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Digidentity
SERMI App

Digidentity SERMI App User Manual

Contents
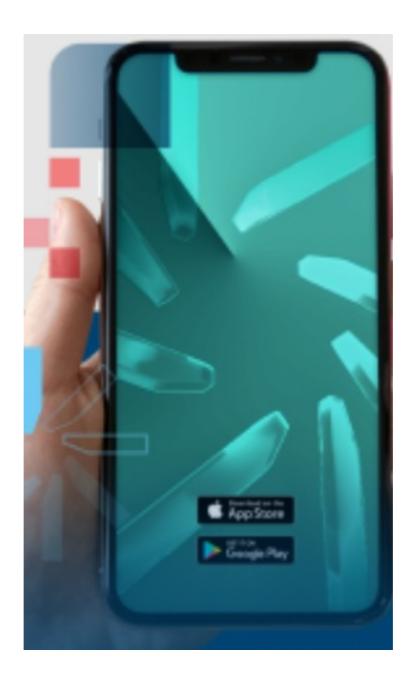
Digidentity SERMI App

Revisions

Version	Date	Author	Changes Made
2023-v1	22 Sep 2023	Client Service Manager	Initial version
2023-v1.1	13 Nov 2023	Client Service Manager	Changed 'Digidentity App' to 'Digidentity Wallet app' Added Lemon Turtle error code (see chapter 6.2). Improved overall document layout. Minor text changes.
2023-v1.2	8 Dec 2023	Client Service Manager	Added Q&A chapter (see chapter 6.3).
2024-v.1	1 May 2024	Client Service Manager	Changed instructions for RSSE's to request a chain authorisation. This functionality has been removed on request by the SERMI association. Changed text font from 'Buenos Aires' to 'Seaford'. Updated the Support Template Added 'Yellow Pigeon' error code (see chapter 6.2).
2024-v2	13 June 2024	Client Service Manager	Added 3.5 – How to Revoke your Authorisations'
2024 – v3	20 Nov 2024	Client Service Manager	Added additional questions to Q&A Chapter (see chapter 6.3).

Introduction

Welcome to the User Manual for the SERMI Scheme. This comprehensive manual has been created to provide IOE and RSSEs with all the necessary information surrounding the use of their SERMI certificate.

Contents include how to register the SERMI certificate on your mobile device, how use your SERMI certificate, how to solve common issues, and how to contact support.

This document is a living document that will be continually edited and updated. Please see the revisions section for version history and changes.

Getting Started

How to get your SERMI Certificate

1. Apply for SERMI certificate with your local Conformity Assessment Body (CAB).

2. Open the weblink received from your CAB on your laptop/desktop.

3. Scan the QR-code with your mobile device.

4. Download the Digidentity Wallet app.

5. Secure your certificate with a 5-digit pin code.

6. Your registration is complete. Log into your Digidentity Wallet to see your SERMI certificate

Important (!)

The SERMI certificate registration does not require you to enter your email or to upload your ID in the Digidentity Wallet app. Always start the registration from the QR-code received from your CAB. Do not perform any actions in the Digidentity Wallet app beforehand.

Applying at a Conformity Assessment Body

The first step for an Independent Operator Employee (IOE) or Remote Service Supplier Employee (RSSE) is to apply for a SERMI certificate with a Conformity Assessment Body (CAB). The CAB is responsible for inspection of IOs/RSSs and their employees and for requesting SERMI certificates from Digidentity.

How to Register for your SERMI Certificate

Once the CAB approves your application, they will share a weblink with you which can be used to digitally register your SERMI certificate.

On a Laptop / Desktop

Instruction

- Open the weblink from your CAB on your laptop or desktop.

- Scan the QR-code with your mobile device.

- If you do not have the Digidentity Wallet app installed, you will be automatically guided to the App Store (iOS) or Play Store (Android).

- After installing the Digidentity wallet app, you will automatically be guided to the SERMI certificate registration.

Screen(s)

On a Mobile Device

Instruction

- Open the weblink from your CAB on your mobile device.
- If you do not have the Digidentity Wallet app installed, it will automatically guide you to the app in the App Store (iOS) or Play store (Android).
- After installing the Digidentity wallet app, you will automatically be guided to the SERMI certificate registration.
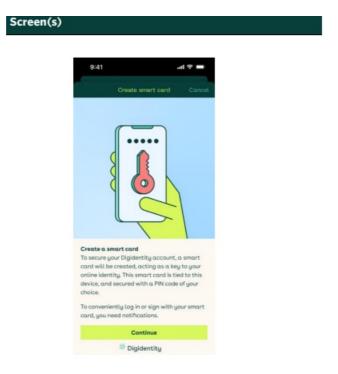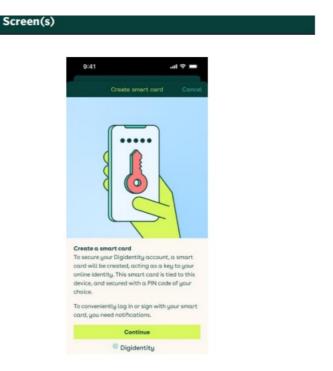

How to Secure your SERMI Certificate

Instruction

Once the Digidentity Wallet app has been installed, it will automatically open the following screen.

Select continue.

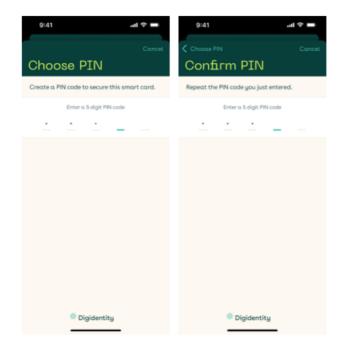This will start the creation of your SERMI certificate on your mobile device.

Instruction

You must now secure your certificate.

- Fill in a 5-digit PIN.After securing your SERMI certificate, you are now
- Confirm your PIN.

Important (!)

Do not lose or forget your PIN. T

he PIN is required for your SERMI certificate to work. It must be entered when logging into VM portals.
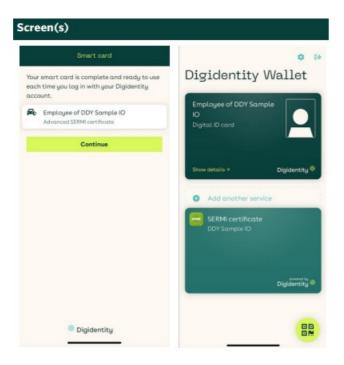
Instruction

After securing your SERMI certificate, you are now able to see it in your Digidentity Wallet after logging in.

Important (!)

The SERMI certificate will only appear if your application has been fully approved by your Conformity Assessment Body (CAB).

Please contact your CAB if your certificate does not show up in your wallet.

Independent Operator Employee

How to Use your SERMI Certificate

As an Independent Operator Employee, you can use the SERMI certificate in two ways:

1. Logging into a Vehicle Manufacturer's portal (e.g., to access security related RMI).
2. Granting an authorisation to a remote service supplier to act on your behalf.

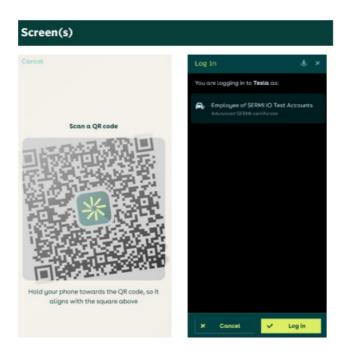**How to Log into a Vehicle Manufacturer's Portal**

1. Open the Digidentity Wallet app.
2. Select the 'scan a QR-code' button.
3. Scan the QR-code presented in the VM portal.
4. Fill in your 5-digit pin code.
5. Select 'Log in'
6. You are now logged in and can access security related RMI.

Instruction

To access security related RMI on the vehicle manufacturer's portal. To do so,

- Go to the vehicle manufacturer's portal
- Open the Digidentity wallet app.
- Select 'scan a QR code.'
- Enter your 5-digit PIN
- Select 'log in'

Alternatively, you can log in to your Digidentity wallet first. Then scan the QR-code.

How to Grant an Authorisation to a RSSE

You can also use your SERMI certificate to authorise a remote service supplier employee (RSSE) to act on your behalf. This authorisation is valid for 24 hours (!).

How to give Chain Authorisation to a Remote Service Supplier

1. Open the Digidentity Wallet app.
2. Fill in your 5-digit pin code.
3. Select your SERMI certificate in the Digidentity Wallet app.
4. Select 'Create a new authorisation'.
5. Share your authorisation link with the Remote Service Supplier Employee.

Instruction

To set up a chain authorisation as the IOE, you will need to

- Login to the Digidentity Wallet app.
- Enter your 5-digit PIN.
- Select your SERMI certificate.
- Select 'Create new authorisation'

This will allow you to share the authorisation link via email, text message, or even Airdrop directly with the RSSE.

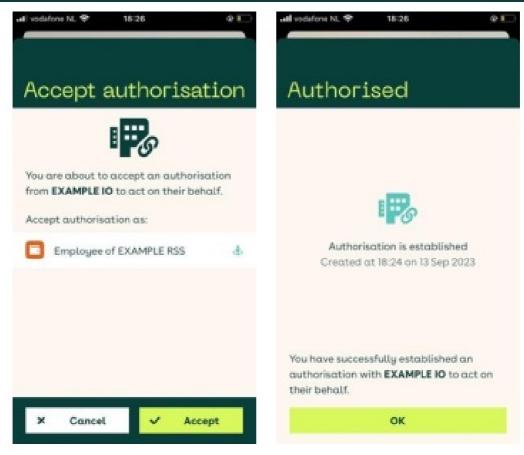**Steps for RSSE**

Instruction

The RSSE will receive a notification of the authorisation on their mobile device.

This notification contains a weblink.

- The RSSE opens the weblink on their mobile device or on a laptop/desktop.
- If opened on mobile, the RSSE can directly accept the authorisation.
- If opened on desktop/laptop, the RSSE must scan the QR-code with their mobile device.Instruction
-

How to View your Authorisations

1. Open the Digidentity Wallet app.
2. Fill in your 5-digit pin code.
3. Select your SERMI certificate.
4. Select 'Show current authorisations'.

Instruction

You can view all your current authorisations in the Digidentity Wallet app.

- Open the Digidentity Wallet app.
- Fill in your 5-digit pin code.
- Select your SERMI certificate.

Select 'Show current authorisations.'

How to Revoke your Authorisations

Instruction

You can revoke your current authorisations in your Digidentity Wallet

- Go to 'Show current authorisations.' (see 3.4)
- Select the authorisation
- Select 'Revoke' at the bottom of the screen.
- Select 'Revoke'.

Remote Service Supplier Employee

How to Use your SERMI certificate

A remote service provider employee (RSSE) can only access security related RMI with an authorisation from an independent operator employee (IOE).

As an RSSE, you will need to apply with your local Conformity Assessment Body (CAB) to acquire a SERMI certificate. However, to be able to execute services that are security related on behalf of an IOE, you will need to request a 'chain authorisation' from that IOE.

A chain authorisation can only be initiated by an IOE and is valid for 24 hours (!).

How to Request a Chain Authorisation from an IOE

How to request a Chain Authorisation from an Independent Operator Employee

1. Contact the IOE

2. Ask the IOE to create a chain authorisation in the Digidentity Wallet (see 3.3 – page 9).

3. Ask the IOE to share the chain authorisation link
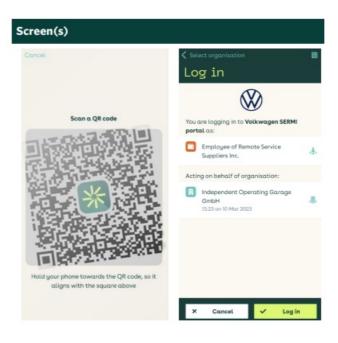
How to Log in with a Chain Authorisation

Instruction

Once you have an active chain autorisation, yo u can access security related RMI on behalf of the IOE.

- Go to the vehicle manufacturer's portal
- Open the Digidentity Wallet app
- Scan the QR code.
- Enter your 5-digit PIN
- Select 'log in'

If you have multiple active authorisations, the app will ask you to select on behalf of which IOE you want to log in.

How to View your Authorisations

1. Open the Digidentity Wallet app.

2. Fill in your 5-digit pin code.

3. Select your SERMI certificate.

4. Select 'Show current authorisations'.

Instruction

You can view all your current authorisations in the Digidentity Wallet app.
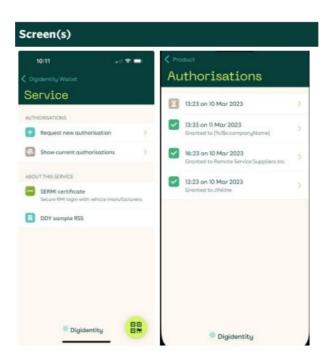
- Open the Digidentity Wallet app.
- Fill in your 5-digit pin code.
- Select your SERMI certificate.
- Select 'Show current authorisations'2.

How to revoke an authorisation:

- Select the authorisation
- Select 'Revoke' at the bottom of the screen.
- Select 'Revoke'.
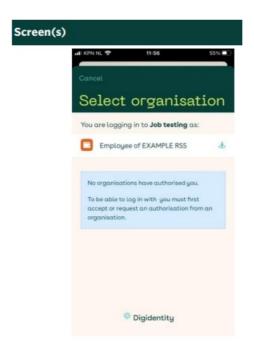
No Authorisations

Instruction

As an RSSE, you must have an authorisation from an IOE to access security related RMI.

Without an authorisation, you will encounter the following error message in the Digidentity Wallet app.

Requesting Support

To request support, please contact your Conform

ity Assessment Body. They can assist you with any issues or errors.
When contacting your CAB, please provide them with as much detail as possible using the template in 5.2.

How to Find your CAB's Contact Details

Instruction

For support:

- Open the Digidentity Wallet app.
- Fill in your PIN.
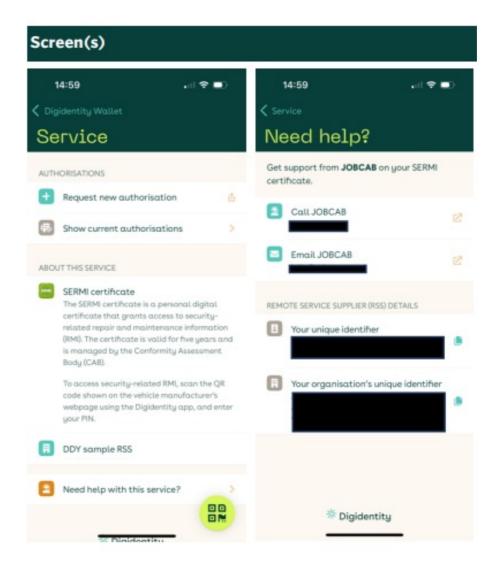- Select your SERMI certificate.
- Select 'Need help with this service?'
- You can now see your CABs contact details and your own unique identifier.

If your CAB's contact details do not show in the app, you can find them on the official SERMI website ('apply as an IO').

Screen(s)

Support Template
Please provide the following information when contacting your CAB for support.

Device Make/Model*
Please provide the device and model information (e.g., Apple iPhone 13 Pro Max)

App version
Please provide the current app version. This is visible in the app under 'settings' (cogwheel top right)

Issue Description
Provide a detailed issue description. Include any error messages and steps taken before the problem arose.
Which action are you trying to complete?

- Creating a SERMI certificate

- Logging into a VM portal

- Providing or accepting a chain authorisation

- Other, namely:

Troubleshooting
Enter any previous troubleshooting steps executed.

Screenshots
If available, please include screenshots and screen recordings (especially of error messages).

Troubleshooting

This section will present a comprehensive troubleshooting guide, addressing common End User problems, their potential causes, and step-by-step solutions.

Common Issues

Issue	Description	Solution
Forgotten Pin Code	You've forgotten the pin code to your SERMI certificate	- Please contact your CAB. - They can provide you with a new certificate.
Wrong Pin Code	You've entered the wrong pin code too many times. This blocks access to the SERMI certificate.	- Please contact your CAB. - They can provide you with a new certificate.
Lost Device	You've lost your mobile device.	- Please contact your CAB. - They can provide you with a new certificate.
QR Code Expired	The QR-code sent by the CAB is only valid for a limited time. If it is not redeemed within a certain period, it will expire.	- Please contact your CAB. - The CAB can provide you with a new invitation QR-code
Unable to download the Digidentity Wallet app	The Digidentity Wallet app has specific device requirements. This is due to security reasons (e.g., the operating system no longer receives security updates from the software manufacturer). Devices that do not adhere to these requirements are prevented from accessing the Digidentity Wallet app.	- For the latest device requirements, please consult your CAB. - If your device is not compatible, please use a different device.
Unable to receive or send Chain Authorisation(s)	You are unable to send chain authorisations, or the RSS employee is unable to receive chain authorisations	Please contact your CAB for support.
Unable to log in at Vehicle Manufacturer's Portal	You are unable to access the vehicle manufacturer's portal using your SERMI certificate	- Check your internet connection. - Please contact your CAB for support.

App Error Codes

Error Message	Dialog in App	Solution
Orange Dolphin	**No Internet Connection** Looks like your device is not connected to internet. Check your connection, switch between mobile data and wifi, and try again. → Try again. → Cancel	**Check Your Internet Connection.** - Ensure your mobile device is connected to the internet. - Switch between mobile data or wifi. - Once connection has been confirmed, select the "try again" button in the dialog window.
Purple Kangaroo	**Could not connect** Your device is connected to internet, but the Digidentity app is unable to reach the server. → Try again → Cancel.	**Check Your Internet Connection.** - Confirm that your mobile device is connected to the internet. - Switch between mobile data and wifi. - Disable any active VPN connections. - Select the "try again" button in the dialog window.
Green Tiger	**Could not connect.** The Digidentity app is unable to reach the server due to an issue on our end. Please come back later or contact customer service for further assistance. → OK Error message to be distracted	**Standard Troubleshooting:** - Update the app to the latest version. - Close and restart the app. - Switch between your wifi and 4/5g connection. - Reboot your device. - Disable the VPN on your device. - pdate your device's operating system.
White Whale & **Yellow Pigeon**	**Something went wrong** Something went wrong, sorry for the inconvenience. Please try again. If the issue persists, come back later or contact customer service for further assistance. → Try again → Cancel	- Update your device's operating system. - Update the app to the latest version. - Close and restart the app. - Switch between your wifi and 4/5g connection. - Reboot your device. - Disable the VPN on your device.

Lemon Turtle	You don't have the required services to be able to continue and you cannot register them yourself.	• Check if you have a service card labelled 'SERMI certificate' in your Digidentity Wallet app (*see chapter 2.3*). • Contact your CAB to acquire a SERMI certificate or to check the status of your SERMI certificate.

Q&A

Question	Answer
Why can't I see my personal details in the Digidentity Wallet?	Digidentity is the Trust Center (TC) for SERMI. Within the SERMI scheme, the TC is not permitted to know your identity. <u>Only your conformity assessment body (CAB) holds this information.</u> This information is not shared with Digidentity. Your SERMI account in the Digidentity Wallet will <u>never</u> contain any personal information (name, email, date of birth). Only your unique identifier (UID) is visible. This ensures that your identity remains anonymous to Digidentity.

	If you upload your identity document or add your email <u>before</u> scanning the QR-code invitation from your CAB, the Digidentity Wallet will notify you ('<u>different user').</u> This message will appear after you scan the QR-code from your CAB.
I've accidentally entered my email address and/or uploaded my identity document after downloading the Digidentity Wallet App, what should I do?	You can still register for your SERMI certificate. However, it will be created within a new, <u>additional</u> account. It is optional to delete your <u>non-SERMI</u> account: • Open the Digidentity Wallet. • Select the 'switch' icon in top right corner. • Select the <u>non-SERMI</u> account. • Log in and select your Digital ID card. • Select 'deactivate or delete account'. <u>Always confirm that you are deleting the correct account.</u> Your SERMI account will contain your SERMI Service Card. (see chapter 2.3). This is visible in the Digidentity Wallet after logging in. <u>Do not delete accounts if you still</u> <u>need the services in it.</u>
What is the validity period for the QR code in my SERMI invitation?	The QR code in your SERMI invitation is valid for 28 days from the date it is issued. After this period, the QR code

	will expire, and you will not be able to use it to activate your certificate. In this instance, you must request a new invitation from your Conformity Assessment Body. To avoid expiration issues, we recommend that you activate your certificate immediately upon receiving the invitation from your CAB. Prompt activation helps ensure that your registration is completed within the QR codes validity period.
What happens if I lose access to my certificate/device?	If you've lost access to your SERMI certificate, you will need to contact your Conformity Assessment Body (CAB) to request a new invitation. Your CAB can reset your certificate and issue a new QR code for reactivation. Please note: • Each Independent Operator Employee (IOE) or Remote Service Supplier Employee (RSSE) is entitled to a maximum of **three free resets** within their 5-year authorisation period. • After the third reset, any additional reset requests will be subject to a fee, which will be invoiced to your CAB.

Need support?

If any of the troubleshooting steps does not resolve the issue, please contact your CAB using the template in chapter 5 ('requesting support')

Documents / Resources

	Digidentity SERMI App [pdf] User Manual SERMI App, SERMI, App

References

- **User Manual**