GUIDE TO MANAGE A REMOTE SIGNATURE CERTIFICATE

INFOCERT

TINEXTA GROUP

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WHAT I NEED

- The link to the portal MySign, dedicated to holders of a **remote signing certificate**;
- the **User-ID** and the **password** of your remote signing *certificate*;
- the **mobile phone**, associated during registration, to receive **OTP codes**, via SMS.

> **ⓘ 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.

ACCESS TO THE PORTAL

To access the management portal of your remote signing certificate, you must connect to the MySign site authenticating with your login credentials. The **User ID** is the one that has been assigned by InfoCert (available both in the Registration Request and in the confirmation e-mail arrived immediately after the registration of my data). The **password** is the one you set when the remote signing certificate was activated.

If you have forgotten your password, you can recover it with the *I Forgot the Password* feature.
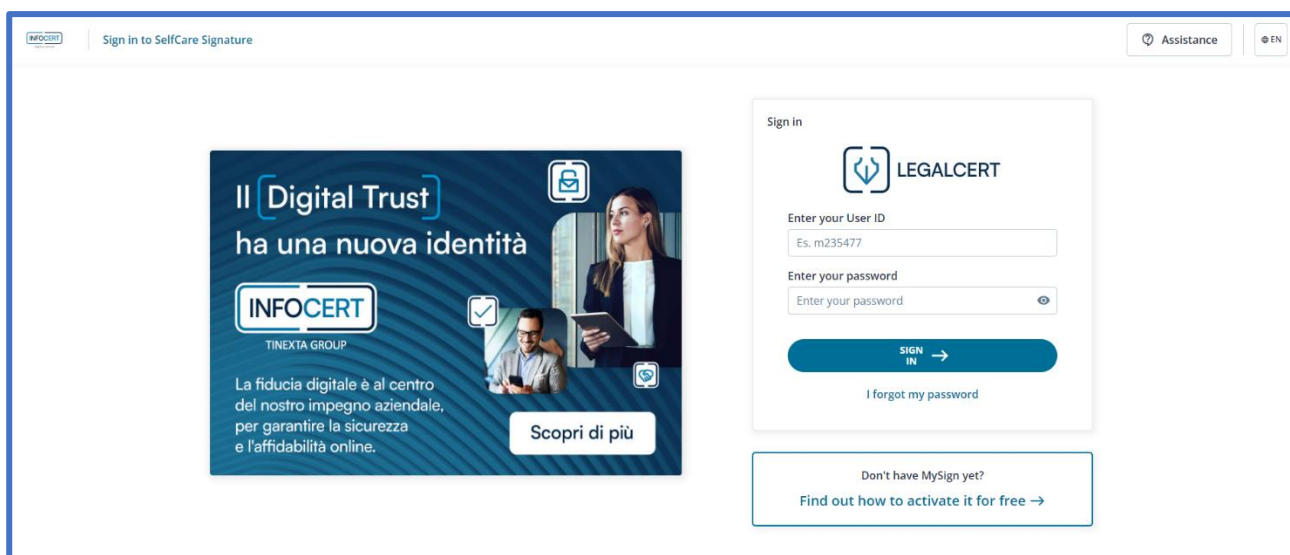
On the next welcome page, you will find the management menu:
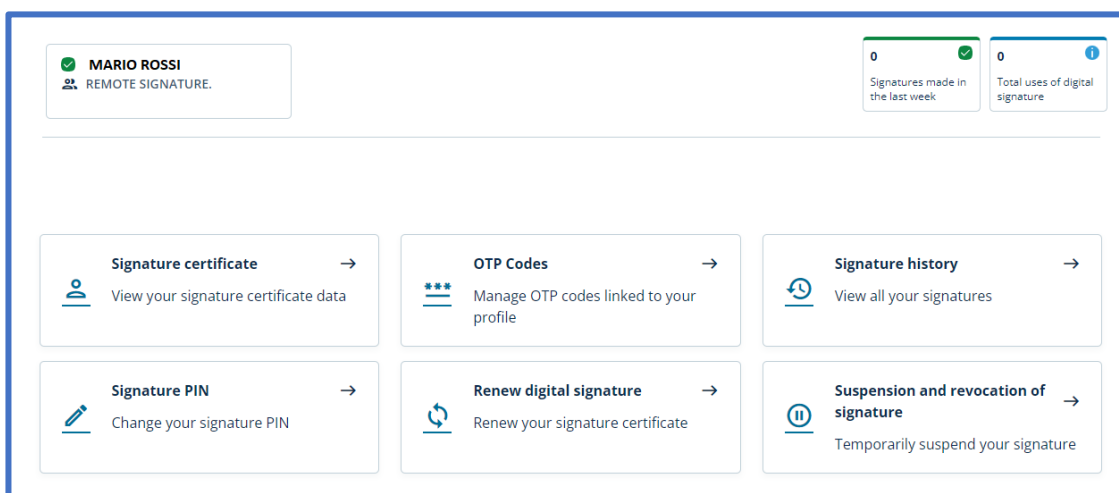
SIGNATURE CERTIFICATE DETAILS

In this section you will find general information about the certificate: status, activation date, unique identifier number.

Signature certificate

Your certificate is **Active** until **16/11/2025**

Signature certificate details
View your certificate data

Certificate holder

Unique identifier
2 ********** 5

Name
MARIO

Serial Number
TINIT- FISCAL CODE

Status
IT

Holder
MARIO ROSSI

Last name
ROSSI

Certifying authority

Status
IT

Holder
InfoCert Qualified Electronic Signature CA 3 CL

Organization
InfoCert S.p.A.

Organizational Unit
Qualified Trust Service Provider

⬇ Download

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OTP CODES

In this section you can choose the OTP reception mode to finalize the Signature operations.

OTP Codes

The OTP code is a disposable code that is generated automatically. You will need it to confirm your transactions. Warning! If you have installed the GoSign Mobile app and you need to unlink your account you can proceed directly through the App.

OTP - On GoSign Mobile app `To be activated`
Install the GoSign Mobile app

Activate

OTP - SMS Notification `Active`
Receive the OTP code via SMS to the number: +39347#######

Change number

Choosing the option "OTP - On GoSign Mobile App" will display a pop-up inviting you to download the GoSign Mobile app on your smartphone to link your signature account and receive OTP codes.

OTP - On GoSign Mobile app `To be activated` ✕
At the moment OTP codes are not active on the app

1 **GoSign Mobile** per ricevere il codice OTP sui tuoi dispositivi

DISPONIBILE SU Google Play | Scarica su App Store

2 Log in to the GoSign Mobile app with your credentials

3 Make sure you have enabled notifications in the GoSign Mobile app.

Close

If you want to change the phone number linked to receiving OTPs, you must have access to the number currently in use to authorize the operation.

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Change number   ✕

To change the cell phone number on which to receive OTP codes, it is necessary:
- Enter the new number on which you want to receive the confirmation SMS
- Have access to the number currently in use to authorize the transaction with the OTP code

> ⚠ You need the mobile number +3934✱✱✱✱✱✱✱✱associated with the Signature to change the phone   ✕
> number

New issue   **Enter OTP code** Send new OTP

🇮🇹 +39 ▾ | Enter the new number | [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]

                                                        We sent you a code via SMS

                                                        Cancel   Save

---

⚠ **The OTP will be sent on your old phone number**, that **must be active** when you start the change process.

SIGNATURE HISTORY

This section displays the history of signatures made. Through the search filters it is possible to limit the search to a precise time frame.

CHANGE YOUR PIN

Within the *Change PIN* section, you can change the security PIN of your certificate.

After entering the current PIN and the new one, which must be confirmed, proceed with a click on the *Confirmation* button.

Change PIN   ✕

1   Set new PIN   ⌃

Change the PIN you use to sign

ⓘ If you forget your PIN, you will not be able to retrieve it in any way and will have to   ✕
   proceed to apply for a new digital signature

Current PIN   **New PIN**

Enter the current PIN   👁   Enter the new PIN   👁

Confirm new PIN

Re-enter new PIN   👁

                                                          Cancel   Confirmation

2   Confirm the operation   ⌄

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

Change PIN   ✕

✓   **Set new PIN**   ⌄

2   Confirm the operation   ⌃

Enter the OTP code to confirm the operation

Enter OTP code Send new OTP

☐ ☐ ☐ ☐ ☐ ☐ ☐

We sent you a code via SMS

                                                          Cancel   Confirmation

DIGITAL SIGNATURE RENEWAL

In the *Renew Digital Signature* section, you can view the expiration date of your certificate and renew.

Renew digital signature

Renew digital signature
Due date: 16/11/2025

Upon renewal of your signature, we inform you that we will issue a latest generation certificate with a new identification code.

Your current credentials will remain unchanged.

Renew with Coupon   Renew with RAO credentials   Renew signature

SUSPENSION AND REVOCATION OF SIGNATURE

In this section you can temporarily suspend your signature or revoke it by permanently interrupting its validity.

Suspension and revocation of signature

Suspend your signature   **Suspend**
Temporarily suspend your signature

Revoke your signature
If you want to permanently discontinue the validity of your signature you can revoke it.
Download the revocation form, fill it in completely and follow the directions on the form.If you need assistance, contact the InfoCert call center at **065 464 1489**.

By clicking on S*uspend* you will be redirected to a form to fill in with the details of your signature to finalize the operation.

Suspend your certificate online

To proceed with the online suspension, the Holder must provide the unique identifier (IUT), the emergency code (ERC) and indicate the end date of the suspension:

Unique Holder Identifier (IUT) :

Emergency Code (ERC) :

Re-enter the **Emergency Code (ERC) :**

Suspension end **date :**

gg/mm/aaaa

Finally, click on the "Suspend" button, a message will confirm that the certificate has been suspended.

[Suspend]

The waiting time between the suspension request and the publication of the updated list of revoked and suspended certificates is a maximum of 24 hours.

Warning: entering the date of end of suspension equal to the end of validity date of the certificate makes it unusable until expiry and, in fact, determines its revocation.

ACCOUNT MANAGEMENT

By clicking on your name at the top right and choosing *Manage your account*, you can change the following details:

- password;
- mobile phone number;
- e-mail address;
- security information.
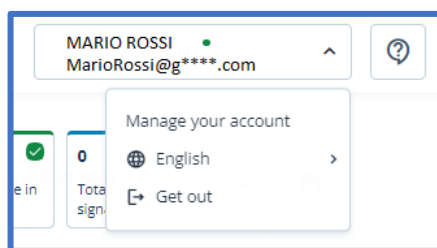
- ***CHANGE PASSWORD***

In the *Change Password* section, you can change the password of MySign portal.

After entering the current password and the new one, which must be confirmed, proceed with a click on the *Update* button.

The rules for choosing the new password are identical to those used to set the initial password to access the portal: a length of at least 8 characters, uppercase and lowercase characters, one or more numbers and at least one special character, no more than two consecutive identical characters.
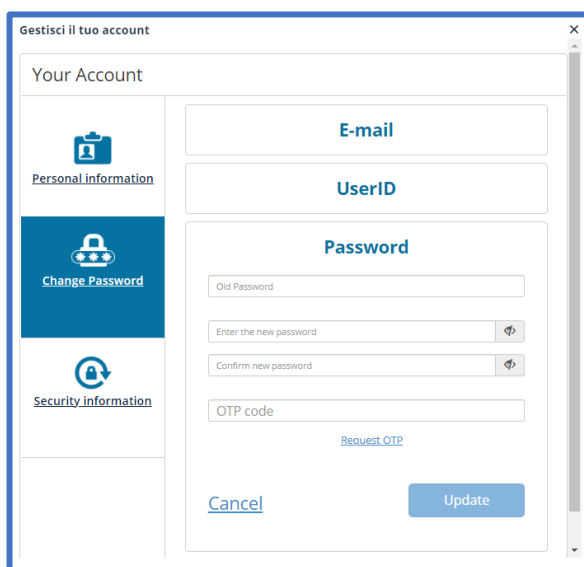
Special characters admitted are: **& % ! " ( ) ? ^ + [ ] . , _**

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- *CHANGE PHONE NUMBER*

If necessary, you can change your mobile number to regain access to your account if you forget your password.

In *the Security Information* section, you proceed with a click on *Change* in the dedicated section.
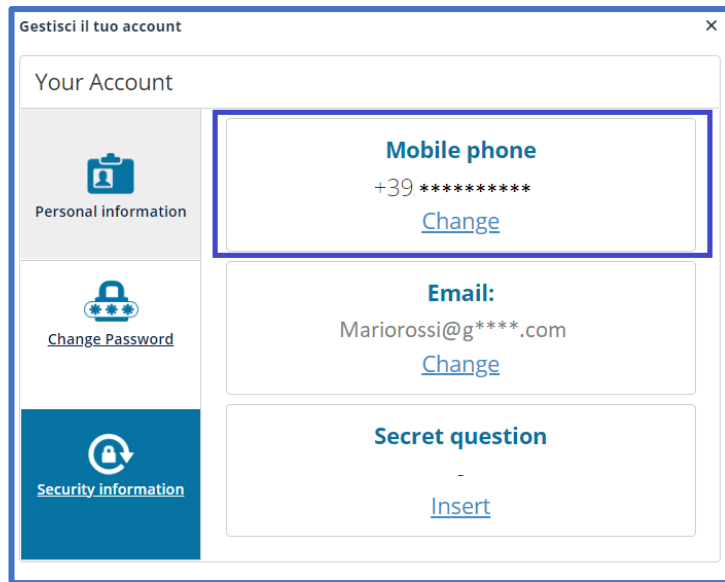

After entering the new mobile number, you proceed with a click on the *Update* button.

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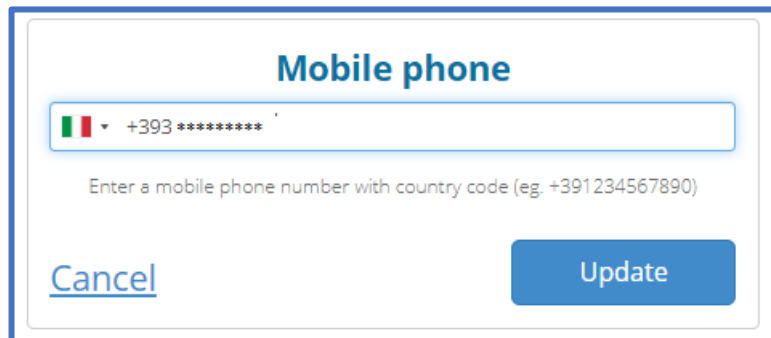
- *CHANGE YOUR E-MAIL ADDRESS*

If necessary, you can change the e-mail address on which you receive messages that contain information about the signatures affixed with your remote signing certificate (quantity, date, and time of signature). The address on which the mailings are made is the one declared at the time of registration of your data.

In the *Security Information* section, you proceed with a click on *Change* in the section dedicated to the E-Mail address.
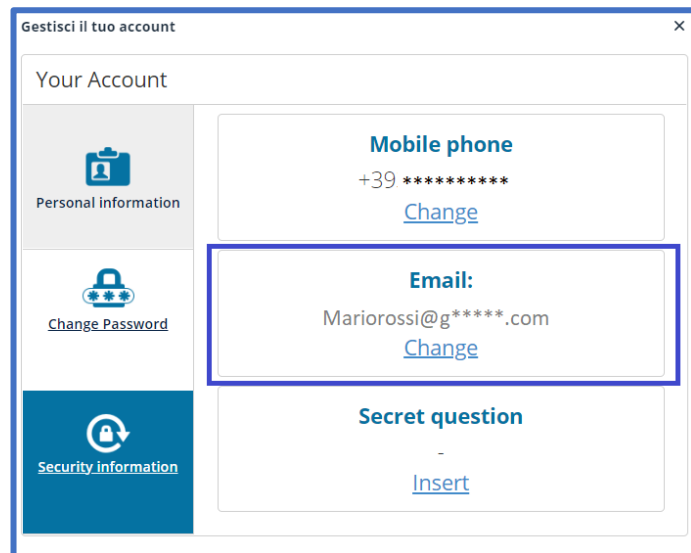
At this point, you can change the e-mail address by indicating it in the *Update your E-mail* field and update the notification service.

A click on the *Update* button validates your choice.
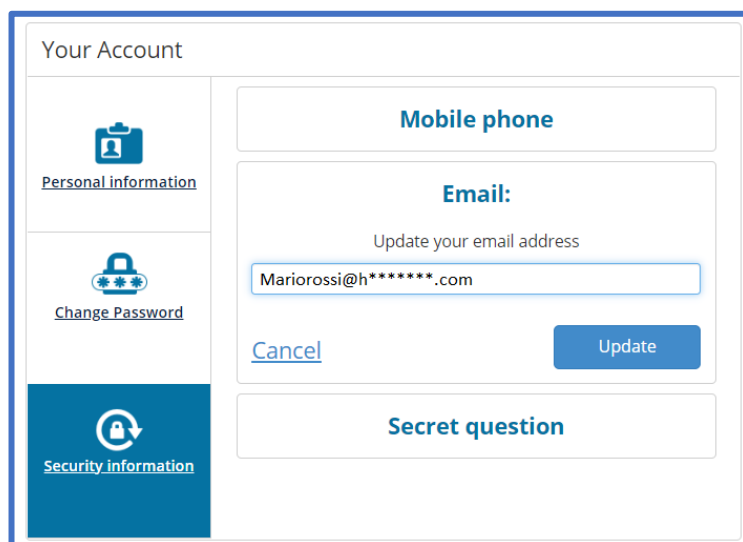
- *CHANGE SECRET QUESTION*

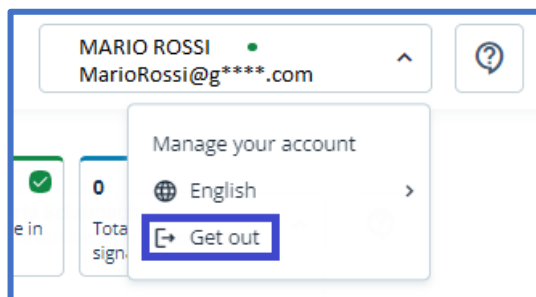In the *Security Information* section, you can also edit the secret question.

You can choose from the questions proposed in the list or create a personal one. A click on the *Update* button will confirm the operation.

END OF ACTIVITIES

To end the activity within the site, simply click on the *Get out* command in the *User* menu, located at the top right.

All you have to do is digitally sign your documents using the features available on GoSign Desktop.