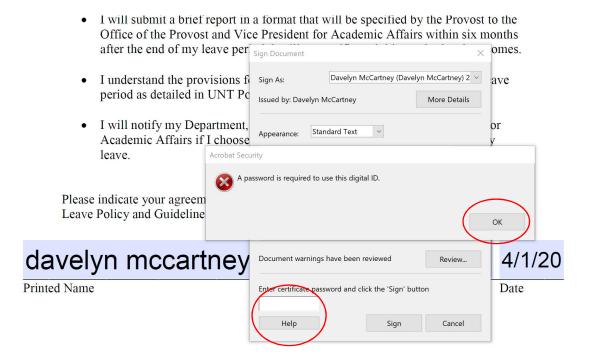
If you receive the error message below and have forgotten your certificate password, you can create a new signature by following the steps below.



Digital IDs FAQ

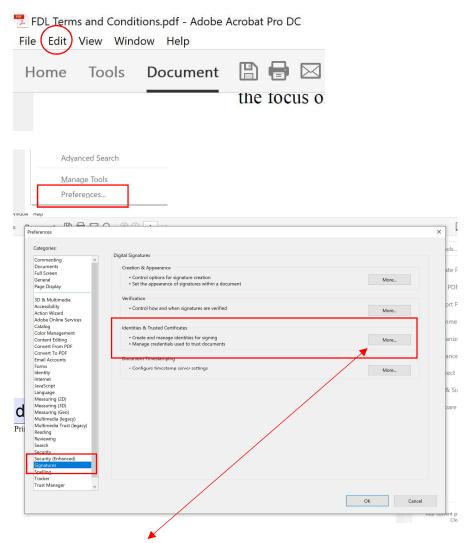
- > What is a digital ID?
- > Why do I need one?
- > What are self-signed digital IDs?
- > What are IDs from certificate authorities?
- How do I recover or reset my digital ID's password?

Unfortunately, you cannot recover or reset the password if you've forgotten it. If you created the ID yourself, you can create a new one with the same information that you used for the ID. If you got the ID from a certificate authority, contact the authority for help.

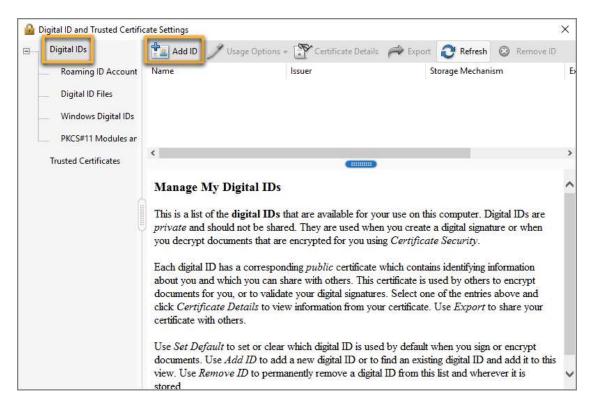
Create a self-signed digital ID

Sensitive transactions between businesses generally require an ID from a certificate authority rather than a self-signed one.

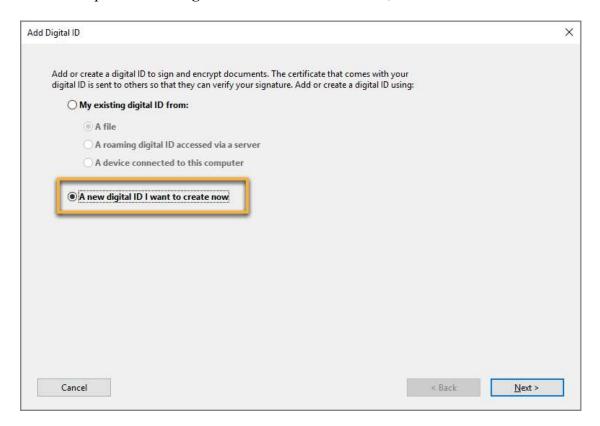
1. In Acrobat, click the **Edit** menu and choose **Preferences** > **Signatures**.



- 2. On the right, click More for Identities & Trusted Certificates.
- 3. Select **Digital IDs** on the left, and then click the **Add ID** button



4. Select the option A new digital ID I want to create now, and click Next.



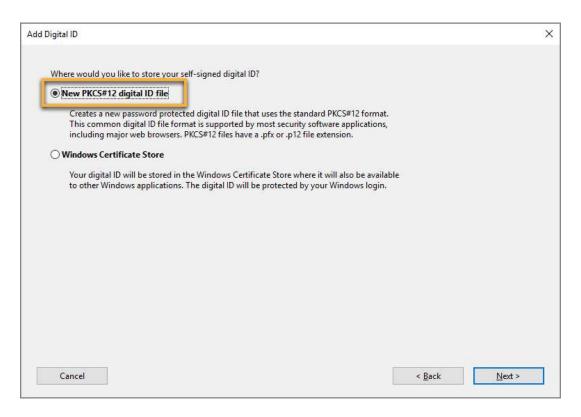
5. Specify where to store the digital ID, and click Next.

New PKCS#12 Digital ID File

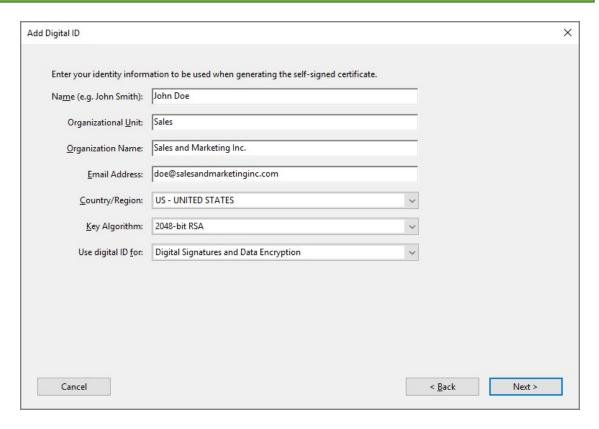
Stores the digital ID information in a file, which has the extension .pfx in Windows and .p12 in Mac OS. You can use the files interchangeably between operating systems. If you move a file from one operating system to another, Acrobat still recognizes it.

Windows Certificate Store (Windows only)

Stores the digital ID to a common location from where other Windows applications can also retrieve it.

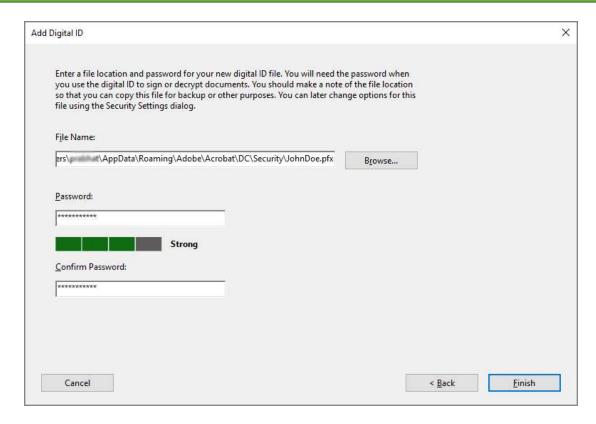


- 6. Do the following:
 - 1. Type a name, email address, and other personal information for your digital ID. When you certify or sign a document, the name appears in the Signatures panel and in the Signature field.
 - 2. Choose an option from the **Key Algorithm** menu. The 2048-bit RSA option offers more security than 1024-bit RSA, but 1024-bit RSA is more universally compatible.
 - 3. From the **Use Digital ID For** menu, choose whether you want to use the digital ID for signatures, data encryption, or both.
 - 4. Click Next.

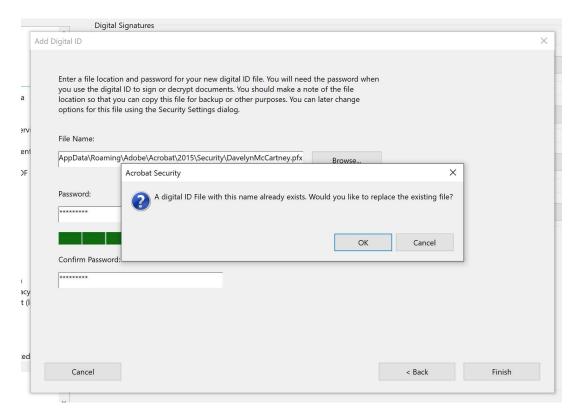


7. Do the following:

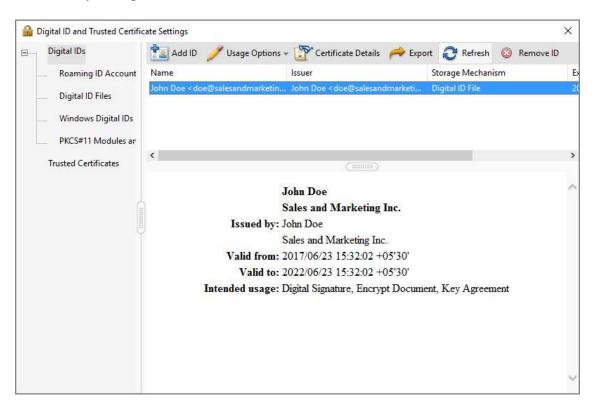
- 1. Type a password for the digital ID file. For each keystroke, the password strength meter evaluates your password and indicates the password strength using color patterns. Reconfirm your password.
- 2. The digital ID file is stored at the default location as shown in the **File Name** field. If you want to save it somewhere else, click **Browse** and choose the location.
- 3. Click Finish.



If a digital ID file with the same name exists, you're prompted to replace it. Click **OK** to replace, or browse and select a different location to store the file.



8. The ID is created. You can export and send your certificate file to contacts who can use it to validate your signature.



Note:

Make a backup copy of your digital ID file. If your digital ID file is lost or corrupted, or if you forget your password, you cannot use that profile to add signatures.