

How do I recover my digital signature?

This procedure also applies if you have received one of the following messages :

- Your digital signature needs to be updated
- Your digital signature is no longer functional
- Or you would like to recover multiple digital signatures.

For security reasons, this procedure is only possible if you have access to your **professional email address associated with your signatures and/or your alternate email address**. If you do not have access to either of these email addresses, [please contact our customer service team](#).

You must complete this process for each digital signature that you would like to recover.

Retrieve your digital signing certificate (.epf file) and update your information.

- Go to notarius.com/recover
- Enter the **professional email address associated with your signature**; you will receive an email at your **alternate email address** AND the **professional email address associated with your signature**.
- In your inbox, open the email* from support@notarius.com,
 - *Check your spam box.
 - *Make sure to add support@notarius.com as a contact to ensure that our emails do not bounce.
- Click on **Recover your digital signature**.

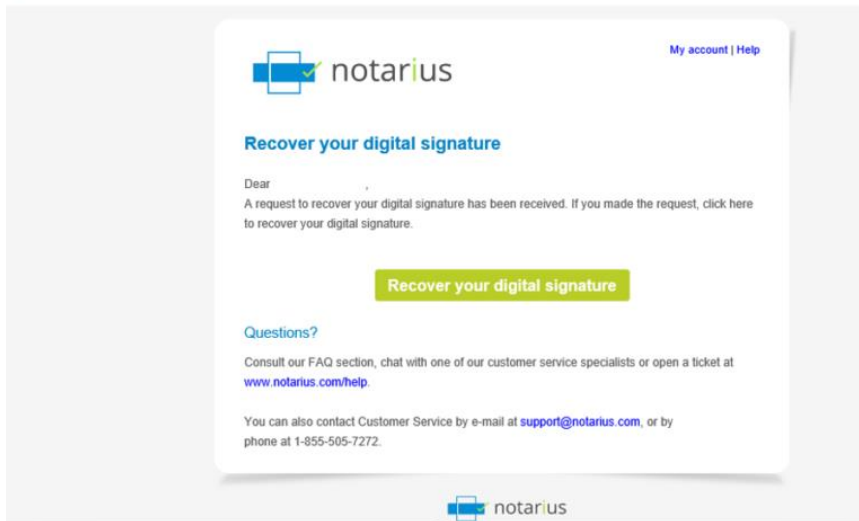
Request to Recover Your Digital Signature



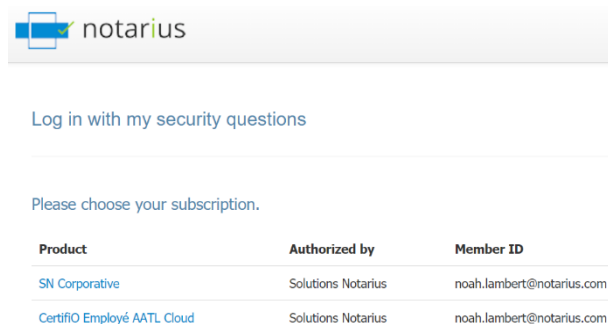
Notarius <support@notarius.com>
To

[Reply](#) [Reply All](#)

[If there are problems with how this message is displayed, click here to view it in a web browser.](#)



- e. Confirm that you are not a robot!
- f. If you have multiple digital signatures, click on the **Product name** (digital signature) that you would like to recover, if not, go to **step g**.



- g. In your browser, answer your three security questions and click on Next. If you only have one digital signature, go to step j.

Log in with my security questions

Attempt **1** of 5

Product	Authorized by	Member ID
CertifIO for Employees	Solutions Notarius	[REDACTED]

Please answer two of the three security questions below to log in to your account.

What is the first name of your first girlfriend/boyfriend?

Answer

What is the first name of your favorite childhood friend?

Answer

What street did you live on when you turned 18?

Answer

Next

h. Select the signature that corresponds to your request.

My account

[My contact information](#) [My subscriptions](#) [My invoices](#)

You are not using the latest version of your digital signature certificate!
It is recommended to use the latest version of your certificate to prevent error and problem.

Product	Member ID	Authorized by	Billed to	End date	Status
CertifIO for Evaluation (60 days)	64D002FE	Notarius Evaluation		2021-04-08	Active
CertifIO for Employees	lp.tremblay@notarius.com	Solutions Notarius	Solutions Notarius		Active

i. Click on **Recover my digital signature**.

My account

[My contact information](#) [My subscriptions](#) [My invoices](#)

Subscription

Member ID	Status	Start date	End date	Billed to
noah.lambert@notarius.com	Active	2021-03-02		Solutions Notarius

Save changes

Billing note

Billing note

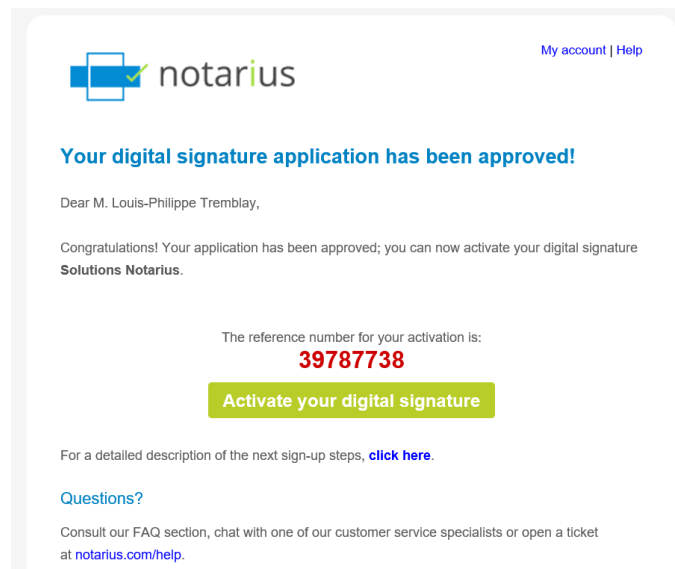
Save billing note

Digital signature

Recover my digital signature

Revoke my digital signature

j. You will receive an email with your **reference number** highlighted in **red**.



k. Write down or copy the **reference number** in **red**.

l. Complete the form.

- i. In the Reference Number field, type or paste the **reference number** that is in **red** in your email (Step 1).
- ii. If you started the recovery process at an earlier point in time, please check your previous emails. You should have received a reference number.

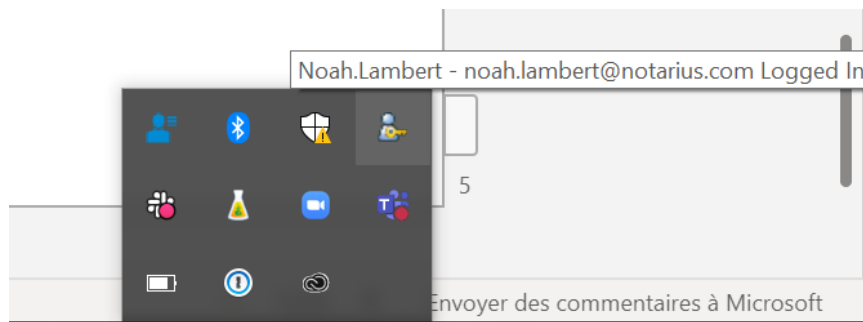
A screenshot of the Notarius website showing the "Recover your digital signature" form. The form is part of a four-step process: 1. Subscription, 2. Identity Verification, 3. Approval, and 4. Recover your digital signature. The form fields include: Digital certificate name (Noah.Lambert - noah.lambert@n...), Reference number (09854875, sent by email), Choose password (masked with dots), and Confirm password (masked with dots). Below the form, there are password rules: "at least 8 characters" and "must not contain a portion of security store name longer than half its length".

m. Click on **Download and activate**.

- n. A user session will open where you can enter your digital signature password.
- o. Enter your new password and click **OK**.



- p. An **Entrust** session will then open on your workstation.
 - i. *The Entrust icon indicates that you are logged in.*



If you would like to recover another digital signature, ensure that you log out of your online account before repeating the process.

You now have access to your digital signature on your computer.



»» **On vous aide à signer!**

Vous avez d'autres questions? Consultez notre centre d'aide afin de trouver une réponse rapidement.
support.notarius.com