

PIN recovery

User guide

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History

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PIN Recovery guide

This guide describes the procedure (PIN recovery) that allows you to set a **new PIN** if you forget it.

For security reasons, it is not possible to recover the forgotten PIN value.

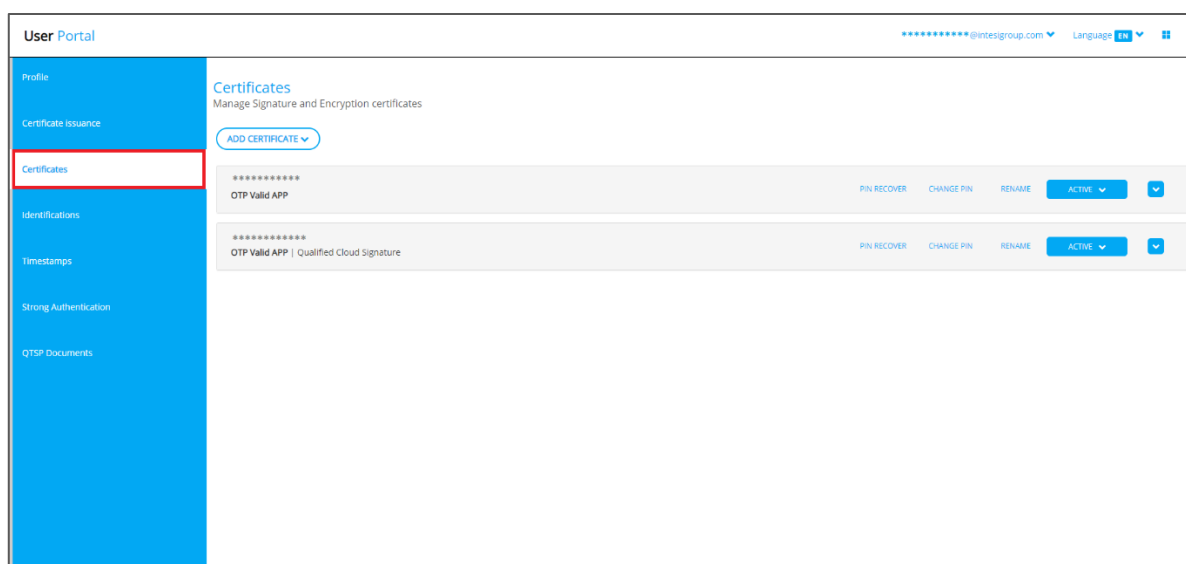
The PIN recovery procedure allows you to assign a new PIN to an existing signature certificate.

The PIN is a mandatory information for carrying out digital signature operations and, once set, **it must be stored with care.**

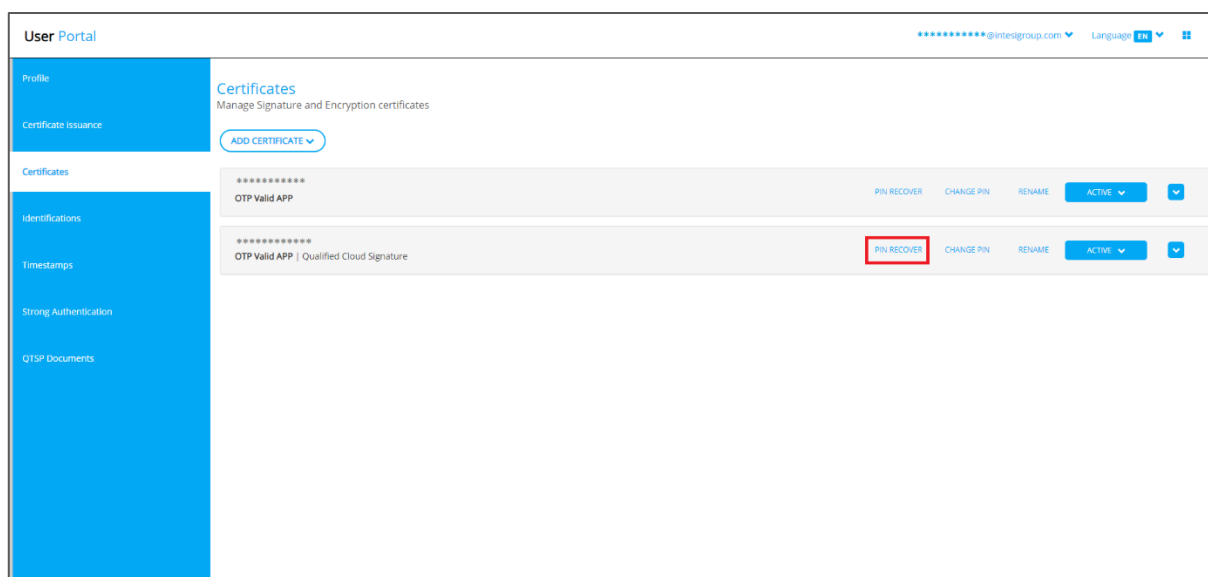
To start the PIN recovery procedure, you need to connect to the "User Portal" (<https://user.time4mind.com/secure/credentials.php>) and enter your credentials (email address and password).

If the password is forgotten, it is possible to carry out the recovery procedure by clicking "Forgot password?".

Once logged into the "User Portal" private area, click on the "Certificates" tab:



Select the certificate that needs a new PIN, by clicking on "PIN RECOVERY":



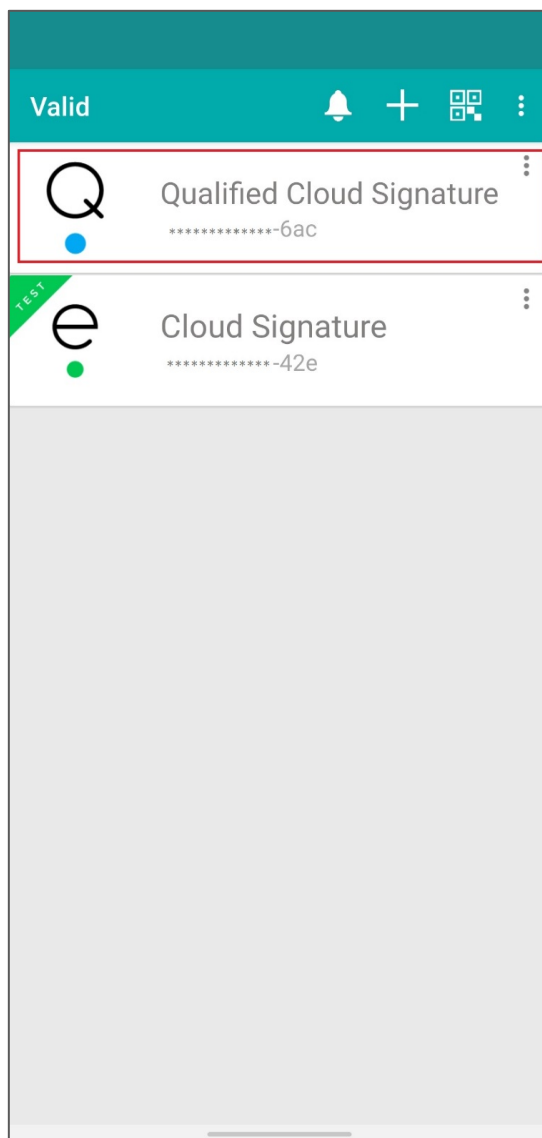
You'll be asked to enter a One Time Password (OTP) to start the PIN RECOVERY procedure:

The dialog box has a blue header with the text 'PIN RECOVER'. The main text reads: 'To retrieve the pin of ***** certificate, insert an OTP generated by your mobile.' Below this, it says 'OTP by your app' in blue. There is a text input field containing the text 'OTP'. Underneath the field, it states 'You have 5 of 5 possibilities to recover the PIN'. At the bottom, there are two buttons: 'CLOSE' and 'CONFIRM'.

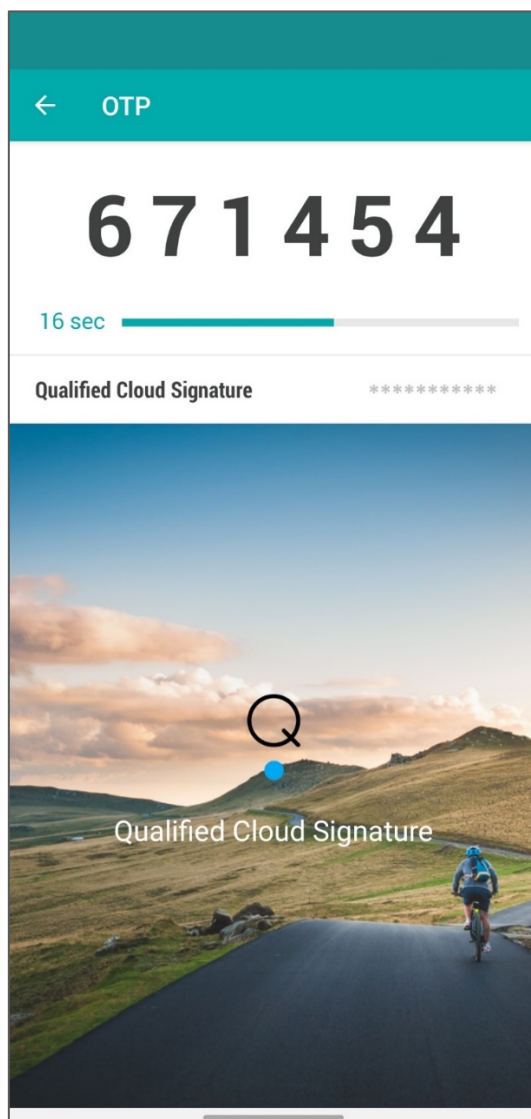
The OTP to be entered on this page is provided by Valid mobile app, installed on a smartphone or tablet.

From the App Valid, select the certificate that needs the OTP.

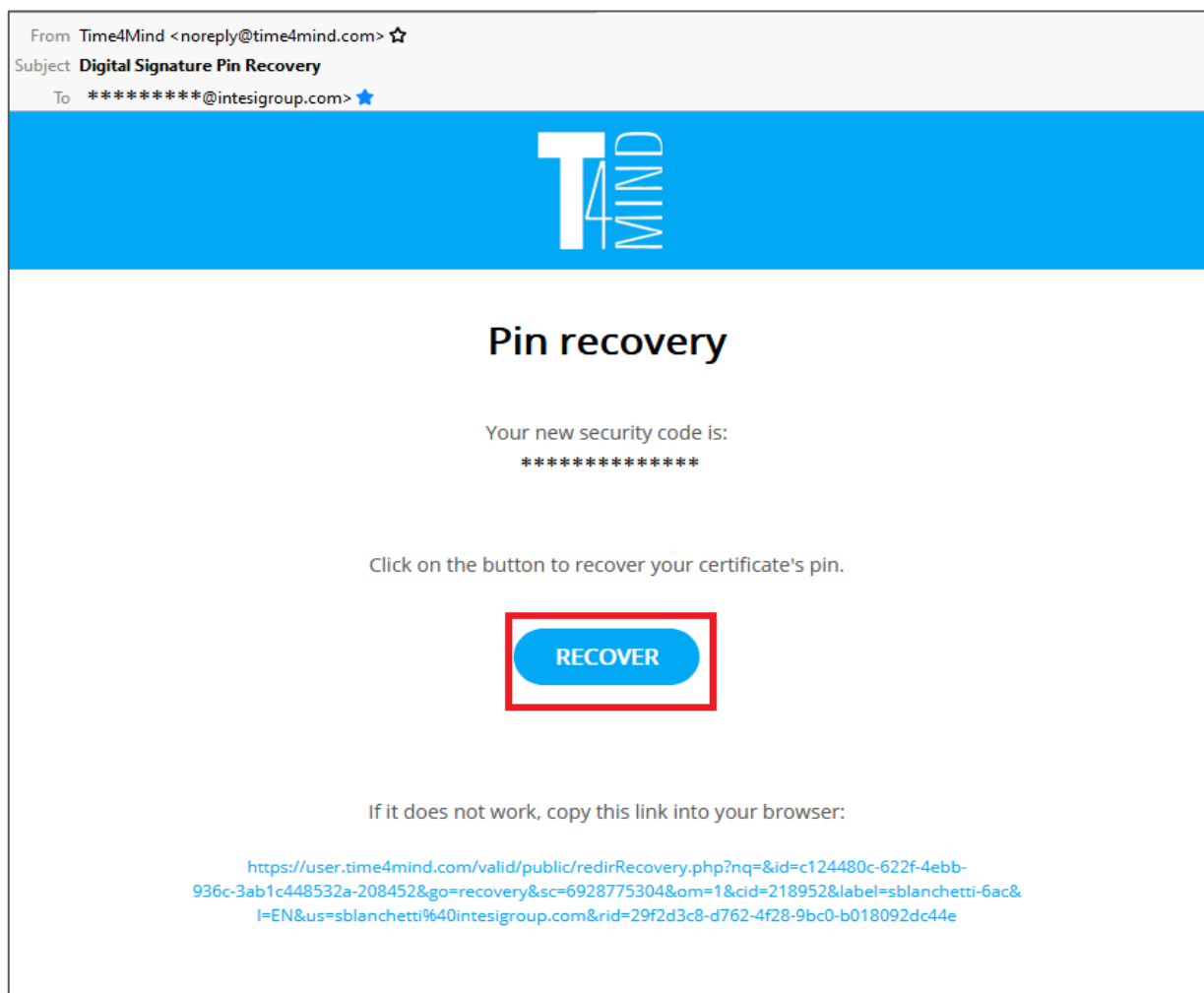
If the screen shown below does not appear directly, enter your email and password on the home page of the App. In case of forgotten password, click "Forgot password?" in the initial screen of the App Valid.



Enter the OTP provided by Valid in the "User Portal" as shown on page 5.



If the OTP entered is correct, an e-mail will be sent to the address you set on the portal during the registration phase. In the email, click on the blue button "RECOVER":



By clicking the blue button "RECOVER" from the email, a new web page will open, which allows you to enter the new PIN.

For security reasons, the PIN must be entered twice in the PIN and CONFIRM PIN fields respectively (Point 1).

In the row below, enter a new OTP generated by the Valid App (Point 2). You'll get the OTP with the same procedure described on page 5.

Finally, click on the "CONFIRM" button (Point 3):

The screenshot shows the 'User Portal' interface. On the left is a blue navigation sidebar with links for Profile, Certificate Issuance, Certificates, Identifications, Timestamps, Strong Authentication, and QISP Documents. The main content area is titled 'Certificates' and 'Manage Signature and Encryption certificates'. A central panel titled 'Complete PIN recover procedure' contains the following steps:

- STEP 1:** Create and confirm a new numeric PIN with a minimum of 6 digits.
 - 1 → PIN (input field)
 - 1 → CONFIRM PIN (input field)
- STEP 2:** Enter an OTP generated by sblanchetti-RAO-Sign of your Valid App.
 - 2 → OTP (input field)
 - SECURITY CODE (input field with masked characters)

At the bottom right of the panel, a 'CONFIRM' button is highlighted with a red box and a red arrow labeled '3' pointing to it. A 'NEED HELP?' link is also visible at the bottom left of the panel.

You will be informed that the PIN has been changed correctly.

You can now proceed to sign with the new PIN.

The PIN is strictly personal and must be stored with care.