



SimplySign - renewal Certum Panel

Instructions for renewing the electronic signature on a SimplySign
v 1.2

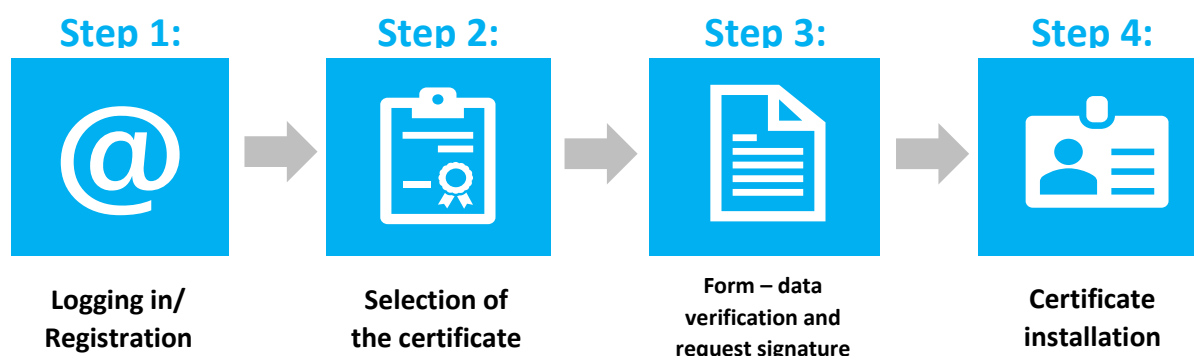
ASSECO

 **Certum**
by ASSECO

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The process of renewing an electronic signature on a **SimplySign** cloud card is available from your account in the **Certum Panel** and is possible for both account holders and new panel users. The instructions describe what steps a user has to follow after purchasing a virtual product or receiving an e-code/activation code for renewal.



Preparing for the renewal process – To renew a certificate, the user must have:

- a valid qualified certificate (electronic signature);
- product or e-code/activation code for renewal of their electronic signature; an account in the **Certum Panel**. Access to panel (and the renewal process) is possible via a web browser; **Recommended** browsers: Google Chrome, Microsoft Edge
- an activated **SimplySign mobile app** ([Android](#), [iOS](#), [Huawei](#)). During renewal, the user will enter the token generated in the request.

1. Logging in / Creating an account

The Certum panel is available at: <https://panel.certum.pl>, in the top right corner, you can set the site language to English.

The user logs in by entering an e-mail address and password (if the user does not have an account, **create an account** should be selected before logging in).

Log in

E-MAIL Remember me

PASSWORD

[Forgot password?](#)

Continue >

[or create an account](#)

2. Selecting a certificate for renewal

After logging into your account, you can start the renewal process.



The certificate does not have to be visible in the user's account in the Certum Panel.

You can renew a certificate in a new account in the Certum Panel, even if the certificate was issued with another user's account or outside the Panel.

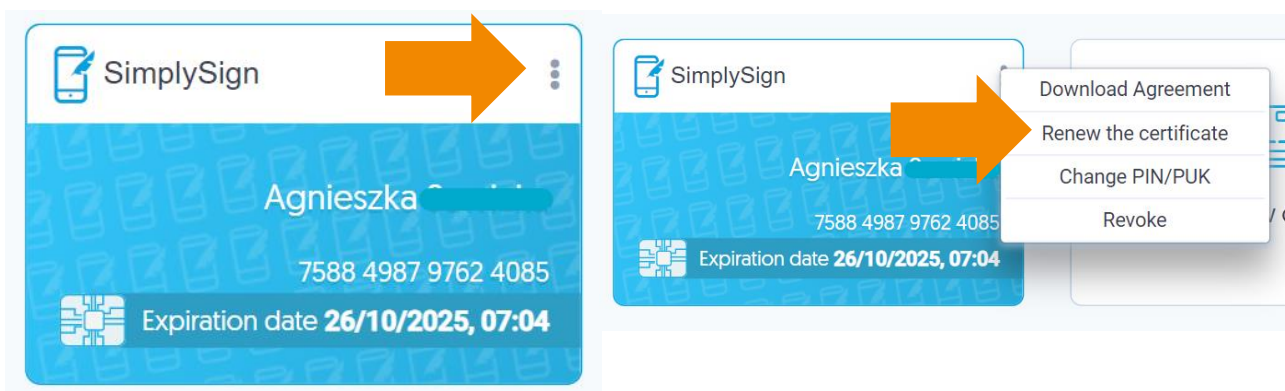
There are two methods to start the renewal process:

I. Method #1 – selection of renewal on a given certificate

Click the three dots on the particular certificate, and then select **Renew the certificate**,

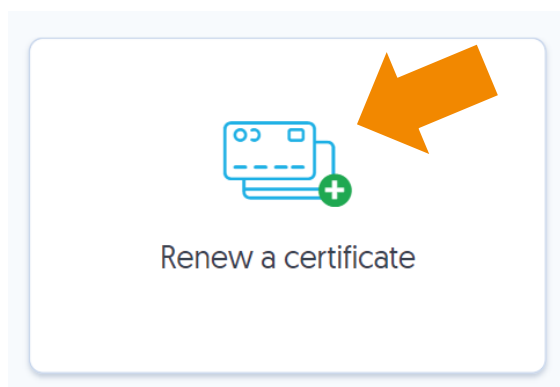


The Renew Certificate option in the three dot menu is only available if the certificate is in the user's account and if it is valid and installed.



II. Method #2 – Generic "Renew a certificate" button

Click the generic **Renew a certificate** button, which is located at the end of the list of available certificates:



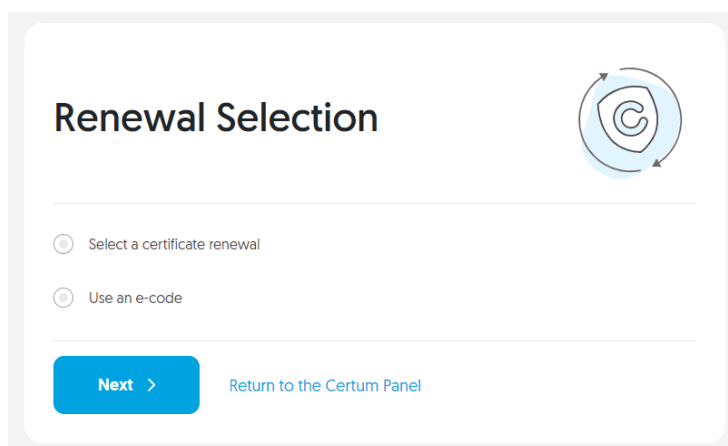
For accounts without a certificate, click on **Fill out the application** and select **Renew a certificate** from the drop-down list:



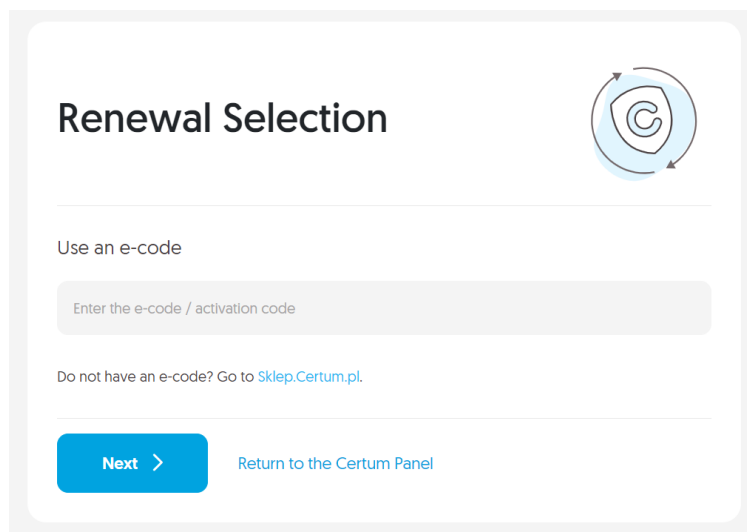
! The generic "Renew a certificate" button allows you to renew the certificate on a new account.

The next step in the process

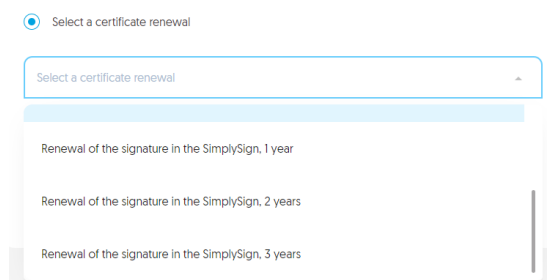
Then select the certificate renewal product or enter the e-code/activation code.
For accounts containing at least 1 renewal product, both options are displayed:



For accounts that do not contain any renewal product, only the option to enter the e-code/activation code is displayed:

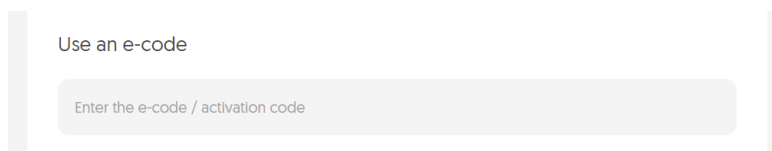


- **Select renewal option -> list of available products:**



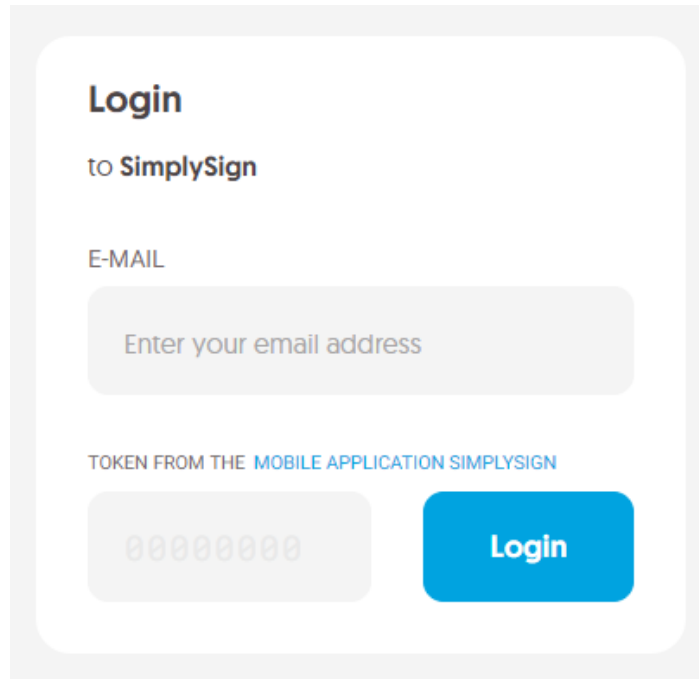
! Use this option if the renewal product is in your account, e.g. after a purchase from the Certum store.

- The option **Use e-code/activation code** – text field for entering the code



! The user should choose this option if they have a 16-character e-code, e.g., from an email or as a voucher.

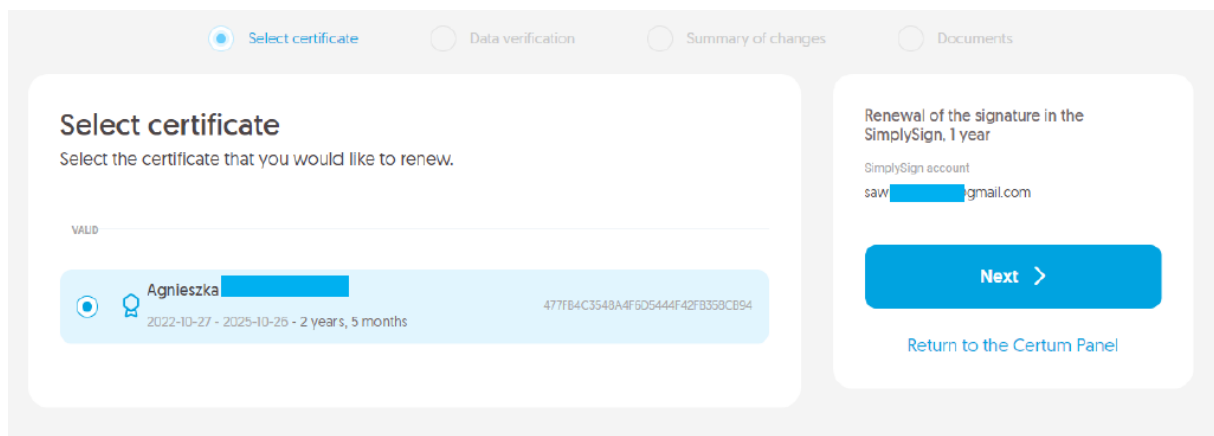
In order to select a certificate for renewal, the first step is to log into SimplySign with your email address and token from the mobile app (the token will be displayed when you select **Generate Token** on your mobile device).



The image shows a login form for SimplySign. At the top, it says "Login to SimplySign". Below that is a section for "E-MAIL" with a text input field containing the placeholder "Enter your email address". Underneath is a section for "TOKEN FROM THE MOBILE APPLICATION SIMPLYSIGN" with a masked input field showing "00000000" and a blue "Login" button.

After logging in, SimplySign account is read and it verifies whether there are certificates for renewal in the account. If they are missing, a message is displayed and the option to log in to another account is given.

Then select the certificate to be renewed and click on the **Next** button.



The image shows the "Select certificate" screen in the SimplySign interface. At the top, there are four progress indicators: "Select certificate" (selected), "Data verification", "Summary of changes", and "Documents". The main content area is split into two columns. The left column has the heading "Select certificate" and the instruction "Select the certificate that you would like to renew." Below this is a "VALID" status indicator and a list of certificates. One certificate is shown for "Agnieszka" with a validity period of "2022-10-27 - 2025-10-26 - 2 years, 5 months" and a certificate ID of "477f84c3548a4f6d5444f42f3359cb94". The right column displays "Renewal of the signature in the SimplySign, 1 year" and "SimplySign account saw@gmail.com". At the bottom of the right column is a blue "Next >" button and a link "Return to the Certum Panel".

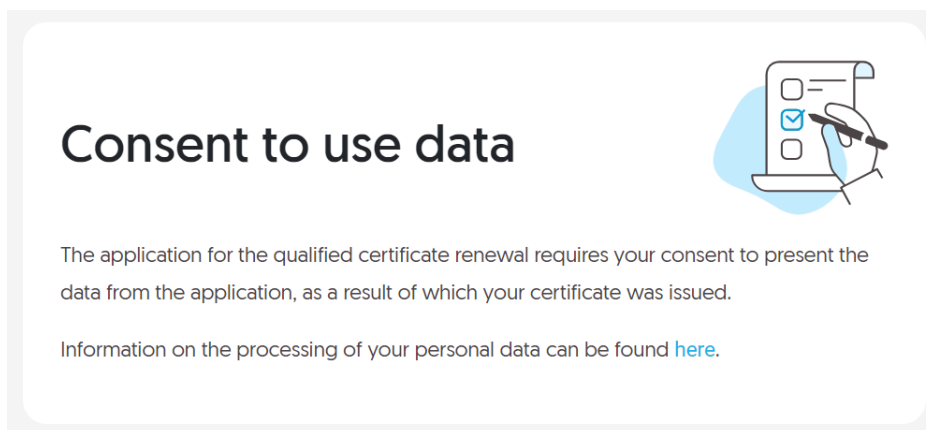
3. Form

In the form, the user will be able to verify and modify the data contained in the certificate and sign the renewal request.

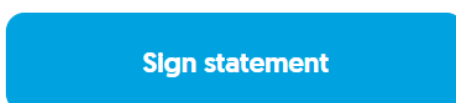
3.1. Consent to use data – an additional step, only in case of certificate renewal in a new account in the Certum Panel

If the user is performing the renewal in a Certum Panel account with a visible certificate for renewal, they can skip to the next section of the instructions – **3.2 Screen – Data Verification**.

When performing the renewal process on a new account in the Certum Panel, an additional window will appear before the data screen is displayed, informing about the need to sign a consent to use the data:



- I. You should proceed to sign the declaration by clicking on the button – **Sign statement** (on the right side of the screen):



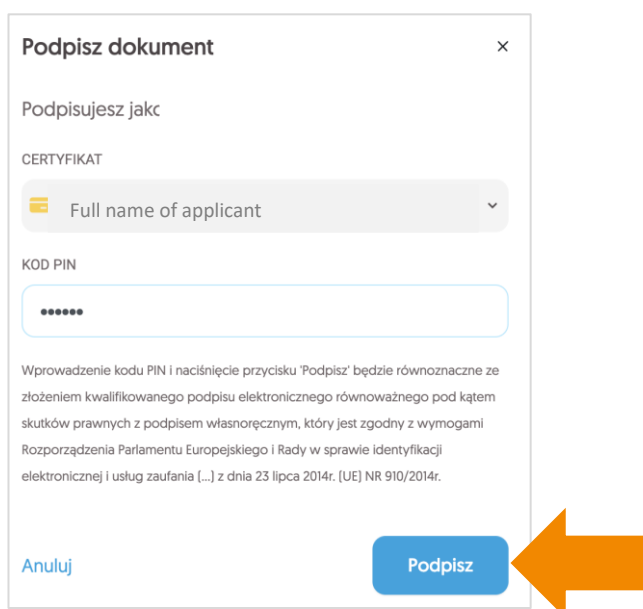
- II. The content of the declaration and the option to sign will appear – the **Sign** button:



- III. A message about logging into the SimplySign service will be displayed:



- IV. Enter the PIN code and click on the **Sign** button:




- V. Once the declaration has been signed correctly, an information about the signing of the document will be displayed:



- VI. The user will be able to go to the Data Verification screen (after logging back into the SimplySign service).


3.2. Screen – Data Verification

At this stage, the user verifies the data contained in the form. If outdated data is detected, it is possible to update it by clicking on the option – **Edit section**.




It is important to note that you cannot:

- enter a different PESEL number (Poland national identity number),
- place of birth,
- change the foreign identity document.



In any request in which an ID card is entered, the Certum system will require you to complete the date of issuance of the document.


Changing/deleting vendor/operator email address:



Changing/deleting the vendor/operator's email address (shown at the bottom of the request) will result in not receiving notifications to the vendor/operator's email address about the user's expiring electronic signature.

Certum Partner Point Edit section ^

The Operator provides support when using Certum products.

Operator's e-mail 

jan.kowalski@assecods.pl

When you have finished verifying the data or editing it, click on the **Next** button:

Select certificate Data verification Summary of changes Documents

Data verification

Please check whether your data is valid. If necessary, correct it. Some data cannot be corrected.

i If the data which you cannot edit has changed, do not continue renewing the certificate - proceed to issue a new certificate. The certificate chosen for renewal should be revoked.

In this way, you will select the data that will be visible in the certificate.

Applicant

Edit section

First name Middle name Surname

Agnieszka - [redacted]

Identity document

Edit section

Type of document Country of issue Series and number

Identity Card Poland [redacted]

Date of issue Date of expiry

[redacted] [redacted]

Next >

[Return to the Certum Panel](#)

3.3. Screen – Summary

At the next step, the user is presented with the **Summary** screen. If no modifications have been made to the data, a message about no changes will appear:

Summary of changes

No data has been changed. Remember that your data must be valid. You can still correct them.

i If the data which you cannot edit has changed, do not continue renewing the certificate - proceed to issue a new certificate. The certificate chosen for renewal should be revoked.

If modifications are made, a list of changes will be displayed:

Summary of changes

The following changes have been made

Applicant • Contact details • Additional e-mail address

There was
jan.nowak@wp.pl



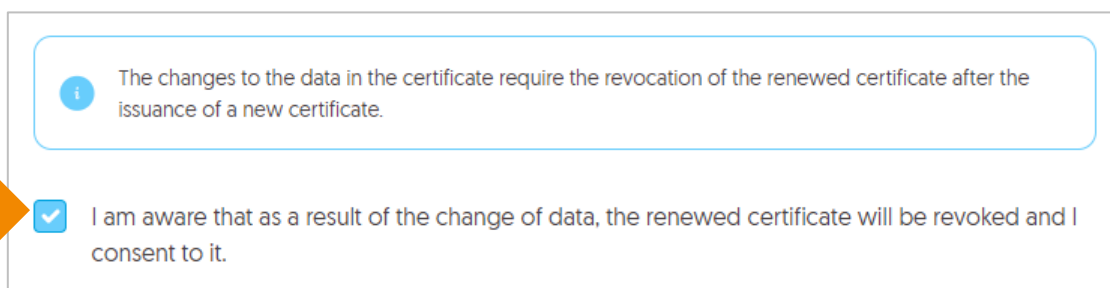
There is
jan.kowalski@gmail.pl


If there is a change in relevant data:

- First name
- Last name
- Name of the entity
- Common name used
- Abbreviated name of the entity
- Change/deletion of second name
- At least one detail related to the ID card
- Change of TIN (Taxpayer Identification Number)

The certificate being renewed will be revoked [automatically by Certum](#) upon completion of the process, and the user will be notified by email about the issuance of a new certificate to be installed on the Certum card.

To proceed, check the certificate revocation checkbox:



 The changes to the data in the certificate require the revocation of the renewed certificate after the issuance of a new certificate.

I am aware that as a result of the change of data, the renewed certificate will be revoked and I consent to it.

3.4. Documents screen – signing the request



At this stage, the user is taken to the **Documents** screen, where the request must be signed using the renewed certificate. In addition, the screen will display a list with the documents for the request, which you can download to your device.

To proceed with signing the request, go to the next step by clicking the **Sign the application** button.

[Select certificate](#)
[Data verification](#)
[Summary of changes](#)
[Documents](#)

Documents


To sign the application, use the certificate you are renewing.

-  PDF Application for certificate renewal
 [↗](#)
-  PDF Terms & Conditions for Qualified Trust Services
 [↗](#)

Renewal of the signature in the SimplySign, 1 year
 Card to which we will issue the renewed certificate
 7588498797624085
 SimplySign account
 saw[redacted]@gmail.com
 Remaining validity period
 2 years, 5 months
 Card containing the certificate chosen for renewal
 7588498797624085
 Certificate serial number
 477F94C3548A4F6D5444F42F9356CB94

[Sign the application](#)
[Back](#)
[Correct the data](#)
[Return to the Certum Panel](#)

- I. A window will appear with the displayed Certum certificate renewal request, which must be signed – **SIGN:**



 Identyfikator procesu: 4baaa592-081e-42b6-8020-481cb2ac7758
 APPLICATION_2023-05-30_13-19-51.pdf

Application for renewal of a Certum certificate

Renewal of the signature in SimplySign, 1 year

Application number: 2224

Data for the qualified certificate


First name Agnieszka	Surname [redacted]	Common name Agnieszka
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Additional identification data (not visible in the certificate)

E-mail sa[redacted]@gmail.com	Date and place of birth [redacted]	Identity document (type, country, series and number, issue date, expiration date) ID card
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Applicant telephone number +48 [redacted]	Correspondence address Agnieszka [redacted]
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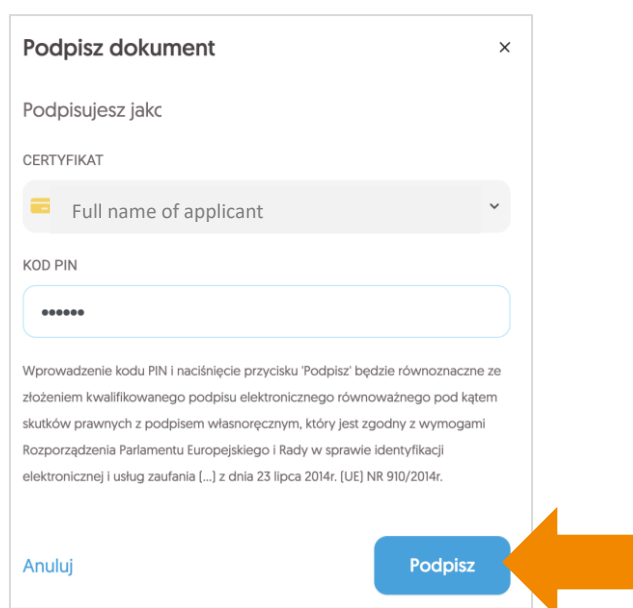
By accepting the entire content of this application, I apply for the renewal of a qualified certificate for Certum electronic signature.



- II. A message about logging into the SimplySign service will be displayed:



- III. Enter the PIN code and click on the **Sign** button:




The image shows a 'Podpisz dokument' (Sign document) form. The title is 'Podpisz dokument' with a close button (X) in the top right corner. Below the title, it says 'Podpisujesz jako' (You are signing as). Under 'CERTYFIKAT' (CERTIFICATE), there is a dropdown menu showing 'Full name of applicant'. Below that, under 'KOD PIN' (PIN CODE), there is a text input field with six dots. A paragraph of text explains that entering the PIN and clicking 'Podpisz' is equivalent to a qualified electronic signature. At the bottom, there are two buttons: 'Anuluj' (Cancel) on the left and 'Podpisz' (Sign) on the right, with a large orange arrow pointing to the 'Podpisz' button.

- IV. When the request is signed correctly, document signing information will be displayed:



and confirmation of the request will also be displayed:

The application has been submitted



A renewed qualified certificate will be issued at the latest **within 7 working days from the date of verification of the application** by the Certum representative.

Information on the renewal of the qualified certificate along with instructions on how to proceed will be sent by e-mail.

[Return to the Certum Panel](#)

4. Certificate installation

The Qualified Certificate will be issued within 7 days after the properly signed request is received by Certum.

Information about the issuance of a qualified certificate will be sent to the applicant's email address, along with instructions and a direct link to the installation process in the Certum Panel.

Frequently asked questions

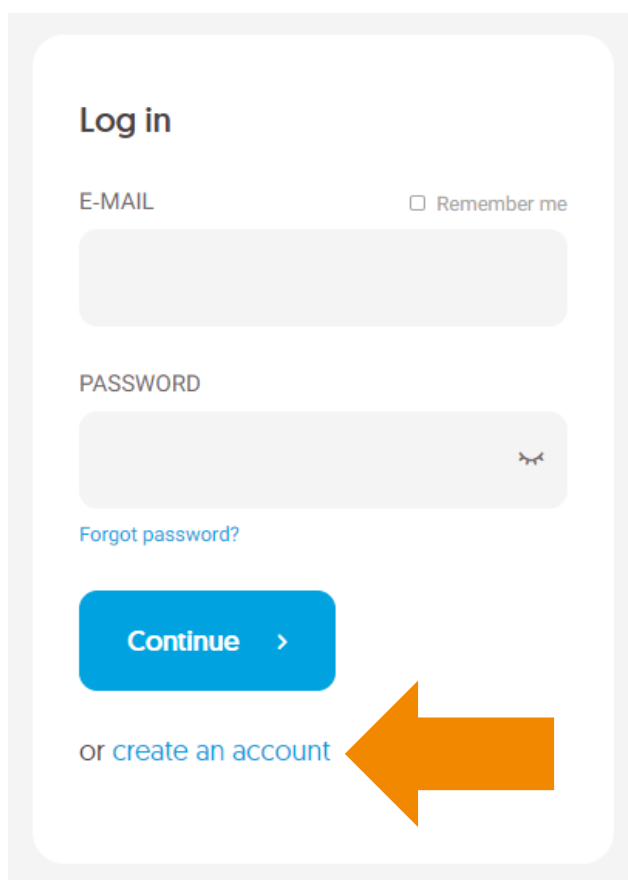
1. How to renew a qualified certificate in a new account in the Certum Panel?

A qualified certificate can be renewed in a new account in the Certum Panel. The situation occurs when:

- The user does not have an account in the Certum Panel,
- The user has an account in the Certum Panel, but wants to renew their certificate in a new account with a new email address.

To do so, you should:

Go to <https://panel.certum.pl> and create a new account:



Log in

E-MAIL Remember me

PASSWORD

[Forgot password?](#)


Continue >

or [create an account](#)

Provide the data necessary to create an account:

- First name,
- Last name,
- Email address,
- Password for the new account.

After providing the required data, select **Continue**.

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by GRSECO

PL EN

Create an account

NAME

SURNAME


E-MAIL

PASSWORD

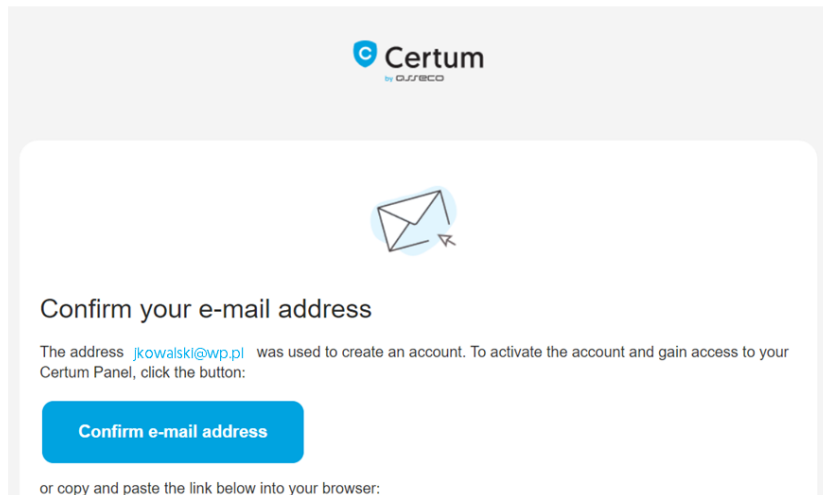
- ✓ At least 8 characters
- ✓ Capital letter
- ✓ Small letter
- ✓ Digit
- ✓ Special character

CONFIRM PASSWORD

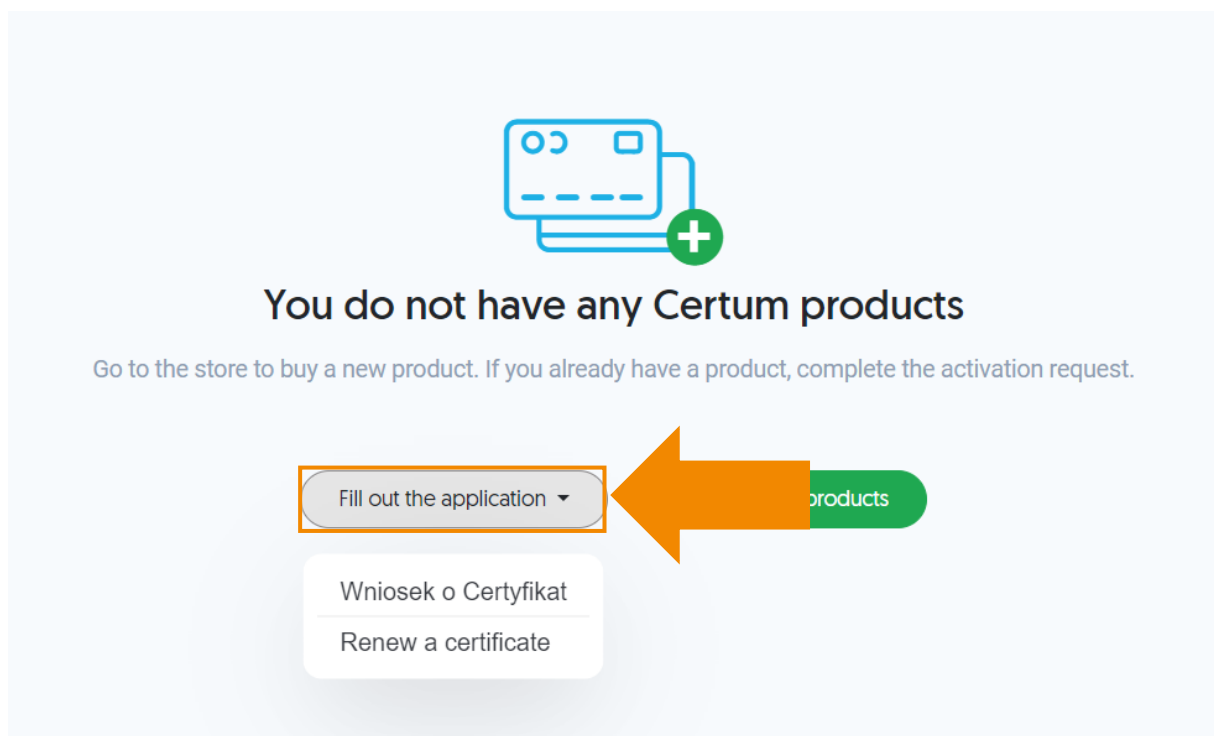
Continue >



A verification link will be sent to the provided e-mail address, which you should click on to confirm your account:



After logging into your account, you will be able to start the renewal process by clicking on **Fill out the application**, then from the drop-down list, select the option - **Renew a certificate**:



Follow the next steps as described in the instructions.

Other questions

- 2. Is it possible to add the PESEL number if the renewal is made by a foreigner?**
In this case, it will not be possible to add a PESEL number.
- 3. Will it be possible to indicate the date from which the renewed certificate is to be valid?**
There is no need for it. In a situation where a customer renews within 60 days until the certificate expires, then the appropriate number of days is added depending on the number of days remaining until the certificate expiration date, e.g. renewal for 2 years + 10 days.
- 4. What if, for example, 2 qualified certificates on a cryptographic card are issued to the same email address? Should I then create two accounts in the Certum Panel for two different email addresses?**
There is no need, all certificates can be in one account, provided they are certificates of the same person.
- 5. Will it be necessary for Java to renew?**
The Java environment is not used in the new renewal module.
- 6. If the card is replaced, will it be required to confirm the identity again at the partner/notary?**
No, the renewed certificate is issued to a new card.
- 7. The user's ID document has expired, but he/she has a valid passport. Can the certificate be renewed in such a case?**
In this case, the renewal will not be possible.
- 8. Will the new certificate be valid from the expiration date of the current certificate or from the date of renewal for a longer period?**
The new certificate will become valid several minutes after issuance.
- 9. How and when will the shipment of the new card take place?**
The cards are sent via courier, the cards are sent on a regular basis.
- 10. For newly purchased renewals in the store, will the codes be valid for more than 2 months?**
Virtual products will be purchased in the store, conversion to e-code can be done by the user in the Certum Panel. The e-code will be valid for 24 months after generation, while the virtual product is valid indefinitely.
- 11. Would it be possible to set the time of validity of the certificate until 23:59 on a given day?**
The renewed certificate will have this expiration time set.
- 12. What address is the cryptographic card sent to in the exchange process?**
The card will be sent to the mailing address indicated in the application.
- 13. Will there be a certificate already uploaded on the new cryptographic card?**
No, the certificate will have to be uploaded using the Certum Panel.
- 14. Will it be possible to cancel the renewal process?**
The process can be canceled before signing the application for renewal, in which case the virtual product/e-code becomes available for reuse.

15. Can a foreign identity document be changed?

No. In this situation, you should apply for a new qualified certificate.

16. Can an organization's TIN or REGON be changed in a company certificate?

This data cannot be changed.

17. Can the name of the organization be changed in the company certificate?

Yes, it is possible.