Malta Identity Card Reader Device -Macintosh Installation and User Guide

Contents

1. Document Purpose 3
2. Interface Utility Installation Pre-requisites 4
3. Installation Steps 5
4. Changing the Transport Authentication and Signature PINs 11
5. Changing the Authentication and Signature PINs 12
6. Frequently Asked Questions 16
7. Troubleshooting Guide 24

Document Purpose

To show Malta Identity (ID) card holders how to:

- Install the Smartcard Utility software on a Macintosh;
- Change the ID card Transport Authentication and Signature PINs;
- Configure the Authentication and Signature certificates for usage within the Firefox browser;
- Create and embed a Digital Signature within an Adobe document.

The document also contains "**Frequently Asked Questions**" and "**Troubleshooting Guide**" sections.

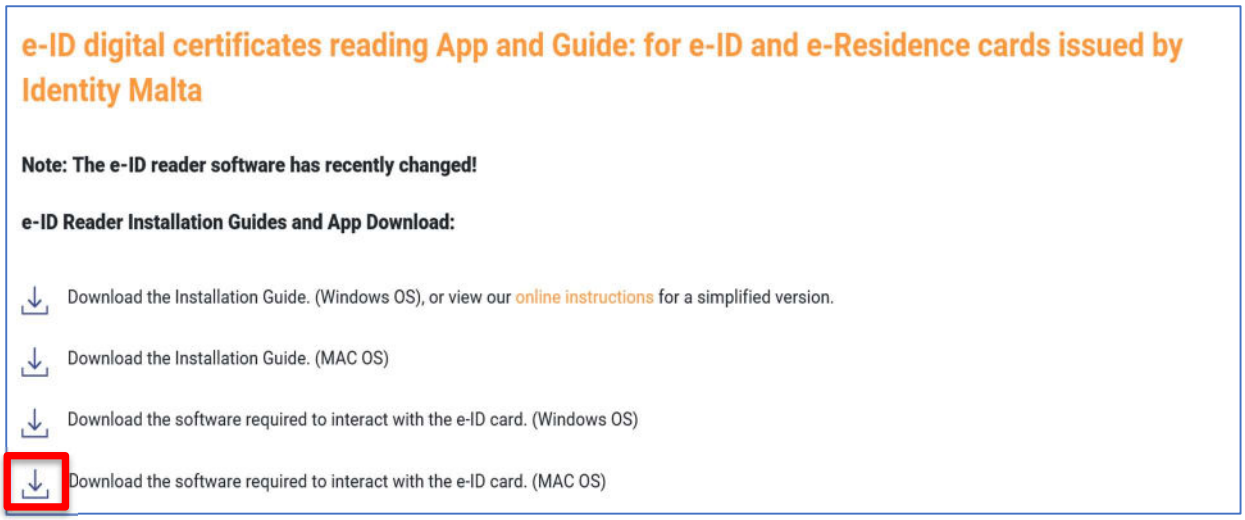
Interface Utility Installation Pre-requisites

Pre-requisite	Further information
1. Operating Systems	• macOS 10.11 (El Capitan) • macOS 10.12 (Sierra) • macOS 10.13 (High Sierra) • macOS 10.14 (Mojave) • macOS 13.4 (Ventura)
2. ID card	• A valid Citizen or Expatriate Maltese ID card that was issued by the Identità Registration Authority • Your Authentication and Digital Signature PINs that were issued with your ID Card
3. ID card reader and drivers	• A compatible ID card reader device as referenced in the Frequently Asked Questions section of this document. • The latest ID card reader drivers installed for your Macintosh operating system version.
4. Browsers	• Safari • Firefox • Chrome
5. Software	• Adobe Acrobat for Digital Signature signing
6. System Installation Privileges	• Sufficient user privileges to install the Smartcard Utility software on your Macintosh.

Installation Steps

1. If applicable, uninstall the Gemalto Classic Client software.

2. Go to https://identita.gov.mt/identity-cards-unit-eid-virtual-account-eid-readers/ and select the link to Download the software required to interact with the e-ID card (MAC OS)



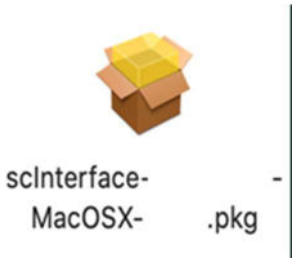
Once downloaded:

3. Open the Reader_Software_MACOS_.zip file

4. Open the macos folder

5. Open the scInterface-MacOSX-.dmg file

6. Open the scInterface-MacOSX.pkg file

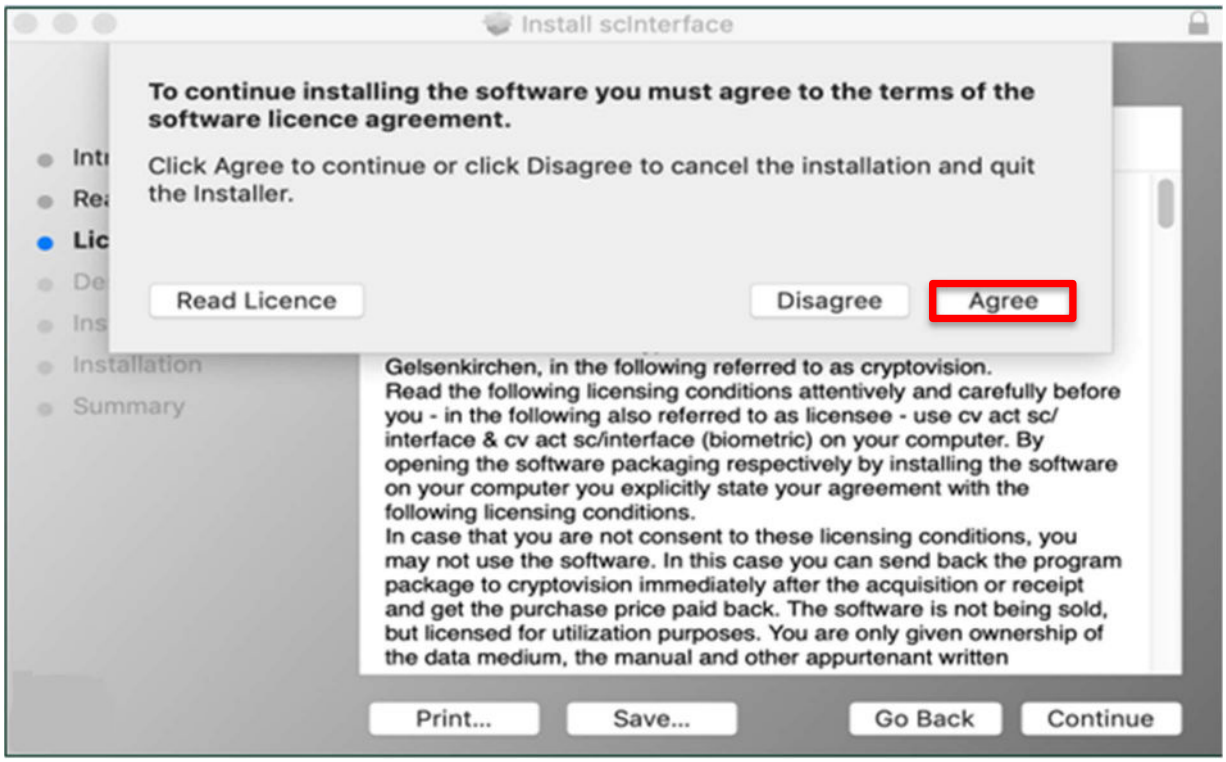


7. Select Continue

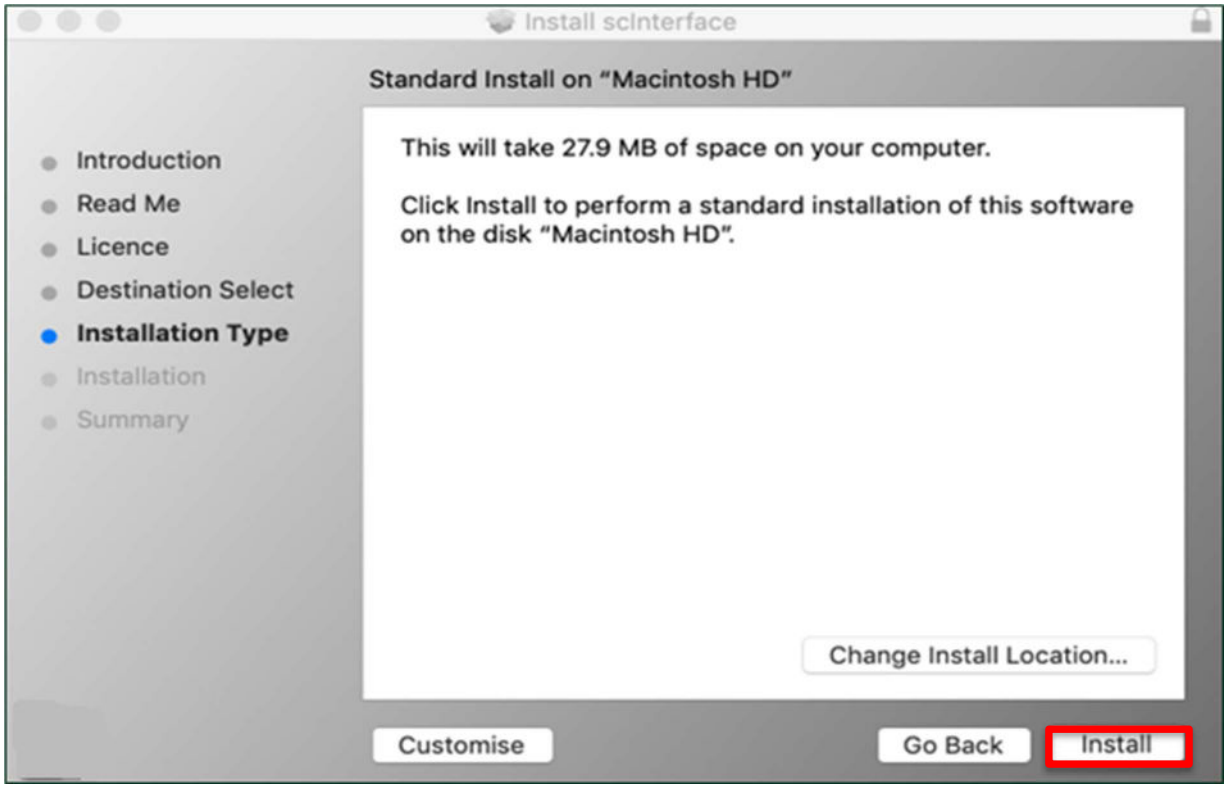
8. Select Continue

9. Select Continue

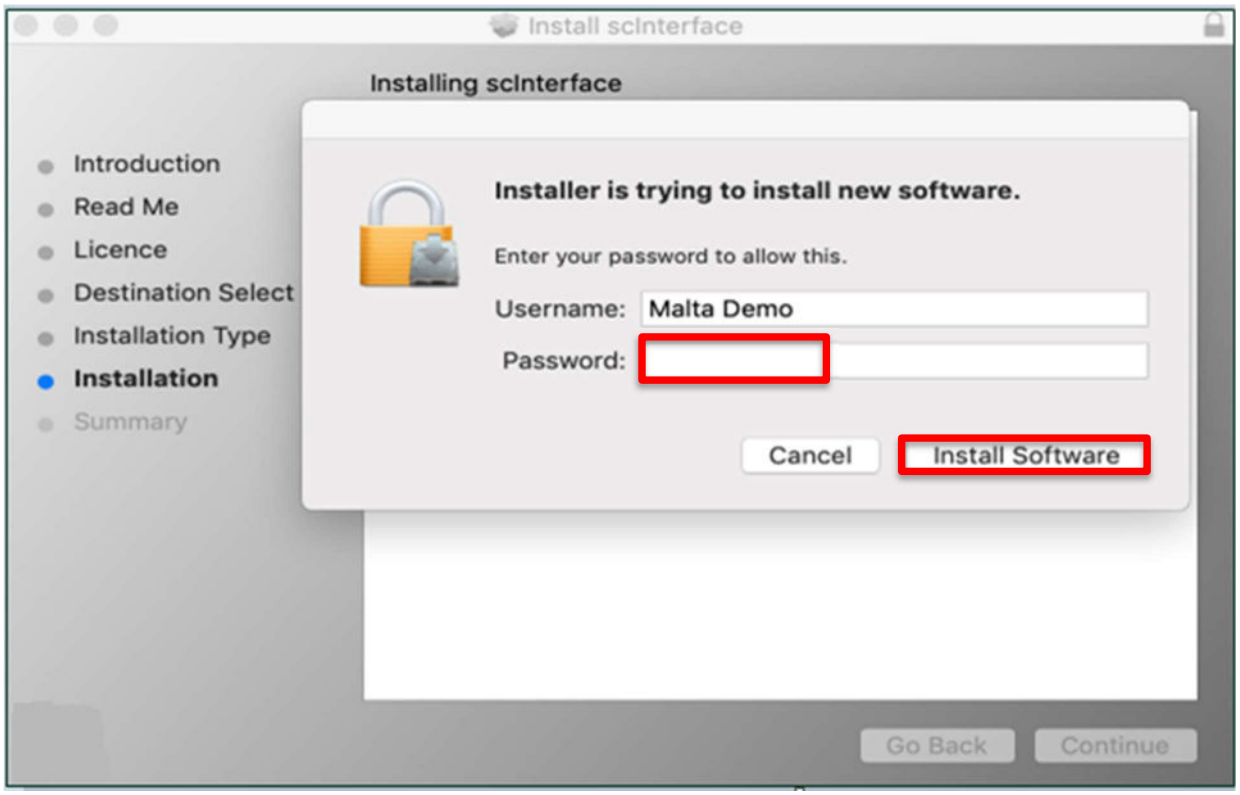
10. Select Agree



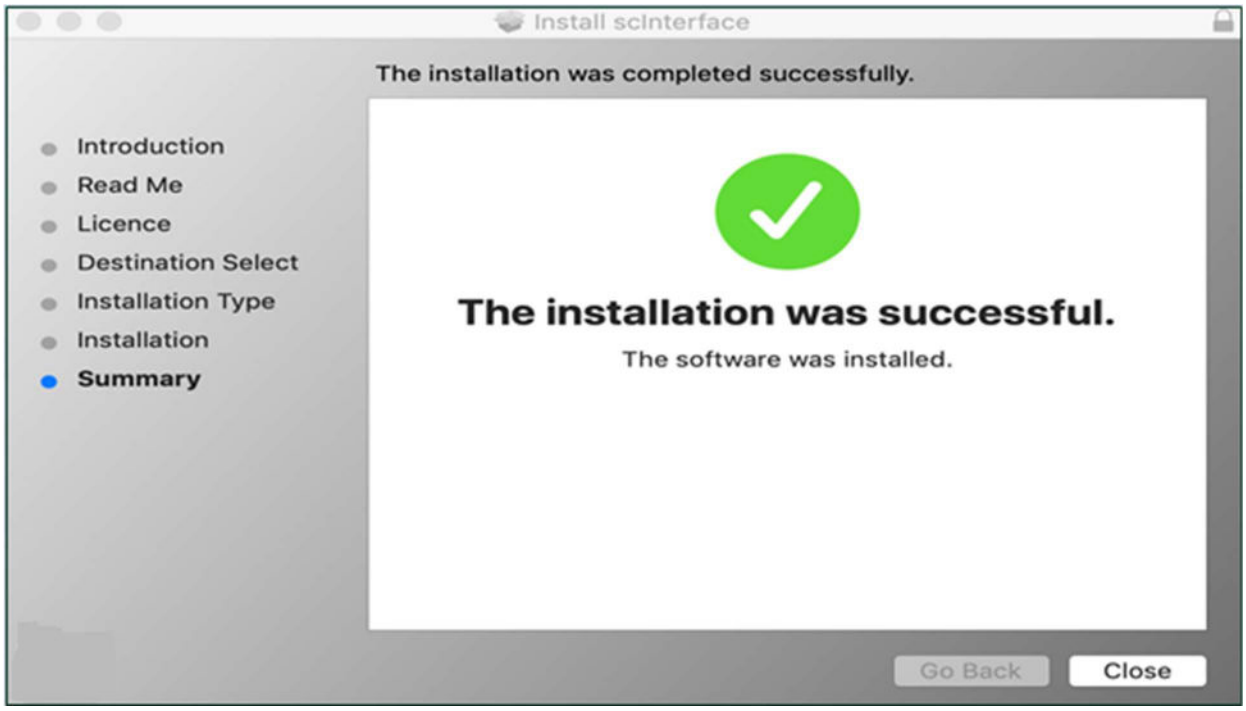
11. Select Install



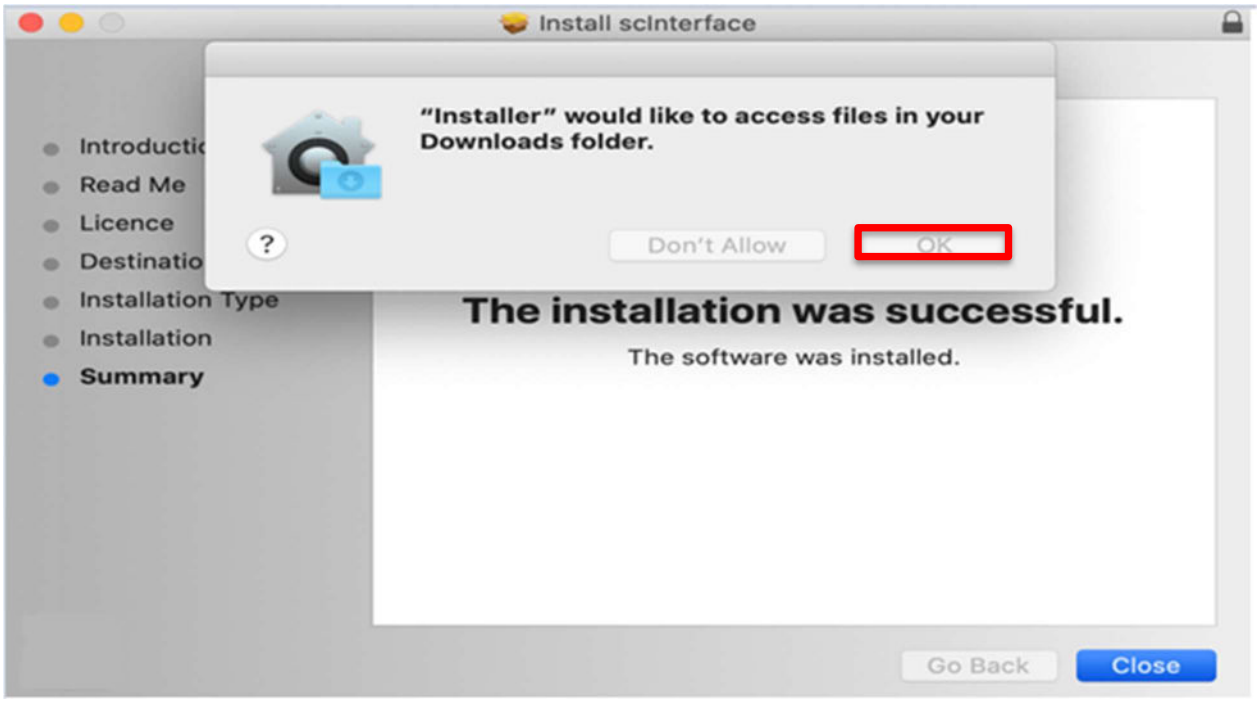
12. Enter your Username Password and select Install Software



13. Select Close



14. Select OK


Install scInterface
"Installer" would like to access files in your Downloads folder.
Don't Allow
OK
Introducti
Read Me
Licence
Destinatio
Installation Type
Installation
Summary
The installation was successful.
The software was installed.
Go Back
Close

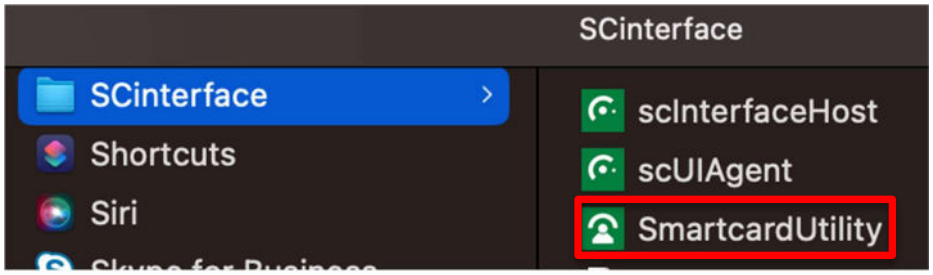
Changing the Transport Authentication and Signature PINs

New ID cards come with a 4 digit Transport Authentication and 4 digit Transport Signature PIN which must be changed to something that you can remember. The minimum and maximum PIN digit requirement for Authentication and Signature is 6 to 8 digits.

The first time you use your new ID card with the Smartcard Utility, you will be prompted to change your Transport Authentication and Signature PINs.

1. Connect your ID card reader device to your Macintosh and pair your ID card. Depending on the type of card and reader device, the ID card could be placed inside the card reader device or on top of the contactless symbol.

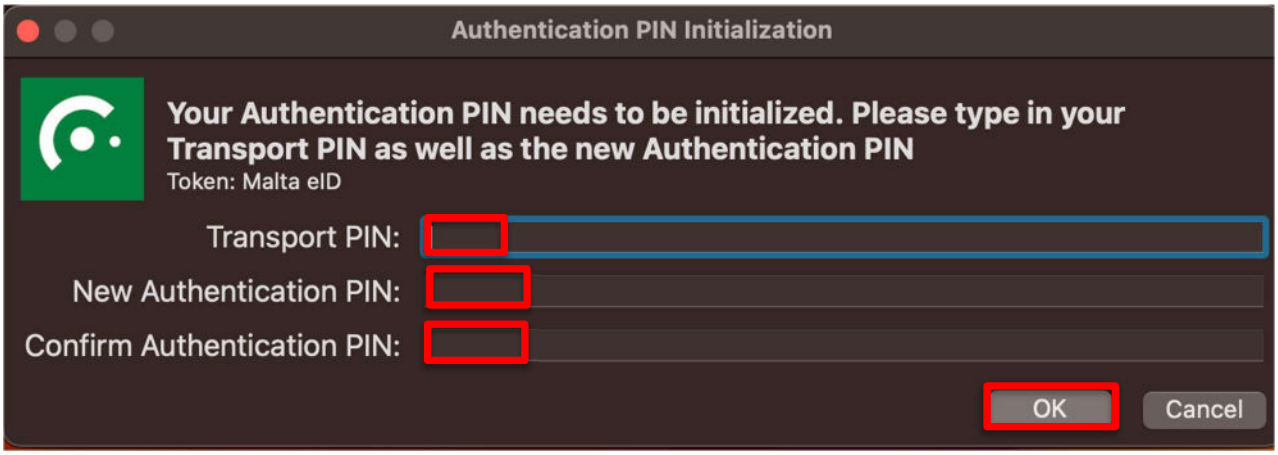
2. In Applications, Open SmartcardUtility



Note – if the SmartCard Utility opens with message “No valid smartcards found”, this may be resolved by installing the latest ID card reader drivers for your Macintosh operating system version.

3. To change the Transport Authentication PIN:

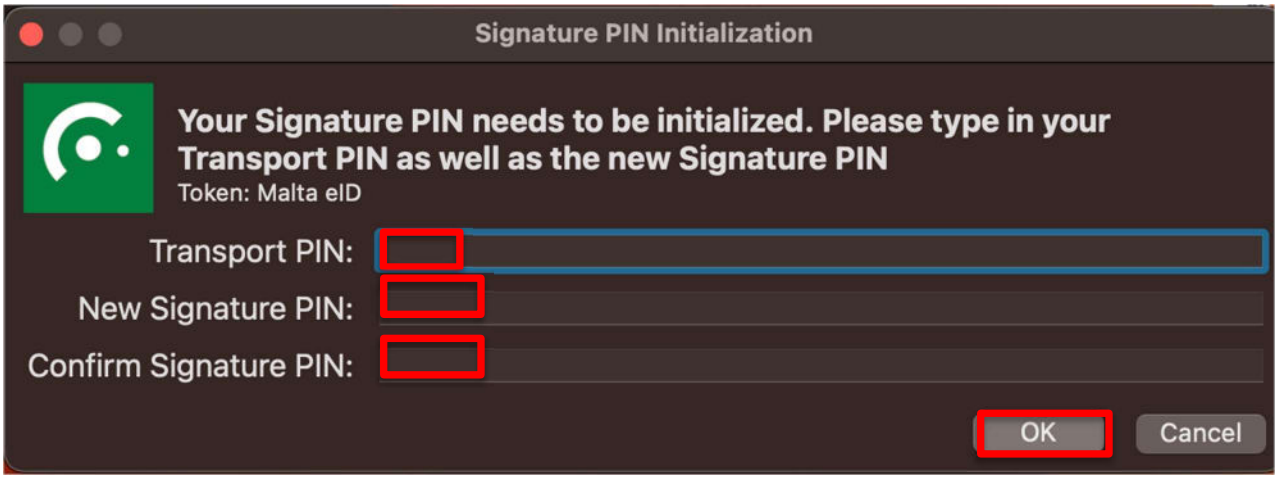
   - Enter the 4 digit Transport Authentication PIN in the Transport PIN field.
   - Enter a new 6 to 8 digit PIN in the New Authentication PIN field.
   - Enter the new 6 to 8 digit PIN once more in the Confirm Authentication PIN field.
   - Select OK



Once you have changed your Transport Authentication PIN, you will be prompted to change your Transport Signature PIN.

4. To change the Transport Signature PIN:

- Enter the 4 digit Transport Signature PIN in the Transport PIN field.
- Enter a new 6 to 8 digit PIN in the New Signature PIN field.
- Enter the new 6 to 8 digit PIN once more in the Confirm Signature PIN field.
- Select OK

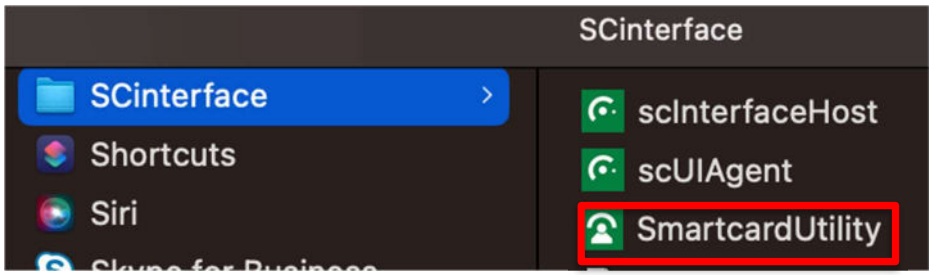


Changing the Authentication and Signature PINs

Once you have changed the Transport Authentication and Signature PINs, any subsequent PIN amendments can be done by following the process below.

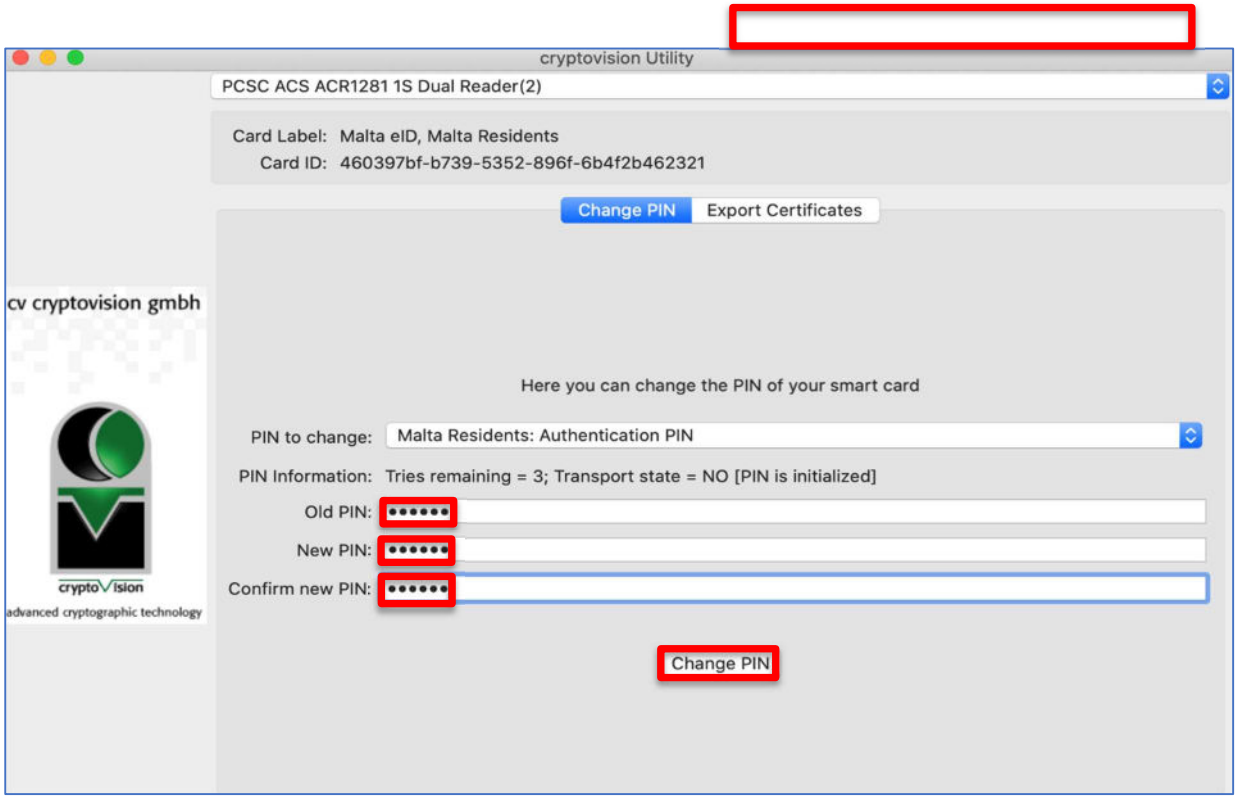
1. Connect your ID card reader device to your Macintosh and pair your ID card. Depending on the type of card and reader device, the ID card could be placed inside the card reader device or on top of the contactless symbol.

2. In Applications, Open Smartcard Utility

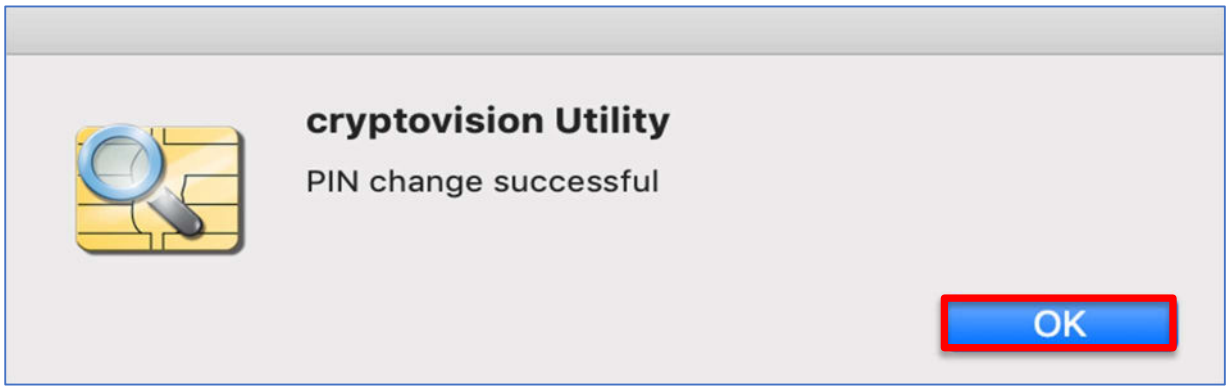


3. To change the Authentication PIN:

   - Enter the old 6 to 8 digit Authentication PIN in the Old PIN field.
   - Enter a new 6 to 8 digit PIN in the New PIN field.
   - Enter the new 6 to 8 digit PIN once more in the Confirm new PIN field.
   - Select Change PIN

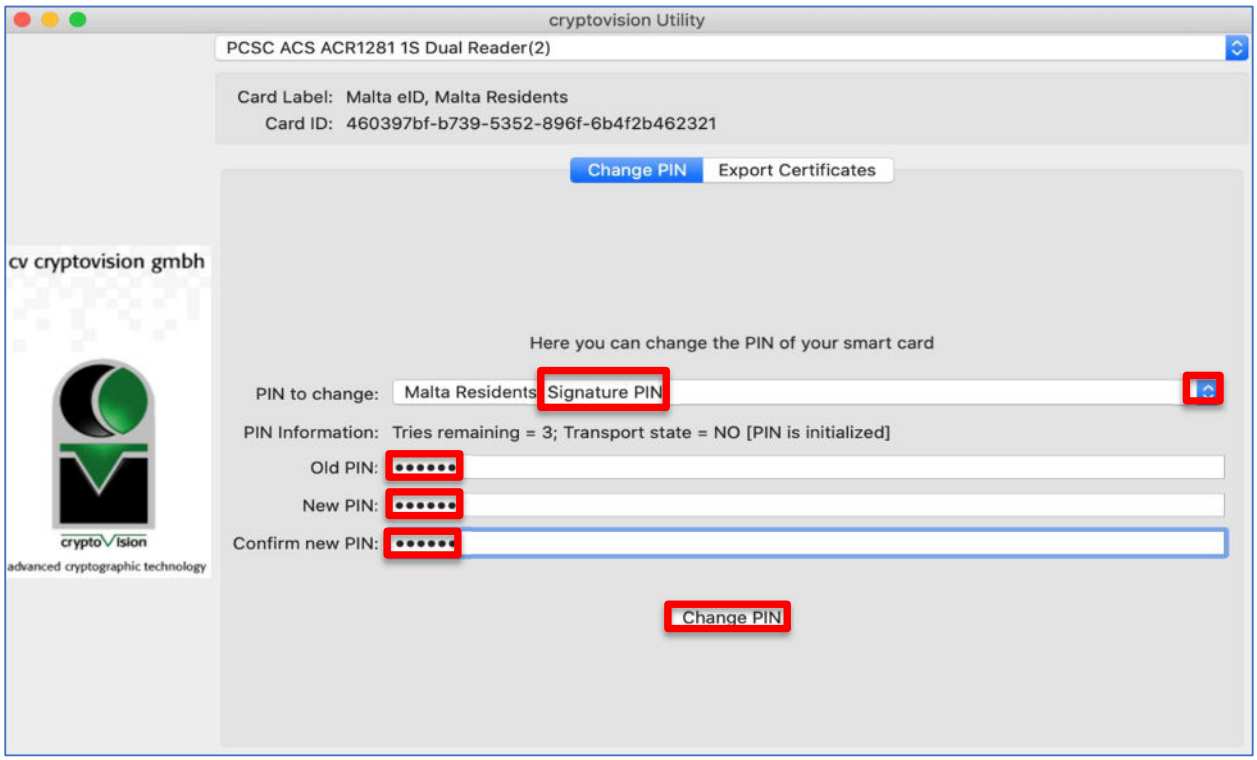


4. Select OK

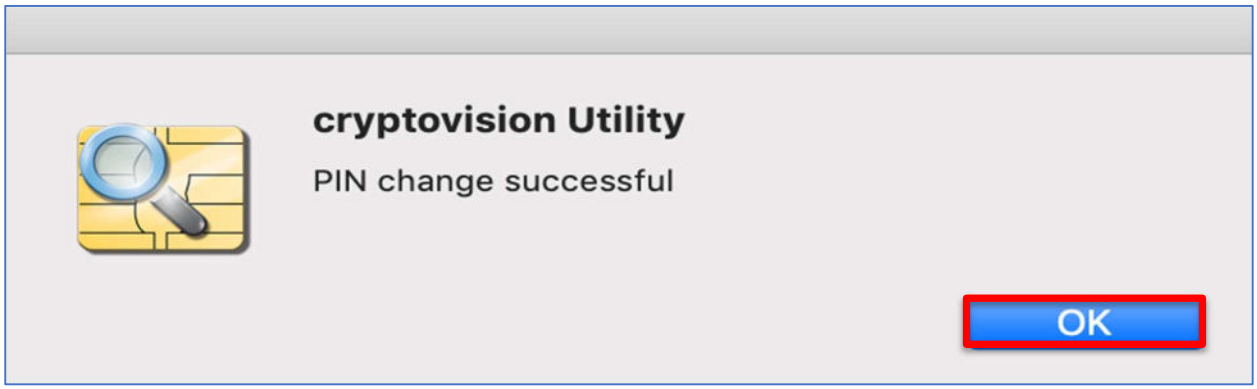


5. To change the Signature PIN:

- From the PIN to change drop down menu, ensure Signature PIN is selected.
- Enter the old 6 to 8 digit Signature PIN in the Old PIN field.
- Enter a new 6 to 8 digit PIN in the New PIN field.
- Enter the new 6 to 8 digit PIN once more in the Confirm new PIN field.
- Select Change PIN.


cryptovision Utility
PCSC ACS ACR1281 1S Dual Reader(2)
Card Label: Malta eID, Malta Residents
Card ID: 460397bf-b739-5352-896f-6b4f2b462321
Change PIN
Export Certificates
cv cryptovision gmbh
cryptovision
advanced cryptographic technology
Here you can change the PIN of your smart card
PIN to change: Malta Residents Signature PIN
PIN Information: Tries remaining = 3; Transport state = NO [PIN is initialized]
Old PIN:
New PIN:
Confirm new PIN:
Change PIN

6. Select OK


cryptovision Utility
PIN change successful
OK

Frequently Asked Questions

Why have ID card reader devices been introduced?

In line with the European Commission's intention to improve the security of transactions made online, the Government of Malta (GOM) has introduced digital certificates on electronic ID cards which can be read with an ID card reader device.

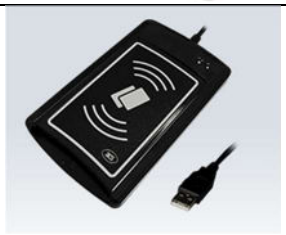
What are the various interface types for the ID card reader devices and what are the usage scenarios?

The interface types for the ID card reader devices are described in the table below:

Card Reader Interface Type	Connection Type Description	Suitable for reading
Contact	There is a physical wire connecting the idenity card reader to your Macintosh. The idenity card needs to be placed into the ID card reader.	ID cards that have a visble chip.
Contactless	There is no requirement for the ID card to be placed into the ID card reader device. The ID card reader device can wirelessley detect the ID card providing its within close proximity.	ID cards that do not have a visible chip (the chip is embedded inside the card).
Dual Interface	This ID card reader can operate in both a "contact" and "contactless" capacity.	• ID cards that have a visble chip. • ID cards that do not have a visible chip (the chip is embedded inside the card).

Which ID card reader device should I purchase?

The ID card readers that have been successfully tested with the Smartcard Utility software are listed below:

Card Reader Device Name	Image	Contactless, Contact, or Dual Interface	Product Information	Operating System Support
Identiv uTrust 3700 F		Contactless	https://support.identiv.com/3700F/	Windows 8.1 / Windows 10 / Windows 11 / MAC OS
Identiv CLOUD 4701 F		Dual Interface	https://support.identiv.com/4701f/	Windows 8.1 / Windows 10 / Windows 11 / MAC OS
ACS ACR1281U-C1		Dual interface	https://www.acs.com.hk/en/products/159/acr1281u-c1-dualboost-ii-usb-dual-interface-reader/	Windows 8.1 / Windows 10 / Windows 11 / MAC OS

Where can I get my ID card reader device?

All ID card reader devices can be purchased from card reader distributors which can be found on the internet.

What are Digital Certificates?

Digital Certificates are used to electronically verify that a person is legitimate. The concept of Digital Certificates is like holding a passport or driving license in that they can be used to prove identity and serve a purpose; for example, they can be used to verify a person's age.

What is Authentication and a Digital Signature?

Authentication is an act of checking and verifying the correct identity of an individual;

A **Digital Signature** is an electronic (computer based) signature.

Is there an age restriction for use of the Authentication and Signature certificates?

The Authentication and Signature certificates on the ID card can be utilised from the age of 18 years and older.

Where are the Authentication and Signature certificates on an electronic ID card?

The **Authentication** and **Signature** certificates are embedded within electronic chips within your ID card.

How does my personal information get onto the Authentication and Signature certificates within the electronic ID card?

Personal information that has been captured during the application process (such as personal fingerprint data) is embedded onto the ID card during the production process.

Is my personal information safe if it has been transferred to the ID card?

Personal information stored on the electronic ID card is encrypted meaning that it cannot be read without the correct secure procedures being followed.

How do I activate and use my ID card for e-government subscribed services?

Please see the link below for more information:

https://subscribedservices.gov.mt/portal/webforms/howdoigetaccesstosubscribedservices.aspx#Register

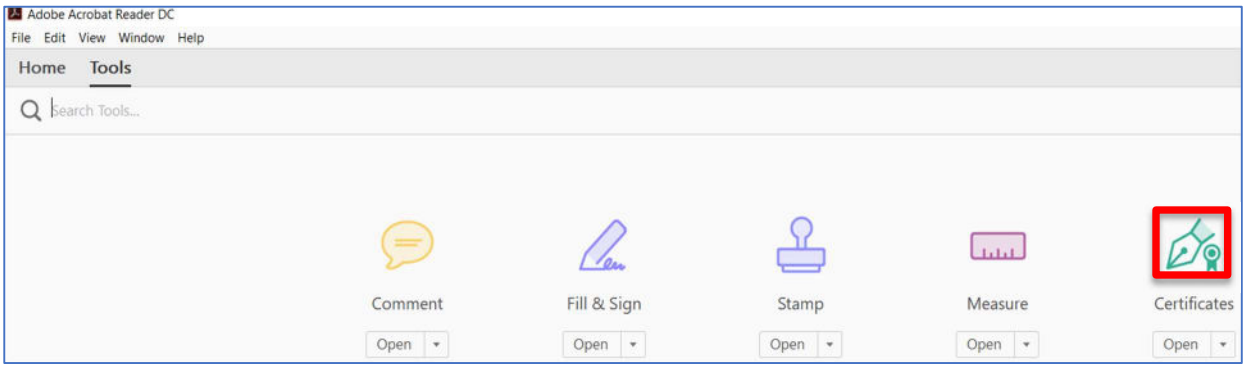
How do I use my Digital Signature within Adobe Acrobat?

If you are signing an Adobe document via your internet browser, you need to connect your ID card reader device and pair your ID card. The browser will prompt you for your Signature PIN code.

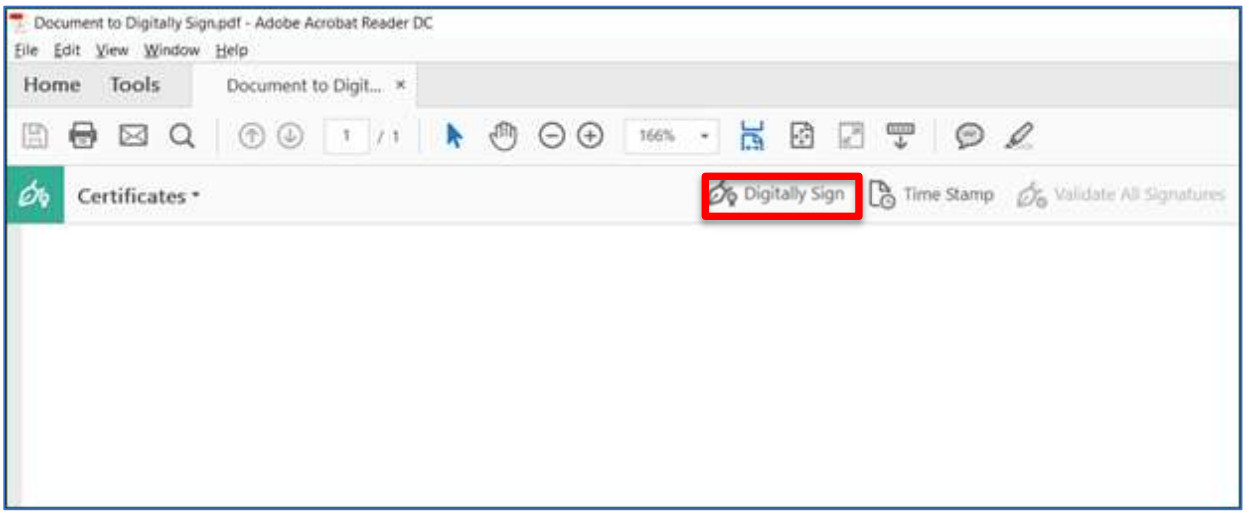
If you want to Digitally Sign an Adobe document directly (without your internet browser) please follow the steps below.

1. Connect your ID card reader device to your Macintosh and pair your ID card. Depending on the type of card and reader device, the ID card could be placed inside the card reader device or placed on top of the contactless symbol.

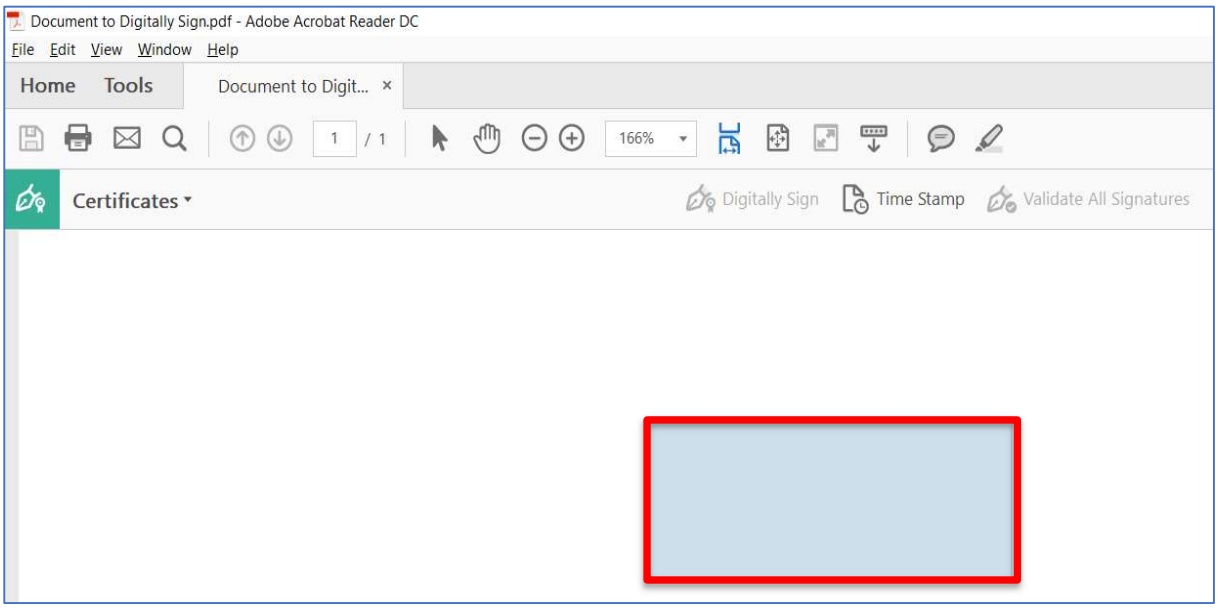
2. Within the Adobe document that you want to digitally sign, select Tools and then the Certificates icon



3. You should now see the Digitally Sign option; select Digitally Sign.

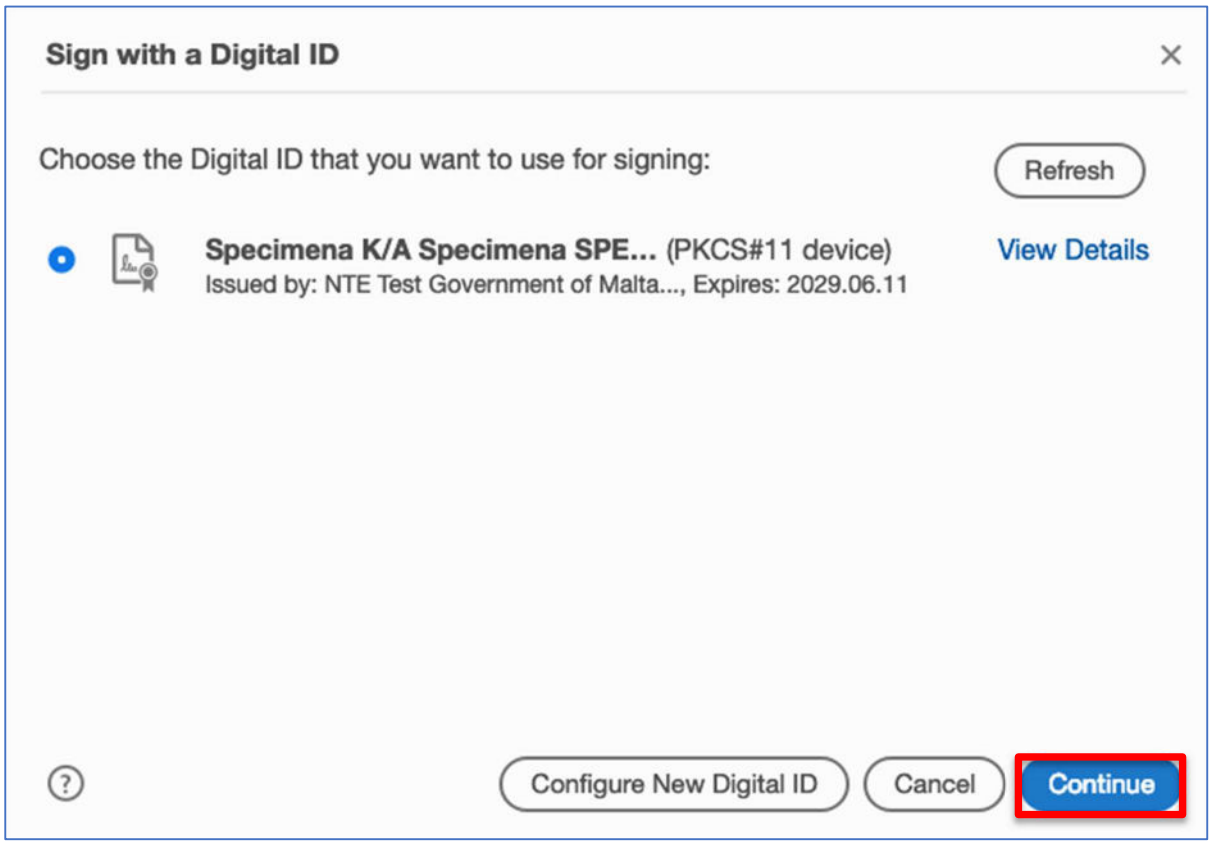


4. Using your mouse, click and drag to draw the area where you would like the signature to appear.

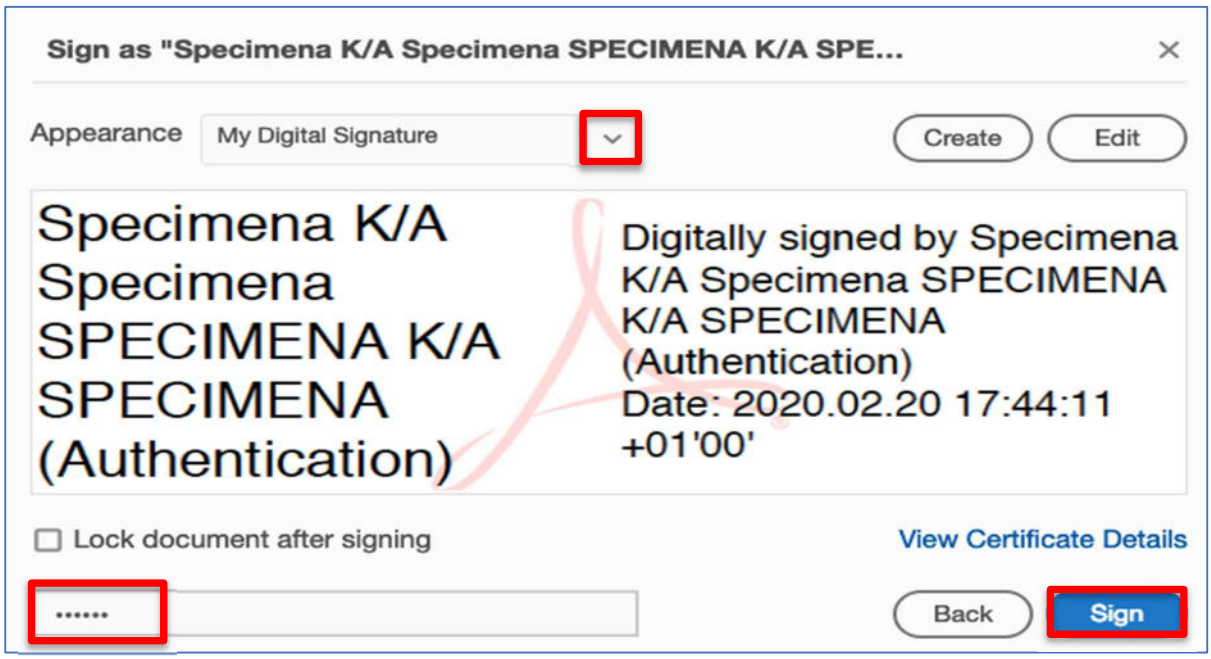


5. Select Continue.

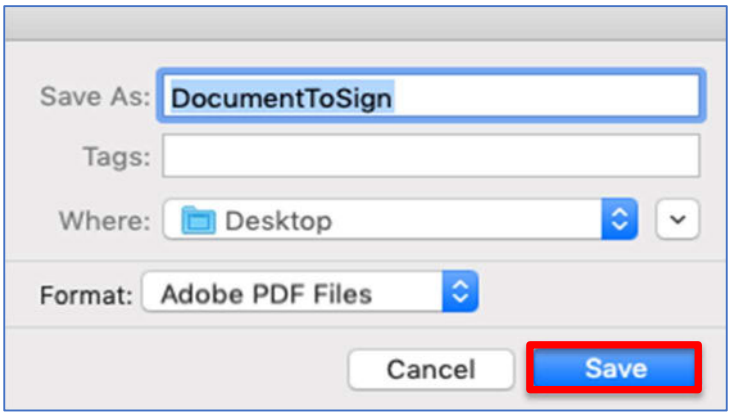
Note – you can find more information on the signature details by selecting View Details.



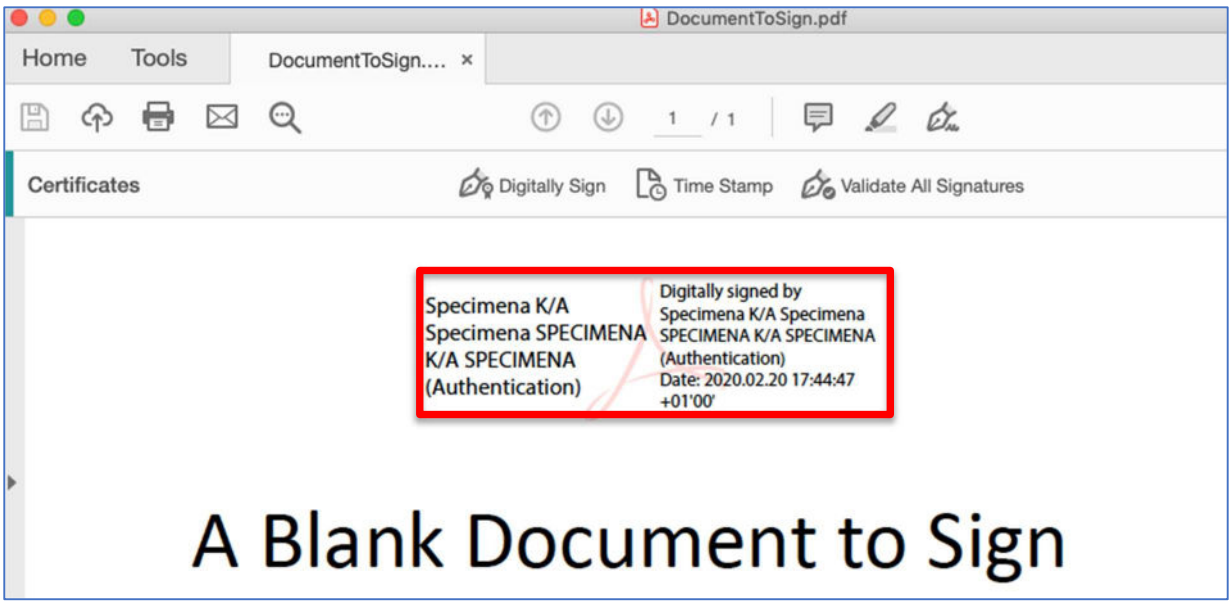
6. Select your signature **Appearance** from the drop down, enter your 6 to 8 digit Signature PIN and select Sign.



7. When prompted, enter a name for you save the document to a location of your choice.



8. You should now see your Digital Signature on the document.



Troubleshooting Guide

Where can I go for help in using the Smartcard Utility software?

If you are having issues with installing or using the Smartcard Utility software, this could be related to your network connection, some damage to your ID card or ID card reader device – or a software product installed on your Macintosh that is causing a conflict.

If you require further support, then please contact at enquiries.identita@gov.mt or +356 2590 4000.

My Authentication and/or Signature PIN has been locked.

To unlock your Authentication or Signature PIN, please contact the Identità Registration Authority office which issued your card. You will need to go to the Registration Authority Office where the Officer can unlock your Authentication or Signature PIN.

I have forgotten my Authentication and/or Signature PIN.

If you have forgotten your Authentication or Signature PIN, you will need to apply for a replacement ID card, and you will be issued with new PINs. Please contact the Identità Registration Authority office which issued your card.

I believe that someone else may know my Authentication and/or Signature PIN.

Please change your Authentication and/or Signature PIN using the Change PIN function within the **Smartcard Utility** software.