

IG PERSONA

Application integration

Revision 1.0 - 26 April 2026

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History

Revision	Date	Author	Description
1.0	26/04/2026	A. Dondoni	Management of IG PERSONA process startup

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1. Introduction

This document describes the **Time4User** APIs for managing the **Identity Proofing** process of **IG PERSONA**.

The specification defines Web service APIs based on the **HTTP** and **JSON-RPC** technical standards. The APIs are exposed at the following URLs:

Demo environment

<https://servicesbe.test4mind.com/Time4UserServices/services/backend/t4ujson>

Production environment

<https://servicesbe.time4mind.com/Time4UserServices/services/backend/t4ujson>

Every HTTP call must include the header:

```
Content-Type: application/json
```



The communication channel is protected by the TLS 1.2 protocol and requires authorization via client certificate. Intesi Group provides the keys and the certificate for authentication as part of the customer enablement and service activation process.



Time4User is a component of the Time4Mind platform, designed to provide onboarding and identification services, lifecycle management of

electronic signature/seal certificates, and signature, seal and timestamping services.
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2. User Identification

The following sections describe the request to initiate the identification process via IGPERSONA, and the services exposed to the third-party application (TPA) to activate the process.

2.1. Identification Workflow

The user identification request is initiated by a third-party application (TPA) according to the following steps:

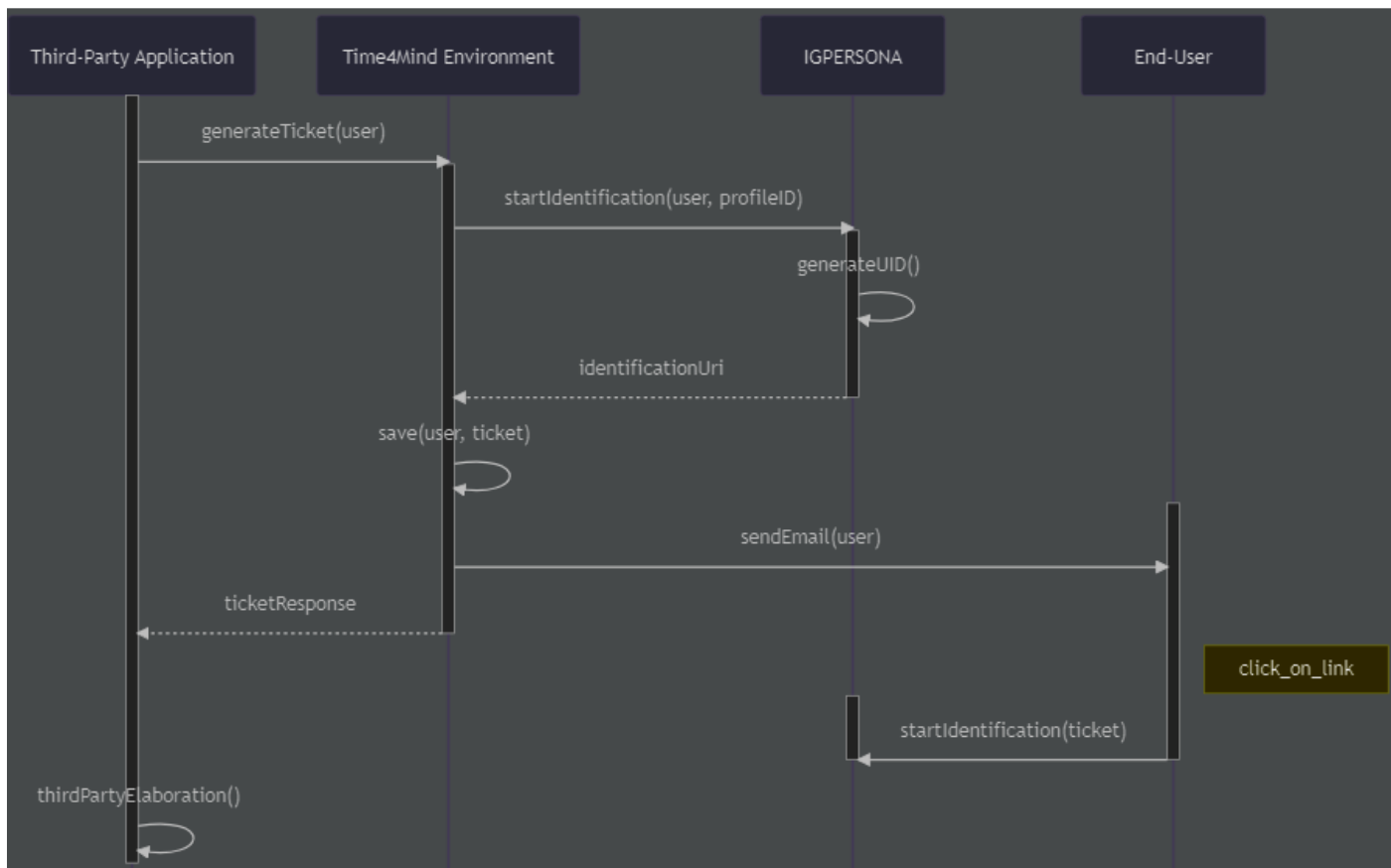
1. The **TPA** requests the creation of a ticket for a specific user, by invoking the `generateTicket` method. The ticket is a unique alphanumeric code.
2. The `generateTicket` method returns the ticket and, where applicable, the URL to initiate the identification process.
3. The **TPA** directs the user to the **IG PERSONA** landing page according to one of the following methods:
 - ◇ **IGPERSONA SELFIE**: direct redirection of the user to the URL returned by the `generateTicket` method;
 - ◇ **IGPERSONA VIDEO**: the user is automatically sent an email to initiate the identification process.
4. When the user selects the link, they are redirected to **IG PERSONA**, where the identification interface is presented.

The user then proceeds with the identification process independently or with the support of a **Registration Authority Officer (RAO)**.

The identification process and the related **user journey** are entirely managed within the **IG PERSONA** portal.

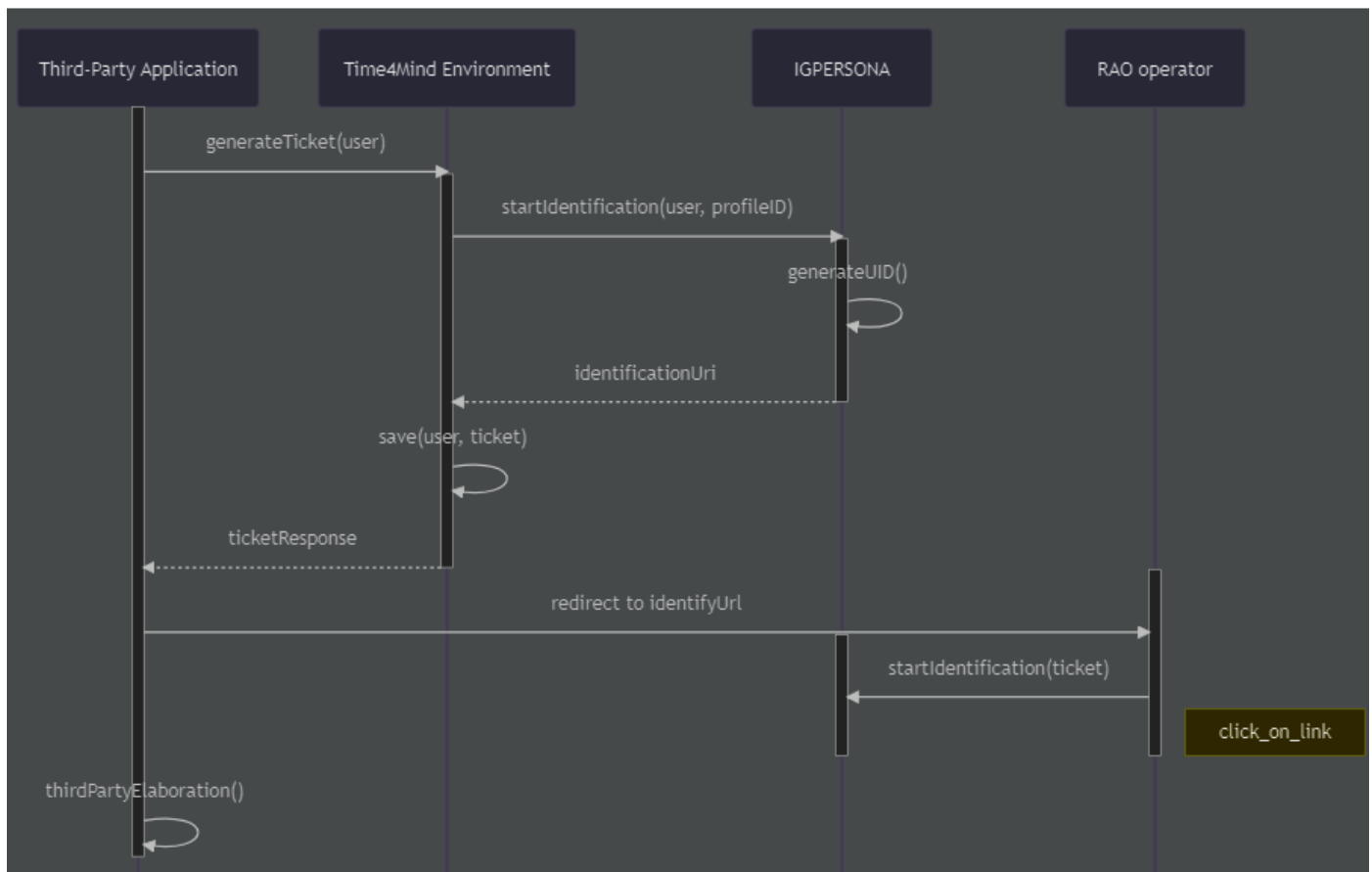
The certificate type and identification method assigned to the user depend on the environment configuration; specific parameters are therefore provided during ticket generation to identify the correct configuration.

The diagram below describes the workflow of the identification process via **IG PERSONA VIDEO**:



[Figure 1 - IG PERSONA Video identification startup flow]

The diagram below describes the workflow of the identification process via **IG PERSONA SELFIE**:



[Figure 2 - IG PERSONA Selfie identification startup flow]

3. Application Integration API

Below are the APIs for managing the initiation of the identification process via IG PERSONA.

3.1. generateTicket

The service generates a ticket to request a specific type of service or product. Each ticket represents a **one-shot** code uniquely associated with a single user.

The ticket enables the user to perform all operations required to activate the service for which it was generated. Once activation is complete, the ticket is invalidated and can no longer be used.

Action: POST

Request

```
{
  "method": "generateTicket",
  "id": 36,
  "jsonrpc": "2.0",
  "params": {
    "productType": 6,
    "identifyUrl": true,           ①
    "requestLogin": "john.doe@intesigroup.com",
    "accounts": [
      {
        "userInfo": {
          "telephoneNumber": "+390000000000",
          "name": "John",
          "surname": "Doe",
          "language": "it"
        },
        "userAccount": "john.doe@intesigroup.com"
      }
    ],
    "productInfo": {             ②
      "registrationOffice": "{customParameter}",
      "providerName": "{customParameter}"
    }
  }
}
```

① returns the URL to initiate the identification process

② defines the product information on which to initiate the identification process

Response

```
{
  "result": [{
    "identifyUrl": "Base 64 encoded url",
    "ticket": "31637fb6-8b0c-4e5f-b14f-f9259769abf6",
    "userAccount": "john.doe@intesigroup.com"
  }],
  "id": 36,
  "jsonrpc": "2.0"
}
```

3.1.1. PRODUCT_INFO PARAMETERS

To correctly initiate the identification process in order to issue a digital signature certificate, the parameters *registrationOffice* and *providerName* must be correctly configured.

These parameters are provided by Intesi Group during the delivery process.



If you are migrating to identification via IG PERSONA SELFIE or IG PERSONA VIDEO, you must configure the process keeping the same value for the *providerName* parameter and appending the suffix SELFIE or VIDEO to the *registrationOffice* value. Obviously, the new registration office must be activated in advance by Intesi Group.

Example:

- If the current parameters are *providerName*: `intesiQS` and *registrationOffice*: **XXXTESTXX**, the new parameters to initiate identification via IG PERSONA SELFIE will be: *providerName*: `intesiQS` and *registrationOffice*: **XXXTESTXX_SELFIE**.
- If the current parameters are *providerName*: `intesiQSWeb` and *registrationOffice*: **XXXTESTWEBXX**, the new parameters to initiate identification via IG PERSONA VIDEO will be: *providerName*: `intesiQSWeb` and *registrationOffice*: **XXXTESTWEBXX_VIDEO**.

3.2. sendSurveyReminderMail

The service allows you to resend the email to initiate the identification process.

Action: POST***Request***

```
{
  "jsonrpc": "2.0",
  "id": 1,
  "method": "sendSurveyReminderMail",
  "params": {
    "ticket": "xxxxxx",           ①
    "language": "it"             ②
  }
}
```

① unique ticket of the identification process

② language for email localization

Response

```
HTTP/1.1 200 OK
Content-Type: application/json
```

```
{
  "jsonrpc": "2.0",
  "id": 1,
  "result": null
}
```