

## Portal User Guide

How to send signature requests and track their progress

### 1. Creating a Signature Request

This guide walks you through sending a document for digital signature. The process takes just a few minutes.

#### 1 Start a New Request

From the dashboard, click the **"Signature request"** button. The signature request form opens.

The screenshot shows the 'Signature request' form in the ALLEKIRJOITUS.fi portal. The form is titled 'Signature request' and is located under the 'Signatures' tab. The form includes the following sections:

- Topic for the signature\***: A text input field with the placeholder 'E.g. "Agreement with Company Inc."' and a language dropdown menu set to 'English'.
- Documents\***: A section with two buttons: '+ Document...' and '+ Attachment...'. Below these buttons are two columns: 'Documents to sign\*' (with 'No documents added') and 'Attachments' (with 'No attachments added').
- Signature settings\***: A section with three sub-sections:
  - Reading the document\***: A radio button selected for 'Strong'. Below it, text reads: 'Strong authentication is requested from the signatory before reading the documents.'
  - Signing the document**: A radio button selected for 'Strong signature'. Below it, text reads: 'Documents signed with strong authentication are legally binding and indisputable. A signatory's personal identity code is attached to the signed document.'
  - Hashing the personal id**: A checkbox checked for 'Hash personal id in signed document'.
- Signatories\***: A section with a '+ Signatory' button.
- Delivery method**: A section with radio buttons for 'Email' (selected) and 'SMS'.
- Expiration\***: A section with a 'Request expires' label and a date input field showing 'MM/DD/YYYY'. Below it are radio buttons for '7 days', '14 days', '30 days', '90 days', and 'Other'.

At the bottom of the form, there are three buttons: 'Cancel', 'Save as draft', and 'Send'.

## 2 Fill in the Request Details

### Topic

Give your request a descriptive name (e.g., "Employment Contract - John Smith") and select the language for notifications.

### Documents & Attachments

#### Important: Documents vs Attachments

**Documents** — Files uploaded here will be signed by all signatories.

**Attachments** — Reference materials only. Delivered with the request but NOT signed. Use for appendices, terms & conditions, or supporting documents.

Upload your document in **PDF/A format** (max 100MB). Standard PDFs may be rejected.

### Signature Settings

The default settings use **strong authentication** — signers must verify their identity (via Bank ID or Mobile ID) before they can view and sign the document.

#### Hashing the personal ID

Encrypts the signer's personal ID number in the signed document. The signature remains legally valid (name, timestamp, and IP are still recorded). Recommended for privacy protection.

### Expiration

Choose when the request expires: 7, 14, 30, or 90 days. After expiration, unsigned requests can no longer be completed.

## Document Retention: 90 Days

Signed documents are stored in the portal for **90 days** after signing. Make sure to download your signed documents before this period ends — after 90 days, they are permanently deleted from the portal.

### 3 Add Signatories

Click "**Signatory**" to add each person who needs to sign.

The add signatory dialog with all configuration options

#### First name, Last name, Email **Required**

The signer's details. They'll receive the signing invitation at this email address.

#### Mobile phone number

Optional. Used for SMS notifications if enabled.

#### Personal ID

Optional but powerful. When provided, the system verifies this ID during authentication — **only that exact person can sign**. Double-check carefully — a typo or mismatch will prevent the signer from completing the process!

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### Signing order

**0** = Simultaneous — All signers receive invitations immediately and can sign in any order.

**1, 2, 3...** = Sequential — Each signer is invited only after all previous numbers have completed.

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### Authentication service **Required**

Select the signer's country to show them the correct authentication options. Finland offers Finnish Mobile ID and bank credentials. Sweden offers Swedish BankID.

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### Signature is required

**Checked** = This person **MUST** sign before the request can be completed.

**Unchecked** = Optional signer. They can view and sign if they want, but the request completes when all mandatory signers are done. Useful for CC'ing managers or adding optional witnesses.

## 4 Send the Request

Review your request and click "**Send**". The signer(s) will immediately receive an email invitation with a link to sign the document.

You can also click "Save as draft" to finish later.

## 2. What the Signer Experiences

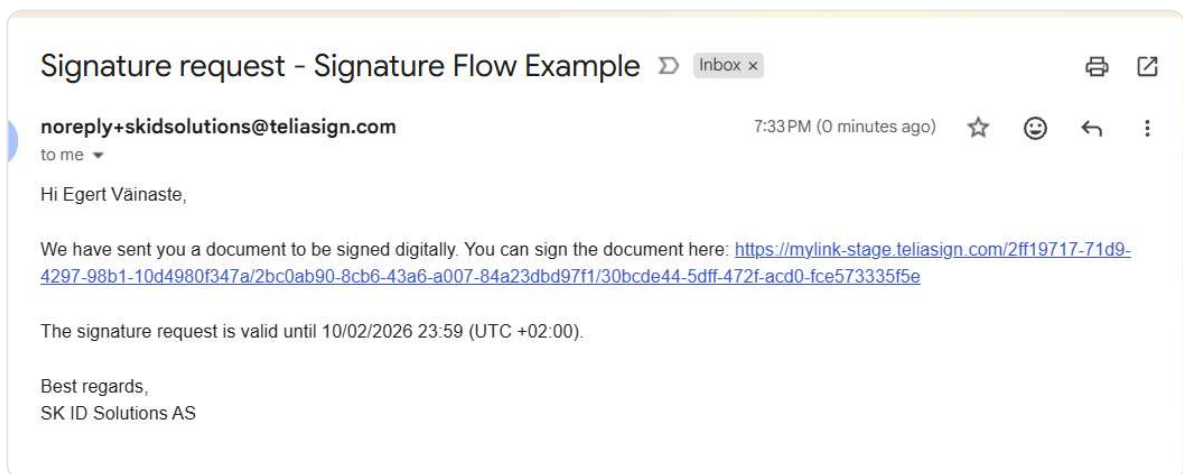
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Understanding what happens after you click Send helps you support your signers and troubleshoot any issues.

### The Signing Journey

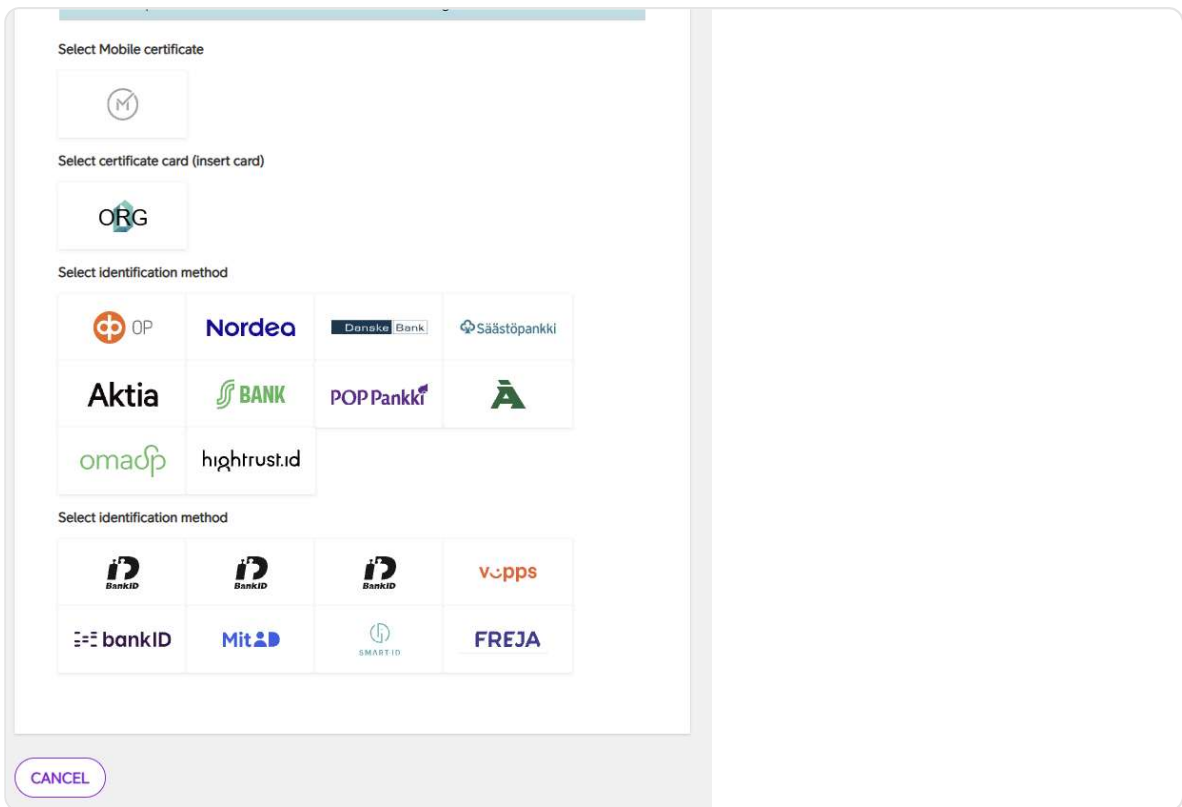
#### 1 Email Received

The signer receives an email with a link to access the document.



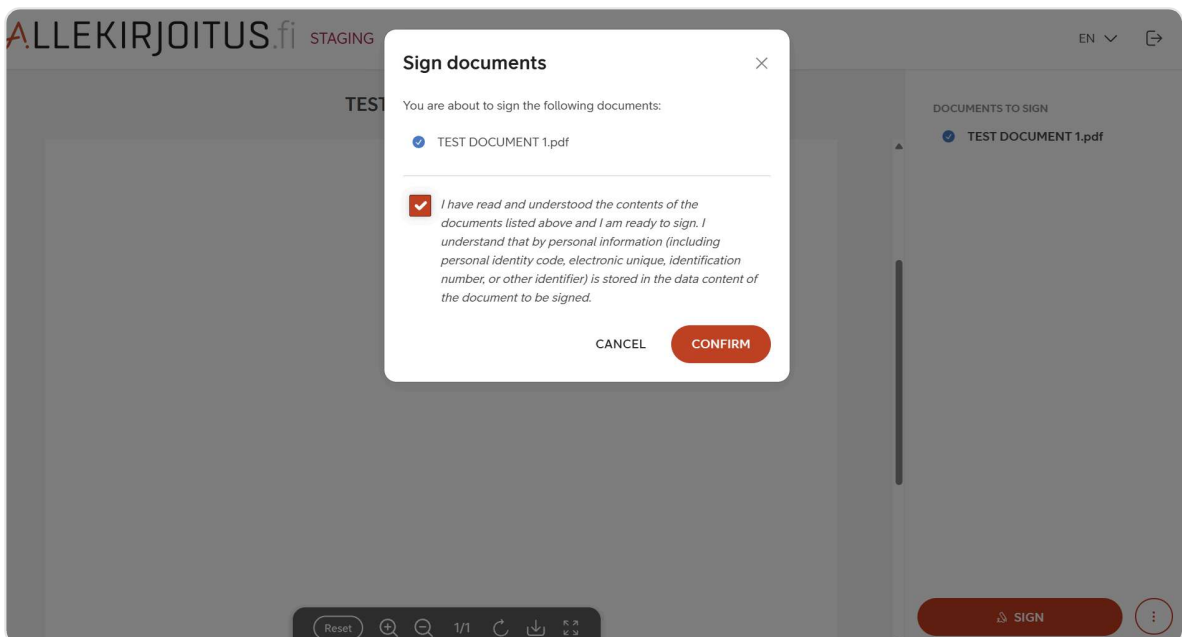
#### 2 Identity Verification

The signer authenticates using their Finnish Bank ID, Mobile ID, or Swedish BankID.



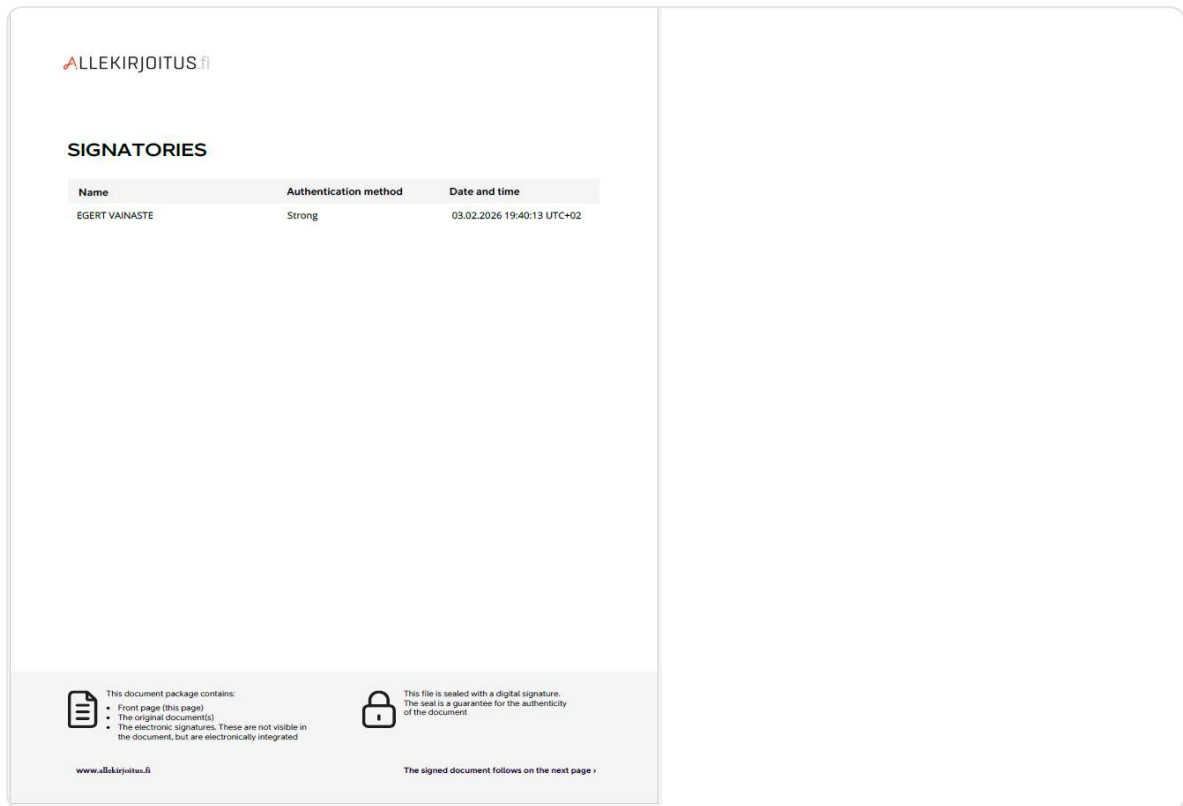
### 3 Review & Sign

After authentication, the signer reviews the document and clicks Sign to apply their digital signature.



## 4 Completed – Valid Digital Signature

The signed document is sealed with a digital certificate in PAdES format. It can be verified offline in Adobe Reader — no vendor lock-in.



## 3. Tracking Your Requests

Monitor the status of all your signature requests from the dashboard.

### 1 Dashboard Overview

The **Sent** tab shows all your sent signature requests with their current status.

ALLEKIRJOITUS.fi STAGING

Egert Väinaste - SK ID Solutions AS - Eestlane - ⚙️ ?

Signatures

+ Signature request

Sent

Drafts 1

Search

Subject	Signatory	Created	Creator	Expires	Status date	All
Branding Test 2	Egert Väinaste	02/02/2026 3:24 PM	Egert Väinaste	02/09/2026 11:59 PM	02/02/2026 3:28 PM	Closed
Brändingu test!	Egert Väinaste	01/30/2026 2:16 PM	Egert Väinaste	02/06/2026 11:59 PM	02/02/2026 1:15 PM	Cancelled
SWE Test	Egert Väinaste	12/16/2025 11:17 AM	Egert Väinaste	01/15/2026 11:59 PM	01/16/2026 12:00 AM	Expired
Testing 1234	Egert Väinaste	12/10/2025 1:44 PM	Egert Väinaste	12/17/2025 11:59 PM	12/10/2025 1:48 PM	Closed
Testing with Terhil	Terhi Roll	12/03/2025 2:51 PM	Egert Väinaste	01/02/2026 11:59 PM	01/03/2026 12:00 AM	Expired
Test test	Egert Väinaste	12/03/2025 12:38 PM	Egert Väinaste	01/02/2026 11:59 PM	12/03/2025 12:43 PM	Closed
Veel 1 Proov	Egert Väinaste	11/18/2025 11:32 AM	Egert Väinaste	11/25/2025 11:59 PM	11/18/2025 11:39 AM	Closed

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The dashboard showing all sent signature requests

## Status Indicators

**Closed** — All signatures complete      **Open** — Waiting for signatures

**Expired** — Deadline passed

Click any request to view its details, download the signed document, or see the full audit trail.

## 2 Events Log

Each request has a detailed **Events** tab showing the complete audit trail — who did what and when.

## Signatures

## Signature request

Closed

Branding Test 2

02/02/2026 3:28 PM

Signature request

Events

Type	Performed by	Action	Timestamp
Webhook	System	"SignatureRequestCompleted" webhook sending failed: The SSL connection could not be established, see inner exception.	02/02/2026 6:07:01 PM
Signatory	EGERT VAINASTE	Signatory downloaded the signed document "Pricelist Draft__pdf".	02/02/2026 3:31:44 PM
Signatory	EGERT VAINASTE	User authenticated on MySignatures site.	02/02/2026 3:31:12 PM
Notification	System	System sent "One Time Password" SMS notification to recipient +37256633351.	02/02/2026 3:30:59 PM
Notification	System	"Signature request completed" email notification was delivered to recipient egertv@gmail.com.	02/02/2026 3:28:59 PM
Notification	System	"Signature request completed" email notification was delivered to recipient egert.vainaste@sk.ee.	02/02/2026 3:28:59 PM
Notification	System	"Signature request completed" email notification is on the way to recipient egertv@gmail.com.	02/02/2026 3:28:58 PM
Notification	System	System sent "Signature request completed" email notification to recipient egertv@gmail.com.	02/02/2026 3:28:58 PM

...

Return

Delete the signature request

The events log showing all actions on the signature request

The log includes:

- Email notifications sent and delivered
- When signers opened the signing portal
- When signers read and signed the document
- When the request was completed