User Guide

ezSign Website Application Usage

Corporate Account

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CHANGE LOG

No. Rev	Date	Description
00		Document Initiation
01	January 17th, 2025	Editorial Improvements
02	February 6th, 2025	Registration Process Update
03	August 27th, 2025	Changes to the user identity verification process
04	October 21st, 2025	Certificate Revocation Reason
05	January 19th, 2026	Subscriber Process and Onboarding Guide
06	March 10th, 2026	Google Authenticator

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CHAPTER I : INTRODUCTION

1.1 Purpose of the Manual Book

This ezSign User Guide is designed to provide an overview and explanation of how to use electronic signature features within the ezSign application, including the processes for certificate issuance, renewal, and revocation. This guide consists of several sections: the use of ezSign features, electronic certificate issuance, electronic certificate renewal, and electronic certificate revocation.

1.2 Definitions and Abbreviations

Below are some terms and abbreviations frequently used in the ezSign application.

1. **ezSign** A trusted provider of electronic certificates and digital signatures that are legally recognized under KOMINFO regulations.
2. **Password** A unique string of characters used to secure an account.
3. **OTP** A temporary password sent via SMS or email, typically with a short expiration period.
4. **Rekey** The process of replacing a certificate key to generate a new key and certificate with the same user data as the previous certificate.
5. **Revoke** The process of canceling an electronic certificate by the certificate owner.
6. **Balance** The available funds in an ezSign user account for transactions.
7. **Modify Position** A feature that allows recipients to adjust the pre-set signature position, configurable by the document uploader.
8. **Sign on Document with Password** A feature that enables signing a password-protected document without removing its protection.
9. **Audit Trail** A digital record storing document name, creator details, date, time, and signer information.
10. **Role : signer** A user authorized to apply an electronic signature.
11. **Role : reviewer** A user authorized to reviewed or reject a document.
12. **Role : approver** A user authorized to apply initials or stamps to a document.

13. **Role : e-meterai** A user authorized to apply electronic stamps (e-Meterai) on digital documents.
14. **Role : e-seal** A user authorized to apply electronic seals on digital documents.
15. **Role : e-stamp** A user authorized to apply electronic stamps on digital documents.
16. **KYC** A procedure used by institutions to verify customer identities, conducted online or offline.
17. **NIK** A unique identification number assigned to Indonesian residents.
18. **My Activity** A log recording all user activities within the ezSign application.

1.3 Types of Account Certificates

There are two types of certificates available in the ezSign application:

1. **Personal Account Certificates**
   Owned by individuals and used for personal document signing.
2. **Corporate Account Certificates**
   Used by employees or representatives of a company for document signing purposes.

1.4 ezSign Service Products

Below are the products offered by ezSign.

1. **Electronic Certificate**
   A digital certificate containing an electronic signature and legal identity.
2. **Electronic Signature**
   A signature applied digitally with legal validity.
3. **Electronic Stamp (e-Meterai)**
   A government-issued electronic tax stamp.
4. ***Timestamp***
   A time marker indicating when an event or data was recorded.
5. **Electronic Seal *(e-Seal)*** A digital signature used by businesses or organizations to ensure document authenticity and integrity.

6. **Electronic Stamp *(e-stamp)*** Used to enhance document authenticity, making it legally binding beyond a simple signature.

1.5 ezSign Application Features

The following sections explain the features provided by ezSign.

1.5.1 Comprehensive Electronic Signature Features

1. **Single Sign** A signature applied by a single person.
2. **Parallel Sign** Signatures applied by multiple individuals without a specific order.
3. **Hierarchy Sign** Signatures applied sequentially by multiple individuals.
4. **Bulk Sign** The ability to sign multiple documents in a single process.
5. **Unlimitted Signature Speciment** Allows users to add multiple signature specimens via drawing, text, or image upload.
6. **Ask From Others** Requests electronic signatures from other users without signing the document yourself.

1.5.2 Document Features

1. **Autoconvert Document to PDF** Automatically converts documents (DOC, DOCX, PNG, JPEG, JPG, XLSX) to PDF.
2. **Sign on Document with Password** Enables signing password-protected documents without altering their protection.
3. **Share and Download** Allows signed documents to be shared via email or downloaded in PDF format.
4. **Document Template for Bulk Signing** Supports signing multiple documents at once for efficiency.
5. **Workflow Automation** Manages document workflows involving multiple recipients, ensuring structured and efficient signing processes.

1.5.3 Support Features

One of the supporting features in the ezSign application is **Charged on Us**, which allows the costs of the electronic signature process, whether parallel or hierarchical, to be covered by the document uploader.

1.5.4 Activity Logging Features

1. **Log Activity** Records all user actions within the ezSign application.
2. **Audit Trail** Digitally records document details, creation history, and signing activities.
3. **Notification via Email** Notifies users about important activities such as certificate issuance, signature requests, and approvals.

1.5.5 Payment Features

The payment feature in the application supports two systems: prepaid and postpaid, specifically for corporate users. In the prepaid system, users are required to make an upfront payment by topping up their balance through the application before accessing the services. Meanwhile, in the postpaid system, users can utilize the services first and then make periodic payments based on the invoices issued after service usage.

1.6 Hardware and Software Requirements

To access the ezSign application, users must meet the following requirements:

1. Supported Devices: Computer, laptop, or tablet with an updated web browser for compatibility and security
2. Stable Internet Connection: Ensures smooth access to the ezSign platform.
3. Browser Settings: Must allow camera access for certain ezSign features to function optimally.

By meeting these requirements, users can ensure a smoother and more secure experience while using the ezSign application.

1.7 User Access Ticket

The features that can be accessed by corporate users, including both employees and SysAdmin, in the ezSign application include:

- Single Signing

- Multi Signing
- Request From Others
- Bulk Signing
- e-Stamp
- e-Seal
- e-Meterai

CHAPTER II : APPLICATION USAGE GUIDE

2.1 Account Registration

Below are the requirements and steps to register a corporate account in the ezSign application.

2.1.1 Account Registration Requirements

Users who wish to register a corporate account must meet the following requirements:

1. Minimum age of 17 years.
2. Articles of incorporation / latest amendments.
3. Business Identification Number (NIB).
4. Ministry of Law and Human Rights Decree (SK Kemenkumham).
5. Taxpayer Identification Number (NPWP).
6. A valid corporate email and SysAdmin email.
    - It is recommended that the SysAdmin email be a dedicated email used for corporate administration.
    - Please ensure that the email address used is not a government domain (for example: .go.id, .mil.id).

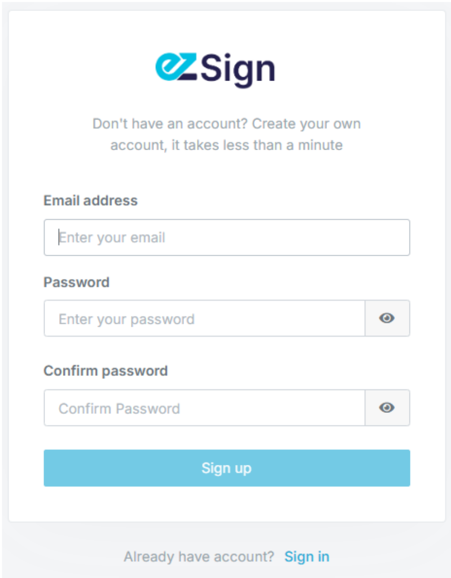
2.1.2 Registration Process

Before registering a corporate account, the company representative listed in the company's articles of incorporation must first create a **Personal Account**.

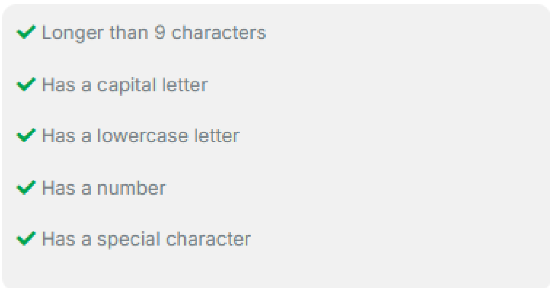
2.1.2.1 Personal

Steps to Create a Personal Account.

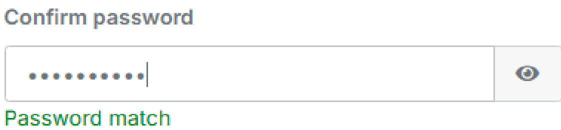
1. Open the website app.ezsign.id via a browser or the ezSign application available on the Play Store or App Store.
2. Click the Sign Up button to start the account registration process.



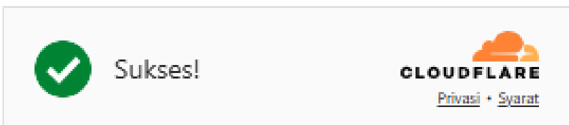
3. Enter the email address you will use for registration. Make sure the email is active.
4. Create a password according to the following requirements:
   - ✓ Minimum longer than 9 characters.
   - ✓ Has a capital letter.
   - ✓ Has a lowercase letter.
   - ✓ Has a number.
   - ✓ Has a special character.



5. Re-enter the password to confirm that both match.



6. Tick the captcha checkbox for verification.



7. Click the Sign Up button to complete the registration process.

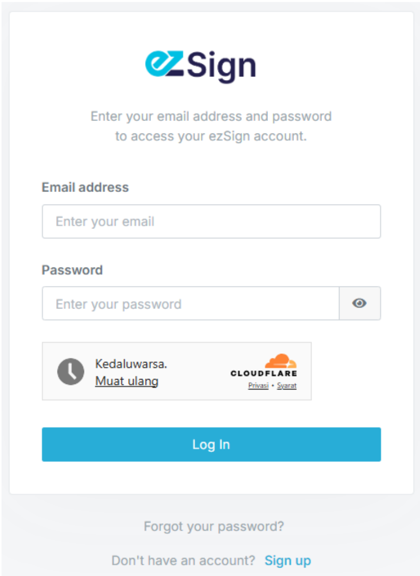
8. To activate your account, please proceed with the activation through the confirmation email sent by ezSign to your registered email address.

9. Open the email and click the activation link.

10. Once your account is successfully activated, it can only be used for the e-Stamp (e-Meterai) process.

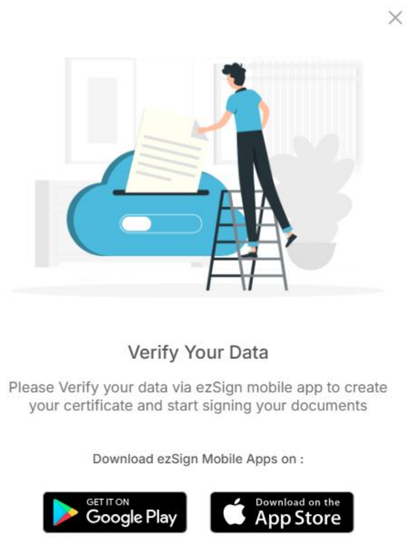
11. Log in by:

- Entering your registered email and password.
- Clicking the Log In button.



12. After successfully logging in, the application will display a user guide for ezSign. You may follow the guide or skip it by selecting the Skip option.

13. To use all features of ezSign, you must complete verification, which is only available via the mobile application.



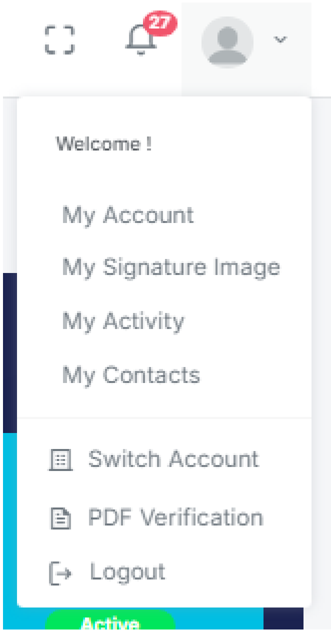
14. Download the ezSign application from the Play Store or App Store.
15. Enter your registered email and password, then click Log In.
16. On the dashboard page, click the Verification button to begin the process.
17. Complete the verification steps as follows:
    i. Upload Personal ID (KTP)
        a. Take a photo of your ID card (KTP) with sufficient lighting and clarity.
        b. The system will automatically read the data on the ID and fill in the NIK number and Name in the form.
        c. Double-check the data. If any information is incorrect, please correct it manually according to your ID card.
    ii. Face Verification (Liveness)
        a. Follow the instructions to take a selfie to confirm that the ID matches the actual owner.
        b. Ensure your face is clearly visible with sufficient lighting, without wearing a mask or dark glasses.
        c. During the liveness process, carefully follow all instructions shown on your phone screen (e.g., blinking, turning your head, or moving your head) to complete verification successfully.
    iii. Document Approval
        a. After the selfie process is successful, the system will display several documents:
            1. Privacy Policy
            2. Owner Agreement
            3. Guarantee Policy
        b. Read all the documents carefully.
        c. Once finished, click Agree on each document to confirm your approval.
    iv. Phone Number Verification
        a. Enter your active phone number in the provided field.
        b. Click Send OTP to receive a verification code via SMS.
        c. Check the SMS, then enter the OTP code into the form.

18. After completing all steps, you will be directed to the Dashboard page. Please wait for approval from the RA (Registration Authority) before your account can be fully used.

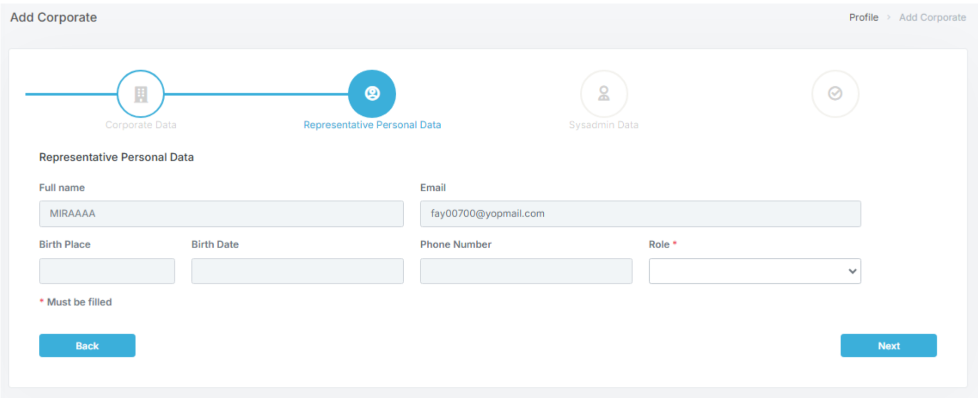
2.1.2.2 Corporate

Once the **Personal Account** registration process is successfully completed, including identity verification, you can proceed to register a Corporate Account. Below are the steps:

1. Click the profile icon in the top-right corner and select **My Account.**

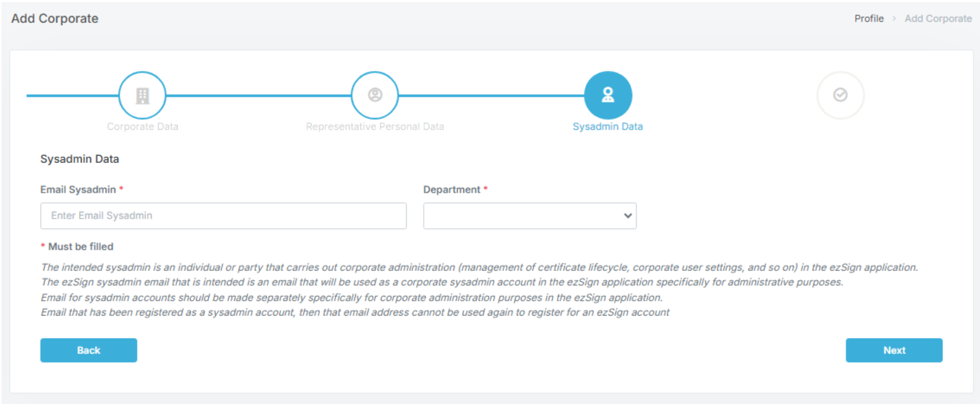


2. Scroll to the bottom of the page to find the Corporate section.
3. Click Add to input corporate information.
4. Fill out the corporate data form with the required details.
5. Once all information is complete and accurate, click Next to proceed.
6. Fill in the representative's personal data form as provided.



7. Click Next to continue to the next step.

8. Enter the SysAdmin data, who will act as the corporate administrator in the ezSign application.



SysAdmin Information:

● SysAdmin is an individual responsible for managing corporate administration in the ezSign application, including certificate lifecycle management and corporate user settings.

● SysAdmin Email is a dedicated email used as the company’s admin account for administrative purposes in the ezSign application.

● SysAdmin Email must be separate from personal accounts and cannot be used to register another ezSign account.

● SysAdmin has the authority to register employee accounts and manage their access rights in the application.

9. If the data is correct, click Next to proceed.

10. Sign the provided electronic document.

11. After completing all steps, click Finish.

12. You will be redirected to the ezSign dashboard.

13. Wait for approval from the Registration Authority (RA) to successfully activate the corporate account.

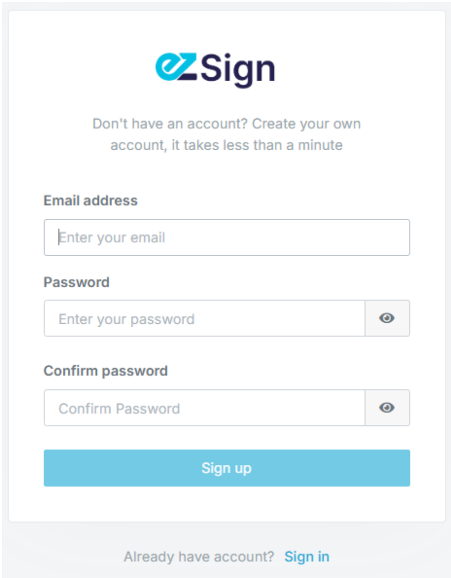
2.1.2.3 Employee

Below are the steps to create an Employee Account.

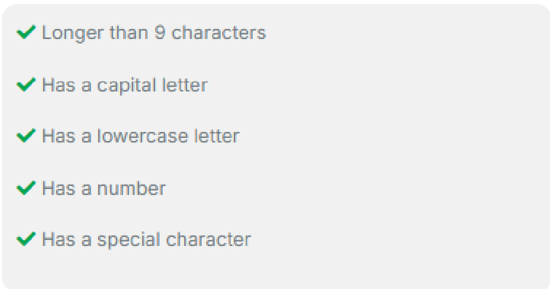
1. The employee will receive an invitation email from ezSign after the Sysadmin has entered the employee’s data.

2. Click the link provided in the email to start the registration process.

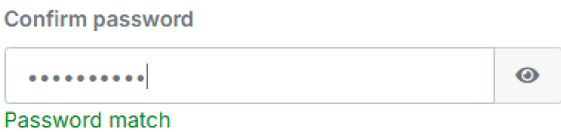
3. Enter the email address that will be used for registration. Make sure the email is active.



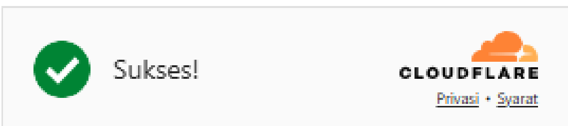
4. Create a password according to the following requirements:
   - ✓ Minimum longer than 9 characters.
   - ✓ Has a capital letter.
   - ✓ Has a lowercase letter.
   - ✓ Has a number.
   - ✓ Has a special character



5. Re-enter the password to confirm that both match.



6. Tick the captcha checkbox for verification.



7. Click the Sign Up button to complete the registration process.

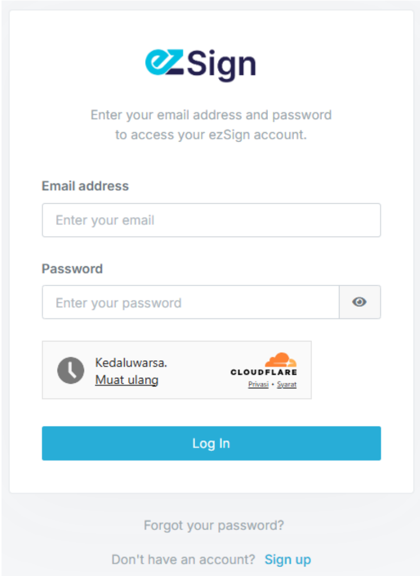
8. To activate your account, please proceed with the activation through the confirmation email sent by ezSign to your registered email address.

9. Open the email and click the activation link.

10. Once your account is successfully activated, it can only be used for the e-Stamp (e-Meterai) process.

11. Log in by:

- Entering your registered email and password.
- Clicking the Log In button.



12. After successfully logging in, the application will display the ezSign user guide. You can follow the guide or skip it by selecting the Skip option.

13. To use all ezSign features, you need to complete verification, which can be done through either the mobile application or the website. Unlike retail users who are required to verify only via mobile, employee accounts can verify personal identity via the website.

14. On the dashboard page, click the Verification button to begin the process.

15. Complete the verification process with the following steps:

i. Upload Personal ID (KTP)

   a. Take a photo of your ID card (KTP) with sufficient lighting and clarity.

   b. The system will automatically read the data on the ID card and fill in the NIK number and Name into the form.

   c. Review the data. If any information is incorrect, please correct it manually according to your ID card.

ii. Face Verification (Liveness)

a. Follow the instructions to take a selfie to confirm that the ID matches the actual owner.

b. Ensure your face is clearly visible with proper lighting, without wearing a mask or dark glasses.

c. During the liveness process, carefully follow all the instructions displayed on your phone screen (e.g., blinking, turning your head, or moving your head) so that the verification can succeed.

iii. Document Approval

a. After the selfie process is successful, the system will display several documents:

1. Privacy Policy
2. Owner Agreement
3. Guarantee Policy

b. Read all documents carefully.

c. Once finished, click Agree on each document to confirm your approval.

iv. Phone Number Verification

a. Enter your active phone number in the provided field.

b. Click the Send OTP button to receive a verification code via SMS.

c. Check the SMS you received and enter the OTP code into the form.

16. After all the steps are completed, you will be directed to the Dashboard page. Please wait for approval from the RA (Registration Authority) before the account can be fully used.

2.1.3 Certificate Issuance Process

Below are the steps for corporate certificate issuance:

1. The submitted registration undergoes validation by the Registration Authority (RA) of ezSign.
2. If the submitted data is valid, the request will be approved, and you will receive an email notification.
3. Log in to your ezSign account.
4. Review the details on your Electronic Certificate.
5. If the information is correct, click I Agree to activate the service.

6. If there are discrepancies, contact ezSign support by emailing helpdesk@ezsign.id.

2.1.4 Certificate Issuance Rejection Process

If your certificate issuance request is rejected, follow these steps:

1. The submitted registration undergoes validation by the Registration Authority (RA) of ezSign.
2. If the submitted data is invalid, the request will be rejected, and you will receive an email notification.
3. You can reapply by submitting valid data matching your KTP (National ID).
4. Follow the steps outlined in Corporate Account Registration for re-registration.

2.2 Using the ezSign Application

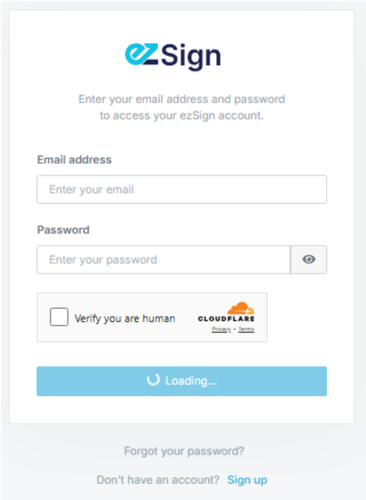
Follow these steps to access ezSign via the website.

2.2.1 Opening the ezSign Website

1. Open a web browser on your device, such as Mozilla Firefox or Google Chrome.
2. Enter the URL: https://app.ezsign.id in the browser address bar.
3. The ezSign homepage will appear, allowing you to explore available services.

2.2.2 Logging In to the ezSign Website

1. Visit https://app.ezsign.id.
2. Enter your registered email and password in the provided fields.



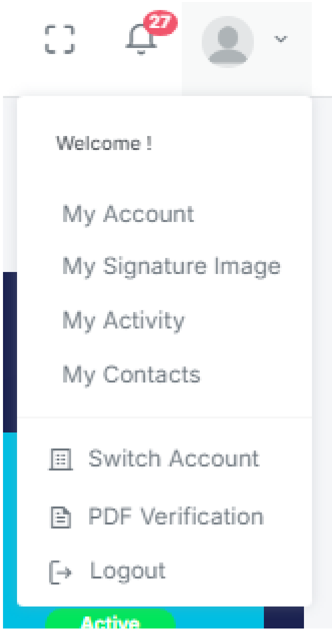
3. Click **Log In** to access your ezSign account. If your credentials are correct, you will be directed to your dashboard.

Note:

When you log in for the first time, the system will display an onboarding guide to help you understand how to use the ezSign application. If it is not needed, you may skip the guide.

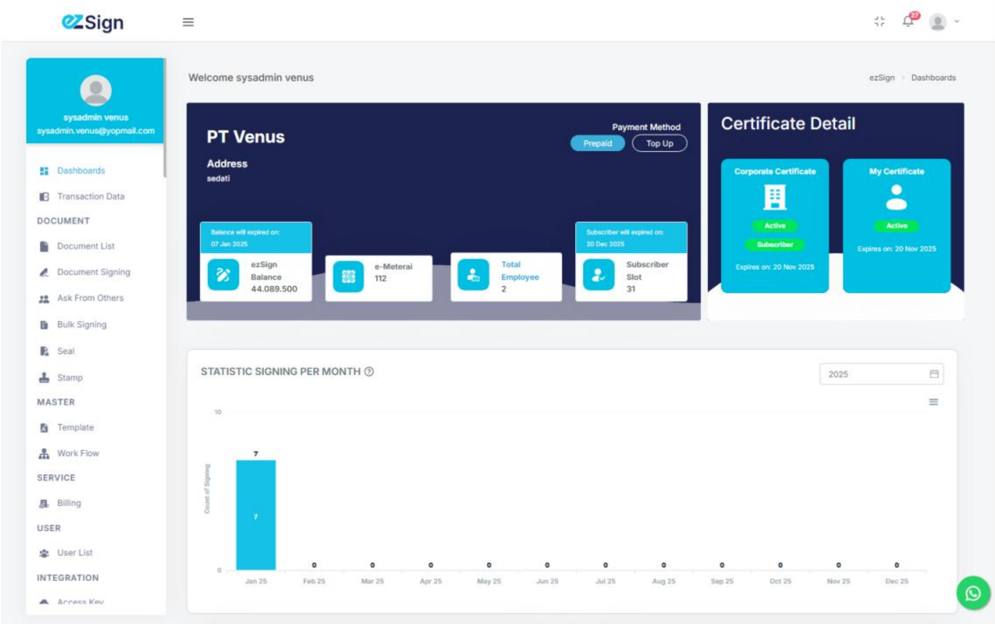
2.2.3 Logging Out of the ezSign Website

1. Click your profile picture in the top-right corner of the page.



2. In the dropdown menu, select **Log Out** to exit your account.

2.3 Dashboard



The ezSign dashboard provides an overview of various essential features, including ezSign promotions, certificate status, certificate validity period, ezSign Balance, e-Meterai Balance, and document management. The document management section consists of features such as Document List, Document Signing, and Ask From Other. Additionally, the Billing section is available for managing payment and transaction records. This dashboard serves as a central hub for users to monitor and manage their account activities efficiently.

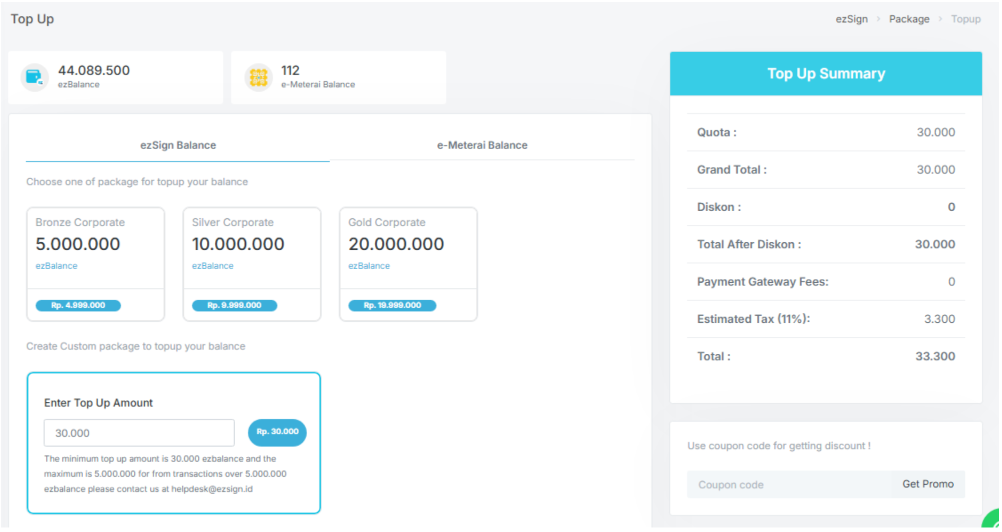
2.4 Balance

Balance features are only accessible to users with SysAdmin rights.

2.4.1 Top Up ezSign Balance

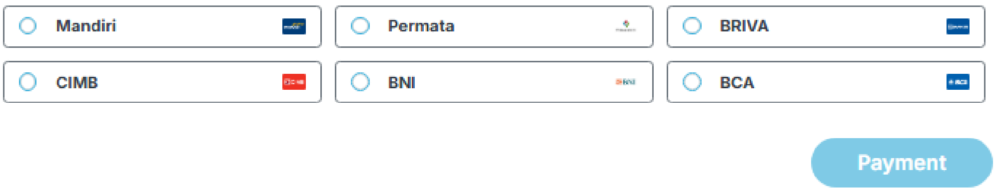
To top up your ezSign balance, follow these steps:

1. On the dashboard, click Top Up, then select ezSign Balance.
2. Choose a predefined package or enter a custom top-up amount.



3. On the right panel, you will see a summary of the payment amount.

4. Select your preferred payment method.



5. If everything is correct, click Payment.

6. Complete the payment using the selected method.

7. After payment, click Check Status and then OK.

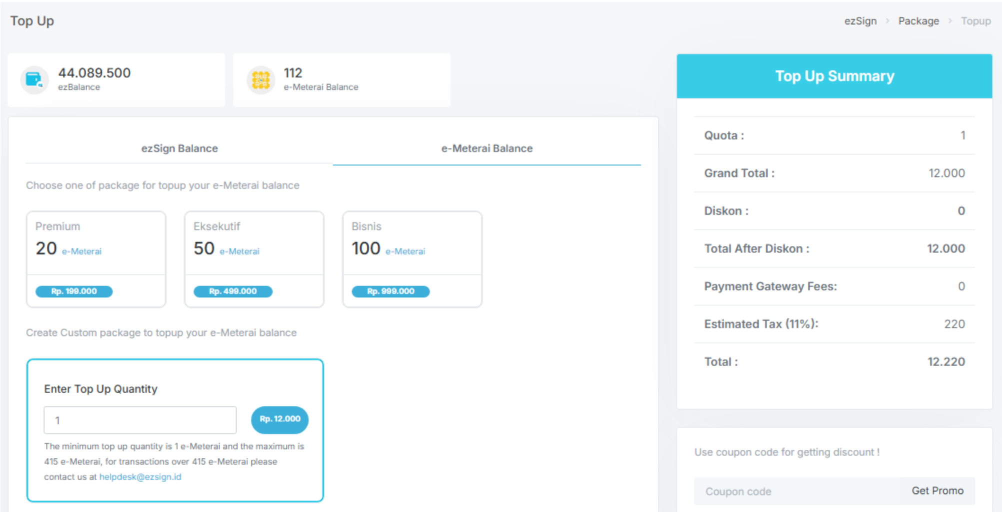
8. You will receive an email confirming the successful top-up, and your ezSign Balance will be updated accordingly.

2.4.2 Top Up e-Meterai Balance

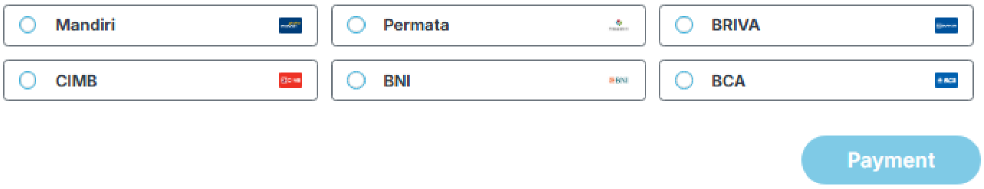
To top up e-Meterai balance, follow these steps:

1. On the dashboard, click Top Up in the e-Meterai section.

2. Select a predefined package or enter a custom amount.



3. The payment summary will appear on the right side of the screen.
4. Choose your preferred payment method.



5. Click Payment once the details are correct.
6. Complete the payment using the selected method.
7. Click Check Status, then OK to confirm.
8. You will receive an email confirming the successful top-up, and your e-Meterai balance will be updated accordingly.

2.4.3 Downloading Invoice

To download transaction invoices in ezSign, follow these steps:

1. On the dashboard, go to Billing.
2. Select the invoice you want to download, Click 
3. Click the download icon  to obtain a copy of the invoice.

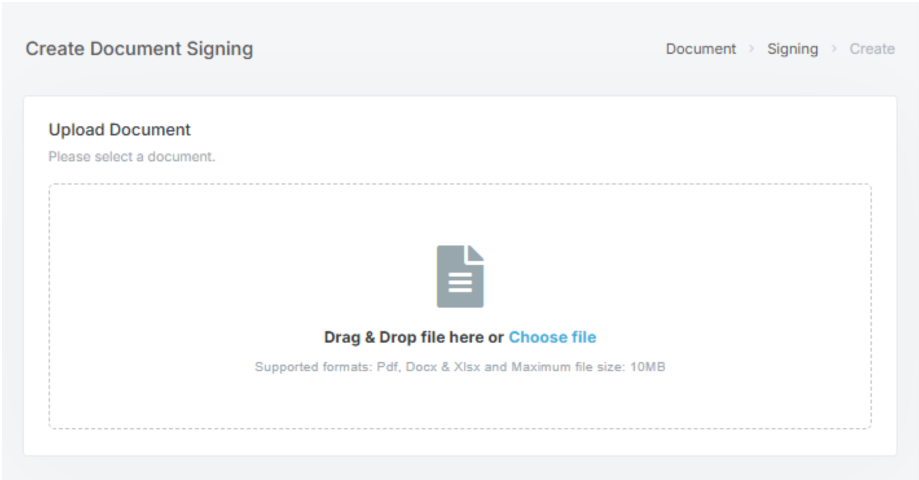
2.5 Document Signing

The following sections outline the electronic signature process in ezSign for various signing methods.

2.5.1 Single Sign

To sign a document individually, follow these steps:

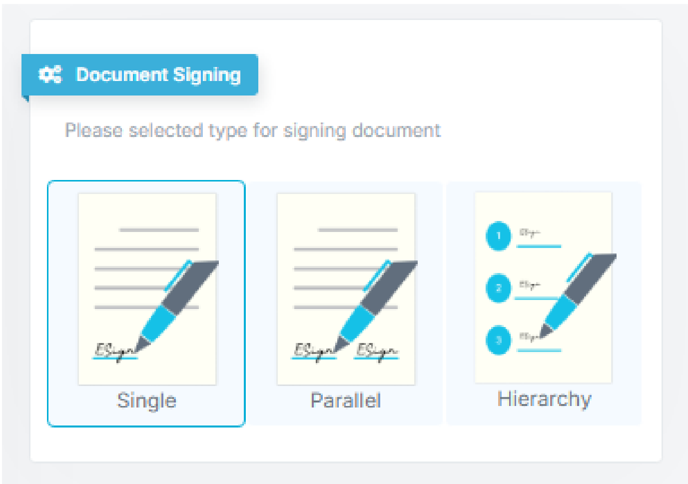
1. On the homepage, select **Document Signing**.



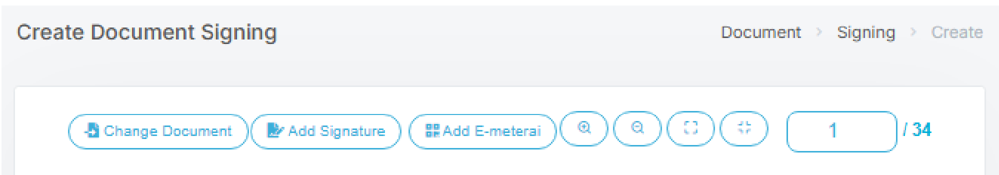
2. Click **Upload Document** and select a file in JPEG, JPG, PDF, DOC, DOCX, XLS, or XLSX format.

3. If the uploaded document is protected with a password, you must enter the password first before the document can be signed.

4. Choose **Single** in the Document Signing options on the right.



5. Click **Add Signature**.

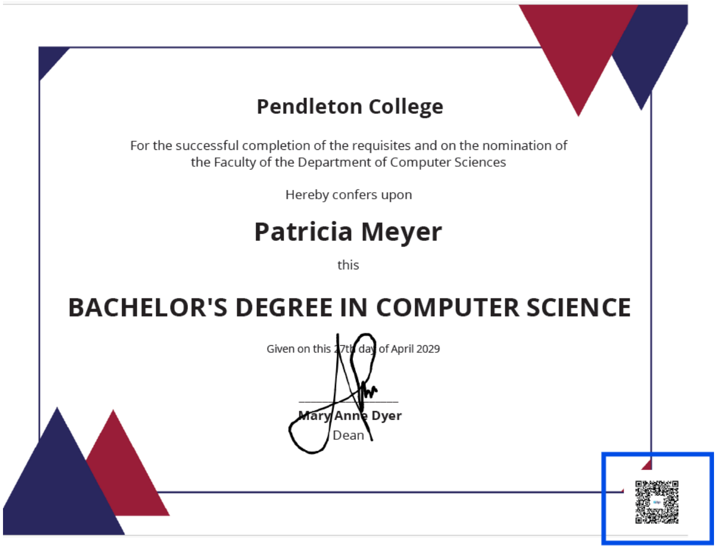


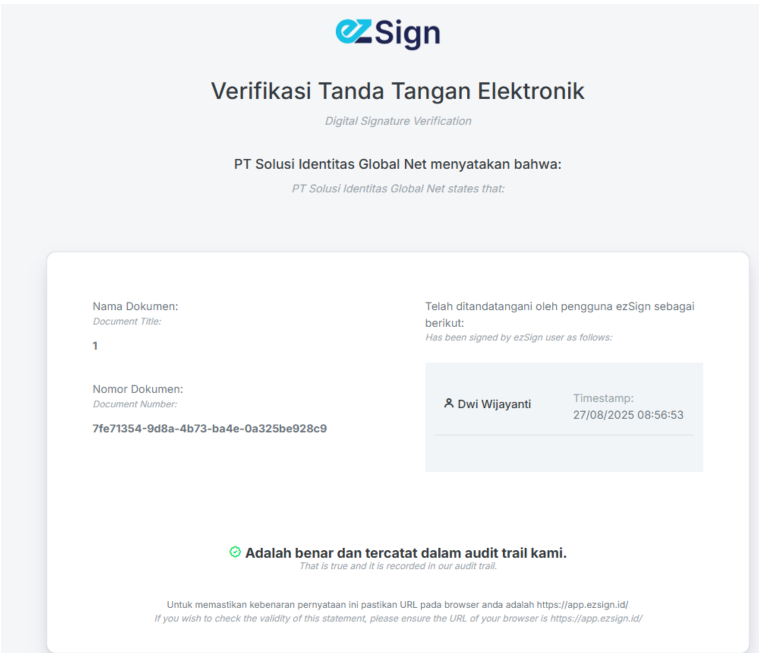
6. Select your signature, then click OK.

7. Position your signature as needed.

8. You can enable the following setting:

a) **QR Code Audit Trail** : Display a QR Code Audit Trail on documents as additional of validation evidence. Activating the QR code will add a QR image in the lower right corner of the document, which when scanned will show the audit trail history of the signing process that has been performed on the document.





9. Click **Submit**.

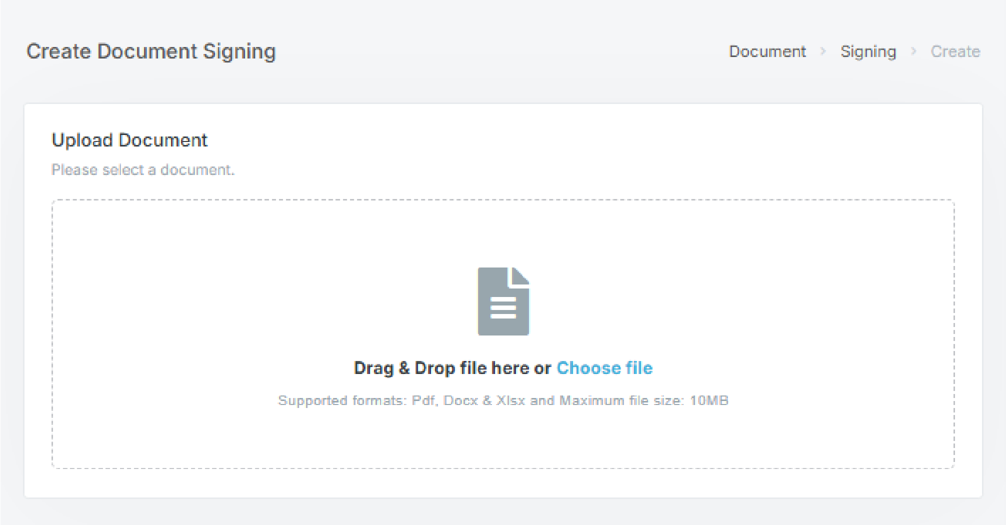
10. Choose an OTP verification method.

11. Enter the OTP code received and wait for the document signing process to complete.

2.5.2 Multiple Sign

To sign a document with multiple signers, follow these steps:

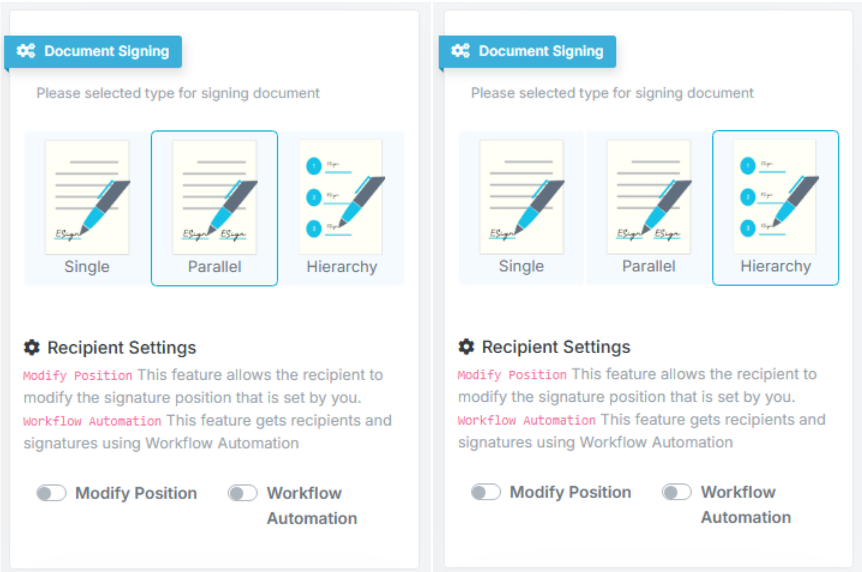
1. On the homepage, select **Document Signing**.



2. Click Upload Document and select a file in JPEG, JPG, PDF, DOC, DOCX, XLS, or XLSX format.

3. If the uploaded document is protected with a password, you must enter the password first before the document can be signed.

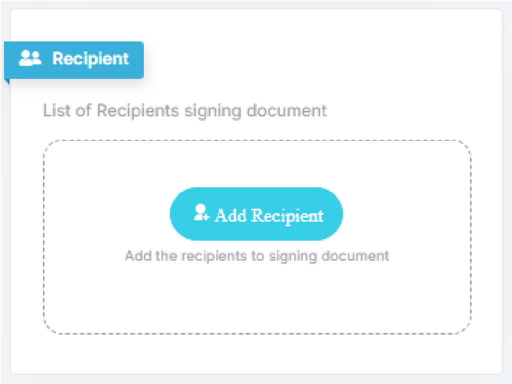
4. In the Document Signing section on the right, choose **Parallel** for unordered signing or **Hierarchy** for sequential signing.



5. Click **Add Signature** to add your own signature.

6. Select your signature, then click OK and position it.

7. Click **Add Recipient** to add signers.



8. Enter the email addresses of the signers.

9. Click , Set Role & Expiry Date as needed.

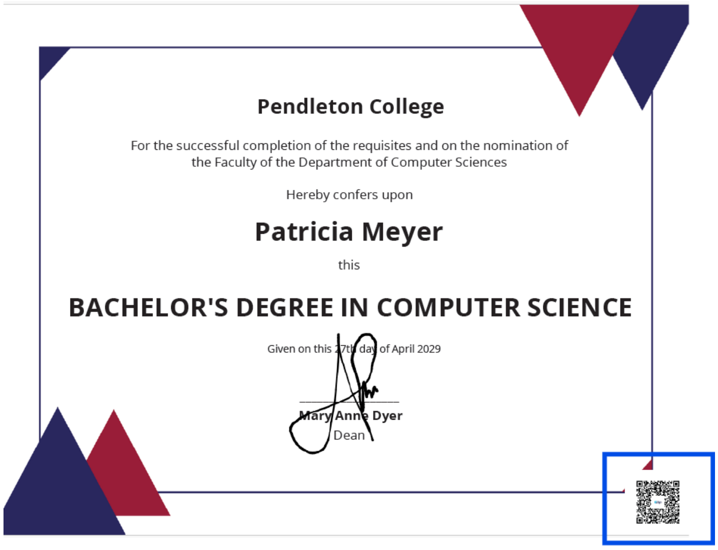
10. Click Add Recipient, then Add Signature to define the signature positions.

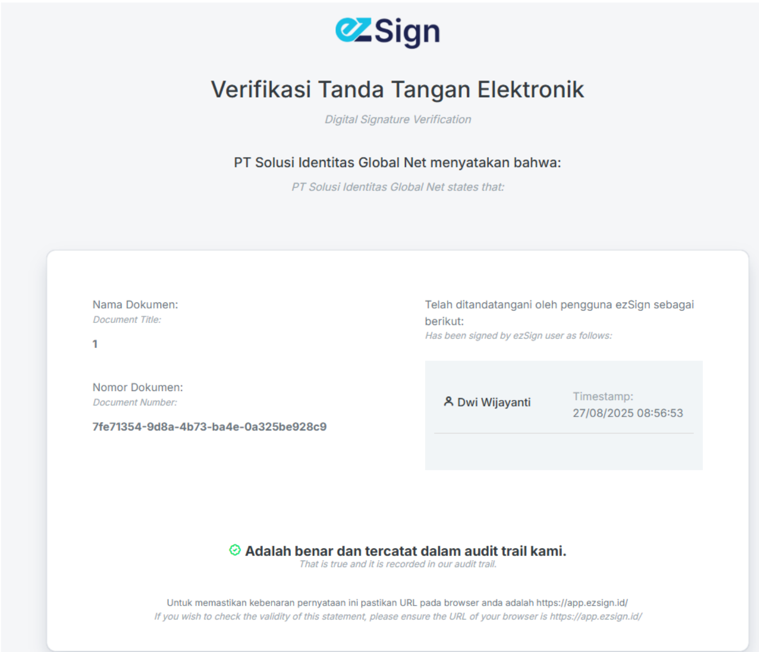
11. Enable the following options if needed:

a) **Modify Position** : Allows recipients to adjust the signature placement.

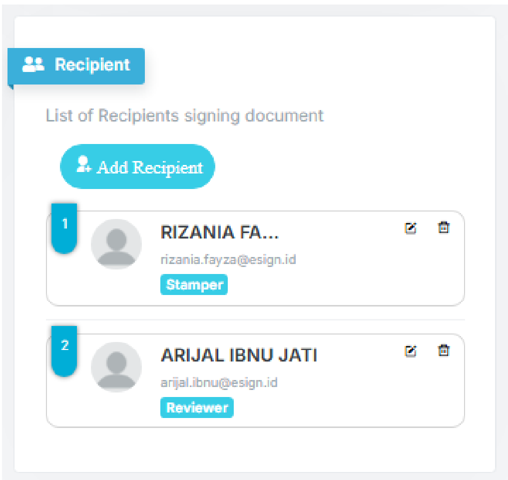
b) **Workflow Automation** : Enables structured signing processes.

c) **QR Code Audit Trail** : Display a QR Code Audit Trail on documents as additional of validation evidence. Activating the QR code will add a QR image in the lower right corner of the document, which when scanned will show the audit trail history of the signing process that has been performed on the document.





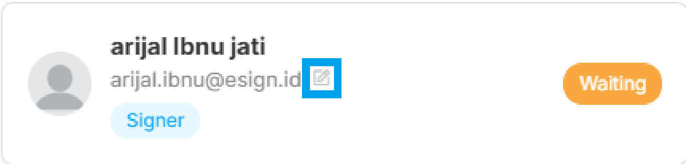
12. Drag and reorder the recipients if **Hierarchy** is selected.



13. Click Submit, choose an OTP method, and enter the OTP code to finalize signing.

Note :

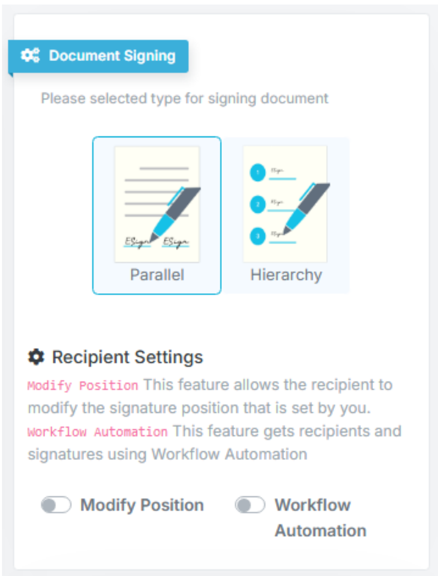
- You may change the recipient's email address for the Signer, Sealer, Stamper, and e-Meterai roles as long as the previous recipient has not performed the signing or stamping process.
- Please note that the recipient's email address can only be changed if the recipient has one (1) role. If a recipient has more than one role (for example, Signer and e-Meterai), changing the recipient is not allowed.



2.5.3 Ask From Other

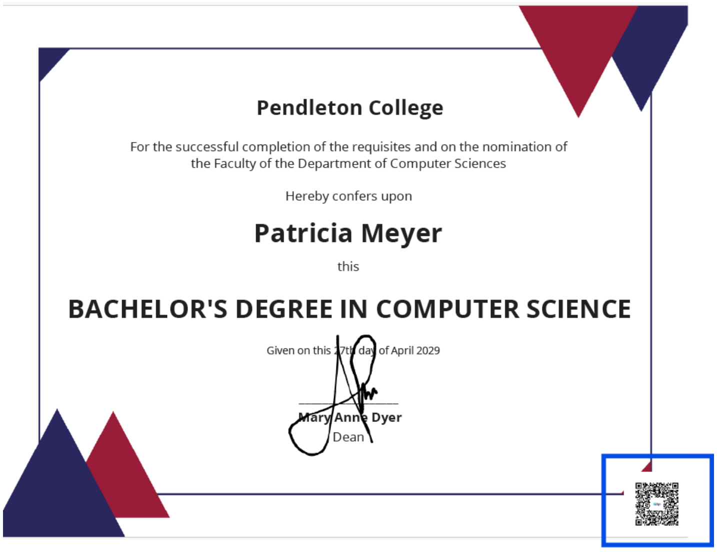
To request signatures from others, follow these steps:

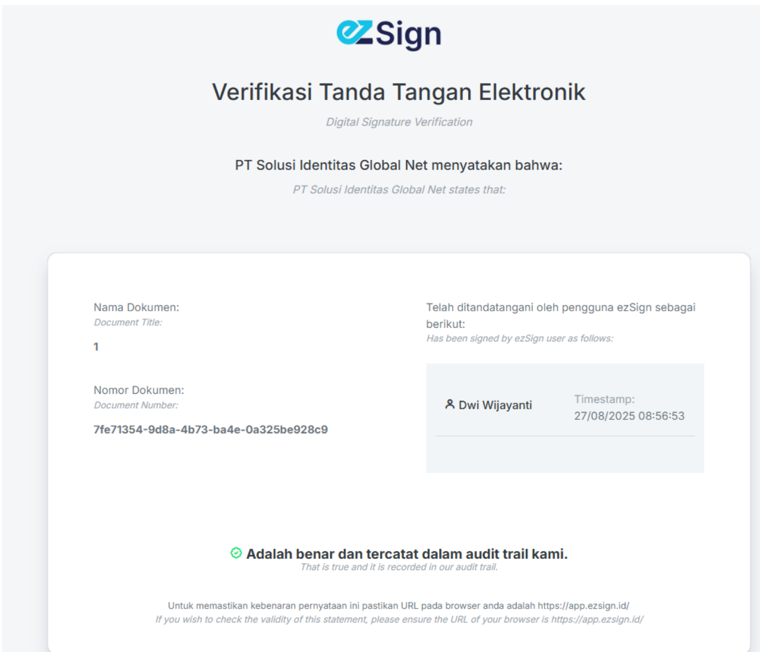
1. On the homepage, select **Ask From Others**.
2. Click Upload Document and select a file in JPEG, JPG, PDF, DOC, DOCX, XLS, or XLSX format.
3. If the uploaded document is protected with a password, you must enter the password first before the document can be signed.
4. Choose **Parallel** or **Hierarchy** as needed.



5. Click Add Recipient to assign signers.

6. Enter the email addresses of the signers.
7. Click ☑, Set Role & Expiry Date.
8. Click Add Recipient, then Add Signature to set the signature positions.
9. Enable the following options if needed:
   a) **Modify Position** : Allows recipients to adjust the signature placement.
   b) **Workflow Automation** : Enables structured signing processes.
   c) **QR Code Audit Trail** : Display a QR Code Audit Trail on documents as additional of validation evidence. Activating the QR code will add a QR image in the lower right corner of the document, which when scanned will show the audit trail history of the signing process that has been performed on the document.



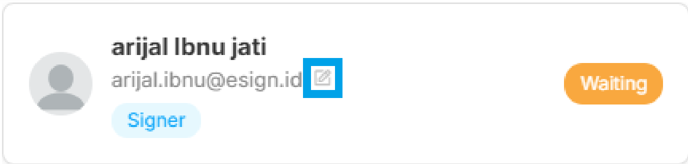


10. Drag and reorder the recipients if Hierarchy is selected.

11. Click Submit, choose an OTP method, and enter the OTP code to finalize signing.

Note :

- You may change the recipient’s email address for the Signer, Sealer, Stamper, and e-Meterai roles as long as the previous recipient has not performed the signing or stamping process.
- Please note that the recipient’s email address can only be changed if the recipient has one (1) role. If a recipient has more than one role (for example, Signer and e-Meterai), changing the recipient is not allowed.



2.5.4 Signing Documents from Other Users

To sign documents sent by others, follow these steps::

1. Check the Need to be Signed section on the dashboard or go to Document List.

2. Click the Sign Document button.

3. If the uploaded document is protected with a password, you must enter the password first before the document can be signed.

4. Review the document.

5. Click **Add Signature** and select your signature.

6. Click **Submit**, choose an OTP method, and enter the OTP code to complete signing.

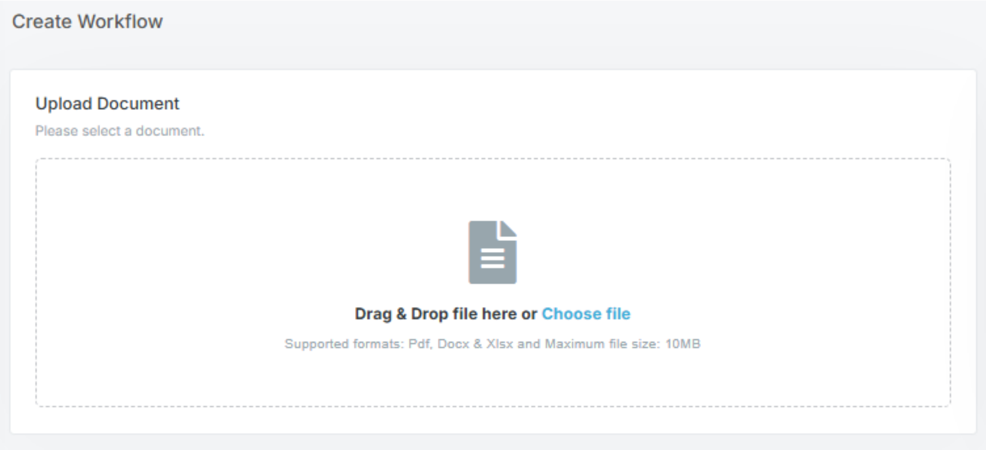
2.6 Workflow

The Workflow feature enables document signing based on predefined formats, streamlining the signing process and saving time. This feature is available exclusively for corporate users. Before using workflow, users must create a workflow template.

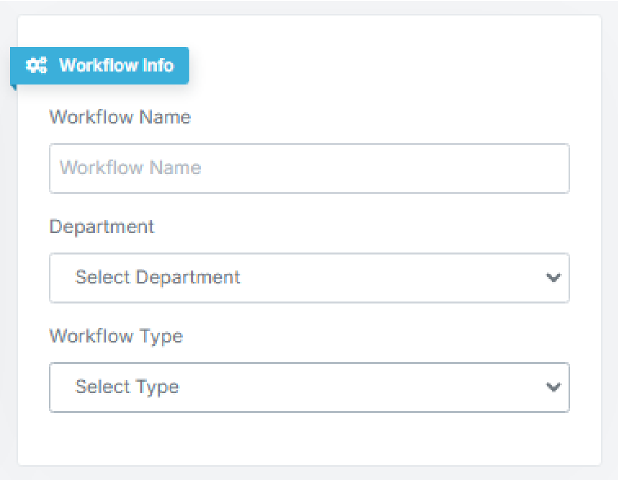
2.6.1 Adding a Workflow Template

Workflow templates can be accessed in the Workflow section on the homepage. Follow these steps to create a new template:

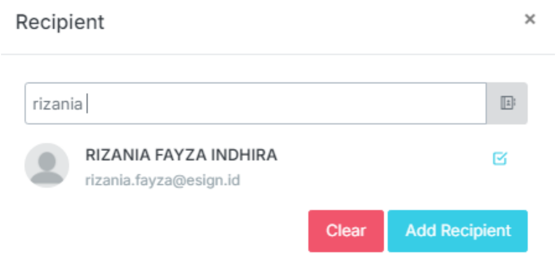
1. Go to the homepage and select **Workflow**.
2. Click Create Workflow.
3. Upload the document to be used as a template (JPEG, JPG, PDF, DOC, DOCX, XLS, XLSX formats are supported).



4. Enter the workflow name and select the department and workflow type on the right.



5. Click **Add Recipient** to assign signers.
6. Enter the email addresses of the signers.

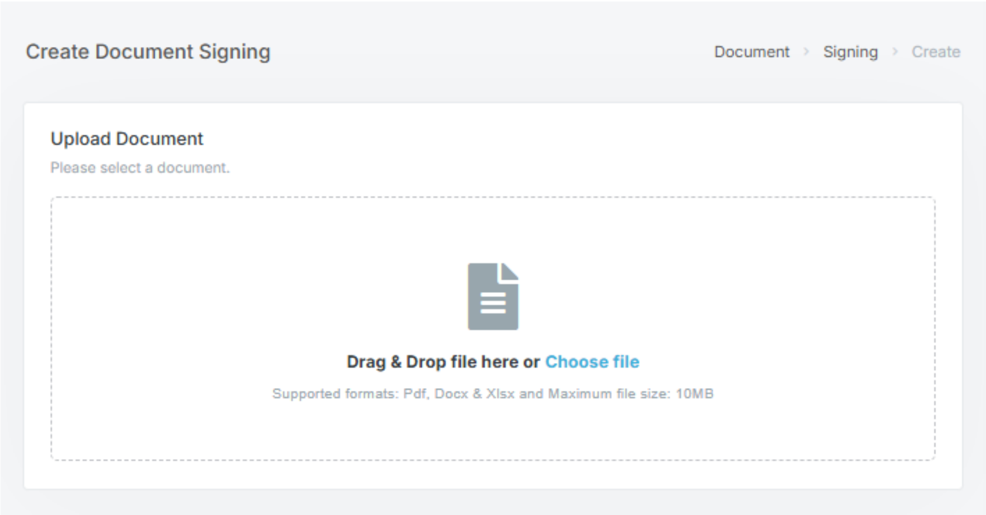


7. Click , Set Role & Expiry Date.
8. Click **Add Recipient**, then **Add Signature** to define signature positions.
9. Adjust signature placement as needed.
10. Click **Submit** to save the workflow template.

2.6.2 Signing Documents Using Workflow

Once a workflow template is available, users can sign documents using the workflow by following these steps:

1. On the homepage, select **Document Signing** or **Ask From Others**.



2. Click to upload the document that needs to be signed. Supported formats include JPEG, JPG, PDF, DOC, DOCX, XLS, and XLSX.
3. In the Document Signing section on the right, choose either **Parallel** or **Hierarchy**.
4. Click **Workflow Automation**.
5. Select the desired workflow and wait for it to be applied.
6. Set the Due Date for each recipient.
7. Once everything is configured, click Submit.
8. Wait for the document signing process to complete.

2.6.3 Viewing All Workflow Templates

All available workflows can be viewed under the Workflow menu on the dashboard.

2.6.4 Deleting a Workflow

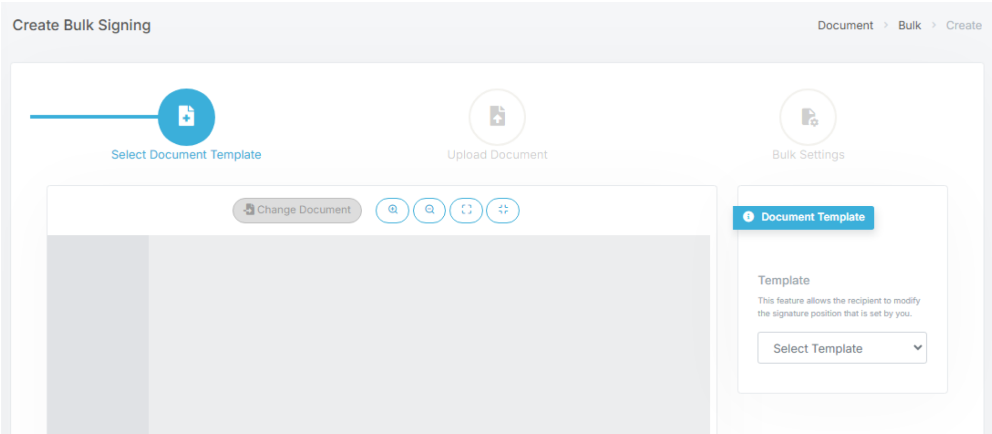
To delete a workflow, follow these steps:

1. On the homepage, select **Workflow**.
2. Choose the Department of the workflow to be deleted.
3. Click  the Delete icon next to the workflow.
4. Click **Yes, delete it!** to confirm the deletion.

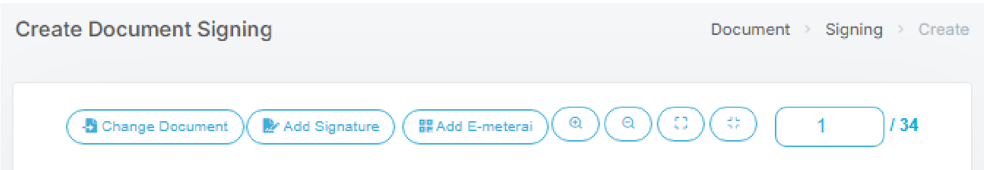
2.7 Bulk Signing

Bulk Signing is a feature that allows users to sign multiple documents with the same format at once. This feature is only available for corporate users. Before using Bulk Signing, users must first create a Bulk Signing template. All templates can be viewed under the Template menu on the homepage. To perform Bulk Signing, follow these steps:

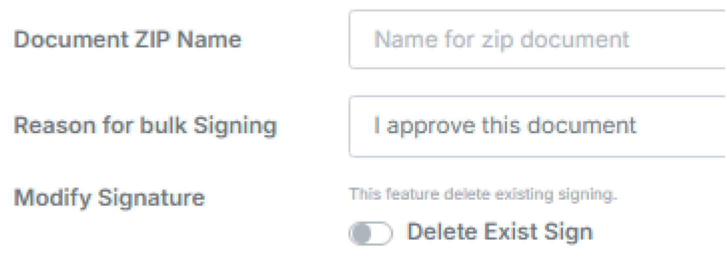
1. On the homepage, select **Bulk Signing**.



2. Choose a previously created template.
3. Click **Add Signature**.



4. Select the desired signature, then click OK.
5. Click **Next** to proceed.
6. Click to upload the documents to be merged. Supported formats include JPEG, JPG, PDF, DOC, DOCX, XLS, and XLSX.
7. Once uploaded, click Next to start the zip process.
8. Enter the zip file name and complete the required form.



9. Click Finish to complete the Bulk Signing process.

2.8 Template

Templates are used to define the position of the electronic signature for bulk signing. Below are important details about the template feature.

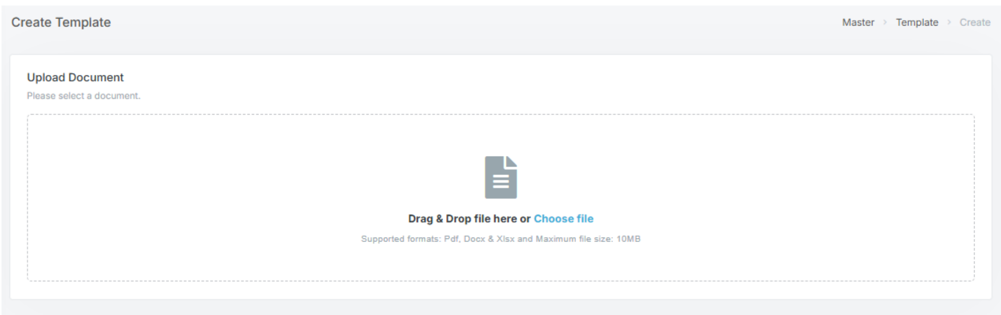
2.8.1 Viewing All Templates

All available templates can be viewed under the Template menu on the dashboard.

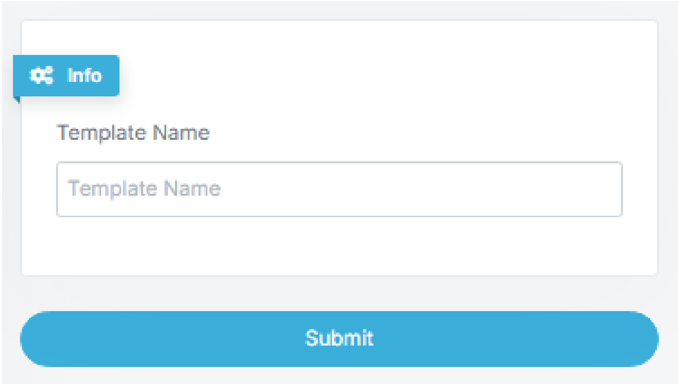
2.8.2 Adding a Template

To add a new template, follow these steps:

1. On the homepage, select **Template**.
2. Click Create Template to create a new template.
3. Upload the document to be used as a template. Supported formats include JPEG, JPG, PDF, DOC, DOCX, XLS, and XLSX.



4. Enter the Template Name in the designated field on the right.



5. Click **Add Signature** to define the signature placement.
6. Adjust the signature position as needed.
7. Click **Submit** to save the template.

2.8.3 Deleting a Template

To delete a template, follow these steps:

1. On the homepage, select **Template**.
2. Click  the Delete icon next to the template.
3. Click **Yes, delete it!** to confirm the deletion.

2.8.4 Editing a Template

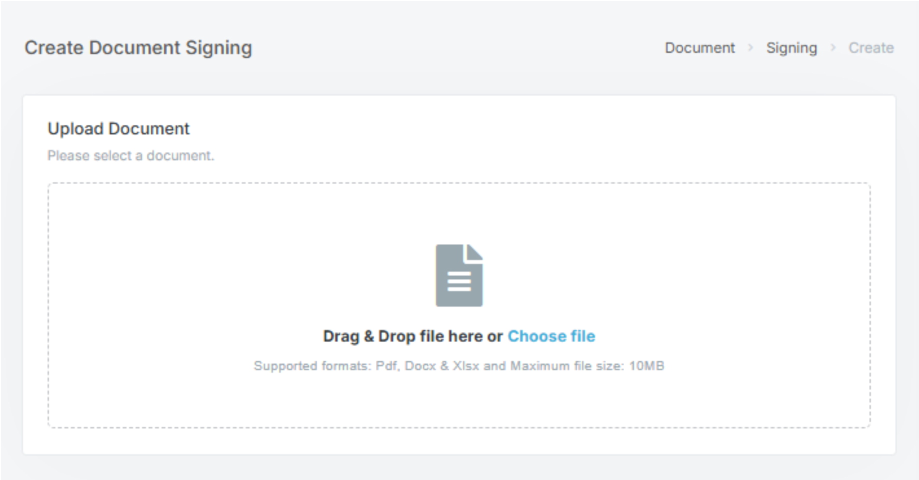
To edit an existing template, follow these steps:

1. On the homepage, select **Template**.
2. Click  the Edit icon next to the template.
3. Modify or add recipients in the **Recipients** section.
4. Click **Submit** to save the updated template.

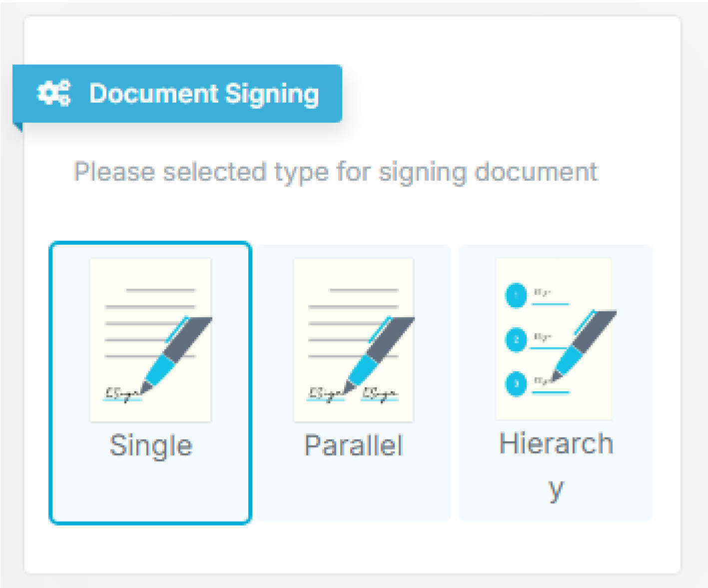
2.9 Electronic Stamp (e-Meterai)

e-Meterai is an electronic stamp issued by the Indonesian government or Perum Peruri with special characteristics and security features. To use e-Meterai, follow these steps:

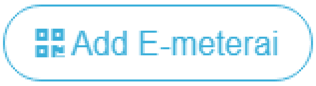
1. On the homepage, select **Document Signing**.



2. Click to upload the document to be signed. Supported formats include JPEG, JPG, PDF, DOC, DOCX, XLS, and XLSX.
3. If the uploaded document is protected with a password, you must enter the password first before the document can be signed.
4. In the right panel select **Single, Parallel, or Hierarchy** based on the signing type required.



5. Click **Add e-Meterai**.



6. Select the document type, then click OK.
7. Adjust the e-Meterai position.
8. Click **Submit**.
9. Choose an OTP verification method.

10. Enter the OTP code received and wait for the process to complete.

2.10 e-Stamp & e-Seal

Electronic Stamp (e-Stamp) is used as an additional marker of the validity of an electronic document, making the document more authentic and providing a higher level of validity beyond relying solely on an electronic signature.

The application of an e-Stamp does not replace an electronic signature and does not function as a document-locking mechanism. Instead, the e-Stamp serves as an identity marker and a confirmation of the document's legal status, in accordance with the authority of the party applying it.

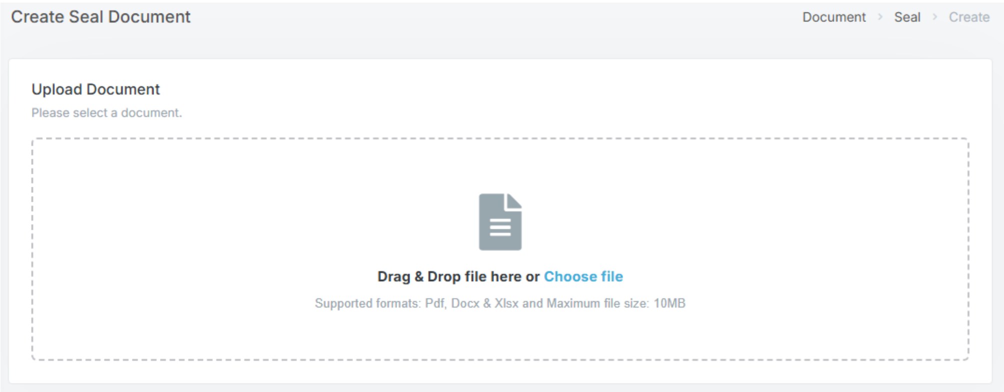
Meanwhile, an Electronic Seal (e-Seal) is a form of electronic signature used by a business entity or organization to ensure the authenticity, integrity, and completeness of electronic information and/or electronic documents.

Once an e-Seal is applied, the document is cryptographically protected. If any changes are made to the document after the e-Seal is applied, the electronic seal will become invalid, and the integrity of the document can no longer be guaranteed.

A. Electronic Stamp (e-Stamp)

The following are the steps to add an e-Stamp through the ezSign application:

1. On the main page, select the **Stamp** menu.



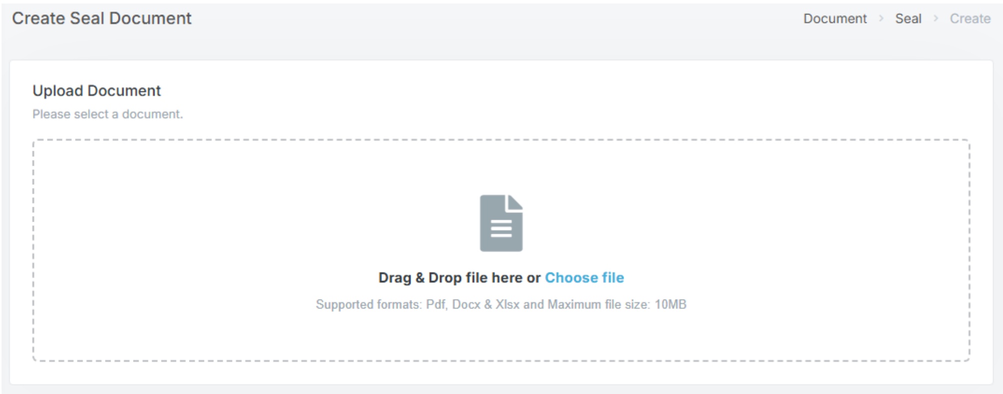
2. Click to upload the document to which the stamp will be applied. Supported document formats: JPEG, JPG, PDF, DOC, DOCX, XLS, and XLSX.
3. Click the **Add Stamp** button.

4. Place the stamp in the desired position.
5. Click **Submit**.
6. Select the preferred OTP method.
7. Enter the OTP code received, then wait until the e-Stamp application process is completed.

B. Electronic Seal (e-Seal)

The following are the steps to add an e-Seal through the ezSign application:

1. On the main page, select the **Seal** menu.



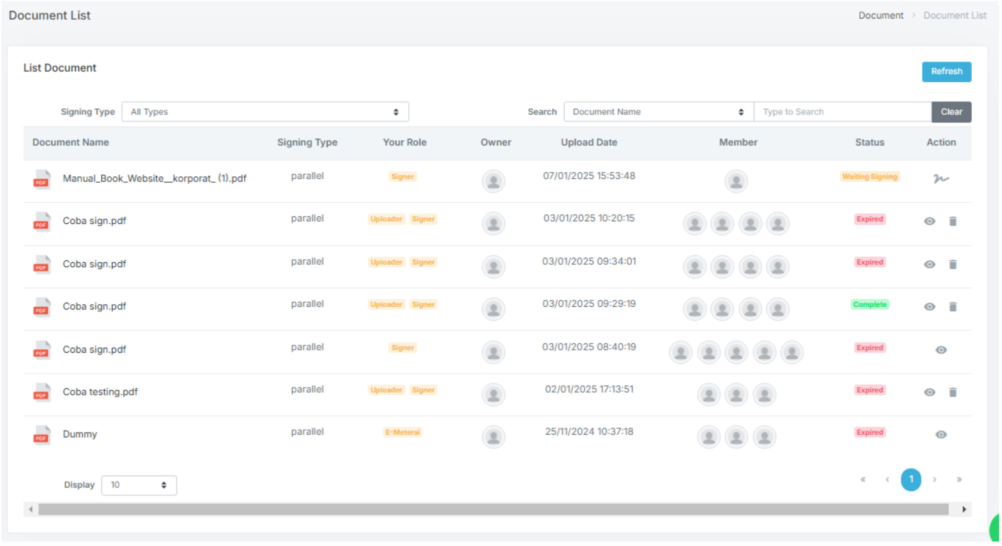
2. Click to upload the document to which the electronic seal will be applied. Supported document formats: JPEG, JPG, PDF, DOC, DOCX, XLS, and XLSX.
3. Click the **Add Seal** button.

4. Place the seal in the desired position.
5. Click **Submit**.
6. Select the preferred OTP method.
7. Enter the OTP code received, then wait until the e-Seal application process is completed.

2.11 Document Management

2.11.1 Viewing All Documents

All documents can be viewed under the Document List menu on the homepage.



2.11.2 Downloading Documents

To download a document in the ezSign application, follow these steps.

1. On the homepage, select **Document List**.
2. Choose the document to be downloaded and click on its name or icon .
3. Click the **Download** button to save the document to your device.

2.11.3 Searching for Documents

To search for previously created documents, follow these steps:

1. On the homepage, select **Document List**.
2. In the search bar, type a keyword or document name.
3. You can also search by the document uploader's name by changing **Document Name** to **Owner Name**.

2.12 Contacts

2.12.1 Adding a Contact

To add a new contact in ezSign, follow these steps.

1. Click on the profile picture in the top right corner, then select **My Contacts**.
2. Click the New Contacts button.
3. Enter the email address of the contact to be added.
4. Click , then enter the contact's name.
5. Once all information is correct, click **Save** to store the contact.

2.12.2 Deleting a Contact

To delete a contact in the ezSign application, follow these steps.

1. Click on the profile picture in the top right corner, then select **My Contacts**.
2. Click the Delete icon next to the contact you want to remove.
3. Click **Yes, delete it!** to confirm the deletion.

2.13 Employee

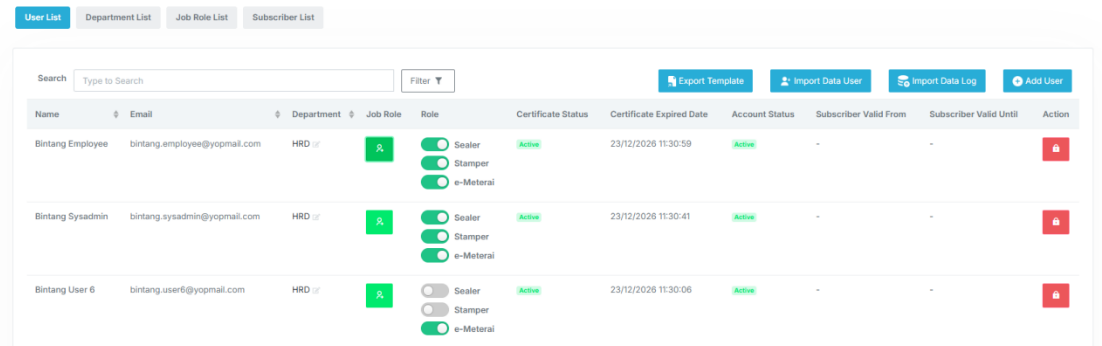
Employee are those linked to a corporate certificate. These users must be invited by a **SysAdmin** to connect to the corporate certificate. The following functions can only be performed by **SysAdmin**.

2.13.1 Adding an employee

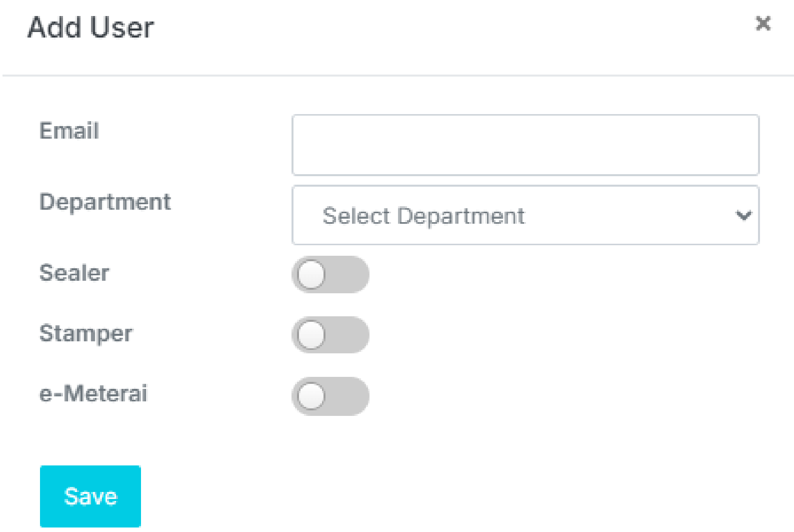
Manual

To add an affiliated user in ezSign, follow these steps.

1. Log in to the Corporate SysAdmin account.
2. On the homepage, select **User List**.

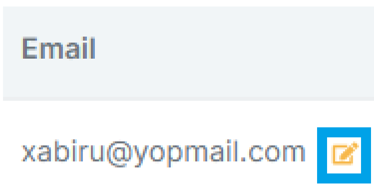


3. Click the **Add User** button to add an employee.
4. Enter the **email address** of the user to be invited and select the appropriate department.

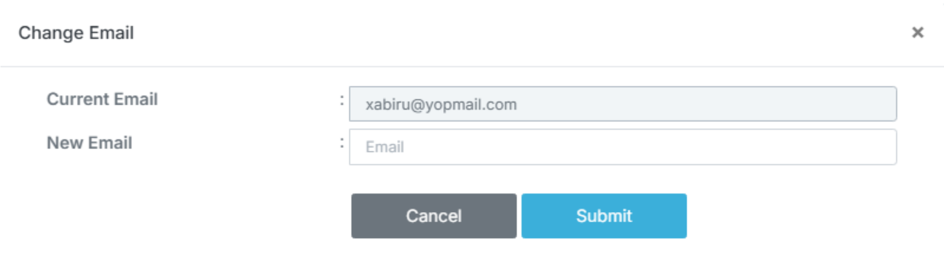


5. Assign a role to the user:
    - Sealer : Has permission to apply an electronic seal.
    - Stamper : Has permission to apply an electronic stamp.
    - e-Meterai : Has permission to apply e-Meterai.
6. Click **Save** to store the new user.

Note : If the SysAdmin mistakenly invites the wrong employee email, the SysAdmin can still update the email as long as the invited email has not been verified.



7. Click the **Edit** button on the email you want to change, and ensure that the new email address is correct.
8. Click **Submit** to save the new email address.



Import

In addition to the method above, the SysAdmin can invite employees in bulk using the user import feature. Follow the steps below:

1. Select the **User List** menu on the main page.
2. Clict **Export Template** to download the template.
3. Fill the template according to the format and instructions provide.

Note : The Email and Department fields are mandatory. The Sealer, Stamper, and e-Meterai fields are optional and can be filled with the letter Y if the employee is assigned those roles..

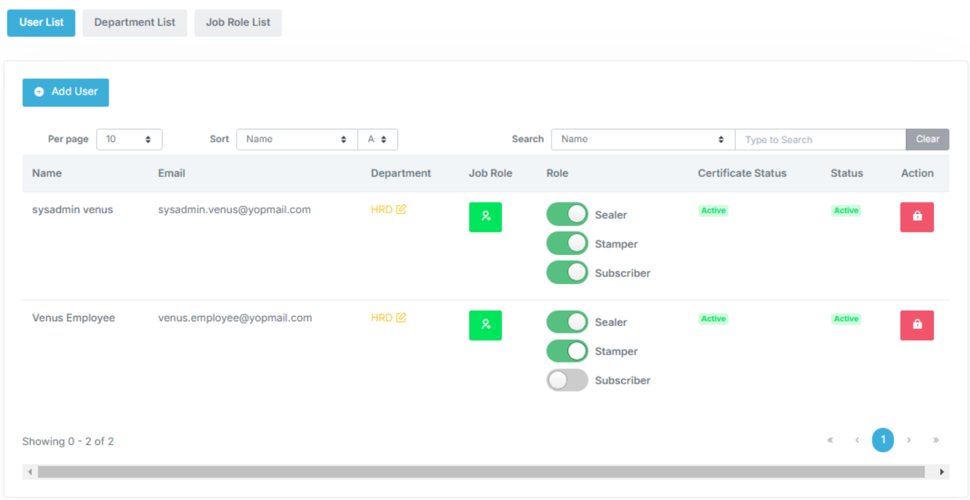
4. Once completed, upload the Import Template back into the system.
5. The system will process the file and automatically send invitations to all employees listed in the template.

With this method, the employee invitation process becomes faster and more efficient.

2.13.2 Viewing Employee

To view employee, follow these steps

1. Log in to the Corporate SysAdmin account.
2. On the homepage, select **User List**.

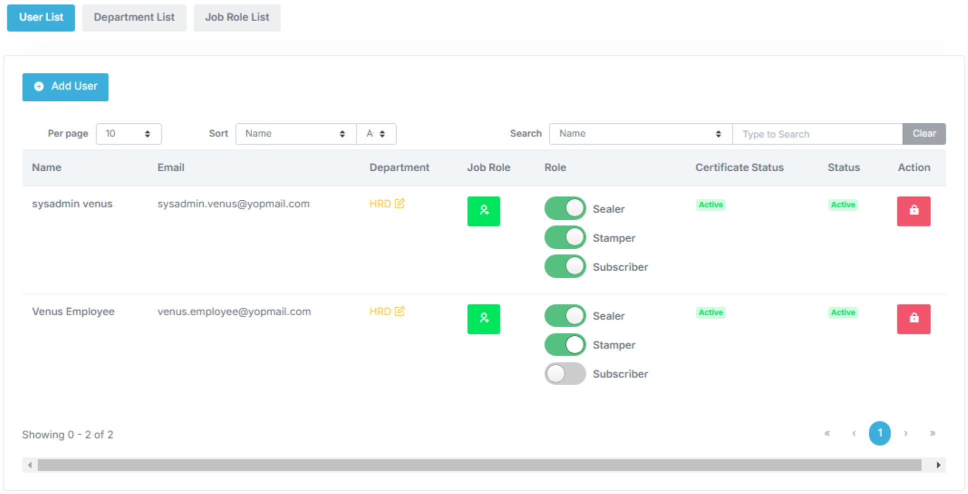


3. You can view the list of employees associated with the corporate certificate, including their email address, role, department, and certificate expiration date. This information enables the SysAdmin to effectively monitor the certificate expiration dates of corporate users.

2.13.3 Changing the Role of an Employee

To change an employee's role, follow these steps:

1. Log in to the Corporate SysAdmin account.
2. On the homepage, select **User List**.

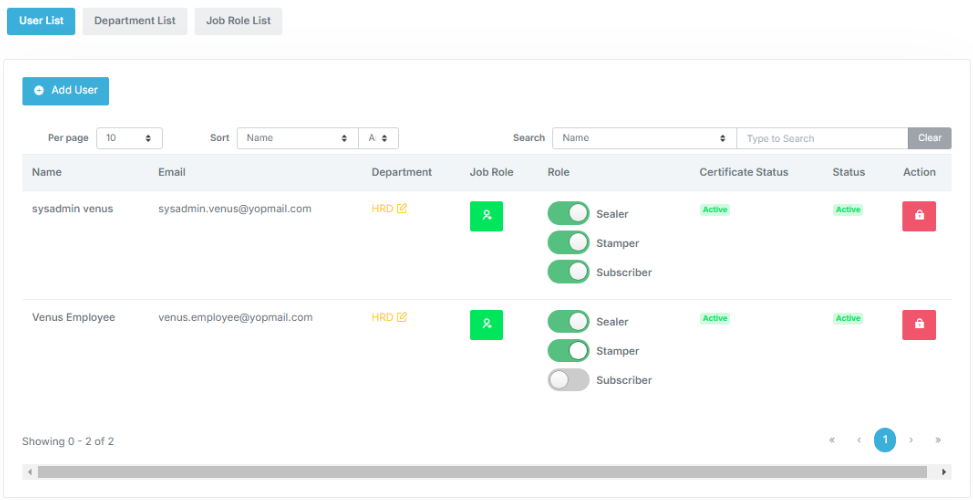


3. Click on the role of the user you want to modify to activate or deactivate it.
4. The role change will be applied automatically.

2.13.4 Deactivating an Employee

To deactivate an employee, follow these steps.

1. Log in to the Corporate SysAdmin account.
2. On the homepage, select **User List**.



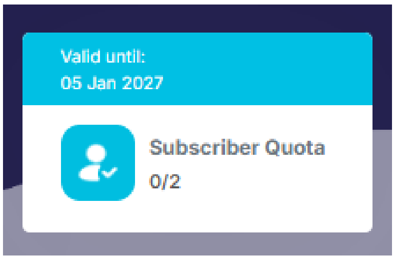
3. Click on the name of the user you want to deactivate.
4. Once deactivated, the user will be unable to access services until reactivated by the SysAdmin.

2.14 Subscriber

A Subscriber is a user who is registered as a subscription user, allowing them to perform unlimited transactions in accordance with the subscribed package terms. The use of Subscribers provides a more efficient and cost-effective solution, especially for corporate users with high and continuous transaction needs.

2.14.1 How to Add Subscriber Quota

To add a Subscriber quota, the SysAdmin can contact the ezSign team via email at sales@ezsign.id. Once the quota has been successfully added, the Subscriber quota information and its validity period will be displayed on the Dashboard menu.



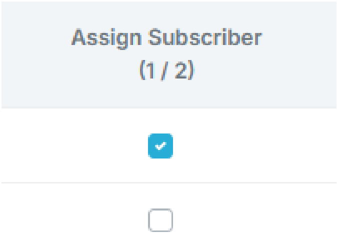
Note:

A Subscriber has a validity period of 1 (one) year from the activation date. After the validity period expires, a renewal is required for the service to remain active.

2.14.2 How to Activate a Subscriber

The following are the steps to activate a Subscriber in the ezSign application:

1. Log in to the **Corporate SysAdmin** account.
2. Select the **User List** menu on the main page.
3. Go to the **Subscriber List** tab.
4. Select the employee who will be activated as a Subscriber.



5. Click the Submit button to save the changes.

Note:

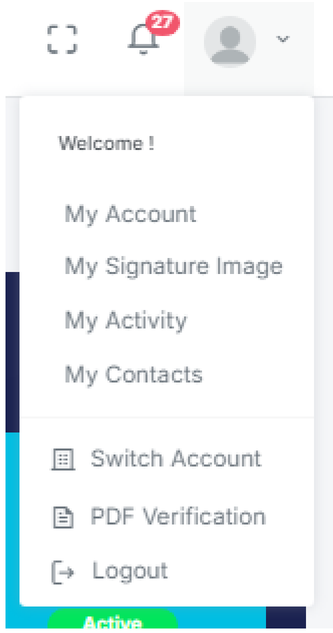
For adding Subscriber quotas or deactivating a Subscriber account, the SysAdmin can contact the ezSign team via email at sales@ezsign.id.

2.15 ezSign Account Management

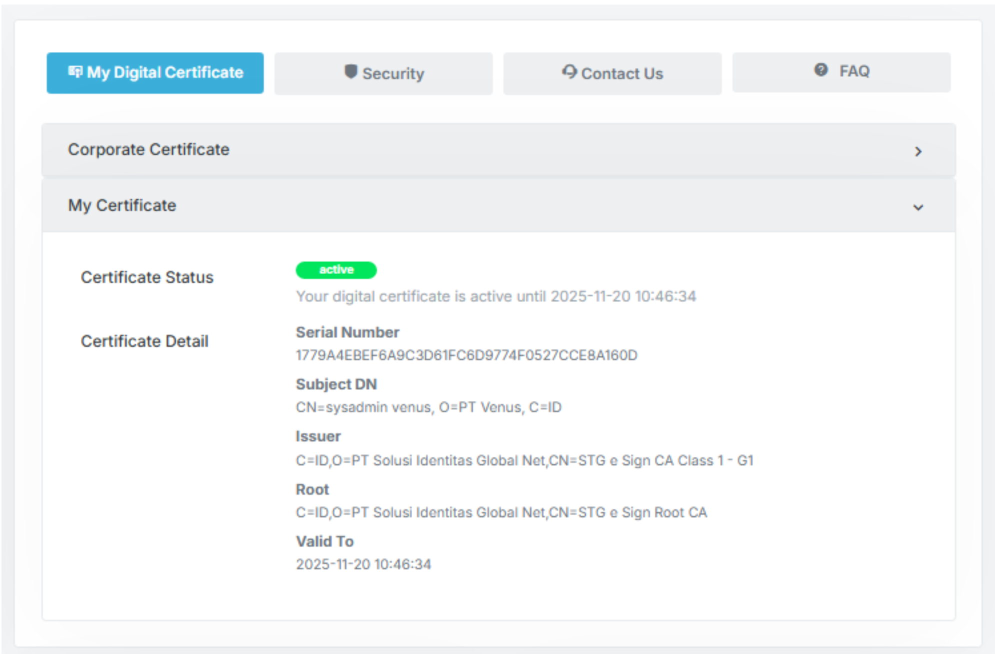
2.15.1 Viewing Personal Digital Certificate Details

To view details of a personal digital certificate, follow these steps:

1. Click on the profile picture in the top right corner, then select **My Account**.



2. Under **My Digital Certificate**, you will find detailed information about your personal digital certificate.



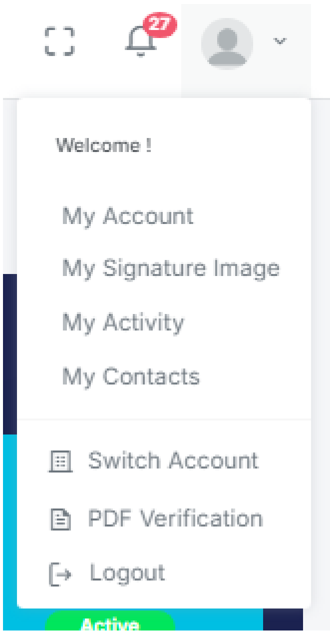
Certificate Details:

- **Certificate Status** : Displays whether the certificate is active or inactive.
- **Serial Number** : The serial number of the electronic certificate.
- **Subject DN** : The identity of the certificate owner.
- **Issuer** : The entity that issued the certificate.
- **Root** : The primary source that issued the certificate for the electronic certificate provider.
- **Valid From** : The start date of the certificate's validity.
- **Valid To** : The expiration date of the certificate.

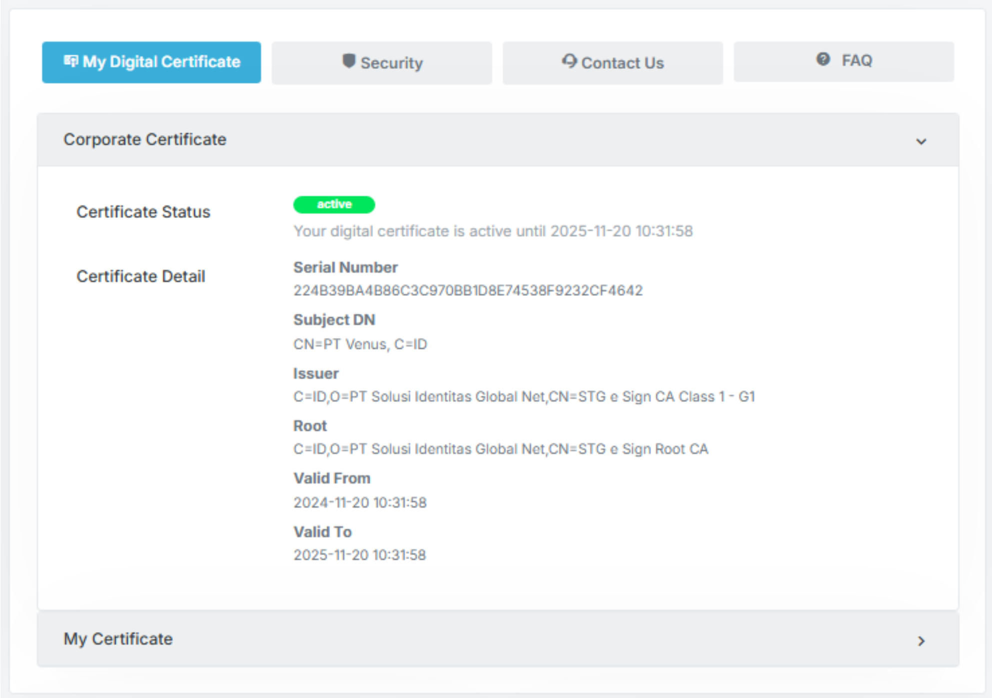
2.15.2 Viewing Corporate Digital Certificate Details

To view details of a corporate digital certificate, follow these steps

1. Click on the profile picture in the top right corner, then select **My Account**.



2. Under **Corporate Certificate**, you will find detailed information about the corporate digital certificate.



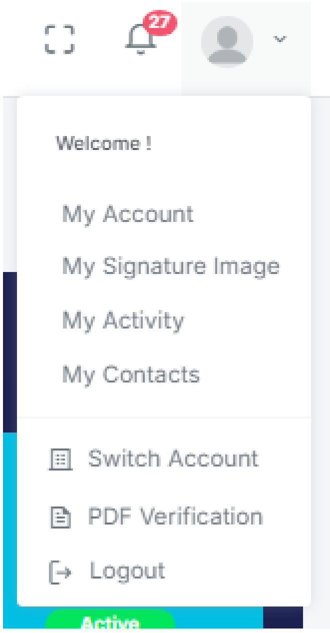
Certificate Details:

- **Certificate Status** : Displays whether the certificate is active or inactive.
- **Serial Number** : The serial number of the electronic certificate.
- **Subject DN** : The identity of the certificate owner.
- **Issuer** : The entity that issued the certificate.
- **Root** : The primary source that issued the certificate for the electronic certificate provider.
- **Valid From** : The start date of the certificate's validity.
- **Valid To** : The expiration date of the certificate.

2.15.3 Changing Profile Picture

To change your profile picture, follow these steps:

1. Click on the profile picture in the top right corner, then select **My Account**.



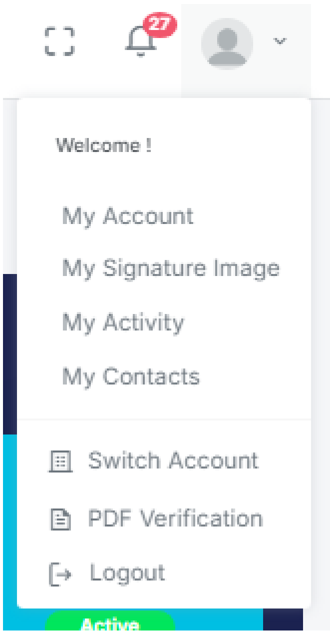
2. Click on the **Profile** section, then click the Edit icon on the profile picture.
3. Choose the image you want to use and click **Update**.
4. Your profile picture will be successfully updated.

2.16 Signature Specimen

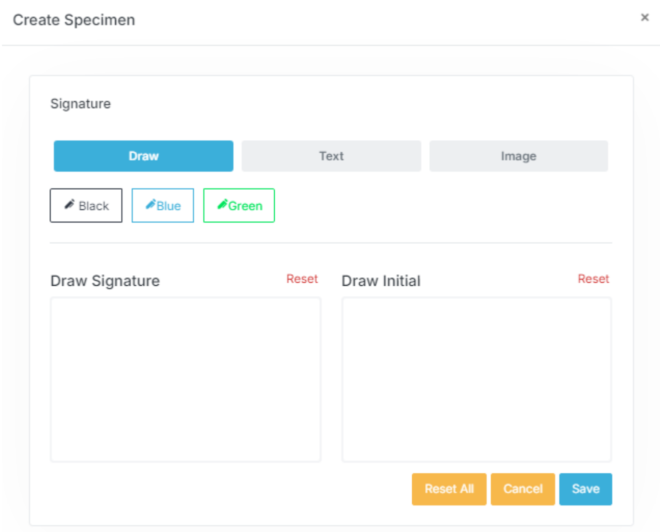
2.16.1 Adding a Signature Specimen

To add an electronic signature specimen in ezSign, follow these steps:

1. Click on the profile picture in the top right corner, then select **My Signature Image**.



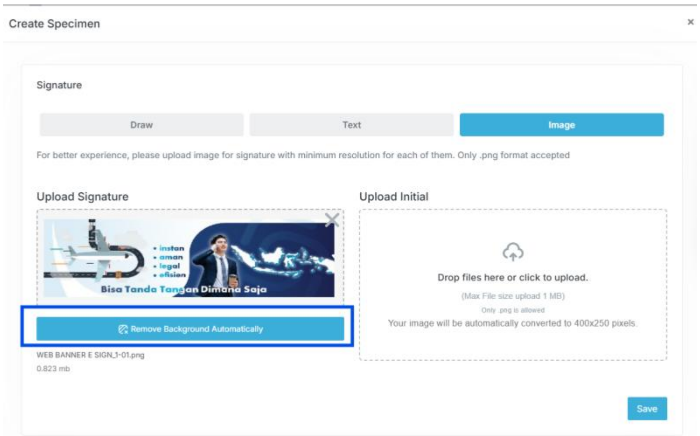
2. Click **Add Signature** to add a new specimen.



3. Choose a method to add the specimen:

- **Draw** : Select the Draw tab, then draw your signature.
- **Text** : Select the Text tab, type your name, and choose a font style.
- **Image** : Select the Image tab and upload an image of your signature.

4. If you use the Image method, you can remove the image background (with a white background) by checking the Remove Background option when creating a signature specimen.

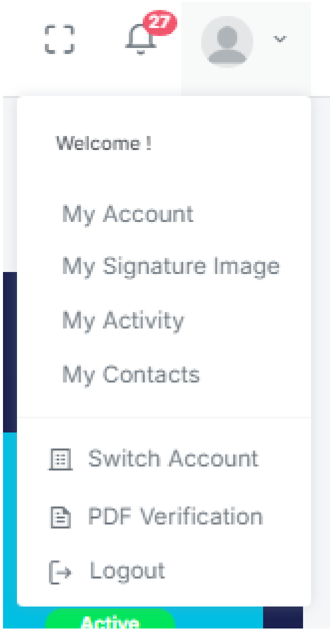


5. Once done, click **Save** to store the new specimen.

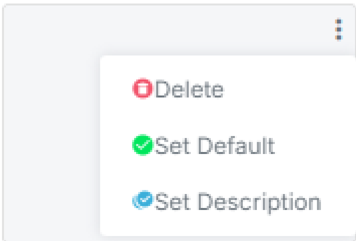
2.16.2 Deleting a Signature Specimen

To delete a signature specimen in ezSign, follow these steps:

1. Click on the profile picture in the top right corner, then select **My Signature Image**.



2. Click the three-dot icon on the specimen you want to delete.

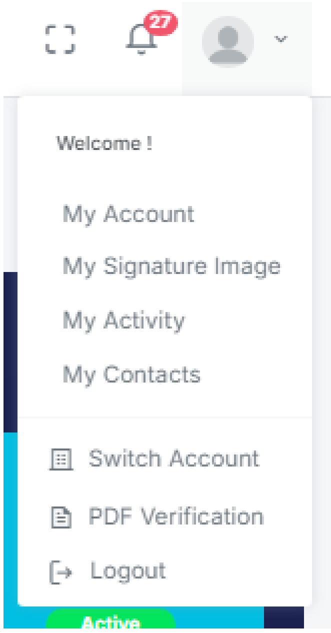


3. Click **Delete**, then select **Yes, delete it!**
4. The specimen will be removed.

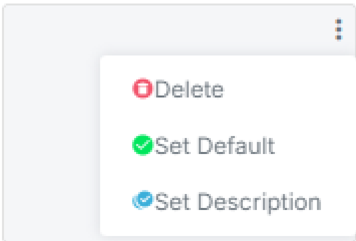
2.16.3 Changing the Default Signature Specimen

To change your default electronic signature specimen, follow these steps:

1. Click on the profile picture in the top right corner, then select **My Signature Image**.



2. Click the three-dot icon on the specimen you want to set as default.

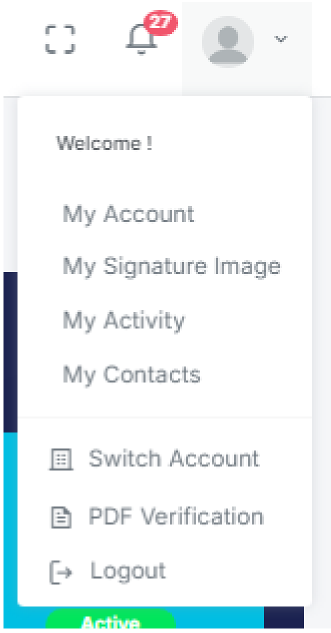


3. Click **Set Default**, and your default specimen will be updated.

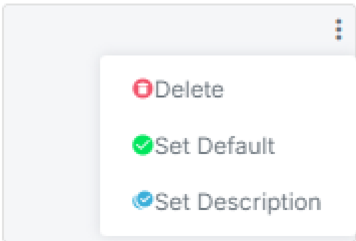
2.16.4 Viewing Signature Specimen Details

To view the details of a signature specimen in ezSign, follow these steps:

1. Click on the profile picture in the top right corner, then select **My Signature Image**.



2. Click the three-dot icon on the specimen you want to view.



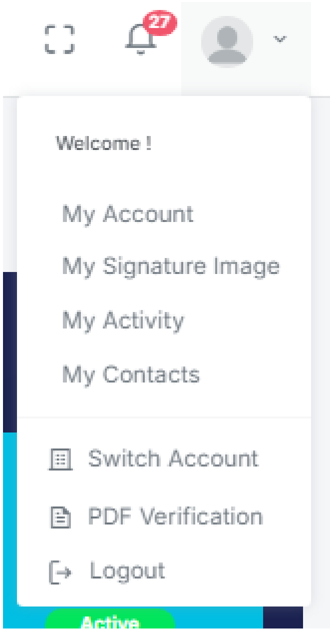
3. Click **Set Description**, and the specimen details will be displayed.

2.17 Seal Specimen

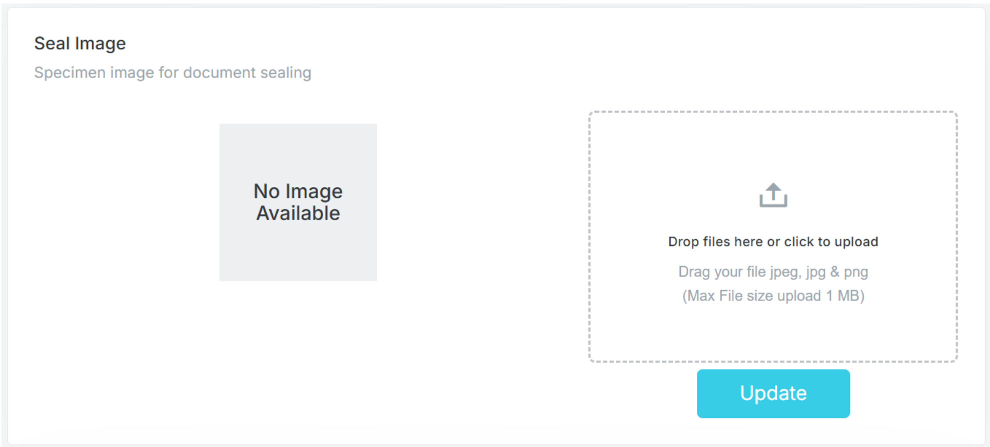
2.17.1 Setting a Seal Specimen

To configure an electronic seal specimen in ezSign, follow these steps:

1. Click on the profile picture in the top right corner, then select **My Account**.



2. Scroll to the bottom of the page until you find the **Seal Image** section.

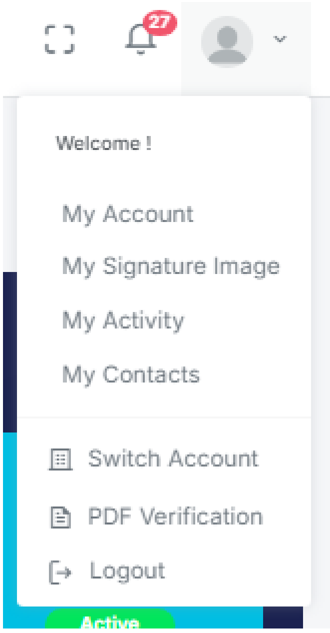


3. Click on the Seal Image area to upload a seal image.
4. Select the image to be used as the seal specimen.
5. Click **Update** to save changes, and your seal specimen will be set.

2.17.2 Changing the Seal Specimen

To update your electronic seal specimen, follow these steps:

1. Click on the profile picture in the top right corner, then select **My Account**.



2. Scroll to the bottom of the page until you find the **Seal Image** section.
3. Click on the Seal Image area to upload a new seal image.
4. Select the image to be used as the seal specimen.
5. Click **Update** to save changes, and your seal specimen will be updated.

2.18 Stamp Specimen

2.18.1 Setting a Stamp Specimen

To configure an electronic stamp specimen in ezSign, follow these steps:

1. Click on the profile picture in the top right corner, then select **My Account**.
2. Scroll to the bottom of the page until you find the **Stamp Image** section.
3. Click on the Stamp Image area to upload a stamp image.
4. Select the image to be used as the stamp specimen.
5. Click **Update**, and your stamp specimen will be set.

2.18.2 Changing the Stamp Specimen

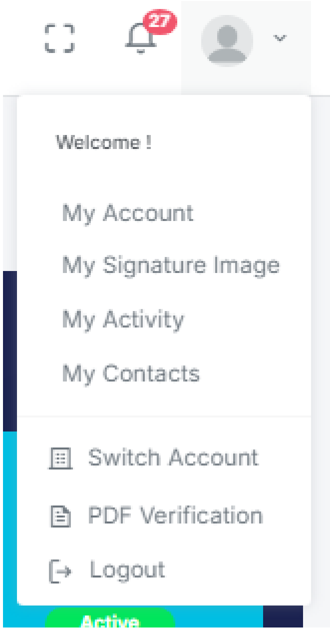
To update your electronic stamp specimen, follow these steps:

1. Click on the profile picture in the top right corner, then select **My Account**.
2. Scroll to the bottom of the page until you find the **Stamp Image** section.
3. Click on the Stamp Image area to upload a new stamp image.
4. Select the image to be used as the stamp specimen.
5. Click **Update** to save changes, and your stamp specimen will be updated.

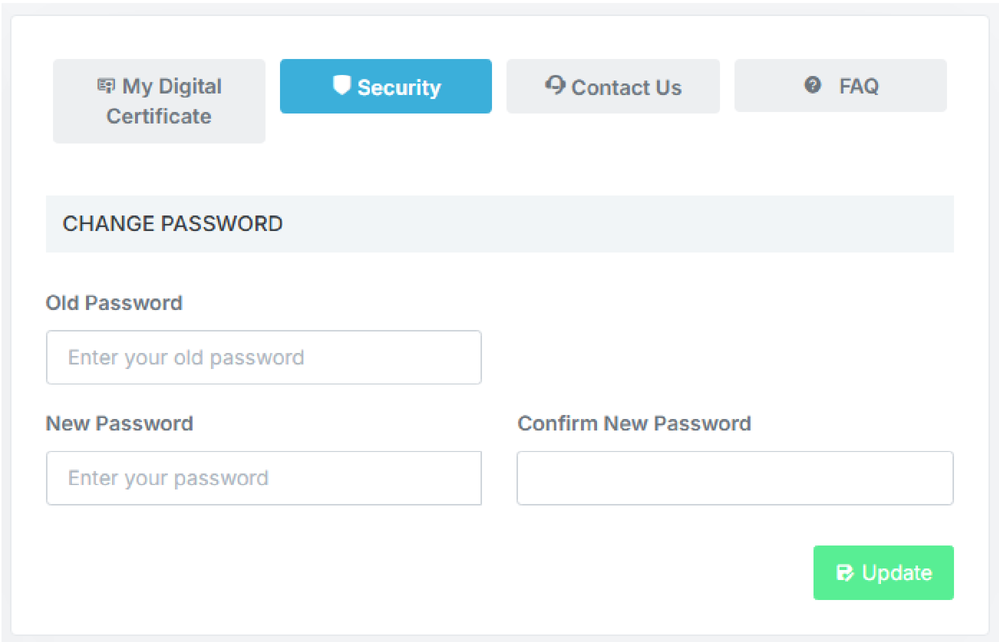
2.19 Changing Password

To change your password in ezSign, follow these steps:

1. Click on the profile picture in the top right corner, then select **My Account**.



2. Go to the **Security** tab and enter your old password and new password.



Requirements :

- **Old Password** : Enter your current password.
- **New Password** : Enter a new password.
- **Confirm New Password** : Re-enter the new password for confirmation.

3. Click **Update**. If the change is successful, a Success notification will appear.

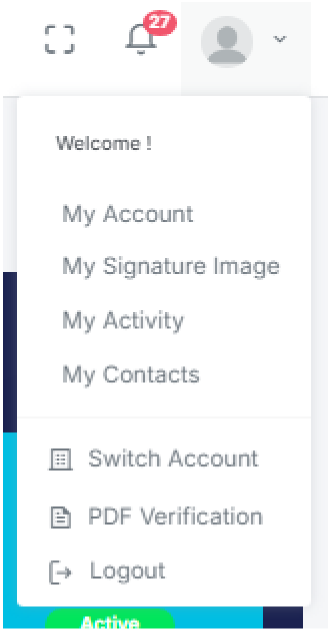
2.20 Google Authenticator

Google Authenticator is an additional security feature to protect your account. By enabling this feature, you can use an OTP code from the Google Authenticator application for each ezSign transaction.

2.20.1 Google Authenticator Activation

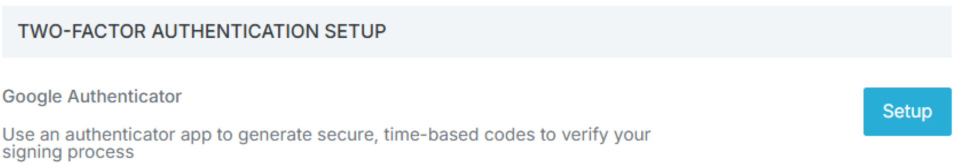
You can enable Google Authenticator through the My Account page with the following steps:

1. Click the profile picture in the top right corner, then select **My Account**.

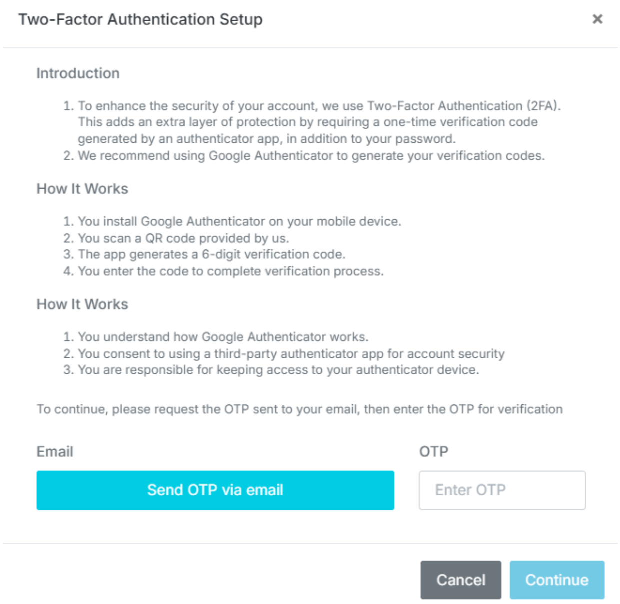


2. Open the **Security** tab.

3. Before using 2FA Google Authenticator, make sure you have downloaded and installed the Google Authenticator application on your mobile device and understand how it works.



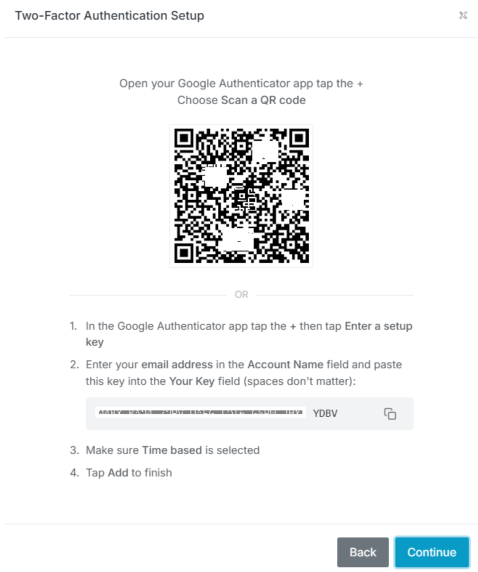
4. Click the **Setup** button to enable 2FA **Google Authenticator** in the ezSign application.



5. Click **Send OTP via Email** to receive the OTP code.

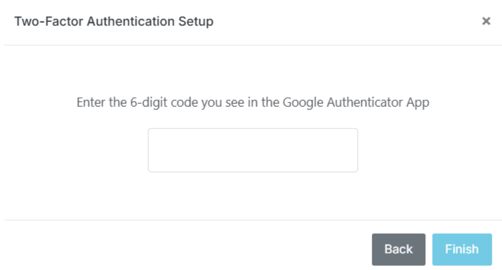
6. Enter the **OTP code** sent via email.

7. Open the Google Authenticator application, then tap the + icon and choose Scan a QR Code.



8. You can also add it manually by **entering the email and the provided key**.

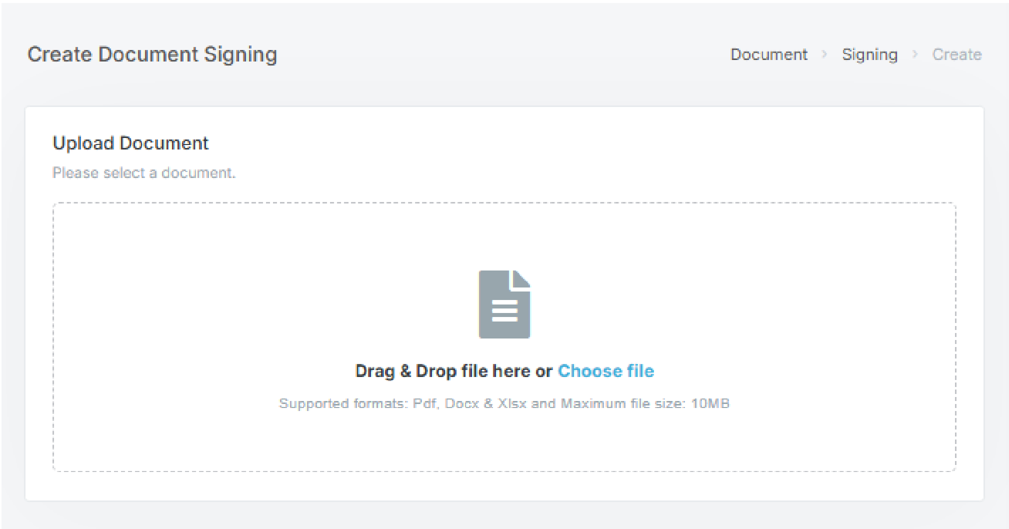
9. After it is successfully added, enter the **6-digit verification code** displayed in the Google Authenticator application.



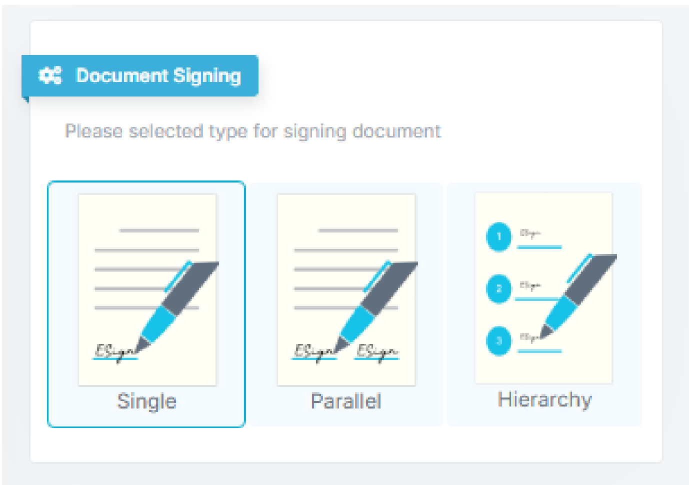
10. Click **Finish** to complete the activation process.

2.20.2 Google Authenticator OTP Implementation

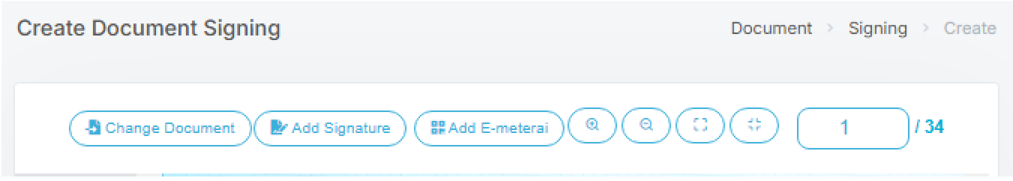
1. On the main page, select the **Document Signing** menu



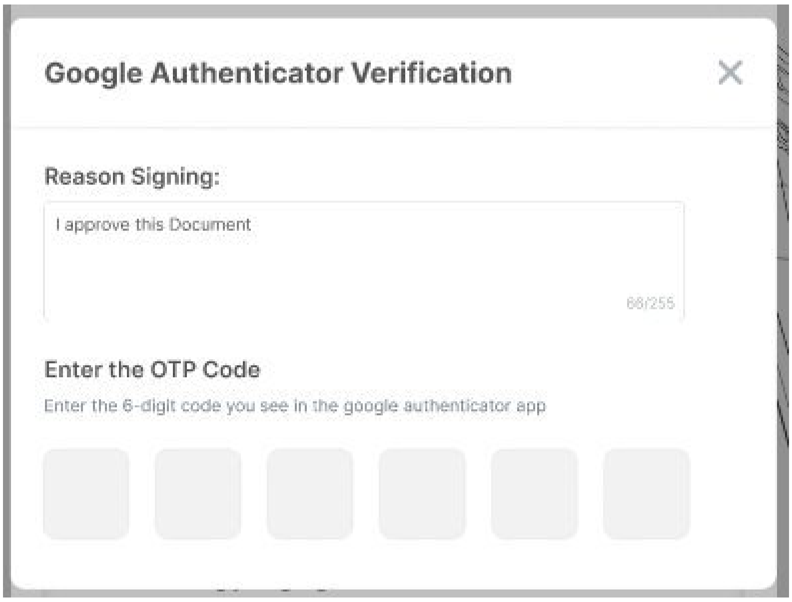
2. If the uploaded document is protected with a password, you need to enter the password first so the document can be signed.
3. Select the **Document Signing type** on the right side.



4. Then click **Add Signature**.



5. Select the desired **signature**, then click **OK**.
6. Place the signature in the desired position.
7. Select **Google Authenticator OTP** as the verification method.
8. On the smartphone, the user opens the Google Authenticator application.
9. The user enters the **OTP code** displayed in the Google Authenticator application into the **ezSign website** to complete the verification process.



10. The document signing process is completed.

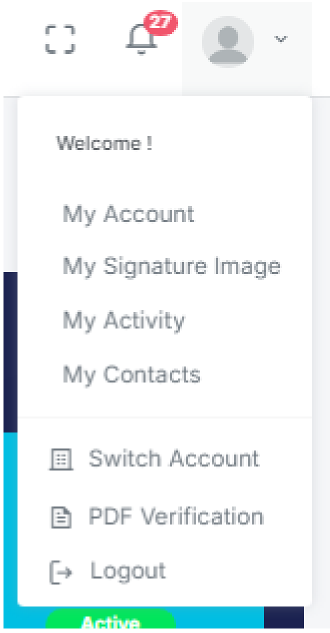
2.20.3 Delete Google Authenticator

1. Go to the **My Account** menu through the profile picture in the top right corner.
2. Open the **Security** tab.
3. In the **Two-Factor Authentication** section, click the **Delete** button.
4. If you are sure you want to remove it, click **Yes** to continue.
5. Select **Email** as the method to send the OTP for verification.
6. Enter the **OTP code** sent via email.
7. The Google Authenticator deletion process is completed successfully.

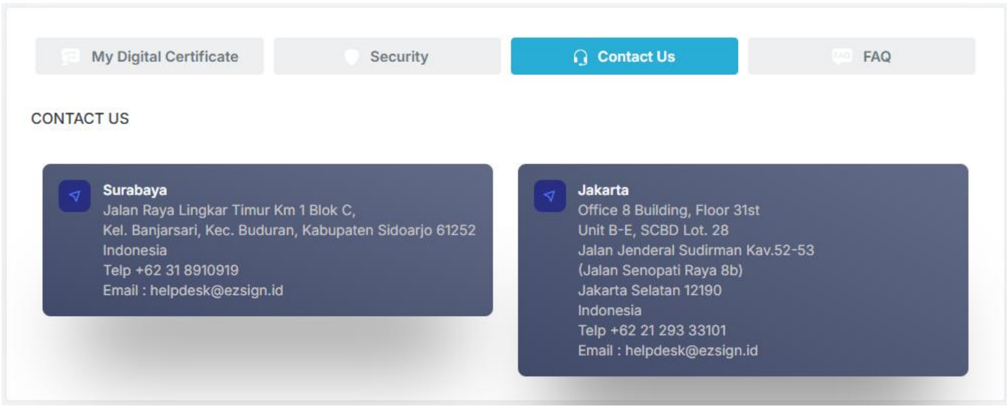
2.21 Contact Us

If you encounter any issues or need further assistance, you can find the ezSign helpdesk contact information by following these steps:

11. Click on the profile picture in the top right corner, then select **My Account**.



12. Under the **My Contacts** tab, you will find details such as address, phone number, and email for the ezSign helpdesk.

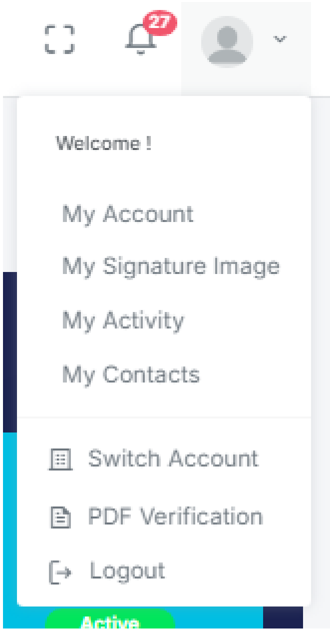


This information can be used to reach out to the support team if needed.

2.22 Frequently Ask Question (FAQ)

Users can find answers to common questions about using the ezSign application through the Frequently Asked Questions (FAQ) menu by following these steps:

1. Click on the profile picture in the top right corner, then select **My Account**.

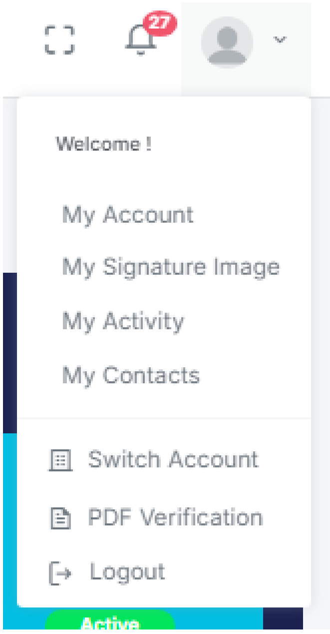


2. Navigate to the FAQ tab to view a list of questions and answers related to the services or features available in the ezSign application.

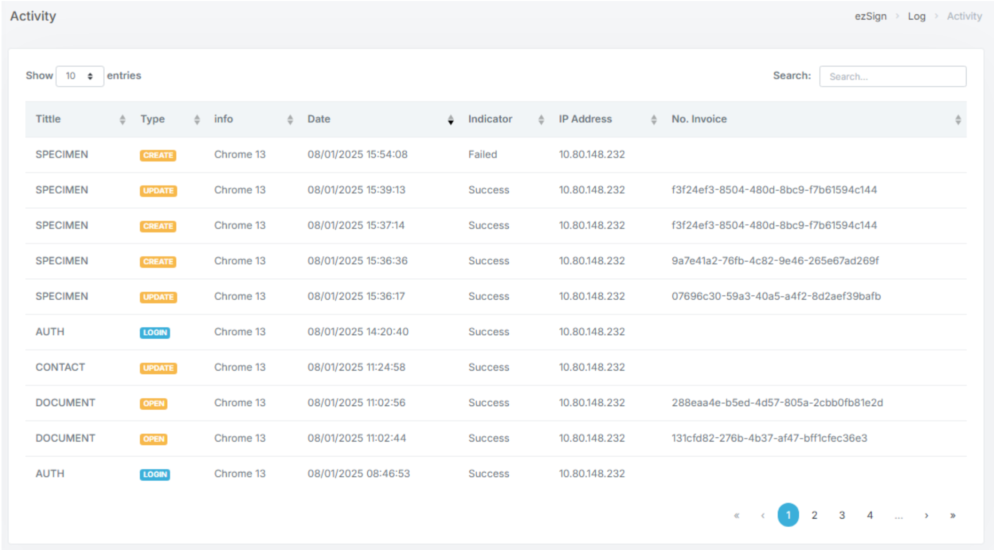
2.23 Viewing Account Activity

Your account activity history can be accessed through the My Activity menu. Follow these steps:

1. Click on the profile picture in the top right corner, then select **My Activity**.



2. All activities performed in your account will be recorded and displayed in this menu.


Activity
ezSign > Log > Activity
Show 10 entries
Search:

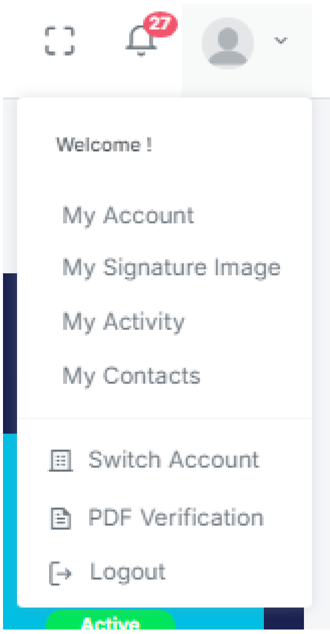
Titile	Type	info	Date	Indicator	IP Address	No. Invoice
SPECIMEN	CREATE	Chrome 13	08/01/2025 15:54:08	Failed	10.80.148.232	
SPECIMEN	UPDATE	Chrome 13	08/01/2025 15:39:13	Success	10.80.148.232	f3f24ef3-8504-480d-8bc9-f7b61594c144
SPECIMEN	CREATE	Chrome 13	08/01/2025 15:37:14	Success	10.80.148.232	f3f24ef3-8504-480d-8bc9-f7b61594c144
SPECIMEN	CREATE	Chrome 13	08/01/2025 15:36:36	Success	10.80.148.232	9a7e41a2-76fb-4c82-9e46-265e67ad269f
SPECIMEN	UPDATE	Chrome 13	08/01/2025 15:36:17	Success	10.80.148.232	07696c30-59a3-40a5-a4f2-8d2aef39bafb
AUTH	LOGIN	Chrome 13	08/01/2025 14:20:40	Success	10.80.148.232	
CONTACT	UPDATE	Chrome 13	08/01/2025 11:24:58	Success	10.80.148.232	
DOCUMENT	OPEN	Chrome 13	08/01/2025 11:02:56	Success	10.80.148.232	288eaa4e-b5ed-4d57-805a-2cbb0fb81e2d
DOCUMENT	OPEN	Chrome 13	08/01/2025 11:02:44	Success	10.80.148.232	131cfd82-276b-4b37-af47-bff1cfec36e3
AUTH	LOGIN	Chrome 13	08/01/2025 08:46:53	Success	10.80.148.232	

« ‹ 1 2 3 4 ... › »

2.24 Switch Account

The Switch Account feature allows users to switch between personal and corporate accounts without logging out of the ezSign application. To switch accounts, follow these steps:

1. Click on the profile picture in the top right corner, then select **Switch Account**.



2. Choose the account you want to use from the available list.

With this feature, users can easily switch between personal and corporate accounts without needing to log out first.

2.25 Certificate Key Renewal (Rekey)

2.25.1 Rekey 30 Days Before Certificate Expiration

To renew your certificate key (rekey) before its expiration, follow these steps:

1. Ensure your ezSign balance is sufficient for the rekey process.
2. Click on the profile picture in the top right corner, then select **My Account**.
3. Open the **My Digital Certificate** tab, then click **Rekey Certificate**.
4. The system will display a rekey request form. Click Add Signature to approve the form.
5. Click **Submit** to send the rekey request.
6. Select the desired OTP verification method, then enter the OTP sent to your device.
7. Your rekey request has been submitted. Wait for approval from the Registration Authority (RA).
8. You will receive an email notification once the rekey request is approved.

2.25.2 Rekey After Certificate Expiration

If your certificate has expired, you must re-register to reactivate your electronic certificate. Follow these steps:

1. Click on the profile picture in the top right corner, then select **My Account**.
2. Open the **My Digital Certificate** tab, then click **Rekey Certificate**.
3. Upload a photo of your KTP (National ID Card).
4. Your NIK (National ID Number) and Name will be auto-filled based on the uploaded KTP. Ensure all additional data is correctly entered.
5. Enter your active phone number, then click Send OTP.
6. Enter the OTP received via SMS, then click **Next**.
7. Follow the instructions to take a selfie. Click Take to capture the image or Retake if needed.
8. If the photo is correct, click **Next**.
9. Click the **Privacy Policy Document** link, read it fully, and click **Agree**.
10. Repeat this process for the Owner Agreement Document and Guarantee Policy Document.
11. Once all documents are agreed upon, click **Finish**.
12. Your rekey request has been submitted, and you will be redirected to the ezSign dashboard.
13. Wait for approval from the RA to reactivate your account.

2.26 Certificate Revocation (Revoke)

A Digital Certificate may be revoked by PSrE ezSign if any of the following conditions occur:

- Invalid data: Information on the Certificate, such as the name or other details, is no longer accurate or valid.
- Violation of terms: The Certificate Owner violates the terms of use, agreement, or policies established by PSrE ezSign.
- Compromised private key: The private key used for digital signing is known to be lost, damaged, or potentially misused.
- Revocation request: Revocation is requested by the Certificate Owner, PSrE ezSign, or an authorized party.
- PSrE ceases operation: PSrE ezSign no longer operates as a certified electronic certification authority.
- Owner unable to use the certificate: For example, the Certificate Owner has passed away or is no longer actively using the service.
- Regulatory or standard changes: Changes in government regulations, industry policies, or standards render the Certificate invalid.
- Other justified reasons: Any other valid condition deemed necessary by PSrE ezSign to maintain the security and integrity of the Certificate.

2.26.1 Personal Account Revocation

To revoke a certificate for a personal account, follow these steps:

1. Send an email to helpdesk@ezsign.id with the subject "**Permohonan Revoke Sertifikat User Personal**", using the **email address registered** with the certificate.
2. After receiving the revocation request form from the Registration Authority (RA), complete and sign it using the certificate to be revoked.
3. The RA Administrator will verify the applicant's data.
4. If the applicant's data is valid, the RA Administrator will revoke the certificate.
5. The applicant will receive an email notification confirming the certificate revocation.

2.26.2 Corporate Account Revocation

A. Revocation by an Affiliated Corporate User

1. Send an email to helpdesk@ezsign.id with the subject "**Permohonan Revoke Sertifikat User Corporate**", using the registered email address and CC to the **Corporate SysAdmin**.
2. After receiving the revocation request form from the RA, complete and sign it using the certificate to be revoked.
3. The RA Administrator will verify the applicant's data.
4. If the data is valid, the RA Administrator will revoke the certificate.
5. The Corporate SysAdmin will receive an email notification confirming the certificate revocation.

B. Revocation by the SysAdmin

1. Send an email to helpdesk@ezsign.id with the subject "**Permohonan Revoke Sertifikat User Corporate oleh SysAdmin**", using the registered email address and CC to the user to be revoked.
2. After receiving the revocation request form from the RA, complete the form and attach a Letter of Authorization from the user whose certificate is being revoked. The form and authorization letter **must be signed using the respective electronic certificates**.
3. The RA Administrator will verify the applicant's data.
4. If the data is valid, the RA Administrator will revoke the requested certificate.
5. The user whose certificate has been revoked will receive an email notification confirming the revocation.