



identità

Qualified Electronic Signature Guide

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1. Introduction

Your Maltese eID card is more than just an identification document it also allows you to sign documents digitally. A digital signature created with your eID is a **Qualified Electronic Signature (QES)**. Under the EU eIDAS Regulation (Regulation (EU) No 910/2014), a QES has the same legal validity as a handwritten signature across all EU members states.

Who can use this guide

- All holders of a valid Maltese eID card (citizen or expatriate).
- The **Authentication certificate** on the card can be used by all eID holders.
- The **Signature certificate**, which enables digital signing, is available to eID card holders aged 18 years or older.

2. Requirements

Before you can start digitally signing documents with your eID card, make sure you have the following:

1. Your Maltese eID card
 - A valid Citizen or Expatriate eID card issued by Identità.
 - The PIN codes provided with your card
2. An eID card reader
Compatible card readers include:

Card Reader Device Name	Image	Contactless, Contact, or Dual Interface
Identiv uTrust 3700F		Contactless
Identiv CLOUD 4701F		Dual Interface

3. Supported operating system:
 - **Windows:** Windows 10 or 11
 - **macOS:** macOS Mojave (10.14) or above
4. Required software:
 - **Windows:** Interface Utility software
 - **MacOS:** Smartcard Utility software
 - Both can be downloaded [here](#).

3. Installing the Software

To use your eID card for digital signing, you first need to install the software that allows your computer to recognise the card and interact with the reader.

Download the Software

1. Visit the official Identità page [here](#) and choose the correct download for your operating system.

Guide to installing the e-ID card reader software:

- Download the Installation Guide for Windows.
- Download the Installation Guide for macOS.
- Download the software required to interact with the e-ID card for Windows.
- Download the software required to interact with the e-ID card for macOS.

Installation on Windows

1. Locate the downloaded zip file and extract it.
2. Open the folder for your system type (32-bit or 64-bit).
3. Double-click **SCinterface.msi**.
4. Follow the on-screen instructions:
 - Select **Next** → Accept the licence terms → **Next** → **Install**.
 - If prompted, click **Yes** to allow changes.
5. When the installation completes, select **Finish**.

Installation on macOS

1. Locate the downloaded zip file.
2. Open the **macOS** folder inside.
3. Double-click **scInterface-MacOSX.dmg**, then run **scInterface-MacOSX.pkg**.
4. Follow the on-screen instructions:
 - Select **Continue** → **Agree** → **Install**

- Enter your username and password when prompted.
5. Once installation is complete, select **Close** and **Ok**.

4. Setting Up Your PINs

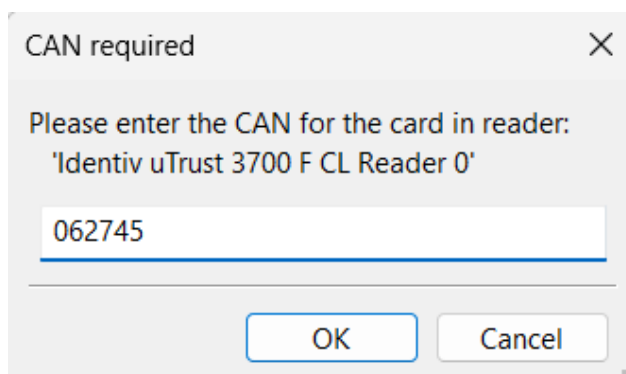
When you first receive your eID card, it comes with temporary 4-digit Transport PINs. These must be changed before you can use your card for authentication and digital signing.

PIN rules:

- New PINs must be **6 to 8 digits** long.
- Choose numbers you can remember but that are not easy to guess
- Your **Authentication PIN** is used to log in to online services.
- Your **Signature PIN** is used to create digital signatures.

Changing Transport PINs (First Use)

1. Connect your eID reader to your computer and place your eID card.
2. Enter the **CAN number** located on the card, in the pop-up window.



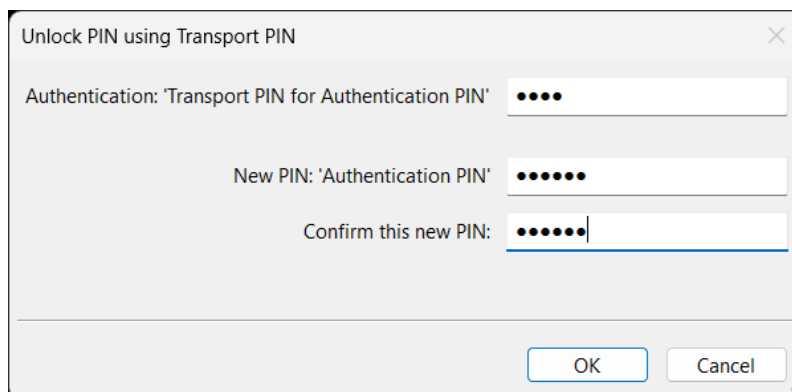
3. When prompted, enter your **Transport Authentication PIN** (4 digits).

The following are the PIN numbers of your eResidence card:

Authentication PIN: 3481

Signing PIN: 8335

4. Enter a new **Authentication PIN** (6-8 digits) and confirm it.



Unlock PIN using Transport PIN

Authentication: 'Transport PIN for Authentication PIN'

New PIN: 'Authentication PIN'

Confirm this new PIN:

OK Cancel

5. Repeat the same process for your **Transport Signature PIN**, setting a new **Signature PIN**.
6. Once both PINs are updated, your eID card is ready for use.

Changing PINs Later

If you want to change your PINs:

1. Open the utility software on your computer.
2. Place your eID card on the reader and enter your CAN number when prompted.
3. Choose whether you want to change the **Authentication PIN** or the **Signature PIN**.

PCSC Identiv uTrust 3700 F CL Reader 0

Token label: Malta eID, Malta Residents
Token ID: 881ba07b-c7a9-4bcb-a0d1-7f92dfbd8d70

Change Pin Register Certificates Export Certificates

Here you can change the PIN of your Smartcard

PIN to change:
 Malta Residents: Authentication PIN
 Malta Residents: Authentication PIN
 Malta Residents: Signature PIN

PIN information

Old PIN:

New PIN:

Confirm this new PIN:

Change PIN

4. Enter your **current PIN**, then type and confirm your **new 6-8 digit PIN**.
5. Select **Change PIN** and confirm.

If you forget your PIN or lock it after too many wrong attempts, you will need to contact Identità to reset it at infoeid.identita@gov.mt.

5. How to Digitally Sign a Document

With your eID card, you can apply a **Qualified Electronic Signature (QES)** to PDF documents. This type of signature is legally equivalent to a handwritten signature across the EU.

You can sign documents in two ways:

1. **Through your web browser** – when accessing online services that request a digital signature.
2. **Directly in Adobe Acrobat** – when you want to sign a PDF stored on your computer

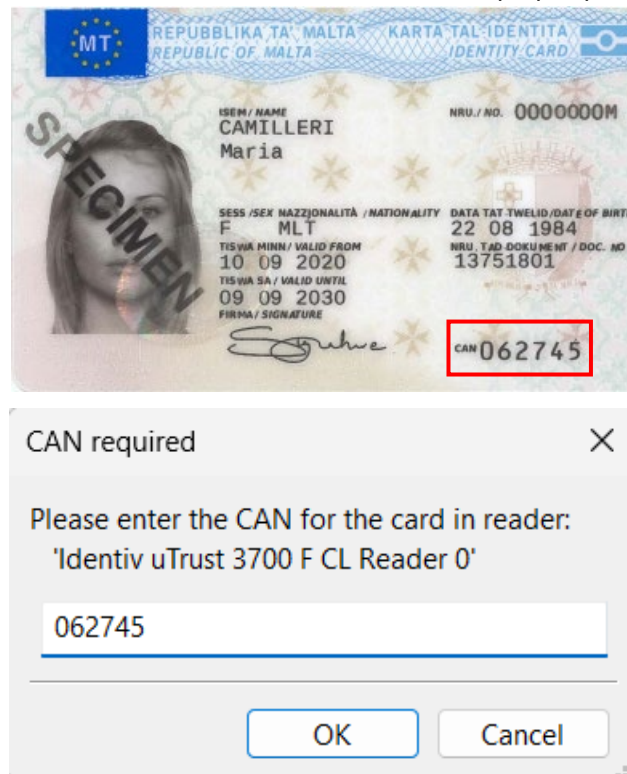
Signing Through a Web Browser

1. Connect your eID card reader to your computer and place your eID card.
2. Enter the CAN number located on the card, in the pop-up window.
3. Visit the online service that requires a signature.

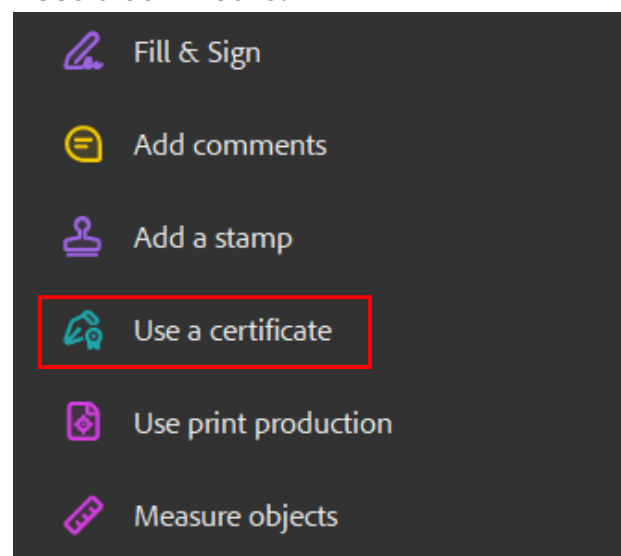
4. When prompted, select your digital certification labelled **Signature** and enter your **Signature PIN**.
5. The service will confirm that your document or transaction has been signed.

Signing a Document in Adobe Acrobat

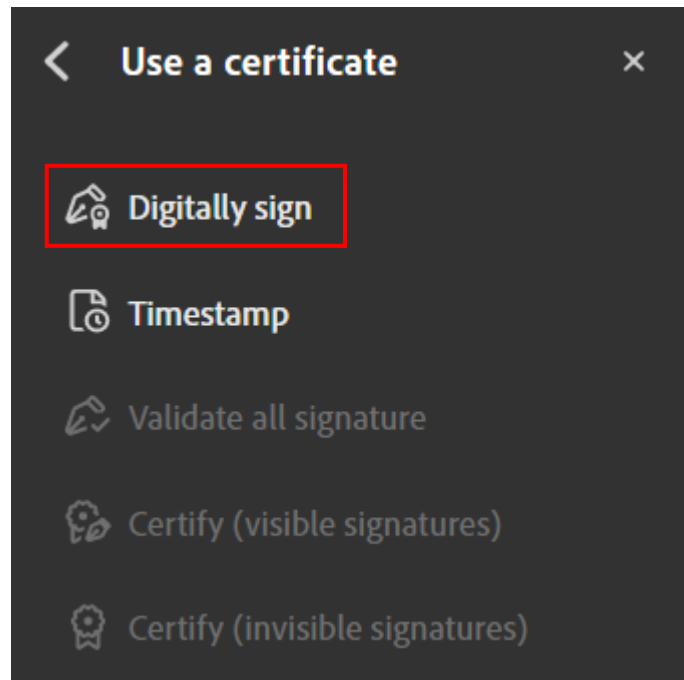
1. Connect your eID card reader to your computer and place your eID card.
2. Enter the CAN number located on the card, in the pop-up window.



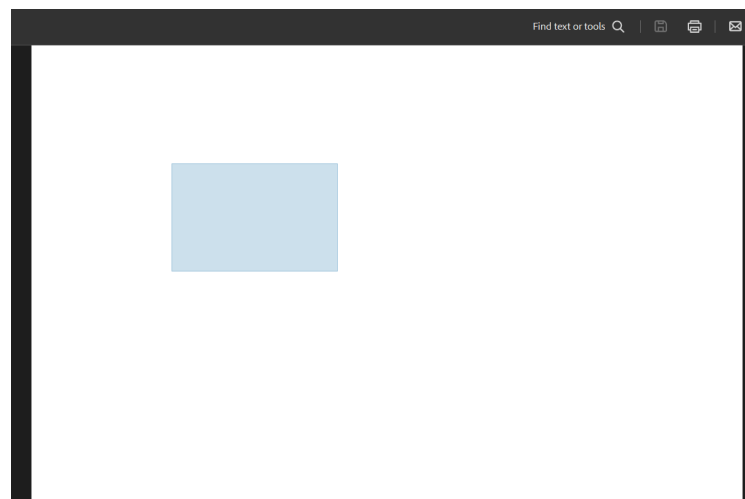
3. Open the PDF document in **Adobe Acrobat**.
4. Select **All Tools** → **Use a certificate**.



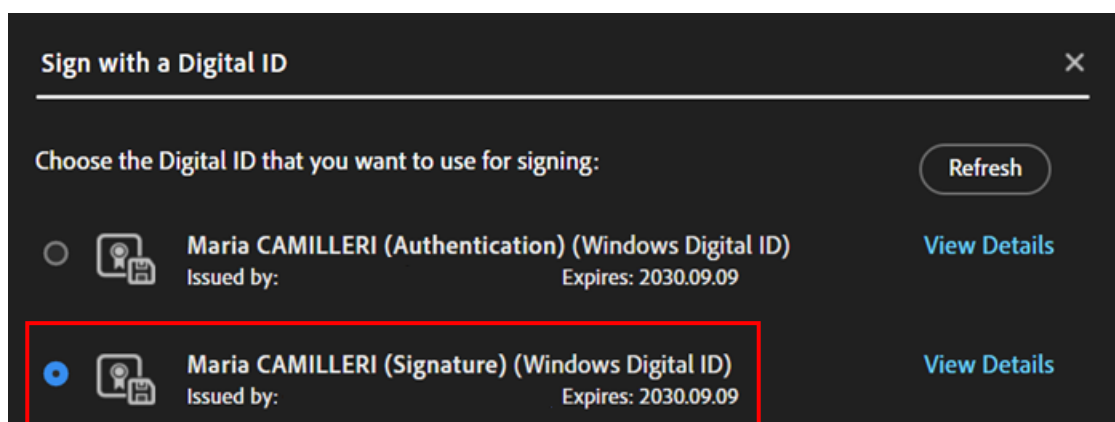
5. Click on **'Digitally Sign'**.



6. Using your mouse, draw a box where you want the signature to appear.



7. Select your digital certificate labelled '**Signature**'.



8. Confirm the details and press **'Sign'**.

Sign as "Maria CAMILLERI (Signature)"

Appearance

Standard Text

Create

Maria CAMILLERI (Signature)

Digitally signed by Maria CAMILLERI (Signature)

Date: 2025.10.17 08:12:32 +02'00'

☐ Lock document after signing

[View Certificate Details](#)

This document contains constructs which could affect its appearance. Review it before proceeding.

Review

Back

Sign

9. Save the signed document to your computer.
10. Enter your **Signature PIN** when prompted.

Windows Security

Smart Card

Please enter your non repudiation PIN.



PIN

•••••

[Click here for more information](#)

OK

Cancel

Your digital signature will now appear on the document. Once signed, the document is protected. If someone changes it afterwards, the signature will show as invalid.

6. Frequently Asked Questions (FAQs)

Which card readers can I use?

You will need a compatible card reader. The full list of tested and supported card readers is shown in **Section 2** of this guide.

Do I need to install drivers for the card reader?

Yes. The drivers are included in the **Interface Utility (Windows)** or **Smartcard Utility (macOS)** software provided on the Identità website. Once you install this software, your computer will recognise the eID card reader. If the reader is still not detected, reinstall the utility software from the official source.

What is the difference between Authentication and Digital Signature?

- **Authentication** is used to securely log in to online services with your eID.
- **Digital Signature** is used to legally sign documents and transactions.

Is there an age restriction for digital signatures?

- The **Authentication PIN** can be used by all eID holders.
- The **Signature PIN** is available to eID holders aged 18 and older.

Where can I buy a card reader?

Card readers are available from IT equipment suppliers and online retailers. Ensure you choose a model listed as compatible.

Is my personal information safe on the eID card?

Yes. Your personal information is encrypted and stored securely on the card. It can only be accessed through secure procedures with your PIN.

What if I forget or lock my PIN?

- If you enter the wrong PIN too many times, it will lock.

- If you forget or lock your PIN, you will need to contact Identità to have it reset at infoeid.identita@gov.mt.

Can I use my eID card outside Malta?

Yes. Since the digital signature is a **Qualified Electronic Signature (QES)** under EU law, it is legally valid across all EU Member States.

7. Troubleshooting

Even after installation, you may encounter some issues when using your eID card. Below are common problems and how to resolve them.

My card reader is not detected

- Make sure the reader is properly connected to your computer.
- Try unplugging and reconnecting it.
- Ensure the utility software is installed correctly and up to date.
- If the problem persists, reinstall the utility software from the Identità website.

The utility says "No valid smartcards found"

- Ensure your eID card is placed on the reader surface correctly.
- Make sure the utility software is installed correctly and up to date.
- If the problem persists, reinstall the utility software from the Identità website.

My Authentication or Signature PIN is locked

- Too many incorrect attempts will lock your PIN.
- To unlock it, you can contact Identità at infoeid.identita@gov.mt.

I forgot my PIN

- You will need to request a PIN reset by sending an email to infoeid.identita@gov.mt.
- A new PIN will be issued to you once the reset is complete.

Someone else may know my PIN

- Change your PIN immediately using the utility software.

My signature does not show as valid in Adobe Acrobat

- Ensure you are signing with the correct certificate labelled '**Signature**'.
- Some systems require the certificates on your eID to be trusted by your computer.
- If the signature still shows as unverified, check Adobe's signature validation settings.

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 eID card is paired to the card reader device.

Some applications may not automatically trust the eID certificates. In these cases, you may need to manually install the certificates from your card.

Export certificates from the utility software

1. Place the eID card on your card reader. Enter the CAN number if prompted.
2. Open the utility software
3. Use the **Export Certificates** option to save the **Root Certificate** and **Intermediate Certificate (LVL1)** to your computer.



PCSC Identiv uTrust 3700 F CL Reader 0

Token label: Malta eID, Malta Residents
Token ID: d28616e8-67ba-4ca6-841b-cbe4519a8871

Change Pin Register Certificates **Export Certificates**

Using this list box you can select one or more certificates to have them exported into files for further usage in other applications.

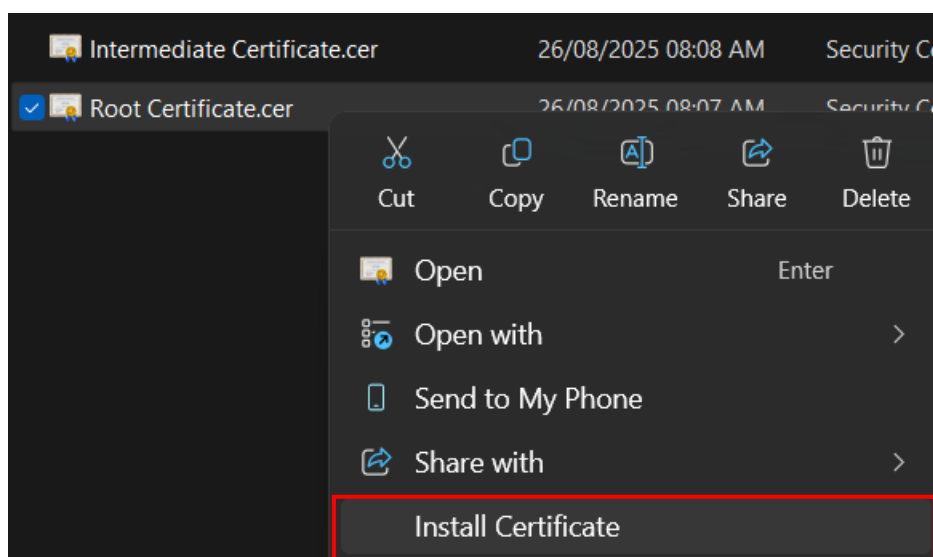
 Sign WILLIAMS...	 Auth WILLIAMS...	 Root CA certificate	 Resident CA certificate
--	--	---	---

Field	Value

Export...

Install the Root Certificate

1. Right-click the Root Certificate and select **Install Certificate**.



2. Choose **Local Machine** as the location



Welcome to the Certificate Import Wizard

This wizard helps you copy certificates, certificate trust lists, and certificate revocation lists from your disk to a certificate store.

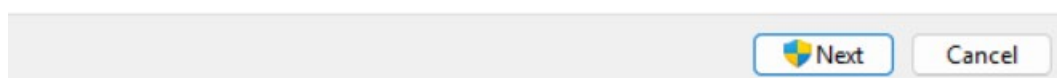
A certificate, which is issued by a certification authority, is a confirmation of your identity and contains information used to protect data or to establish secure network connections. A certificate store is the system area where certificates are kept.

Store Location

☐ Current User

☒ Local Machine

To continue, click Next.



3. Select **Place all certificates in the following store.**

← Certificate Import Wizard

Certificate Store

Certificate stores are system areas where certificates are kept.

Windows can automatically select a certificate store, or you can specify a location for the certificate.

☐ Automatically select the certificate store based on the type of certificate

☒ Place all certificates in the following store:

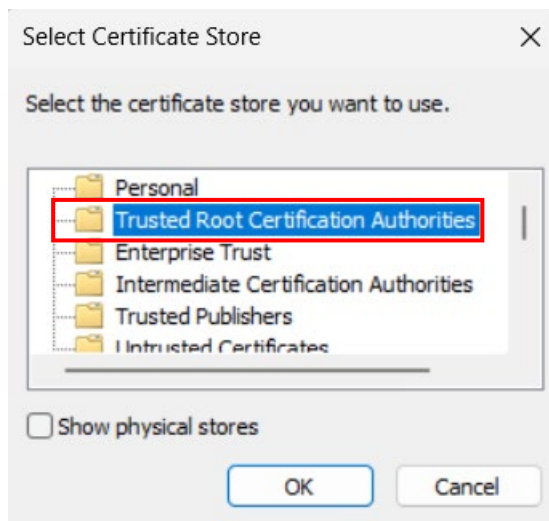
Certificate store:

Browse...

Next

Cancel

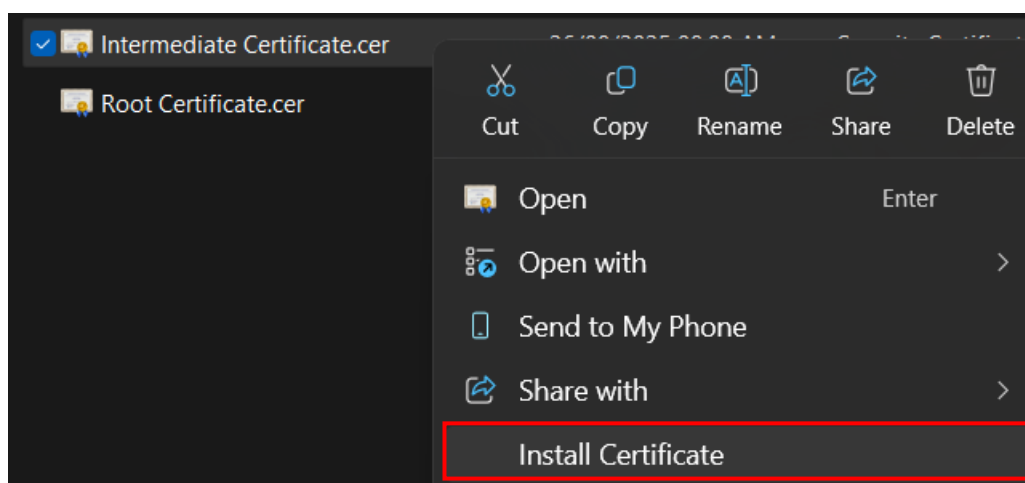
4. Browse and select **Trusted Root Certification Authorities**.



5. Complete the wizard by selecting **Next** → **Finish**.

Install the Intermediate Certificate

1. Right-click the Intermediate Certificate and select **Install Certificate**.



2. Choose **Local Machine** as the location.



Welcome to the Certificate Import Wizard

This wizard helps you copy certificates, certificate trust lists, and certificate revocation lists from your disk to a certificate store.

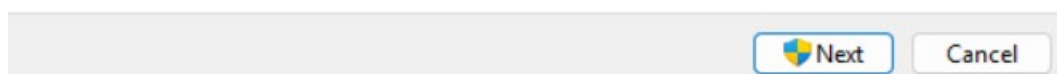
A certificate, which is issued by a certification authority, is a confirmation of your identity and contains information used to protect data or to establish secure network connections. A certificate store is the system area where certificates are kept.

Store Location

☐ Current User

☒ Local Machine

To continue, click Next.



3. Select **Place all certificates in the following store.**

← Certificate Import Wizard

Certificate Store

Certificate stores are system areas where certificates are kept.

Windows can automatically select a certificate store, or you can specify a location for the certificate.

☐ Automatically select the certificate store based on the type of certificate

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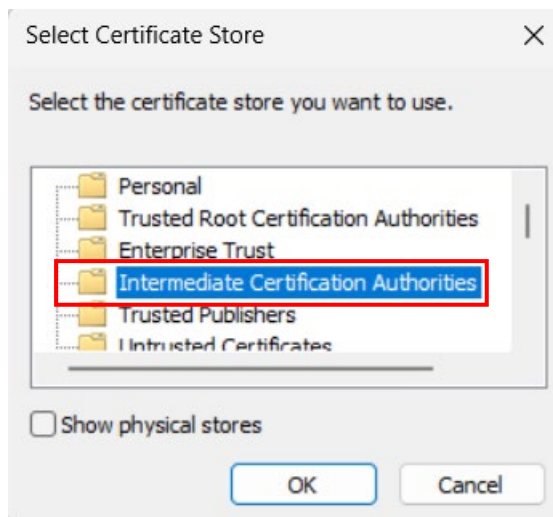
Certificate store:

Browse...

Next

Cancel

4. Browse and select **Intermediate Certification Authorities**.



5. Complete the wizard by selecting **Next** → **Finish**.

After completing these steps, your system will trust the eID card certificates.