Electronic signature – renewal
cryptographic card

Instructions for renewing the electronic signature on a cryptographic card
v 1.0

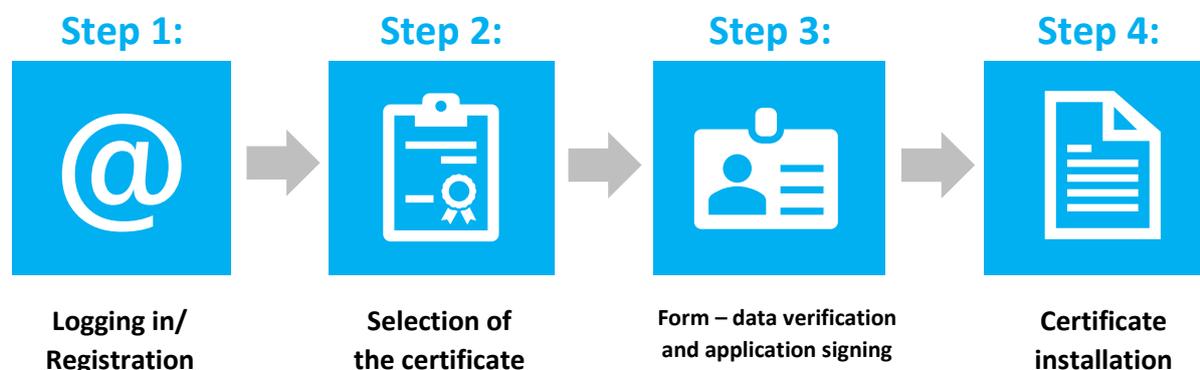asseco

Certum
by asseco

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The process of renewing a certificate on a cryptographic card is accessible from the **Certum Panel** account and is possible for both account holders and new users.

The instructions describe what steps a user has to follow after purchasing a virtual product or receiving an e-code/activation code for renewal.

Step 1:	Step 2:	Step 3:	Step 4:
Logging in/ Registration	Selection of the certificate	Form – data verification and application signing	Certificate installation

Preparing for the renewal process – To renew a certificate, the user must have:

- **a valid qualified certificate (electronic signature);**
- product or e-code/activation code for renewal of their electronic signature;
- an account in the **Certum Panel**. Access to panel (and the renewal process) is possible via a web browser;
- the latest version of proCertum CardManager software;
- Certum CardService and SignService components – allowing the user to select a certificate for renewal and sign an application for renewal.

> **!**
> To run components during the renewal process:
> - for Windows - the user must have the latest version of proCertum CardManager software installed.
> - for macOS - the user must download and install components during the process.

**Recommended** browsers for the renewal process:
- Google Chrome (Windows, macOS)
- Microsoft Edge

The instructions include screenshots from the Google Chrome browser.

1. Logging in / Creating an account

The Certum panel is available at: https://panel.certum.pl. In the top right corner, you can set the site language to English.
The user logs in by entering an e-mail address and password (if the user does not have an account, **create an account** should be selected before logging in).
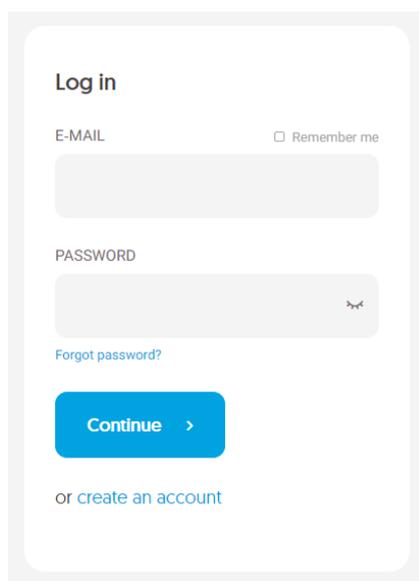
2. Selecting a certificate for renewal

After logging into your account, you can start the renewal process.

> **!**   The certificate does not have to be visible in the user's account in the Certum Panel.
>
> You can renew the certificate in a new account in the Certum Panel and in a new cryptographic card.

There are two methods to start the renewal process:

### I.   Method #1 – selection of renewal on a given certificate

Click the three dots on the particular certificate visible in the panel, and then select **Renew the certificate**.

> **!** The Renew Certificate option in the three dot menu is only available if the certificate is in the user's account and if it is valid and installed.

II. Method #2 – Generic "Renew a certificate" button

Click the generic **Renew a certificate** button, which is located at the end of the list of available certificates.
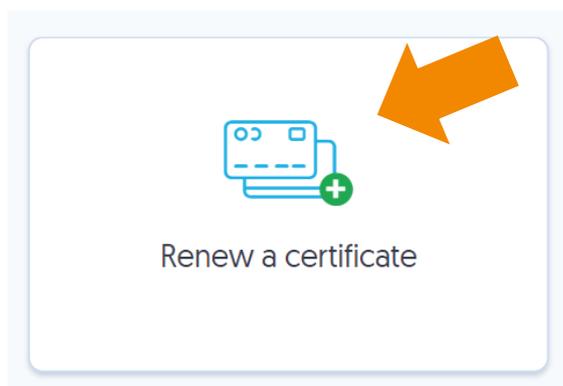

> **!** The generic "Renew a certificate" button allows you to renew the certificate on a new account.

For accounts without a certificate, click on **Fill out the application** and select **Renew a certificate** from the drop-down list:
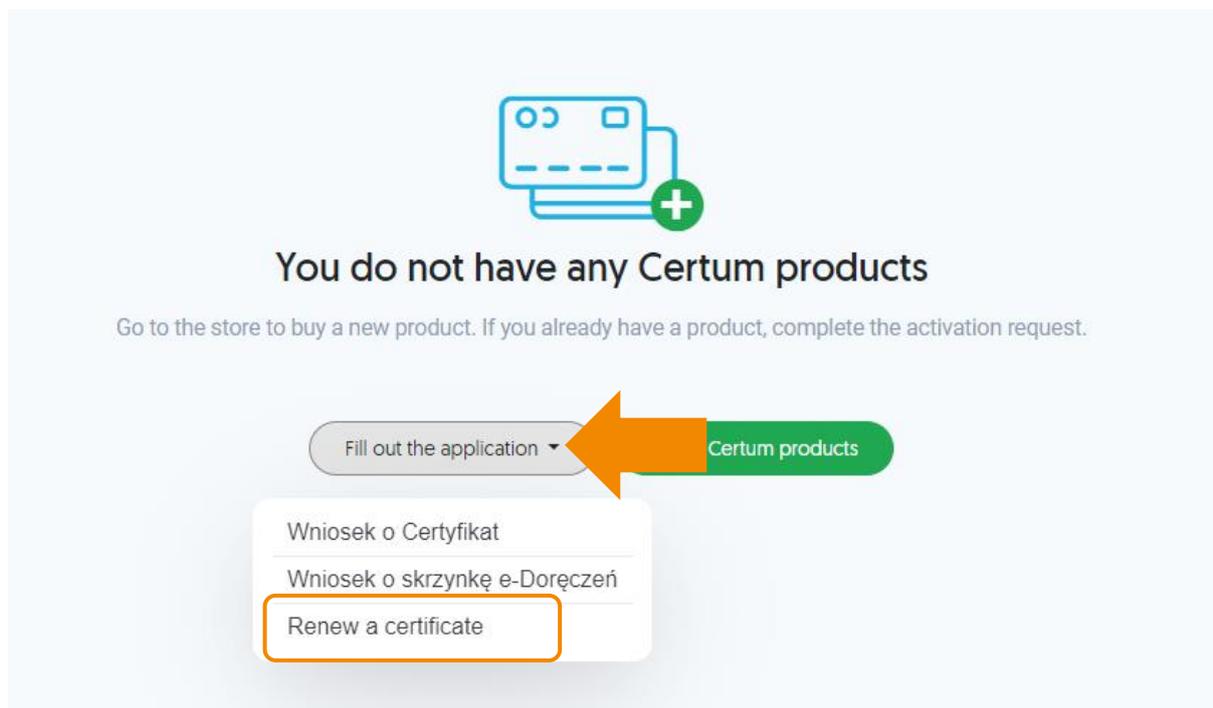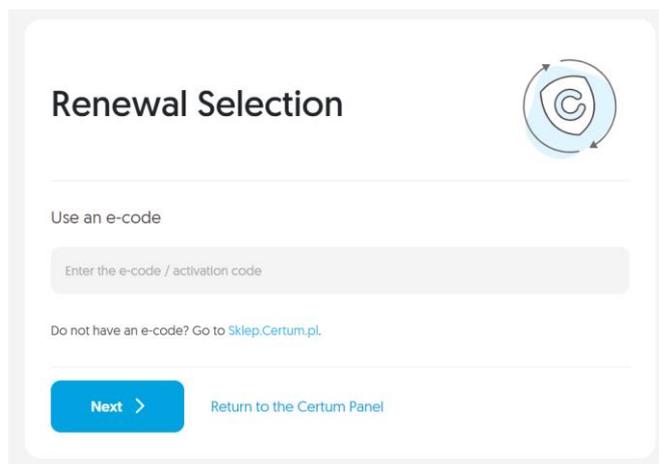

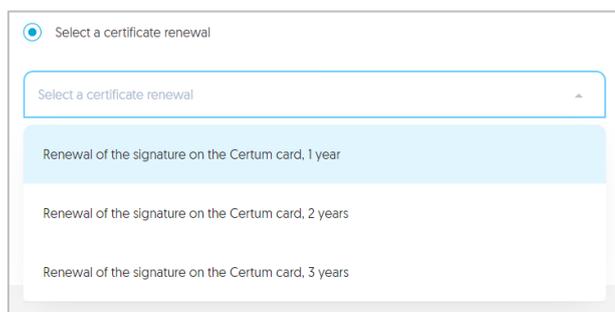### The next step in the process

Then select the certificate renewal product or enter the activation code. For accounts containing at least 1 renewal product, both options are displayed:
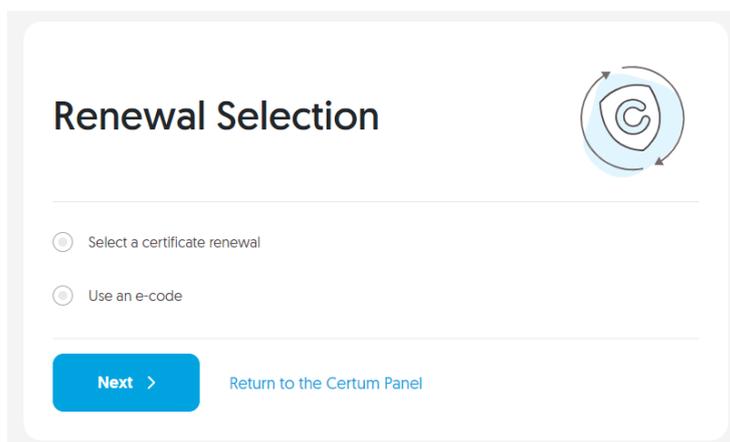
For accounts that do not contain any renewal product, only the option to enter the activation code is displayed:

- **Select renewal** option -> list of available products:

> ! Use this option if the renewal product is in your account, e.g. after a purchase from the Certum store.

- The option **Use e-code** – text field for entering the code

> ! The user should choose this option if they have a 16-character e-code, e.g., from an email or as a voucher.

In the next step, prepare the cryptographic card that holds the certificate to be renewed or a blank card that is to hold the new certificate.

I. Screen view after selecting method #1 – selection of renewal on a given certificate

If the user has previously indicated a certificate for renewal, the system will show the number of the card where the certificate is located:
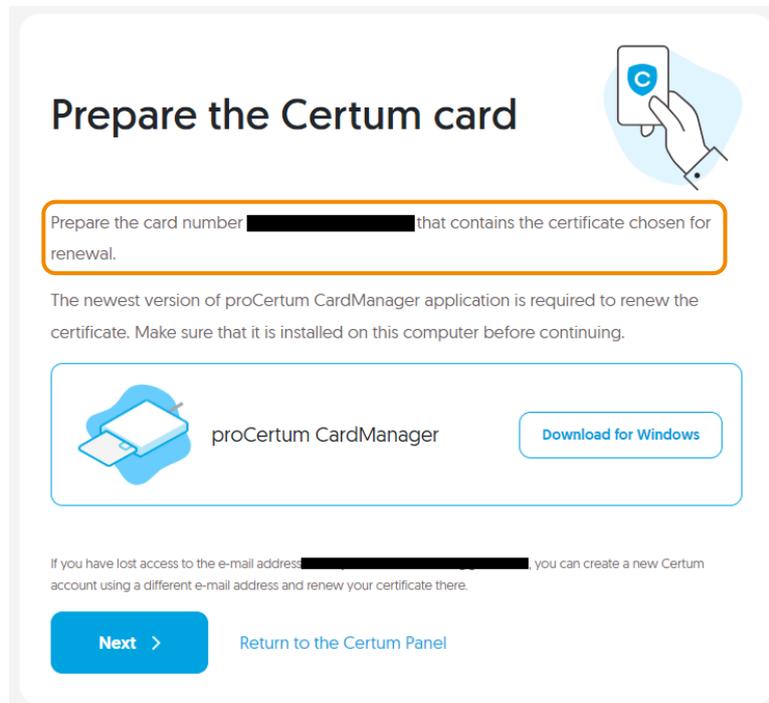
II. Screen view after selecting method #2 – Generic "Renew a certificate" button

If the user has not previously indicated a certificate for renewal or does not have a certificate in the user account (the user has created a new account), a message will appear to prepare to connect a cryptographic card:

Prepare the Certum card

Prepare the card that contains the certificate chosen for renewal or prepare an empty card on which you want to have a new certificate.

The newest version of proCertum CardManager application is required to renew the certificate. Make sure that it is installed on this computer before continuing.

proCertum CardManager   [Download for Windows]

If you have lost access to the e-mail address ████████████████████ you can create a new Certum account using a different e-mail address and renew your certificate there.

[Next >]   Return to the Certum Panel

!

At this stage, the Certum CardService component is needed:
- **for Windows** – you must have the latest version of proCertum CardManager software installed. If you have the latest version, the component will start automatically.
- **for macOS** – you need to download and install the component by clicking

If you are prepared, have up-to-date software, click **Next**.

The next step in the process

When the following message appears, insert <u>the cryptographic card</u> on which the certificate will be renewed into the reader.

Insert the card on which you want to have the renewed certificate

To continue, insert the card on which you want to have the renewed certificate into the reader.

ⓘ Remember, you can renew the certificate using a new card purchased from the Certum store.

Next >   Return to the Certum Panel

The system will start verifying the card and check whether the card needs to be replaced. **Cases in which the card must be replaced are:**

- Lack of space on the card;
- Card withdrawal;
- The card has invalid parameters.

An additional step, in case the user has not previously indicated the certificate to be renewed, can be the selection of the certificate to be renewed.

The Summary will then be displayed, where the user will be told if a card replacement is needed:

a) **The customer can renew the certificate – no card replacement.**
A message will appear: Renewal will be on the same card.

b) The customer can not renew the certificate – card replacement.

A message about the need to replace the card will appear. Indicate the type of card: Mini (the size of a SIM card from a phone) or Standard (the size of an ATM card).

To proceed to the next step related to verifying the certificate data and signing the application, click on the **Next** button.

3. Form

In the form, the user will be able to verify and modify the data contained in the certificate and sign the application for renewal.

3.1. Consent to use data – an additional step, only in case of certificate renewal in a new account in the Certum Panel

If the user is performing the renewal in a Certum Panel account with a visible certificate for renewal, they can skip to the next section of the instructions – **3.2 Screen – Data Verification.**

When performing the renewal process on a new account in the Certum Panel, an additional window will appear before the data screen is displayed, informing about the need to sign a consent to use the data:
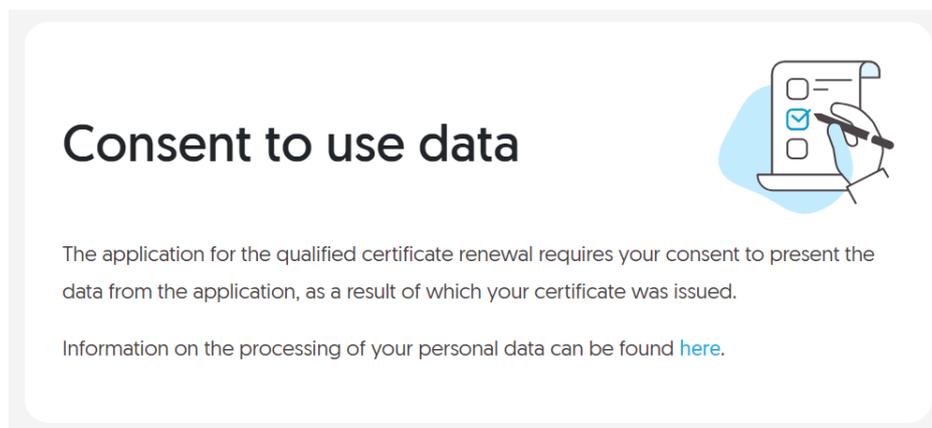
I. You should proceed to sign the declaration by clicking on the button – **Sign Declaration** (on the right side of the screen):

II. The content of the declaration and the option to sign will appear – the **Sign** button**:**

III. Once the declaration has been signed correctly, an information about the signing of the document will be displayed:

Dokument podpisany

Podpisano

To okno zostanie zamknięte za 8 sekund

Pobierz dokument

Zamknij

IV. The user will be able to proceed to the Data Verification screen.
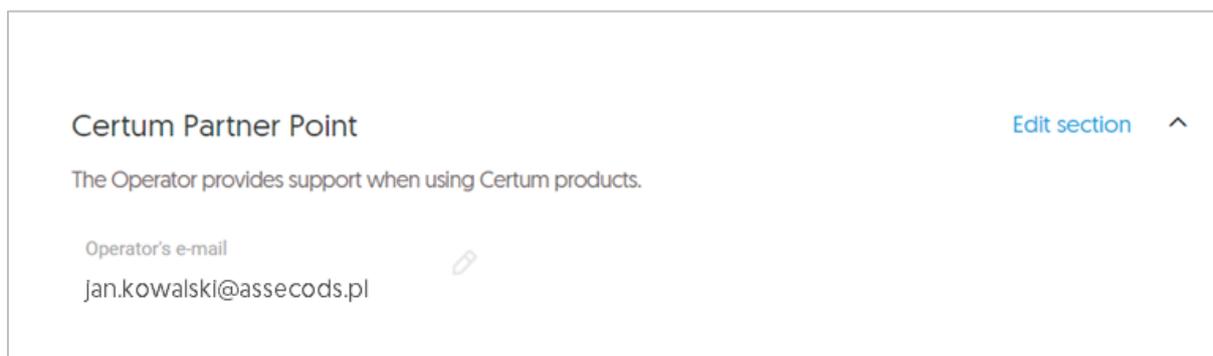
3.2. Screen – Data Verification

At this stage, the user verifies the data contained in the form. If outdated data is detected, it is possible to update it by clicking on the option – **Edit section.**

!	Changing/deleting the vendor/operator's email address (shown at the bottom of the application) will result in not receiving notifications to the vendor/operator's email address about the user's expiring electronic signature.

!	In any application in which an ID card is entered, the Certum system will require you to complete the date of issuance of the document.

Change/delete the email address of the vendor/operator (the section is drop-down, located at the bottom of the screen):

Certum Partner Point

The Operator provides support when using Certum products.

Operator's e-mail

jan.kowalski@assecods.pl

Edit section ∧

When you have finished verifying the data or editing it, click on the **Next** button:

3.3. Screen – Summary

At the next step, the user is presented with the **Summary** screen. If no modifications have been made to the data, a message about no changes will appear:

If modifications are made, a list of changes will be displayed:

At this stage, you can still correct the data by selecting **Correct Data**. If the data is correct, select **Next.**

If there is a change in relevant data:
- First name
- Last name
- Name of the entity
- Common name used
- Abbreviated name of the entity
- Change/deletion of second name
- At least one detail related to the ID card
- Change of TIN (Taxpayer Identification Number)

The certificate being renewed will be revoked automatically by Certum upon completion of the process, and the user will be notified by email about the issuance of a new certificate to be installed on the Certum card.

To proceed, check the certificate revocation checkbox:

3.4. Documents screen – signing the application

At this stage, the user is taken to the **Documents** screen, where the application must be signed using the renewed certificate. In addition, the screen will display a list with the documents for the application, which can be downloaded to a computer.

To proceed with signing the application, go to the next step by clicking the **Sign the application** button.
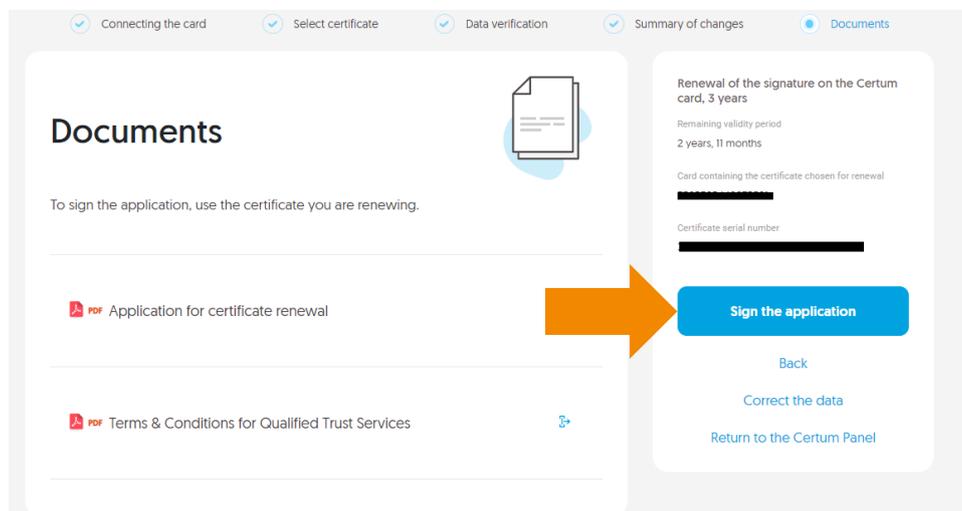
I. A window will appear with the displayed application for renewal of a Certum certificate renewal, which must be signed – **SIGN:**
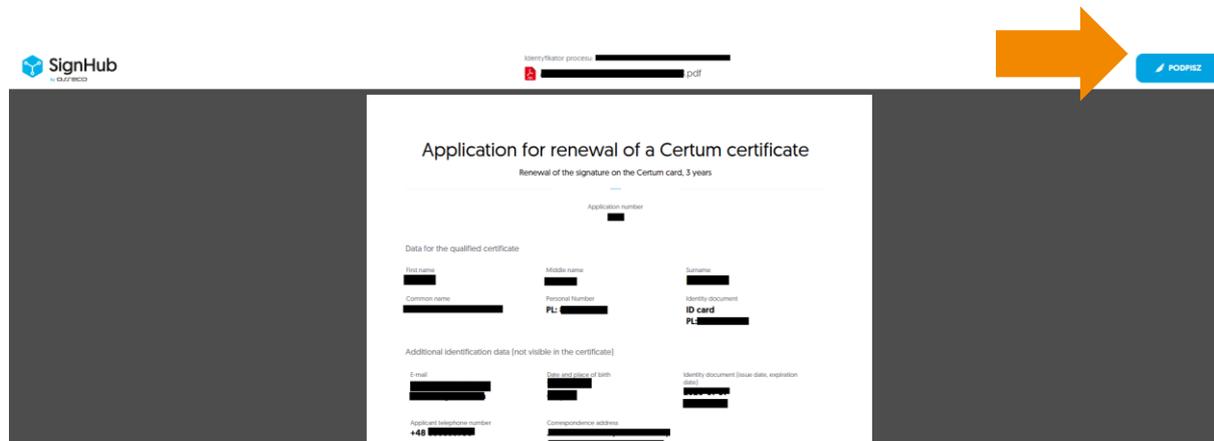
II. A message about using the Certum SignService application will be displayed.

> ! At this stage, the Certum SignService component is needed:
> - **for Windows** – you must have the latest version of proCertum CardManager software installed. If you have the latest version, the component will start automatically.
> - **for macOS** – you need to download and install the component – click here button

Open CertumCardService?

https://████████████████ wants to open this application.

☐ Always allow ███████████████ to open links of this type in the associated app

Open CertumCardService   Cancel
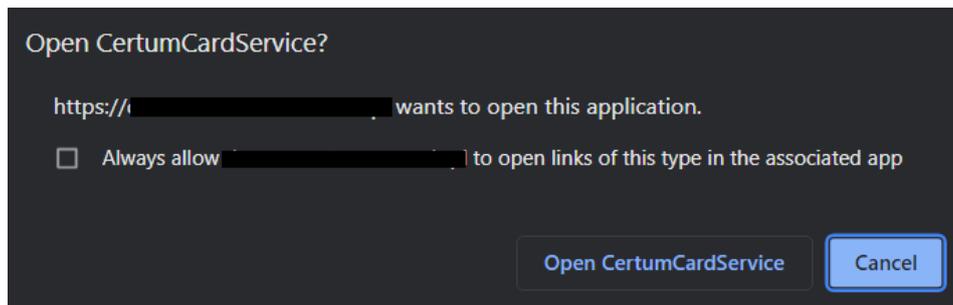
III. If the following SimplySign Desktop login window appears, click the **Cancel** button:

IV. Then select the certificate with which the application will be signed and click on **Sign**:
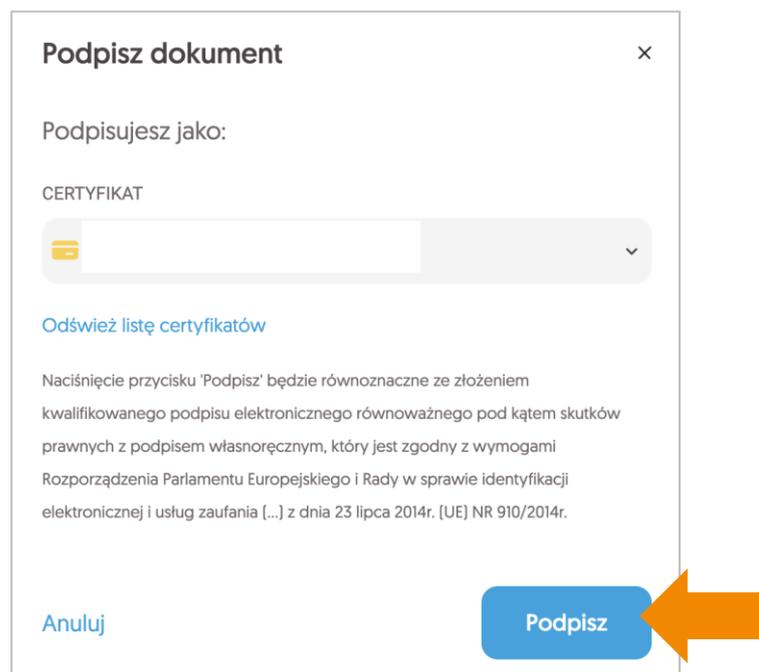
V. Enter the PIN code:

Note whether the window indicating that the SignService application has been launched appears again:

VI. After entering PIN code correctly, document signing information will be displayed:

and confirmation of the application will also be displayed:

The application has been submitted

A renewed qualified certificate will be issued at the latest **within 7 working days from the date of verification of the application** by the Certum representative.
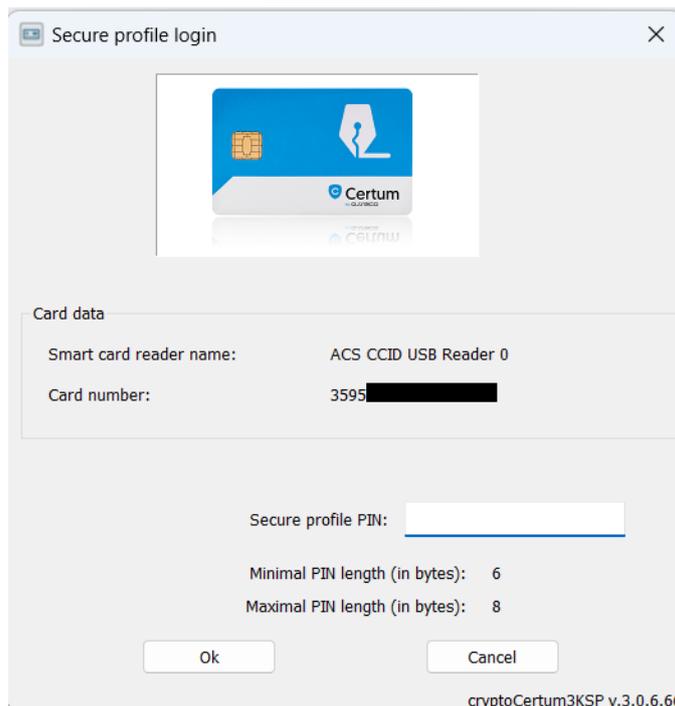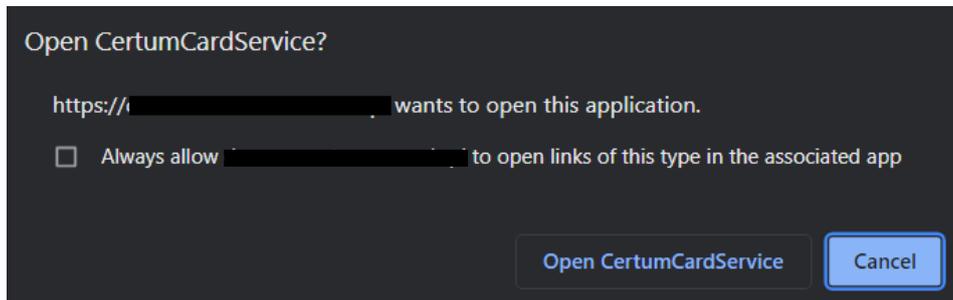
Information on the renewal of the qualified certificate along with instructions on how to proceed will be sent by e-mail.

Return to the Certum Panel

To complete the renewal, click on **Return to Certum Panel.**

4. Certificate installation

The steps below are for installing the certificate, which is done after going through the renewal process.

The qualified certificate will be issued within 7 days after the properly signed application is received by Certum.

Information about the issuance of a qualified certificate will be sent to the applicant's email address, along with instructions and a direct link to the installation process in the Certum Panel.

Certificate issuance

Dear Sir or Madam,

We inform you that based on the submitted application no. 11929, a qualified certificate has been issued for the following data:

First name
Last name
Start of certificate validity: **14-08-2023 11:55 (GMT)**
End of certificate validity: **13-08-2026 11:55 (GMT)**

In case of a mobile signature or mobile seal, you need to install and activate the SimplySign application on your mobile device. If you already have an active SimplySign application, you just need to install the certificate.
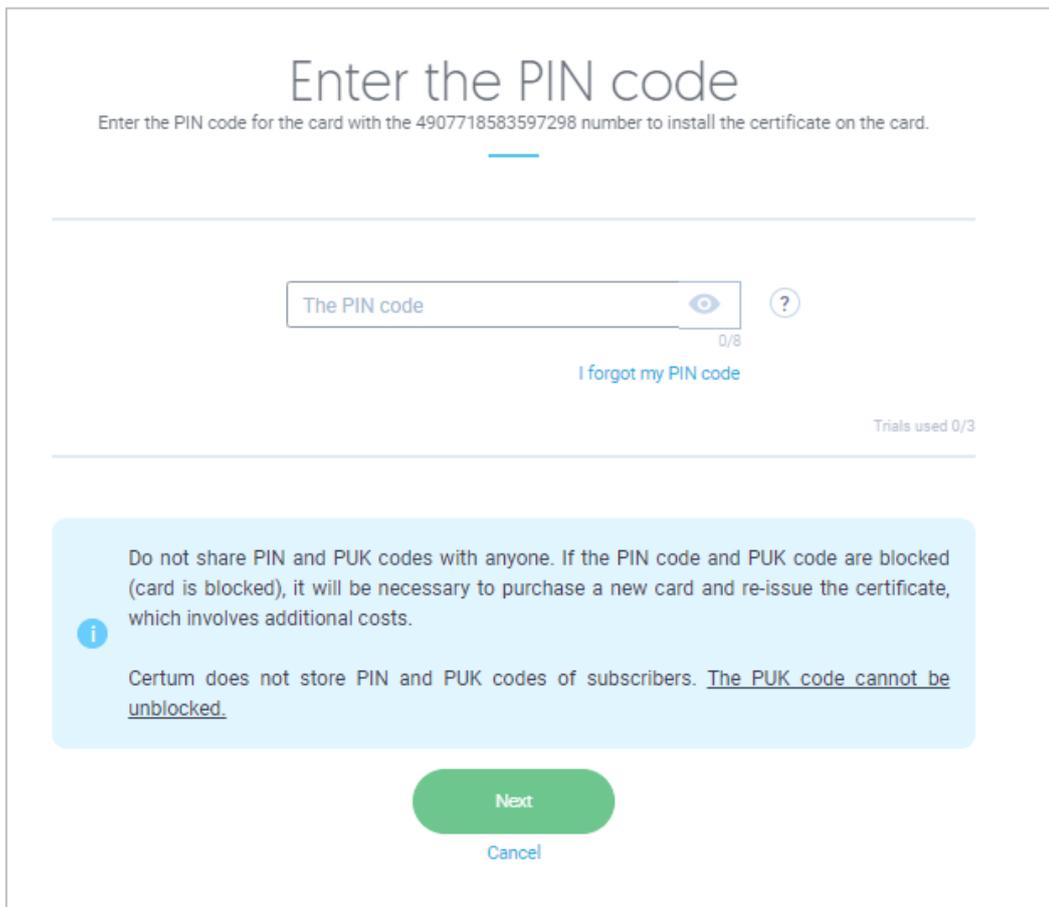
In order to install the certificate, please visit Certum website:

Certum Panel   >

Possible installation options:

I.   **The user did not replace the cryptographic card in the renewal process.**

After receiving information that the certificate has been issued, it should be installed on the same cryptographic card. **For this purpose, during the installation process, you need to enter the previously used PIN code.**

II.   **The user replaced the cryptographic card in the renewal process.**

After receiving information that the certificate has been issued, the certificate should be uploaded to a new cryptographic card provided by the courier. **To do this, you will need to assign a new PIN and PUK to the card during the installation process when you receive your new card.**

Give your PIN and PUK

Give PIN and PUK codes to the card. Remember them and do not share them with anyone.

The PIN code should contain at least 6 and max. 8 characters.
Allowed characters: digits 0-9, upper and lower case letters a-z, A-Z.

| The PIN code | 👁 | ? |

0 /8

| Repeat the PIN code | 👁 |

0 /8

The PUK code should contain at least 6 and max. 8 characters.
Allowed characters: digits 0-9, upper and lower case letters a-z, A-Z.

| The PUK code | 👁 | ? |

0 /8

| Repeat the PUK code | 👁 |

0 /8

Trials used 0 /3

ℹ️ Do not share PIN and PUK codes with anyone. If the PIN code and PUK code are blocked (card is blocked), it will be necessary to purchase a new card and re-issue the certificate, which involves additional costs.

Certum does not store PIN and PUK codes of subscribers. The PUK code cannot be unblocked.

☐ I have read the above information.

Next

Cancel

1. How to renew a qualified certificate in a new account in the Certum Panel?

A qualified certificate can be renewed in a new account in the Certum Panel. The situation occurs when:

- The user does not have an account in the Certum Panel,
- The user has an account in the Certum Panel, but wants to renew their certificate in a new account with a new email address.

To do so, you should:

Go to https://panel.certum.pl and create a new account:
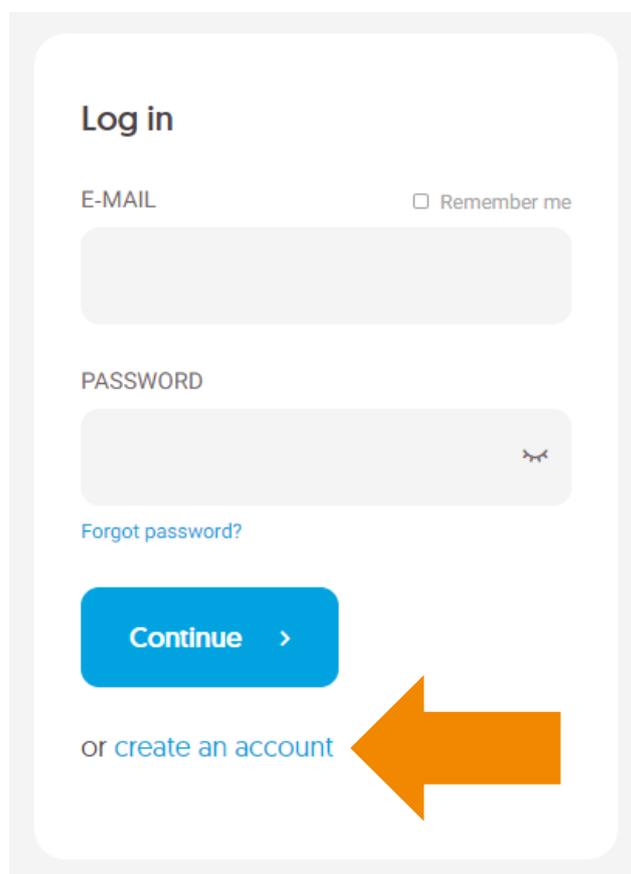
Provide the data necessary to create an account:

- First name,
- Last name,
- Email address,
- Password for the new account.

After providing the required data, select **Continue.**
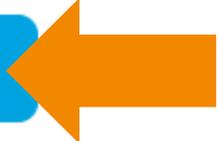
A verification link will be sent to the provided e-mail address, which you should click on to confirm your account:

After logging into your account, you will be able to start the renewal process by clicking on:
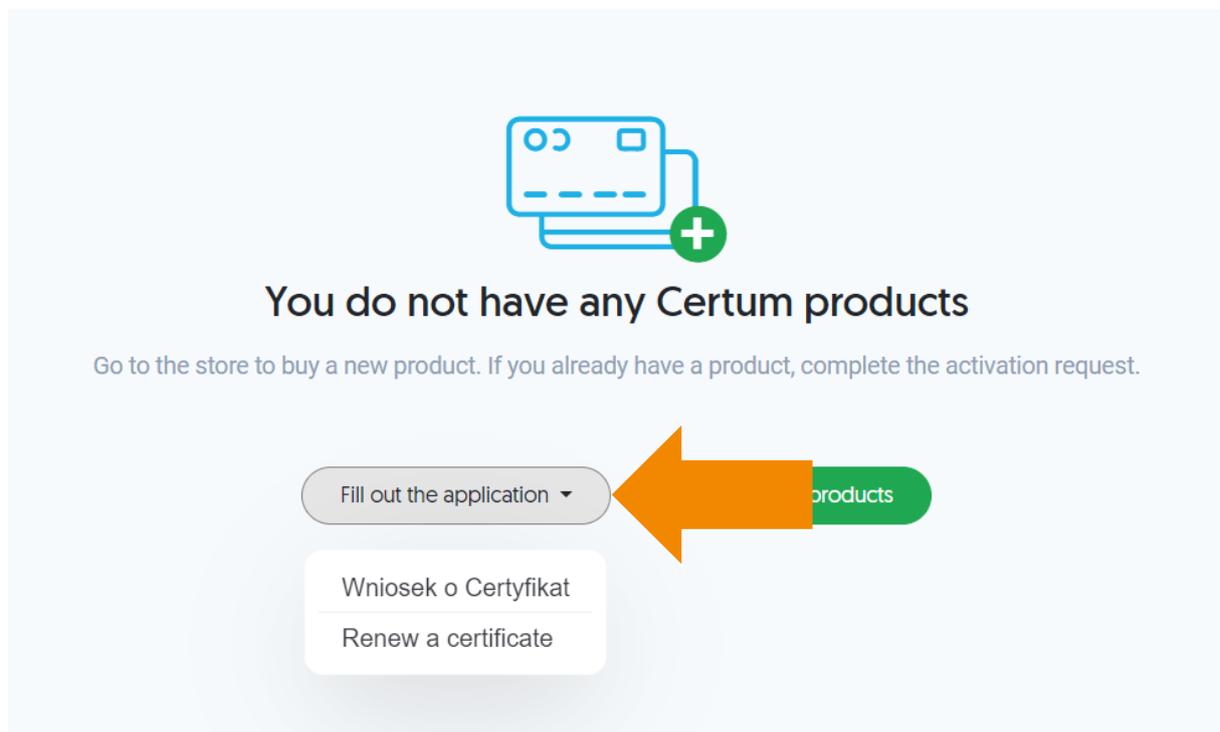
Be sure to purchase the appropriate renewal product in advance or obtain an e-code (activation code).

Other questions

2. **Is it possible to add the PESEL number if the renewal is made by a foreigner?**
In this case, it will not be possible to add a PESEL number.

3. **Will it be possible to indicate the date from which the renewed certificate is to be valid?**
There is no need for it. In a situation where a customer renews within 60 days until the certificate

expires, then the appropriate number of days is added depending on the number of days remaining until the certificate expiration date, e.g. renewal for 2 years + 10 days.

4. **What if, for example, 2 qualified certificates on a cryptographic card are issued to the same email address? Should I then create two accounts in the Certum Panel for two different email addresses?**
There is no need, all certificates can be in one account, provided they are certificates of the same person.

5. **Will it be necessary for Java to renew?**
The Java environment is not used in the new renewal module.

6. **If the card is replaced, will it be required to confirm the identity again at the partner/notary?**
No, the renewed certificate is issued to a new card.

7. **The user's ID document has expired, but he/she has a valid passport. Can the certificate be renewed in such a case?**
In this case, the renewal will not be possible.

8. **Will the new certificate be valid from the expiration date of the current certificate or from the date of renewal for a longer period?**
The new certificate will become valid several minutes after issuance.

9. **How and when will the shipment of the new card take place?**
The cards are sent via courier, the cards are sent on a regular basis.

10. **For newly purchased renewals in the store, will the codes be valid for more than 2 months?**
Virtual products will be purchased in the store, conversion to e-code can be done by the user in the Certum Panel. The e-code will be valid for 24 months after generation, while the virtual product is valid indefinitely.

11. **Would it be possible to set the time of validity of the certificate until 23:59 on a given day?**
The renewed certificate will have this expiration time set.

12. **What address is the cryptographic card sent to in the exchange process?**
The card will be sent to the mailing address indicated in the application.

13. **Will there be a certificate already uploaded on the new cryptographic card?**
No, the certificate will have to be uploaded using the Certum Panel.

14. **Will it be possible to cancel the renewal process?**
The process can be canceled before signing the application for renewal, in which case the virtual product/e-code becomes available for reuse.

15. **Can a foreign identity document be changed?**
No. In this situation, you should apply for a new qualified certificate.

16. **Can an organization's TIN or REGON be changed in a company certificate?**
This data cannot be changed.

17. **Can the name of the organization be changed in the company certificate?**
Yes, it is possible.

18. **Remember!** Currently, using proCertum CardManager version 3.6.1.212 and above, you are required to have a 6 to 8 character PIN. If your PIN has a different number of characters you will need to change it. Check how to change your PIN in question 6 in the help. https://support.certum.eu/en/cert-offer-procertum-cardmanager-support/