



FAQ

### **Cyprus Electronic Identity is here!**

Apply today for your eID and unlock a world of convinience!

#### **GET YOUR eID**

# **JCC Trust Portal**

Creation of account, request & generation of Electronic Identity (eID)

### Secure and certified eIDAS Trust Services Solutions

Secure your electronic transactions and digitilize your processes using eIDAS compliant solutions.



SIGN UP



### Secure and certified eIDAS Trust Services Solutions

Secure your electronic transactions and digitilize your processes using eIDAS compliant solutions.

### LOGIN

SIGN UP



### eID GENERATION

Step by step guide of how to generate your eID

### ACCOUNT CREATION Step by step guide of how to create your Trust Portal account

Click <u>here</u> to visit JCC Trust Portal





		1 CHOOSE PROVIDER	2 FILL YOUR INFORMATION	c	3 OMPLETE SIGNUP
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✓ Fill all the required information

✓ Click on "NEXT"

	1 CHOOSE PROVIDER	2 FILL YOUR INFORMATION	3 COMPLETE SIGNUP
	Account Information		
	Security Question		*All fields are mandator
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	General Terms and Conditions for Use of	f Certificates	
POLICY	Date: 01 April 2020 Version: 1.3 Document O	wner: QTSP Policy Officer	
	Present General Terms and Conditions describe n	nain policies and practices followed by JCC Payment S	ystems and provided in CP and CPS, that are

PRI

 Set a security question and answer

 Enter your identity card details

Set your Trust Portal login password

	PLEASE SCROLL DOWN TO ACCEPT THE TERMS AND CONDITIONS.
	General Terms and Conditions for Use of Certificates
	Date: 01 April 2020 Version: 1.3 Document Owner: QTSP Policy Officer
citonic identity Natura	Present General Terms and Conditions describe main policies and practices followed by JCC Payment Systems and provided in CP and CPS, that are also described in a supplemental and simplified way in the PKI Disclosure Statement (PDS), for authentication certificates and for EU Qualified certificates for electronic signatures & electronic seals.1.1. The Terms and Conditions govern Subscribers' use of the Certificates and constitute a legally binding contract between Subscriber and JCC Payment Systems.1.2. The Subscriber has to be familiar with and accept the Terms and Conditions the terms an
here as Electronic identity, on' if you would like to apply for an Electronic identity, AURCY ADDE COST.	I HAVE READ AND ACCEPT THE TERMS AND CONDITIONS
	PLEASE SCROLL DOWN TO ACCEPT THE PRIVACY STATEMENT.
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Nor al anot, consenturo adquasta qui. Trans, corsa no ne mais, colocada paramenagas, Nation endonte utilea Edina al anes, consenturo adquasta qui di Un di norsa non entra qui, includa paramenagas. Nation endonte etilea	This Privacy Statement aims to give you information on how JCC Payments Systems Ltd(referred to as 'we', 'us', 'our', 'JCC Payment Systems' or 'JCC') collects, uses, discloses and processes your personal data through your use of the https://trust.jcc.com.cy and https://pki.jcc.com.cy (hereinafter referred to as "the Websites") and the means by which this is done. The Privacy Statement as a means of notifying the website visitors of their rights in accordance with local law and the EU General Data Protection Regulation (EU) 2016/679. JCC Payment Systems Ltd is committed to protecting your privacy and developing technology that gives you the most powerful and safe online experience.By accessing, browsing and/or using this Website, you
	I HAVE READ AND ACCEPT THE PRIVACY STATEMENT
	I'm not a robot

PRIVACY POLIC

✓ Scroll down to accept the terms and conditions and privacy statement

## Select "SUBMIT"



 Go to your email to activate your Trust Portal account

### Select "BACK TO LOGIN PAGE"

		<b>#</b> 😜	
	Sign in to JCC Trust Portal		
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Sign in to JCC Trust Portal	
O JCCdemo	
Password	

Forgot password?

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SIGN IN

#### Your current LRA is: JCC. Select below if you want to change your LRA:

JCC				~
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# Enter your password

### ✓ Click "SIGN IN"



✓ Enter the OTP code you've just received via SMS

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✓ Click on "NEXT"
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VACY POLICY

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Please proceed with the steps below to set-up two-factor authentication	
	16:54
1 ENABLE 2FA	
Step 1: Download JCC Authenticator Mobile App	JCC
Coogle Play	PAYMENT SYSTEMS
Step 2: Open JCC Authenticator App	Choose an action to proceed
Select the option "Generate an OTP" and scan the QR code	
e 22 e	Authorize a signing or authentication tran- for your Qualified oSignature or Electronic Identity.
	Generate an OTP Generate the 6-digit code for two-factor authentication purposes within the JCC 1
	Portal
Step 3: Enter Verification Code	
Enter the 6-digit number displayed within the application and click on "VERIFY OTP".	
Verification code 590705	
VERIFY OTP	

Download JCC
 Authenticator app



Google Play

# Open JCC Authenticator

✓ Choose "Generate an OTP"



⊖ ™ Two-factor authentication	
Please proceed with the steps below to set-up two-factor authentication	
1 2	
MOBILE VERIFICATION ENABLE 2FA	
Step 1: Download JCC Authenticator Mobile App	
Download on the App Store Google Play	Ready to scan
Step 2: Open JCC Authenticator App	Point your camera at the QR
Select the option "Generate an OTP" and scan the QR code	
Step 3: Enter Verification Code	16:54
Enter the 6 digit number displayed within the application and click on "VEDIEV OTP"	950202
Verification code 590705	0
VERIFY OTP	

16:54

Scan the QR code
 displayed on JCC Trust
 Portal

 Enter the OTP code that you see on JCC Authenticator to JCC Trust Portal





Click <u>here</u> to visit JCC Trust Portal







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	Sign in to JCC Trust Portal	16:54 at 50 📼
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	Your current LRA is: JCC. Select below if you want to change your LRA:	
	JCC 🗸	
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**PRIVACY** 

Enter your password

Enter the 6-digit OTP generated through JCC Authenticator application

Click "SIGN IN"

## Click to "APPLY FOR ELECTRONIC IDENTITY"

	JCC trust services	«	JCCdemo
PLY RONIC	<ul> <li>Home</li> <li>My Account</li> <li>Electronic Identity (eID)</li> <li>Qualified eSignatures</li> <li>Qualified eSeals</li> <li>Help &amp; Support</li> </ul>	× × ×	Electronic Identity         Vou havent applied for your Electronic         Identity yet. Click below to request         your Electronic Identity.

New Electronic Identity (e	ID)	
	In order to proceed with your application please make sure that:	
INFORMATION	<ul> <li>Your identity documents is <u>Cypriot Biometric Identity Card</u></li> <li>Your smart device supports <b>biometric authentication</b> i.e. fingerprint, face recognition etc.</li> </ul>	
	Kindly be informed that the validity of the Electronic Identity is 3-years.	
TERMS AND CONDITIONS	To continue with your application submission, click "Next"	
IDENTITY CARD		
APPLICATION FORM		
DEVICE REGISTRATION		
SUBMISSION		
	NEXT →	]

✓ Click on "NEXT"

	PLEASE SCROLL DOWN TO ACCEPT THE TERMS AND CONDITIONS.
INFORMATION	General Terms and Conditions for the Use of National Electronic Identity Card (eID)
	Effective Date: 07 March 2024
TERMS AND CONDITIONS	Version 1.2
IDENTITY CARD	1. General Terms Present General Terms and Conditions describe main policies and practices followed by JCC Payment Systems and provided in CP and CPS for eID, that are also described in a supplemental and simplified
	way in the PKI Disclosure Statement (PDS). 1.1. The Terms and Conditions govern Subscribers' use of the eID
APPLICATION FORM	I HAVE READ AND ACCEPT THE TERMS AND CONDITIONS
/	PLEASE SCROLL DOWN TO ACCEPT THE PRIVACY STATEMENT.
DEVICE REGISTRATION	QTSP PRIVACY STATEMENT FOR THE PROTECTION OF PERSONAL DATA & GENERAL INFORMATION
	20 April 2024
SUBMISSION	Version 1.6
	This Privacy Statement aims to give you information on how JCC Payments Systems Ltd (referred to as 'we', 'us', 'our', 'JCC Payment Systems' or 'JCC') collects, uses, discloses and processes your personal data through
	I HAVE READ AND ACCEPT THE PRIVACY STATEMENT
	I HAVE READ AND ACCEPT THE PRIVACY STATEMENT

 Scroll down and accept the Terms & Conditions and the Privacy Statement

✓ Click on "**NEXT**"



 Upload both sides of your biometric ID

# Click on "NEXT"

INFORMATION	Mrs V Name *
	Name in latin as stated in your Identity     Surname in latin as stated in your Identity
TERMS AND CONDITIONS	Date of Birth *
	DD/MM/YYYY *
IDENTITY CARD	Telephone Number (fixed line)
	Select Country   Phone number
APPLICATION FORM	Telephone Number (mobile) *
	CY (+357) V Phone number *
DEVICE REGISTRATION	E-mail Address *
SUBMISSION	ID Card Number *
	As stated in your Identity card ex. 0000123456 As stated in your Identity card ex. CR0123456
	Document issue date * Document expire date *
	DD/MM/YYYY 🗰 DD/MM/YYYY *
BACK	NEVT

✓ Fill in the required information

# ✓ Click on "**NEXT**"

Mew Electronic Identity (el	D)	
1 INFORMATION	Step 1: Open JCC Authenticator mobile application and choose the option "Sign in to authorize a transaction"	< Back
2 TERMS AND CONDITIONS		JCC
3 IDENTITY CARD		PAYMENT SYSTEMS
4 APPLICATION FORM	Step 2: Enter the USER ID as shown below and click on "SIGN IN": User C: test_eld	User ID -
5 DEVICE REGISTRATION		SIGN IN
6 SUBMISSION		
	Step 3: Enter the two one-time passwords (OTPs) that you will receive through email and SMS to the corresponding fields and click "VERIFY"	
	Step 4: Enter your biometrics and after the JCC Authenticator application is registered successfully, click "OK"	
← BACK		

### Enter the userID as displayed

Enter the two OTPs that you've just received via SMS and email

Click on "NEXT"

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	Step 1: Open JCC Authenticator mobile application and choose the option "Sign in to authorize a transaction"				
1 INFORMATION	FIGH		DEVICE REGIS	STRATION	
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2 TERMS AND CONDITIONS	e in an and a second se		authorisation enter to your mobile pho email *****@ho	r the OTP value one ************************************	s sent 5 and
3 IDENTITY CARD			582-236		
	Step 2: Enter the USER ID as shown below and click on "SIGN IN":		484-549		
4 APPLICATION FORM	User ID: test_eid			Resen	d OT
5 DEVICE REGISTRATION			CANCEL	VERI	FY
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6 SUBMISSION					
	Step 3: Enter the two one-time passwords (OTPs) that you will receive through email and SMS to the corresponding fields and click "VERIFY"				
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	Step 4: Enter your biometrics and after the JCC Authenticator application is registered successfully, click "OK"				

 Enter the two OTPs that you've just received via SMS and email



	JCCdemouser
Mew Electronic Identity (el	D)
	Congratulations! Your application has been submitted!
1 INFORMATION	Step 1: Download & print the Application PDF below:
	CERTIFICATE APPLICATION PDF DOWNLOAD
2 TERMS AND CONDITIONS	
	Step 2: Schedule your appointment within the next 30 days, by clicking below:
3 IDENTITY CARD	CLICK TO SCHEDULE YOUR APPOINTMENT
4 APPLICATION FORM	Step 3: Visit the Citizen Service Center along with your printed application form and biometric identity card
DEVICE REDISTRATION	♠ FINISH
6 SUBMISSION	Note: In case you don't proceed with your physical identity validation within the next 30 days, your application will be
-	automatically rejected.
← BACK	

Download the PDF application form and schedule your visit to the Citizen office Centre of your choice, for physical validation





Click <u>here</u> to visit JCC Trust Portal







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	Sign in to JCC Trust Portal	16:54
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	Your current LRA is: JCC. Select below if you want to change your LRA:	
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**PRIVACY** 

Enter your password

Enter the 6-digit OTP generated through JCC Authenticator application

Click "SIGN IN"



 Click on "ENROL" to proceed with your eID generation

«		JCCdemouser 🛛 🛟 🤄 🕞
· · · · · · · · · · · · · · · · · · ·	Electronic Identity (eID)      INFORMATION MY DEVICES HISTORY      Your payment was successful. Please click enrol to proceed with eID.      ENROL	
~		✓ Click again on "ENROL"



 Enter the OTP that you will receive via SMS

 Enter the OTP that you will receive via email

Enter twice the password of your eID

IMPORTANT NOTE! This password will be requested for the usage of your electronic identity. In case you need to restore it, **identity validation in person** will be required.



		JCCdemouser	╬⊜   [→
Create your I	Electronic Identity		
To generate your Electro Important Note: Kindly required.	onic Identity, you must setup your elD Account with yo be informed that in case you forget your elD password	ur own credentials. I and you need to reset it, a physical identity validation will be	
Enter the OTP you red	Your eID has been generat	ed	
Enter the OTP you rec			
Set your elD Password *			
Repeat Password	« ок		
need this password In case you forgot on need to proceed wit validation.	d to use your etc. or lost it, you will th physical identity		
SUBMIT			

 You have successfully generated your eID!

 To digitally sign your documents using your eID, please visit <u>JCC</u> <u>Signing Portal</u> and create your account!









# Thank you.

If you have any questions, please do not hesitate to contact JCC via email at <u>trust</u>-<u>services@jcc.com.cy</u> or via phone at +357-22 868500.