

User Manual

SERMI

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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).

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1 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.

2 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.

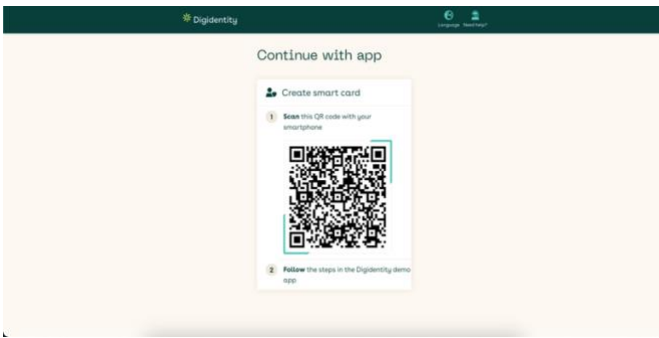
2.1 Applying at a Conformity Assessment Body

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.


2.2 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	Screen(s)
<ul style="list-style-type: none"> • 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. 	

On a Mobile Device

Instruction	Screen(s)
<ul style="list-style-type: none">• 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.	

2.3 How to Secure your SERMI Certificate

Instruction	Screen(s)
<p>Once the Digidentity Wallet app has been installed, it will automatically open the following screen.</p>	
<ul style="list-style-type: none">• Select continue. <p>This will start the creation of your SERMI certificate on your mobile device.</p>	

Instruction

You must now secure your certificate.

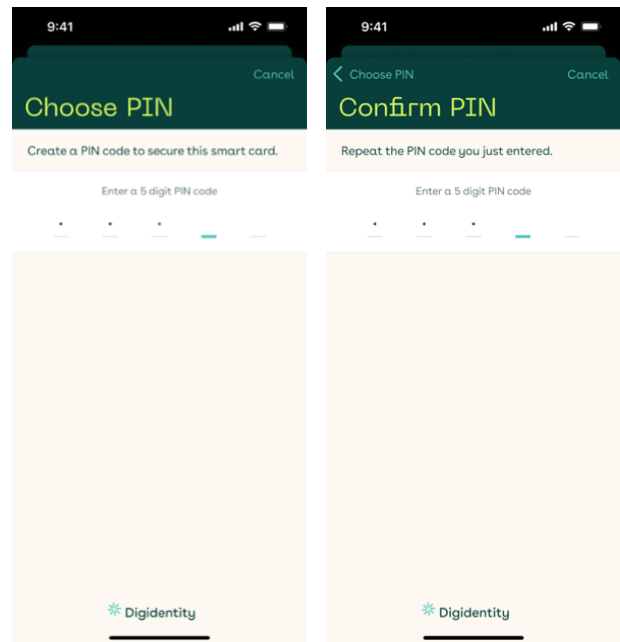
- Fill in a 5-digit PIN.
- Confirm your PIN.

Important (!)

Do not lose or forget your PIN.

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

Screen(s)



Instruction

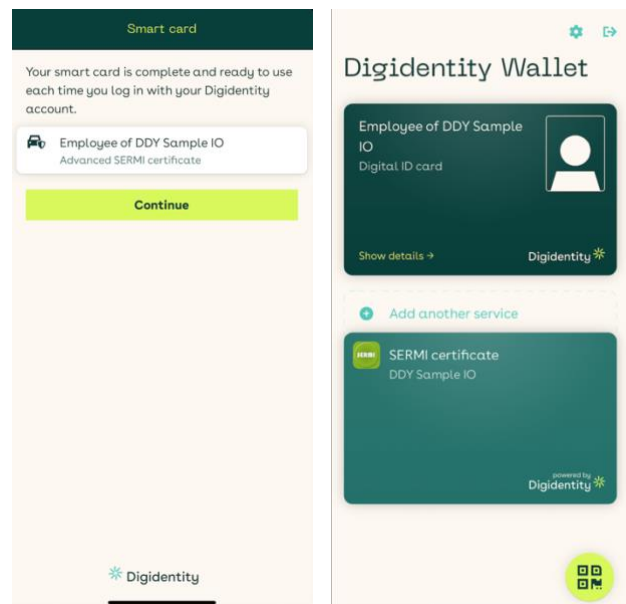
After securing your SERMI certificate, you are now able to see it in your Digidentity Wallet after logging in.

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.

Screen(s)



3 Independent Operator Employee

3.1 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.

3.2 How to Log into a Vehicle Manufacturer's Portal

How to log into a VM 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.

Screen(s)



3.3 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.

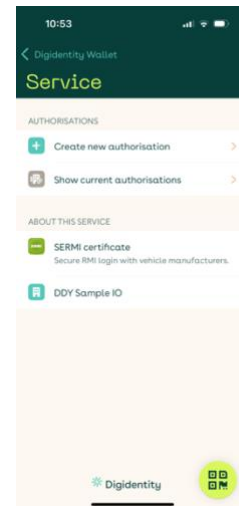
Instruction

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.

Screen(s)



Steps for RSSE

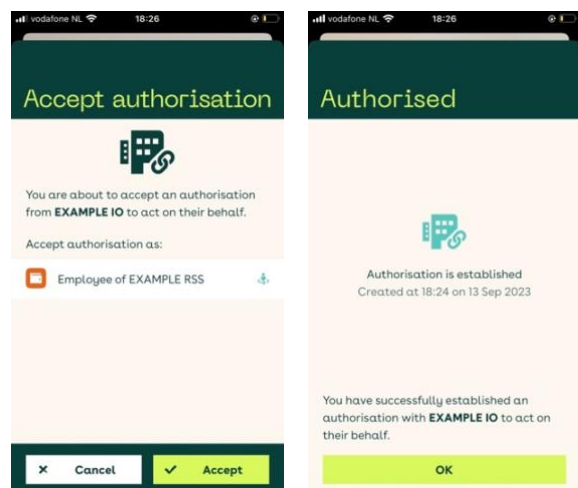
Instruction

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.

Screen(s)



3.4 How to View your Authorisations

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'.

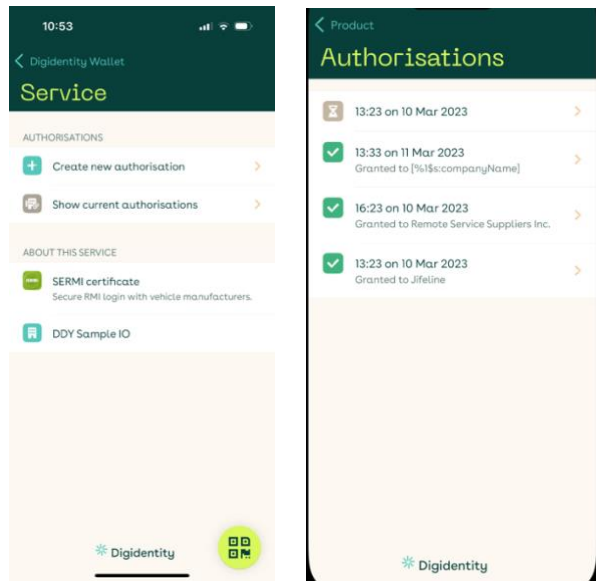
Instruction

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.'

Screen(s)



4 Remote Service Supplier Employee

4.1 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 be initiated by either party (IOE or RSSE) and is valid for **24 hours (!)**.

4.2 How to Request a Chain Authorisation from an IOE

How to request a Chain Authorisation from an Independent Operator Employee

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

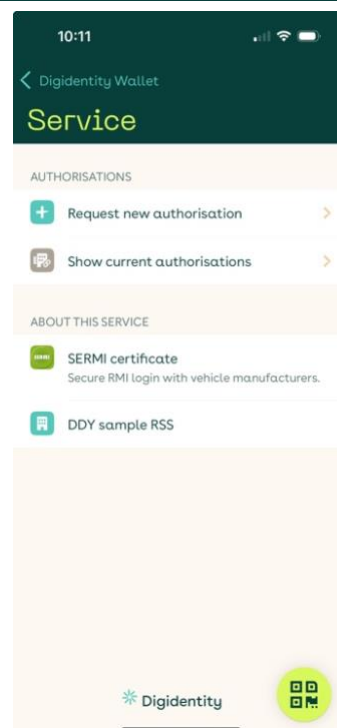
Instruction

To request a chain authorization:

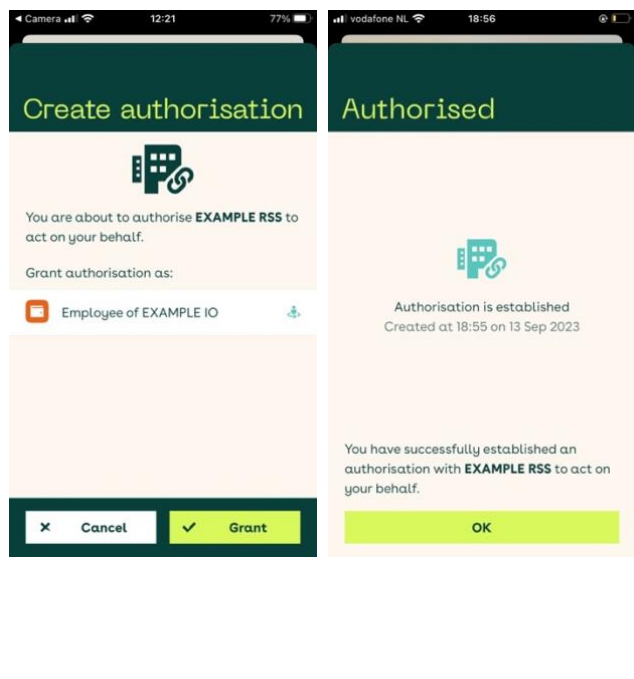
- Log into the Digidentity Wallet app
- Select your SERMI certificate.
- Click on 'request a new authorisation.'

This will allow you to share an authorisation request via email, text message, or even Airdrop directly with the IOE.

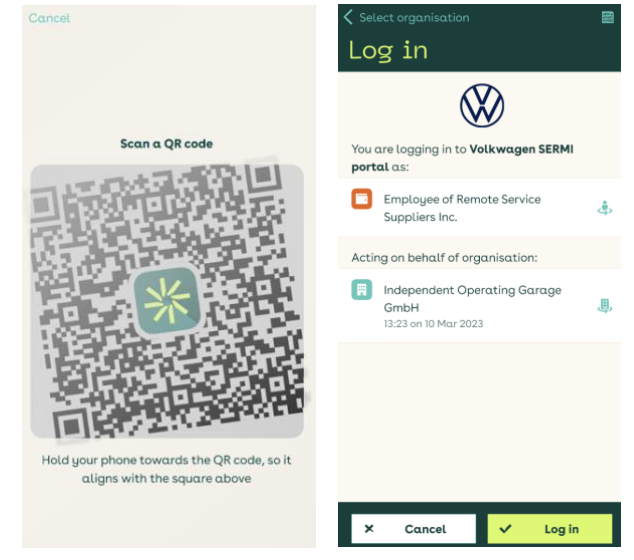
Screen(s)



IOE Steps:

Instruction	Screen(s)
<p>The IOE will receive a notification of the authorisation on their mobile device.</p> <p>This notification contains a weblink.</p> <ul style="list-style-type: none"> • The IOE opens the weblink on their mobile device or on a laptop/desktop. • If opened on mobile, the IOE can directly accept the authorisation. • If opened on desktop/laptop, the IOE must scan the QR-code with their mobile device. • Authorisation established. Once the authorisation is accepted. It is valid for 24 hours. You can now log into a vehicle manufacturer's portal and access security related RMI on behalf of the IOE. 	

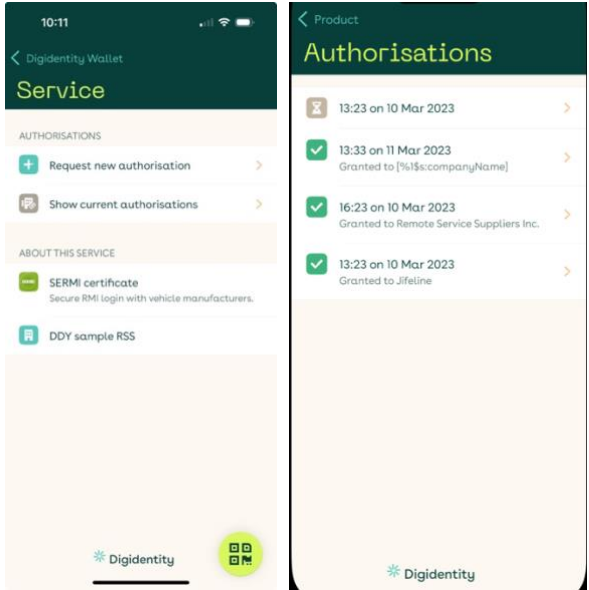
4.3 How to Log in with a Chain Authorisation

Instruction	Screen(s)
<p>Once you have an active chain autorisation, you can access security related RMI on behalf of the IOE.</p> <ul style="list-style-type: none"> • Go to the vehicle manufacturer's portal • Open the Digidentity Wallet app • Scan the QR code. • Enter your 5-digit PIN • Select 'log in' <p>If you have multiple active authorisations, the app will ask you to select on behalf of which IOE you want to log in.</p>	

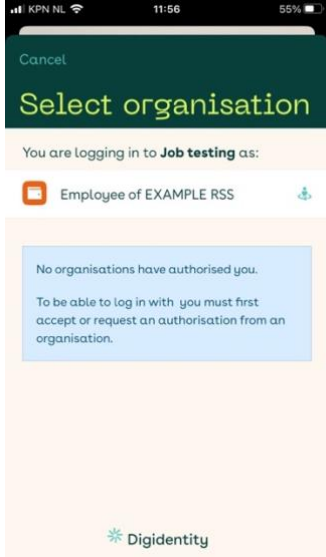
4.4 How to View your Authorisations

How to view your authorisations

- (5) Open the Digidentity Wallet app.
- (6) Fill in your 5-digit pin code.
- (7) Select your SERMI certificate.
- (8) Select 'Show current authorisations'.

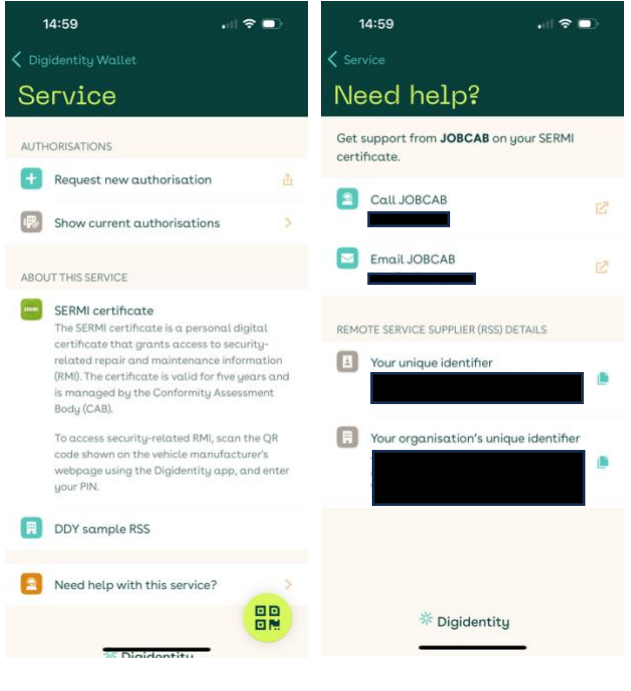
Instruction	Screen(s)
<p>You can view all your current authorisations in the Digidentity Wallet app.</p> <ul style="list-style-type: none"> • Open the Digidentity Wallet app. • Fill in your 5-digit pin code. • Select your SERMI certificate. • Select 'Show current authorisations'. 	

4.5 No Authorisations

Instruction	Screen(s)
<p>As an RSSE, you must have an authorisation from an IOE to access security related RMI.</p> <p>Without an authorisation, you will encounter the following error message in the Digidentity Wallet app.</p>	

5 Requesting Support

To request support, please contact your Conformity Assessment Body. They can assist you with any issues or errors. When contacting your CAB, please provide them with **as much detail as possible**.

Instruction	Screen(s)
<p>For support:</p> <ul style="list-style-type: none"> • 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. <p>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').</p>	

5.1 Support Template

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

<p>Device Make/Model* <i>Please provide the device and model information (e.g., Apple iPhone 13 Pro Max)</i></p> <p>*App version* <i>Please provide the current app version. This is visible in the app under 'settings' (cogwheel top right)</i></p> <p>*Issue Description* <i>Provide a detailed issue description. Include any error messages and steps taken before the problem arose.</i></p> <p>*Troubleshooting* <i>Enter any previous troubleshooting steps executed.</i></p> <p>*Screenshots* <i>If available, please include screenshots.</i></p>
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6 Troubleshooting

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

6.1 Common Issues

Issue	Description	Solution
Forgotten Pin Code	You've forgotten the pin code to your SERMI certificate	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • Please contact your CAB. • They can provide you with a new certificate.
Lost Device	You've lost your mobile device.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • Please contact your CAB. • The CAB can provide you with a new invitation QR-code
Unable to download the Digidentity Wallet app	<p>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).</p> <p>Devices that do not adhere to these requirements are prevented from accessing the Digidentity Wallet app.</p>	<ul style="list-style-type: none"> • 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 request or receive chain authorisations	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Check your internet connection. • Please contact your CAB for support.

6.2 App Error Codes

Error Message	Dialog in App	Solution
Orange Dolphin	<p>No Internet Connection</p> <p>Looks like your device is not connected to internet. Check your connection, switch between mobile data and wifi, and try again.</p> <p>→ Try again.</p> <p>→ Cancel</p>	<p>Check Your Internet Connection.</p> <ul style="list-style-type: none"> • 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	<p>Could not connect</p> <p>Your device is connected to internet, but the Digidentity app is unable to reach the server.</p> <p>→ Try again</p> <p>→ Cancel.</p>	<p>Check Your Internet Connection.</p> <ul style="list-style-type: none"> • 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	<p>Could not connect.</p> <p>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.</p> <p>→ OK</p> <p>Error message to be distracted</p>	<p>Standard Troubleshooting:</p> <ul style="list-style-type: none"> • 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. • Update your device's operating system.
White Whale	<p>Something went wrong</p> <p>Something went wrong, sorry for the inconvenience. Please try again.</p> <p>If the issue persists, come back later or contact customer service for further assistance.</p> <p>→ Try again</p> <p>→ Cancel</p>	<ul style="list-style-type: none"> • 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	<p>You don't have the required services to be able to continue and you cannot register them yourself.</p> <p>Contact our helpdesk for more help.</p>	<ul style="list-style-type: none"> • Check if you have a service card labelled 'SERMI certificate' in your Digidentity Wallet app (see <i>chapter 2.3</i>). • Contact your CAB to acquire a SERMI certificate or to check the status of your SERMI certificate.

6.3 Q&A

Question	Answer
<p>Why can't I see my personal details in the Digidentity Wallet?</p>	<p>Digidentity is the Trust Center (TC) for SERMI.</p> <p>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.</p> <p>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.</p>
<p>I've accidentally entered my email address and/or uploaded my identity document after downloading the Digidentity Wallet App, what should I do?</p>	<p>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.</p> <p>You can still register for your SERMI certificate. However, it will be created within a new, <u>additional</u> account.</p> <p>It is optional to delete your <u>non-SERMI</u> account:</p> <ul style="list-style-type: none"> - 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'. <p><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 need the services in it.</u></p>

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')**