

Getting Digital Certificate



1. The user prepares their identity document (National ID Card/KTP).
2. The user accesses <https://app.digisign.id/digisign/registration.html> to begin the registration process.
3. In the Personal Identity section, enter the NIK (National Identification Number), Full Name, and Date of Birth, then click "Next".
4. In the Account Information section, enter the Username, Password, Confirm Password, Email, and Mobile Phone Number, then click "Next".
5. In the Photo and Signature section, upload a photo of the National ID Card (KTP), capture a facial photo using the device camera (webcam), and provide a signature specimen.
6. Still in the Photo and Signature section, enter the Captcha code and provide consent to DigiSign's Privacy Policy, then click "Simpan Data".
7. The user logs in at <https://app.digisign.id/login.html> using the registered Username or Email and Password.
8. The user sends an email to cs@digisign.id to proceed with the verification and activation process.
9. Customer Service receives the email and replies with payment instructions.
10. The user makes the payment according to the instructions provided via email.
11. The user sends proof of payment to Customer Service via email.
12. Customer Service verifies the payment.
13. Customer Service informs the Registration Authority (RA) that the payment has been received and the verification process can proceed.
14. The RA performs the verification process.
15. The system sends a notification email confirming that the verification process is complete and activation can proceed.
16. The user activates their account by clicking the "Aktivasi" button in the email sent by DigiSign.

17. The user verifies their email using the OTP method.
18. The user verifies their Mobile Phone Number using the OTP method.
19. Still within the Mobile Phone Number verification section, the user must provide consent for the Issuance of the Electronic Certificate and the Certificate Ownership Agreement, then click "Proses Kode OTP".
20. The DigiSign system issues the Electronic Certificate.
21. The verification and activation process is complete, and the user can proceed with electronic signing.
22. The issued certificate can be accessed via "Account Setting > Profile > Download Certificate".