



CONNECTIVE

## Q&A Webinar eSignatures v5.5.

Question	Answer
<b>Is itsme® signing already possible?</b>	The itsme® signing solution is already available since June 2019. In case you wish to activate this, please contact us so we can help you with the procedure to enable this signing method. Do note that the special Terms and Conditions will need to be signed in order to use itsme®.
<b>Are the new features of eSignatures version 5.5. automatically enabled?</b>	Some features are by default enabled but most of these should be requested through the support site in order to change your configuration.
<b>Is there a limit to the re-approvers or re-assigning?</b>	At this moment there is no limit. We will add an extra feature to show previous approval actions.
<b>Translations – languages in eSignatures</b>	It will be possible to set a default language in the portal. But every user still has their own language linked to their personal account in case they have one. Since v5.5 we give the ability to disable/enable certain languages (this must be requested). For example: if you are a French speaking client, you can opt to only enable FR and ENG instead of having every available language visible.
<b>Will forms in v6.1 be compliant with eIDAS</b>	Yes, every RFC goes through a rigorous research process to evaluate the impact before we start development of that feature, our eSignatures signatures will <u>always</u> be compliant with the eIDAS standard as set by the EU.
<b>The initiator does not receive the confirmation e-mail as soon as a document is signed by all signers.</b>	This is indeed the case now. We recommend adding the initiator as a receiver, this is the same for the clients using API.

<p><b>What is the exact procedure if you include approval in the process?</b></p>	<p>The signers will not receive an invitation to sign the document until it is approved by all the approvers added to the package by the initiator. Only when these are completed Signers will receive a mail.</p>
<p><b>I have to sign off all the documents as the last one, how do I do this?</b></p>	<p>Use the complex signing process. Further explanation : <a href="https://documentation.connective.eu/en-us/eSignaturesGlossary/Signingsequence.html?q=complex%20signing">https://documentation.connective.eu/en-us/eSignaturesGlossary/Signingsequence.html?q=complex%20signing</a></p>
<p><b>How will you roll out the revamped design?</b></p>	<p>We will implement this gradually, so the entire application does not change instantly. The WYSIWYS will be done first.</p>
<p><b>Will we be able to customize the e-mails soon?</b></p>	<p>Notifications will be customizable, including e-mail or other channels. The first steps to this feature will be included in v6.0.</p>