

Instructions for renewal of Qualified Digital Certificate

A. Steps to take before starting the Renewal Process

Prior to the Renewal Process, ensure of the following:

1. You have successfully paid the annual fee of the digital certificate.

The annual fee of the digital certificate (€120) is paid via [JCC smart](#). To pay you need to include the Name of the Company, first and last name of the digital certificate holder and the email of the certificate holder. This information must be the same as the user's original application.

2. The USB token is connected to your PC.

3. The USB token's appropriate software is installed on your PC.

The appropriate software application which is used to manage your USB Token and the PIN change of the token is available on CySEC Website at [Digital Signature/Digital Submission](#) section.

Choose from the list the version that corresponds to the Operating System that you are using (32 or 64 bit) and to USB Token so as to download the software. Two token are supported, the ID One Token of Oberthur Technologies and the Athena Smartcard.

4. The USB token is not locked.

Using the software application connect to your USB token. For ID One Token of Oberthur Technologies, the appropriate software is AWP Manager/Authentic Manager, for Athena Smartcard the appropriate software is the ID Protect Monitor.

If your token is locked you will receive the respective message. Unlocking procedure can be done by calling the CySEC IT Department.

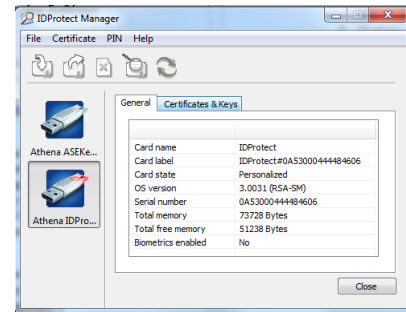
5. Your digital certificate has not expired.

If the user's digital signature has expired, the user should follow the Enrolment procedure via [Adacom](#) website and re-submit all the personal information which were submitted with the original application. Directions on how to Enrol are available at CySEC website at [Related Documents](#) section.

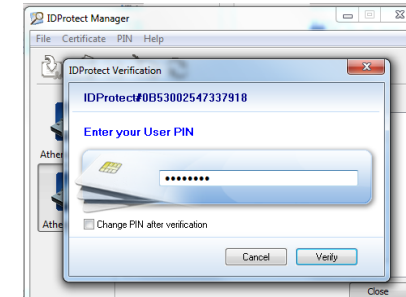
Using the software application, connect to your token. For ID One Token of Oberthur Technologies the appropriate software is AWP Manager/Authentic Manager, for Athena Smartcard the appropriate software is ID Protect Monitor.

For Athena Smartcard token and software application ID Protect Monitor ensure of the following:

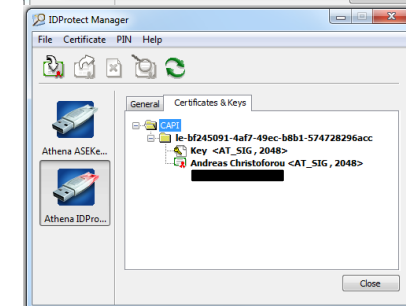
- a. After executing the application select Certificate & Keys.



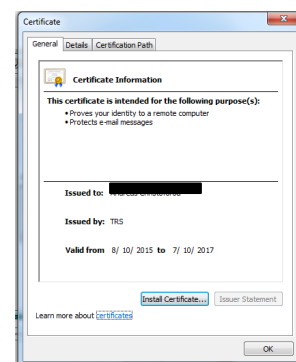
- b. A windows asking for your PIN will be shown. Type in your PIN and choose “Verify” to continue.



- c. At the dialog box shown, double click on your certificate so the details are shown.

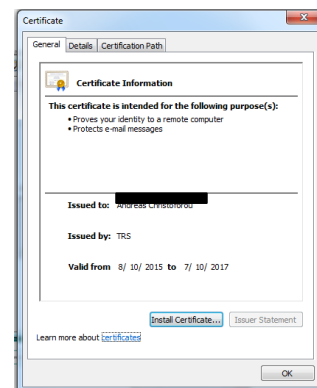
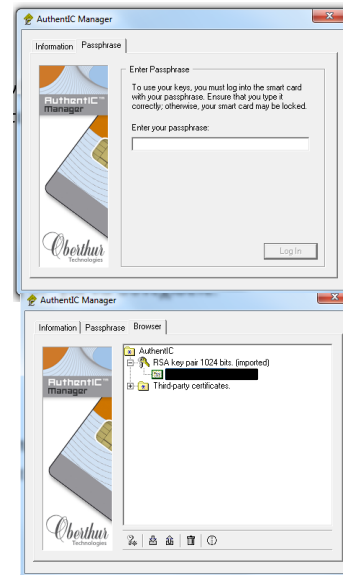


- d. Confirm the expiration date so as to ensure that your certificate has not expired



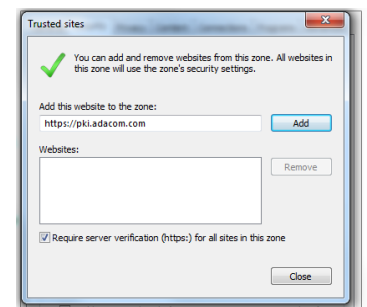
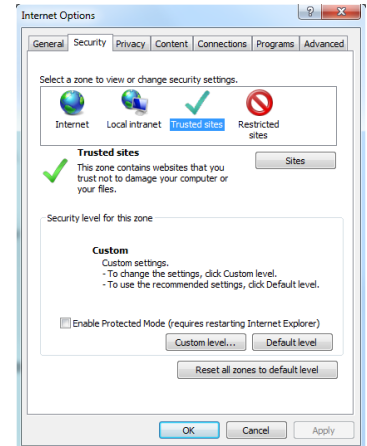
For ID One Token of Oberthur Technologies and software application AuthenticC Manager/AWP Manager ensure of the following:

- a. After executing the application type in your PIN and choose “Log In” to continue.
- b. At the dialog box shown double click on your certificate so the details are shown.
- c. Confirm the expiration date so as to ensure that your certificate has not expired.

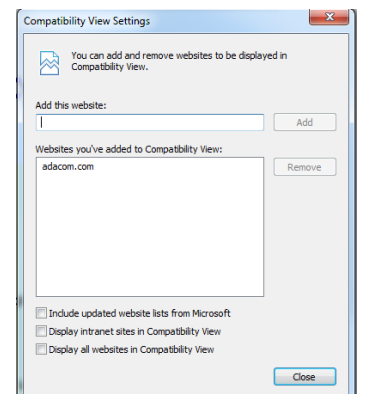


B. Renewal Process

1. Connect your SSCD (usb token) on your PC.
2. Using **Internet Explorer**, visit the url <https://pki.adacom.com/xak/gr> (greek) or <https://pki.adacom.com/xak/en> (english).
3. In order to successfully complete the renewal procedure you will have to add the url <https://pki.adacom.com> to the Trusted Sites list of Internet Explorer. Click on the “Tools” menu and select “Internet Options” (If the menu bar is not visible press Alt).
4. Click the “Security” tab.
5. From “Select a zone to view or change security settings” select “Trusted Sites”
6. Click on the “Sites” button.
7. In the “Trusted Sites” dialog, type in the “Add this website to the zone” field the url <https://pki.adacom.com> and press the “Add” button.
8. Click on “Close” to close the “Trusted Sites” dialog box and to return to “Internet Options” dialog box.
9. At “Internet Options” dialog box select “OK” to return to the main page of Digital Certificates.



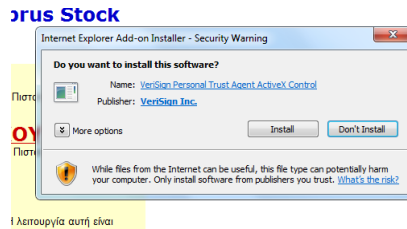
10. In cases where Internet Explorer 11 is used you need to select from the Tools menu the “Compatibility View Settings...” and add adacom.com website at the list “Websites you’ve added to Compatibility View:” and then select the “Add” button.
11. Click on “Close” to return to the Digital Certificate main page.



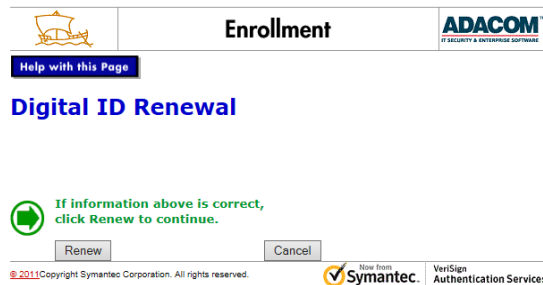
Select Renew from the menu



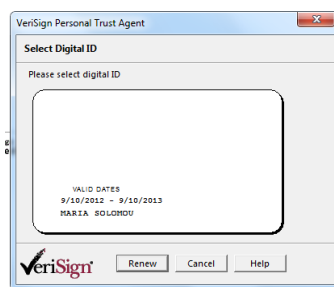
12. In case you get any ActiveX warnings please allow them to run. If you are prompted to install an ActiveX control by VeriSign, please select “Install”.



13. On the next page click “Renew”. On case of errors please execute the actions on Section D and repeat the process.



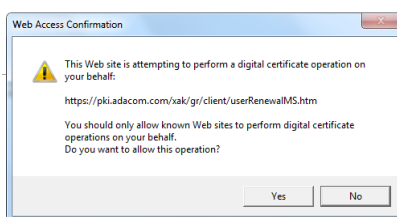
14. A dialog with the details of your digital certificate will be shown. Select “Renew” to continue.



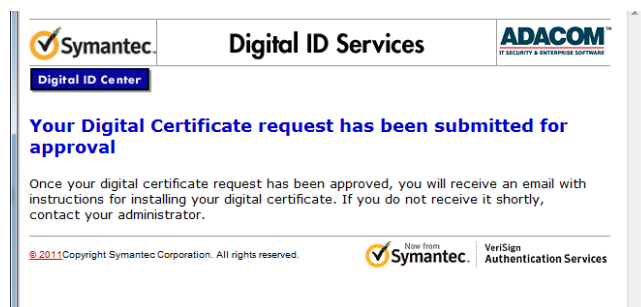
15. In the dialog asking for your PIN type your PIN. Press “Ok” to continue.



16. A dialog informing you about the digital certificate operation will be shown. Select “Yes” to continue.



17. After the process is completed a message is shown informing you about the successful completion.



18. You will receive an email informing you about your enrollment.

C. Pick up ID

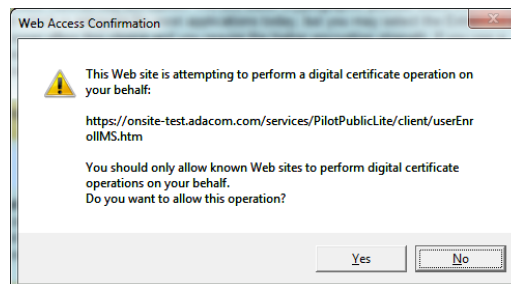
1. Connect your SSCD (USB Token) on your PC.
2. You will receive an email informing you that your digital id is ready.
3. The email will contain a PIN that you will use during the Pick Up Process.
4. Use **Internet Explorer** and visit <https://pki.adacom.com/xak/gr> (Greek) or <https://pki.adacom.com/xak/en> (english).
5. Select "PICK UP ID"



6. On the next page type the PIN contained in the email you received and click on "Submit".

A screenshot of the 'Pick Up Digital ID' page. It contains an 'Important' notice about using the same computer and submitting the PIN. Below the notice is a text input field labeled 'Enter the Personal Identification Number (PIN):' and a green 'Submit' button.

7. Make sure that your SSCD (USB Token) is connected to your PC. On the dialog asking you to allow the operation click "Yes" in order to store your Digital ID on your token.



8. Congratulations, your digital certificate is stored on your security device.

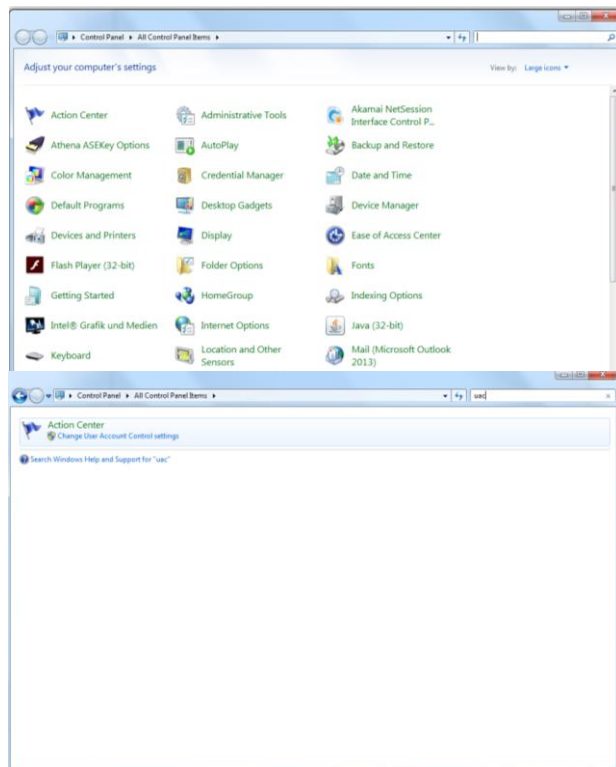
D. Actions to be taken in case of Errors

Ensure that the steps of Section A “Steps to take before starting the Renewal Process” have been successfully completed.

The main reasons for errors are the user’s PC and Internet Explorer security settings. The following steps will reset the original security settings of the Internet Explorer as well as changes in the security settings of your PC.

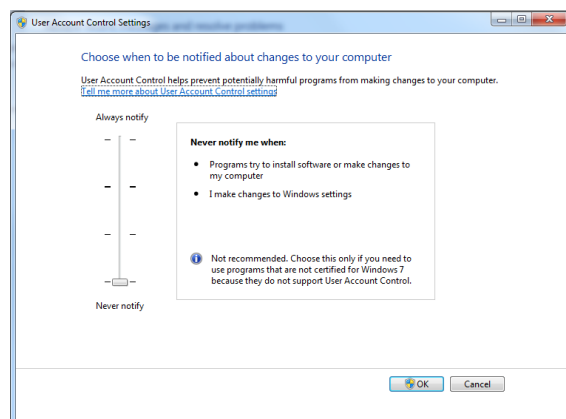
In the case that the user account you are using does not have the necessary rights in order to make the following security settings you need to contact your Administrator so that the necessary rights are given.

1. Open the PC’s Control Panel and type in the search field “uac” (without the quotations).

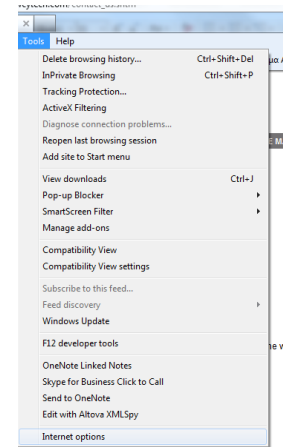


2. Select “Change User Account Control”.

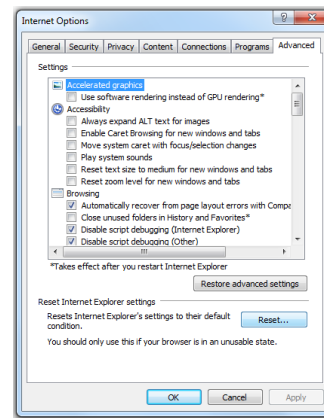
3. At “User Account Control Settings” window that will be shown scroll the bar at “Never Notify” position and then click OK.



4. Open the Internet Explorer and select from the Tools Menu the Internet Options (if the Menu is not visible it can be temporarily shown by clicking the keyboard button Alt).



5. At the dialog box shown click on “Advanced” tab.
6. Click on “Reset...” so as to reset to the original Internet Explorer settings.



7. At the dialog box shown click on “Reset” so as to apply the original settings of Internet Explorer.
8. The PC has to be restarted in order for the changes to take place.

