



Video identification for issuing remote certificates for Qualified e-Signature

Process description

Introduction

Namirial, as qualified trust service provider, is – beside other alternatives for identification - also offering online services for the necessary identification in order to issue qualified signing certificates. Such a certificate is required for signing with the qualified electronic signature. The online services allow performing the identification remotely via its video identification (“video ID”) service. The video ID takes place after the holder has entered his/her application data in an onboarding form and given the necessary consents, before the certificate is issued.

This document deals with the execution of the video identification (ViSI process) using Namirial’s LiveID+ platform. During the identification process the person being identified will be connected through a one-to-one video chat with one of our agents. It is required to use the microphone and a webcam but additionally comes with the option to use an integrated text chat feature to communicate with the agent. The identification document you provide will be reviewed and confirmed by our agent.

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1. First step

For the identification check, please inspect if your identity document (ID card or passport) is still valid. **In this respect, we ask you to have the following materials ready for our appointment:**

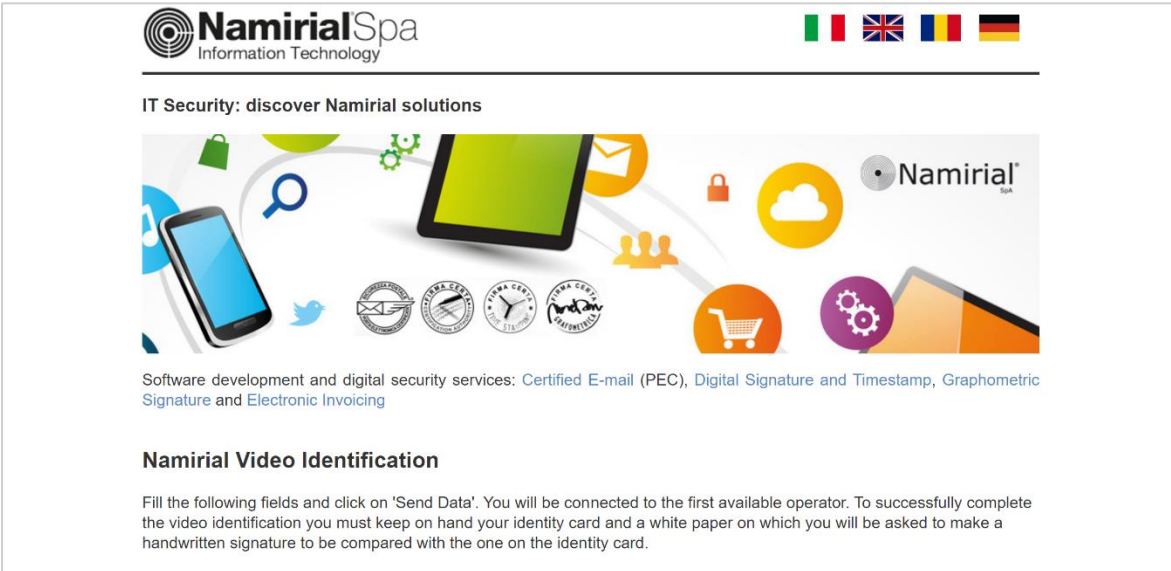
- Your original valid identity document
 - if you keep it in a cover: Please remove the cover
 - photocopies or printouts are not allowed
- A cell phone with a number you know
- A sheet of paper (preferably all white) and a pen (black or blue)

Please ensure that you participate in our video conference alone and that you are not disturbed. Apart from yourself, no other persons must not be visible during the identification. It is best to sit in a place in a room that is well lit and has neutral background so that our employee can see and recognize you clearly. A requirement catalog with minimum requirements (equipment, internet bandwidth, supported browser incl. their minimum version) can be found at:

<https://liveid.namirialtsp.com/app/docs/LiveID+Requirements.pdf>

After making an appointment and receiving the invitation by e-mail for video identification, the applicant (= future holder) gets to the following page:

<https://onboarding.namirial.com/>



Namirial Spa
Information Technology

IT Security: discover Namirial solutions

Software development and digital security services: Certified E-mail (PEC), Digital Signature and Timestamp, Graphometric Signature and Electronic Invoicing

Namirial Video Identification

Fill the following fields and click on 'Send Data'. You will be connected to the first available operator. To successfully complete the video identification you must keep on hand your identity card and a white paper on which you will be asked to make a handwritten signature to be compared with the one on the identity card.

2. Selection of an identification type

Before starting the video identification session, you must fill in the remote signature form with your personal data. Select your ID card or passport as the identification type for the video identification process. Enter the corresponding values from the ID card or passport into the form.*

Please pay attention to the format DD/MM/YYYY (please separate with "/" and not with "."). Document number is the number of the passport or ID card.

Identification type

National Identity Card Passport

Personal Data

Passport number: Date of Birth (dd/mm/yyyy)

Surname Name State of birth

District of birth Citizenship

* If the identification type options differ from the listed ones in the screenshot, use this [link](#) instead and switch the language to English.



3. Fill out form

Continue to fill out the form according to the instructions.

In the „Country Code“ field, pay attention to the format: 0049 (and not +49) and in the next “Mobile” field, pay attention to the format: 176 (and not 0176)

Identity Document		
Type	Issued by	Release on (dd/mm/yyyy)
<input type="text" value="Passport"/>	<input type="text"/>	<input type="text" value="dd/mm/yyyy"/>
Document Number	Expiry date (dd/mm/yyyy)	
<input type="text"/>	<input type="text" value="dd/mm/yyyy"/>	
Other Information		
E-mail	Retype E-mail	
<input type="text"/>	<input type="text"/>	
Country Code (Belgium 0032)	Mobile	Retype Mobile
<input type="text" value="Enter the Country Code"/>	<input type="text"/>	<input type="text"/>



4. Confirm terms of use

Confirm the terms of use and privacy, then click "Send Data".

Terms of Service and Privacy

Terms of service: [Mod.NAM_CA01.pdf](#)

Data Protection Disclaimer (Privacy): [Mod.NAM_GDPR03.pdf](#)

- The Holder agrees to have fully read and understood the meaning of and expressly accept provisions contained in the following articles of the General Terms and Conditions (Mod.NAM CA01_ENG): Art. 2 (Structure of the Contract); Art. 3 (Subject); Art. 4 (Formation of the Contract); Art. 5 (Hardware e software required); Art. 6 (Validity and renewal of Certificates); Art.7 (Revocation and Suspension of Certificates); Art. 8 (Duration of the Contract); Art. 9 (Fee and invoicing); Art. 10 (Obligations and liability of the Holder); Art. 11 (Warranties); Art. 12 (Obligations and liability of the Certification Service Provider); Art. 13 (Express Termination Clause); Art. 14 (Termination by Holder and information in accordance with Directive 2011/83/EU); Art.15 (Miscellaneous); Art. 16 (Governing law); Art. 17 (Jurisdiction); Art. 18 (Amendments to the Contract) and Art. 19 (Termination of the activity of the Certification Service Provider).
- The undersigned, having received from NAMIRIAL S.p.A. adequate information note pursuant to art.13 of the Reg. EU 2016/679 (Mod.NAM GDPR03), in the role of interested party in the processing of personal data, gives the consent to the processing of personal data: for the purpose of concluding the contract to which the interested subject is a party, and also to perform the contractual benefits and to provide the services requested by the Customer or available on the portals managed by Namirial SpA or by intermediaries appointed by the same, including the supply activation through the one-time password sent via SMS or email or mobile apps, as well as for administrative and accounting purposes related to service contracts. We also inform you that Namirial adopted a video-identification system, used for the interested party identification and registration of the consent purposes, in order to the correct execution of the applications of the supply of goods or remote services, without the necessary personal presence.

Send Data



5. Compatibility test

You will now be redirected to the video identification page. Click on "Start" to test if your hardware is suitable for the video identification process.

The compatibility check for your system is also possible without voucher:

https://liveid.namirialtsp.com/app/service-webrtc_test/

Note: If the automatic detection did not find your desired device, it could be because you are using different hardware. To work around the error message, you can preemptively change your microphone, speaker, and camera settings.

The screenshot displays the 'Network and media test' interface. At the top, the Namirial logo is visible. The main heading is 'Network and media test' with a dropdown arrow. Below this, there is explanatory text: 'You can only start a call with an operator only if your pc/device is fully compatible with the platform. In order to use the service, please remind that you have to confirm the browser access to camera, microphone and geolocation to the relative permission request shown by the browser itself.' The section 'Select which camera/microphone to use:' contains three dropdown menus: 'Microphone (audio input):' set to 'Headset Microphone (Realtek(R) Audio)', 'Speakers/Headsets (audio output):' set to 'Headphone (Realtek(R) Audio)', and 'Camera:' set to 'AvStream Media Device'. Below these is a disclaimer: 'The test is mandatory to ensure that there are no issue concerning devices, network and browser, in order to successfully complete the transaction in a single session. By pushing button "Start" you consent the recording of a short audio/video clip in order to check the functionality of the media devices. The registration will be deleted at the end of the test.' A purple 'Start' button is highlighted with a red arrow. On the left, a sidebar shows a progress list: 'Network and system compatibility' (On hold...), 'Microphone' (On hold...), 'Camera' (On hold...), and 'WebRTC Test' (On hold...). On the right, a large box contains the text: 'Area where the activated camera recording will be shown.'



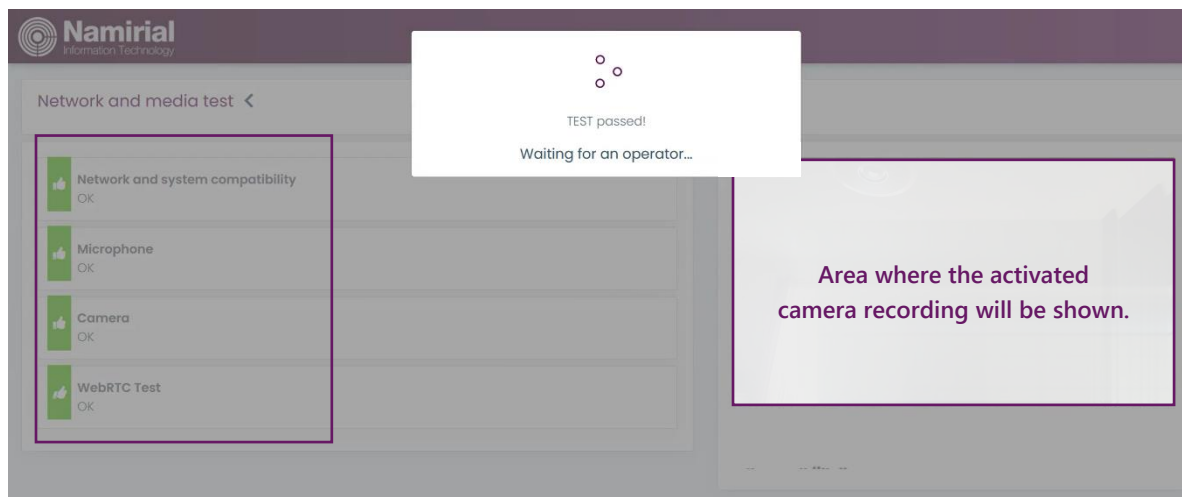
6. Video setup with agents

If all tests are successful (see 4x OK on the left side of the screen), you will automatically be connected to an available agent (this is the person who will go through the video identification process with you). Meanwhile, you will see yourself in the right part of the window. If you do not see yourself, please check if your camera is covered by mistake e. g. by a hardware slider.

Note: *If one or more tests in the sequence cannot be completed successfully, an error message with details about the cause will be displayed. LiveID+ prefers to use the UDP protocol and as a secondary solution if UDP does not work, the TCP protocol for transmission.*

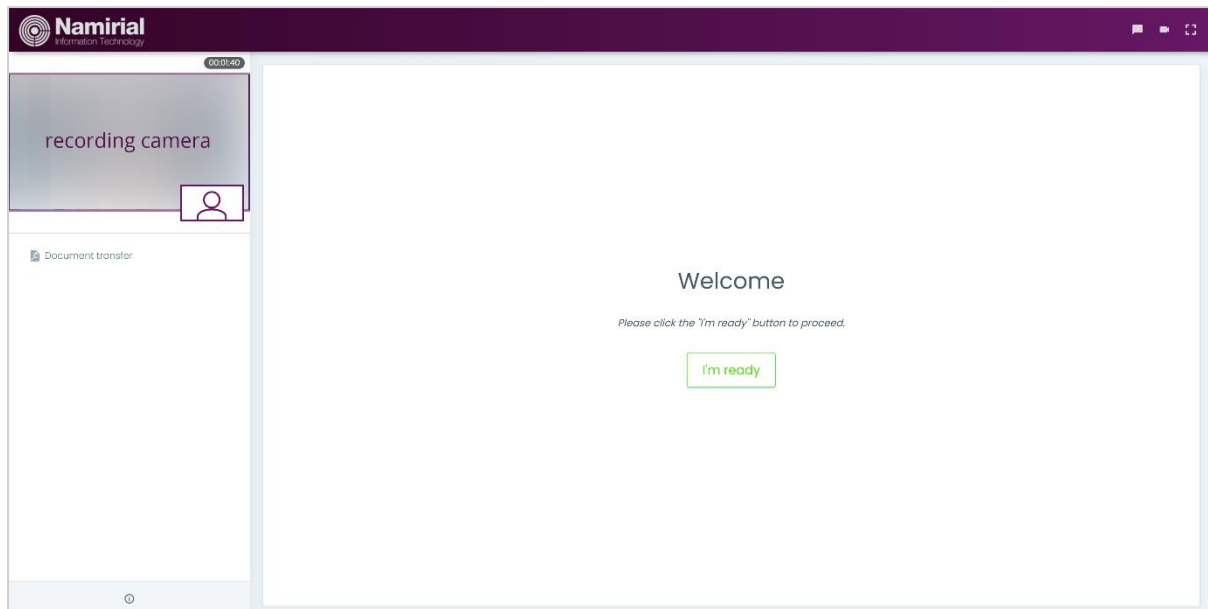
If the WebRtc test fails in the last point, this may be due to the company firewall, which may block the above protocols. This can be remedied by using the cell phone's internet connection or by performing the identification from the home network.

If the WebRtc test fails shortly before the identification via video, please inform us and arrange a new appointment! To do this, fill out the form again.



7. Start of the video identification process

Now the video identification process begins. You will see your agent on the top left and yourself in the bottom right area of the window. You will need a sheet of paper, a pen, and your identity document.



After you have agreed to start the conference, the agent will check the data you have entered together with you and correct them if necessary.

First name	Jane
Last name	Doe
Email	example@email.com
Mobile number	1234567890



8. Identification process

Follow the agent's verbal guidance and confirm the recording of the video identification process.

Do you consent to the use of your personal data, and to photos being taken and audio and video of this video-identification process being recorded?

Please press the "CONFIRM" button to confirm

CONFIRM

To start video recording, click the "REC" button.

Please confirm that you consent to being video-recorded and proceed with the video call.

Please click the button to proceed.

REC

Please read the following text to your agent:

Please repeat the following sentences:

"I authorize recording for the purposes of the identification process with the support of a remote operator"

Please perform the following randomly selected action. *According to the example „Tell me what time is it“.*

Please perform the following random action:

Tell me what time is it

Wait while the agent determines your current geographic location.

Your ID card will be photographed, for which please have the following ready:

- the front side very close and calmly in front of the camera
- the back side very close and calmly in front of the camera

Some photos will be taken of your ID document

After that, you must tilt the front side a little bit so that the hologram is recognized and bend the ID card slightly. Then briefly show the edge sides. The agent then goes through the data, which takes a few moments.

Next, you will be asked to read out the number of your identity document:

Please read ID document number

Attention: *The sequence and design can vary here, depending on which modules were used! For example, the module "Check thickness" / "Check thickness of the ID document" does not have to be present and can take place elsewhere! Details about the modules can be found here:*

<https://liveid.namirialtsp.com/app/docs/LiveID+Availableprocessmodules.pdf>



After that, two photos of your face will be taken. Please look calmly and directly into the camera and take off your glasses and headphones (if any) in the meantime.

Some photos will be taken of your face

Now you must write your signature (as you signed on the identity document) on the white sheet of paper and hold it in front of the camera. The agent will check the information again.

Some photos will be taken of your signature

The agent will now send you a numerical code to your cell phone by means of an SMS. Please enter the received numerical code in the "Code" field and click on "Verify code" or read the code aloud to the agent.

SMS Verification

Please check your mobile, enter the code received by SMS here below and click "Verify code"

Code:

Verify code

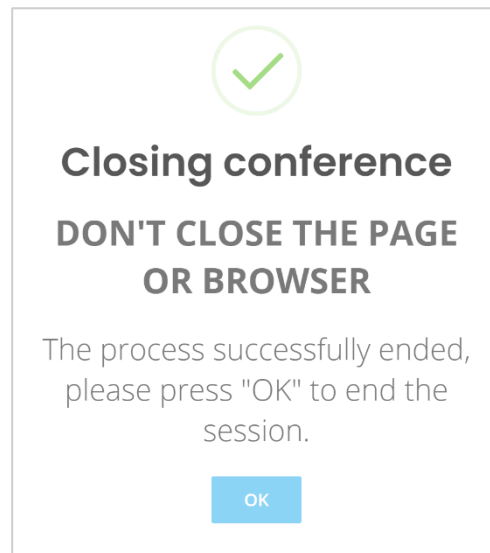
Please do not close the window yet during the check.

Verification process completion in progress...

Please wait, the session will be closed at the end

9. End identification process

After the transmission, the video identification process is finished, and the conference can be left.



All information has been compiled to the best of our knowledge and belief. We exclude any liability due to incomplete, incorrect or outdated information. This document will be continuously revised and adapted to changes in legislation or case law, technology. We are pleased to receive any requests for clarification, updating and supplementation at any time via e-mail to de@namirial.com (Germany) or sales_at@namirial.com (Austria).

This document does not constitute legal advice. In particular, it cannot replace individual legal advice that takes into account the specifics of each case.

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