## 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 ( $\in$ 120) is paid via <u>JCC smart</u>. 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 <u>Digital</u> <u>Signature/Digital Submission</u> 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 <u>Adacom</u> 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 <u>Related Documents</u> 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:

2 IDProtect Manager

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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 detials are shown.

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

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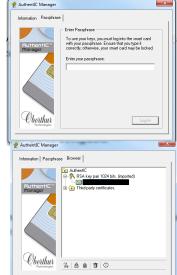


IDProtect IDProtect#0A53000444484606

# For ID One Token of Oberthur Technologies and software application AuthentIC 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 epxired.



Certificate
General Details Certification Path
Certificate Information
This certificate is intended for the following purpose(s):
Proves your identity to a remote computer     Protects e-mail messages
Issued to: Anores Unotonicou
Issued by: TRS
Valid from 8/ 10/ 2015 to 7/ 10/ 2017
Instal Certificate Issuer Statement
CK

# **B. Renewal Process**

- 1. Connect your SSCD (usb token) on your PC.
- 2. Using <u>Internet Explorer</u>, visit the url <u>https://pki.adacom.com/xak/gr</u> (greek) or <u>https://pki.adacom.com/xak/en</u> (english).
- In order to successfully complete the renewal procedure you will have to add the url <u>https://pki.adacom.com</u> 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.
- In the "Trusted Sites" dialog, type in the "Add this website to the zone" field the url <u>https://pki.adacom.com</u> 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.
- 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.

Internet Options				
General Security Privacy Content Connections Programs Advanced				
Select a zone to view or change security settings.				
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Internet Local intranet Trusted sites Restricted sites				
Trusted sites				
This zone contains websites that you trust not to damage your computer or your files.				
Security level for this zone				
Custom				
Custom settings. - To change the settings, dick Custom level.				
- To use the recommended settings, click Default level.				
Enable Protected Mode (requires restarting Internet Explorer)				
Custom level Default level				
Reset all zones to default level				
OK Cancel Apply				
Trusted sites				
You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.				
Add this website to the zone:				
https://pki.adacom.com Add				
Websites:				
Remove				
Require server verification (https:) for all sites in this zone				
Require server verification (https:) for all sites in this zone				

Compatibility View Settings You can add and remove websites to be display Compatibility View.	ved in
Add this website:	
	Add
Websites you've added to Compatibility View:	Remove
Include updated website lists from Microsoft	
Display intranet sites in Compatibility View	
Display all websites in Compatibility View	
	Close

Select Renew from the menu

Home	Help	Digital ID Center	ADACOM
Ada	com	S.A. QCServices for Cyprus e Digital ID Center	Stock
Ø	ENR( Choose thi	s option to enroll for a client Digital ID.	
۲		UP ID s option if you enrolled for a Digital ID but did not pick it up.	
•		CFH s option to search for a Digital ID. This function is useful for det s valid, expired, or revoked. You may also download IDs from	
٩		s option to renew a Digital ID which is expiring or which has alr erally start renewing your Digital ID at least one month before y	
<b>(</b>	any suspec	Soption to revoke your Digital ID. Digital IDs should be revoked ted compromise, including lost or stolen private keys, corrupte ite ownership, or suspected fraud.	
<u>8 2011</u> Co	pyright Symanb		riSign athentication Service:

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".

oru	us Stock
	Internet Explorer Add-on Installer - Security Warning
	Do you want to install this software?
Πιστα	Name: VeriSian Personal Trust Agent ActiveX Control Publisher: VeriSian Inc.
0) Пит	Vore options
1101	While files from the Internet can be useful, this file type can potentially harm your computer. Only install software from publishers you trust. <u>What's the risk?</u>
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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.

Sele	ct Digital ID		
Plea	se select digital ID		
	VAUD DATES 9/10/2012 - 9/10/2013 MARIA SOLOHDU		

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

Cardholder Verification	×
<b>Cberthur</b>	
Please enter the pass operation.	phrase to complete this
Pin code:	
Number of tries left: 3	
	OK Cancel

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

Web Acces	ss Confirmation
<b>A</b>	This Web site is attempting to perform a digital certificate operation on your behalf:
	https://pki.adacom.com/xak/gr/client/userRenewalMS.htm
	You should only allow known Web sites to perform digital certificate operations on your behalf. Do you want to allow this operation?
	Yes No

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

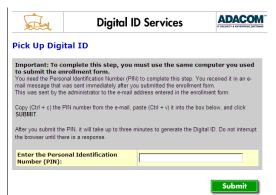
1. Connect your SSCD (USB Token) on your PC.

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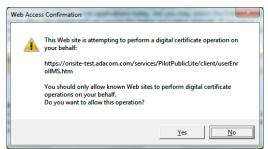
- 2. You will receive an email informing you that your digital id is ready.
- 3. The email will contain a PIN that you will use during the Pick Up Process.
- 4. Use <u>Internet Explorer</u> and visit <u>https://pki.adacom.com/xak/gr</u> (Greek) or <u>https://pki.adacom.com/xak/en</u> (english).
- 5.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

Home	Ba 🗌	Digital ID Cen	ter ADACON
Ada		A. QCServices fo Pigital ID Center	
Ø	ENROLI Shoose this optic	 on to enroll for a client Digital ID.	
۲	PICK U Choose this optic	PID on if you enrolled for a Digital ID but o	did not pick it up.
•			ction is useful for determining whether o download IDs from this option.
۲		on to renew a Digital ID which is exp	iring or which has already expired. You t one month before your Digital ID is
6	any suspected c		Ds should be revoked immediately for private keys, corrupted key pairs,

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



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

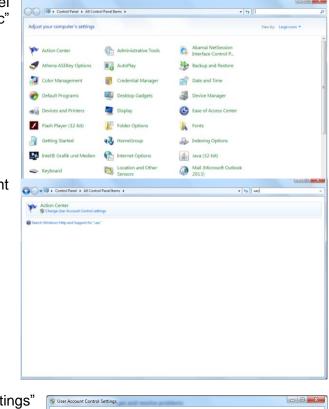
Ensure that the steps of Section A "Steps to take before starting the Renewal Process" have been successfully completed.

The main reasons for errors are the user's PC and Internet Explore 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.

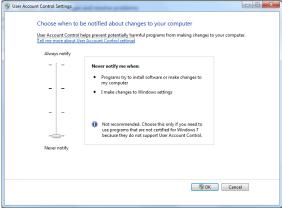
In the case that the user account you are using does not have the necessary rights in order to make the following security settings you need to contact your Administrator so that the necessary rights are given.

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 X Tools Help Menu the Internet Options (if the Menu is not visible it can Delete browsing his InPrivate Browsing owsing histo Ctrl+Shift+De Ctrl+Shift+P be temporarily shown by clicking the keyboard button Alt). Tracking Protection ActiveX Filtering Diagnose co Reopen last browsing session Add site to Start menu View downloads Pop-up Blocker Ctrl+J SmartScreen Filter Manage add-ons Compatibility View Compatibility View setting Subscribe to this feed Feed discovery Windows Update F12 developer tools OneNote Linked Notes Skype for Business Click to Call Send to OneNote Edit with Altova XMLSpy Internet options 2 X ternet Optic 5. At the dialog box shown click on "Advanced" tab. General Security Privacy Content Connections Progr Advar Setting 6. Click on "Reset..." so as to reset to the original Use software re ccessibility ing instead of GPI 0 Internet Explorer settings. cessibility Always expand ALT text for imag Enable Caret Browsing for new w Move system caret with focus/se Play system sounds Reset text size to medium for new Reset zoom level for new windows Disable script debugging (Other) Res 's settings to their default Res You should only use this if your browser is in an unusable state OK Cancel Ann 7. At the dialog box shown click on "Reset" so as to Reset Inte rnet Expl apply the original settings of Internet Explorer. Are you sure you want to re settings? et all Internet Expl Resetting includes: • Disable toolbars • Default web bro Tabbed browsing Pop-up settings acy set 8. The PC has to be restarted in order for the changes ome pa to take place. se changes to take effect You must restart Int Reset Cancel

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