Guide to requesting a QES Certificate with eDoc ID



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1 WHAT I NEED

- An e-mail address;
- A phone number to receive an OTP Code via SMS to complete the procedure;
- A smartphone (with Android 8+, Huawei or iOS 13+) with NFC technolgy;
- A valid Electronic Identity Document (Passport or ID Card only for Italian citizens);
- MyInfoCert App installed on the smartphone.



2 START ACTIVITY AND QES PURCHASE

Within the InfoCert website dedicated to the Electronic Signature <u>https://infocert.digital/shop/electronic-signature/</u>, you can find useful information on the service and, at the bottom of the page, the area from which to start the process of activating my Electronic Signature.



A click on **Buy now** allows you to start the QES purchase procedure.





The choice of the recognition method **with eDoc ID** will allow you to make the recognition through the **MyInfoCert App** and **your electronic document**.

InfoEert Checkout	Log in Sign up
Buy now Qualified Electronic Signature now QES with eDoc ID	
If you have a coupon code, enter it here:	E79.00
 I agree to the processing of Biometric Data carried out by InfoCert as part of the remote identification method I chose I agree to the processing of Data and Biometric Data as part of the automated decision-making process underlying the automated procedu by the Controller and chosen by me 	ire provided
CONTINUE →	

In the screen that will appear you will have to click on **Continue**.



ACCESS TO THE PORTAL

First you will have to choose your access data, that is the credentials with which you will purchase your QES.

3.1 NOT AN INFOCERT CUSTOMER YET

If this is the first time you have requested an InfoCert service, or if you want to use an email address other than the one used to access the **Store**, you will have to make a new registration.

System ask you to provide an email address and choose a password. Especially:

- 1. Email address;
- Password: you choose a password respecting the instructions provided (a length of at least 8 characters, uppercase and lowercase characters in it, one or more numbers and at least one special character, no more than two consecutive identical characters). The password is valid for 180 days, after which the system will ask you to change it.

You will also choose your residence country.

To continue you accept the clauses for the mandatory processing of data and indicate your preferences regarding the further processing of data for marketing purposes. You continue with the reCAPTCHA security verification and confirm your request.

A click on the **Register button**, allows you to proceed.

Not registered yet?	SET YOUR REGISTRATION DATA Already registered? Log in
Create your InfoCert account	Enter the email address you want to use as InfoCert User:
now	enter your email
	enter your password
	Taxation country or country of residence
	I Italy
	(Why it is important)
	PRIVACY CONSENT
	You declare that you have read and understood the "Privacy Policy - Services Activation".
	You have also been informed of the processing of personal data necessary for the provision of the service and, by ticking the boxes below and signing where required, you can freely give your consent
	and, consequently, authorize:
	 services, either by remote automatic means (e.g. e-mail, fax, SMS), or by traditional means of contact (telephone, paper mail)
	O I give my consent O I do not give my consent
	2. the processing of your personal data for the purposes of marketing/direct sale of products or
	services of third parties/entities as autonomous data controllers, either by remote automatic means (e.g. e-mail, fax, SMS), or by traditional means of contact (telephone, paper mail)
	I give my consent I do not give my consent
	Charly here our sales terms
	Check here our sales terms
	REGISTER →



The portal checks the data entered and at the end of the operation allows you to continue proceeding with the payment.

3.2 ALREADY INFOCERT CUSTOMER

If you have already purchased an InfoCert service in the past, you can use your access data to the InfoCert Store.

By clicking on **Already Registered? Login** the portal will ask you to enter your credentials: email and password.

A click on the **Login** button will allow you to continue.

		Support
	Login with your InfoCert account E-mail address E-mail address Password Password Login Don't you have an InfoCert account? Sign in	
InfoCert, the digital future is now.		INFOCERT S.P.A. VAT NUMBER: IT07945211006 PRIVACY POLICY



4 PURCHASE THE QES WITH EDOC ID SERVICE

Once the login phase is complete, the system will take you to the InfoCert store.

From here you can check your order and continue with the *payment*.

The system will allow you to confirm or create the billing master data and choose the payment method you want.

Verify data and proceed to checkout The order will be issued immediately after	
1. BILLING INFORMATION Enter billing information for the invoice	PURCHASE SUMMARY
YOUR BILLING INFORMATION: Select different billing information	You are about to purchase:
Prova - Other 2	Qualified Digital ID €79.00
NN:: ABCDEF8000000111X Address: Plazza Sallustio 9, 00187 Image: The Invoice courtery copy will be sent to the address infocent_provaxoc@legalmail.it	TOTAL NET: €96.38 VAT: (22%) €17.38
Enter the reason for the invoice /octional)	
2. PAYMENT OPTIONS Select payment options to complete the transaction	
PayPal PayPal	
COMPLETE THE PURCHASE →	

A click on the **Complete the purchase** button, will allow you to complete the payment with the chosen method.

In the case of payment by PayPal or C/C you will be redirected to the page to complete the operation and, subsequently, you will receive on the screen confirmation of the success of the operation.



Once you complete the payment, system will ask you to enter some missing data. You have to click on **Complete the online form**.

Checkout Checkout	🗅 catalog email@infocert.it 🖉
	Order and payment completed successfully, thank you! Now, please, enter data To complete the service activation request, you must enter some missing data
	Enter data Request activation for yourself or for the company you represent, or assist your customers 'closely' to obtain the service, using the simple online form. IMPORTANT: Save the link (get it by clicking "Copy to Clipboard") if you want to proceed later.
	COMPLETE THE ONLINE FORM →
	OR
	Complete the form later or have someone else complete it (e.g. in case of third-party activation or proxy)
	COPY LINK TO CLIPBOARD

For **non-Italian citizens** you are asked to enter:

- Name
- Surname
- Date of birth
- Mobile phone number

Customer Area				👌 catalog email@infocert.it 🗸 📎
	Qualified Electro	onic Signature		
	Electronic Document country of Issuing Other countries than Italy	information •		
	Name Mardatory field	Surname Mandatory field	Date of birth gg/mm/aaaa	
	e-mail infocertxxxxx@infocert.it	Mobile phone number Mandatory field		
	(Submit		



For Italian citizens you are asked to enter:

- Tax code
- Mobile phone number

Customer Area		🗅 catalog email@infocert.it 🗸 🔇
Qualified Electron QES with eDoc ID	ronic Signature	
Electronic Documen Country of Issuing Italy	t information	
Tax Code RSSMRIXXXXXX123X e-mail	Mobile phone number	
infocertxxxxx@infocert.it	+39340******	
Accepted Payment Options	Customer Care Consult guides and FAQs Reach out our Customer Care	Let's keep in touch in 🔽 🖪 🐻

In your personal area, you can find the product that you have bought.

Customer Area Welcome, email@infocert.it			Catalog email@infocert.it ✓
	Accounts administration→ Account administration→ Manage your account data	Billing data → Manage and enter billing data	Orders and invoices → Image: Track your orders and download your invoices →
	Service Management → Manage your active services\		



Here you can find the "order number" (eg. 55-XXXXX-XXXXXXXXX) of the purchased service as well as the "UserID" of your QES Certificate.

Customer	Area			🕆 catalog email@infocert.it 🗸	Ø
	Welcome, email@infocert.it			1 Services in evaluation	
	Customer area > Service Management				
	Service Managemen	t			
	Awaiting activation products 1 Product(s)				
	QES with eDOC-ID			^	
	Product details				
	Service username	Services	Order details		
	MA302978 UserID	QES with eDOC-ID	Number of order: Date of order:	55-XXXXX-XXXXXXXXX Jul 4, 2022	

Now, you just have to login to your email inbox and continue the activation of your QES Signature with a click on the **Keep On** button.

Alternatively, you can copy the link contained in the email and insert it in the navigation bar of the browser.



Check your Email

After purchasing the QES, please check your email. You'll find the email with instructions to continue the activation of your QES Signature by clicking on the **Keep On** button.



If you copy/paste to a browser other than the one on which you started the request process, the system will ask you for the login credentials or the email address and password you have just chosen for your QES Signature.

By clicking on the link, the email will be verified and you can continue with the QES request by downloading or starting the **MyInfoCert App**.





5 **IDENTIFICATION**

If you have not installed the App on your smartphone, you will have to download it.

Once you launch "**Google Play**", "**Apple Store**" or "**App Gallery**", you enter "MyInfoCert" as the search item. A click on the **Install** or **Get** button (depending on the system of your mobile) allows you to continue and install the App.



When you start MyInfoCert app for the first time, a short tutorial is shown.





Once the App has been downloaded or started, at the time of the first access, **you enter the credentials of your QES Signature** with which you made the purchase in the "Email or Username" and "Password" fields and validate them by pressing the **Sign In** button.

my Infocert	
Login	
Email, Casella PEC, UserID o nome utente E-mail address	
Password	0
Sign in	
Did you forget the password?	

After entering the credentials, **InfoCert sends via SMS an OTP code on the phone that you declared at the time of registration and that you will have to enter in the appropriate spaces**.

Insert OTP	< +39 370 121 >>		Insert OTP						
Insert OTP (One Time Password) received via SMS	SMS 16:57		Insert OTP (One Time Password) receive				ived		
	OTP: 89473261 Infocert verify code generated at 16:56:26				VIG	31413			
		8 9 4 7 3 2 6		1					



To continue you have to click on the **Continue** button.

In the following step the system ask you to activate the **Push Notification**.

Then, the system will ask you to choose the name to be assigned to the **Account** you are requesting, which will allow you to identify it more easily.

At this point the process will ask you to choose an Unlock Code that will be used to confirm your OTP code requests.



To proceed click on the **Close** button.

If you lose or forget the Unlock Code we recommend you to uninstall and reinstall the App.

In any case, the Unlock Code IS NOT RECOVERABLE through the Password Recovery procedure.



If your mobile allows it, as an alternative to the Unlock Code you can set the Touch ID, so as to request the OTP by providing your fingerprint or Face ID.

If you do not intend to set it, you can choose the **Later** option.

Once the setup phase is complete, you can continue to complete the remote signature activation process.



The first step is to select a nationality.

← REMOTE SIGNATURE ACTIVATION	×
Select your nationality:	
Italy	>
	_
Afghanistan	>
Aland islands	>
Albania	>
Algeria	>
American samoa	>
Andorra	>
Angola	>
Anguilla	>
Antarctica	>



The system will now ask you **to choose the type of electronic document** that you will use for the request of your QES:

1. Electronic Passport;

2. **Electronic Identity Card** – only for Italian citizens.

In case you do not have the documents available, you can resume the procedure later, by accessing the App.



In the **Your services** section, present on the **Homepage** of the MyInfoCert App, by **swiping downward**, you will be able to update the QES requests in progress and you will be able to continue the request by clicking on the QES displayed.



5.1 IDENTIFICATION WITH ELECTRONIC ID CARD

If you choose the electronic ID card, the system will offer you a brief **summary of the operations** you will have to perform, with an indication of the number of steps and the time needed to complete the entire request.

You can then begin the process by choosing the **Start** option.



The first step is to **take a picture of the FRONT** of your document.

You proceed by selecting the Take Picture option.

You will have to allow the App access to the camera in advance to take photos and record videos.





You can then proceed by photographing the FRONT of your document.

Once the photo is taken, you will have the opportunity to verify it.

In case it did not come out well, you will have the opportunity to take a new one.





The next step is the photograph of the BACK of the document.



Then you have the opportunity to use your electronic document to extract your data.





Once the photo is taken, you will have the opportunity to verify it.

In case it did not come out well, you will have the opportunity to take it again.

The next step concerns the **verification and confirmation of the information collected** by the system.

- 1. Document number;
- 2. The expiration date of the document.
- 3. Date of birth;

	×
Document number	
Expiration date	
31-01-2030	
Birth date	
31-01-1990	
Press OK to sta	art the search
Cancel	ОК

The next step is characterized by the exchange of data with **NFC mode** between your smartphone and your document.





After having previously allowed the App to send and receive data via NFC, you will have **to bring the smartphone closer to the chip of the document**.

The device will indicate to you on the screen that it is acquiring the data and will confirm the success of the operation.

To continue, you will need to press on **Continue**.

The next step is represented by the confirmation of your data and the possible insertion of the missing ones.

To continue, you will need to press on **Confirm**.



Confirm your data Please verify that the data is correct.
Document Details
Document No.
CA
Emitter country
ITA
Document issue date (dd/mm/yyyyy)
12-02-2019
Emitter agency
MINISTERO DELL'INTERNO
Document expiration date (dd/mm/yyyyy)
31-01-2030
Home address
Tax code
CDCFSL10A
City of birth
ROMA (RM)
Address
VIA
ROMA RM
Confirm

After confirmation, the data reading has been successfully and you have to click to continue.

In the following step you will need to make a selfie video where you will be asked to perform some facial movements.

Video $ imes$
Estimated time remaining 3/4 3 minutes
Follow the on-screen instructions to complete the identification process
Make sure there is enough light where you are
You will be asked to make facial movements
You will be asked to take a selfie
Continue



Once this step is complete, the **system will confirm the success of the procedure**.





5.2 IDENTIFICATION WITH ELECTRONIC PASSPORT

If you choose the electronic passport, the system will offer you a brief **summary of the operations** you will have to perform, with an indication of the number of steps and the time needed to complete the entire request.

You can then begin the process by choosing the **Start** option.





The first step is to take a picture of the FRONT of your document.

You proceed by selecting the Take Picture option.

You will have to allow the App access to the camera in advance to take photos and record videos.





You can then proceed by photographing the FRONT of your document.

Once the photo is taken, you will have the opportunity to verify it.

In case it did not come out well, you will have the opportunity to take a new one.



Then you have the opportunity to use your electronic document to extract your data.

	Reading chip	×
Estimated time remaining 2/4 4 minutes		me remaining 4 minutes
	Use electronic document to expour data	tract
0	Take a picture of your document	
0	Verify the extracted data	
0	NFC chip reading	
	Continue	



The next step is the verification and confirmation of the information collected by the system.

- 1. Document number;
- 2. The expiration date of the document.
- 3. Date of birth;

	×
Document number	
AA000	
Expiration date	
31-01-2030	
Birth date	
31-01-1990	
Press OK to start the sea	arch
Cancel	ОК



The next step is characterized by the exchange of data with **NFC mode** between your smartphone and your document.

×
Document Number
AA000
Expiration date
31-01-2030
Birth date
31-01-1990
Ready for scan
Hold your device close to an electronic document equipped with an NFC chip
Cancel



After having previously allowed the App to send and receive data via NFC, you will have **to bring the smartphone closer to the chip of the document**.

The device will indicate to you on the screen that it is acquiring the data and will confirm the success of the operation.

To continue, you will need to press on **Continue**.

The next step is represented by the confirmation of your data and the possible insertion of the missing ones.

To continue, you will need to press on **Confirm**.

Confirm your data Please verify that the data is correct.
Document Details
Document No.
AA000
Emitter country
ITA
Document issue date (dd/mm/yyyyy)
12-02-2019
Emitter agency
QUESTURA DI
Document expiration date (dd/mm/yyyyy)
31-01-2030
Home address
Tax code
CDCFSL10A
City of birth
ROMA (RM)
Address
VIA
ROMA RM
Confirm



After confirmation, the data reading has been successfully and you have to click to continue.

In the following step you will need to make a selfie video where you will be asked to perform some facial movements.

	Video X
ste 3/	Estimated time remaining 3 minutes
	Follow the on-screen instructions to complete the identification process
Ø	Make sure there is enough light where you are
0	You will be asked to make facial movements
0	You will be asked to take a selfie
	Continue



Once this step is complete, the **system will confirm the success of the procedure**.





6 END OF RECOGNITION

In the last step, you will have to read the contractual documentation.

Documentation and recap $ imes$
Estimated time remaining 2 minutes
View pre-contractual documentation Please take a few minutes to read the pre- contractual documents and check the summary of your request.
Continue

To proceed you have to affix the **two** necessary flags. By clicking on the **Request the certificate** button, you will be able to complete the process of requesting my QES Signature.





If you see this screen, it means that you need to set a "**passphrase**" to decrypt the envelope, attached to the email you will receive, containing your **QES Signature codes** (*PIN* and *PUK*).

The Passphrase must be at least 6 characters / numbers.

🖬 lliad 🔶	11:15	0 88% 🗩 '
	Set a passphrase	\times
Set a pass	sphrase	
Choose a pa envelope wit be at least 6	ssphrase to decrypt th h your signature code characters/numbers	ne s. It must
Passphrase		Q
	Continue	

The system will confirm the completion of the request phase with a message on the screen.

You will be able to close the interface by choosing the **Close** option.

. Illiad 🗢 14:22 √ 0 65% 🔳
Request completed
Thank you, you have successfully
You must now activate your Digital Signature by
setting your PIN on the MySign portal: follow the instructions we sent you by email.
Close



7 END OF ACTIVITIES

Once the recognition operations are finished, an email with the confirmation of activation of the signature and the contractual documentation will arrive to your email address.

Then another **email** will arrive, **containing the encrypted envelope** with the codes (PIN e PUK) to using your QES signature. To open it you will need to enter your **Fiscal Code** (only if you are an Italian citizen) or the **Passphrase**, in case you are non-Italian user.

InfoCert TINEXTA GROUP	
InfoCert - Società per Azioni 35127 Padova - Corso Stati Uniti, 14bis	
Dear Madam, Dear Sir,	
These are the PIN / PUK codes necessar device. Inside the package, containing the purcha Operation Guide that will illustrate how We also show you the EMERGENCY C for telephone user or via the Internet, if i Certification Service, according to the pr (published on the website www.firma.int Remember that this Emergency Code (E personal, we recommend you to keep it Digital signature.	y to activate your of Digital Signature's ased Digital Signature, you will find an to activate the device. ODE (ERC), which have to be used t should be necessary to suspend the rocedures contained in the Operating Manual focert.it). RC) is strictly confidential and separately from your device
Best Regards, Digital Certification - Infocert S.p.A.	EMERGENCY CODE 101033 • • • • PIN 12345678 PUK 12345678 ENVELOPE NUMBER 1033 • • • •



In the same email there is a link to access MySign (<u>https://mysign.infocert.it/ncfr/#!/login</u>), the portal needed to activate your signature. You have to enter there using your "mail" (or UserID) and "password" set by you during the initial purchase process.

InfoCert TINEXTA GROUP			-	⊖ Support
	Qualified Electronic Signature: Your InfoCert Digital Signature: even on mobile.	nature stays always with you,		
	Benvenuto futuro, benvenuta Wireless on cui puoi firmare e autenticarti da smartphone e tablet. Scopri di più	Legal Centre Sign UserID Password ••••••• Login Credentials recovery Don't you have an InfoCert Electronic Signature? Discover our offer »		
Your digital future is now.		Qualified electron	ic signature Mar Cert S.p.A. P.IV	agement Portal A 07945211006

Set a new password, after entering the PIN and PUK that you find in the encrypted envelope.

LegalCertø				₩ • 0 1 •
	1 Set Password		2 Activate the certificate	
	First access to Qualified elec	tronic signature Service		
	To access the service please er	nter your PUK (contained in the	e registration receipt) and then choose a new password.	
	PIN/PUK	12345678		
	Choose password		۲	
	Confirm new password			
			Set Password	
Vour digital future is now.			Qualified Electronic Signature	e for automatic procedures Management Portal InfoCert S.p.A, P.IVA 07945211006



To end the operation, you need to put the OPT you received.

	Confirm operation	
1 Password set First access to	To confirm please enter the OTP received via PUSH	
To access the se		ogin password.
Choose sig	nature PIN	
	Activate certificate	

A message will inform you that your qualified electronic signature is now active and ready to use.

LegalCerta		≡ - 0 ±-
	Your Qualified electronic signature is now active and ready to use	
	o use it and sign your documents, follow these teps:	
(Download MyInfocert and activate push notifications to confirm your signatures	
٥	Download GoSign or log in to GoSign Web 장하드 to set up your signature and start signing immediately	
	Continue on MySign	
Vour digital future is now.		Qualified electronic signature Management Portal InfoCert S.p.A. P.IVA 07945211006



In MySign you have many options about your signature. In the *Home* section you can see the expiration of your signature and the certificate details.

LegalCert	≡ • 0 ± •
Home Update Signature PIN Update Password Manage OTP	Welcome back You can review the information of your Qualified electronic signature and update the settings from here. Your Qualified electronic signature will expire on July 3, 2025 Show certificate details
Vour digital future is now.	Qualified electronic signature Management Portal InfOCert. S.p.A. I P.IVA 07945211006

In the *Update Signature PIN* section you can change your PIN, after entering the current one.

LegalCert			≡ • 0 1 •
Home Update Signature PIN Update Password Manage OTP	Update Signature PIN The PIN is a numeric B-digit code. The PIN is required to sign docur Click 'Update PIN' to proceed with an OTP request. The OTP will be Current PIN: New PIN: Confirm new PIN: Warning: Please note that the the PIN code can NOT be	nents. verified to confirm the requested update. Enter current PIN Enter new PIN Confirm new PIN Update PIN e recovered in any way. If you lose the PIN, you will h	nave to ask for a new signature certificate.
Your digital future is now.			Qualified electronic signature Management Portal InfoCert S.p.A. P.IVA 07945211006



In the *Update Password* section you can change your password, after entering the current one.

LegalCert⊌			≝ • 0 1 •
Home Update Signature PIN Update Password Manage OTP	Update password of your account You need the password to access and manage your account and to Current password: New password:	o sign with your certificate. Enter current password Enter new password	
	Confirm new password:	Confirm new password Update password	
Vour digital future is now.			Qualified electronic signature Management Portal InfoCert S.p.A. PIVA 07945211006

In the last section, *Manage OTP*, you can test the OTP reception, sending one to the application whenever you want.

LegalCert⊌	⊒ - 0 1 -
Home Update Signature PIN Update Password Manage OTP	Manage OTP The mobile phone number linked with your Qualified Electronic Signature is +39 Change mobile phone nuber Image: Imag
Vour digital future is now.	Qualified electronic signature Management Portal InfoCert S.p.A. J.P.IVA 07945211006

