Instructions for using ECSigner Cloud Qualified Signature

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Information

ECSigner Cloud e-Signature is a service that allows you to use a qualified cloud signature with no physical device. The service consists of:

- Mobile ECSigner Application for smartphones
- ECSigner Desktop Application for a desktop
- SecureDoc 2.0 Signing Application

Abovementioned applications are provided for both: Windows and macOS operating systems as well as for Android and iOS smartphones. All the applications are available in PL or EN.

STEP 1: Account activation at the EuroCert Website

Activate your account on the EuroCert Portal using the activation link that was sent to your email address used during registration. Click on the link and create a password to access your account on the Website.

Attention! Important safety information:
- Under any circumstances do not share the access passwords to your account at the EuroCert Website. The account is assigned to a natural person. The individul you will share the password with will be able to access your signature.
- If you suspect an unauthorized sign in to your account, change the access password immediately.

STEP 2: Software installation

Install the software necessary to handle the ECSigner signature. You can download it here https://portal.eurocert.pl/ - tab „Software":

a) **ECSigner mobile application** generating a single-use OTP code necessary for signing.
- Download and install ECSigner mobile application from Google Play (Android), or App Store (iOS). Enter "ECSigner" in the search of one of the stores and select the application with the icon below.
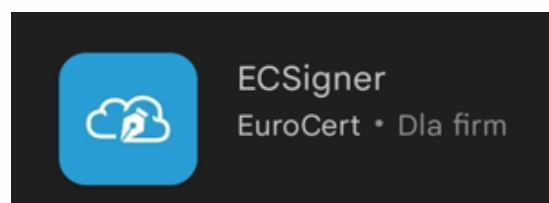
- At its first launch, the application will ask you to create a 4-digit PIN, enter it twice, then the application will automatically confirm it. It will be required each time the application is launched.
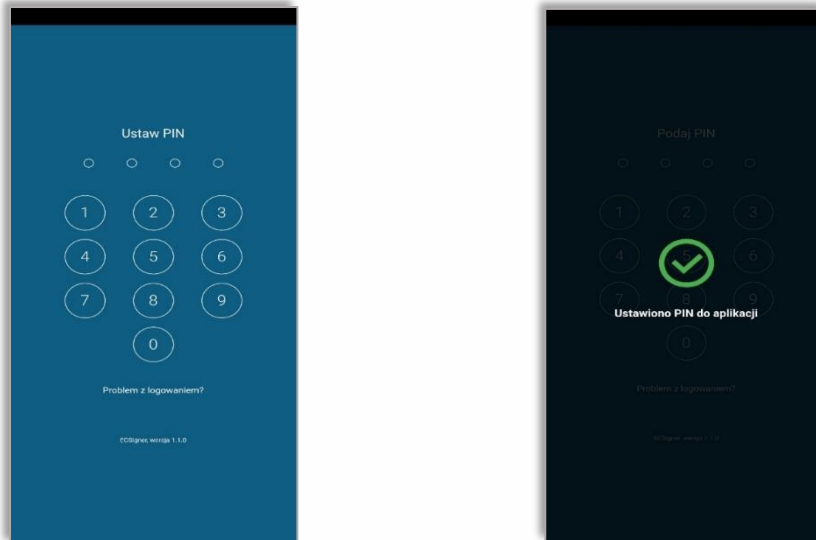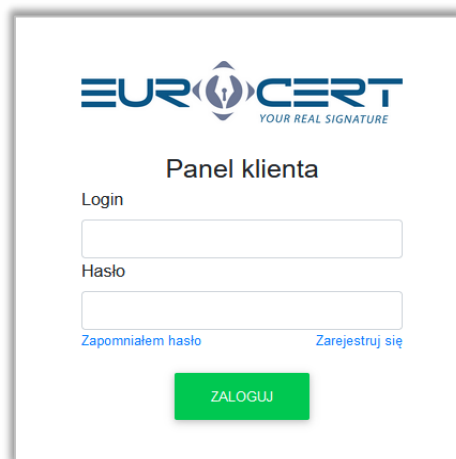
- If you installed the application correctly on your smartphone, go to your computer now and continue with the next steps.

b) **Desktop ECSigner Application for the certificate use** enables the communication between the signature in the cloud and the signing application installed on your computer.

- **SecureDoc 2.0 Application** enables usage and verification of a qualified signature.

STEP 3. ECSigner Cloud e-Signature activation

Once the signature is distributed and the contract is signed, activate the signature on your own. This step is necessary to start using the qualified ECSigner signature. Please follow the steps below:
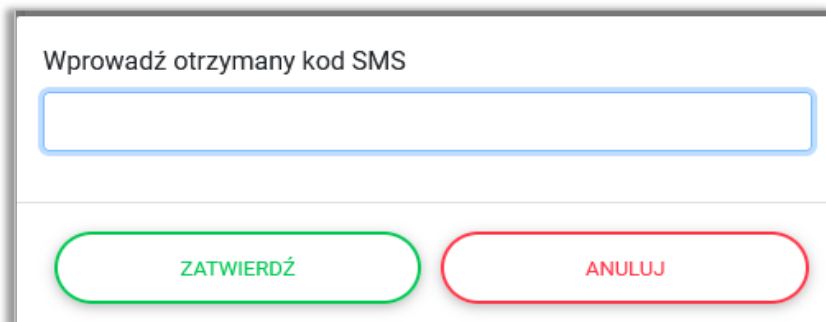
a) Sign in to your account at https://portal.eurocert.pl/

b) Go to the "Certificates" tab, then the "List" tab and click the "QR Code" icon.

c)   Select "Send SMS code", enter the received SMS code and confirm.

Attention! The SMS code should be sent to you within 5 minutes. If you failed to receive it, repeat this step. If 3 consecutive attempts fail – please contact EuroCert technical support.

After you enter the SMS code correctly, you should see the "Secret" QR code. Do not close this window.

d)   Run the previously downloaded ECSigner mobile application on your smartphone, click "+" and scan the Secret" QR code. After it is correctly recognized, the OTP code should appear in the ECSigner mobile application.

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e) Download and install the ECSigner Desktop application to be found at https://portal.eurocert.pl/, in the "Software" tab, Step 2.

f) Download and install the SecureDoc 2.0 signing and verification application to be found at https://portal.eurocert.pl/ in the "Software" tab, Step 3.

Your qualified ECSigner Cloud e-Signature is now activated and all the necessary software is installed. Now you can start using your signature.
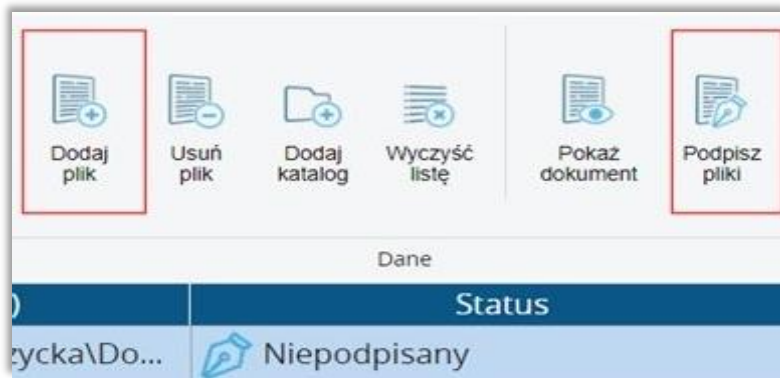
STEP 4: Using your ECSigner signature

a) Run the ECSigner Desktop certificate software on your computer.

b) Sign in with the same login and password that were created for the account at https://portal.eurocert.pl/.
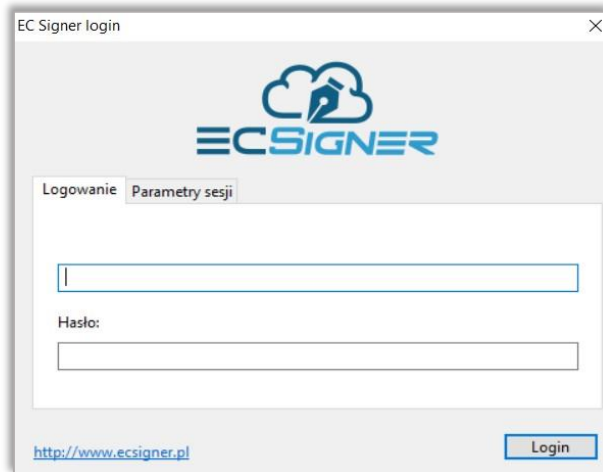
c) After you sign in correctly, the ECSigner application will run **in the background** until the computer is turned off or the application is manually closed.

d) Launch SecureDoc 2.0 - the qualified signature creation program and start the signing process.

e) Add the file to be signed and then press the „Sign files" button.

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f) Select the „Personal certificates" option (this is the only place your cloud signature is visible), then find the certificate with your data and press „OK".

g) The application will now ask you to enter the authorization code, namely the OTP code.

h) Launch the ECSigner mobile application, sign in and introduce the generated OTP code. The OTP code is valid for 30 seconds. Afterwards another code is generated.

    i)   After you correctly introduce the OTP code, the application will start a signing process.

How to use the ECSigner mobile application

a) ECSigner Desktop application functionalities:
  - Storage of the "secret" necessary to generate the OTP code
  - OTP code generation - the code consists of 8 digits and it is valid for 30 seconds
b) Settings:
  - Changing the language to EN/PL
  - Changing the method of signing in to the application with a PIN or a fingerprint
  - PIN reset

c) Additional information
  - **How to change the PIN to the application?**

Sign in to the application, select "Settings" and then "Reset application PIN". Introduce the currently valid PIN and enter the new PIN twice.

- **What if I forgot my PIN code?**

Uninstall the application from your smartphone, then redownload and reinstall it. Repeat the signature activation procedure following the instruction - STEP 3.

- **Where should I enter the OTP code to sign?**

The window to which the OTP code should be entered is displayed by the Secure Doc 2.0 Signature Application. Let us remind you that this window looks as below:
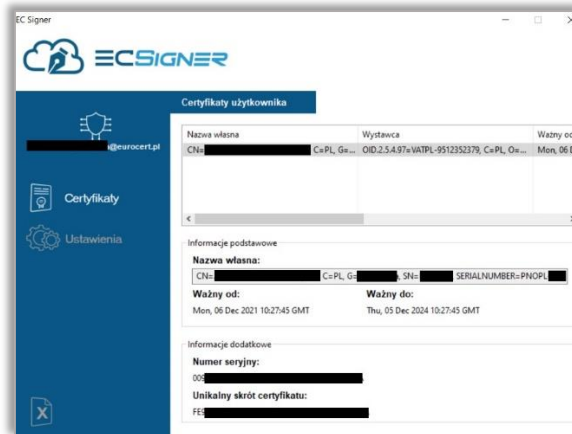

How to use ECSigner Desktop application

a) ECsigner Desktop Application functionalities.
- Signing in and the certificate registration
  - o Once you are signed in to the ECSigner Desktop application, the certificate is automatically registered in the certificates storage and will be visible to the signing application.
  - o Only one person can be signed within one application session.

- Verification of the certificate data and the validity date:
  - o Once you launch the application, we can read all the data included in the certificate, its name, combining such data as: the name and the surname of the person to whom the certificate was issued; the ID number; the citizenship and the company data if it is included in the certificate; the serial number and the unique certificate abbreviation.
  - o The application also contains the information on the validity period of the certificate, accurate to one second.

- Access to the "cloud" certificate after a correct signing in (or several certificates, if the user owns more than one certificate)

b) Additional information

- **How to properly sign in to the ECSigner Desktop application?**

  To sign in to the ECSigner application, you must have an activated account at https://portal.eurocert.pl/. Open the application and enter the login and the password you use for authentication while signing in at https://portal.eurocert.pl/.

- **How to change the access password to the ECSigner Desktop application?**

  You can do it after log in to your account - https://portal.eurocert.pl/. After logging in, select the "My data" and "Change password" tab. Then enter the current password and enter the new one twice.
  The second option is to change the password using the "Forgot password" function, which allows you to reset the access password. In this situation, make sure that you know and have access to the email which you use for login.

- **How to check if I am properly logged in to the ECSigner Desktop application?**

  After logging in, click in the application bar on the bottom of the screen "Show hidden icons", select the ECSigner icon, use the right mouse button and click "Restore". If your certificate is displayed, it means that you correctly signed in. If you want to keep the login session, remember when you exit the application, do not close it with "x" but use "-" instead to minimize, so the application continues to run in the background.

EuroCert technical support

Should you have any inquiries or technical problems:

- Find the answer in our FAQ section – [Centrum Pomocy]
- Email us at wsparcie@eurocert.pl

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