

REMOTE SIGNATURE CERTIFICATE RENEWAL GUIDE

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1 WHAT YOU NEED

- **A remote signature certificate to renew;**
- the **User-Id** and **password** to access the portal [MySign](#);
- the security **PIN** of the certificate to be renewed;
- the device to obtain the OTP, mobile or cryptographic token, as agreed at the time of issue of the certificate;
- the **credentials** to access the [infocert store](#) and if you want to proceed with the **payment and renewal in a single work session**, a **credit card** or credentials to access the account **PayPal**;
- Alternatively, payment can also be made by bank transfer. It is necessary to consider that this payment method provides more days for accounting and consequently for the completion of the renewal.

2 START OF THE ACTIVITIES

Below is the login page to the [MySign portal](#), from which to start the renewal of your digital certificate.

You are asked to be accredited, typing the **User-Id** assigned by Infocert at the time of registration and the personalized **password** at the time of activation of the certificate (and possibly modified later).

If the User-Id or password have been forgotten, these can be recovered by clicking on the option / *forgot my password* present on the homepage of the portal, which will transfer to the credential recovery page.

INFOCERT Sign in to SelfCare Signature Assistance EN

Il Digital Trust ha una nuova identità

INFOCERT

TINEXTA GROUP

La fiducia digitale è al centro del nostro impegno aziendale, per garantire la sicurezza e l'affidabilità online.

Scopri di più

Sign in

LEGALCERT

Enter your User ID
Es. m235477

Enter your password
Enter your password

SIGN IN →

I forgot my password

Don't have MySign yet?
Find out how to activate it for free →

3 CHECKING CERTIFICATE STATUS

The possibility to renew your certificate will be available from three months before the expiration date:

The screenshot displays the user interface for MARIO ROSSI. At the top left, the user's name and status 'REMOTE SIGNATURE.' are shown with a green checkmark. To the right, two summary cards indicate '0 Signatures made in the last week' and '0 Total uses of digital signature'. The main area contains six action cards: 'Signature certificate' (View your signature certificate data), 'OTP Codes' (Manage OTP codes linked to your profile), 'Signature history' (View all your signatures), 'Signature PIN' (Change your signature PIN), 'Renew digital signature' (Renew your signature certificate, highlighted with a blue border), and 'Suspension and revocation of signature' (Temporarily suspend your signature).

Renewing your remote signing certificate is a process that begins by verifying your certificate details. If the certificate is expiring, in fact, you will find the information on the homepage of the MySign portal, including the remaining days to be able to renew.

The 'Renew digital signature' page provides the following information:

- 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.

 At the bottom, three options are available: 'Renew with Coupon', 'Renew with RAO credentials', and 'Renew signature'.

The options offered include direct purchase on the [Infocert shop](#), the use of a coupon or, alternatively, renewal at the registration office that issued it, whose operator will proceed by entering his RAO credentials.

4 DATA VERIFICATION AND PURCHASE FROM STORE

The certificate renewal activity continues with the validation of the certificate renewal request.

First of all, it is requested to confirm the permanence of the information communicated to Infocert at the time of issue, paying particular attention to those that are published with the certificate itself: name, surname and IUT.

The first step involves the **acceptance of consents** regarding the general conditions of use and the confirmation of personal data. If the information provided at the time of issue is still valid, you can continue your renewal request by entering your PIN and selecting the *Confirmation* option.

Renew signature

1 Consents

I, the undersigned **{{name}}**, holder of the signature with IUT **2022111114685**, expiring on **16 novembre 2025** request InfoCert Spa to proceed with the renewal of the service.

I accept the [general conditions of service](#)

Do you confirm that the personal information disclosed when registering the Signature certificate is still valid to apply for a new qualified certificate?
If your personal information has changed, you will need to [apply for a new certificate](#).

Confirmed

Signature PIN

Enter the signature PIN

Cancel Confirmation

2 Confirm the operation

3 Buy on the Infocert Shop

4 Activate the certificate

5 Confirm the operation

Subsequently, you will have to proceed with the insertion of the second security element, the OTP, the numerical code that can be obtained through a text message that will arrive on the mobile phone or using the cryptographic token or applet assigned at the time of issue.

Renew signature [X]

✓ Consents [v]

2 Confirm the operation [^]

Enter the OTP code to confirm the operation

Enter OTP code [Send new OTP](#)

[] [] [] [] [] [] [] []

We sent you a code via SMS

[Cancel] [Confirmation]

3 Buy on the Infocert Shop [v]

4 Activate the certificate [v]

5 Confirm the operation [v]

A click on the *Confirmation* button allows you to continue and move on to the choice of purchase method.

Renew signature [X]

✓ Consents [v]

✓ Confirm the operation [v]

3 Buy on the Infocert Shop [^]

To complete your purchase, proceed to payment on the InfoCert Store.
If you have a promotional code, enter it during payment on the Store to receive the discount.

[Cancel] [Proceed to payment]

4 Activate the certificate [v]

5 Confirm the operation [v]

The choice of the *Buy on the Infocert Shop* option allows you to be transferred within the [store](#) and proceed with the purchase of the certificate.

If you have received a *Promotional Code*, you can enter it in the promotional code field to benefit from the discount to which you are entitled by clicking on the *Modification* button.

InfoCert > Trolley

Trolley

1 product

Remote Signature: Validity 3 years-MYSIGN	30,00 € + VAT
Modification Eliminates	Quantity: 1

+
Add more products

Total cart	
Remote Signature: Validity 3 years-MYSIGN	30,00 € + Tax
VAT:	6,60 €
Total:	36,60 €

[PROCEED TO CHECKOUT →](#)

The order is already set, based on the verification of the certificate performed a few moments before. This means that you do not run the risk of buying a service that does not correspond to what you need. All that remains is to confirm with a click on the *Proceed to checkout* button.

If you are already registered and you have access credentials, just enter them in the fields of the *Login area* and proceed with the payment.

If you are not registered, you can create an account and then continue as in the previous case.

Join InfoCert

Already registered?
Log in to your InfoCert account

Accedi [Create your account →](#)

Enter your e-mail address

Enter your password

[ACCEDI →](#)

[I forgot my password](#)

Whatever the choice, the payment methods remain the same:

- *paypal*, the credit of the amount due is immediate;
- *credit card*, the credit of the amount due is immediate;
- *bank transfer*, the credit of the amount due will be accounted for after a few days.

Make payment

Billing information

Mario Rossi
Billing Information: RSSMRA81***** [Change personal data](#)
Type: Private Citizen
Address: Via Roma, 1

I confirm that the billing information entered is correct

Total cart

Remote Signature: Validity 3 years-MYSIGN 30,00 € - Tax

VAT: 6,60 €

Total: 36,60 €

PROCEED TO CHECKOUT →

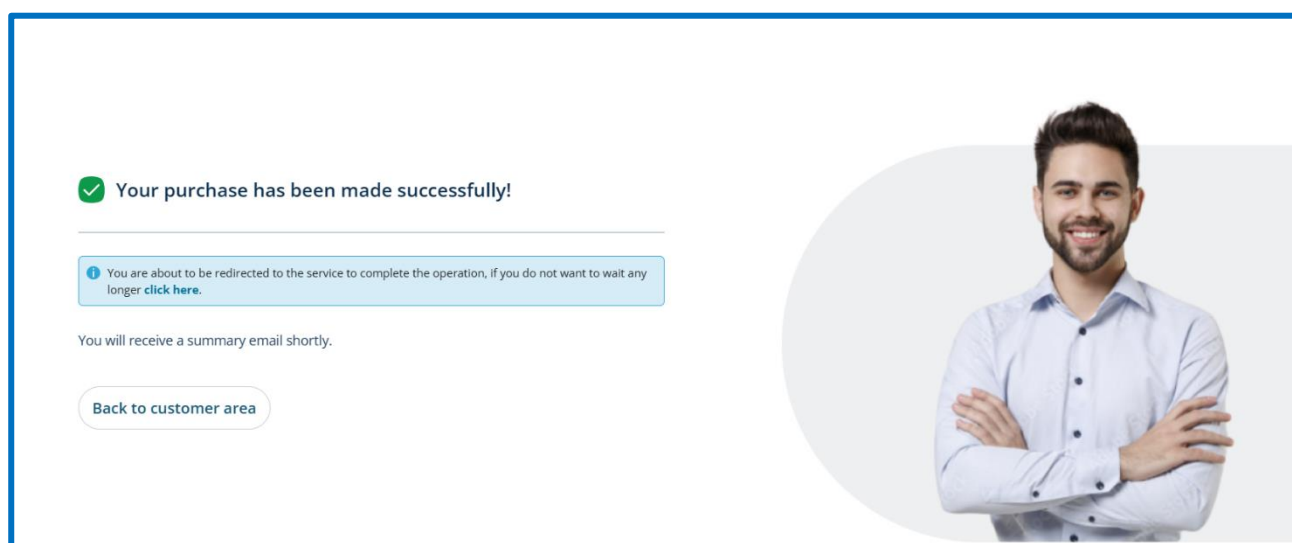
Payment options

Credit card
We'll redirect you to payment:

Bank transfer

PayPal
We will redirect you to the site PayPal to complete the payment

In the first two cases, the renewal of the certificate will be immediate, the store will confirm the payment and it will be possible to conclude the process.



In the third case it is necessary to enter the transfer and resume the renewal of the certificates at a later time, always through a new access to MySign.

SelfCare Signature > Renew digital signature

Renew digital signature

✔ Your Remote Signature certificate has been renewed.

i If you are an enterprise user, download [GoSign](#) or log in to [GoSign Web](#) to set up your signature to start signing right away ✕

To use your certificate and sign your documents



Download MyInfoCert and enable push notifications to confirm signatures

[Back to the homepage](#)

5 USING A COUPON

Choosing the *Renew with Coupon* option is possible when:

- the certificate has been issued by an organization (for example, the one for which you work / collaborate) that provides for the need to use your remote signature for an additional three years;
- the certificate was purchased from an authorized Infocert distributor which also allows you to obtain renewal.

In the second case, it is expected that the payment is settled with the authorized distributor and not with Infocert.

The renewal of the certificate, therefore, is not seen as an event to which it is necessary to respond directly by purchasing the service: it will be the organization that issued the certificate or the distributor who sold it to make the purchase at Infocert and provide the coupon with which to perform the renewal itself.

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](#)

After the steps related to the acceptance of consents and confirmation of the operation by entering the OTP code, simply enter the alphanumeric code that identifies the coupon assigned in the *Coupon* field and continue with a click on the *Confirmation* button.

Renew signature ×

✓ Consents ▼

✓ Confirm the operation ▼

3 Insert Coupon ▲

Enter the coupon to renew your signature certificate

Coupon

4 Activate the certificate ▼

5 Confirm the operation ▼

The MySign portal will perform a check on the validity of the assigned coupon. You will be prompted to enter the PIN linked to the certificate and click the *Activate the certificate* button.

Renew signature ×

✓ Consents ▼

✓ Confirm the operation ▼

✓ Insert Coupon ▼

4 Activate the certificate ▲

Set the new signing PIN

Choose a signature PIN 👁

Confirm PIN 👁

5 Confirm the operation ▼

The last step allows you to confirm the renewal operation by entering the OTP received via SMS.

Renew signature

- ✓ Consents
- ✓ Confirm the operation
- ✓ Insert Coupon
- ✓ Activate the certificate

5 Confirm the operation

Enter the OTP code to confirm the operation

Enter OTP code [Send new OTP](#)

We sent you a code via SMS

[Cancel](#) [Confirmation](#)

The MySign portal will confirm the conclusion of the renewal process.


SelfCare Signature > Renew digital signature

Renew digital signature

✓ Your Remote Signature certificate has been renewed.

i If you are an enterprise user, download [GoSign](#) or log in to [GoSign Web](#) to set up your signature to start signing right away

To use your certificate and sign your documents

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[Back to the homepage](#)

6 USE OF RAO CREDENTIALS

The choice of the *Renew with RAO credentials* option is possible when the certificate has been issued by an organization (for example the one for which you work /collaborate) that wants to directly verify the actual existence of the role inserted within the certificate in case the certificate holder needs to use his remote signature for an additional three years, maintaining direct control over the renewal operation.

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](#)

This option is possible if the organization has a registration office and reference RAO officers within it.

In this case, the RAO to whom you are addressing will enter his credentials in the *username* and *password* fields and then continue with a click on the *Verify* button.

The MySign portal will perform a credential validity check and notify you that the certificate renewal request was successful.


SelfCare Signature > Renew digital signature

Renew digital signature

✓ Your Remote Signature certificate has been renewed.

! If you are an enterprise user, download GoSign or log in to GoSign Web to set up your signature to start signing right away

To use your certificate and sign your documents


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[Back to the homepage](#)

It is possible to decide to complete the renewal operation on the RAO station or ask to interrupt it and then complete it at a later time. In this case, logging in to MySign will take you directly to the renewal page.

7 END OF THE ACTIVITIES

To verify that the operation was successful, all you have to do is return to the MySign homepage. The renewal function will not be available and updated data with the new expiration date will appear.

Signature certificate

Your certificate is **Active** until **28/02/2026**

Signature certificate details

View your certificate data

Certificate holder

Unique identifier 20*****	Name Mario
Serial Number Fiscal Code	Status IT
Holder Mario Rossi	Last name Rossi
Certified Alias Fiscal Code	Domain INFOCERT

Certifying authority

Status IT	Holder InfoCert Qualified Electronic Signature CA 3
Organization InfoCert S.p.A.	Organizational Unit Qualified Trust Service Provider

[Download](#)