

# 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 **Trimite (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.

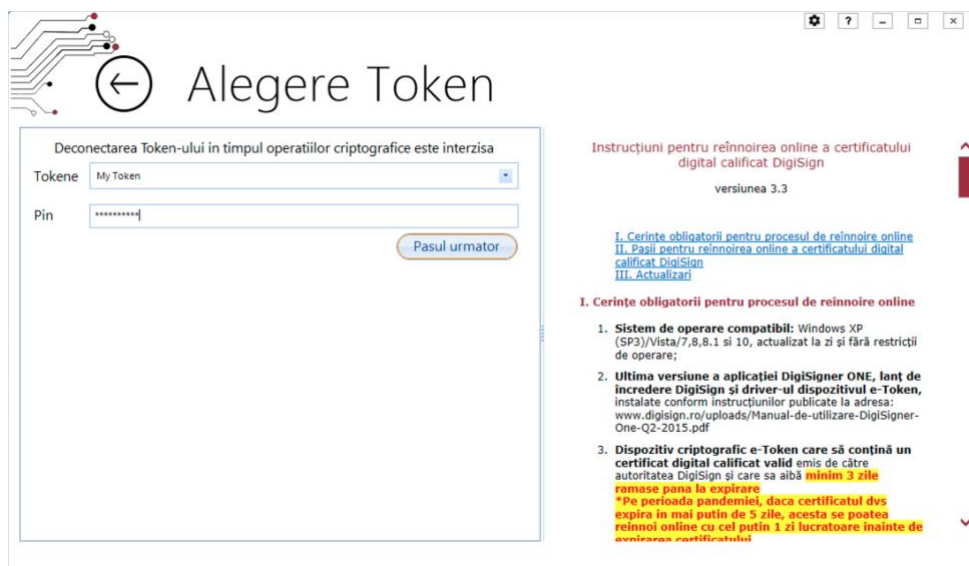
**Note:** After registering the payment please send a copy of the payment order to your e-mail address: [helpdesk@digisign.ro](mailto:helpdesk@digisign.ro)

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**

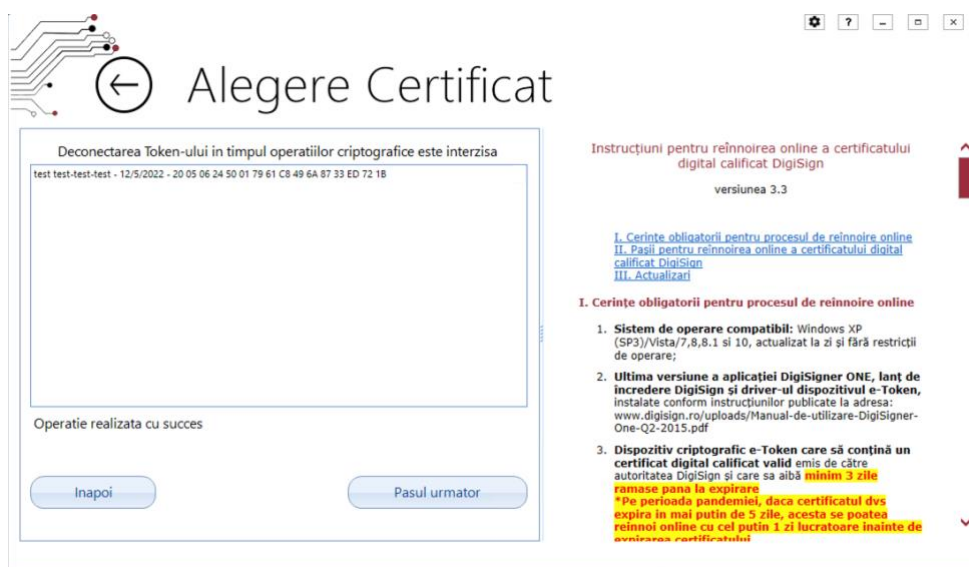


- b. Press *Certificate renewal* and chose the token wich contains a digital certificate issued by Digisign that you wish to renew. Insert the e-token's password then press Pasul urmator.





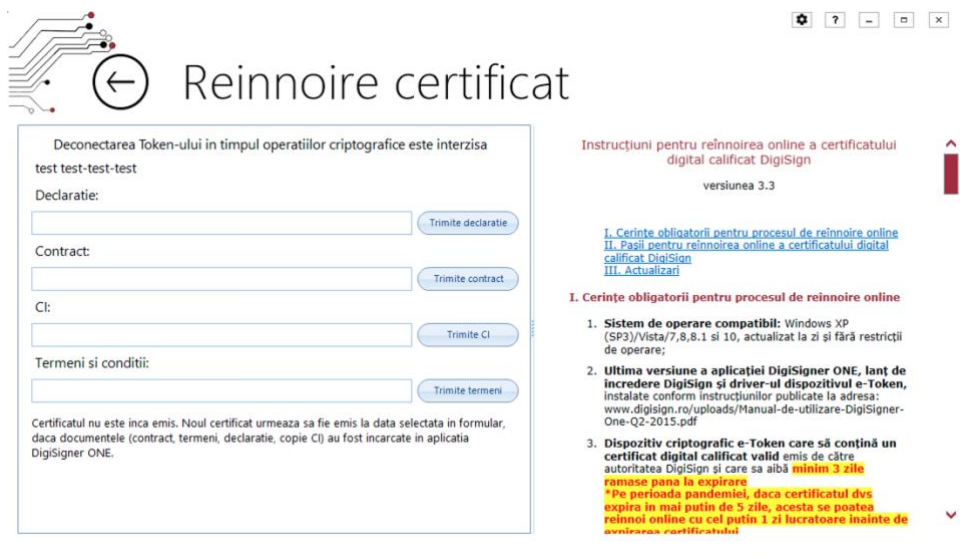
c. Select the digital certificate and then click on *Next Step*.



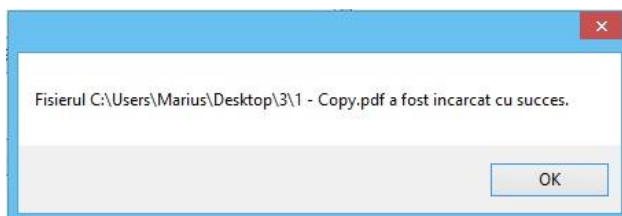
d. Select one document at a time in order to send them using Digisigner One software:

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:

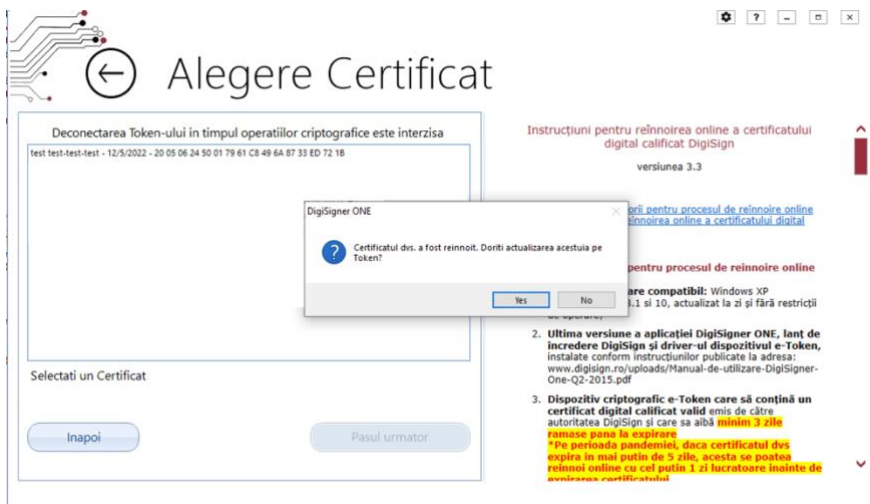


After sending the documents through DigiSigner software, the payment and documents will be verified by one of our operators, if everything is in order you will receive an e-mail regarding your new certificate. **The certificate will be issued on the date you chosen when you completed the form of application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

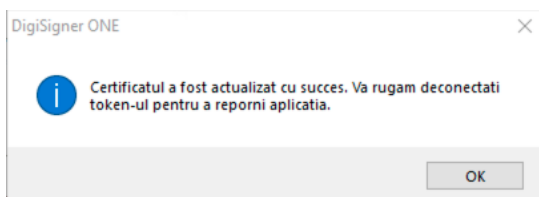
#### IV. Update the certificate

Update the certificate on eToken device through DigiSigner ONE

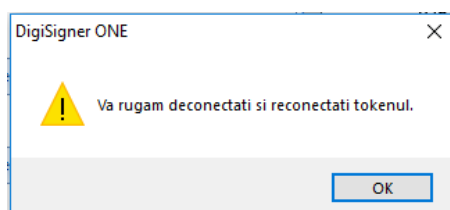
1. After you receive our notification, you will have to connect your e-Token device to the computer, open DigiSigner ONE – Reinnoire online – Selectati certificatul and below message will show.



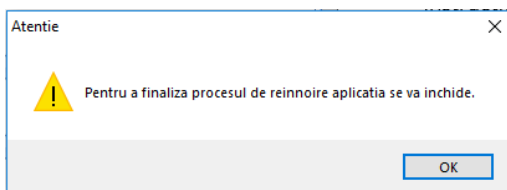
2. At this point your qualified digital certificate has been successfully updated and you will receive the following message:



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.



We are happy to inform you that our support department is available 24/7 at [helpdesk@digisign.ro](mailto: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