



identità

Malta Identity Card Reader Device Windows Installation and User Guide

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1. Document purpose

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

- Install Interface Utility software on Windows laptop or PC;
- 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.

2. Interface Utility Installation Pre-requisites

Pre-requisite	Further information
1. Operating Systems	Microsoft (32-bit or 64-bit hardware) <ul style="list-style-type: none">• Windows 8.1• Windows 10• Windows 11
2. ID Card	<ul style="list-style-type: none">• A valid Citizen or Expatriate Maltese ID card that was issued by the Identità Agency Registration Authority• Your Authentication and Signature PINs that were issued with your ID card
3. ID Card reader and drivers	<ul style="list-style-type: none">• 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 Windows operating system version.
4. Browsers	<ul style="list-style-type: none">• Chrome• Edge (on Windows 10 and Windows 11)• Firefox
5. Software	<ul style="list-style-type: none">• Compression file extraction software for zip files (this software is installed by default on Windows 10).• Adobe Acrobat for Signature signing
6. System Installation Privileges	<ul style="list-style-type: none">• Sufficient user privileges to install the Interface Utility software on your laptop or PC.

3. Interface Utility 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 (Windows OS).

e-ID digital certificates reading App and Guide: for e-ID and e-Residence cards issued by Identity Malta

Note: The e-ID reader software has recently changed!

e-ID Reader Installation Guides and App Download:

- ↓ Download the Installation Guide. (Windows OS), or view our [online instructions](#) for a simplified version.
- ↓ Download the Installation Guide. (MAC OS)
- ↓ Download the software required to interact with the e-ID card. (Windows OS)
- ↓ Download the software required to interact with the e-ID card. (MAC OS)**

3. Once the software has downloaded (**Windows_10_11_installation_user_x64.zip**) extract the installation files to a folder on your Windows laptop or PC. If you are unsure about how to extract a zip file, please follow the steps below:
 - Navigate to the downloaded (zipped file) and right-click it.
 - On the menu that pops up, roll your mouse over Open with, then click Windows Explorer.
 - You will then see the contents of the zip file. Click the file and drop it on your desktop, or another file location. The contents of the file will be unzipped.

The guide below may also be useful for some guidance. <https://www.wikihow.com/Open-a-Zip-File>

4. Open the folder that corresponds to your Windows operating system version.

Name	Type
installation_user	File folder
installation_user_x64	File folder

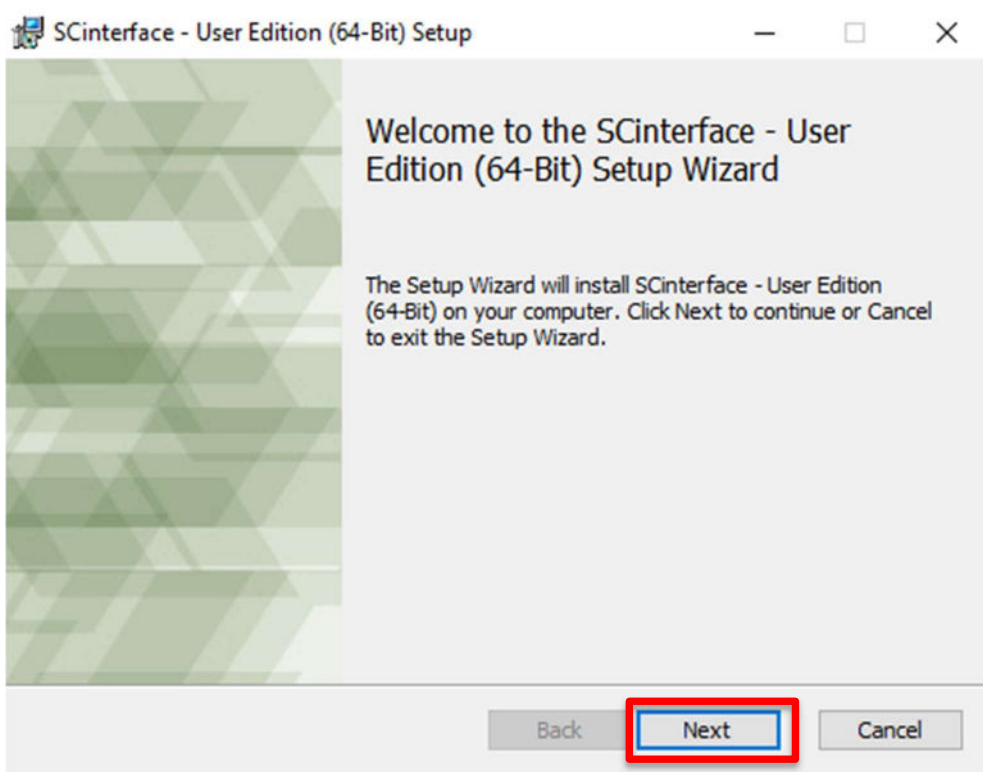
The folder **installation_user** represents the 32-bit Windows operating system version and the folder **installation_user_x64** represents the 64-bit operating system version.

If you are unsure about whether your Windows laptop or PC architecture is 32 bit or 64 bit, the below guide may be helpful: <https://www.howtogeek.com/howto/21726/how-do-i-know-if-im-running-32-bit-or-64-bit-windows-answers/>

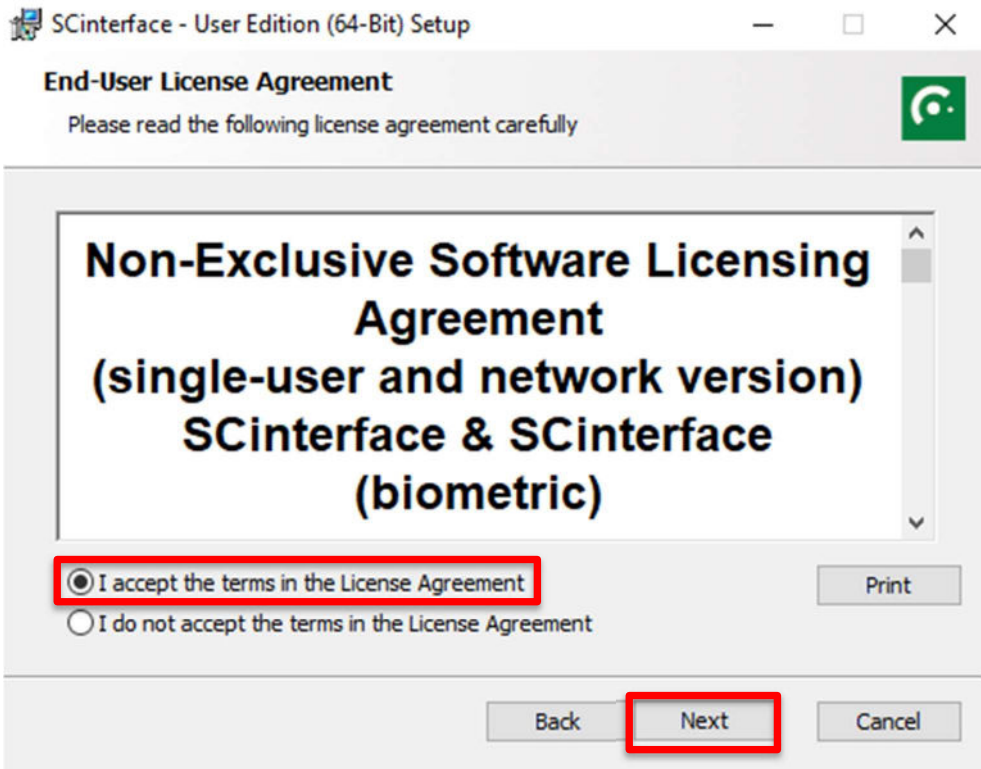
5. Double click the **SCinterface.msi** file



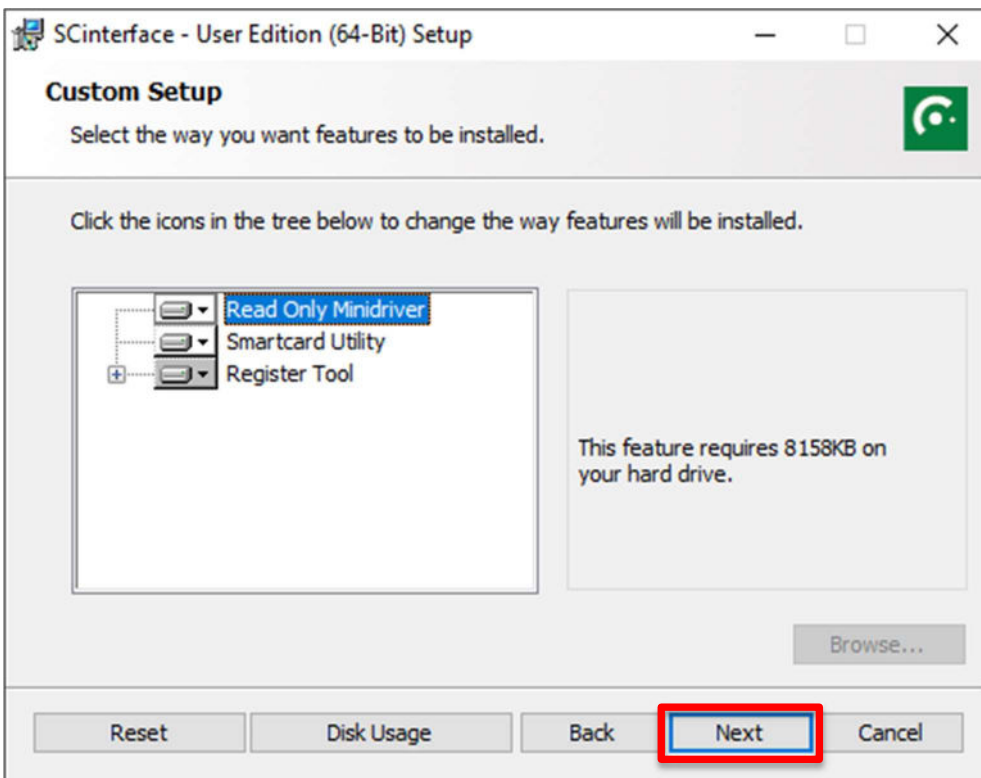
6. Select **Next**



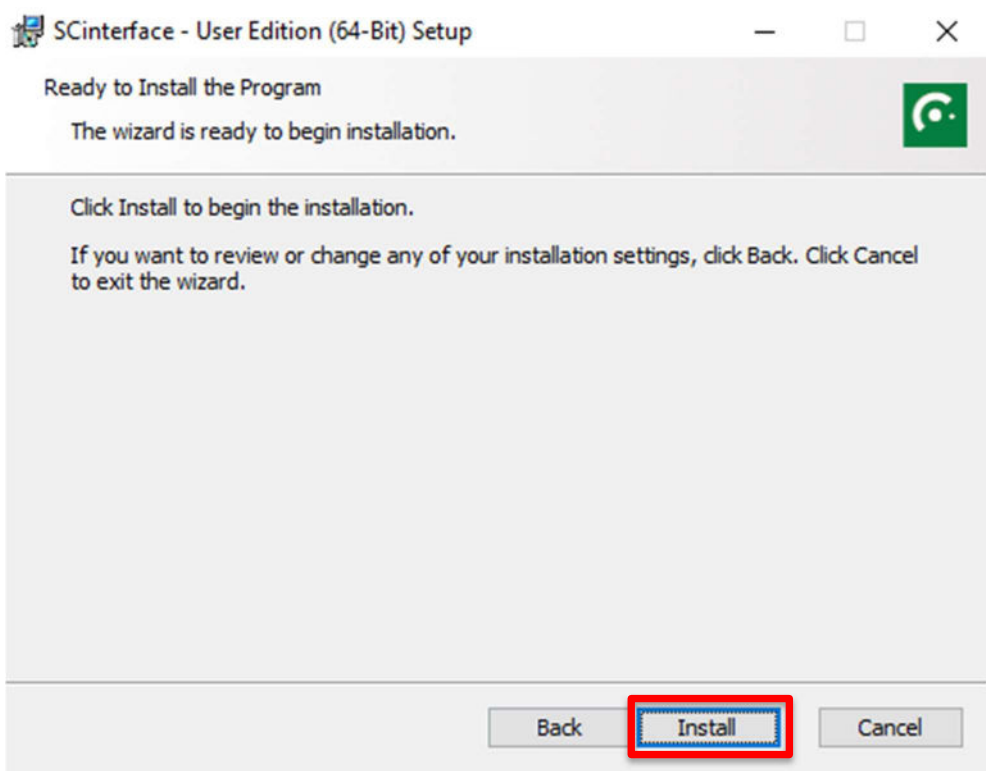
7. Select the **button** to accept the terms in the License Agreement and then **Next**



8. Select **Next**



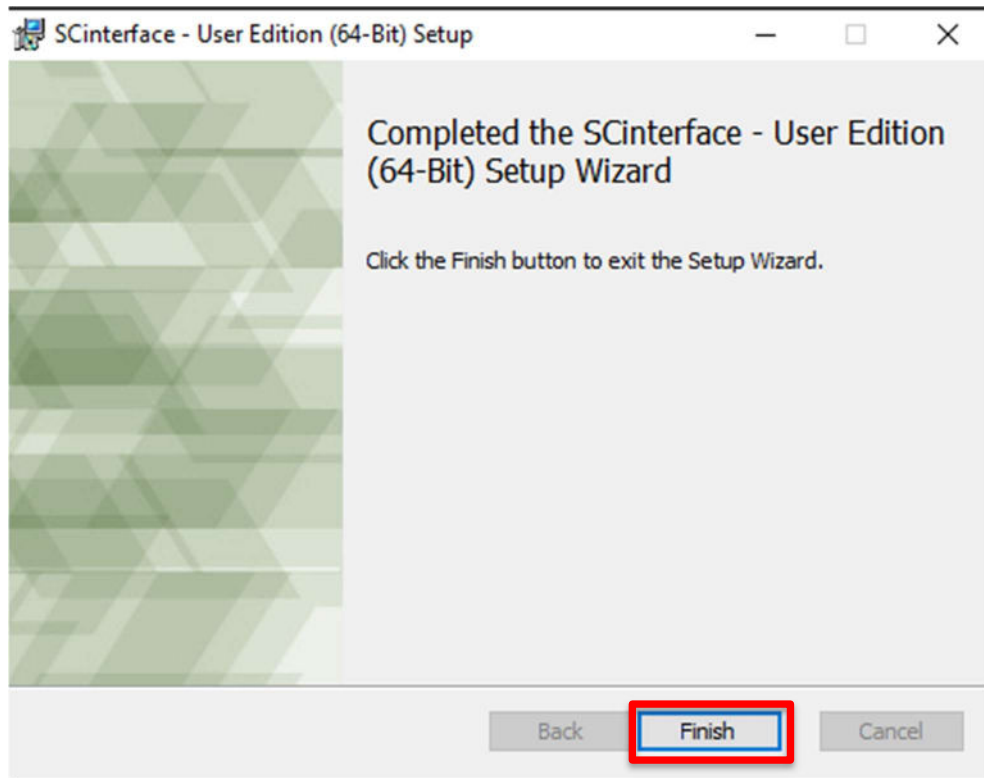
9. Select **Install**



10. If prompted, select Yes to allow the app to make changes to your device.

11. Wait until the installation Status bar completes

12. Select **Finish**

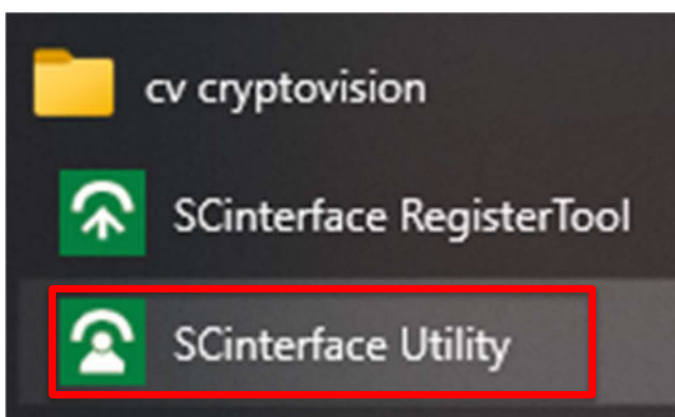


4. Changing the Transport Authentication and Signature PINs

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 Interface Utility, you will be prompted to change your Transport Authentication and Signature PINs.

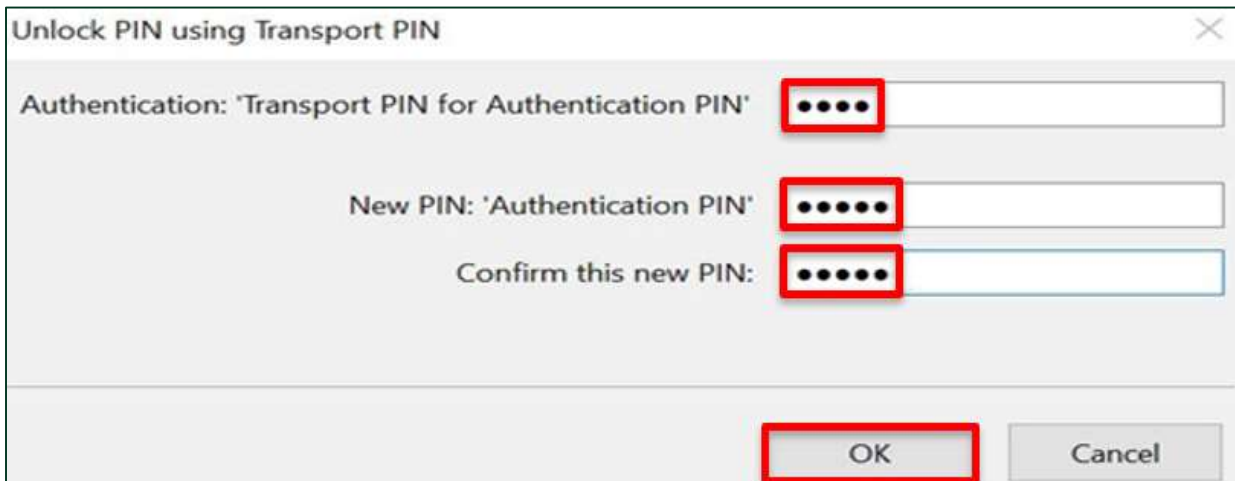
1. Connect your ID card reader device to your Windows laptop or PC and pair your ID card. Depending on the type of card and reader device, the ID card could be placed inside the card reader device or on top of the contactless symbol.
2. From the Start Menu, open the **SCinterface Utility**



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

3. To change the Transport Authentication PIN:

- Enter the 4 digit Transport Authentication PIN in the **Authentication: ‘Transport PIN for Authentication PIN’** field.
- Enter a new 6 to 8 digit PIN in the **New PIN: ‘Authentication PIN’** field.
- Enter the new 6 to 8 digit PIN once more in the **Confirm this new PIN** field.
- Select **OK**

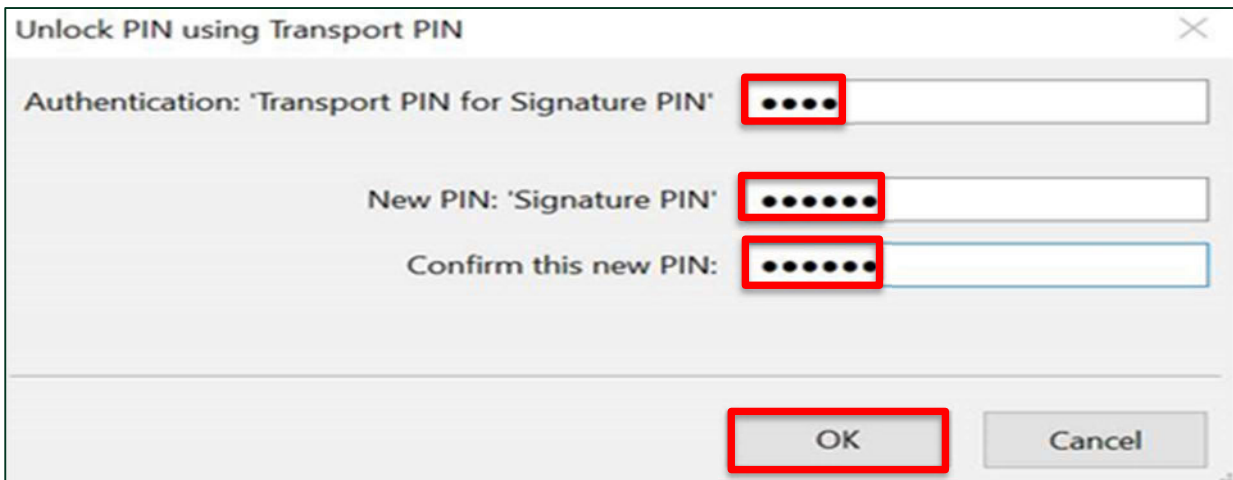


The screenshot shows a dialog box titled "Unlock PIN using Transport PIN". It contains three input fields for PIN entry, each with a red box around the four-dot mask. The fields are labeled "Authentication: 'Transport PIN for Authentication PIN'", "New PIN: 'Authentication PIN'", and "Confirm this new PIN:". At the bottom, there are "OK" and "Cancel" buttons, with the "OK" button also highlighted by a red box.

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:

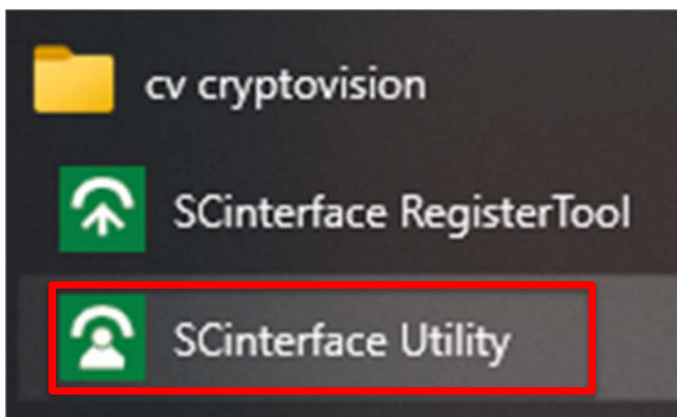
- Enter the 4-digit Transport Signature PIN in the **Authentication: ‘Transport PIN for Signature PIN’** field.
- Enter a new 6 to 8 digit PIN in the **New PIN: ‘Signature PIN’** field.
- Enter the new 6 to 8 digit PIN once more in the **Confirm this new PIN** field.
- Select **OK**



5. Changing the Authentication and Signature PINs

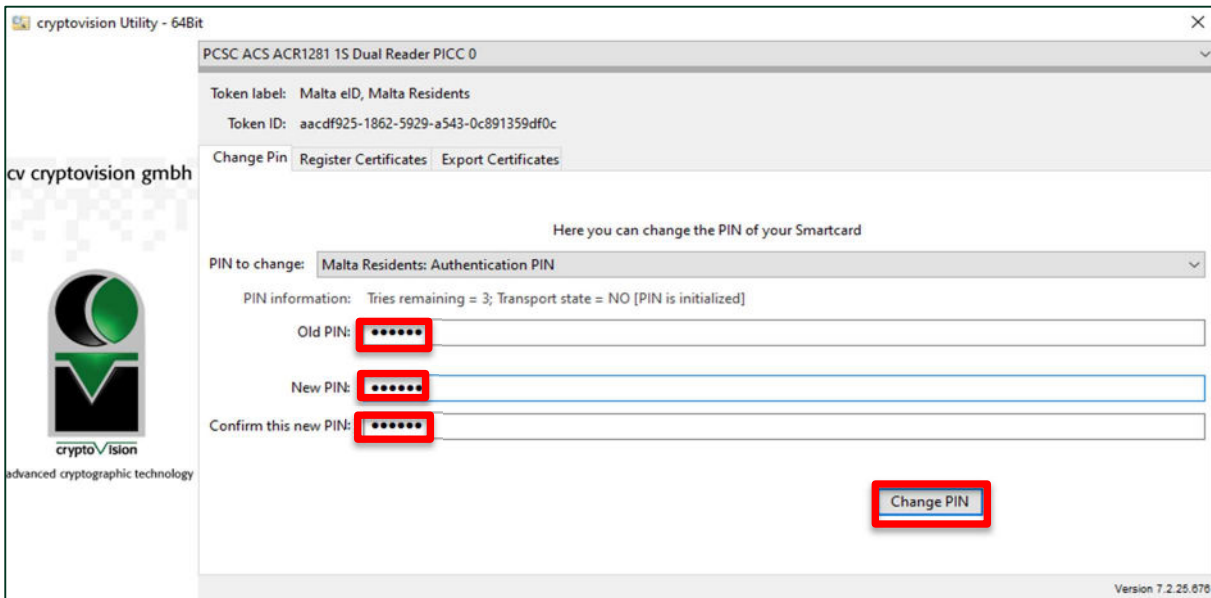
Once you have changed the Transport Authentication and Signature PINs, any subsequent PIN amendments can be done by following the process below.

1. Connect your ID card reader device to your Windows laptop or PC 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. From the Start Menu, open the [SCinterface Utility](#)

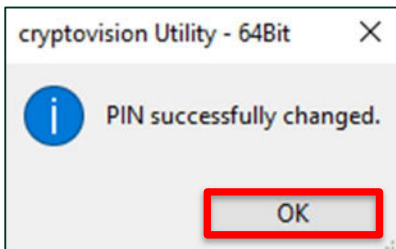


3. To change the Authentication PIN:

- 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 this new PIN** field.
- Select **Change PIN**

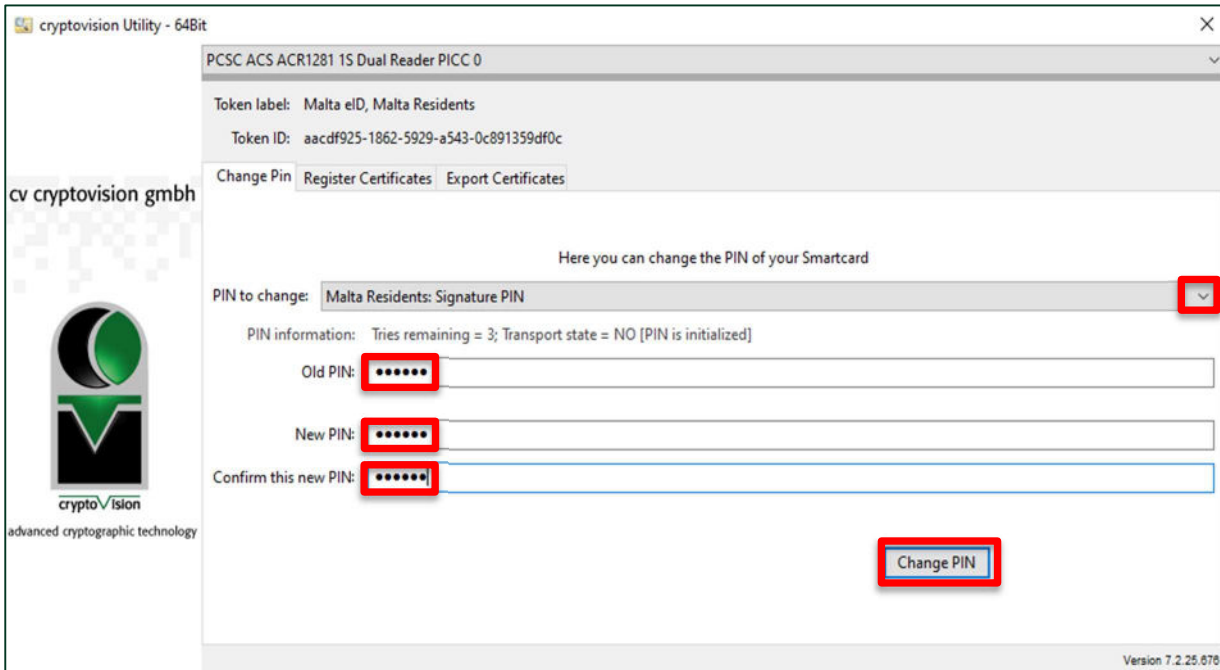


4. Select **OK**

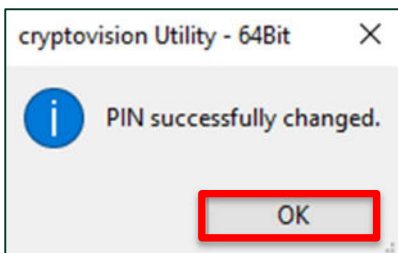


5. To change the Signature PIN:

- 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 this new PIN** field.
- Select **Change PIN**.



6. Select **OK**




6. 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 electronic (also known as Digital) certificates on ID cards.




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 ID card reader device to the laptop or PC. The ID card needs to be placed into the ID card reader device.	ID cards that have a visible 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 wirelessly detect the ID card.	ID cards that do not have a visible chip (the chip is embedded inside the card).
Dual Interface	This ID card reader device can operate in both a "contact" and "contactless" capacity.	<ul style="list-style-type: none">• ID cards that have a visible chip.• ID cards that do not have a visible chip (the chip is embedded inside the card).

Which brand of ID card reader device should I purchase?

The ID card readers that have been successfully tested with Interface 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 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 certificate can be utilised by all personnel that have been issued with it.

The Signature certificate can only be utilised from the age of 18 years and older.

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

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

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

Personal information stored on the 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:

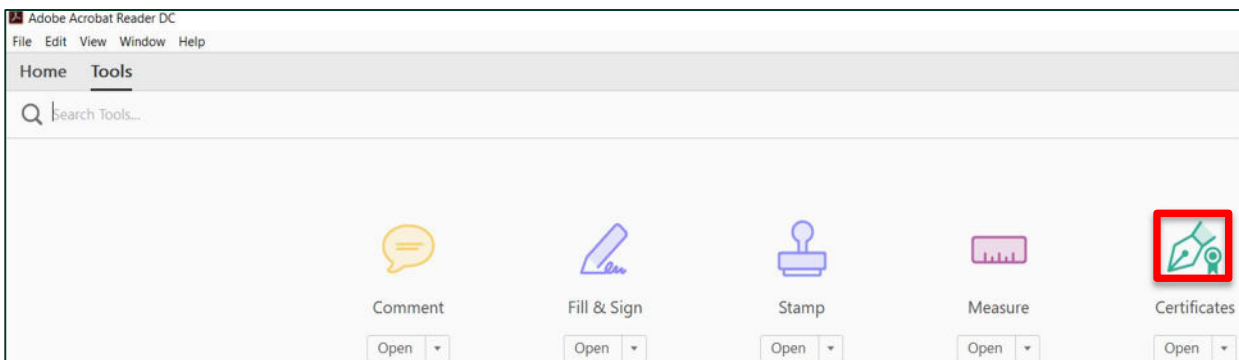
<https://subscribedservices.gov.mt/portal/webforms/howdoigetaccesstosubscribedservices.aspx#Register>

How do I use my Digital Signature in Adobe Acrobat?

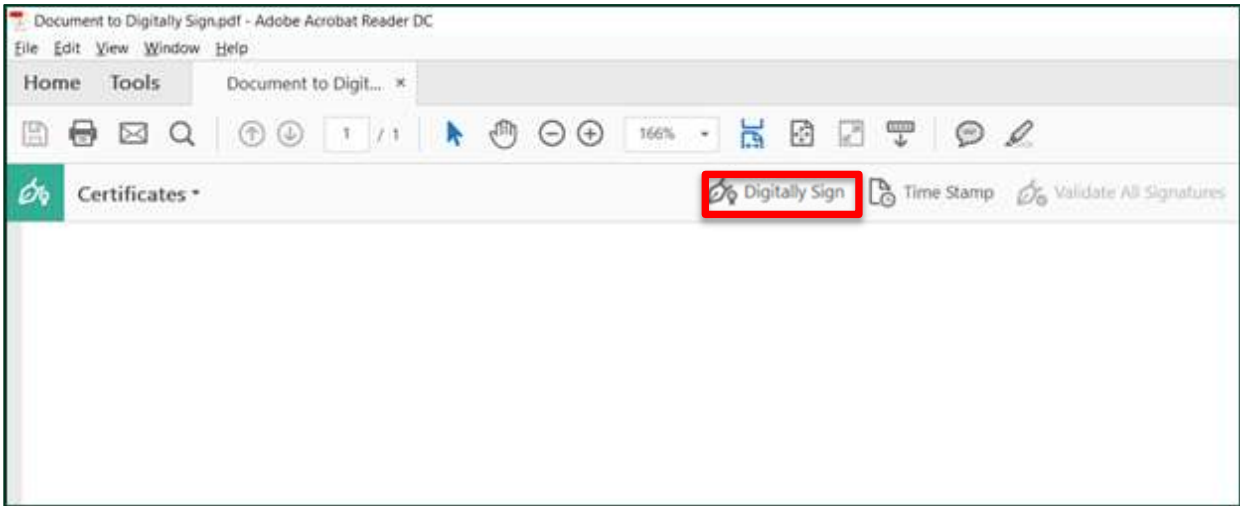
If you are signing an Adobe document via your internet browser, you need to connect your ID card reader device to your Windows laptop or PC and ensure the card reader device is powered on. The browser will prompt you for your Signature PIN code.

If you want to use your Signature directly in an Adobe document (without your internet browser) please follow the steps below:

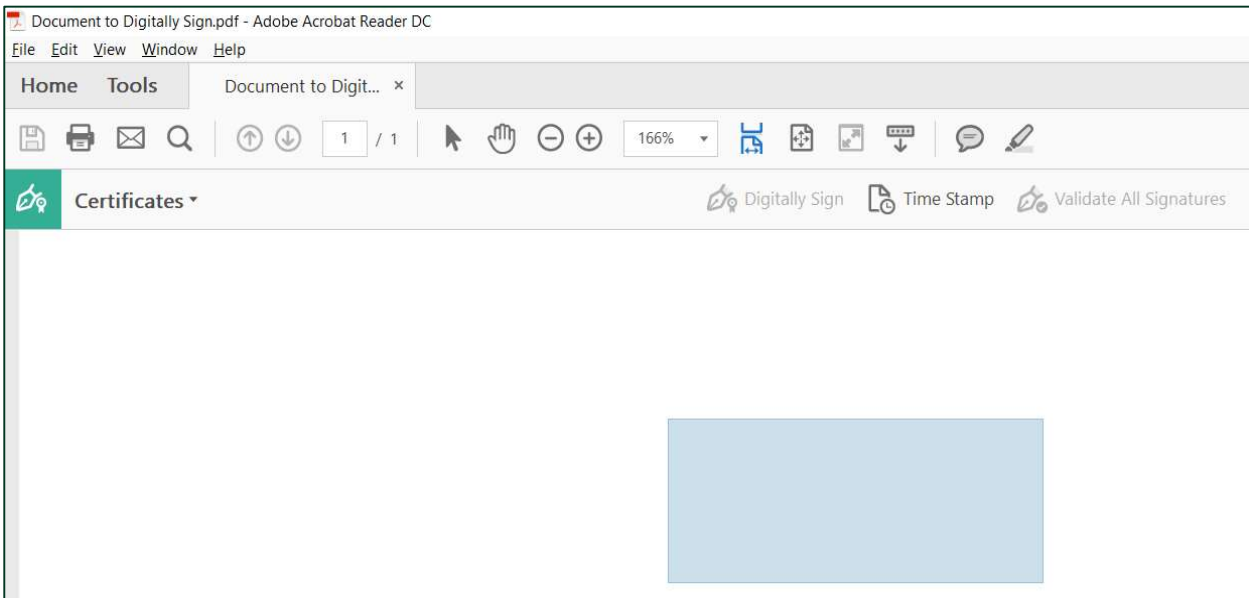
1. Connect your ID card reader device to your Windows laptop or PC and pair your ID card. Depending on the type of card and reader device, the ID card could be placed inside the card reader device or on top of the contactless symbol.
2. Within the Adobe document that you want to digitally sign, select Tools and then the Certificates icon



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




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



3. There may be more than one signature listed depending on the number that may already be configured. Select **Continue** if your signature is selected or choose the relevant signature and then select **Continue**. Note – you can find more information on the signature details by selecting **View Details**.

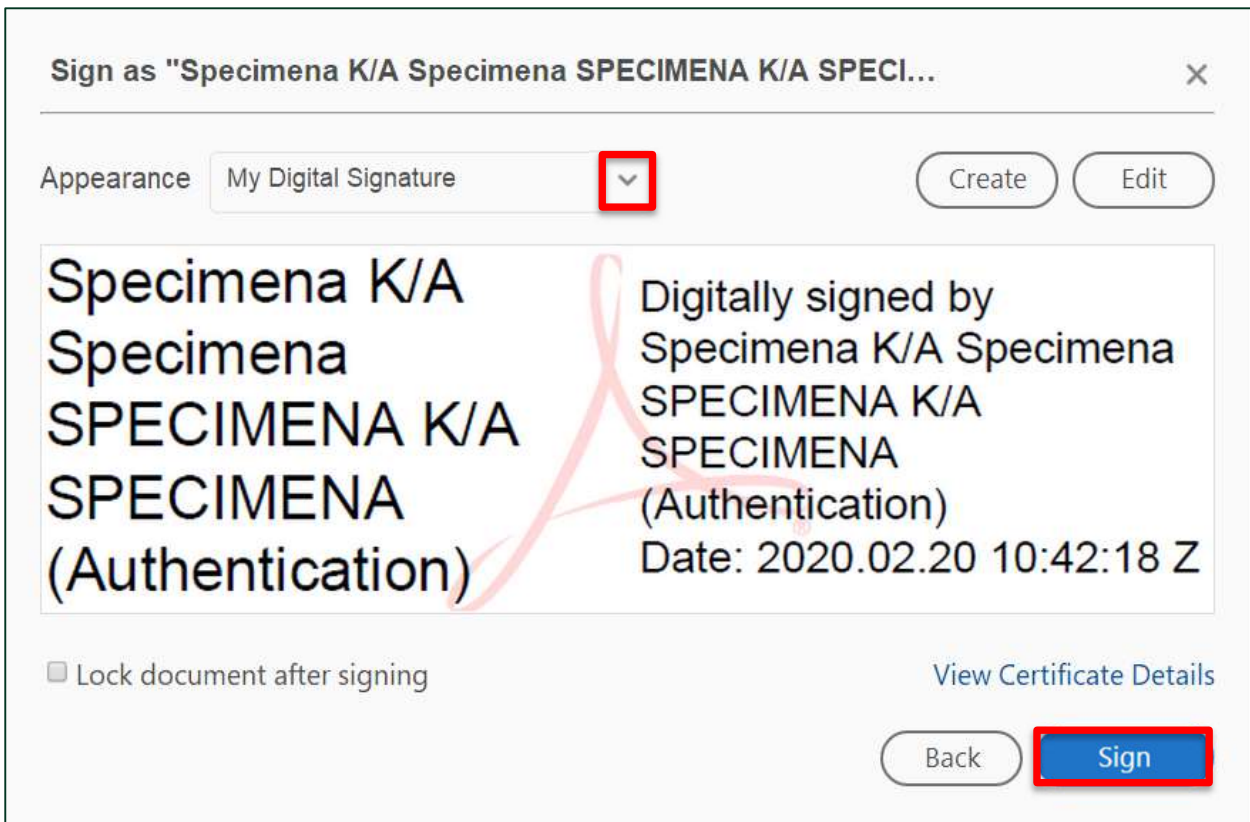
Sign with a Digital ID ✕

Choose the Digital ID that you want to use for signing: Refresh

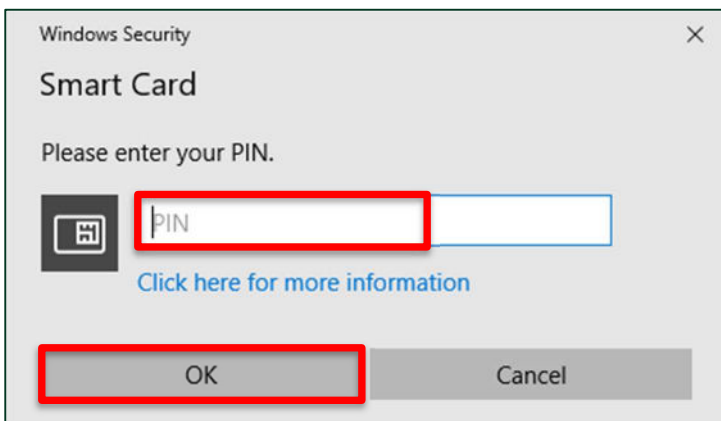
 **Specimena K/A Specimena SPEC...** (Windows Digital ID) View Details
Issued by:NTE Test Government of Malta Citize... ,Expires: 2029.06.11

? Configure New Digital ID Cancel **Continue**

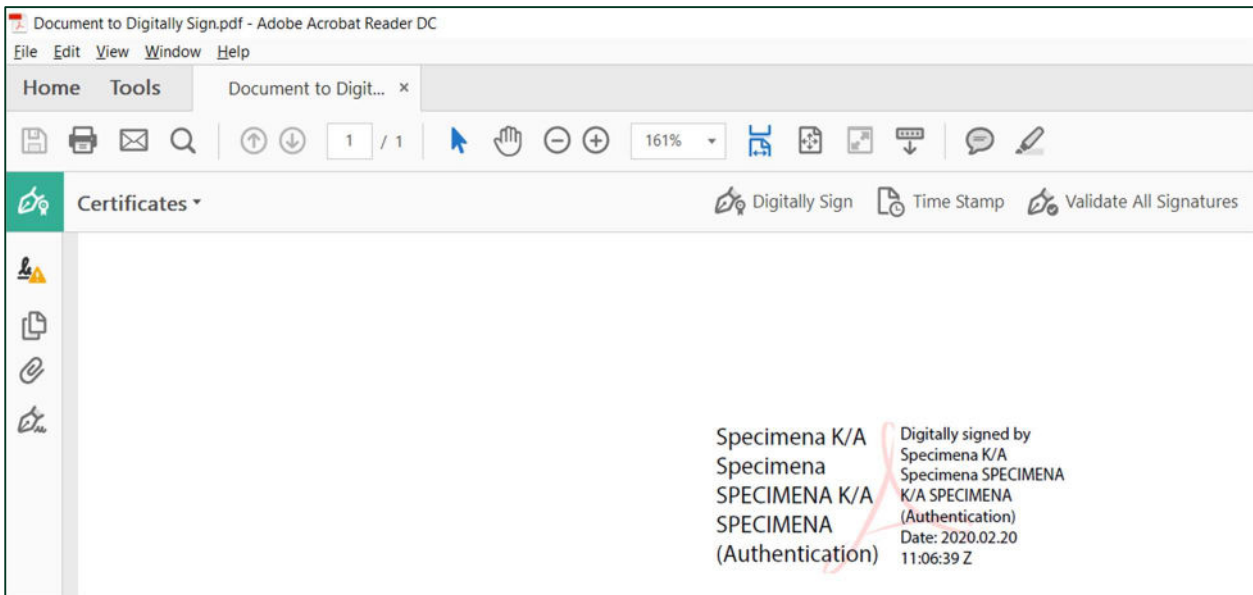
4. Select the **Appearance** of your signature from the drop down and select **Sign**.



5. Save the document to a location of your choice.
6. Enter your 6 to 8 digit Signature PIN and select **OK**



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

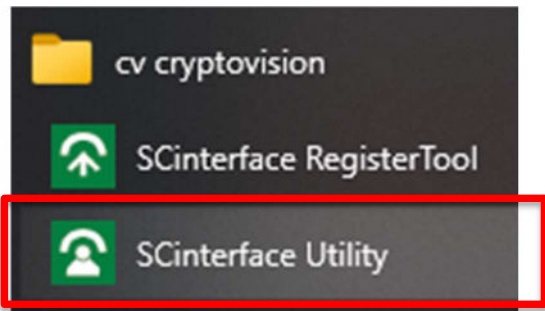


7. Troubleshooting Guide

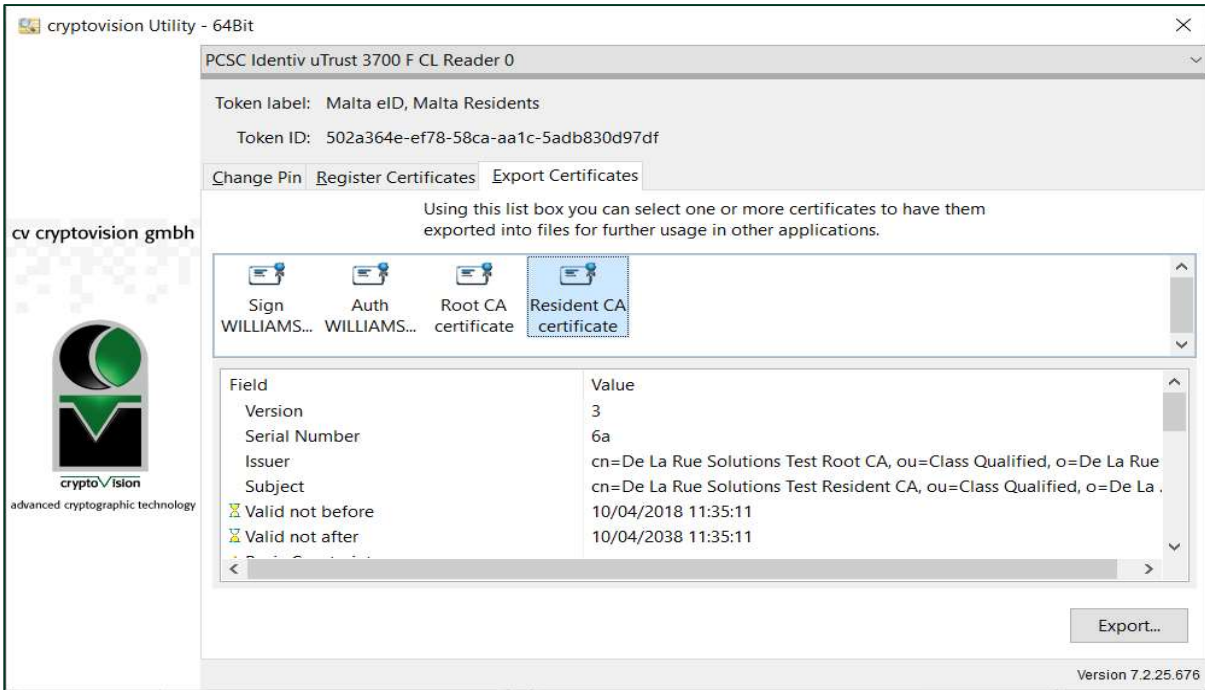
I have created and saved my Digital Signature in Word but, on reopening the document, I get error message 'Unable to verify signature' even though my ID card is paired to the card reader device.

Please follow the procedure below for the export of certificates from the Interface Utility software and Import into the Local Machine stores to assist with trust issues by signing applications in Microsoft Windows environments.

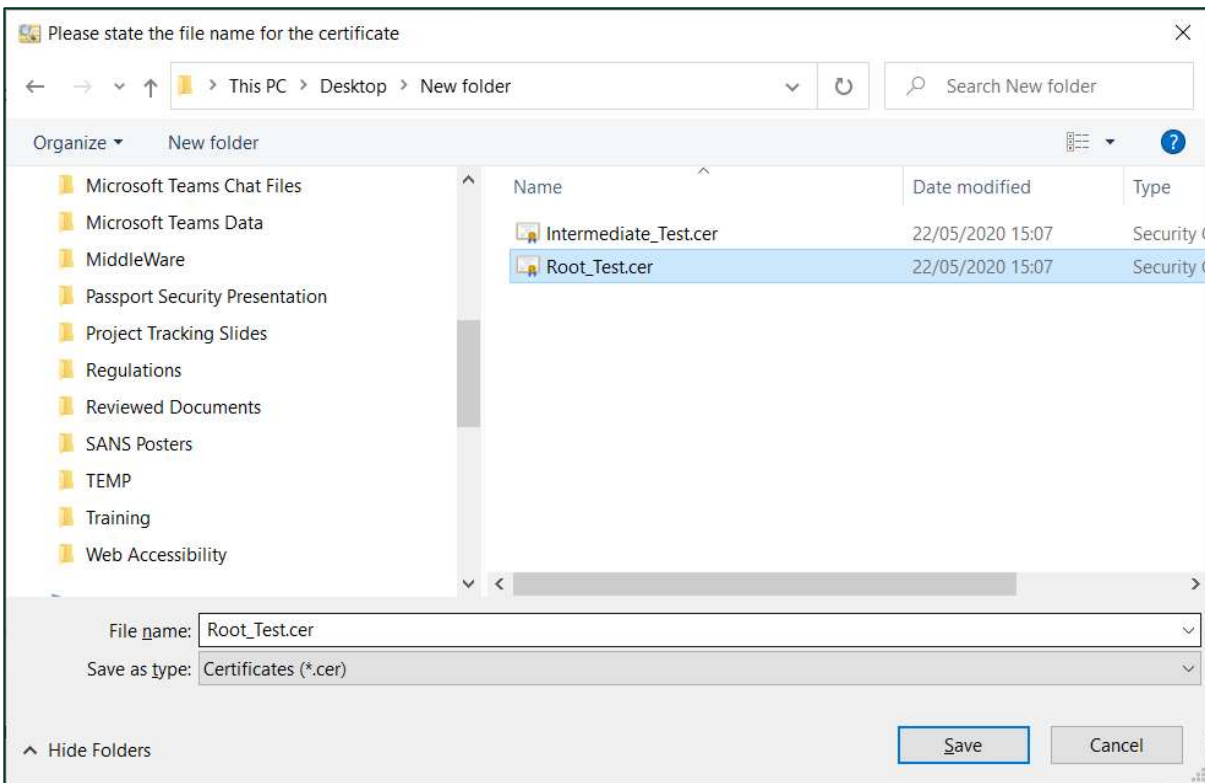
1. Connect your ID card reader device to your Windows laptop or PC and pair your ID card. Depending on the type of card and reader device, the ID card could be placed inside the card reader device or on top of the contactless symbol.
2. From the Start Menu, open the **SCinterface Utility**



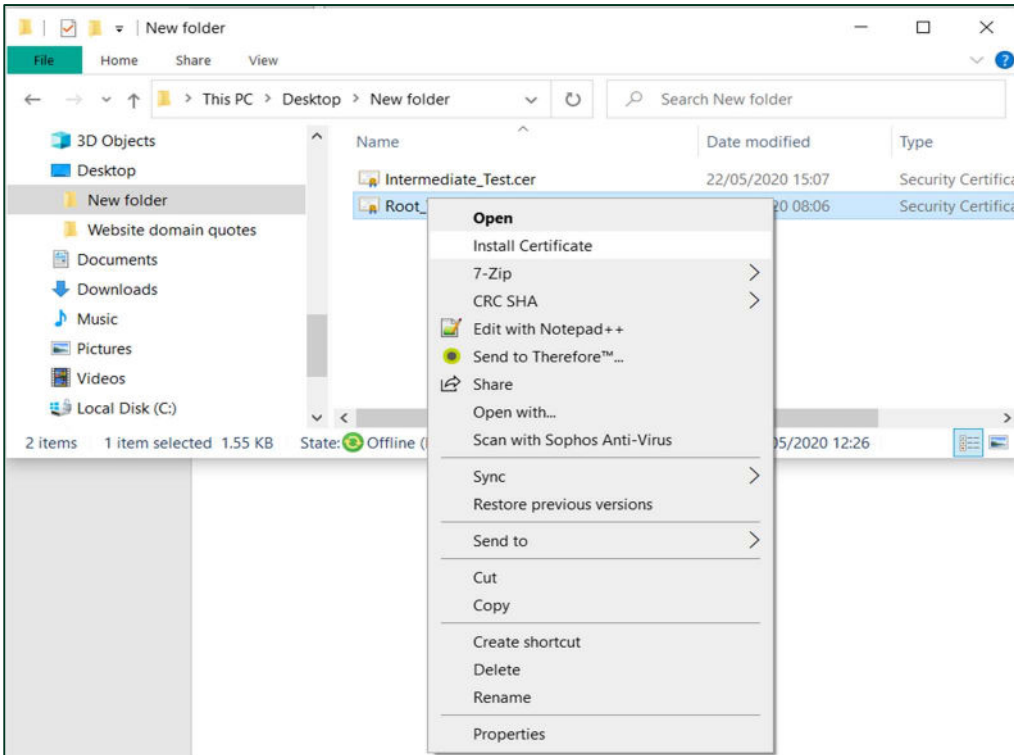
3. Export the Root Certificate and Intermediate Certificate (also called LVL1) using the 'Export Certificates' tab in the Utility.



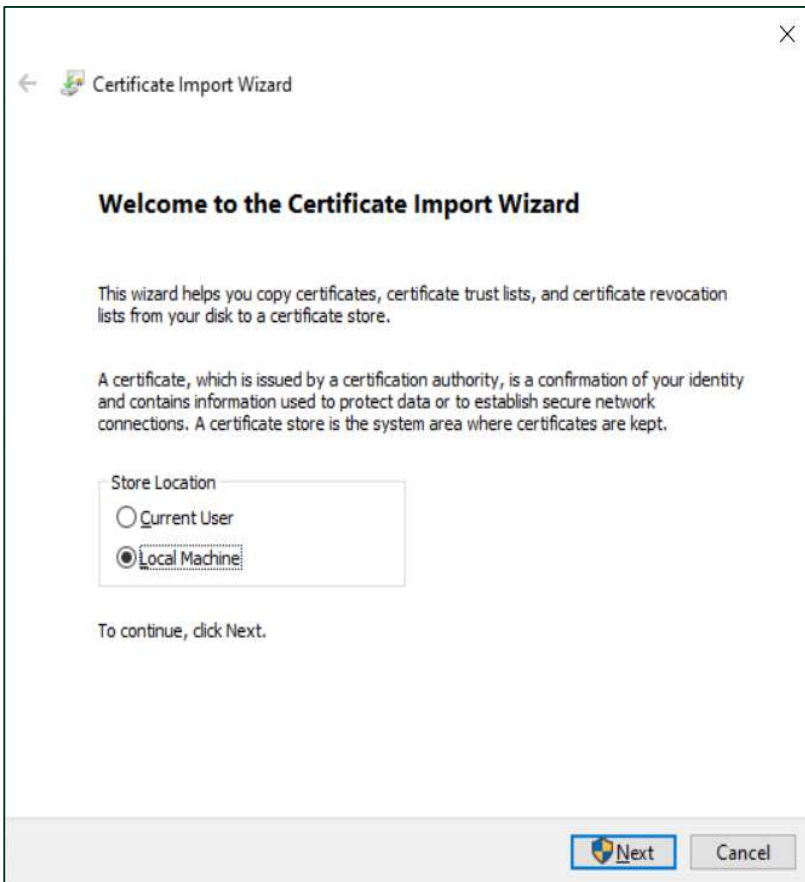
4. Save the certificates to a folder on the local computer.



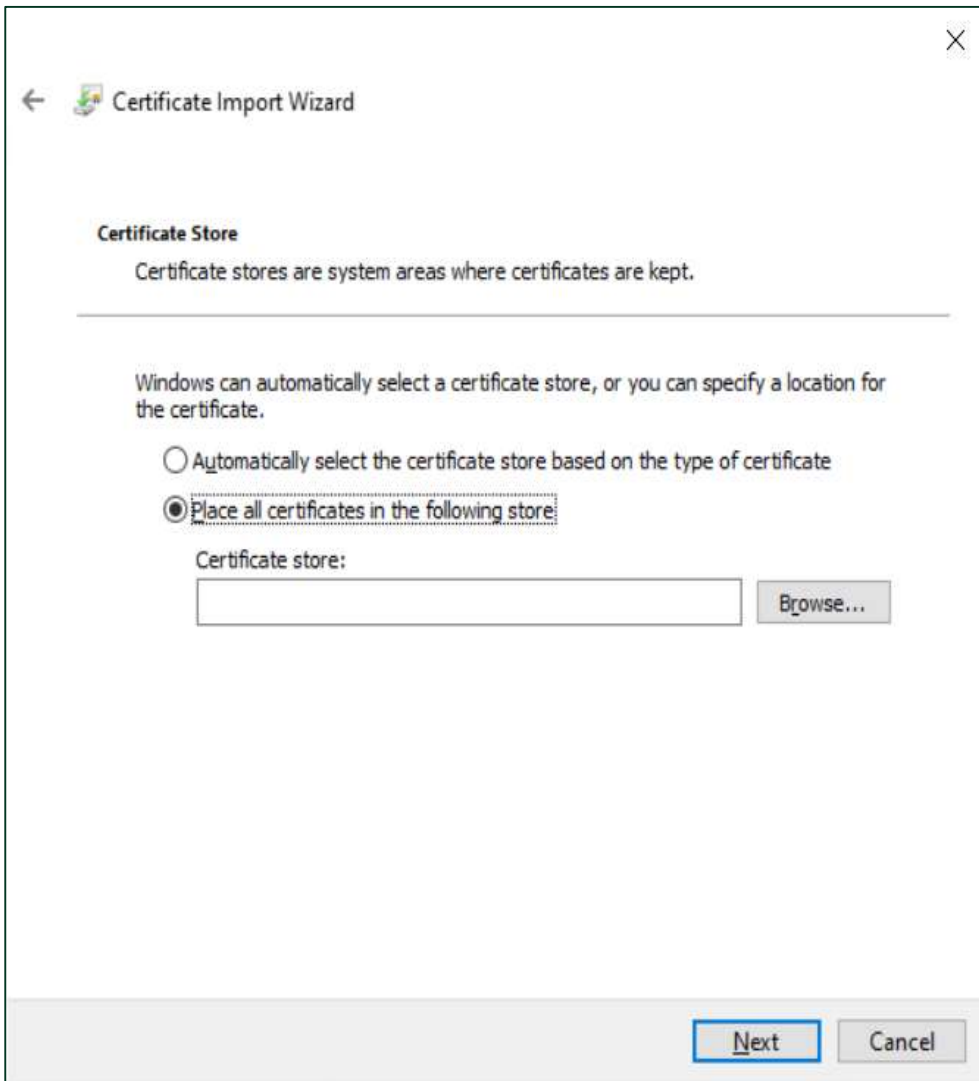
5. Go to the folder where the certificates are saved. Right Click on the Root certificate. Select Install Certificate.



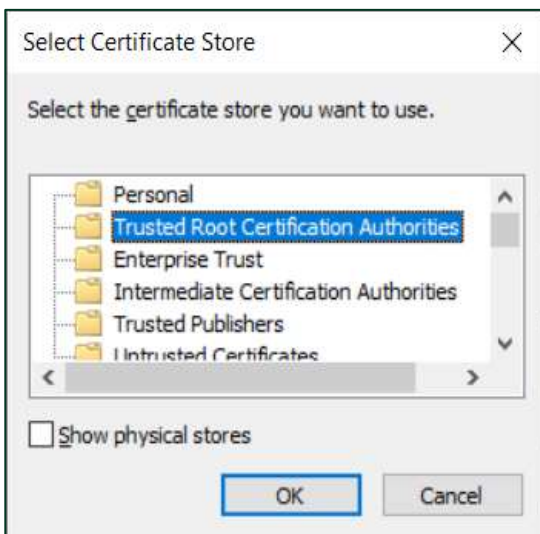
6. The Certificate Import Wizard should appear. Select 'Local Machine' as the location to store the imported certificate. Then Click Next.



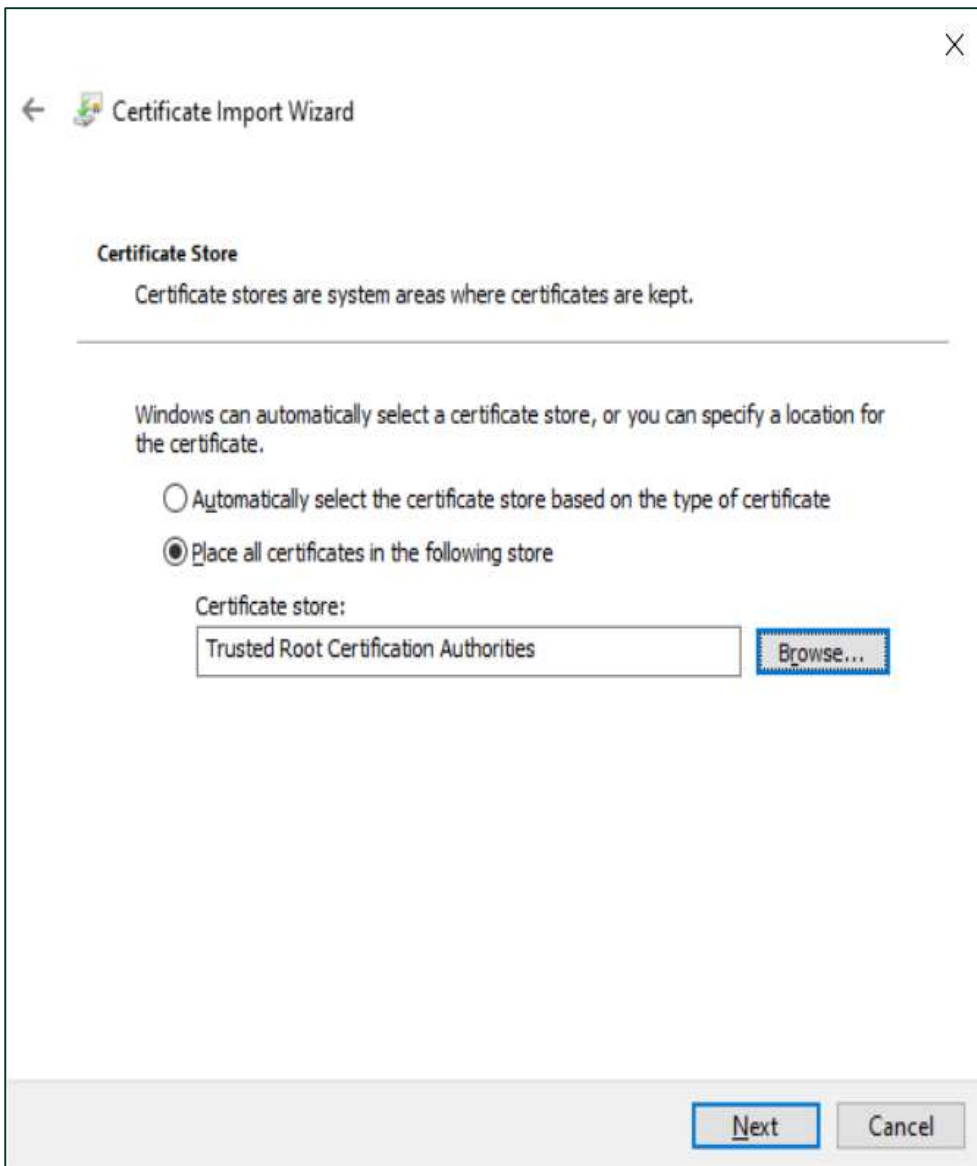
7. Select 'Place all certificates in the following store.' Then Click Browse....



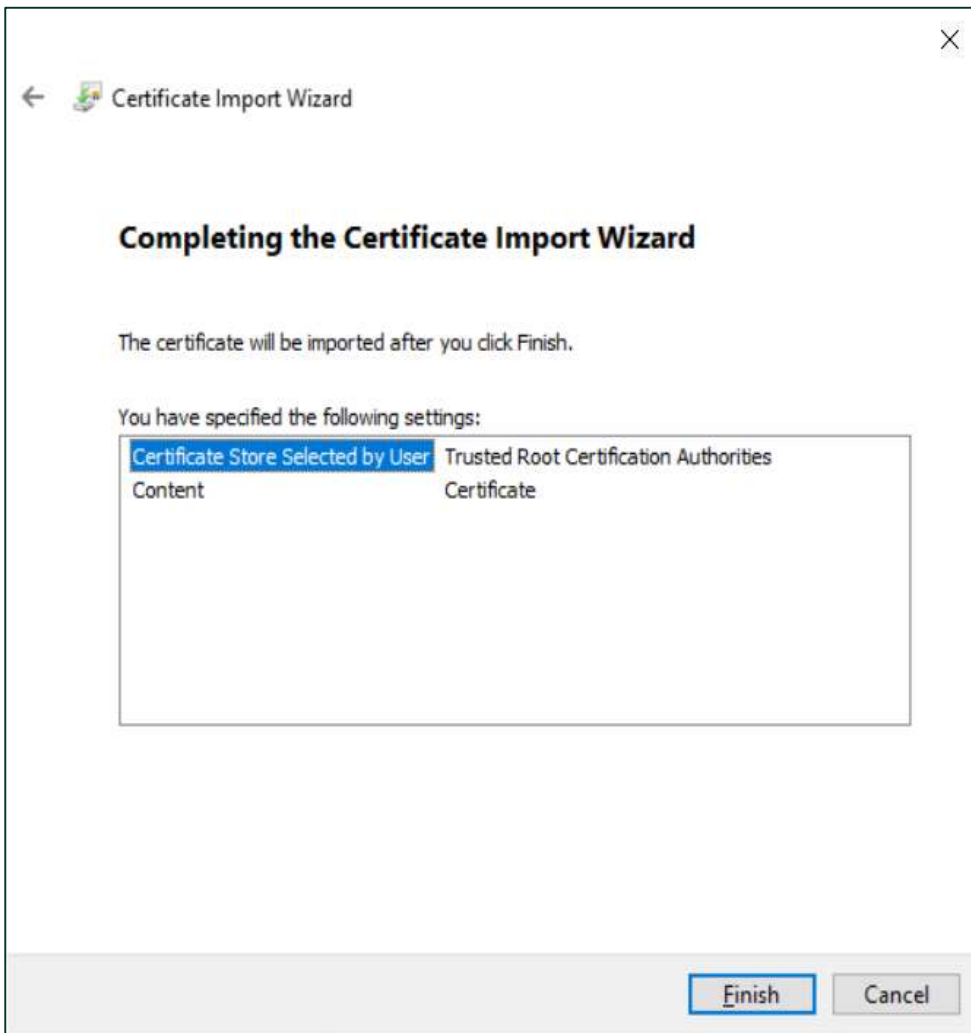
8. For the installation of the Root Certificate pick the folder for 'Trusted Root Certification Authorities'. Then Click OK.



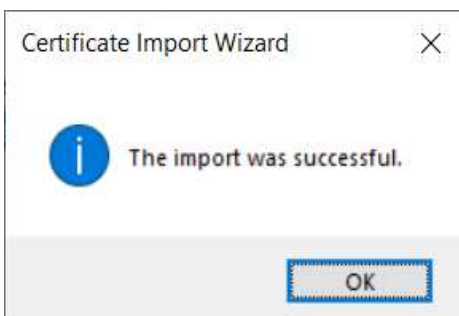
9. The 'Trusted Root Certification Authorities' should be visible as the Certificate store. Then Click Next.



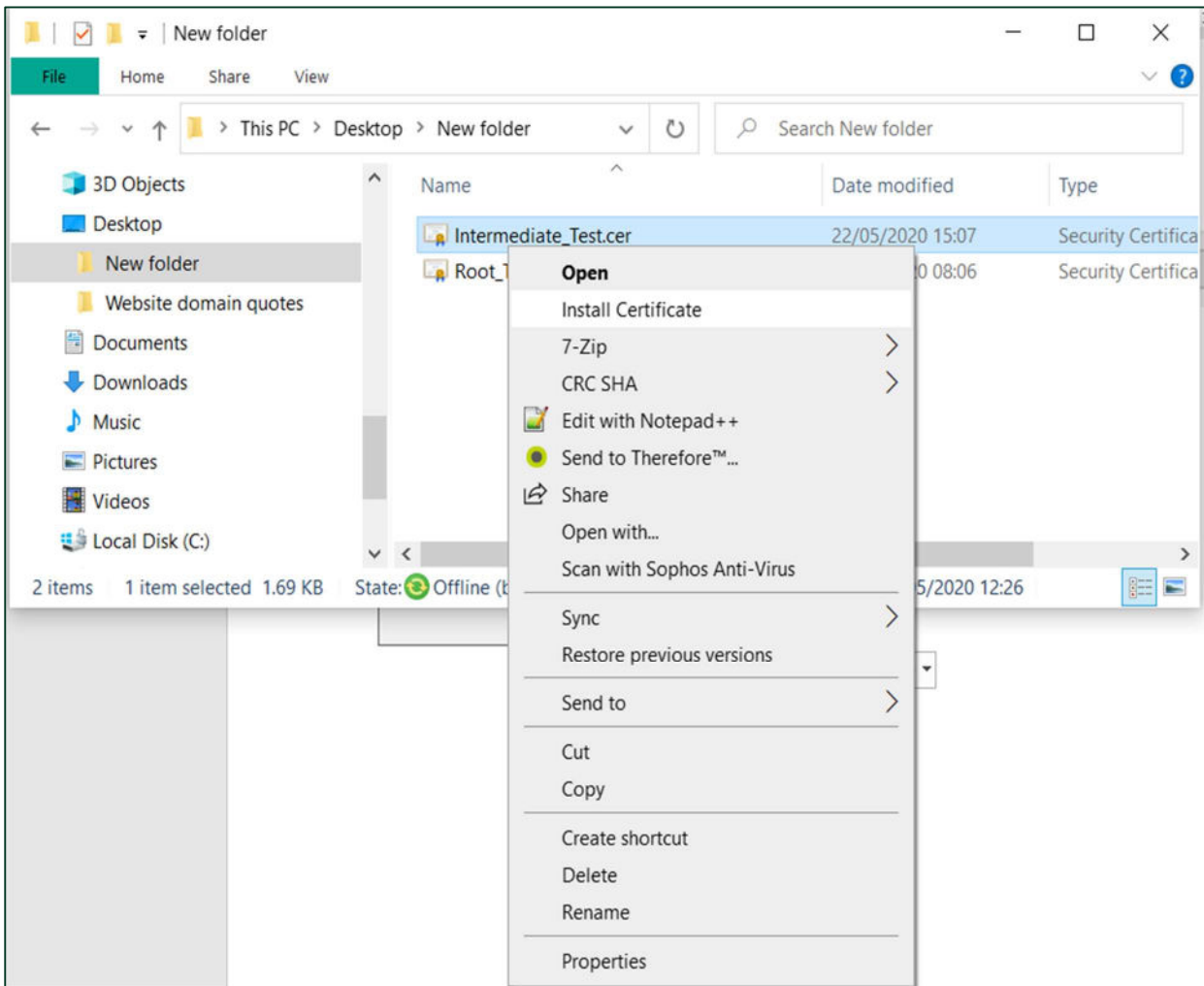
10. Select 'Finish'.



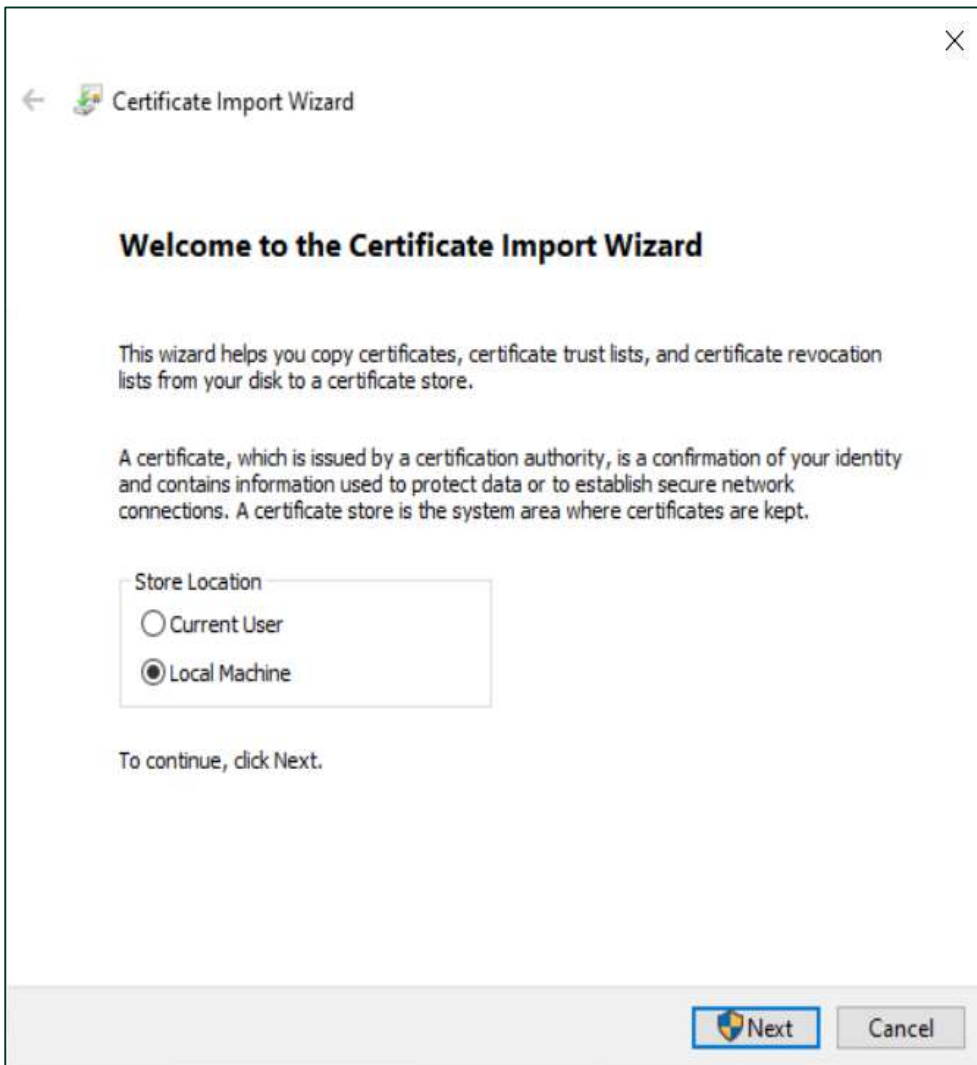
11. A "success" message should appear. Select OK.



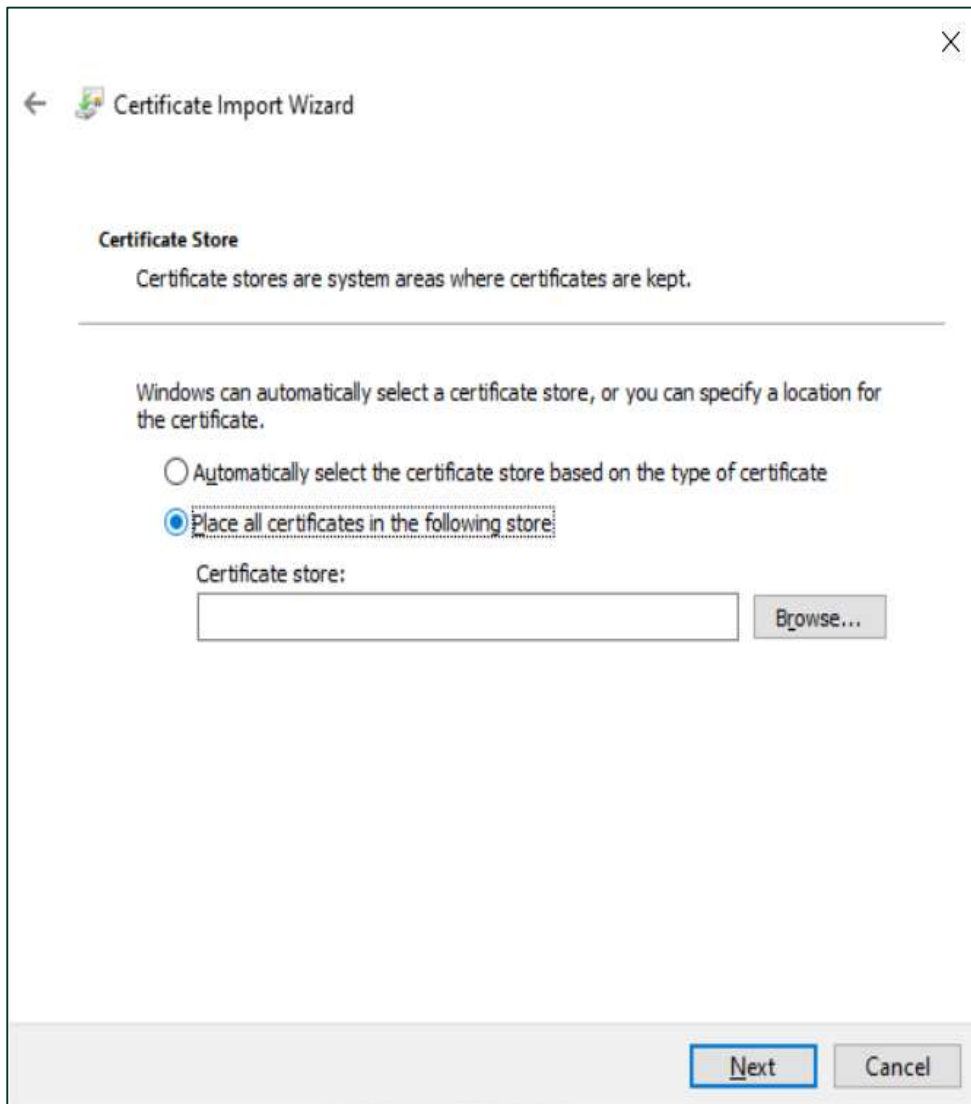
12. Next, we install the Intermediate Certificate (LVL1). Right click on it and select 'Install Certificate'.



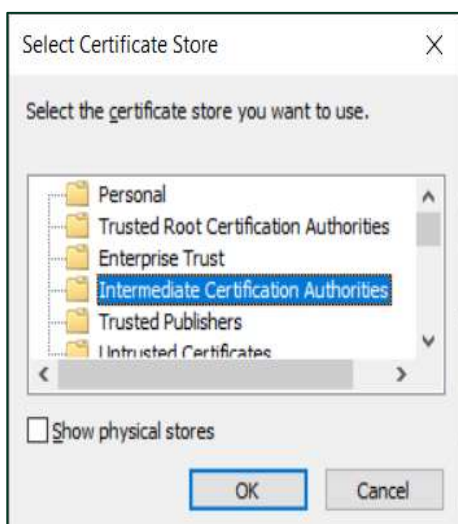
13. Select 'Local Machine', then click Next.



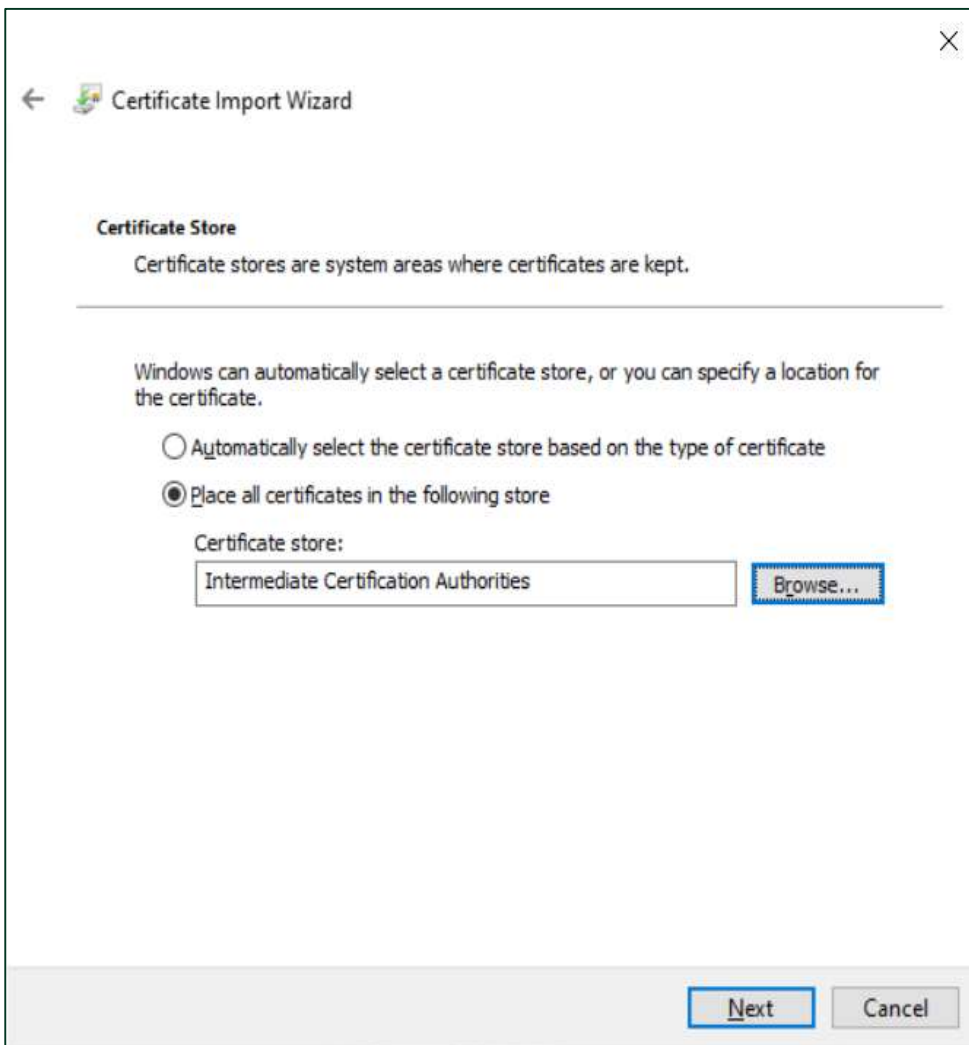
14. Select 'Place all certificates in the following store'. Then Click Browse...



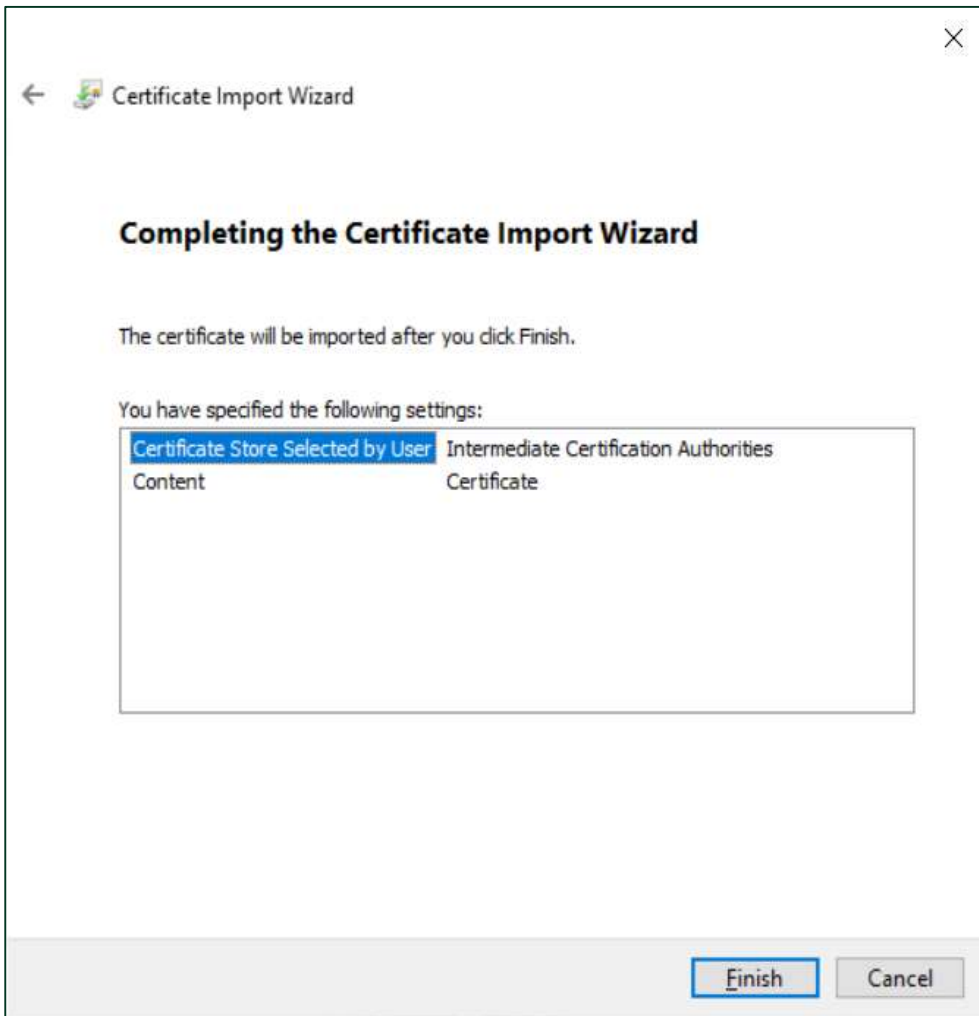
15. Select the 'Intermediate Certification Authorities'. Then Click OK.



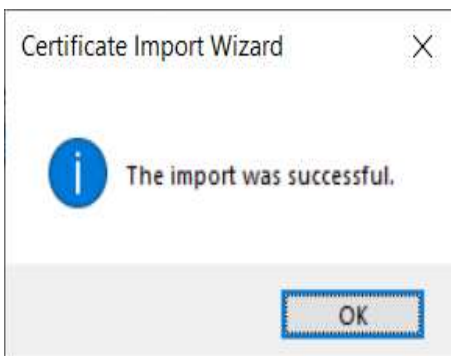
16. The 'Intermediate Certification Authorities' should be visible as the Certificate store. Then click Next.



17. Click on the 'Finish' button.



18. A "success" message should appear. Click OK.



Completion of the above steps will install the trust chain on the local machine and is available for anyone who logs into that computer. Some applications check the Local Machine stores instead of the Current User stores to validate certificate actions such as digital electronic signatures. This procedure was created to help those applications trust the ID card certificates from Malta and avoid messages about the local computer not trusting the certificates.

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

If you are having issues with installing or using the Interface 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 laptop or PC that is causing a conflict.

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

My ID Card Reader device is not identified within the Interface Utility software.

- Try powering down and restarting the ID Card Reader device
- Ensure that your ID Card Reader device has the latest drivers installed (refer to your product installation guide or update the drivers by opening Device Manager within Control Panel, selecting the ID Card Reader device selecting update drivers). For the various versions of Windows, once you have opened Device Manager, the steps are as follows:
 - **Windows 10 & 8:** Right click or press-and-hold on the hardware's name or icon and choose **Update Driver** (Windows 10) or **Update Driver Software** (Windows 8).

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.

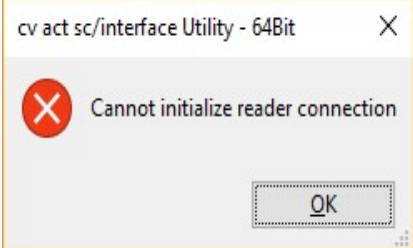
I have forgotten my Authentication and/or Signature PIN.

If you have forgotten your Authentication or Signature PIN, 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 Interface Utility software.

I receive the following error message, what should I do?

Error message	Possible causes / resolution steps
	<ol style="list-style-type: none">1. Ensure your card reader is connected and try restaring the Interface Utility software.2. Ensure your ID Card reader drivers are updated as per your operating system device driver update instructions.