notarius

ConsignO: My Sign button is greyed out and I am receiving the error message, "An error occurred while accessing the certificate."

Follow these steps:

1. Go to the search tool on your desktop.
2. Search **.epf** .

Select from the choices below the statement which best describes your situation:

1. **I can see an .epf file when I search for it in using my computer's search tool.**
2. **I don't see an .epf file in my computer's search tool.**

1. I can see an .epf file when I search for it in using my computer's search tool.

During this process, we will reactivate your digital signing certificate.

Follow these steps:

Let's log in using your digital signing certificate (.epf file).

Go to your **computer's search tool**.

a. Search for the extension **.epf** in your computer's search tool.
   i. _In general, the file will be named First name, Last name - Member number_
   ii. _Default location: C: / User / Username / Documents / Notarius_
b. Open the corresponding **.epf** file; a user session will prompt you to enter your digital signature password.
c. Enter your password and click **OK.**
d. An **_Entrust_** session will now be open on your desktop.
   i. _Make sure to close and relaunch ConsignO Desktop_

The **Sign** button should now be functional in the ConsignO application and/or you should no longer receive an error message when signing.

2.I do not see an .epf file in my computer's search tool.

During this process, we will retrieve your digital signing certificate (.epf file) and activate it.

Follow these steps:

Let's recover your digital signature certificate and activate it.

.epf file recovery process:

a. Go to notarius.com/recover.
b. Enter your **business email address associated with your digital signature**; you will receive an email at your **alternate email address** AND at your **business email address associated with your digital signature**.
c. If you do not have access to either of these options, contact our Customer Service team.
d. In your mailbox, you will receive an email * from support@notarius.com, Open it.
   i. *Check your unwanted emails.*
   ii. *Make sure to add support@notarius.com in your contacts to avoid our emails going to spam.*
e. Click on **Recover your digital signature**.
f. From your browser, confirm that you are not a robot!
g. On your browser, answer your 3 security questions and click **Next**.
h. You will receive an email indicating **your reference number.**
i. Complete the form.
   i. *If you began the recovery process before, verify your previous emails. You should have received a* **reference number***.*
j. Click **Download and activate.**
k. Open the **.epf** file you just downloaded; a user session will prompt you to enter your digital signature password.
l. Enter your password and click **OK.**
m. An Entrust session will then open on your computer.
   i. The Entrust icon will now show as connected (logged in) Ensure to close and reopen ConsignO Desktop.

The Sign button should now be functional in the ConsignO application and/or you should no longer receive an error message when signing.

» **We help you sign!**

You have more questions?
Visit our support center to find an answer quickly.
support.notarius.com