

DIGITAL SIGNATURE CERTIFICATE

Registration & Issuance System

User Training Manual

1. Table of Contents

Introductory Sections

1 Table of Contents	3
2 Executive Summary	4

System Overview

3 System Overview	4
3.1 Platform Roles & Responsibilities.....	4
3.2 End-to-End Workflow Summary.....	4

Step-by-Step User Guide

4 Step-by-Step User Guide.....	6
Step 1 Accessing the DSC Portal (MP Online Kiosk).....	6
Step 2 DSC Product Selection (XtraTrust Portal).....	9
Step 3 Mobile OTP Verification.....	11
Step 4 Registration & KYC Form.....	12
Step 5 Payment Processing (MP Online Payment Gateway)	15
Step 6 Live Video Recording (KYC Verification Video).....	20
Step 7 KYC Verification — XtraTrust Backend Team.....	22
Step 8 eKYC Login & eSign Completion	25
Step 9 Setting the Challenge Code.....	30
Step 10 DSC Download	32

Managing Ongoing Applications

5 Managing Ongoing Applications.....	34
5.1 Ongoing Applications Screen	34
5.2 Application Status Definitions	34

View Paid Entries & Payment Receipts

6	View Paid Entries & Payment Receipts	36
6.1	Viewing Paid Applications.....	36
6.2	Downloading Payment Receipt.....	36
6.3	Payment Receipt Contents.....	36

Reference & Compliance

7	Product Price List.....	37
8	Troubleshooting & FAQs.....	38
8.1	Common Issues & Resolutions	38
8.2	Frequently Asked Questions.....	38
9	Glossary of Terms.....	40

2. Executive Summary

This Training Manual provides a complete, step-by-step guide for MP Online Kiosk Operators and End Users to successfully navigate the Digital Signature Certificate (DSC) Registration and Issuance System.

The system is built on a two-platform architecture:

MP Online Kiosk — Acts as the authorized citizen service entry point and payment facilitator.

XtraTrust Platform — Acts as the licensed Certifying Authority (CA) responsible for KYC, identity verification, DSC issuance, and secure download.

★ IMPORTANT

KYC Verification (identity review, document validation, and live video review) is performed exclusively by the Backend Verification Team at XtraTrust. Kiosk operators and end users are not involved in the verification decision process.

The entire lifecycle is governed by a unique Application ID generated after successful registration. No DSC is issued without a verified identity and confirmed payment.

3. System Overview

3.1 Platform Roles & Responsibilities

Area	MP Online Kiosk	XtraTrust Platform
Service Entry	Primary entry point for citizens	Receives redirected sessions
Registration	Initiates and redirects	Owns full registration process
KYC Verification	Not involved	Exclusively managed by XtraTrust Backend Team
Payment	Processes all payments via Payment Gateway	Receives payment confirmation only
DSC Issuance	Not involved	Issues certificate posts all verifications
Download	Tracks application status	Enables secure download via Challenge Code

3.2 End-to-End Workflow Summary

#	Stage	Description	Owner
1	DSC Selection	User selects certificate type, class, validity, and KYC method	MP Online Kiosk
2	Mobile OTP Verification	Mobile number verified via OTP before proceeding	XtraTrust
3	Registration & KYC Form	Personal details, documents uploaded; eKYC username created	XtraTrust
4	Payment Processing	Payment processed via MP Online Payment Gateway	MP Online
5	Application ID Generation	Unique Application ID generated post payment	XtraTrust
6	Live Video Recording	Applicant records KYC video with unique code	Applicant / XtraTrust
7	KYC Verification (Backend)	XtraTrust backend team reviews docs & video	XtraTrust Backend Team
8	eKYC Login & eSign	Applicant logs in and completes eSign on forms	Applicant
9	Set Challenge Code	Applicant sets secret code for DSC download	Applicant
10	DSC Download	Certificate downloaded to USB crypto token	Applicant

4. Step-by-Step User Guide

Step 1: Accessing the DSC Portal (MP Online Kiosk)

The DSC journey begins at the MP Online Kiosk. The kiosk operator logs in using their credentials.

1.1 Kiosk Login

Objective: To securely access the Kiosk Dashboard for performing services.

1. Open a web browser and navigate to <https://mponline.gov.in>.
2. On the homepage, locate and click the Login button at the top-right corner.
3. Enter the required credentials: Username, Password, and CAPTCHA.
4. Click Login to proceed to the Kiosk Dashboard.

Expected Outcome: Upon successful login, the user is redirected to the Kiosk Dashboard.

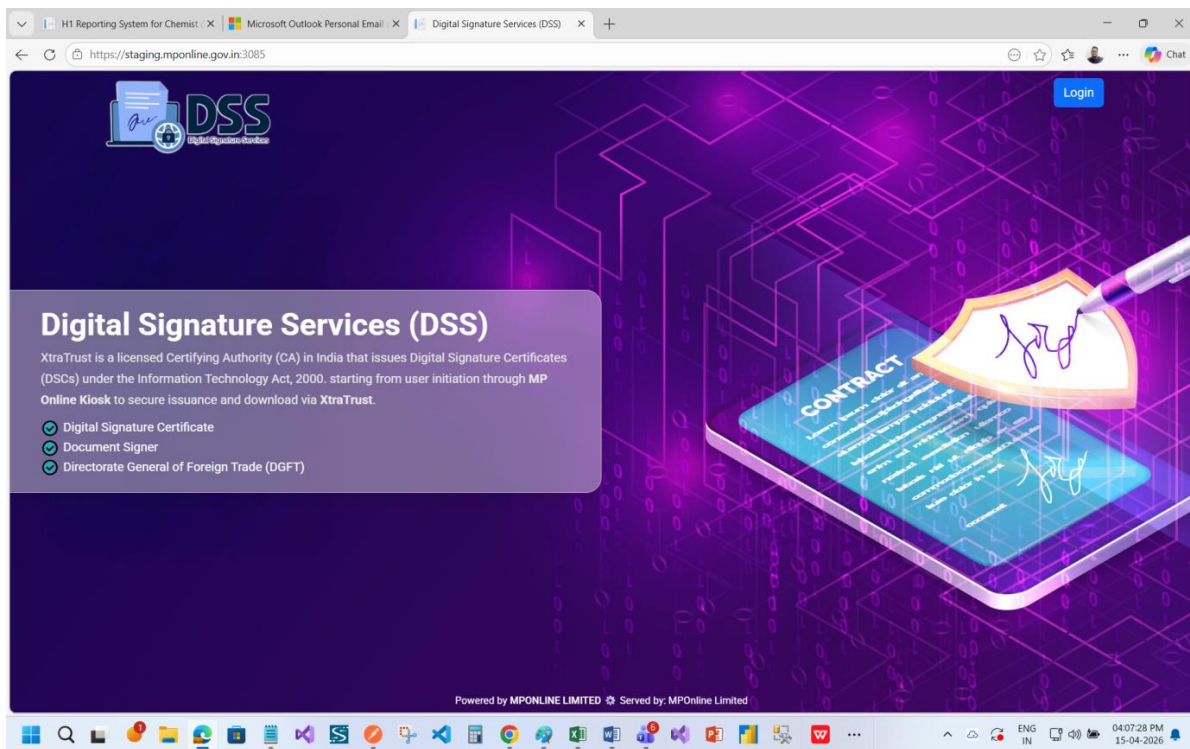


Figure 1: Home Page of Service

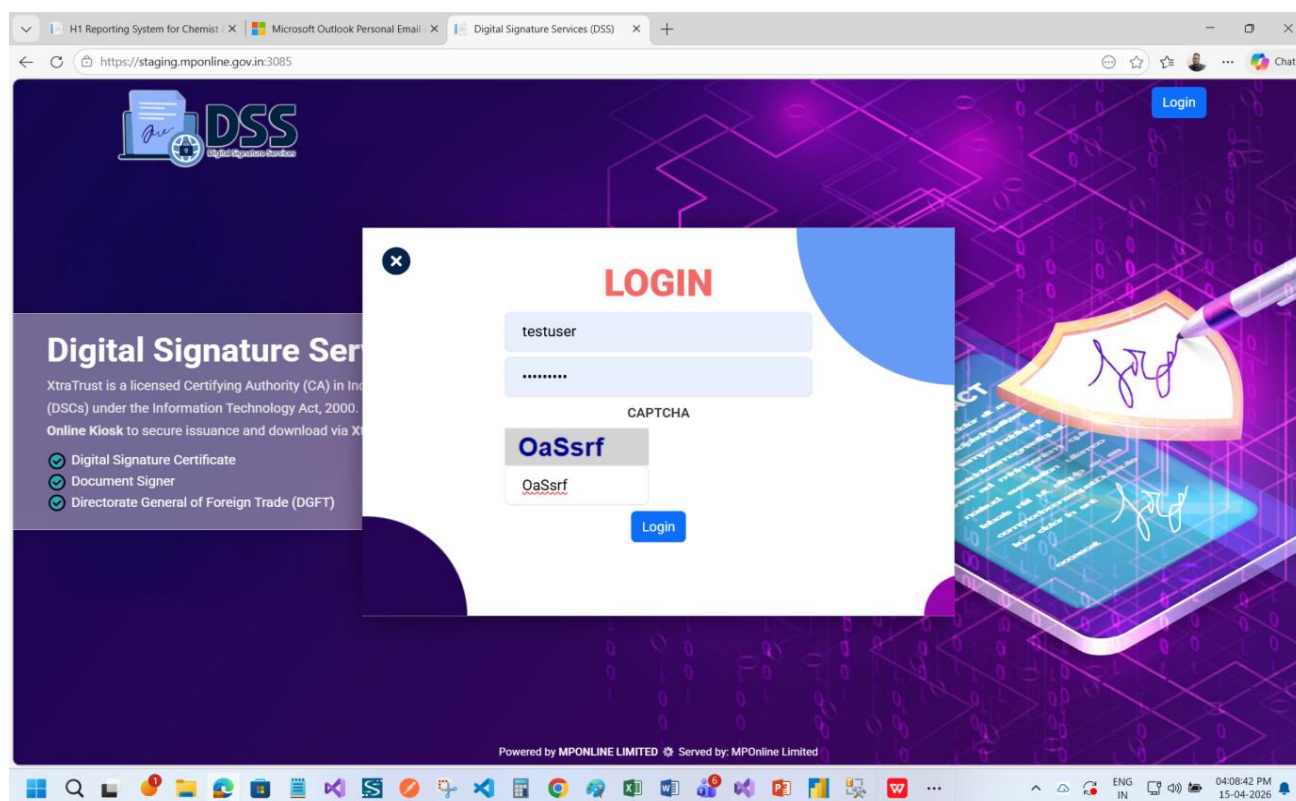


Figure 2: Kiosk Login Screen

NOTE: The Kiosk ID (for example, K0799990054) is automatically assigned and displayed in the top-right corner of the dashboard after login.

1.2 Dashboard Navigation

After successful login, the dashboard displays four service tiles:

Tile	Purpose
Get Your Digital Signature Certificate	Initiate a new DSC application for an applicant
Ongoing Applications	View all pending or in-progress applications with payment status
View Paid Entries	View completed payment transactions and download receipts
Product Price List	View available DSC products and their base prices

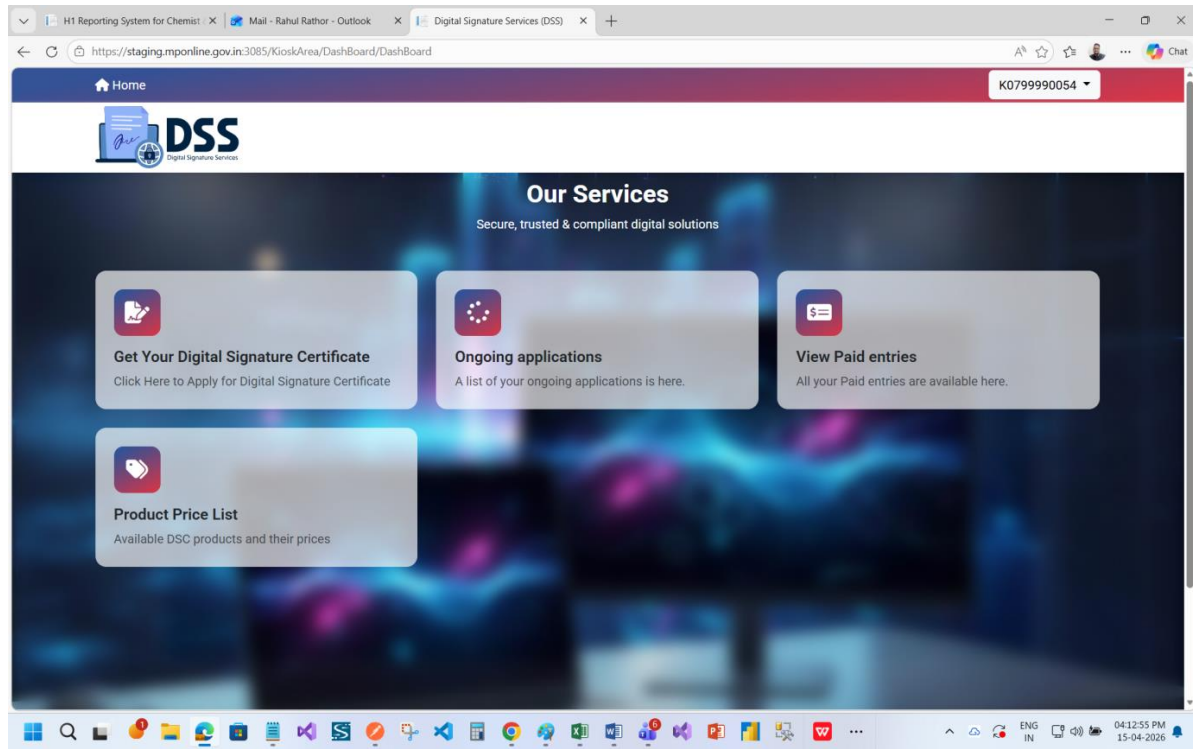


Figure 3: MP Online Kiosk Dashboard

Step 2: DSC Product Selection (XtraTrust Portal)

On the XtraTrust portal, the applicant selects the DSC configuration before continuing to registration.

2.1 Certificate Configuration

Field	Available Options
User Category	Indian User Foreign User
Usage Type	Multiple Purpose Document Signer DGFT
Class Type	Class 3
User Type	Individual Organization
Validity	1 Year 2 Years 3 Years
Certificate Type	Signature Encryption Both
KYC Type	Online Aadhaar Offline Aadhaar PAN

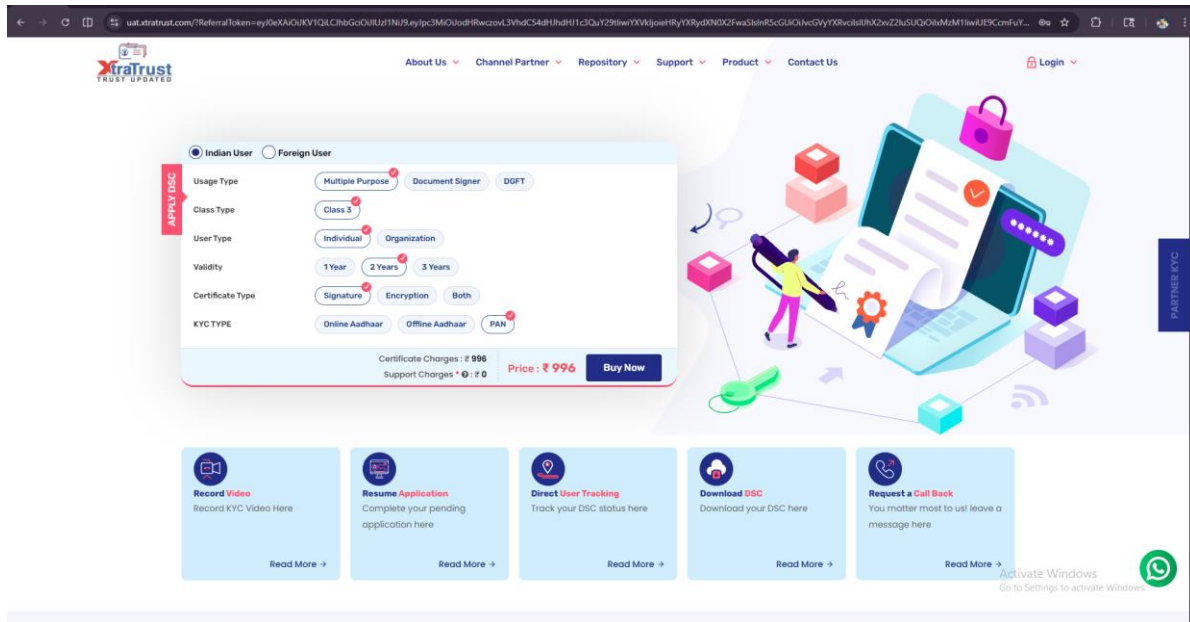


Figure 4: Certificate Selection and Pricing Screen

Home K0799990054

DSS Digital Signature Services

Price List

Show 10 entries Search:

#	Item Name	Price (₹)
1	XtraTrust Class III Personal Encryption Token Procedure 1 year	1000
2	XtraTrust Class III Foreign Document Signer Token Procedure 1 year	1000
3	XtraTrust Class III Organization Signing Token Procedure 1 year	1000
4	XtraTrust Class III Organization Encryption Token Procedure 1 year	1000
5	XtraTrust Class 3 Foreign Signing DSC for 1 year	1000
6	XtraTrust Class 3 Foreign Encryption DSC for 1 year	1000
7	XtraTrust Class 3 Foreign Combo DSC for 1 year	1000
8	XtraTrust Class III Document Signer Token Procedure 1 year	1000
9	XtraTrust Class III Personal Signing Token Procedure 1 year	1100
10	XtraTrust Class III Foreign Document Signer Token Procedure 2 years	1100

Showing 1 to 10 of 44 entries Previous 1 2 3 4 5 Next

Powered by MPONLINE LIMITED Served by: MPOnline Limited

Figure 5: Product Price List

Step 3: Mobile OTP Verification

Before proceeding to registration, the applicant's mobile number must be verified.

Step	Action	Description
1	Enter Mobile Number	Type the applicants 10-digit registered mobile number
2	Enter CAPTCHA	Enter the CAPTCHA code displayed on screen
3	Click Send OTP	An OTP is sent to the registered mobile number
4	Enter OTP	Enter the received OTP in the provided field
5	Click Verify OTP	The system validates the OTP and proceeds to the registration form

OTP is valid for a limited time. Use Resend OTP if it is not received within 60 seconds.

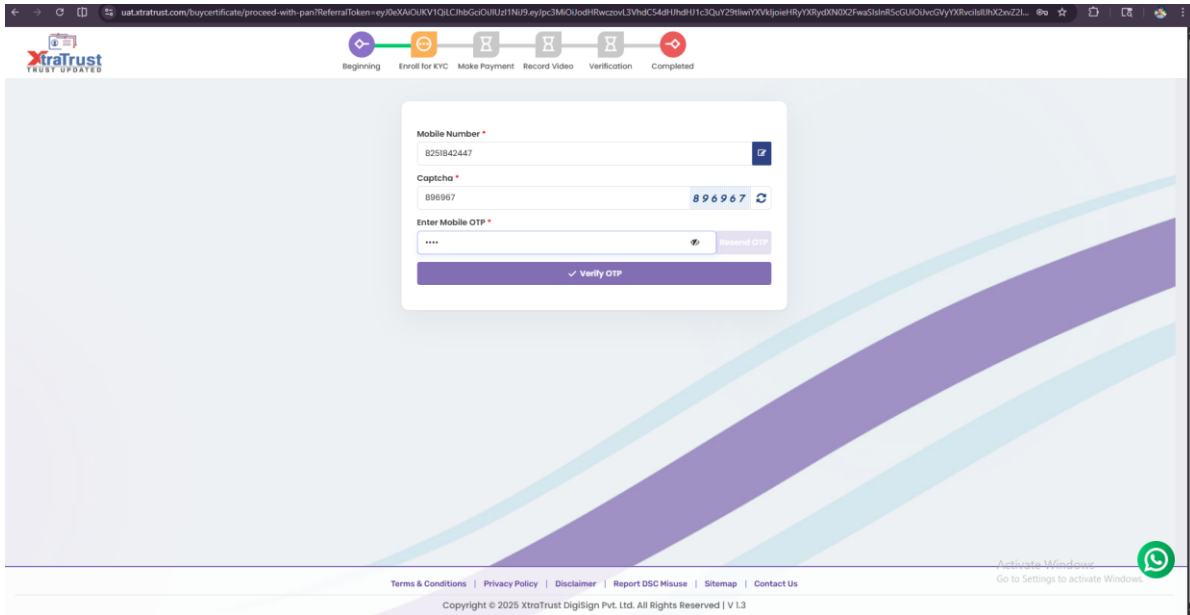


Figure 6: Mobile OTP Verification Screen

Step 4: Registration & KYC Form

After OTP verification, the applicant fills in personal and KYC details on the XtraTrust registration form.

4.1 Personal Information

- Full Name (as per PAN/Aadhaar)
- Date of Birth
- Gender
- Pan
- Email Address (Verify with OTP)
- Full Address, City, State, Pin Code.

4.2 KYC Details

- eKYC Username - Create a unique username for future logins (for example, Akshay).
- eKYC PIN - Set a secure PIN (minimum 6 digits).
- Confirm PIN - Re-enter the PIN to confirm.

4.3 Document Upload

Document	Description	Format
Photo	Recent passport-size photograph of applicant	JPG / PNG
PAN Card Copy	Clear copy of applicants PAN Card	PDF / JPG
Address Proof	Valid address proof (Aadhaar / Utility Bill / GST Certificate)	PDF / JPG

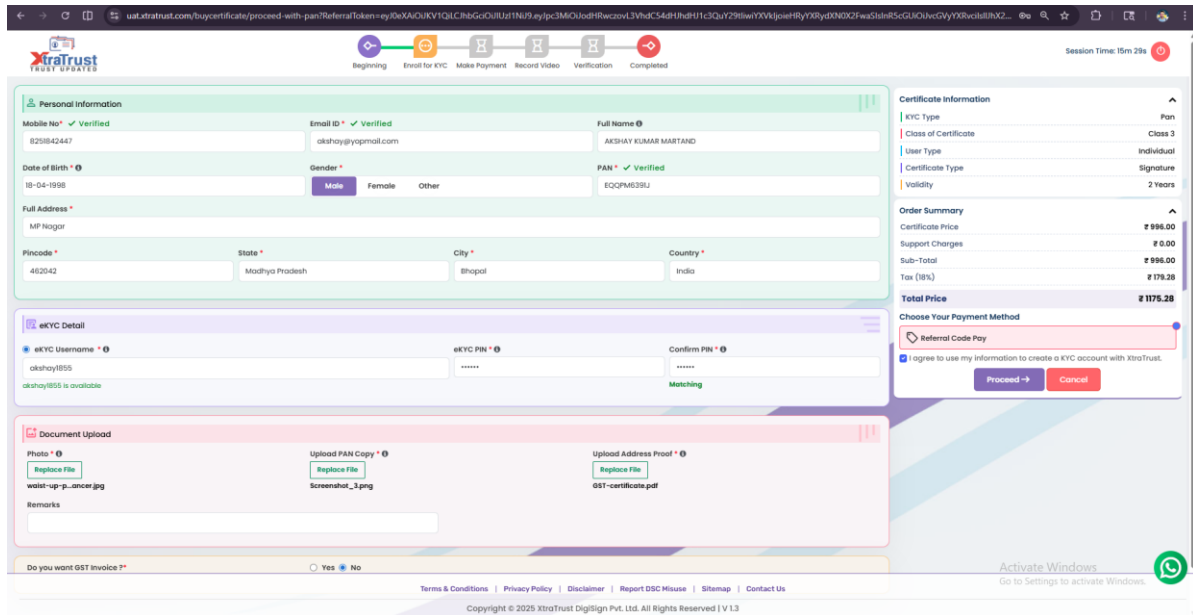
4.4 Order Summary & Payment Method

Review the Order Summary on the right panel showing Certificate Price, Support Charges Nill, Sub-Total, Tax (18%), and Total Price.

Select Payment Method: Referral Code Pay (Kiosk-based).

Check the consent box: 'I agree to use my information to create a KYC account with XtraTrust.'

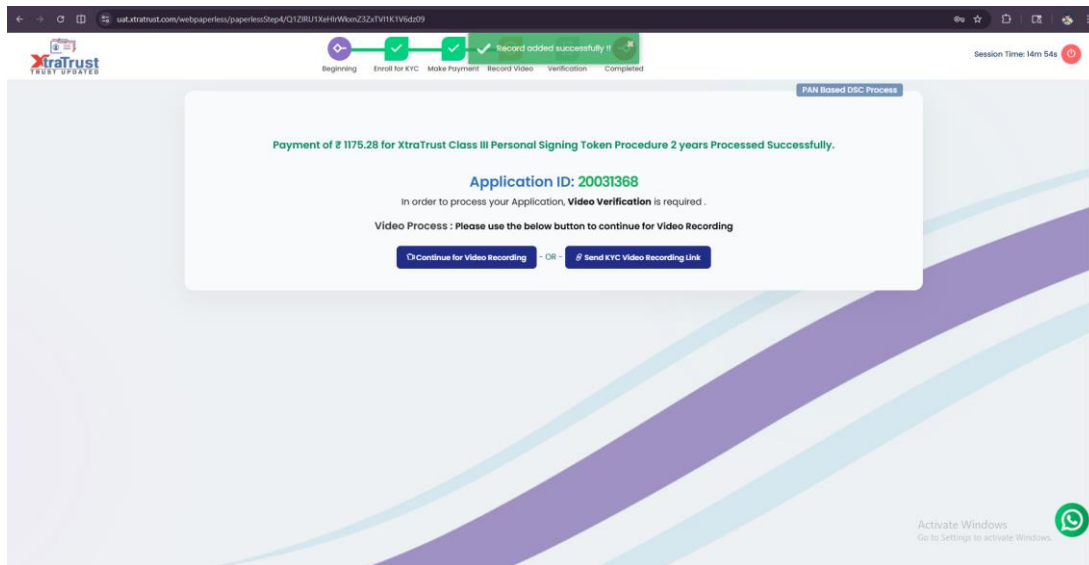
Click Proceed to Submit the form.



The form is titled "Registration and Application Submission Form" and is part of the XtraTrust KYC process. It is divided into several sections:

- Personal Information:** Includes fields for Mobile No (8258842447, Verified), Email ID (akashay@yopmail.com, Verified), Full Name (AKSHAY KUMAR MASTAND), Date of Birth (18-04-1998), Gender (Male, Female, Other), PAN (EQPM639U, Verified), Full Address (MP Nagar), Pincode (462042), State (Madhya Pradesh), City (Bhopal), and Country (India).
- eKYC Detail:** Includes fields for eKYC Username (akashay855, available), eKYC PIN (masked), and Confirm PIN (Matching).
- Document Upload:** Includes fields for Photo (Replace File), Upload PAN Copy (Screenshot_3.png), and Upload Address Proof (GST-certificate.pdf).
- Order Summary:** Shows Certificate Price (₹ 996.00), Support Charges (₹ 0.00), Sub-Total (₹ 996.00), Tax (18%) (₹ 179.28), and Total Price (₹ 1175.28).
- Payment Method:** Includes a checkbox for "Referral Code Pay" and a "Proceed" button.
- Footer:** Includes a "Do you want GST Invoice?" checkbox (Yes/No), a "Terms and Conditions" link, and a "Copyright © 2025 XtraTrust DigiSign Pvt. Ltd. All Rights Reserved | V 1.3" notice.

Figure 7: Registration and Application Submission Form



The confirmation screen displays the following information:

- Payment Status:** Payment of ₹ 1175.28 for XtraTrust Class III Personal Signing Token Procedure 2 years Processed Successfully.
- Application ID:** 20031368
- Next Steps:** In order to process your Application, Video Verification is required. Video Process: Please use the below button to continue for Video Recording.
- Buttons:** "Continue for Video Recording" and "Send KYC Video Recording Link".
- Footer:** Includes a "Do you want GST Invoice?" checkbox (Yes/No), a "Terms and Conditions" link, and a "Copyright © 2025 XtraTrust DigiSign Pvt. Ltd. All Rights Reserved | V 1.3" notice.

Figure 8: Registration Submission Confirmation

Note: The user can continue for Video recording or Send KYC Video recording link to Email

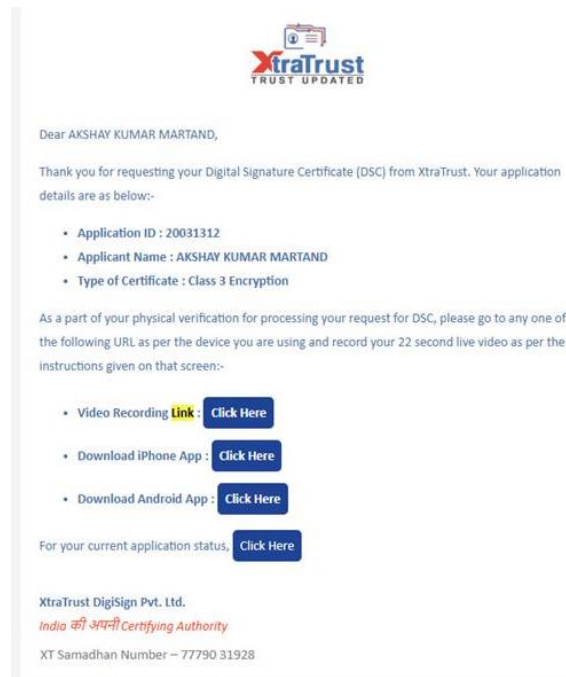


Figure 9: KYC video link email resume

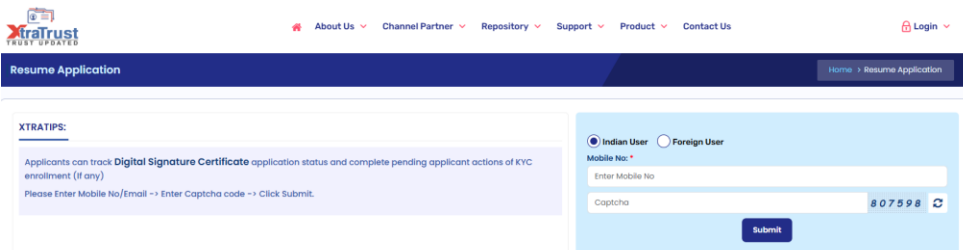
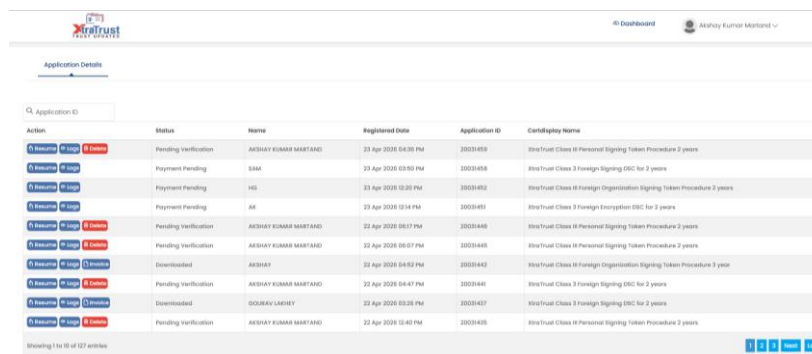


Figure 10: Application resume



The dashboard shows a table of in-process applications with the following columns: Action, Status, Name, Registered Date, Application ID, and Certifying Name.

Action	Status	Name	Registered Date	Application ID	Certifying Name
View Edit Delete	Pending Verification	AKSHAY KUMAR MARTAND	23 Apr 2020 04:26 PM	20031419	XtraTrust Class 0 Personal Signing Token Procedure 2 years
View Edit Delete	Payment Pending	SAA	23 Apr 2020 03:50 PM	20031418	XtraTrust Class 3 Foreign Signing DSC for 3 years
View Edit Delete	Payment Pending	HS	23 Apr 2020 03:20 PM	20031413	XtraTrust Class 0 Foreign Organization Signing Token Procedure 3 years
View Edit Delete	Payment Pending	AK	23 Apr 2020 02:14 PM	20031401	XtraTrust Class 3 Foreign Encryption DSC for 3 years
View Edit Delete	Pending Verification	AKSHAY KUMAR MARTAND	22 Apr 2020 06:17 PM	20031446	XtraTrust Class 0 Personal Signing Token Procedure 2 years
View Edit Delete	Pending Verification	AKSHAY KUMAR MARTAND	22 Apr 2020 06:07 PM	20031445	XtraTrust Class 0 Personal Signing Token Procedure 2 years
View Edit Delete	Downloaded	AKSHAY	22 Apr 2020 04:52 PM	20031442	XtraTrust Class 0 Foreign Organization Signing Token Procedure 3 year
View Edit Delete	Pending Verification	AKSHAY KUMAR MARTAND	22 Apr 2020 04:47 PM	20031441	XtraTrust Class 3 Foreign Signing DSC for 3 years
View Edit Delete	Downloaded	GOURAV LADHEY	22 Apr 2020 03:28 PM	20031437	XtraTrust Class 3 Foreign Signing DSC for 3 years
View Edit Delete	Pending Verification	AKSHAY KUMAR MARTAND	22 Apr 2020 02:40 PM	20031435	XtraTrust Class 0 Personal Signing Token Procedure 2 years

Showing 1 to 10 of 127 entries

Figure 11: In Process Applications

Step 5: Live Video Recording (KYC Verification Video)

After successful payment, the applicant must record a live KYC verification video. This is a mandatory step for PAN-based and Aadhaar OTP-based DSC applications.

Step	Action	Description
1	Continue for KYC	Click Continue for Video Recording
2	Record Your Video Screen	Live camera feed opens with the XtraTrust verification script
3	Read the Script	Applicant must read aloud: "I, [Full Name], have applied for Class 3 DSC through XtraTrust CA. My code is [XXX]."
4	Upload Video	Click Upload after recording. Video must be max 60 seconds.
5	Confirmation	System shows Video Uploaded Successfully. Please wait!

The unique code shown on screen (for example, 216) must be spoken in the video. The video is rejected if there are shortcomings or inconsistencies. Use a supported browser and ensure good lighting.

6.1 Video Recording Tips

- Use Chrome (v91+), Firefox (v89+), Opera (v76+), or MS Edge (v91+).
- Ensure good lighting so the face is clearly visible.
- Speak clearly and audibly.
- Hold the video for the complete duration - do not cut short.
- Use Retake Video if you are not satisfied before uploading.
- Once uploaded, the video cannot be changed.

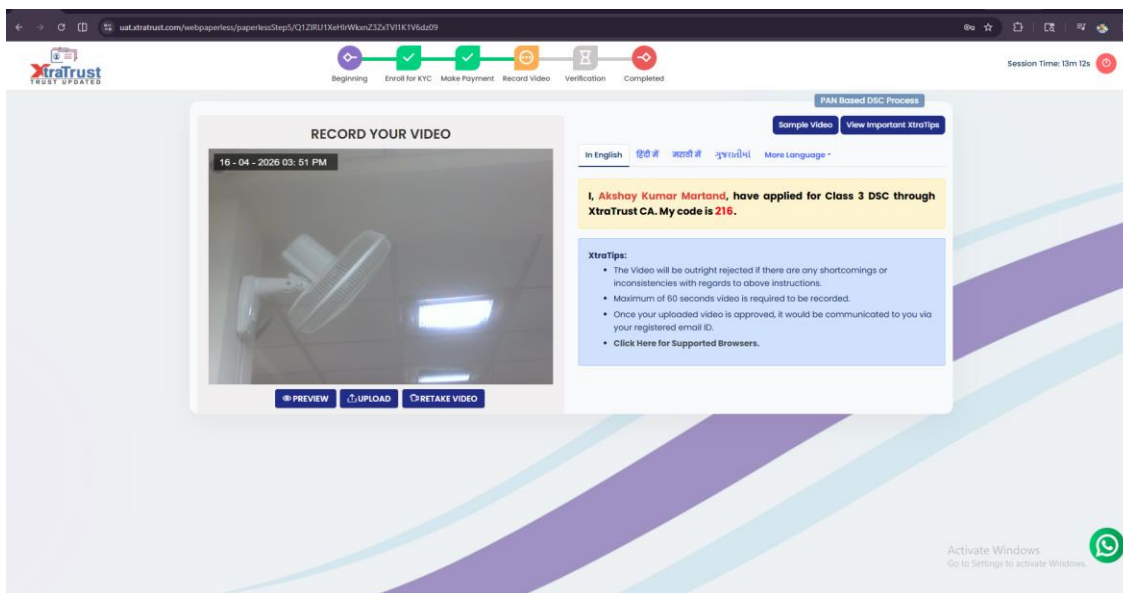


Figure 12: Video Recording Screen

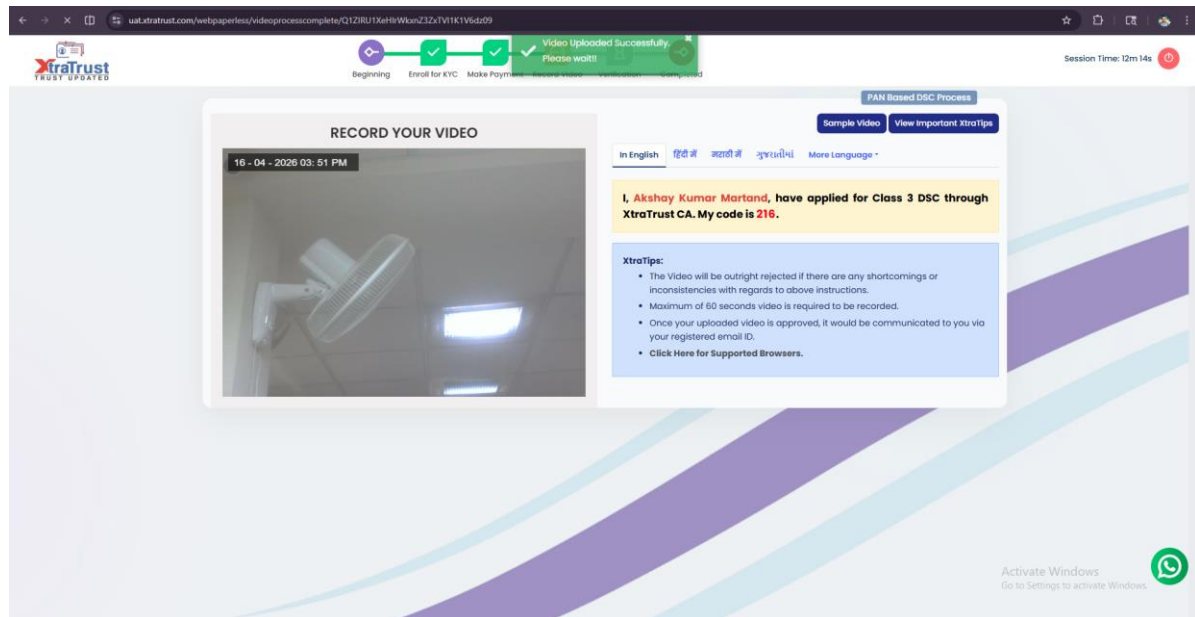


Figure 13: Video Recording in Progress

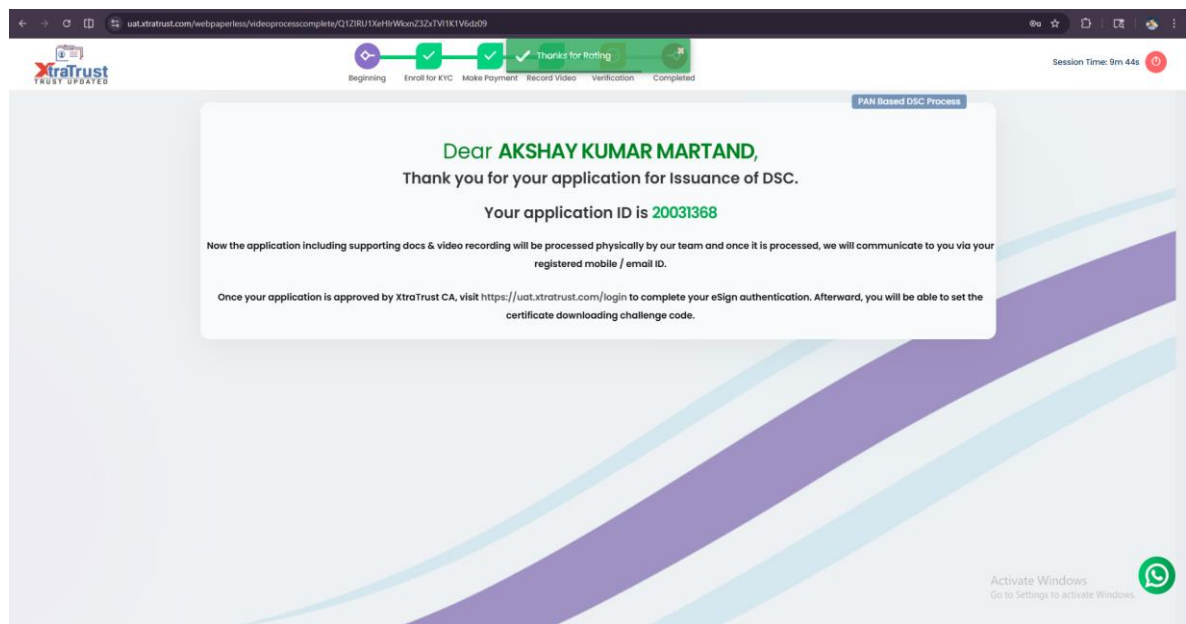


Figure 14: Video Submission Completed

Step 6: KYC Verification - XtraTrust Backend Team

This step is performed internally by the XtraTrust Backend Verification Team. Kiosk Operators and End Users do not take any action during this stage.

KYC Verification is conducted exclusively by the XtraTrust Backend Team. This includes document review, video assessment, identity cross-validation, and final approval or rejection. The applicant and kiosk operator are notified via registered mobile number and email once verification is complete.

Step 7: eKYC Login & eSign Completion

Once the application is approved by the XtraTrust Backend Team, the applicant must log in to the eKYC portal to complete the eSign process.

7.1 eKYC Login

Step	Action	Description
1	Visit Login Page	Go to https://xtratrusted.com/login
2	Select Login Method	Choose Username, Mobile No., or PAN No.
3	Enter Credentials	Enter the eKYC Username and PIN
4	Enter CAPTCHA	Enter the CAPTCHA shown on screen
5	Enter OTP	Enter OTP received on registered mobile number
6	Click Verify	System authenticates and logs in to the eKYC dashboard

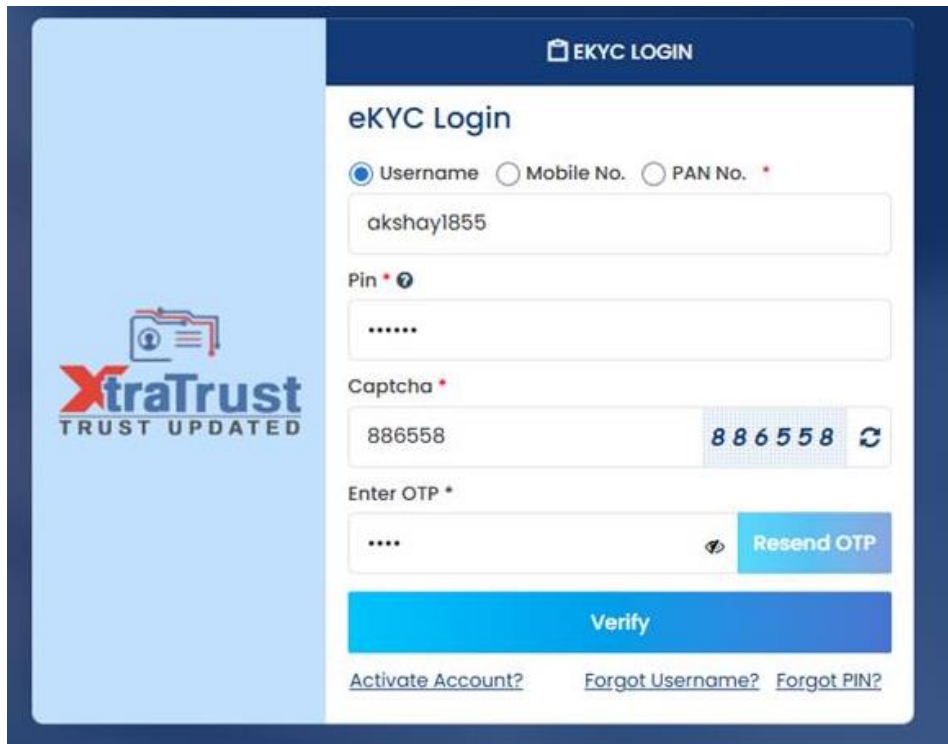


Figure 15: Video Submission Completed

7.2 Completing eSign

After login, the eSign Pending page displays two forms that require digital signing:

Form	Purpose
Subscriber Agreement Form	Legal agreement between applicant and XtraTrust CA establishing DSC usage terms
Application Form	Formal DSC application with all personal and certificate details

Click View Subscriber Agreement and View Application Form to review documents.

Click Complete eSign to digitally sign both forms.

System shows eSign Complete confirmation.

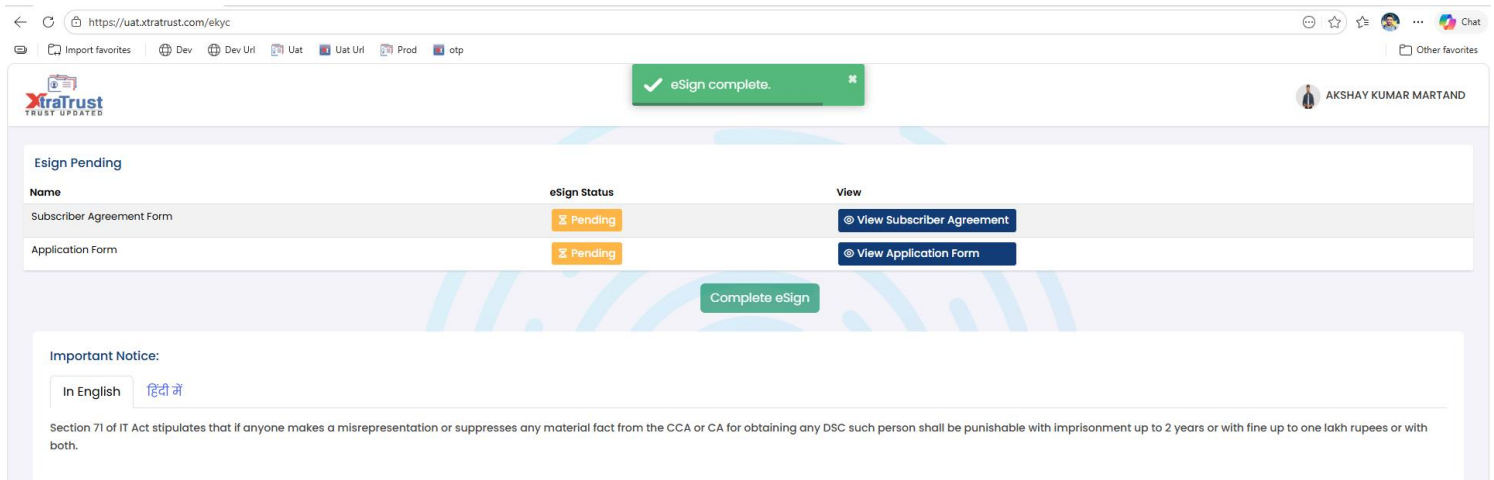


Figure 16: eSign Complete Confirmation

Step 8: Setting the Challenge Code

The Challenge Code is a mandatory secret password required to download the DSC. It must be set after eSign completion.

Step	Action	Description
1	Open eKYC Dashboard	After eSign, navigate to the Dashboard - Set Challenge Code section appears
2	Click Set Challenge Code	A popup dialog opens for setting the code
3	Enter Challenge Code	Create a secure alphanumeric code (minimum 6 characters)
4	Retype Challenge Code	Re-enter the same code to confirm
5	Select Delivery Method	Choose Email, SMS, or Both to receive the code confirmation
6	Click Save	System confirms: Challenge code set successfully

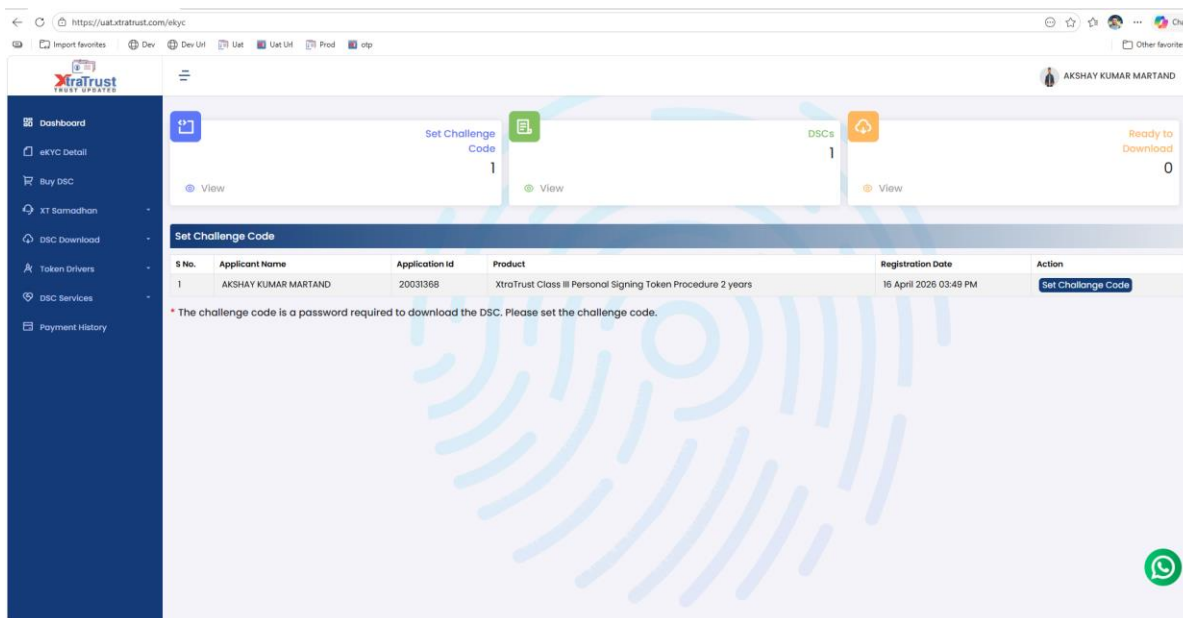


Figure 17: Set Challenge Code Dashboard

The Challenge Code is like a password for your DSC. Store it securely. If lost, DSC download cannot be completed without support from XtraTrust.

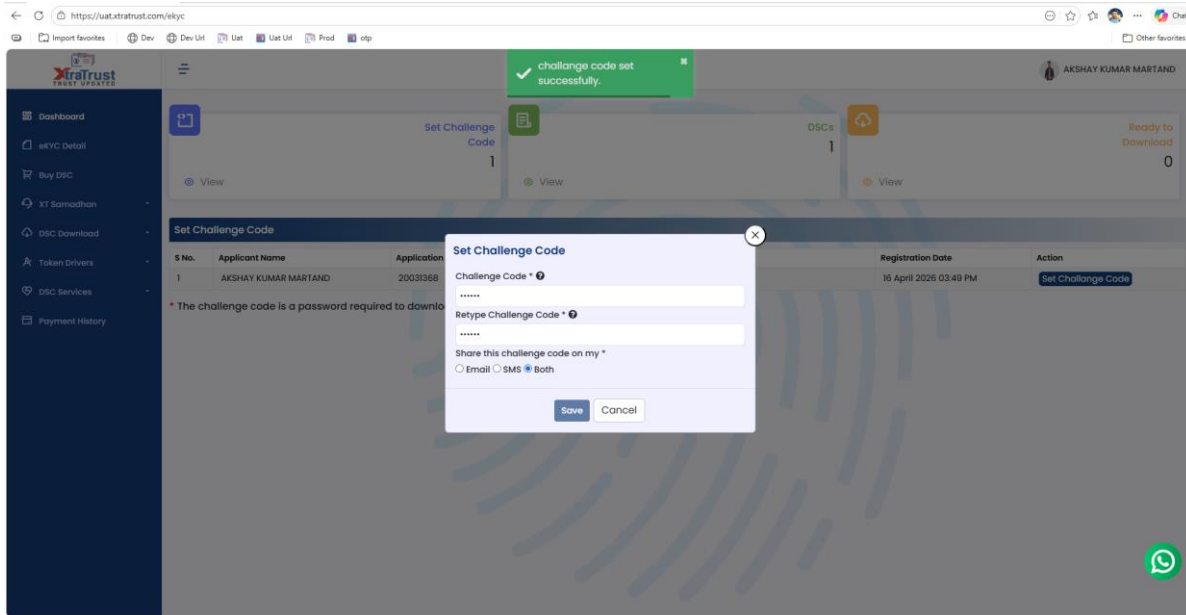


Figure 18: Challenge Code Popup

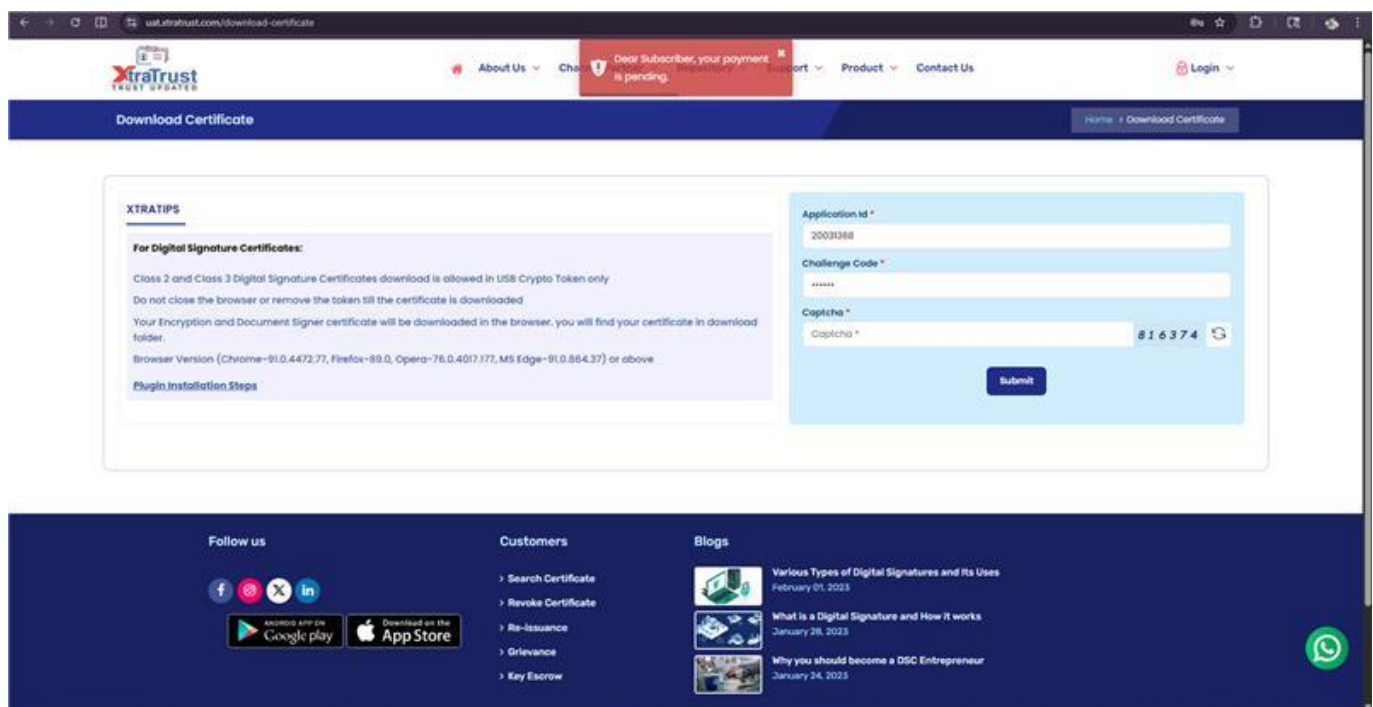


Figure 19: Payment pending alert

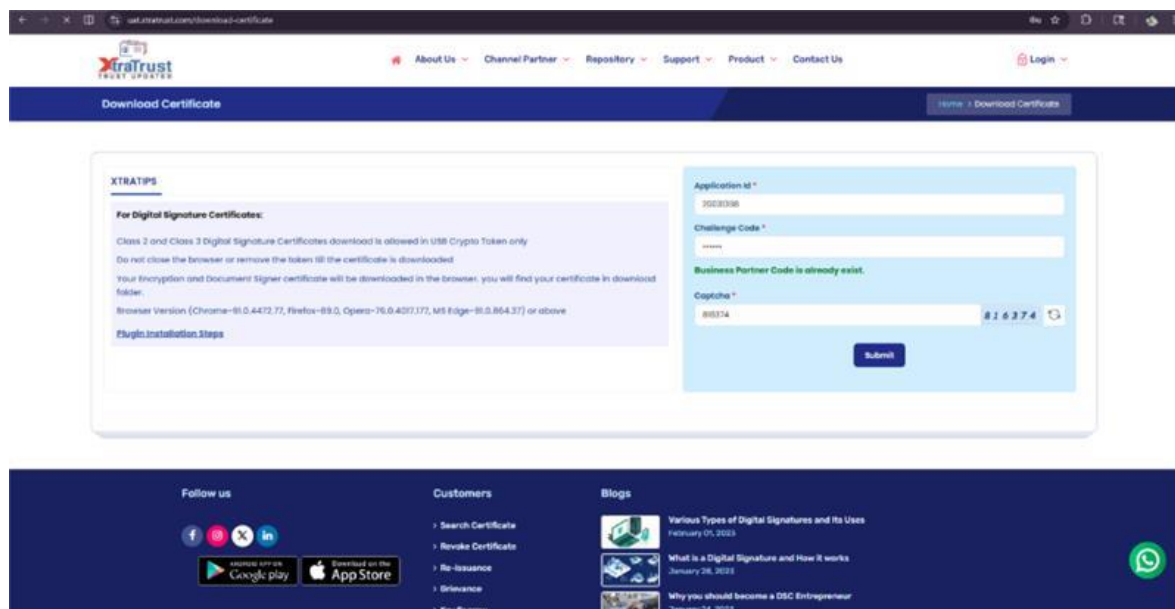
The user cannot download the DSC until the payment is completed

Step 9: DSC Download

The final step is downloading the Digital Signature Certificate to a USB Crypto Token.

9.1 Download Steps

Step	Action	Description
1	Visit Download Page	Go to https://xtratrust.com/download-certificate
2	Enter Application ID	Enter the Application ID (for example, 20031368)
3	Enter Challenge Code	Enter the Challenge Code set in Step 6
4	Enter CAPTCHA	Enter the CAPTCHA shown on screen
5	Click Submit	System validates and shows applicant details
6	Click Proceed to Download DSC	System checks token insertion and initiates download
7	Acknowledge Receipt	Tick the acknowledgement checkbox for DSC receipt



Download Certificate

XTRATIPS

For Digital Signature Certificates:

Class 2 and Class 3 Digital Signature Certificates download is allowed in USB Crypto Token only.
Do not close the browser or remove the token till the certificate is downloaded.
Your Encryption and Document Signer certificate will be downloaded in the browser; you will find your certificate in download folder.
Browser Version (Chrome-89.0.4472.77, Firefox-89.0, Opera-76.0.4207.177, MS Edge-91.0.864.37) or above

[Click on Installation Steps](#)

Application ID *
20031368

Challenge Code *

Business Partner Code is already exist.

Captcha *
816374

Submit

Follow us

Customers

- Search Certificate
- Revoke Certificate
- Re-Issuance
- Refundance
- Key Expiry

Blogs

- Various Types of Digital Signatures and Its Uses
February 01, 2023
- What is a Digital Signature and How it works
January 28, 2023
- Why you should become a DSC Entrepreneur
January 24, 2023

Figure 21: Download Certificate

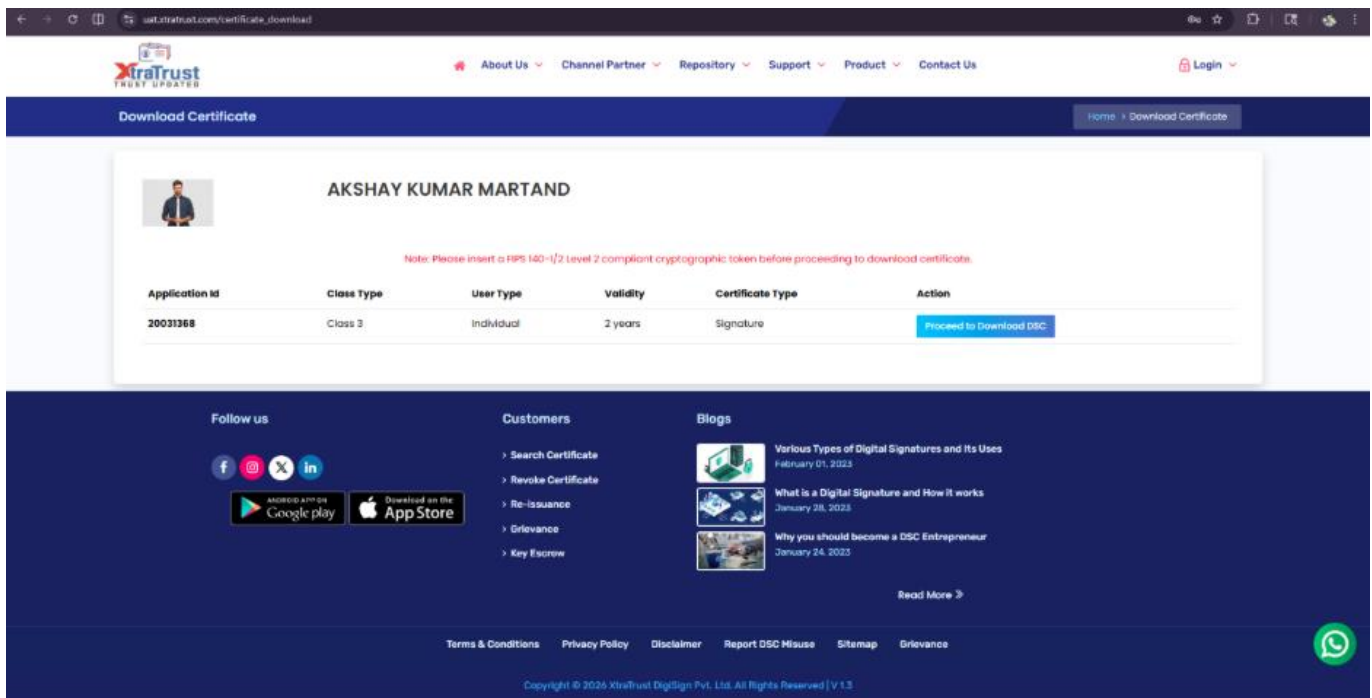


Figure 22:

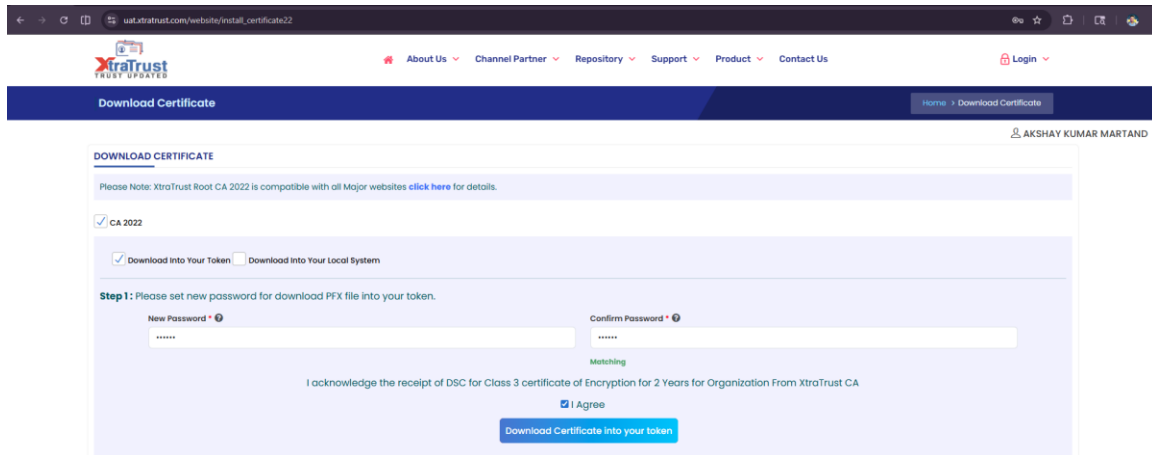


Figure 23: Challenge code

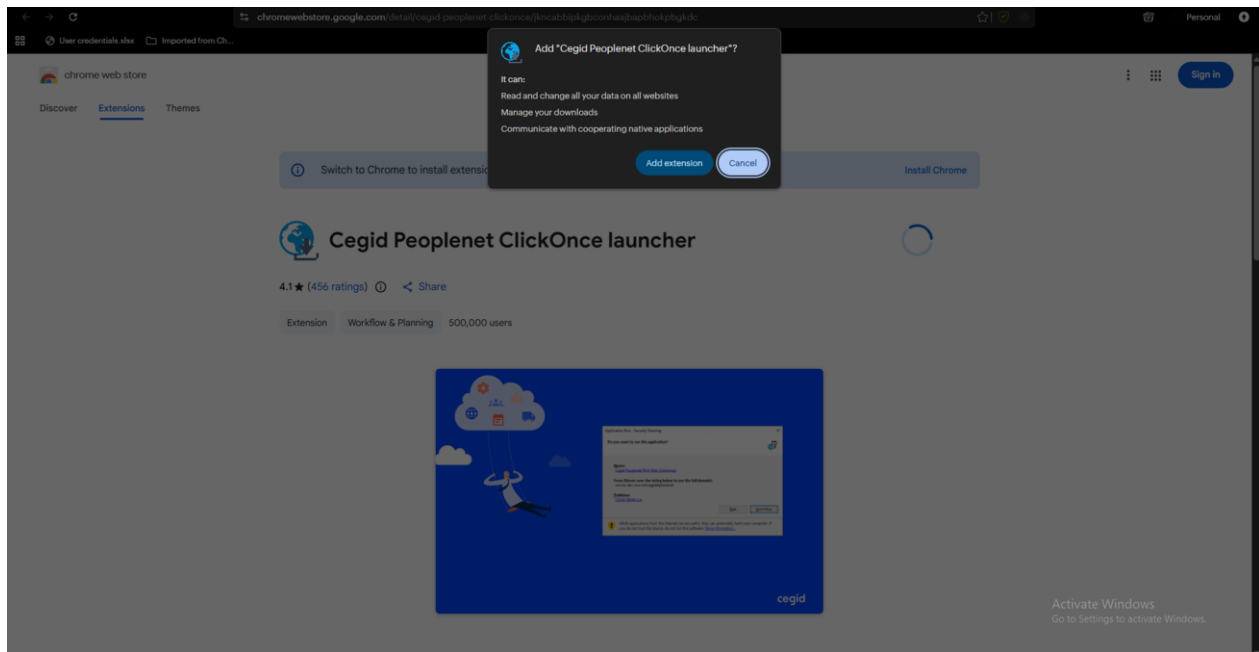


Figure 24: Extension

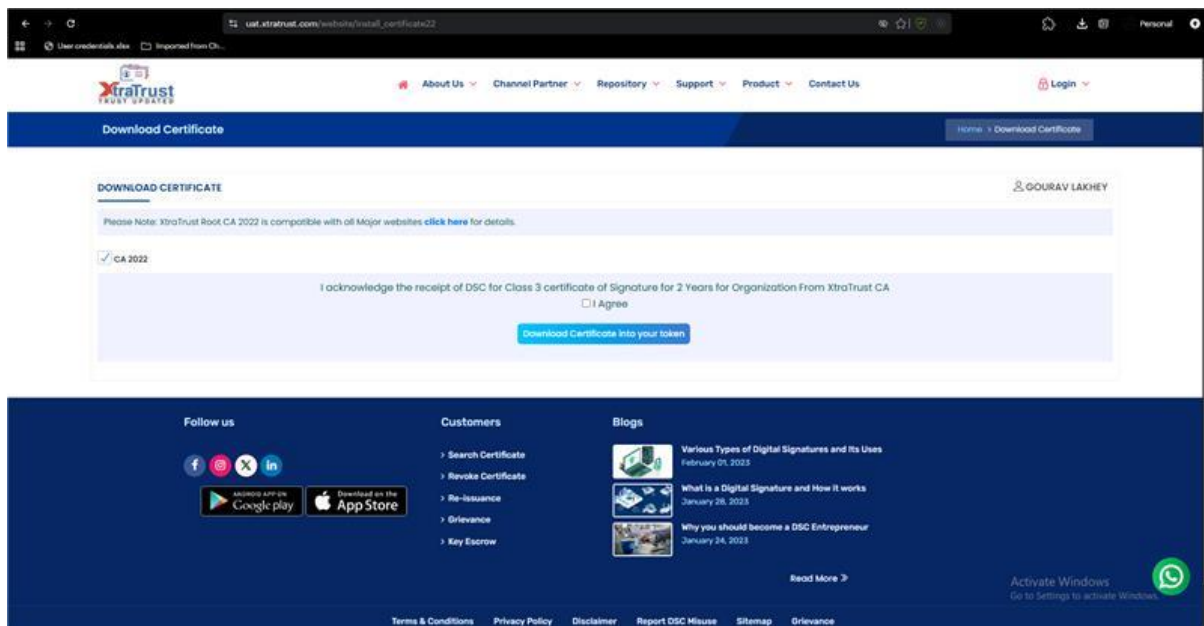


Figure 25: Proceed to Download DSC

- Insert a USB Crypto Token into the computer.
- Ensure the XtraTrust browser plugin is installed (Chrome v91+, Firefox v89+, Opera v76+, MS Edge v91+).
- Do not close the browser or remove the token until the download is complete.

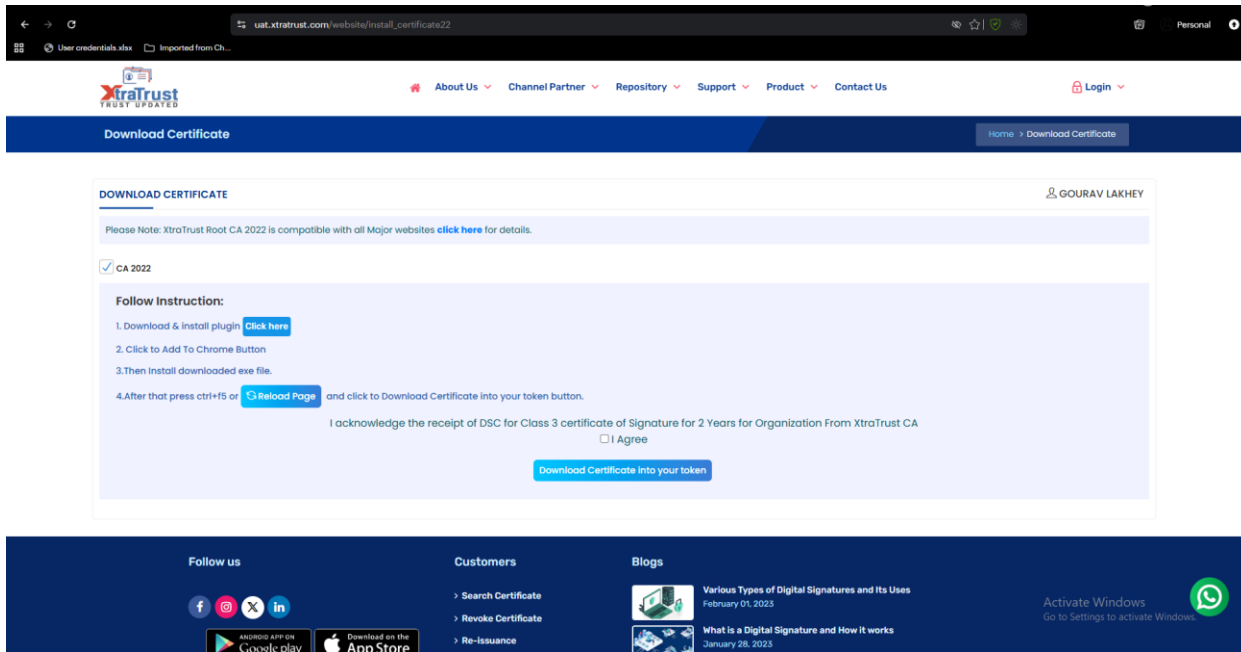


Figure 26: Pre-Download

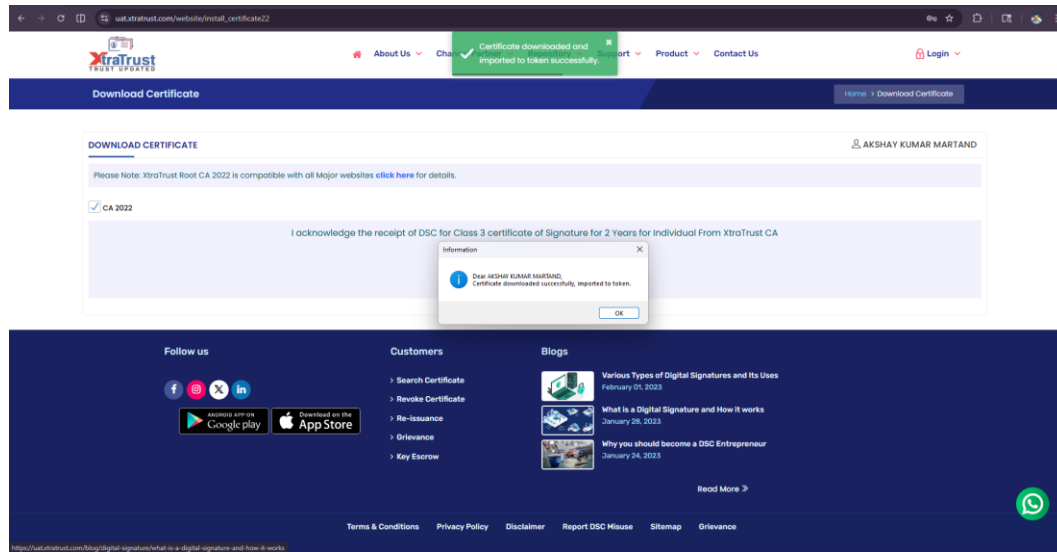


Figure 27: Download Confirmation Message

NOTE: Class 2 and Class 3 DSCs download only to a USB Crypto Token. Encryption and Document Signer certificates download to the browser download folder

5. Managing Ongoing Applications

The Kiosk Operator can track and manage all in-progress applications from the MP Online Dashboard.

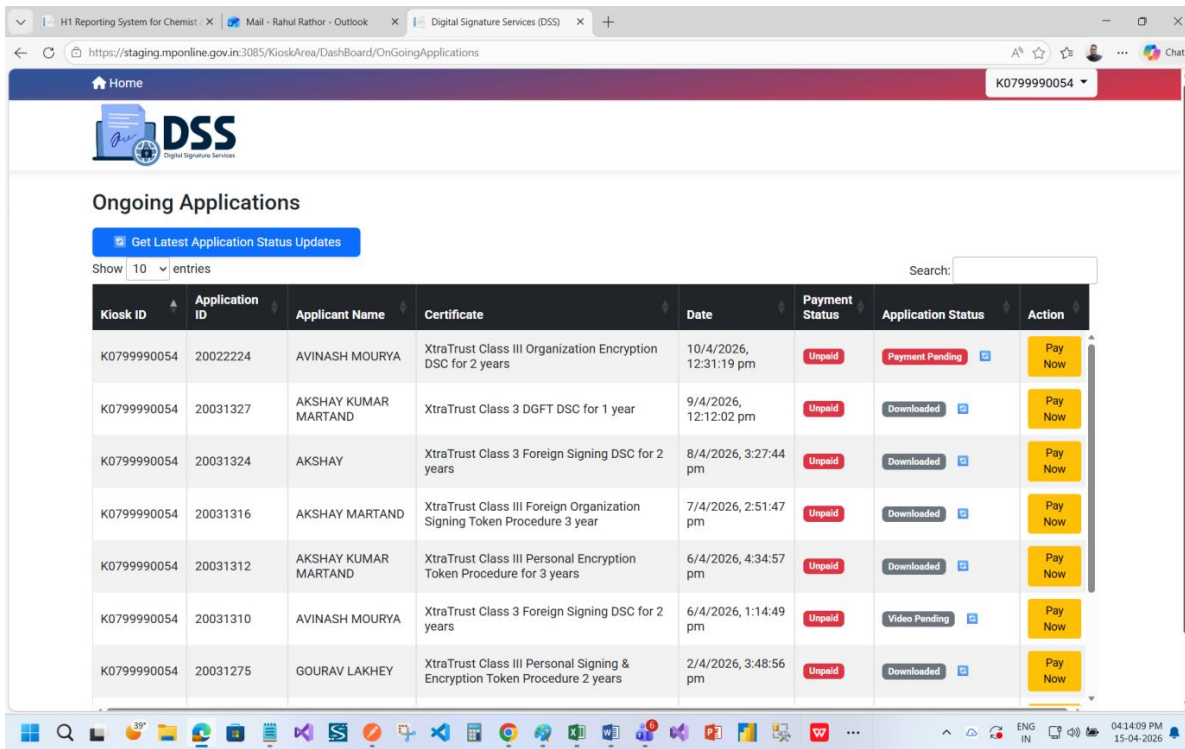
5.1 Ongoing Applications Screen

Navigate to: Dashboard → Ongoing Applications

Column	Description	Action
Kiosk ID	Identifier of the kiosk that submitted the application	—
Application ID	Unique ID assigned to each DSC application	—
Applicant Name	Name of the DSC applicant	—
Certificate	Type and duration of DSC applied for	—
Payment Status	Unpaid / Paid status of the application	Pay Now
Application Status	Current lifecycle stage of the application	Pay Now / View

5.2 Application Status Definitions

Status	Meaning	Owner
Payment Pending	Application registered, payment not yet made	MP Online
Video Pending	Payment done, KYC video not yet uploaded	Applicant
Verification Pending	Video uploaded, under review by XtraTrust Backend Team	XtraTrust Backend
Download Pending	Verified and approved, eSign done, awaiting download	Applicant
Downloaded	DSC successfully downloaded to USB token	XtraTrust



Ongoing Applications

Get Latest Application Status Updates

Show 10 entries

Search:

Kiosk ID	Application ID	Applicant Name	Certificate	Date	Payment Status	Application Status	Action
K0799990054	20022224	AVINASH MOURYA	XtraTrust Class III Organization Encryption DSC for 2 years	10/4/2026, 12:31:19 pm	Unpaid	Payment Pending	Pay Now
K0799990054	20031327	AKSHAY KUMAR MARTAND	XtraTrust Class 3 DGFT DSC for 1 year	9/4/2026, 12:12:02 pm	Unpaid	Downloaded	Pay Now
K0799990054	20031324	AKSHAY	XtraTrust Class 3 Foreign Signing DSC for 2 years	8/4/2026, 3:27:44 pm	Unpaid	Downloaded	Pay Now
K0799990054	20031316	AKSHAY MARTAND	XtraTrust Class III Foreign Organization Signing Token Procedure 3 year	7/4/2026, 2:51:47 pm	Unpaid	Downloaded	Pay Now
K0799990054	20031312	AKSHAY KUMAR MARTAND	XtraTrust Class III Personal Encryption Token Procedure for 3 years	6/4/2026, 4:34:57 pm	Unpaid	Downloaded	Pay Now
K0799990054	20031310	AVINASH MOURYA	XtraTrust Class 3 Foreign Signing DSC for 2 years	6/4/2026, 1:14:49 pm	Unpaid	Video Pending	Pay Now
K0799990054	20031275	GOURAV LAKHEY	XtraTrust Class III Personal Signing & Encryption Token Procedure 2 years	2/4/2026, 3:48:56 pm	Unpaid	Downloaded	Pay Now

Figure 28: Ongoing Applications Screen

6. View Paid Entries & Payment Receipts

6.1 Viewing Paid Applications

Navigate to: Dashboard → View Paid Entries

This section displays all applications where payment has been completed, including Transaction ID, Payment Date, Amount Paid, and XtraTrust confirmation status.

6.2 Downloading Payment Receipt

Step	Action	Description
1	Open View Paid Entries	Click View Paid Entries tile on the Dashboard
2	Locate the Application	Search by Applicant Name or Application ID
3	Click Print	Click the Print button to open the receipt view
4	Download PDF	Click Download PDF to save the payment receipt

6.3 Payment Receipt Contents

- Application ID
- Applicant Name
- Certificate Name
- Kiosk ID
- Transaction ID
- Payment Date & Time
- Base Amount & Portal Charges
- Total Amount Paid
- Payment Status
- Application Status

NOTE: A Retry button appears for payments where XtraTrust confirmation is still Pending. Use this to re-trigger the payment confirmation if the application is stuck.

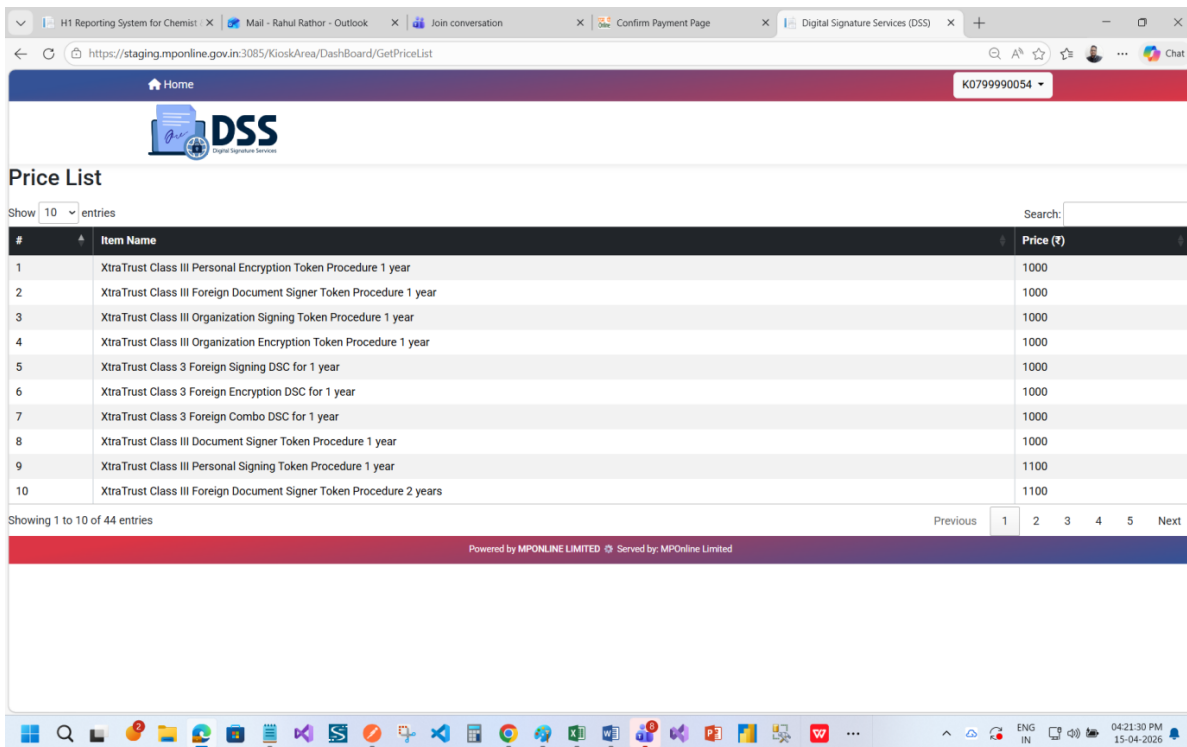
7. Product Price List

Navigate to: Dashboard → Product Price List

The price list contains 44 XtraTrust DSC products. Sample prices are as follows:

#	Product Name	Price (₹)
1	XtraTrust Class III Personal Encryption Token Procedure 1 year	1,000
2	XtraTrust Class III Foreign Document Signer Token Procedure 1 year	1,000
3	XtraTrust Class III Organization Signing Token Procedure 1 year	1,000
4	XtraTrust Class 3 Foreign Signing DSC for 1 year	1,000
5	XtraTrust Class III Personal Signing Token Procedure 1 year	1,100
6	XtraTrust Class III Foreign Document Signer Token Procedure 2 years	1,100
7	44 Products Total - Visit Price List for complete listing	—

NOTE: Prices shown are base prices. Portal Charges and 18% GST are added at the time of payment. Final invoice amount will differ from the base price.



#	Item Name	Price (₹)
1	XtraTrust Class III Personal Encryption Token Procedure 1 year	1000
2	XtraTrust Class III Foreign Document Signer Token Procedure 1 year	1000
3	XtraTrust Class III Organization Signing Token Procedure 1 year	1000
4	XtraTrust Class III Organization Encryption Token Procedure 1 year	1000
5	XtraTrust Class 3 Foreign Signing DSC for 1 year	1000
6	XtraTrust Class 3 Foreign Encryption DSC for 1 year	1000
7	XtraTrust Class 3 Foreign Combo DSC for 1 year	1000
8	XtraTrust Class III Document Signer Token Procedure 1 year	1000
9	XtraTrust Class III Personal Signing Token Procedure 1 year	1100
10	XtraTrust Class III Foreign Document Signer Token Procedure 2 years	1100

Figure 29: Product Price List Screen

8. Troubleshooting & FAQs

8.1 Common Issues & Resolutions

Issue	Possible Cause	Resolution
OTP not received	Mobile number incorrect or network issue	Verify number, click Resend OTP
PAN validation failed	Name mismatch between PAN and form	Correct the name to match PAN records
Video rejected	Script not read correctly, poor lighting, or wrong code	Re-record with proper script and lighting
Payment showing Pending	Payment gateway delay or network interruption	Use Retry option in Paid Entries screen
DSC not downloading	Crypto token not inserted or plugin not installed	Insert token, install plugin, and retry download
Challenge Code forgotten	Code not noted after setting	Contact XtraTrust support for assistance
eSign not completing	Forms not reviewed before signing	View both forms, then click Complete eSign

8.2 Frequently Asked Questions

Q1: Who verifies my KYC documents and video?

A: KYC verification is performed exclusively by the XtraTrust Backend Verification Team. Neither the Kiosk Operator nor any automated system makes the final verification decision. You will be notified via your registered mobile number and email once verification is complete.

Q2: Can payment be made before registration?

A: No. Payment can only be initiated after successful registration on XtraTrust and generation of a unique Application ID. The system does not permit payment-first flows.

Q3: What is an Application ID?

A: Application ID is a unique identifier generated by XtraTrust after successful registration. It links your identity, payment, and DSC issuance together for complete traceability throughout the lifecycle.

Q4: How long does KYC verification take?

A: KYC verification is conducted by the XtraTrust Backend Team. Timeline depends on document quality and video clarity. You will be notified once the review is complete.

Q5: Can I use any USB token to download the DSC?

A: No. Only FIPS 140-1/2 Level 2 compliant cryptographic tokens are supported for Class 2 and Class 3 DSC download.

9. Glossary of Terms

Term	Definition
Application ID	Unique identifier generated by XtraTrust after successful DSC registration, used to track the entire lifecycle.
CA (Certifying Authority)	Licensed authority (XtraTrust DigiSign Pvt. Ltd.) that issues Digital Signature Certificates under the IT Act 2000.
Challenge Code	A secret password set by the applicant, required to download the DSC from XtraTrust.
CCA	Controller of Certifying Authorities — regulates and oversees all CAs in India under the IT Act.
DSC (Digital Signature Certificate)	A cryptographic instrument used to verify identity in digital transactions, legally binding under the IT Act 2000.
eKYC	Electronic Know Your Customer — the process of verifying an applicant's identity digitally using Aadhaar, PAN, or biometrics.
eSign	An online electronic signature service enabling digital signing of documents using eKYC authentication.
FIPS 140-1/2 Level 2	A US federal standard for cryptographic modules; Level 2 compliant USB tokens are required for DSC storage.
KYC Verification (Backend)	The process by which the XtraTrust Backend Team reviews submitted documents and KYC video to approve or reject the application.
Kiosk ID	Unique identifier assigned to each MP Online Kiosk operator (e.g., K0799990054).
MP Online	Government-approved citizen service platform and payment facilitator for DSC applications.
PAN	Permanent Account Number — a government-issued identity document used as a KYC mechanism in DSC registration.
RA (Registration Authority)	Entity engaged by XtraTrust CA to collect DSC application forms and facilitate verification.
Referral Code	Kiosk-specific authorization code used during DSC registration on XtraTrust to link the application to the originating kiosk.
TLS 1.2	Transport Layer Security protocol version 1.2 — used for encrypted communication between MP Online and XtraTrust.
XtraTrust	The Certifying Authority (CA) platform operated by XtraTrust DigiSign Pvt. Ltd. responsible for DSC issuance and lifecycle management.