

## **primesign MOBILE - eIDAS-compliant qualified signing.**

With primesign MOBILE, documents are signed with an eIDAS-compliant qualified signature - via mobile phone, conveniently, legally binding, and secure, without having to install an additional app. A qualified primesign MOBILE signature is issued online within minutes, via remote identification such as video or eID (e.g., ID Austria/ Austrian mobile phone signature), and around the clock. primesign MOBILE is immediately ready for use and can be used worldwide.

The operation of the remote signing service primesign MOBILE as well as the issuing of primesign MOBILE signing certificates is carried out by our eIDAS-accredited primesign TRUST CENTER. The following contains a summary of important information about our services, registration, and the use of primesign MOBILE.

## **Important announcements**

Register at <https://primesign-status.com> to receive automatic notifications about maintenance windows and updates for primesign MOBILE.

## **Support**

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

Alternatively:  
[basicsupport@cryptas.com](mailto:basicsupport@cryptas.com)

## **primesign TRUST CENTER documents**

Our Certificate Policy/Certificate Practice Statement as well as further documentation on our primesign TRUST CENTER can be found at <https://tc.prime-sign.com>.

## **primesign MOBILE FAQ**

<https://prime-sign.com/en/faq>

## Registration for primesign MOBILE

**Step 1:** To start, you need a personal VOUCHER CODE. You have either purchased this VOUCHER CODE personally or received it from a third party. If you do not have a VOUCHER CODE yet, you can purchase one either in our **shop** or via our **sales department** (one VOUCHER CODE per user is required).

**Step 2:** Visit our primesign **OnBoarding Service**, log in with your VOUCHER CODE, fill in your registration data, and identify yourself via video boarding or 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 signing certificate.

**Step 3:** Sign your documents. The qualified signing certificate is immediately ready for use.

## Certificate revocation and suspension

A revocation of a certificate is final. A suspension, however, can be lifted within 10 days by means of a code sent by email. If the suspension is not lifted within this period, it automatically becomes a revocation.

## Suspension in Self-Management

Users can suspend certificates in self-management. This requires:

- ☞ knowledge of the revocation password set in the course of registration, or
- ☞ knowledge of your VOUCHER CODE with which you had the primesign MOBILE certificate issued

You can find our online suspension service at the following address:

**<https://cm.tc.prime-sign.com>**

## Telephone revocation service

To revoke a certificate, you must use our telephone revocation service. Depending on the type of registration (issuance of the certificate), you will need:

- ☞ the revocation password set in the course of registration, or
- ☞ the 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).