e-Signature User Guide

This User Guide was created for DGS staff. DGS uses
Adobe for its enterprise e-Signature tools.

**Enterprise
Technology Solutions**
DEPARTMENT OF GENERAL SERVICES

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Contents

Version History

Version	Authored/edits By (Name and Date)	Document Location	Version Notes
0.1	Jason Ewing 04/08/2020		Draft
0.2	Tes Pineda 04/12/2020	e-Signature roll-out Teams site	For Review
0.3	Kellie/Tes/Jason 04/14/2020	e-Signature roll-out Teams site	For Approval
1.0	Tes Pineda 05/21/2020	e-Signature Site	First Version
1.1	Tes Pineda 05/22/2020	e-Signature Site	Modified e-Signature Options table
1.2	Tes Pineda 05/27/2020	e-Signature Site	Replaced Typical with Basic e-Signature
1.3	Tes Pineda 06/30/2020	e-Signature Site	Modified Introduction and Basic e-Signature section titles
1.4	Tes Pineda 07/24/2020	e-Signature Site	OLS review edits
1.5	Tes Pineda 09/01/2020	e-Signature Site	Updated some screenshots
1.6	Tes Pineda 09/15/2020	e-Signature Site	Noted no auto routing for Adobe Acrobat
1.7	Tes Pineda 11/10/2020	e-Signature Site	Added alternative text to images
1.8	Tes Pineda 11/20/2020	e-Signature Toolkit	Options Table link to e-Signature Toolkit

Version Control

The version number consists of a *major* and *minor* part indicating the type of changes that were made to the document content and structure as follows:

> n.m
>
> n = Major or significant change to the meaning or intention of the document
>
> m = Minor or small change made for clarity and reading ease of the document

Major or minor numbers are incremented by 1 and 0.1 respectively to reflect the appropriate changes made to the document *content* and *structure* and when it is ready for distribution. Examples:

> 0.1   1st Draft
>
> 0.2   2nd Draft
>
> 1.0   Approved Version
>
> 2.0   Major revision (content change)
>
> 2.1   Minor revision (grammar or format clean up)

Introduction

Electronic signatures or e-signatures have gained traction in many businesses and industries. They provide an efficient means to sign a document without having to wet sign and then mail the approved document. The amount of time saved is substantial and the risk of misplacing or losing the document is eliminated.

There are two main types of electronic signatures. The first type utilizes email, phone or some enterprise identification and some audit trail to verify the signer's identity. The other type generates a digital certificate through an additional third-party vendor. The digital certificate is encrypted in the document and e-signature to authenticate the signer, the time and date of signing, and the document version. This latter type of e-signature is often referred to as a digital signature.

This User Guide was created for DGS staff. The DGS enterprise tools for e-Signature is Adobe.

What type of e-Signature do I need?

Adobe offers various options of e-Signatures that you can use. The first decision to make in selecting the appropriate option is to decide if there is a need for a digital certificate. Electronic Signatures that use digital certificates are called digital signatures.

A digital certificate provides a high level of document transaction security and signer authentication through a third-party vendor, known as a Certificate Authority or CA. **The current technology that can authenticate e-Signatures without the use of a Certificate Authority is sufficient for most use cases. Digital certificates are rarely needed.** When in doubt, you should confirm with a legal adviser on the need for digital certificates when signing your documents electronically.

[An Options Table that describes the various options in using electronic signatures with Adobe is available in the e-Signature Tool Kit.](#) **There are five options for you to choose from that do not use a digital certificate.** Note that if you need to send documents with Enhanced e-Signatures or Digital Signatures, you would need to request for user permissions in Adobe Sign. However, anybody receiving a document to sign need not have special permissions in Adobe Sign.

Basic e-Signatures

Basic e-Signatures do not have a digital certificate. It records the name of the signer and the date the document was signed. There is no definitive way to determine if the document version is the same version that the signer used to sign because there is no digital certificate stored in any database for future validation. However, Basic e-Signatures have the ability to lock changes from being made after a document has been signed.

Basic e-Signatures can be used with any Adobe PDF. The only tools needed are Adobe Acrobat and email. An e-Signature block is needed to enable e-Signature with some identification like date signed and email address used. You can also attach an image for a signature or stamp without any supporting identification. This chapter discusses the various processes to set up, e-sign, and validate your document.
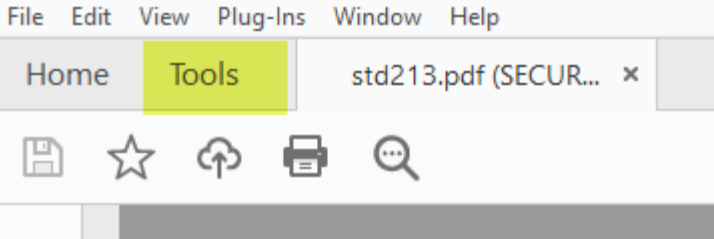
1. How to add a Basic e-Signature block

Some documents do not have an e-Signature block. Follow these steps on how to add an Adobe e-signature block to your form. Be sure that the document is unsecured and enables PDF edits. If it is not enabled for edits, contact the document owner.

1.   If you prepared your form in MS Word, convert it to PDF by using the "Save as PDF" in the drop down. If your form is already in Adobe PDF, proceed to the next step.
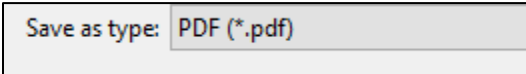
2.   Prepare your form by clicking on the **Prepare Form** icon in your Adobe menu. The icon looks like this:

|	
Prepare Form icon	Note: You can find this icon either by selecting Tools at the top left of your screen as shown below or by searching for it among the icons found in the side of your screen.

3. We will work with the form example below:
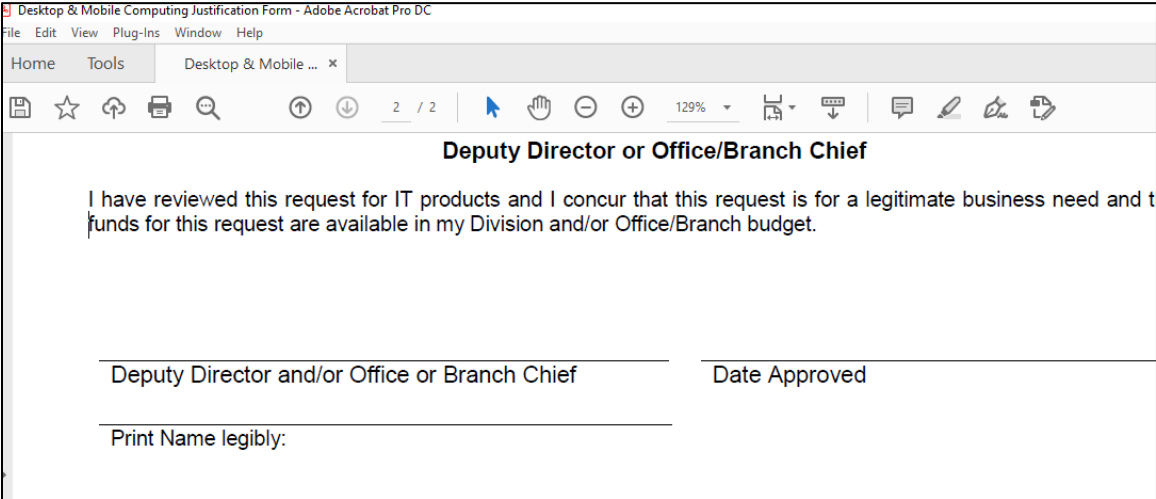
4. Upon selecting the **Prepare Form** icon, your screen will look like this:
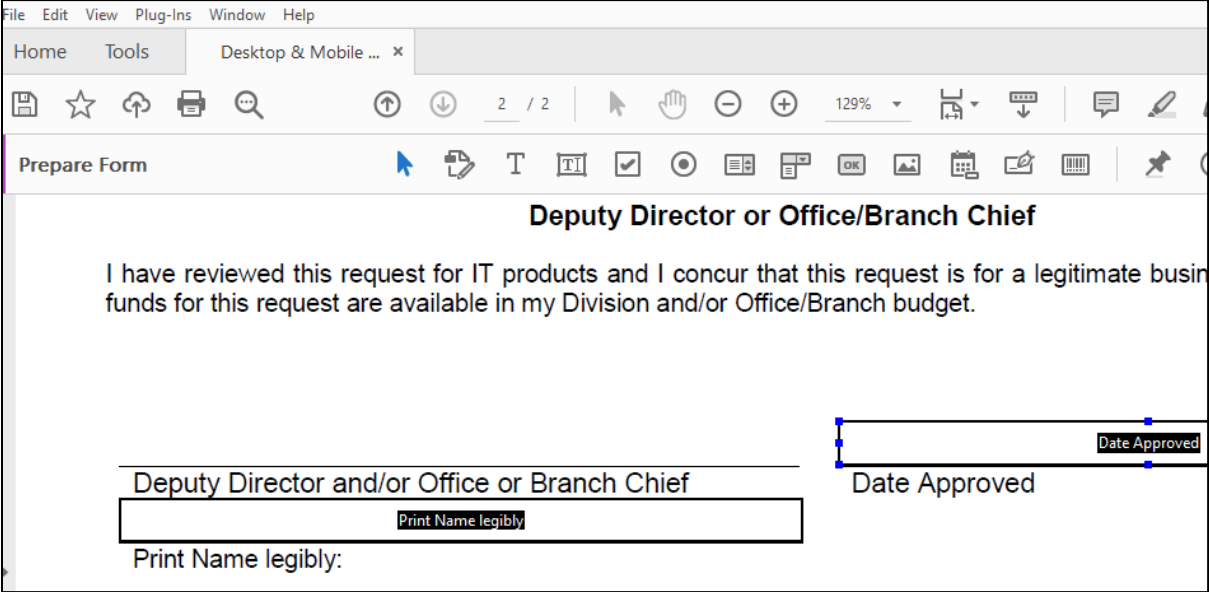

5. Select the Add a Digital Signature icon which is highlighted in yellow below for reference.
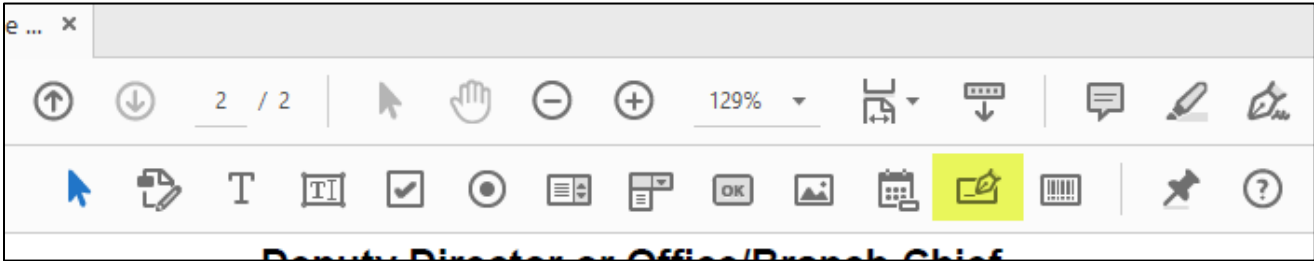
6.   A signature box will attach to your curser. Locate where you want the e-Signature placed. You can stretch the box to match the signature line. At this point, you also have the option to rename the Signature field.
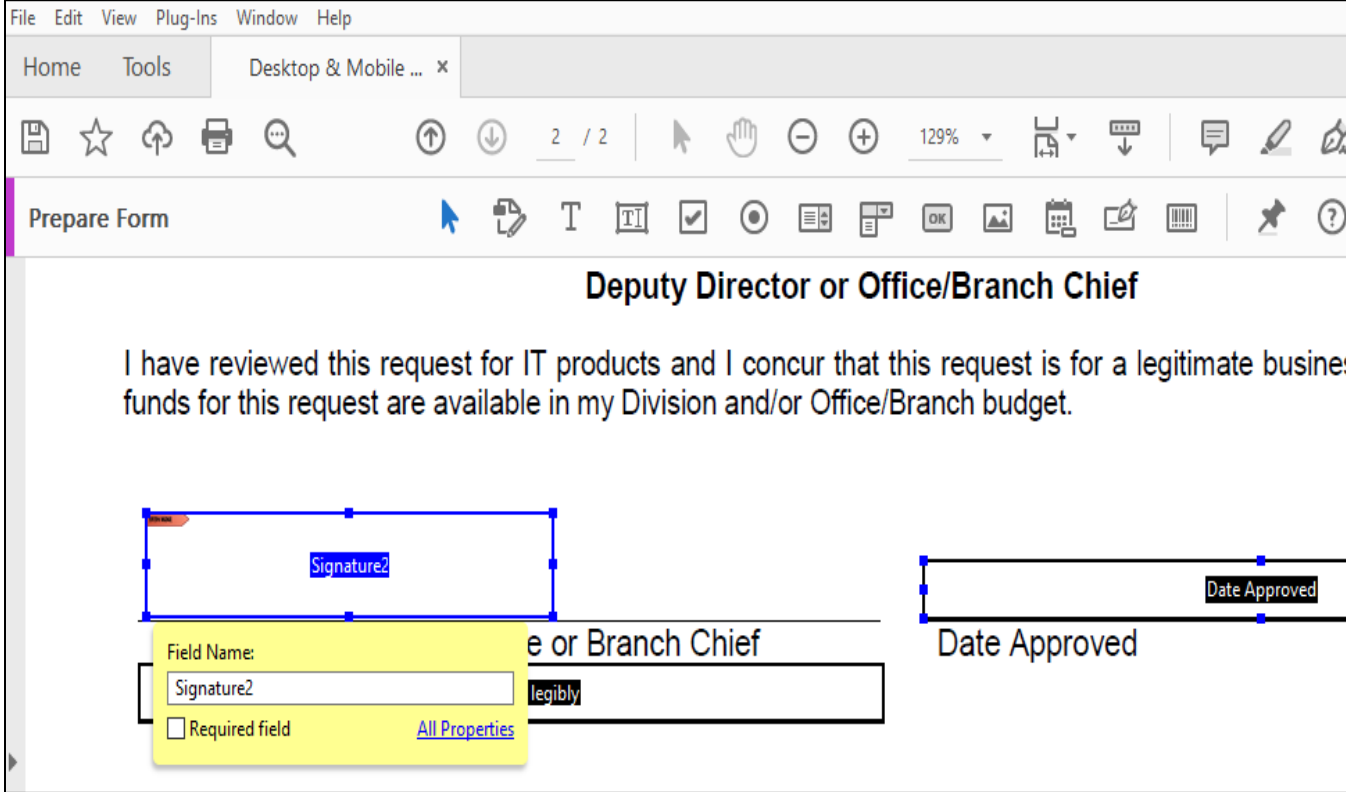
7.   Click on **Save** on the top left and then **Close** in the top right as shown below.
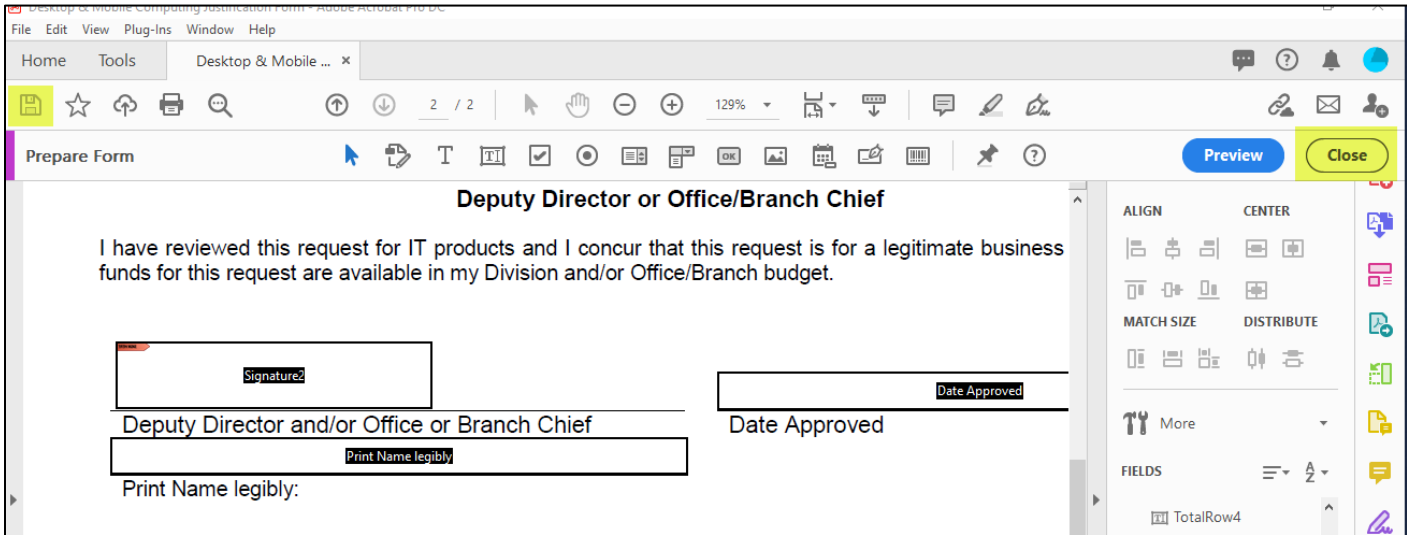
8.   Your document is now ready for e-Signature. If you are publishing it on the web or expect your document to be opened in different browsers, you may need to reader extend and make it accessible for any PDF reader. Please refer to Section 11 on How to Reader Extend a PDF.

2. How to configure your Basic e-Signature

Many forms are formatted with e-signature blocks. This enables users to sign electronically and email it instead of downloading the form, printing it, manually signing it, scanning it, and then emailing it.

1.   Open the document that you need to e-sign. It should have a red banner in the e-signature field that says SIGN HERE. We will work with the example below:

OFFICE/UNIT	BILLING CODE	REPORTING STRUCTURE	BUDGET YEAR/ENY
SUPERVISOR NAME	SUPERVISOR SIGNATURE		DATE
PROGRAM BUDGET ANALYST	PROGRAM BUDGET ANALYST SIGNATURE		DATE

2.   To configure a new e-signature, click on the button as shown highlighted in yellow below.

Sign with a Digital ID   ✕

Choose the Digital ID that you want to use for signing: (Refresh)

●   **Super Supervisor** (Digital ID file)   View Details
       Issued by: Super Supervisor, Expires: 2025.03.21

⑦   (Configure New Digital ID) (Cancel) (Continue)
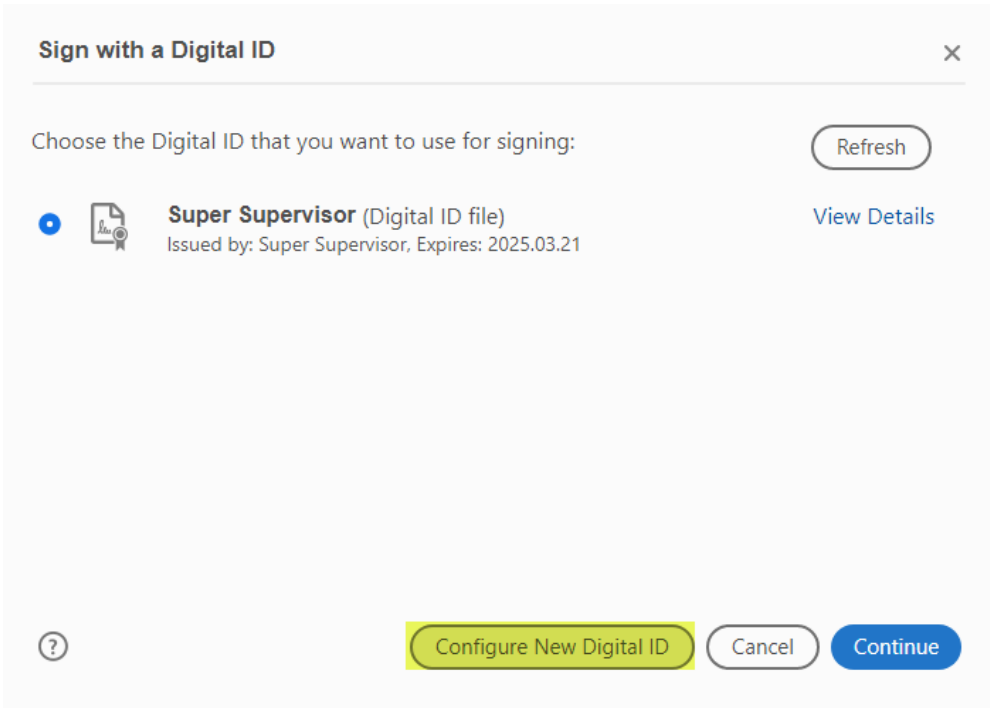
3.   The following window will pop up. Select the last option Create a new Digital ID and click Continue.
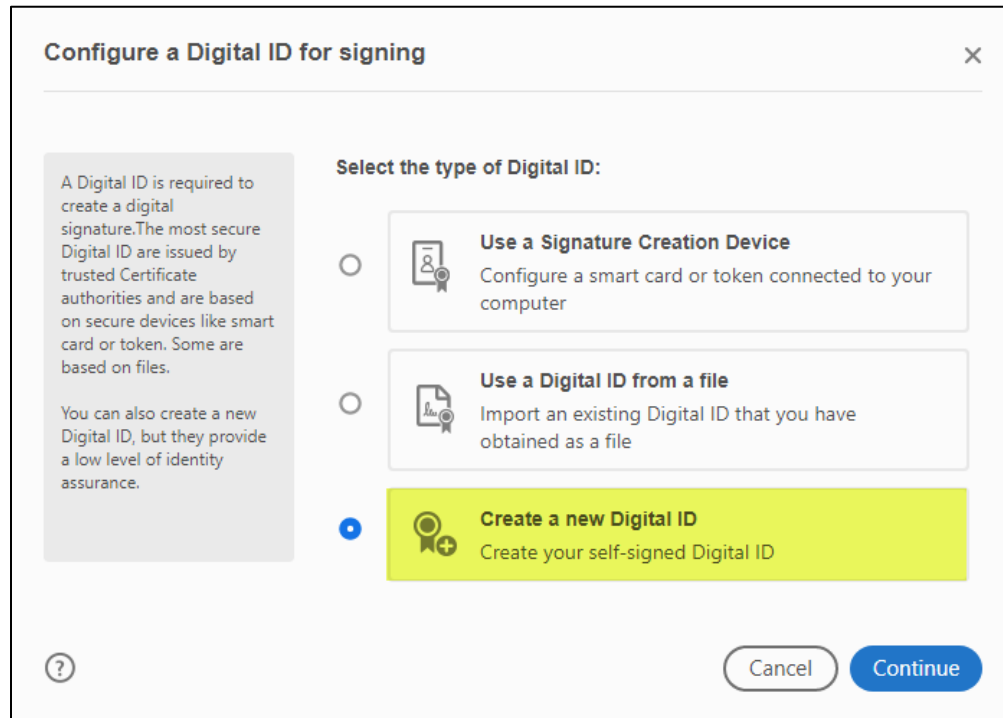
4.   Select Save to File in the next window. Click Continue.
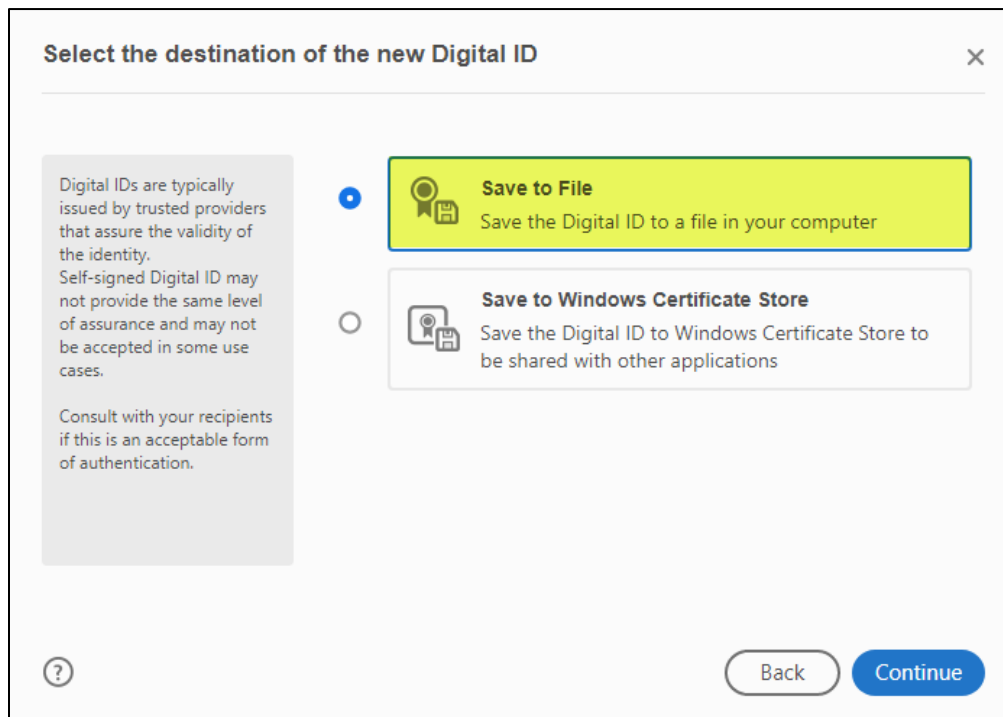
5.   Enter your Name and Email Address. Organization fields are optional. The last three fields are pre-filled. Edit the Country/Region, if needed. Click Continue.

6. Apply your password and confirm as instructed on the left of your screen. Be sure that you save your Digital ID in a location known to you.

7. You now have created an e-signature ready to be used in an e-signature box.

3. How to sign with Basic e-Signature

Many forms are formatted with e-signature blocks. This enables users to sign electronically and email it instead of downloading the form, printing it, manually signing it, scanning it, and then emailing it.

1.   Open the document that you need to e-sign. It should have a red banner in the e-signature field that says SIGN HERE similar with the image below. Select the signature block you wish to sign.

2.   If you have configured your signature before, your screen will look like this. Select the signature you want to use and click continue as shown with the highlighted buttons.
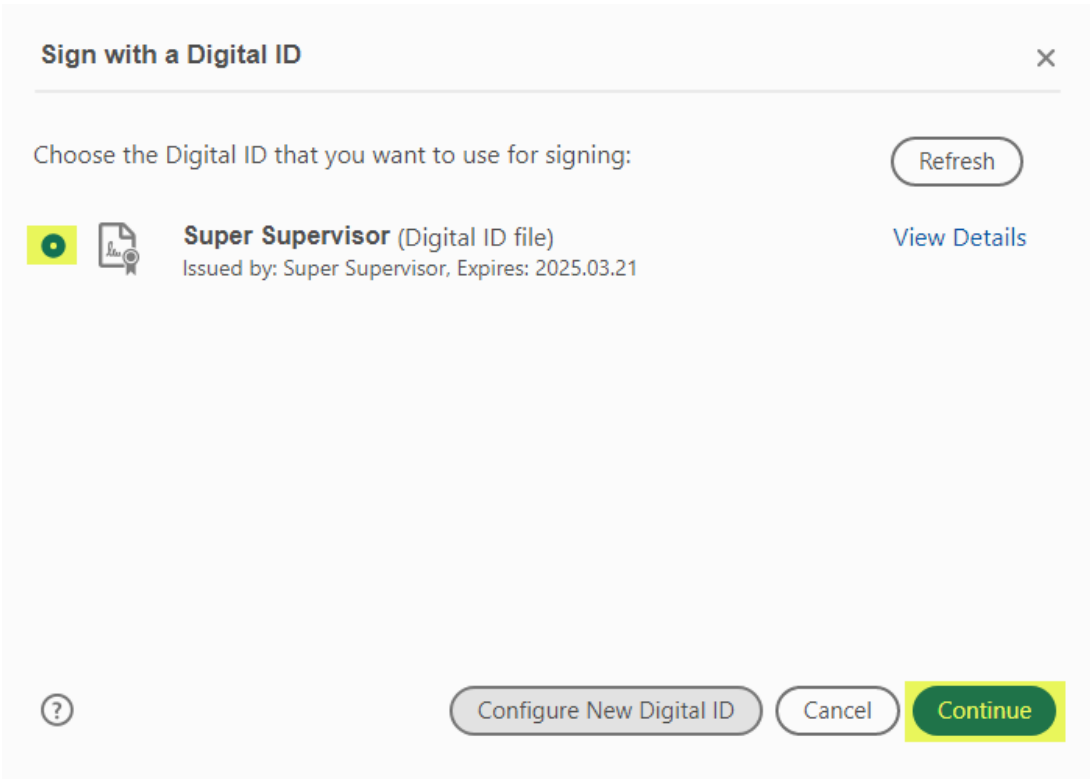
3.   You will be prompted to enter your password. Click Sign.
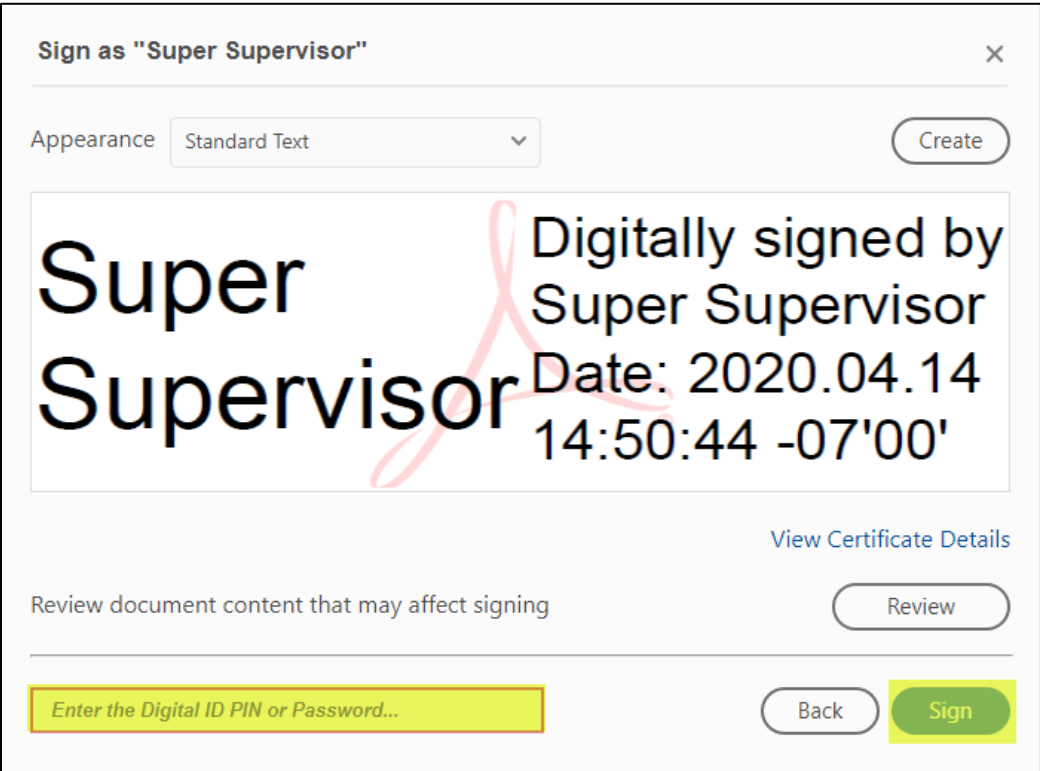
4.   A window with the file name of the document will pop up for you to confirm that that is the document you want to e-sign. Click Save.
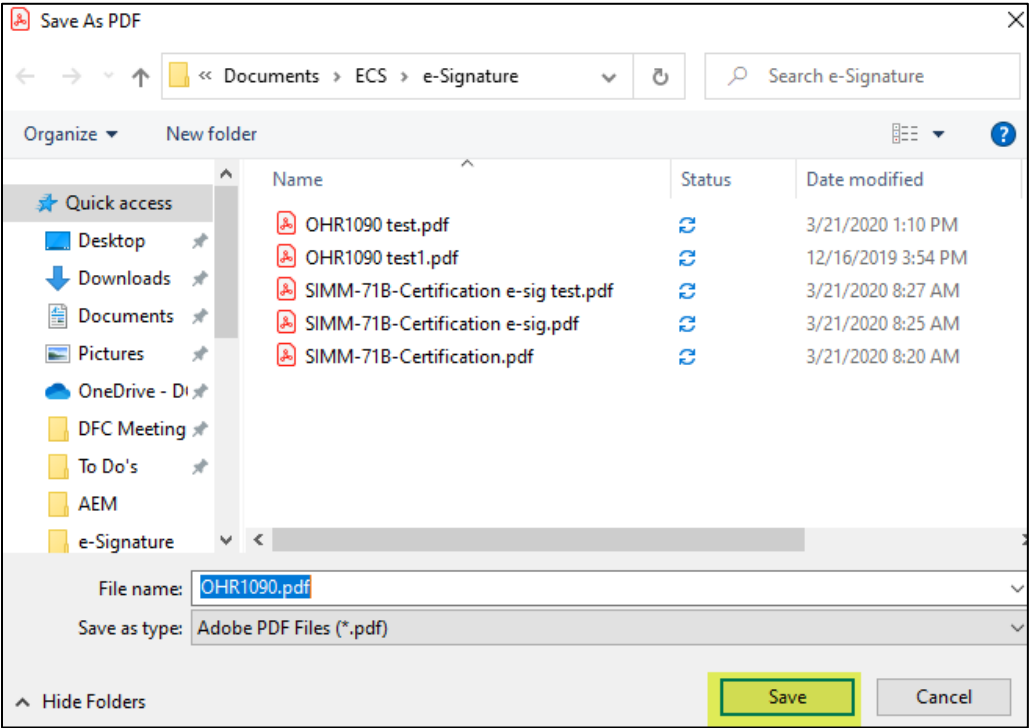
5.   You may be asked if you want to replace an existing file with your signature.

*Click **Yes** if you want to use the same file.*
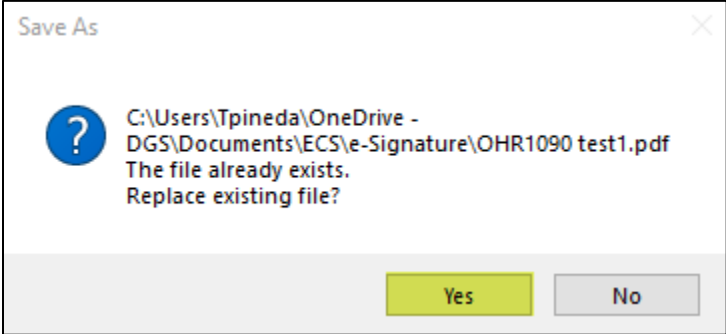
Your document is now e-signed.

Click No if you want to save the file with a new name. You will have to do so outside the e-signature process by saving the file with a new name. Then start all over from Step 1 until 5a using the new file you just created.

4. How to validate your Basic e-Signature

Let's assume you received a document e-signed by *Super Supervisor*. It is important to have the confidence level that the document you received contains legitimate information and was signed by the appropriate signer. How can you validate that the person who sent it is *Super Supervisor*? Let's use the example below as the signed document sent to you.

1.   Click on the signed e-signature line of Super Supervisor.

OFFICE/UNIT	BILLING CODE	REPORTING STRUCTURE	BUDGET YEAR/ENY
SUPERVISOR NAME	SUPERVISOR SIGNATURE		DATE
	Super Supervisor Digitally signed by Super Supervisor Date: 2020.03.21 13:53:36 -07'00'		
PROGRAM BUDGET ANALYST	PROGRAM BUDGET ANALYST SIGNATURE		DATE

2.   The following window will pop up. Click on **View Details** as highlighted below.

Sign with a Digital ID   ✕

Choose the Digital ID that you want to use for signing: (Refresh)

⦿   **Super Supervisor** (Digital ID file)   View Details
       Issued by: Super Supervisor, Expires: 2025.03.21

(?)   (Configure New Digital ID)   (Cancel)   (Continue)
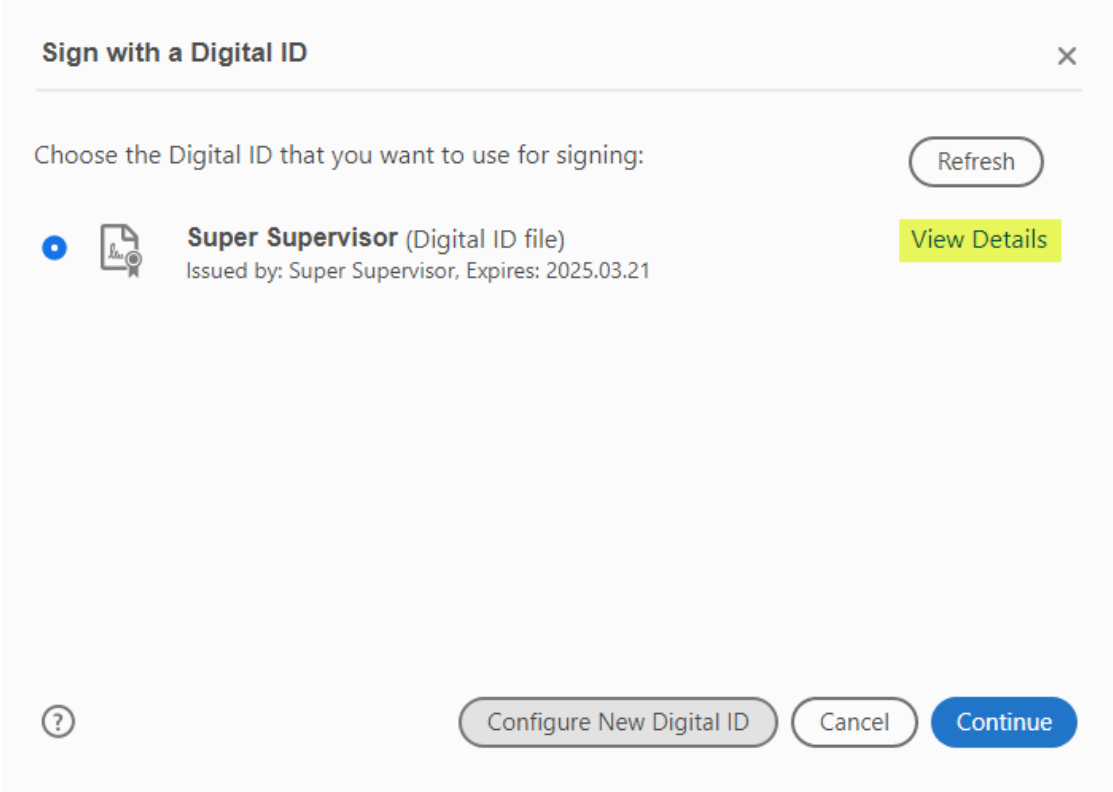
3. The following window will show. Select **Signature Properties**.
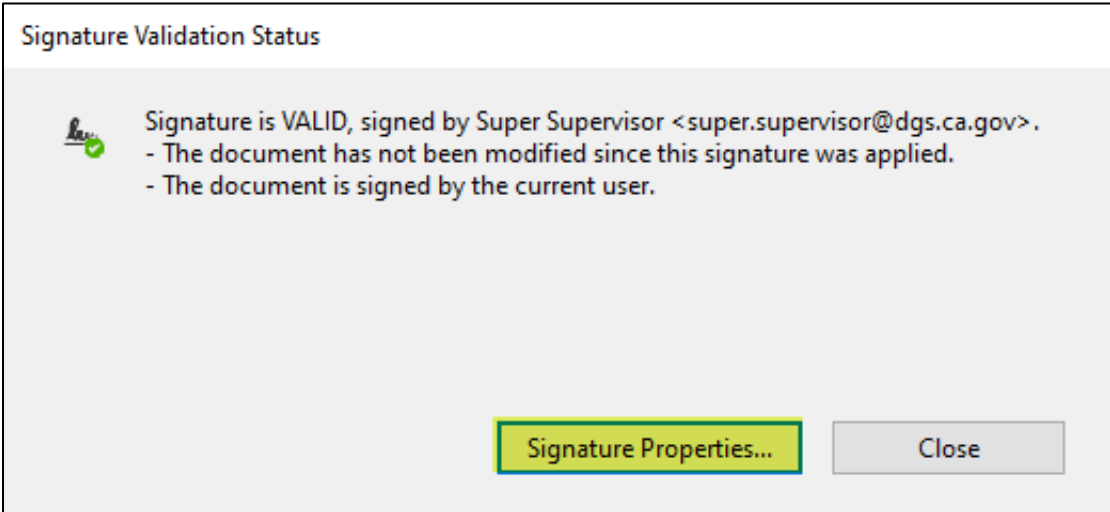
4. Select **Show Signer's Certificate** in the next window.
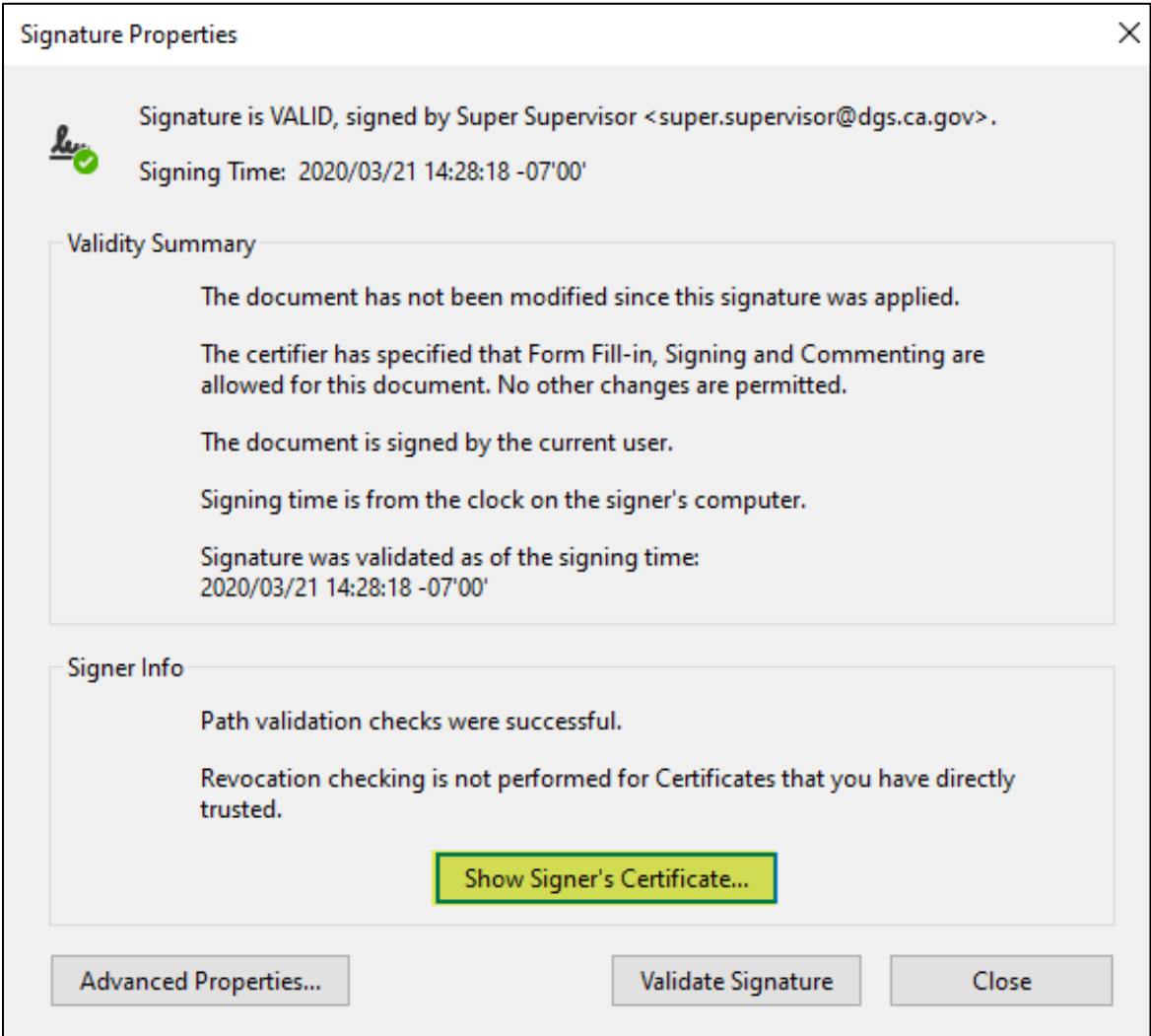
5.   Inspect the email listed in the Issued by field of the Summary tab as highlighted below. The email address must match the email address of the sender who sent the document. For State employee communications, the work email should be used.
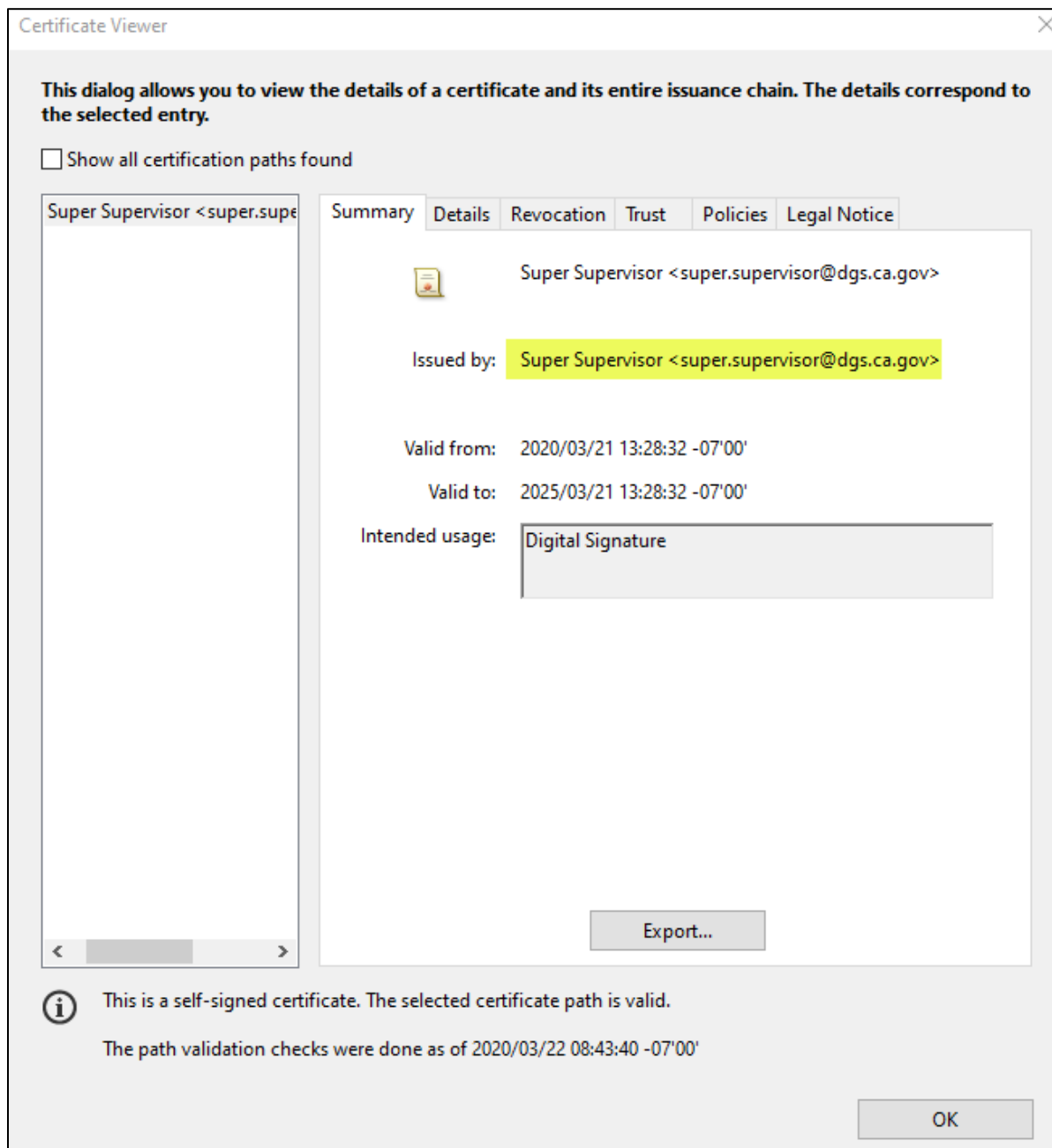

6.   Once you click **OK**, the e-Signature is validated.

5. How to identify document changes after a Basic e-Signature

1. Open the document for evaluation. In this example, it shows a green check mark highlighted in yellow indicating the form was properly signed. Now click on the e-signature box that is signed.
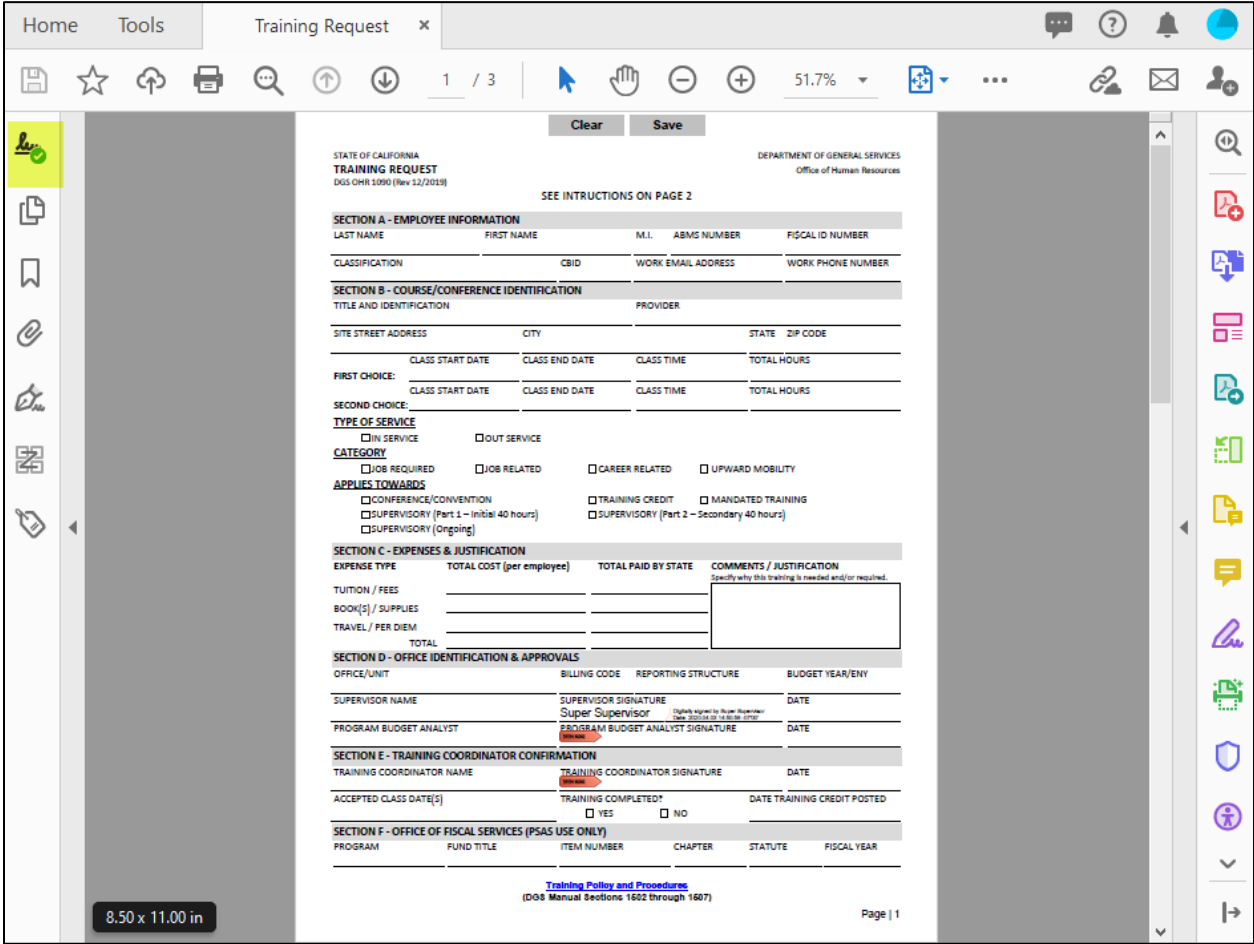
2.   The following window will pop up. You will note the green check mark in the new window if the form was properly filled. Click **Signature Properties**.
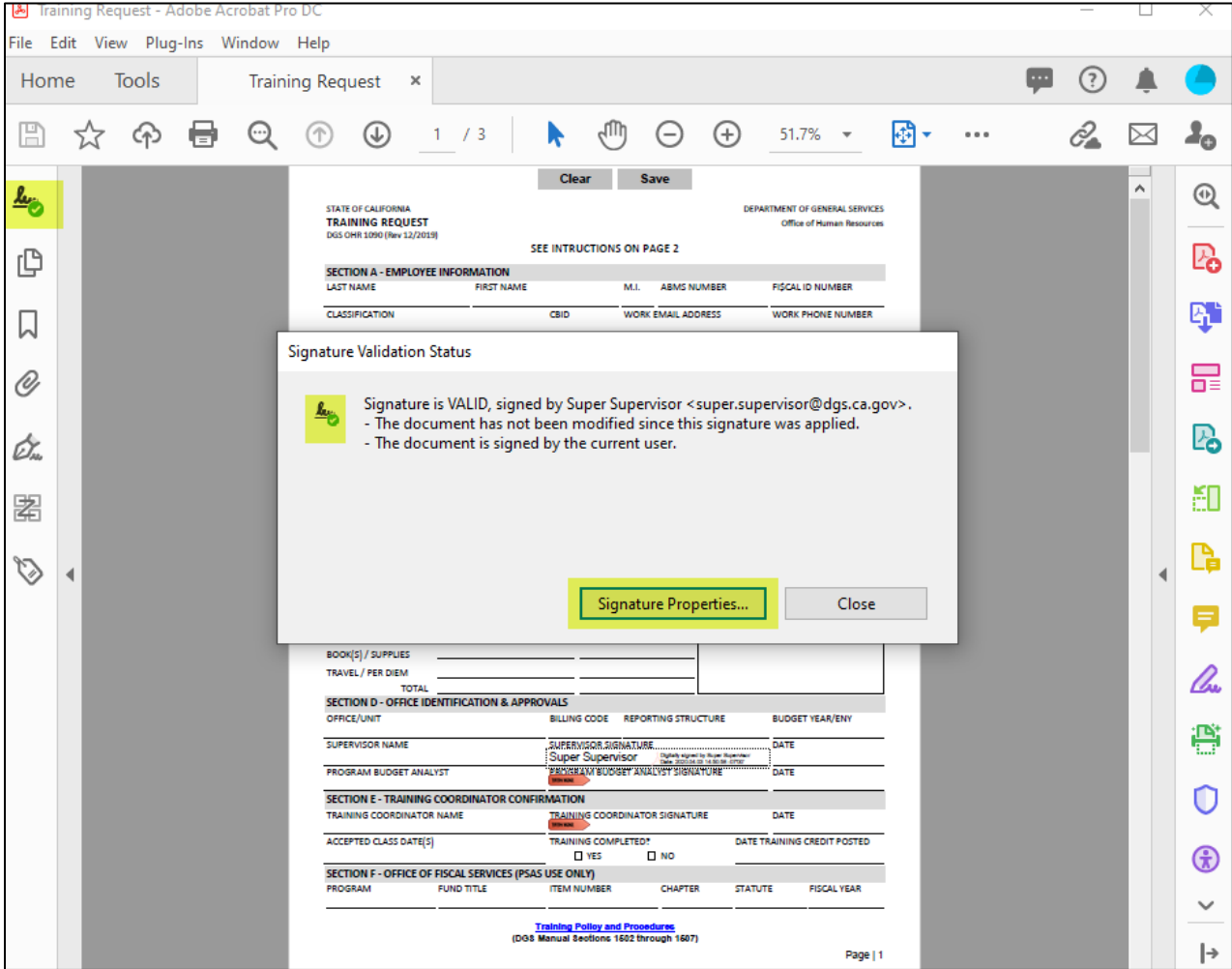
3. The following window will show. Note that the green check mark is also displayed on the upper left if the form was properly filled indicating everything is validated as successful.
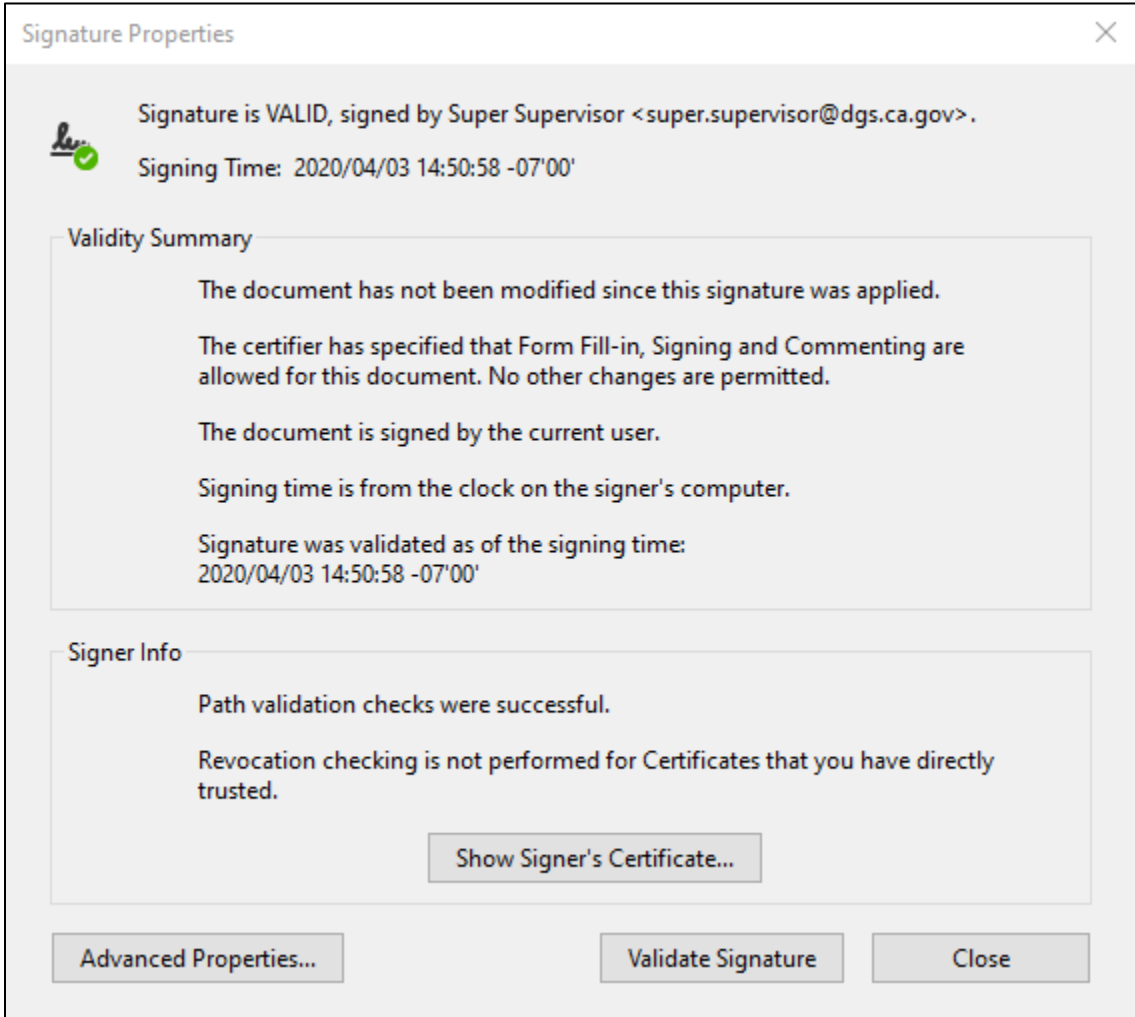
4. If the document was changed after it was signed, when you open the document, your screen will have the following message at the top left as highlighted. Click on the highlighted Signature Panel button to the right.
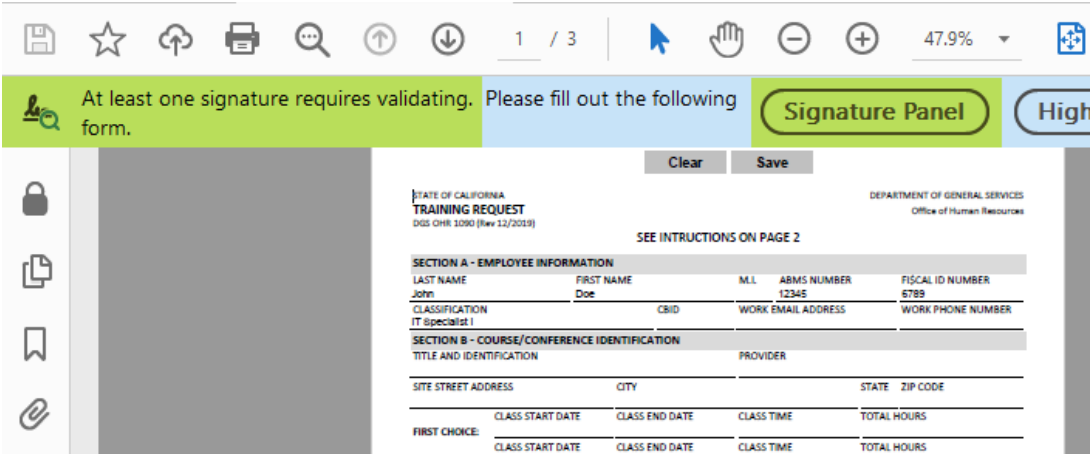
5. The following screen opens. Be sure to expand the left menu so you see all the notes. The first highlighted note reminds you that the signing time is from the clock of the signer's computer. The next highlighted note is a link that allows you to see the version that was signed by the computer.

6. If the link is clicked, the screen will display the version that was signed as shown below. Note that the Classification field was edited from IT Associate to IT Specialist I after the document was signed.
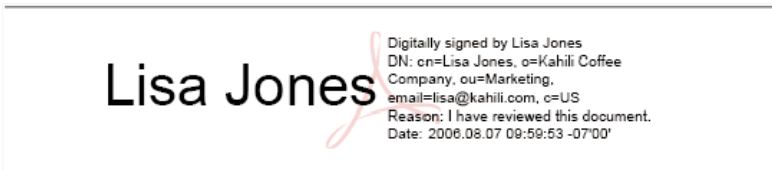
What is a digital certificate?

An e-Signature with digital certificate requires additional passwords and authentication processes. Certificates contain a private key and a public key provided by a third vendor. The private key is seen and used only by the signer. The public key is what Adobe will use to validate the signature. The information stored by the private key and the information stored by the public key must match up. These digital certificates are an additional purchase to the e-Signature tool license.

A copy of the digital certificate is stored in a database and can be accessed as needed. Some details of the certificate are included in the e-Signature.

Sample of e-Signature <u>with</u> digital certificate:

Lisa Jones

Digitally signed by Lisa Jones
DN: cn=Lisa Jones, o=Kahili Coffee
Company, ou=Marketing,
email=lisa@kahili.com, c=US
Reason: I have reviewed this document.
Date: 2006.08.07 09:59:53 -07'00'

Tips

1. How to merge files in one PDF file

When an Approver is signing once for many files, it is recommended to order the files and merged them into one PDF file, if possible. This will help to ensure the integrity of the approval. If a digital certificate is created, it will certify that all contents in the merged PDF file have been approved and have not been altered after signing.

1.   Save all non-PDF file formats (MS Word, Excel, Power Point, Visio, JPEG, etc.) to PDF. Collect all the PDF files that will be merged into a folder.

2.   Open Your Adobe Acrobat application. If you have the following icon on your desktop, click it. You can also open your first PDF file to be merged.

3.   When a window opens, be sure to have the Tools tab located on your upper left screen (see highlighted tab) selected. Then select Combine Files as shown highlighted.
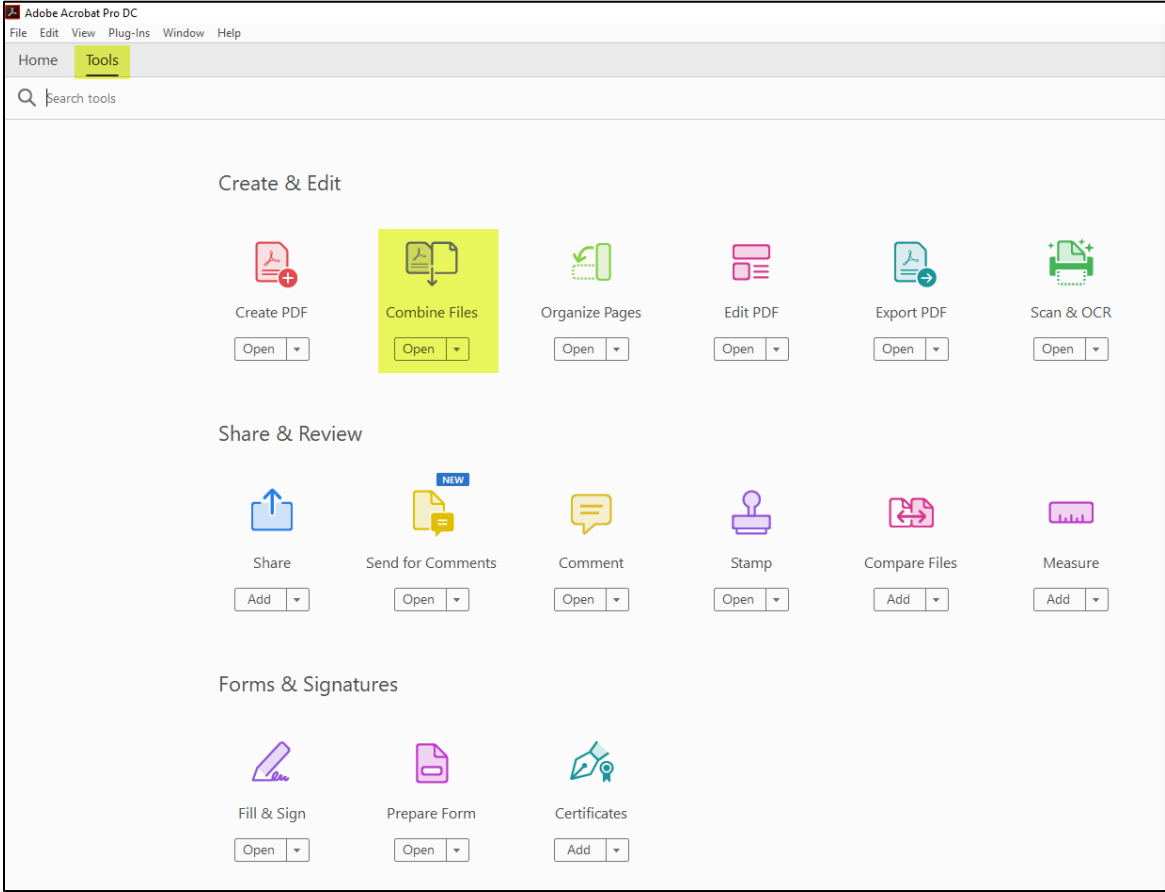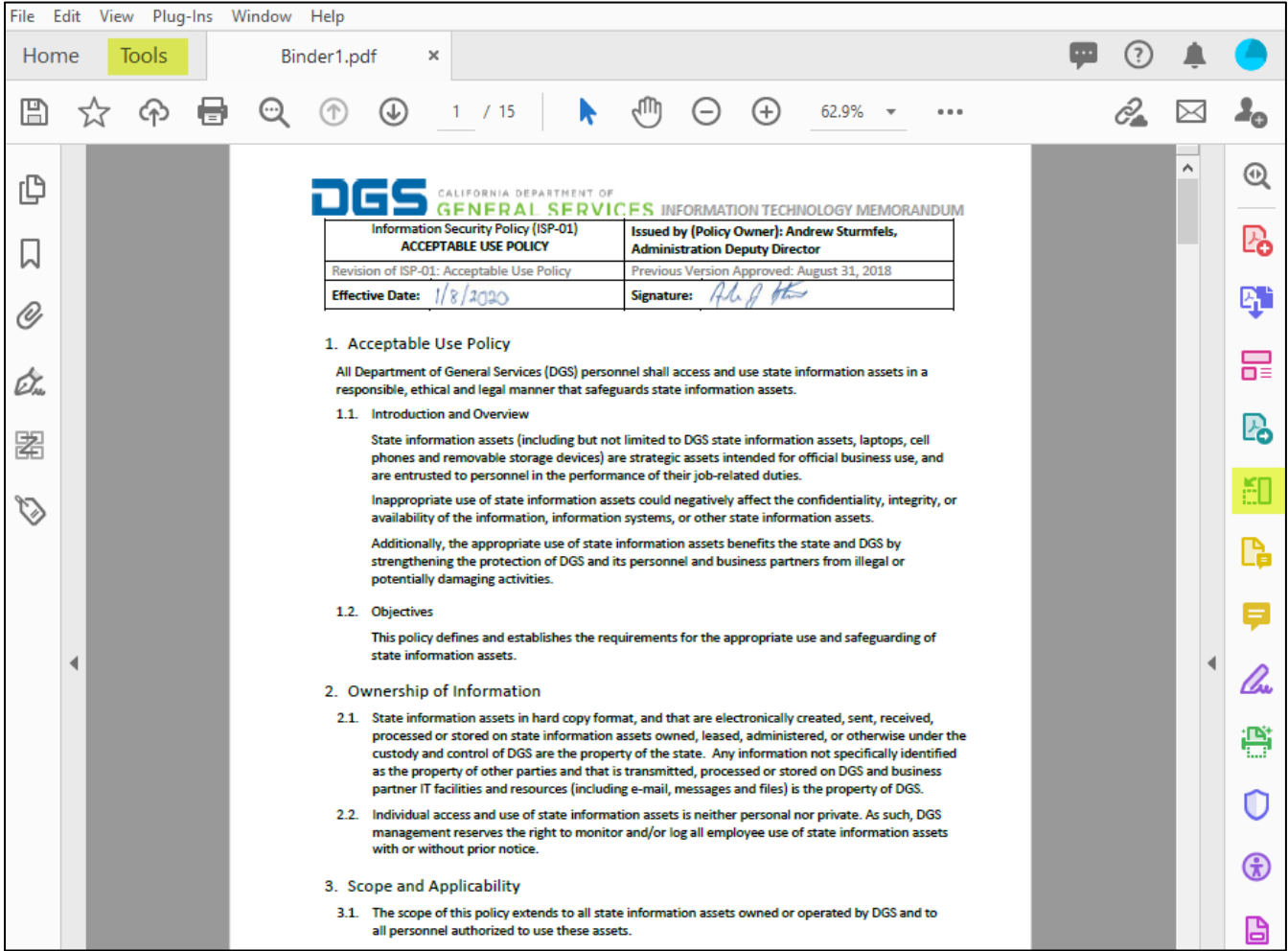
4.   Follow the instructions, drag and drop the PDF files that you have prepared. Try to locate them left to right in the order that the files should be read. When all files have been imported, click **Combine**.
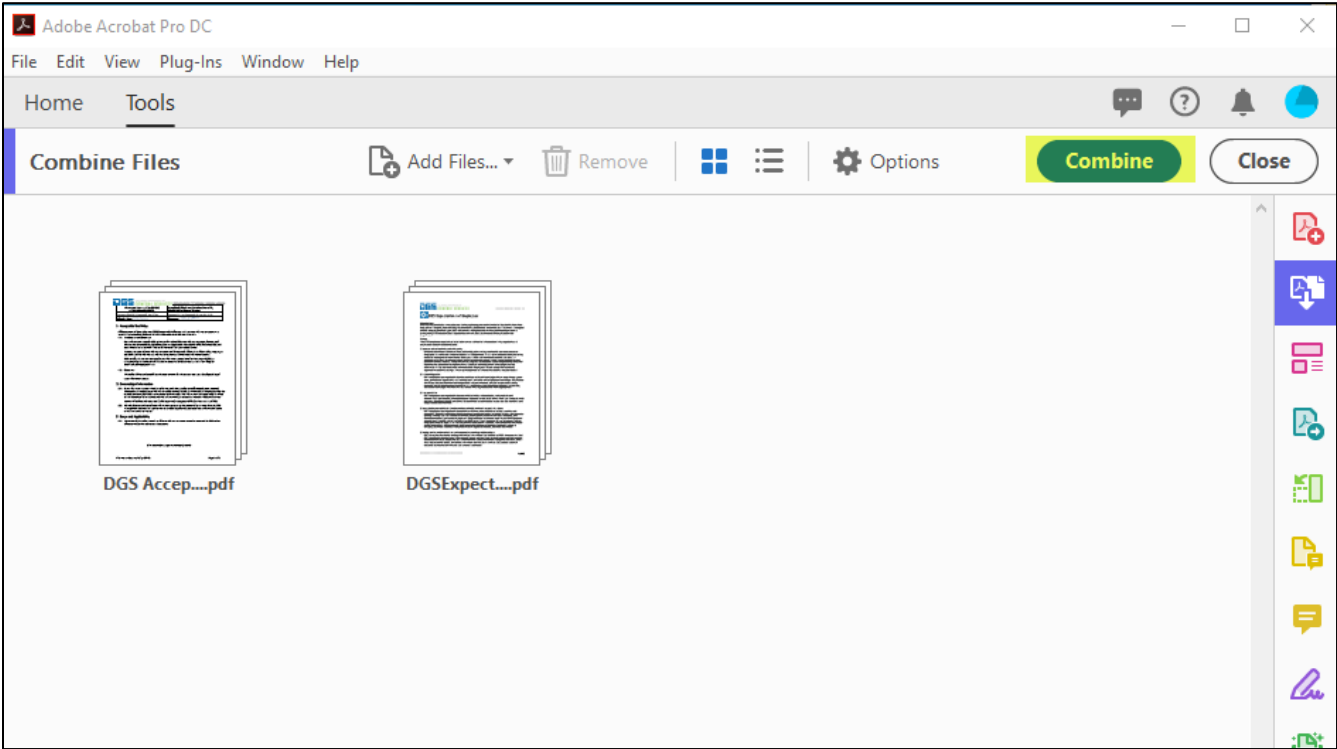
5.   Click on the icon for **Organize Pages** by either clicking on the **Tools** tab or in the list of icons on the right side of your screen.

Organize Pages icon:

6.   A window will open showing individual pages of the whole merged file. Check that the pages are all in the correct order. If not, drag the pages to their proper order. Click on Close on your upper right screen as shown highlighted.
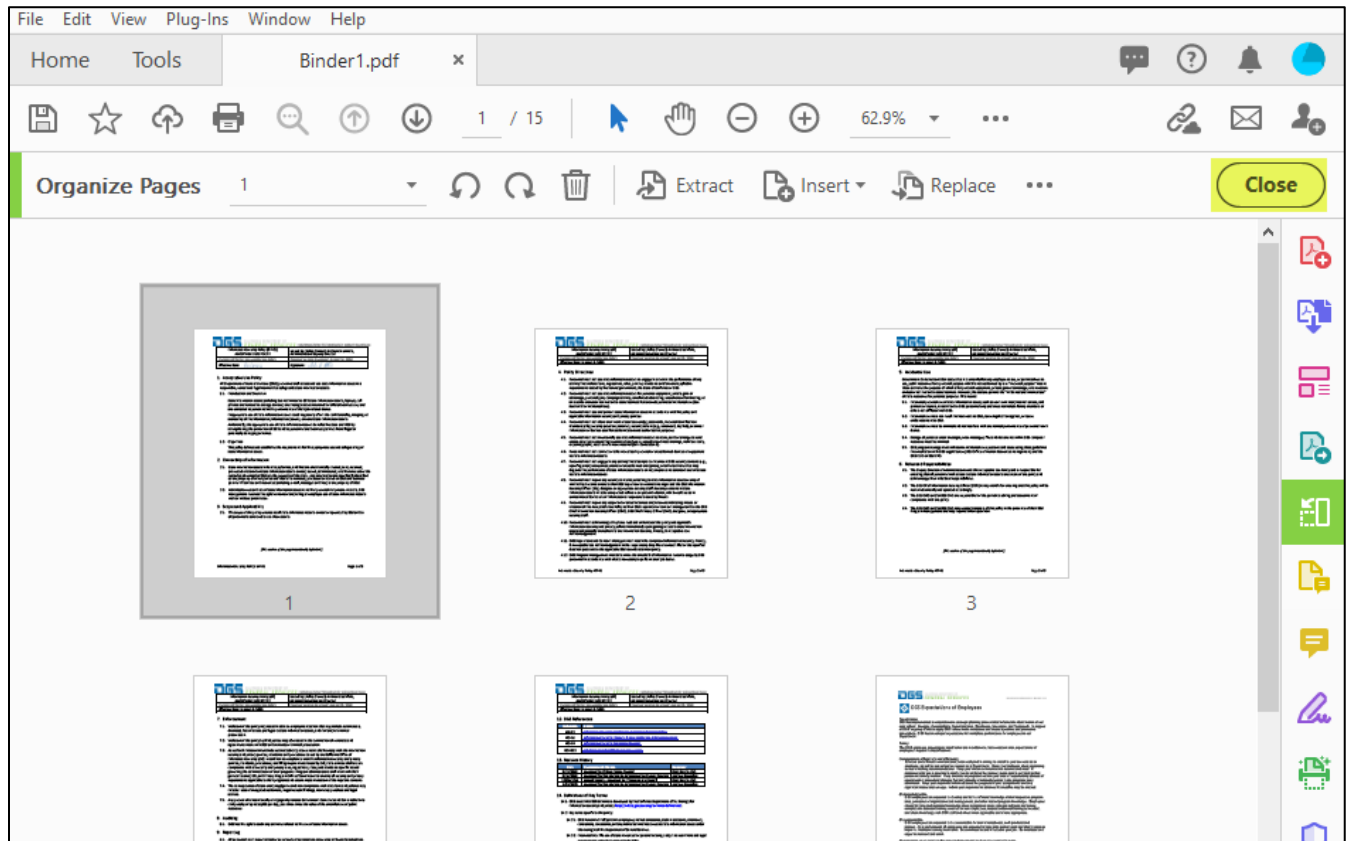
7.   Finally, be sure to save your new merged PDF file with an appropriate file name.

2. How to check if your file was formatted with Adobe Designer

Document changes or fill in data should be done before e-signing a document. There are two different Adobe Applications used to create PDF documents. The more common type is the PDF created or edited with Adobe Acrobat Pro or DC. Both can use original files that were converted from other applications such as Word, Excel, and others which can save a file as a PDF. However, there are some PDFs built with Adobe Designer.

1. You can check which file format was used for the PDF by opening the file in Adobe and clicking on File and then Properties as shown below.

STD213 - Copy.pdf - Adobe Acrobat Pro DC — □ ✕

File Edit View Plug-Ins Window Help

Home Tools Training Request STD213 - Copy.pdf ✕

1 / 1   90.5% ▾

Reset Form	Print Form	SCO ID:

STATE OF CALIFORNIA - DEPARTMENT OF GENERAL SERVICES
STANDARD AGREEMENT
STD 213 (Rev. 03/2019)

	AGREEMENT NUMBER	PURCHASING AUTHORITY NUMBER (If Applicable)

1. This Agreement is entered into between the Contracting Agency and the Contractor named below:

CONTRACTING AGENCY NAME

CONTRACTOR NAME

2. The term of this Agreement is:

START DATE

THROUGH END DATE

3. The maximum amount of this Agreement is:
thshsgsfgjsg

4. The parties agree to comply with the terms and conditions of the following exhibits, which are by this reference made a part of the Agreement.

| Exhibits	Title	Pages
Exhibit A	Scope of Work	
Exhibit B	Budget Detail and Payment Provisions	
Exhibit C *	General Terms and Conditions	
+ −		

Items shown with an asterisk (*), are hereby incorporated by reference and made part of this agreement as if attached hereto.
These documents can be viewed at https://www.dgs.ca.gov/OLS/Resources

IN WITNESS WHEREOF, THIS AGREEMENT HAS BEEN EXECUTED BY THE PARTIES HERETO.

CONTRACTOR

CONTRACTOR NAME (if other than an individual, state whether a corporation, partnership, etc.)

2.   After selecting **Properties**, a new window will show. Look at the Application as highlighted below. The example below was formatted with Adobe Designer.
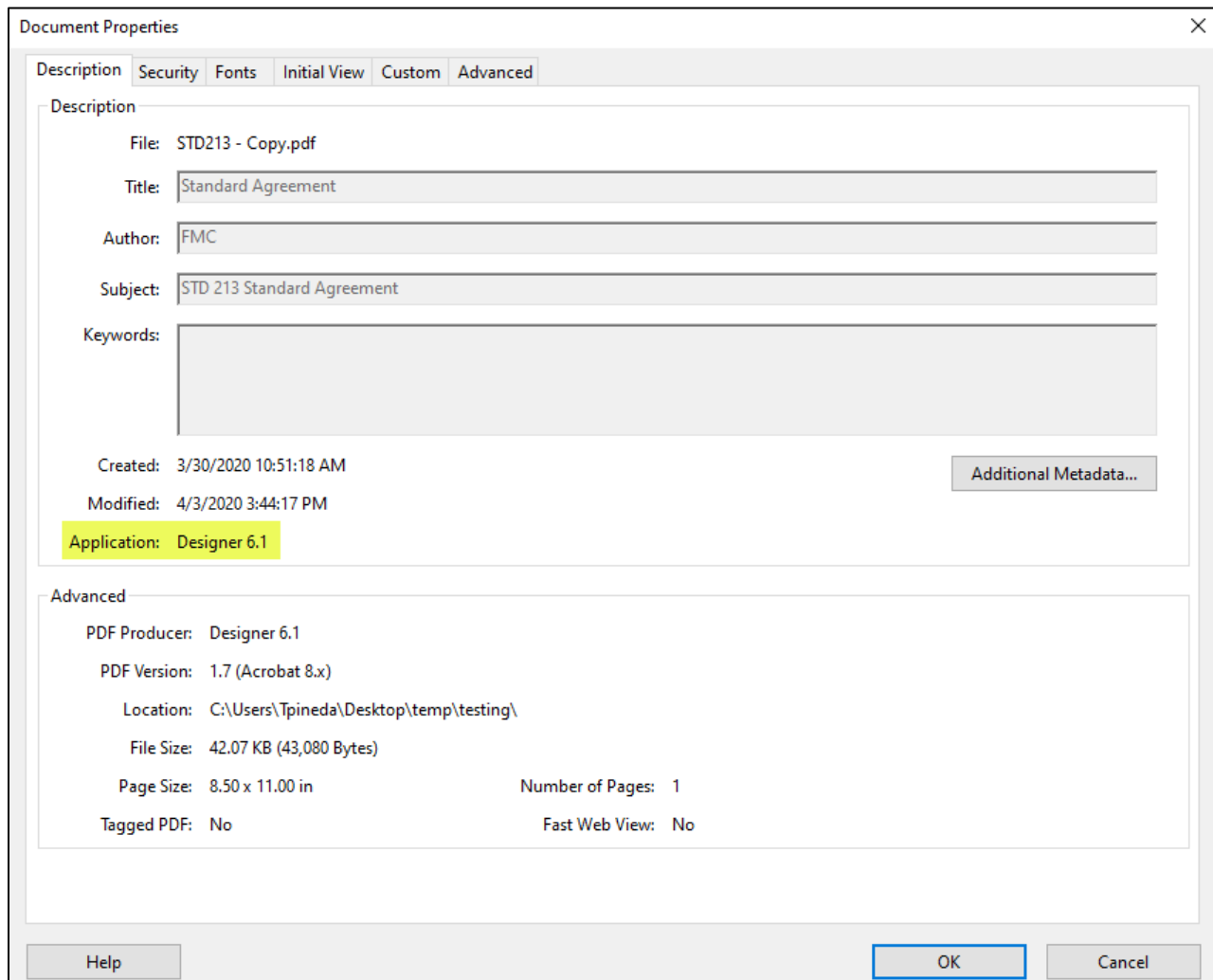
When a PDF is formatted with Adobe Designer, there are settings that can lock the section of the form above a signature line when it is e-signed. If these settings were activated, the sections above the signature line cannot be edited after e-signing. Note: STD and DGS forms that contain e-Signature boxes and are formatted in Adobe Designer were configured to disable editing sections above a signature line after e-signing.

However, if the PDF was formatted with Adobe Acrobat Pro or DC, it is possible that no configuration was done to disable editing sections above a signature line after e-signing.

Refer to the section on how to identify if a PDF document was changed after e-Signature.

3. How to Reader Extend a PDF

Saving your document as *Reader Extended* allows the user to fill out those areas you have designated fillable such as radio buttons, signatures, etc. regardless which PDF reader is being used.
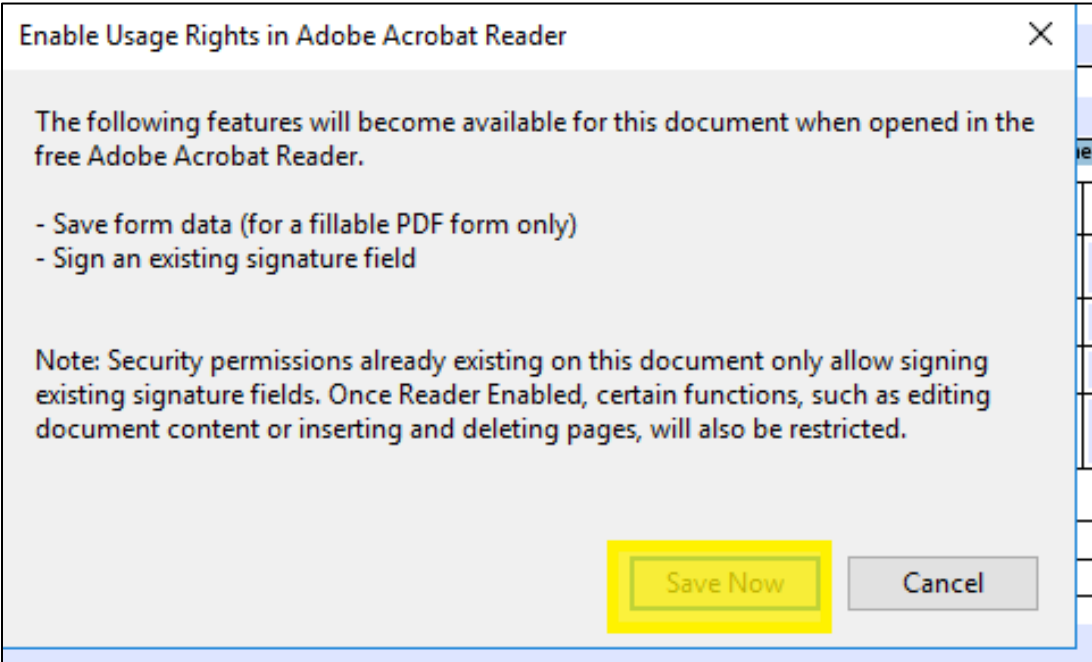
1.   Click on **File** in the menu bar and hover your mouse to **Save as Other** and then **Reader Extended PDF**.
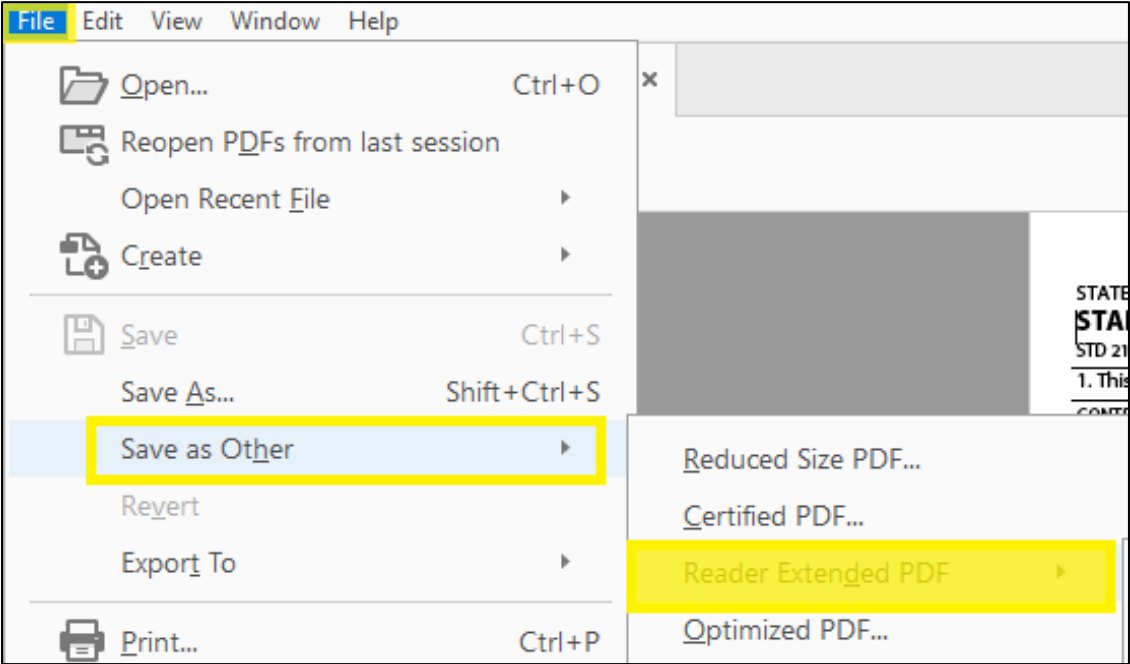
2.   You want to click on the **Enable More Tools** in the 3rd slide tab which opens.
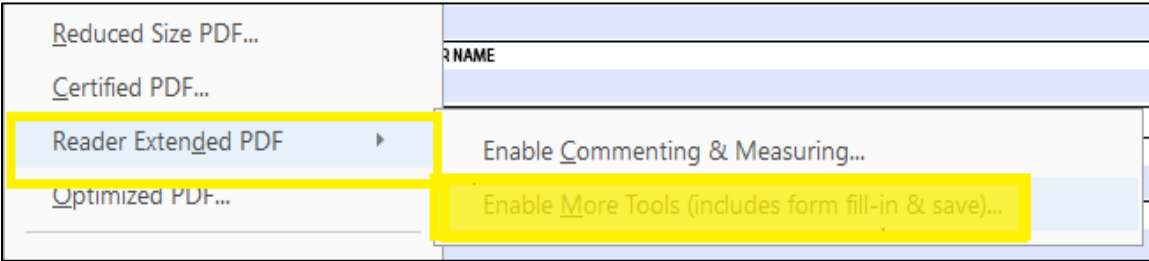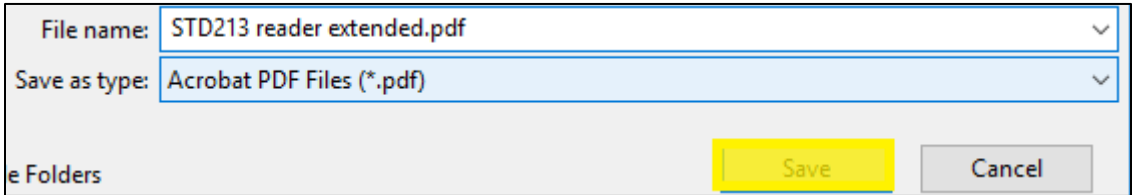
3.   A pop-up opens explaining what will happen when you save this the document. Click on **Save Now**.

4.   A new window now opens asking you to save the file. You will be allowed to do the following:
       a.   You can overwrite your existing file
       b.   Save the file as a different name

5.   The file is now saved as a Reader Extended PDF.