User Manual: SuisseID Signing Service by QuoVadis

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1 Basics

1.1 Self-enrollment process

This is the process which you are requested to follow to use the SuisseID Signing Service by QuoVadis:

- Email from noreply@safenet-inc.com
  - Link to Self-enrollment Website
- Self-enrollment Website
  - Link to SafeNet MobilePass App
  - Link to enroll your Token
- Install SafeNet MobilePass App
- Token-enrollment in MobilePass App
  - Create OTP PIN
  - Get Passcode
- Install True-Sign V (Middleware)
- Add your account
- Change Certificate Password
- Certificates are ready to use (End)
1.2 Strong authentication
Based on the strong authentication we use, several security queries are necessary. Specifically are these the following three:

- Transport PIN (TIN) from QuoVadis PIN letter
- OTP PIN from SafeNet MobilePass App
- Passcode from SafeNet MobilePass App

Please remember the secrets (passwords) because you need them later on.

1.3 Important Abbreviations
- SuisseID Signing Service by QuoVadis subsequent named as SIDSS
- SafeNet MobilePass App subsequent named as SMPA
- Transport PIN subsequent named as TIN

2 Requirements
2.1 Mobile Phone with internet access (Smartphone)
To get a Token, which is needed for the authentication, you have to install the SMPA. Therefore you need an App-compatible mobile phone with internet access and allowed cookies:

- **Apple**: Requires iOS 4.3 or higher
- **Android**: Requires Android-version 2.3 or higher
- **Windows Phone**: Works with Windows Phone 7.5, 8 and 8.1

2.2 Email account
SIDSS sends you an activation email with the linked SafeNet MobilePass application. To get this email you need a valid email account to which you have access from your mobile device.
2.3 Windows Computer with internet access
You need a Windows Computer to use the middleware true-Sign V for the certificates.

Requirements:

- 1 GB RAM or higher
- Minimum 130 MB of free disc space
- Windows Vista 7, 8 or 8.1
- Local administrator permissions to install software and driver

2.4 QuoVadis PIN letter
Concurrently to the sent self-enrollment email, QuoVadis will send you a PIN letter per mail. This PIN letter contains the TIN, which you need to activate your SIDSS account (see chapter 4.4).

3 SIDSS Self-enrollment
3.1 Self-enrollment Email
Because of the self-enrollment, an email was sent to you from noreply@safenet-inc.com. Open this email with the subject “QuoVadis – SuisseID Signing Service Self-enrollment” on your mobile phone and click on the Link provided to enroll with QuoVadis – SuisseID Signing Service. The email looks like this:

Your self-enrollment account has been created.

If you are enrolling a hardware token, and do not have your token yet, please contact your system administrator.

Please, go to the following URL to enroll with QuoVadis – SuisseID Signing Service:

https://se.safenet-inc.com/selfEnrollment/index.aspx?code=jim3GonKqjFmGB04PlZmcaMc

If the above link does not work, please copy and paste this url to your web browser.
3.2 SafeNet MobilePass App (SMPA) Installation
After clicking on the link provided in the previous email, a new page opens. Click on the SMPA-Icon to install the App. If you don’t see an icon as shown below, you have to allow cookies in your internet settings.

3.3 Enroll your MobilePass token
After you’ve installed the SMPA switch back to the website from the self-enrollment email and click on the Link “Enroll your MobilePass token”. Once you’ve clicked on the link, SMPA will be opened and you are in the process to create a new Token (Passcode and OTP PIN). Name your token “SIDSS” and click on “Activate”.
Now you have to create your OTP PIN (One Time Password), which should contain between 3 to 8 decimal or alphanumeric characters. The OTP PIN is a further protection which you need later on. Please remember your OTP PIN, aka token PIN, and confirm with “Continue”.

3.4 Passcode

After the self-enrollment you get the Passcode. You will need it to get your certificates with the true-Sign V Client and a new one for changing your SID Signing Account password. To create a new token, click on “Generate Passcode”.
4 True-Sign V (Middleware)

True-Sign V is the Middleware for SIDSS. It is required to manage your certificates.

4.1 Download true-Sign V

To get access to your certificates you need to install the true-Sign Client, which you can download here:

- Windows 64-Bit Version: http://downloads.quovadisglobal.com/CH_SIDSS_TRUE_SIGN_V_CLIENT_WINx64.zip
- Windows 32-Bit Version: http://downloads.quovadisglobal.com/CH_SIDSS_TRUE_SIGN_V_CLIENT_WINx86.zip

Open the downloaded ZIP file with a DoubleClick and extract the installation file with drag it on your Desktop.

4.2 Install the true-Sign V Client

Double-click the downloaded installation file and confirm the security message. After confirming the security message, the installation and program-start is automated. You can find the true-Sign Client it in the Windows info-area as shown below:

4.3 Add your Account

Right-click the true-Sign Client icon and click on “Accounts...”. After the Client is opened click on “Add” to append a new account.
Fill in the following information and complete with “Next”:

![Image of QuoVadis (OTP) window]

- **User ID** = email address analogue certificate request
- **Password** = OTP PIN
- **One Time Passcode** = Passcode (MobilePass token)

After successful login you can click on “Finish”.

![Image of Finish button]

Some certificates require a PIN change before they can be used. Please check the account page and change the PIN of the marked certificates.
4.4 Change Certificate PIN

Choose your certificate by clicking on it and select „Change PIN“.

Authenticate the PIN-change-process while you enter your OTP PIN and MobilePass token. Confirm with “OK”:
Now you need your TIN from the QuoVadis PIN letter. Fill in the TIN in “Current PIN” and type a new PIN below twice. Confirm with “OK”:

After you changed the certificate PIN successful, the “keyon Virtual Smart Card”-driver will be installed and you can use your certificate.
5  Update True-Sign

5.1  Delete Account

Open the true-Sign client. You can find the true-Sign Client it in the Windows info-area as shown below:

Choose your certificate by clicking on it and select „Delete“.

Accept the following message with „Yes/Ja“:
5.2 **Uninstall True-Sign**

Go to Windows Start and click on „control panel“:

Choose now „Programms and Features“ or in the category style „Uninstall Programm“.

Right click on „true-Sign V“ and choose deinstall. Accept the upcoming dialogue with „Yes/Ja“:

P.R.N. it will pop up a dialogue for data and service. Please accept it with “OK”:

5.3 **Installation true-Sign**

Follow point 4a.