Digidentity

Company Administrator Manual

A Step-by-Step Guide to Digidentity

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Revisions

Version	Date	Author	Changes Made (*)
2024-v1	October 2024	Customer Success	Initial version
2025-v1	May 2025	Customer Success	Adjusted Android version requirements for the Digidentity Wallet (See chapters 2.1.1 & 4.2.2)
2025-v1	September 2025	Customer Success	New error codes added for Digidentity app and updated the latest required version for iOS.

(*) All changes are marked in grey highlight.

Contents

1 Introduction

Digidentity offers identity and access management solutions for various use cases. Whether you are using Digidentity for identity verification or authentication, this manual provides all the essential information you need to get acquainted with the Digidentity platform. It covers system requirements, usage instructions, reporting guidance, and troubleshooting and support information. Should you receive questions or concerns from your users, this manual aims to equip you with the answers.

1.1 Objectives

This user manual has been created to equip all Organisation Administrators with the essential information and procedures necessary for ensuring smooth and efficient operations across the Digidentity platform. Its purpose is to enhance product and support enablement.

2 Getting Started

This section of the user manual details the main aspects of the Digidentity's platform whilst specifying any requirements and prerequisites before usage.

If you wish to purchase any of Digidentity's services, please contact our Sales team at Sales@digidentity.com to arrange a demonstration and consultation.

2.1 Requirements

To access and use Digidentity services, you will need to install the Digidentity Wallet App. For certain services requiring identity verification, you must have a valid identity document ready. This section outlines the requirements for app installation and document preparation.

2.1.1 Digidentity Wallet

To download and use the Digidentity Wallet app, you will need a smartphone or tablet that can install apps. The app cannot be installed on a desktop computer or laptop.

App Icon:

Device Requirements:

To use the Digidentity Wallet app, you need a mobile phone that meets the following minimum requirements:

- **iOS version** - 16 or higher for Apple iPhones.
- **Android version** - 10 or higher for Android smartphones.
- A main (rear-facing) camera and a selfie (front-facing) camera.

Important (!)

Android Go, unique operating systems such as Oppo and Xiaomi, and phones rooted or modified in any other way are not supported.

Minimum app version:

The minimum version of the Digidentity Wallet app is 6.40.0 for Android and 6.35.0 for iOS. Lower versions of the Digidentity Wallet app may not work or may not work correctly.

Rooted/Jailbroken Devices:

For security reasons, Digidentity Wallet does not support rooted/jailbroken devices.

2.1.2 Documents

Digidentity provides a range of verification and authentication services tailored to different use cases. Therefore, the required documents for our services can vary based on the purpose of identity verification and the level of assurance needed. However, there are certain platform-wide document requirements that apply across all services:

- Documents must be valid and within the expiry date.
- Documents must not be stolen or fraudulent.
- Documents must belong to the individual completing the verification.
- Driving licenses and ID cards must be the photocard version. Old-style paper licenses are not accepted.

In case you need further information about the document requirements of the product or service you have purchased, then please send a question to Customersuccess@digidentity.com.

2.2 My Digidentity

My Digidentity is the personal account page for all Digidentity users. From your account page, you can complete the following actions:

- Edit personal details on your account.
- Access account settings (Update 2FA and Account Deactivation).
- Purchase additional services.
- Access the Self-Service Portal.
- Continue Registration for pending purchases.

2.3 Digidentity Wallet

The Digidentity Wallet app is a secure application designed to assist you during the registration process. It is available for download on compatible smartphones or tablets via the Apple App Store or Android Google Play Store.

2.3.1 When to Use the App

Depending on the service you're accessing and the type of documents available, you may be required to use the app to prove your identity. If needed, the Digidentity web page will automatically prompt you to switch to the app during the verification process.

2.3.2 Features of the App

1. **Document & Identity Verification:** The app provides a secure way to upload photos of your documents and a selfie for identity verification. Once submitted, Digidentity uses government-approved sources to validate the information.
2. **Two-Factor Authentication:** For enhanced security and authentication services, the app can be used to set up two-factor authentication.
3. **eSGN Document Signing:** If you are subscribed to our eSignature services, the app also enables you to digitally sign documents securely.

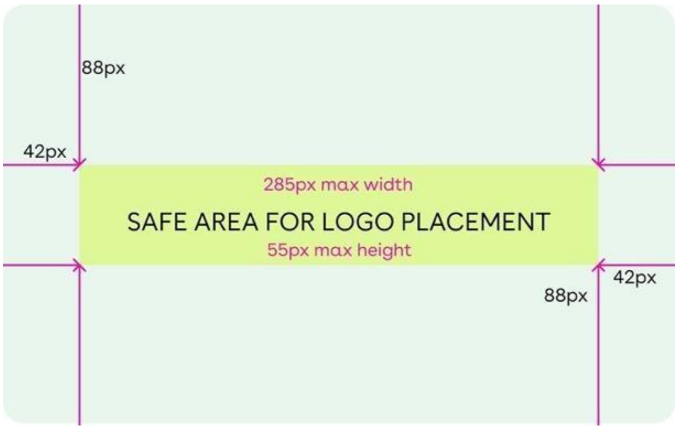
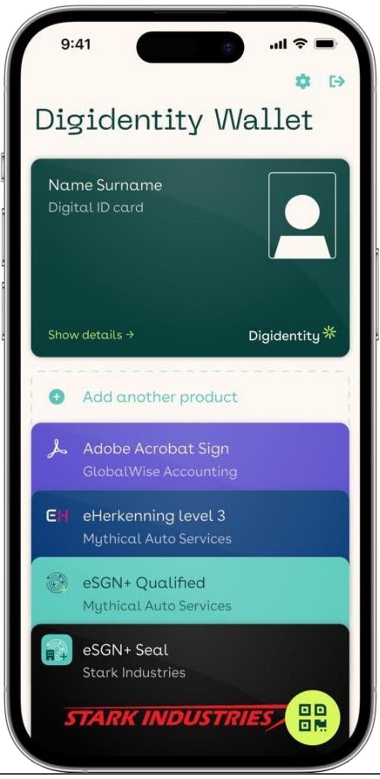
2.3.3 Wallet Customisation

The Digidentity Wallet features a product card for each product you have purchased. These cards can be customised to reflect your company's branding. The following section of the manual outlines the necessary requirements for customising the cards. The aspects available for customisation include:

- **Color**
- **Logo**

For all customisation requests, please reach out to your Customer Success Representative or email us at customersuccess@digidentity.com.

Below, you will find the relevant specifications and requirements for customising your product cards.

Specifications	Practical Application
 88px 42px 285px max width SAFE AREA FOR LOGO PLACEMENT 55px max height 42px 88px	 9:41 Digidentity Wallet Name Surname Digital ID card Show details → Digidentity Add another product Adobe Acrobat Sign GlobalWise Accounting eHerkenning level 3 Mythical Auto Services eSGN+ Qualified Mythical Auto Services eSGN+ Seal Stark Industries STARK INDUSTRIES

Colour:

Specifications of the colour should be submitted in Hex Colour codes to ensure that the colour is an accurate representation of the company brand. E,g, #ef0604.

Logo Specifications:

The following table outlines the specification requirements for the company logo on the service card.

Parameter	Value
Overall card size	366 px wide x 230 px height
Frame size	1098 px wide x 690 px height
Logo size	855 px wide x 165 px height
Logo placement	Centered in the safe area of the frame
Export format	Transparent PNG

3 Self Service Portal (SSP)

The SSP is an account feature which is accessible only to Organisation Administrators. The first person to complete a product registration with their company details will automatically become the Organisation Administrator.

To access our Self-Service Portal, please visit: https://selfservice.digidentity.eu

The SSP is designed to equip administrators with all the necessary tools to manage their products and services effectively. It also facilitates user enablement, ensuring that users can access and utilise the required services efficiently. The main functionalities of the SSP include:

- Inviting employees, clients and colleagues to register for a specific product.
- User Status.
- View and manage Identity Reports (if applicable).
- View and pay invoices.

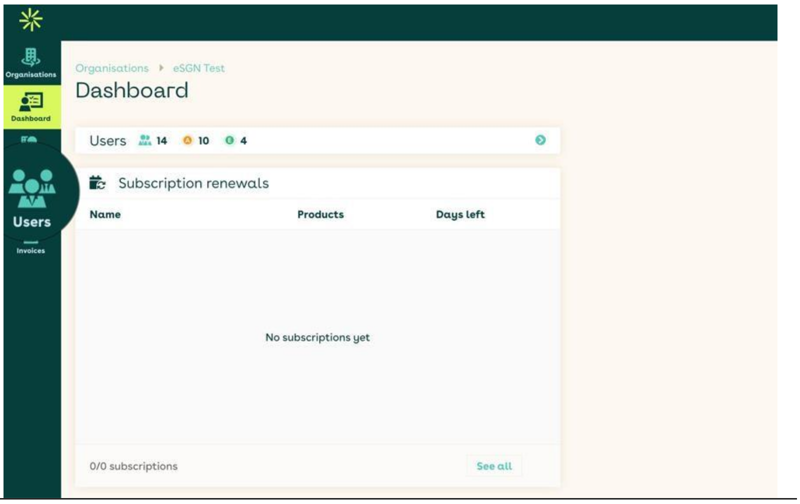
This section of the manual will provide a step-by-step guide on how the main functionalities of the SSP can be carried out

3.1 Invitations

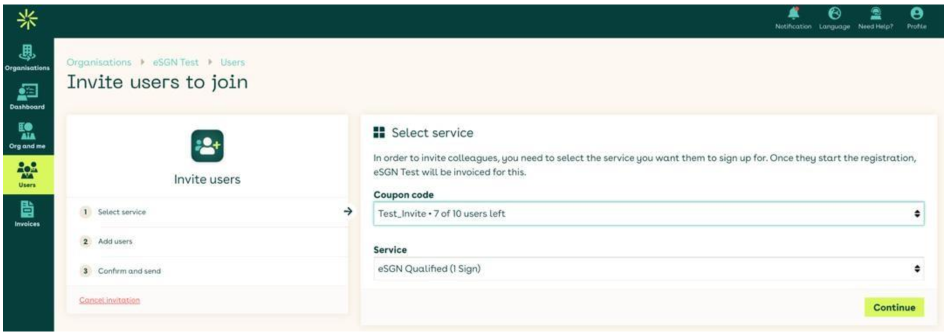
All invitations sent from the Digidentity SSP are valid for one year. An invitation is only used and deducted from your allocation of services once the user has created an account and begun the product registration. The following overview explains the invitation process.

3.1.1 Sending an Invitation:

1. **Access the Self-Service Portal**

Instruction	Screen(s)
Log into your Digidentity Self Service Portal and select your business/organisation name from the list of accounts. Head to the 'Users' section and click on the 'Invite Users' tab at the top right of the page.	 Organisations Dashboard Users Invoices Organisations ▸ eSGN Test Dashboard Users 14 10 4 Subscription renewals Name Products Days left No subscriptions yet 0/0 subscriptions See all

2. **Select the Service:**

Instruction	Screen(s)
Choose the required service from the drop-down list. If you have a coupon code, select it from the drop-down list. If you are not using a coupon code, you will receive an invoice for the service.	

Organisations ▸ eSGN Test ▸ Users

Invite users to join

Invite users

1 Select service

2 Add users

3 Confirm and send

Cancel invitation

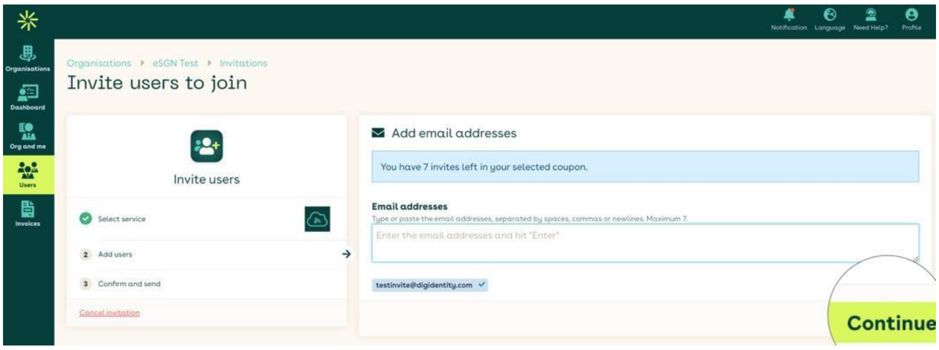
Select service

In order to invite colleagues, you need to select the service you want them to sign up for. Once they start the registration, eSGN Test will be invoiced for this.

Coupon code: Test_Invite • 7 of 10 users left

Service: eSGN Qualified (1 Sign)

3. Enter user email address:

Instruction	Screen(s)
Enter the email addresses for the users (up to 250 employees at a time) and click 'Continue'. Confirm by selecting **'Send invites'.**	

Organisations ▸ eSGN Test ▸ Invitations

Invite users to join

Invite users

Select service

2 Add users

3 Confirm and send

Cancel invitation

Add email addresses

You have 7 invites left in your selected coupon.

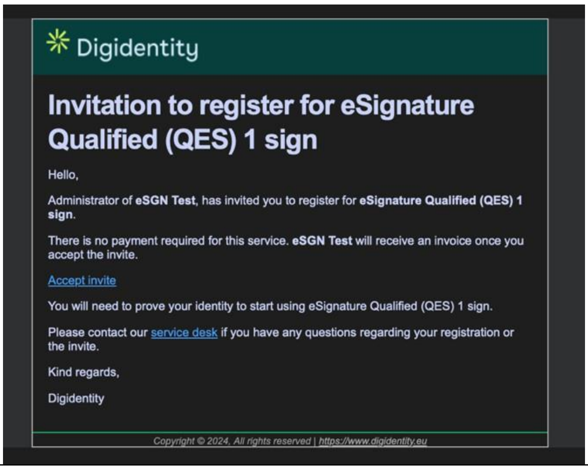
Email addresses

Type or paste the email addresses, separated by spaces, commas or newlines. Maximum 7.

Enter the email addresses and hit "Enter"

testinvite@digidentity.com ✓

4. **User receives invitation:**

Instruction	Screen(s)
The users will now receive an email from noreply@digidentity.com asking them to 'accept the invitation' you have just sent. To redeem the invitation, the user will need to select '**Accept Invite'.**	

Digidentity

Invitation to register for eSignature Qualified (QES) 1 sign

Hello,

Administrator of **eSGN Test**, has invited you to register for **eSignature Qualified (QES) 1 sign**.

There is no payment required for this service. **eSGN Test** will receive an invoice once you accept the invite.

Accept invite

You will need to prove your identity to start using eSignature Qualified (QES) 1 sign.

Please contact our service desk if you have any questions regarding your registration or the invite.

Kind regards,

Digidentity

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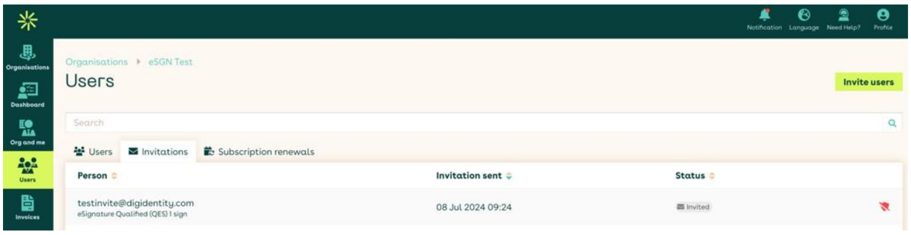
3.1.2 Invitation Status

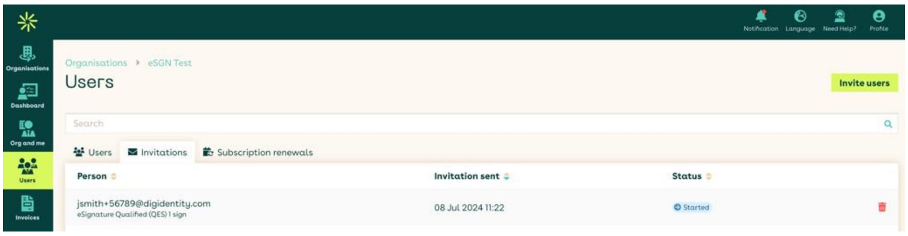
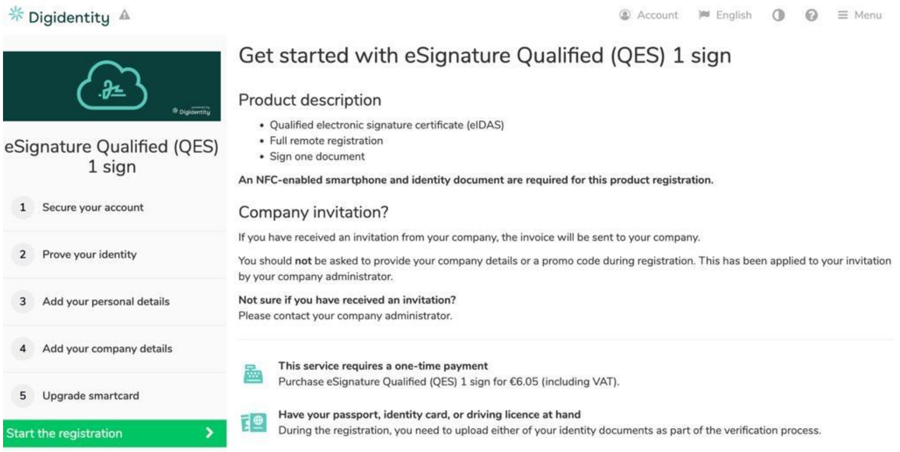
Status Invited:

Instruction:	Screen(s)
The "Invited" status means an invitation was sent but not yet activated. The user hasn't created a Digidentity account, and the invitation can still be revoked. To revoke, select the red button on the right, which will cancel the invitation link and protect your purchased credits.	

Users

Person	Invitation sent	Status
testinvite@digidentity.com eSignature Qualified (QES) 1 sign	08 Jul 2024 09:24	Invited

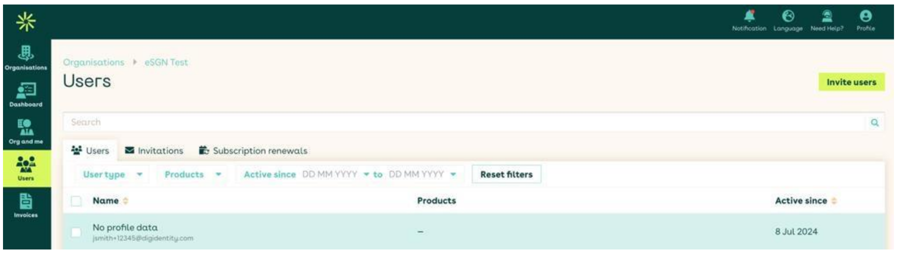
Status Started:

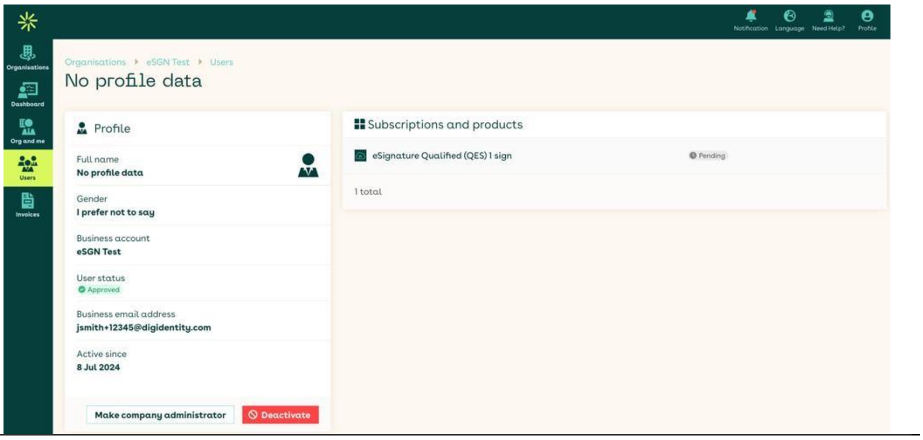
Instruction	Screen(s)
When the status changes from "Invited" to "Started," it means the user has redeemed the invitation and created their Digidentity account but has not yet begun product registration. Invitations cannot be revoked once the status changes to 'Started'. **Prompt the user to return to the invitation link and 'Start the Registration'.**	 Notification Language Need Help? Profile Organisations Dashboard Org and me Users Invoices Invite users Search Users Invitations Subscription renewals Organisations › eSGN Test Users Person | Invitation sent | Status jsmith+56789@digidentity.com eSignature Qualified (QES) 1 sign | 08 Jul 2024 11:22 | Started  Digidentity Account English Menu Start the registration eSignature Qualified (QES) 1 sign 1 Secure your account 2 Prove your identity 3 Add your personal details 4 Add your company details 5 Upgrade smartcard Get started with eSignature Qualified (QES) 1 sign Product description • Qualified electronic signature certificate (eIDAS) • Full remote registration • Sign one document **An NFC-enabled smartphone and identity document are required for this product registration.** Company invitation? If you have received an invitation from your company, the invoice will be sent to your company. You should **not** be asked to provide your company details or a promo code during registration. This has been applied to your invitation by your company administrator. **Not sure if you have received an invitation?** Please contact your company administrator. **This service requires a one-time payment** Purchase eSignature Qualified (QES) 1 sign for €6.05 (including VAT). **Have your passport, identity card, or driving licence at hand** During the registration, you need to upload either of your identity documents as part of the verification process.

3.2 Users

3.2.1 User Status

No Profile Data / Pending:

Instruction	Screen(s)
If a user appears under the User section with "No profile data," it means they haven't verified their identity, and their registration for the invited service is incomplete. This is shown as a "Pending" status in their profile.	 Notification Language Need Help? Profile Organisations Dashboard Org and me Users Invoices Invite users Search Users Invitations Subscription renewals User type Products Active since DD MM YYYY to DD MM YYYY Reset filters Organisations › eSGN Test Users □ Name | Products | Active since □ No profile data jsmith+12345@digidentity.com | – | 8 Jul 2024

Instruction	Screen(s)
The User should be redirected back to [Continue their Registration] to finalise any remaining steps.	

Organisations ▸ eSGN Test ▸ Users

No profile data

Profile

Full name
No profile data

Gender
I prefer not to say

Business account
eSGN Test

User status
Approved

Business email address
jsmith+12345@digidentity.com

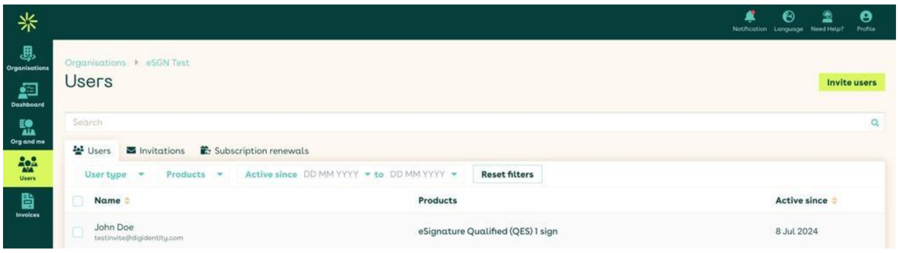
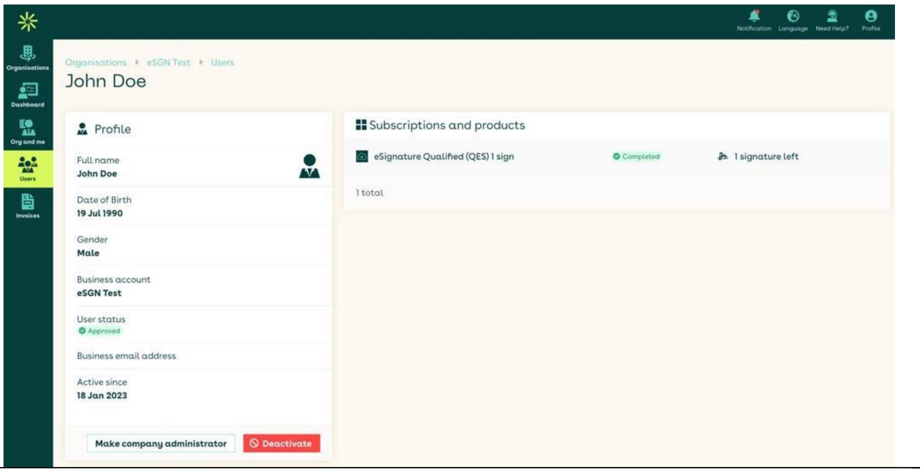
Active since
8 Jul 2024

Subscriptions and products

eSignature Qualified (QES) 1 sign — Pending

1 total

Registration Complete:

Instruction	Screen(s)
When the user completes registration, the product name will appear under "Products," along with their personal details. The user's profile will show a "Completed" status next to the registered product, indicating they can now start using it. **No actions required.**	 

Organisations ▸ eSGN Test

Users

Name	Products	Active since
John Doe testinvite@digidentity.com	eSignature Qualified (QES) 1 sign	8 Jul 2024

Organisations ▸ eSGN Test ▸ Users

John Doe

Profile

Full name
John Doe

Date of Birth
19 Jul 1990

Gender
Male

Business account
eSGN Test

User status
Approved

Business email address

Active since
18 Jan 2023

Subscriptions and products

eSignature Qualified (QES) 1 sign — Completed — 1 signature left

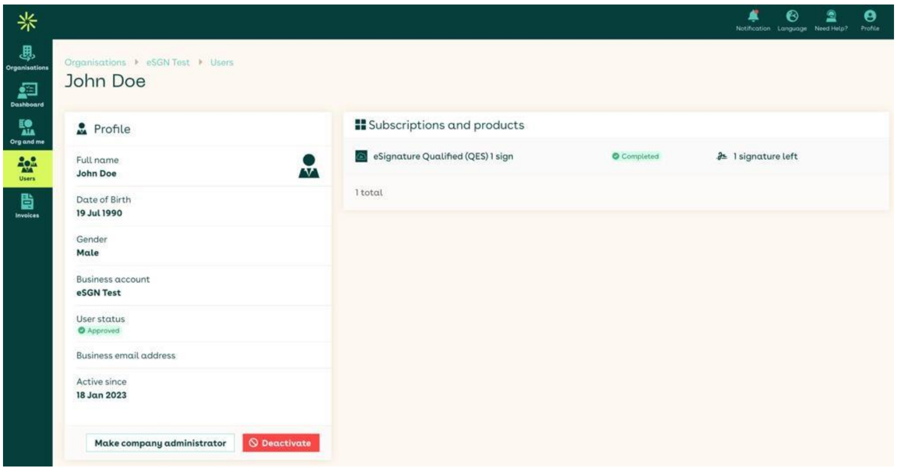
1 total

3.2.2 Granting Administrator Rights

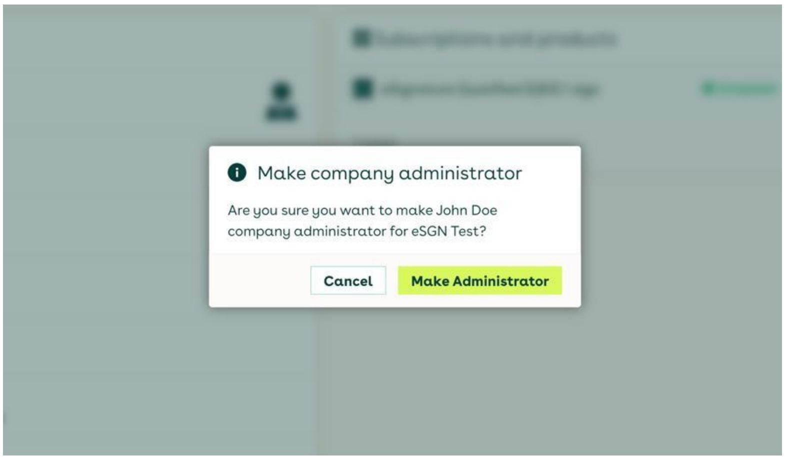
Important (!)

Before granting administrator rights to another user, they must be registered under the same SSP. Additionally, only existing administrators can assign these rights. Once granted, the new administrator will have the same access as the original administrator.

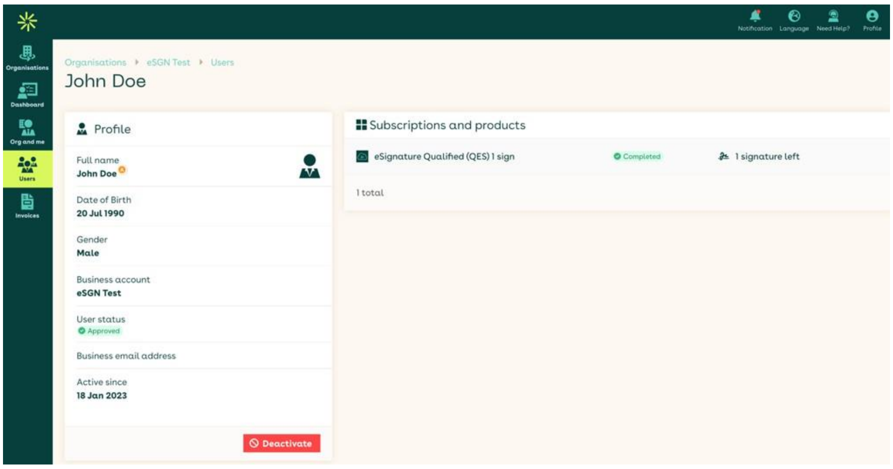
1. **Access the User profile.**

Instruction	Screen(s)
Select the User's profile from the User overview. You will then see the option to **'make company administrator'.**	 Organisations ▸ eSGN Test ▸ Users John Doe Profile Full name John Doe Date of Birth 19 Jul 1990 Gender Male Business account eSGN Test User status Approved Business email address Active since 18 Jan 2023 Subscriptions and products eSignature Qualified (QES) 1 sign · Completed · 1 signature left 1 total Notification Language Need Help? Profile Organisations Dashboard Org and me Users Invoices Make company administrator Deactivate

2. **Confirm the change.**

Instruction	Screen(s)
Select 'Make Administrator' to confirm this change. Important (!) Once this change has been applied, it cannot be reversed.	 Make company administrator Are you sure you want to make John Doe company administrator for eSGN Test?

3. User rights updated

Instruction	Screen(s)
Once a user is granted administrator rights, an orange 'A' icon will appear next to their name, indicating their new administrator status. This change is effective immediately and they can begin performing administrative tasks	

Organisations ▸ eSGN Test ▸ Users

John Doe

Profile

Full name
John Doe

Date of Birth
20 Jul 1990

Gender
Male

Business account
eSGN Test

User status
Approved

Business email address

Active since
18 Jan 2023

Subscriptions and products

eSignature Qualified (QES) 1 sign	Completed	1 signature left

1 total

3.2.3 Accessing Identity Reports

For all the Know Your Customer products offered by Digidentity, the SSP (Self-Service Portal) can be used to access and download a user's identity report upon successful completion of the identity check. The identity reports provide proof and assurance that the users identity has been verified. Identity Reports are configured for the following services:

- Right to Work.
- Right to Rent.
- Know your customer.
- DBS.

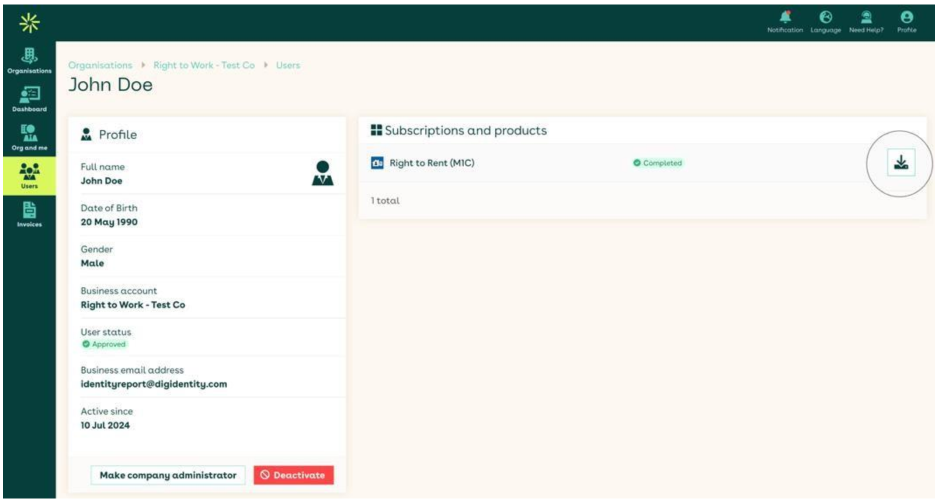
Important (!)

It is important that the identity report is downloaded within 45 days of the check being completed. Digidentity stores the images of the identity document for a 45-day period, after which they will be deleted and subsequently removed from the reports. In case the report is downloaded after this 45-day period, then the user will need to complete a new identity check to ensure the report is valid.

The report is only accessible once the user has completed their registration. Once the report has been downloaded it is the responsibility of the company administrator to ensure that they are transferred and stored securely in your internal database.

Downloading the report

To download the identity report, start by accessing the user’s profile. Then, under "Subscriptions and Products," find the relevant product.

Instruction	Screen(s)
On the right-hand side, will be a download button. Select this button to download the report to your desktop. The report will download locally to your PC.	

Organisations ▸ Right to Work - Test Co ▸ Users

John Doe

Profile

Full name
John Doe

Date of Birth
20 May 1990

Gender
Male

Business account
Right to Work - Test Co

User status
Approved

Business email address
identityreport@digidentity.com

Active since
10 Jul 2024

Make company administrator | Deactivate

Subscriptions and products

Right to Rent (M1C) Completed

1 total

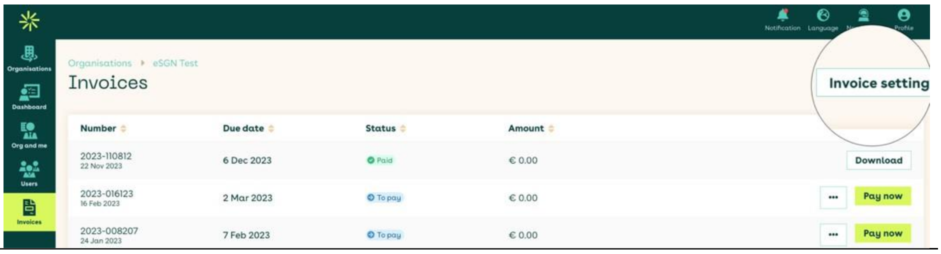
3.3 Invoicing

3.3.1 Invoice Settings

In the SSP, you can use the invoice section to pay any open invoices. Additionally, you can manually edit your settings to change your invoice email address and add a monthly invoice date to ensure you receive your invoices at the same time each month.

In case you are a company that uses prepaid coupons to initiate product registrations, then the invoices will show in your portal as €0.00.

1. **Access Invoices**

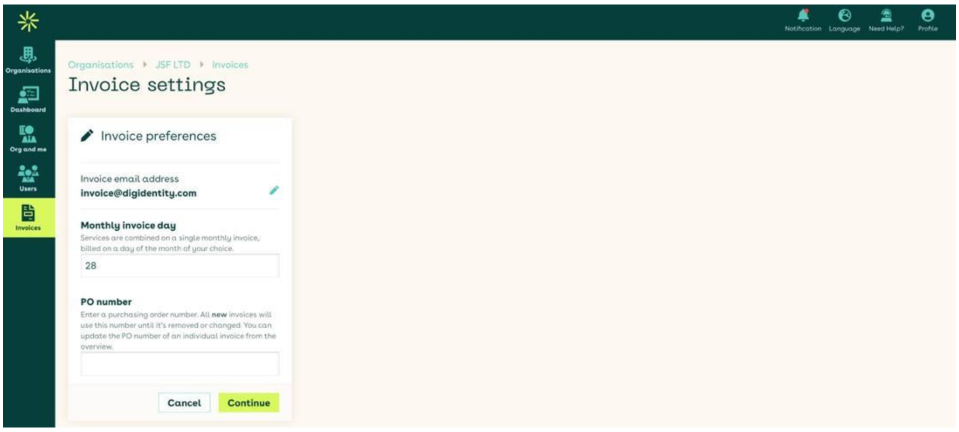
Instruction	Screen(s)
Select the invoice tab on the left-hand side of your overview. Here you will be able to access all previously paid and open invoices.	

Organisations ▸ eSGN Test

Invoices

Number	Due date	Status	Amount	
2023-110812 22 Nov 2023	6 Dec 2023	Paid	€ 0.00	Download
2023-016123 16 Feb 2023	2 Mar 2023	To pay	€ 0.00	••• Pay now
2023-008207 24 Jan 2023	7 Feb 2023	To pay	€ 0.00	••• Pay now

2. **Edit Settings:**

Instruction	Screen(s)
Navigate to the invoice settings in the top right corner of the page to modify any default settings. Here, you can change the **email address** where invoices are sent and **set a monthly invoice date**, which must be a number between 1 and 28	 Notification Language Need Help? Profile Organisations Dashboard Org and me Users Invoices Organisations ▸ JSF LTD ▸ Invoices Invoice settings Invoice preferences Invoice email address **invoice@digidentity.com** **Monthly invoice day** Services are combined on a single monthly invoice, billed on a day of the month of your choice. 28 **PO number** Enter a purchasing order number. All **new** invoices will use this number until it's removed or changed. You can update the PO number of an individual invoice from the overview.

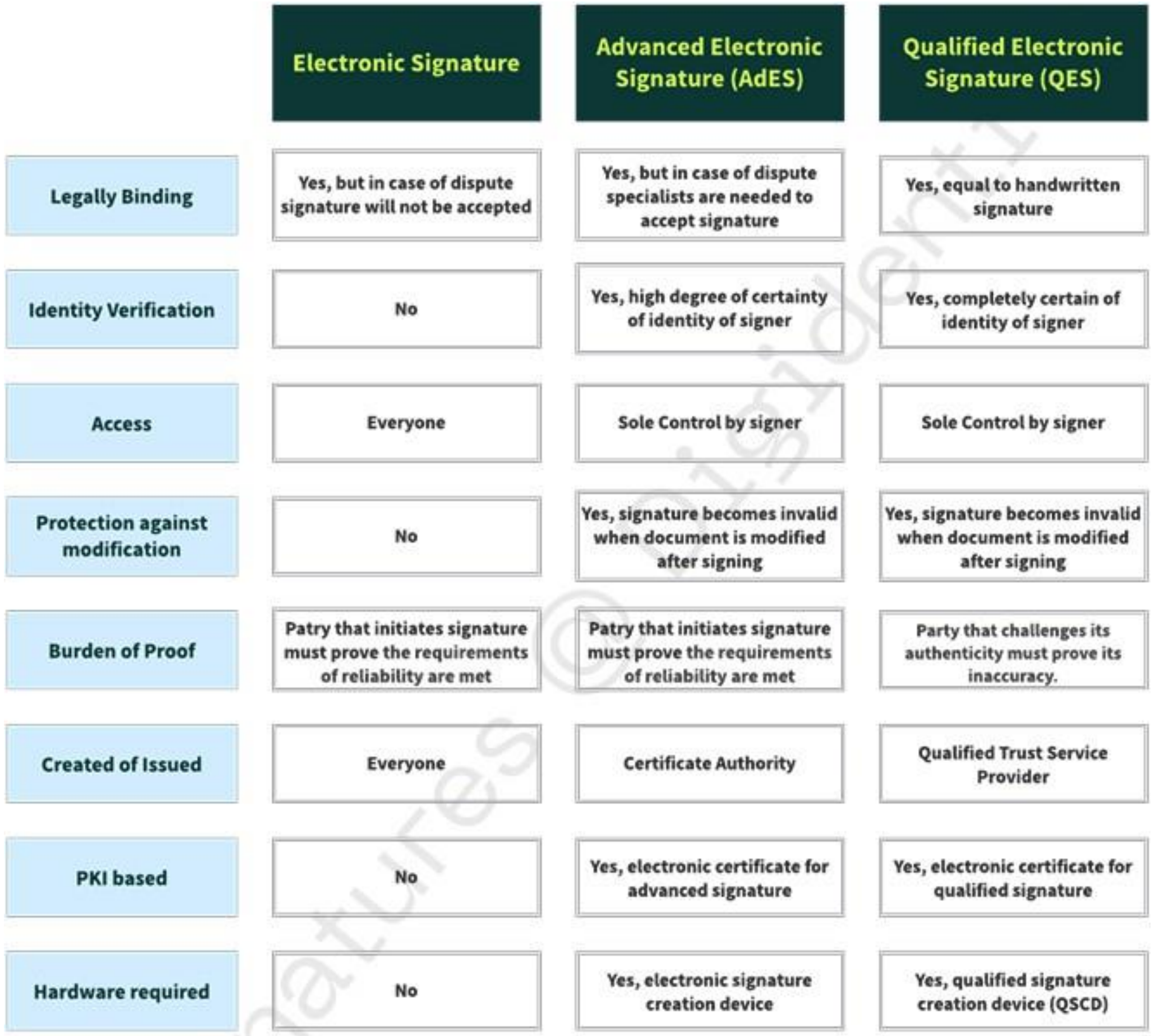
4 Signing

4.1 Advanced Electronic Signature (AdES) vs Qualified Electronic Signature (QES)

Digidentity is a Qualified Trust Service Provider (QTSP) as defined in EU Regulation 910/2014 (eIDAS). Digidentity offers electronic signing services globally. The eIDAS Regulation defines three different types of electronic signatures:

1. Electronic Signature (basic or simple)
2. Advanced Electronic Signature (digital signature)
3. Qualified Electronic Signature (digital signature).

A comparison of these types of Electronic Signatures can be seen below:



	Electronic Signature	Advanced Electronic Signature (AdES)	Qualified Electronic Signature (QES)
Legally Binding	Yes, but in case of dispute signature will not be accepted	Yes, but in case of dispute specialists are needed to accept signature	Yes, equal to handwritten signature
Identity Verification	No	Yes, high degree of certainty of identity of signer	Yes, completely certain of identity of signer
Access	Everyone	Sole Control by signer	Sole Control by signer
Protection against modification	No	Yes, signature becomes invalid when document is modified after signing	Yes, signature becomes invalid when document is modified after signing
Burden of Proof	Patry that initiates signature must prove the requirements of reliability are met	Patry that initiates signature must prove the requirements of reliability are met	Party that challenges its authenticity must prove its inaccuracy.
Created of Issued	Everyone	Certificate Authority	Qualified Trust Service Provider
PKI based	No	Yes, electronic certificate for advanced signature	Yes, electronic certificate for qualified signature
Hardware required	No	Yes, electronic signature creation device	Yes, qualified signature creation device (QSCD)

4.2 Digidentity AdES & QES

In relation to EU Regulation 910/2014 (eIDAS), Digidentity offers two types of signatures.

1. Advanced Electronic Signature (digital signature)
2. Qualified Electronic Signature (digital signature).

Our Digidentity Advanced Signatures and Qualified Signatures are included on the EU Trust List and the Adobe Approved Trust List (AATL).

4.2.1 AdES

Unlike our Quaified Electronic Signature, the Advanced signature requires a lower level of assurance when completing the identity verification. The onboarding process can be completed remotely through way of uploading your identity document via the Digidentity Wallet App. We use liveness detection, face comparison technology and manual checks to verify the identity of a live person.

4.2.2 QES

Compared with the AdES, our QES, relies on validating identity documents using the cryptographic verification of the data in the NFC chip. This eliminates the need to verify the identity of the natural person using physical presence (Face-to-Face meeting). The Digidentity Remote Identification solution uses technology to obtain a digital identity without physical presence for eIDAS Level High and eIDAS Qualified.

Through such a solution, Digidentity's QES will allow the user to register for a QES in five minutes. A User can then sign a document using eSGN web, the Digidentity eSigning API or through our partners who have implemented the Cloud Signature Consortium API.

The table below highlights the different user requirements needed, to obtain a QES or AdES Signature from Digidentity.

Qualified Signature (QES)	Advanced Signature (AdES)
Document Requirements	
Passport (Chip Required)	Passport
Driving Licence (Chip Required)	Driving Licence
National ID card or Residence Permit (Chip Required)	National ID card or Residence Permit
***Minimum Device Requirements**	
Android:	**Android:**

Qualified Signature (QES)	Advanced Signature (AdES)
Version 10 or higher for Android smartphones A main (rear-facing) camera and a selfie (front-facing) camera. Hardware-Secure Keystore.	Version 10 or higher for Android smartphones. A main (rear-facing) camera and a selfie (front-facing) camera.
IOS: Version 15 or higher for Apple iPhones.	**IOS:** Version 15 or higher for Apple iPhones.
Minimum App Version	
Android: 6.40.0	**Android:** 6.40.0
IOS: 6.35.0	**IOS:** 6.35.0

*Android Go, unique operating systems such as Oppo and Xiaomi, and phones rooted or modified in any other way are not supported. For security reasons, Digidentity Wallet does not support rooted/jailbroken devices.

4.3 eSGN

eSGN is Digidentity’s flexible eSigning platform that can be used to sign any PDF document that requires an eSignature. eSGN can be accessed here. Access to the eSGN portal is included on the price of the signing certificate.

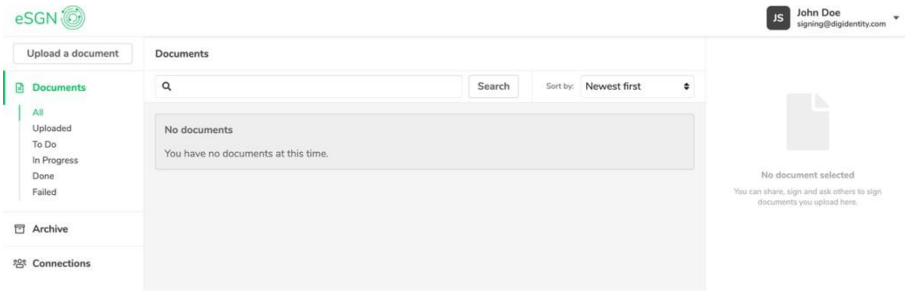
Requirements for use:

1. Valid QES/AdES Digidentity Signing Certificate.
2. Documents must be PDF format.

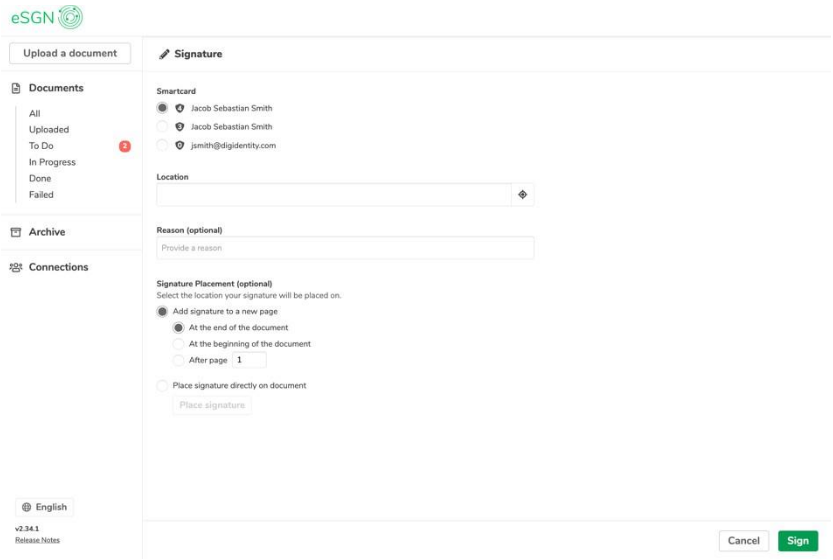
4.3.1 How do I upload a document to sign myself?

The following guide provides an overview of how to upload a document to sign, within Digidentity’s signing platform.

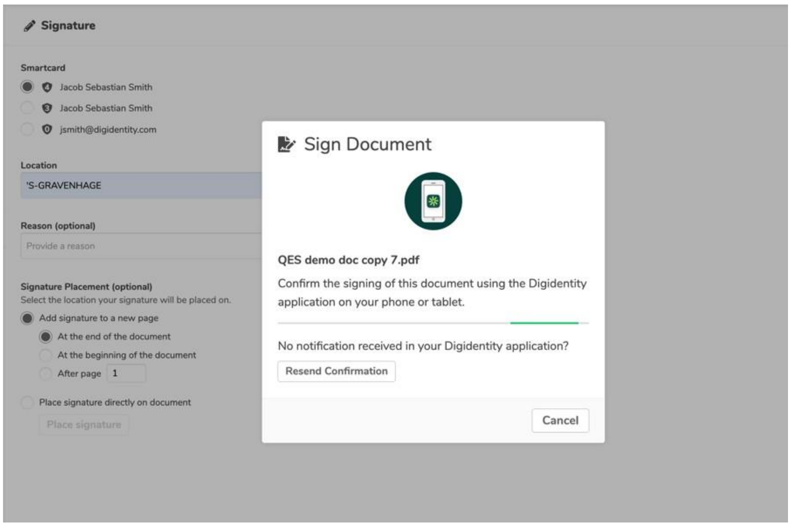
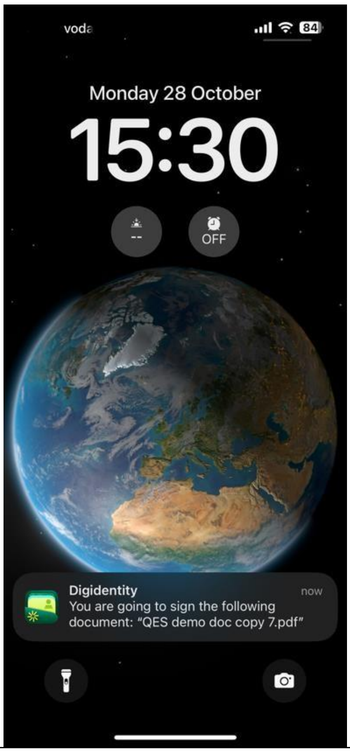
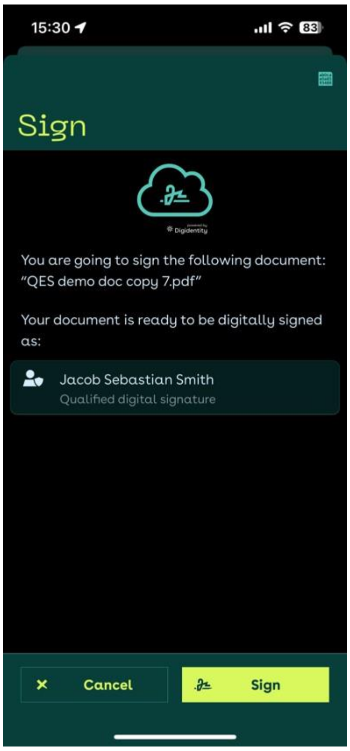
1. **Uploading the document**

Instruction	Screen(s)
Go to https://esign.digidentity.eu/ and log in. Select "Upload a document" from the left menu. Choose a PDF file to upload. Once uploaded, select the file from the list and click "Sign."	 eSGN JS John Doe signing@digidentity.com Upload a document Documents Documents All Uploaded To Do In Progress Done Failed Archive Connections Search Sort by: Newest first No documents You have no documents at this time. No document selected You can share, sign and ask others to sign documents you upload here.

2. **Setting your signing options:**

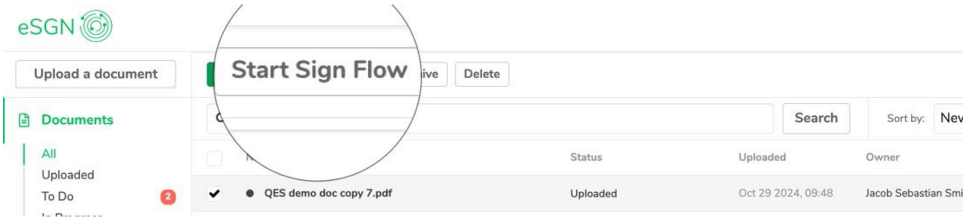
Instruction	Screen(s)
Use the GPS icon to auto-fill your location, or enter it manually. Enter a reason for signing (Optional). Choose the signature placement: **End of document**: Adds a signature page at the end. **Beginning of document**: Adds a signature page at the start. **After page**: Enter the page number to insert the signature page. **Directly on document**: Drag and drop a signature box onto the page, then select "Save." When ready, select **"Sign."**	 eSGN Upload a document Documents All Uploaded To Do 2 In Progress Done Failed Archive Connections English v2.34.1 Release Notes Cancel Sign Signature Smartcard ● Jacob Sebastian Smith ○ Jacob Sebastian Smith ○ jsmith@digidentity.com Location Reason (optional) Provide a reason Signature Placement (optional) Select the location your signature will be placed on. ● Add signature to a new page ● At the end of the document ○ At the beginning of the document ○ After page 1 ○ Place signature directly on document Place signature

3. **Signing and downloading your document:**

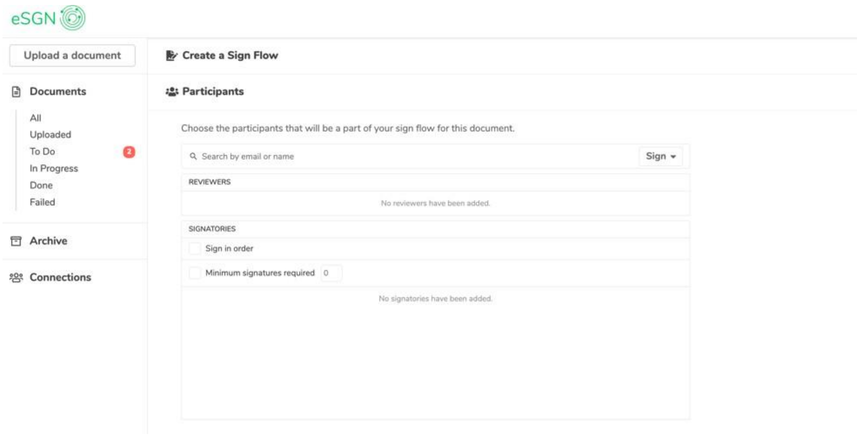
Instruction	Screen(s)
You'll receive a notification in the Digidentity Wallet app. Tap it, review the document, and enter your PIN to confirm. To download the signed PDF, go back to the eSGN portal and select **"Download."**	 Signature Smartcard ● Jacob Sebastian Smith ○ Jacob Sebastian Smith ○ jsmith@digidentity.com Location 'S-GRAVENHAGE Reason (optional) Provide a reason Signature Placement (optional) Select the location your signature will be placed on. ● Add signature to a new page ● At the end of the document ○ At the beginning of the document ○ After page 1 ○ Place signature directly on document Place signature Sign Document QES demo doc copy 7.pdf Confirm the signing of this document using the Digidentity application on your phone or tablet. No notification received in your Digidentity application? Resend Confirmation Cancel  voda Monday 28 October 15:30 OFF Digidentity now You are going to sign the following document: "QES demo doc copy 7.pdf"  15:30 Sign You are going to sign the following document: "QES demo doc copy 7.pdf" Your document is ready to be digitally signed as: Jacob Sebastian Smith Qualified digital signature ✕ Cancel Sign

4.3.2 How do I upload a document for someone else to sign?

1. **Uploading the document:**

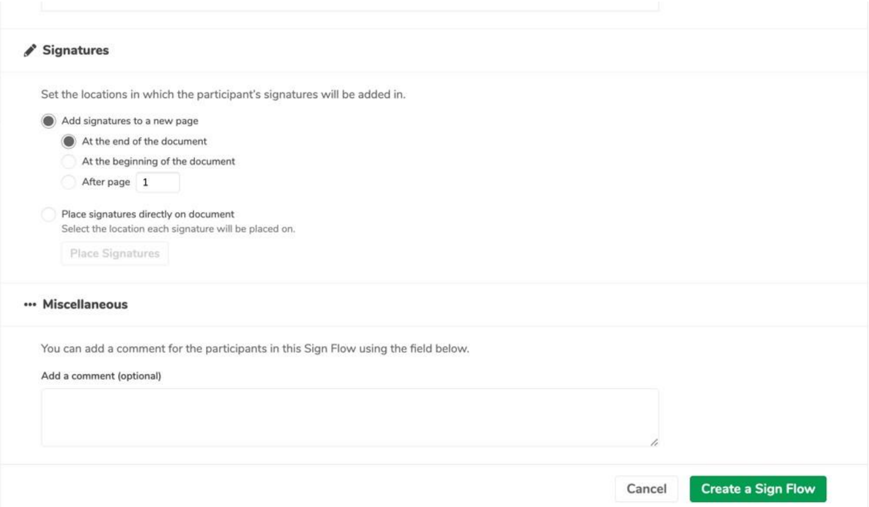
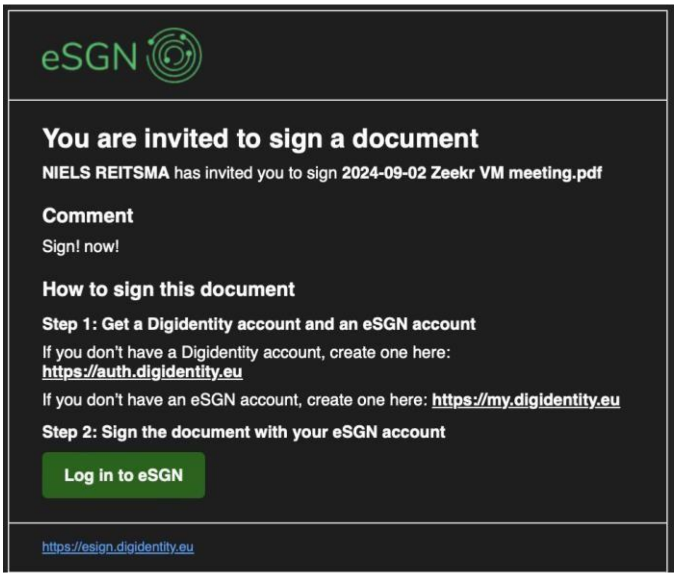
Instruction	Screen(s)
Login at https://esign.digidentity.eu/. Select **'Upload a document'** from the left menu. Upload a PDF file. Choose the uploaded file and click **'Start sign flow'**.	

2. **Setting your signing options:**

Instruction	Screen(s)
Add Participants: **Select Sign Option:** Choose if contacts need to review or sign from the "Sign" drop-down. **Add Contact:** Enter the contact's email or search by name if they're a connection. **Set Signing Order (Optional):** Check "Sign in order" to enforce sequence; rearrange contacts by dragging.	

Instruction	Screen(s)
Specify Minimum Signatures (Optional): Check "Minimum signatures required" and enter the required number**.**	

3. **Create sign flow:**

Instruction	Screen(s)
Place Signatures: **End of Document**: Adds a signature page at the end. **Beginning of Document**: Adds a signature page at the start. **After Page**: Enter page number for signature placement. **Directly on Document**: Drag and drop a signature box, then select "Save." **Create Sign Flow**: Select "Create a sign flow." An email will be sent to signatories. You can edit or cancel while the status is "waiting for others." **Note:** Changes to the PDF after signing will invalidate signatures.	 Signatures Set the locations in which the participant's signatures will be added in. ● Add signatures to a new page ● At the end of the document ○ At the beginning of the document ○ After page 1 ○ Place signatures directly on document Select the location each signature will be placed on. Place Signatures Miscellaneous You can add a comment for the participants in this Sign Flow using the field below. Add a comment (optional) Cancel Create a Sign Flow  eSGN **You are invited to sign a document** **NIELS REITSMA** has invited you to sign **2024-09-02 Zeekr VM meeting.pdf** **Comment** Sign! now! **How to sign this document** **Step 1: Get a Digidentity account and an eSGN account** If you don't have a Digidentity account, create one here: **https://auth.digidentity.eu** If you don't have an eSGN account, create one here: **https://my.digidentity.eu** **Step 2: Sign the document with your eSGN account** Log in to eSGN https://esign.digidentity.eu

4.4 Adobe Acrobat Sign

As an EU Qualified Trust Service Provider (QTSP) Digidentity is an Adobe Approved Trust List member, integrated with Adobe Acrobat Sign to facilitate digital signing capabilities. Adobe resells our Advanced and Qualified electronic signatures as part of the Adobe Acrobat Sign offering.

4.4.1 Registration

The onboarding process for allocating QES/AdES to your users may vary depending on your use case. The Adobe Sign integration offers an additional registration route that streamlines the signing process. This aspect of the manual will provide an overview of both scenarios and how it can work in practice.

4.4.1.1 Digidentity Platform

As mentioned previously in chapter 3, the standard method of assigning a user with a Digidentity Product/Service is via the Self-Service Portal (SSP). Regardless of whether you are using Adobe Acrobat Sign or eSGN to sign your documents, you can use the standard invitation process highlighted here to assign your users with the relevant QES/AdES product.

To use your Digidentity Signing certificate in Acrobat Sign, then please review the Signing section for more details.

4.4.1.2 Adobe Sign flow

The added value of this process is that it allows a user to register and sign a document within a single workflow. This is especially useful for sending invitations to one-time users for signing contracts, etc. It eliminates the need to first send an invitation using the Digidentity SSP.

Prerequisites:

Digidentity Company Onboarding - Before this process can be enabled, a successful onboarding onto the Digidentity Platform must be completed. As soon as Digidentity receives the provision request from Adobe, the Customer Success Team will reach out to your company administrator to facilitate the onboarding.

Adobe Account or Group ID – In order to ensure the integration is active, Digidentity needs to be provided with the Adobe Account or Group ID from your Adobe Admin Console.

- An account-level administrator can find the *Account ID* on the *Global Settings* tab of the admin menu.
- The *Group ID* can be found by accessing the group's *Group Settings* tab in the admin menu.

You can find additional details on Account IDs and Group IDs here.

Important (!)
The following impacts should be considered once the integration is enabled:

Sending documents to sign: If a document is sent out requesting a 'digital signature,' it will deduct from the prepurchased allocation of Digidentity certificates and provide signing certificates to users without an existing Digidentity account. Therefore, if a QES/AdES is not required, do not select 'Digital Signature' in the signature fields.

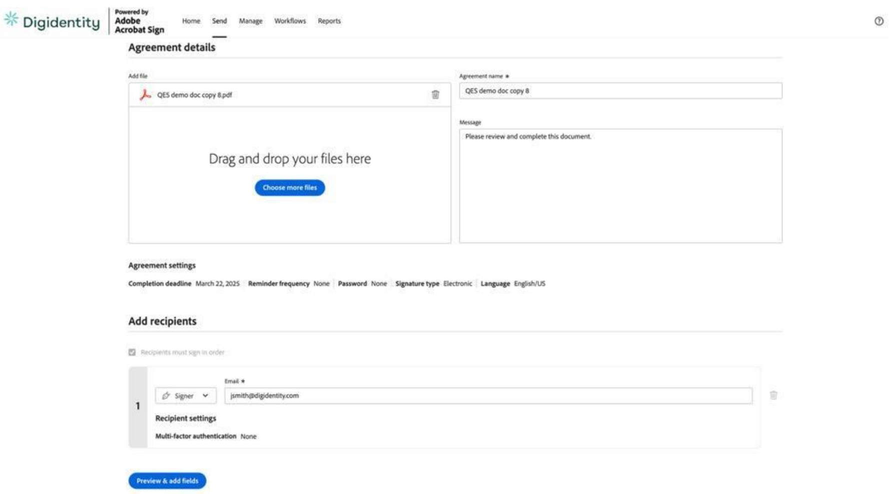
Multiple Products Purchased: Through the Adobe Reseller Agreement, Digidentity offers two types of signing certificates: Unlimited Signing (eSignature+ Qualified) and single-use certificates (eSignature Qualified 1 Sign).

Due to limitations, the Adobe workflow can only facilitate onboarding for one product. If you have purchased both eSignature products, you will need to use the Digidentity SSP to send invitations for the product not covered by the integration. The single-use certificates (eSignature Qualified 1 Sign) will always be the default product for integration.

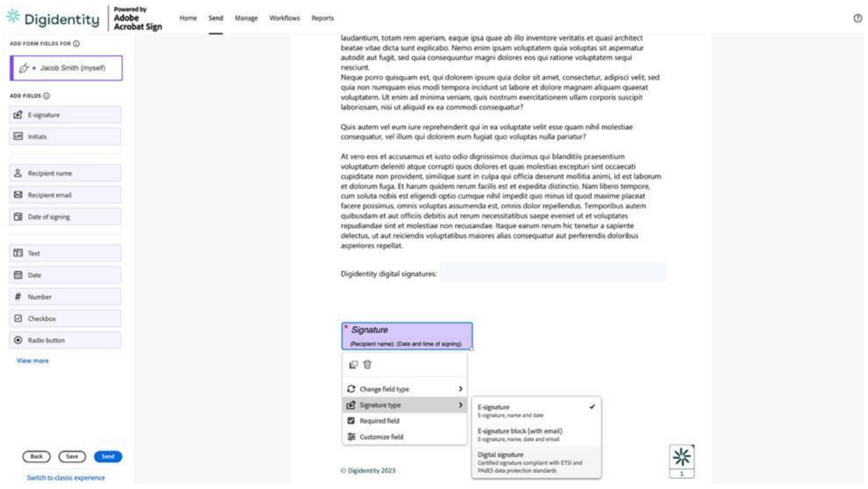
4.4.2 How do I send a document for signing?

The guide below offers a step-by-step overview of how the integration between Adobe and Digidentity functions for users in practice.

1. **Uploading your document:**

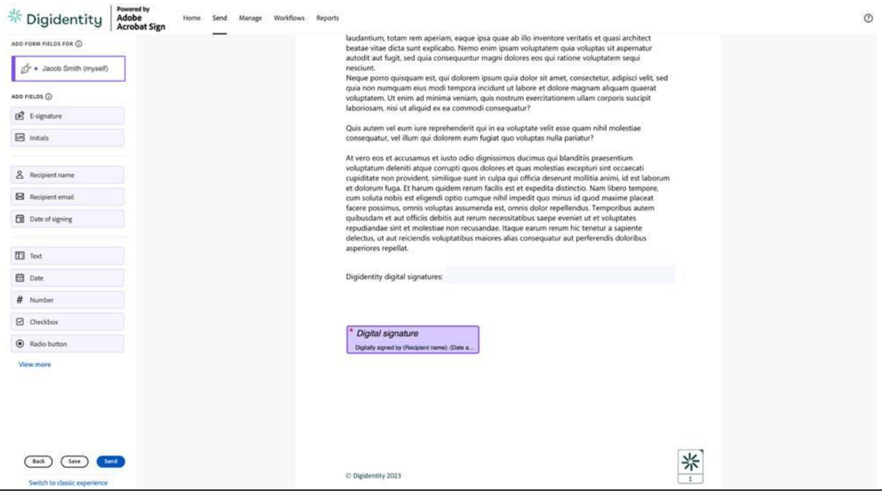
Instruction	Screen(s)
Log into to your [Acrobat Sign Account] Select "Send," then enter the recipient's email. Choose "Preview & add Signature Fields" to confirm a Digital Signature request.	 Digidentity Powered by Adobe Acrobat Sign Home Send Manage Workflows Reports Agreement details Add file: QES demo doc copy 8.pdf Drag and drop your files here Agreement name *: QES demo doc copy 8 Message: Please review and complete this document. Agreement settings Completion deadline March 22, 2025 | Reminder frequency None | Password None | Signature type Electronic | Language English/US Add recipients ☑ Recipients must sign in order 1 Signer Email *: jsmith@digidentity.com Recipient settings Multi-factor authentication None

2. **Setting your signing options:**

Instruction	Screen(s)
Now, you can place the signature for each recipient: Drag the **'E-Signature'** field onto the document where needed. For multiple recipients, repeat the process by selecting each name and placing their signature field accordingly. After placing each signature, change the field type from **'E-**	 Digidentity Powered by Adobe Acrobat Sign Home Send Manage Workflows Reports ADD FORM FIELDS FOR Jacob Smith (myself) ADD FIELDS E-signature Initials Recipient name Recipient email Date of signing Text Date Number Checkbox Radio button View more Back Save Send Switch to classic experience laudantium, totam rem aperiam, eaque ipsa quae ab illo inventore veritatis et quasi architect beatae vitae dicta sunt explicabo. Nemo enim ipsam voluptatem quia voluptas sit aspernatur autodit aut fugit, sed quia consequuntur magni dolores eos qui ratione voluptatem sequi nesciunt. Neque porro quisquam est, qui dolorem ipsum quia dolor sit amet, consectetur, adipisci velit, sed quia non numquam eius modi tempora incidunt ut labore et dolore magnam aliquam quaerat voluptatem. Ut enim ad minima veniam, quis nostrum exercitationem ullam corporis suscipit laboriosam, nisi ut aliquid ex ea commodi consequatur? Quis autem vel eum iure reprehenderit qui in ea voluptate velit esse quam nihil molestiae consequatur, vel illum qui dolorem eum fugiat quo voluptas nulla pariatur? At vero eos et accusamus et iusto odio dignissimos ducimus qui blanditiis praesentium voluptatum deleniti atque corrupti quos dolores et quas molestias excepturi sint occaecati cupiditate non provident, similique sunt in culpa qui officia deserunt mollitia animi, id est laborum et dolorum fuga. Et harum quidem rerum facilis est et expedita distinctio. Nam libero tempore, cum soluta nobis est eligendi optio cumque nihil impedit quo minus id quod maxime placeat facere possimus, omnis voluptas assumenda est, omnis dolor repellendus. Temporibus autem quibusdam et aut officiis debitis aut rerum necessitatibus saepe eveniet ut et voluptates repudiandae sint et molestiae non recusandae. Itaque earum rerum hic tenetur a sapiente delectus, ut aut reiciendis voluptatibus maiores alias consequatur aut perferendis doloribus asperiores repellat. Digidentity digital signatures: * Signature (Recipient name): (Date and time of signing) Change field type Signature type Required field Customize field E-signature ✓ E-signature, name and date E-signature block (with email) E-signature, name, date and email Digital signature Certified signature compliant with ETSI and PAdES data protection standards © Digidentity 2023

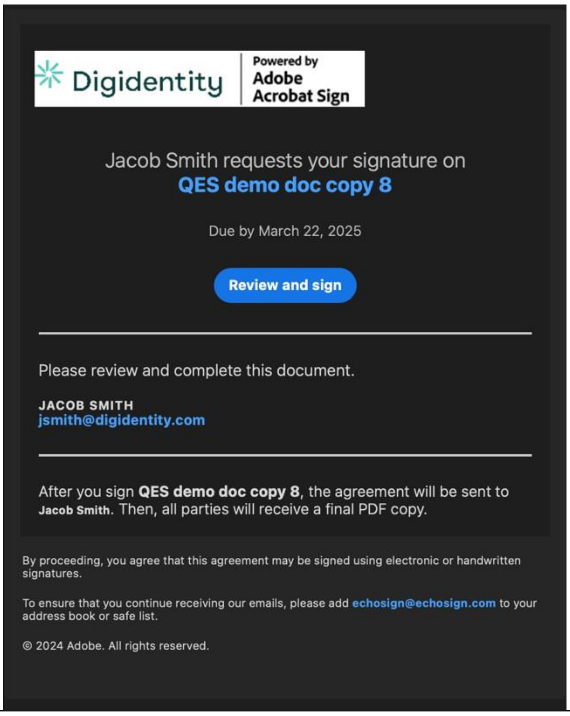
Instruction	Screen(s)
signature' to **Digital Signature**.	

3. Create sign flow:

Instruction	Screen(s)
When satisfied with the signature placement, select **Send** in the bottom left corner. The recipient will receive an email invitation to sign the document.	 laudantium, totam rem aperiam, eaque ipsa quae ab illo inventore veritatis et quasi architect beatae vitae dicta sunt explicabo. Nemo enim ipsam voluptatem quia voluptas sit aspernatur autodit aut fugit, sed quia consequuntur magni dolores eos qui ratione voluptatem sequi nesciunt. Neque porro quisquam est, qui dolorem ipsum quia dolor sit amet, consectetur, adipisci velit, sed quia non numquam eius modi tempora incidunt ut labore et dolore magnam aliquam quaerat voluptatem. Ut enim ad minima veniam, quis nostrum exercitationem ullam corporis suscipit laboriosam, nisi ut aliquid ex ea commodi consequatur? Quis autem vel eum iure reprehenderit qui in ea voluptate velit esse quam nihil molestiae consequatur, vel illum qui dolorem eum fugiat quo voluptas nulla pariatur? At vero eos et accusamus et iusto odio dignissimos ducimus qui blanditiis praesentium voluptatum deleniti atque corrupti quos dolores et quas molestias excepturi sint occaecati cupiditate non provident, similique sunt in culpa qui officia deserunt mollitia animi, id est laborum et dolorum fuga. Et harum quidem rerum facilis est et expedita distinctio. Nam libero tempore, cum soluta nobis est eligendi optio cumque nihil impedit quo minus id quod maxime placeat facere possimus, omnis voluptas assumenda est, omnis dolor repellendus. Temporibus autem quibusdam et aut officiis debitis aut rerum necessitatibus saepe eveniet ut et voluptates repudiandae sint et molestiae non recusandae. Itaque earum rerum hic tenetur a sapiente delectus, ut aut reiciendis voluptatibus maiores alias consequatur aut perferendis doloribus asperiores repellat. Digidentity digital signatures: * Digital signature Digitally signed by (Recipient name): (Date a...

4.4.3 How do I sign a document?

The following instructions provide a step-by-step process for signing a document that requires your signature, in Adobe.

Instruction	Screen(s)
If you're invited to sign a document, you'll receive an email prompting you to "**review and sign.**"	

Digidentity | Powered by Adobe Acrobat Sign

Jacob Smith requests your signature on **QES demo doc copy 8**

Due by March 22, 2025

Review and sign

Please review and complete this document.

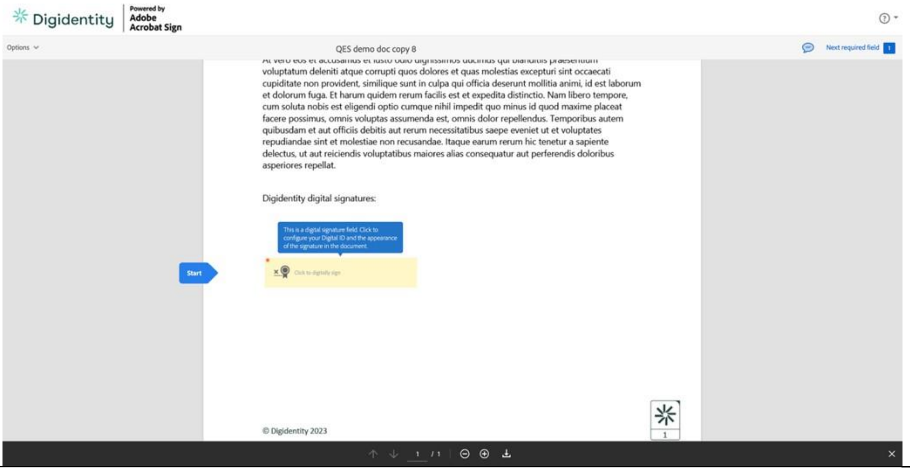
JACOB SMITH
jsmith@digidentity.com

After you sign **QES demo doc copy 8**, the agreement will be sent to **Jacob Smith**. Then, all parties will receive a final PDF copy.

By proceeding, you agree that this agreement may be signed using electronic or handwritten signatures.

To ensure that you continue receiving our emails, please add echosign@echosign.com to your address book or safe list.

© 2024 Adobe. All rights reserved.

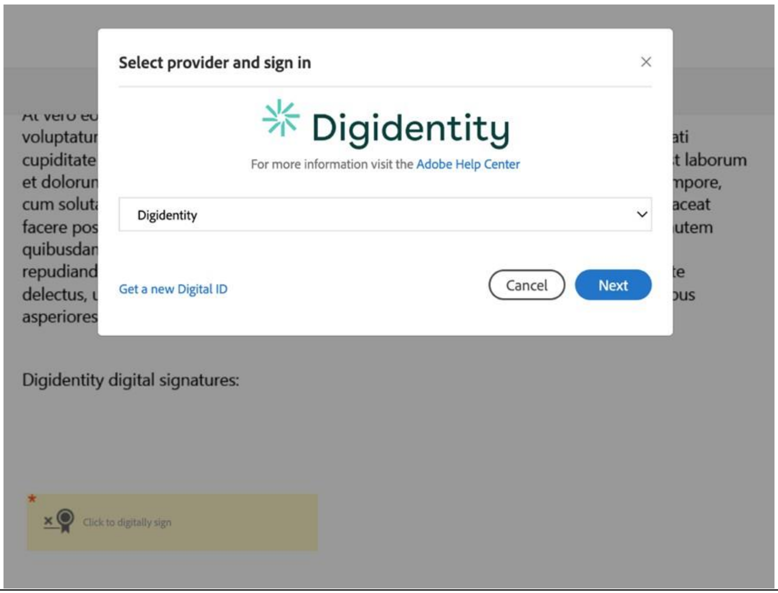
Instruction	Screen(s)
Go to the signature field on the document and click **"Click to digitally sign"** to start the signing process.	

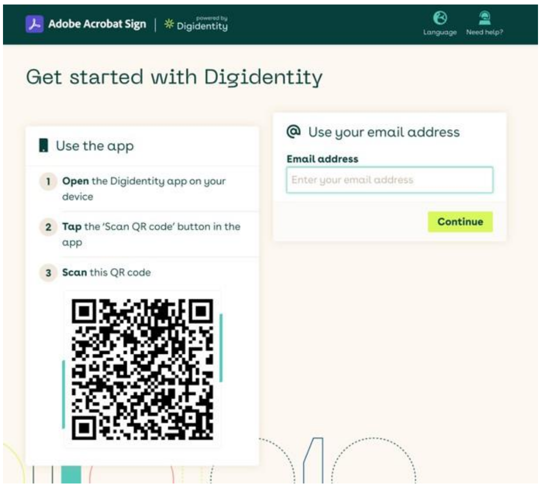
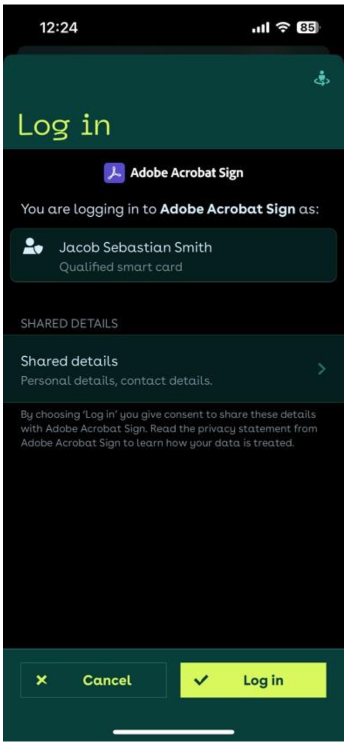
At vero eos et accusamus et iusto odio dignissimos ducimus qui blanditiis praesentium voluptatum deleniti atque corrupti quos dolores et quas molestias excepturi sint occaecati cupiditate non provident, similique sunt in culpa qui officia deserunt mollitia animi, id est laborum et dolorum fuga. Et harum quidem rerum facilis est et expedita distinctio. Nam libero tempore, cum soluta nobis est eligendi optio cumque nihil impedit quo minus id quod maxime placeat facere possimus, omnis voluptas assumenda est, omnis dolor repellendus. Temporibus autem quibusdam et aut officiis debitis aut rerum necessitatibus saepe eveniet ut et voluptates repudiandae sint et molestiae non recusandae. Itaque earum rerum hic tenetur a sapiente delectus, ut aut reiciendis voluptatibus maiores alias consequatur aut perferendis doloribus asperiores repellat.

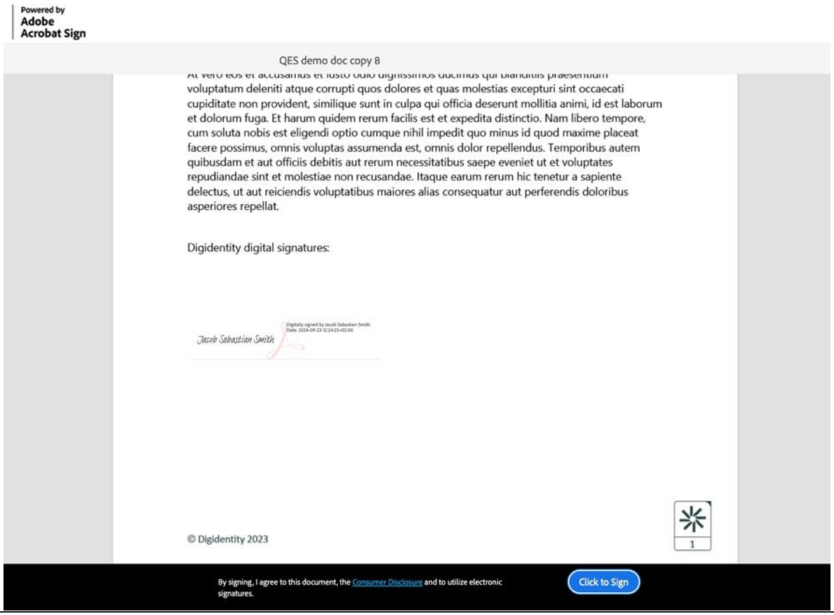
Digidentity digital signatures:

This is a digital signature field. Click to configure your Digital ID and the appearance of the signature in the document.

© Digidentity 2023

Instruction	Screen(s)
If Digidentity is not already set as your preferred provider, please select it from the drop-down menu. Once selected, click 'Next' to log into your Digidentity account.	 Select provider and sign in Digidentity For more information visit the Adobe Help Center Digidentity Get a new Digital ID Digidentity digital signatures:

Instruction	Screen(s)
Open the Digidentity Wallet on your smartphone and scan the QR code to log in. **Important (!) If the user does not already have a Digidentity account at this stage, they can create one.** **The signing certificates will then be automatically assigned from the purchased amount.** See [Adobe Sign flow](#) for more details.	 Adobe Acrobat Sign | powered by Digidentity Language Need help? Get started with Digidentity Use the app 1 **Open** the Digidentity app on your device 2 **Tap** the 'Scan QR code' button in the app 3 **Scan** this QR code Use your email address Email address: Enter your email address  Log in Adobe Acrobat Sign You are logging in to **Adobe Acrobat Sign** as: Jacob Sebastian Smith Qualified smart card SHARED DETAILS Shared details Personal details, contact details. By choosing 'Log in' you give consent to share these details with Adobe Acrobat Sign. Read the privacy statement from Adobe Acrobat Sign to learn how your data is treated.

Instruction	Screen(s)
After logging into your Digidentity account, click on the 'Click to sign' option to finalize your signature.	

Powered by
Adobe
Acrobat Sign

QES demo doc copy 8

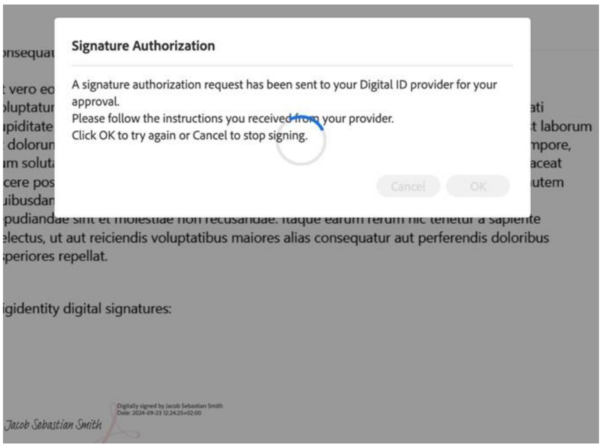
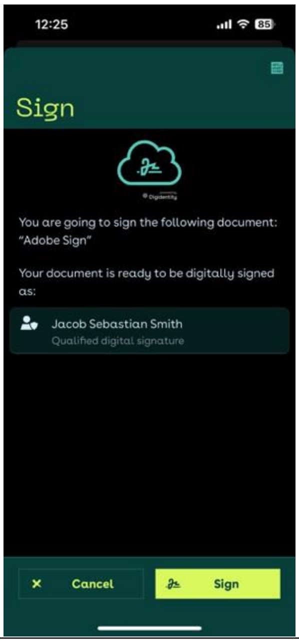
At vero eos et accusamus et iusto odio dignissimos ducimus qui blanditiis praesentium voluptatum deleniti atque corrupti quos dolores et quas molestias excepturi sint occaecati cupiditate non provident, similique sunt in culpa qui officia deserunt mollitia animi, id est laborum et dolorum fuga. Et harum quidem rerum facilis est et expedita distinctio. Nam libero tempore, cum soluta nobis est eligendi optio cumque nihil impedit quo minus id quod maxime placeat facere possimus, omnis voluptas assumenda est, omnis dolor repellendus. Temporibus autem quibusdam et aut officiis debitis aut rerum necessitatibus saepe eveniet ut et voluptates repudiandae sint et molestiae non recusandae. Itaque earum rerum hic tenetur a sapiente delectus, ut aut reiciendis voluptatibus maiores alias consequatur aut perferendis doloribus asperiores repellat.

Digidentity digital signatures:

Jacob Sebastian Smith
Digitally signed by Jacob Sebastian Smith
Date: 2024-09-23 12:24:25+02:00

© Digidentity 2023

By signing, I agree to this document, the Consumer Disclosure and to utilize electronic signatures.

Instruction	Screen(s)
Digidentity will send a notification to your smartphone requesting your authorization for the signature. Tap **'Sign'** in the app to apply your signature.	 

Signature Authorization

A signature authorization request has been sent to your Digital ID provider for your approval.
Please follow the instructions you received from your provider.
Click OK to try again or Cancel to stop signing.

pudiandae sint et molestiae non recusandae. Itaque earum rerum hic tenetur a sapiente
electus, ut aut reiciendis voluptatibus maiores alias consequatur aut perferendis doloribus
periores repellat.

igidentity digital signatures:

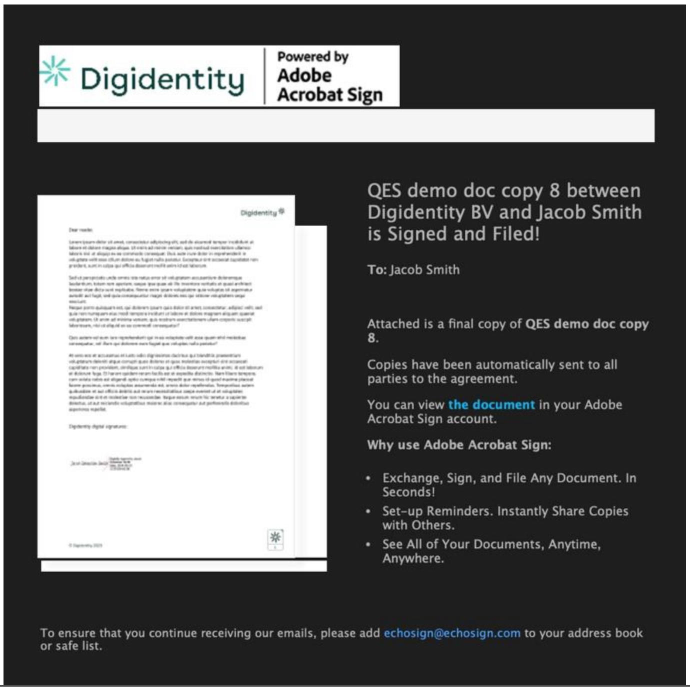
Jacob Sebastian Smith
Digitally signed by Jacob Sebastian Smith
Date: 2024-09-23 12:24:25+02:00

Sign

You are going to sign the following document: "Adobe Sign"

Your document is ready to be digitally signed as:

Jacob Sebastian Smith
Qualified digital signature

Instruction	Screen(s)
Email confirmation of signing will be sent to the sender, along with a signed copy of the agreement.	

Digidentity | Powered by Adobe Acrobat Sign

QES demo doc copy 8 between Digidentity BV and Jacob Smith is Signed and Filed!

To: Jacob Smith

Attached is a final copy of **QES demo doc copy 8.**

Copies have been automatically sent to all parties to the agreement.

You can view **the document** in your Adobe Acrobat Sign account.

Why use Adobe Acrobat Sign:

- Exchange, Sign, and File Any Document. In Seconds!
- Set-up Reminders. Instantly Share Copies with Others.
- See All of Your Documents, Anytime, Anywhere.

To ensure that you continue receiving our emails, please add echosign@echosign.com to your address book or safe list.

4.5 DocuSign

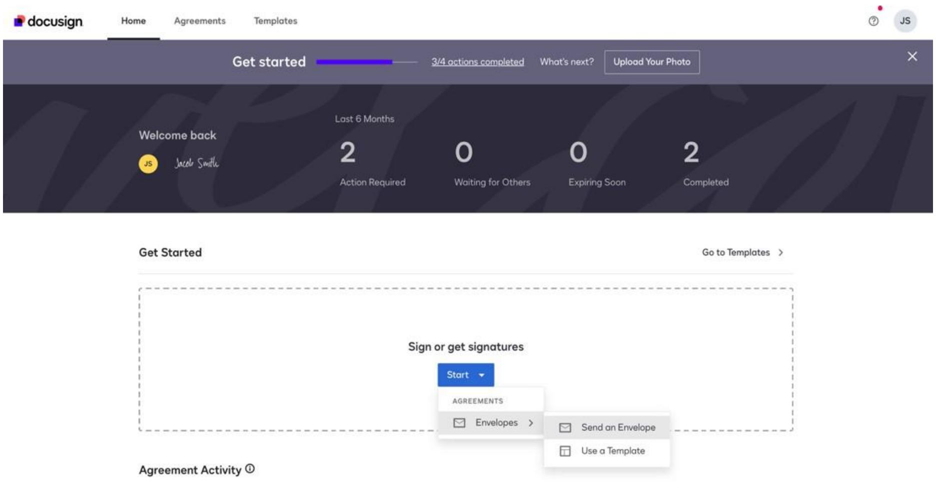
Digidentity is now seamlessly integrated into the DocuSign platform, allowing you to utilize your Digidentity Qualified Electronic Signature (QES) directly within DocuSign. The following section of the manual outlines the steps to complete this process.

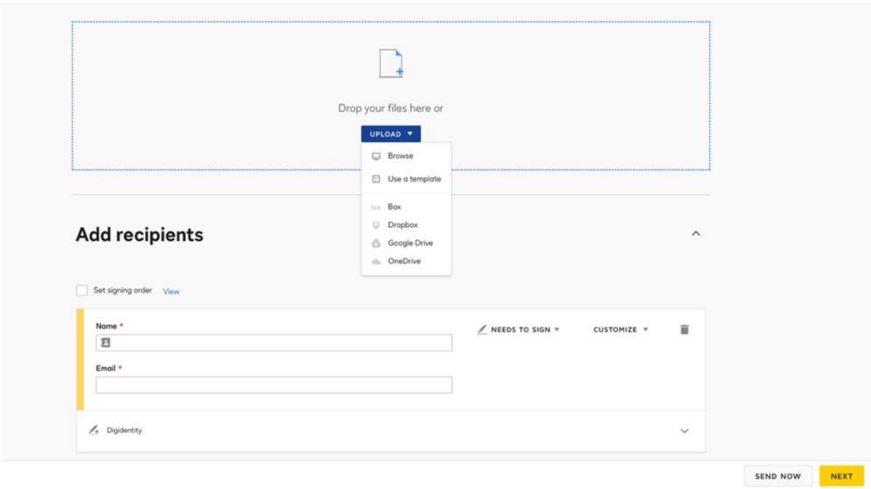
Important (!)

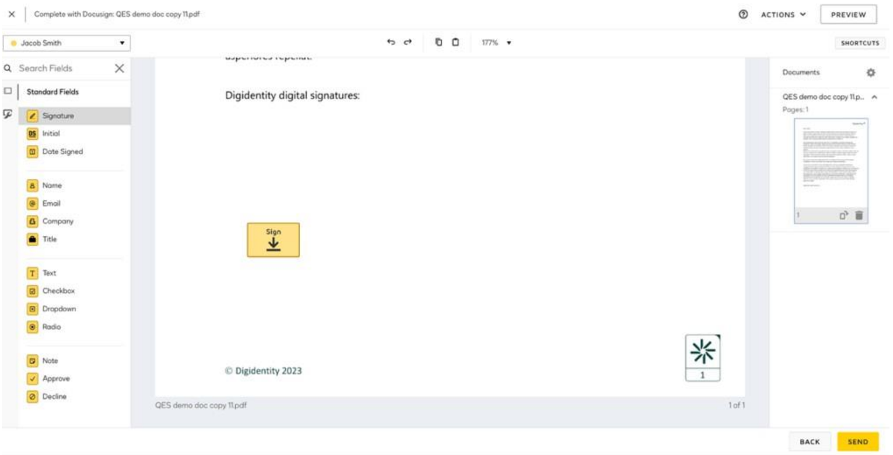
To access Digidentity services through your DocuSign Console, specific configurations must be set up by DocuSign. If you need to request these changes, please reach out to DocuSign support directly for assistance.

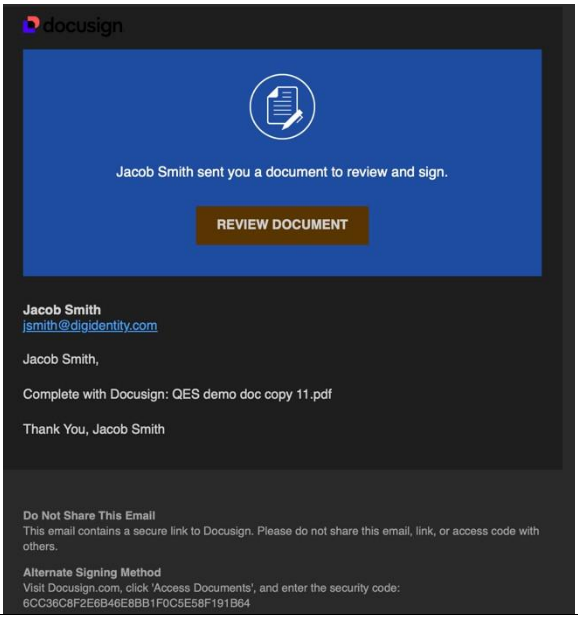
4.5.1 How do I send a document for signing?

The following instructions offer a step-by-step guide on how to send a document for signature within DocuSign.

Instruction	Screen(s)
Log into Docusign. Select 'Start' and then 'Send an Envelope'.	

Instruction	Screen(s)
Upload the document you want to send for signing, ensuring that **Digidentity** is selected as the **Digital Signature Type**. After entering the recipient details, click **Next**.	

Instruction	Screen(s)
Drag the **Signature** field onto the document and position it where you want the signature to appear. Once the signature is in place, click **Send**.	

Instruction	Screen(s)
The recipient will receive an email from Docusign, requesting their signature.	

Jacob Smith sent you a document to review and sign.

Jacob Smith
jsmith@digidentity.com

Jacob Smith,

Complete with Docusign: QES demo doc copy 11.pdf

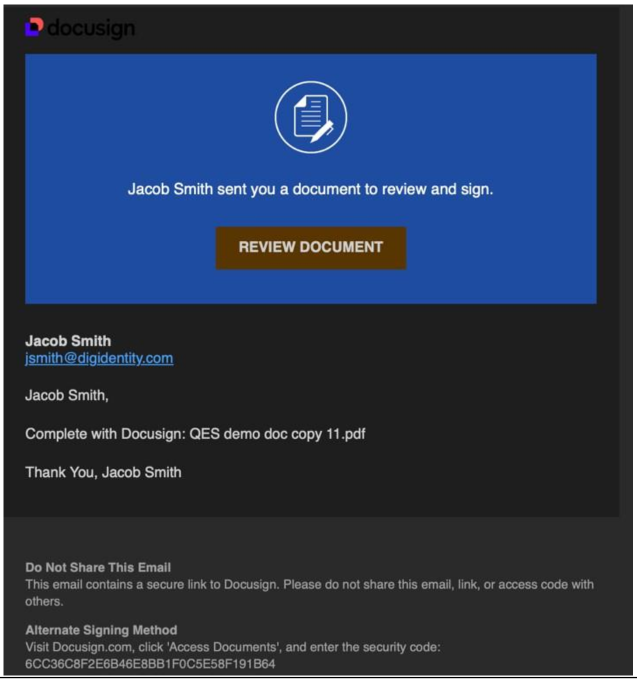
Thank You, Jacob Smith

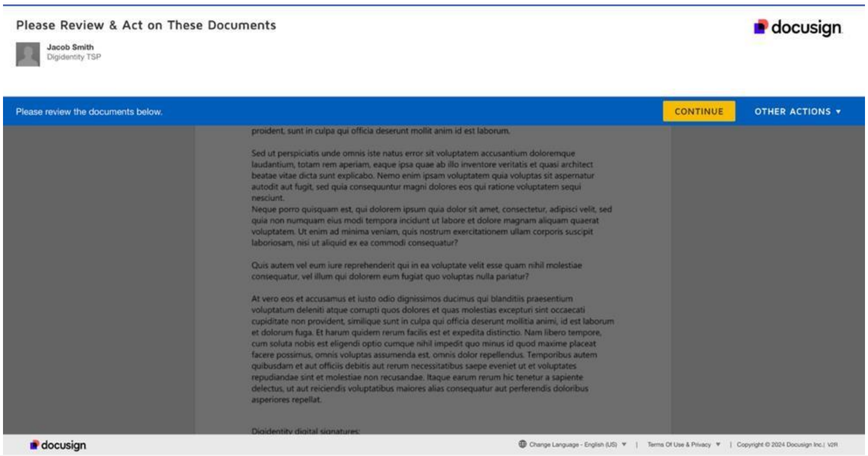
Do Not Share This Email
This email contains a secure link to Docusign. Please do not share this email, link, or access code with others.

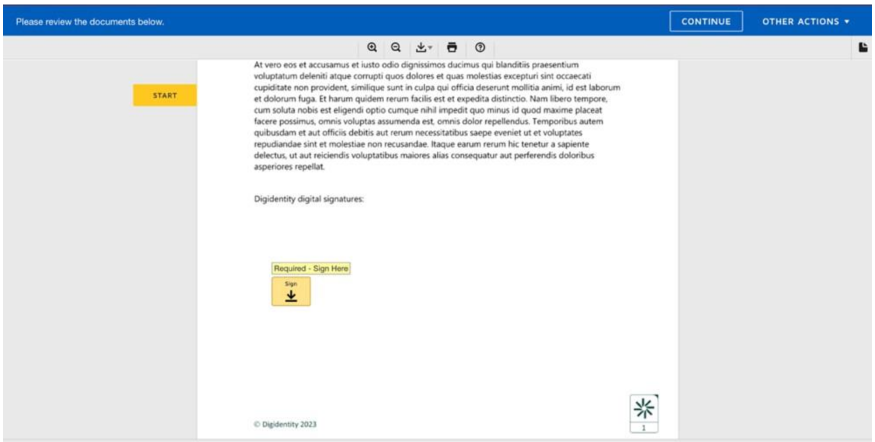
Alternate Signing Method
Visit Docusign.com, click 'Access Documents', and enter the security code:
6CC36C8F2E6B46E8BB1F0C5E58F191B64

4.5.2 How do I sign a document?

The following instructions provide a step-by-step process for signing a document that requires your signature.

Instruction	Screen(s)
If you have been Requested to sign a document via DocuSign, you will receive an email inviting you to review the document. You do not need a DocuSign account to complete this process; a Digidentity QES is all you need.	 Jacob Smith sent you a document to review and sign. **Jacob Smith** jsmith@digidentity.com Jacob Smith, Complete with Docusign: QES demo doc copy 11.pdf Thank You, Jacob Smith **Do Not Share This Email** This email contains a secure link to Docusign. Please do not share this email, link, or access code with others. **Alternate Signing Method** Visit Docusign.com, click 'Access Documents', and enter the security code: 6CC36C8F2E6B46E8BB1F0C5E58F191B64

Instruction	Screen(s)
Review the document by selecting **'Continue'**, this will allow you to begin the signing process.	 docusign CONTINUE OTHER ACTIONS ▾ Change Language - English (US) ▾ | Terms Of Use & Privacy ▾ | Copyright © 2024 Docusign Inc.| V2R Please Review & Act on These Documents Jacob Smith Digidentity TSP Please review the documents below. proident, sunt in culpa qui officia deserunt mollit anim id est laborum. Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, eaque ipsa quae ab illo inventore veritatis et quasi architect beatae vitae dicta sunt explicabo. Nemo enim ipsam voluptatem quia voluptas sit aspernatur autodit aut fugit, sed quia consequuntur magni dolores eos qui ratione voluptatem sequi nesciunt. Neque porro quisquam est, qui dolorem ipsum quia dolor sit amet, consectetur, adipisci velit, sed quia non numquam eius modi tempora incidunt ut labore et dolore magnam aliquam quaerat voluptatem. Ut enim ad minima veniam, quis nostrum exercitationem ullam corporis suscipit laboriosam, nisi ut aliquid ex ea commodi consequatur? Quis autem vel eum iure reprehenderit qui in ea voluptate velit esse quam nihil molestiae consequatur, vel illum qui dolorem eum fugiat quo voluptas nulla pariatur? At vero eos et accusamus et iusto odio dignissimos ducimus qui blanditiis praesentium voluptatum deleniti atque corrupti quos dolores et quas molestias excepturi sint occaecati cupiditate non provident, similique sunt in culpa qui officia deserunt mollitia animi, id est laborum et dolorum fuga. Et harum quidem rerum facilis est et expedita distinctio. Nam libero tempore, cum soluta nobis est eligendi optio cumque nihil impedit quo minus id quod maxime placeat facere possimus, omnis voluptas assumenda est, omnis dolor repellendus. Temporibus autem quibusdam et aut officiis debitis aut rerum necessitatibus saepe eveniet ut et voluptates repudiandae sint et molestiae non recusandae. Itaque earum rerum hic tenetur a sapiente delectus, ut aut reiciendis voluptatibus maiores alias consequatur aut perferendis doloribus asperiores repellat. Digidentity digital signatures:

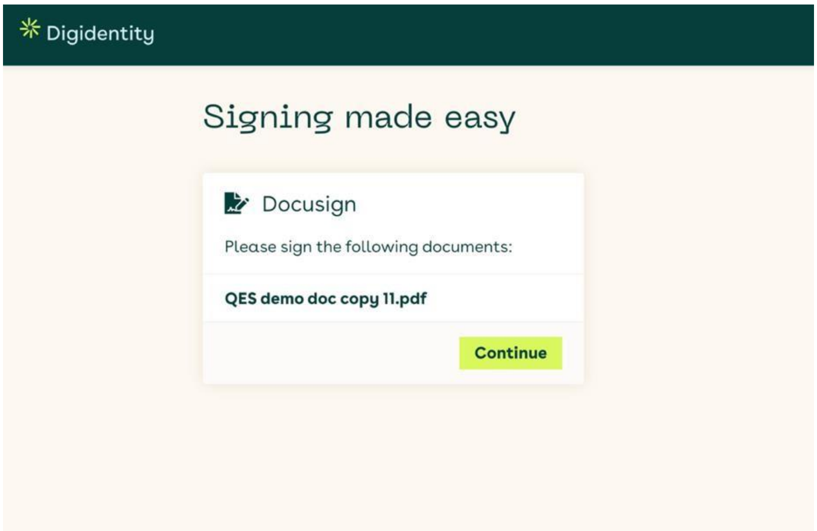
Instruction	Screen(s)
Scroll down to find the signature placement. Select ‘Sign’ and ‘Continue’ to begin authenticating the signature with your Digidentity account.	

Please review the documents below.

At vero eos et accusamus et iusto odio dignissimos ducimus qui blanditiis praesentium voluptatum deleniti atque corrupti quos dolores et quas molestias excepturi sint occaecati cupiditate non provident, similique sunt in culpa qui officia deserunt mollitia animi, id est laborum et dolorum fuga. Et harum quidem rerum facilis est et expedita distinctio. Nam libero tempore, cum soluta nobis est eligendi optio cumque nihil impedit quo minus id quod maxime placeat facere possimus, omnis voluptas assumenda est, omnis dolor repellendus. Temporibus autem quibusdam et aut officiis debitis aut rerum necessitatibus saepe eveniet ut et voluptates repudiandae sint et molestiae non recusandae. Itaque earum rerum hic tenetur a sapiente delectus, ut aut reiciendis voluptatibus maiores alias consequatur aut perferendis doloribus asperiores repellat.

Digidentity digital signatures:

© Digidentity 2023

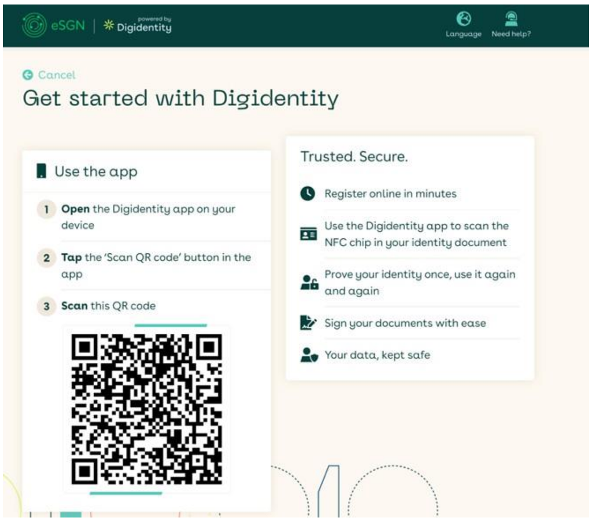
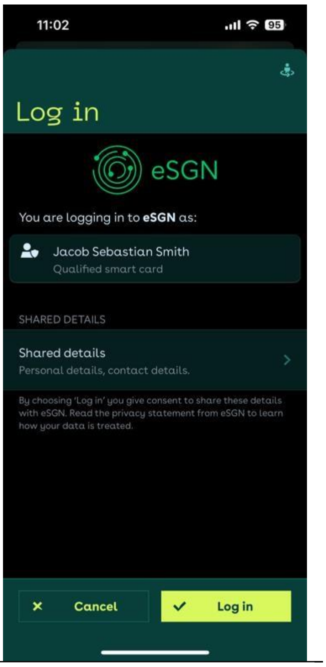
Instruction	Screen(s)
After being redirected, ensure you are signing the correct document then select **‘Continue’**.	

Signing made easy

Docusign

Please sign the following documents:

QES demo doc copy 11.pdf

Instruction	Screen(s)
You will now be asked to log in to your Digidentity account. Open the Digidentity Wallet on your smartphone and scan the QR code to log in.	 

Get started with Digidentity

Use the app

1 **Open** the Digidentity app on your device

2 **Tap** the 'Scan QR code' button in the app

3 **Scan** this QR code

Trusted. Secure.

- Register online in minutes
- Use the Digidentity app to scan the NFC chip in your identity document
- Prove your identity once, use it again and again
- Sign your documents with ease
- Your data, kept safe

Log in

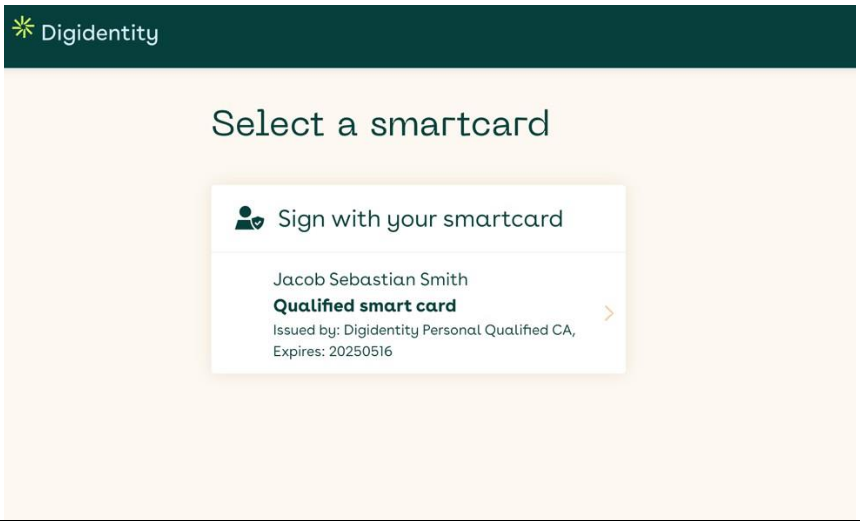
You are logging in to **eSGN** as:

Jacob Sebastian Smith
Qualified smart card

SHARED DETAILS

Shared details
Personal details, contact details.

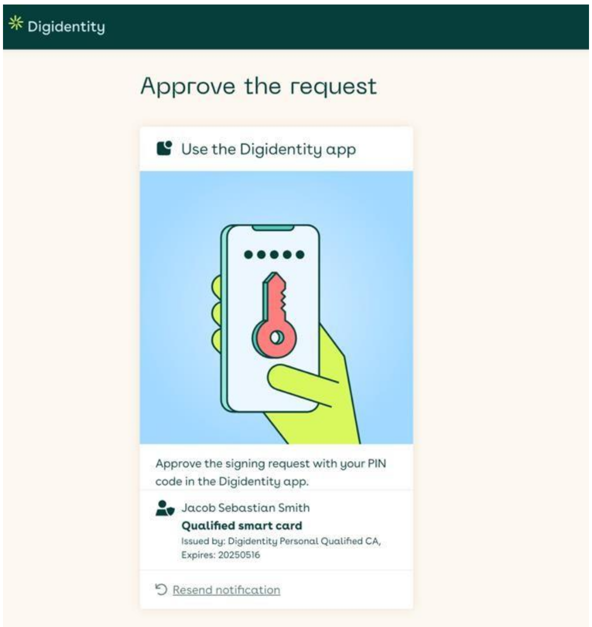
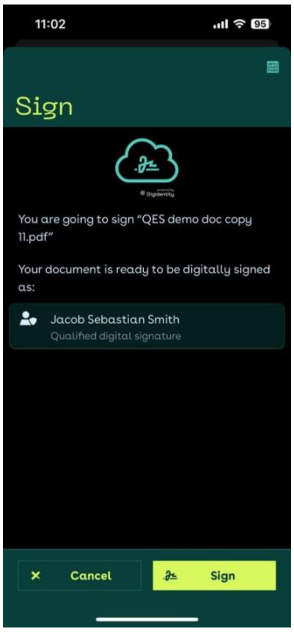
By choosing 'Log in' you give consent to share these details with eSGN. Read the privacy statement from eSGN to learn how your data is treated.

Instruction	Screen(s)
After logging in, select to use your Qualified smartcard. We will then send a notification to authenticate your signature.	

Select a smartcard

Sign with your smartcard

Jacob Sebastian Smith
Qualified smart card
Issued by: Digidentity Personal Qualified CA,
Expires: 20250516

Instruction	Screen(s)
Authenticate the signature via the app. We will send a notification to your smartphone to approve the signing request. Once you approve this in the app, the signature will be applied to the document.	 

Digidentity

Approve the request

Use the Digidentity app

Approve the signing request with your PIN code in the Digidentity app.

Jacob Sebastian Smith
Qualified smart card
Issued by: Digidentity Personal Qualified CA, Expires: 20250516

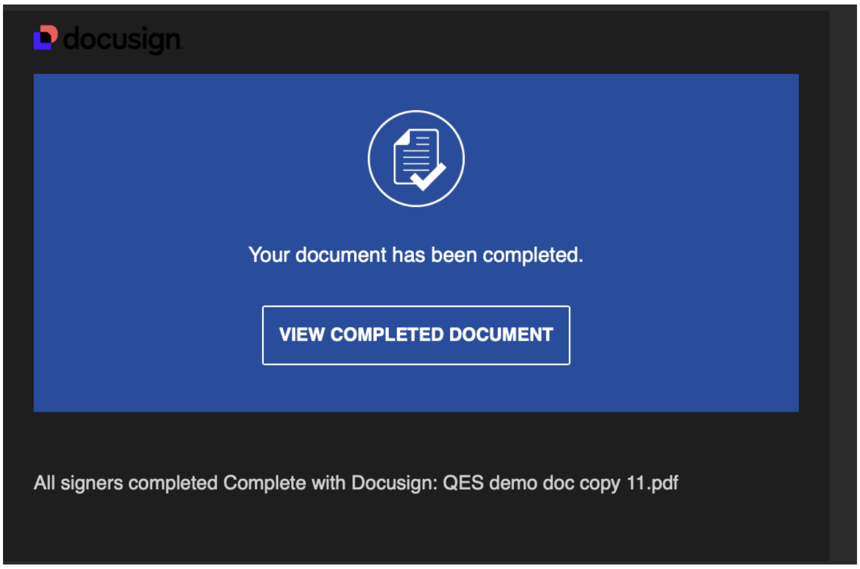
11:02

Sign

You are going to sign "QES demo doc copy 11.pdf"

Your document is ready to be digitally signed as:

Jacob Sebastian Smith
Qualified digital signature

Instruction	Screen(s)
After the document has been signed, the sender will receive email confirmation. Including a signed copy of the document.	

Your document has been completed.

All signers completed Complete with Docusign: QES demo doc copy 11.pdf

5 Troubleshooting and Support.

This section of the manual provides detailed information on common issues and relevant error codes that may affect users. It includes guidance to help you resolve these issues effectively should they occur.

5.1 Common Issues and Solutions

Issue	Description	Solution
	Account Maintenance	
Deleting the App	In case of unexpected issues, **avoid deleting the app from your device.** Once your account is secured with a 5-digit PIN, the app functions as your two-factor authenticator. If you delete the app, the authenticator will also be removed, requiring account recovery.	If you encounter issues, **follow the troubleshooting steps provided for specific app error codes.** If these steps don't resolve the issue, **contact support for assistance** instead of deleting the app. In case a user has deleted the app from their device, they should contact **support.**
Forgotten Password	In case a user forgets their account password or 5-digit PIN, then they will be able to initiate account recovery.	The user can select 'Forgot Password' or 'Lost Access' when logging into their account. However, if they have lost all their login details (Password and PIN), account recovery is not possible.
App notification has not been received.	In rare cases, the notification sent by the Digidentity Wallet app to login, may not arrive.	In this case the user should do the following: • **Check their internet connection.** • **Check notifications are indeed switched on for the Digidentity Wallet App.** • **Please check your device's notification centre to see if any notifications have been missed** • **Resend the notification.**

Issue	Description	Solution
		This should resolve the issue. But in case you are still not receiving notifications from the app, please contact support. The authenticator may need to be reset.
	Registration	
Dropping from registration	Users can sometimes drop out of the registration process before they have completed all the necessary steps. They will need to return to their registration to complete the necessary steps before they can begin using the product. User’s that have not completed their registration will show a ‘pending’ status on their profile, in the SSP. This status signifies that their registration is incomplete.	**From within the App:** • Open the Digidentity Wallet app. • Enter your 5-digit pin code to log in. • Select "Add your first product" (or "Add another product" if you’ve already registered a service). • Tap the product under "Continue Registration" to resume where you left off. **From My Digidentity:** • Log into https://my.digidentity.eu/ with your credentials. • On the 'Account' page, find your pending products under 'Continue Registration.' • Click 'Continue' on the product you want to finish registering. • You’ll be redirected to where you left off in the registration.
Expired Documents	Digidentity is only able to verify documents that are still valid and have not passed the expiry date. For expired document uploads, the user will be informed that their Document expiration date is **invalid.**	In this case, the user will be requested to **change their document type** in line with the product requirements. If the user is unable to upload a valid identity document, then they will not be able to proceed with the registration.
Document Scanning issues	In some instances, users may encounter challenges when completing the scanning process of their identity documents. Since	The user should ensure to complete the following in case they have any issues with document scanning:

Issue	Description	Solution
	we utilize NFC technology to verify the chip embedded within the document, certain obstacles can interfere with the scanning process	- **Remove any cases from their document or device.** - **Ensure to upload their document in a room with natural light where possible.** - **Ensure NFC is enabled in their device settings.**

5.2 App error codes

Dialog in App (Eng)	Explanation	Solution
Orange Dolphin		
No Internet Connection	**No Internet**	**Check internet connection**
Looks like your device is not connected to internet. Check your connection, switch between mobile data and wifi, and try again. → Try again → Cancel	This means that there is no internet connection. Accessing website (e.g., http://Google.com) should not work either. Common reasons are that the mobile device is in airplane mode, or there is no wifi connection or 4/5G connection.	• Ensure the End User's mobile device is connected to the internet. • Advise the End User to switch between mobile data or wifi. • Once connection has been confirmed, ask the End User to select the "try again" button in the dialog window.
Purple Kangaroo		
Could not connect Your device is connected to internet, but the Digidentity app is unable to reach the server. → Try again → Cancel.	**Our backend is not available** We cannot establish a connection to our backend while the device is connected to internet. This could be due to a VPN issue, proxy, backend completely down or even just a slow connection causing a timeout.	**Adjust Connection** • Ensure the End User's mobile device is connected to the internet. • Advise the End User to switch between mobile data and wifi. • Advise the End User to disable any active VPN connections. • Once connection has been confirmed, ask the End User to select the "try again" button in the dialog window.
Green Tiger		
Could not connect. The Digidentity app is unable to reach the server due to an	**Our backend is not working as expected**	**Standard Troubleshooting:** • Update the app to the latest version.

Dialog in App (Eng)	Explanation	Solution
issue on our end. Please come back later or contact customer service for further assistance. → OK Error message to be distracted	Our backend returns unexpected responses and/or is failing on the app's side. Known causes include: • Internal errors • Decryption errors • filesystem full • migration failure • Keystore exception	• Close and restart the app. • Switch between your Wifi and 4/5g connection • Reboot your device. • Disable the VPN on your device. • Update your device's operating system. **If the above troubleshooting steps fail, please contact Digidentity Support.**
Maroon Parrot		
Unsupported device Device is not supported. Digidentity cannot guarantee the integrity of the certificate because your device is not supported / secure.	**Device is jailbroken (iOS) or rooted (Android)** Full screen blocking all usage of the app because the user has jailbroken their iOS device or rooted their Android device.	**Unjailbreak/unroot the device.** The only way to proceed with this device would be to unjailbreak/unroot the device. Otherwise, the End User will need to use a device that is not jailbroken/rooted.
White Whale / Yellow Pigeon		
Something went wrong Something went wrong, sorry for the inconvenience. Please try again. If the issue persists, come back later, or contact customer service for further assistance. → Try again → Cancel.	**Generic default error** A default error code is used for errors that could not be classified in one of the other categories.	**Standard Troubleshooting:** • Update the app to the latest version. • Close and restart the app. • Switch between your Wifi and 4/5g connection • Reboot your device. • Disable the VPN on your device. • Update your device's operating system. If the above troubleshooting steps fail, **please contact Digidentity Support.**
Lemon Turtle		
You don't have the required services to be able to continue and you cannot register them yourself. Contact our helpdesk for more help.	The required product is invite only, namely the service you are trying to access can only be acquired through invitation.	User's should reach out to their company administrators or **contact Digidentity Support for further clarification.**

Pink Fox

This is a generic error for situations when retrieving Firebase push token fails	This error code indicates that the user does not have a stable internet connection and should try again once their connection improves.	User's should check their internet connection and try again.

Blue Hamster

Our platform is experiencing a high volume of requests. Please try again later.	This error code indicates that Digidentity's platform is currently handling too many requests.	User's should close the registration flow and try again later.

Red Octopus

We are experiencing technical difficulties. Our team is working to restore access.	This error code indicates that our backend is unstable, and we are working on restoring it.	User's should close the app and try again later.

5.3 Accessing Support

5.3.1 Technical Documentation

For customers that are connected to the Digidentity platform via our API's (Application Programming Interface) or IDK (Integration Development Kit) then all the necessary information can be found online in our Connection Documentation.

Full technical specifications of Digidentity's APIs can be found at https://docs.digidentity.com.

5.3.2 Contact details

You find the contact details for the appropriate Digidentity departments in the table below:

Department	When to contact	Opening Hours	Contact
Customer Service	For end user support.	Monday to Friday: 09:00 – 17:00 (CET)	helpdesk@digidentity.co.uk

Finance	For all billing inquirires.	Monday to Friday: 09:00 – 17:00 (CET).	debiteuren@digidentity.com
Implementation	For all technical support inquiries	Monday to Friday: 09:00 – 17:00 (CET).	eid@digidentity.com.
Customer Success	For all inquiries relating to your corporate account and admin support.	Monday to Friday: 09:00 – 17:00 (CET).	customersucess@digidentity.com

**For end user's requesting support they should provide the following information:*

- *The product/service they are registering for*
- *The email linked to their account.*
- *Company that has provided the invitation.*