SigningHub FAQs

Overview

SigningHub is a web based signing solution intended to provide the instant management of paperless documents. The striking features include digital signatures/ electronic signatures, workflow management, enterprise circulation of agreements, contracts, official and other documents that require signoffs from different stakeholders, regardless of their physical presence.

Before You Begin...

- Evaluate SigningHub for FREE
- How SigningHub is better than manual paper based signing process?
- How SigningHub is different from other signing solutions?
- Is it legal to use the digital or electronic signatures in a document?

More...

ⓘ Product Documentation

User's guide
Administrator's guide
Developers portal
Quick integration guide
Release notes (PDF)
On-premise installation guide (PDF)

ⓘ Support

General inquiries
Sale inquiries
Technical support
Live help
Skype support (ascertia.support)

FAQs Categories

Technology

- Which document types are supported in SigningHub?
- Which signature types are supported in SigningHub?
- What is the difference between eSignature and witness eSignature?
- What kind of restrictions can be applied to a shared document?
- What type of email addresses are acceptable in the registration process of SigningHub?

More...

General Queries

- I have forgotten my SigningHub password, how can I retrieve it?
- Can I share my documents with those recipients who do not have the SigningHub accounts?
- Does SigningHub support certified signatures?
- Can I change the sequence of signing fields once created?
- I have sufficient number of signatures in my account quota, still I am unable to sign the document. What should I do?

More...

Enterprise Accounts

- How SigningHub is beneficial for an enterprise?
- What is the difference between an Individual account and an Enterprise account?
- If an enterprise user forgets to register himself, can the enterprise admin resend him the activation link?
- Can I create multiple enterprise administrators to monitor the activities of enterprise users?
- What is Authorised Remote Signing and how to enable it?

More...

Security & Compliance

- Is SigningHub compliant with any legislation and regulations concerning digital/ electronic signing?
- Is there any standard that SigningHub follow for digital signatures?
- Are the generated signatures trusted by Adobe Acrobat Reader?

More...

SigningHub Use Cases

- How to configure Authorised Remote Signing?
- How to sign with multiple capacities?
- How to configure accounts multi-tenancy?
- How to use a custom Signature Appearance?
- How to configure Local Signing?

More...

Integration Queries

- Is there any API or 3rd party website integration support in SigningHub?
- Is there any 3rd party application with which SigningHub is currently integrated?
- How to generate an API key for integration?

More...

Admin Configurations

Smart Cards/ USB

On-Premise Installation

- I am unable to publish the updated configurations from SigningHub Admin, what should I do?
- What should be the rights of an IIS user on the SigningHub directory?

[More...](#)

Tokens

- Can I use USB token or a Smart Card to sign a document?
- What are the pre-requisite of using a Smart Card/ USB token?

[More...](#)

- What should be the rights of an IIS user on the SigningHub directory?
- How to configure Active Directory with SSO (Single Sign On)?

[More...](#)