



## How to create a Digital ID Signature for the HaDSCO Complaint Form

1. **Save your form before you sign it** then click in the digital signature field - this will open up a pop-up window.
2. Click on the **Create a new Digital ID** option (last one) and then click **Continue**.

The screenshot shows a dialog box titled "Configure a Digital ID for signing" with a close button (X) in the top right corner. On the left, there is a grey informational box containing the following text: "A Digital ID is required to create a digital signature. The most secure Digital ID are issued by trusted Certificate authorities and are based on secure devices like smart card or token. Some are based on files. You can also create a new Digital ID, but they provide a low level of identity assurance." To the right of this box, the heading "Select the type of Digital ID:" is followed by three radio button options. The first option is "Use a Signature Creation Device" with a smart card icon and the description "Configure a smart card or token connected to your computer". The second option is "Use a Digital ID from a file" with a file icon and the description "Import an existing Digital ID that you have obtained as a file". The third option, "Create a new Digital ID", is selected and highlighted with a blue border; it has a plus sign icon and the description "Create your self-signed Digital ID". At the bottom of the dialog, there is a question mark icon on the left, a "Cancel" button, and a blue "Continue" button on the right.

3. Click on **Save to File**.  
*This will save the file on your computer so you can delete it later if necessary.*

The screenshot shows a dialog box titled "Select the destination of the new Digital ID" with a close button (X) in the top right corner. On the left, there is a grey informational box containing the following text: "Digital IDs are typically issued by trusted providers that assure the validity of the identity. Self-signed Digital ID may not provide the same level of assurance and may not be accepted in some use cases. Consult with your recipients if this is an acceptable form of authentication." To the right of this box, the heading "Select the destination of the new Digital ID:" is followed by two radio button options. The first option, "Save to File", is selected and has a file icon; its description is "Save the Digital ID to a file in your computer". The second option is "Save to Windows Certificate Store" with a certificate icon and the description "Save the Digital ID to Windows Certificate Store to be shared with other applications". At the bottom of the dialog, there is a question mark icon on the left, a "Back" button, and a blue "Continue" button on the right.



4. **Type in your full name, email address and change the Country to Australia.** Ignore the other fields then click on **Continue**.

*Make sure you put in your full name as this name will appear on the form.*

The screenshot shows a window titled "Create a self-signed Digital ID" with a close button (X) in the top right corner. On the left, there is a grey box with instructions: "Enter the identity information to be used for creating the self-signed Digital ID. Digital IDs that are self-signed by individuals do not provide the assurance that the identity information is valid. For this reason they may not be accepted in some use cases." Below this is a question mark icon. The main form area contains several fields: "Name" (text input with "Janet Smith"), "Organizational Unit" (text input with "Enter Organizational Unit..."), "Organization Name" (text input with "Enter Organization Name..."), "Email Address" (text input with "janet.smith2020@gmail.com"), "Country/Region" (dropdown menu with "AU - AUSTRALIA"), "Key Algorithm" (dropdown menu with "2048-bit RSA"), and "Use Digital ID for" (dropdown menu with "Digital Signatures"). At the bottom right, there are "Back" and "Continue" buttons.

5. Choose where you want to save the signature file on your computer using the **Browse** button. Then **type in a password, confirm it** and click on **Save**. *This saves your Digital ID details on to your computer so you can use it again. If you need to sign the form again, you will only have to enter your password.*

The screenshot shows a window titled "Save the self-signed Digital ID to a file" with a close button (X) in the top right corner. On the left, there is a grey box with instructions: "Add a password to protect the private key of the Digital ID. You will need this password again to use the Digital ID for signing. Save the Digital ID file in a known location so that you can copy or backup it." Below this is a question mark icon. The main form area contains: "Your Digital ID will be saved at the following location :" followed by a text input field containing "C:\Users\he163618\AppData\Roaming\Adobe\Acrobat" and a "Browse" button; "Apply a password to protect the Digital ID:" followed by a password input field with a green strength indicator; and "Confirm the password:" followed by a confirm password input field. At the bottom right, there are "Back" and "Save" buttons.



6. **Choose the Digital ID** that you want to use for signing then click on **Continue**.  
*There may be more than one in the list if someone else also has to sign the form and has created their Digital ID.*

**Sign with a Digital ID** [X]

Choose the Digital ID that you want to use for signing: [Refresh]

- Janet Smith** (Digital ID file)  
Issued by: Janet Smith, Expires: 2025.05.13 [View Details]
- Connor, Jane** (Windows Digital ID)  
Issued by: Connor, Jane, Expires: 2021.04.21 [View Details]

[?] [Configure New Digital ID] [Cancel] [Continue]

7. Enter your **password** in the red box below the signature (the one you just used to save the Digital ID).

**Sign as "Janet Smith"** [X]

Appearance: Standard Text [Create]

**Janet Smith** Digitally signed by Janet Smith  
Date: 2020.05.13 11:26:10 +08'00'

[View Certificate Details]

Review document content that may affect signing [Review]

[Enter the Digital ID PIN or Password...] [Back] [Sign]



**8. Save your Form as signed**

**Don't save over your draft form in case the signature doesn't work and you need to start again.** A pop up box will open asking you to save your form on to your computer before it will add your signature. If you press cancel, the document will not be signed. Go back to Step 7 and try again.

**9. Finished.**

Your document should show your full name, date and time (see below). If this didn't work, you can delete the signed form and go back to your previously saved copy and try again.

**Please note that pressing the Clear Form button will clear all the fields in the form including signatures.**

**2. Details of person making the complaint, continued**

Relationship to the consumer (tick more than one if applicable):

Guardian       Relative (including de facto):

Carer\*

\*HaDSCO defines a carer as a person who provides ongoing care or assistance to a person with a disability, chronic illness (including mental illness) or a person who, because of frailty, requires assistance with everyday tasks. This definition excludes persons contracted to provide care services and those working as volunteers.

Other (please specify):

If not a relative, the complainant must sign the following declaration:  
'I have no financial interest in the outcome of the complaint and I am acting without payment.'

Complainant signature: Janet Smith      Digitally signed by Janet Smith  
Date: 2020.05.13 11:40:27 +08'00'      Date: