

Registration guide

On the website of the Agency for Identification Documents, Registers, and Data Exchange of Bosnia and Herzegovina, open the Solutions and Services menu and select e-Identity.

New User Registration:

- ❖ Click on **Register to e-Identity**.
- ❖ If you are registering for the first time, click **Sign up**.
- ❖ Enter the required information: **personal identification number (JMB)**, **valid ID card number**, **password** to access the e-service, **parent's name**, **home address (identical to the address on the Certificate of Residence and the correct house number)** and **e-mail address** (to receive a certificate of registration in the form of **registration code**) and **mobile phone number** (optional).
- ❖ Enter the **registration code** you received on your e-mail address (check your e-mail immediately, because the registration code expires in 2 minutes). By entering the registration code, your user account is activated.

Registration of a Registered User:

- ❖ Click on **Register to e-Identity**.
- ❖ Enter the **number of a valid ID card** and **password**.
- ❖ Enter the **registration code** you received on your e-mail address (check your e-mail immediately, because the registration code expires in 2 minutes). The registration code is sent to the e-mail address every time you log in to e-Identity.

Use of e-services:

- ❖ Immediately after successful registration and application to e-Identity, available electronic services are as follows:
 - **My fines**, here you can view the register of fines and misdemeanor records, and in this way you can check whether you have unpaid fines.
 - **My requests for personal documents**, here you can check the status of your request for the issuance of a personal document.
 - **My vehicles**, here you can have an overview of the registered vehicles in your possession.
- ❖ **The electronic service for digital signing** is available only after entering additional data. Clicking on the **Request for remote signing certificate** icon opens a form in which you enter:
 - **Initial pin code** obtained on the ID card handover form (this pin code is called the identification number on the handover form).
 - If you do not have an ID card handover form, or **do not know** your **initial PIN code**, you can use the option to check facial biometrics, by clicking on the **Facial biometrics** and opening this form, take a close-up photo of your face and temporarily save the photo in the application. Clicking on that photo opens a form

to start the facial biometrics check, where the user must additionally fill in the parent's name (most often the father's name, i.e. the parent's name entered in the central registers), and the exact address of residence (identical to the one specified in the Certificate of Residence).

- If the data is entered correctly and a positive match of the user's facial biometrics is verified, you will receive an **initial PIN code** to the registered e-mail address, which is required for submitting a request for a remote digital signature.
- Enter the **PIN code** you want to use when signing electronically.
- Repeat the **PIN code** you want to use when signing electronically.
- Fill in the **CAPTCHA field**.
- After your electronic signature request has been successfully processed, you can set up your electronic signature. The form is launched by clicking on the **DS Setup** field. At this stage of application development, the location of the signature is systematically set on the last page of the document, and you need to select a photo of the signature that will be displayed on the document. The photo of the signature must not exceed 30 kB. Enter the PIN code for electronic signing and by saving the settings, you are ready to sign documents electronically. You can change the electronic signature (a photo of your signature) an unlimited number of times in the future, as well as the position on the document.
- **Electronically sign the document** by selecting the appropriate document you want to sign in PDF format and enter the PIN code for electronic signing.

REMARKS:

- The PIN for electronic signatures and the facial images for biometric identification are not stored anywhere permanently by the Agency. Your PIN code, which you will get at the registered email address, is for electronic signature. You must keep it private and not disclose it to anybody else.
- The Agency shall, in collaboration with institutions and other legal entities that establish electronic services for the use of their services, provide an electronic means of verifying the authenticity and integrity of the electronic signature by guaranteeing a qualified electronic signature and its validity.
- On the website of the Agency, there will be a list of electronic services allowing the use of electronic signatures.