AUTOMATIC SIGNATURE CERTIFICATE ACTIVATION GUIDE

InfoCert

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SUMMARY

1 WHAT YOU NEED

To activate the certificate, you have to connect to the [MySign](#) portal, dedicated to holders of an auto-signing certificate.

Subsequently, the following will be requested:

- the **User ID** of the auto-signing certificate and the temporary **Password** received via Email;
- the **mobile phone**, associated during registration, on which to receive 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.

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2 START OF ACTIVITIES

After completing the registration process for requesting an Automatic signature certificate, you will receive 2 emails:

- the first, sent by "*codici.firmadigitale@infocert.it*", containing the file with the **ACTIVATION CODES**, that can be unlocked using the passphrase chosen during registration process which contains the **PIN and PUK codes**;
- the second, sent by "*elaborazione.certificati@infocert.it*", containing the *Credentials* to use the remote signing certificate.

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

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3   EMAIL OPENING WITH PIN AND PUK CODES

Once you receive the email with the digital signature activation codes inside, you need 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, there are the following codes:

- **emergency code;**
- **PIN;**
- **PUK;**
- **envelope number**.

You will need to copy the PUK code as it will be used to activate the signing certificate.

1   EMAIL OPENING WITH SIGNATURE CREDENTIALS

Then, you have to open the e-mail that containing the signature's credentials: **User-ID** and **password**.

Dear Customer,

We registered your Qualified Automatic Signature (Certificate Number: 20 **********). Activate your signature now:
Go to http://mysign.infocert.it using the following information:

- **Userid:** M******
- **Password:** ncfr0101 (to change after the first login)

If you need help, please read our guide here

Remember: to use your Qualified Electronic Signature you must remember the **Userid** and **password** to access on the web portal, the **Signature PIN** and the **OTP**.

Other helpful information to use your Certificate:

- **Domain:** ******
- **Alias:** Fiscal code

Thanks, InfoCert Team

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2 ACCESS TO MYSIGN PORTAL

Once you have the credentials, you will need to connect to the MySign portal page and enter the credentials contained in the email received on the Login screen.

If you need support, you can click on the icon with the headset to be directed to the Customer Support portal.

❌
- The **User ID** associated with your signing certificate is assigned by InfoCert and cannot be changed; it is also available in the registration request copy.
- The **temporary password** is provided in the email with the User Id and will be customized at the first access.

3 PASSWORD UPDATE

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

The page provides for the insertion of:

- **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;
- **PIN**, contained in the virtual folder delivered by mail at the time of registration.

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

Activate your signature

1 Set password	^

🛈 PIN and PUK codes are within the email sent by **codici.firmadigitale@infocert.it**   ✕

Enter your PIN or PUK code and OTP code to activate your signature

Choose a new password   **Choose a new password**

[Enter the new password   👁]   [Enter the new password   👁]

PIN / PUK

[Enter PIN or PUK]

Cancel   Set Password

2 Confirm the operation	⌄

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

🛈 **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.

You will then be asked to confirm the password update via **PIN** and **OTP code** received via sms:

Activate your signature

✓ Set password	⌄

2 Confirm the operation	^

Enter the OTP code to activate your signature

PIN / PUK   **Enter OTP code** Send new OTP

[Enter PIN or PUK]   [ ][ ][ ][ ][ ][ ][ ][ ]

We sent you a code via SMS

Cancel   Confirm

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4 PIN UPDATE

If you desire, you can customize the **PIN**: from the MySign HomePage, you will need to click on the *Signature PIN* section:

The page includes the insertion of:

- **PIN** (the same as before);
- **New PIN,** which must have the length – fixed – of **8 characters, all numeric**.

After typing the new PIN a second time, for confirmation, you need to click on the *Confirmation* button.

For security reasons, the system will request validation by entering an **OTP code** that will be received *via SMS*.

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

5   DOWNLOAD GOSIGN DESKTOP & MOBILE

You can start to sign digitally your documents using the functions available on **GoSign Desktop** or download the **Gosign Mobile App** for free (available for iOS and Android).

If you need to change some informations relating to your signature certificate, you can always operate through the MySign portal.