User Guide

ezSign Mobile Application Usage

Corporate Account

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CHANGE LOG

No. Rev	Date	Description
00		Document Initiation
01	January 17th, 2025	Editorial Improvements
02	February 25th, 2025	Registration Process Update

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CHAPTER I : INTRODUCTION

1.1 Purpose of the Manual Book

This ezSign User Guide is designed to provide an overview and explanation of how to use electronic signature features within the ezSign application, including the processes for certificate issuance, renewal, and revocation. This guide consists of several sections: the use of ezSign features, electronic certificate issuance, electronic certificate renewal, and electronic certificate revocation.

1.2 Definitions and Abbreviations

Below are some terms and abbreviations frequently used in the ezSign application.

1. **ezSign** A trusted provider of electronic certificates and digital signatures that are legally recognized under KOMINFO regulations.
2. **Password** A unique string of characters used to secure an account.
3. **OTP** A temporary password sent via SMS or email, typically with a short expiration period.
4. **Rekey** The process of replacing a certificate key to generate a new key and certificate with the same user data as the previous certificate.
5. **Revoke** The process of canceling an electronic certificate by the certificate owner.
6. **Balance** The available funds in an ezSign user account for transactions.
7. **Modify Position** A feature that allows recipients to adjust the pre-set signature position, configurable by the document uploader.
8. **Sign on Document with Password** A feature that enables signing a password-protected document without removing its protection.
9. **Audit Trail** A digital record storing document name, creator details, date, time, and signer information.
10. **Role : signer** A user authorized to apply an electronic signature.
11. **Role : reviewer** A user authorized to approve or reject a document.
12. **Role : approver** A user authorized to apply initials or stamps to a document.
13. **Role : e-meterai** A user authorized to apply electronic stamps (e-Meterai) on digital documents.

14. **Role : e-seal** A user authorized to apply electronic seals on digital documents.
15. **Role : e-stamp** A user authorized to apply electronic stamps on digital documents.
16. **KYC** A procedure used by institutions to verify customer identities, conducted online or offline.
17. **NIK** A unique identification number assigned to Indonesian residents.
18. **My Activity** A log recording all user activities within the ezSign application.

1.3 Types of Account Certificates

There are two types of certificates available in the ezSign application:

1. **Personal Account Certificates**
   Owned by individuals and used for personal document signing.
2. **Corporate Account Certificates**
   Used by employees or representatives of a company for document signing purposes.

1.4 ezSign Service Products

Below are the products offered by ezSign.

1. **Electronic Certificate**
   A digital certificate containing an electronic signature and legal identity.
2. **Electronic Signature**
   A signature applied digitally with legal validity.
3. **Electronic Stamp (e-Meterai)**
   A government-issued electronic tax stamp.
4. ***Timestamp***
   A time marker indicating when an event or data was recorded.
5. **Electronic Seal *(e-Seal)*** A digital signature used by businesses or organizations to ensure document authenticity and integrity.
6. **Electronic Stamp *(e-stamp)*** Used to enhance document authenticity, making it legally binding beyond a simple signature.

1.5 ezSign Application Features

The following sections explain the features provided by ezSign.

1.5.1 Comprehensive Electronic Signature Features

1. **Single Sign** A signature applied by a single person.
2. **Parallel Sign** Signatures applied by multiple individuals without a specific order.
3. **Hierarchy Sign** Signatures applied sequentially by multiple individuals.
4. **Bulk Sign** The ability to sign multiple documents in a single process.
5. **Unlimitted Signature Speciment** Allows users to add multiple signature specimens via drawing, text, or image upload.
6. **Ask From Others** Requests electronic signatures from other users without signing the document yourself.

1.5.2 Document Features

1. **Autoconvert Document to PDF** Automatically converts documents (DOC, DOCX, PNG, JPEG, JPG, XLSX) to PDF.
2. **Sign on Document with Password** Enables signing password-protected documents without altering their protection.
3. **Share and Download** Allows signed documents to be shared via email or downloaded in PDF format.
4. **Document Template for Bulk Signing** Supports signing multiple documents at once for efficiency.
5. **Workflow Automation** Manages document workflows involving multiple recipients, ensuring structured and efficient signing processes.

1.5.3 Activity Logging Features

1. **Log Activity** Records all user actions within the ezSign application.

2. **Audit Trail** Digitally records document details, creation history, and signing activities.
3. **Notifikasi Melalui Email** Notifies users about important activities such as certificate issuance, signature requests, and approvals.

1.5.4 Payment Features

The payment feature in the application supports two systems: prepaid and postpaid, specifically for corporate users. In the prepaid system, users are required to make an upfront payment by topping up their balance through the application before accessing the services. Meanwhile, in the postpaid system, users can utilize the services first and then make periodic payments based on the invoices issued after service usage.

1.5.5 Support Features

One of the supporting features in the ezSign application is **Charged on Us**, which allows the costs of the electronic signature process, whether parallel or hierarchical, to be covered by the document uploader.

Hardware and Software Requirements

To access the ezSign application, users must meet the following requirements:

1. Supported Devices: Computer, laptop, or tablet with an updated web browser for compatibility and security
2. Stable Internet Connection: Ensures smooth access to the ezSign platform.
3. Browser Settings: Must allow camera access for certain ezSign features to function optimally.

By meeting these requirements, users can ensure a smoother and more secure experience while using the ezSign application.

User Access Ticket

Individual/retail users have access to the following ezSign features:

- Single Signing
- Multi Signing
- Request From Others
- Bulk Signing
- e-Stamp
- e-Seal
- e-Meterai

CHAPTER II : APPLICATION USER GUIDE

2.1 Account Registration

The following are the requirements and procedures for registering a corporate account on the ezSign application.

2.1.1 Account Registration Requirements

Users who wish to register a corporate account must meet the following requirements:

1. Be t least 17 years old
2. Articles of Incorporation / latest Amendment Deed
3. Business Identification Number (NIB)
4. Ministry of Law and Human Rights Decree (SK Kemenkumham)
5. Taxpayer Identification Number (NPWP)
6. Have an active company email and SysAdmin email. It is recommended to use a dedicated email for company administration purposes**.**

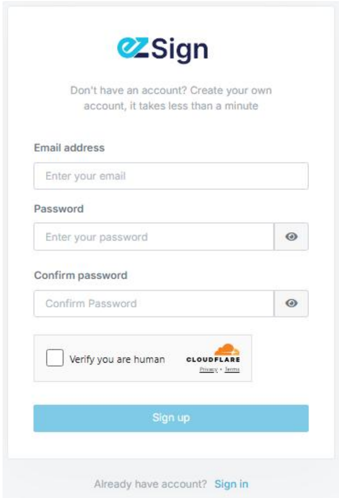
2.1.2 Registration Process

Before registering a Corporate Account, a company representative whose name is listed in the company deed must first have a Personal Account.

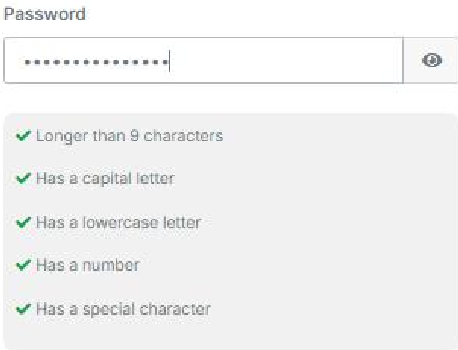
2.1.2.1 Personal

Below are the steps to create a Personal Account.

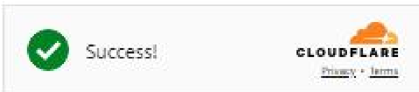
1. Open the ezSign application installed via the Play Store or App Store.
2. Click the Sign Up button on the main page.



3. Open the ezSign application installed via the Play Store or App Store.
4. Click the Sign Up button on the main page.



5. Re-enter the created password to ensure both match.
6. Check the captcha box to proceed.



7. Tap the Sign Up button to complete the initial registration process.
8. Open your email inbox and find an email from no-reply@ezsign.id.
9. Click Aktivasi Sekarang!!! button in the verification email.

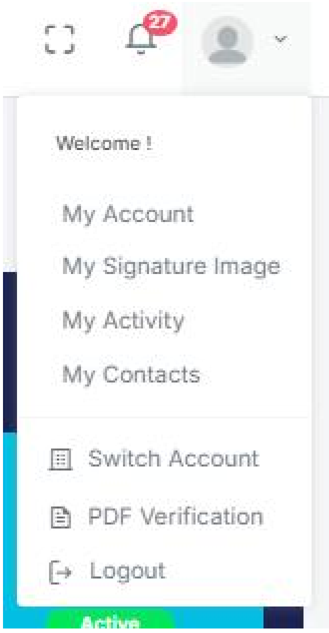
10. Enter your registered email and password, then click Log In.

11. After logging in, your account can only be used for the e-Meterai process.
12. To access all ezSign features, verify your identity on the dashboard page.
13. Upload a photo of your ID card (KTP) to proceed.
14. The National Identification Number (NIK) and Name will be automatically filled from the ID card. Complete the remaining details as per your ID card.
15. Follow the instructions to take a selfie. Click Take to save or Retake if necessary.
16. Click on the text to read the Privacy Policy, Owner Agreement, and Guarantee Policy. After reading, click Agree on each document.
17. Enter your active phone number, then click Send OTP.
18. Input the OTP code received via SMS, then click Next.
19. After completing all steps, click Finish.
20. You will be redirected to the ezSign dashboard.
21. Please wait for approval from the Registration Authority (RA) to fully activate your account.

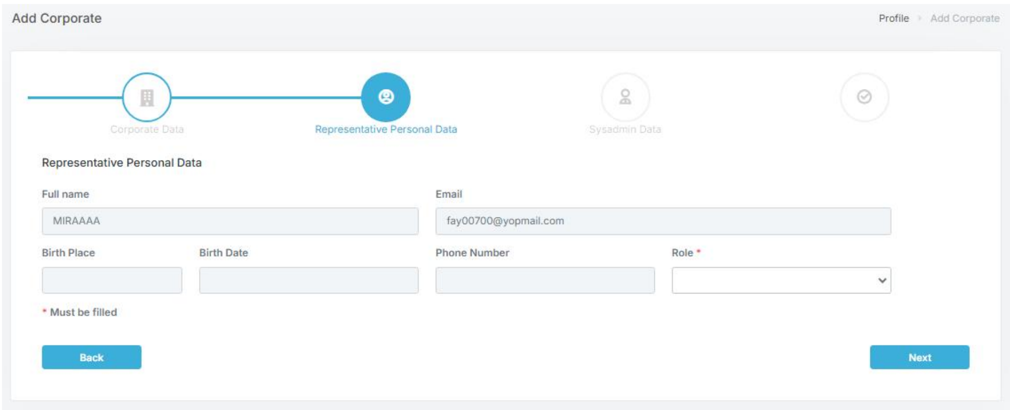
2.1.2.2 Corporate

After successfully registering a personal account and completing the identity verification, you can register a corporate account through the app.ezsign.id website, as this feature is not yet available on the mobile application.

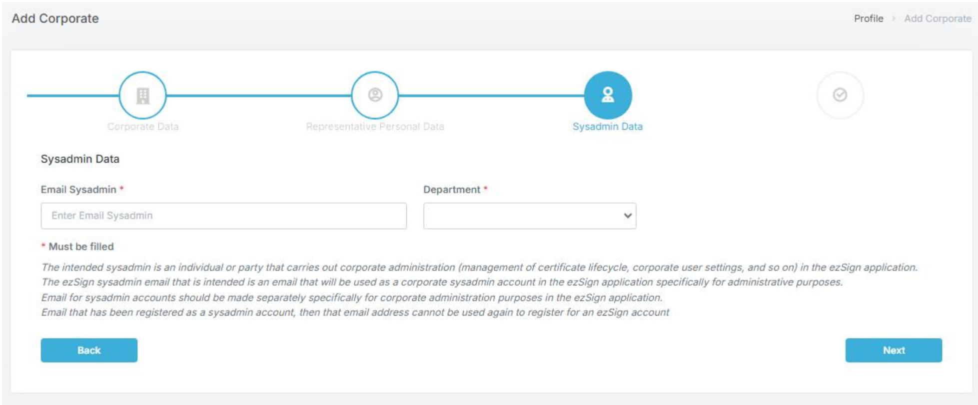
1. Click the profile picture in the top right corner, then select **My Account.**



2. Scroll down to find the **Corporate** section.
3. Click **Add** to add corporate information.
4. Fill in the corporate data form according to the provided details.
5. If the information is complete and correct, click **Next** to proceed.
6. Fill in the Representative Personal Data form provided.



7. Click **Next** to proceed to the next step.
8. Fill in the SysAdmin Data form for the administrator of the company in the ezSign application.



Notes :

- SysAdmin is responsible for managing company administration in the ezSign application, including certificate lifecycle and corporate user settings.
- SysAdmin email is a special email used as the company's admin account for administrative purposes in the ezSign application.
- The SysAdmin email must be separate from personal accounts and cannot be used to register another ezSign account.
- SysAdmin has the right to register employee accounts and manage their access rights in the application.

9. If the data is correct, click Next to proceed.
10. Electronically sign the provided document.
11. After completing all steps, click Finish.
12. You will be redirected to the ezSign dashboard.
13. Please wait for approval from the Registration Authority (RA) to successfully activate the corporate account.

2.1.3 Certificate Issuance Process

The following is the process of issuing a corporate certificate:

1. The submitted registration will undergo validation by the Registration Authority (RA) of ezSign.
2. If the submitted data is valid, the request will be approved, and you will receive a notification email.
3. Log in to your ezSign account.

4. Check the details listed in **My Digital Certificate**.
5. If the data is correct, click the I Agree button to activate the service.
6. If there are any discrepancies, immediately contact the ezSign support team by emailing helpdesk@ezsign.id.

2.1.4 Certificate Issuance Rejection Process

If your certificate issuance is rejected, follow these steps:

1. The submitted registration will undergo validation by the Registration Authority (RA) of ezSign.
2. If the submitted data is invalid, the request will be rejected, and you will receive a notification email.
3. You may reapply using valid data that matches your ID card (KTP).
4. Follow the steps outlined in the **Corporate Account Registration Process** to re-register.

2.2 Using the ezSign Application

The following are the steps to access the ezSign application.

2.2.1 Opening the ezSign Application

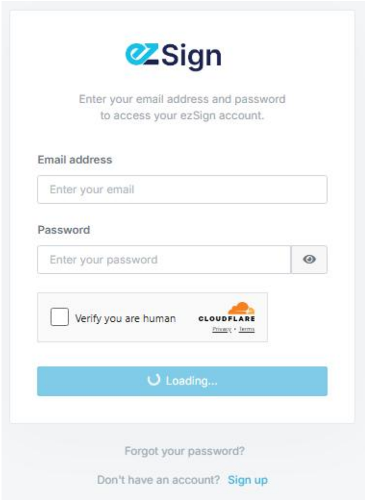
To use the ezSign service via the mobile application, follow these steps:

1. Open the ezSign application installed on your device.
2. Ensure your device is connected to the internet.
3. Once the application is open, you can start exploring the available services.

2.2.2 Logging In to ezSign

You can log into your previously created account by following these steps:

1. Open the ezSign application on your mobile device.
2. Enter the registered email address and password in the provided fields.



3. Press the **Log In** button to access your account. If the entered credentials are correct, you will be directed to the ezSign account dashboard.

2.2.3 Logging Out of ezSign

After logging into the ezSign application, you can log out of your account by following these steps:

1. Click your profile picture at the top left corner of the page to open the menu.
2. From the displayed menu, click the **Log Out** option to exit your account.

2.3 Dashboard

The dashboard menu will display ezSign promotions, certificate status, certificate validity, ezSign Balance, e-Meterai Balance, Document (Document List, Document Signing, Ask From Others), and Billing.

2.4 Balance

Balance features can only be used by users with **SysAdmin** access rights.

2.4.1 Top Up ezSign Balance

For users who want to top up their balance in the ezSign application, follow these steps:

1. On the dashboard page, click Top Up.
2. Choose the provided package or enter the desired balance amount.
3. A payment summary will appear on the right side.
4. Select the desired payment method.

5. If everything is correct, click Payment.
6. Complete the payment according to the chosen method.
7. Once done, select Check Status and tap OK.
8. You will receive an email confirming the successful payment, and your ezSign balance will increase accordingly.

2.4.2 Top Up e-Meterai Balance

For users who want to top up their e-Meterai balance, follow these steps:

1. On the dashboard page, click Top Up in the e-Meterai section.
2. Choose the provided package or enter the desired balance amount.
3. A payment summary will appear on the right side.
4. Select the desired payment method.
5. If everything is correct, click Payment.
6. Complete the payment according to the chosen method.
7. Once done, select Check Status and tap OK.
8. You will receive an email confirming the successful payment, and your e-Meterai balance will increase accordingly.

2.4.3 Download Invoice

For users who want to download transaction invoices in the ezSign application, follow these steps:

1. On the Dashboard page, click Balance, then go to the Bill menu.
2. Select the invoice you want to download.
3. Click Download to download or print the invoice.

2.5 Document Signing

The following explains the electronic signature process using the ezSign application for various signature services.

2.5.1 Single Sign

Steps for signing a document individually:

1. On the main page, select the Upload Document button.
2. Choose the **Single Sign** option.

3. Upload the document to be signed. Supported formats: JPEG, JPG, PDF, DOC, DOCX, XLS, and XLSX.
4. Click Next to name the document.
5. Click Place a Signature.
6. Select the desired signature.
7. Position the signature as needed.
8. Click **Confirm**.
9. Choose the preferred OTP method.
10. Enter the received OTP code and wait for the signing process to complete.

2.5.2 Multiple Sign

Steps for signing a document and requesting signatures from other users:

1. On the main page, select the Upload Document button.
2. Choose the **Multi Sign** option.
3. Upload the document to be signed. Supported formats: JPEG, JPG, PDF, DOC, DOCX, XLS, and XLSX.
4. Click Next to name the document.
5. Click Add Recipient to add signers and adjust the signing order by dragging the recipient list.
6. Enable recipient settings:
   a) **Hierarchy** : Enables sequential signing
   b) **Modify Position** : Allows recipients to adjust their signature placement.
7. Click **Place a Signature**.
8. Select the desired signature.
9. Position the signature as needed.
10. Click **Confirm**.
11. Choose the preferred OTP method.
12. Enter the received OTP code and wait for the signing process to complete.

2.5.3 Ask From Other

Steps to use the Ask From Others feature for electronic signatures:

1. On the main page, select the Upload Document button.
2. Choose the Ask From Other option.
3. Upload the document to be signed. Supported formats: JPEG, JPG, PDF, DOC, DOCX, XLS, and XLSX.
4. Click Next to name the document.
5. Click Add Recipient to add signers and adjust the signing order by dragging the recipient list.
6. Enable recipient settings:
   a) **Hierarchy** : Enables sequential signing
   b) **Modify Position** : Allows recipients to adjust their signature placement.
7. Click **Place a Signature**.
8. Position the recipient's signature as needed.
9. Click **Confirm**.
10. Choose the preferred OTP method.
11. Enter the received OTP code and wait for the signing process to complete.

2.5.4 Signing Documents from Other Users

Steps to sign documents sent by other users:

1. Check the Need to be Signed section on the dashboard.
2. Click Sign Now to start signing.
3. Review the document, then click Continue to sign or **Reject** to decline.
4. Click **Add Signature**, then select the signature to use.
5. Once all signatures are added, click Confirm and choose the preferred OTP method.
6. Enter the received OTP code and wait for the signing process to complete.

2.6 Template

Templates define the position of electronic signatures in bulk signing. Below are important aspects of the template feature.

2.6.1 View All Templates

All templates can be accessed in the Manage Template menu on the profile page.

2.6.2 Adding All Template

Steps to create a template:

1. Click **Create Template** to start a new template.
2. Upload the document to be used as a template. Supported formats: JPEG, JPG, PDF, DOC, DOCX, XLS, and XLSX.
3. Click **Add Signature** to define signature areas.
4. Adjust the signature position as needed.
5. Click **Confirm** to save the template.
6. Add a template name before saving the template.

2.6.3 Download a Template

To delete a template, follow these steps:

1. Select the **Manage Template** menu on the profile page.
2. Click the three dots on the template you want to delete, then select the Delete option.
3. Click Yes to delete the template.

2.6.4 Edit a Template

Here is how to edit a previously created template

1. Select the **Manage Template** menu on the profile page.
2. Click the three dots on the template you want to edit.
3. If you want to edit it, select the Edit option.
4. Once done, click **Confirm** to save the template.

2.7 Electronic Stamp (e-Meterai)

e-Meterai is an electronic stamp with specific characteristics and security elements issued by the Government of the Republic of Indonesia or the State Printing Corporation of the Republic of Indonesia (Perum Peruri). Here is a guide on how to use e-Meterai:

1. On the main page, select the Upload Document button and then choose the signature type.
2. Click to upload the document to be signed. The uploaded document can be in JPEG, JPG, PDF, DOC, DOCX, XLS, or XLSX format.
3. Click **Next** to name the document.
4. Then click **Place a Signature**.
5. Click **Add e-Meterai**.
6. Select the document type.
7. Adjust the position of the e-Meterai.
8. Click **Confirm**.
9. Choose the desired OTP method.
10. Enter the received OTP code, then wait for the document signing process to complete.

2.8 Electronic Stamp (e-Stamp)

If a document has been given an e-Seal, the document will be locked. Any modifications made to the document after applying the e-Seal will render the electronic signature invalid. Here are the steps to add an electronic seal using the ezSign application:

1. On the main page, select the Upload Document button and then choose the signature type.
2. Click to upload the document to be signed. The uploaded document can be in JPEG, JPG, PDF, DOC, DOCX, XLS, or XLSX format.
3. Click **Next** to name the document.
4. Click **Place a Signature**.
5. Click **Add Stamp**.
6. Place the stamp in the desired position.
7. Click **Confirm**.
8. Choose the desired OTP method.

9. Enter the received OTP code, then wait for the document signing process to complete.

2.9 Document Management

2.9.1 View All Documents

A list of all documents can be found in the **All** option on the main page.

2.9.2 Download a Document

Here are the steps to download a document in the ezSign application.

1. On the main page, select the **All** option.
2. Select the document to download, then click on the document name.
3. Click the three dots, then select Download to save the document to your device.

2.9.3 Search for a Document

To search for a previously created document, follow these steps:

1. On the main page, select the **All** option.
2. In the search field, type a keyword or document name.
3. You can also search for a document using the uploader's name by changing Document Name to Owner Name.

2.10 Contacts

2.10.1 Add a Contact

Here are the steps to add a contact in the ezSign application.

1. Click the **Contacts** menu.
2. Click the New Contact button.
3. Enter the email address to be added as a contact.
4. Click the Add button.
5. The contact will be automatically saved.

2.10.2 Delete a Contact

Here are the steps to delete a contact in the ezSign application.

1. Click the **Contacts** menu.

2. Press the icon on the contact you want delete.
3. Click **Yes** to delete the contact.

2.11 ezSign Account Management

2.11.1 Personal Digital Certificate Details

Here is how to view personal digital certificate details:

1. Click the profile picture in the upper left corner, then select My Digital Certificate.
2. You will find detailed information about your personal digital certificate.

Certificate information details:

- **Certificate Status** : Displays the status of the digital certificate (Active/Inactive).
- **Serial Number** : The serial number of the digital certificate.
- **Subject DN** : The identity of the digital certificate owner.
- **Issuer** : The identity of the institution issuing the certificate.
- **Root** : The primary source issuing the certificate for the electronic certificate provider service.

2.11.2 Change Profile Picture

To change your profile picture, follow these steps:

1. Click the profile picture in the upper right corner.
2. Click on **Profile**.
3. Select the image you want to use.
4. Your profile picture will be successfully updated.

2.12 Signature Specimen

2.12.1 Add a Signature Specimen

Here are the steps to add an electronic signature specimen in the ezSign application:

1. Click the profile picture in the upper left corner, then select **Manage Signature**.
2. Click **Add Signature** to add a new specimen.

3. Choose a method to add the specimen:
   - To add a specimen by drawing, select the icon, then draw the signature.
   - To add a specimen by typing a name, select the icon, then type the name and choose a font style.
   - To add a specimen by uploading an image, select the icon, then upload an image.
4. Once done, click **Save** to save the new specimen.

2.12.2 Delete a Signature Specimen

Here are the steps to delete an electronic signature specimen in the ezSign application:

1. Click the profile picture in the upper left corner, then select **Manage Signature**.
2. Click the three-dot icon on the specimen you want to delete.
3. Click **Delete**, then select **Yes**.
4. Your specimen will be deleted.

2.12.3 Change a Signature Specimen

Here are the steps to change the default electronic signature specimen in the ezSign application:

1. Click the profile picture in the upper left corner, then select **Manage Signature**.
2. Click the three-dot icon on the specimen you want to set as the default.
3. Click Set Default, and your default specimen will be updated.

2.13 Spesimen Seal (Seal)

The following are the steps to set up the Electronic Seal specimen in the ezSign application:

1. Click the profile picture in the top left corner, then select **Manage Seal**.
2. Click **Upload** to upload the seal image.
3. Select the image to be used as the seal specimen.
4. Click **Remove Background Automatically** to remove the background.

5. Click **Save** to save the changes, and your seal specimen is successfully set.

2.14 Spesimen Stamp (Stamp)

The following are the steps to change the Electronic Stamp specimen in the ezSign application:

1. Click the profile picture in the top left corner, then select **Manage Stamp**.
2. Click **Upload** to upload the stamp image.
3. Click **Remove Background Automatically** to remove the background.
4. Click **Save**, and your stamp specimen is successfully set.

2.15 Changing Password

The following are the steps to change the password in the ezSign application:

1. Click the profile picture in the top left corner, then select **Change Password**.
2. Enter the old password and the new password.

Details:

● **Old Password** : Enter the old password.

● **New Password** : Enter the new password.

● **Confirm New Password** : Re-enter the new password for confirmation.

Make sure the new password meets the criteria.

3. Click **Continue** , If the change is successful, a Success notification will appear**.**

2.16 Contact Us

If you experience issues or need further assistance, you can view the ezSign helpdesk contact information through the Profile page by following these steps:

1. Click the profile picture in the top right corner, then select **Contact Us**.
2. You can view details such as the address, phone number, and email of the ezSign helpdesk.

2.17 Frequently Ask Question (FAQ)

Users can find answers to common questions related to using the ezSign application through the Frequently Asked Questions (FAQ) menu with the following steps:

1. Click the profile picture in the top left corner, then select Frequently Asked Questions.
2. On the FAQ tab, view the list of questions and answers related to the services or features available in the ezSign application.

2.18 Viewing Account Activity

Your account activity history can be viewed through the History Activity menu. Here are the steps:

1. Click the profile picture in the top left corner, then select History Activity.
2. All activities performed on your account will be recorded and displayed in this menu.

2.19 Updating Certificate Key (Rekey)

2.19.1 Rekey 30 Days Before Certificate Expiration

The following are the steps to update the certificate key (rekey) before the certificate validity period expires:

1. Ensure your ezSign balance is sufficient to perform the rekey.
2. Click the profile picture in the top right corner, then select My Account.
3. Open the My Digital Certificate tab, then click the Rekey Certificate button.
4. The system will display the rekey application form. Click Add Signature to approve the form.
5. Click Submit to submit the rekey request.
6. Select the desired OTP method, then enter the OTP sent to your device.
7. The rekey request is successful. Wait for approval from the RA (Registration Authority).
8. You will receive an email notification once the rekey is approved.

2.19.2 Rekey After Certificate Expiration

If your certificate has expired, you need to re-register to reactivate the electronic certificate. Here are the steps:

1. Click the profile picture in the top right corner, then select My Account.
2. Open the My Digital Certificate tab, then click the Rekey Certificate button.
3. Upload a photo of your ID card (KTP).
4. The NIK and Name data will be automatically filled based on the uploaded ID card photo. Ensure other supporting data is filled in according to the ID card.
5. Enter your active phone number, then click Send OTP.
6. Enter the received OTP code, then click Next.
7. Take a selfie following the instructions. Click Take to take the photo or Retake if you need to redo it.
8. If the photo is correct, click Next.
9. Click the Privacy Policy Document text, read the document completely, and then click Agree if you accept the terms.
10. Repeat the same steps for the Owner Agreement Document and the Guarantee Policy Document.
11. After all documents are checked, click Finish.
12. The rekey request has been submitted, and you will be directed to the ezSign dashboard.
13. Please wait for approval from the RA so your account can be used again.

2.20 Certificate Revocation (Revoke)

2.20.1 Personal Account

The following is the procedure for revoking a certificate for a personal account:

1. Send an email to helpdesk@ezsign.id with the subject "Personal User Certificate Revocation Request" using the email address registered in the certificate.
2. After receiving the revocation request form from the RA (Registration Authority), complete the form and sign it using the electronic certificate that will be deactivated.

3. The RA Administrator will verify the applicant's data.
4. If the applicant's data is valid, the RA Administrator will deactivate the applicant's certificate.
5. The applicant will receive an email notification that the certificate has been successfully deactivated.

2.20.2 Corporate Account

A. Revocation by Corporate Affiliated User

1. Send an email to helpdesk@ezsign.id with the subject "Corporate User Certificate Revocation Request" using the email address registered in the certificate and cc to the Corporate SysAdmin email.
2. After receiving the revocation request form from the RA (Registration Authority), complete the form and sign it using the electronic certificate that will be deactivated.
3. The RA Administrator will verify the applicant's data.
4. If the applicant's data is valid, the RA Administrator will deactivate the applicant's certificate.
5. The Corporate SysAdmin will receive an email notification that the certificate has been successfully deactivated.

B. Revocation by SysAdmin

1. Send an email to helpdesk@ezsign.id with the subject "Corporate User Certificate Revocation Request by SysAdmin" using the email address registered in the certificate and cc to the email of the user whose certificate will be deactivated.
2. After receiving the revocation request form from the RA (Registration Authority), complete the form by attaching a Power of Attorney from the user whose certificate will be revoked. The form and power of attorney must be signed using each user's electronic certificate.
3. The RA Administrator will verify the applicant's data.
4. If the applicant's data is valid, the RA Administrator will deactivate the requested certificate.

5. The user whose certificate has been deactivated will receive an email notification that the certificate has been successfully revoked.