# Instructions for the online renewal of qualified digital certificates

## 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 wich you can find at the next link: <a href="https://www.digisign.ro/uploads/Manual-de-utilizare-DigiSigner-One-Q2-2015-EN.pdf">https://www.digisign.ro/uploads/Manual-de-utilizare-DigiSigner-One-Q2-2015-EN.pdf</a>
- 3. The Cryptographic eToken device that contains a valid digital qualified issued by DIGISIGN S.A. certification authority and wich has at least <u>3\* days remaining until expiration</u>. \*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 <u>https://www.digisign.ro/portal</u> 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. 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 **Trimite (Send)** button.

# III. Sending the documents

1. After the order has been added successfully, you will receive via e-mail the next documents:

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- 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:

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

2. Optional – if applicable, sending documents attesting to professional quality and the right to sign for adding specific attributes to the certificate (ex: OUG 140/2020) – by e-mail to support@digisign.ro

ATTENTION! If the Administrator/Legal Representative of the company differs from the certificate holder, then the contract must be printed, signed by hand by the Administrator/Legal Representative, scanned and then uploaded to the DigiSigner ONE application or signed electronically with a qualified digital certificate. In the event that the Administrator/Legal Representative is the same as the certificate holder, the contract will be uploaded as received by e-mail.

- 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 meniu 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.



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| Alegere Token   | <b>\$ 7 a x</b>  |
|---|--|
| Deconectarea Token-ului in timpul operatiilor criptografice este interzisa<br>Tokene My Token  Pin  Pasul urmator Pasul urmator | Instrucțiuni pentru reînnoirea online a certificatului<br>digital calificat DigiSign<br>versiunea 3.3<br><u>I. Cerinte obligatorii pentru procesul de reînnoire online</u><br><u>II. Actualizari</u><br><b>I. Cerinte obligatorii pentru procesul de reînnoire online</b><br><u>II. Actualizari</u><br><b>I. Cerinte obligatorii pentru procesul de reînnoire online</b><br>(\$F3]/Vista/7,8,8,1 si 10, actualizat la zi și fără restricții<br>(\$F3]/Vista/7,8,8,1 si 10, actualizat la zi și fără restricții<br>operare:<br><b>I. Ultima versiune a aplicației Digisigner ORE, lant de</b><br><u>instalate conform instrucțiunilor publicate la adresa:</u><br>www.digisjon.rojupodaf/Manual-de-utilizare-DigiSigner-<br>One-Q2-2015.pdf<br><b>3. Dispozitiv criptografic e-Token care să conțină un</b><br><u>autoritatea Digisign și care sa albă minimă 2718</u><br><u>ramsee pana le acepirare</u><br><u>Pe perioada pandemiel, daca certificatul dvs</u><br><u>refine di ogiuni de 5 zițe, acesta se postae<br/>refined online cu cel putin 1 zi lucratoare inainte de<br/>valiareace autorităre dineatuliareatuliared dineatuliareace<br/><b>Dispozitiv criptografic e-token care să conțină un</b><br/><u>autoritatea Digisign și care sa albă minimă 2718</u><br/><u>ramsee pana le acepirare</u><br/><u>Pe perioada pandemiel, daca certificatul dvs</u><br/><u>evineane actificatuli du for puțin 1 zi lucratoare inainte de</u><br/><u>autoritatea finaținatuliareace</u></u> |

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

| Alegere Certificat  |   |
|---|---|
| Deconectarea Token-ului in timpul operatiilor criptografice este interzisa<br>test test-test-test - 12/5/2022 - 20 05 06 24 50 01 79 61 C8 49 6A 87 33 ED 72 18 | Instrucțiuni pentru reînnoirea online a certificatului<br>digital calificat DigiSign<br>versiunea 3.3   |
|   | I. Cerinte obligatorii nentru procesul de reinnoire online<br>II. Pasil pentru reinnoirea online a certificatului digital<br>calificat Digision<br>III. Actualizari<br>II. Cerințe obligatorii pentru procesul de reinnoire online  |
| Operatie realizata du succes  | <ol> <li>Sistem de operare compatibil: Windows XP<br/>(SP3)/Vista/7,8,8.1 si 10, actualizat la zi și fără restricții<br/>de operare;</li> <li>Ultima versiune a aplicației DigiSigner ONE, lanț de<br/>incredere DigiSign și driver-ul dispozitivul e-Token,<br/>instalate conform instrucțiunilor publicate la adresa:<br/>www.djisign.ro/uploads/Marual-de-utilizare-DigiSigner-</li> </ol>             |
| Inapoi Pasul urmator  | one-(2-2013.pat<br>3. Dispozitiv criptoparafic e-Token care să conțină un<br>certificat dipital calificat valid emis de către<br>autoritatea Difisipi si care sa albi minim 3 zile<br>ramase pana la expirare<br>*Pe perioada pandemiei, daca certificatul dvis<br>expira în mai putin de 5 zile, acesta se poatea<br>reinnoi online cu cel putin 1 zi lucratoare inainte de<br>evorizarea certificatului |

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 <u>https://www.digisign.ro/uploads/SAC.reg.zip</u>

- 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).

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|--|--|
| Deconectarea Token-ului in timpul operatiilor criptografice este interzisa<br>test test-test<br>Declaratie:  | Instrucțiuni pentru reînnoirea online a certificatului<br>digital calificat DigiSign<br>versiunea 3.3  |
| Contract: Cit: Cit: Cit: Cit: Cit: Cit: Cit: Ci  | I. Cerinta obligatorii pentru procesul de reinnoire online     II. Basil pentru reinnoirea online a certificatului dioltal     calificat Diolision     III. Actualizari     I. Cerințe obligatorii pentru procesul de reinnoire online     I. Sistem de operare compatibil: Windows XP     (SP3)Visto/7.8.8.1 s 10. actualizat la zi s fazi restrictii   |
| Termeni si conditii:<br>Trimite termeni Certificatul nu este inca emis. Noul certificat urmeaza sa fie emis la data selectata in formular, daca documentele (contract, termeni, declaratie, copie Ci) au fost incarcate in aplicatia DigiSigner ONE. | <ul> <li>(3P3)/Visi0/Visi2.1 SI 10, actualizati az isi tala testrituli<br/>de operare;</li> <li>Uttima versiume a aplicației Digisigner ONE, lanț de<br/>incredere Digisigni și driver-ui dispozitivul e-Token,<br/>instalate conform instrucțiunilor publicate la adresa:<br/>www.digisin.oru/ouploads/Manual-de-utilizare-DigiSigner-<br/>One-Q2-2015.pdf</li> <li>Dispozitiv criptografic e-Token care să conțină un<br/>certificat digital calificat valid emis de către<br/>autoritatea DigiSign și care sa albă minimă zile<br/>ramase pana le expirare<br/>"Pe perioada pandemiei, daca certificatul dvs<br/>expira în mai putin de 5 zile, acesta se poatea</li> </ul> |

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

|  | × |
|--|---|
|  |   |
| Fisierul C:\Users\Marius\Desktop\3\1 - Copy.pdf a fost incarcat cu succes. |   |
| ОК   |   |
|  |   |

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

 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.

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| at   |
| Instrucțiuni pentru reînnoirea online a certificatului<br>digital calificat DigiSign<br>versiunea 3.3  |
| prii pentru procesul de reinnoire online<br>tinnoirea online a certificatului dialtal<br>nnoit. Dorti actualizarea acestuia pe<br>pentru procesul de reinnoire online  |
| Ves         No           L1 si 10, actualizat la zi și fără restricții           2. Utima versiune a aplicației DigiSigner ONE, lant de incredere DigiSign și driver-ui dispozitivul e I-Oken, instalate conform instrucțiunilor publicate la adresa: www.digiGian.r/ouploads/Manual-d-utilizat-DigiSigner-  |
| One-Q2-2015.pdf<br>3. Disportitiv criptografic e-Token care să conțină un<br>certificat dipital calificat valid emis de către<br>autoritates Dipilișni și care sa albă <u>mainită zalle</u><br>reanase para la expirare<br>"Pe perioada pandemitei, daca certificatul divi<br>expira în mai putin de 5 zile, acesta se postea<br>reînnej onilne cu cel putin 1 zi functatoare inanite de |
|  |

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



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



4. At the end of this process the Digisigner One application will close.



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We are happy to inform you that our support department is available 24/7 at <u>support@digisign.ro</u> 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.

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