

AUTOMATIC SIGNATURE CERTIFICATE ACTIVATION GUIDE



TINEXTA GROUP

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WHAT YOU NEED

To activate a certificate, you need to connect to the [MySign](#) portal, which is dedicated to holders of an automatic signing certificate.

Subsequently, you will be asked for:

- the **User ID** of the auto-signing certificate and the **temporary password** received via E-mail;
- the **mobile phone**, associated during registration, on which to receive the **OTP codes**, via **SMS**.

i Certificate: The set of information, presented in form of electronic file, that defines with certainty the match between the Holder identification data and his public key. A certificate define with certainty the CA of issue and the length of time of use.

START OF ACTIVITIES

After completing the Registration procedure for requesting a Digital Signature (Automatic) certificate, you will receive an email containing the **Credentials** to use the automatic signature certificate and the document with the *Activation Codes*, the file that can be unlocked by passphrase containing the **PIN and PUK codes**.

 Remember to have the associated mobile number with you on which you will receive the activation OTP for digital signature.

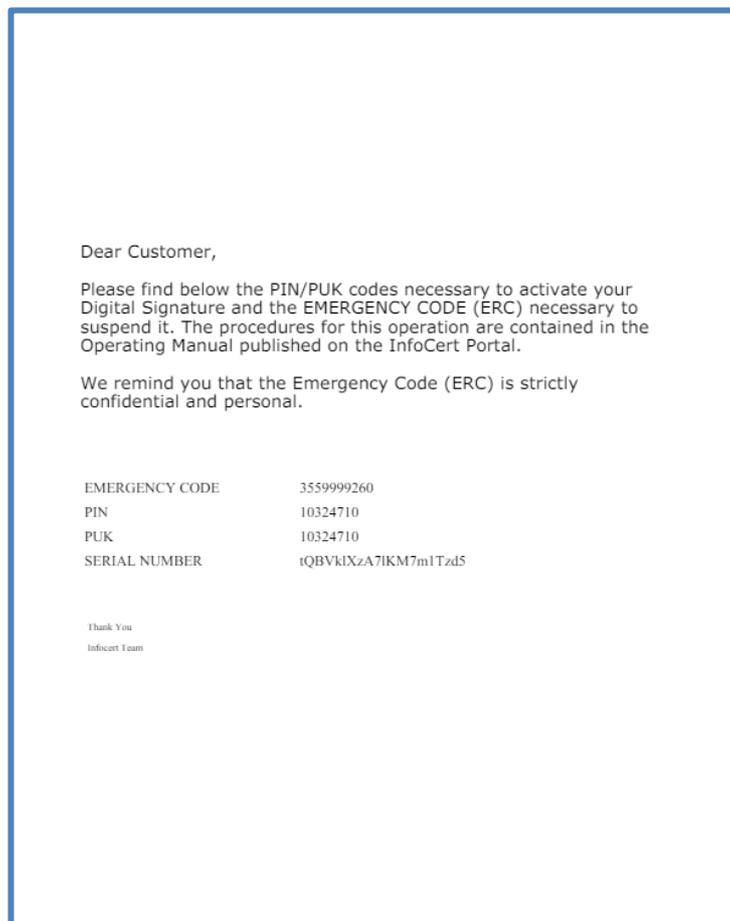
OPENING EMAIL WITH PIN AND PUK CODES

To view the activation codes of the digital signature, it will be necessary to click on the link to open the file and enter the password (*passphrase*) chosen during registration in order to unlock the protected document.

Inside the file, at the bottom right, are the following codes:

- **EMERGENCY CODE**
- **PIN/PUK**
- **SERIAL NUMBER**

The PIN/PUK codes will be used to activate the signing certificate.



OPENING EMAIL WITH SIGNATURE CREDENTIALS

Next, you need to continue by opening the email that contains the Signature Credentials, i.e. the username and the access link to MySign in order to set the password and proceed with the activation of the certificate.



CODES FOR YOUR DIGITAL SIGNATURE

Dear Customer,

The issuing of your InfoCert Digital Signature (Remote or issued on a physical device) identified by the identification code (IUT) **{{dnqualifier}}** has been completed.

Here is the "Encrypted Envelope", the file in which you'll find the PIN code, the PUK code and the envelope number of your InfoCert Digital Signature.

To open the file, please enter one of the following information:

- **Passphrase:** if provided during the activation procedure, please enter the passphrase you have chosen.
- **Fiscal Code/Tax Identification Code (TIN):** if you didn't provide any passphrase, please enter your italian **fiscal code** - if you have one - (use only UPPERCASE) or the **number** of your **document** you provided for the identification process.

{{#if resetPasswordUrl}} [Click here](#) to set the credentials for your Remote Digital Signature using your Username: **{{nickname}}**. The link will remain active 24h after receiving this email. Use the email you choose as your Username. Once the password [sign in to device](#).
{{else}} [Accedi al servizio](#) utilizzando il tuo **Nome Utente** **{{nickname}}** e la password impostata in precedenza. {{/if}}

Remember: all codes within the file are necessary to use or manage your Qualified Electronic Signature

Warning: If you are using a MAC with Safari, please download the attached file and open it with a PDF reader like Adobe.

Thanks, InfoCert Team
If you need help, visit our [support center](#)

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PASSWORD UPDATE

The first customization that is required is the change of the **Password**.

The page provides for the insertion of:

- **User**, contained in the virtual folder delivered by mail at the time of registration.
- **new password**, that you will set according to the instructions provided: a length of at least 8 characters, uppercase and lowercase characters, one or more numbers, at least *one special character* and no more than two consecutive identical characters;

After entering the password a second time, for confirmation, proceed with a click on the *Save* button.

Access password assistance

Enter the service access user and choose the new password

User

Enter your password

Repeat the new password

i Special characters admitted are: **& % ! " () ? ^ + [] . , _**

i **Vitual Folder:** As well as the hard copy, you can receive your codes by email, in form of encrypted PDF that can be opened using the passphrase choosed by the holder during the signature request process.

When you save your password, you will be able to access the service by clicking on *Press to access the service*.

Access password assistance

Password updated successfully, you can now access the service.

[Press to access the service](#)

ACCESS TO MYSIGN PORTAL

Once you have the credentials, you will need to connect to the [MySign](#) portal page.

LEGALCERT

Log in to MySign

Manage your personal or professional InfoCert digital signature independently and easily

[Log in to MySign](#)

[Don't have InfoCert Remote Signature yet? Find out more](#)

INFOCERT ID PROFESSIONALE

Utilizzi lo SPID anche per il lavoro?

Distinguiti con lo SPID Professionale di InfoCert: l'identità digitale per il tuo business

[Scopri di più →](#)

To access MySign, enter your e-mail address and password or scan the QR-code with the MyInfoCert App.

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Assistance | Documentation

Sign in

Email address or username

Password

Attempts left: 5
[Forgot your password?](#)

[Cancel](#) [Sign in](#)

Do you have the MyInfoCert App?



The code is valid for 0 seconds

PIN UPDATE

The second step requires you to customize your **PIN**.

The screenshot shows a web interface for 'SelfCare Signature' with the user 'Bianca Rossi' (MAS12953). The page is titled 'Activate your signature' and shows a progress indicator for 'Set password' (completed) and '2 Confirm the operation' (current step). A message box states: 'The code for managing the certificate is within the -mail sent from signature.activation@infocert.it'. Below this, there are instructions to 'Enter the OTP code to activate your signature'. The form includes fields for 'Choose a signature PIN' (with a hint 'Enter the new signature PIN'), 'Confirm PIN' (with a hint 'Confirm PIN'), and 'Enter the PUK you find in the virtual envelope you received by email' (with a hint '*Enter PUK'). There is also an 'Enter OTP code' field with a 'Send new OTP' link and a note 'We sent you a code via SMS'. At the bottom right, there are 'Cancel' and 'Confirm' buttons.

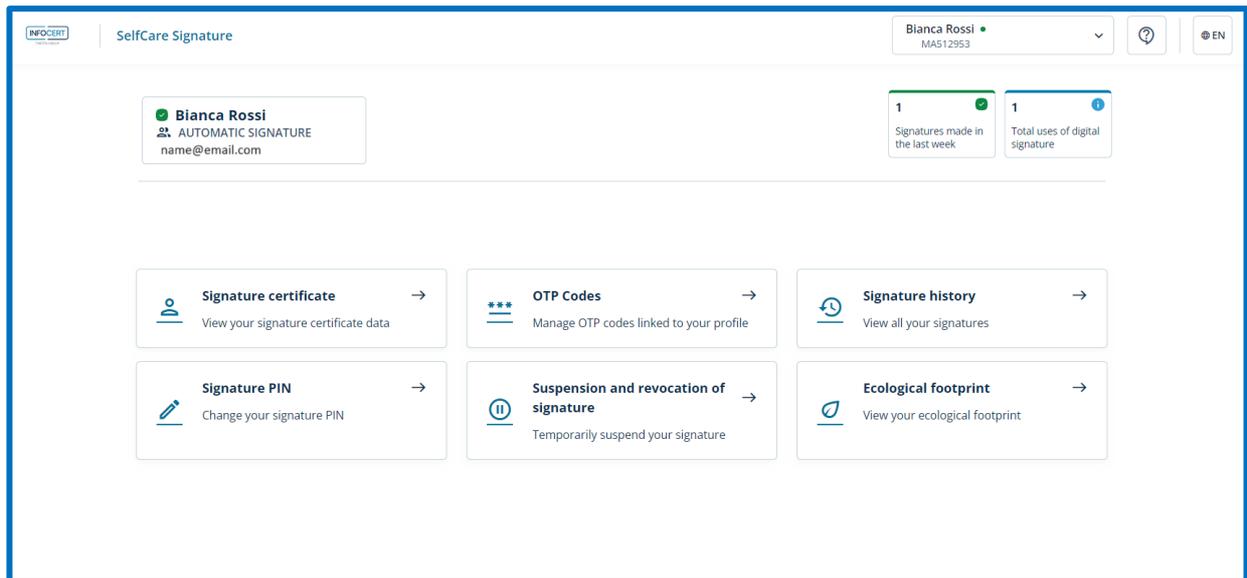
The page provides for the insertion of the **new PIN**, which must have a fixed length of **8 characters, all numeric**, the confirmation of the same and the **PUK Code** received in the Virtual Envelope opened with passphrase.

For security reasons, the system will require validation by typing in an **OTP code** that will be received *via SMS*.

After entering the OTP you need to click on the *Confirm* button.

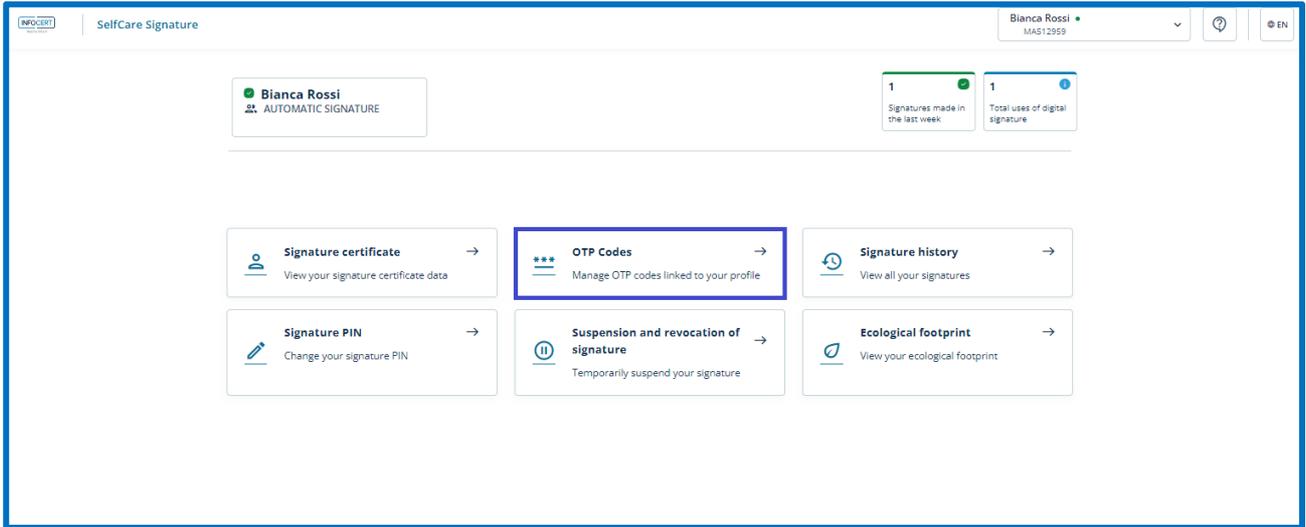
i PIN: Personal Identification number, is a numeric code that, associated to a signature certificate, allows to verify the correspondance between user and holder.

Upon completion of the above steps, the procedure will lead to the MySign home page, the portal where you can manage your signing certificate.

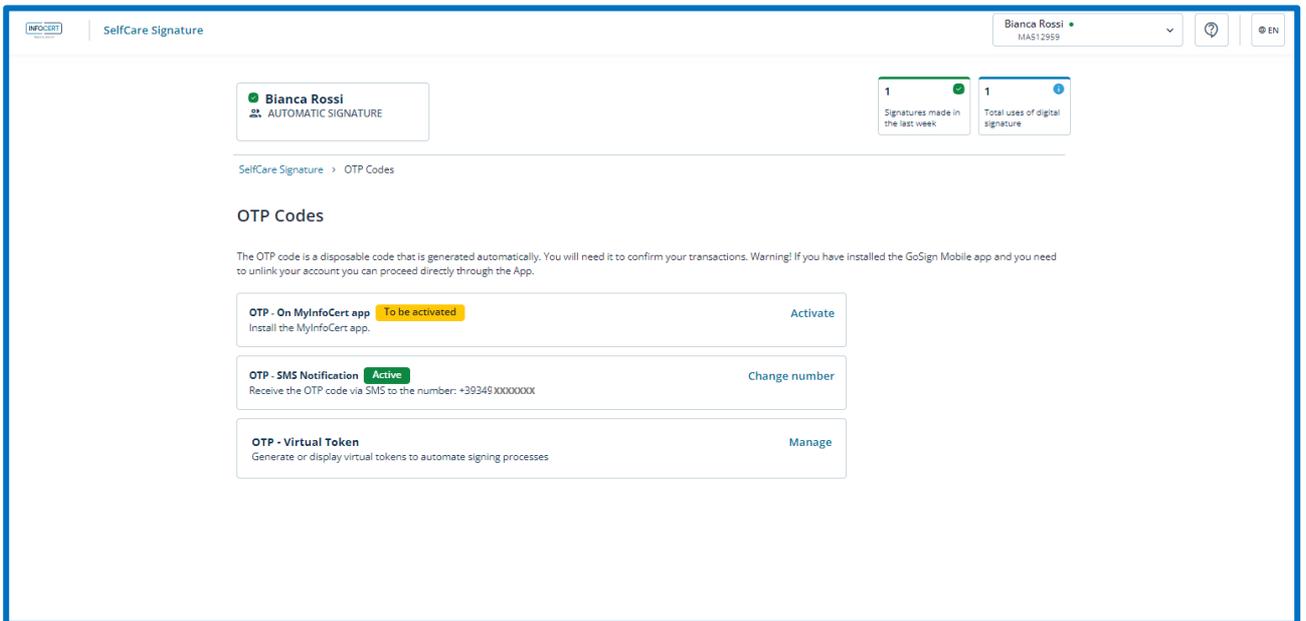


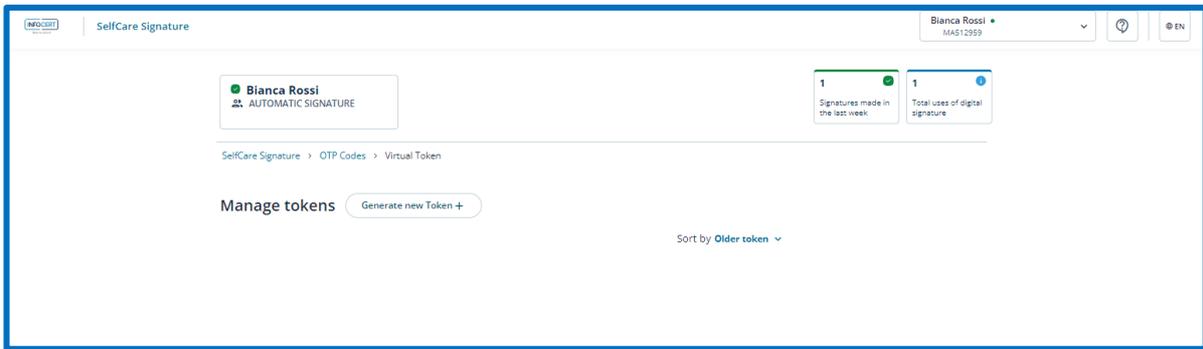
VIRTUAL TOKEN MANAGEMENT

On the MySign home page, you can manage the virtual token by entering the **OTP Codes** section.

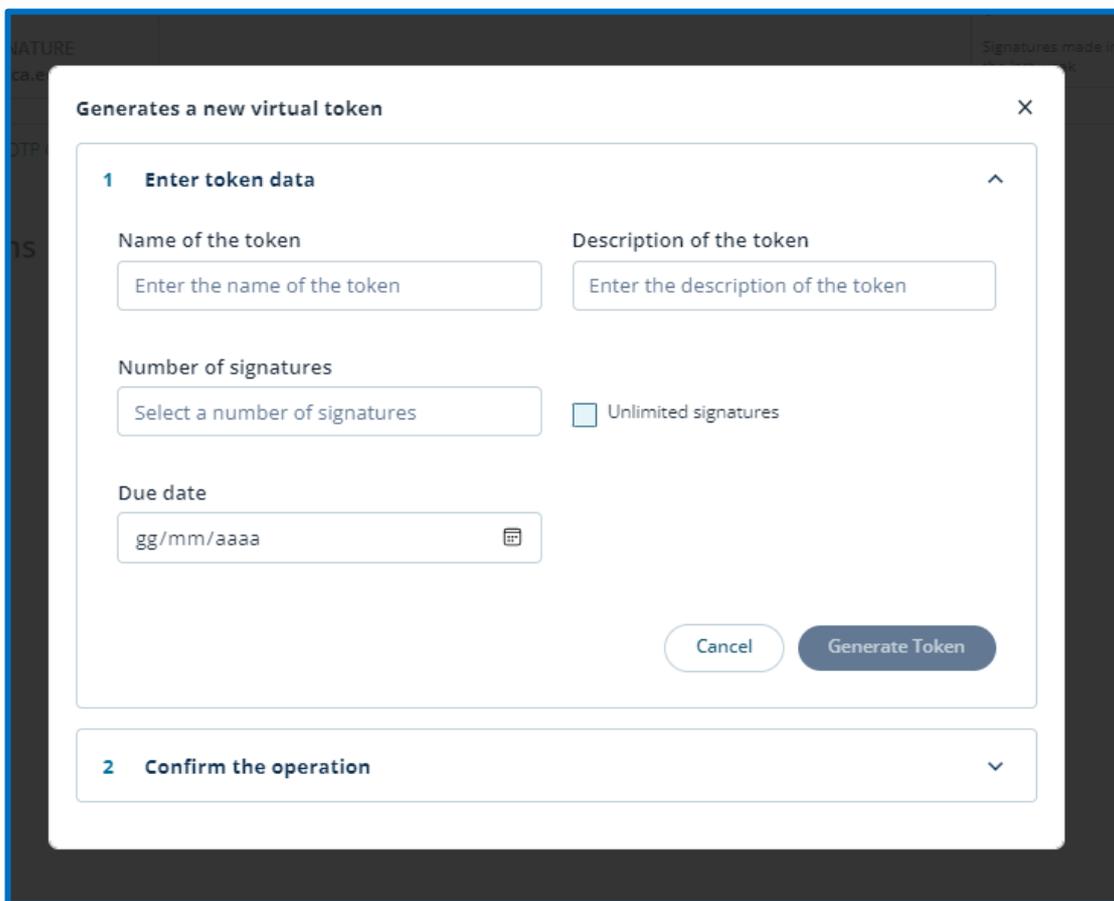


To generate or view the virtual token, click *Manage* and then *Generate New Token*.

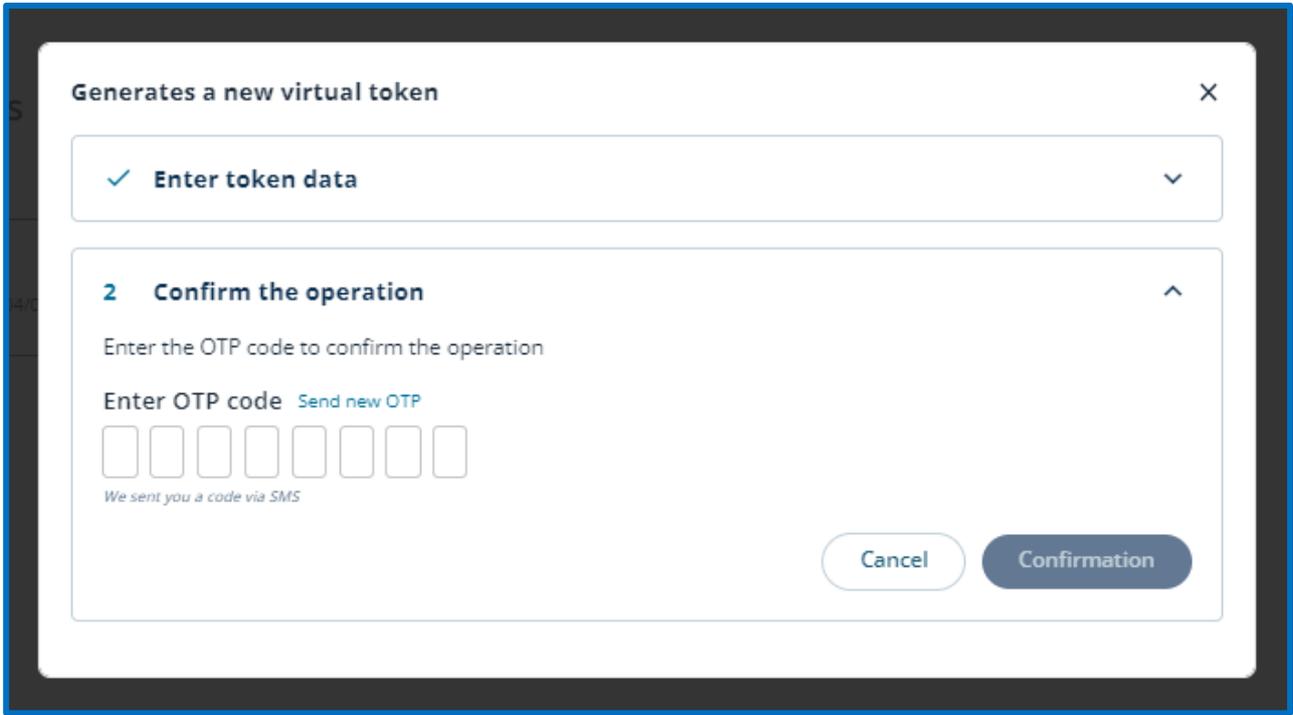




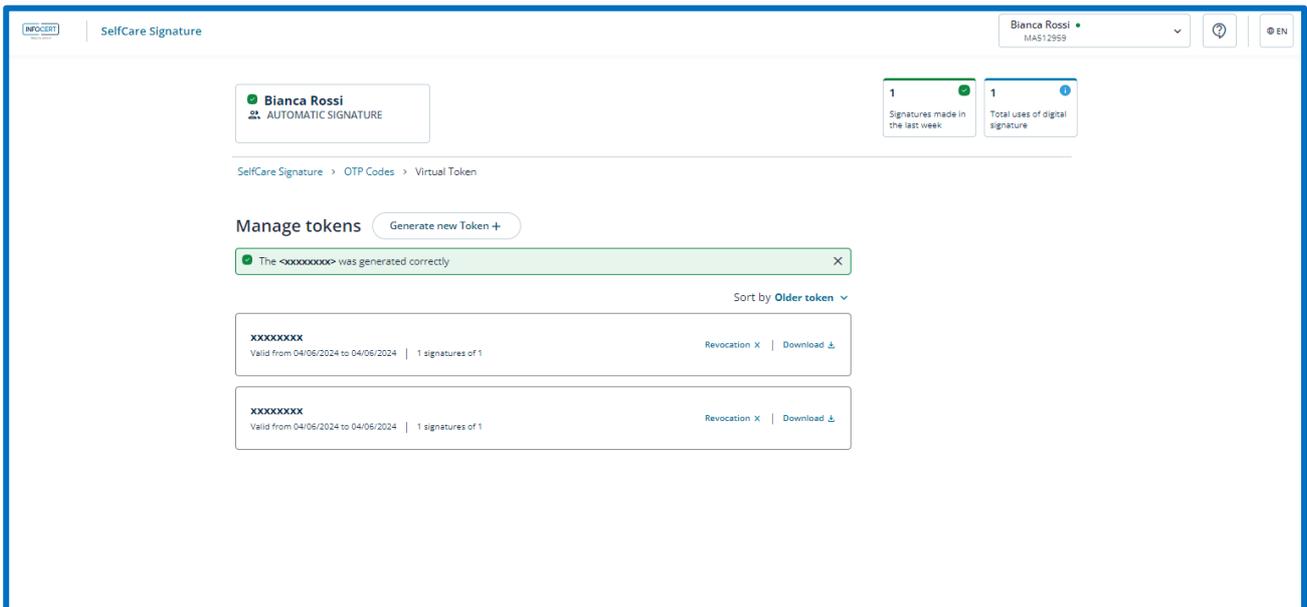
After filling in the required fields, you can click on the *Generate Token* button.



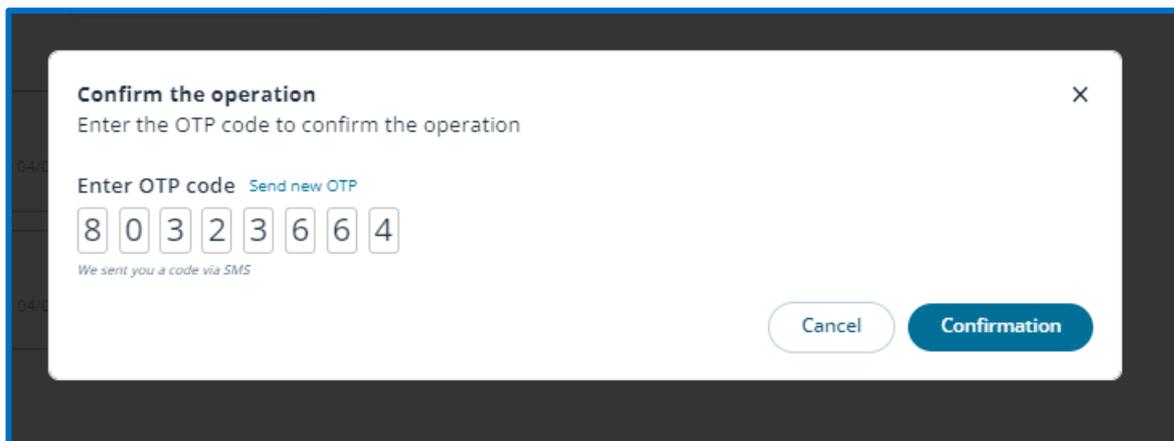
On the mobile phone provided during registration, the **OTP Code** will be sent via *SMS* to be entered in the next step.



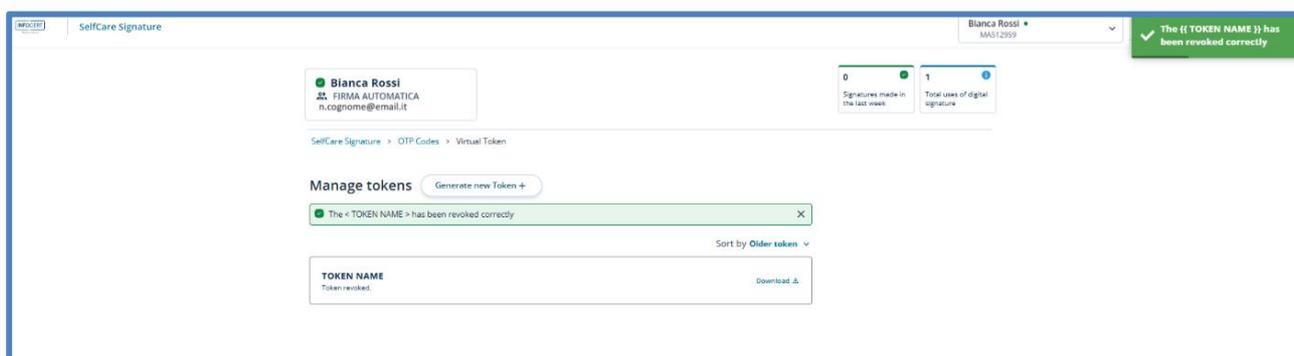
At the end of the operation, you will see the confirmation of the generated Token and the possibility to revoke or download it.



To revoke the Token of interest, after clicking on the *Revocation* button, you will receive an **OTP Code** via *SMS* to confirm the procedure.

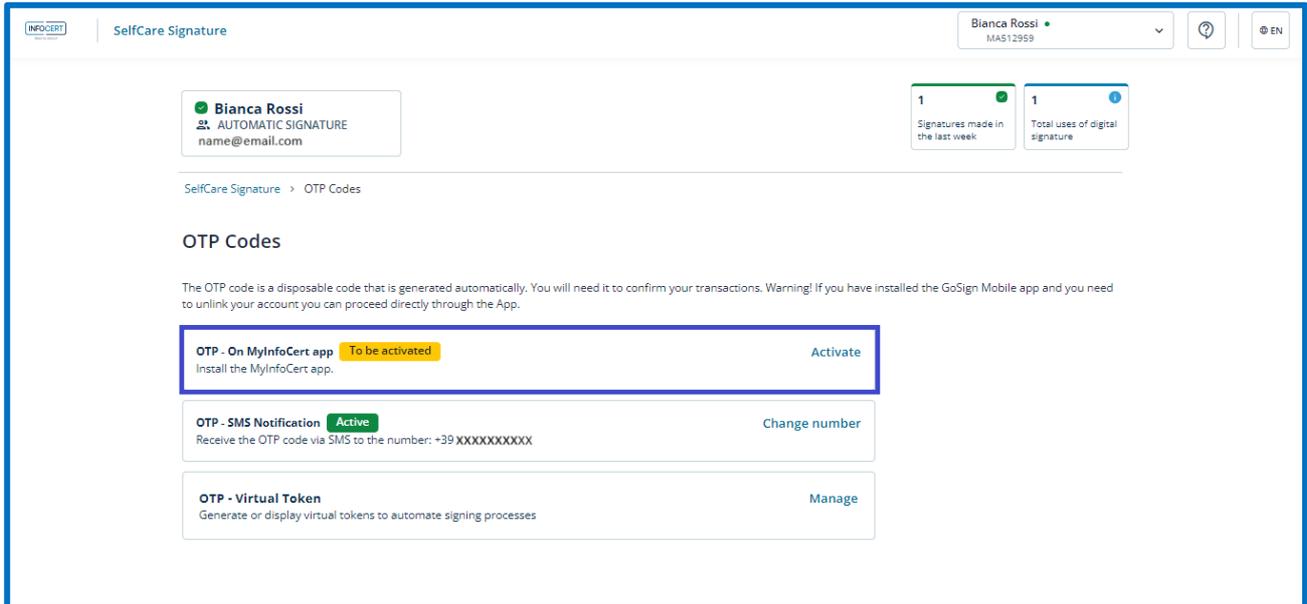


After clicking on the *Confirm* button, you will see the operation of successful revocation of the token.



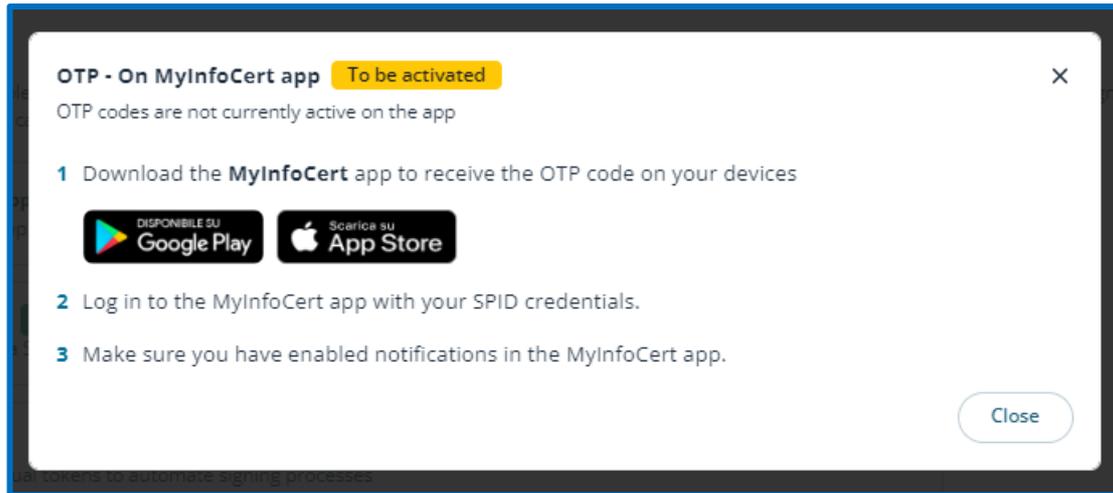
DOWNLOAD MYINFOCERT APP

To manage OTP, you can use the [MyInfoCert](#) App. By clicking on the *Activate* item, you can check the activation of the service and consult the information regarding the activation and configuration of the App.



The screenshot shows the 'SelfCare Signature' interface for user Bianca Rossi (MAS12959). It displays a profile card with the name and email, and two summary boxes: 'Signatures made in the last week' (1) and 'Total uses of digital signature' (1). Below this, the 'OTP Codes' section provides instructions and three configuration options:

- OTP - On MyInfoCert app**: Status 'To be activated'. Action: **Activate**. Description: 'Install the MyInfoCert app.'
- OTP - SMS Notification**: Status 'Active'. Action: **Change number**. Description: 'Receive the OTP code via SMS to the number: +39 XXXXXXXXXXXX.'
- OTP - Virtual Token**: Action: **Manage**. Description: 'Generate or display virtual tokens to automate signing processes.'



The modal dialog is titled 'OTP - On MyInfoCert app' with a status 'To be activated'. It contains the following text and instructions:

OTP codes are not currently active on the app

- 1 Download the **MyInfoCert** app to receive the OTP code on your devices

Buttons for 'DISPONIBILE SU Google Play' and 'Scarica su App Store' are provided.

- 2 Log in to the MyInfoCert app with your SPID credentials.
- 3 Make sure you have enabled notifications in the MyInfoCert app.

A 'Close' button is located at the bottom right.

If you need to, you can change some information about your signature certificate through the MySign portal.