

# GUIDE TO MANAGE A REMOTE SIGNATURE CERTIFICATE

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## 1 WHAT I NEED

- The link to the portal [MySign](#), dedicated to holders of a **remote signing certificate**;
- the **User-ID** and the **password** of your remote signing *certificate*;
- the **mobile phone**, associated during registration, to receive **OTP codes**, via SMS.

**i Certificate:** The set of information, presented in form of electronic file, that defines with certainty the match between the Holder identification data and his public key. A certificate define with certainty the CA of issue and the length of time of use.

## 2 ACCESS TO THE PORTAL

To access the management portal of your remote signing certificate, you must connect to the [MySign](#) site authenticating with your login credentials. The **User ID** is the one that has been assigned by InfoCert (available both in the Registration Request and in the confirmation e-mail arrived immediately after the registration of my data). The **password** is the one you set when the remote signing certificate was activated.

If you have forgotten your password, you can recover it with the *I Forgot the Password* feature.

On the next welcome page, you will find the management menu:

### 3 SIGNATURE CERTIFICATE DETAILS

In this section you will find general information about the certificate: status, activation date, unique identifier number.

#### Signature certificate

Your certificate is **Active** until **16/11/2025**

##### Signature certificate details

View your certificate data

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##### Certificate holder

<b>Unique identifier</b> 2 ***** 5	<b>Name</b> MARIO
<b>Serial Number</b> TINIT- FISCAL CODE	<b>Status</b> IT
<b>Holder</b> MARIO ROSSI	<b>Last name</b> ROSSI

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##### Certifying authority

<b>Status</b> IT	<b>Holder</b> InfoCert Qualified Electronic Signature CA 3 CL
<b>Organization</b> InfoCert S.p.A.	<b>Organizational Unit</b> Qualified Trust Service Provider

[Download](#)

## 4 OTP CODES

In this section you can choose the OTP reception mode to finalize the Signature operations.

### OTP Codes

The OTP code is a disposable code that is generated automatically. You will need it to confirm your transactions.

**OTP - On MyInfoCert app** To be activated Activate

Install the MyInfoCert app.

**OTP - SMS Notification** Active Change number

Receive the OTP code via SMS to the number: +39347\*\*\*\*\*

If you want to change the phone number linked to receiving OTPs, you must have access to the number currently in use to authorize the operation.

#### Change number

To change the cell phone number on which to receive OTP codes, it is necessary:

- Enter the new number on which you want to receive the confirmation SMS
- Have access to the number currently in use to authorize the transaction with the OTP code

! You need the mobile number +3934\*\*\*\*\* associated with the Signature to change the phone number

**New issue**

+39

Enter the new number

Enter OTP code [Send new OTP](#)

We sent you a code via SMS

Cancel

Save

! The OTP will be sent on your old phone number, that must be active when you start the change process.

## 5 SIGNATURE HISTORY

This section displays the history of signatures made. Through the search filters it is possible to limit the search to a precise time frame.

### Signature history

Total signatures 0

Signatures displayed: 0 on 0

Sort by **Most recent signature** ▾

No signature found with current search.

**Filter** Reset

From :

Al :

**View accesses**

See all signatures

Last 7 days

Last 3 months

**Outcome**

See all outcomes

Successful

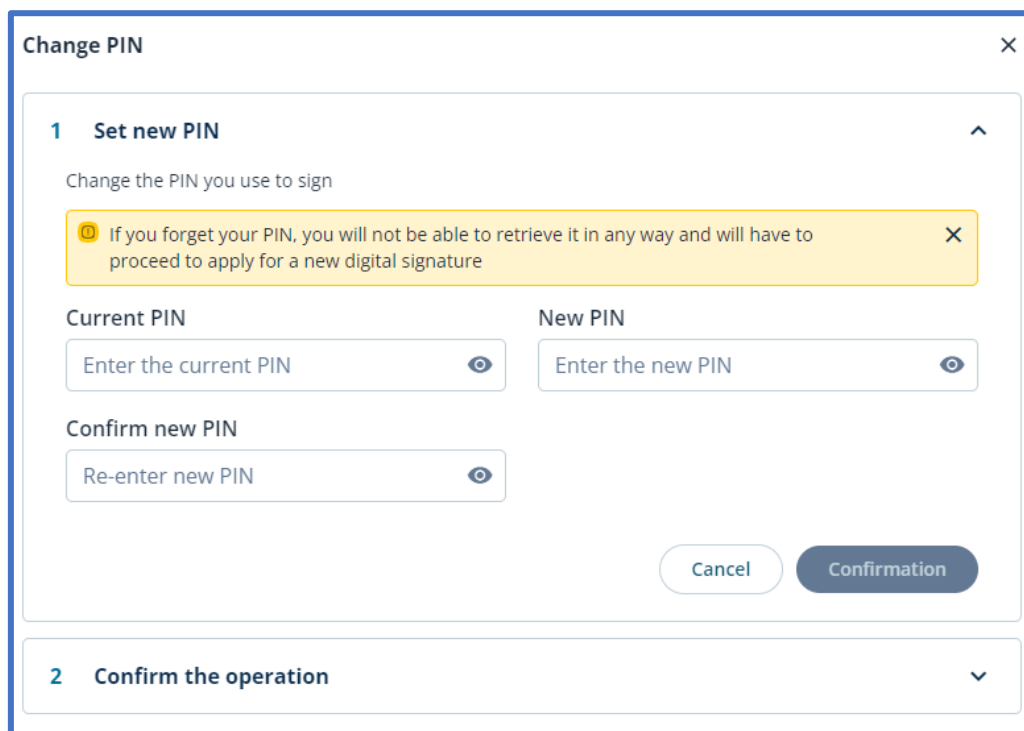
Failed

Search

## 6 CHANGE YOUR PIN

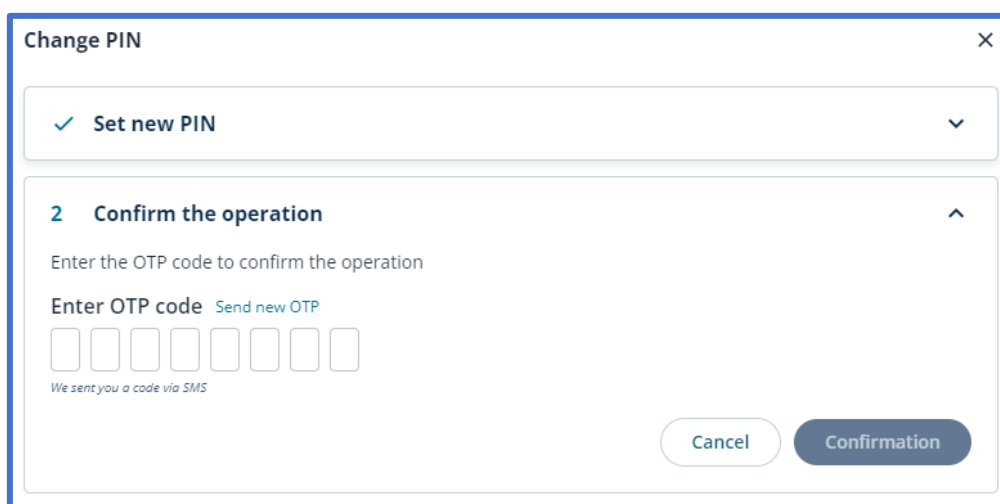
Within the *Change PIN* section, you can change the security PIN of your certificate.

After entering the current PIN and the new one, which must be confirmed, proceed with a click on the *Confirmation* button.



The screenshot shows a dialog box titled "Change PIN" with a close button (X) in the top right corner. It is divided into two sections. The first section, "1 Set new PIN", is expanded and contains the instruction "Change the PIN you use to sign". Below this is a yellow warning box with a warning icon and the text: "If you forget your PIN, you will not be able to retrieve it in any way and will have to proceed to apply for a new digital signature". There are three input fields: "Current PIN" (with placeholder "Enter the current PIN"), "New PIN" (with placeholder "Enter the new PIN"), and "Confirm new PIN" (with placeholder "Re-enter new PIN"). Each field has an eye icon for toggling visibility. At the bottom right of this section are "Cancel" and "Confirmation" buttons. The second section, "2 Confirm the operation", is collapsed.

For security reasons, the system will request validation by entering an **OTP code** that will be received *via SMS*.



The screenshot shows the same "Change PIN" dialog box, but now the first section "1 Set new PIN" is collapsed and the second section "2 Confirm the operation" is expanded. The instruction "Enter the OTP code to confirm the operation" is displayed. Below it is the text "Enter OTP code" followed by a link "Send new OTP". There are eight empty input boxes for the OTP code. A note below the boxes says "We sent you a code via SMS". At the bottom right are "Cancel" and "Confirmation" buttons.



## 7 DIGITAL SIGNATURE RENEWAL

In the *Renew Digital Signature* section, you can view the expiration date of your certificate and renew.

### Renew digital signature

**Renew digital signature**  
Due date: 16/11/2025

Upon renewal of your signature, we inform you that we will issue a latest generation certificate with a new identification code.

Your current credentials will remain unchanged.

[Renew with Coupon](#) [Renew with RAO credentials](#) [Renew signature](#)

## 8 SUSPENSION AND REVOCATION OF SIGNATURE

In this section you can temporarily suspend your signature or revoke it by permanently interrupting its validity.

### Suspension and revocation of signature

**Suspend your signature** **Suspend**

Temporarily suspend your signature

**Revoke your signature**

If you want to permanently discontinue the validity of your signature you can revoke it.

[Download the revocation form](#), fill it in completely and follow the directions on the form. If you need assistance, contact the InfoCert call center at **065 464 1489**.

By clicking on *Suspend* you will be redirected to a form to fill in with the details of your signature to finalize the operation.

### Suspend your certificate online

To proceed with the online suspension, the Holder must provide the unique identifier ( IUT ), the emergency code ( ERC ) and indicate the end date of the suspension:

**Unique Holder Identifier (IUT) :**

**Emergency Code (ERC) :**

**Re-enter the Emergency Code (ERC) :**

**Suspension end date :**

Finally, click on the "Suspend" button, a message will confirm that the certificate has been suspended.

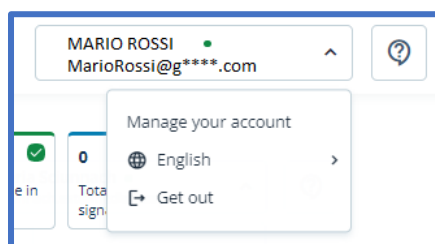
The waiting time between the suspension request and the publication of the updated list of revoked and suspended certificates is a maximum of 24 hours.

Warning: entering the date of end of suspension equal to the end of validity date of the certificate makes it unusable until expiry and, in fact, determines its revocation.

## 9 ACCOUNT MANAGEMENT

By clicking on your name at the top right and choosing *Manage your account*, you can change the following details:

- password;
- mobile phone number;
- e-mail address;
- security information.



### 9.1 CHANGE PASSWORD

In the *Change Password* section, you can change the password of [MySign](#) portal.

After entering the current password and the new one, which must be confirmed, proceed with a click on the *Update* button.

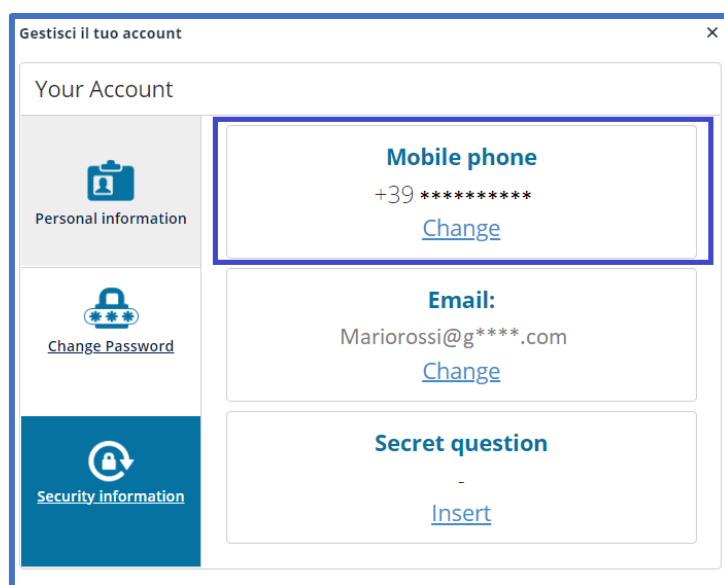
The rules for choosing the new password are identical to those used to set the initial password to access the portal: a length of at least 8 characters, uppercase and lowercase characters, one or more numbers and at least one special character, no more than two consecutive identical characters.

Special characters admitted are: & % ! " ( ) ? ^ + [ ] . , \_

## 9.2 CHANGE PHONE NUMBER

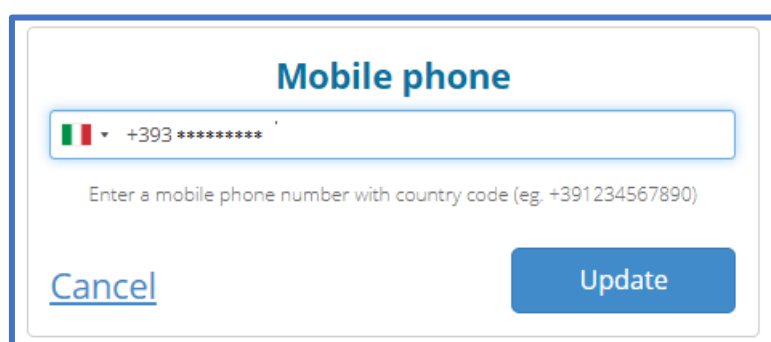
If necessary, you can change your mobile number to regain access to your account if you forget your password.

In *the Security Information* section, you proceed with a click on *Change* in the dedicated section.



The screenshot shows a window titled "Gestisci il tuo account" with a close button (X) in the top right corner. The window is divided into two main sections. On the left is a sidebar with three items: "Personal information" (with a person icon), "Change Password" (with a padlock icon), and "Security information" (with a shield and refresh icon). The "Security information" section is highlighted in blue. On the right, there are three rows of information: 1. "Mobile phone" with the number "+39 \*\*\*\*\*" and a "Change" link. 2. "Email:" with the address "Mariososi@g\*\*\*\*.com" and a "Change" link. 3. "Secret question" with a dash "-" and an "Insert" link. A blue rectangular box highlights the "Mobile phone" section.

After entering the new mobile number, you proceed with a click on the *Update* button.



The screenshot shows a form titled "Mobile phone". At the top, there is a text input field containing a dropdown menu with the Italian flag and the text "+393 \*\*\*\*\*". Below the input field is the instruction "Enter a mobile phone number with country code (eg. +391234567890)". At the bottom left, there is a "Cancel" link. At the bottom right, there is a blue "Update" button. A blue rectangular box highlights the entire form area.

### 9.3 CHANGE YOUR E-MAIL ADDRESS

If necessary, you can change the e-mail address on which you receive messages that contain information about the signatures affixed with your remote signing certificate (quantity, date, and time of signature). The address on which the mailings are made is the one declared at the time of registration of your data.

In the *Security Information* section, you proceed with a click on *Change* in the section dedicated to the E-Mail address.

Gestisci il tuo account

Your Account

Personal information

Mobile phone  
+39 \*\*\*\*\*  
[Change](#)

**Email:**  
Mariosrossi@g\*\*\*\*\*.com  
[Change](#)

Change Password

Security information

Secret question  
-  
[Insert](#)

At this point, you can change the e-mail address by indicating it in the *Update your E-mail* field and update the notification service.

A click on the *Update* button validates your choice.

Your Account

Personal information

Mobile phone

**Email:**  
Update your email address  
Mariosrossi@h\*\*\*\*\*.com  
[Cancel](#) [Update](#)

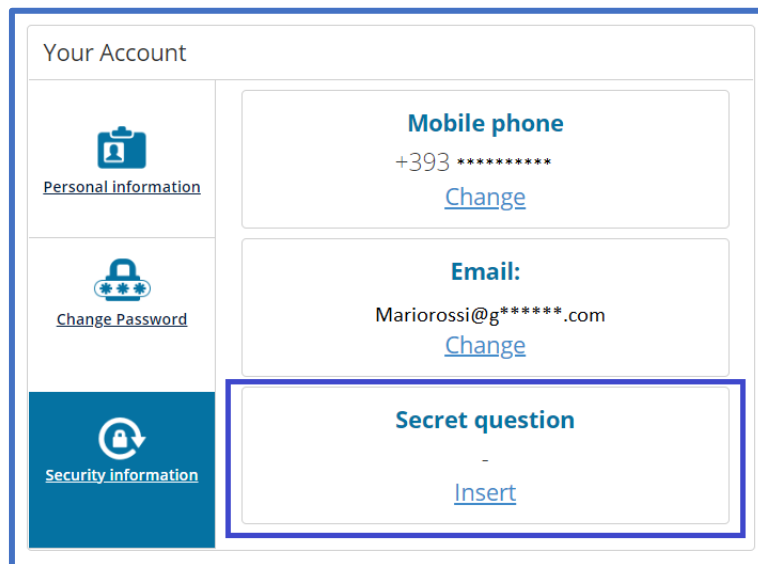
Change Password

Security information

Secret question

## 9.4 CHANGE SECRET QUESTION

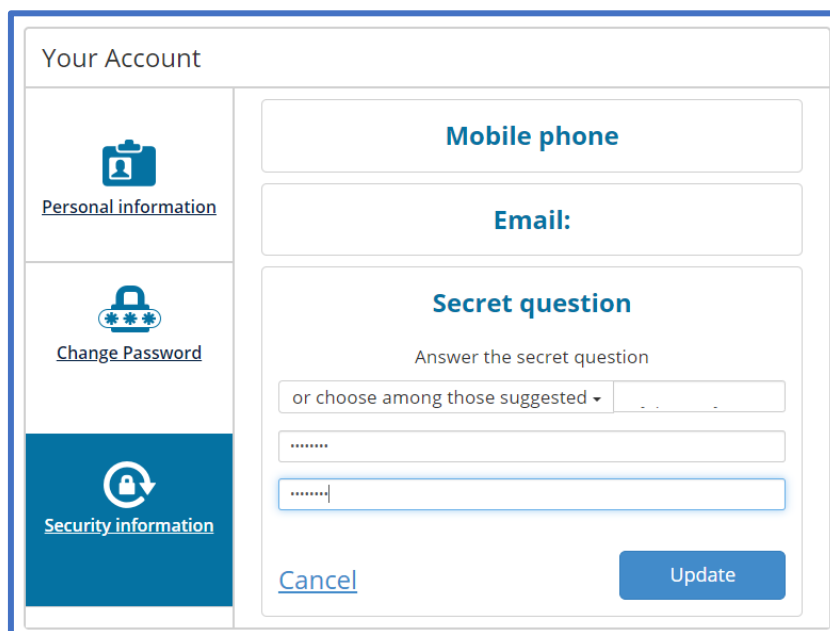
In the *Security Information* section, you can also edit the secret question.



The screenshot shows the 'Your Account' page with three main sections: 'Personal information', 'Change Password', and 'Security information'. The 'Security information' section is highlighted with a blue border. It contains the following details:

- Mobile phone:** +393 \*\*\*\*\* with a [Change](#) link.
- Email:** Mariorossi@g\*\*\*\*\*.com with a [Change](#) link.
- Secret question:** - with an [Insert](#) link.

You can choose from the questions proposed in the list or create a personal one. A click on the *Update* button will confirm the operation.

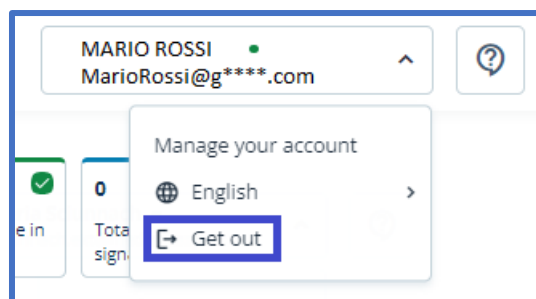


The screenshot shows the 'Your Account' page with the 'Security information' section expanded. It contains the following details:

- Mobile phone:** +393 \*\*\*\*\* with a [Change](#) link.
- Email:** Mariorossi@g\*\*\*\*\*.com with a [Change](#) link.
- Secret question:** Answer the secret question. Below this is a dropdown menu labeled 'or choose among those suggested' and two input fields for the question and answer, both masked with dots. At the bottom of this section are [Cancel](#) and [Update](#) buttons.

## 10 END OF ACTIVITIES

To end the activity within the site, simply click on the *Get out* command in the *User* menu, located at the top right.



All you have to do is digitally sign your documents using the features available on GoSign Desktop.