I changed organizations.

Is your new organization and/or company using the same Notarius digital signature solution as your previous organization and/or company?

Before starting, please ensure to have the following:

- **Administrative rights to install the required software on your new or additional computer.**
- **A photo or a scanned image of your handwritten signature in (JPEG, GIF, PNG or PDF) format.**

Select your current situation from the choices below:

1. **I have access to my computer where my digital signature is configured.**
2. **I no longer have access to my previous computer where my digital signature was configured.**

1. I have access to my computer where my digital signature is configured.

We will verify that you have your digital signature certificate (.epf file).
Then, we will update your information and configure your signature's visual aspects.

Follow these steps:

If you will be signing from the computer where your signature is already set up, go directly to step 2.

If you are changing computers, complete Step 1.

Step 1: We will transfer your signature certificate (.epf file) to your new computer.

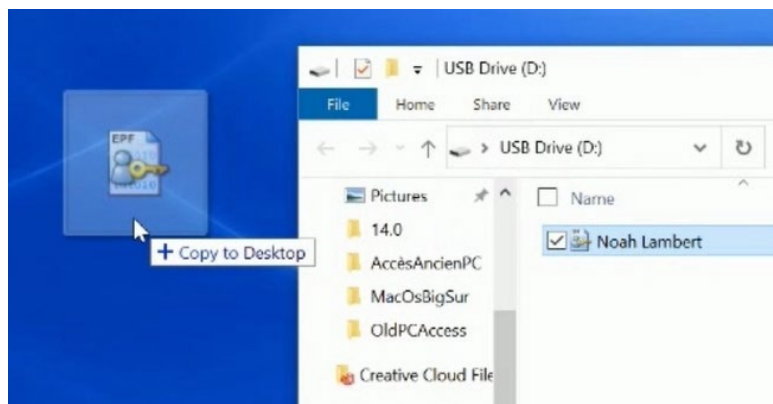From the computer where your digital signature is configured:
- a. Go to the search tool on your computer.
- b. Search for **.epf** and select the corresponding **.epf** file.
  - i. *Generally, this file will be named as follows:* ***Name, First Name - Member Number.***
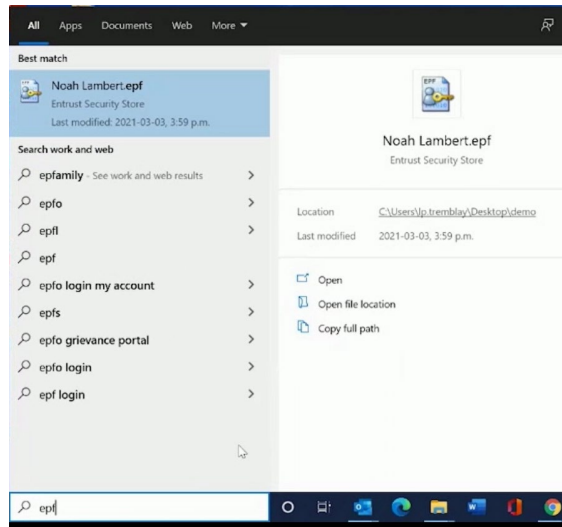
c. Transfer the **.epf** file via email, the Cloud, or a USB key to install it on your computer later.
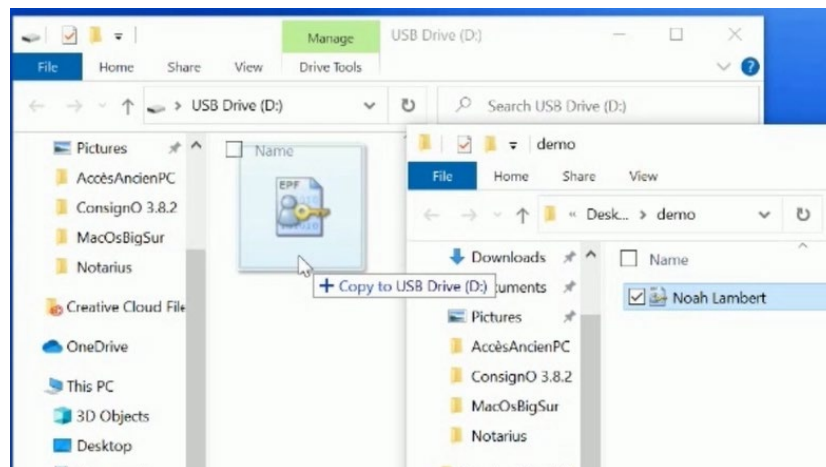
d. On your new computer or additional computer, access your **.epf** file.

e. Place the **.epf** file in the location of your choice.

Step 2: Install the required software and activate your digital signature certificate (.epf file).

On your computer or your new computer:

a. If it has not already been done, download [CertifiO Suite and CertifiO Manager.](#)
  i. **CertifiO Suite includes ConsignO Desktop and Entrust ESP (EESP) software.*
b. Install **CertifO Suite** and **CertfiO Manage**r*.
  i. ** Installation rights are required on the workstation. If you don't have them, ask your IT department to grant them or install the software.*
c. Ensure that you have the **.epf** file corresponding to your signature on your computer's hard drive.
d. Open the **.epf** file. A user session will now open and invite you to enter your digital signature password.

e. Enter your password and click **OK.**
f. An *Entrust* session will now be open on your computer.
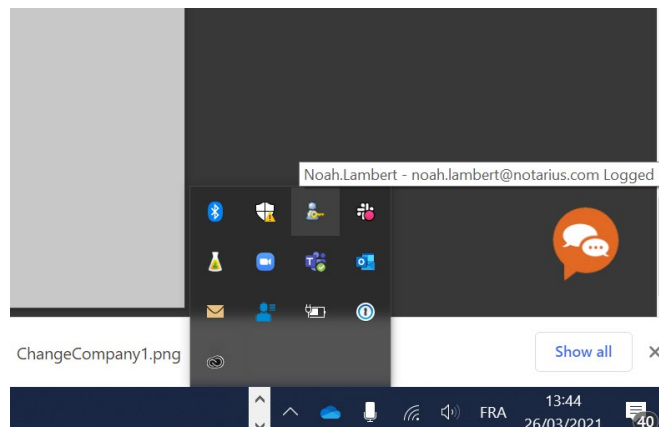
Step 3: Now, let's update your personal information.

Using your Web browser:
    a. Connect to your Notarius account by [clicking here](#).
    b. Select the corresponding **.epf** file to connect.
    c. Click on the **My contact information** tab.

    d. Update your personal information and your professional and secondary email.
    e. Click on **Save modifications.**
    f. An email will be sent to you confirming the requested changes.
        i. *Be sure to add support@notarius.com to avoid the email going into your spam or junk mail.*
    g. From your email inbox, please confirm your new email.

If you have already paid for your subscription, go to step 5.

Step 4: Update your billing information in Step 4.

    a. Always from your Notarius account:
    b. Go to **My subscriptions**.
    c. Select your product.

    d. Click **Renew my subscription**.

e. Select your method of payment and click **Next**.

    i. *If your organization has an account with Notarius, you can transfer the invoice to them by choosing* **Invoice my organization** *by selecting it from the drop-down menu.*

f. Check the invoice and agree to the terms of purchase, then click **Submit**.

g. Enter your payment information in the secure platform and click **Submit.**

Profile Details

First Name *	
Last Name *	
Email *	
Phone Number	
Language Preference	English ▾

Payment Details Help?

Street Address *	
Apt. or Unit	
City *	
Country *	United States ▾
State *	Please Select ▾
Zip Code *	
Cardholder Name *	
Card Type *	Please Select ▾
Credit Card Number *	
Card Expiry *	01 ▾ / 2020 ▾

* Mandatory Field

[Return] [OK]

h.   Enter the CVV (verification) code on the back of your credit card and click **Pay Now.**
i.   Verify your transaction receipt.

Step 5 : Configure the visual aspects of your signature.

On your new computer or on your current computer, if you have not already done so,
configure your signature's visual aspects:
  a. Ensure that you have a photo or a scanned image of your handwritten signature in
      (JPEG, GIF, PNG or PDF) format.
  b. Open the **ConsignO Desktop** application.
  c. Go to **Edit.**
  d. Select **Signature appearance wizard.**
  e. Choose the **From a scanned image or a photo of your signature** option.
  f. Select your scanned or photographed handwritten signature image file.
  g. Adjust image style and information in 3 steps.
        i.   *If you have specific requirements, go on **Signature appearance creation wizard.***
  h. Click **Save.**
  i.   *Ensure to name your signature.*
  j. Click **OK** to close the window.

Your digital signature is now configured with your new organization and/or company.

2. I no longer have access to the previous computer where my digital signature was configured.

Step 1: If it has not already been done, download CertifiO Suite and CertifiO Manager.

To continue:
    a. Download [CertifiO Suite and CertifiO Manager.](#)
        i. ***CertifiO Suite includes ConsignO Desktop and Entrust ESP (EESP) software.***
    b. Install **CertifO Suite** and **CertfiO Manage**r*.
        i. *Installation rights are required on the workstation. If you don't have them, ask your IT department to grant them or install the software.*

Step 2: We will now update your personal information.

    a. Follow these steps:
    b. Go to the follow [page](#).
    c. Enter your **PREVIOUS** business address and confirm that you are not a robot; an email will be sent to your **secondary address** AND at your **previous business email address**.
        i. *If you do not have access to either of these options,* [contact our Customer Service team](#).
    d. Go to the email inbox for your secondary email address and click on **Access my account.**
    e. Confirm that you are not a robot.
    f. Respond to the **3 security questions**.
    g. Click on the tab **My information**.
    h. Update your personal information and **add your new professional email address**.
    i. Click on **Save modifications.**
    j. An email will be sent to you confirming the requested changes.
        i. *Be sure to add support@notarius.com to avoid the email going into your spam or junk mail.*
    k. From your email inbox, please confirm your new email.

If you have already paid for your subscription, go to step 5.

Step 3: Update your billing information.

Always from your Notarius account:
    a. Go to **My subscriptions**.
    b. Select your product.

My account

My contact information | My subscriptions | My invoices

Renewal Notice
Take a few minutes to review your subscriptions and renew them now.

Product	Member ID	Authorized by	Billed to	End date	Status
Digital Signature - OIQ	oiq230120c	OIQ - Ordre des ingénieurs du Québec		2020-03-14	Active

c. Click **Renew my subscription**.

My account

My contact information | My subscriptions | My invoices

Subscription

Member ID	Status	Start date	End date	Billed to	
oiq230120c	Active	2020-01-23	2020-03-14	Credit card (XXXX-XXXX-XXXX-0050)	Update credit card details

☐ From now on, I authorize Notarius to automatically charge my credit card for renewal and transaction fees, and understand I can opt out at any time through **My Account.**

Save changes | Renew my subscription

Digital signature

Recover my digital signature | Revoke my digital signature

Update my security questions

* Question 1 --Select--

* Answer

d. Select your method of payment and click **Next**.
   i. If your organization has an account with Notarius, you can transfer the invoice to them by choosing **Invoice my organization** and selecting it from the drop-down menu.

My account

My contact information | My subscriptions

Renew

Method of payment

VISA MasterCard
◉ Pay by credit card

To bill your organization directly, you must enter a work email that is associated with your organization, e.g., name@organization.com. Your organization must have a prior agreement with Notarius.
If you wish to change your email, click **Change my email**.
If you require assistance, please contact Notarius Customer Service .

Change my email

Cancel | Next

e. Verify the invoice and the payment method and click on **Submit.**

My contact information | My subscriptions

Renew

Please verify the information below and read the terms of purchase. Click **Next** to continue the transaction.

1 - Purchase details

Fee details	Subtotal
Subscription - Digital Signature - OIQ	$185.00 CAD
Sign up - Digital Signature - OIQ	$0.00 CAD

Subtotal: $185.00 CAD
GST (841763444RT0001): $9.25 CAD
QST (1219300456TQ0001): $18.45 CAD
Total: $212.70 CAD

2 - Accept the conditions of purchase

☑ I acknowledge having read and understood these terms and conditions and agree to abide by them.

☐ From now on, I authorize Notarius to automatically charge my credit card for renewal and transaction fees, and understand I can opt out at any time through **My Account.**

Cancel | Submit

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Home | Professionals | Downloads | Site Map | Contact Us

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Legal | Certification Policy | Privacy Policy | Terms of Use

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f. Enter your payment information in the secure platform and click **OK.**
g. Enter the CVV (verification) code on the back of your credit card and click **Pay Now.**
h. Verify your transaction receipt.
i. **Disconnect**.

Step 4: We will now recover your digital signature (.epf file).

Follow these steps:

a. Go to notarius.com/recover.
b. Enter your new **professional email address associated with your digital signature**.
c. In your mailbox, you will receive an email * from support@notarius.com. Open it.
    i. *Check your unwanted emails (SPAM).*
    ii. *Make sure to add support@notarius.com to your contacts to avoid our emails going to SPAM.*
d. Click on **Recover your digital signature**.
e. Confirm that you are not a robot!
f. On your browser, answer your 3 security questions and click **Next**.
g. You will receive an email indicating **your reference number.**
h. Complete the form.
    i. *If you the recovery process before, verify your previous emails.*
       *You should have received a **reference number**.*
i. Click **Download and activate.**

j. Open the **.epf** file you just downloaded; a user session will prompt you to enter your digital signature password.
k. Enter your password and click **OK.**
l. An ***Entrust*** session will then be open on your computer.
    i. *The Entrust icon will now show as connected (logged in).*

Step 5: Let's configure the visual aspect of your signature.

a. Configure your signature aspects:
b. Make sure you have an image of your handwritten signature scanned or photographed in (JPEG, GIF, PNG or PDF format).
c. Open the **ConsignO Desktop** application.
d. Go to **Edit.**
e. Select **Signature appearance wizard.**
f. Select the option: **Using scanned image or a photo of your signature.**
g. Select your saved scanned or photographed handwritten signature image file from your computer.
h. Adjust image style and information in 3 steps.
    i. *If you have specific requirements, go on Signature appearance creation wizard.*
j. Click on **Save.**
    i. *Please ensure that you name your signature image.*
k. Click **OK** to close the window.

Your digital signature is now set up on your new computer or your additional 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