



CTT eSignTrust Mobile OTP System User Guide

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Content

1. INTRODUCTION	3
1.1. SYSTEM REQUIREMENT	3
1.2. DOWNLOAD	3
1.2.1 <i>Android devices</i>	3
1.2.2 <i>iOS devices</i>	4
2. ACCOUNT REGISTRATION	4
2.1. TO REGISTER	4
3. USING OTP	9
3.1. BEFORE USE	9
3.2. TIME COUNTER	13
4. CONTACT US	14

1. Introduction

1.1. System Requirement

Mobile Devices	Requirement
iOS devices	iOS 10.0 or later
Android devices	Android 4.4 or later

To ensure the best user experience, Android 4.4 or above is advised. Android 4.4 or below version will not be provided a technical support.

1.2 Download

1.2.1 Android devices

1.2.1.1 GooglePlay User

Please search "eSignTrust MOTP" on Google Play or using the following QR Code:



1.2.1.1 Non GooglePlay User

Please download it from the following download page or use the following QR Code:

https://www.esigntrust.com/en/supt_download.html

Home Page > Support and Download > Download >

Download

Application Download

eSignTrust eCrypto Encryption/Decryption Tool (Support Windows 10/11)	Download
eMOTP Mobile App (Android version)	Download
PDF Signature Verification Web Tool (Beta Version)	Enter
eSignPDF Lite - Batch Electronic Signing Tool	Download



1.2.2 iOS devices

Please search "eSignTrust MOTP" on App Store or using the following QR Code:



2. Account Registration

2.1. To Register

2.1.1. If user is first time using this app or the account registered to the app is not user, user may need to register.



Terms of Service

YOU MUST READ CAREFULLY THE TERMS AND CONDITIONS OF THIS TERMS OF USE (HEREINAFTER AGREEMENT), BEFORE APPLYING FOR, ACCEPTING OR USING «eSignTrust MOTP» (Hereinafter eMOTP). IF YOU DO NOT AGREE WITH THE TERMS AND CONDITIONS OF THIS AGREEMENT, DO NOT APPLY FOR, ACCEPT OR USE A Macao Post and Telecommunications Bureau eMOTP.

By submitting, sending or presenting eMOTP request, subscriber recognizes having read and understood the terms

☒ Agree above Terms of Service

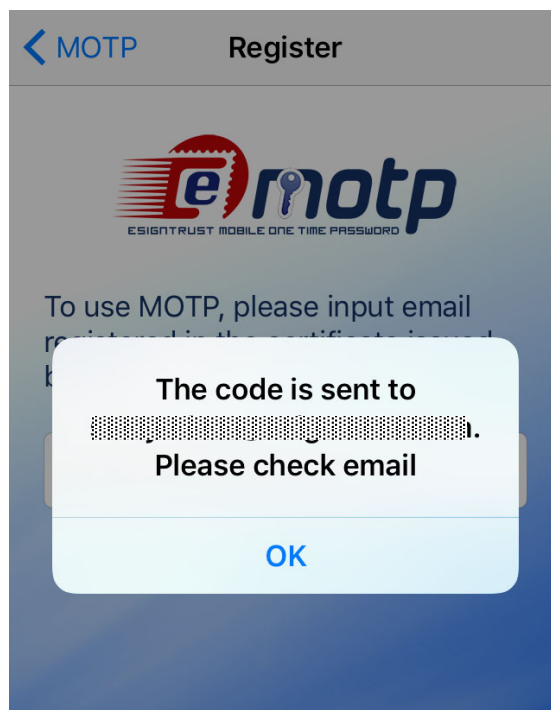
Agree

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2.1.2. Input the email address registered with user's certificate then click "Next".



2.1.3. System will check if user's email is registered with a certificate or not, if yes, system will pop a message showing the code is sent.



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2.1.4. User may receive an email like this. Enter the code to register within one hour. If the code is expired after one hour, user may need to request again.



System has received a verification code request for your email [\[redacted\]](#)

This code(103551) will work for 1 hour.

If you did not ask to request the code, then please ignore this email. Another user may have entered your email by mistake. No changes will be made to your account.

Sincerely,
[eSignTrust](#)

2.1.5. Input the registration code from user's email, then click "Register".

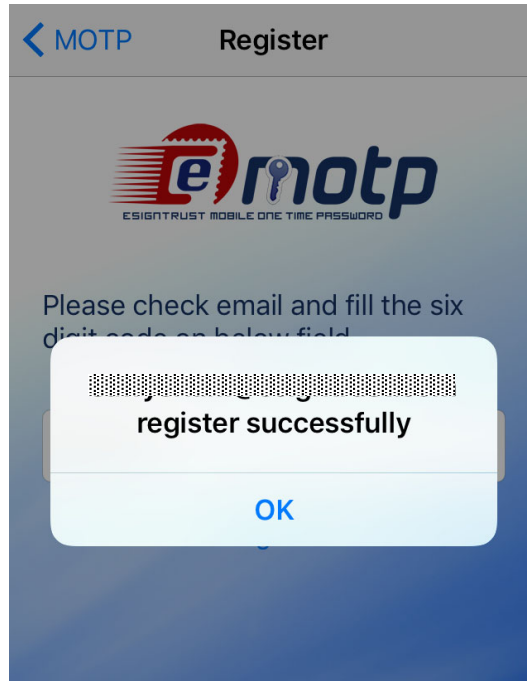
[< MOTP](#) Register


Please check email and fill the six digit code on below field

Register

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2.1.6. System will pop message if register success.



2.1.7. And receive an email like this.



This email confirms your MOTP account(XXXXXXXXXXXX) register/update successfully.

Sincerely,
eSignTrust

2.1.8. User may see OTP code at front page after registered.

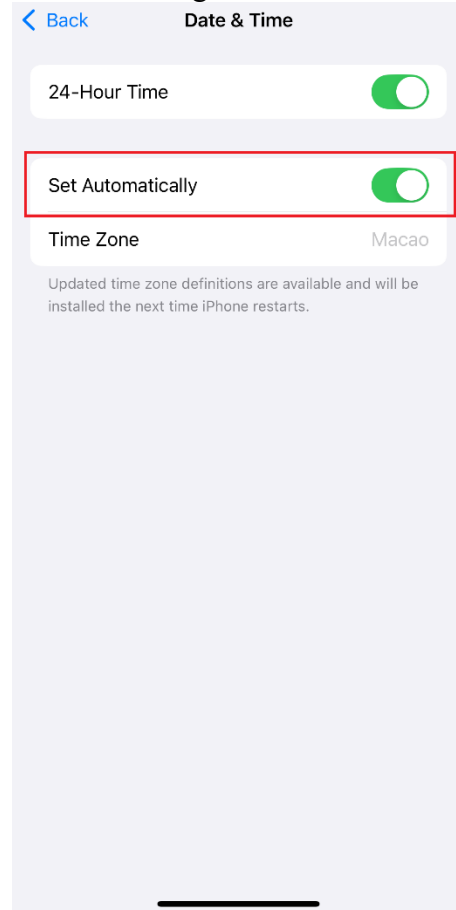


3. Using OTP

3.1. Before Use

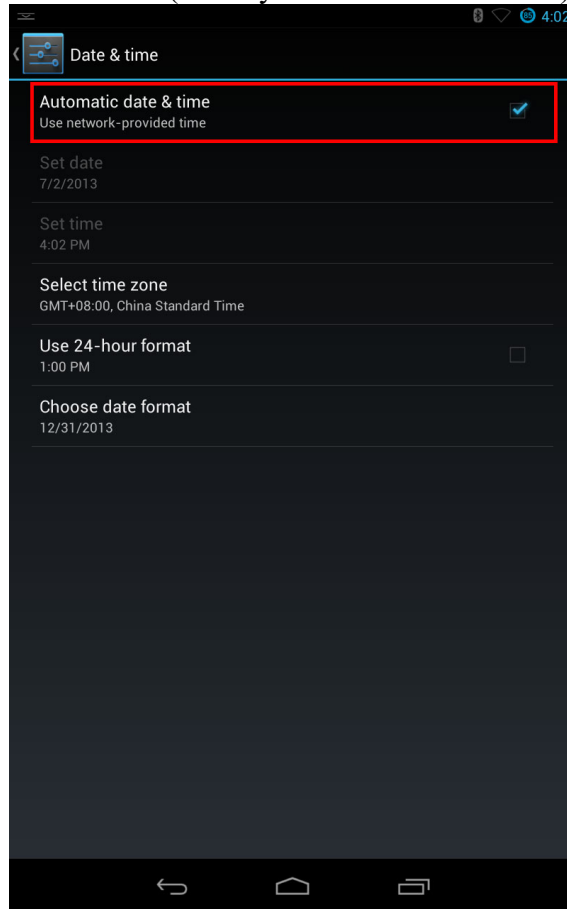
- 3.1.1. Be sure that the “Set Automatically” of the “Date & Time” option is on, so user can use this app normally at any time zone.

iPhone: Settings → General → Date & Time



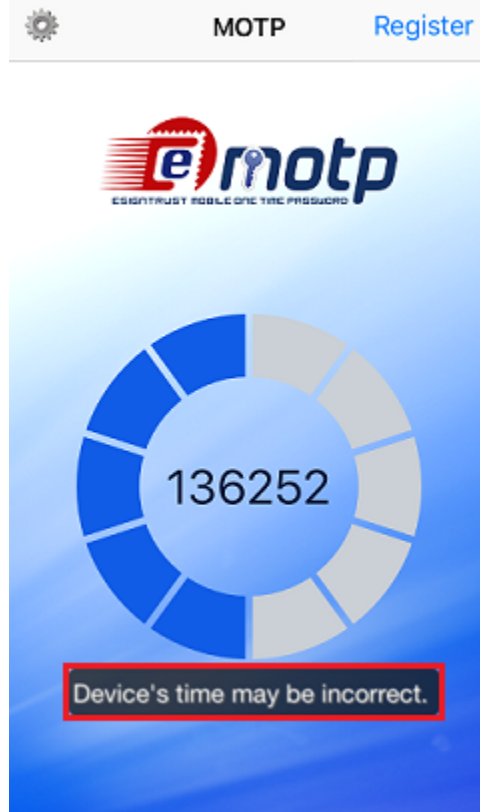
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Android 4.* (UI may have little differences): Settings → Date & Time.



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- 3.1.2. (*"Set Automatically" for system time is recommended) If user set the time manually, although user will receive the below message if the time error between user manual set and server exceed 3 minutes, user can use it as normal.

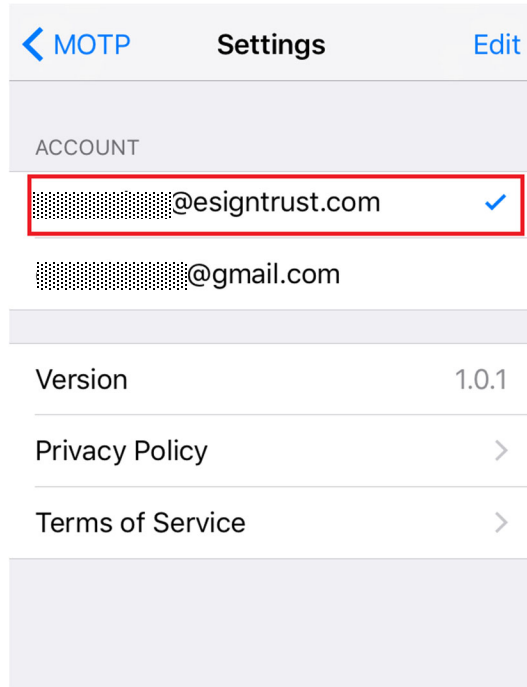


- 3.1.3. Click the setting button at the top left corner of the screen.



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3.1.4. Ensure to choose user authentication account. If not, back to 2.1.1 to register.

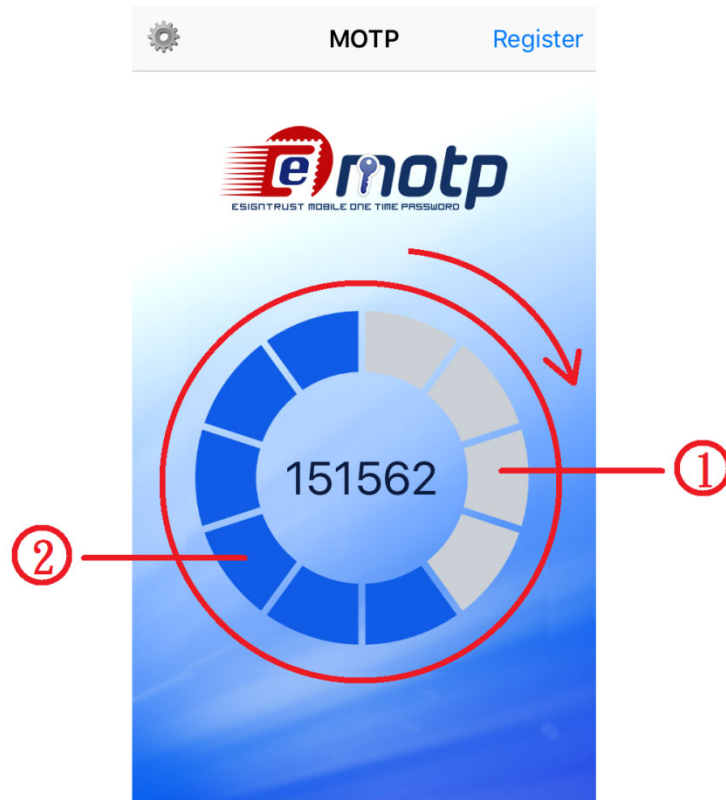


3.1.5. Back to front page, user can start using it now.



3.2. Time Counter

3.2.1. Every OTP code can live only 60 seconds, at the home screen, there is a time counter to let user know how much time left of the displaying OTP code.



- (1) Time passed.
- (2) Time remained.

There is 10 blocks construct a circle as a time counter, every blocks remain 6 seconds, turns to grey from blue after 6 seconds passed, and the order is clockwise. After 60 seconds passed the OTP code and the time counter will be renewed.

4. Contact Us

- **Sales, Enquiry, Support & Complaint**

Tel : +853 2833 0338
Fax : +853 8299 5515
Sales Email: sales@esigntrust.com
Enquiry & Complaint Email: enquiry@esigntrust.com
Customer Support Email: helpdesk@esigntrust.com

- **Registration Authority**

eSignTrust Registration Authority Division of Electronic Certification Services
Macao Post and Telecommunications Bureau

Address : Avenida da Praia Grande no.789, R/C Macau
Tel : +853 2833 0338
Fax : +853 8299 5515
Office Hours : Monday to Thursday 9:00am - 5:45pm
Friday 9:00am - 5:30pm

- **Administration Office**

eSignTrust Certification Services Division of Electronic Certification Services
Macao Post and Telecommunications Bureau

Address : Edifício dos Correios, 12 andar,
Estrada de Dona Maria II, 11a 11-D Macau
Tel : +853 2871 7521
Fax : +853 2871 7523
Office Hours : Monday to Thursday 9:00am - 1:00pm, 2:30pm - 5:45pm
Friday 9:00am - 1:00pm, 2:30pm - 5:30pm

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