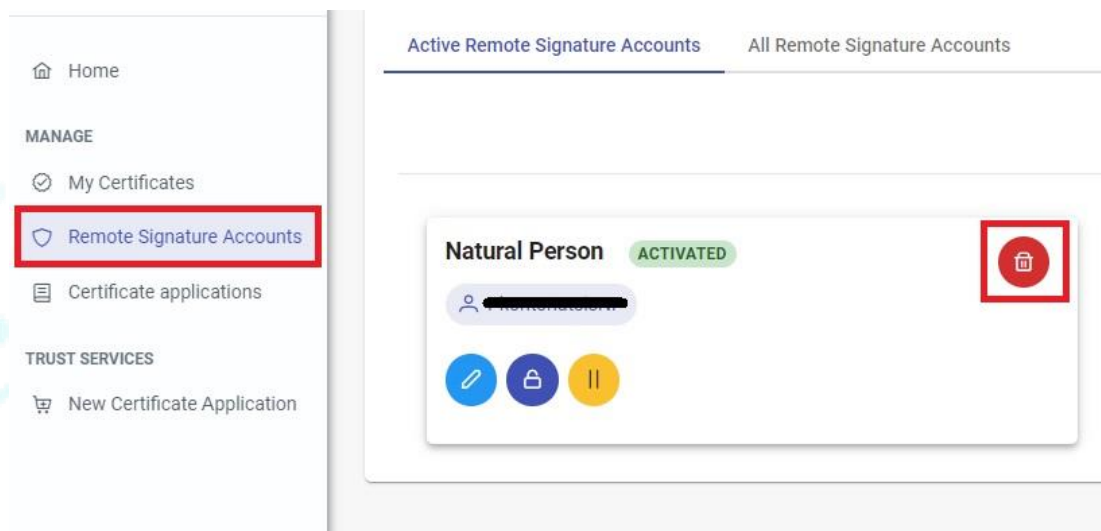
http: www.adacom.com

email: customer-support@adacom.com

- 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select **“My Certificates”** from the menu on your left and press on the Revoke button (as revocation reason select superseded)



- Then select **“Remote Signature Accounts”** from the left menu and press on the Delete button on your active account.

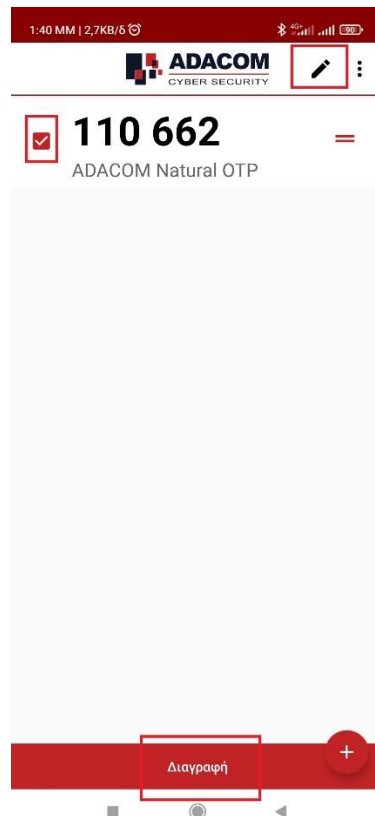


Kreontos 25, GR 10442 Athens, T: +30 210 5193740

http: www.adacom.com

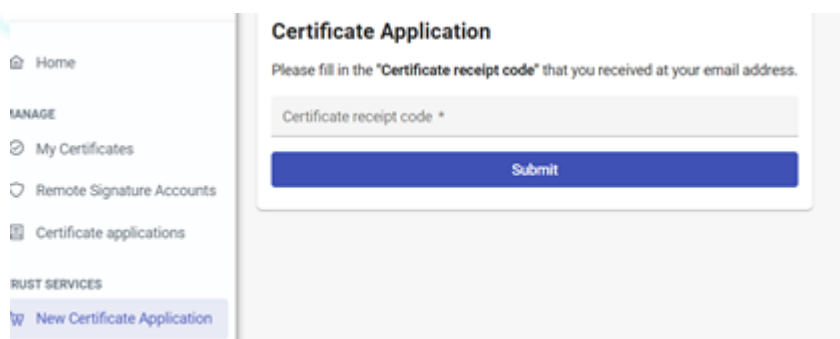
email: customer-support@adacom.com

- Also, the OTP should be deleted from the authentication application on your mobile phone (ADACOM authenticator). After entering the application next to the ADACOM logo select the pencil icon and then tick the checkbox in front of ADACOM Natural OTP and choose delete.



**In case you are using Google authenticator instead of ADACOM authenticator long press with your finger on the “ADACOM Natural OTP” code and press the delete icon on the upper right.*

6. 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.
7. 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.



*****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.

8. Finally, after you have been informed about the approval of your application, please follow the instructions in step 6 on page 12 in the [following link](#) to activate your new certificate.