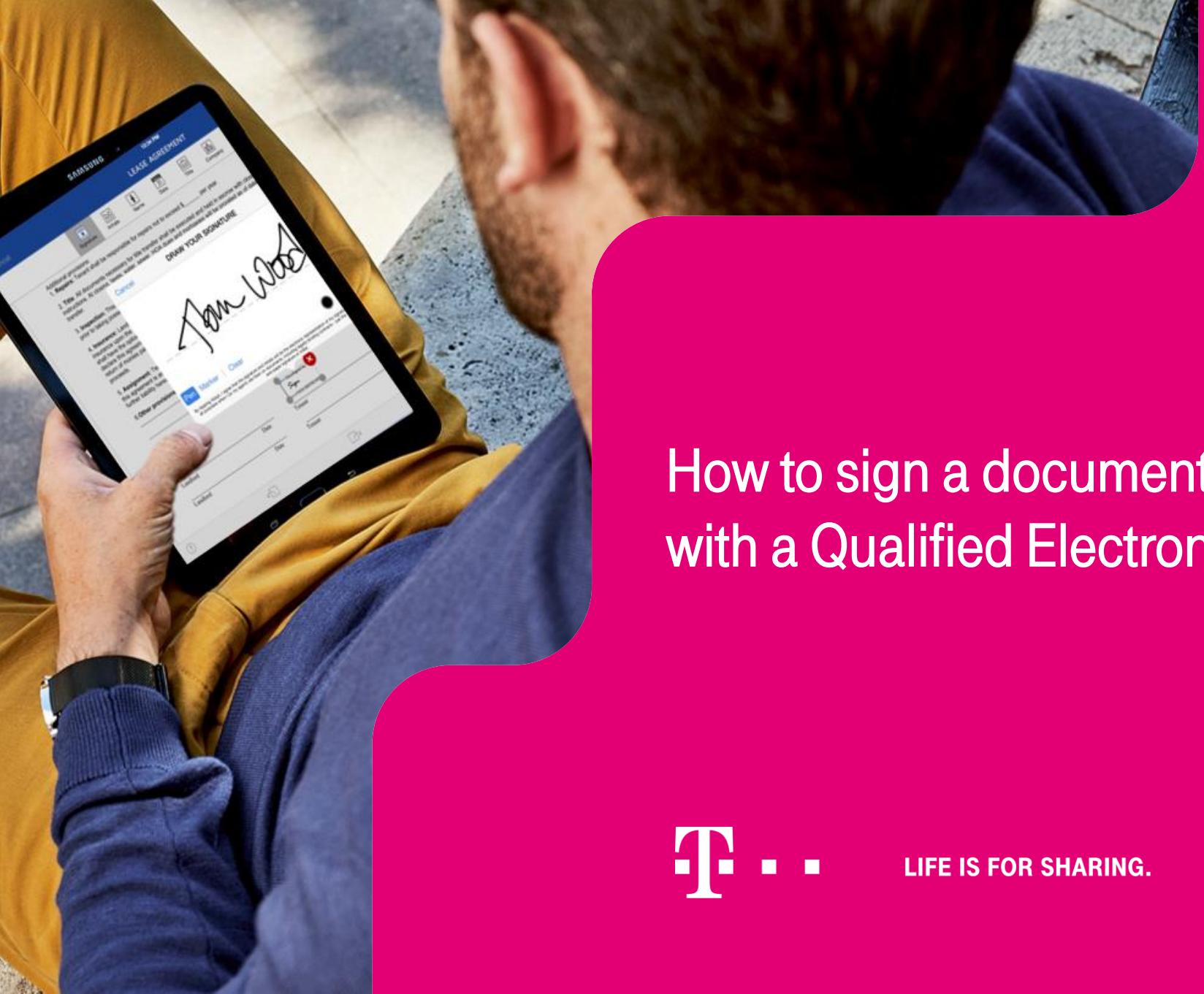


How to sign a document in docusign with a Qualified Electronic Signature (QeS)

LIFE IS FOR SHARING.

Qualified electronic signature (qes) / digital signature

A digital signature uses a technology called a digital certificate to authenticate the signer's identity. Digital certificates indicate that the signers have completed extra steps to confirm their identities. A signer's digital certificate creates the signature and then attached to the signed document.

If the sender requires you to sign with a QeS, then you must provide a digital certificate to complete the signing process. Your digital certificate can be installed on your computer or stored on a smart card or USB token. DocuSign makes use of a Signing Agent to perform this process.

The Signing Agent is a JAVA component that works as a bridge between browsers and the certificates. This component runs on the user's personal computer and executes two main operations:

- It lists certificates found on the user's computer that have not expired and whose usage is "Digital Signature"
- It applies signatures using the selected certificate.

DocuSign eSignature Legality Guide
EU list of trusted providers of QeS per country

DocuSign Prerequisites for qes

Supported browsers:

- Chrome, Firefox, MS Edge (Chromium-based), Safari (v11 and earlier)

Before you can sign documents with a digital certificate, you must have:

- A digital certificate on your device, on a USB drive, or on a smart card
- If you're using a smart card, then you must also have a smart card reader driver installed on your device

Additional prerequisites for signing with Chrome or Firefox

- The DocuSign PKI browser extension for Chrome or Firefox
- The DocuSign PKI native application

Additional prerequisites for signing Safari

- Java 8 or later installed on your device

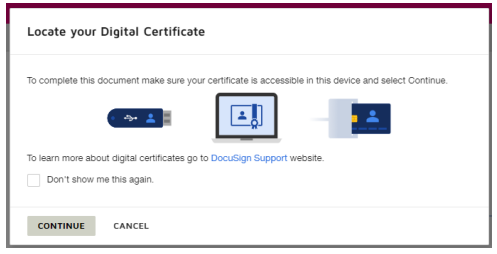
Note: The steps include the instructions for installing Java, if necessary. You don't need to install browser extensions or native applications.

How to (docu)sign with qes

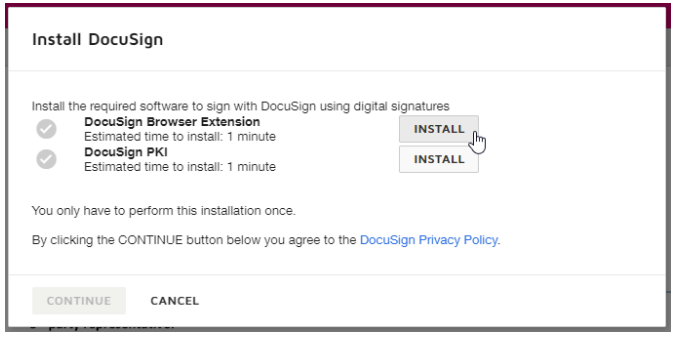
1. Complete any fields as you normally would and click on Sign field 

to apply your signature.

2. You're prompted to locate your digital certificate. Ensure your certificate is connected with the pc and click CONTINUE



3. If „Signing Agent" is alredy active, continue with step #5
   If „Signing Agent" is not installed, the Install DocuSign modal prompts you to install the extension and application you need to complete the signing process. You only need to complete this setup process once:

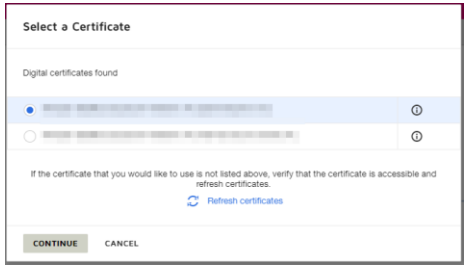


   - Select the first INSTALL button to install the DocuSign extension for your browser. Follow all of the prompts required to install the extension. You might be redirected to the browser's extension library. When the browser extension finishes installing, the INSTALL button in the Install DocuSign modal switches to DONE and a green checkmark appears.
   - Select the INSTALL button for DocuSign PKI. The DocuSign PKI Installer downloads to your device. Open the DocuSign PKI Installer and follow the prompts to complete the setup process, accepting the default settings.

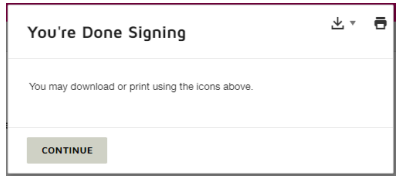
4. After you install both components, select CONTINUE to see a list of certificates found on your device

How to (docu)sign with qes

5. Select the certificate you want to use to sign the document, then select CONTINUE.



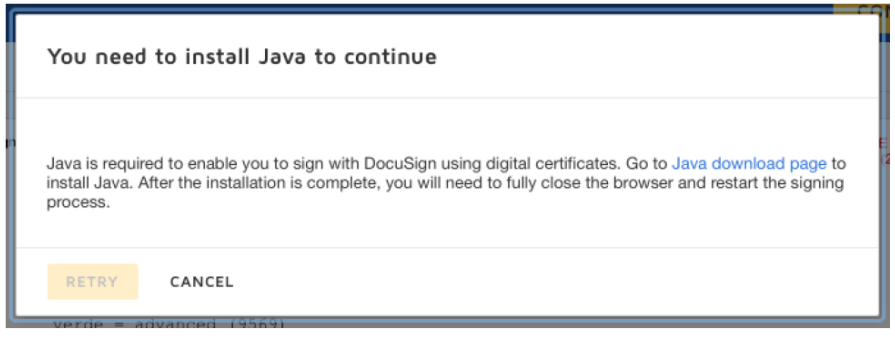
6. You might be prompted to complete an additional step to confirm your identity. Complete any intermediate steps and review the terms of use, then select FINISH. The following screen will appear confirming that the signing process is complete.



Prerequisites in case of Safari browser

The same steps as above besides steps 3 & 4. However if Java is not installed on your device then message prompts to install it occurs after step #2

- If Java isn't installed on your device, follow the prompts to install it, then restart Safari.
- If Java is installed but Safari doesn't identify it, follow these steps:
  - Select Preferences from the Safari menu.
  - Select the Security tab, then select the Enable JavaScript option.
  - Reopen DocuSign envelope.
  - Select CONTINUE to locate your digital certificate



The most common errors

- „DocuSign Signing Agent“ (Docusign Browser Extension and DocuSign PKI) is not installed
- The certificate is not connected with the computer or has expired
- The certificate is not issued by provider on EU trusted list of QeS providers
- 2 factors authentication is required for the certificate (see a separate slide)
- The certificate does not meet EU QeS requirements:
  - created by a qualified signature creation device (QSCD)
  - is based on a qualified certificate for electronic signatures
- „At Least One Signature has Problems“ message when signed document is open in Adobe (see a separate slide)

Deactivation of 2factor authentication

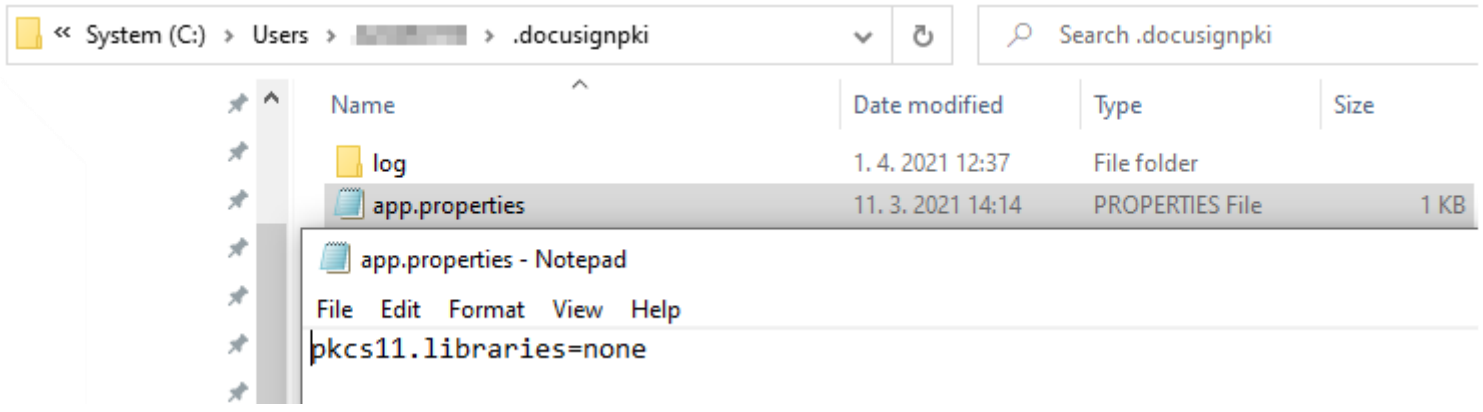
It is necessary to deactivate PKCS#11 encryption before signing in DocuSign if your certificate requires 2 different logins (password and pin):

- Digital Signature Owner Authentication (Token password /“Heslo“)
- PIN to add a digital signature

Example of certificate issuer: CA Disig QCA3

How to disable the PKCS#11:

- Create an „app.properties“ file with just following text „pkcs11.libraries=none“ and save it to the path „C:\Users\“userprofile“\.docusignpki“
- The file can be created as a txt document and once created, remove the ".txt" file extension



At Least One Signature has Problems

This is expected behavior, if you have not explicitly trusted the DocuSign Signing Certificate. You will need to add the trusted certificate in Adobe. Trust the DocuSign root certificate in Adobe