

INFOCERT Partner Platform: Introduction

Introduction

InfoCert Partner Platform (IPP) is the InfoCert platform that enables a Reseller or Corporate Customer to activate and manage InfoCert services for end users.

In version 1.0 IPP enables the **release and management of signature products**: on-device and remote.

The following table lists the currently available signature products:

| Product type | Configuration | Duration |
|------------------|---|-------------|
| Smart Card | Signature Certificate Signature Certificate with Role | 3 years |
| Business Key | Signature Certificate Signature Certificate with Role | 3 anni |
| Wireless Key | Signature Certificate Signature Certificate with Role | 3 anni |
| Remote Signature | Signature Certificate Signature Certificate with Role | 3 anni |
| Timestamps | Timestamps packages | Consumption |

In addition to features related to the issue of InfoCert services, IPP also allows you to **manage the lifecycle**: specifically, you can suspend or revoke services. The suspension, which is temporary in nature, requires the entry of an end date for suspension on which the certificate suspension period will end and it will become valid again. The annulment, which is permanent in nature and non-reversible, revokes the certificate and enters it on revocation lists (CRLs) making it no longer legally valid.

Finally, the platform has a series of management functions, such as:

- **Request management**: it is possible to manage service requests, edit and delete them before they are completed
- **Search**: it is possible to search and view the list of activated, draft or in-process services; it is also possible to perform advanced searches using filters to view products issued to a specific user, by a specific registrar, etc.
- **Support**: it is possible, depending on the type of business agreement, to access the support area in order to open tickets and receive assistance from InfoCert

The use of InfoCert Partner Platform (IPP) is enabled for all users belonging to a given organization, coded by a client code, and they may have different entitlements and permissions. The following table lists the profiles:

| | Description | Contract Documentation |
|----------------------|---|------------------------|
| Customer Code | Indicates the legal entity that has signed a business agreement with InfoCert for the provision of services | Commercial agreement |
| RAO Office | Indicates the office of the "Registration Authority Officer" that enters into the agreement with InfoCert to carry out identification and certificate issuance request activities. A Customer may request the activation of multiple registration offices related to a single customer code | RAO agreement |
| RAO User | He is an authorized user for the identification and issuance of digital signatures. It is therefore enabled to use all functions of the platform, such as requesting a new product, identification, issuing certificates, and managing the certificate lifecycle, which includes the ability to suspend or revoke an active certificate. A RAO user, belonging to a customer code, can be associated with multiple registration offices. | RAO agreement |
| Registration Officer | This user is responsible for the identification of an end user requesting a signature product. Within the platform, he/she has the authority to initiate the request for new signature products, enter the owner user's data, and proceed to identify the owner user. He cannot proceed with the issuance of certificates. Belonging to a client code, can be associated with multiple offices of record | Mandate |
| Master RAO user | It is a user who, in addition to the entitlements provided for the RAO user, can also configure and activate new registration offices, as well as create and activate new RAO and Registration Officer users. | RAO agreement |
| Operator | It is a user who can access the platform but is only enabled to issue products that do not involve recognition activities or are not regulated by the RAO agreement, but only by the commercial agreement, such as issuing time stamps | Commercial agreement |

For the RAO activities to identify and issue signature products, it is necessary to:

- Have a qualified signature certificate (on-device or remote) for signing the recognition report
- Have a role-qualified signature certificate (with indication of RAO) for issuing certificates on device
- Have installed GoSign Desktop (<https://www.firma.infocert.it/installazione/>) for issuing on-device signing certificates

Technical prerequisites

Access to the platform requires:

- A PC running Windows 10+ or MAC OS from 11.5
- Internet connection

Credentials provided by InfoCert or the Master RAO.

Browser supported:

| | Desktop | |
|-------------------|------------------------------------|------------------------------------|
| | Windows | MacOS |
| Chrome | Latest | Latest |
| Firefox | Latest | Latest |
| MS Edge | Latest (chromium-based version) | Latest (chromium-based version) |
| Safari | N/A | Latest |
| Internet Explorer | No | N/A |

1 - Platform Setting

INFOCERT will take care of configuring the customized INFOCERT PARTNER PLATFORM for each customer, to ensure simple and fast use.

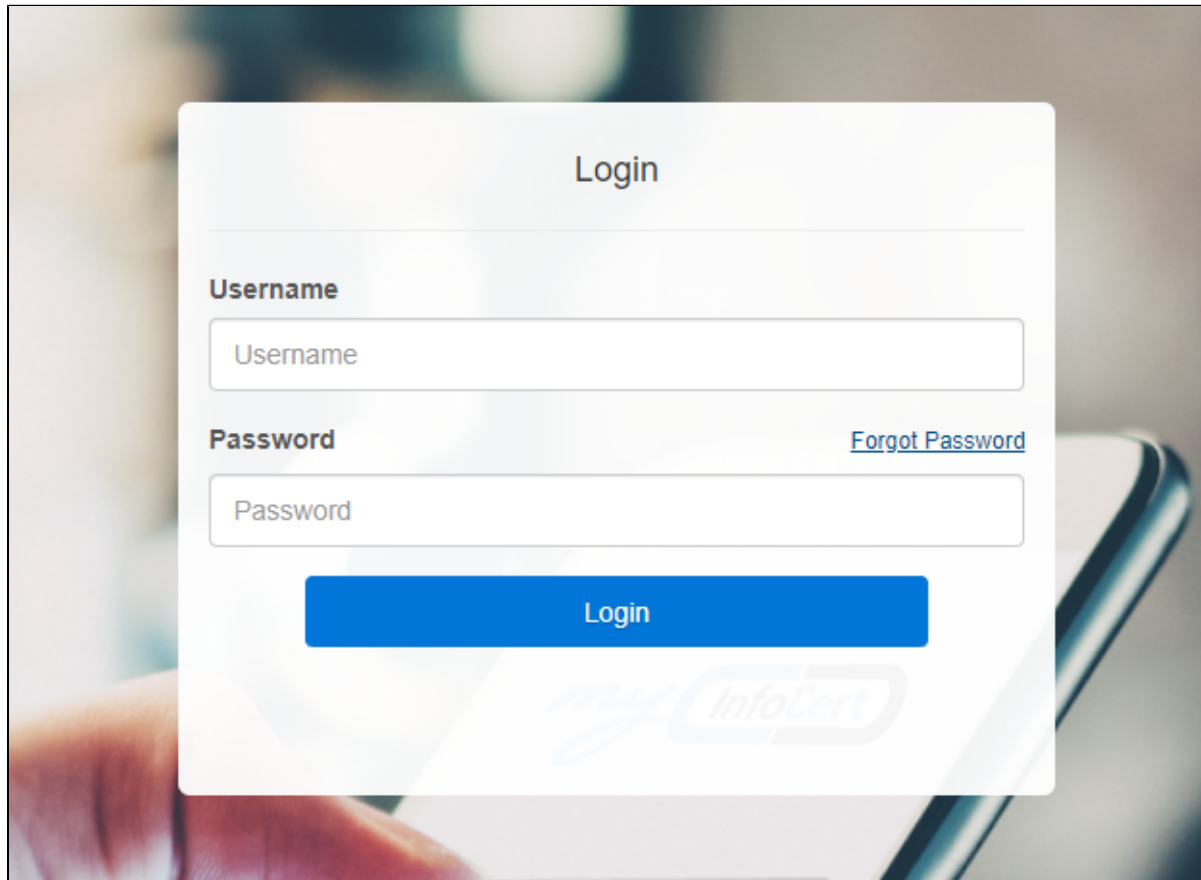
The configuration consists of:

- **Units set up**, based on customer requests
- **Roles and functions set up** to operate on the platform
- Customized **product catalogue**

2 - Login and Dashboard

First Login

To access to IPP it is necessary to connect to <https://eobi.infocert.it/> and enter the credentials:

A screenshot of a mobile application login screen. The background is a blurred image of a hand holding a smartphone. In the center, there is a white login card with rounded corners. At the top of the card, the word "Login" is centered in a dark grey font. Below this, there are two input fields. The first is labeled "Username" in bold grey text, and the second is labeled "Password" in bold grey text. To the right of the password field, there is a blue link that says "Forgot Password". Below the input fields is a solid blue button with the word "Login" in white text. At the bottom of the card, there is a faint watermark logo that says "my InfoCert".

my InfoCert

If the password is missing, it is possible to recover it by clicking on the appropriate link on the homepage:

Recovery password ✕


Retrieve your Password

To retrieve the login password, enter the email address / username with which you are registered with InfoCert, then click on Next and follow the instructions

Email


email address / username with which you log in

Enter the characters displayed in the image

I'm not a robot 
reCAPTCHA
[Privacy](#) - [Terms](#)

After the log in, in case the user has configured multiple offices to work on the platform he will have to select the profile of interest:

Select profile

**Unit:** INFOCERT
Profile: Reseller Operator

[Logout](#)

Subsequently, he/she will have to select (by writing or selecting from the drop-down menus) the unit of interest indicating the main and secondary unit in which he wants to access:

Select work's unit

Main unit of the partner facility

Select...

Secondary unit of the partner facility

Select...

Enter

Logout

Once the options of interest have been selected, the structure of the specific office will appear on the right-hand. Click to "Enter" to proceed:

Select work's unit

Main unit of the partner facility

160009 - cliente per prove su IPP

Secondary unit of the partner facility

TSIPP1 - test IPP 1

Intermediari Infocert

SELF_CUSTOMERS

cliente per prove IPP

Customer

160009

TEST IPP 1

Account

TSIPP1

Enter

Logout

This will direct the user to the Dashboard where he/she can find the latest draft requests and links to support:

The screenshot shows the 'InfoCert Partner Platform' dashboard. At the top left is the 'INFOCERT' logo. The user's profile is visible, including the name 'YY14007', role 'Reseller Operator', and units '160009 / TSIPP1'. A navigation menu on the left includes 'DASHBOARD', 'REQUESTS', 'SEARCH', 'REVOKE CERTIFICATES', and 'MANAGE LEGALMAIL'. The main content area is titled 'Dashboard' and shows the path '160009 - cliente per prove su IPP / TSIPP1 - test IPP 1'. There are two main sections: 'Drafts' with two items labeled 'draft2' and 'draft1', and 'Help & Support' with links for 'Fresh Desk' and 'VTE'.

The options available to operate on products and requests will appear on the left side menu:

YY14007
Reseller Operator 1 (Change)

160009 / TSIPP1 (Change)

[DASHBOARD](#)

[REQUESTS](#) ^

- [NEW REQUEST](#)
- [DRAFTS](#)

[SEARCH](#) ^

- [SEARCH](#)
- [TO IDENTIFY](#)
- [TO BE ISSUED](#)
- [REVOKED](#)
- [ACTIVE](#)

[REVOKE CERTIFICATES](#)

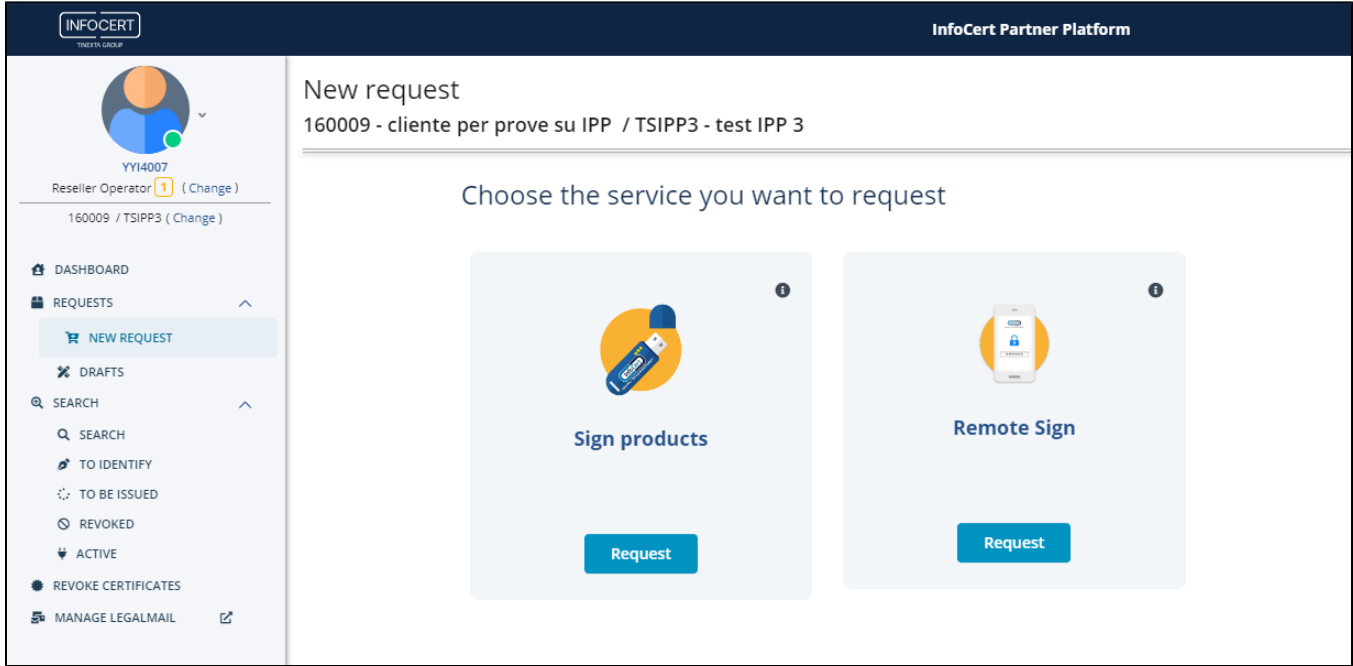
[MANAGE LEGALMAIL](#) ↗

By clicking on the "Change" link located under the image and the operator code, it is possible to change the profile and the working unit (switching between the profiles and the units set up for that specific customer).

3 - Product Request

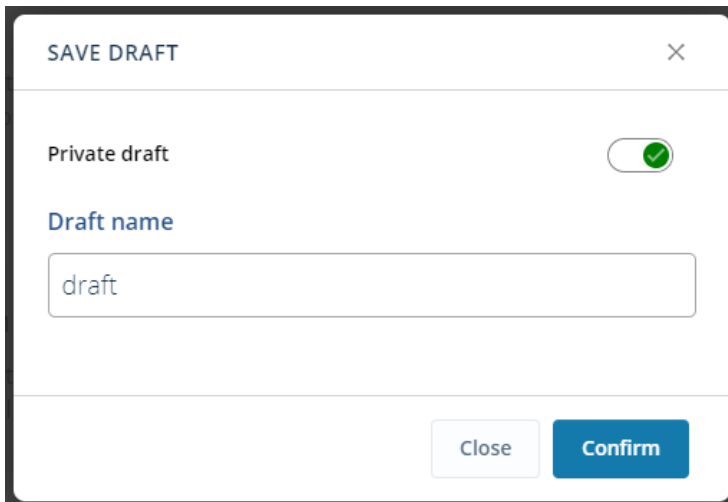
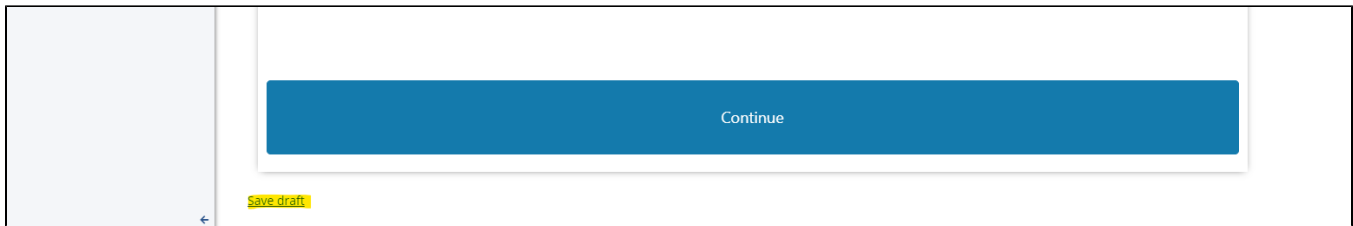
spWithin IPP, each partner can see the **Product Catalog** to be issued for their end-customers.

In "Requests" > "New request" section in the side menu, products are presented in the form of cards divided into macro-categories. By clicking info "i" at the top right of the cards, the user can view a preview of the micro-categories contained in each can card (for example "Remote Signature" for the "Signature products" card):



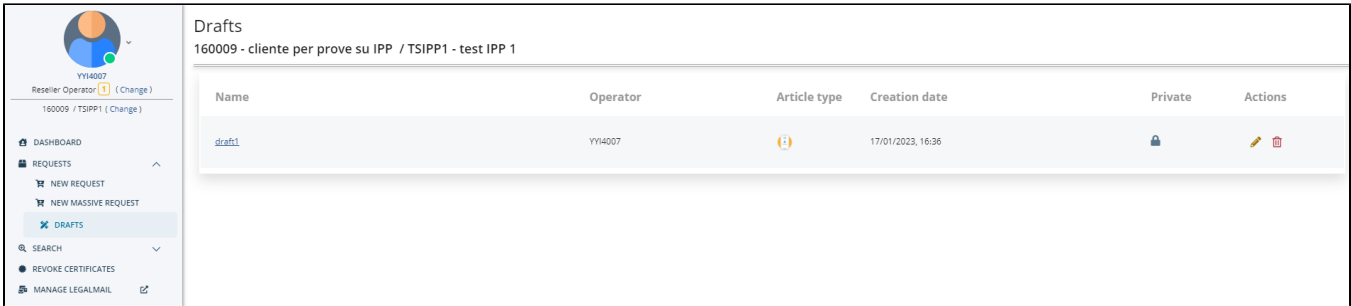
By clicking on the "Request" button, the user begins the product request process.

The process can be stopped at any time by clicking on the link at the bottom left to save a draft as:



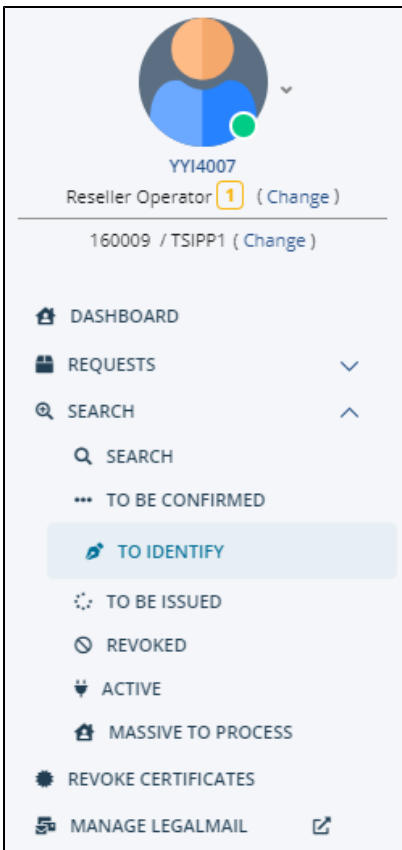
The status of the request will then change to "Draft" and will be visible in the appropriate section on the left with details of the name, operator, type of article, date of creation, visibility.

From here it is possible to continue editing the request by clicking on the pen symbol in the "Actions" section or to delete it by clicking on the trash can icon:



The draft will also be visible in the "New Requests" section in the appropriate card showing "Last request to be completed".

Depending on the step the operator has reached, the request will be in a certain state and can be processed using the left-hand menu of the application.

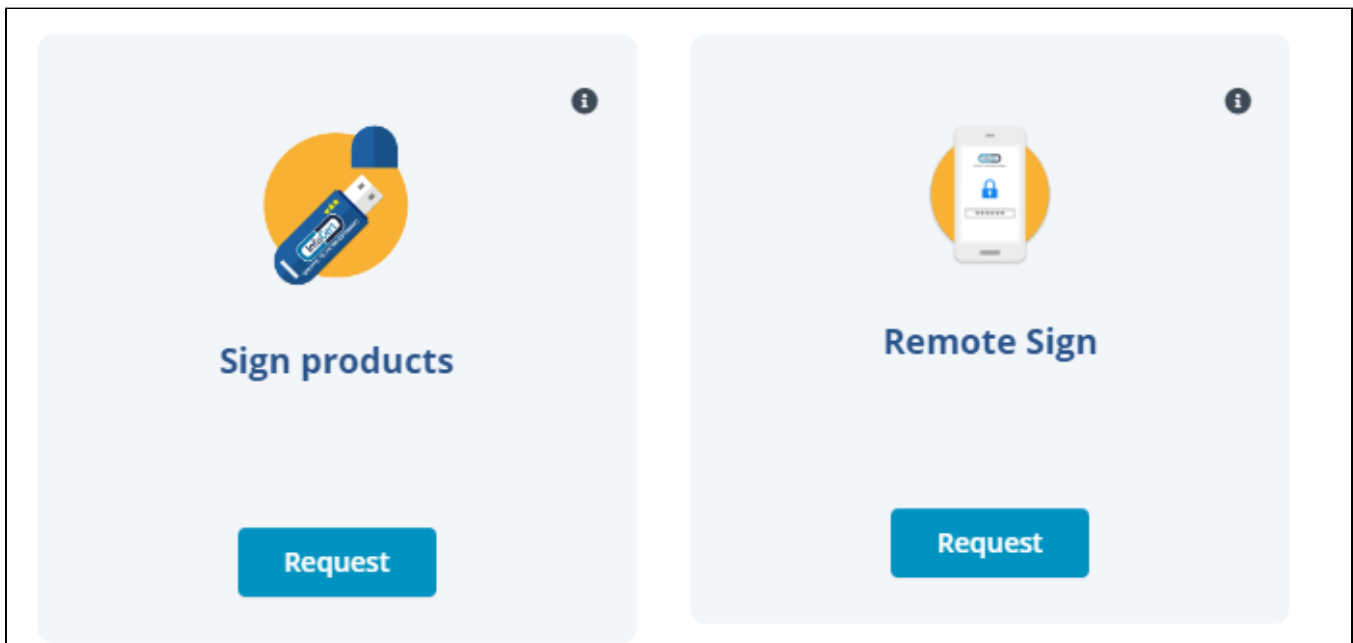


The status are defined in the following table, and are consecutive: until a step has been completed, it is not possible to move on to the next one. Also, to work requests in some status, you need to have an enabled user profile.

| Status | Description | Section menu | User profile authorized |
|--------|--|-----------------------|--|
| DRAFTS | A request enters "Drafts" status after the Operator initiates a new request and is in the data entry process | "Requests" > "Drafts" | Operator Responsible for recognition RAO |

| | | | |
|--------------|--|---------------------------|---|
| TO IDENTIFY | Once the process of entering the user data has been completed, the IR/RAO operator can proceed with the recognition: <ul style="list-style-type: none"> The Operator digitally signs the recognition report The owner receives the contract by mail/SMS and signs it digitally | "Search" > "To Identify" | Responsible for recognition RAO |
| TO BE ISSUED | Once the previous step has been completed, the RAO Operator can issue the certificate. | "Search" > "To be issued" | RAO |
| ACTIVE | Once issued, the certificate is active and can be identified in the appropriate "Active" section in the side menu | "Search" > "Active" | |
| SUSPENDED | The product is suspended for a defined time range | Search filter | RAO <i>See chapter 4.A. "Product Suspension" for details</i> |
| REVOKED | The product is no longer active | "Search" > "Revoked" | Operatore RAO <i>See chapter 4.B. "Product Revocation" for details</i> |

By clicking on **"New request"** and then selecting "Signature products" or "Remote signature" you start the signature request process:



The product request process consists of 8 steps and initially splits according to the type of recognition of the end user that is selected among those available:

1

Method of recognition

2

Service owner

3

Personal information

..

8

Finish Process

Offline Recognition

Declares that you have performed owner recognition when entering into and signing the contract.

CHOOSE

Live ID Recognition

At the same time as signing the contract, you will have to take photographs of the holder for recognition purposes.

CHOOSE

Video ID Recognition

At the same time as signing the contract, you will have to send the link to access the online video recognition tool to the holder.

CHOOSE

Introduction to the Recognition Process

The premises:

- In order to proceed, the Operator must be enabled for the recognition or as RAO.
- The Operator must have an active signature certificate in its name
- The Operator must have GoSign Desktop installed in order to sign the report

The account can be profiled, upon customer request, with all or only some recognition methods.

In which cases is it necessary to select one type of recognition over another?

- **Offline Recognition:** the owner recognition is carried out *de visu*, after signing the paper request form it will be necessary to upload the documentation in order to proceed with the issue
- **Live ID Recognition:** the owner recognition is carried out *de visu*, the operator will have to digitally sign the recognition report and the user will sign the request form via OTP
- **Video ID Recognition:** the owner recognition is carried out remotely via videocall, the operator will therefore have to send the dedicated link to the user who will sign at the end of the process the request form via OTP

The identification and contract signing process can be started in 2 ways:

- Continuing directly from the request process completed in all its steps
- From the side menu "Search" > "To be identify", where it is possible to select the specific request or filter the list. The filters with which you can search are:
 - Order ID
 - User ID
 - External lookup code
 - Status

- Nickname
- Activation date
- Input date
- Tax ID code
- First and Surname
- E-mail
- Mobile phone
- Operator

The results are shown in the following table:

Search
160009 - cliente per prove su IPP / TSIPP1 - test IPP 1

Order Id: 160009 / TSIPP1 (Change)

State: To identify x

| Order Id | Applicant | Holder | User Id | State | Type | Operator | Additional Info |
|----------|-----------|--------|----------|-------------|------|----------|-----------------|
| 10503545 | Giancarlo | | MA452722 | To identify | (i) | MA202053 | |
| 10503586 | Giancarlo | | MA452731 | To identify | (i) | MA202053 | |

By clicking on the UserID, product details will be displayed with the link at the top left for viewing the order details:

Product detail
160009 - cliente per prove su IPP / TSIPP1 - test IPP 1

« Go to order's detail « Go to previous page

Request history

Request status **To identify** **OFFLINE** Continue

No history Attachments Download

General informations

Identity

A) Offline Recognition Product Request

The process of requesting and issuing a product with **Offline Recognition** responds to the need to give our Partners flexibility, allowing them to manage the recognition and entry of data at different times and players.

The applicant must be identified at the presence of the RAO/IR and at the same time sign the paper contract with a handwritten signature. Subsequently, the request is entered and the product is issued in IPP in the following ways:

- Operator (no RAO): enters the request, uploads the contract and the recognition report signed by the RAO/IR (appropriately registered) also indicating personal information
- RAO/IR: enter the request, upload the contract and digitally sign the recognition report

It is therefore recommended to start the process with the **application form signed by the applicant** and the RAO and **color copies of the applicant's ID**.


Request entry


The Operator/RAO, once logged in on IPP, can start a new request in the appropriate section "Requests" > "New request" and choosing the required product.


The process of entering the data contained in the request form signed by the customer begins with the selection of the recognition method in question:

New request
160009 - cliente per prove su IPP / TSIPP1 - test IPP 1

1 Method of recognition **2** Service owner **3** Personal information .. **8** Finish Process

 **Offline Recognition**
Declares that you have performed owner recognition when entering into and signing the contract. **CHOOSE**

 **Live ID Recognition**
At the same time as signing the contract, you will have to take photographs of the holder for recognition purposes. **CHOOSE**

 **Video ID Recognition**
At the same time as signing the contract, you will have to send the link to access the online video recognition tool to the holder. **CHOOSE**

Then, it is necessary to select whether the service owner is already registered or not in the system:

1 Method of recognition

2 Service owner

3 Personal information

8 Finish Process

Service owner

Select service owner:

New registry entry Registry search

Continue

In the case of a new registry entry, it can be created by clicking on the "New registry entry" option and then on "Continue":

If the applicant's personal data are already registered in the system, it is possible to search for it by entering the tax code in the appropriate search field:

1 Method of recognition

2 Service owner

3 Personal information

8 Finish Process

Service owner

Select service owner:

New registry entry Registry search

Search service owner: **Tax Number - Italy** [Modify](#)

Tax Number

The tax code must be at least 6 digits

[Search](#)

[Or search by personal data](#)

Continue

Alternatively, the operator can click on the link below "Search by personal data" and entering at least three search parameters:

Search by personal data

Enter at least 3 fields to search

Name

Surname

Gender

M

F

Birth date

State of birth

Birthplace

Cancel

Search

The result will appear in tabular format and it will be possible to select the correct one on the left.

Service owner

Select service owner:

New registry entry

Registry search

Search service owner:

Tax Number - Italy

[Modify](#)

Tax Number

The tax code must be at least 6 digits

 Search

[Or search by personal data](#)

1 search results:

F

Bianca

Rossi

| | NAME | SURNAME | TAXCODE | BIRTHPLACE | BIRTHDATE | DB |
|-----------------------|--------|---------|------------------|-----------------------|------------|------|
| <input type="radio"/> | Bianca | Rossi | RSSBNC64T70G677R | Pino Sulla Sponda ... | 30/12/1964 | RELM |

Continue

Otherwise, in the case of a new registration, the data reported in the form must be entered.

Firstly, the country of the document and the type by choosing between Identity Card or Passport:

The screenshot shows a multi-step process. Step 3, 'Personal information', is highlighted in blue. Below it, the 'Document type' section is expanded, showing a dropdown menu with 'Identity Card' selected (indicated by a checkmark) and 'Passport' as an alternative. A 'Next' button is located to the right of the dropdown. The 'Document upload' section below is collapsed.

The next step involves entering the document into the system, uploading the images or scanning the document or taking photos to the original documents with the computer's webcam:

The screenshot shows the same multi-step process. Step 3, 'Personal information', remains highlighted. The 'Document type' section is now collapsed, and the 'Document upload' section is expanded. It contains two options: 'Attach a document' (with a document icon) and 'Photo with webcam' (with a webcam icon). A 'Next' button is located at the bottom right of the 'Document upload' section.


By clicking on the "Attach adocument" option, a window will appear for uploading color images of the document (two different photos for front/back or a single image that contains both elements are allowed):

1. Upload FRONT of the document

Do you have doubts about the direction of the document? [See example](#)

FORMATS: pdf, doc, tif, tiff, jpeg, jpg, png **MAX SIZE:** 10MB


CHOOSE A FILE

 You can also drag the file to this area

2. Upload BACK of the document

FORMATS: pdf, doc, tif, tiff, jpeg, jpg, png **MAX SIZE:** 10MB

CHOOSE A FILE

 You can also drag the file to this area

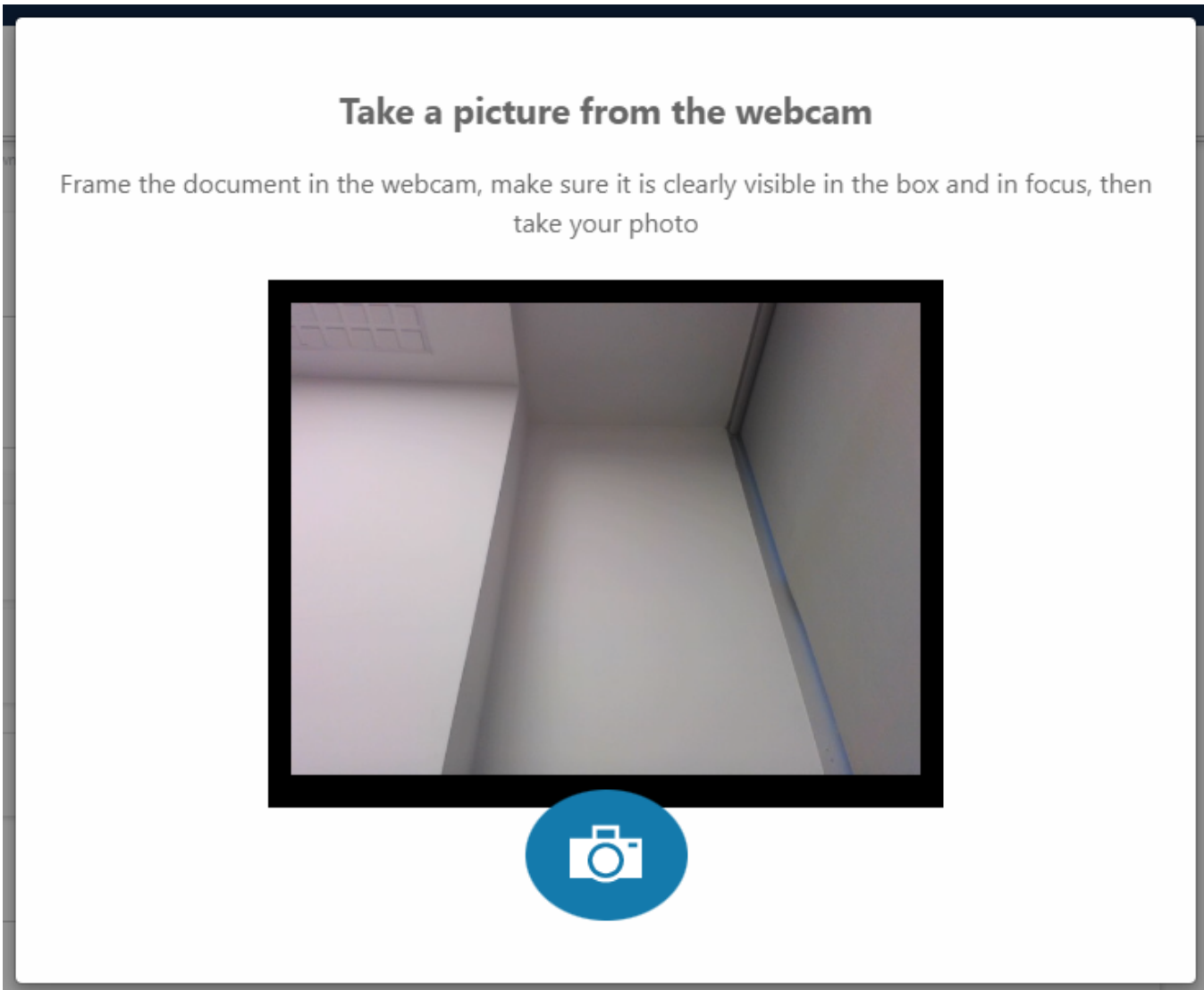
Warning! You can only upload images **that are in color** of the required documents.

If you have the front and back in a single files click [here](#)

Ok

To continue after the upload click on "OK".

If, on the other hand, the Operator choose the option webcam, granting access permission to the camera, it will be possible to frame and photograph the document by taking a picture:



The following steps involve checking and possible editing the extracted data from the docs previously entered:

1

Method of recognition

2

Service owner

3

Personal information

..

8

Finish Process

Document type



Document upload



Document data



Document number

CA00000AA x

Issue date

30/5/2012

Expiration date


30/12/2023

Document issuing country

Italy

Next

Personal data

 Verify that the data obtained are correct or modify them

Name

BIANCA

Surname

ROSSI

Tax number

Italy RSSBNC64T70G677R

Birth date

30/12/1964

Citizenship

Italy

Gender



Male



Female

Birth country

 Italy

Birth place


PINO SGALLA SPONDA DEL LAGO MAGGIORE

Birth province

Varese

Next

Residence info

 Verify that the data obtained from the document are correct or modify them

Country

Italy

Address

via Roma

Street number

1

District

Roma

Province

Roma

Zip code

00000

Continue

After checking the information relating to the document, personal data and residence, the Operator can continue by clicking on the appropriate button.

Then, it is necessary to enter e-mail and mobile phone (not previously used) connected to the effective owner of the service:

.. 5 Identity creation 6 Product configuration 7 Consent to use personal data 8 Finish Process

Insert contact data of service applicant.
It's mandatory for data to be related to the effective service applicant.

Email:

Mobile:

Please insert also the international prefix (e.g. +39)

[Continue](#)

An identity is automatically created with the previously indicated (editable) e-mail address:

.. 5 Identity creation 6 Product configuration 7 Consent to use personal data 8 Finish Process

Enter the username to be associated with the service holder.
You can choose to use the recommended username or change it.

Username

[Continue](#)

In the next step the operator selects the type of certificate to be issued from those available (in the example remote signature):

..

5 Identity creation

6 Product configuration

7 Consent to use personal data

8 Finish Process

Configure the signature ^

Choose one or more sign or certificate types

Remote Sign

Next

Additional information v

Continue

In step 6) default configurations are set, which are not modifiable (such as certificate duration).

In the case of a role certificate, it is possible to configure the membership organization and the role of the client:

Additional information ^

Years of validity

Organization Title

Organization identifier

Type of the organization's identifier... CountryType of the organi... Number of the organization's identifier

Organizational unit

[Continue](#)

The next step is related to marketing and privacy consents (the policy can be viewed by clicking on the "Privacy Policy" link) where the operator enters the flags on privacy consents indicated by the customer in the paper contract already signed. It is important that the consent section is present as is in the applicant's signature form:

..

5
Identity creation

6
Product configuration

7
Consent to use personal data

8
Finish Process

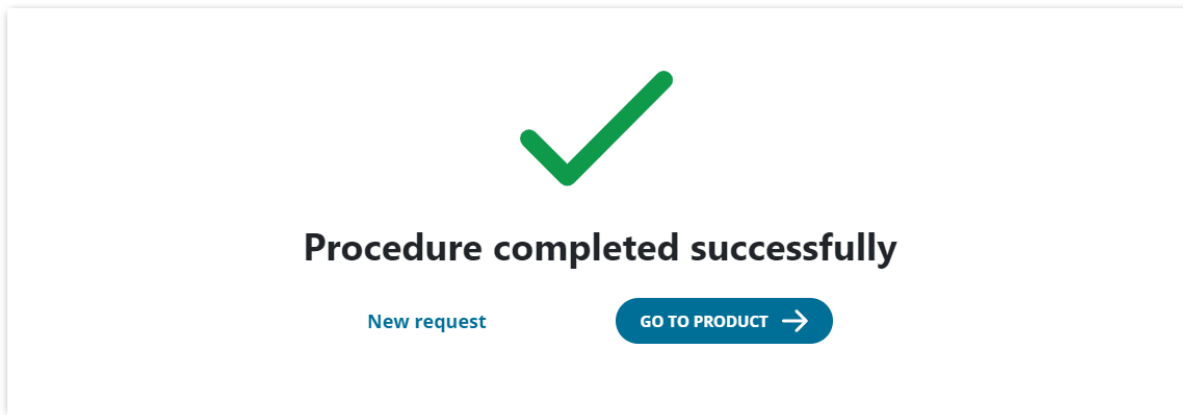
The applicant declares to have read and understood the content of the "[Privacy Policy - InfoCert Services](#)".

In particular, he/she declares to have been informed about the processing of his/her personal data necessary for the purpose of providing the service and, by ticking the boxes below, he/she freely declares to give his/her consent and, consequently, to authorize:

1. to the processing of personal data for the purposes of marketing / direct sales of InfoCert products or services, both with automated methods (e.g. e-mail, fax, sms), and with traditional methods of contact (telephone, paper mail)
 Agrees Does not agree
2. to the processing of personal data for the purposes of marketing / direct sales of products or services of third parties as autonomous owners, both with automated methods (e.g. e-mail, fax, sms), and with traditional methods of contact (telephone, paper mail)
 Agrees Does not agree

[Continue](#)

By clicking on "Continue" the procedure is completed:



Offline Recognition Process

By clicking on the "Go to Product" button from the request completion confirmation box, the RAO operator lands on the product detail page where he/she can proceed with the recognition process by clicking "Start."

Alternatively, the operator can resume the process later from the "Search" > "To identify" side menu:

Product detail

160009 - cliente per prove su IPP / TSIPP1 - test IPP 1

[« Go to order's detail](#)

[« Go to previous page](#)

Request history

Request status **To identify** **OFFLINE**

Start

No history

Attachments [Download](#)

General informations

Identity

The RAO lands on the page where he/she proceeds to upload the signed request paper:

The screenshot shows a two-step process flow. Step 1, 'Upload the signed document', is highlighted in blue. Step 2, 'Finish Process', is in grey. The main content area is titled 'Upload signed file' and contains the instruction 'Upload the signed document'. Below this is a 'Select file:' label, a blue 'Upload file' button, and a dashed box with the text 'You can also drag the file to this area'. A 'Next' button is located at the bottom right.

By clicking on "Next" button, the section to enter the recognizer's information will open:

Signer data


the person responsible for recognition data

Name •

Surname •

Tax Code •

[Continue](#)



The request has been correctly signed, it is now possible to proceed with the issue

[New signature](#) [GO TO PRODUCT →](#)

At this point, the status of the product will become "To issue". In order to proceed the RAO can either directly click the "Go to product" button or, at a later time, select the request from the side menu "Search " >" To issue".

See chapter 3.C. with steps for issuing products.

B) Live ID Recognition Product Request

The process of requesting service with a Live ID Recognition addresses the need to be able to recognize the customer live and have a fully digital process with one-shot signing of the request form by the customer. So unlike the Offline process (previous section), in the case of Live ID the requester must be in presence of the RAO with IPP running.

It is recommended to have the latest version of GoSign Desktop running on the computer, enabled for web signing, and with an active RAO certificate to directly sign the recognition report online.

Request entry

The recognition officer or RAO, once logged in to IPP, initiates a new request in the "Requests" > "New Request" section by choosing the requested product.

Then selects the "Live ID Recognition" method and continue with the request:


1 Method of recognition


2 Service owner


3 Personal information

..

8 Finish Process

 **Offline Recognition**
Declares that you have performed owner recognition when entering into and signing the contract. **CHOOSE**

 **Live ID Recognition**
At the same time as signing the contract, you will have to take photographs of the holder for recognition purposes. **CHOOSE**

 **Video ID Recognition**
At the same time as signing the contract, you will have to send the link to access the online video recognition tool to the holder. **CHOOSE**

RAO selects whether the requester is already in the system or not:

1 Method of recognition

2 Service owner

3 Personal information

8 Finish Process

Service owner

Select service owner:

New registry entry Registry search

Continue

In the case of a new registry entry, it can be created by clicking on the "New registry entry" option and then on "Continue".

If the applicant's personal data are already registered in the system, it is possible to search for it by entering the tax code in the appropriate search field:

1 Method of recognition

2 Service owner

3 Personal information

8 Finish Process

Service owner

Select service owner:

New registry entry Registry search

Search service owner: **Tax Number - Italy** [Modify](#)

Tax Number

The tax code must be at least 6 digits

[Or search by personal data](#)

Continue

Alternatively, the operator can click on the link below "Search by personal data" and entering at least three search parameters:

Search by personal data

Enter at least 3 fields to search

Name

Surname

Gender

M

F

Birth date

State of birth

Birthplace

Cancel

Search

The result will appear in tabular format and it will be possible to select the correct one on the left:

Service owner

Select service owner:

New registry entry Registry search

Search service owner: **Tax Number - Italy** [Modify](#)

Tax Number

[Or search by personal data](#)

1 search results: F Bianca Rossi

| | NAME | SURNAME | TAXCODE | BIRTHPLACE | BIRTHDATE | DB |
|-----------------------|--------|---------|------------------|-----------------------|------------|------|
| <input type="radio"/> | Bianca | Rossi | RSSBNC64T70G677R | Pino Sulla Sponda ... | 30/12/1964 | RELM |

Otherwise, in the case of a new registration, the data reported in the form must be entered.

Firstly, the country of the document and the type by choosing between Identity Card or Passport:

The screenshot shows a multi-step process with four steps: 1. Method of recognition, 2. Service owner, 3. Personal information (highlighted in blue), and 8. Finish Process. The 'Document type' section is expanded, showing a dropdown menu with 'Identity Card' selected and 'Passport' as an alternative. A 'Next' button is located at the bottom right of the dropdown area.

The next step involves entering the document into the system, uploading the images or scanning the document or taking photos to the original documents with the computer's webcam:

The screenshot shows the same multi-step process. The 'Document upload' section is expanded, showing two options: 'Attach a document' (with a document icon) and 'Photo with webcam' (with a webcam icon). A 'Next' button is located at the bottom right of the section.


By clicking on the "Attach adocument" option, a window will appear for uploading color images of the document (two different photos for front/back or a single image that contains both elements are allowed):

1. Upload FRONT of the document

Do you have doubts about the direction of the document? [See example](#)

FORMATS: pdf, doc, tif, tiff, jpeg, jpg, png **MAX SIZE:** 10MB


CHOOSE A FILE

 You can also drag the file to this area

2. Upload BACK of the document

FORMATS: pdf, doc, tif, tiff, jpeg, jpg, png **MAX SIZE:** 10MB

CHOOSE A FILE

 You can also drag the file to this area

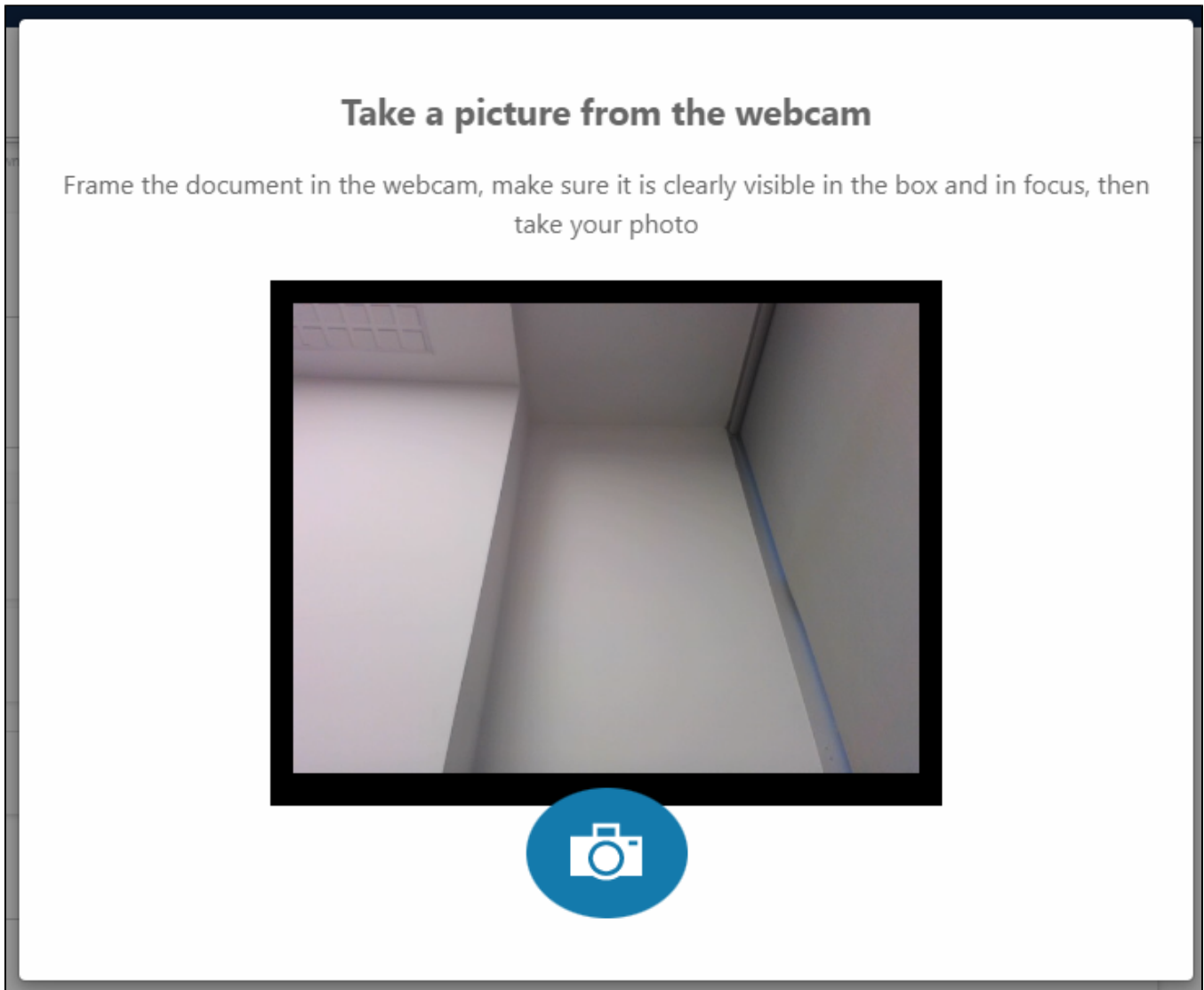
Warning! You can only upload images **that are in color** of the required documents.

If you have the front and back in a single files click [here](#)

Ok

To continue after the upload click on "OK".

If, on the other hand, the Operator choose the option webcam, granting access permission to the camera, it will be possible to frame and photograph the document by taking a picture:



The following steps involve checking and possible editing the extracted data from the docs previously entered:

1

Method of recognition

2

Service owner

3

Personal information

..

8

Finish Process

Document type



Document upload



Document data



Document number

CA00000AA x

Issue date

30/5/2012 📅

Expiration date


30/12/2023 📅

Document issuing country

Italy ▾

Next

Personal data

 Verify that the data obtained are correct or modify them

Name

BIANCA

Surname

ROSSI

Tax number

Italy RSSBNC64T70G677R

Birth date

30/12/1964

Citizenship

Italy

Gender

Male

Female

Birth country

 Italy

Birth place


PINO SGALLA SPONDA DEL LAGO MAGGIORE

Birth province

Varese

Next

Residence info

 Verify that the data obtained from the document are correct or modify them

Country

Italy

Address

via Roma

Street number

1

District

Roma

Province

Roma

Zip code

00000

Continue

After checking the information relating to the document, personal data and residence, the Operator can continue by clicking on the appropriate button.

Then, it is necessary to enter e-mail and mobile phone (not previously used) connected to the effective owner of the service:

The screenshot shows a registration process with four steps: 5 (Identity creation), 6 (Product configuration), 7 (Consent to use personal data), and 8 (Finish Process). Step 5 is active. The main content area contains the following text: "Insert contact data of service applicant." and "It's mandatory for data to be related to the effective service applicant." Below this are two input fields: "Email:" with the value "decimog459@nevyxus.com" and "Mobile:" with the value "+39". A small note at the bottom right of the mobile field says "Please insert also the international prefix (e.g. +39)". A large blue "Continue" button is at the bottom.

An identity is automatically created with the previously indicated (editable) e-mail address:

The screenshot shows the same registration process, but step 5 is highlighted in blue. The main content area contains the following text: "Enter the username to be associated with the service holder." and "You can choose to use the recommended username or change it." Below this is a "Username" input field containing "decimog459@nevyxus.com" and a small 'x' icon to clear the field. A large blue "Continue" button is at the bottom.

In the next step the operator selects the type of certificate to be issued from those available (in the example remote signature):

..

5
Identity creation

6
Product configuration

7
Consent to use personal data

8
Finish Process

Configure the signature ^

Choose one or more sign or certificate types

Remote Sign

Next

Additional information v

Continue

Default configurations are set, which are modifiable for particular needs (such as the duration of the certificate); it is also possible to configure the membership organization, if any, and the role of the requester (optional):

Additional information ⌵

Years of validity

3

Organization Title

Organization identifier

Type of the organization's identifier CountryType of the organization's identifier Number of the organization's identifier

Organizational unit

The next step is related to marketing and privacy consents (the policy can be viewed by clicking on the "Privacy Policy" link) where the operator enters the flags on privacy consents indicated by the customer in the paper contract already signed.

It is important that the consent section is present as is in the applicant's signature form:

..

5
Identity creation

6
Product configuration

7
Consent to use personal data

8
Finish Process


The applicant declares to have read and understood the content of the "[Privacy Policy - InfoCert Services](#)".

In particular, he/she declares to have been informed about the processing of his/her personal data necessary for the purpose of providing the service and, by ticking the boxes below, he/she freely declares to give his/her consent and, consequently, to authorize:

1. to the processing of personal data for the purposes of marketing / direct sales of InfoCert products or services, both with automated methods (e.g. e-mail, fax, sms), and with traditional methods of contact (telephone, paper mail)
 Agrees Does not agree
2. to the processing of personal data for the purposes of marketing / direct sales of products or services of third parties as autonomous owners, both with automated methods (e.g. e-mail, fax, sms), and with traditional methods of contact (telephone, paper mail)
 Agrees Does not agree

Continue

By clicking on "Continue" the procedure is completed:



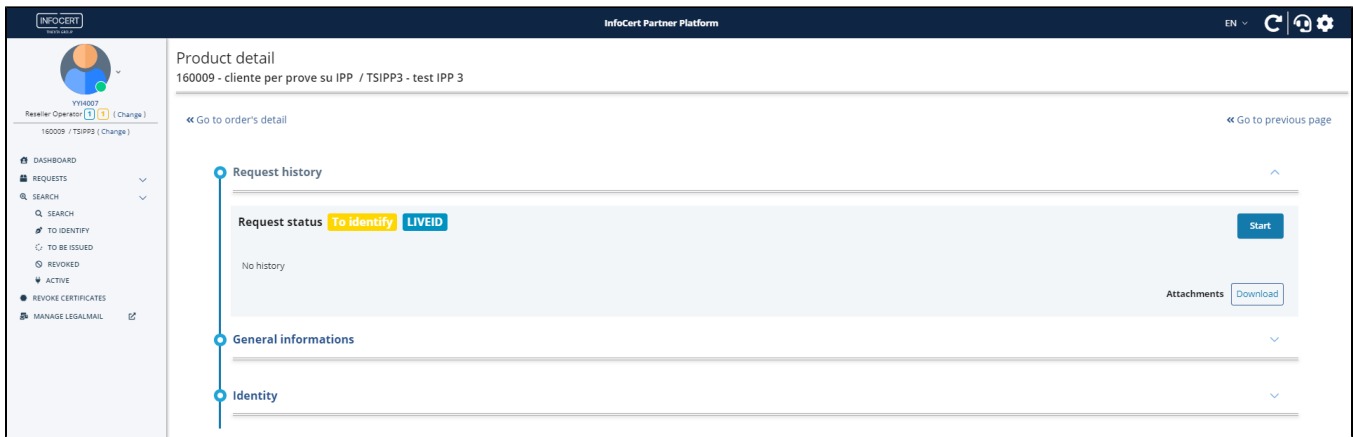
Procedure completed successfully

[New request](#) **GO TO PRODUCT** →

Live ID Recognition Process

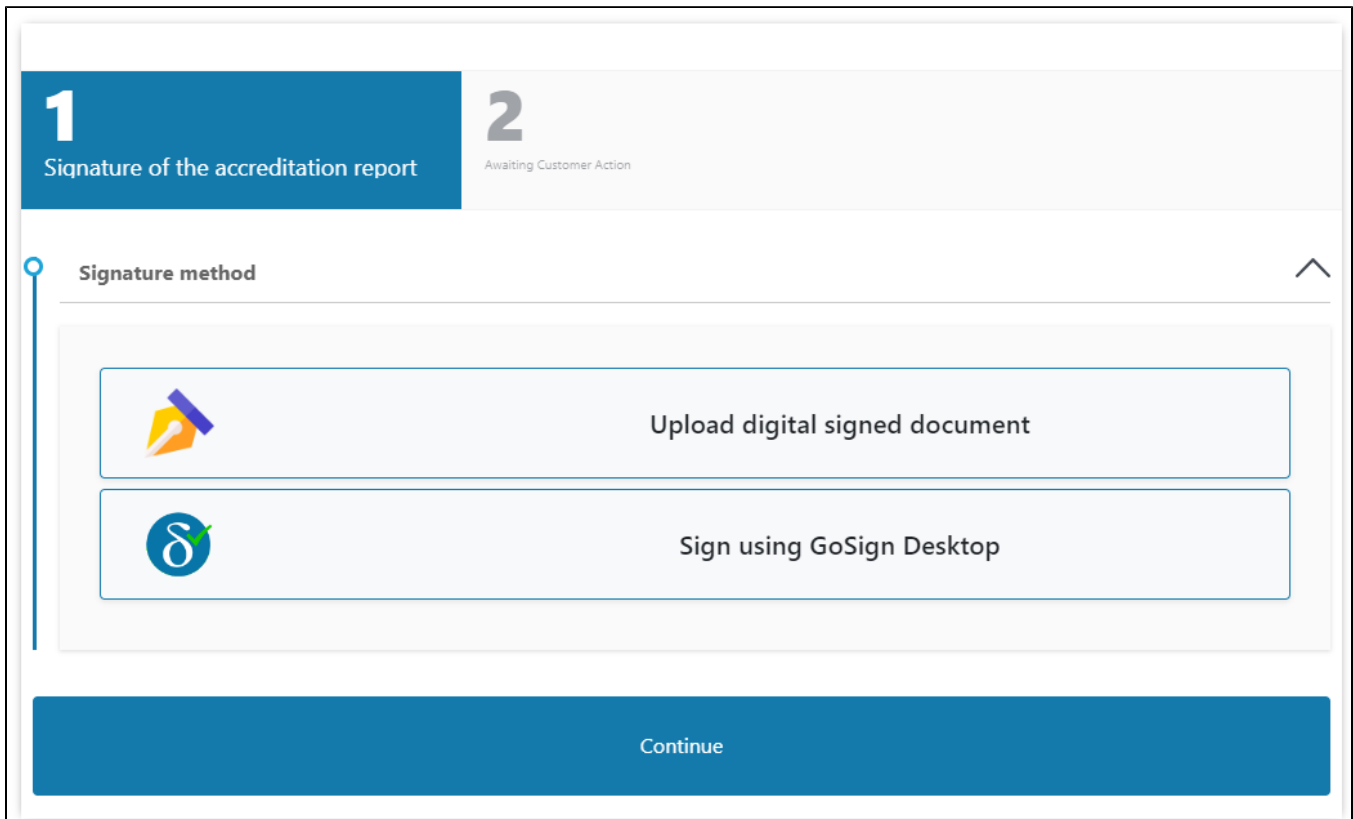
By clicking on the "Go to Product" button from the request completion confirmation box, the RAO operator lands on the product detail page where he/she can proceed with the recognition process by clicking "Start."

Alternatively, the operator can resume the process later from the "Search" > "To identify" side menu:



It is recommended before beginning the identification, to **make sure that GoSign Desktop is open and running** and that the **RAO certificate is connected and active**.

At this point the recognition officer will be able to decide whether to upload the digitally signed recognition record or to proceed by choosing the option to sign via GoSign Desktop:



If RAO chooses to upload the document he/she will be able to preview it before deciding to proceed:

1

Signature of the accreditation report

2

Awaiting Customer Action

Signature method

Document preview

Download

Declaration of Identification

I, the undersigned Andrea Mocci, MCCNDR94R13H501T as Appointee to the Registration of the Certifying Body InfoCert, in full compliance with the identification procedures according to the procedures set out in the ICERT-INDI-MO Operating Manual, with the signing of this document

DECLARE

to have complied, as required by the legislative provisions and by what is indicated in the Operating Manuals issued by the Certifying Body, upon recognition of the identity of:

TEST

Next

If, on the other hand, RAO decides to sign via GoSign he/she must have the latest version of GoSign Desktop running on the computer, enabled for web signing and with an active RAO certificate.

1

Signature of the accreditation report

2

Awaiting Customer Action



Signature method



Document preview



GoSign Desktop signature

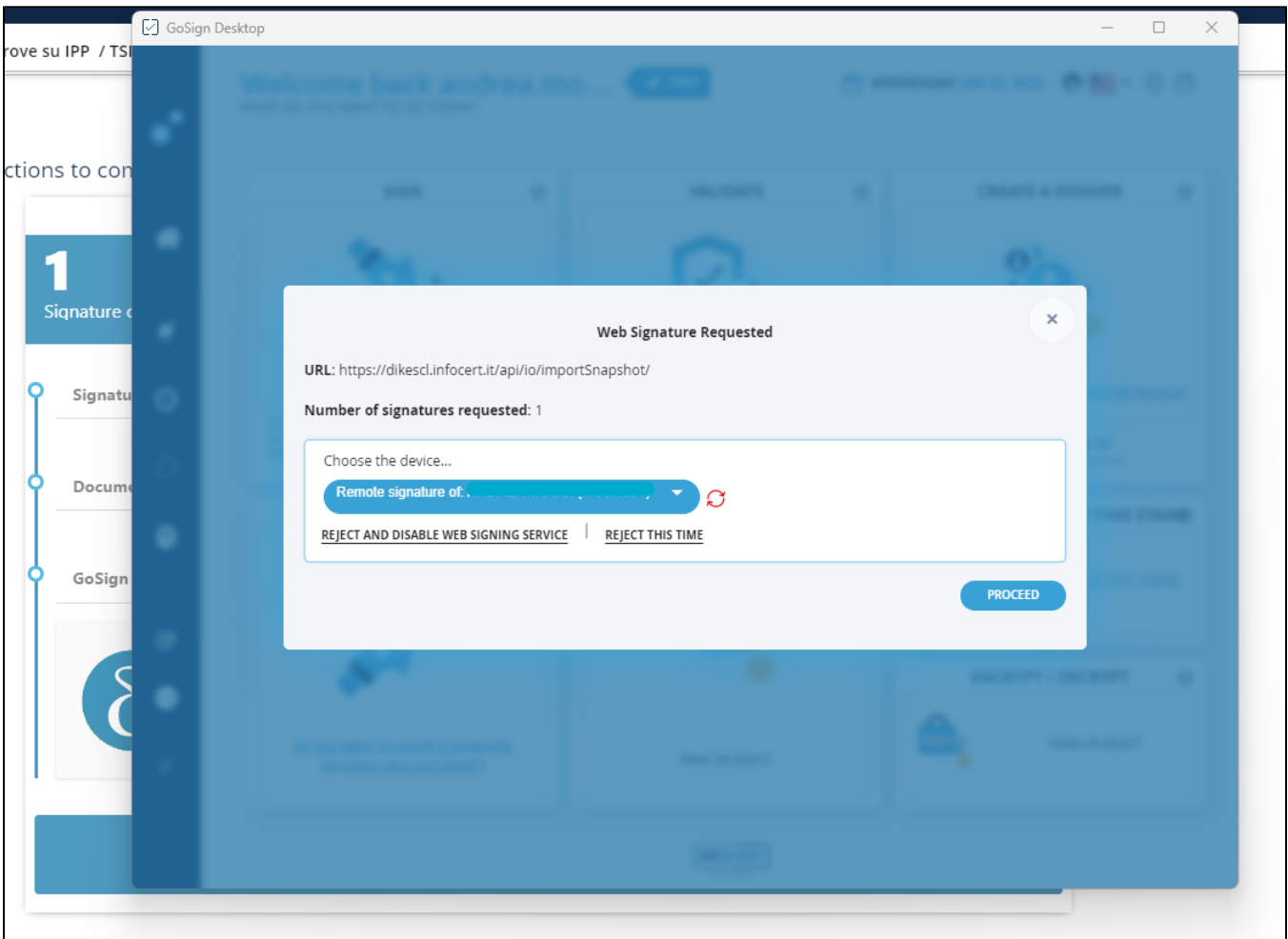


To proceed, check that **GoSign** is installed, [enabled for web signature](#) and running on this computer, then click **Next**.

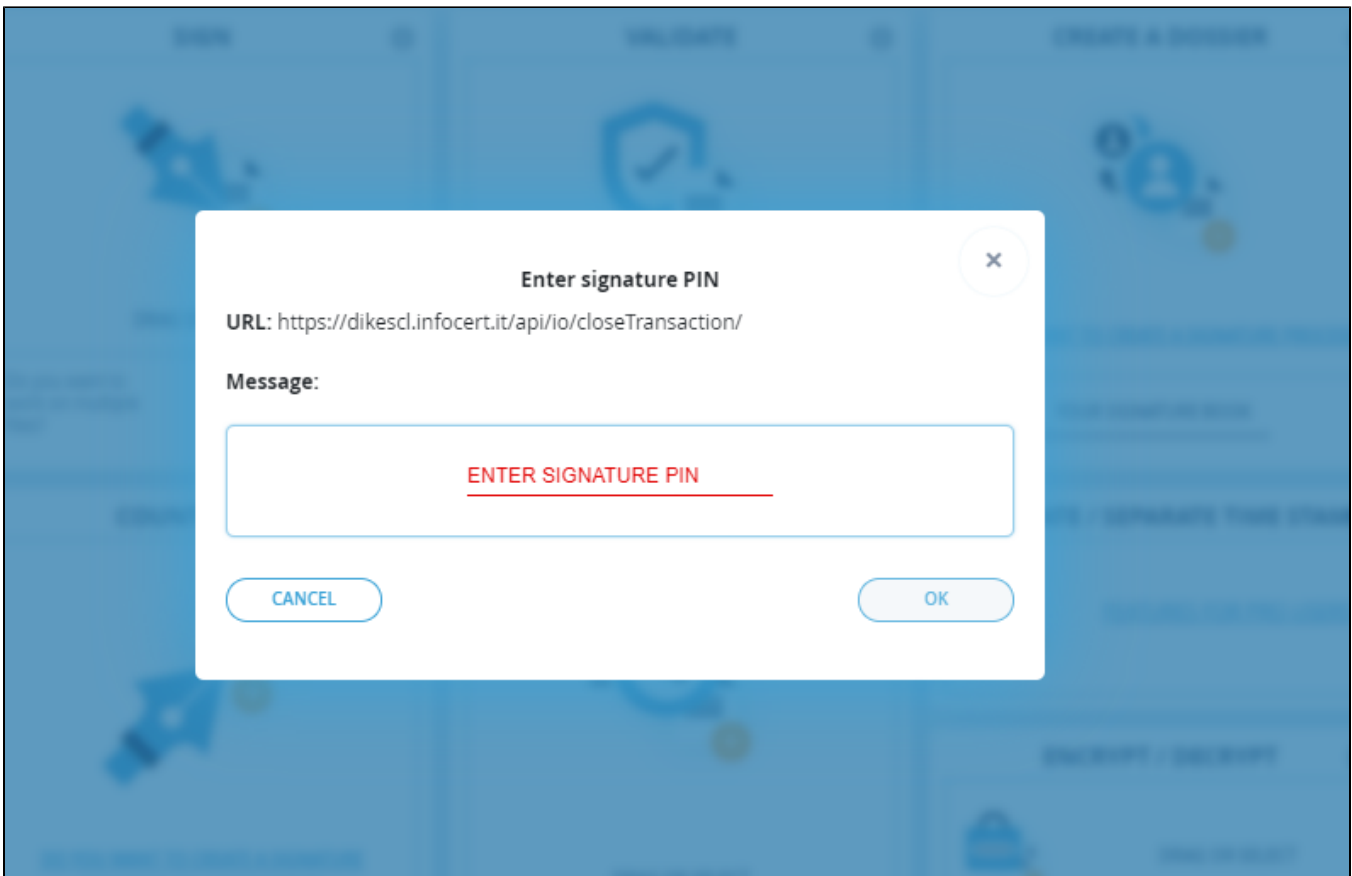
If you don't have GoSign [download](#) and complete the installation before proceeding.

Continue

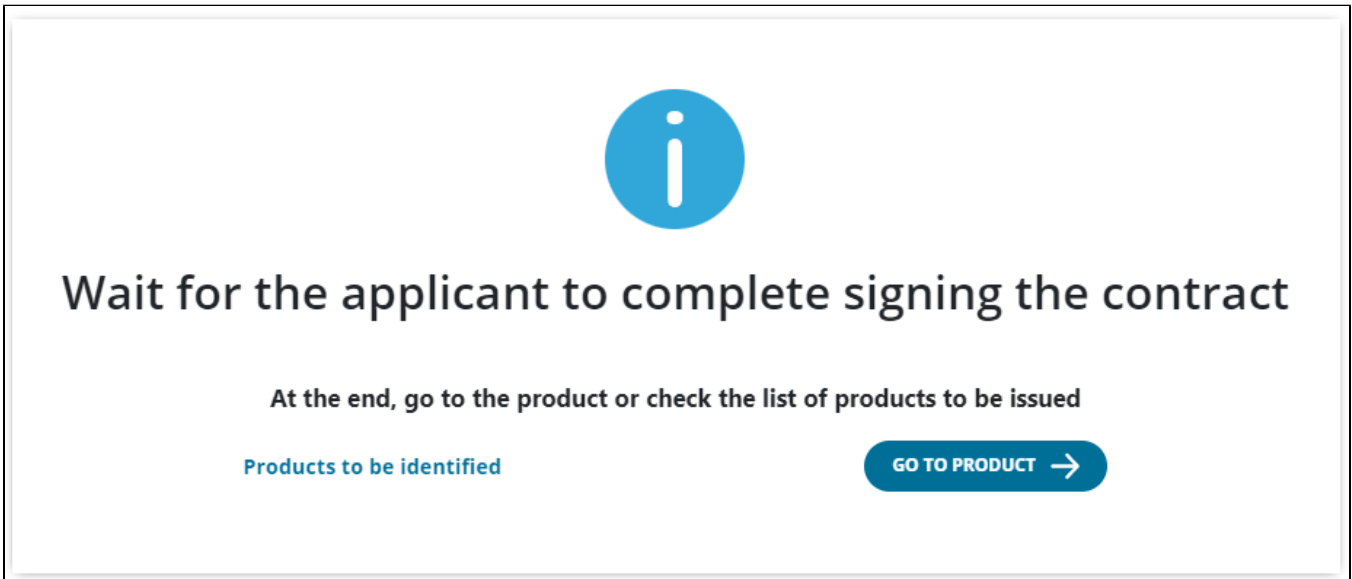
By clicking on "Continue" the following signature request po-up will open:



RAO clicks on "Proceed" and enters the signature PIN:



Once the RAO has signed the recognition report, the client automatically receives an email with a link to start the digital signature process of the request form:



Dear customer,

to obtain your Digital Signature access the following link and follow the procedure on InfoCert website:
<https://top-stage.infocert.it/fe/?id=e27f36cc-8ef6-4317-88a0-99a5f675ace0&lang=en>

To access the link we suggest you use Google Chrome or Mozilla Firefox.

Remember that in order to complete the request for your Digital Signature you must have available the cell phone indicated during registration.

By clicking on the appropriate link, the user starts the step-by-step wizard on the InfoCert landing page for signing the contract:

The screenshot shows the 'Welcome Bianca Rossi' step of a wizard. On the left, a vertical navigation menu lists four steps: 1 Welcome (highlighted), 2 Get your certificate, 3 Sign the contract, and 4 Process completed. The main content area is titled 'Welcome Bianca Rossi' and contains the instruction 'Follow the instructions to complete the process.' Below this, there is a section titled 'What will you do now?' with a checkmark icon and the text 'Accept the contractual conditions and electronically sign the documents'. A 'Continue' button is located at the bottom right of the main content area.

In step 2) the customer clicks the "Request Certificate" button to request InfoCert to issue two certificates:

- qualified one-shot signature certificate that the customer will use to sign the request form in the next step
- qualified signature certificate (remote or on-device) requested

The screenshot shows the 'Get your certificate' step of the wizard. The left navigation menu now highlights step 2 'Get your certificate'. The main content area is titled 'Request the certificate' and lists four document icons: 'Condizioni Generali Servizi Certificazione', 'Condizioni Generali OS', 'Manuale Operativo ICERT-INDI-MO', 'Informativa privacy', and 'Richiesta di Attivazione'. Below the list, there is a paragraph of text starting with 'Il sottoscritto, cliccando sul tasto "RICHIEDI I CERTIFICATI"'. A 'Request The Certificate' button is located at the bottom right of the main content area.

At this point, the customer can preview the request form to be signed and proceed to one-shot signing by entering the OTP code received on their smartphone:

- 1 Welcome
- 2 Get your certificate
- 3 Sign the contract
- 4 Process completed

Sign the contract

richiestaFirmaDigitale

ID Ordine 10509/65

RICHIESTA DI ATTIVAZIONE, REGISTRAZIONE E CERTIFICAZIONE

Firma Digitale Remota

I termini contenuti nel presente modulo hanno il significato agli stessi attribuito nel Manuale Operativo ICERT-INDI-MO e nelle Condizioni Generali dei Servizi di Certificazione.

1. DATI OBBLIGATORI (i campi contrassegnati con (*) sono pubblicati con il certificato):

Codice Fiscale (*) _____

Cognome Rossi _____ Nome Bianca _____

Richiedo ad InfoCert, nei termini e alle condizioni riportati nel relativo modulo di richiesta e già conosciuti, il rilascio di Certificato qualificato "OneShot" approvando specificamente, ai sensi degli artt. 1341 e 1342, c.c., le seguenti disposizioni delle Condizioni Generali OS: art. 3, Responsabilità del Richiedente e del Titolare; art. 4.2, Variazioni delle condizioni contrattuali; art. 4.3, Procedure di reclamo e di risoluzione delle controversie; 4.5, Conservazione del Contratto; art. 5, Risoluzione / Diritto di recesso; art. 9, Obblighi del Titolare e del Richiedente; art. 10, Obblighi del Certificatore; art. 14, Responsabilità del Certificatore; art. 15, Scioglimento del rapporto.

Approvo le Condizioni Generali dei Servizi di Certificazione che mi sono state sottoposte e confermo che intendo richiedere ad InfoCert il rilascio di un certificato remoto di sottoscrizione.


Dichiaro, inoltre, di approvare specificamente, ai sensi degli artt. 1341 e 1342, c.c., le disposizioni delle Condizioni Generali dei Servizi di Certificazione di seguito indicate: art. 3 (Responsabilità del Titolare e del Cliente); art. 4.2 (Variazione delle condizioni contrattuali); art. 8 (Obblighi del Titolare); art. 9 (Obblighi del Certificatore); art. 10 (Durata del contratto e validità del certificato); art. 11 (Corrispettivi); art. 13 (Responsabilità del Certificatore); art. 14 (Scioglimento del rapporto).

OTP

- 1 Benvenuto
- 2 Ottieni il tuo certificato
- 3 Firma il contratto
- 4 Processo completato

Firma effettuata con successo!

Ben fatto, hai firmato correttamente il tuo documento.



At the end of the process, the customer receives the successful confirmation email with the newly signed contract attached:



Conferma di firma contratto per richiesta Firma remota

LegalCert 

Gentile **Maria Rossi**,

ti confermiamo che la tua richiesta di Firma remota è andata a buon fine. In allegato troverai il contratto da te firmato, scaricalo e salvane una copia.

Grazie, il team di InfoCert

<https://infocert.digital/>



At this point, the status of the product will become "To be issued": to proceed, the RAO can either directly click the "Go to product" button or, at a later time, select the request from the "Search and Consult" side menu in the "To be issued" section.

See the following chapter with steps for issuing products.

C) Issuance

Once completed the customer recognition, the RAO's last activity is to issue the certificate.

RAO can directly continue the issue process right after recognition, or resuming it later in the side menu under "Search" to the "To be Issued" section, where the operator can find all the requests made that have yet to be issued:

The screenshot shows the 'InfoCert Partner Platform' interface. The top navigation bar includes the 'InfoCert' logo, the platform name, and language/refresh icons. The left sidebar contains a user profile for 'YY14007' and a menu with options like 'DASHBOARD', 'REQUESTS', 'SEARCH', 'TO IDENTIFY', 'TO BE ISSUED', 'REVOKED', 'ACTIVE', 'REVOKE CERTIFICATES', and 'MANAGE LEGALMAIL'. The main content area is titled 'Search' and shows results for '160009 - cliente per prove su IPP / TSIPP1 - test IPP 1'. A search filter is set to 'State: To be issued'. A table lists three entries:

| Order Id | Applicant | Holder | User Id | State | Type | Operator | Additional Info |
|----------|-----------|--------|----------|--------------|------|----------|-----------------|
| 10359465 | Maria | | MA321165 | To be issued | (i) | YY19876 | |
| 10360082 | Giuseppe | | MA321611 | To be issued | (i) | YY14001 | |
| 10360811 | Giuseppe | | MA322176 | To be issued | (i) | YY14001 | |

To proceed with issuance, it is necessary to click on the UserID and then on "Start enrollment"

The screenshot shows the 'Product detail' page for '160009 - cliente per prove su IPP / TSIPP1 - test IPP 1'. It includes navigation links for 'Go to order's detail' and 'Go to previous page'. The 'Request history' section shows a status of 'To be issued' and 'OFFLINE', with a 'Continue enrollment' button. Below this, it states 'No history' and provides an 'Attachments Download' button.

Remote signature issuance

This example shows the steps for issuing a qualified **Remote Signature** certificate.

Firstly, RAO must confirm the details of the certificate:

Follow the instructions to complete certificate's issuance

1

Enrollment device
signature

2

Passphrase
choice

3

Finish Process

Details of the certificate to be enrolled

Holder's data

Given name:

Bianca

Family name:

Rossi

Date of birth:

1964-12-30

Country of birth:

IT

Personal identifier:

TINIT-RSSBNC64T70G677R

Email address:

decimog459@nevyxus.com

Details of the certificate

DnQualifier

2023TSIPP1205

Common Name

BIANCA ROSSI

Nome

BIANCA

Cognome

ROSSI

Country

IT

Nome alternativo 0

decimog459@nevyxus.com

| | |
|------------------------|-----------------|
| Serial number | Duration |
| TINIT-RSSBNC64T70G677R | 3 years |
| Next | |

Proceeds then with certificate issuance:

1
Enrollment device signature

2
Passphrase choice

3
Finish Process

Details of the certificate to be enrolled

Issue and registration of the certificate

✓ Certificates issuance

[Continue](#)

Once the certificate is issued, it is necessary to establish the Passphrase that the client will use to open the file containing the activation codes.

It is possible to select the option "Use the owner's tax code as Passphrase" or decide to indicate a different one by selecting the second option:

1
Enrollment device signature

2
Passphrase choice

3
Finish Process


Choose the code that the holder will need to open the file containing the signature activation codes. You can select the tax code/document number or enter a code of your choice that you will have to communicate to the user that will activate the digital signature.

Use the owner's tax code/document number as a passphrase

Insert a passphrase code

Continue

By clicking on "Continue" this part of the process is finished and there is a confirmation of success of the operation:



Procedure completed successfully!

The holder **Bianca Rossi** will receive the ERC envelope by email to the address **decimog459@nevyxus.com**

The certificates installed are as follows:

- Certificate identified by DNQualifier **2023TSIPP1206** with expiration date **2026-01-18**

[New enrollment](#) [GO TO PRODUCT →](#)

At the same time, the client receives the following email containing the encrypted signature activation codes:



I CODICI DELLA TUA FIRMA DIGITALE

Gentile Utente,

In allegato trovi la "Busta Cifrata", il file che contiene il tuo PIN di Firma, il codice PUK ed il numero di busta relativo alla tua Firma Digitale (Remota o emessa su dispositivo).

Per accedere al file dovrai inserire uno dei seguenti codici:

- **La passphrase:** Se la procedura di attivazione che hai scelto lo prevede, per aprire il file inserisci il codice che hai scelto al momento della registrazione.
- **Il Codice Fiscale/Numero del documento:** Se non hai scelto la passphrase, allora inserisci il tuo codice fiscale (in lettere MAIUSCOLE). Se non sei in possesso di un codice fiscale, inserisci il numero del documento utilizzato per il processo di identificazione.

[Clicca qui](#) per impostare le credenziali della tua Firma Digitale Remota utilizzando il tuo Nome Utente:

decimog459@nevyxus.com. Il link rimarrà attivo 24h dalla ricezione di questa email. Utilizza l'email scelta come Nome Utente. Una volta impostata la password [accedi al servizio](#).

Ricorda: i codici contenuti nel file sono necessari per utilizzare o gestire la tua Firma Digitale.

Attenzione: In caso si utilizzi sistema operativo macOS con browser Safari, effettua il download del file in allegato per aprirlo successivamente con un reader PDF come Adobe.

Grazie, il Team InfoCert

Se hai bisogno di aiuto, visita il nostro sito di [Assistenza](#)

Device signature issuance

If the issuance involves a **signature on device**, it is necessary to verify that:

- GoSign Desktop is active and running
- The RAO's remote device/signature is active
- The blank device is inserted (smart card or key)

The RAO can then proceed with the issuance directly after the recognition, or from the side menu under "Search" > "To be Issued" section.

The screenshot shows a web page titled "Product detail" with the identifier "160009 - cliente per prove su IPP / TSIPP3 - test IPP 3". At the top, there are navigation links: "Go to order's detail" on the left and "Go to previous page" on the right. A vertical sidebar on the left contains two sections: "Request history" (which is active) and "General informations". The main content area under "Request history" shows a "Request status" with two tags: "To be issued" (in red) and "OFFLINE" (in blue). Below this, it says "No history". On the right side of this section, there is a blue "Start Enrollment" button and a "Attachments" section with a "Download" button.

Enrollment begins precisely with verification of the above-mentioned requirements:

The screenshot displays a multi-step enrollment process. At the top, a horizontal progress bar shows three steps: "1 Enrollment device signature" (highlighted in blue), "2 Passphrase choice", and "3 Finish Process". Below this, the "Preliminary checks" section is active. It contains the instruction "Perform the following actions to check them and move forward" followed by a list of three checked items: "Open GoSign", "Connect your RAO certificate", and "Connect the device on which to issue the new certificate". A blue "Next" button is located at the bottom right of the page.

Next, RAO displays the certificate's details being issued and confirm its data (1 operation for 2 certificates):

Holder's data

Given name:

Bianca

Family name:

Rossi

Date of birth:

1964-12-30

Country of birth:

IT

Personal identifier:

TINGB: [REDACTED]

Email address:

[REDACTED]

Details of the certificate

DnQualifier

2023TSIPP31

Common Name

Bianca Rossi

Nome

Bianca

Cognome

Rossi

Country

IT

Nome alternativo 0

[REDACTED]

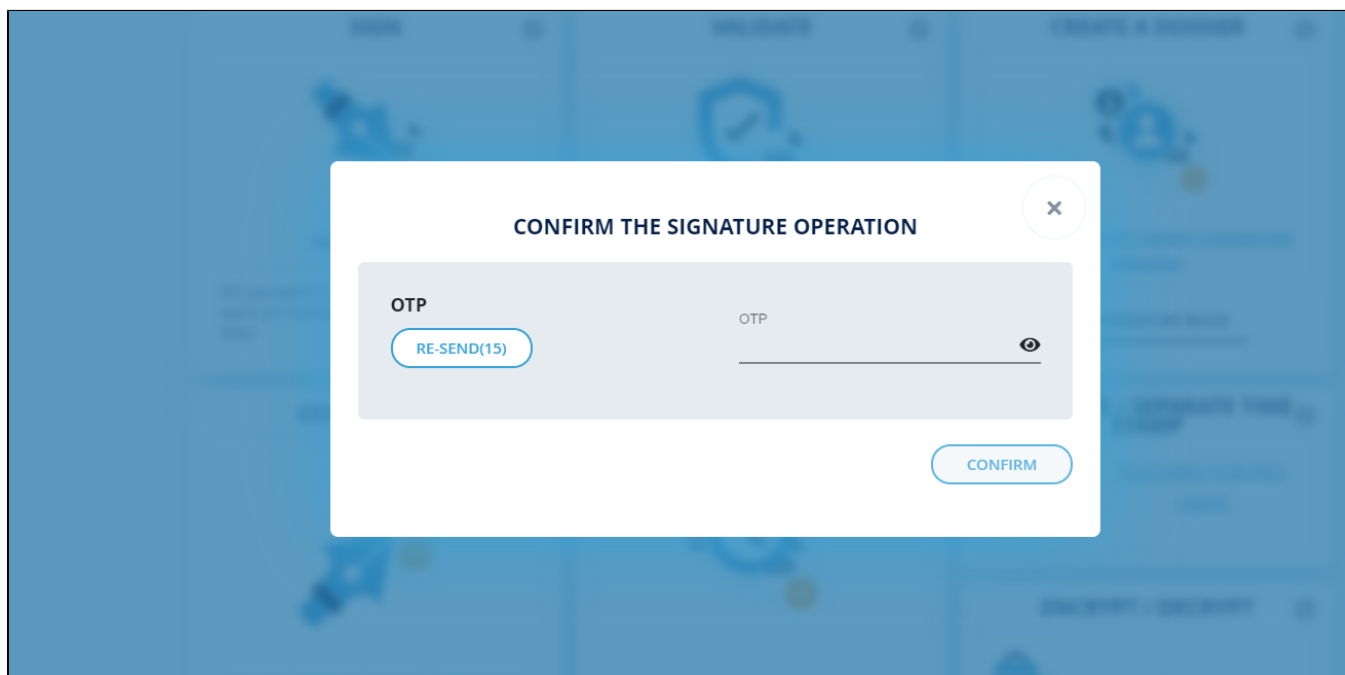
Serial number

TINGB: [REDACTED]

Duration

3 years

Once confirmed, RAO proceeds to its authentication on GoSign Desktop, entering PIN and the signing OTP to perform the device configuration:



RAO will now have to enter a Passphrase that will allow the certificate owner to open the encrypted envelope with the signature activation codes, received via email.

You may choose to use the applicant's Tax Code or enter a new code of your choice:

[« Go to order's detail](#)

Follow the instructions to complete certificate's issuance

1
Enrollment device signature

2
Passphrase choice

3
Finish Process


Choose the code that the holder will need to open the file containing the signature activation codes. You can select the tax code/document number or enter a code of your choice that you will have to communicate to the user that will activate the digital signature.

Use the owner's tax code/document number as a passphrase

Insert a passphrase code

[Continue](#)

Finally, RAO will click on continue to finish the procedure and have confirmation that the request was successful:



Procedure completed successfully!

The holder **Bianca Rossi** will receive the ERC envelope by email to the address *******@*****.it**

The certificates installed are as follows:

- Certificate identified by DNQualifier **2023TSIPP32** with expiration date **2026-02-20**
- Certificate identified by DNQualifier **2023TSIPP31** with expiration date **2026-02-20**

[New enrollment](#) [GO TO PRODUCT →](#)

This is the e-mail the holder receives:



CODES FOR YOUR DIGITAL SIGNATURE

Dear Customer,

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 (Remote or issued on a physical device).

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.

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](#)

4. Product Management

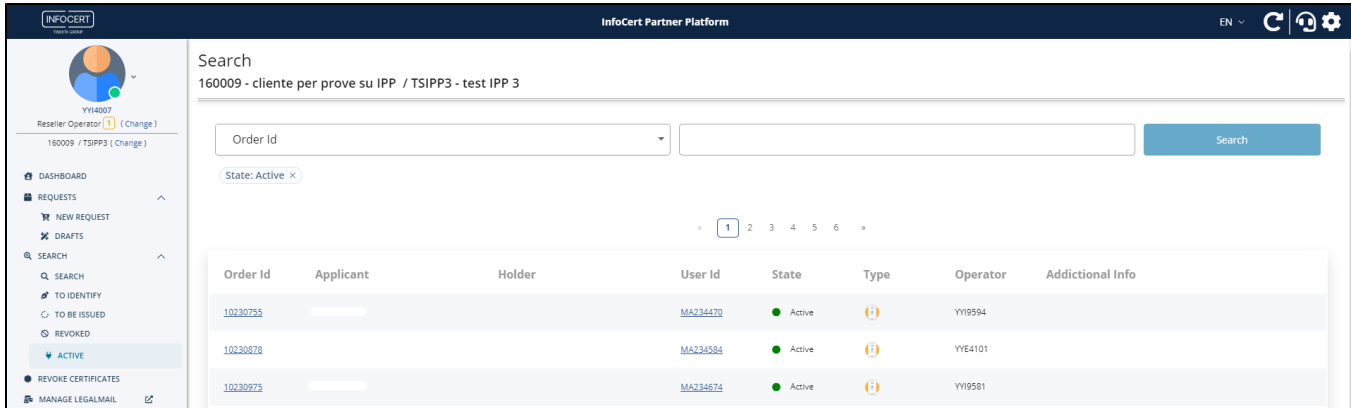
Product status are defined in the table below and are consecutive states: until a step has been completed, it is not possible to move to the next one. In addition, to process requests in some status, you must have an enabled user profile.

| Status | Description | Section | Enabled user profile |
|--------------|--|--------------------------------|---|
| DRAFT | A request enters "draft" status after the Operator initiates a new request and is in the data entry process | Subitem of the "Requests" menu | Operator RAO |
| TO IDENTIFY | When the user's data entry process is finished, RAO can proceed to the recognition: <ul style="list-style-type: none">The Operator digitally signs the recognition recordThe holder receives the contract by email/SMS and digitally signs it | Subitem of the "Requests" menu | Operator RAO |
| TO BE ISSUED | Once the previous step is completed, the RAO Operator can issue the certificate. | Subitem of the "Requests" menu | RAO |
| ACTIVE | Once issued, the certificate is active and can be identified in the appropriate "Active" section in the side menu | | RAO |
| SUSPENDED | The product is suspended for a defined time interval | | See "4.A. - Product Suspension" for details |
| REVOKED | Product no more active | Subitem of the "Requests" menu | See "4.A. - Product Revocation" for details |

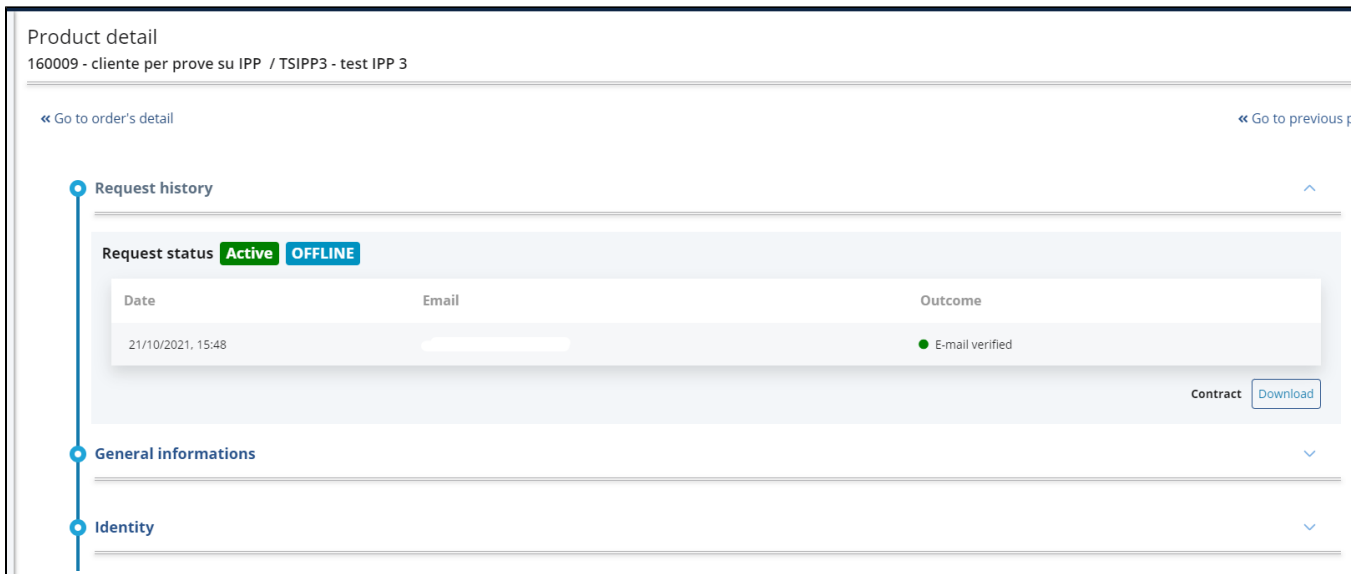
A) Product Suspension

From the side menu "Search" > "Active" the RAO operator can search for the certificate to be suspended, using the available filters:

- Order ID
- User ID
- External lookup code
- Status
- Nickname
- Activation date
- Input date
- Tax ID code
- First and Surname
- E-mail
- Mobile phone
- Operator





The RAO operator clicks on the UserID to view the product details:




Opens the "General Information" dropdown where information about the certificate with status indication are shown:

General informations

| | | |
|---|---|---------------------------------------|
| Activation code 10230755 | Product state ● Active  | |
| Product type  Remote Sign | User Id MA234470 (uapp MA234471) | |
| Activation date 21/10/2021 | Expiration date 20/10/2024 | Invoice expiration date 20/10/2024 |
| DN qualifier 5f50b96f-99fc-4d23-a8de-eb221dc75c58 | | |


Other features

 Resend

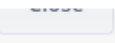

RAO operator then clicks on the pen icon next to the "Active" status and selects the new status "Suspended" in the drop-down menu options:

EDIT STATE ✕

State

Select... 

- Revoked
- Suspended

He/she also defines the end date of suspension, attaches the contract, and reports in "Notes" the reasons for suspension.

EDIT STATE ×


State

Suspended ▾

Suspension date

gg/mm/aaaa 📅

Contract



Drop the file to
upload here
or
select it from device

Notes

Close Confirm

Then confirms by clicking the "Confirm" button.

If the operation is successful, the status of the product will change to "Suspended."

Product detail

160009 - cliente per prove su IPP / TSIPP3 - test IPP 3


[« Go to order's detail](#)

[« Go to previous page](#)


General informations ^

Activation code

Product state

● Suspended 

Product type

 Remote Sign

User Id

MA234470 (uapp MA234471)

Activation date

21/10/2021

Expiration date

20/10/2024

Invoice expiration date

20/10/2024

DN qualifier

5f50b96f-99fc-4d23-a8de-eb221dc75c58

Identity ∨

B) Product Revocation

From the side menu "Search and Consultations" > "Active" the **RAO operator** can search for the certificate to be revoked, using the available filters:

- Order ID
- User ID
- External lookup code
- Status
- Nickname
- Activation date
- Input date
- Tax ID code
- First and Surname
- E-mail
- Mobile phone
- Operator

The screenshot displays the 'InfoCert Partner Platform' search interface. The search criteria are '160009 - cliente per prove su IPP / TSIPP3 - test IPP 3'. The search results table is as follows:

| Order Id | Applicant | Holder | User Id | State | Type | Operator | Additional Info |
|--------------------------|-----------|--------|--------------------------|--------|------|----------|-----------------|
| 10230755 | | | MA234470 | Active | | YY9594 | |
| 10230878 | | | MA234584 | Active | | YYE4101 | |
| 10230975 | | | MA234674 | Active | | YY9581 | |

It is also possible to click on the left sidebar in the "Revoke Certificates" section, re-enter the login credentials, and search via:

- IUT
- Device
- UserID

The screenshot displays the INFOCERT user interface. At the top, the logo 'INFOCERT' is shown above 'TINEXTA GROUP'. Below this is a user profile section for 'YYI4007', identified as a 'Reseller Operator'. A dropdown menu is open, showing a list of navigation options: 'DASHBOARD', 'REQUESTS', 'SEARCH', 'REVOKE CERTIFICATES' (which is highlighted), and 'MANAGE LEGALMAIL'. The 'REVOKE CERTIFICATES' option is highlighted with a light blue background. The 'MANAGE LEGALMAIL' option includes an external link icon.

RAO operator clicks on the UserID to view the product details and opens the "General Information" dropdown where information about the certificate with status indication is given:

Product detail
160009 - cliente per prove su IPP / TSIPP3 - test IPP 3

Request history

Request status **Active** **OFFLINE**

| Date | Email | Outcome |
|-------------------|-------|-----------------|
| 21/10/2021, 14:30 | | E-mail verified |

Contract [Download](#)

General informations

| | | | |
|-----------------|--------------------------------------|----------------------------|-------------------------|
| Activation code | Product state | ● Active | |
| Product type | User Id | MA234448 (uapp MA234449) | |
| Remote Sign | Expiration date | 20/10/2024 | Invoice expiration date |
| 21/10/2021 | | | 20/10/2024 |
| DN qualifier | 37a2d9f7-c5bc-424b-8c96-28c588b7a5ca | | |

RAO operator then clicks on the pen icon next to the "Active" status and selects the new status "Suspended" in the drop-down menu options:

EDIT STATE ✕

State

Select...

- Revoked
- Suspended

Selects the options from those available:

- **Revocation type** (requester): Owner, certifier, interested third party
- **Publication**: WARNING: the publication can be Normal the Certifying Body has a commitment to publish the updated revocation list within the next 24 hours, Immediate must occur within 1 hour.
- **Motivation**: Contract withdrawal, key compromised, role or function revoked, device unusable, certified data change, office procedure

EDIT STATE ×

State

Revoked ▼

Requested by

Holder ▼

Motivation

Select... ▼

- Contract withdrawal
- Compromised key
- Unusable device
- Certificate data modification
- Office procedure
- Role/Function revoked

Notes

In case it is expected (contract withdrawal) you must upload the contract from which you are withdrawing, enter any notes and click continue:

Contract



PDF (0.02718 MB)
test.pdf
Load completed

Change file

Notes

sample

Close Confirm

A change message will appear and the status of the product will change to revoked:

General informations

Activation code

Product state
● Revoked

A) Product and Order Research

From the side menu "Search" in the drop-down menu below you can click on "Search" or on the different sections that automatically set a filter:

- To Identify
- To be issued
- Revoked
- Active

In all cases it is still possible to search using filters:

- Order ID
- User ID
- External lookup code
- Status
- Nickname
- Activation date
- Input date
- Tax ID code
- First and Surname
- E-mail
- Mobile phone
- Operator

The screenshot shows the InfoCert Partner Platform search interface. The search criteria is "160009 - cliente per prove su IPP / TSIPP3 - test IPP 3". The search results are displayed in a table with the following columns: User Id, State, Type, Operator, and Additional Info. The table contains five rows of data:

| User Id | State | Type | Operator | Additional Info |
|--------------------------|-----------------|------|----------|-----------------|
| MA286054 | Active | (i) | YY9178 | |
| MA287441 | To be confirmed | (i) | YY9386 | |
| MA287441 | To be confirmed | (i) | YY9386 | |
| MA287441 | To be confirmed | (i) | YY9386 | |
| MA287441 | To be confirmed | (i) | YY9386 | |
| MA287441 | To identify | (i) | YY9386 | |

The search result is returned in the form of a table.

The values returned are Order ID (clickable), Applicant, Holder, UserID (clickable), status, product type and additional info.

B) Order Details

After performing a search, the result is returned in the form of a table.

The values returned are Order ID (clickable), Applicant, Holder, UserID (clickable), status, product type, and additional info:

| Order Id | Applicant | Holder | User Id | State | Type | Operator | Additional Info |
|--------------------------|-----------|--------|--------------------------|-----------------|------|----------|-----------------|
| 10292996 | Brandon | | M5286064 | Active | (i) | YY19178 | |
| 10295391 | Massimc | | M5287441 | To be confirmed | (i) | YY19386 | |
| 10295482 | Massimc | | M5287441 | To be confirmed | (i) | YY19386 | |

By clicking on the **order ID**, RAO lands on the page containing **order details** with general information, products, and customer data:

| General informations | | | |
|----------------------|----------------|-------------|-----------------|
| Activation code | Request status | Client type | Insert operator |
| | Active | Private | YY19178 |
| Contract state | Valid | | |

| Products | | | |
|--------------------------|--------|------|-----------------|
| User Id | State | Type | Additional Info |
| M5286064 | Active | (i) | |

| Applicant | | | |
|----------------------|-------------|-------------------|------------------|
| Personal data | | | |
| Tax Code | Name | Surname | Gender |
| | Brandon | | M |
| Birth date | Birth place | Country of birth | Country of birth |
| | Roma | RM | IT |
| Citizenship | IT | | |
| Contacts | | | |
| MOBILE | Email | | |
| Residence address | | | |
| Address of residence | Number | City of residence | Province |
| Via Ciao | 1 | Roma | RM |
| Postal Code | 00100 | | |

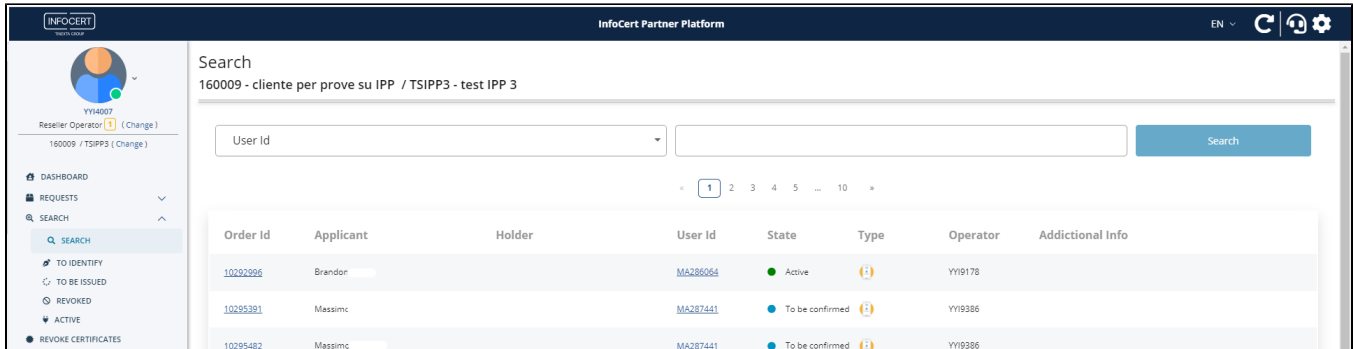
Order details are divided into:

- General information: activation code, request status, customer type, operator, contract status
- Products: userID, status, type, additional info
- Customer: gender, birth status, citizenship

C) Product Details

Dopo aver effettuato una ricerca, il risultato è restituito sotto forma di tabella.

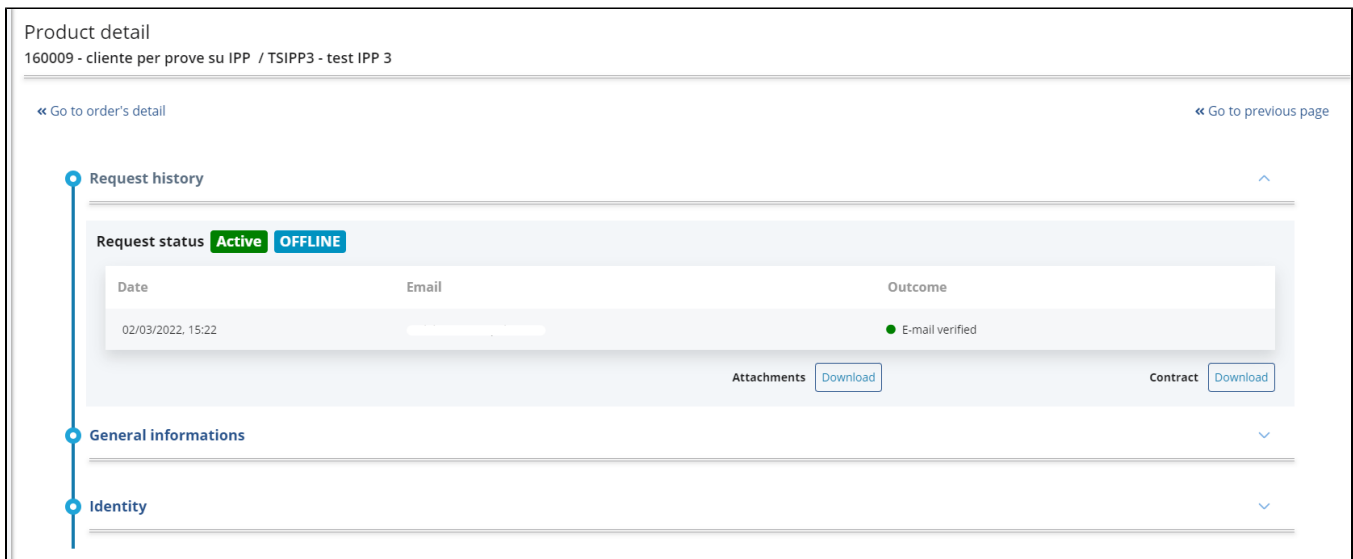
I valori restituiti sono ID ordine (cliccabile), Richiedente, Titolare, UserID (cliccabile), stato, tipo di prodotto ed info aggiuntive:



| Order Id | Applicant | Holder | User Id | State | Type | Operator | Additional Info |
|--------------------------|-----------|--------|--------------------------|-----------------|------|----------|-----------------|
| 10292996 | Brandon | | Ma28606d | Active | (i) | YY9178 | |
| 10295391 | Massimo | | Ma287441 | To be confirmed | (i) | YY9386 | |
| 10295482 | Massimo | | Ma287441 | To be confirmed | (i) | YY9386 | |

Cliccando sulla **UserID** è possibile atterrare sulla pagina contenente i **dettagli prodotto**, ed in particolare:

La **cronologia della richiesta** dove è indicato lo stato della richiesta:



Product detail
160009 - cliente per prove su IPP / TSIPP3 - test IPP 3

[Go to order's detail](#) [Go to previous page](#)

Request history

Request status **Active** OFFLINE

| Date | Email | Outcome |
|-------------------|-------|-----------------|
| 02/03/2022, 15:22 | | E-mail verified |

Attachments [Download](#) Contract [Download](#)

General informations

Identity

Le **informazioni generali** con codice di attivazione, stato prodotto, tipo di prodotto, date attivazione/scadenza, UserID e data scadenza della fatturazione:

General informations

| | | |
|--|---------------------------------------|---------------------------------------|
| Activation code [Redacted] | Product state ● Active | |
| Product type 👤 Remote Sign | User Id MA286064 (uapp MA286065) | |
| Activation date 02/03/2022 | Expiration date 01/03/2025 | Invoice expiration date 01/03/2025 |
| DN qualifier e76a32f6-6915-4530-bde7-8674761187a4 | | |

Other features

Resend

Ed infine, nell'ultima sezione è specificata l'identità:

Identity

Identity MA [Redacted]