

# eSignature

## Qualified electronic signature for ANKÖ eSubmissions

Dear Sir / Madam,

A qualified electronic signature is required to submit an offer within the scope of a procurement procedure on the ANKÖ platform. If no electronic signature is available, ANKÖ advises you to acquire the electronic signature as early as possible prior to submitting the offer.

### General information

Initially, it is expedient to know that, in Austria, there are two types of electronic signatures (eSignatures) possible for users:

- electronic signature by mobile phone
- electronic signature by citizen card (citizen card software - BKU)

The signature is always issued in the name of a natural person (=individual) and not a corporation.

### Digital mobile phone signature

You do not need your own devices or special software for your mobile phone signature, but only require an Austrian phone number and a mobile phone. For the activation of the mobile phone signature, it is necessary that a registration is already available in the Austrian civil register or in the supplementary register for other affected persons (ERsB).



The quickest way to have the mobile phone signature issued is to contact a registration office. To do this, you will need a photo ID and your mobile phone. The nearest registration office can be found easily at <https://www.a-trust.at/registrierungsstellen/>. More information is available at <https://www.handy-signatur.at>.

## Signature with citizen card (Local citizen card software - BKU)

When providing your signature via a citizen card, you need a card reader. We would like to point out that not all citizen cards are compatible with the required software. The components "a.sign client" and "Bürgerkartensoftware" (citizen card software) by the company A-Trust are recommended (for more information, see <http://www.a-trust.at/downloads/>)

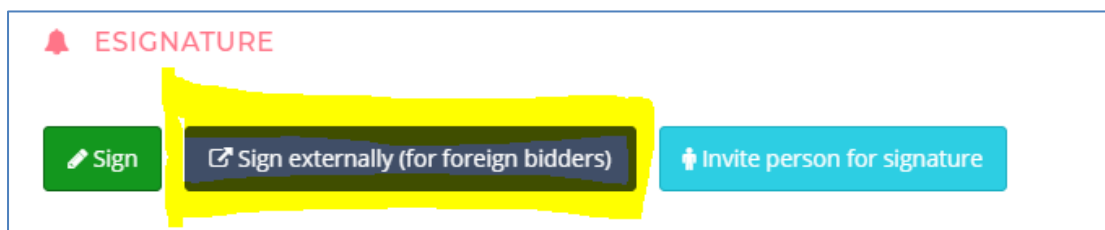


After successful installation, the signature can be completed by entering the PIN on the card reader.

Other providers of citizen card systems are also available at <https://www.buergerkarte.at>. Here, we emphasise once again that the local functionality of a digital signature is the responsibility of the bidders themselves (installation of suitable citizen card software, including *client*).

More information and tips on electronic signatures can be found at <https://www.buergerkarte.at/>, prepared by the Secure Information Technology Centre (A-SIT) in cooperation with the Federal Chancellery of Austria.

## International signature



If you do not have access to an Austrian eSignature solution, there is a possibility to provide an **international eSignature** on the platform at the signature options, via which the signature process can possibly be carried out by providing your own qualified electronic signature.

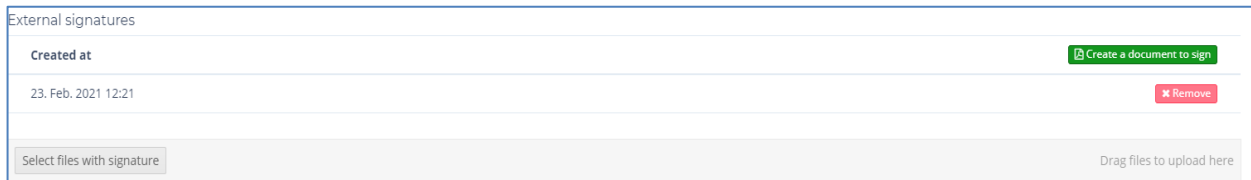
A qualified electronic signature is required for this. (Please note that there are several electronic signature types and not all of them meet the required standards for providing a qualified electronic signature. In case of doubt, it would be useful to consult with the signature provider.)

## ANKÖ: eSignature in Austria

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There, you can create and download the signature document (**please do not change, rename, print and scan or the like**), sign it externally with your digital signature, and then re-upload the **unmodified signed** file.

You cannot upload any other files in this field, only the signature document (or several signature documents if required).



## Signature service for foreign bidders

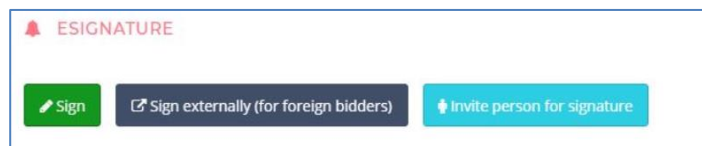
For foreign bidders who cannot fall back on an Austrian eSignature solution, there is the ANKÖ signature service for eOffers. Write to [support@ankoe.at](mailto:support@ankoe.at) in a timely manner.

If you have any questions regarding your digital signature, please contact your signature provider (e.g., [support@a-trust.at](mailto:support@a-trust.at)).

If you have any technical questions about electronic submission and the signature process, we can be reached at [support@ankoe.at](mailto:support@ankoe.at) - we will be happy to assist you.

## Valuable information

- ANKÖ recommends its customers to use mobile phone signature, as no reader or software is required. This makes the signing process simple and flexible.
- The button "*Invite person for signature*" offers the possibility to request the multi-signature or subscriber to the signature via e-mail.



**ANKÖ wishes you a lot of success!**

If you have any questions, please contact the ANKÖ team:

<https://www.ankoe.at/en/support/ueber-uns/team.html>