

REMOTE SIGNATURE CERTIFICATE ACTIVATION GUIDE

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1 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 **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.

2 START OF ACTIVITIES

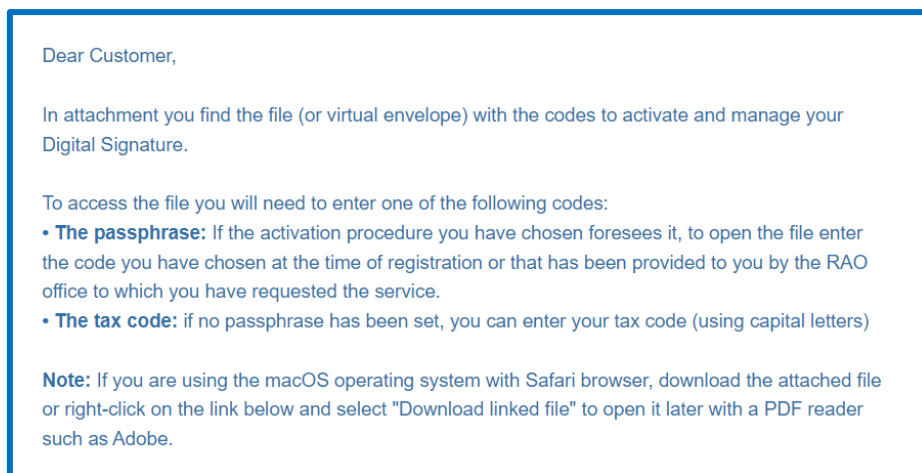
After completing the registration process for requesting a digital signature remote certificate, you will receive 2 emails:

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

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

3 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.



4 OPENING EMAIL WITH SIGNATURE CREDENTIALS

Continue by opening the e-mail that contains the signature credentials:

User-ID and password.

Dear Customer,
We registered your Remote Qualified Signature (Certificate Number: 2*****5)
Please to complete the activation go to this website https://eu-west-1.protection.sophos.com?d=infocert.it&u=aHR0cHM6Ly9teXNpZ25jbC5pbmZvY2VydC5pdA==&i=NjE2ODA3YzJkMjEjMTkwZTVkNWRiNDE4&t=VmFENVRENjQ3NnFnUmVkeFpwTDByd2s3Ykh3MzJKcUNWNnBGVkd6eXdBYz0=&h=62ddf746bcf442bdb31850376a92adc9&s=AVNPUeHUT0NFTkNSWVBUSVZybdctrn9_guyjtQpwmF4iPsrOFFrscAqxilVMfZPURH8-88JbtiydPOOKOb03ABl using the following information:
- Userid: M*****
- Password: ncf0101 (to change after the first login)
- OTP code, generated by text message.

Best regards,
InfoCert S.p.A.

5 ACCESS TO THE PORTAL

On the [MySign](#) remote signature management portal you can enter the credentials contained in the newly opened email on the login screen.

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

Sign in to SelfCare Signature

Assistance EN

Il Digital Trust
ha una nuova identità

INFOCERT
TINEXTA GROUP

La fiducia digitale è al centro del nostro impegno aziendale, per garantire la sicurezza e l'affidabilità online.

Scopri di più

Sign in

LEGALCERT

Enter your User ID
Es. m235477

Enter your password
Enter your password

SIGN IN →

I forgot my password

Don't have MySign yet?
Find out how to activate it for free →



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

6 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.

Activate your signature

1 Set password

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

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

Choose a new password

Enter the new password

Choose a new password

Enter the new password

PIN / PUK

Enter PIN or PUK

Cancel Set Password

2 Confirm the operation

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 choosed by the holder during the signature request process.

7 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

Choose a signing PIN

Enter the new signing PIN

Confirm your PIN

Confirm your PIN

PIN / PUK

Enter your PIN or PUK

Enter OTP code [Send new OTP](#)

We have sent you a code via SMS

Cancel Confirmation

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

8 END OF ACTIVITIES

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

The screenshot displays the user interface for MARIO ROSSI, who is using REMOTE SIGNATURE. At the top right, two summary cards show '0 Signatures made in the last week' and '0 Total uses of digital signature'. The main area contains six interactive cards:

- 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

9 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.