



## ***Frequently Asked Questions***

### **DIGITAL SECURITY CODE**

The Digital Mobile Key system permits the holder to sign PDF documents electronically by means of a simple and secure system. The procedure allows authentication of citizen's identity in portals and sites of the Portuguese Public Administration on the Internet with two security factors:

- a password chosen by the individual (PIN);
- a numeric and temporary security code received by SMS, email or direct message on Twitter.

No reader is required. The *Digital Mobile Key* associates a mobile phone number (or an email address) with the civil identification number (NIC - *Número de Identificação Civil*) for Portuguese citizens and passport numbers for foreign citizens, enabling secure electronic signatures for PDF documents.

#### ***I made the request for the Digital Mobile Key but now I cannot authenticate. What should I do?***

In case you have difficulties in authenticating yourself using the Digital Mobile Key, you should put your question through the following email address: [info.portaldocidadao@ama.pt](mailto:info.portaldocidadao@ama.pt).

#### ***What are the main differences between the Citizen Card authentication and the Digital Mobile Key?***

In Citizen Card authentication, you use your Citizen Card, the card reader and your authentication PIN.

In Digital Mobile Key authentication, you use your mobile phone number or e-mail, the Digital Mobile Key PIN, and the temporary push security code.



### ***I want to register more than one mobile phone. It's possible?***

No, you can only associate a single mobile phone with your Digital Mobile Key registration.

### ***I lost / forgot the Digital Mobile Key authentication PIN. What should I do?***

To recover your Digital Mobile Key PIN:

- Via online - access “Personal Area”;
- Insert the Citizen Card in the reader; click on "Change Data";
- Authorize access to the required data;
- In your personal area, click "Change PIN";
- Insert the new "Digital Mobile Key PIN ";

Alternatively, you can address the in-person services either at “Citizen Spaces” or “Company Spaces” that provide the option of giving you a new PIN.

### ***How can I unlock the Digital Mobile Key?***

To unlock your Digital Mobile Key online:

- In the Online Registration, in the “Personal Area”, you can access your registration data of the Digital Mobile Key via your Citizen Card.
- Enter your authentication PIN and click "Unlock";

You can also request to unlock your Digital Mobile Key through the in-person services.

### ***How can I change my Digital Mobile Key PIN?***

When accessing your personal area for the Digital Mobile Key:

- Select "Change PIN";
- Enter your new Digital Mobile Key PIN and confirm.

### ***How can I cancel the registration on my Digital Mobile Key?***

When accessing your personal area, select "Cancel Registration".



### ***What is the legislation that governs the Digital Mobile Key?***

The Digital Mobile Key is defined and regulated through the publication of the following legislation:

Law no. 37/2014 of 06/ 26 and Ordinance no. 189/2014 of 09/23.

### ***I do not have my mobile phone. How can I use my Digital Mobile Key to authenticate myself?***

To authenticate your Digital Mobile Key, you need to have your associated *e-mail* address and select the method of authentication “via *e-mail*” where you will automatically receive your numeric security code.

### ***Is the push security code I received on my mobile phone / e-mail to be used for all authentications?***

No, the 6-digit push security code is unique and temporary. At each authentication, you will receive a new security code via SMS or email.

### ***I have several messages with a security code. Which one should I use?***

In the authentication process with the Digital Mobile Key, the last message received by mobile phone or email is valid.

### ***I made an in-person application for the Digital Mobile Key. How can I use it?***

With the registration data you have in the posted document, you can access a Public Administration Internet site that has this authentication method (eg “*Portal do Cidadão*”). To authenticate with this method, you will need to select Digital Mobile Key and enter your data.

### ***What is the advantage of having my mobile number and e-mail registered in the Digital Mobile Key?***

If you have associated a mobile number and an email, you can choose which method you prefer to receive the numeric security code at each authentication.



### ***How do I receive my authentication on my smartphone?***

It is also possible to generate new codes and to control the lifetime of the codes. You need the *Digital Mobile Key App* which allows you to receive the security code associated with each authentication through push notification to your smartphone. me of each.

### ***Is the Digital Mobile Key a secure system?***

The Digital Mobile Key is a simple, secure system of authentication of a citizen's identity in portals and sites of the Public Administration on the Internet: There is a dual security factor: a password chosen by the citizen (PIN) plus a temporary security code received by SMS or email. By using these methods, you are responsible for the safe use of your password (PIN) as well as the associated mobile phone and email.

### ***Can I install the Digital Mobile Key authentication mechanism on my web service?***

This service is only available to Public Administration entities. To integrate with this authentication method, you can contact the Agency for Administrative Modernization (AMA) through the contact: [info.portaldocidadao@ama.pt](mailto:info.portaldocidadao@ama.pt).

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