

REMOTE SIGNATURE CERTIFICATE ACTIVATION GUIDE



TINEXTA GROUP

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WHAT YOU NEED


- The link to the portal [MySign](#), dedicated to holders of a remote signing certificate;
- the **User-ID** of your remote signing *certificate* (the same e-mail address chosen during the purchase);
- the **Password** (the same of your Infocert Shop account);
- The **mobile phone**, associated during registration, to receive OTP codes, via SMS.

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

START OF ACTIVITIES

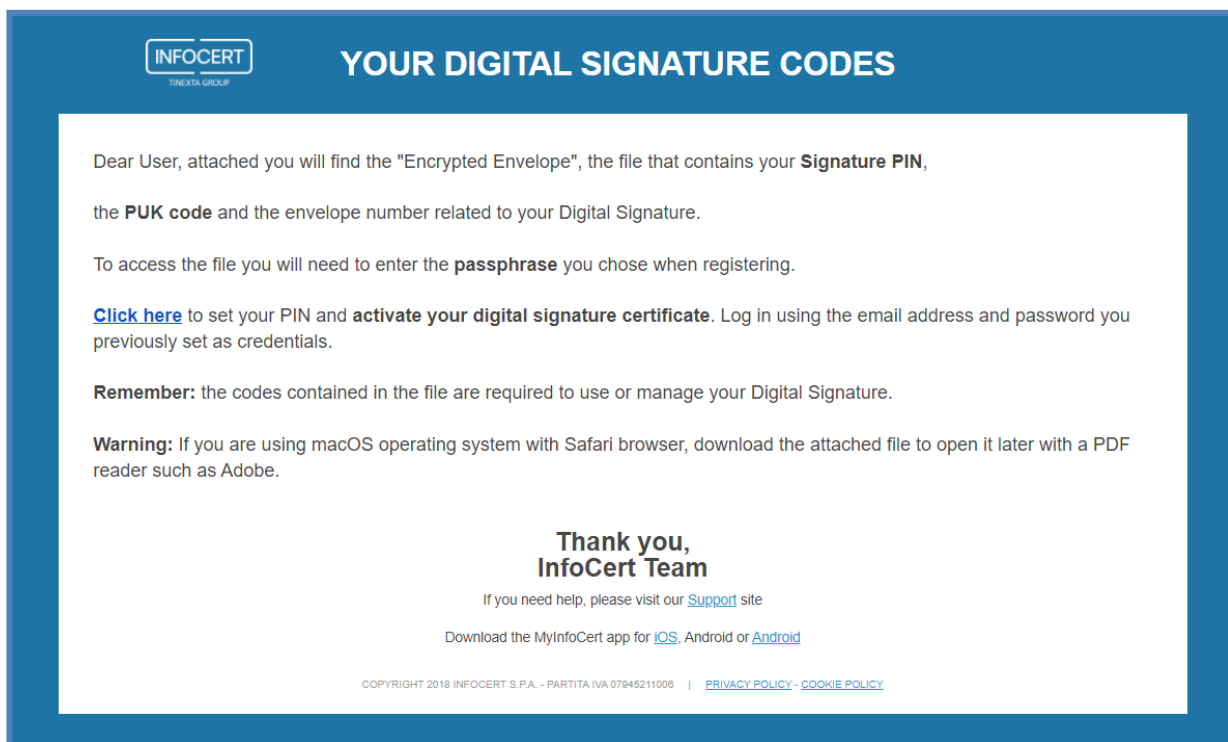
After completing the registration procedure for requesting a digital signature certificate (remote), you will receive an e-mail containing the file with the *Activation Codes*, accessible through the *passphrase* previously set, which contains the **PIN and PUK codes**, and the link to proceed with the activation of the certificate.

Attention: if you have chosen a different e-mail address from that of your Infocert Shop account, please refer to *the section “ASSOCIATING THE CERTIFICATE WITH AN ALTERNATIVE EMAIL”*.

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

OPEN EMAILS WITH PIN AND PUK CODES

You need to proceed by opening the e-mail with the activation codes of the digital signature, then, open the file and enter the code (*passphrase*) chosen during registration in order to unlock the document protected by the password.



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

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

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



InfoCert - Società per Azioni
35127 Padova - Corso Stati Uniti, 14bis

Dear Madam, Dear Sir,

These are the PIN / PUK codes necessary to activate your of Digital Signature's device.

Inside the package, containing the purchased Digital Signature, you will find an Operation Guide that will illustrate how to activate the device.

We also show you the EMERGENCY CODE (ERC), which have to be used for telephone user or via the Internet, if it should be necessary to suspend the Certification Service, according to the procedures contained in the Operating Manual (published on the website www.firma.infocert.it).

Remember that this Emergency Code (ERC) is strictly confidential and personal, we recommend you to keep it separately from your device Digital signature.

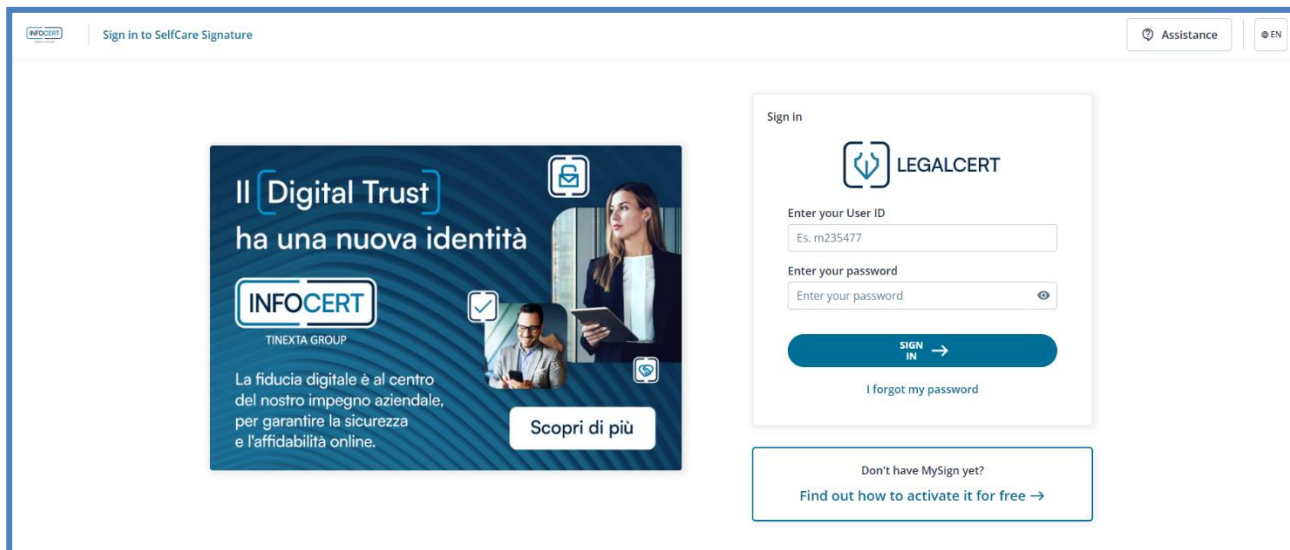
EMERGENCY CODE 101033 ••••
PIN 1033 ••••
PUK 1033 ••••
ENVELOPE NUMBER 1033••••

Best Regards,
Digital Certification - Infocert S.p.A.

ACCESS TO THE PORTAL

On the [MySign](#) remote signature management portal you can enter the new credentials.

If you need help, a click on the headphone icon will take you to the Customer service portal.



The screenshot shows the 'Sign in to SelfCare Signature' page. At the top left is the INFOCERT logo and the page title. At the top right are 'Assistance' and 'EN' buttons. The main content area features a promotional banner on the left and a sign-in form on the right. The banner, titled 'Il Digital Trust ha una nuova identità', includes the INFOCERT logo, 'TINEXTA GROUP', and the text 'La fiducia digitale è al centro del nostro impegno aziendale, per garantire la sicurezza e l'affidabilità online.' with a 'Scopri di più' button. The sign-in form, titled 'Sign in', features the LEGALCERT logo, 'Enter your User ID' (with example 'Es. m235477'), 'Enter your password', a 'SIGN IN' button, and a 'I forgot my password' link. Below the form is a 'Don't have MySign yet? Find out how to activate it for free ->' link.

PASSWORD UPDATE

The first customization that is required is the change of the password.

The page provides for the insertion of a new password, that you will set according to the instructions provided: a length of at least 8 characters, uppercase and lowercase characters, one or more numbers, at least one special character and no more than two consecutive identical characters.

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

The screenshot shows a web form titled "Activate your signature". It is divided into two steps. Step 1, "Set password", is currently active and expanded. It contains a notification bar at the top stating "PIN and PUK codes are within the email sent by codici.firmadigitale@infocert.it". Below this, there is a sub-header "Enter your PIN or PUK code and OTP code to activate your signature". The form then asks to "Choose a new password" with two side-by-side input fields, each containing the placeholder text "Enter the new password" and a toggle icon for password visibility. Below the password fields is a "PIN / PUK" section with an input field containing the placeholder text "Enter PIN or PUK". At the bottom right of the form are two buttons: "Cancel" and "Set Password". Step 2, "Confirm the operation", is partially visible below step 1.

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

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

REMOTE CERTIFICATE ACTIVATION

Depending on the customization that is required, the change of the *PIN*.

The page includes the insertion of:

- **PIN/PUK**;
- **New PIN**, which must have the length – fixed – of 8 characters, all numeric;
- The **OTP code** received on the mobile phone to be entered on the screen to confirm the operation and complete the activation of the remote digital signature certificate.

After typing the pin a second time and typing the otp received, proceed with a click on the *Confirm* button and complete the activation of your remote digital signature certificate.

Activate your signature

✓ Set password

2 Confirm the operation

Enter the OTP code to activate your signature

<p>Choose a signing PIN</p> <input type="text" value="Enter the new signing PIN"/>	<p>Confirm your PIN</p> <input type="text" value="Confirm your PIN"/>
<p>PIN / PUK</p> <input type="text" value="Enter your PIN or PUK"/>	<p>Enter OTP code Send new OTP</p> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <small>We have sent you a code via SMS</small>

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

ASSOCIATING THE CERTIFICATE WITH AN ALTERNATIVE EMAIL

If you associated your signing certificate to a *different e-mail from the one used for the purchase*, in the confirmation email of issuance of the certificate there will be the link necessary **to set the credentials** linked to the new user chosen (in addition to the file containing the PIN and PUK codes accessible through the *passphrase* set previously):

Dear User,

The issuance of your Digital Signature (Remote or issued on device) identified by the identification code (IUT) **2023M *****7** has been completed.

Attached you will find the "Encrypted Envelope", the file containing your Signature PIN, the PUK code and the envelope number relating to your Digital Signature. To access the file you will need to enter one of the following codes:

- **The passphrase:** If the activation procedure you have chosen requires it, to open the file enter the code you chose when registering.
- **Tax Code/Document Number:** If you have not chosen the passphrase, then enter your tax code (in CAPITAL letters). If you don't have a fiscal code, enter the number of the document used for the identification process.

[Click here](#) to set up the credentials of your Remote Digital Signature using your **Username** : **Marior*****@Info***.it** The link will remain active 24 hours after receiving this email. Use the email chosen as Username. Once the password is set, [access the service](#). **Remember:** the codes contained in the file are required to use or manage your Digital Signature. **Warning:** If you are using macOS operating system with Safari browser, download the attached file to open it later with a PDF reader such as Adobe.

Thank you, the InfoCert Team

If you need help, visit our [Support site](#)

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In the first step you can choose the password:

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Login password assistance

Enter the user to access the service and choose the new password

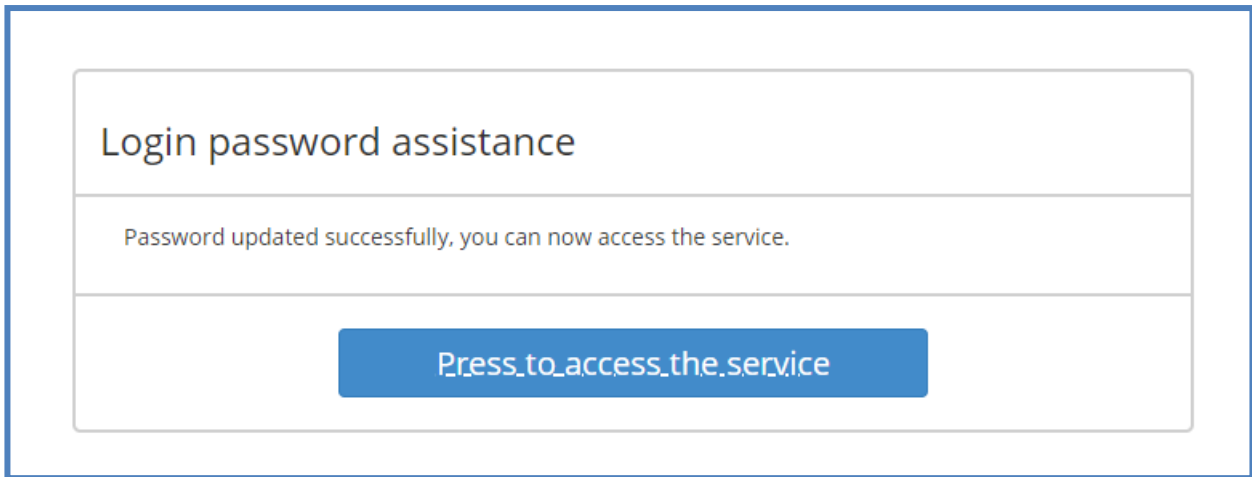
User

Enter your password

Repeat the new password

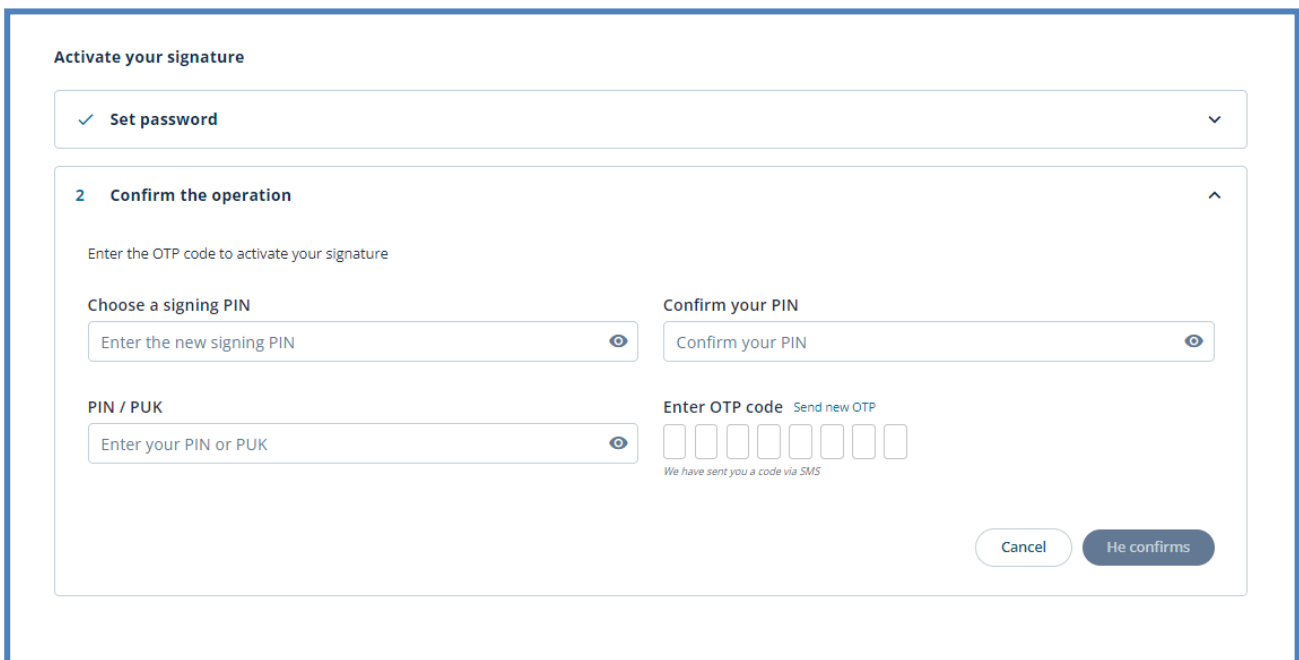
Save

A click on the Save button will confirm the successful update:



The screenshot shows a white rectangular box with a blue border. Inside, the title "Login password assistance" is at the top. Below it, a message reads "Password updated successfully, you can now access the service." At the bottom center, there is a blue button with the text "Press_to_access_the.service".

A click on the "Press to access the service" button will allow you to proceed with the choice of the signature pin that will be the last step necessary for activation.



The screenshot displays a multi-step activation process titled "Activate your signature". The first step, "Set password", is completed and shown with a checkmark. The second step, "Confirm the operation", is active and contains the following elements:

- Instruction: "Enter the OTP code to activate your signature"
- Field "Choose a signing PIN" with input "Enter the new signing PIN" and an eye icon.
- Field "Confirm your PIN" with input "Confirm your PIN" and an eye icon.
- Field "PIN / PUK" with input "Enter your PIN or PUK" and an eye icon.
- Field "Enter OTP code" with a "Send new OTP" link and a numeric keypad.
- Text below the keypad: "We have sent you a code via SMS"
- Buttons "Cancel" and "He confirms" at the bottom right.

END OF ACTIVITIES

The system will confirm the success of the operation by redirecting the user to the MySign home page.

The screenshot displays the MySign user interface for user MARIO ROSSI. At the top left, the user's name and status 'REMOTE SIGNATURE' are shown. On the top right, two summary cards indicate '0 Signatures made in the last week' and '0 Total uses of digital signature'. Below these are six main activity management options, each with an icon and a right-pointing arrow:

- Signature certificate**: View your signature certificate data
- OTP Codes**: Manage OTP codes linked to your profile
- Signature history**: View all your signatures
- Signature PIN**: Change your signature PIN
- Renew digital signature**: Renew your signature certificate
- Suspension and revocation of signature**: Temporarily suspend your signature

DOWNLOAD GOSIGN DESKTOP & MOBILE

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

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