Electronic Signature Platform

ELECTRONIC SIGNATURE GUIDE

Version: v2.0

INDEX

1 LOGGING IN

ENAGÁS NETWORK ▶ **https://enagas.signes30.com/sso**

FROM OUTSIDE THE NETWORK ▶ **https://enagas.signes30.com/signesPro/**

Nombre de usuario

correo@electronico.es

Contraseña

•••••••••••••

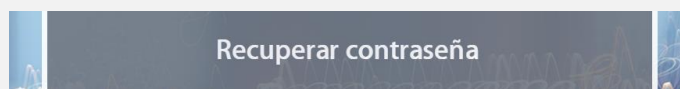LOGIN

2 PASSWORD

usuario@enagas.es ▶ **Password is synchronised with secure access**

usuario@correo.com ▶

To create or reset your password

Recuperar contraseña

More information ▶ **ANNEX III. HOW TO CREATE OR CHANGE YOUR** PASSWORD

3 TECHNICAL SUPPORT

CAU ENAGÁS ▶ **DSI.CAU@enagas.es**

4 INSTALLATION AND SIGNATURE GUIDE

The application has been optimised for the most common browsers installed on users' workstations such as Microsoft Edge or Chrome for ease of use.

4.1 Microsoft Edge

Microsoft Edge does not require plugins to sign with Signes.
We recommend using Microsoft Edge over other browsers.

0▶ Initial considerations

Microsoft has discontinued support for Internet Explorer. Please use Microsoft Edge instead.

Signing with a certificate can **only** be done **from the web portal**.

Prior to signing electronically, the user must be in possession of a valid qualified certificate recognised by the EU.

You can consult the list of certifying bodies at: **EU/EEA Trusted List Browser**.
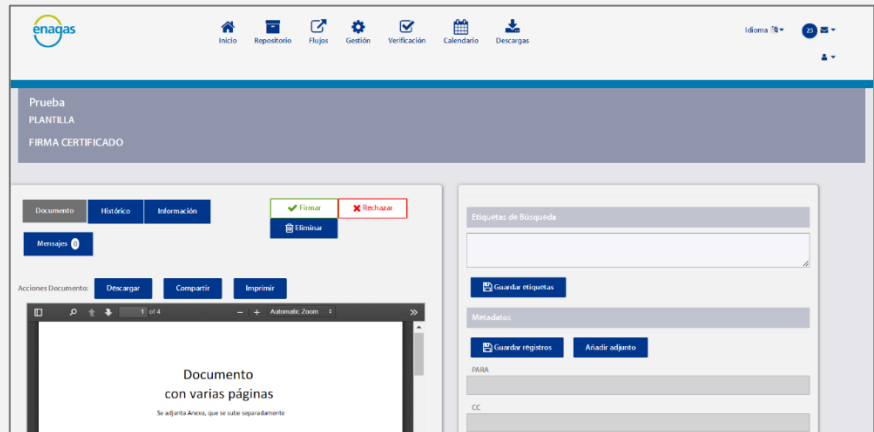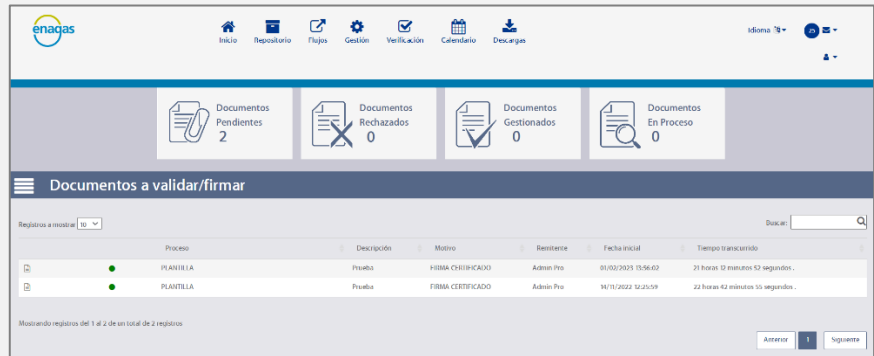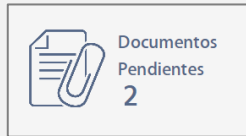
1▶ Access URL

https://enagas.signes30.com/signesPro/

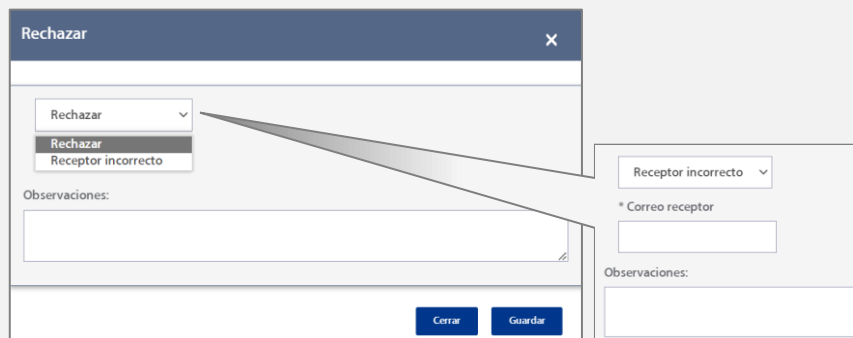**2▶ Enter username and password**

3▶ Select the document you wish to sign

4▶ If your certificate is stored on a secure signature device, insert it into the reader. If not, move on to the next point
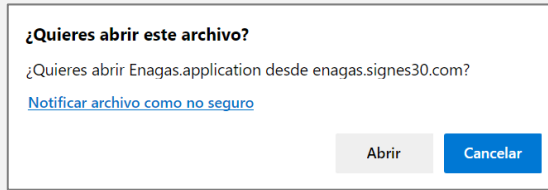

5▶ Click the "Sign" or "Reject" button and indicate the reason for rejection in the "Remarks" field. You can also forward the document to another receiver
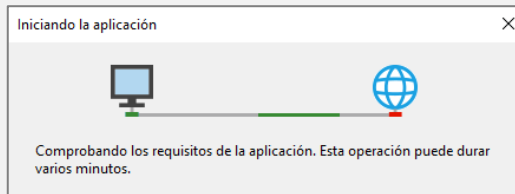
6▶ Confirm that you want to open the **Enagas.application** program

¿Quieres abrir este archivo?

¿Quieres abrir Enagas.application desde enagas.signes30.com?

Notificar archivo como no seguro

Abrir   Cancelar

7▶ Wait while the plugin runs

Iniciando la aplicación

Comprobando los requisitos de la aplicación. Esta operación puede durar varios minutos.

8▶ Confirm that you want to install the application.
If the message "Windows protected your PC," appears, click on "More info" and then click "Run anyway"

Instalación de la aplicación - Advertencia de seguridad

No se puede comprobar el fabricante.
¿Confirma que desea instalar esta aplicación?

Nombre:
Enagas

Desde (mantenga el mouse sobre la cadena siguiente para ver el dominio completo):
enagas.signes30.com

Fabricante:
Fabricante desconocido

Instalar   No instalar

Aunque las aplicaciones de Internet pueden resultar de gran utilidad, también suponen un riesgo potencial para su PC. Si no tiene confianza en la procedencia del software, no lo instale. Más información...

(45%) Instalando Enagas

Instalando Enagas
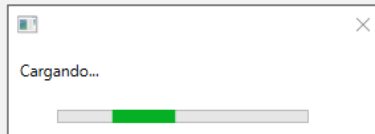Este proceso puede durar varios minutos. Puede utilizar el equipo para realizar otras tareas durante la instalación.

Nombre: **Enagas**

De: **enagas.signes30.com**

Descargando: 2,38 MB de 4,55 MB

Cancelar

Windows protegió su PC

SmartScreen de Microsoft Defender impidió el inicio de una aplicación desconocida. Si ejecutas esta aplicación, podrías poner en riesgo el PC.
Más información

No ejecutar

Windows protegió su PC

SmartScreen de Microsoft Defender impidió el inicio de una aplicación desconocida. Si ejecutas esta aplicación, podrías poner en riesgo el PC.

Aplicación: Enagas.exe
Editor: Editor desconocido

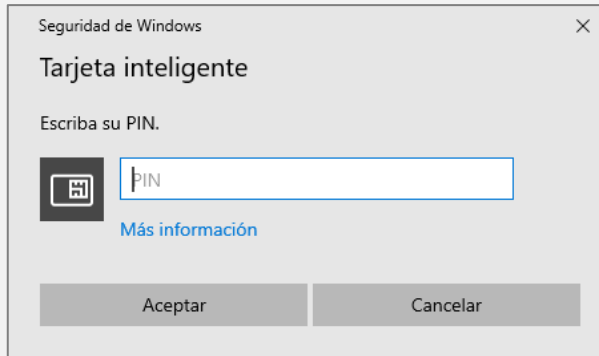Ejecutar de todas formas   No ejecutar

9▶ Select the certificate you wish to sign with

10▶ Wait while the certificate loads

11▶ If your certificate is stored on a secure signature device, select the device, enter the PIN number and accept. If not, move on to the next point

12▶ Document signed

ⓘ   If the process cannot be completed or an error is displayed, check **ANNEX I. COMMON ERRORS.**

4.2 Google Chrome:

Install the Signature plugin for Google Chrome
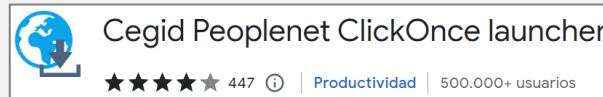
Cegid Peoplenet ClickOnce launcher
★★★★★ 447 ⓘ | Productividad | 500.000+ usuarios

0▶ Initial considerations

Signing with a certificate can **only** be done **from the web portal**.

Prior to signing electronically, the user must be in possession of a valid qualified certificate recognised by the EU.
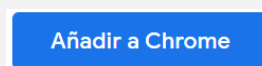
You can consult the list of certifying bodies at: **EU/EEA Trusted List Browser**.

If you have previously signed documents, skip to step **8**

1▶ This link will take you to the page shown below
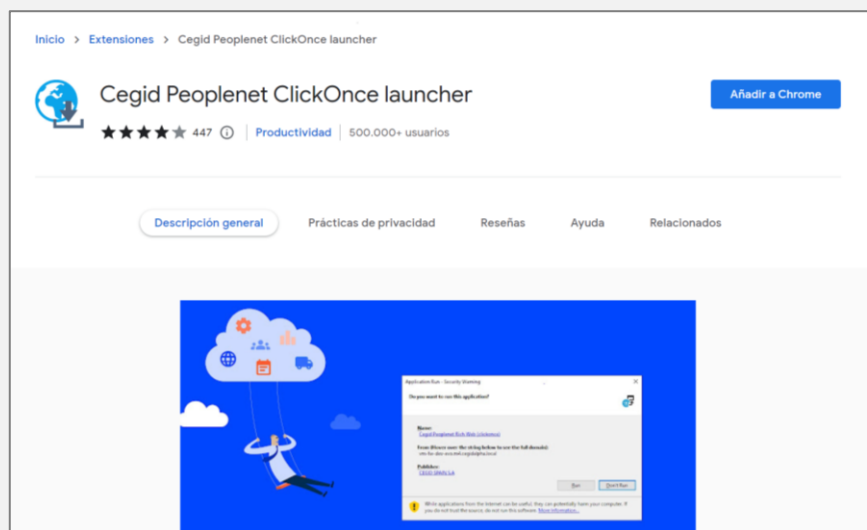
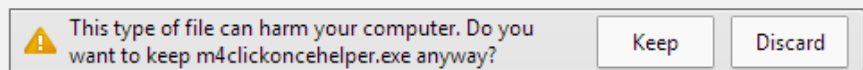**2▶** Download the plugin by clicking the "Add to Chrome" button
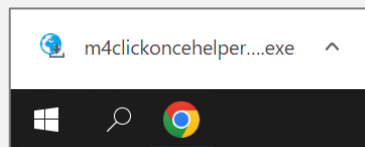
Añadir a Chrome

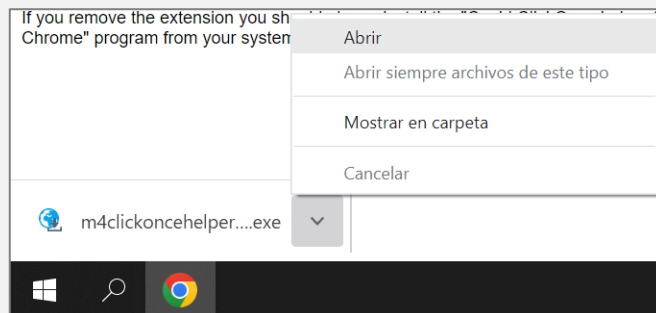**3▶** This window will appear. Click "Add extension"

4▶ Depending on your browser settings, you may be asked if you want to save the file. It is safe to accept the download. Press "Keep"
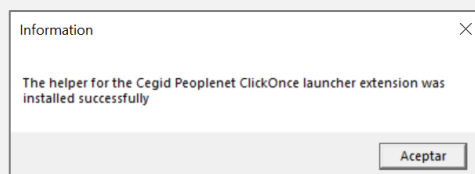

5▶ The installation file will be downloaded onto your computer

6▶ Install the m4clickoncehelper.exe plugin by clicking "Open" or on the file itself

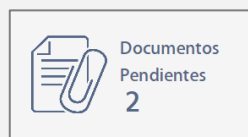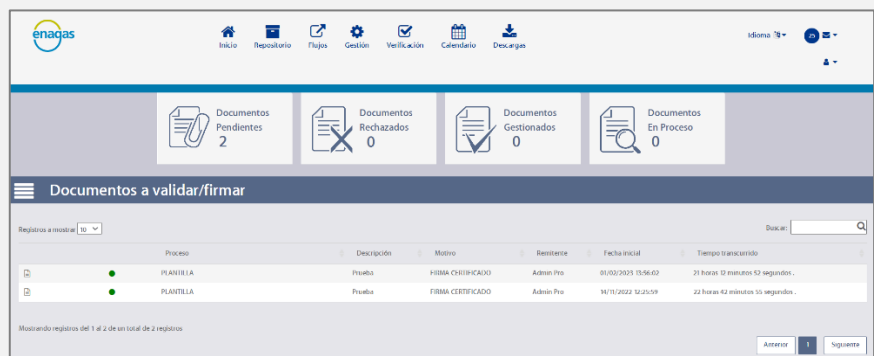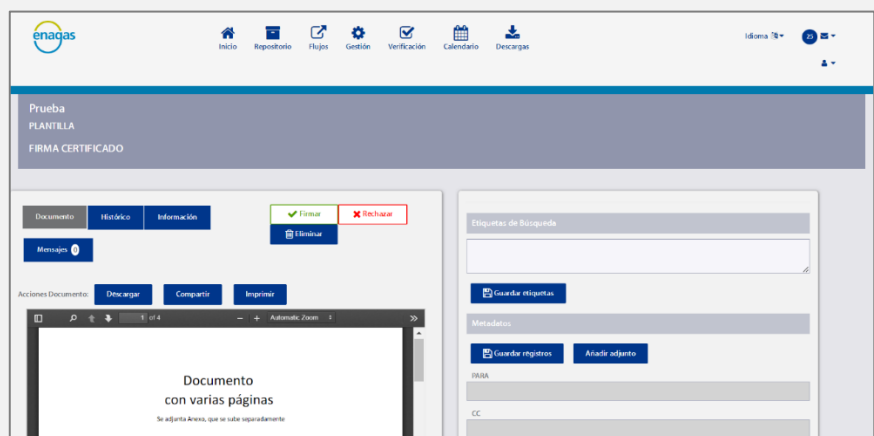**7▶** This message will appear confirming the installation

8▶ Access URL   https://enagas.signes30.com/signesPro/

9▶ Enter username and password

10▶ Select the document you wish to sign

11▶ If your certificate is stored on a secure signature device, insert it into the reader. If not, move on to the next point
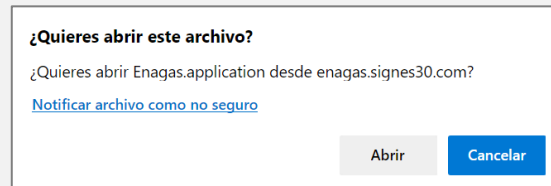
12▶ Click the "Sign" or "Reject" button and indicate the reason for rejection in the "Remarks" field. You can also forward the document to another receiver

✔ Firmar   ✖ Rechazar

Rechazar ✕

Rechazar ▾
Rechazar
Receptor incorrecto

Observaciones:

Receptor incorrecto ▾

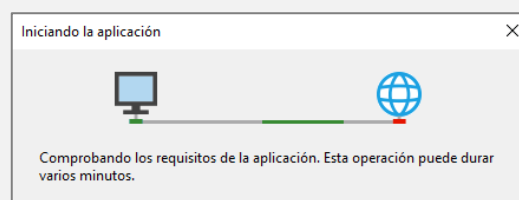* Correo receptor

Observaciones:

Cerrar   Guardar
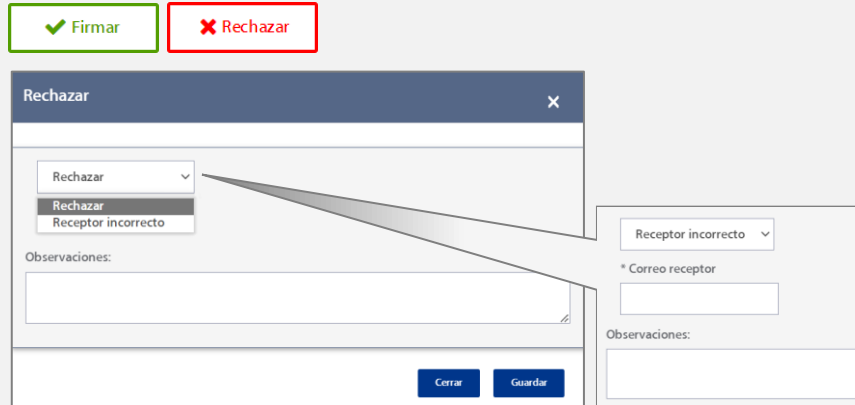
If you have previously signed documents, skip to step 16

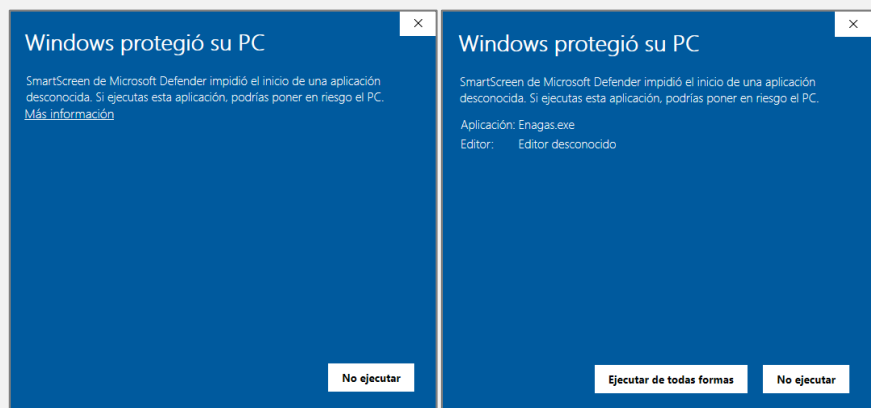**13▶** Confirm that you want to open the **Enagas.application** program

¿Quieres abrir este archivo?
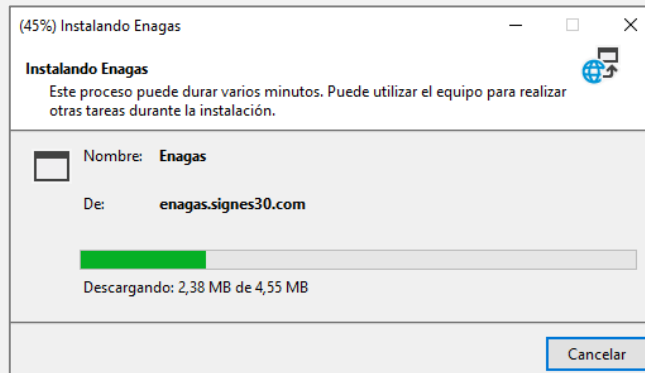
¿Quieres abrir Enagas.application desde enagas.signes30.com?

Notificar archivo como no seguro

Abrir   Cancelar

14▶ Wait while the plugin runs

Iniciando la aplicación ✕

Comprobando los requisitos de la aplicación. Esta operación puede durar varios minutos.

15▶ Confirm that you want to install the application. If the message "Windows protected your PC," appears, click on "More info" and then click "Run anyway"

Instalación de la aplicación - Advertencia de seguridad ✕

No se puede comprobar el fabricante.
¿Confirma que desea instalar esta aplicación?

Nombre:
Enagas

Desde (mantenga el mouse sobre la cadena siguiente para ver el dominio completo):
enagas.signes30.com

Fabricante:
Fabricante desconocido

Instalar   No instalar

Aunque las aplicaciones de Internet pueden resultar de gran utilidad, también suponen un riesgo potencial para su PC. Si no tiene confianza en la procedencia del software, no lo instale. Más información...

16▶ Select the certificate you wish to sign with

17▶ Wait while the certificate loads
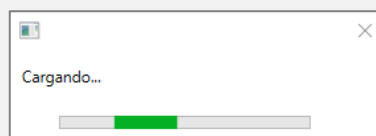
18▶ If your certificate is stored on a secure signing device, select the device, enter the PIN number and accept. If not, move on to the next point
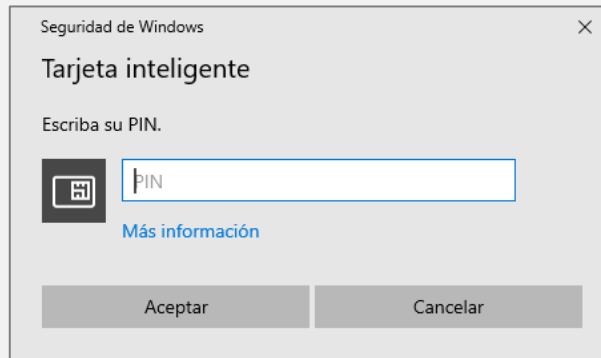
Seguridad de Windows

Tarjeta inteligente

Escriba su PIN.

PIN

Más información

| Aceptar | Cancelar |

19▶ Document signed

Cerrar ✕

✔ Se ha aprobado el paso.

Volver

ⓘ If the process cannot be completed or an error is displayed, check **ANNEX I. COMMON ERRORS.**

4.3 Mozilla Firefox:

Firefox is not currently supported. Until the release of an updated version of the plugin for this browser, here are the steps for signing for users who have the old version installed.

Install the Signature plugin for Mozilla Firefox
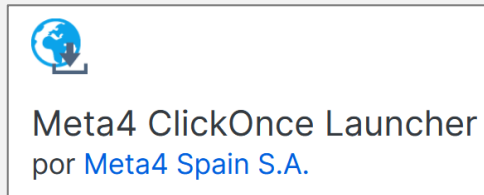
Meta4 ClickOnce Launcher
por Meta4 Spain S.A.

0▶ Initial considerations

Signing with a certificate can **only** be done **from the web portal**.
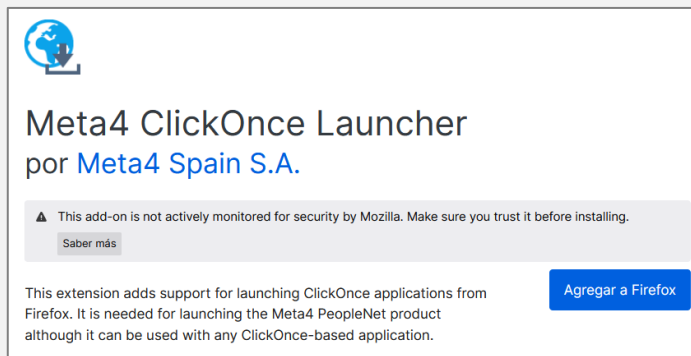
Prior to signing electronically, the user must be in possession of a valid qualified certificate recognised by the EU.

You can consult the list of certifying bodies at: **EU/EEA Trusted List Browser**.
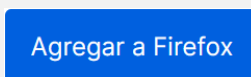
In addition, if your Windows operating system version is older than Windows 8, you must install the .Net Framework library package.

If you have previously signed documents, skip to step **6**

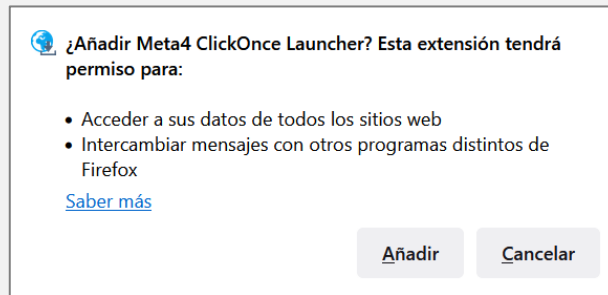**1▶** This link will take you to the page shown below

Meta4 ClickOnce Launcher
por Meta4 Spain S.A.

⚠ This add-on is not actively monitored for security by Mozilla. Make sure you trust it before installing.
Saber más

This extension adds support for launching ClickOnce applications from Firefox. It is needed for launching the Meta4 PeopleNet product although it can be used with any ClickOnce-based application.

Agregar a Firefox

2▶ Download the plugin by clicking the "Add to Firefox" button

Agregar a Firefox

3▶ This window will appear. Click "Add"

> 🌐 **¿Añadir Meta4 ClickOnce Launcher? Esta extensión tendrá permiso para:**
>
> - Acceder a sus datos de todos los sitios web
> - Intercambiar mensajes con otros programas distintos de Firefox
>
> Saber más
>
> **Añadir**   **Cancelar**

4▶ Follow the instructions on the page (copy and paste the URL into Firefox if m4clickoncehelper.exe does not download automatically)

moz-extension://3a061e86-975a-4b9b-b9ad-3bb75386b196/nativeinstall.html

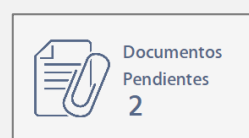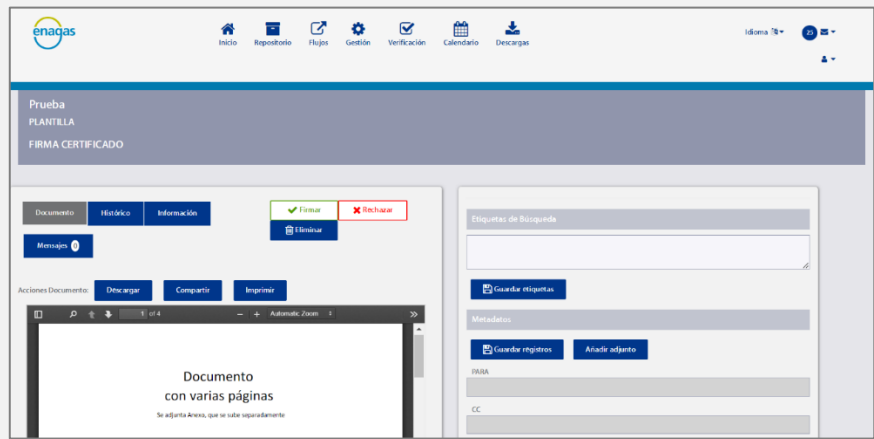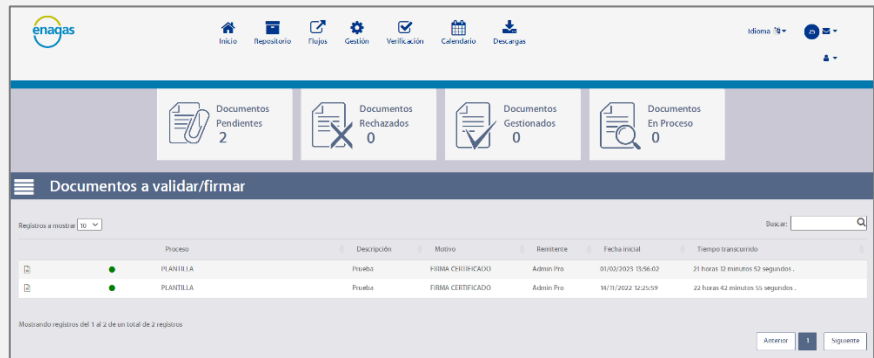**5▶** Once the installation is complete, this message will be displayed
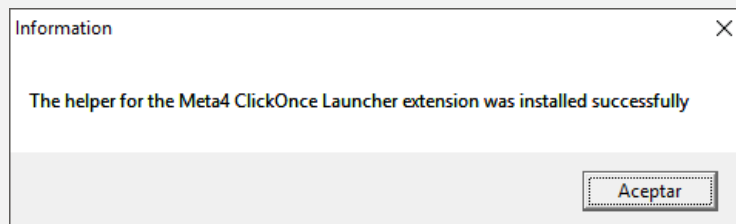
> Information   ✕
>
> The helper for the Meta4 ClickOnce Launcher extension was installed successfully
>
> Aceptar

6▶ Access URL

https://enagas.signes30.com/signesPro/

7▶ Enter username and password

> enagas
>
> **Nombre de usuario**
>
> [   ]
>
> **Contraseña**
>
> [   ]
>
> **LOGIN**
>
> ☐ Mantenerme conectado
> ☐ Mostrar contraseña
>
> Recuperar contraseña

8▶ Select the document you wish to sign

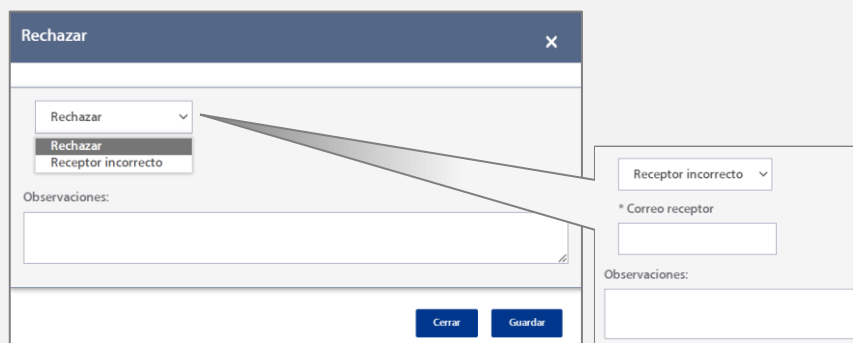> 📄 Documentos Pendientes
> **2**

9▶ If your certificate is stored on a secure signature device, insert it into the reader. If not, move on to the next point
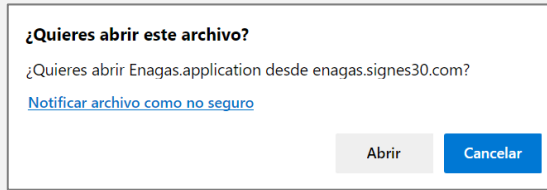

10▶ Click the "Sign" or "Reject" button and indicate the reason for rejection in the "Remarks" field. You can also forward the document to another receiver
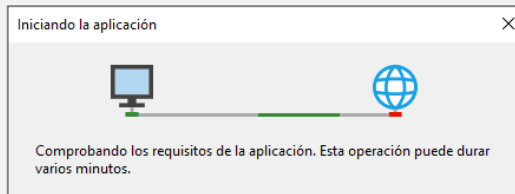
11▶ Confirm that you want to open the **Enagas.application** program

¿Quieres abrir este archivo?

¿Quieres abrir Enagas.application desde enagas.signes30.com?

Notificar archivo como no seguro

Abrir   Cancelar

12 Wait while the plugin runs

Iniciando la aplicación   ✕
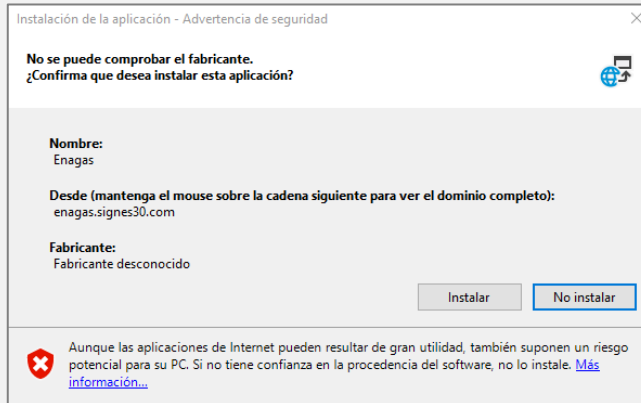
Comprobando los requisitos de la aplicación. Esta operación puede durar varios minutos.

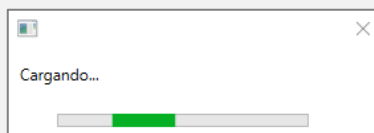If you have previously signed documents, skip to step **14**

13▶ Confirm that you want to install the application.
If the message "Windows protected your PC," appears, click on "More info" and then click "Run anyway"

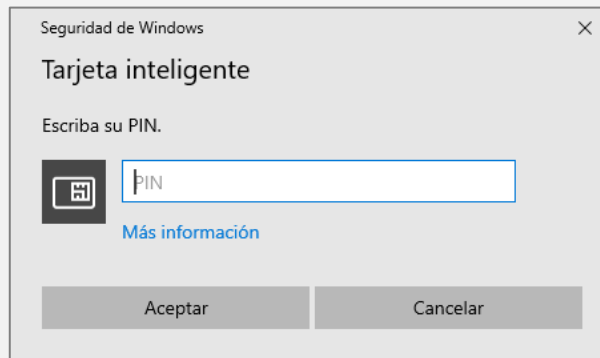
14▶ Select the certificate you wish to sign with

15▶ Wait while the certificate loads

16▶ If your certificate is stored on a secure signature device, select the device, enter the PIN number and accept. If not, move on to the next point
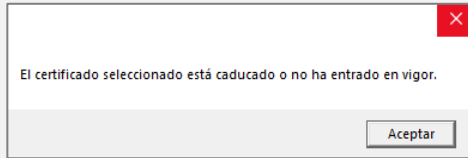
> Seguridad de Windows ✕
>
> **Tarjeta inteligente**
>
> Seleccionar un dispositivo de tarjeta inteligente
>
> Conectar una tarjeta inteligente
> C3PO USB SMART CARD READER 0
>
> Aceptar   Cancelar

> Seguridad de Windows ✕
>
> **Tarjeta inteligente**
>
> Escriba su PIN.
>
> [PIN]
>
> Más información
>
> Aceptar   Cancelar

17▶ Document signed

> **Cerrar** ✕
>
> ✔   Se ha aprobado el paso.
>
> Volver

ⓘ   If the process cannot be completed or an error is displayed, check **ANNEX I. COMMON ERRORS.**

5 ANNEX I. COMMON ERRORS


Once the certificate has expired, it is no longer valid for signing and you must apply for a new one. Signatures made with a certificate remain valid when the certificate reaches its expiry date.

A certificate that has not come into effect is not yet within the validity period and therefore cannot be used for signing.
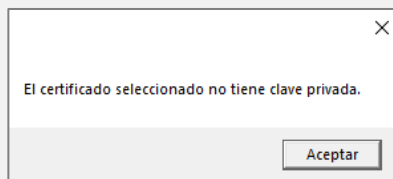

The private key is a prerequisite for signing. This error appears when a certificate that does not have a private key is selected.

Please check whether you imported the certificate together with the private key or selected a certificate that is not valid for signing.
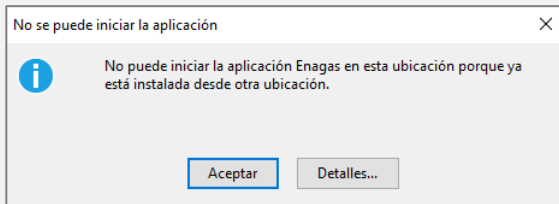
This error is due to the fact that a previous installation was detected during the installation of the signature program. Delete the contents of the folder below and try installing it again.

C:\Users\(usuario)\AppData\Local\Apps\2.0\
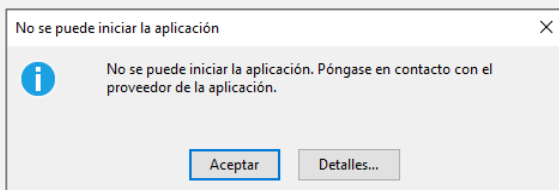
This error appears when you try to run the signature program without installing the corresponding plugin.

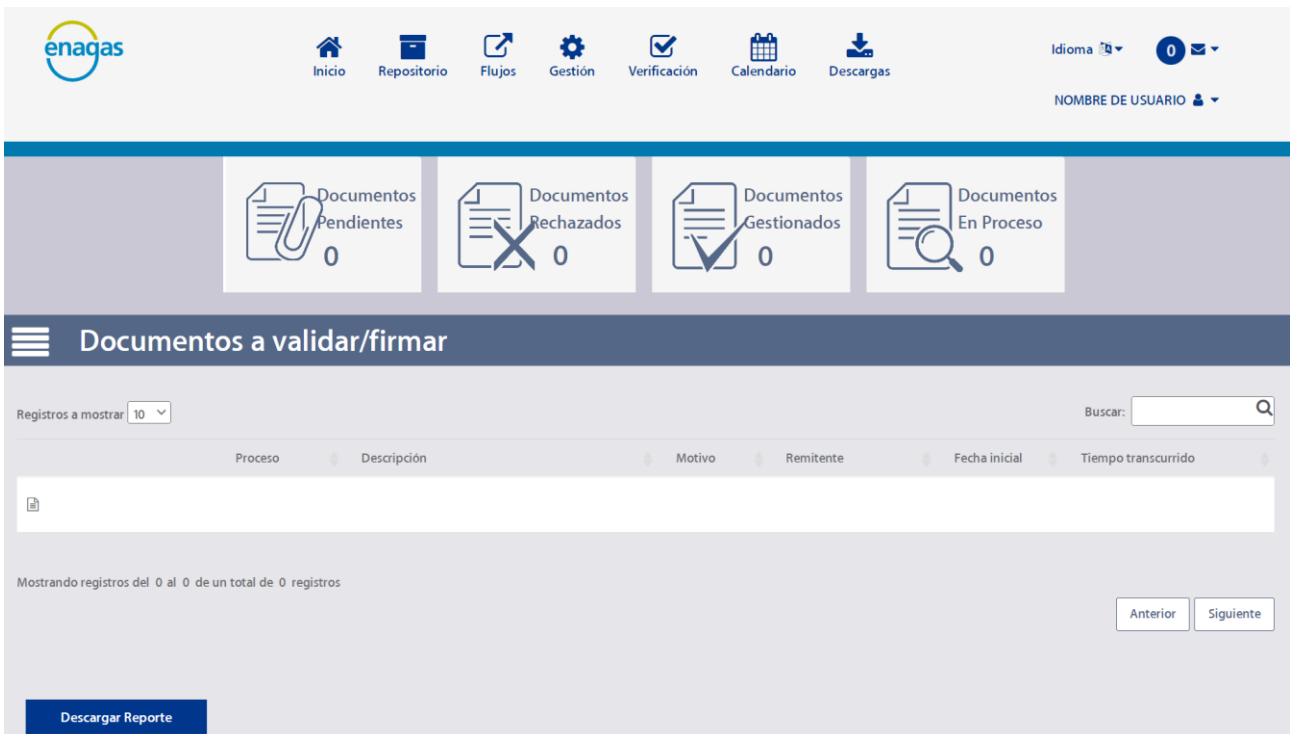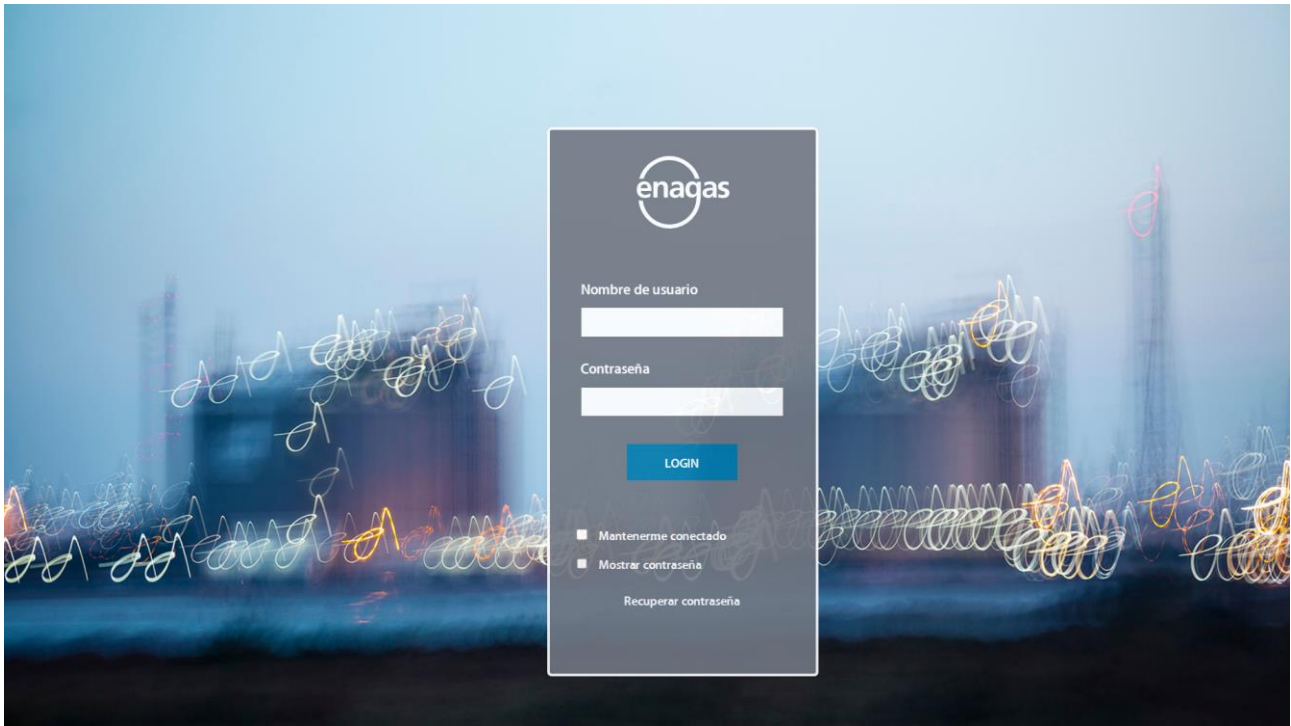Follow the plugin installation steps outlined in this guide.

If you are an Enagás user, make sure you are entering your corporate email address and not another identifier, such as your employee number.

6 ANNEX II. GENERAL DATA ABOUT THE PLATFORM

In the image you can see the home page of the Signes electronic signature platform.

When we enter the home page, we see the Start or Home menu, which is divided into several elements that are explained below.

The menu is located in the upper banner of the image. Its content will depend on the permissions assigned to each user.

On the right-hand side, there are 3 menus: change the language between "English" and "Spanish," display notifications received by mail and the user profile, from where you can also log out:
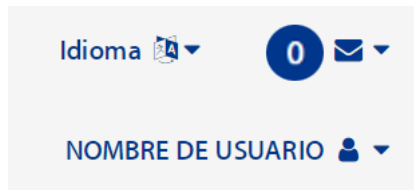
In the second segment of the image, the number of documents the user has in each of the different statuses is shown: "Pending," "Rejected", "Managed" or "In process of signature".
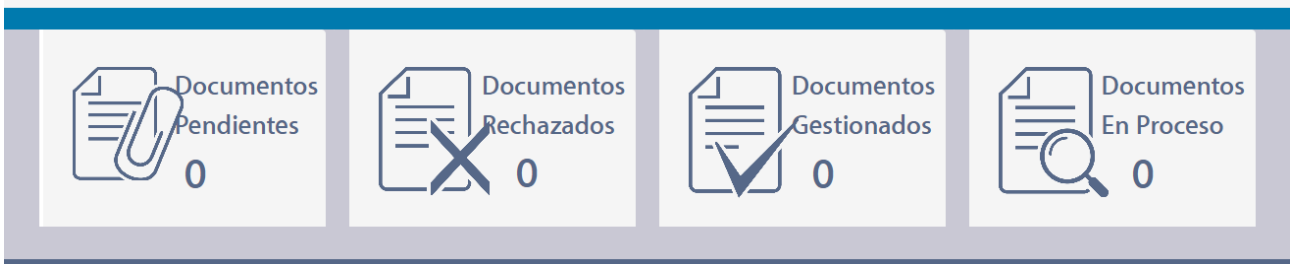
- **Pending documents:** Documents that are still pending approval or signature (biometric or electronic) by the user.

- **Rejected documents:** Documents that for some reason have been rejected by a person participating in the process.

- **Managed documents:** All those documents that have been managed, including those that have completed the signature process, with the approval or signature of all parties involved.

- **Documents being processed:** All those documents that have not completed the approval or signature process, and that are in flows where the user is an administrator. The user can see their status within the signature flow.

7 ANNEX III. HOW TO CREATE OR CHANGE YOUR PASSWORD

To change the passwords of external users, click **"Recover password"** at the bottom of the portal home page screen.
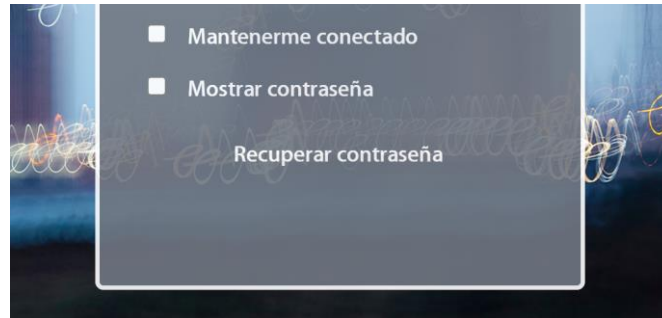
The following screen will appear in which you must enter the email address with which you are registered on the platform (username) and click **"Send email"**:

If the email address provided is valid and is registered on the platform, you will receive instructions from the email address firmaelectronica@enagas.es on how to change the password:

By clicking on the link in the email, you can specify a new password:

After entering the new password, click **"Reset,"** and if everything is correct, the following message will appear:

8 DEFINITIONS

Flow: Flow means the path that a signature process follows, from the time it is launched until the last user intervenes. Each flow involves users, who may be initiators, administrators, signatories, reviewers, etc. Often, users are part of one or more groups, which share the same role within a flow.
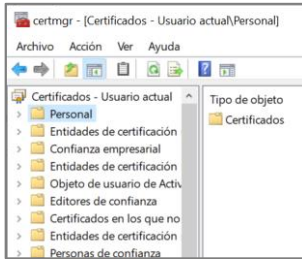
Signature with electronic certificate: This consists of signing PDF documents with a qualified electronic certificate that is valid and recognised by the EU. This is only done from the Web portal and certain plugins must be installed on the computer before signing (see "Electronic Signature Process" section).

9 VERSION HISTORY

Version	Date	Summary of changes
1.0	01/04/2020	First version
2.0	07/02/2023	Second version