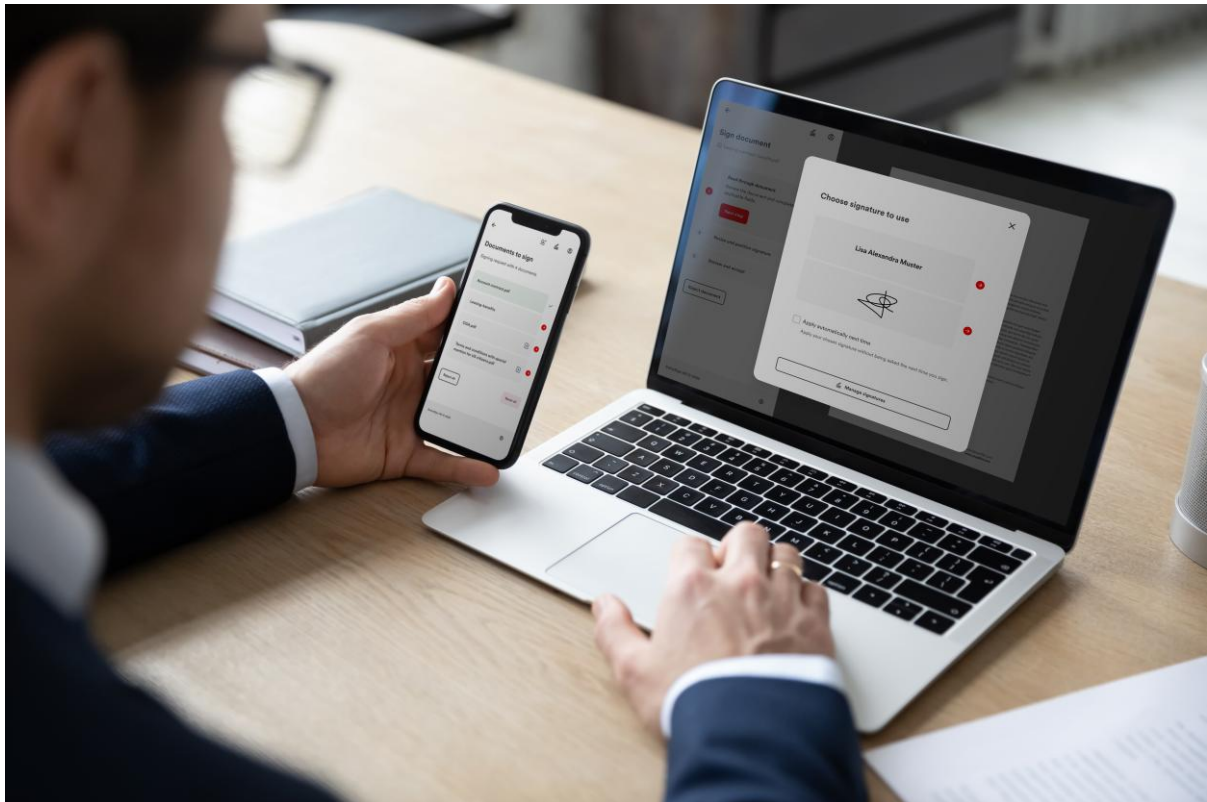


Signature Service Web

Quick Start User Guide - EN



Version: 2.1

SwissSign AG, May 2026

Version Control

Date	Version	Comments	Author
31.01.2023	1.0	Initial quick start guide	Patrik Schnellmann
14.04.2023	1.1	Completing signature images	Patrik Schnellmann
11.09.2025	2.0	Adaptation to new product naming and improved user experience.	Luis Peñalosa
19.05.2026	2.1	Added new features	Luis Peñalosa

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1 Introduction

SwissSign provides a secure remote signature service easily accessible via the web, supporting both Qualified Electronic Signatures (QES) and Simple Electronic Signatures (SES). QES requires a SwissID account with a completed identity verification in accordance with Swiss Federal Electronic Signature Act (ZertES). SES requires only a SwissID account and does not involve any identity verification.

The goal of this guide is to familiarize users with the important functionalities of the SwissSign signature service web.

2 Pre-Requisites for the use of SwissSign Signature Service Web

2.1 Device Requirements

To use SwissSign signature service web for QES you need a smartphone that meets the following requirements (not applicable when signing with SES):

- The device must include a “secure element” that is protected with biometric authentication.
- The device must have a biometric reader, such as a fingerprint reader or facial recognition system.
- For iOS devices: iOS version 17.6 or higher is required.
- For Android devices: Android version 10.0 or higher is required.

To sign with QES, you will need to confirm the signature on your smartphone with the SwissSign Wallet app. You can find more information about the SwissSign Wallet app on: <https://www.swissign.com/en/identities/wallet.html>

NOTE: The biometric login (fingerprint/face recognition) on the phone must always remain active. Deactivating it will invalidate your service login. After a biometric change, the Wallet will need to be set up again to access the service.

2.2 Supported document formats

The system supports all types of PDF documents. They can contain forms or notes. PDFs that have already been signed can also be resubmitted for re-signing.

The following types of documents cannot be uploaded or signed:

- Corrupt PDFs
- Encrypted PDFs
- Documents containing XML Forms Architecture (XFA) forms

2.3 Identification

Using the SwissSign signature service web for QES requires the identification of the signer, either through a physical identification process or via the SwissSign remote unattended identity verification process, which can be performed from anywhere.

To start identification, you must carry out the following steps

1. Create a SwissID account at <https://login.swissid.ch/login/registration/>
2. Verify your identity:
 - a. You can identify yourself online through the SwissSign remote unattended identify verification process.
 - b. Or you can identify yourself in person. You can find the available locations at <https://www.swissid.ch/en/identifizieren/identifikationsstellen.html>.

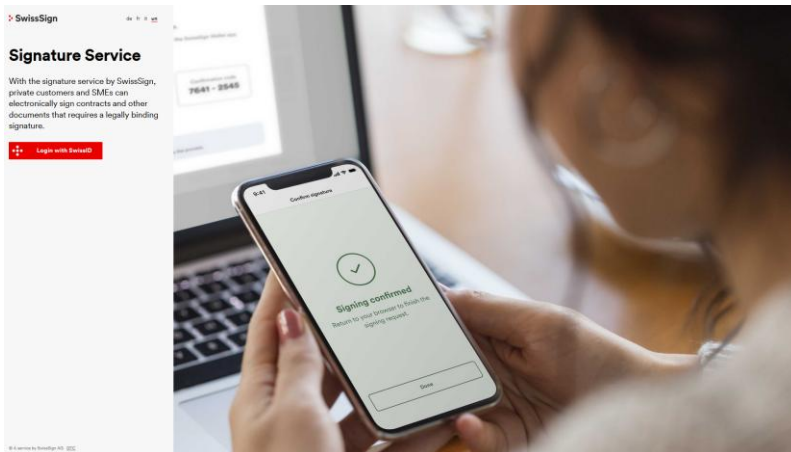
Read more about the available identification processes in <https://www.swissid.ch/en/identifizieren>.

3 Using SwissSign signature service web

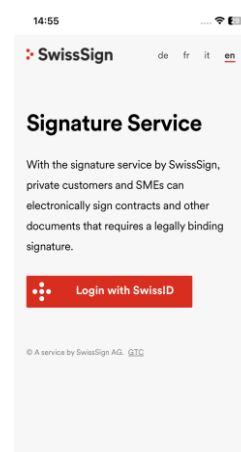
The SwissSign signature service web can be accessed in the following URL: <https://sign.swissign.com>

You can access the signature service web and all its functionality with your SwissID account using either your desktop or mobile browser.

Desktop browser:



Mobile browser:

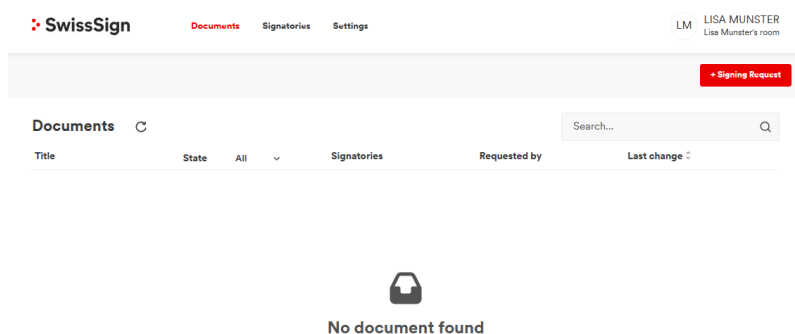


Signature Service Web landing page

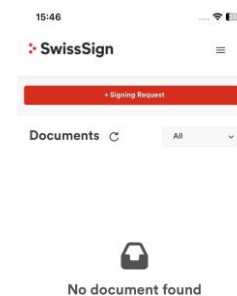
3.1 Structure of SwissSign Signature Service Web

The signing of a document is initiated in the so-called Signing Room.

Desktop browser:



Mobile browser:



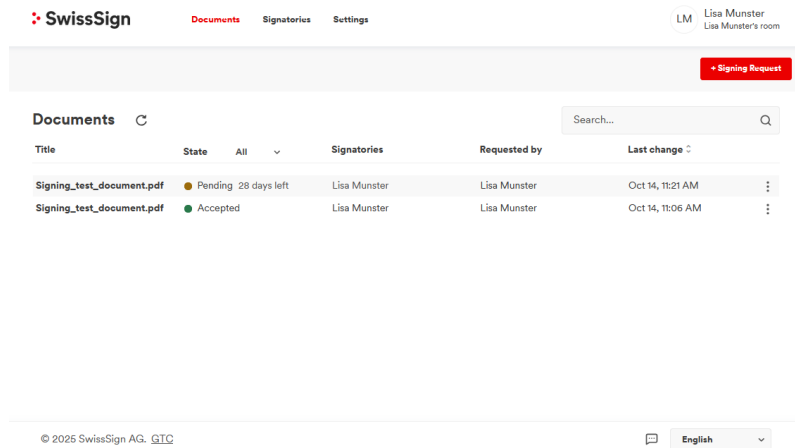
Overview Signing Room SwissSign Signature Service Web

- In the upper-right corner, you can see the username and the name of the Signing Room. By clicking on your initials, a drop-down menu will appear where you will be able to see the signing rooms in which you have been registered as a signing room manager.
- Within the Signing Room interface, you will find the **Documents**, **Signatories**, and **Settings** tabs. Each of these sections will be explained in the following parts of this guide.

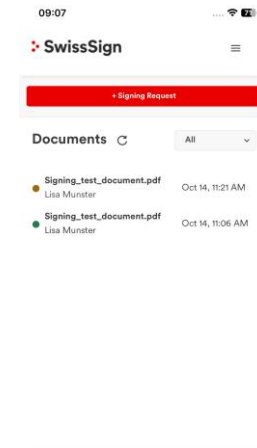
3.1.1 Documents in the Signing Room

When selecting the **Documents** Tab, you can see all the documents that are currently in your signing room. The documents list includes the title, document state, signatories, requester and the date and time of the last state update.

Desktop browser:



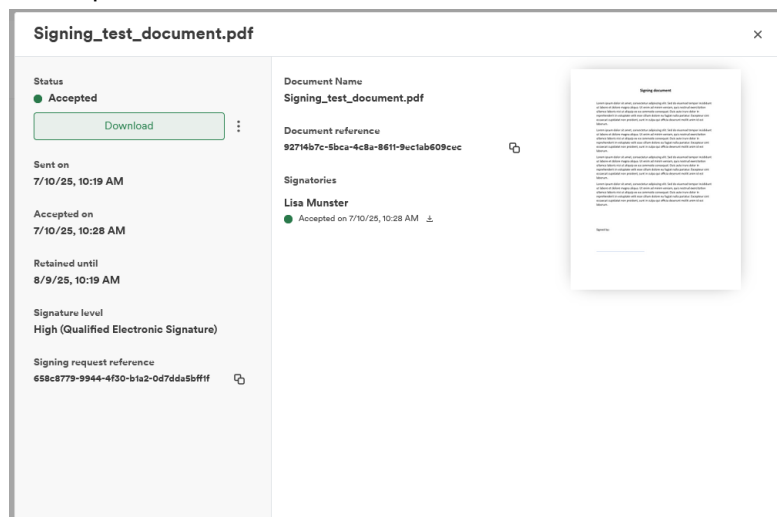
Mobile browser:



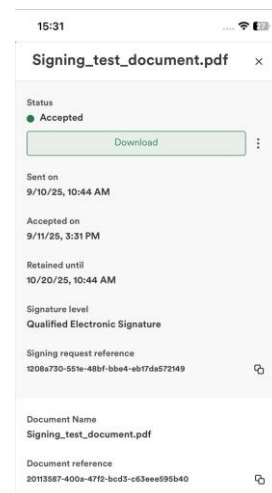
Documents view in the SwissSign Signature Service Web

- Using the Documents **State**, you can track the signing progress in real-time. By selecting the dropdown menu next to **State**, you can filter documents by their status, including pending, accepted, refused, cancelled or expired signing processes.

Desktop browser:



Mobile browser:



Document information on the document list

- By **selecting a document** from the list, you can have an overview of its signing status. This shows you who has already signed and which signatories still have pending requests. From this view, you can also cancel the signing process, send reminders, delete the document, or download it.

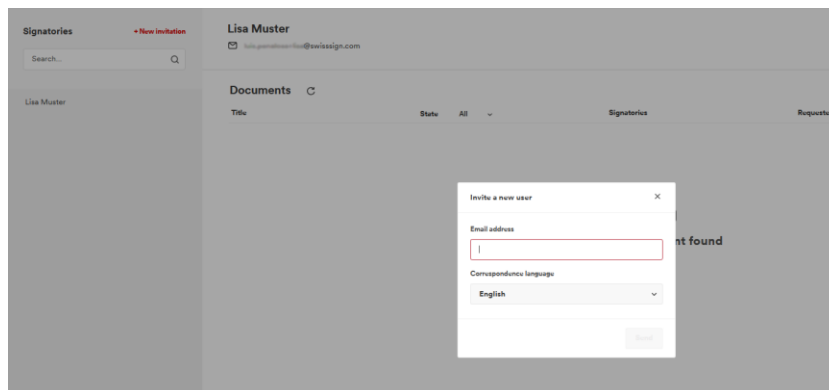
3.1.2 Signatories in the Signing Room

When selecting the **Signatories** Tab, you can see all the signatories that are currently in your signing room.

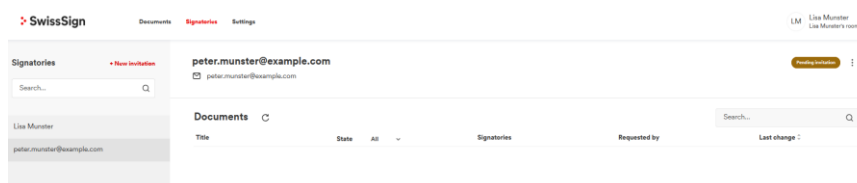
- You can invite new signatories by clicking on **+New invitation**.
- By selecting a signatory's name in the left column of the screen, you will see a list of documents where that individual is designated as a signatory.

3.1.2.1 Inviting signatories to a signing room

- By clicking **+New Invitation**, you can add additional participants to your Signing Room using their email addresses.



Add signatories to the signing room

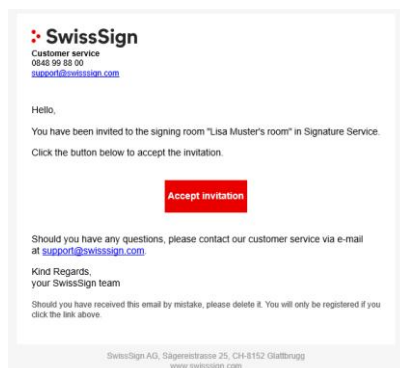


Overview of signatories and their roles in the signing room

- Once you add signatories into your signing room you will be able to see them in the signatories tab.
- If you subsequently click on the Signatories tab, you will see a list of signatories that you have invited to your signing room.
- If you click on a signatory on the left column, their name and e-mail address will appear on the screen. By selecting the 3 dots to the right of their name, you can either **Delete** the signatory from the signing room or choose **Manage permissions**, which opens the Settings menu.

3.1.2.2 Accepting invitation to a Signing Room

Initially you will be invited by your organisation to use the SwissSign signature service web. You will receive an invitation from your administrator.



Accept invitation to a signing room

- By clicking on **Accept Invitation**, you will be redirected to the SwissSign signature service web. After logging in with your SwissSign account, you will see a confirmation message indicating that you have been successfully added to the Signing Room.

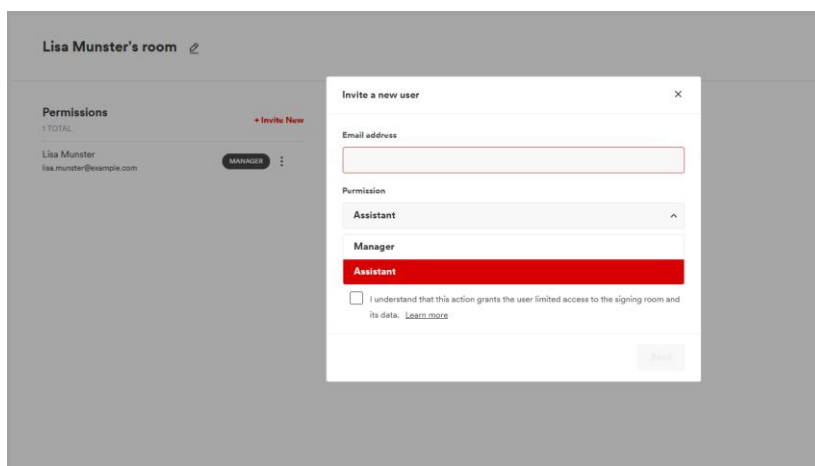
3.1.3 Settings in the Signing Room

As a signing room Manager, you can manage the permissions by selecting the **Settings** Tab.

- You can invite new Managers or Assistants by clicking on **+Invite New**.
- As a signing room Manager, you can modify other Manager or Assistant permissions by clicking the three dots next to their name.

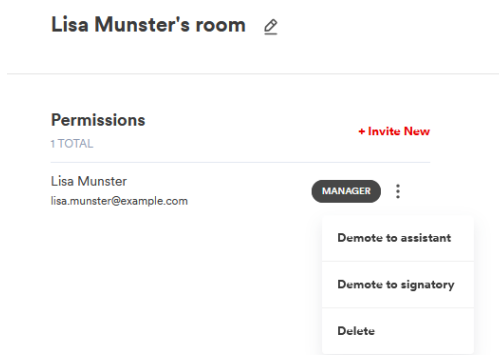
3.1.3.1 Inviting Managers and Assistants to a signing room

- Managers have full access to the signing room and its data. They have access to all documents and can manage access to other managers, assistants and signatories. This authorization can also be withdrawn or granted later.
- Assistants have limited access to the signing room and its data. They can invite signatories and manage documents, but they cannot delete signatories or documents, nor manage user permissions.



Designation of managers in the signing room

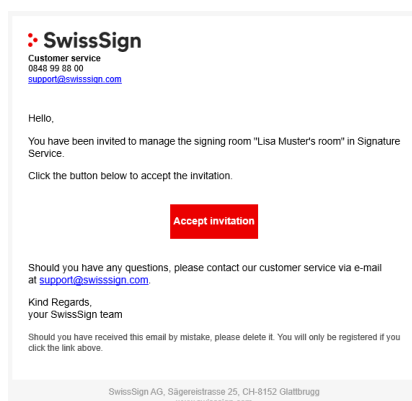
- To designate a new Manager or Assistant, click on **+Invite New**, designate the desired permission and select the preferred correspondence language between German, French, Italian and English.



Manager permissions in the signing room

3.1.3.2 Accept invitation as Manager or Assistant to a Signing Room

If you are designated as manager or assistant in a signing room, you will receive an email invitation from your administrator. Click on the button to **Accept Invitation**.



Manager or Assistant email invitation

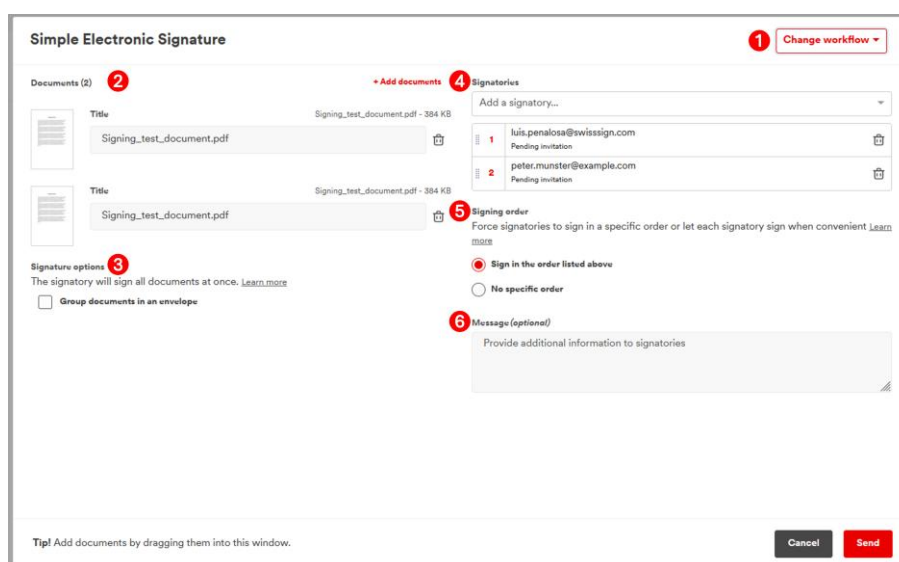
3.2 Signing a document

Signing with the SwissSign signature service web is simple, and flexible enough to accommodate the individual needs of each signatory. You can choose between two types of electronic signatures: Simple Electronic Signature (SES) or Qualified Electronic Signature (QES). The signing process varies slightly depending on the selected signature type.

3.2.1 Initiating a Signing Request

As a signing room manager, you can send signature requests to yourself or to other signatories. By clicking on **+Signing Request** a new window will open where you can prepare and send a document for signature. In this view, you can:

- Select the signing workflow (QES or SES)
- Upload the document(s) to be signed
- If uploading multiple documents, choose whether they will be signed all at one or individually. This option is only available for SES.
- Add and arrange signatories
- Define the signing order
- Include a message for the signatories



New Signing Request

Below are the detailed options available for configuring a signing request:

1. Change Workflow

Click **Change workflow** to choose the desired signature level:

- High – Qualified Electronic Signature (QES)
- Low – Simple Electronic Signature (SES)

NOTE: The "Change workflow" drop-down list for the type of signature (QES, SES) is only displayed if the use of multiple signature types has been set up.

2. Documents

In this section, you can upload the document(s) you wish to have signed. Either click in the **Add documents** area or simply drag and drop files into the frame. Multiple documents can be uploaded for the same signing request.

3. Signature Options

If you've uploaded more than one document, you can choose to **Group documents in an envelope**, allowing all documents to be signed together in a single signing process.

NOTE: This option is available for both QES and SES.

4. Signatories

Add one or more **signatories** to the request. Each signatory will receive an email notification with a link to sign the document. You can also select **yourself** as a signatory if you wish to sign the document directly.

5. Signing Order

If you've added multiple signatories, you can choose the order in which they sign:

- **Sign in the order listed above** – Enforces a sequential signing order.
- **No specific order** – Allows all signatories to sign independently in any order.

6. Message

Optionally, you can include a message with the signing request to provide additional context or instructions for the signatories.

Here is an example of a completed signing request:

Desktop browser:

The desktop browser interface shows a signing request titled "High (Qualified Electronic Signature)". It features a "Change workflow" button in the top right. The main area is divided into three sections: "Documents (0)" with an "Add documents" link and a list of documents; "Signatories" with an "Add a signatory..." dropdown and a list of two signatories; and "Signing order" with two radio button options: "Sign in the order listed above" and "No specific order" (which is selected). Below this is a "Message (optional)" text area containing the text "Please find the contract to be signed as discussed." At the bottom, there is a "Tip" and "Cancel" and "Send" buttons.

Mobile browser:

The mobile browser interface shows a signing request titled "Qualified Electronic Signature". It features a "Change workflow" button in the top right. The main area is divided into three sections: "Documents (0)" with an "Add documents" link and a drag-and-drop area; "Signatories" with an "Add a signatory..." dropdown; and "Message (optional)" with a text area for providing additional information. At the bottom, there are "Cancel" and "Send" buttons.

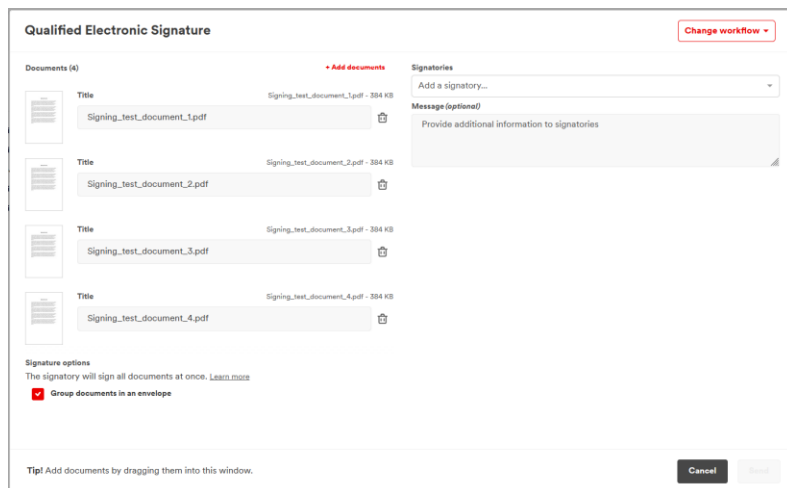
Signing Request example

3.2.1.1 Group documents in an envelope (batch signing)

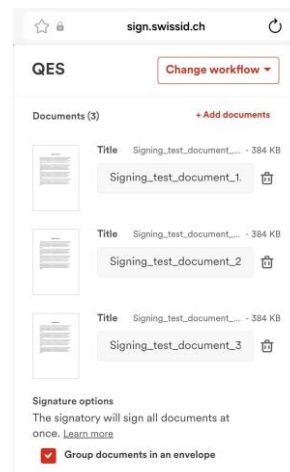
When sending a **+Signing Request** that includes multiple documents, you can group them into an envelope. This allows all documents to be signed with a single signature confirmation in the case of

QES. For SES, no additional confirmation is required. To group documents into an envelope for batch signing, follow these steps:

Desktop browser:



Mobile browser:



Group documents in an envelope

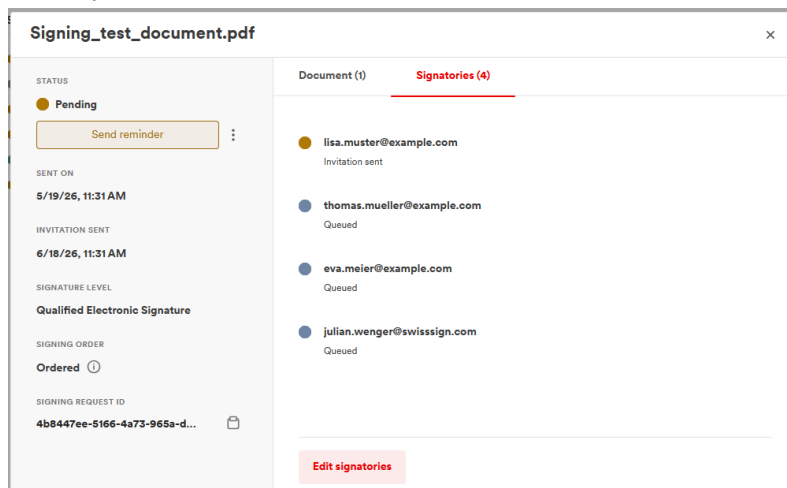
3.2.1.2 Update signatories

This functionality allows you to modify the signatories of a **+Signing Request**. You can replace an assigned signatory if they are unavailable, remove signatories who have not yet signed, or add new ones to the request. If a defined signing order is used, you can also adjust the sequence of pending signatories.

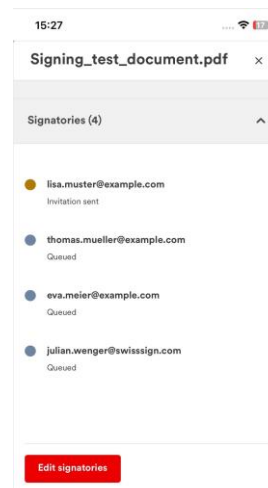
Note: Once a specific signatory has signed, their participation can no longer be modified.

To update the signatories, open the sent signing request, go to the **Signatories** tab, and click **Edit signatories** to view the available options:

Desktop browser:



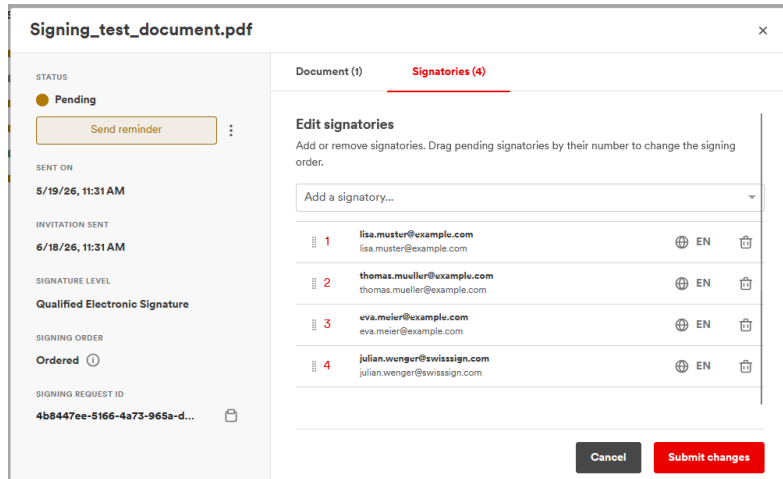
Mobile browser:



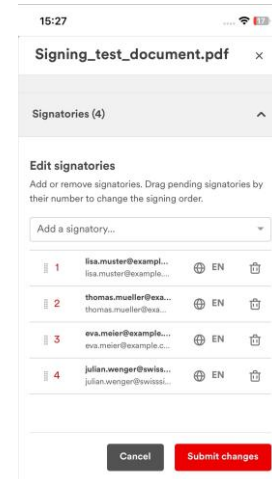
Update signatories

You can then edit the signing order, change the language of notifications, remove signatories, or add new ones. Click on the **Submit Changes** button to save the updates.

Desktop browser:



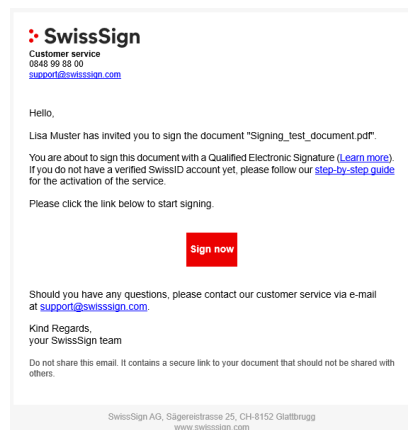
Mobile browser:



Edit signatories

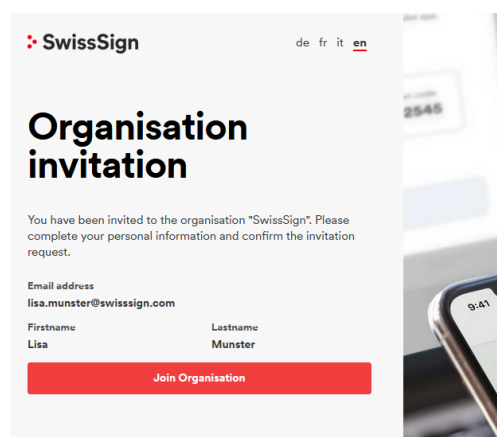
3.2.2 Receiving a Signing Request

If someone else asks you to sign a document, you will receive an email from noreply@swissign.com stating that there is a document for you to sign. The invitation will specify the signature level of the signature request, QES or SES.

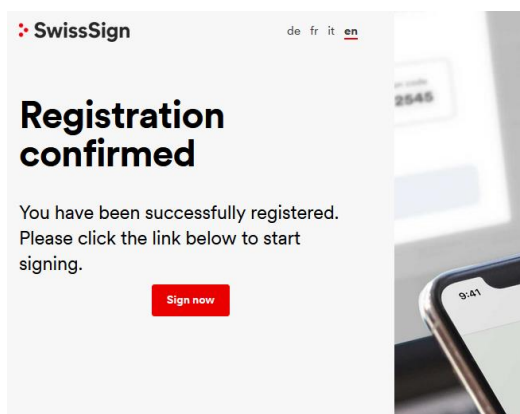


Notification email with a QES signature request

Once you click on **Sign now**, you will be redirected to the SwissSign signature service web. Log in with your SwissID account, accept the organization invitation, and you will see a **Registration Confirmed** screen



Organisation invitation screen



Registration confirmed screen

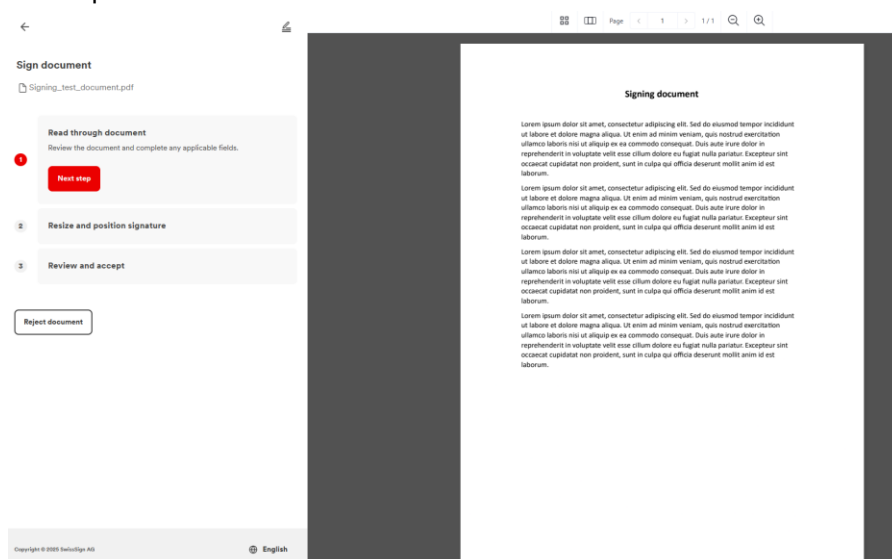
Depending on whether the required workflow is QES or SES, the signing process may vary slightly. Please refer to section 3.2.3 for SES signing and section 3.2.4 for QES signing.

3.2.3 Signing with a Simple Electronic Signature (SES)

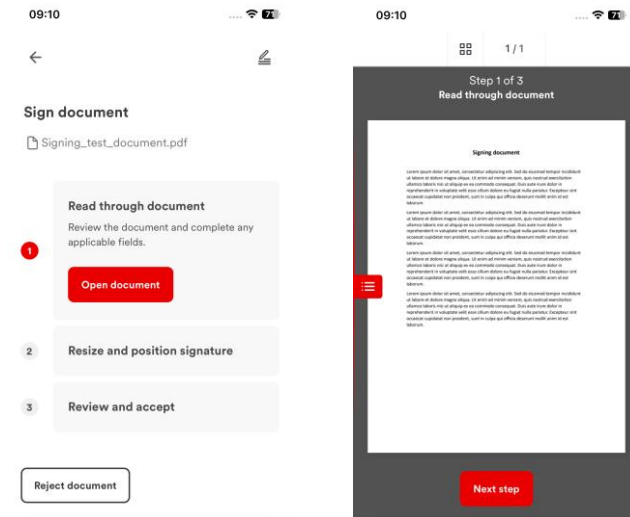
When clicking on **Sign now** in the notification email, you will be redirected to the SwissSign signature service web. The first time you are invited to sign a document, you will be guided as described in Section 3.2.1.1.

- After you have logged in to the SwissSign signature service web, you can digitally sign directly. **NOTE:** You don't need to confirm the signature, this is only required for QES level.

Desktop browser:



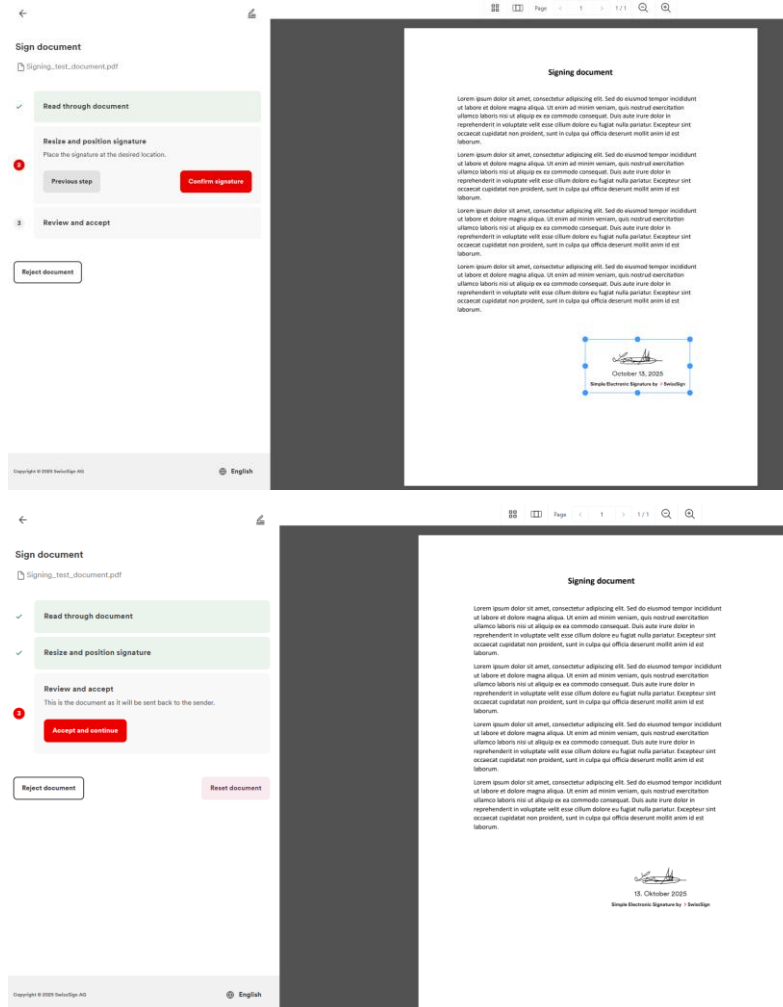
Mobile browser:



Document visualization before signature

- Carefully check the contents of the document. Now you can place the visual element of the signature in the document by clicking on **Next step**.

Desktop browser:

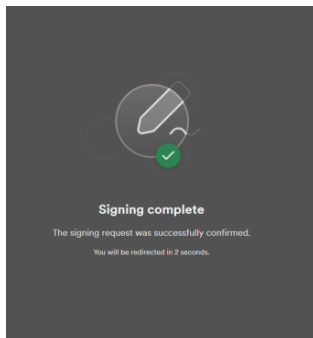


Mobile browser:



Signature visual mark placement

- You can adjust the size of the signature with your mouse.
- Then click on **Accept and Continue** and the document will be submitted with your digital signature.



Signature completed

- You will see a confirmation screen like the one above, indicating that the signature process has been successfully completed.

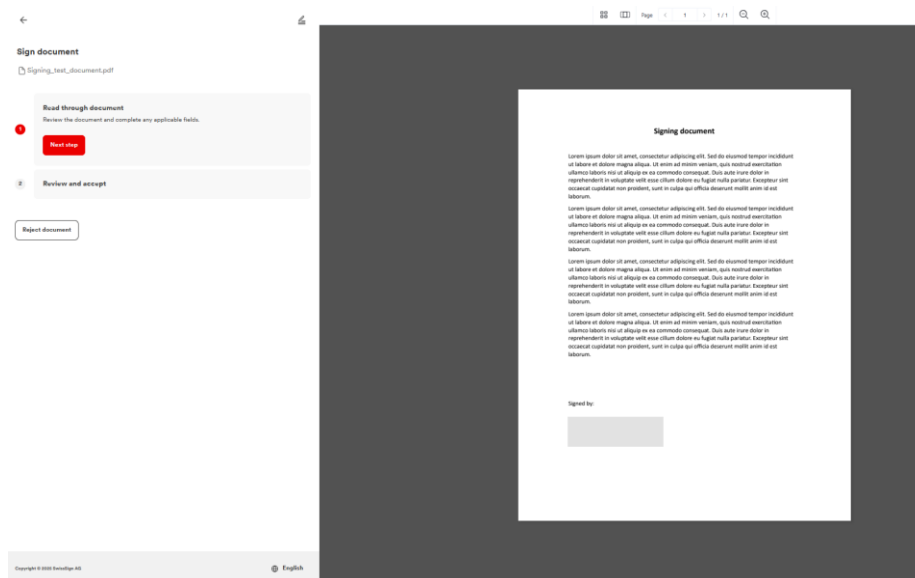
3.2.4 Signing with a Qualified Electronic Signature (QES)

When clicking on **Sign now** in the notification email, you will be redirected to the SwissSign signature service web. The first time you are invited to sign a document, you will be guided as described in Section 3.2.1.1.

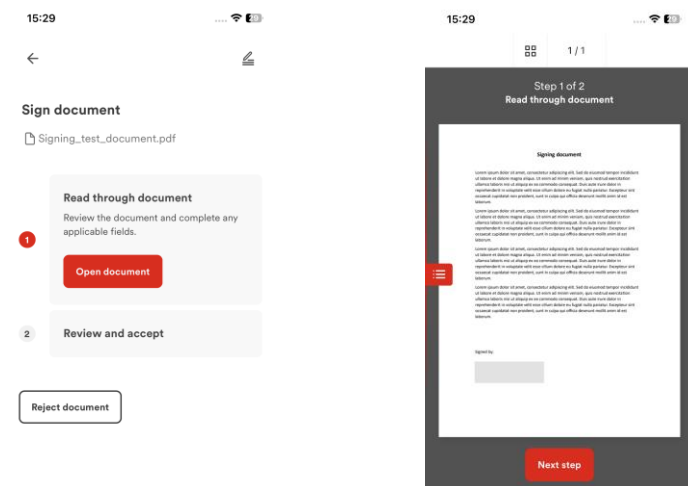
- After you have logged in to the SwissSign signature service web, you will see the document to sing.

NOTE: Since the inviting party has requested a QES, you will need a verified identity. For details on how to complete identity verification, please refer to section 3.2.4.2

Desktop browser:



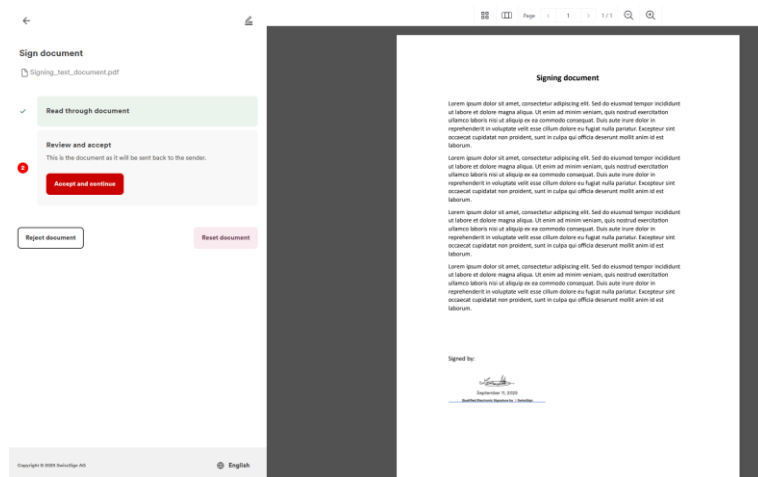
Mobile browser:



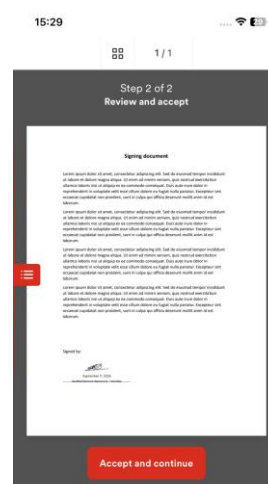
Document visualization before signature

- Carefully check the contents of the document. Now you can place the visual element of the signature in the document by clicking on **Next Step**.

Desktop browser:



Mobile browser:



Signature visual mark placement

- You can adjust the size of the signature with your mouse.
- Then click on **Accept and Continue** and the document will be ready for approval with your QES.

Confirm your signature

When signing with SwissSign signature service, you must confirm your signatures in the SwissSign Wallet app on your phone.



Scan the QR code to get started with the app.

In case you get stuck

Return here and scan the QR code again to continue the process.

Confirm signature with SwissSign Wallet

- After confirming the document with your visual signature, a **QR code** will appear on your screen along with a message asking you to confirm your signature, as in the picture above.
- If you don't have the SwissSign wallet installed, you will be requested to install it. Please continue in section **3.2.4.1 Installing the SwissSign Wallet**.
- If you don't have a verified identity, you will be requested to go through an identification process. To see the details of the remote identification process, please have a look at section **3.2.4.2 Verifying your identity for QES**.
- If you have both the SwissSign wallet installed and your identity verified to sign with QES, please continue in section **3.2.4.3 QES confirmation with the SwissSign Wallet**.

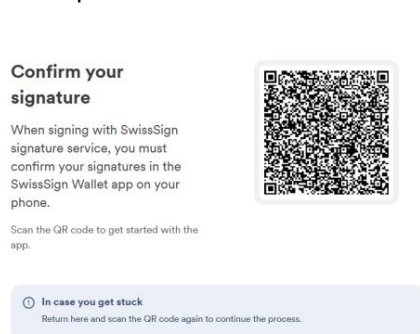
3.2.4.1 Installing the SwissSign Wallet

To confirm your QES signature you need to install the SwissSign Wallet on your smartphone. The SwissSign wallet is available in the iOS app store and in the Google Play store in the following links.

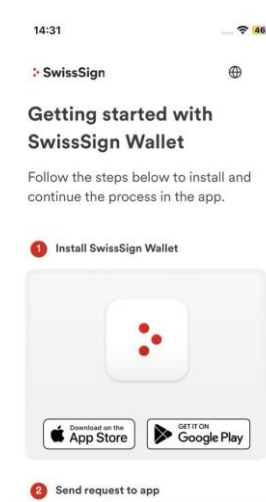
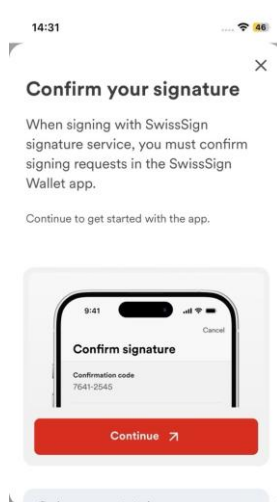
- [iOS](#)
- [Android](#)

If you don't have the SwissSign Wallet installed, you can proceed as follows:

Desktop browser:



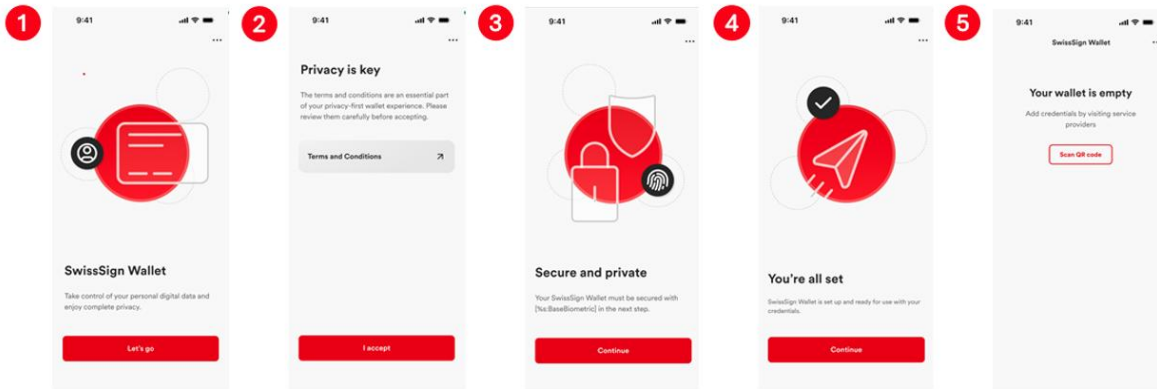
Mobile browser:



- In the desktop browser, open your phone's camera and scan the **QR code** on the confirmation screen.
- In the mobile browser, on the Confirm Your Signature screen, tap **Continue** and choose your device's app store.
- This will redirect you to download the SwissSign Wallet app from the appropriate store:
 - App Store for iOS devices
 - Google Play store for Android devices
- Install the SwissSign Wallet on your mobile device.

SwissSign

Once you have successfully installed the SwissSign Wallet, now you need to configure it for the first time. Please follow the instructions on your device's wallet screen.



SwissSign Wallet initial setup

1. Open the newly installed SwissSign Wallet on your phone. The wallet will guide you through the setup. Press on **Let's go** to begin.
2. You can review the App Terms of Use if you'd like. Once ready, press **Continue**.
3. Enable biometrics on your phone by following the prompts if not configured.
4. All set! press **Continue**.
5. Your SwissSign Wallet is ready to use

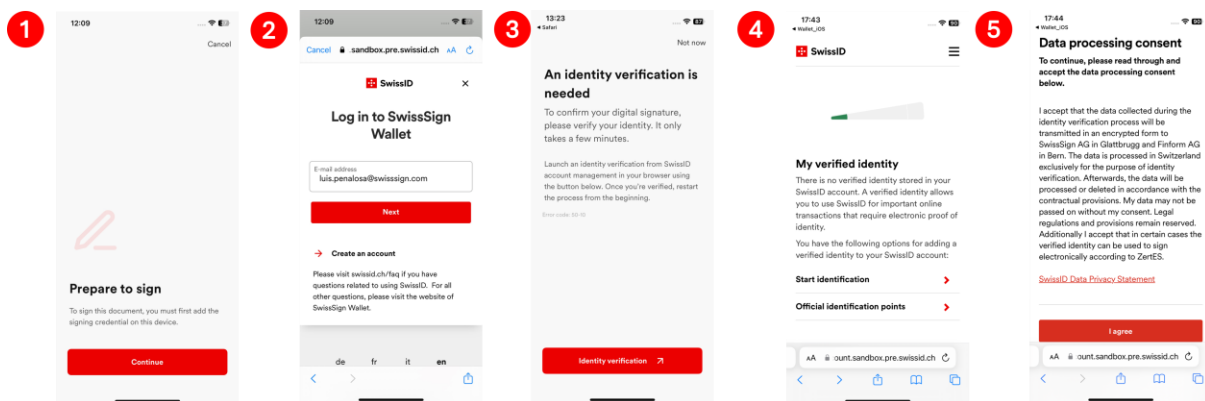
You have correctly installed your SwissSign Wallet:

- If you don't have a verified identity, you will be requested to go through an identification process. To see the details of the remote identification process, please have a look at section **3.2.4.2 Verifying your identity for QES**.
- If you have both the SwissSign wallet installed and your identity verified to sign with QES, please continue in section **3.2.4.3 QES confirmation with the SwissSign Wallet**.

3.2.4.2 Verifying your identity for QES

Once you have installed the SwissSign Wallet, you can scan the QR code to confirm the signature. If you don't have a verified identity yet, you will be prompted with a screen requesting verification before you can sign the document.

Follow the steps below to complete the identity verification process and get ready to sign.



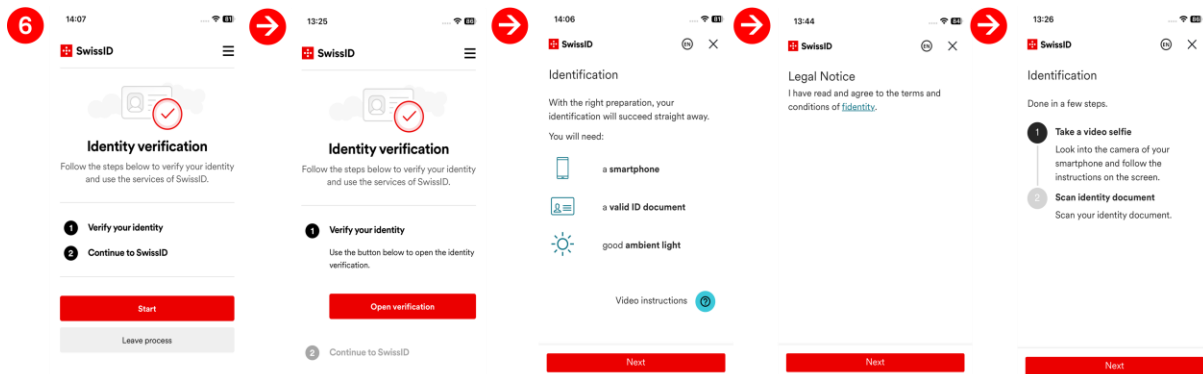
SwissSign Wallet verification needed

1. Scan the QR code with your SwissSign wallet to proceed. You will see a screen with **Prepare to Sign**, click on Continue.
2. Login with your SwissSign account.

SwissSign

- Now you will see a screen where you are informed that your identity is not ready to sign and you need to proceed with an identification process, click on **Identity Verification**.
- On **My verified identity** screen, select **Start Identification** and follow the on-screen instructions.
- Agree to the Data Processing Consent.

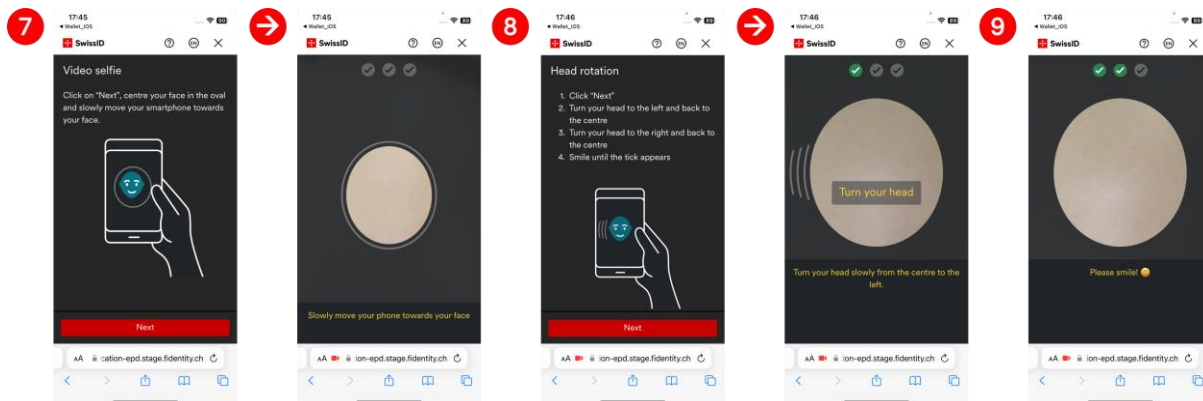
On the **Identity verification** screen click on **Start** and follow the on-screen instructions.



SwissSign Wallet identity verification

- On the **Identity verification** screen click on **Start** and follow the on-screen instructions. Complete the identification phase by following the instructions on the screen.

Continue with the identity verification by completing the video selfie, head rotation, and smile detection steps. Click **Next** and follow the on-screen instructions to continue.



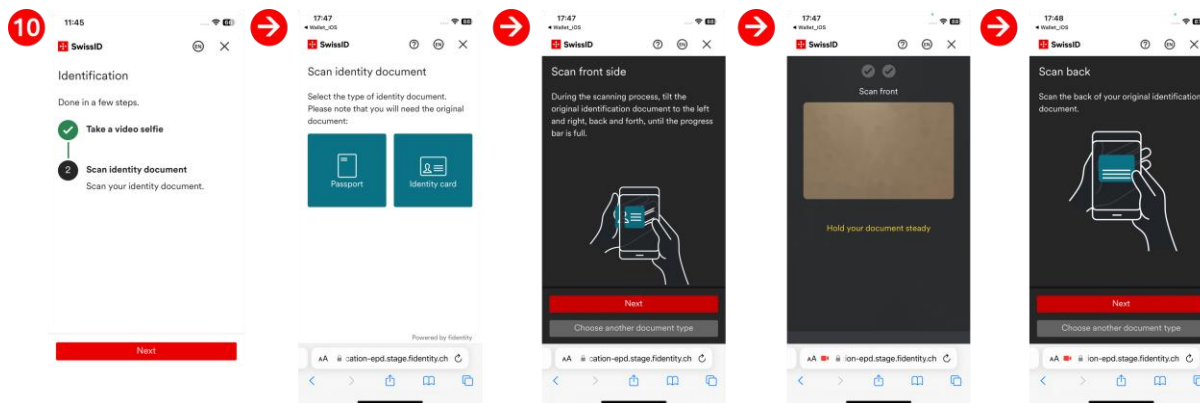
Video selfie

- Take a video selfie when prompted, ensuring your face is clearly visible.
- Complete the Head rotation phase by rotating your head to the right and left as shown.
- Smile when prompted and ensure your facial expression is clear.

Continue with the scanning document process. You can select passport or identity card. The list of permitted documents can be found [here](#).

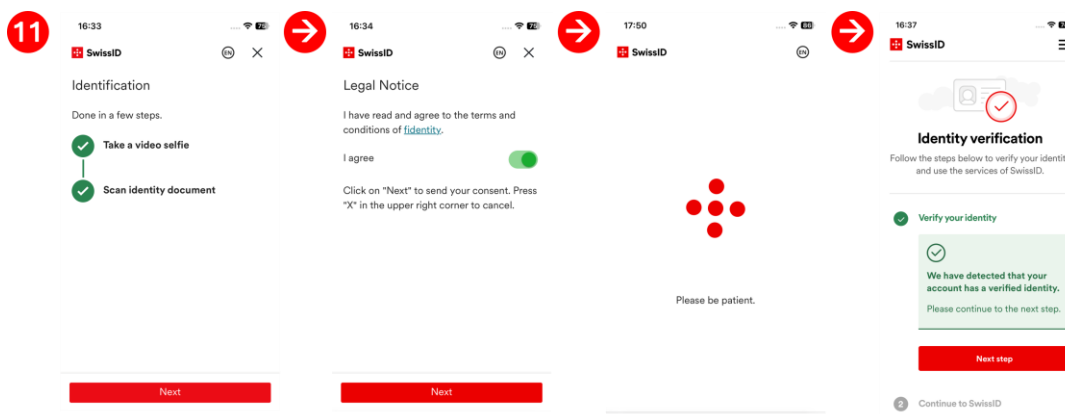
Click **Next** and follow the on-screen instructions.

- Scan your identity document (passport or identity card). If you use your passport with NFC, you will scan the NFC chip, and the identification process will be done automatically. If you use your identity card, a manual process from one of our agents will be needed.



Document scan

Once you've completed the identity verification process, please wait until the verification is finished.



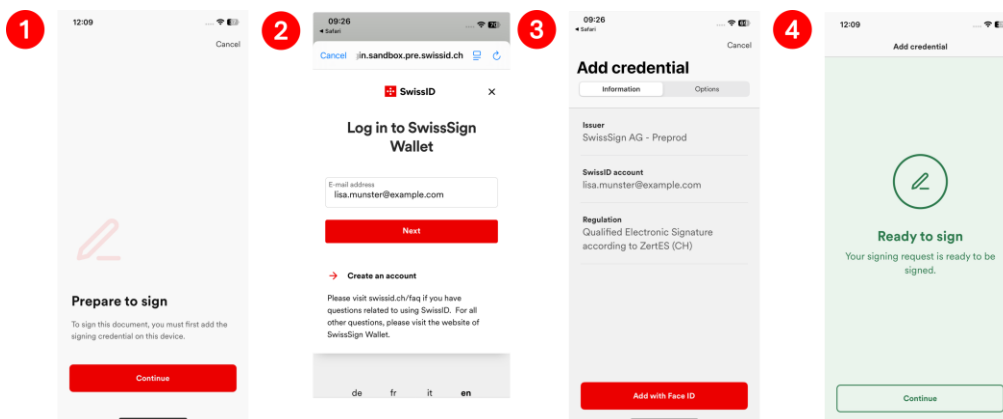
Verification process

- You may see a message saying: *Wait until the verification is completed by one of our agents.* This means the verification process is still ongoing.
- Once the verification process is complete and correct, you have finished the preparation. Your identity is now verified and ready to use the new SwissSign Wallet for signing with QES.

3.2.4.3 QES confirmation with the SwissSign Wallet

After setting up your SwissSign Wallet, you can now continue with the signature process. It's likely that the signature request has timed out on your browser. Simply click **Close** and click on **Accept and Continue** to generate a new signature request.

You will see the QR code again on your screen. Open the SwissSign Wallet, press on **Scan QR code** and follow the instructions to add your signature credential with your biometrics:



Add signing credential

SwissSign

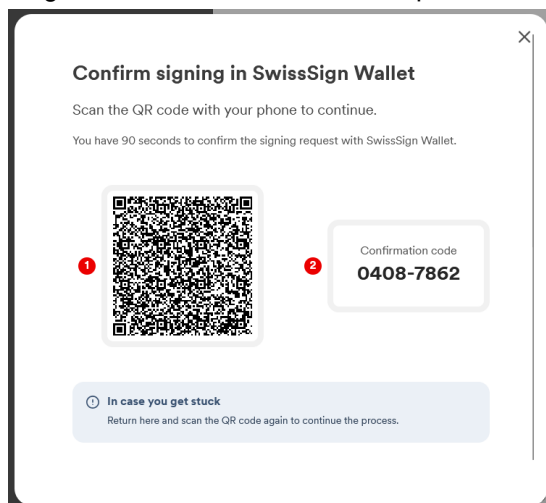
1. On the Prepare to sign screen click **Continue**.
2. Log in with your SwissSign account.
3. Add your signature credential by using FaceID or Fingerprint authentication.
4. Once you reach the **Ready to sign** screen, press **Continue**.

Now you have a ready-to-sign credential!

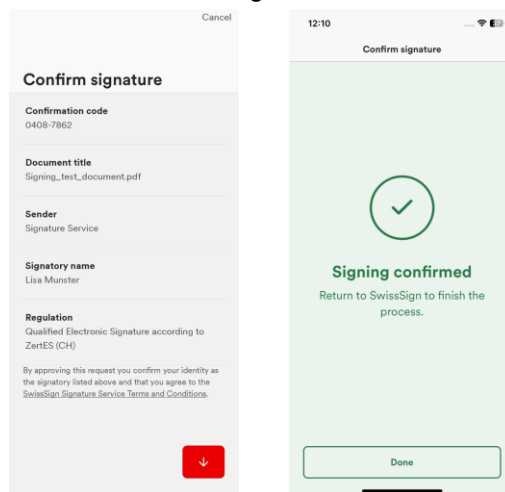
Signing from a desktop browser:

A new QR code will be automatically generated on your desktop screen. Follow the instructions in the SwissSign Wallet to confirm the signature:

Signature Service Web on desktop browser:



SwissSign Wallet:



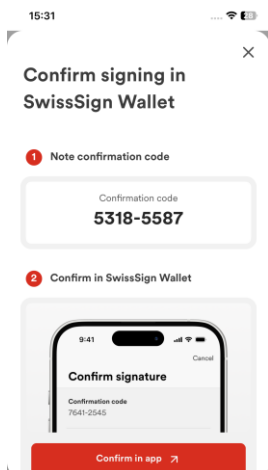
Confirmation codes on the desktop browser and the SwissSign Wallet.

- The **Confirm Signature** screen with a confirmation code will automatically appear in the SwissSign Wallet.
NOTE: If the confirmation codes do not match, you must cancel and restart the signing process.
- Confirm the signature with FaceID or Fingerprint authentication.

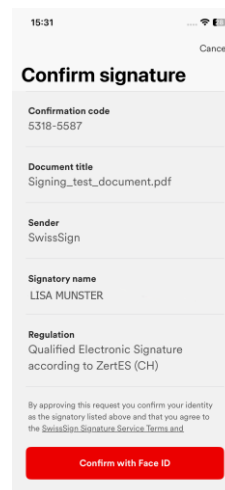
Signing from mobile browser:

The screen on your mobile browser will show a confirmation code and a button to launch the SwissSign Wallet. Follow the instructions in the SwissSign Wallet to confirm the signature:

SwissSign Signature Service Web on mobile browser:



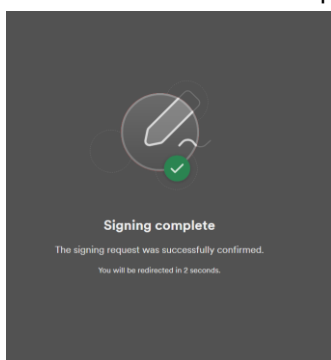
SwissSign Wallet:



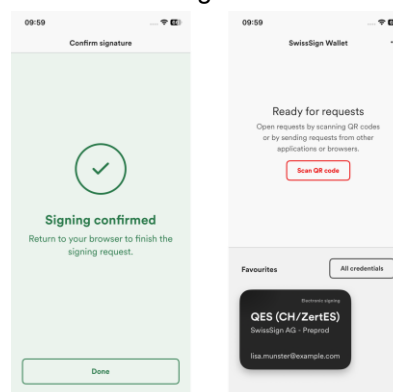
Confirmation codes on the mobile browser and on the SwissSign Wallet.

- The **Confirm Signature** screen with a confirmation code will automatically appear in the SwissSign Wallet when clicking on **Confirm in app on your mobile browser**.
NOTE: If the confirmation codes do not match, you must cancel and restart the signing process.
- Confirm the signature with FaceID or Fingerprint authentication.

Signature Service Web on desktop browser:



SwissSign Wallet:



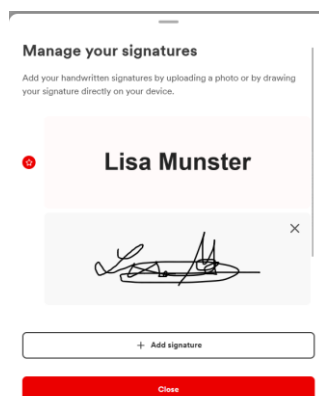
Signature completed in the desktop browser and the SwissSign Wallet.

- Signature completed! Now, you will be redirected to your signing room, where you can download your signed document and access the other documents in that room.

4 Changing the visual signature

When signing with the signature service, you can also upload and personalize your handwritten signature or logo as a visual representation in addition to your digital signature. This function is available on sign.swisswssign.com and the visual signature can be created, added or adapted there.

To add your visual signature, click on the Manage Signatures icon after the request to digitally sign a document.



Adding visual signatures

Once you have done this, you can either draw your signature under **Add Signature** or upload an image to appear in your visual signature. Please ensure that you have the rights to the image and that it is uploaded in JPG or PNG format. We recommend 300 x 150 pixels, i.e. a ratio of 2:1. Images that are too large will be automatically scaled down. When signing the document, the image shown is used.

After you have signed the document, the most recently selected visual signature is always added to subsequent documents. If you want to change this later, you can do so under Your Signatures. There you can define how your signature should appear by selecting the visual element. If you delete all visual signatures, your first and last name will always be displayed in the signature.

The visual signature serves as an optional element and has no impact on the evidentiary value of your digital signature. It is therefore up to you whether you want to affix your visual signature to a document in addition to your digital signature.

5 Support

Should there be further questions about the SwissSign signature service web, please check this document and the online FAQ on <https://www.swissign.com/en/support/faq/signatures.html>.

Also, the support team can be contacted as indicated on the website <https://www.swissign.com/en/swissign-kontaktformular.html>

6 Limitations

Please note that the following applies for the SwissSign signature service web:

- Like many other solutions for qualified electronic signatures, the document type supported is PDF.
- Signing Rooms cannot be defined by end-users themselves. Requests for new signing rooms must be handled through your organization's support contact.