První certifikační autorita, a.s.

Issuance of a certificate online

User documentation

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Contents

1 Introduction

This document determines terms and issuance procedure of personal electronic certificate (without personal presence at the RA I.CA workplace) with online verification of the applicant's identity, based on verification of the natural person (applicant) identity against the bank and biometric identity verification. This verification is running with usage of the special ZealiD verification application, installed on the applicant's mobile phone or tablet.

Whole process is realized by the form of a step menu. The description of single steps is given below.

1.1 Issuance of certificate online – restrictive conditions

The personal electronic certificate issuance service with online applicant's identity verification is an additional service to the standard process of the personal certificate issuance in presence of the applicant at the working place of public registration authority and can only be provided under the restrictive conditions written below. If it is not possible to accept or fulfil conditions below by the applicant's certificate, it is not possible to provide online certificate issuance service to the applicant. This does not limit the applicant to request electronic certificate issuance in standard way – i.e. a full - time form at the public I.CA RA workplace.

1. **Technical conditions**

   - The user must have functional smartphone with Android or iOS (iPhone) operating system and active internet access, on which he will install the ZealiD utility application (see the procedure below).
   - The user must have personal computer with Windows 10 (or higher version) operating system, display with minimum HD resolution and functional internet access.

2. **Procedural conditions**

   - In terms of articles 6, 7 and 9 of the General data protection regulation (GDPR) must applicant, beyond the personal data, provided while issuing the electronic certificate by the presence form (legal requirements), explicitly agreed also with providing and processing the special nature data (biometric data) – concretely photographs of the face and the presented identity document, and their storage on I.CA side for the same period as the data required for the issuance of an electronic certificate by presence form - i.e. data provided by the certificate applicant on the bases of the legal conditions in accordance with European Parliament and Council Regulation (EU) no. 910/2014 (eIDAS regulation) and Act no. 297/2016 about the services creating confidence for electronic transactions. Text for conditions, for which the service can be provided, can be viewed under the link:https://www.ica.cz/userfiles/files/dokumenty/Podminky%20pro%20zadost%20o%2 0vydani%20certifikatu%20distancnim%20zpusobem_AJ.pdf
   - Within the frame of data processing, the applicant must confirm his will to sign contracts about issuing and using qualified certificate (see the agreement sample in the link: https://www.ica.cz/userfiles/files/dokumenty/online_smlouva_vzor_EN.pdf with I.CA and electronically sign this agreement before the process is completed.

1.2 Issuance of a certificate online – process

Actual process of applicant's identity verification and issuing of the electronic certificate takes place in several successive steps:

1. **Initial registration**
   - For the initial registration is user asked to enter basic identification data, which will be than checked within the frame of on-line verification process.

2. **Install the ZealiD application on a mobile device**
   - The ZealiD application, which is in relevant markets available for Apple and Android platforms, is used to verify applicant's identity online.

3. **Process of online verification in the ZealiD application on mobile device**

   Within the frame of ZealiD application, the following operations are performed:
   - Biometric face analysis. For the required application functionality, it is necessary to allow the ZealiD application to access the camera during installation.
   - Verification of your identity documents, when a scan of the submitted identity document (ID card or passport) is performed, processing of the obtained data and biometric comparison of the photograph with your face.

4. **Generating a certificate request**
   - Operation takes place through the I.CA web interface, where the user is shown the request items obtained from online verification to be controlled and confirmed by the applicant.

5. **Service payment**
   - The user will choose the payment form for the service (by credit card or pro forma invoice).

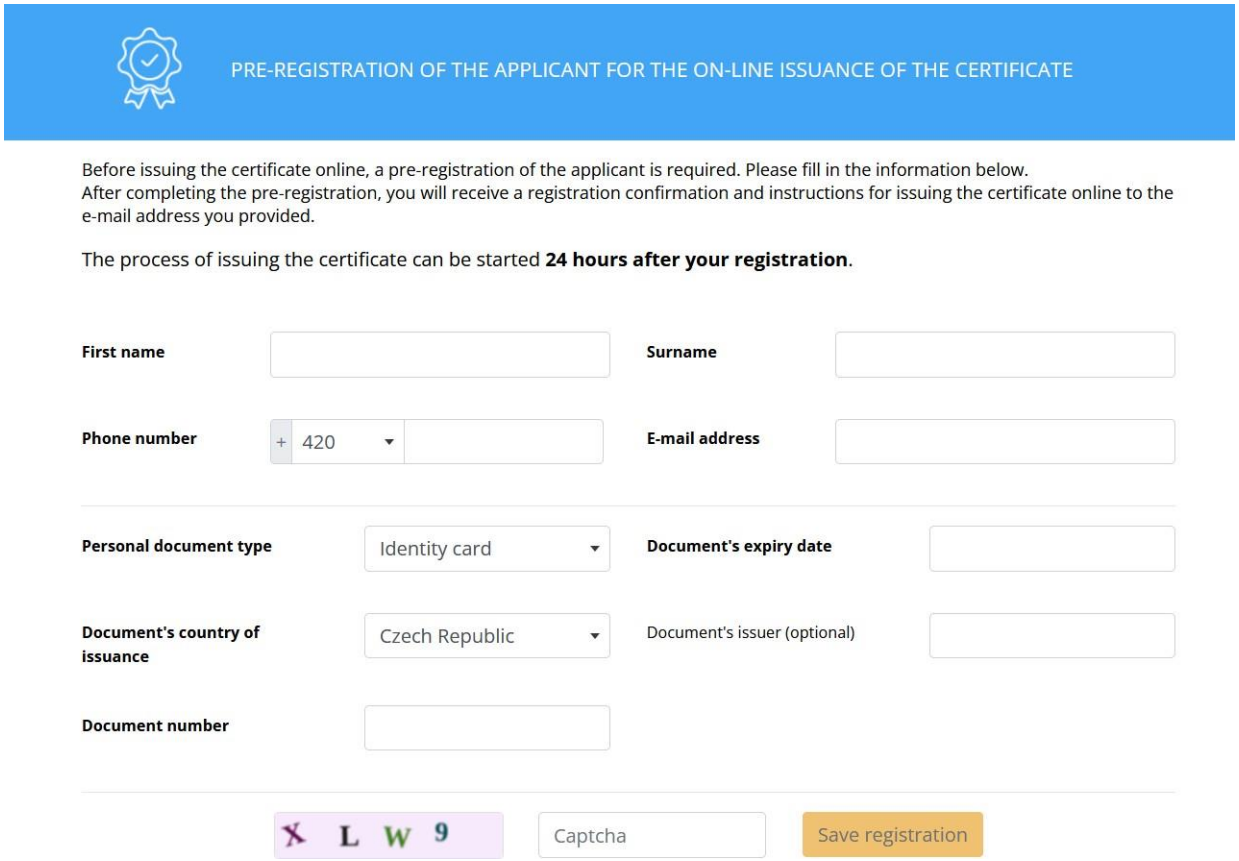
6. **Signing a contract for issuance and use of an electronic certificate**
   - The user has the opportunity to view an electronic contract and then sign it.
     - contract sample is available to view in the link: https://www.ica.cz/userfiles/files/dokumenty/online_smlouva_vzor_EN.pdf

7. **Obtaining an electronic certificate**
   - After signing the contract, user will receive issued certificate to the e-mail address mentioned in the frame of the certificate issuance. At the same time, user will receive a link to download an electronic contract for the issuance and use of the certificate.

2 Initial registration of the certificate applicant – data entry

For the initial registration, the user is asked to enter basic identification data, which will be than checked in the frame of on-line verification process. Therefore, it is important to properly check before saving the registration – see fig. 1.

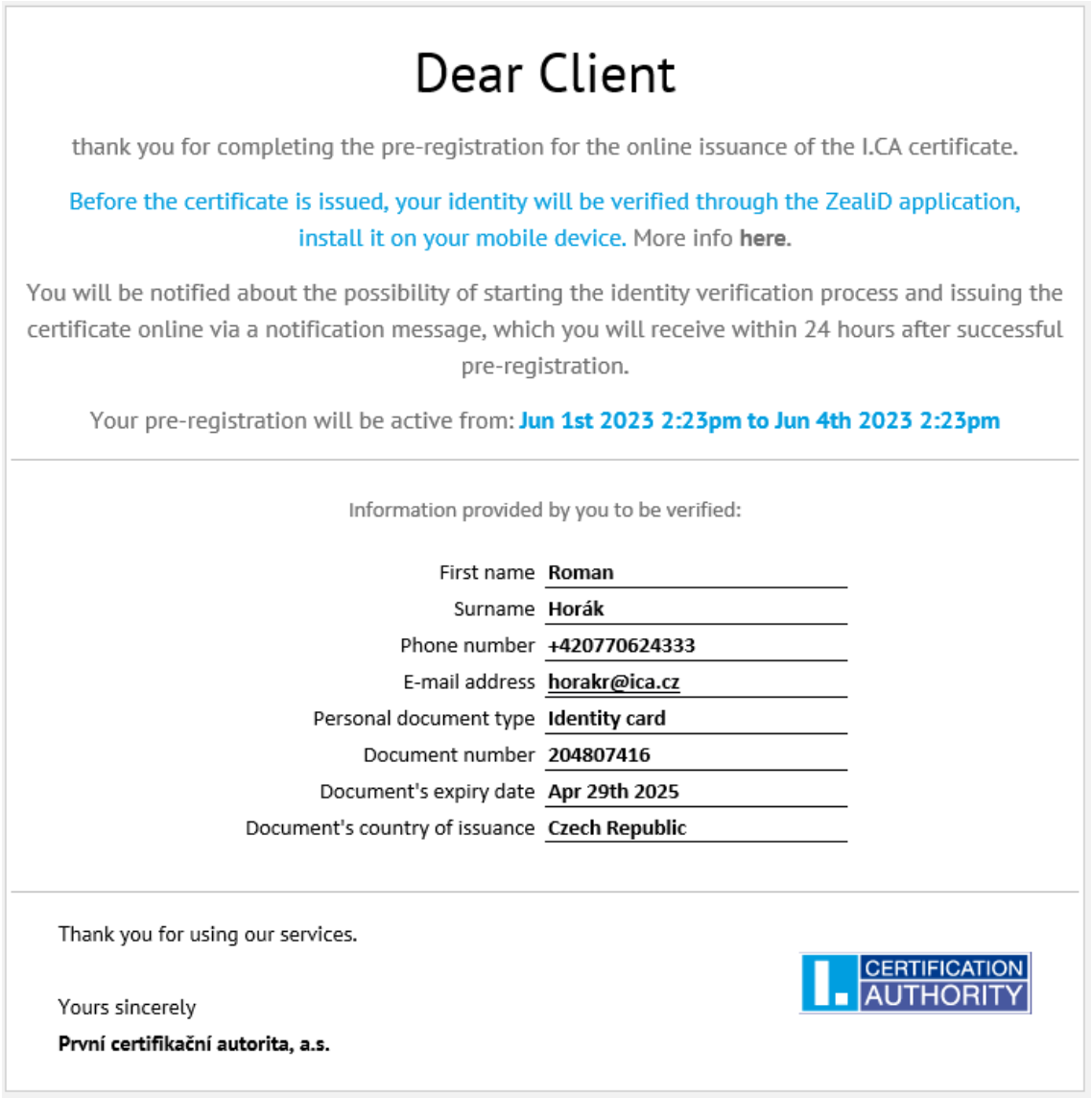
Fig. 1.



If no certificate is issued, the user's personal data will be deleted after 10 days from the date of pre-registration.

The user will receive information about saving the registration by e-mail – see fig. 2.

Fig. 2.



Dear Client

thank you for completing the pre-registration for the online issuance of the I.CA certificate.

Before the certificate is issued, your identity will be verified through the ZealiD application, install it on your mobile device. More info **here**.

You will be notified about the possibility of starting the identity verification process and issuing the certificate online via a notification message, which you will receive within 24 hours after successful pre-registration.

Your pre-registration will be active from: **Jun 1st 2023 2:23pm to Jun 4th 2023 2:23pm**

Information provided by you to be verified:

First name	**Roman**
Surname	**Horák**
Phone number	**+420770624333**
E-mail address	**horakr@ica.cz**
Personal document type	**Identity card**
Document number	**204807416**
Document's expiry date	**Apr 29th 2025**
Document's country of issuance	**Czech Republic**

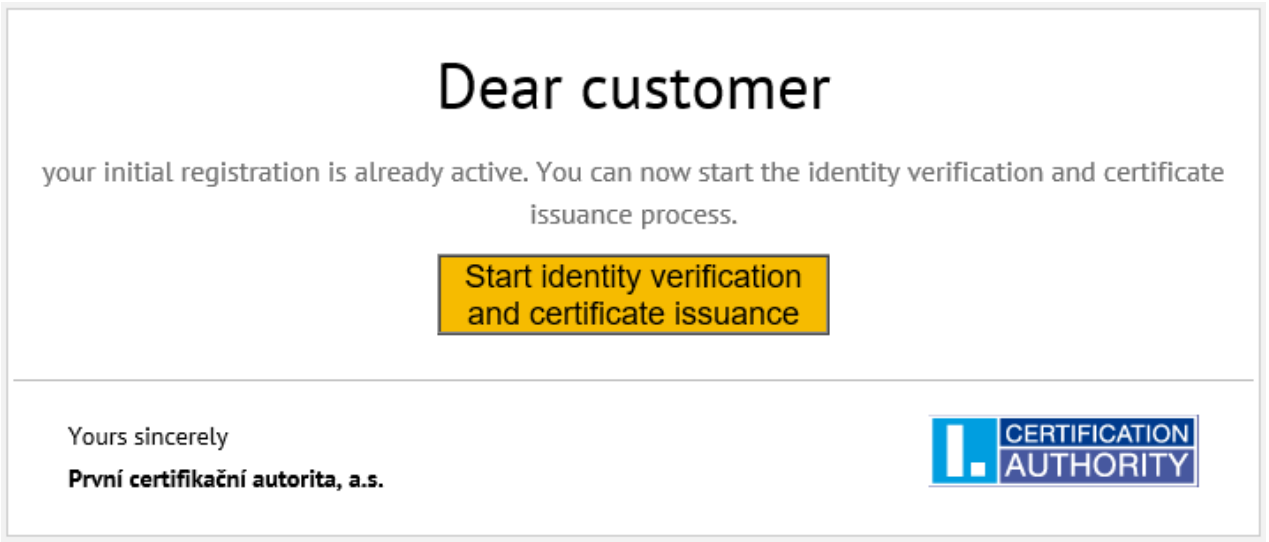
Thank you for using our services.

Yours sincerely

První certifikační autorita, a.s.

The on-line process can be started 24 hours after successful registration saving for the next 3 days. see fig. 3.

Fig. 3.



Dear customer

your initial registration is already active. You can now start the identity verification and certificate issuance process.

Start identity verification and certificate issuance

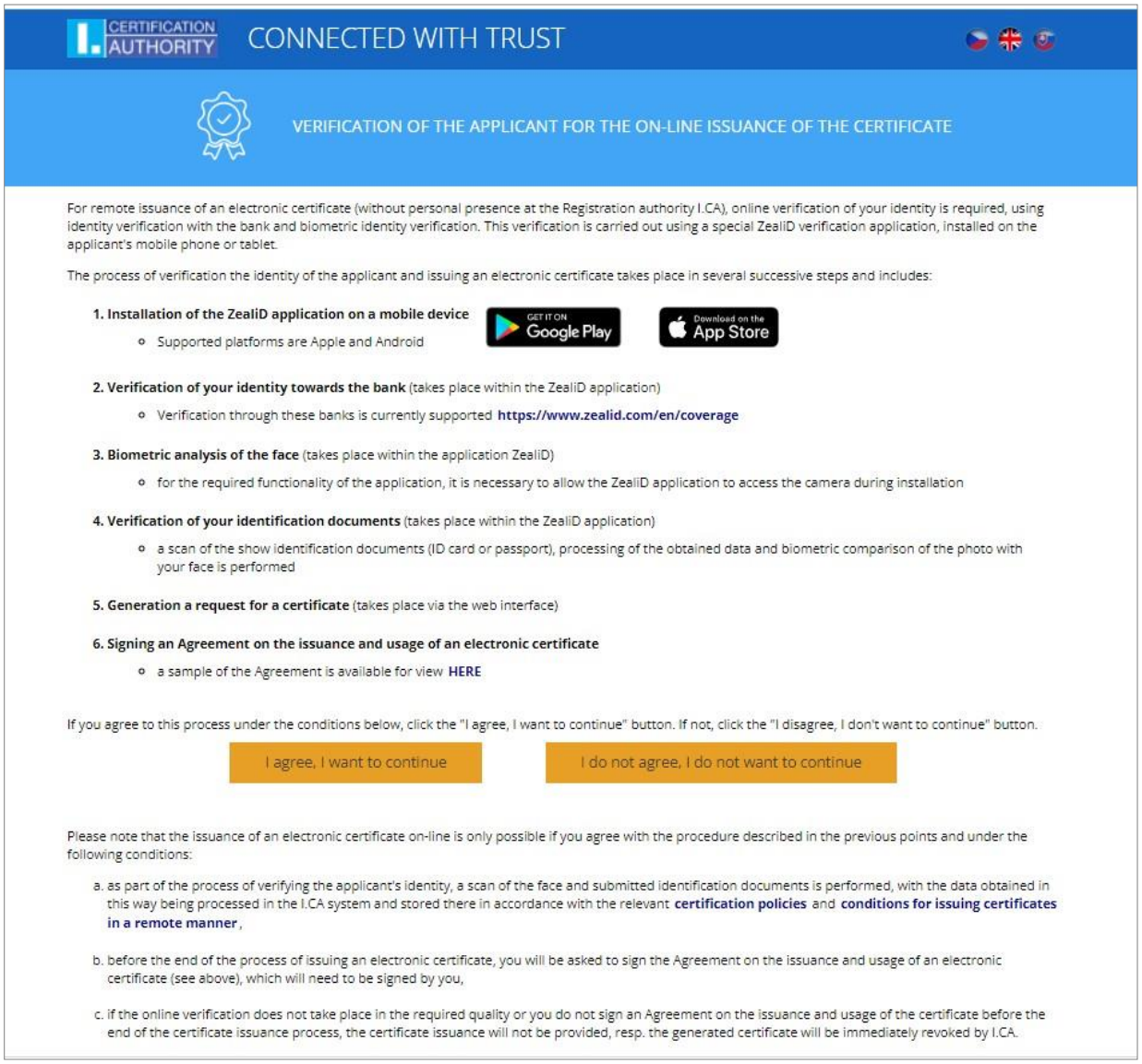
Yours sincerely

První certifikační autorita, a.s.

3 Initiation process – start screen

Starting the process for online processing of the request for an electronic certificate is possible on https://www.ica.cz/english website in the part Qualified certificate for electronic signature or right under the link https://www.ica.cz/qualified-certificate-for-esign, after its opening the start screen containing basic information and related links will be displayed. Applicant must agree with theprocedure and conditions for online issuance of the electronic certificate (remotely) or it is notpossible to issue a certificate remotely, i.e. provide the service – see fig. 4.

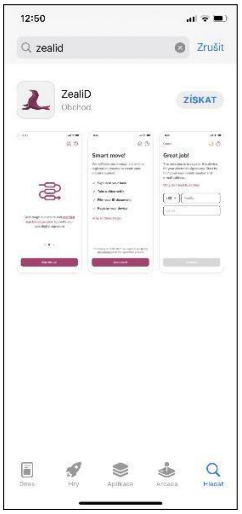
Fig. 4.



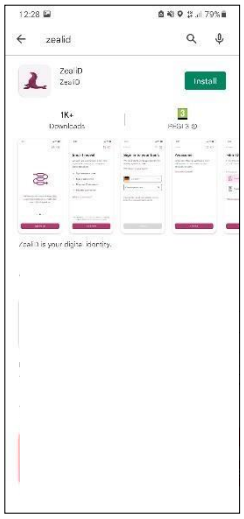
4 Download the application for a supported platform

Enter “ZealiD” into the browser, the searched application – see fig. 5.:

Fig. 5.



ZealiD application for iOS



ZealiD application for Android

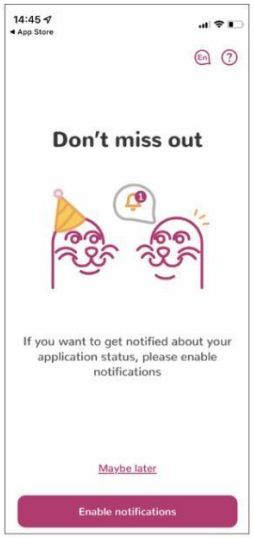
5 ZealiD application – user verification

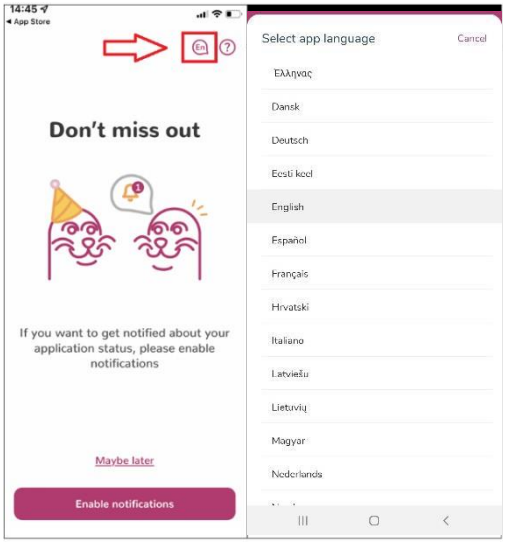
Launch the ZealiD application by the icon from the desktop of your mobile device.

By default, the ZealiD is in English.

If necessary, change the required language version – see fig. 6:

Fig. 6.

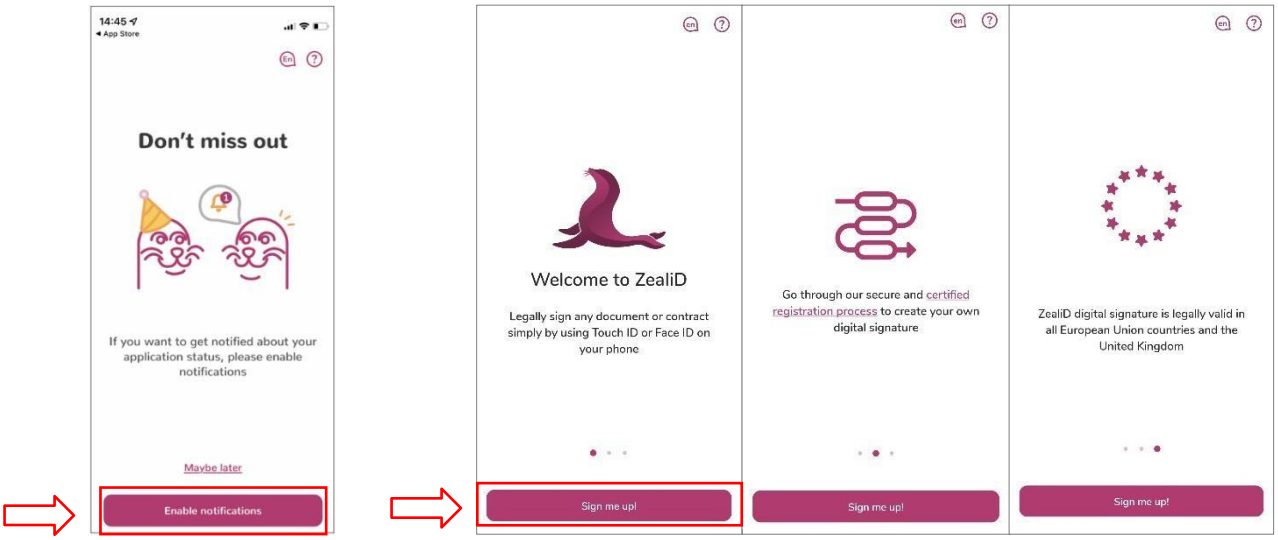




5.1 User notification and registration

For registration and verification of the user/device, enable notification – see fig. 7:

Fig. 7.



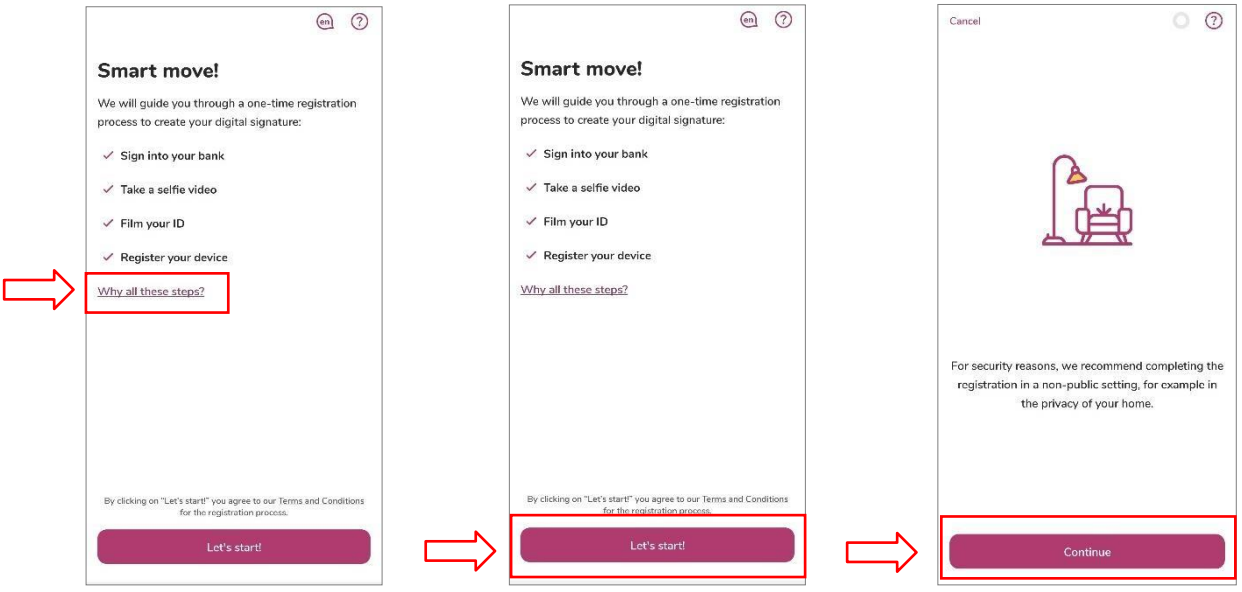
User registration consist from few steps, in following steps the application will require:

- Registration of your device
- Upload selfie video by ZealiD application and by mobile device
- Scanning your identity document

This validation process will reliably ensure the user identity verification and then the applicantfor the I.CA certificate, for this reason it is necessary to go through all the steps above and provide the required information.

Before starting the verification process, you can get the information about the process see - fig.8. Then follow the guide.

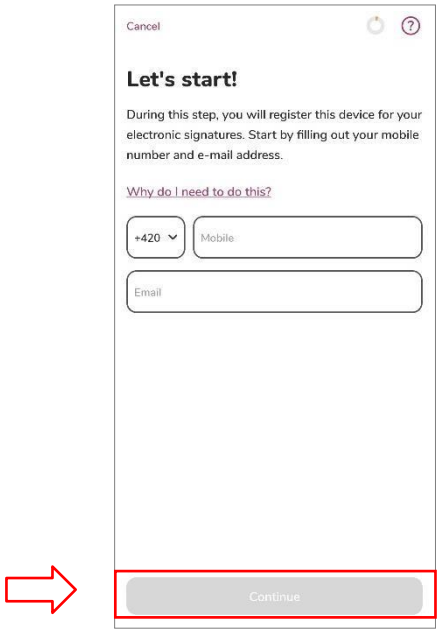
Fig. 8.



5.2 Device registration

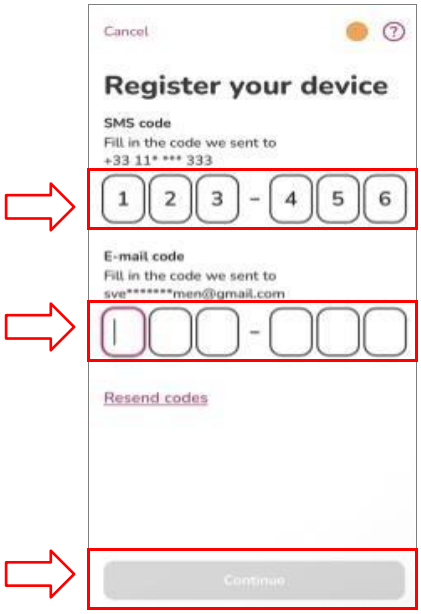
Insert required contact information, to which a one-time OTP code will be sent to verify/register your device to the system. See Fig. 9:

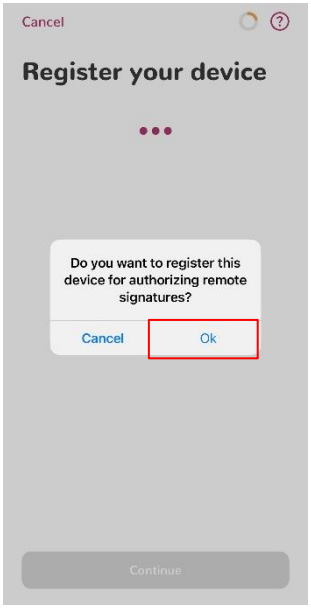
Fig. 9.



Copy the OTP codes which were sent to your contact phone number or e-mail. Register your device for remote signature authorization and if your mobile device has “Face ID”, you can use it to confirm transaction – see fig. 10.

Fig. 10.

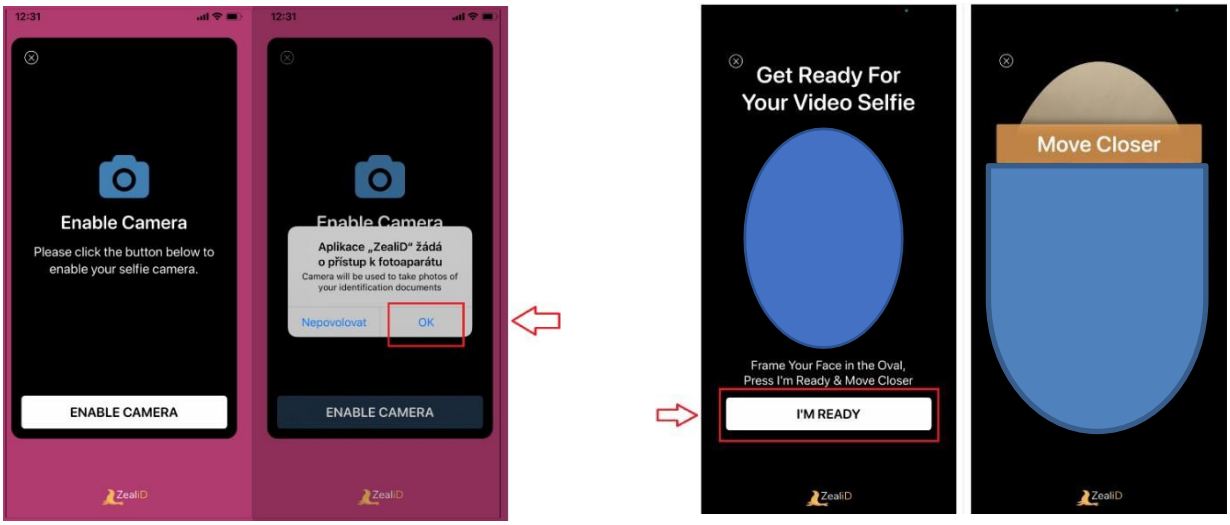




5.3 Uploading of selfie video – user verification by selfie video

To take a selfie video, application requires permission for access to the camera. Adjust the face to the oval frame of the camera (first from distance and then up close). Wait for the selfie video to be processed – see fig. 11.

Fig. 11.

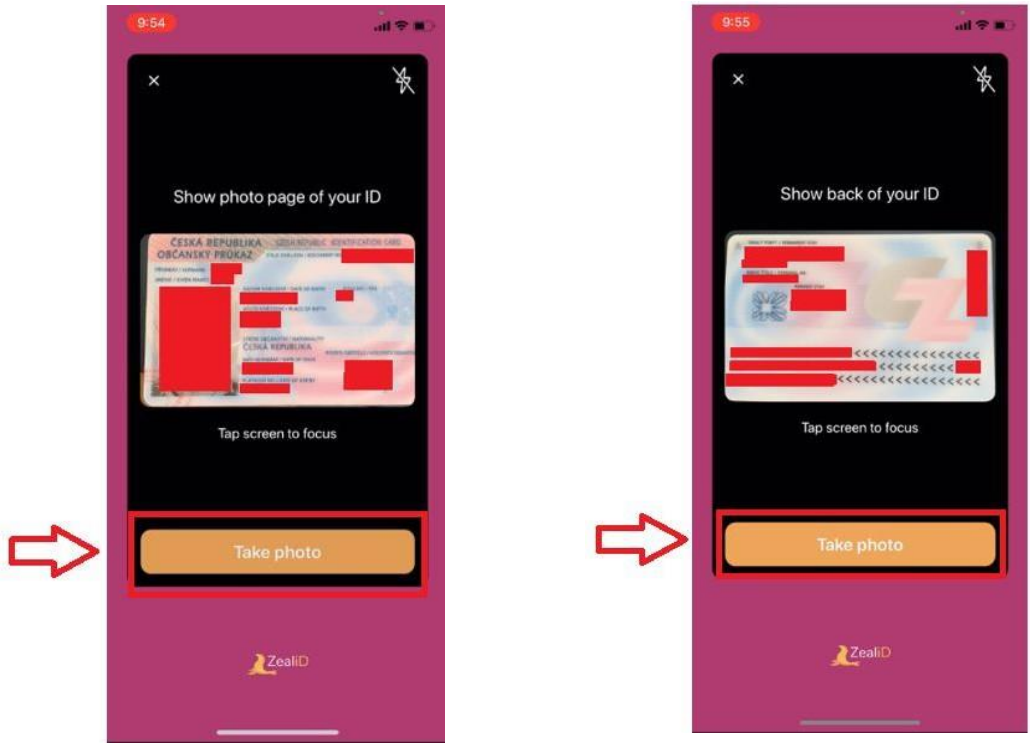


5.4 Picture of the identity document

Choose one of the accepted forms of identity document from the list. Put your identity document on the flat surface and ensure suitable light conditions.

Then arrange the front of the identity document to the frame, application will require scanning the document (green and purple dot). The back side of the document will be scanned in the same way – see fig.12.

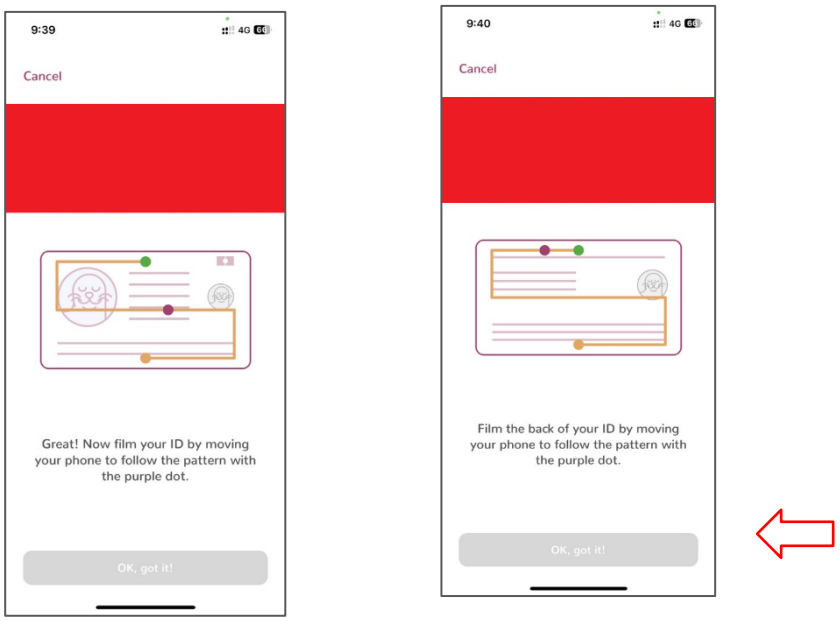
Fig. 12



5.4.1 Identity document picture – verification of a personal document authenticity

Now scan the front of your ID by following the example with the purple dot. Scan the back of you ID in the same way see fig. 13.

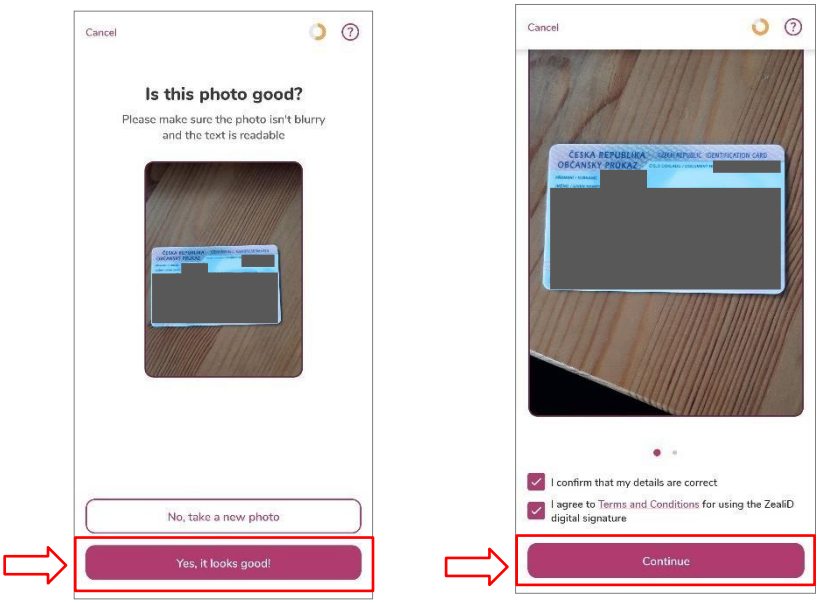
Fig.13



5.4.2 Identity document picture – control of the identity document picture

Control the picture in the front of identity document, in case of illegibility make another picture. Then check the picture in the back of your identity document and in case of illegibility also make new picture – see fig. 14.

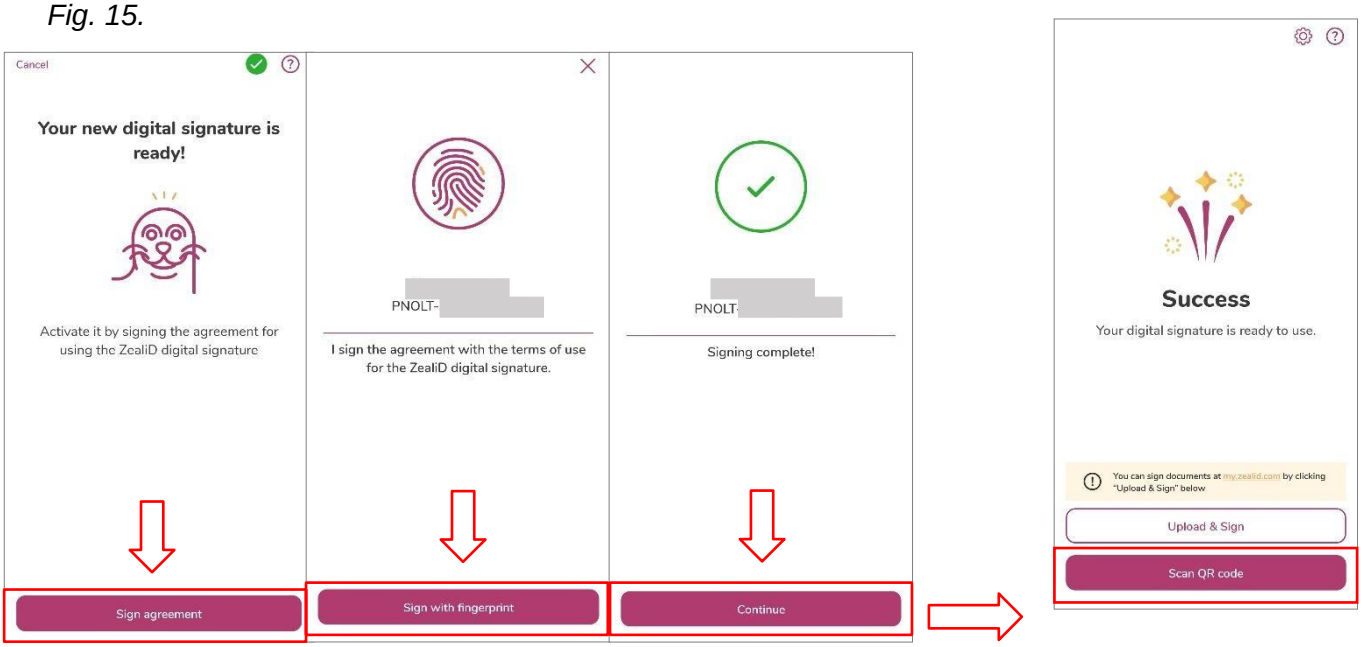
Fig. 14.



5.4.3 Identity document picture – user registration completion

Check the information obtained from the identity document picture and then agree on the general conditions. Wait for your ID to be processed – see fig.15:

Fig. 15.



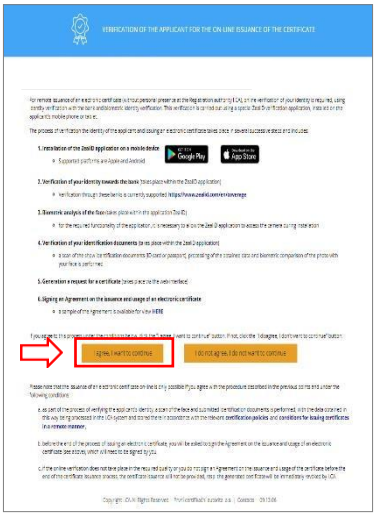
When the applicant's identity is verified in the mobile application, a technology certificate is issued to ensure secure communication during the verification process. This certificate secures the transfer of information between the user and the application.

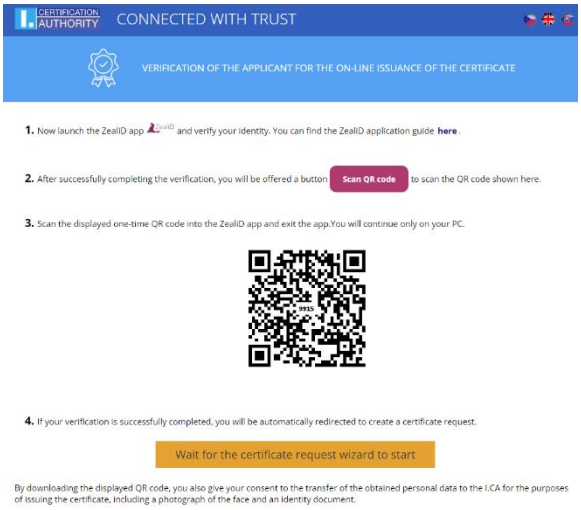
6 Issuance of a certificate online – generating a certificate request

6.1 Issuance of a certificate online – QR code loading

The last step in the ZealiD application is to load the generated QR code, which will be displayed in the I.CA web interface after selecting the "**I agree, I want to continue**" option onthe start screen – see fig. 16:

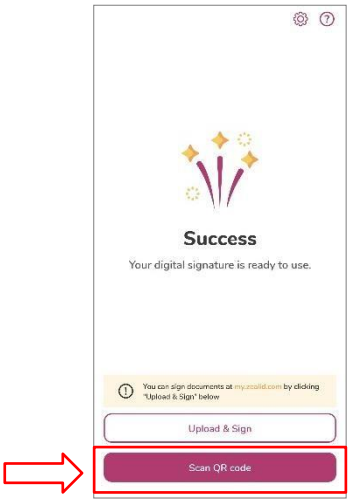
Fig. 16.

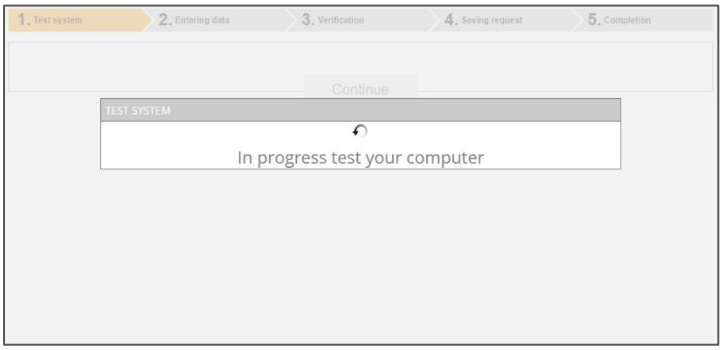




Follow the instruction in your mobile device to read the displayed QR code from the computer screen. After successful reading of QR code, the verification data from ZealiD will be redirected to the process of creating a certificate request – see fig.17:

Fig. 17.





6.2 Issuance of a certificate online – online I.CA generator

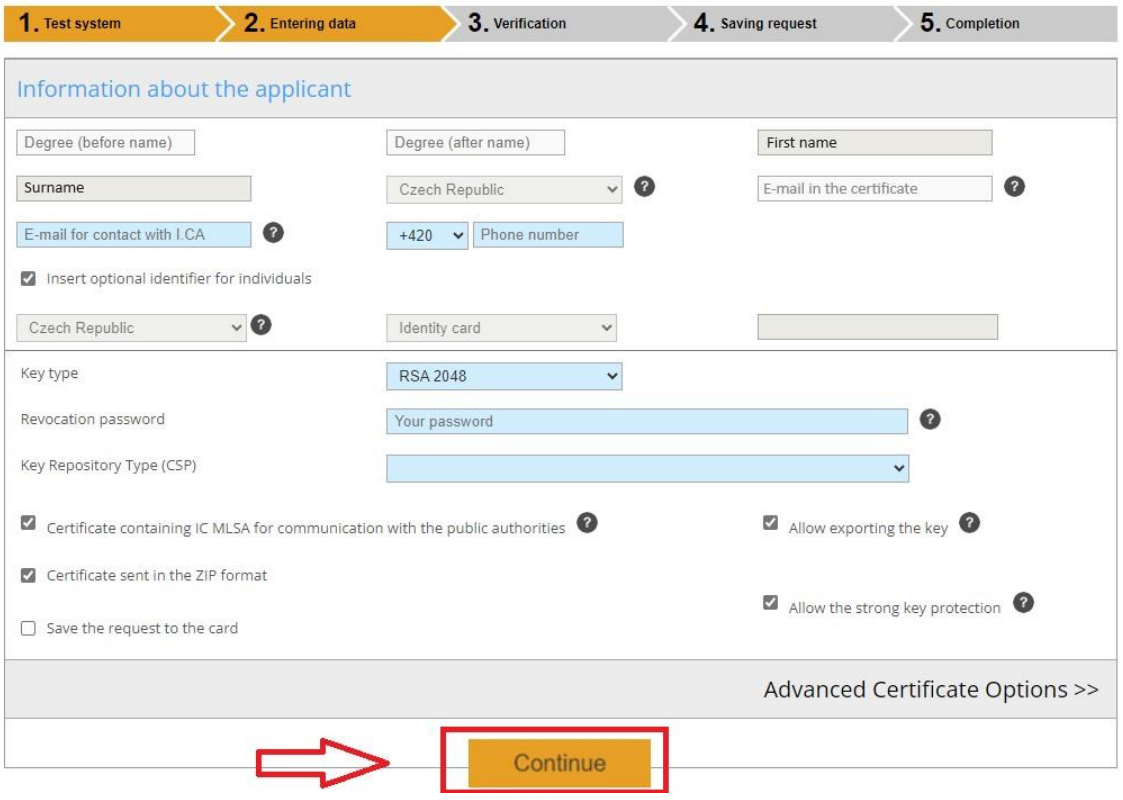
6.2.1 Issuance of a certificate online– creating a request

Data entry – Name, surname and country is already pre-filled in the request based on the identification data from ZealiD application and it is not possible to change this data.

Fill in the following information:

- E-mail mentioned in the certificate
- E-mail for communication with I.CA (documentation for certificate issuance will be sent on this e-mail address)
- Phone number (the password to the encrypted documentation will be sent to this number)
- Certificate revocation password

Fig. 18.

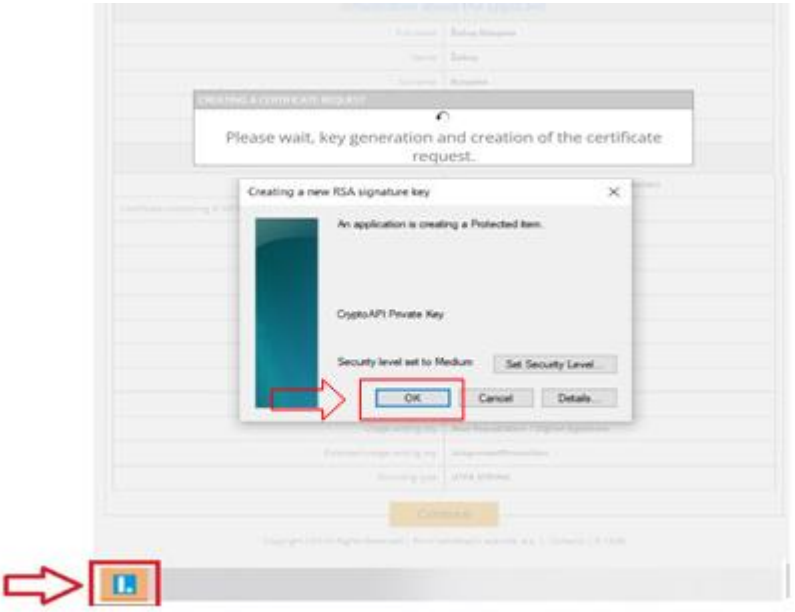


After the data control, agree with the conditions for service providing – see fig. 19:

Fig. 19.

On the Windows toolbar, enable the generation of the new RSA signing key – see fig. 20:

Fig. 20.



6.2.2 Issuance of a certificate online – payment

Choose one of the possible ways of the payment to pay for the service:

- Bank transfer – you will receive proforma invoice on the contact e-mail address
- Card payment – you will be redirected to the merchant's payment gateway – fig. 21 and 22:

Fig. 21.

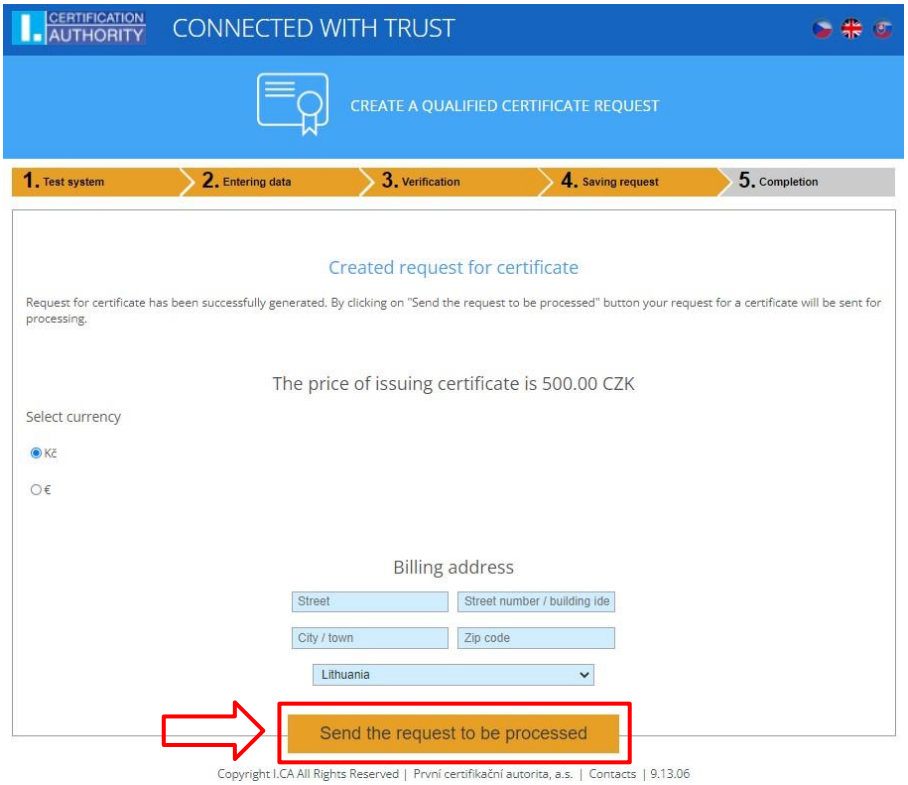
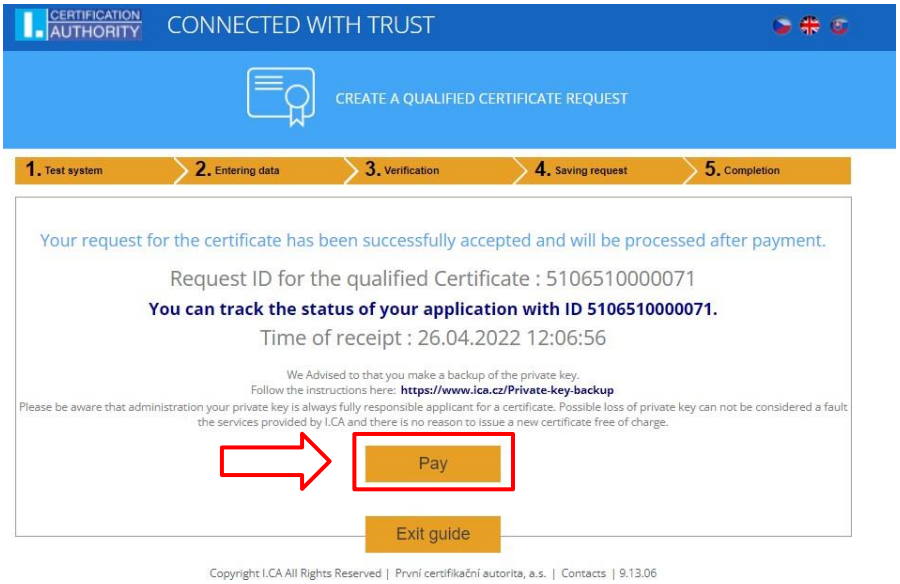


Fig. 22.



You can then uninstall the app from your mobile device, it will no longer be needed for further certificate issuance.

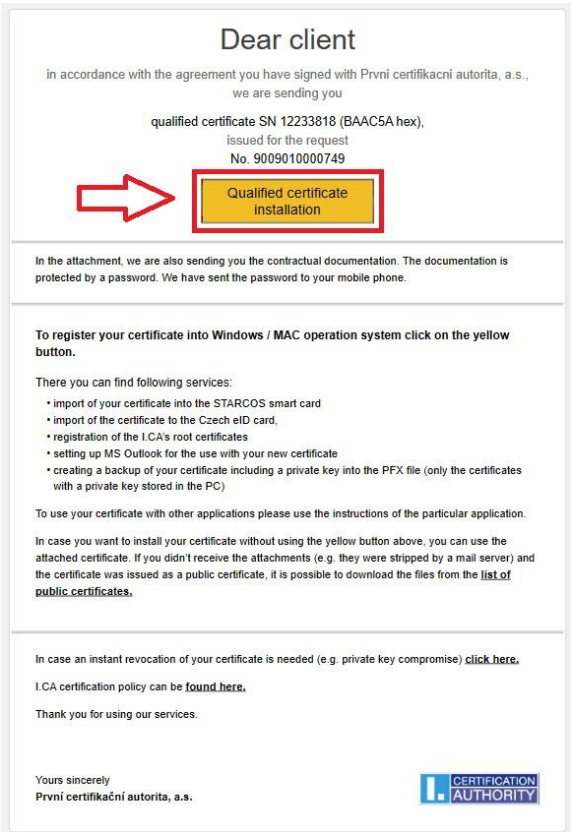
6.3 Issuance of a certificate online – signing of the certificate issuance agreement

After paying for the service, you will receive a request to sign the agreement about issuance and use of the certificate, on your contact e-mail address – see fig. 23.:
Fig. 23.

Read the agreement on the issuance and use of the certificate carefully – preview can be displayed by "**Display agreement preview**" button and sign it using the "**Sign agreement**" button.

6.4 Issuance of a certificate online – certificate installation

After signing the electronic agreement, the user will be sent a link to install the issued certificate and a zipped file with the documentation, which will be included in the attachment to the e-mail – see fig. 24:
Fig. 24.

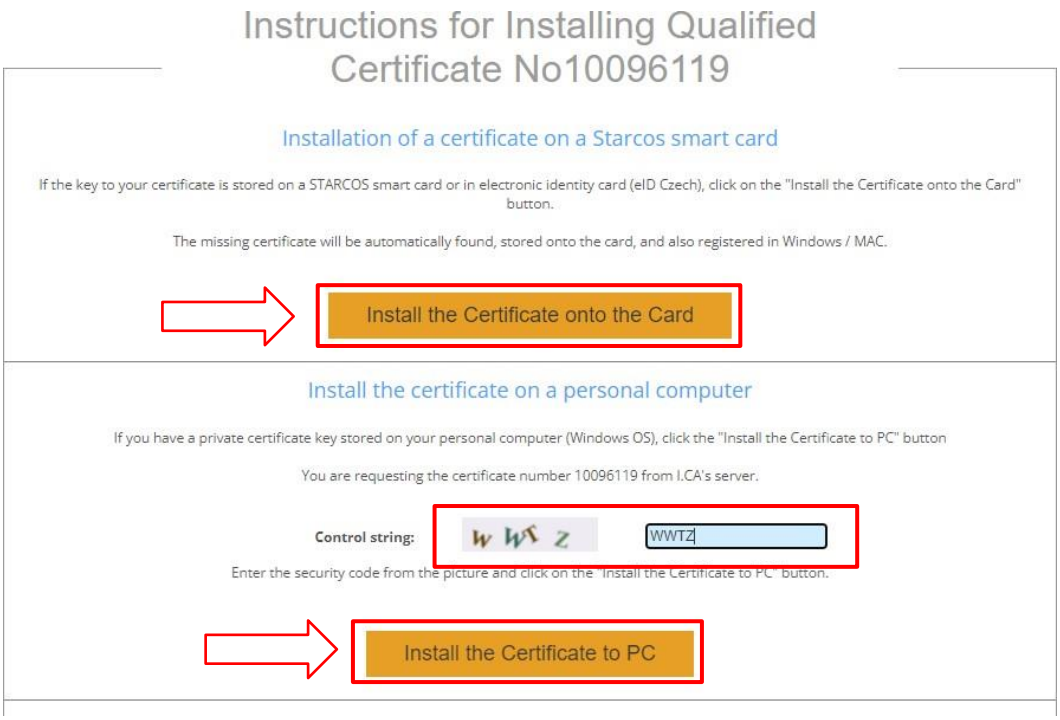


If it is a certificate on the smart card, use the "**Install the certificate onto the card**" button –

smart card must be inserted in the reader connected to the PC.

If it is a certificate in MS Windows storage, copy the control chain and use "**Install the certificate to PC**" button – see fig. 25:

Fig. 25.



6.5 Issuance of a certificate online – access to electronic documentation

In the e-mail sent for the installation of the certificate, see chapter 6.4, there is a zipped file with an electronically signed agreement on the issuance and use of the certificate. This file is encrypted and can be opened by entering the password that we sent you by SMS after signing the agreement.