

Instructions for the online renewal of qualified digital certificates

Version 4.0

I. Demanding requirements for the online renewal procedure

1. Compatible Operating Systems: Windows 7, 8, 8.1 and 10, up-to-date operating system with administrator privileges;
2. The latest version of DigiSigner ONE software, DigiSign trust chain and eToken driver, installed following our manual which you can find at the next link:
<https://www.digisign.ro/uploads/Manual-de-utilizare-DigiSigner-One-Q2-2015-EN.pdf>
3. The Cryptographic eToken device that contains a valid digital qualified issued by DIGISIGN S.A. certification authority and which has at least 3* days remaining until expiration. * During the pandemic, if your certificate expires in less than 5 days, it can be renewed online at least 1 business day before the certificate expires.
4. A digital copy after the identity card of the holder (supported file formats: .pdf .jpeg .jpg .png .bmp .tif)
5. Supported browsers: Internet Explorer (version 7 or newer), Mozilla Firefox (version 5 or newer), Google Chrome (version 14 or newer). Please make sure that you are not using a proxy server.

II. Preparing the documents

1. Before beginning the online renewal procedure make sure that you have an internet connection and that your eToken device is plugged into computer;
2. Open an Internet browser, go to <https://www.digisign.ro/portal> select **certificate validity** and the option **Online Renewal**;
3. Select the certificate you want to renew and provide the eToken password;
4. Select the date for issuing of the new certificate. The selected date must be at least 3 days before the expiration of the digital certificate. During a pandemic, if your certificate expires in less than 5 days, it can be renewed online at least 1 business day before the certificate expires;
5. The form of application will be automatically filled with information used from the issued certificate;
6. After you have checked the information in the form of application, you will need to enter the validation code and to press the **Trimitre (Send)** button.

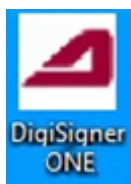
III. Sending the documents

1. After the order has been added successfully, you will receive via e-mail the next documents:
 - a. **Contract;**
 - b. **Declaratie (statement);**
 - c. **Conditii Generale (general conditions);**
 - d. **Factura proforma (Invoice);**

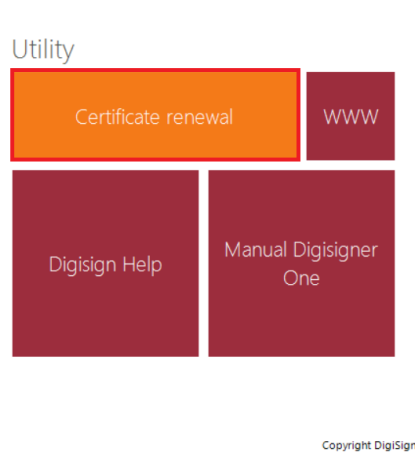
WARNING! You don't have to print out those documents or send them to our office or Banca Transilvania. The documents will be digitaly sent as specified in the following stages.

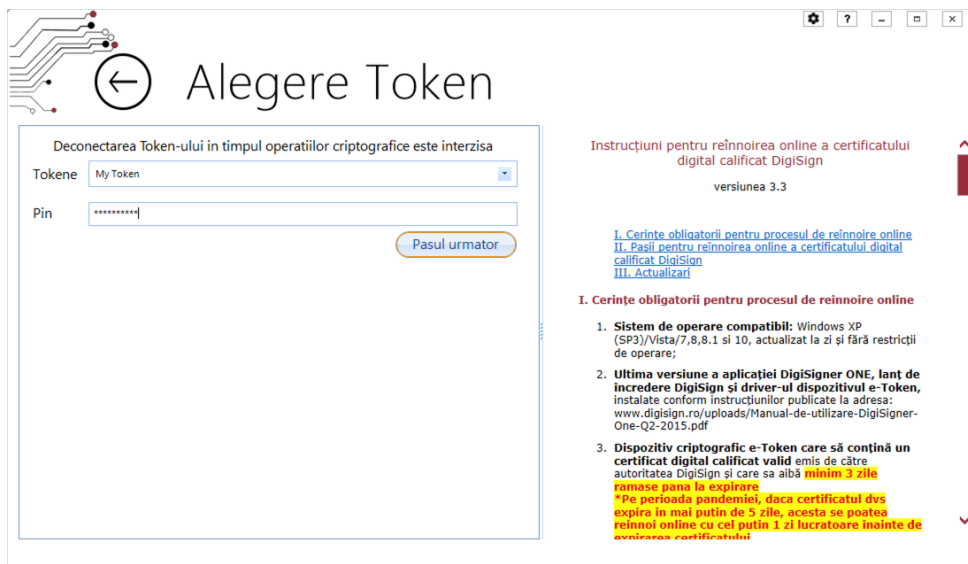
Note: After registering the payment please send a copy of the payment order to your e-mail address: helpdesk@digisign.ro

2. Save the documents: you have received in the e-mail specified in the form of application. If you want to save the documents as .pdf, click File > Save a Copy > Save a blank Copy;
3. Sending the documents via DigiSigner ONE:
 - a. Plug into your usb e-token device wich contains the Digisign digital certificate, select the DigiSigner ONE shortcut on your desktop or start the program using the menu **Start**
⇒ **All Programs** ⇒ **DigiSign** ⇒ **DigiSigner ONE**

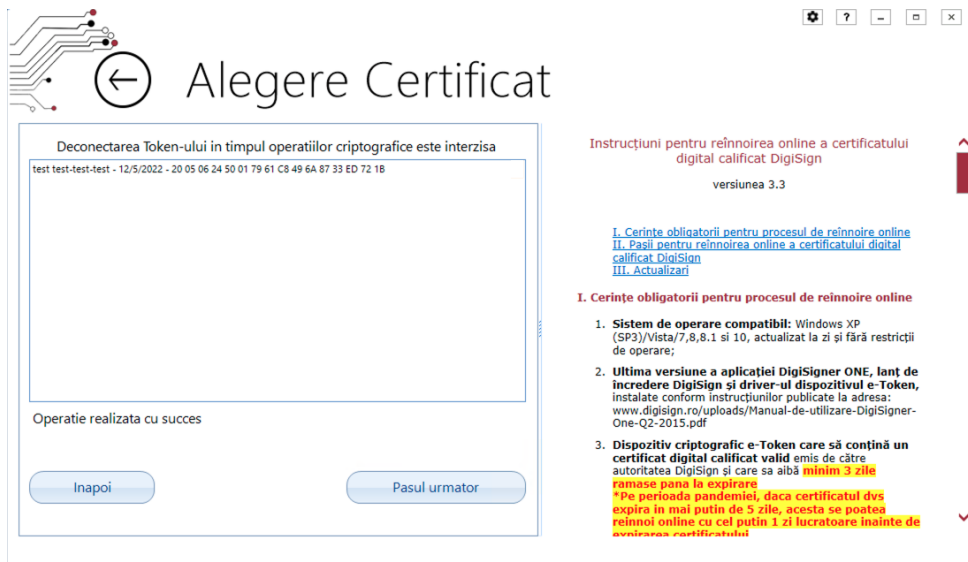


- b. Press **Certificate renewal** and chose the token wich contains a digital certificate issued by Digisign that you wish to renew. Insert the e-token's password then press Pasul urmator.





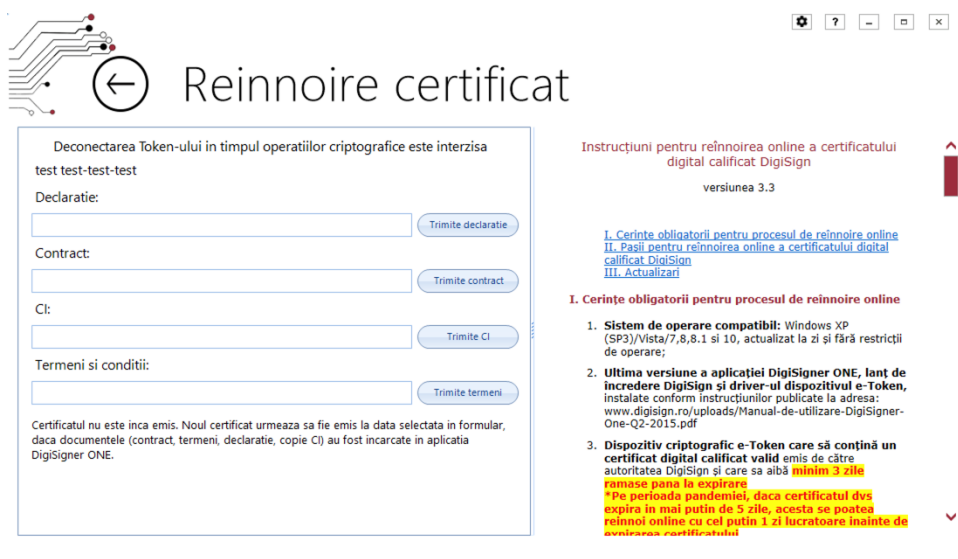
c. Select the digital certificate and then click on *Next Step*.



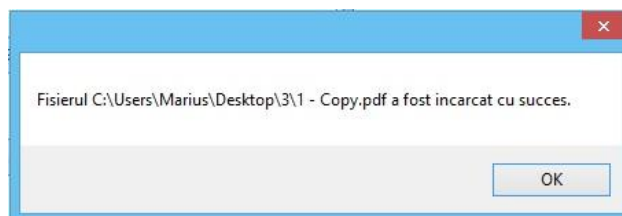
d. Select one document at a time in order to send them using DigiSigner One software:

In case you are asked for the password of the eToken device several times, you can download and run the registry key from the address <https://www.digisign.ro/uploads/SAC.reg.zip>

- Press *Send declaration*, then chose the *Declaratie* document from your computer;
- Press *Send contract*, then chose the *Contract* document from your computer;
- Press *Send terms*, then chose the *Termeni* document from your computer;
- Press *Send ID type*, then chose *the digital copy after the identity card of the holder* from your computer (it's mandatory that the digital copy after the identity card must have the following extensions: .pdf, .jpeg, .png, .bmp, .tif or .tiff . Please make sure that the document does not exceeds 2 Mb).



e) After sending each document you will receive the following message:

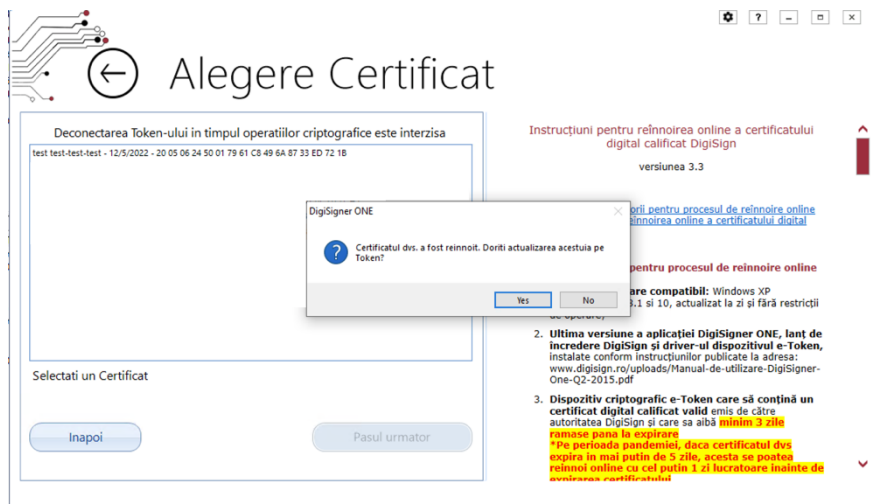


After sending the documents through DigiSigner software, the payment and documents will be verified by one of our operators, if everything is in order you will receive an e-mail regarding your new certificate. **The certificate will be issued on the date you chosen when you completed the form of application on our website.**

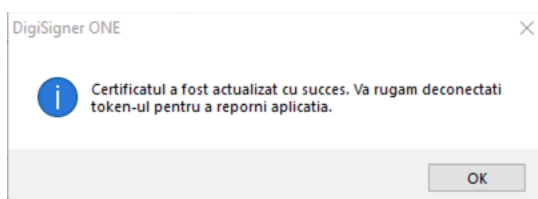
IV. Update the certificate

Update the certificate on eToken device through DigiSigner ONE

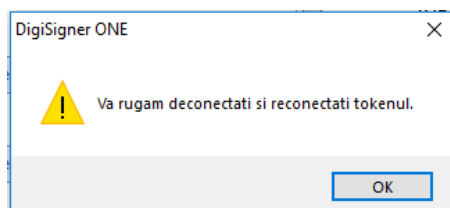
1. After you receive our notification, you will have to connect your e-Token device to the computer, open DigiSigner ONE – Reinnoire online – Selectati certificatul and below message will show.



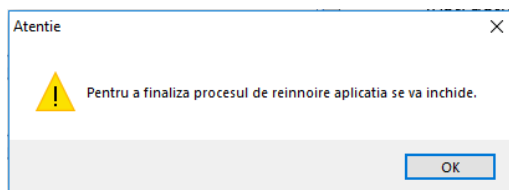
- At this point your qualified digital certificate has been successfully updated and you will receive the following message:



- In order to finalize the procedure please remove the eToken USB device from the computer and reconnect it to your pc.



- At the end of this process the DigiSigner One application will close.



We are happy to inform you that our support department is available 24/7 at helpdesk@digisign.ro or telephone 031.620.2000. Please do not hesitate to contact us for more information or with your further suggestions of improvement to our services.

V. Updates

Nr. Crt.	Version	Date
1	1.0	13.03.2012
2	1.1	14.03.2012
3	1.2	23.05.2012
4	1.2	29.05.2012
5	1.2	06.06.2012
6	1.2	23.10.2012
7	1.3	25.03.2013
8	1.3	28.05.2013
9	1.4	08.08.2013
10	1.5	07.10.2014
11	1.6	17.10.2014
12	2.0	09.07.2015
13	3.0	07.12.2017
14	3.1	10.12.2018
15	3.2	10.07.2019
16	3.3	30.03.2020
17	3.4	20.05.2021
18	4.0	23.07.2021