



digital signing, simple as that.

FREQUENTLY ASKED QUESTIONS

primesign MOBILE

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GENERAL INFORMATION

1. WHAT IS primesign MOBILE?

- primesign MOBILE is the qualified remote signing solution from PrimeSign GmbH.
- With primesign MOBILE, documents are signed with a qualified signature. You can conveniently trigger signatures with your mobile phone without having to install an additional app.
- The basis for qualified signing with primesign MOBILE is a so-called qualified signing certificate (primesign MOBILE certificate). Its issuance requires a secure identification of the applicant.
- PrimeSign GmbH is a qualified trust service provider and is authorized to issue eIDAS-compliant qualified signing certificates (primesign MOBILE certificates).
- primesign MOBILE certificates are issued via video boarding or eID (e.g., ID Austria/Austrian mobile phone signature). After successful identification, applicants set the login data for primesign MOBILE and receive their qualified signing certificate. It is immediately ready for use. A signature is triggered by entering the login data.

Good to know: primesign MOBILE also offers the option of instant signing with an existing eID - prior registration with primesign is not required (for more information, see 32).

2. HOW CAN I GET A QUALIFIED primesign MOBILE CERTIFICATE?

- Purchase your personal VOUCHER CODE for the issuance of a primesign MOBILE certificate in our **online shop** or contact our **sales department**.

Good to know: You can use a VOUCHER CODE for yourself personally or distribute it internally & externally e.g. to your employees, customers, or partners – worldwide, no minimum purchase, and no framework agreement necessary. One VOUCHER CODE per user is required.

- Go to **<https://onboarding.prime-sign.com>**
- Enter the unique CODE received upon purchase, click LOG IN, and fill in your registration data.
- After you have filled in your registration data, you will be asked to identify yourself. You can identify yourself either via video boarding with your government-issued ID or via eID (e.g., ID Austria/Austrian mobile phone signature).
- After successful identification, set your login data for primesign MOBILE. You will then receive your qualified primesign MOBILE certificate. It is immediately ready for use.

3. **WHEN CAN I GET A QUALIFIED primesign MOBILE CERTIFICATE?**

The issuance of a primesign MOBILE certificate takes only a few minutes and can be started around the clock from the comfort of your home or office. Identification by video is available daily from 7 am to 10 pm CET.

4. **WHAT ARE THE ADVANTAGES OF A QUALIFIED SIGNATURE WITH primesign MOBILE?**

A qualified electronic signature achieves the highest level of legal assurance. With a few exceptions, it is legally equivalent to a handwritten signature throughout the EU.

5. **IN WHAT COUNTRIES CAN I USE primesign MOBILE?**

primesign MOBILE can be used worldwide.

6. **WHERE ARE primesign MOBILE SIGNATURES LEGALLY ACCEPTED?**

In the European Union, the eIDAS Regulation (**Regulation (EU) No. 910/2014**) regulates the use of electronic – and thus also qualified electronic signatures. It forms the legal basis for the areas of "electronic identification, electronic signatures and trust services" throughout the EU.

Good to know: eIDAS regulations for (qualified) electronic signatures are also accepted internationally.

7. **HOW CAN primesign MOBILE BE USED FOR INSTANT SIGNING WITHOUT PRIOR REGISTRATION WITH PRIMESIGN?**

With our new service, primesign WRAPTOR, users can select to authorize a signature via an existing eID such as, e.g., German Identity Card or ID Austria/ Austrian mobile phone signature. Thus, users can sign instantly and without prior registration with primesign. For more information, see **32**.

8. **WHAT IS „SIGN WITH eID“?**

See **32**.

9. **WHAT ARE THE ADVANTAGES OF „SIGN WITH eID“?**

See **34**.

10. WHICH CLEARING VARIANTS ARE AVAILABLE FOR primesign MOBILE?

- ☞ FLAT-FEE: Includes the registration/certificate issuance and an unlimited number of signature transactions at a fixed price per year (fair-use principle).
- ☞ PAY-PER-USE: One-time costs for registration/certificate issuance plus monthly billing of signature transactions.
- ☞ CREDIT 5/10: One-time costs for registration/certificate issuance and a maximum number of 5 or 10 signature transactions.

*Good to know: „Sign with eID“ (see **32**) does not require registration with primesign. There are no registration costs, only signature transactions are invoiced.*

Purchase your preferred variant in our **online shop** or contact our **sales department**.

11. HOW LONG IS MY primesign MOBILE CERTIFICATE VALID?

Your personal primesign MOBILE certificate is usually valid for five years. primesign MOBILE certificates created with „Sign with eID“ can only be used once for signing and are therefore valid only for a few minutes (see **32**).

12. HOW DO I CANCEL primesign MOBILE?

Depending on the clearing variant purchased (see **10**), different termination modalities apply:

- ☞ FLAT-FEE: Term of the contract: One year. Cancellation is possible no later than three months before the end of a contract year. If you cancel in time, you will not have to pay any further costs.
- ☞ PAY-PER-USE: Signature transactions are billed monthly. Term of the contract: One year. Cancellation is possible no later than three months before the end of a contract year.
- ☞ CREDIT 5/10: Cancellation is not required. After 5 or 10 signature transactions, the contract ends automatically. If you want to continue using primesign MOBILE, you must purchase a new primesign MOBILE certificate.

*Good to know: Cancellation is also not required for „Sign with eID“ as the primesign MOBILE certificate thereby created can only be used once for signing, and its validity expires automatically after a few minutes, see **32**.*

13. WHAT HAPPENS AFTER THE CERTIFICATE PERIOD OF FIVE YEARS EXPIRES?

- ☞ If you want to continue using primesign MOBILE, we must issue a new primesign MOBILE certificate.
The issuance of a new primesign MOBILE certificate can be performed online, requiring a confirmation with your existing primesign MOBILE certificate. In some cases, a new video identification may also be required for security reasons, especially if the identification document used for the original identification has expired. Depending on the type of product purchased, additional costs may also be incurred for renewing your certificate.
- ☞ Your login data will not change. You can use your new primesign MOBILE certificate as usual.

14. AS A COMPANY, WE WANT TO ACQUIRE primesign MOBILE FOR OUR EMPLOYEES. WHICH LEGAL FRAMEWORK CONDITIONS APPLY TO US?

- ☞ As a company, you do not have to enter into a contractual relationship with primesign. You only need to purchase VOUCHER CODEs for the issuance of primesign MOBILE certificates for a desired number of employees. Your employees must then accept our signature contract as part of the issuing process.

15. HOW IS THE SECURITY OF MY primesign MOBILE CERTIFICATE ENSURED?

- ☞ primesign MOBILE is a remote signing service. Here, a separate secret key is stored securely for each user in a hardware security module in the high-security area of the primesign TRUST CENTER. In addition to a secret key, a public key is also created. This public key, together with the user's personal data (name, email address, if applicable, and other attributes), forms the signing certificate.
- ☞ primesign MOBILE ensures that only the legitimate user is allowed to use the secret key. The user enters the password they have chosen and releases each signature request with a transaction number. This transaction number (TAN) is sent to the user's mobile phone via SMS and is only valid for 5 minutes and only for triggering this one signature request.
- ☞ PrimeSign GmbH is a qualified trust service provider and is thus subject to constant monitoring by the regulatory authority.

16. I LOST MY MOBILE PHONE.

For security reasons, we kindly ask that you suspend or revoke your primesign MOBILE signing certificate as a precautionary measure (see **18**).

17. I FORGOT MY primesign MOBILE PASSWORD.

For security reasons, we cannot reset your primesign MOBILE password. You will need to purchase a new primesign MOBILE signing certificate. We kindly ask that you suspend or revoke your current primesign MOBILE signing certificate as a precautionary measure (see 18).

18. HOW CAN I SUSPEND OR REVOKE MY primesign MOBILE CERTIFICATE?

- ☞ Through our revocation service, we ensure at any time that certificates can be suspended or revoked quickly and easily. This reliably prevents misuse of certificates.
- ☞ A revocation of a certificate is final. In the event of a suspension, however, this suspension can be lifted within 10 days by means of a code sent by email.
- ☞ You can suspend your primesign MOBILE certificate yourself. This requires that you know your VOUCHER CODE with which you had the primesign MOBILE certificate issued. You can find our online service at the following address: **<https://cm.tc.prime-sign.com>**
- ☞ To revoke a certificate, however, you must use our telephone revocation service. The prerequisite here is also the knowledge of your VOUCHER CODE with which you had your primesign MOBILE certificate issued.

Revocation by telephone is available **24/7**, using the emergency revocation number **+43 (1) 35553 888**. This number is only available for revocations (emergencies). Otherwise, please contact us during regular business hours using the contact details below.

- ☞ If you no longer know the VOUCHER CODE you used for the issuance of the primesign MOBILE certificate, or if you have any other concerns regarding certificate revocation, you can contact us during regular business hours (**weekdays, Monday through Thursday from 09:00 am to 05:00 pm CET and Friday from 09:00 am to 01:00 pm CET**) using the following contact information:
Phone: **+43 (316) 25 830**,
Email: **revocation@prime-sign.com**

19. I WOULD LIKE TO CHANGE THE MOBILE PHONE NUMBER REGISTERED WITH primesign MOBILE.

Unfortunately, it is currently not possible to change the mobile phone number registered with primesign MOBILE. If you want to use your primesign MOBILE signing certificate with a new mobile phone number, a new registration, and thus the purchase of a new VOUCHER CODE for the issuance of a new primesign MOBILE certificate is necessary.

20. WHAT DATA IS STORED BY primesign?

For the issuance of a primesign MOBILE certificate, we request and store the following personal data (also applies to the issuance of primesign MOBILE certificates created with „Sign with eID“, see **32**):

- ☞ Identity data
- ☞ Identity verification data
(e.g., ID scan for video identification)
- ☞ Certificate data

As a trust service provider, primesign is legally obligated to store this data for 30 years. The stored data is used exclusively for identity verification.

21. HOW SECURE IS MY DATA?

We operate our infrastructure in certified bank data processing centers in Austria. We are a 100% GDPR compliant, keep your data secure and use it only within the scope of our legal obligation as a trust service provider. Under no circumstances will data be passed on to third parties.

A cloud service is used for the long-term archiving of identification data. Before the data enters the cloud, it is encrypted securely and hardware-supported by primesign. This ensures that this data can only be used by primesign.

22. WHAT WILL HAPPEN TO MY DOCUMENTS WHEN I SIGN THEM?

When signing with primesign MOBILE, documents always remain on the signature system and are not transmitted to the remote signing infrastructure of primesign (primesign TRUST CENTER). primesign only receives the so-called hash value (fingerprint) of the documents to be signed. The document content cannot be derived from this (also applies to primesign MOBILE signatures with eIDs, see **32**).

Whether documents remain in the customer's IT infrastructure is therefore determined by the signature system used.

If primesign MOBILE is used in conjunction with a primesign SIGNATURE SERVER on-premise setup, we can guarantee that documents remain in the customer's IT infrastructure during the whole signature process. If primesign MOBILE is used with Adobe Acrobat Sign, the documents remain exclusively with Adobe Acrobat Sign (see **31**).

23. HOW DO I VERIFY A DOCUMENT SIGNATURE?

Qualified electronic signatures can be verified using standard PDF tools, such as Adobe Acrobat.

Another option for signature verification is provided by the online verification service of the Austrian Regulatory Authority for Broadcasting and Telecommunications (RTR), the supervisory body for trust service providers: **www.signaturpruefung.gv.at**

24. HOW LONG CAN I VERIFY A primesign MOBILE SIGNATURE?

primesign MOBILE signatures are usually LTV-compliant, thus enabling a complete verification of the signatures even after years (30+ years) and without external dependencies (the signature system used must support long-term verifiability; also applies to primesign MOBILE signatures with eIDs, see **32**).

25. WHO CAN I CONTACT IF I HAVE QUESTIONS ABOUT primesign MOBILE?

You have questions about the issuance or use of primesign MOBILE? Please contact our support team:

With PREMIUM SLA:

[premiumsupport.cryptas.com](mailto:premiumsupport@cryptas.com)

Alternatively:

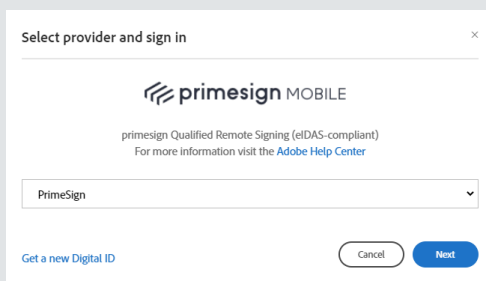
basicsupport@cryptas.com

Good to know: primesign is a member of the Cloud Signature Consortium. The Cloud Signature Consortium is an international association of experts from academia and the industrial sector with the common goal to standardize highly secure and legally valid digital signatures.

ADOBE ACROBAT SIGN

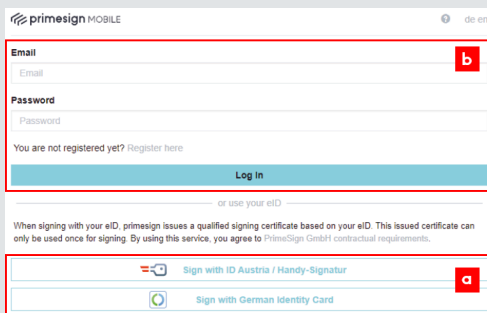
26. HOW CAN I USE MY primesign MOBILE CERTIFICATE IN ADOBE ACROBAT SIGN?

- To sign a document, select the provider "PrimeSign" and click „Next“.



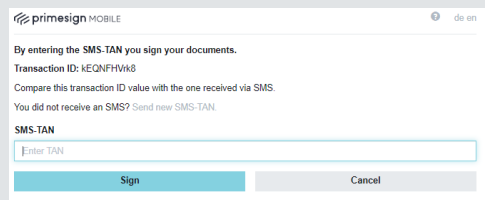
- a) Sign instantly with your eID:**
Choose your eID by clicking e.g. "Sign with German Identity Card". You will be redirected to the eID provider. Log in with your eID credentials as usual.

Note: To sign with your eID in Adobe Acrobat Sign, the feature "Sign with eID" must be enabled. To enable "Sign with eID" in Adobe Acrobat Sign, see 30.



b) Sign by entering your primesign MOBILE credentials:

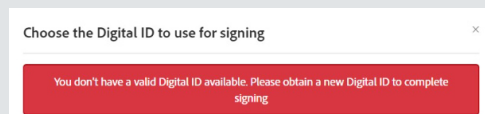
Enter your primesign MOBILE email address and your password. Click on "Log In". Trigger the signature via SMS-TAN.



- Complete the signature process in Adobe Acrobat Sign.

27. ADOBE ACROBAT SIGN RECOGNIZES MY primesign MOBILE SIGNING CERTIFICATE ("DIGITAL ID") AS INVALID.

You have received the following error message in Adobe Acrobat Sign:



This is usually due to insufficient configuration, see 28.

28. WHAT DO I NEED TO CONSIDER BEFORE USING primesign MOBILE IN ADOBE ACROBAT SIGN FOR THE FIRST TIME?

☞ To optimize Adobe Acrobat Sign for use with Cloud Signatures, apply the following setting by account or group administrators:

1. Go to Account > Account Settings > Global Settings > Self Signing Workflows
2. Only activate the option „Enable self signing workflows“ here and deactivate all menu items below it!

More information is available directly from Adobe Acrobat Sign:

Self-signing with authentication and authoring

☞ Activating Cloud Signature with primesign MOBILE:

1. Go to Account > Account Settings > Digital Signatures.
2. Activate the Cloud Signature option.
3. If not already pre-selected, select „PrimeSign“ as your cloud signature provider.
4. Set „PrimeSign“ as your preferred cloud signature provider. This will save you time when signing documents in the future. primesign MOBILE is then already pre-selected for every document signature.
5. Click "Save".

More information is available directly from Adobe Acrobat Sign:

Configure cloud signature providers

Good to know: Due to special settings of your Adobe Acrobat Sign account, "PrimeSign" may not be immediately listed as a cloud signature provider. If "PrimeSign" is not listed, please contact Adobe Acrobat Sign Technical Support. "PrimeSign" will be added to your account manually.

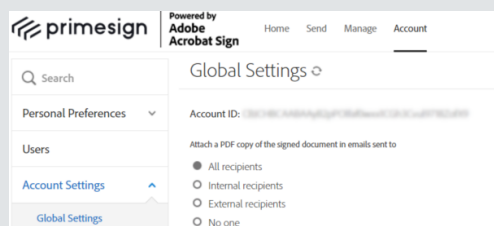
29. WHAT DOES THE ERROR MESSAGE "SIGN WITH eID IS NOT ACTIVATED" MEAN?

„Sign with eID“ is not enabled and cannot be used. To enable „Sign with eID“ in Adobe Acrobat Sign, see **30**.

30. HOW DO I ENABLE „SIGN WITH eID“ IN ADOBE ACROBAT SIGN?

To enable „Sign with eID“ in Adobe Acrobat Sign, you must submit the Adobe-Account-ID once to primesign. Contact **basicsupport@cryptas.com**.

Good to know: You can find the Adobe-Account-ID in Adobe Acrobat Sign under Account -> Account Settings -> Global Settings -> Account ID.



If the setting is not displayed, contact your account or group administrator to receive the Account-ID.

For more information about "Sign with eID," see **32**.

31. WHAT WILL HAPPEN TO MY DOCUMENTS WHEN USING primesign MOBILE IN ADOBE ACROBAT SIGN?

From a data protection point of view, we can reassure you: The documents to be signed are not transmitted to primesign MOBILE. primesign MOBILE only receives the so-called hash value (fingerprint) of a document to be signed. The content of a document cannot be derived from this. The documents remain exclusively with Adobe Acrobat Sign.

SIGN WITH eID

32. WHAT IS „SIGN WITH eID“?

An existing eID (e.g. German Identity Card or ID Austria/Austrian mobile phone signature) can be used to sign with a primesign MOBILE certificate. Users only need to authorize the signature by entering their eID credentials. In the background, primesign issues a qualified primesign MOBILE signing certificate based on the eID. The issued certificate can only be used once for signing. **For the advantages of "Sign with eID".**

33. WHICH eIDS ARE SUPPORTED?

Currently, the following eIDs are available for the signature:

German
Identity Card



ID Austria/mobile
phone signature



34. WHAT ARE THE ADVANTAGES OF „SIGN WITH eID“?


- ☞ SIGN INSTANTLY: Sign instantly with your existing eID. No registration or further authentication with primesign is required.
- ☞ UNIFIED TRUST: Users always sign with primesign MOBILE certificates, regardless of which eID is used. This results in the following advantages:
 - ☞ Unified liability: One legal framework, one responsible trust partner – primesign TRUST CENTER.
 - ☞ Long-term verifiability: Creation of long-term verifiable (30+ years) and legally binding signatures (if supported by the respective signature system).
 - ☞ Confidentiality: Documents completely remain on the signature system and are not sent to external trust centers.
- ☞ UP-TO-DATE: Users sign with certificates issued immediately and „on-the-fly“ based on current data from a valid eID.
- ☞ BATCH SIGNATURE CAPABILITY: „Sign with eID“ allows for the use of eIDs for batch signing (if supported by the respective signature system).

35. WHAT DO I NEED TO SIGN WITH THE GERMAN IDENTITY CARD?

To use the German Identity Card, the following requirements must be met:

- ☞ **AusweisApp2** (or comparable applications).
- ☞ **Card reader or smartphone** (with NFC) for reading the ID card.
- ☞ Set **PIN**. You have set a self-selected, six-digit PIN.
- ☞ **ID card** with the activated eID function. The following ID cards can be used:

- ☞ ID card
- ☞ eID card for EU/EEA citizens
- ☞ Electronic residence permit

The eID function is activated on your ID card if the following logo is visible on the back of the card: 

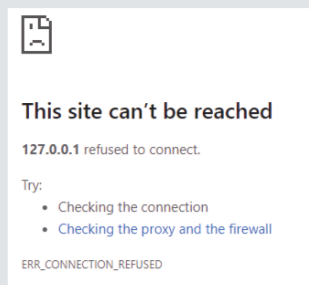
36. WHAT TO DO IN CASE OF ERROR "COOKIE COULD NOT BE FOUND"?

Restart the signature in your default browser and ensure that cookies are enabled.

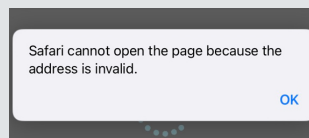
37. AN ERROR OCCURED WHILE SIGNING WITH THE GERMAN IDENTITY CARD.

- ☞ Make sure that the **AusweisApp2** (or a comparable application) is **installed and opened** and start the signature again if the following error messages appears:

- ☞ „This site can't be reached - 127.0....“



- ☞ „Safari cannot open the page“



- ☞ Contact your citizens' registration office in case of:
 - ☞ you have forgotten your PIN on your German Identity Card
 - ☞ your German Identity Card is blocked
 - ☞ your PIN is blocked
 - ☞ you can no longer find your transport PIN
 - ☞ your German Identity Card is deactivated