

USER GUIDE

CREATION AND TRACKING OF ELECTRONIC SIGNATURE REQUESTS



User Guide

Thanks to the Universign Web portal, you can very easily have all kinds of PDF documents signed, in just a few clicks. All you need to do is go to www.universign.com, create a client account and follow the steps to creating signature collections.

The Universign web portal can be used from any internet browser and allows you to manage your account and your users, and to create and track signature collections.

This guide will allow you to get to know how our electronic signature service works, with simple and intuitive steps to create your signature requests.

You can also watch our video tutorial below:



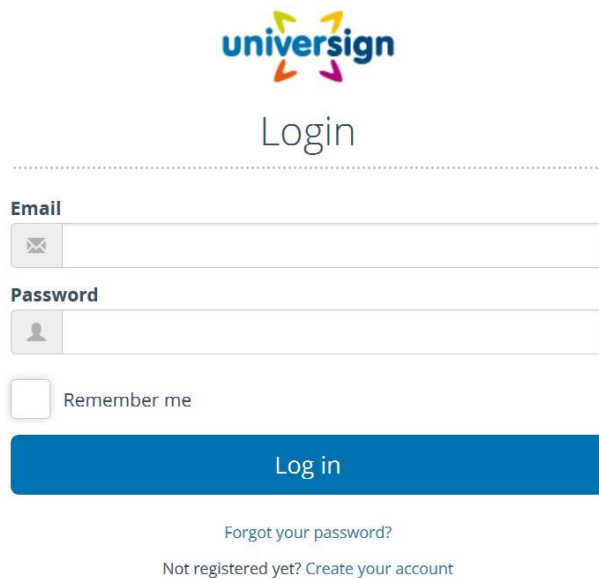
Version

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1. Log in

It couldn't be easier to use our services: log in to our online app from your browser at <https://login.universign.com/authn/login>

- If you already have a Universign account



The screenshot shows the Universign login interface. At the top is the Universign logo, followed by the word "Login". Below this is a horizontal dashed line. The form contains three main sections: "Email" with an envelope icon and a text input field; "Password" with a person icon and a text input field; and a "Remember me" checkbox with the text "Remember me" to its right. Below these is a large blue "Log in" button. At the bottom of the form, there are two links: "Forgot your password?" and "Not registered yet? Create your account".

Enter the email address and password used to create your account.

If you've forgotten your password, use the [Forgot your password](#) link to receive a new one.

- [Create your Universign account](#)

Register

Email *

Last Name *

First Name *

Password *

At least 8 characters, including one letter and one number

Please confirm your password *

Phone number

I am an individual

Company *

Promotion code

Keep me informed of service news by email

By checking this box, I acknowledge that I've read and accepted Universign's General Terms of Use as well as the Specific Terms of Use related to Universign's Signature Service and Timestamp Service.

By checking this box, I acknowledge that I've read and accepted Universign's Personal Data Protection Policy.

[Submit](#)

[Already a member ? Sign in](#)

If you haven't got a Universign account yet, it couldn't be easier to get started!

Click on the [Create your account](#) link and enter the required information.

The fields marked with an asterisk (*) are mandatory to be able to create an account. You must also accept the various terms and conditions of use for our services and our data protection policy (GDPR).

2. Using the application

Once you've logged in to use our service, you'll be redirected to the application's homepage.

universign New collection 75 remaining signatures Buy credits EB						
All In progress Completed Profile: All Search: <input type="text"/>						
Date	Title	Signatories	Status	Documents	Signature attestations	
04-12-19	Contrat Open the signature session Created by Emma Blin	<ul style="list-style-type: none"> Jean Dupont - Sending of the invitation e-mail on 04 Dec 2019 at 16h47 - relaunch Martin Dolberg 	in progress			
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Export the list as a .CSV file « < 1 / 74 > » Collections per page: 10

Application main menu

Buy credits	Emma Blin	☰
	Identity	
	Organization	
	My collections	
	Register a digital identity	
	Timestamp	
	Statistics	
	Purchases	
	Settings	

Identity: manage your personal information and username.

Organisation: manage the information for your organisation and authorised users.

My collections: track your signature requests.

Timestamp: timestamp a file (not just PDF files).

Statistics: track your usage per user.

Purchases: purchase a new service pack and track your orders.

Settings: manage your password, personal information and users, and find our email addresses for sending your documents or emails to be timestamped.

3. Have your PDF documents signed

To have your PDF documents signed, click on the “**New Collection**” button, which will allow you to define the document(s) to be signed, the recipient(s) and the type of signature¹ to be used, all found under the “collection” section of the Universign application²



At the heart of our application is the creation of signature requests, which can be carried out in 4 very simple steps:

1. Upload the document(s) to be signed
2. Enter the signatory/signatories
3. Position the signature field(s)
4. Check your document before sending it off!

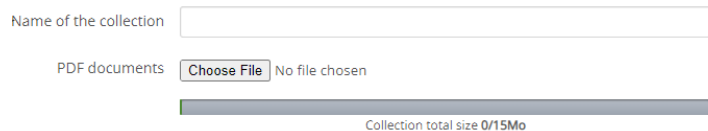
The following sections will describe how to use the application in more detail.

1. Upload your PDF documents

For each document you wish to add, you can either:

- a. Drag and drop the file
- b. Select it by clicking the button

which will open a window allowing you to select the document from your file directory.



Advanced signature options

In the “Advanced options” tab, you’ll find different options allowing you to define the type of signature or choice of language, and to enable handwritten signatures.

The delivery of an OTP code by text is mandatory and cannot be changed.

The options you define will only apply to the collection being created.

¹ The type of signature depends on the options you have subscribed for

² A Universign collection is used much like a physical folder of documents waiting to be signed

Advanced Options

Type of signature	simple signature	▼
Choose a profile of signature	default	▼
Ask for handwritten signing	Always	▼
Authentication by	SMS	▼
Receive the signed document by email	<input checked="" type="checkbox"/>	
Send the signed document by email to the signatories	<input checked="" type="checkbox"/>	
Choose the number of signatures by signatory	1	▼
Choose language of signature	English	▼

Type of signature

Type of signature	simple signature
Ask for handwritten signing	simple signature
Authentication by	certified signature
	local certificate

Simple

Simple electronic signature (level 1) using a one-time password delivered by text.

Certified

This corresponds to an advanced signature (level 2) and includes the verification of the signatory's ID document when creating their certificate, and their electronic signature, using a one-time password delivered by text.

NB: It should be noted that the certificate on client workstations is no longer an option available in our catalogue.

Handwritten signature

In addition to the electronic signature, it is possible to enable handwritten signatures.

This handwritten signature has no legal value.


SIGN

You are about to sign:
• 20220514 WebApp Guide Utilisateu...

Please enter the code you just received on 33658524349

SMS Code

[Haven't received any SMS yet? Resend](#)


Erase

By checking this box, I acknowledge that I've read and accepted Universign's General Terms of Use as well as the Specific Terms of Use related to Universign's Signature Service.

By checking this box, I acknowledge that I've read and accepted Universign's Personal Data Protection Policy.

Sign

[Refuse to sign](#)

Receive the signed document

If checked, this option will trigger the automatic delivery of the signed document(s), once successfully signed, to the email address of the collection creator.

Universign advises you to leave this option enabled, in order to save a “copy”³ on any physical medium of your choice.

Send the signed document

If checked, this option will trigger the automatic delivery of the signed document(s), once successfully signed, to the email address of the collection signatories.

Signature page language

This allows you to set the language in which the signature page will be displayed.

Languages available: Bulgarian, Catalan, Dutch, English, French, German, Italian, Polish, Portuguese, Romanian or Spanish.

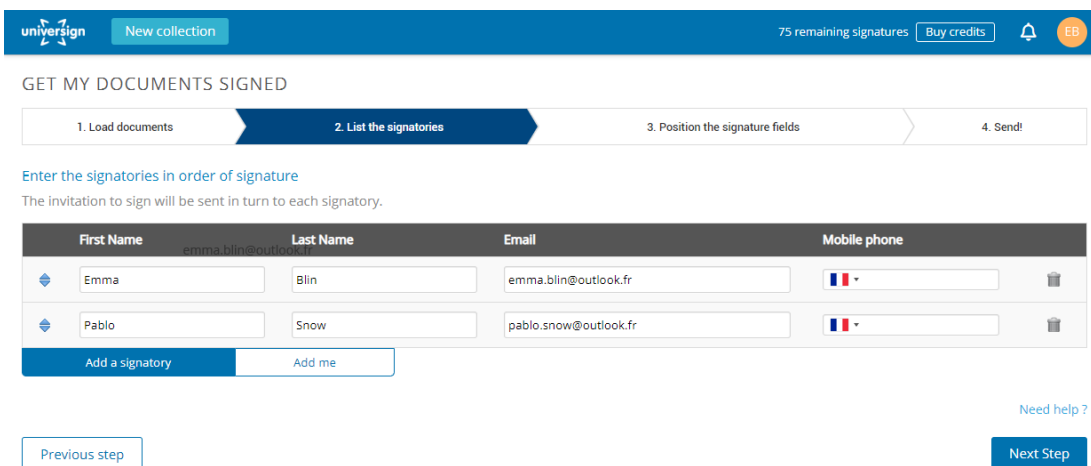
2. Enter the signatories

This second step allows you to define the order of signatories followed by the document to be signed.

There is no limit, you can therefore add as many signatories as necessary, by simply entering their first name, surname, email and mobile telephone number (if known).

If you make a mistake, click on the  symbol to delete the line.

If there are several signatories in a collection, the order will be sequential: therefore, the second signatory will only be able to sign the document after the first signatory has successfully signed, and so on for the remaining signatories.



The screenshot shows the 'List the signatories' step of a collection creation process. At the top, there is a navigation bar with the Universign logo, a 'New collection' button, and a status bar showing '75 remaining signatures', a 'Buy credits' button, a notification bell, and a user profile icon 'EB'. Below the navigation bar, a progress indicator shows four steps: '1. Load documents', '2. List the signatories' (the current step, highlighted in dark blue), '3. Position the signature fields', and '4. Send!'. The main content area is titled 'Enter the signatories in order of signature' and includes the instruction 'The invitation to sign will be sent in turn to each signatory.' Below this is a table with columns for 'First Name', 'Last Name', 'Email', and 'Mobile phone'. Two signatories are listed: Emma Blin and Pablo Snow. Each row has a dropdown arrow on the left and a trash icon on the right. At the bottom of the table are two buttons: 'Add a signatory' and 'Add me'. A 'Need help?' link is located to the right of the table. At the bottom of the form are two buttons: 'Previous step' and 'Next Step'.

First Name	Last Name	Email	Mobile phone
Emma	Blin	emma.blin@outlook.fr	FR
Pablo	Snow	pablo.snow@outlook.fr	FR

³ A copy of an electronically signed PDF document is legally equivalent to an original

3. Position the signature fields

Before the document can be sent to the signatories, you must manually position the signature field on your document.

The graphic transcription of the Universign electronic signature will appear in this field.

You can position your field as follows:

- Using the navigation buttons, go to the page where you want it to appear:



- Select the field to the right of the document and, using your mouse, place it on the desired area.

Note: The field must be placed entirely within the selected page of the document.

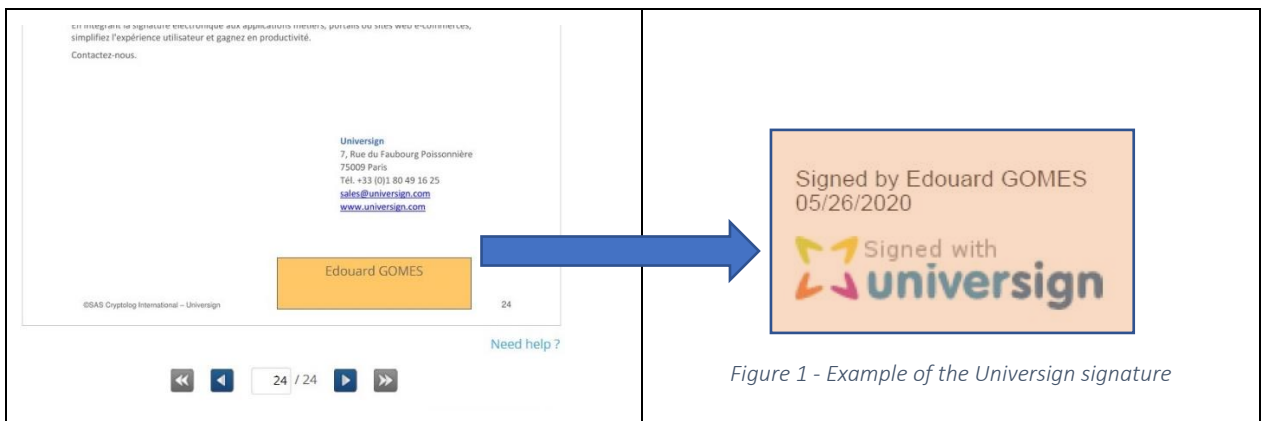




Figure 1 - Example of the Universign signature

4. Send your collection

Check the collection information.

If you've made a mistake, you can return to the **previous step**.

 [New collection](#)
75 remaining signatures [Buy credits](#)  EB

GET MY DOCUMENTS SIGNED

1. Load documents

2. List the signatories

3. Position the signature fields

4. Send!

Summary

Check the information of your collection and validate.

Name of the collection : Contract Paul SNOW
Document to sign : Contract Paul SNOW.pdf
Authentication by : SMS

Order	First Name	Last Name	Email	Mobile phone
1	Emma	Blin	emma.blin@outlook.fr	
2	Pablo	Snow	pablo.snow@outlook.fr	

The link on the signature page is valid for two weeks.

Previous step

SEND

Click **SEND**.

And that's it, all done!

Congratulations!

4. Track your signature requests

From the welcome screen or the “My collections” option, you can track the progress of your collections in real time. This dashboard allows you to see which of your documents have been signed or are in the process of being signed.

Once your signature request has been delivered, the application will automatically bring you to the request tracking function.

This function allows you to track the status of your signature collections and their progress within the list of signatories, as well as to cancel your request.

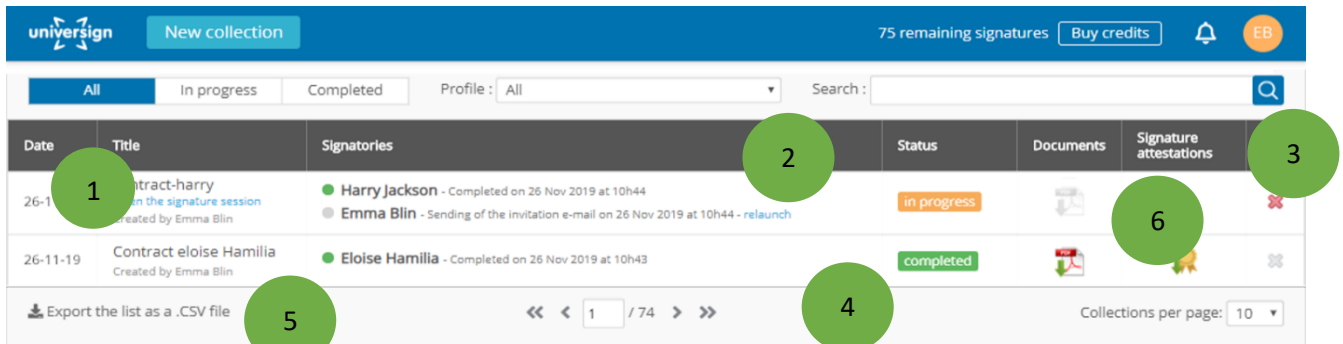
universign							New collection		75 remaining signatures		Buy credits	EB
All		In progress	Completed	Profile: All	Search:							
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Export the list as a .CSV file

« < 1 / 74 > »

Collections per page: 10

The application allows you to:



	<p>Log in to sign documents</p> <p>This allows you to open the signature page and proceed to sign documents. This option is only useful for face-to-face signatures.</p>
	<p>Follow-up with the pending signatory</p> <p>A new follow-up email will be sent to the signatory.</p>
	<p>Cancel the collection in progress</p> <p>This allows you to cancel a collection.</p> <p>Remember that the signatories will not be notified. As a result, when the signatory clicks on the link on the email they initially received, they will be redirected to a page indicating that the document cannot be accessed.</p>
	<p>Download the signed document</p> <p>Once your signature collection has been completed, this option will allow you to save your document to your device.</p> <div data-bbox="293 1346 373 1429">  <p>Your document is available to download.</p> </div> <div data-bbox="293 1451 373 1534">  <p>Your document has been archived by Universign. Every signed document is automatically archived after 30 days. This archiving function can be disabled if a client so wishes.</p> </div> <div data-bbox="293 1574 373 1657">  <p>You have requested the restoration of an archived document. Please wait, procedure in progress.</p> </div>
	<p>Download the list of collections</p> <p>A CSV file will be generated, featuring the list of your collections.</p>
	<p>Download the signature certification</p> <p>A PDF document will be generated,  indicating the operations carried out throughout the signature collection.</p> <p>You will receive the certification of both the document and the signatory.</p> <p>The signatory certification is only available after the collection has been completed.</p>

5. Signing the document

Once your collection has been delivered, each signatory will in turn be invited by email to sign your document on the Universign signature page.



Hello Edouard GOMES,

You have been invited by CRYPTOLOG INTERNATIONAL to sign documents through our signature service.

[CHECK THE DOCUMENTS AND SIGN](#)

www.universign.com is an online document signing service and a certified French Trust Service Provider (TSP) certified in Europe.

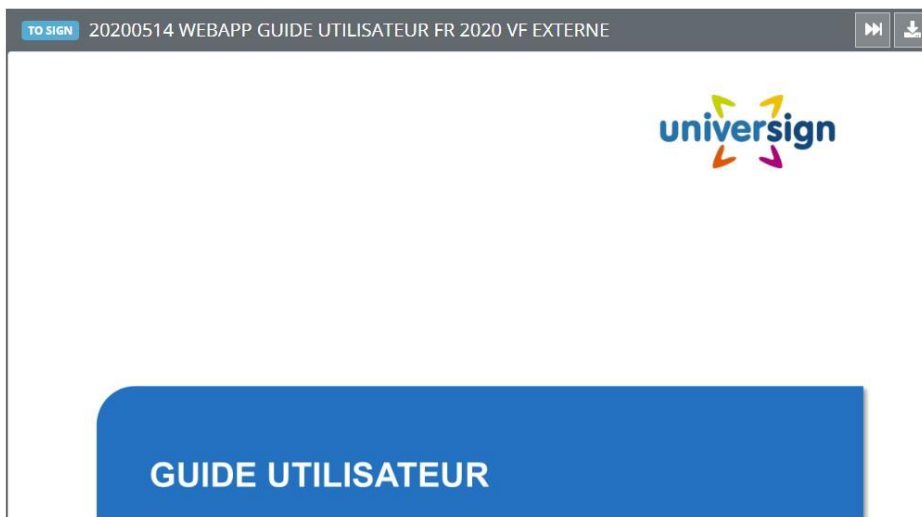
After clicking the button “**View documents and sign**”, the signatory must read the entire document online.



ELECTRONIC SIGNATURE SERVICE

Hello Edouard GOMES,

You are about to sign. Please read the documents, accept the terms and conditions at the bottom of the page, and then sign.



Then, they must accept the conditions presented below.

To sign electronically, the signatory must:

1. Accept the document.
2. Enter the one-time password received by text.
3. Accept the Universign service terms and conditions of use.
4. Sign.
5. Refuse to sign.

If the signatory refuses to sign, the collection will be cancelled. Only the creator will receive a cancellation email.

ACCEPT THE DOCUMENT

I have read and I accept the above document of 24 page(s).

1

SIGN

You are about to sign:
• 20200514 WebApp Guide Utilisateu...

Please enter the code you just received on 33658524349

SMS Code

Haven't received any SMS yet? Resend

By checking this box, I acknowledge that I've read and accepted Universign's General Terms of Use as well as the Specific Terms of Use related to Universign's Signature Service.

By checking this box, I acknowledge that I've read and accepted Universign's Personal Data Protection Policy.

3


2

5

4

Sign

Refuse to sign

 Electronic signature service operated by Universign, a Qualified eIDAS Trusted Service Provider.

Handwritten signature

SIGN

You are about to sign:
• 20200514 WebApp Guide Utilisateu...

Please enter the code you just received on 33658524349

SMS Code

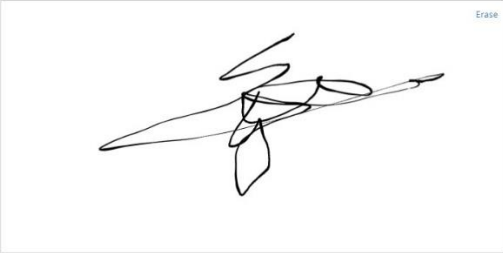
Haven't received any SMS yet? Resend

By checking this box, I acknowledge that I've read and accepted Universign's General Terms of Use as well as the Specific Terms of Use related to Universign's Signature Service.

By checking this box, I acknowledge that I've read and accepted Universign's Personal Data Protection Policy.

Sign

Refuse to sign



If this option was enabled when creating the signature collection, the signatory will confirm their electronic signature by drawing their handwritten signature.

6. Register a digital identity (Appointed Registration Operator only)

Users with the ARO status (Appointed Registration Operator) may register certification requests via the portal.

To proceed to registration, click the following menu option: “Register a digital identity”.



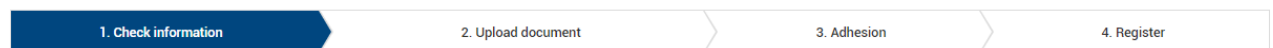
NB: Please note that this service is subject to specific conditions. To use this, please contact your sales representative.

1. Identity Verification

To begin, enter the details of the applicant, and check that these are correct.



I REGISTER A DIGITAL IDENTITY



Check the user identity

Please check and confirm the following information:

Last name:

First name:

Birth Date:

E-mail:

Mobile number:

By checking this box, I acknowledge that the above information is true and I accept [Universign's General Terms of Use](#) as well as the [Specific Terms of Use](#) related to Universign's [Electronic Seal Service](#) and [Cryptographic Key Management Service](#).

By checking this box, I acknowledge that I've read and accepted [Universign's Personal Data Protection Policy](#).

[What do you do with the contact information of the user?](#)

2. Upload the applicant's ID document

At this stage, you will be asked to upload your ID document.

Note that the maximum file size for ID documents is 4Mb.

3. Acceptance

Please invite the certificate applicant to read and accept the Service Subscription Conditions.

Certificate application

Last name*: WILLIAMS
First name*: John
E-mail address: john.williams@yopmail.com
Private phone number: +447520632833

- I hereby confirm that I have acknowledged the Subscriber Agreement attached below. I agree to the terms and conditions defined in this agreement for the Universign Certification Service (issuing of a Certificate for electronic signature).
- I agree Universign is entitled to publish my certificate under the Subscriber Agreement.
- I hereby authorise Universign, under the Subscriber Agreement, to keep the data contained in my registration file (i.e. information needed to subscribe to Universign Service and a copy of ID document), the data collected from the use of the Certificate and, where relevant, the data which I would provide for the revocation of my certificate. This personal data will be kept by Universign in compliance with Data Privacy of

By checking this box, I acknowledge that I've read and accepted the Subscription Terms.

4. Registration

After clicking the “send” button, a code will be sent by text to the certificate applicant for authentication.

Authentication ✕

A code has been sent to you by SMS.
Please enter it:

OK

//

Once the code has been entered, their digital identity will have been successfully delivered for validation.

I REGISTER A DIGITAL IDENTITY

The digital identity of the user has been submitted for validation by our services!


With successful validations, the user will receive an activation email as soon as possible.

7. Timestamping

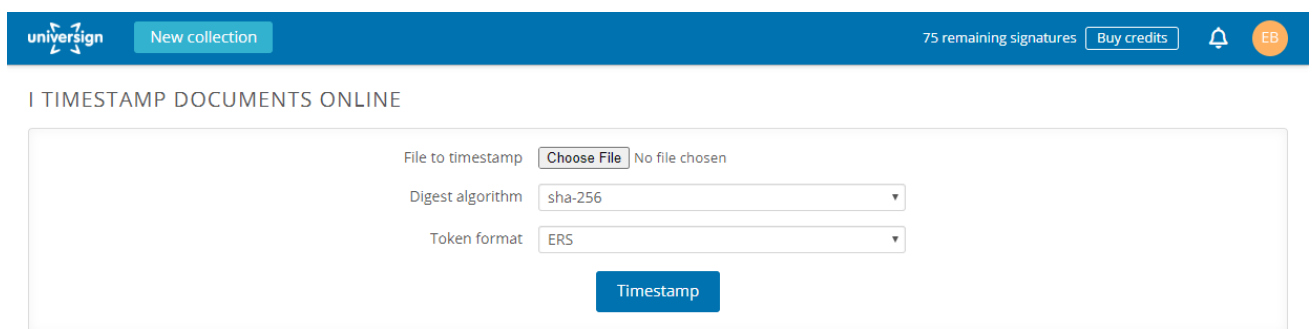
Universign timestamping seals and guarantees the protection of your documents, emails or attachments in a reliable and tamper-proof way.

You can make a timestamp by downloading a file or by email.

1. By downloading the file

Select the following option from the  timestamp menu:

All you have to do is download the document to be timestamped, by selecting the digit algorithm and the format of the timestamp token.

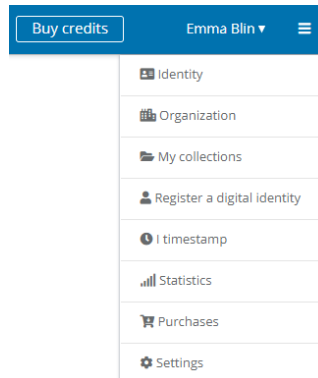


The screenshot shows the Universign web interface. At the top, there is a blue navigation bar with the Universign logo, a 'New collection' button, and user information: '75 remaining signatures', a 'Buy credits' button, a notification bell, and a user profile icon labeled 'EB'. Below the navigation bar, the page title is 'I TIMESTAMP DOCUMENTS ONLINE'. The main content area contains a form with three fields: 'File to timestamp' with a 'Choose File' button and 'No file chosen' text; 'Digest algorithm' with a dropdown menu set to 'sha-256'; and 'Token format' with a dropdown menu set to 'ERS'. A blue 'Timestamp' button is positioned below these fields.

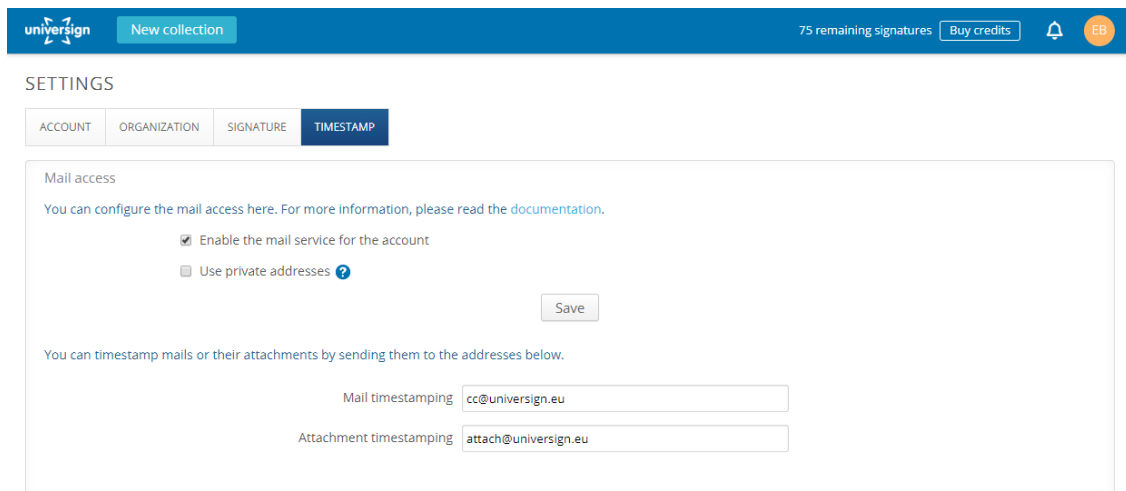
After selecting “timestamp”, the timestamp token will automatically begin to download.

2. Email timestamping

For this, all you need to do is click on your username, and then on “Settings”:



Click on the TIMESTAMP tab:



From your mailbox, send the email to be timestamped to the address indicated beside the “email timestamping” option.

Once the email has been delivered, you will receive a confirmation email with the timestamped email and the associated timestamp token as an attachment.

3. Attachment timestamping

From your mailbox, send an email with the attachments to be timestamped, to the address indicated beside the “attachment timestamping” option.

Once the email has been delivered, you will receive a confirmation email with the timestamped file and the associated timestamp token as an attachment.

Enable access via email for my account

If checked, this option will allow access via email to timestamping for your account.

Use private addresses

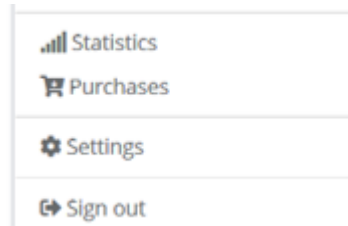
If checked, this option will allow for random and different recipient email addresses to be generated by clicking “renew my addresses”.

[Generate new addresses](#)

8. Account administration (administrator account only)

If you have an administrator account within your organisation, you may access the account administration settings at any time.

For this, all you have to do is click on your username on the top right of the screen and select “Settings”.



1. Organisation

To manage your organisation, select the “Organization” tab as shown below:



Billing details

The first section will allow you to enter your billing details.

List of users

This allows you to manage the list of users.





- **Add a user to your organisation:**

For this, all you need to do is click “add user”.

Users list

You can give another user an access to your Universign account, modify his privileges and delete him.

Search:

Name	Email	Administrator	
Emma Blin	emma.blin@outlook.fr	<input type="checkbox"/>	
Corinne Berthier	corinne.berthier@outlook.fr	<input type="checkbox"/>	
John Doe	john.doe@outlook.fr	<input type="checkbox"/>	
Jose Silva	jose.silva@outlook.fr	<input type="checkbox"/>	

Showing 1 to 4 of 4 entries First Previous 1 Next Last

Enter the email of the user to be added, as well as their preferred language (English, French or Spanish).

Once the request has been confirmed, an email will be sent to the user, inviting them to verify their registration via a redirection link.

After clicking on this link, the user will be invited to fill in an activation form, to create their password and to accept the general terms and conditions of use.

Once the form has been confirmed, a notification email will be sent to the administrator, informing them that the account has been successfully created.

- **Grant/remove “administrator” status:**

Administrator

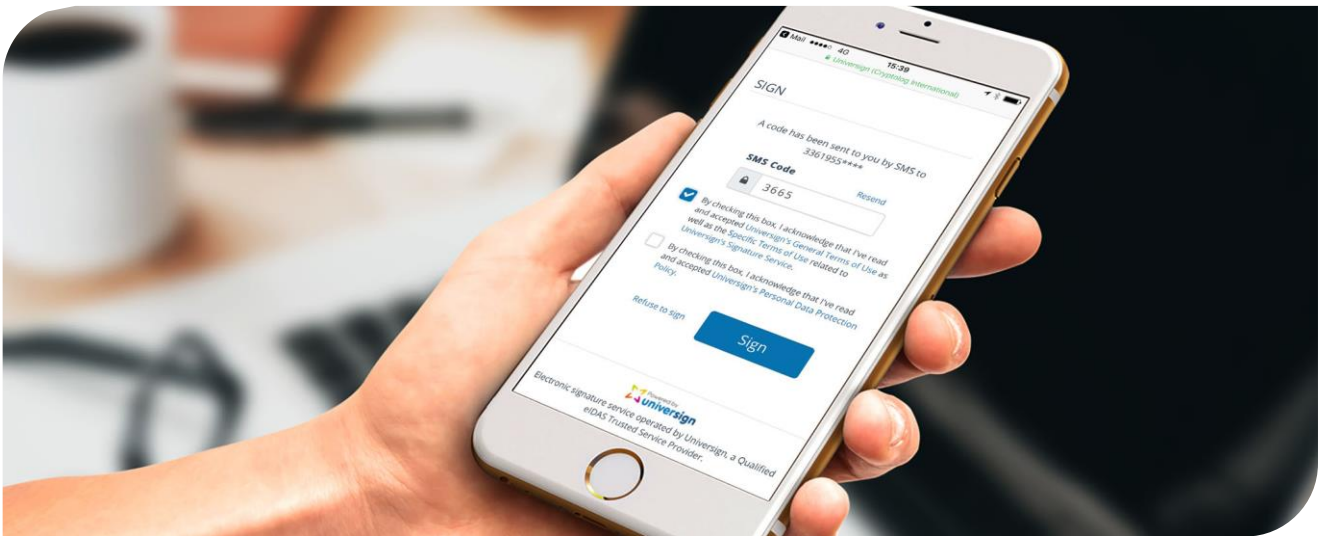
If checked, this option will enable administrator status for this user account:

Please note that user-type accounts can create collections and but may only view their own collections. The administrator role allows for users to view all collections and to create user accounts.

- **Delete user:**

You can delete a user by clicking on the bin:





Universign, a pure player in digital confidence

Universign provides a SaaS platform offering trust services: electronic signatures, electronic seals, timestamps and identity management.

Universign allows people to sign anything, anywhere, with a high level of regulatory compliance and legal value, for all kinds of electronic documents by providing strong guarantees in terms of integrity and authenticity of the authors and signatories.

As qualified Trust Service Provider under eIDAS Regulation, Universign brings legal confidence to digital transformation.

Our trust services guarantee security to digital transaction and offers the best user experience with two driving principles: simplicity and compliance.

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