

Accessibility information for remote identification and qualified signature and seal services

Version 1.0 | 25 October 2026 | Next review: within 12 months

This information describes the available features and the arrangements for requesting assistance with IG Persona identification, remote signatures and seals, authorisation using IG You or an SMS OTP, and certificate management in Time4Mind.

Identification with IG Persona

IG Persona integrates Veridas XPressID to capture and verify documents and facial images. According to the supplier's documentation, the component includes features intended to support use with assistive technologies, instructions and focus management. Intesi Group applies the configurations recommended by the supplier. This information relates to the XPressID component based on the documentation made available by the supplier and does not constitute a declaration of conformity of the entire integrated process.

The Video process provides text instructions and requires document images, head movements and a recording in which you state your first name and surname. These steps may cause difficulties for some users where it is not possible to frame the document or face, perform the required movements or participate in the verbal interactions required by the procedure.

To request an alternative identification method, contact support to identify another available method: in-person identification at a Local Registration Authority (LRA), identification using SPID or CIE at level 3, if you have one, or identification using a qualified certificate you already hold. It is not necessary to state the reason for your request. If you have used all the permitted attempts, support can reopen the session.

For in-person identification using the Selfie process, the Registration Authority Officer (RAO) is physically present and can help you scan the QR code and capture document and facial images in accordance with the applicable identification procedures. Support explains the requirements and any appointment arrangements. The required identity and security checks remain applicable when assistance is provided.

Authorisation using IG You and an SMS OTP

IG You displays the OTP on screen; access may require a user-set code or biometrics, depending on the configuration. Where the service provides this option, you can use an OTP received by SMS instead of the app. Support explains availability and activation.

The SMS OTP does not change at fixed intervals and remains valid until used. This feature allows more time to read and enter it, without having to use a new code at each interval. Once used, the code cannot be reused.

To use it, start the signature or seal operation, receive the message on the enabled phone number and enter the code in the required field. OTP validity does not determine the duration of the session. Entry methods and any time limits also depend on the application, which is normally provided by the customer or another organisation.

Certificate management and revocation with Time4Mind

The Time4Mind personal area allows you to manage certificates and request their revocation, suspension or reactivation yourself. Sign in to the service and follow the instructions available in the personal area.

[Sign in to the Time4Mind personal area](#)

If you cannot sign in or complete the request, complete and sign the revocation, suspension or reactivation form available in the QTSP repository at the following URL:

[Download the revocation, suspension or reactivation form](#)

and submit it through the dedicated support channel, with the required attachments. Submission initiates processing and does not confirm that revocation has been completed. If you also experience difficulties with the form or portal, contact support for assistance; the required checks remain applicable.

[Submit a revocation suspension or reactivation request](#)

Assessment and improvement

The features described are based on known service functions and supplier documentation. As at the date of publication of this document, specific assessments of the complete processes against the requirements of EN 301 549 and testing with assistive technologies have not yet been completed.

Compatibility with specific screen readers, magnification tools or assistive configurations, and the effectiveness of alternative methods, remain to be verified. As at the date of publication of this document, conformity assessments of IG You against the applicable Web Content Accessibility Guidelines (“WCAG”) criteria have not yet been completed.

This document does not constitute a declaration of overall conformity of the services with the applicable accessibility requirements, but rather a description of the features currently available, the assistance measures provided and the accessibility information available as at the date of its publication.

Intesi Group plans to complete the assessment of IG Persona, IG You and Time4Mind against the applicable requirements of EN 301 549 by June 2027, and to start implementing any corrective measures identified as necessary by December 2027. Reports help identify the

improvements to be made. This document is reviewed every 12 months and after significant service changes.

How to obtain assistance

Submit an accessibility support request

[Accessibility support request](#)

If you cannot use the portal or sign in, email the address below.

accessibility@intesigroup.com

State the service, the step where you encounter difficulty and how you prefer to be contacted. Where helpful, specify your device, browser and assistive technology. No diagnosis or medical certificate is required. Do not send passwords, PINs or OTPs through tickets or email.

For revocation, suspension or reactivation requests, use the dedicated channel described in the Time4Mind section. For information on the remedies available under the applicable rules, consult the Agency's institutional website in the "AgID information on accessibility for private entities" section AgID information on accessibility for private entities