



SimplySign

Certificate Renewal – Activation (Stage 1 of 2)

Instructions for activating e-signature renewal on a SimplySign cloud card

v 1.4

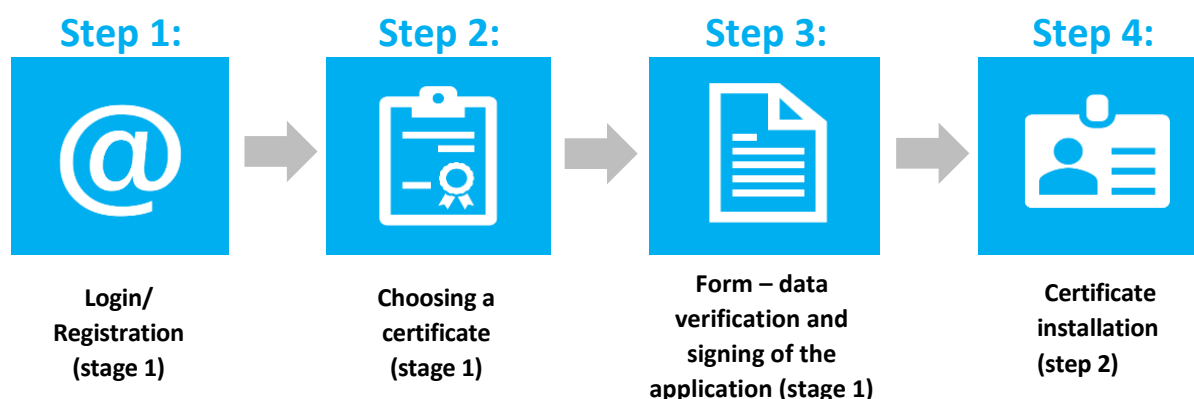
ASSECO

 **Certum**
by ASSECO

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The process of renewing an electronic signature on a [SimplySign cloud card](#) is available from the account level in [the Certum Panel](#) and is possible for both account holders and new panel users. The manual describes the steps the user has to follow after purchasing a virtual product or receiving an e-code/activation code for renewal. The first step in the process is to activate the renewal.



Preparation for the renewal process - To renew the certificate, the user must have:

- **a valid qualified certificate (electronic signature);**
- product or e-code/activation code for electronic signature renewal;
- an account in [the Certum Panel](#). Access the panel (and activate the renewal process) it is possible through a web browser;
- activated [SimplySign mobile app](#) ([Android](#),[iOS](#),[Huawei](#)). Under renewal The user will provide a token generated in the application.

1. Login / Create an account

The Certum panel is available at: <https://panel.certum.pl> .

The user logs in by providing an e-mail address and password (in case of no account, before logging in Select [Create an account](#)).

Certum
by DJRRECO

Log in

E-MAIL Remember me

PASSWORD

Forgot password?

Continue >

or create an account

2. Choosing a certificate to renew

Once you have logged in to your account, you can start the renewal process.



The certificate does not have to be visible in the user's account in the Certum Panel.

You can renew the certificate on a new account in the Certum Panel, even if the certificate was issued in a different user account or outside the panel.

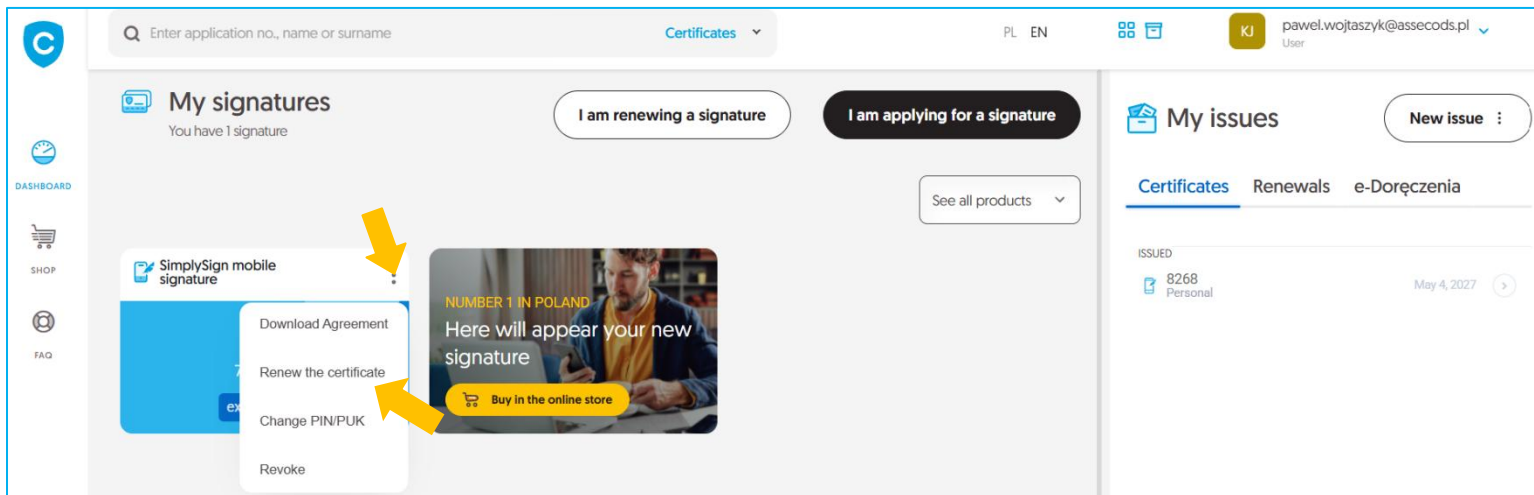
There are two ways to start the renewal process:

I. Method 1 – choosing the renewal on a given certificate

Click the three dots on the certificate, and then select **Renew Certificate**.

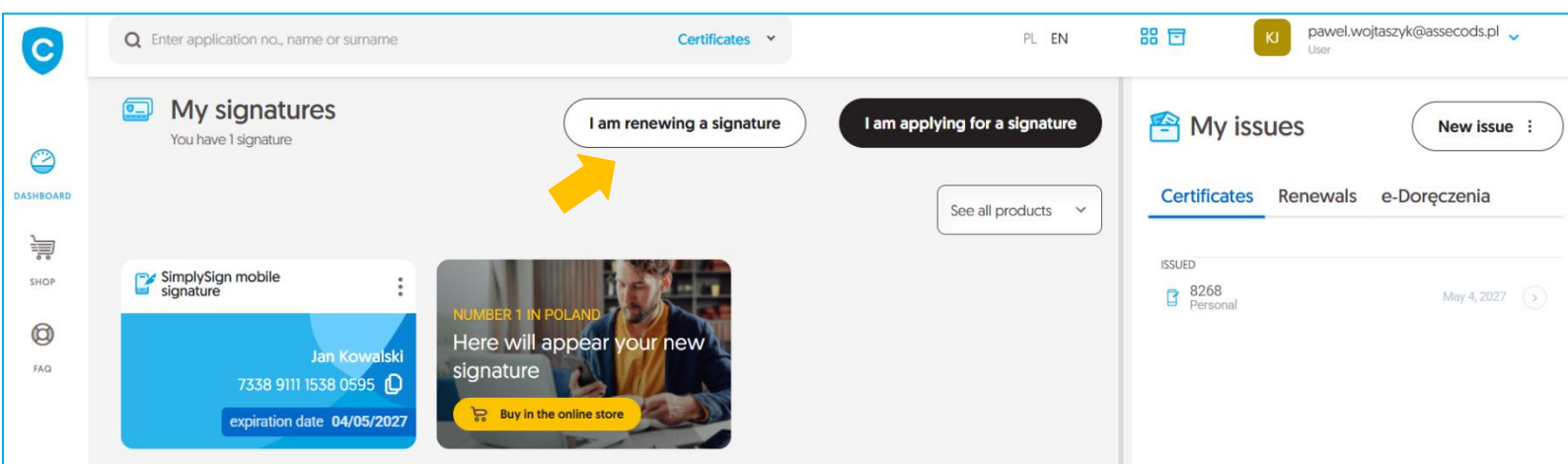


The Renew Certificate option in the three-dot menu is available only if the certificate is in the user's account, and if it is valid and installed.



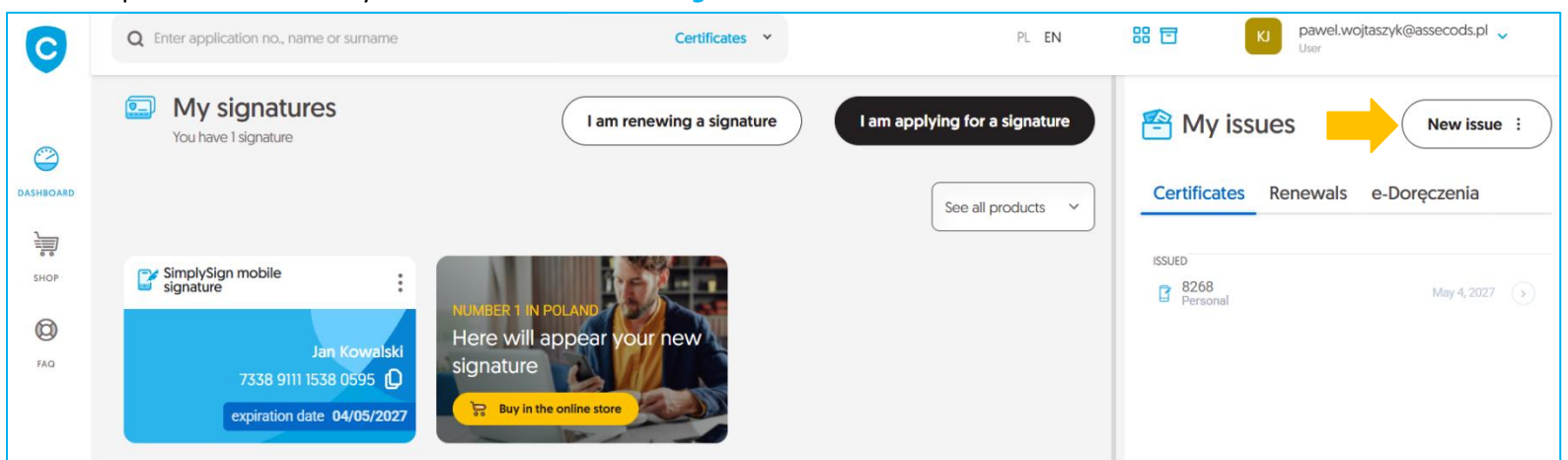
II. Method 2 – Renew Signature button

Click the general **Renew Signature button**, which is located at the end of the list of available certificates:



III. Method 3 – New Case button

Clicking on the generic **New Case button**, which is located on the right side of the screen above the list of requests, will expand the bar where you need to select **Renew Signature**.



For accounts without a certificate, click Renew **Signature** or **New Case**, and then select Renew Signature **from the drop-down list**.

When you choose to renew with a SimplySign Signature, but on a different account where the original signature is not currently present, then a window will appear asking you to choose a signature to renew.



The generic "Renew Signature" button allows you to renew the certificate on a new account.

The screenshot shows a multi-step process with four steps: 'Select certificate' (active), 'Data verification', 'Summary of changes', and 'Documents'. The main content area is titled 'Select certificate' and includes the instruction 'Select the certificate that you would like to renew.' Below this is a 'VALID' status indicator and a list of certificates. One certificate is selected, showing the name 'Jan Kowalski', the validity period '2026-05-06 - 2027-05-06 - 1 year', and a long alphanumeric ID '2668B446EC247A3E5F212D0E6E84787C'. A 'Show other certificates' link is at the bottom. On the right, a summary box shows 'Renewal of the signature in the SimplySign, 1 year SimplySign account' for 'pawel.wojtaszyk@assecods.pl'. It features a 'Next >' button and a 'Return to the Certum Panel' link.

The next step of the process

Then select the certificate renewal product or enter the e-code/activation code.

For accounts with at least 1 renewal product, both options are displayed:

The screenshot shows the 'Select renewal method' step. It features a circular refresh icon with a 'C' in the center. Below the icon are two radio button options: 'Certificate renewal' and 'Use an e-code / activation code'. A blue link 'What is an e-code?' is positioned to the right of the second option. At the bottom, there is a 'Next >' button and a 'Return to the Certum Panel' link.

For accounts that do not contain any renewal product, the Only the option to enter the e-code/activation code:

Select renewal method

Certificate renewal
 Use an e-code / activation code

[What is an e-code?](#)

Enter the e-code

Next > [Return to the Certum Panel](#)

- Select Renewal **option** -> a list of available products:

Select renewal method

Certificate renewal

Select certificate renewal

- Renewal of the signature in the SimplySign, 1 year
- Renewal of the signature in the SimplySign, 2 years
- Renewal of the signature in the SimplySign, 3 years

Next > [Return to the Certum Panel](#)




This option should be used if the renewal product is in the account, e.g. after purchase in the Certum store.

- Use e-code/activation code **option** – text box to enter the code

Use an e-code / activation code ? What is an e-code?

Enter the e-code



! This option should be used if the user has a generated A 16-character e-code, e.g. from an email or given in the form of a gift card.

In order to select a certificate to renew, you must first log in to SimplySign with your email address and token from the mobile application (the token will be displayed after selecting *the Generate token* on mobile device option).




Login
to **SimplySign**

E-MAIL

Enter your email address

TOKEN FROM THE MOBILE APPLICATION SIMPLYSIGN

00000000 **Login**



After logging in, the SimplySign account is read and it is verified that there are certificates to be renewed in the account. If they are missing, a message is displayed and the option to log in to another account.

Then you need to indicate the certificate to be renewed and click on the *Next button*.

Select certificate
 Data verification
 Summary of changes
 Documents

Select certificate

Select the certificate that you would like to renew.

VALID

Jan Kowalski

2026-05-06 - 2027-05-06 - 1 year

2668B446EC247A3E5F212D0E6E84787C

[Show other certificates](#)

Renewal of the signature in the
SimplySign, 1 year
SimplySign account

Next >

[Return to the Certum Panel](#)

If there are no certificates to renew, the following message will be displayed in your logged-in SimplySign account:

No certificates to renew

There are no certificates that can be renewed in this SimplySign account. **The renewal process cannot be continued.**

CERTIFICATES IN THE SIMPLYSIGN ACCOUNT

Jan Kowalski

In the process of renewal [2026-05-04 - 2027-05-04]

335AE8317C01EF1E1908C6203DBF549E

[Return to the Certum Panel](#)

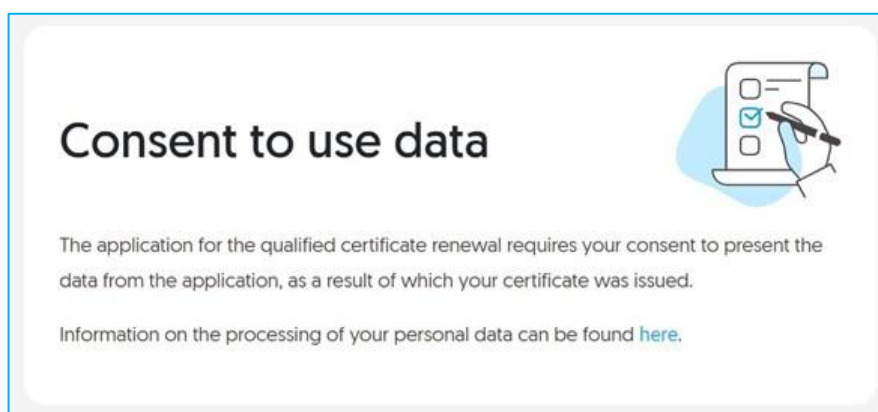
3. Form

In the form, the user will have the opportunity to verify and modify the data contained in certificate and sign the application for renewal.

3.1. Consent to the use of data – an additional step, only in the case of renewal of the certificate on a new account in the Certum Panel

If the user is renewing on the Certum Panel account where the certificate to be renewed is visible, he can proceed to the next point of the instruction – **3.2 Screen – Data verification**.

If you perform the renewal process on a new account in the Certum Panel, an additional window will appear before the data screen is displayed, informing you that you need to sign a consent to the use of data:



- I. Proceed to sign the statement by clicking on the button – *Sign the statement* (on the right side of the screen):



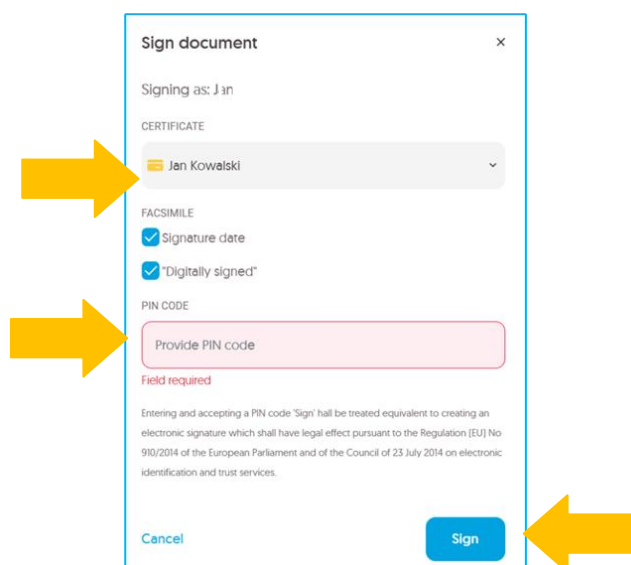
- II. The content of the statement and the possibility to sign will appear – *the Sign* button:



III. You'll see a message about SimplySign sign-in:



IV. Select the certificate you will use to sign, enter the PIN code and click on the **Sign button**:



V. After the statement is correctly signed, information about the signing of the document will be displayed:



VI. The user will be able to proceed to the Data Verification screen (after logging back into the SimplySign service).

3.2. Ekran - Data Verification

At this stage, the user verifies the data contained in the form. If outdated data is detected, it is possible to update it by clicking on the option – *Edit section*. To do this, fill in the selected fields with new data, and then click on the option – *Save*.

Edycja sekcji dokument tożsamości ×

SERIES AND NUMBER*

This field is required

There was AMJ778483

DATE OF ISSUE*

This field is required

There was 2025-11-05

DATE OF EXPIRY

There was 2035-11-06

Save Cancel

NOTE: The following are the sections that make up the whole in a single screen view in the system.

The data verification screen consists of several sections, such as:

- **Section Applicant:**
 - First name
 - Middle Name - optional
 - Last name

Select certificate
 Data verification
 Summary of changes
 Documents

Data verification

Please check whether your data is valid. If necessary, correct it. Some data cannot be corrected.

1 If the data which you cannot edit has changed, do not continue renewing the certificate - proceed to issue a new certificate. The certificate chosen for renewal should be revoked.

In this way, you will select the data that will be visible in the certificate.

Applicant [Edit section](#)

First name	<input checked="" type="checkbox"/>	Middle name	<input type="checkbox"/>
Jan	-	Kowalski	<input checked="" type="checkbox"/>

Renewal of the signature in the SimplySign, 1 year
 Card to which we will issue the renewed certificate
 7338911115380595

SimplySign account
 pawel.wojtaszyk@assecods.pl

Remaining validity period
 1 year

Card containing the certificate chosen for renewal
 7338911115380595

Certificate serial number
 335AE8317C01EF1E1908C6203DBF549E

Next >

[Return to the Certum Panel](#)

- **Identity document section:**

- Document type
- Country of issue
- Series and number
- Release date
- Expiration date

!

In each application in which an identity card is entered, the Certum system will require you to complete the date of issue of the document.

Identity document [Edit section](#)

Type of document	<input type="checkbox"/>	Country of issue	<input type="checkbox"/>
Identity Card	Poland	Series and number	AMJ778483
Date of issue	<input type="checkbox"/>	Date of expiry	<input type="checkbox"/>
2025-11-05	2035-11-06		

- **Applicant Identification Section:**

- Country of issue of PESEL
- PESEL number
- Date of birth
- Place of birth
- Country of issue of the NIP - optional
- Tax identification number - optional

Applicant's identification		Edit section	
Country of registration Poland	<input checked="" type="checkbox"/>	Personal Number 74030803898	<input checked="" type="checkbox"/>
Place of birth Inowrocław		Country of registration -	
		Tax Identification Number -	

!

Please note that you cannot:

- enter a different PESEL number and place of birth,
- change your identity document from a Polish ID card to a Polish one passport,
- change your foreign identity document.

- **Applicant's correspondence address section:**

- Name and surname
- Company Name
- Country
- Voivodeship
- Postal Code
- Town
- Street
- House number or unit number

Applicant's correspondence address		Edit section	
First and last name Tymoteusz Zakrzewski		Company name -	
Country Poland		Country Poland	
Voivodeship / Province West Pomeranian		Postal code 71-214	
Street Santocka		Postal code 71-214	
		City / Town Szczecin	
		House number 56	
		House number 56	
		Apartment number -	

- **Section Commonly Used Name:**

- Commonly used name

Common name [i](#)

Common name

Jan Kowalski

- **Contact Details Section:**
 - E-mail
 - Phone
 - Additional email address

Contact details [Edit section](#)

i If you have lost access to this e-mail box, create a new Certum account to a different e-mail address and renew your certificate there.

E-mail Phone number Additional e-mail

- **Certum Partner Point section:**
 - Operator's e-mail

Certum Partner Point [Edit section](#) ^

Would you like to secure the support of an Operator? Get in touch with one of [Certum Partners](#).

Operator's e-mail

-

In this section, you can delete/change the Operator.

!

Changing/deleting the Seller/Operator's email address (visible at the bottom of the application) will result in no notification to the Seller/Operator's email address about the expiring electronic signature of the User.

Once you have completed the verification of the data or edited it, click on the **Next button**:

Select certificate
 Data verification
 Summary of changes
 Documents

Data verification

Please check whether your data is valid. If necessary, correct it. Some data cannot be corrected.

i If the data which you cannot edit has changed, do not continue renewing the certificate - proceed to issue a new certificate. The certificate chosen for renewal should be revoked.

In this way, you will select the data that will be visible in the certificate.

Applicant

First name	<input checked="" type="checkbox"/>	Middle name	<input type="checkbox"/>	Surname	<input checked="" type="checkbox"/>
Jan		-		Kowalski	

[Edit section](#)

Next >

[Return to the Certum Panel](#)

Identity document

[Edit section](#)

If necessary, to add more data as visible in the certificate, select the icon of the card visible next to the field.

Identity document

Press the check mark to make this data appear in your certificate.

Type of document	<input checked="" type="checkbox"/>	Country of issue	<input type="checkbox"/>	Series and number	<input type="checkbox"/>
Identity Card		Poland		AMJ778483	
Date of issue	<input type="checkbox"/>	Date of expiry	<input type="checkbox"/>		
2025-11-05		2035-11-06			


[Edit section](#)

3.3. Screen – Summary

The next step is to see the [Summaries screen](#). If no modifications have been made to the data, a message will appear indicating no changes.

Select certificate
 Data verification
 Summary of changes
 Documents

Summary of changes



No data has been changed. Remember that your data must be valid. You can still correct them.

i If the data which you cannot edit has changed, do not continue renewing the certificate - proceed to issue a new certificate. The certificate chosen for renewal should be revoked.

Renewal of the signature in the SimplySign, 1 year
 Card to which we will issue the renewed certificate
733891115380595
 SimplySign account
pawel.wojtasyk@assecods.pl
 Remaining validity period
1 year
 Card containing the certificate chosen for renewal
733891115380595
 Certificate serial number
335AE837C01EF1E1908C6203DBF549E

Next >

[Correct the data](#)

[Return to the Certum Panel](#)

If you make a modification, you will see a list of changes:

Select certificate
 Data verification
 Summary of changes
 Documents

Summary of changes

The following changes have been made
 Applicant * Identity document * Date of issue

There was 2025-11-05	→	There is 2025-11-15
-------------------------	---	------------------------

Applicant * Identity document * Date of expiry

There was 2035-11-06	→	There is 2035-11-16
-------------------------	---	------------------------

Renewal of the signature in the SimplySign, 1 year
 Card to which we will issue the renewed certificate
733891115380595
 SimplySign account
pawel.wojtasyk@assecods.pl
 Remaining validity period
1 year
 Card containing the certificate chosen for renewal
733891115380595
 Certificate serial number
2668B446EC247A3E5F212D0E6E84787C

Next >

[Correct the data](#)

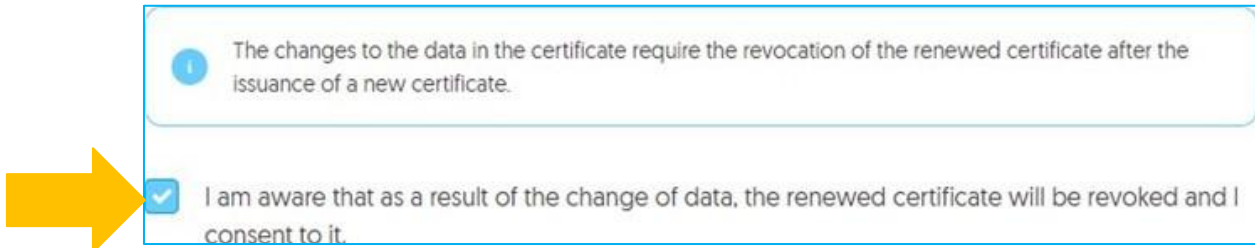
[Return to the Certum Panel](#)

If there has been a change in relevant data:

- First name
- Last name
- Entity name
- Commonly used name
- Entity abbreviation
- Change/Delete Your Middle Name
- At least one data related to the ID card
- Change of TIN (NIP)

The certificate being renewed must be revoked. In this situation, in order to use the new certificate, it must be installed in advance (after receiving an email notification about the issuance of the certificate by Certum).

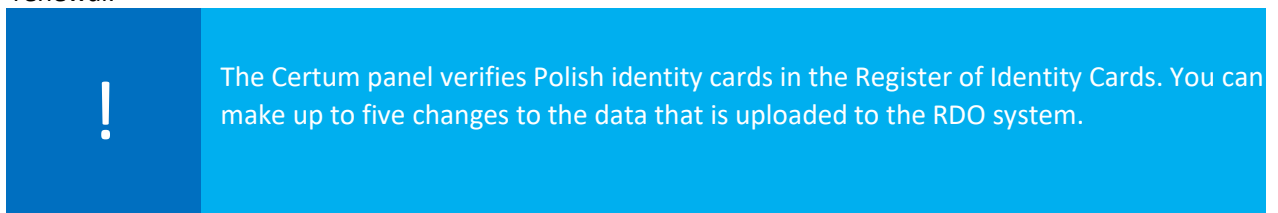
To proceed further, check the checkbox with information about the revocation of the certificate:



The screenshot shows a form with two sections. The top section is a light blue box with a white background and a blue border, containing an information icon (i) and the text: "The changes to the data in the certificate require the revocation of the renewed certificate after the issuance of a new certificate." Below this is a checkbox with a blue checkmark, which is highlighted by a large yellow arrow pointing from the left. The text next to the checkbox reads: "I am aware that as a result of the change of data, the renewed certificate will be revoked and I consent to it."

3.3.1. Identity document verification

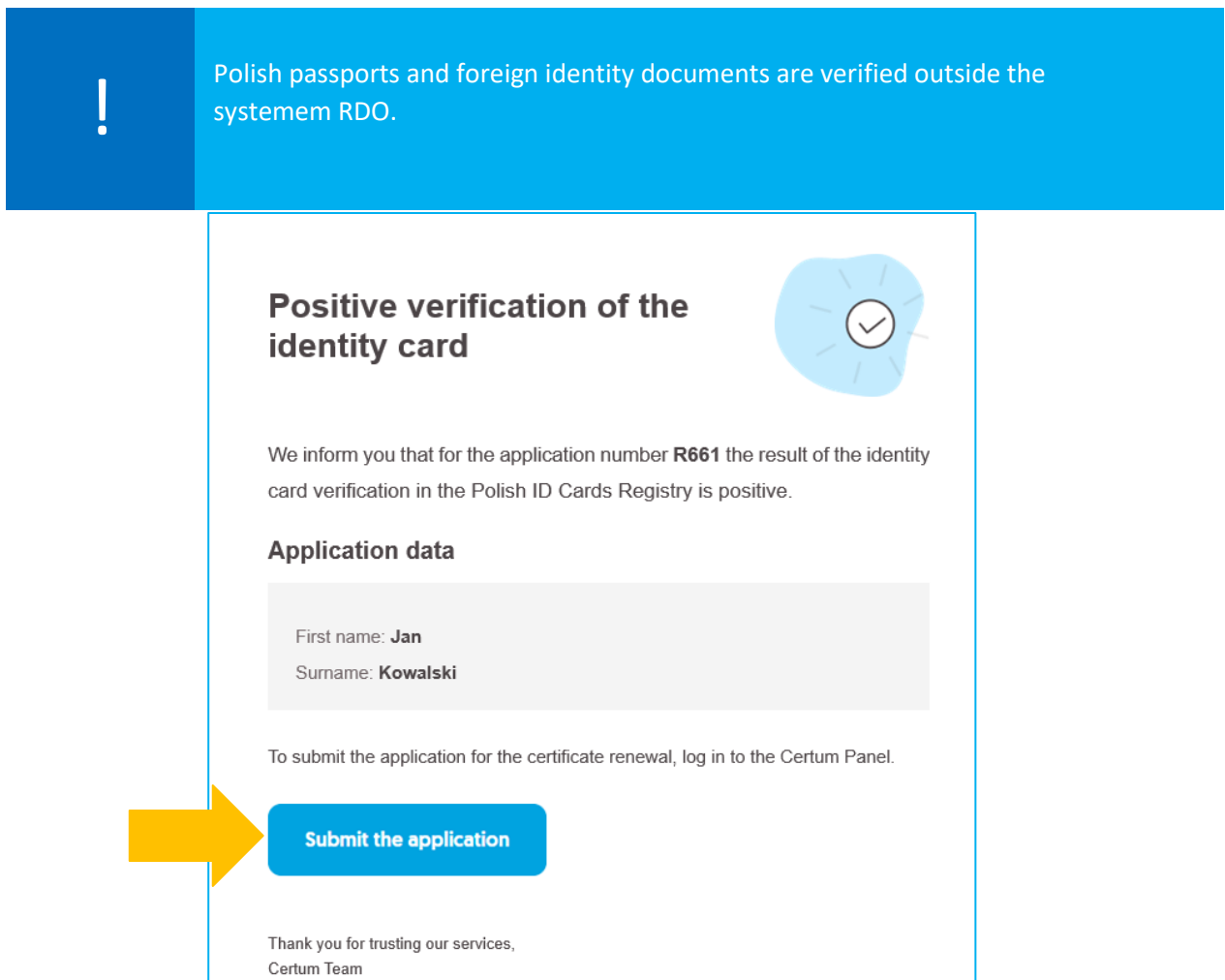
Before signing the application, the data contained in the form is verified renewal.



The banner features a white exclamation mark icon on a dark blue background on the left. To the right, on a light blue background, is the text: "The Certum panel verifies Polish identity cards in the Register of Identity Cards. You can make up to five changes to the data that is uploaded to the RDO system."

In case of negative verification, the user will also receive feedback to the email address.

If the verification result is positive, the next step of the process is carried out. In addition, the user will receive information about the positive verification of the ID card to their email address.

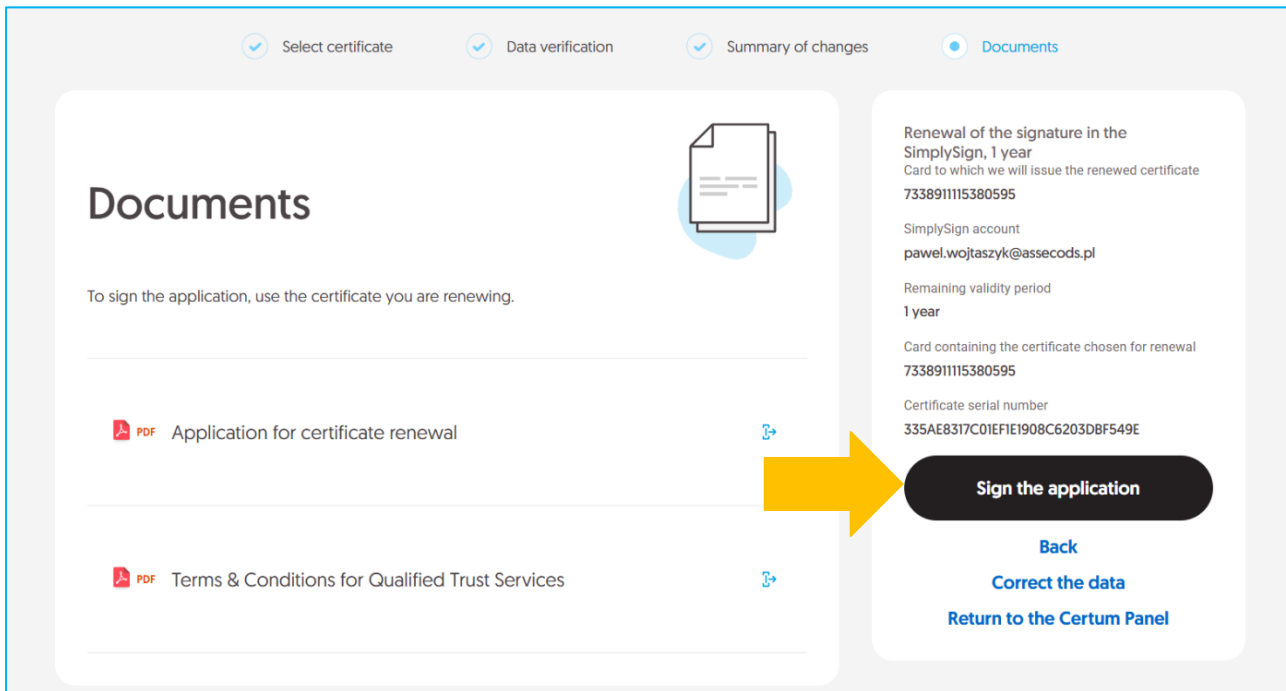


The screenshot shows an email notification with a blue header. On the left, a white exclamation mark is on a dark blue background. The header text reads: "Polish passports and foreign identity documents are verified outside the system RDO." The main content area has a white background with a blue border. It features a title "Positive verification of the identity card" and a blue circular icon with a white checkmark. The text states: "We inform you that for the application number **R661** the result of the identity card verification in the Polish ID Cards Registry is positive." Below this is a section titled "Application data" with a grey box containing "First name: Jan" and "Surname: Kowalski". A message says: "To submit the application for the certificate renewal, log in to the Certum Panel." A yellow arrow points to a blue button labeled "Submit the application". At the bottom, it says "Thank you for trusting our services, Certum Team".

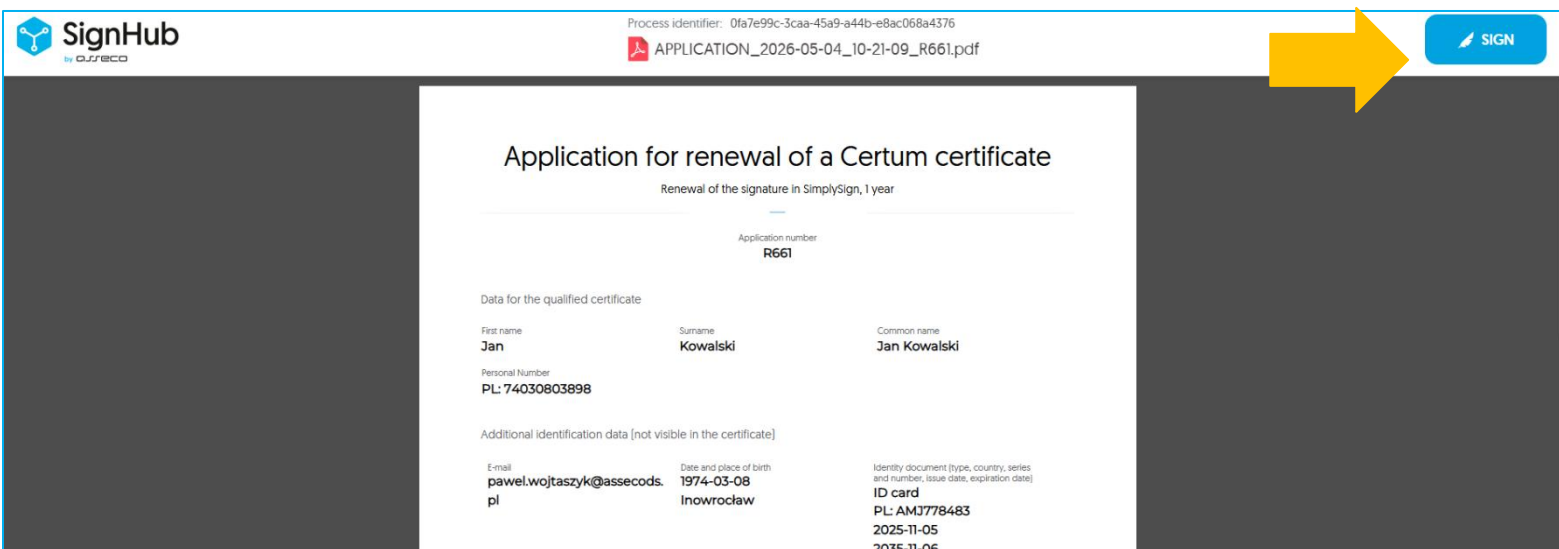
3.4. Documents screen – signing the application

At this stage, the user is taken to the [Documents screen](#), where the application must be signed using the certificate to be renewed. In addition, a list of documents for the application will be displayed on the screen, which can be downloaded to your device.

To proceed to sign the application, click on the [Sign application button](#).



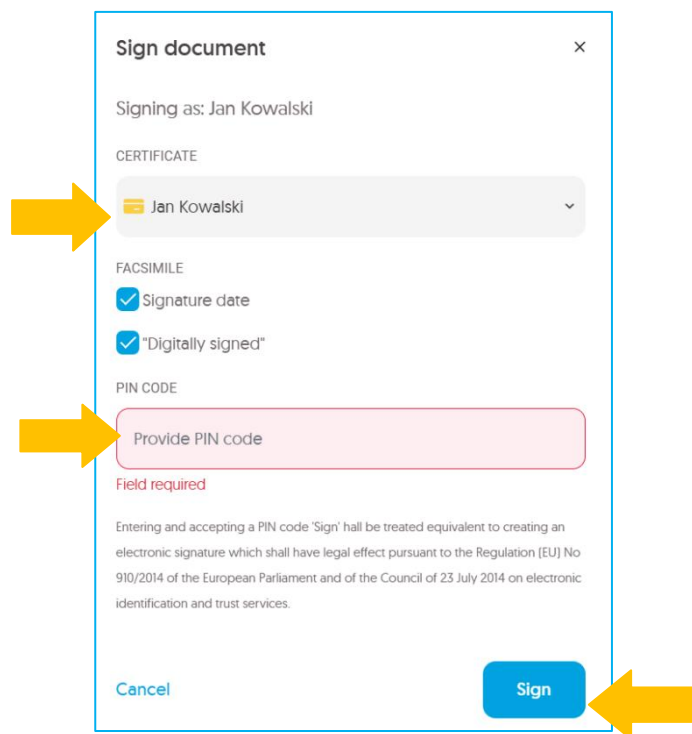
- I. A window will appear with a request for renewal of the Certum certificate, which must be signed – **SIGN**:



- II. You'll see a message about SimplySign sign-in:



III. Select the certificate you will use to sign the document, enter the PIN code and click on the **Sign button**:



IV. After the application is correctly signed, information about signing the document will be displayed:



and confirmation of submission of the application:

The application has been submitted



A renewed qualified certificate will be issued at the latest **within 7 working days** from the date of verification of the application by the Certum representative. Information on the renewal of the qualified certificate along with instructions on how to proceed will be sent by e-mail.

[Return to the Certum Panel](#)

An email will also be sent to the user's email assigned to the account confirming the creation and submission of the renewal request.


The application has been submitted




Thank you for submitting the application number **R661** for a qualified certificate renewal.

Data of the application

First name: **Jan**
Surname: **Kowalski**
Product: **Renewal, SimplySign, 1 year signature**

 The renewed qualified certificate will be issued at the latest within 7 working days.

 Information on the renewal of the qualified certificate along with instructions on how to proceed will be sent by e-mail.

To see the details of the application, go to the [Certum Panel](#).

Thank you for trusting our services,
Certum Team

4. Certificate Installation

The qualified certificate will be issued within 7 days from the moment of receipt by Certum correctly signed application.

Information about the issuance of a qualified certificate will be sent to the applicant's email address, along with instructions and a direct link to the installation process in the Certum Panel.

The installation is described in a separate manual for the installation process of the renewed qualified certificate (stage 2).

Questions and answers

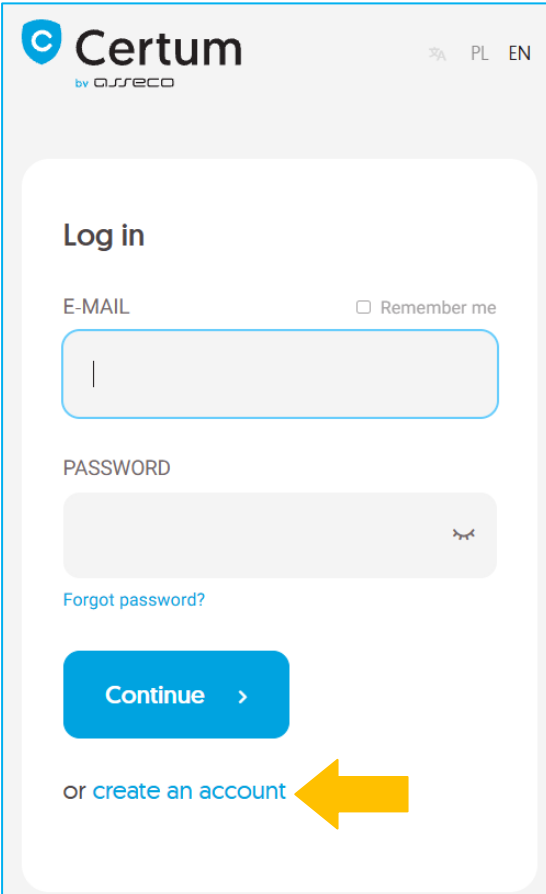
1. How to renew a qualified certificate on a new account in the Certum Panel?

A qualified certificate can be renewed on a new account in the Certum Panel. The situation occurs when:

- The User does not have an account in the Certum Panel,
- The user has an account in the Certum Panel, but wants to renew their certificate in a new account with a new email address.

To do this, you should:

Go to panel.certum.pl and create a new account:



Provide the necessary details to create an account:

- Name,
- Surname,
- E-mail address,
- Password for the new account.

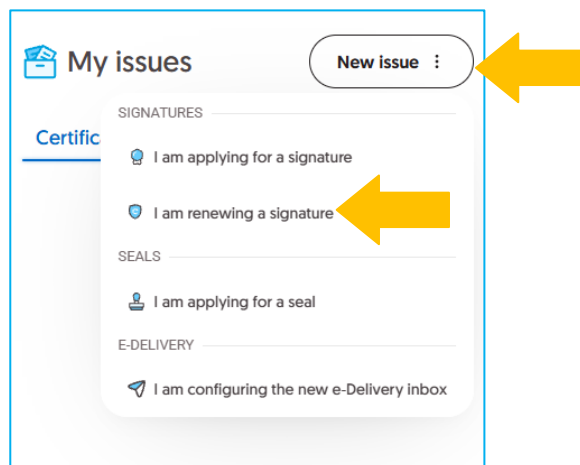
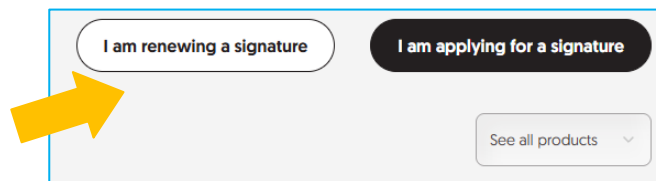
Once you have provided the required details, select **Next**.

The image shows a mobile application interface for creating an account. At the top left is the Certum logo with the tagline 'by CURECO'. At the top right are language options 'PL' and 'EN'. The main heading is 'Create an account'. Below this are five input fields: 'NAME', 'SURNAME', 'E-MAIL', 'PASSWORD', and 'CONFIRM PASSWORD'. The 'PASSWORD' field has a list of requirements: 'At least 14 characters', 'Capital letter', 'Small letter', 'Digit', and 'Special character'. At the bottom is a blue 'Continue >' button with a yellow arrow pointing to it from the right.

A verification link will be sent to the email address provided, which you need to click on to confirm the creation of an account:



After logging in to your account, you will be able to start the renewal process by clicking on [Renew signature](#) or by selecting the [New Case button](#) and then select the option – Renew signature from the drop-down list:



The next steps should be followed according to the instructions described.