![SIGN - Solusi Identitas Global Net]

User Guide

ezSign Website Application Usage

Retail Account
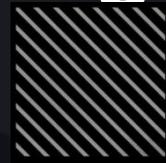
Number	: IK-CA-058
Revision	: 06
Release Date	: March 10th, 2026

PT SOLUSI IDENTITAS GLOBAL NET

OFFICE

Jl. Raya Lingkar Timur Km.1, Sidoarjo, Jawa Timur
Phone : (031) 8910919

FIND US HERE

✉ helpdesk@ezsign.id

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	Onboarding Guide
06	March 10th, 2026	Google Authenticator

Table of Contents

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 the electronic signature features in ezSign, including the issuance, renewal, and revocation of electronic certificates for users. It consists of several sections, namely the use of ezSign features, electronic certificate issuance, electronic certificate renewal, and electronic certificate revocation.

1.2   Definitions and Abbreviations

The following are some terms and abbrevitions frequently used in the ezSign application.

1. **ezSign** A trusted provider of electronic certificates and digital signatures with legal validity under the supervision of KOMINFO.
2. **Password** A unique combination of letters used as a security measure to protect an account.
3. **OTP** A temporary password code sent via SMS or email, typically valid for a short period.
4. **Rekey** The process of replacing a certificate key to generate a new key and certificate with the same personal data as the previous certificate.
5. **Revoke** The process of revoking an electronic certificate by the certificate owner.
6. **Balance** The amount of credit owned by an ezSign user for transactions.
7. **Modify Position** A feature that allows recipients to adjust the position of the signature as set by the document uploader.
8. **Sign on Document with Password** A feature for signing a password-protected document without removing its protection.
9. **Audit Trail** A digital record that stores the history of document names, document creators, dates, times, and document signers.
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. **KYC** A procedure used by institutions to verify customer identities, which can be conducted online or offline.

15. **NIK** A unique and permanent identification number assigned to Indonesian citizens.

16. *My Activity* A log of activities within the ezSign application, recording all user interactions with the service.

1.3 Type of Account Certificates

The ezSign application provides two types of account certificates:

1. **Personal Account Certificate**

   Owned by individuals for personal document signing.

2. **Corporate Account Certificate**

   Used by individuals associated with a company, such as employees or representatives, for document signing on behalf of a corporate entity.

1.4 ezSign Service Products

The ezSign application offers the following products.

1. **Electronic Certificate**

   A digital certificate containing an electronic signature and identity details that establish the legal status of the certificate holder.

2. **Signature Electronic**

   An implementation of an electronic certificate in the form of an image, text, or symbol representing the signer's signature on an electronic document.

3. **Electronic Stamp (e-Meterai)**

   A type of stamp in electronic format with unique characteristics and security elements issued by the Government of Indonesia.

4. **Timestamp**

   A time marker that records when a specific event or data action occurs.

1.5 ezSign Application Features

The following are explanations of the features provided by the ezSign application.

1.5.1 Comprehensive Electronic Signature Features

The electronic signature features in ezSign include:

1. **Single Sign** A signature applied by a single individual without involving others..

2. **Parallel Sign** A signature applied by multiple individuals in no specific order (non-sequential).

3. **Hierarchy Sign** A signature applied by multiple individuals in a specific order (sequential).

4. **Unlimitted Signature Speciment** A feature allowing unlimited signature specimens, including drawn signatures, text-based signatures, and uploaded signature images.

5. **Ask From Others** A feature that enables users to request electronic signatures from others without signing the document themselves.

1.5.2 Document Features

The document processing features in ezSign include:

1. **Autoconvert Document to PDF** Automatically converts documents in formats such as DOC, DOCX, PNG, JPEG, JPG, and XLSX into PDF.
2. **Sign on Document with Password** Enables signing of password-protected documents without removing the existing protection.
3. **Share and Download** Allows signed documents to be shared with others via email and/or downloaded in PDF format.

1.5.3 Supporting Features

One of the supporting features in ezSign is Charged on Us, which allows the document uploader to cover the costs of electronic signatures applied in parallel or hierarchical workflows.

1.5.4 Activity Logging Features

The activity logging features in ezSign include:

1. **Log Activity** A log that records all user interactions within the ezSign service.
2. **Audit Trail** A digital record storing details such as document name, creator, date, time, and electronic signer.
3. **Notifikasi Melalui Email** A feature that notifies users of important activities, such as successful certificate issuance and signature completion.

1.5.5 Payment Features

The payment system in ezSign operates on a prepaid basis, requiring users to top up their balance before making transactions..

1.6 Hardware and Software Requirements

The following are the hardware and software requirements for accessing the ezSign application:

1. Supported Devices :
- Computer, laptop, or tablet with an updated web browser.
- Ensure the browser used is the latest version for compatibility and security.

2. Stable internet connection to ensure smooth access to the ezSign application.

3. Browser settings must allow camera access for certain features on the ezSign portal to function optimally.

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

1.7 User Access Ticket

The features accessible to individual/retail users in the ezSign application include:

- Sigle Signing
- Multi Signing
- Request From Others
- e-Meterai

CHAPTER II : APPLICATION USAGE GUIDE

2.1   Account Registration

Below are the requirements and procedures for registering a personal account on the ezSign application.

2.1.1   Account Registration Requirements

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

1. Must be at least 17 years old.

2. Must have a valid Indonesian ID card (KTP).

3. Must have an active email address.

- Please ensure that the email address used is not a government domain (for example: .go.id, .mil.id).

4. Must have an active phone number.

2.1.2   Registration Process

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.

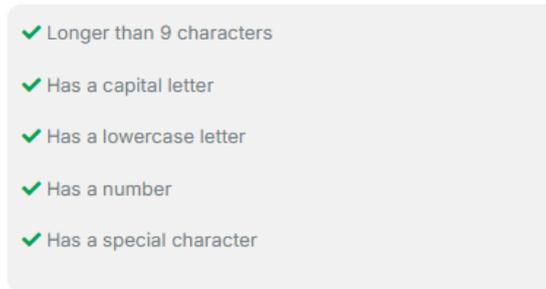2. Click the Sign Up button to start the account registration process.
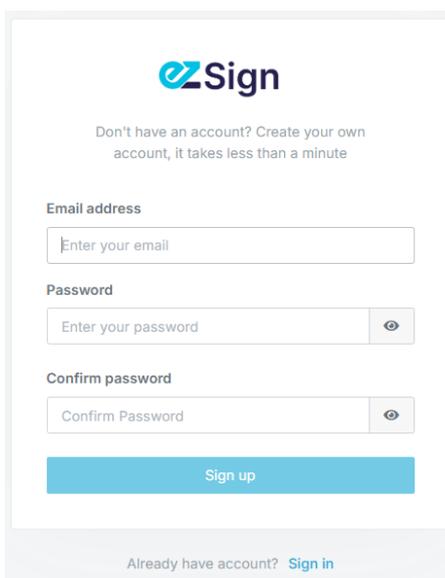
3. Enter the email address you will use for registration. Make sure the email is active.

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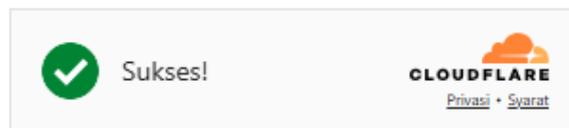
7. Click the Sign Up button to complete the registration process.

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.

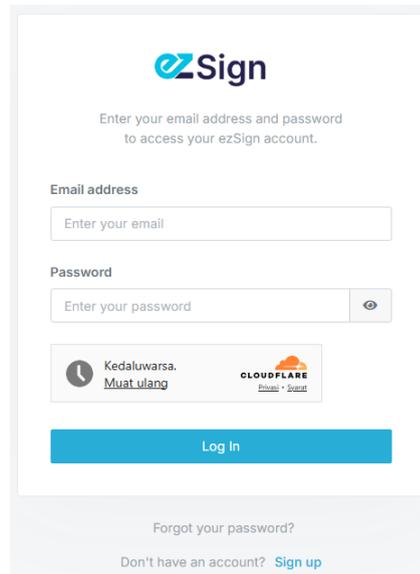13. To use all features of ezSign, you must complete verification, which is only available via the mobile application.
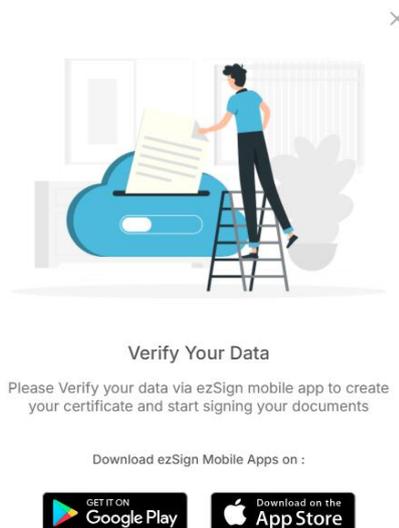
14. Download the ezSign application from the Play Store or App Store.

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.

2.1.3   Certificate Issuance Process

The following are the steps for certificate issuance:

1. The submitted registration will undergo validation by the Registration Authority (RA) of ezSign.

2. If the submitted data is valid, the application 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 the I Agree button to activate the service.

6. If there are discrepancies in the data, contact the ezSign support team immediately by sending an email to **helpdesk@ezsign.id**.

2.1.4   Certificate Issuance Rejection Process

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

1. The submitted registration will undergo validation by the Registration Authority (RA) of ezSign.

2. If the submitted data is invalid, the application will be rejected, and you will receive an email notification.

3. You may reapply using valid data that matches your KTP.

4. Follow the steps outlined in the **Account Registration Process** to complete the re-registration process.

2.2   Using the ezSign Application

2.2.1   Accessing the ezSign Website

To use ezSign services through the website, follow these steps:

1. Open a web browser on your device, such as Mozilla Firefox, Google Chrome, or any other browser.

2. Type the URL: https://app.ezsign.id/ in your browser's address bar.

3. The ezSign homepage will appear on your screen. You can now explore the available services.

2.2.2   Logging into the ezSign Website

After opening the ezSign website, you can log in to your existing account by following these steps:

1. Go to the ezSign website by entering https://app.ezsign.id in your browser.

2. Enter the email address and password you registered in the provided fields.
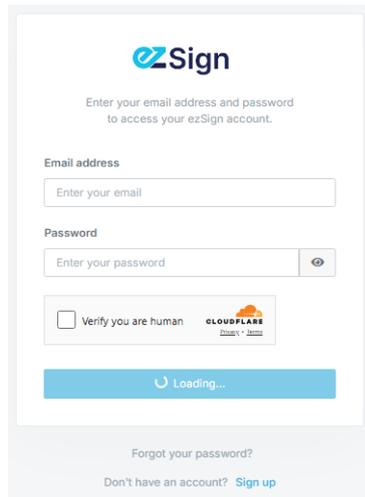
3. Click the Log In button to access your account. If your credentials are correct, you will be redirected to the ezSign dashboard.

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

After using the ezSign application, you can log out of your account by following these steps:

1. In the top-right corner of the page, click your profile picture to open the menu.
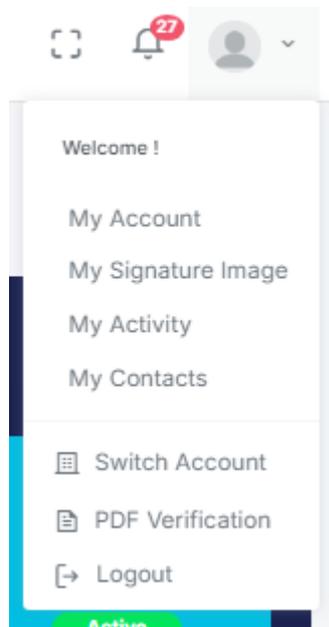
2. From the menu, click the **Log Out** option to sign out of your account.

2.3   Dashboard

The ezSign dashboard interface is displayed as follows.
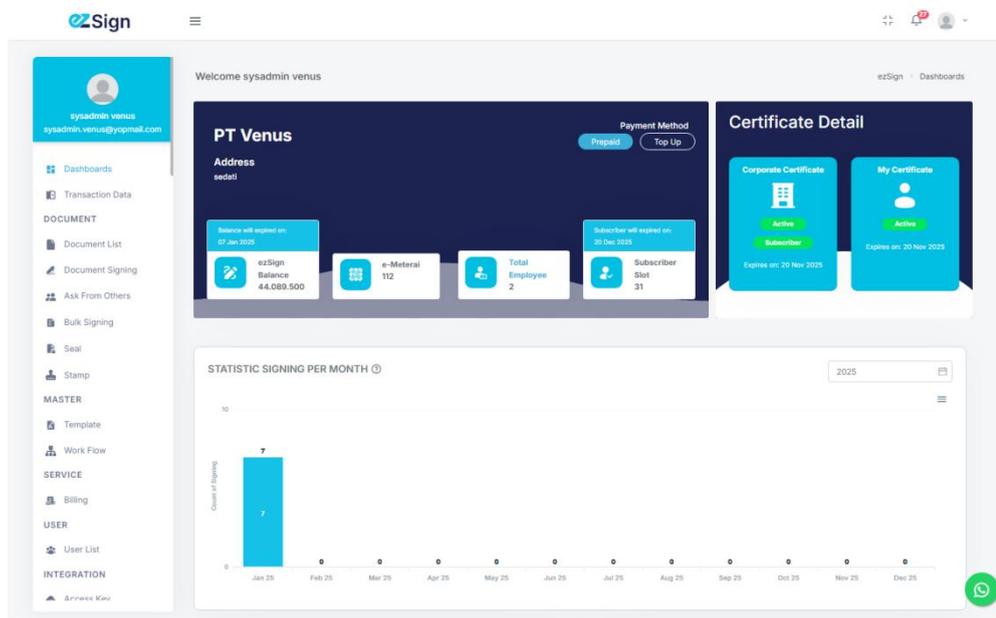
The dashboard menu will display ezSign promotions, certificate status, certificate validity period, ezSign Balance, e-Meterai Balance, and various document-related features, including Document List, Document Signing, and Ask From Others, as well as the Billing section.

2.4   Balance

2.4.1   Top Up ezSign Balance

Users who want to top up their balance in the ezSign application can follow these steps.:

1. On the dashboard page, click Top Up and select ezSign Balance.

2. Choose a predefined package or enter a custom amount for the top-up.
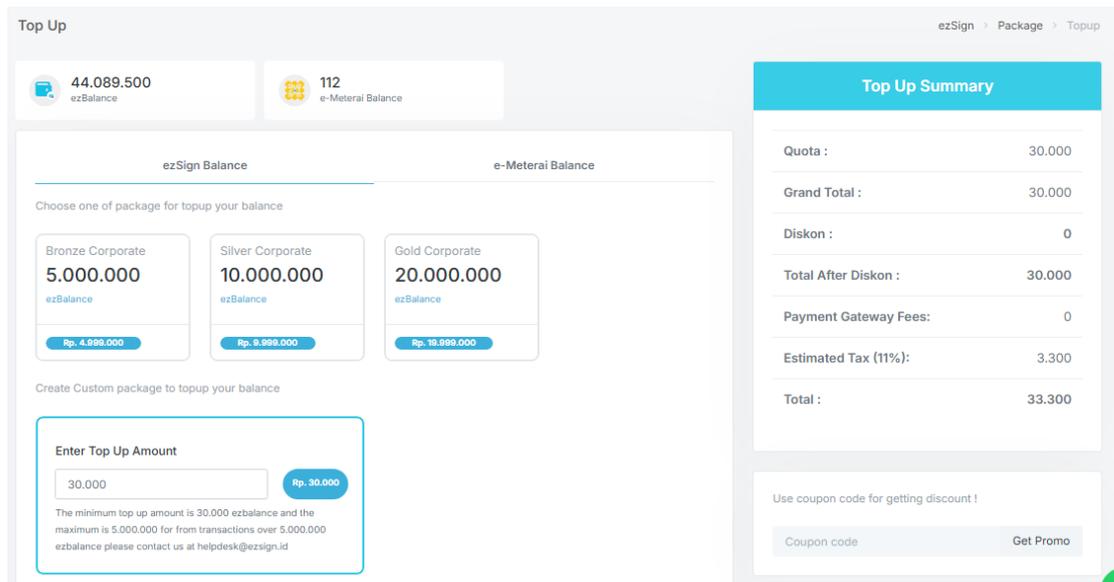
3. On the right side, a payment summary will display the total amount to be paid.

4. Select your preferred payment method.
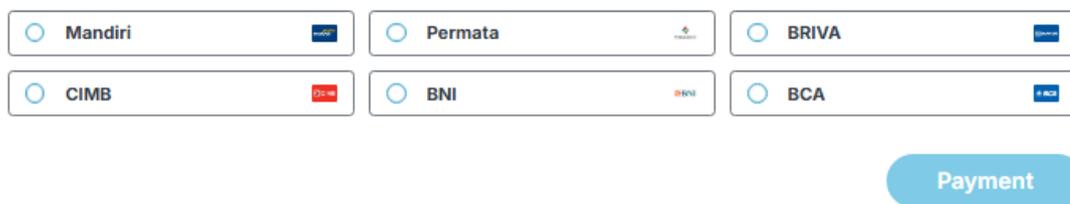
5. If everything is correct, click Payment.

6. Complete the payment using your selected method.

7. Once the payment is completed, click Check Status and tap OK.

8. You will receive an email confirming that your payment was successful. Your ezSign balance will be updated according to the top-up amount.

2.4.2   Top Up e-Meterai Balance

Users who wish to top up their e-Meterai balance can follow these steps:

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

2. Select one of the available packages, or enter the desired top-up amount.

3. On the right side, a summary of the total payment amount will be displayed.

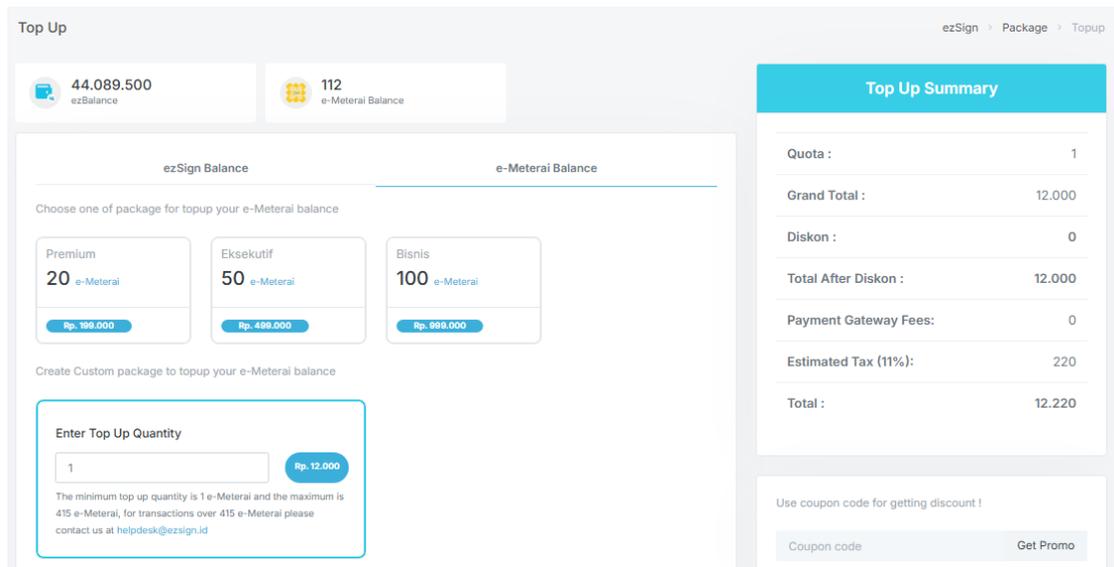4. Choose your preferred payment method.
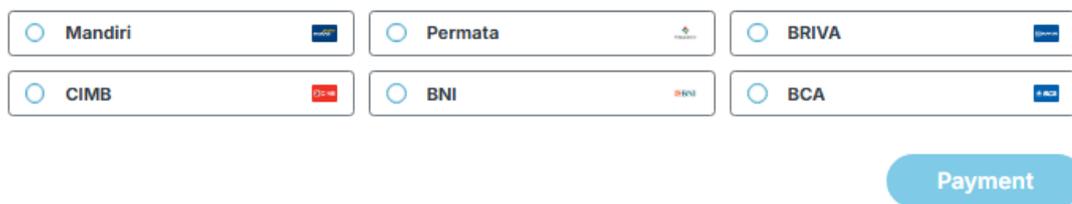
5. If all details are correct, click Payment to proceed.

6. Complete the payment using the selected method.

7. Once the payment is completed, click Check Status and then tap OK.

8. You will receive an email confirming the successful transaction, and your e-Meterai balance will be updated accordingly.

2.4.3 Download Invoice

Users who wish to download their transaction invoices in the ezSign application can follow these steps:

1. On the dashboard page, select the Billing menu.

2. Choose the invoice you want to download and click on 👁

3. Click ⬇ to save or print the invoice.

2.5 Document Signing

The following section explains the steps for electronic document signing using the ezSign application for different signature types.

2.5.1 Single Sign

The following steps explain how to sign a document individually (Single Sign):

1. On the main page, select the **Document Signing** menu.
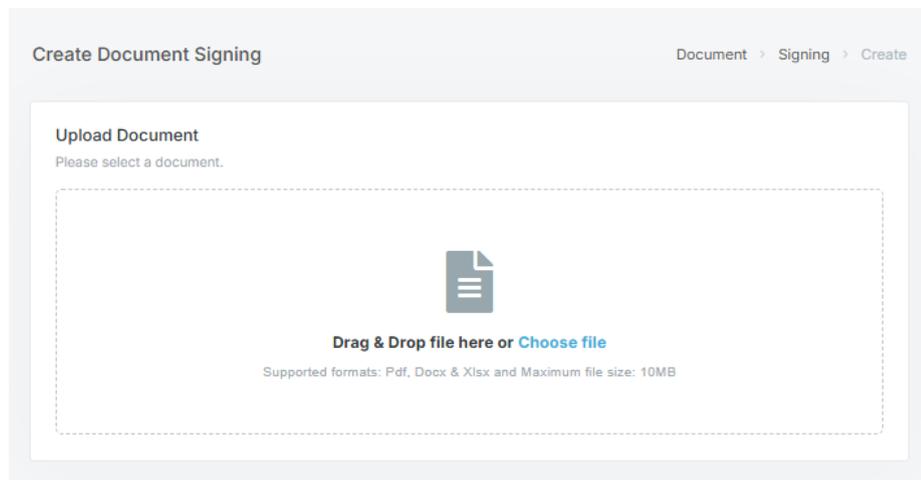
2. Click to upload the document you want to sign. Supported formats include JPEG, JPG, PDF, DOC, DOCX, XLS, and XLSX.

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 **Document Signing Type** section on the right side, select Single.
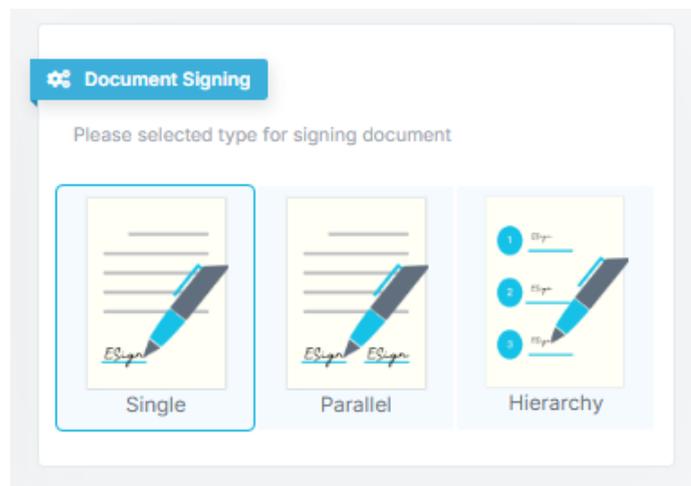
5. Click **Add Signature**.
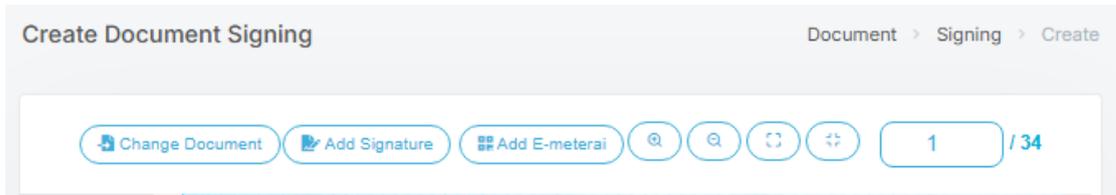
6. Choose your preferred signature, then click OK.

7. Place the signature in the desired position on the document.

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.
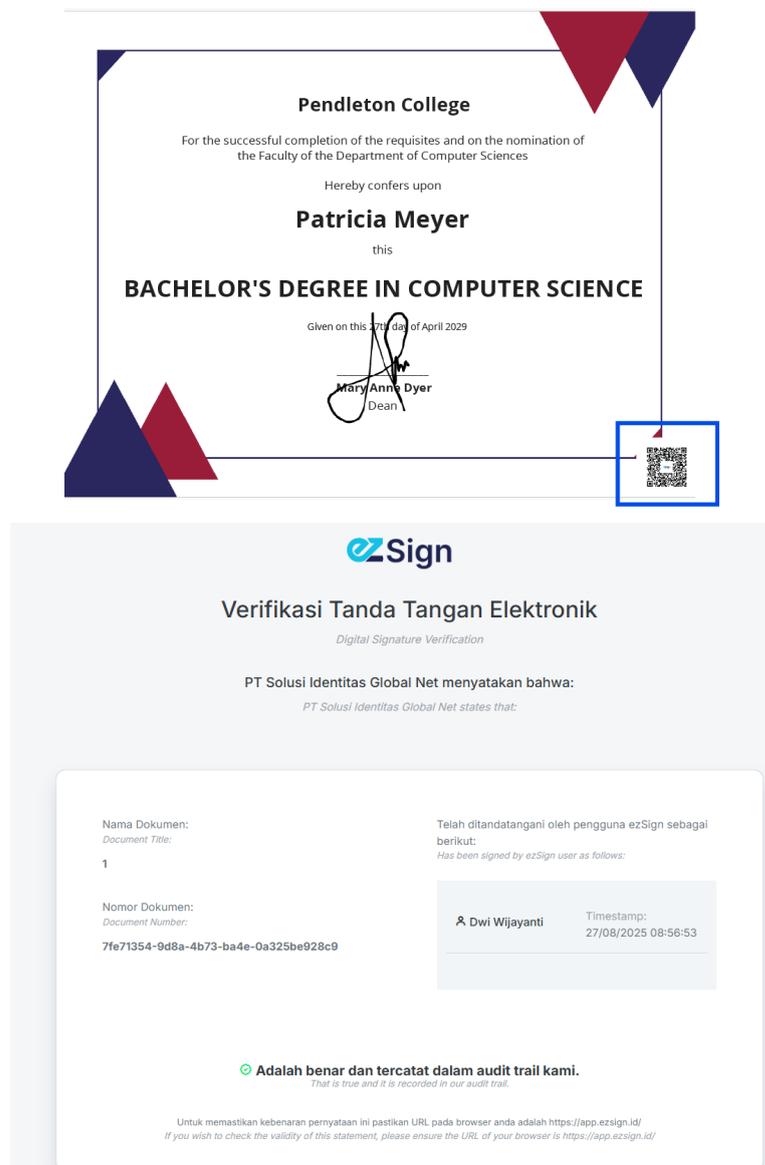
9. Click Submit to proceed.

10. Select your preferred OTP verification method.

11. Enter the OTP code received via SMS or email, then wait for the signing process to complete.

2.5.2 Multiple Sign

The following steps explain how to sign a document yourself and request signatures from other users (Multiple Sign):

1. On the main page, select the **Document Signing** menu.
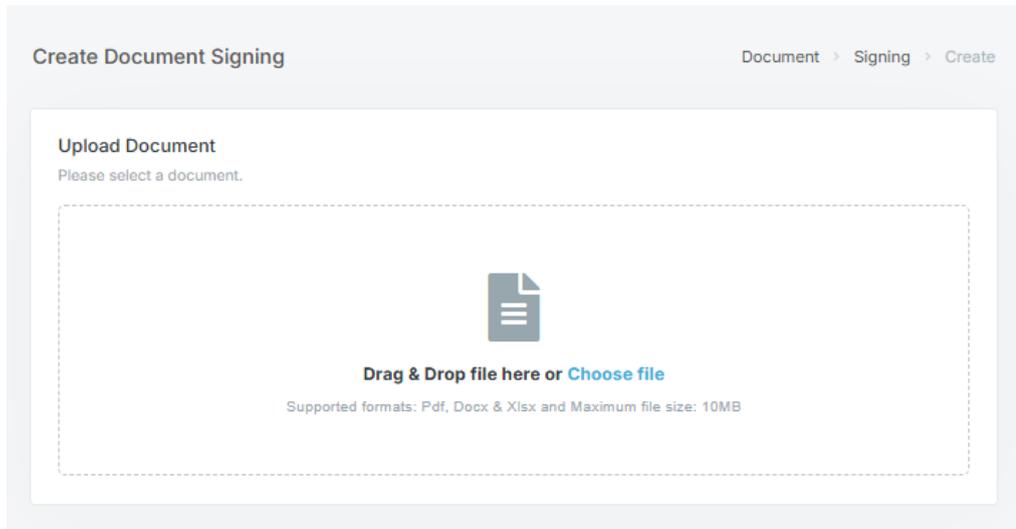
2. Click to upload the document you want to sign. Supported formats include JPEG, JPG, PDF, DOC, DOCX, XLS, and XLSX.

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 **Document Signing Type** section on the right, choose **Parallel** if signers can sign the document in any order. If you want the signing process to follow a specific sequence, select **Hierarchy**.
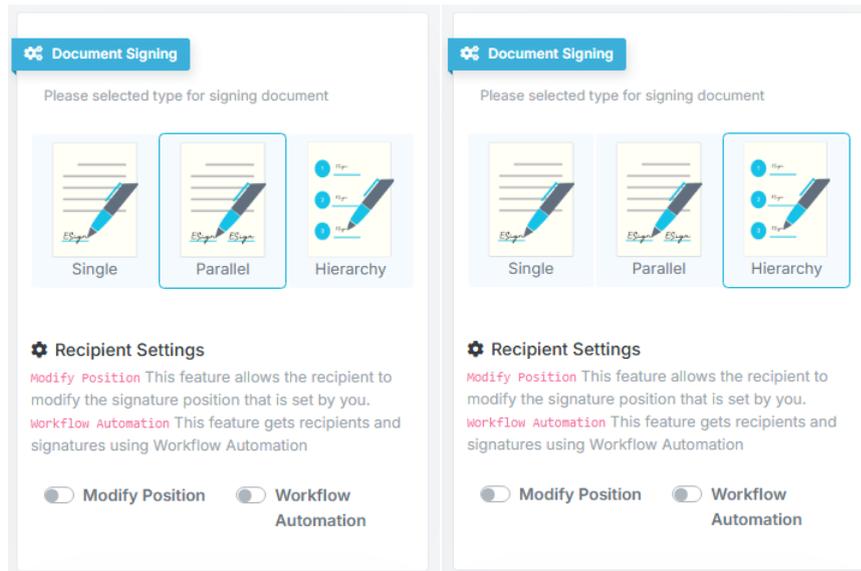
5. Click **Add Signature** to add your own signature.

6. Choose your preferred signature, click OK, and place it in the desired position.

7. Click **Add Recipient** to assign additional signers.
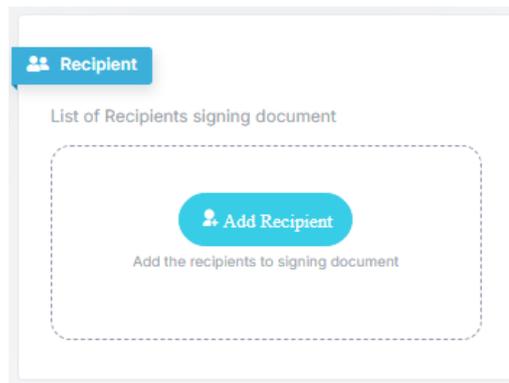
8. Enter the email address of the user who needs to sign the document.

9. Click ☑, to configure the **Role** and **Expiry Date** as needed.

10. Once confirmed, click **Add Recipient**, then click **Add Signature** to define the recipient's signature position.

11. You can enable recipient settings with the following options:

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

b) **Workflow Automation:** Uses a pre-defined signing workflow.

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.
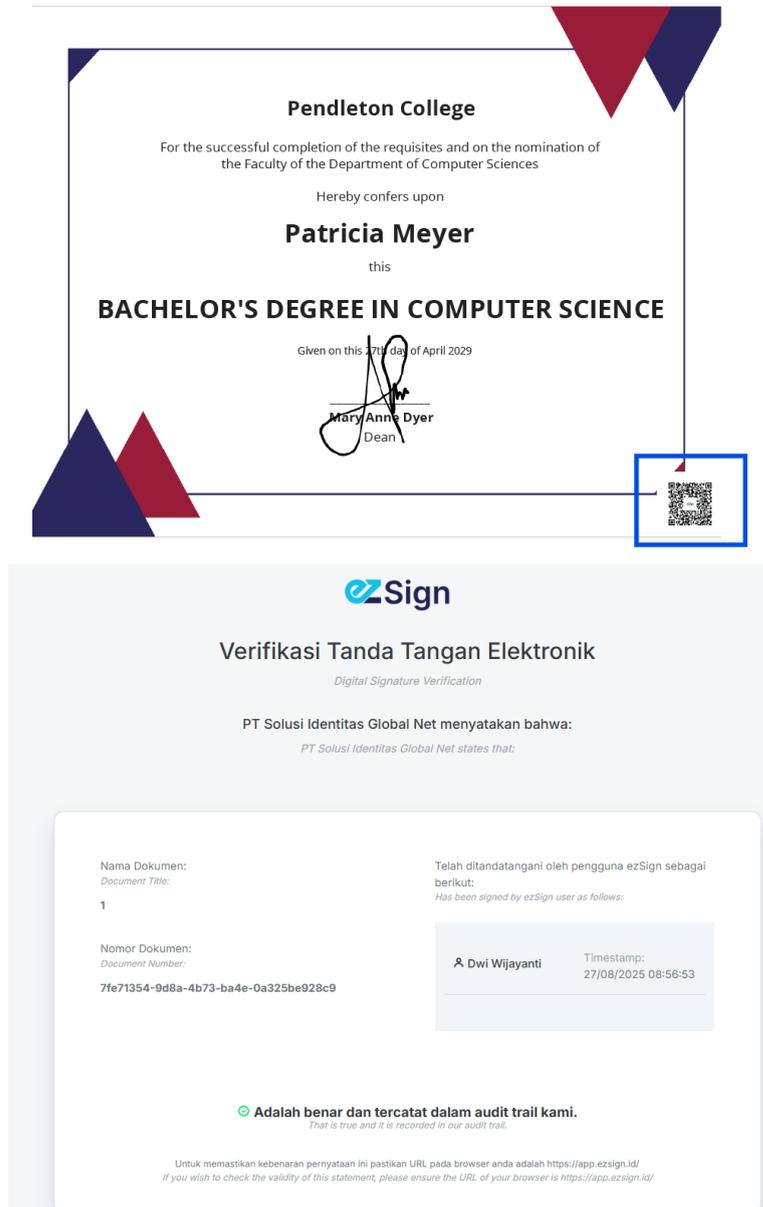

12. If using the **Hierarchy** option, set the signing order by dragging and arranging the recipient list.
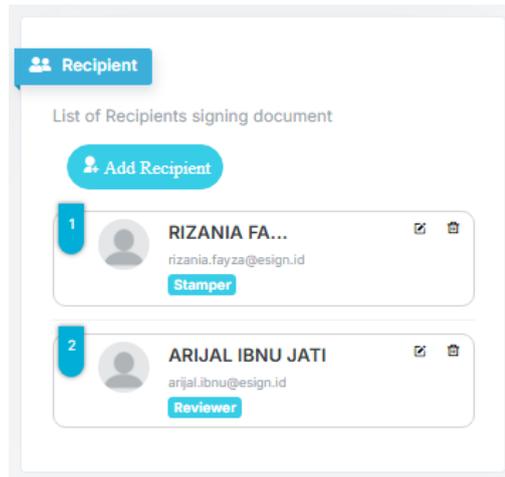
13. Once all signatures are added, click Submit and choose the OTP verification method.

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

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.
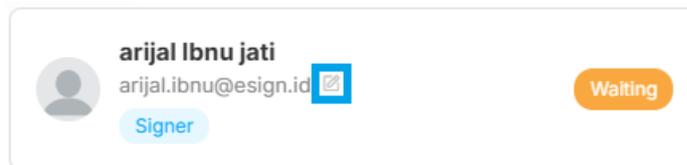
2.5.3 Ask From Other

To request signatures from others using the Ask From Others feature, follow these steps:

1. On the main page, select Ask From Others.

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. On the document signing type section on the right side, you can select the **Parallel** option if you want the document to be signed without following a specific order.

However, if you prefer the signing process to be done sequentially in a predetermined order, choose the **Hierarchy** option.
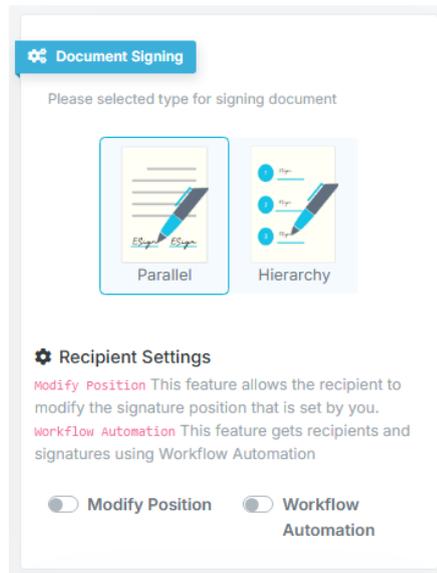
5. Click **Add Recipient** to add users as signatories.

6. Enter the email address of the recipient(s).

7. Click ☑, to set the Role and Expiry Date as needed.

8. Once confirmed, click Add Recipient, then click Add Signature to define the recipient's signature position.

9. You can enable recipient settings with the following options:

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

   b) **Workflow Automation** : Uses a predefined signing workflow.

   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.

Pendleton College

For the successful completion of the requisites and on the nomination of
the Faculty of the Department of Computer Sciences

Hereby confers upon

Patricia Meyer

this

BACHELOR'S DEGREE IN COMPUTER SCIENCE

Given on this 27th day of April 2029

Mary Anne Dyer
Dean

ezSign

Verifikasi Tanda Tangan Elektronik
Digital Signature Verification

PT Solusi Identitas Global Net menyatakan bahwa:
PT Solusi Identitas Global Net states that:

Nama Dokumen: *Document Title:* **1**	Telah ditandatangani oleh pengguna ezSign sebagai berikut: *Has been signed by ezSign user as follows:*
Nomor Dokumen: *Document Number:* **7fe71354-9d8a-4b73-ba4e-0a325be928c9**	🧑 Dwi Wijayanti Timestamp: 27/08/2025 08:56:53

⊘ **Adalah benar dan tercatat dalam audit trail kami.**
That is true and it is recorded in our audit trail.

Untuk memastikan kebenaran pernyataan ini pastikan URL pada browser anda adalah https://app.ezsign.id/
If you wish to check the validity of this statement, please ensure the URL of your browser is https://app.ezsign.id/

10. If using the **Hierarchy** option, arrange the signing order by dragging and reordering recipients.

11. Once all signatures are added, click Submit and select the OTP verification method.

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

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.


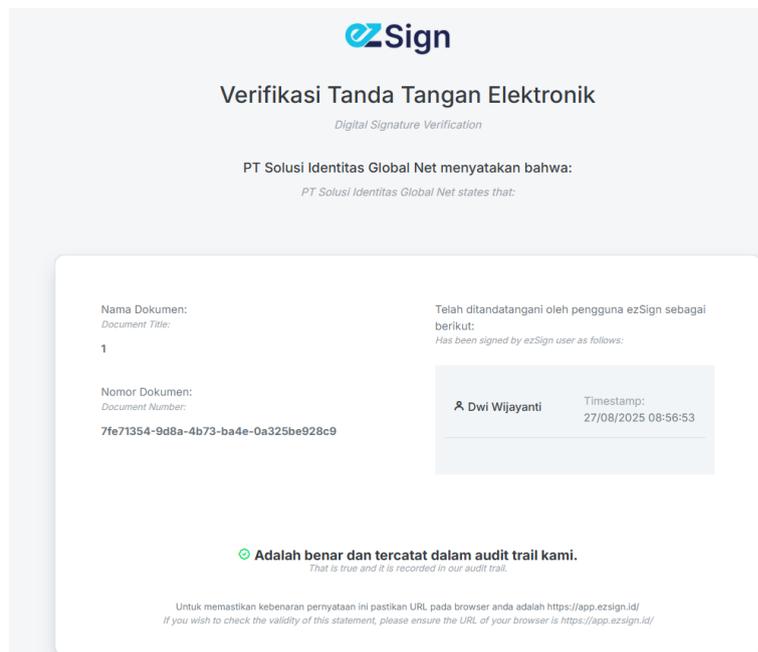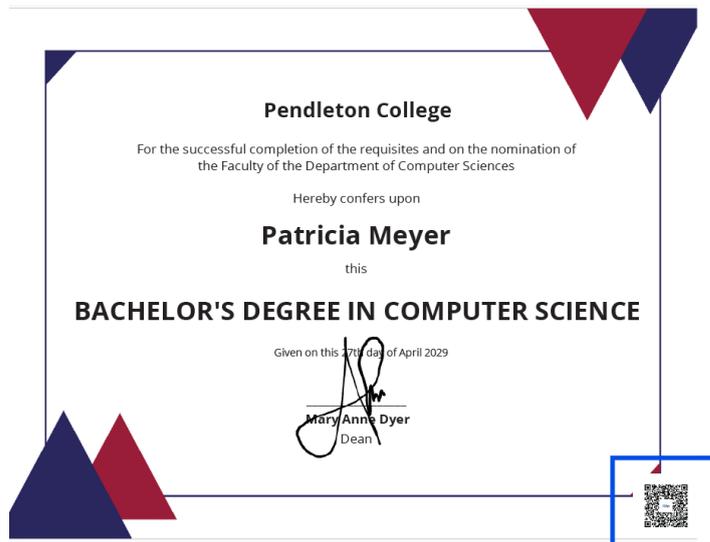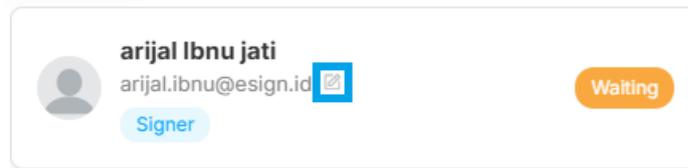### 2.5.4   Signing Documents Sent by Others

To sign a document sent by another user, follow these steps:

1. Check the document that requires signing under **Need to be Signed** on the dashboard or in the **Document List** menu.

2. Click the ⟋ to begin signing the document.

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 contents.

5. Click **Add Signature**, then select your desired signature.

6. Once all signatures are placed, click Submit and choose the OTP verification method.

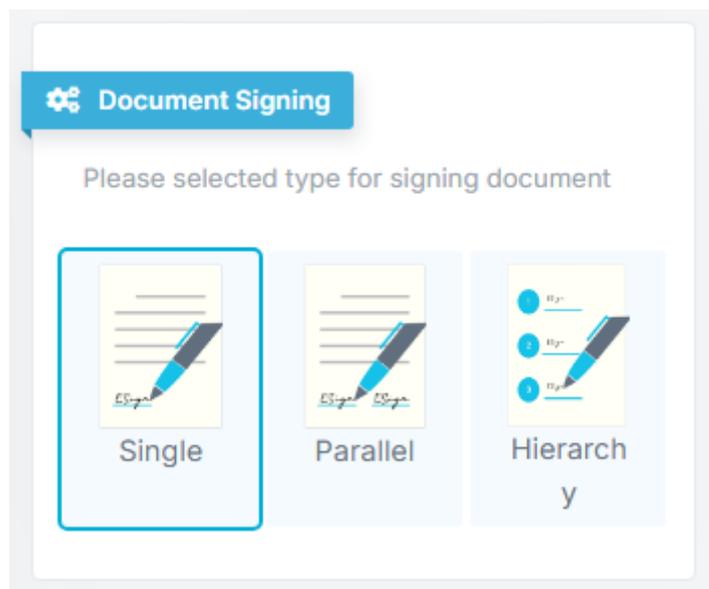7. Enter the received OTP code and wait for the signing process to complete.

2.6   Electronic Stamp (e-Meterai)

e-Meterai is an electronic stamp with specific security features issued by the Government of Indonesia or Perum Peruri (State Printing Company of the Republic of Indonesia). Below is the guide for using e-Meterai:

1. On the main page, select **Document Signing.**
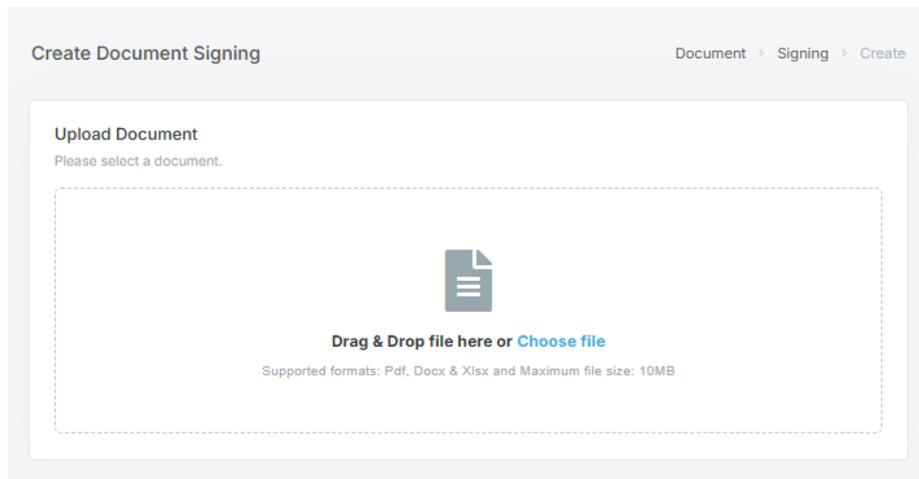
2. Click to upload the document to be signed. Supported formats include JPEG, JPG, PDF, DOC, DOCX, XLS, and XLSX.

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

4. On the right-hand side, select Single, Parallel, or Hierarchy based on your preferred signing method.

5. Then, click **Add e-Meterai**.

6. Select the document type, then click OK.

7. Adjust the position of the e-Meterai.
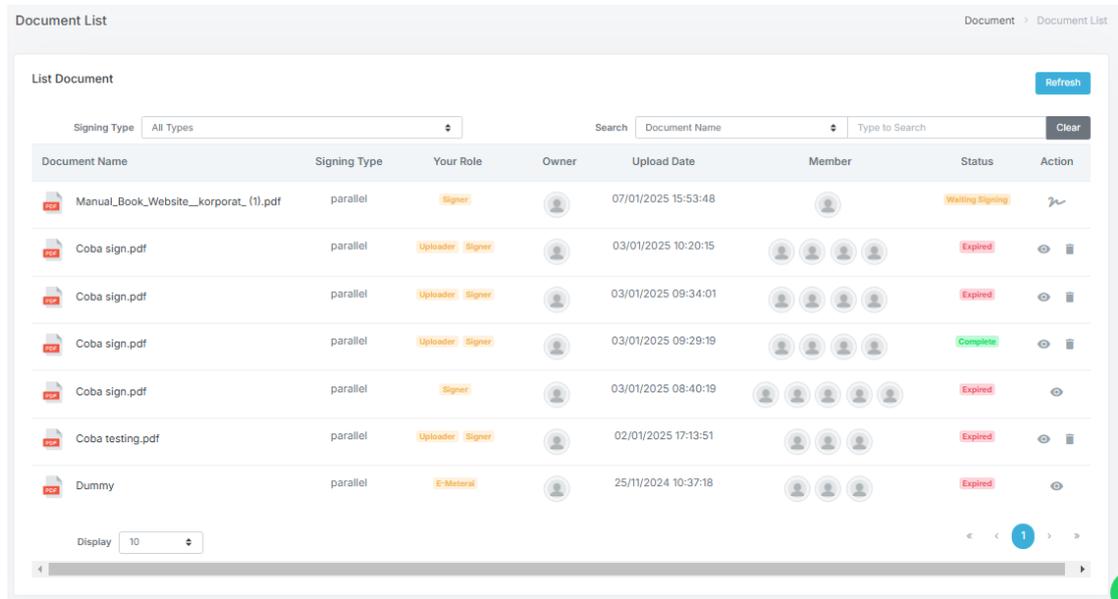
8. Click Submit.

9. Choose the desired OTP method.

10. Enter the received OTP code, then wait for the document signing process to complete.

2.7   Document Management

2.7.1   How to View All Documents

A list of all documents can be accessed through the Document List menu on the main page.

2.7.2   How to Download a Document

Here are the steps to download a document in the ezSign application.

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

2. Select the document to download by clicking on the document name or icon 👁 .

3. Click the **Download** button to save the document to your device.

2.7.3   How to Search for a Document

To search for previously created documents, follow these steps:

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

2. In the search field, type a keyword or document name.

3. You can also search for documents by uploader name by changing Document Name to Owner Name.

Search | Document Name ⬍ | Type to Search | Clear

2.8 Contacts

2.8.1 How to Add a Contact

Here are the steps to add a contact in the ezSign application.

1. Click the profile icon in the top right corner, then select **My Contacts**.

2. Click the **New Contacts** button.

3. Enter the email address of the contact you want to add.

4. Click ☑ , then enter the contact name.

5. Once all details are correct, click **Save** to add the contact.

2.8.2 How to Delete a Contact

Follow these steps to delete a contact in the ezSign application.

1. Click the profile icon in the top right corner, then select My Contacts.

2. Click the 🗑 next to the contact you want to delete.

3. Click **Yes, delete it!** to confirm the deletion.
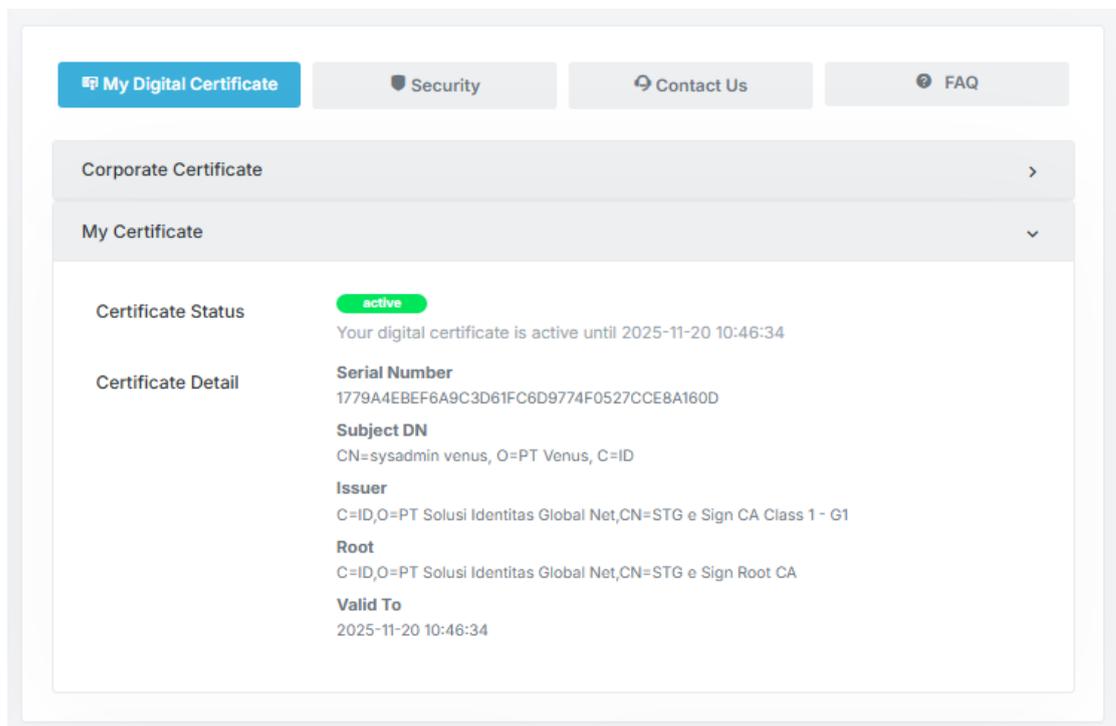
2.9 ezSign Account Management

2.9.1 How to View Digital Certificate Details

To view details of your personal Digital Certificate, follow these steps:

1. Click the profile icon in the top right corner, then select **My Account**.
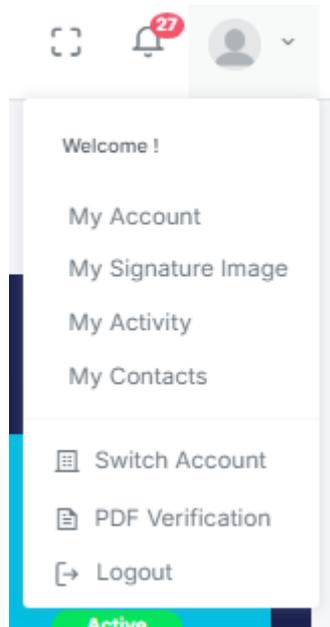
2. Under **My Digital Certificate**, you will find detailed information about your digital certificate.


Digital Certificate Information Details:

● **Certificate Status:** Displays the status of the digital certificate (Active/Inactive).

● **Serial Number:** The unique serial number of the digital certificate.

● **Subject DN:** The identity of the certificate owner.

● **Issuer:** The entity that issued the certificate.

● **Root:** The primary source issuing the certificate for the digital certificate provider.

● **Valid From:** The start date of the certificate's validity.

● **Valid To:** The expiration date of the certificate.

2.9.2 How to Change Profile Picture

To update your profile picture, follow these steps:

1. Click the **profile icon** in the top right corner, then select **My Account**.
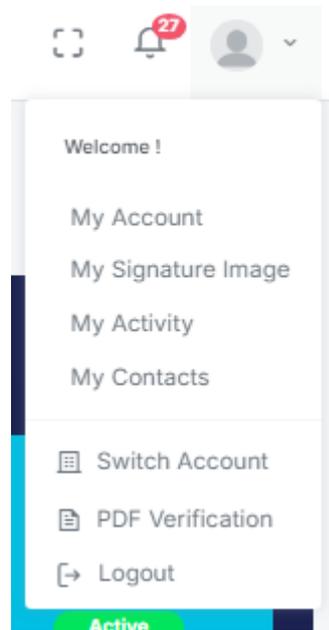
2. In the **Profile** section, click the **edit icon** on your profile picture.

3. Select an image to use, then click **Update**.

4. Your profile picture will be successfully updated.

2.10 Signature Specimen

2.10.1 How to Add a Signature Specimen

Here are the steps to add a Digital Signature Specimen in the ezSign application:

1. Click the profile icon in the top right corner, then select **My Signature Image**.
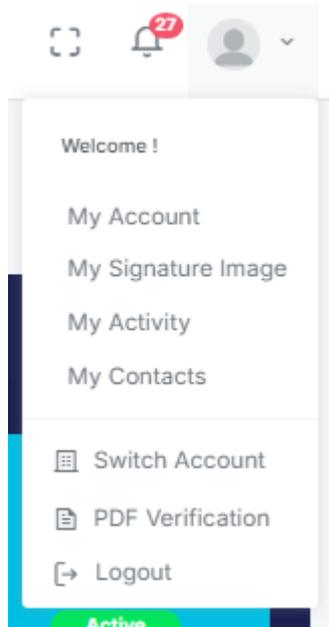
2. Click **Add Signature** to add a new specimen.

3. Choose a method to add your signature specimen:

- **Draw**: Select the Draw tab and manually 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 completed, click **Save** to store your new signature specimen.

2.10.2 How To Delete a Signature Specimen

To delete a Digital Signature Specimen in the ezSign application, follow these steps:

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

2. Click the three-dot icon on the specimen you want to delete.
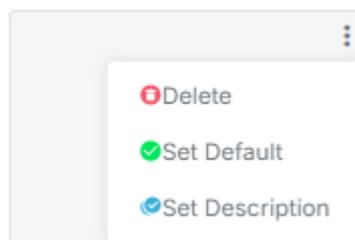
3. Click Delete, then select **Yes, delete it!**

4. Your specimen will be deleted.

2.10.3 How to Change a Signature Specimen

Here are the steps to change the default Digital Signature Specimen in the ezSign application:

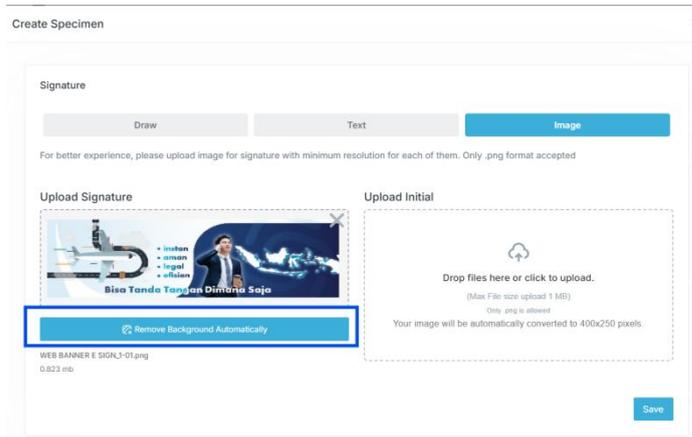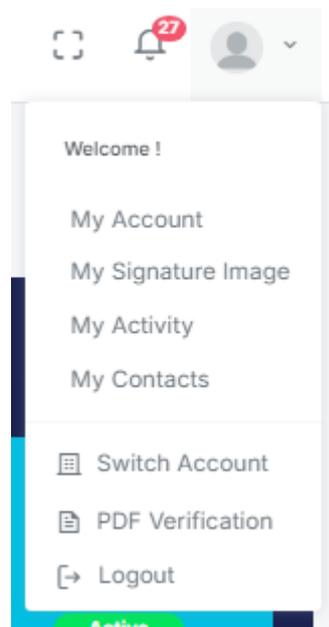1. Click the profile icon in the top right corner, then select **My Signature Image**.

2. Click the three-dot icon on the specimen you want to set as the default.
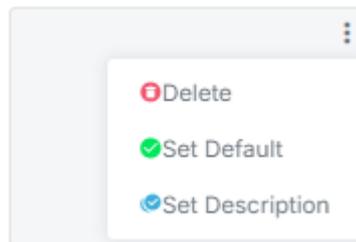
3. Click **Set Default**, and your default specimen will be updated.

2.10.4 How to View Signature Specimen Details

Here are the steps to view the details of a Digital Signature Specimen in the ezSign application:

1. Click the profile icon in the top right corner, then select **My Signature Image**.
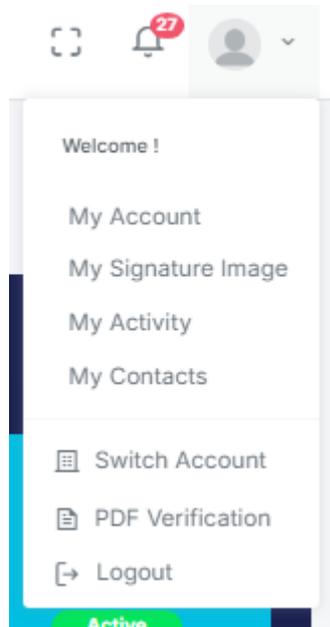
2. Click the three-dot icon on the specimen you want to view.

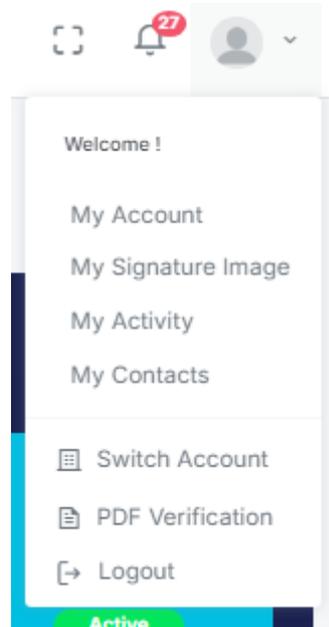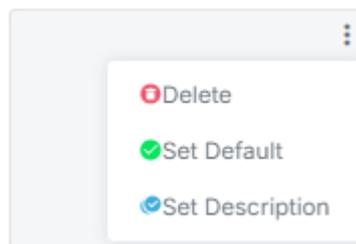3. Click **Set Description**, and the specimen details will be displayed.

2.11   Changing Password

Here are the steps to change your password in the ezSign application:

1. Click the profile icon in the top right corner, then select **My Account**.
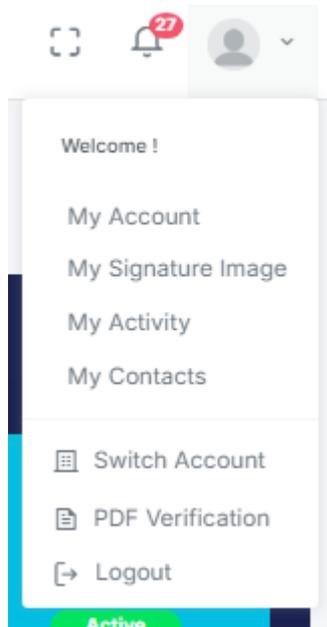
2. Select the **Security** tab, then enter your old password and new password.

Details:

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

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

2.12   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.

2.12.1 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**.
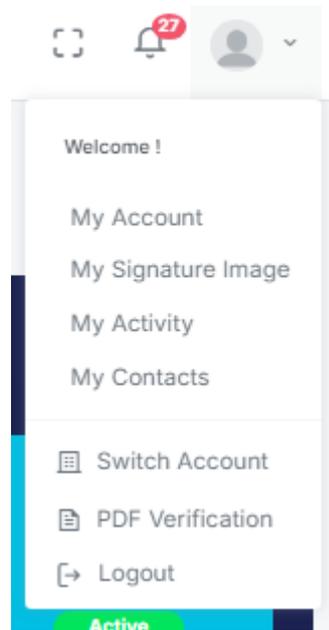
2. Open the **Security** tab.

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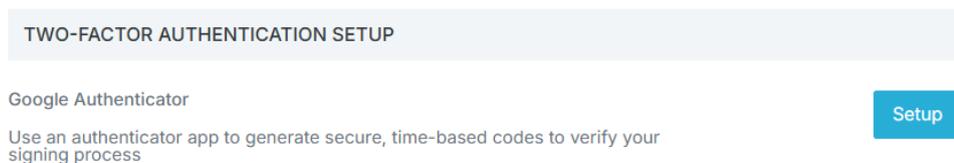
4. Click the **Setup** button to enable 2FA **Google Authenticator** in the ezSign application.

Two-Factor Authentication Setup ✕

Introduction

1. To enhance the security of your account, we use Two-Factor Authentication (2FA). This adds an extra layer of protection by requiring a one-time verification code generated by an authenticator app, in addition to your password.
2. We recommend using Google Authenticator to generate your verification codes.

How It Works

1. You install Google Authenticator on your mobile device.
2. You scan a QR code provided by us.
3. The app generates a 6-digit verification code.
4. You enter the code to complete verification process.

How It Works

1. You understand how Google Authenticator works.
2. You consent to using a third-party authenticator app for account security
3. You are responsible for keeping access to your authenticator device.

To continue, please request the OTP sent to your email, then enter the OTP for verification

Email	OTP
Send OTP via email	Enter OTP

Cancel Continue

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.

Two-Factor Authentication Setup ✕

Open your Google Authenticator app tap the +
Choose **Scan a QR code**

OR

1. In the Google Authenticator app tap the + then tap **Enter a setup key**
2. Enter your **email address** in the **Account Name** field and paste this key into the **Your Key** field (spaces don't matter):

   [key] YDBV

3. Make sure **Time based** is selected
4. Tap **Add** to finish

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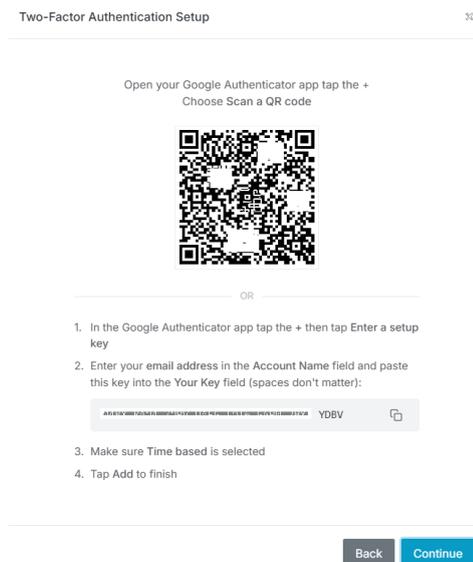
8. You can also add it manually by **entering the email and the provided key**.

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

Enter the 6-digit code you see in the Google Authenticator App
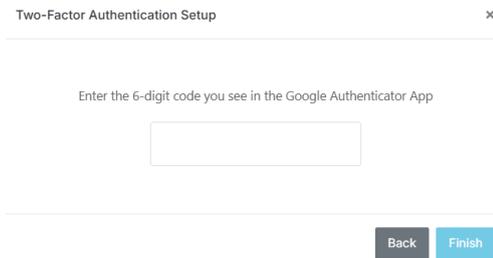
Back   Finish

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

2.12.2   Google Authenticator OTP Implementation

1. On the main page, select the **Document Signing** menu
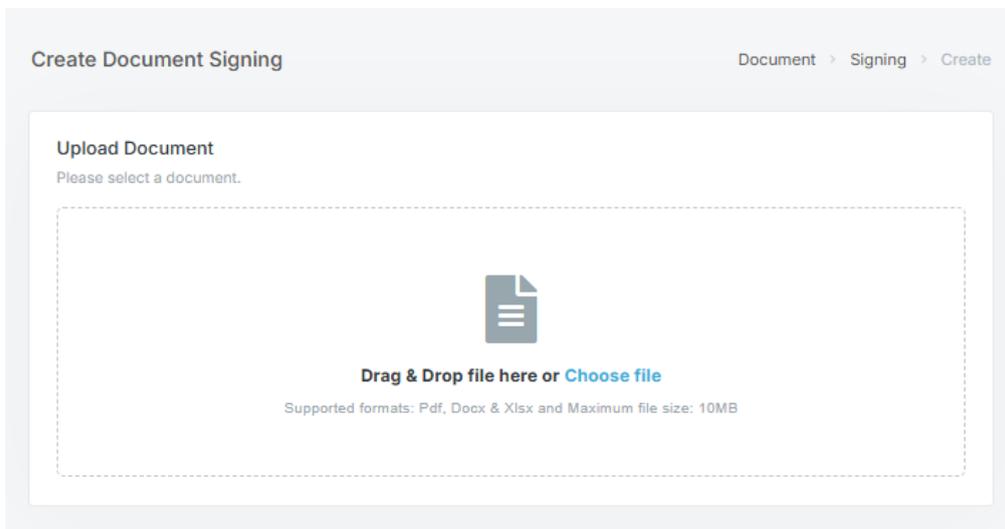
2. If the uploaded document is protected with a password, you need to enter the password first so the document can be signed.

3. Select the **Document Signing type** on the right side.

4. Then click **Add Signature**.

Create Document Signing   Document > Signing > Create

Change Document | Add Signature | Add E-meterai | Q | Q | [ ] | [ ] | 1 | / 34
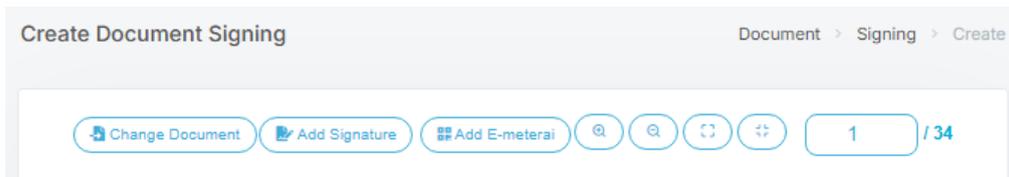
5. Select the desired **signature**, then click **OK**.

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.

2.12.3 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.

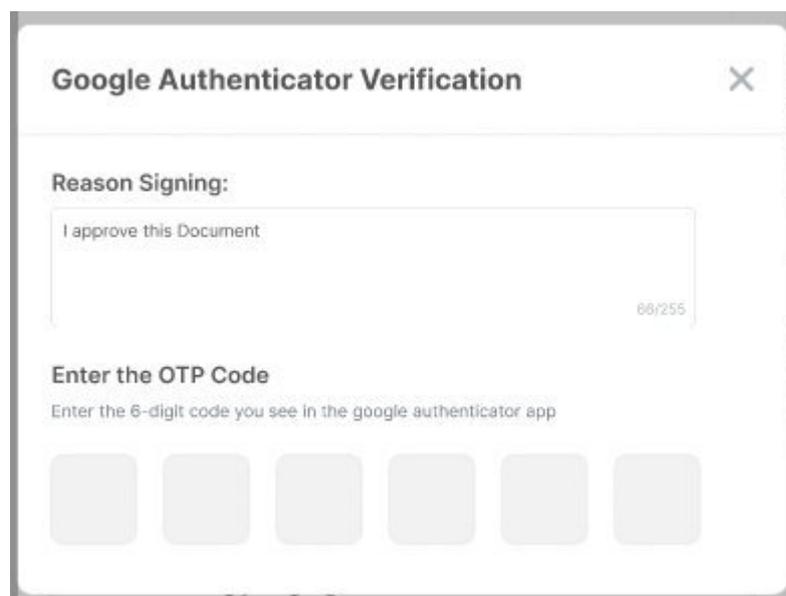4. If you are sure you want to remove it, click **Yes** to continue.

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.

2.13   Contact Us

If you experience any issues or need further assistance, you can find ezSign helpdesk contact information on the My Account page by following these steps:

11. Click the profile icon in the top right corner, then select **My Account**.
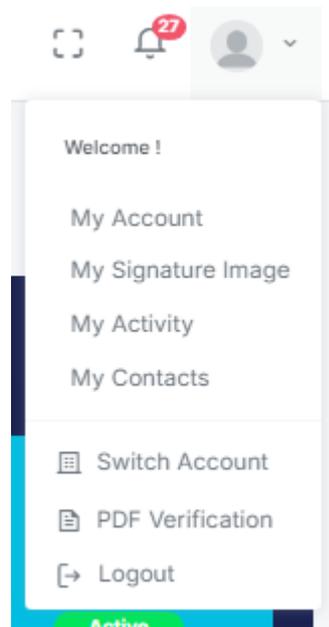
12. In the My Contacts tab, you can view the address, phone number, and email details of the ezSign helpdesk.
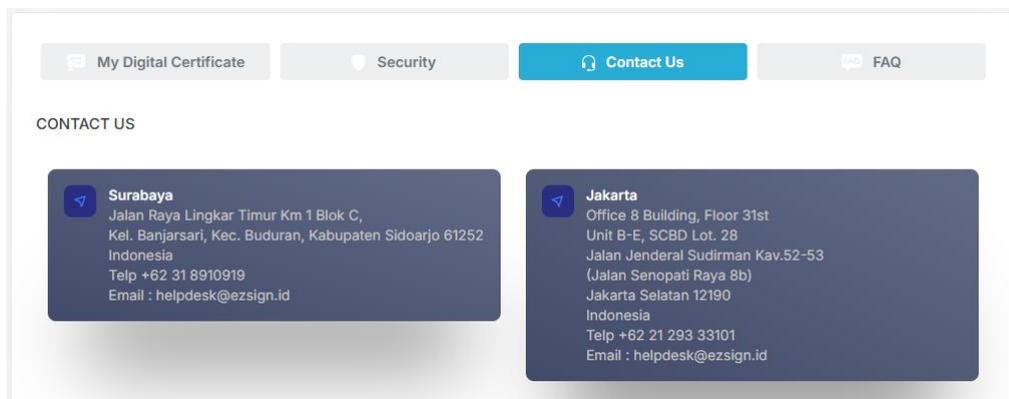
You can use this information to contact the support team if needed.

2.14   Frequently Ask Question (FAQ)

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

1. Click the profile icon in the top right corner, then select **My Account**.
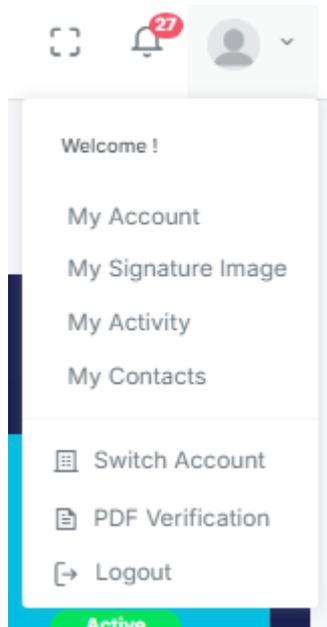
2. Select the FAQ tab to view a list of questions and answers related to the available services or features in the ezSign application.

2.15 Viewing Account Activity

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

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

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

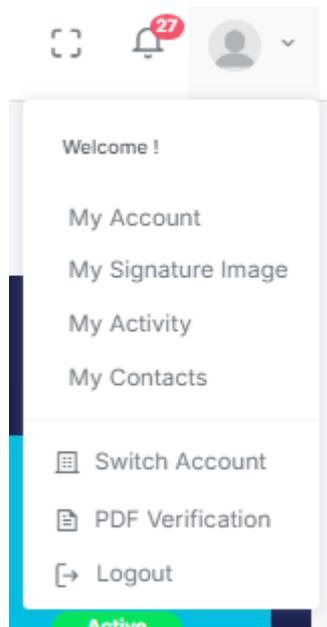| Tittle	Type	info	Date	Indicator	IP Address	No. Invoice
SPECIMEN	CREATE	Chrome 13	08/01/2025 15:54:08	Failed	10.80.148.232	
SPECIMEN	UPDATE	Chrome 13	08/01/2025 15:39:13	Success	10.80.148.232	f3f24ef3-8504-480d-8bc9-f7b61594c144
SPECIMEN	CREATE	Chrome 13	08/01/2025 15:37:14	Success	10.80.148.232	f3f24ef3-8504-480d-8bc9-f7b61594c144
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	

2.16 Switching Accounts

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

1. Click the profile icon in the top right corner, then select **Switch Account**.
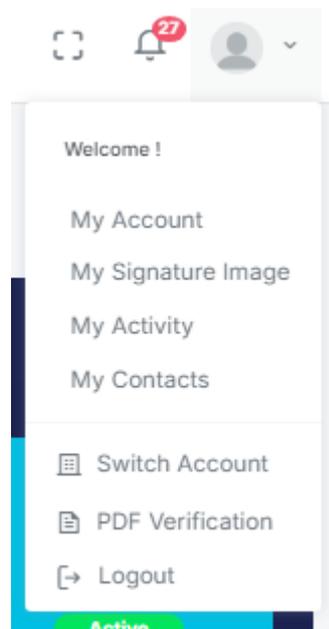
2. Choose the account you want to use from the available list.

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

2.17   Renewing a Certificate Key (Rekey)

2.17.1   Rekey 30 Days Before Certificate Expiration

Follow these steps to renew your certificate key before its expiration date:

1. Ensure your ezSign balance is sufficient for the rekey process.

2. Click the profile icon in the top right corner, then select **My Account**.

3. Open the **My Digital Certificate** tab and click **Rekey** Certificate.

4. The system will display a rekey request form. Click **Add Signature** to approve the form.

5. Click **Submit** to submit your rekey request.

6. Choose your preferred OTP method, then enter the OTP sent to your device.

7. Your rekey request is submitted. Wait for approval from the Registration Authority (RA).

8. You will receive an email notification once the rekey is approved.

2.17.2   Rekey After Certificate Expiration

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

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

2. Open the **My Digital Certificate** tab and click **Rekey** Certificate.

3. Upload a photo of your National ID (KTP).

4. The NIK and Name fields will be automatically filled based on your uploaded ID. Ensure all other supporting data is filled in correctly.

5. Enter your active phone number, then click Send OTP.

6. Enter the OTP received, then click **Next**.

7. Take a selfie according to the instructions. Click Take to capture or Retake if needed.

8. If the photo is correct, click Next.

9. Click the **Privacy Policy Document**, read it completely, and click Agree if you accept the terms.

10. Repeat the same steps for the **Owner Agreement Document** and **Guarantee Policy Document**.

11. Once all documents are checked, 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 regain access to your account.

2.18   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.

Follow these steps to revoke a certificate for a personal account:

1. Send an email to helpdesk@ezsign.id with the subject **"Permohonan Revoke Sertifikat User Personal"** using **the registered email** address.

2. After receiving the revocation request form from the Registration Authority (RA), complete and sign the form using the electronic certificate to be deactivated.

3. The RA Administrator will verify the requester's data.

4. If the data is valid, the RA Administrator will deactivate the certificate.

5. You will receive an email notification confirming that the certificate has been successfully revoked.