SIGN
Solusi Identitas Global Net

User Guide

ezSign Mobile Application

Corporate Account

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CHANGE LOG

No. Rev	Date	Description
00	September 2025	Document Inititation
01	November 2025	• Reasons for Revocation • Registration Flow Update • QR Code containing audit trails is now optional • Activation of OTP PIN and Biometric
02	January 2026	Process Onboarding Guide
03	March 2026	Google Authenticator

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CHAPTER I INTRODUCTION

1.1 Purpose of This Manual

This ezSign Application User Manual is designed to provide an overview and explanation of how to use the electronic signature features in ezSign, including the processes of issuing, renewing, and revoking electronic certificates for users.

1.2 Definitions and Abbreviations

The following are several terms and abbreviations frequently used in the ezSign application.

1. **ezSign** A trusted provider of electronic certificates and legally binding digital signatures, under the authority of KOMINFO (Ministry of Communication and Information Technology, Indonesia).
2. **Password** A sequence of unique characters used as a security measure to protect an account.
3. **OTP** A temporary password sent via SMS or email, usually 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 one.
5. **Revoke** The process of revoking an electronic certificate by the certificate owner.
6. **Balance** The amount of funds a user has in their ezSign account to perform transactions.
7. **Modify Position** A feature that allows recipients to adjust the signature placement that has been predefined. This feature can be configured by the document uploader.
8. **Sign on Document with Password** A feature that allows users to sign password-protected documents without removing the existing protection.
9. **Audit Trail** A digital record storing the history of document name, creator name, date, time, and signer details.
10. **Role : signer** A user authorized to apply an electronic signature.
11. **Role : reviewer** A user authorized to approve or reject a document.

12. **Role : approver** A user authorized to apply initials/paraph on a document.

13. **Role : e-meterai** A user authorized to apply an electronic tax stamp (e-Meterai) to a digital document.

14. **Role : e-seal** A user authorized to apply an electronic seal to a digital document.

15. **Role : e-stamp** A user authorized to apply an electronic stamp to a digital document.

16. **KYC** A procedure used by an institution to verify the identity of its customers, which can be done online or offline.

17. **NIK** The unique identification number assigned to every Indonesian citizen.

18. **My Activity** A log feature in ezSign that records all user activities within the application.

1.3 Types of Account Certificates

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

1. **Personal Account Certificate**

   This certificate is owned by an individual and is used for personal document signing purposes.

2. **Corporate Account Certificate**

   This certificate is used by users who are part of a company, such as employees or representatives holding specific positions, for corporate document signing purposes.

1.4 ezSign Service Products

The following are the products provided by the ezSign application.

1. **Electronic Certificate**

   A digital certificate containing an electronic signature and identity information that confirms the legal status of the parties involved, including the certificate owner.

2. **Electronic Signature**

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

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

A type of stamp in electronic format with special features and security elements issued by the Government of the Republic of Indonesia.

4. **Timestamp**

A time marker indicating when a particular event or data was created or occurred.

5. **Electronic Seal (e-Seal)**

A form of electronic signature used by businesses or organizations to ensure authenticity, integrity, and completeness of electronic information and/or documents.

6. **Electronic Stamp (e-Stamp)**

Used to enhance the validity of a document, making it more authentic beyond just a signature.

1.5 ezSign Application Features

The following is an explanation of the features provided by the ezSign application.

1.5.1 Complete Electronic Signature Features

ezSign provides the following signature features:

1. **Single Sign** A signature process performed by one person without involving others.

2. **Parallel Sign** A signature process performed by multiple people simultaneously, with no specific order.

3. **Hierarchy Sign** A signature process performed by multiple people in a specific order or sequence.

4. **Bulk Sign** is the process of signing multiple documents at once in a single workflow.

5. **Unlimited Signature Specimen** A feature allowing users to add multiple signature specimens, such as drawn signatures, text signatures, or uploaded signature images.

6. **Ask From Others** A feature that allows users to request an electronic signature from another party without signing the document themselves.

1.5.2 Document Features

ezSign provides the following document processing features:

1. **Autoconvert Document to PDF** Automatically converts documents in formats such as DOC, DOCX, PNG, JPEG, JPG, XLSX into PDF.

2. **Sign on Document with Password** Allows users to sign a password-protected document without removing the existing password protection.

3. **Share and Download** Enables sharing signed documents with others via email and/or downloading them as PDF files.

4. **Document Template for Bulk Signing** is a feature that enables the signing of a large number of documents simultaneously in a single process, thereby improving efficiency in document management.

5. **Workflow Automation** is a feature designed to manage document workflows involving more than one recipient, making the document distribution and signing process more structured and efficient.

1.5.3 Supporting Features

One of the supporting features in ezSign is **Charged on Us**, which allows the document uploader to cover the cost of parallel or hierarchical signing.

1.5.4 Activity Logging Features

ezSign provides the following activity tracking features:

1. **Log Activity** A feature that records all user activities within the ezSign application.

2. **Audit Trail** A digital record that stores document names, creator names, dates, times, and signer details.

3. **Email Notifications** A feature that informs users of activity logs, such as successful certificate issuance, signature events, and more.

1.5.5 Payment Features

The payment features in the application support two systems, namely **prepaid** and **postpaid**, specifically for corporate users. In the prepaid system, users are required to make upfront payments by topping up their balance through the application before they can use the service. Meanwhile, in the postpaid system, users can use the service first and then make payments periodically based on the invoice issued after the service usage.

1.6 Hardware and Software Requirements

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

1. **Supported Devices**:
- Mobile application
- Ensure the app is updated to the latest version for compatibility and security.

2. **Stable Internet Connection** – Required for smooth access to the ezSign application.

3. **Camera Access Permission** – Ensure the application has permission to access the camera so that specific features can function optimally.

Meeting these requirements ensures a smoother and safer ezSign experience.

1.7 User Access Features

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
- e-Stamp
- e-Seal
- e-Meterai

CHAPTER II USER GUIDE

2.1   Account Registration

The following are the requirements and procedures for registering a personal 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 old.

2. Deed of Establishment / Latest Amendment Deed.

3. Business Identification Number (NIB).

4. Decree from the Ministry of Law and Human Rights (SK Kemenkumham).

5. Taxpayer Identification Number (NPWP).

6. An active company 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, a company representative whose name is stated in the company deed must first create a Personal Account. Below are the steps to create a Personal Account.

1. Open the ezSign application that has been installed from the Play Store or App Store.

2. Click the **Sign Up** button to start the 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 rules:

- ✓ Minimum length of 9 characters.
- ✓ Must contain a combination of uppercase and lowercase letters.
- ✓ Must include at least one number.
- ✓ Must include at least one special character.

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

6. Tick the captcha checkbox for verification.
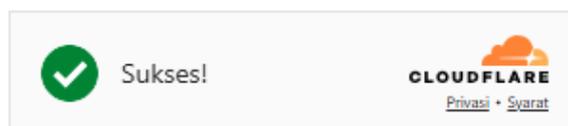
7. Click the Sign Up button to complete the registration process.

8. To activate your account, check the confirmation email sent by ezSign to the registered email address.

9. Open the email and click the activation link.

10. Once your account is activated, it can initially only be used for the e-Meterai process.

11. Log in by:

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

12. After a successful login, the application will display a user guide. You may follow the guide or skip it by selecting Skip.

13. To use all ezSign features, you need to complete the identity verification process on the dashboard page.

14. Click the Verify Now button to start the verification process.

15. Complete the verification process as follows:

  i. Upload Personal Identification (KTP)
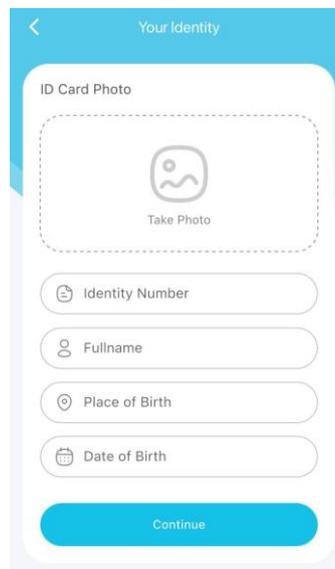
  a. Take a clear photo of your KTP with proper lighting.

  b. The system will automatically read the data from the KTP and fill in the NIK and Name fields in the form.

  c. Review the data, and if there are any inaccuracies, correct them manually according to the KTP.

  ii. Document Approval

    a.   the system will display several documents, including:

        1.   Privacy Policy

        2.   Owner Agreement

        3.   Guarantee Policy

    b.   Read each document carefully.

    c.   After reading, click Agree on each document to indicate your consent.

iii. 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 your SMS inbox and input the OTP code into the form.

iv. Face Verification (Liveness)
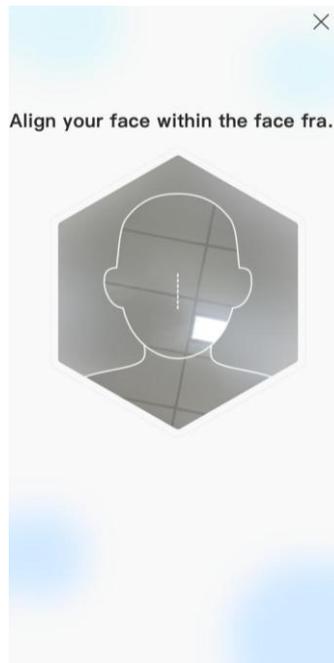
    a.   Follow the instructions to take a selfie to confirm that the KTP belongs to you.

    b.   Ensure your face is clearly visible with proper lighting, and do not wear a mask or dark sunglasses.

c. During the liveness check, follow all on-screen instructions carefully (e.g., blinking, turning your head) to complete the verification successfully.

16. After completing all the steps, you will be redirected to the Dashboard page. Please wait for approval from the RA (Registration Authority) before your account can be fully used.
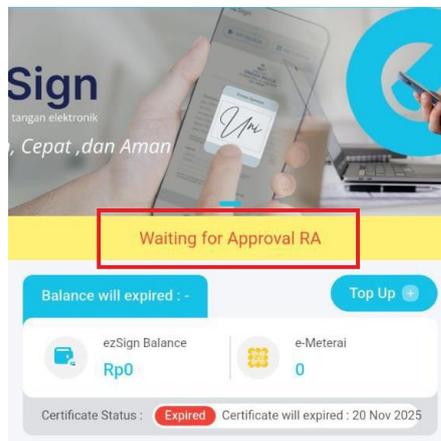
17. Once your account has been approved by the RA, the system will display the Digital Certificate Agreement page, which contains detailed information that you must review and approve if everything is correct.
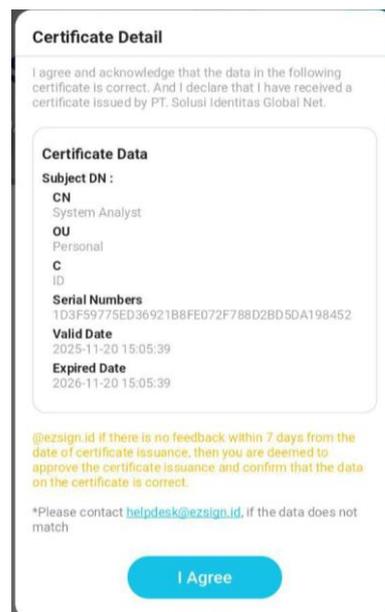
Note : If any information is incorrect, please contact the RA for correction

Corporate Account Registration

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.**
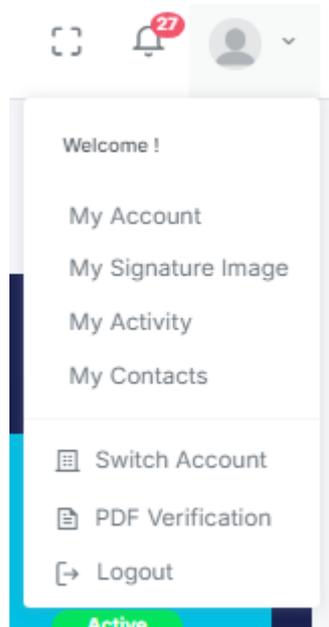
2. Scroll to the bottom of the page to find the Corporate section.

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.

2.1.3 Certificate Issuance Process

The certificate issuance process is as follows:

1. Your registration will go through a validation process by ezSign's Registration Authority (RA).

2. If the submitted data is valid, your registration will be approved, and you will receive an email notification.

3. Log in to your ezSign account.

4. Check the data displayed in **My Digital Certificate**.

5. If the data is correct, click the **I Agree** button to activate the service.

6. If any data is incorrect, immediately contact ezSign's support by sending an email to **helpdesk@ezsign.id**.

2.1.4   Certificate Rejection Process

If your certificate issuance is rejected, follow these steps:

1. Your registration will go through a validation process by ezSign's Registration Authority (RA).

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

3. You may reapply for registration using valid data according to your KTP.

4. Follow the steps described in the **Account Registration Process** to re-register.

2.2   Using the ezSign Application

The following are the steps to access the ezSign application.

2.2.1   Opening the ezSign Application

To use the ezSign service through the mobile application, follow these steps:

1. Ensure that your device is connected to the internet.

2. Open the ezSign application installed on your device.

3. Once the application is open, you can start exploring the available services.

2.2.2   Log In ezSign

You can log in to the account you have previously created by following these steps:

1. Open the ezSign application on your mobile device.

2. Enter the email address and password you registered previously in the available fields.
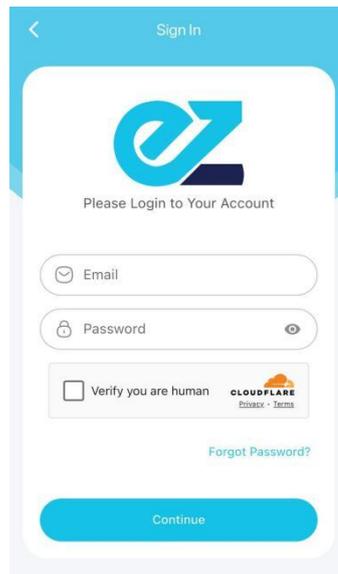
3. Tap the **Log In** button to access your account. If the information entered is correct, you will be directed to the ezSign dashboard.

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 Log Out ezSign

After you have logged into the ezSign application, you can log out by following these steps:

1. On the top-left corner of the page, click your profile picture to open the menu.
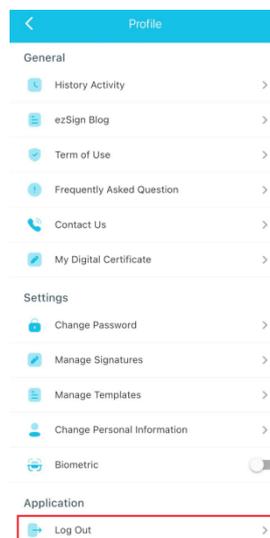
2. From the menu, select **Log Out** to exit your account.

2.3   Dashboard

The dashboard menu displays ezSign promotions, certificate status, certificate validity period, ezSign Balance, e-Meterai Balance, and Document options (Document List, Document Signing, Ask From Other).
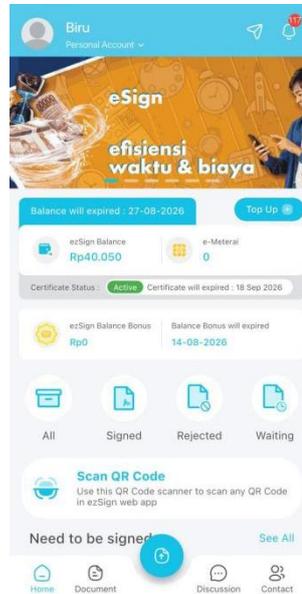
2.4   Balance

2.4.1   Top Up ezSign Balance

For users who wish to top up their balance in the ezSign application, top-up can currently only be done through the ezSign website.

2.4.2   Top Up e-Meterai Balance

For users who wish to top up their e-Meterai balance, this process can currently only be done through the ezSign website.

2.4.3   Download Invoice

For users who want to download transaction invoices in the ezSign application, follow these steps:

1. On the Dashboard page, click **Balance**, then go to the **Bill** menu.
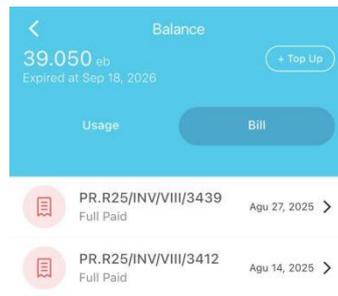
2. Select the invoice you want to download.
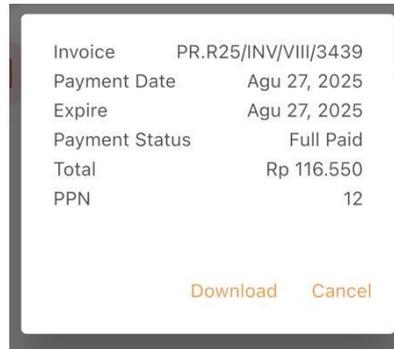
3. Click **Download** to download or print the invoice.

2.5 Document Signing

The following explains the steps for electronically signing documents using the ezSign application for different signing services.

2.5.1 Single Sign

The steps to sign your own document (Single Sign) are as follows:

1. On the home page, select **Upload Document**.
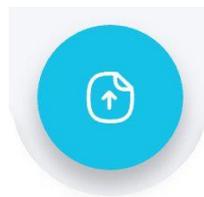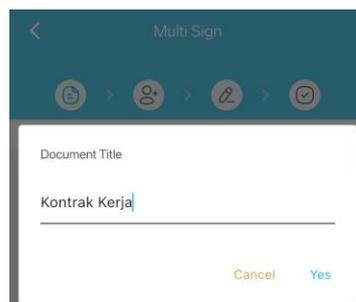

2. Select the **Single Sign** signing type.

3. Upload the document you wish to sign. Supported formats include JPEG, JPG, PDF, DOC, DOCX, XLS, and XLSX.

4. If the uploaded document is password-protected, you must enter the password first before it can be signed.

5. Click **Next** to name the document.

6. Then click **Place a Signature**.
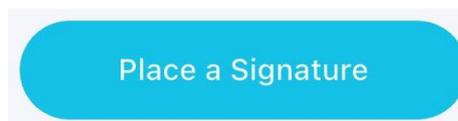
7. Select the desired signature.
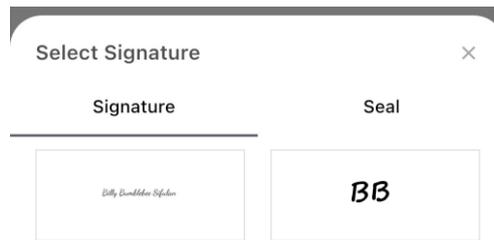
8. Place the signature in the desired position.

9. You may enable the following setting

    a) **QR Code Audit Trail** : Displays a QR Code Audit Trail on the document as additional validation proof.
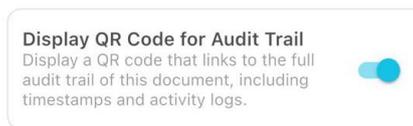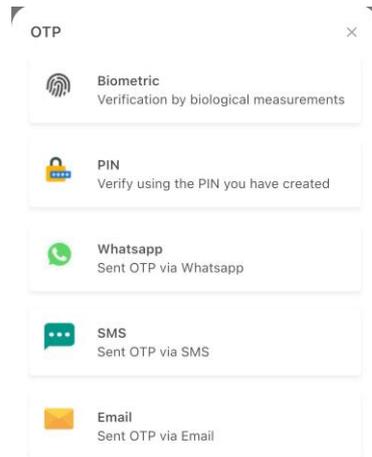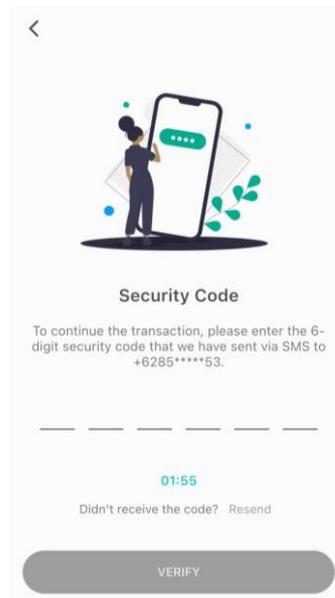

10. Click **Confirm**.

11. Choose the desired OTP method.
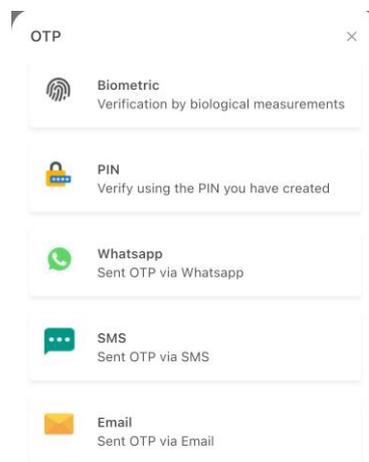
12. Enter the received OTP code, then wait until the document signing process is complete.
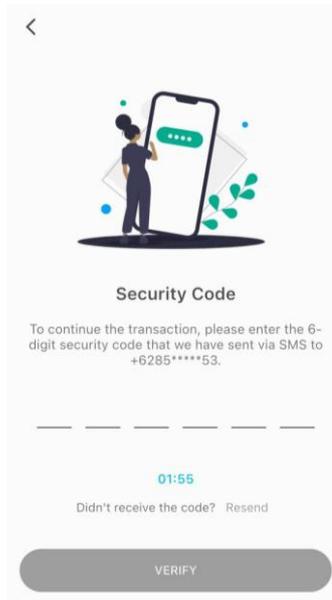
2.5.2 Multiple Sign

The steps to sign a document yourself and request signatures from other users (Multiple Sign) are as follows:

1. On the home page, select **Upload Document**.
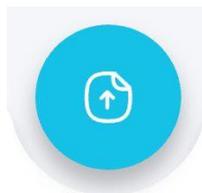
2. Select the **Multi Sign** signing type.
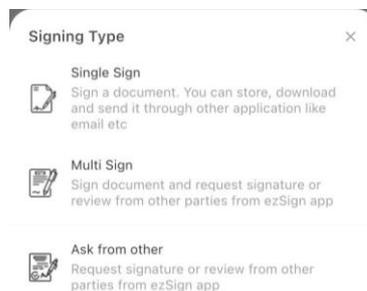
3. Upload the document you wish to sign. Supported formats include JPEG, JPG, PDF, DOC, DOCX, XLS, and XLSX.
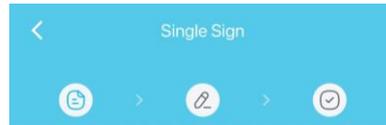
Upload your document

4. If the uploaded document is password-protected, you must enter the password first before it can be signed.

5. Click **Next** to name the document.

6. Click **Add Recipient** to add users who will sign the document. Arrange the signing order by dragging and dropping recipients as needed. This arrangement only applies if you select the **Hierarchy** option for signing.

7. You may enable recipient settings with the following options:

    a) **Hierarchy** : if you want the signing process to be performed in sequence.

b) **Modify Position** : allows recipients to change the position of the signature you have set.

c) **QR Code Audit Trail** : Displays a QR Code Audit Trail on the document as additional validation proof.

8. Click **Place a Signature**.

9. Select the desired signature.
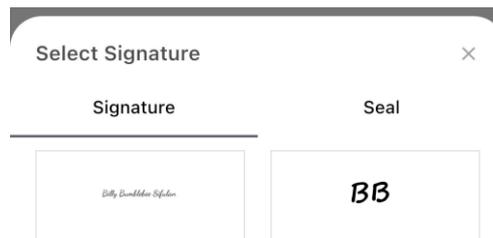
10. Place the signature in the desired position.

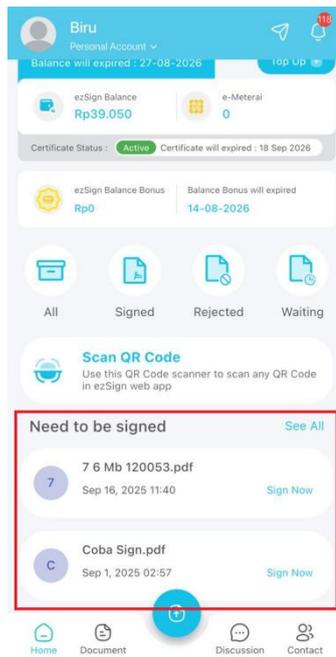11. Click **Confirm**.

12. Choose the desired OTP method.

13. Enter the received OTP code, then wait until the document signing process is complete.

2.5.3 Signing Documents from Other Users

The steps to sign a document sent by another user are as follows:

1. Check the documents that need to be signed in the **Need to be Signed** section on the dashboard.

2. Click **Sign Now** to start signing the document.

3. Review the document, then click **Continue** to proceed with signing or **Reject** if you do not want to sign it.

4. Click **Add Signature** and select the signature to be used.

5. Once all signatures are placed, click **Confirm** and choose the desired OTP method.
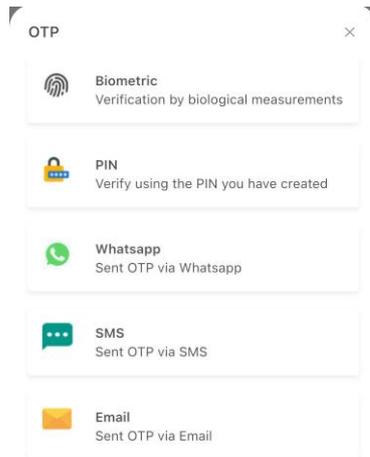
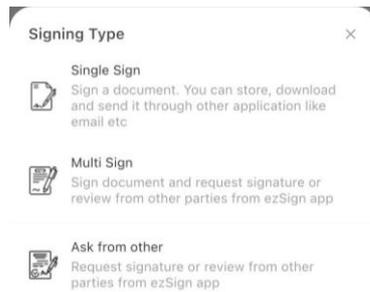6. Enter the received OTP code, then wait until the document signing process is complete.
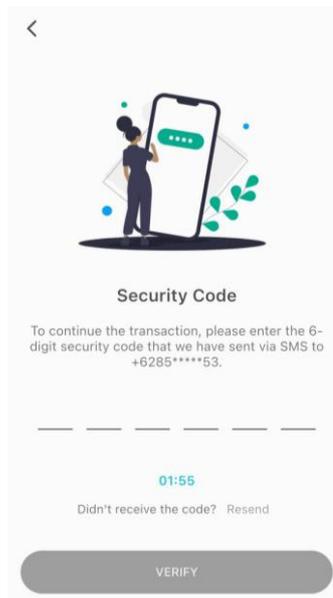
2.5.4 Ask From Other

The steps to use the Ask From Other feature for requesting electronic signatures from others are as follows:

1. On the home page, select **Upload Document**.
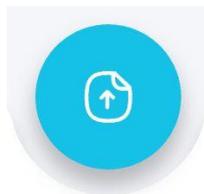
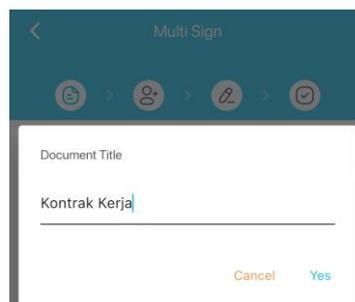2. Select the **Ask From Other** signing type.

3. Upload the document you wish to have signed. Supported formats include JPEG, JPG, PDF, DOC, DOCX, XLS, and XLSX.

4. If the uploaded document is password-protected, you must enter the password first before it can be signed.

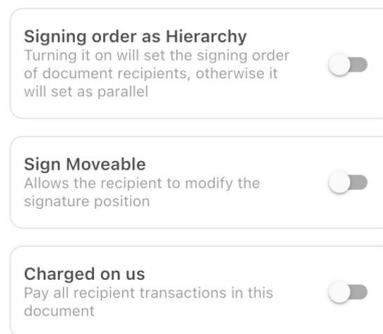5. Click **Next** to name the document.

6. Click **Add Recipient** to add users who will sign the document. Arrange the signing order by dragging and dropping recipients as needed. This arrangement only applies if you select the **Hierarchy** option for signing.
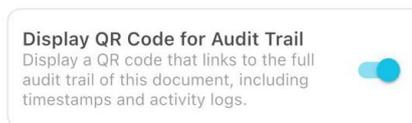
7. You may enable recipient settings with the following options:
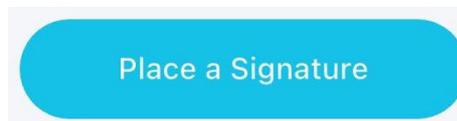
    a) **Hierarchy** : if you want the signing process to be performed in sequence.

    b) **Modify Position** : allows recipients to change the position of the signature you have set.

    c) **QR Code Audit Trail** : Displays a QR Code Audit Trail on the document as additional validation proof.
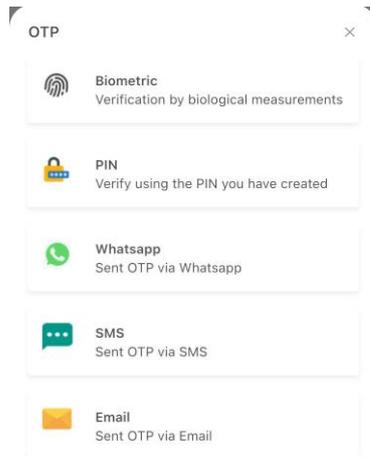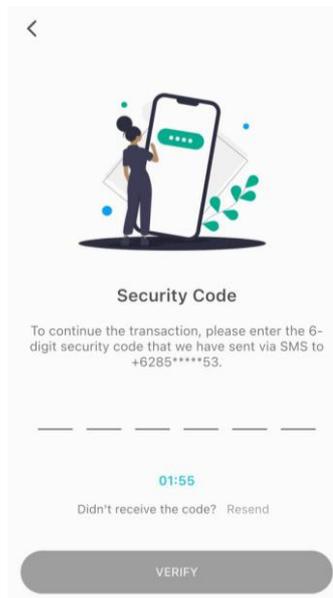

8. Click **Place a Signature**.

9. Place the recipient's signature in the desired position.

10. Click **Confirm**.

11. Choose the desired OTP method.

12. Enter the received OTP code, then wait until the document signing process is complete.


2.6   Electronic Meterai (e-Meterai)

e-Meterai is an electronic stamp duty with special characteristics and security features issued by the Government of the Republic of Indonesia or Perum Peruri. Here is the guide to using e-Meterai in the ezSign application:

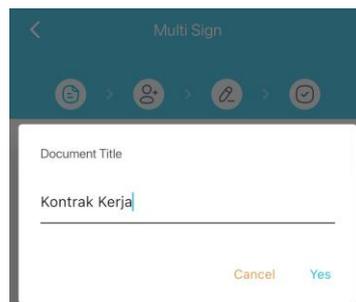1. On the main page, tap **Upload Document**, then select the signing type.
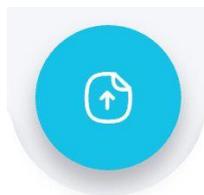
2. Upload the document you want to sign (supported formats: JPEG, JPG, PDF, DOC, DOCX, XLS, XLSX).
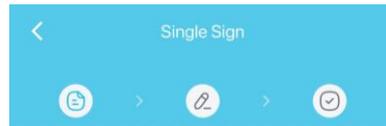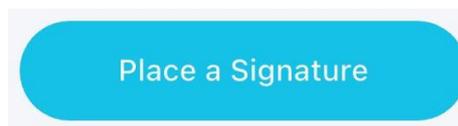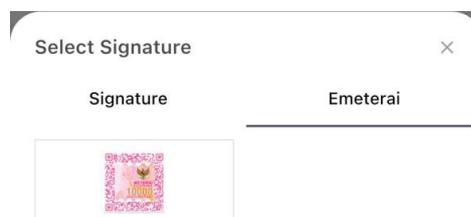

3. If the uploaded document is password-protected, enter the password first.
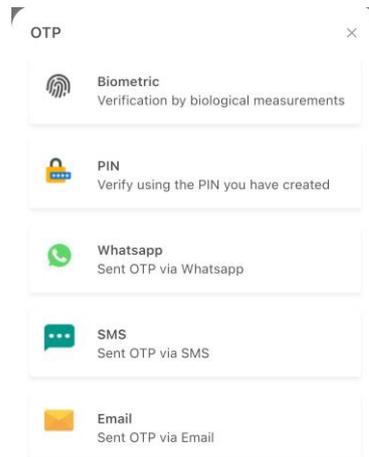4. Tap **Next** to name the document.
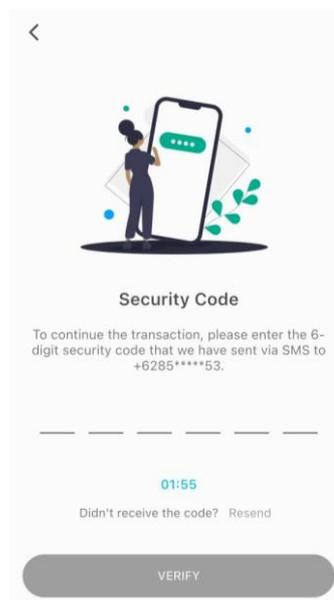

5. Click **Place a Signature**.

6. Click **Add e-Meterai**.

7. Adjust the position of the e-Meterai as needed.

8. Tap **Confirm**.

9. Select the desired OTP method.

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

2.7   Seal Specimen

A Seal is a feature that allows users to create, upload, and store an organization's or company's seal image to be used during the document signing process. The seal can be placed on documents requiring an official stamp in addition to a signature:

1. On the main page, select **Upload Document** and choose the signature type.
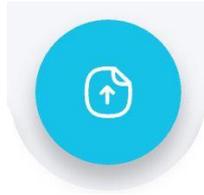
2. Click to upload the document (formats: JPEG, JPG, PDF, DOC, DOCX, XLS, XLSX).
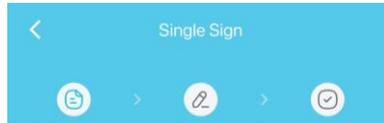
Upload your document

3. If the document is password-protected, enter the password first.

4. Click **Next** to name the document.
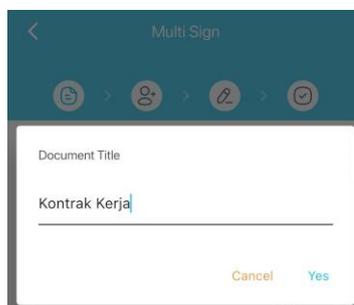
5. Click **Place a Signature**.
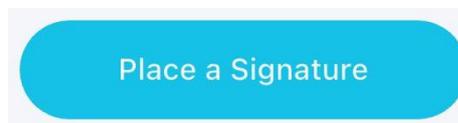
6. Click **Seal**.

7. Adjust the seal position.

8. Click Confirm.

9. Choose the preferred OTP method.
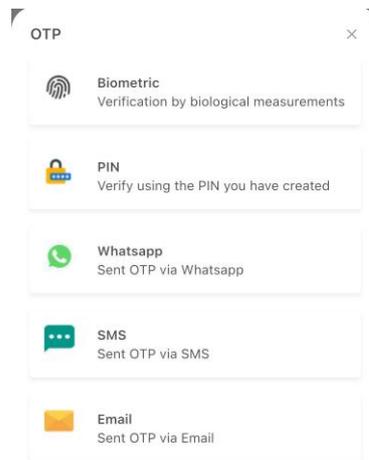
10. Enter the OTP received and wait until the signing process is complete.
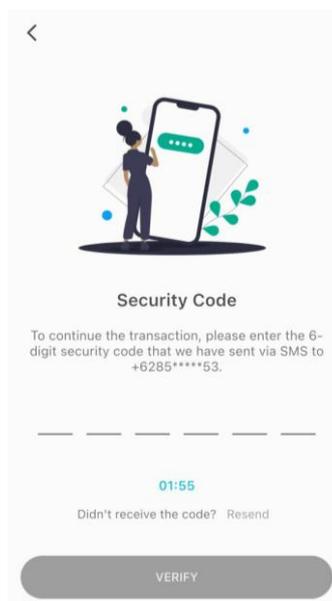
How to Add a Seal Specimen

1. Click the profile icon (top left), then select **Manage Seal**.
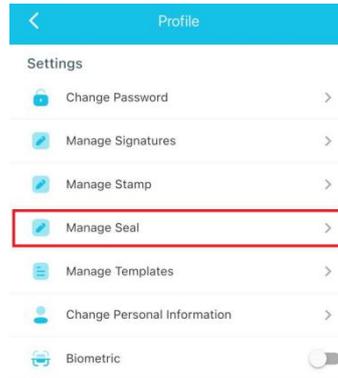
2. Click **Upload Seal**.

3. Choose the seal image to be used.
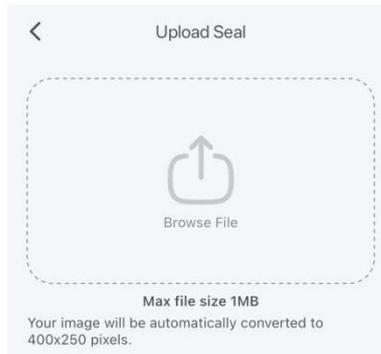
4. Click **Save** to store the seal specimen.

2.8   **Stamp Specimen**

A Stamp is a feature that allows users to create, upload, and store a stamp image (personal, organizational, or corporate) to be used on documents. The stamp can be placed to provide an additional mark alongside the signature:

1. On the main page, select **Upload Document** and choose the signature type.

2. Upload the document (formats: JPEG, JPG, PDF, DOC, DOCX, XLS, XLSX).

Single Sign
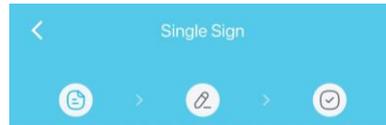
Upload your document

3. Enter the password if the document is protected.

4. Click **Next** to name the document.

Multi Sign

Document Title

Kontrak Kerja

Cancel   Yes
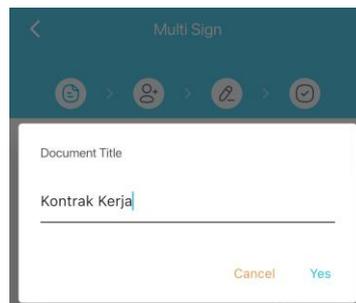
5. Click **Place a Signature**.

Place a Signature

6. Click **Stamper**.

Select Signature   ×

Signature   Emeterai   Seal   Stamper

SAMPLE
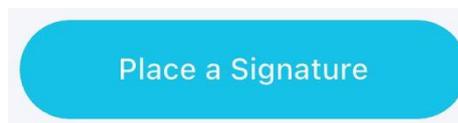
7. Adjust the stamp position.

8. Click **Confirm**.

9. Choose OTP method.
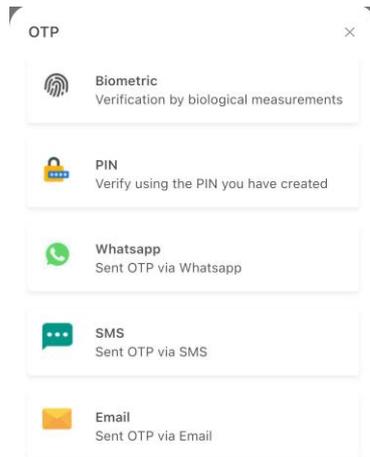
10. Enter OTP and wait until the signing process is finished.
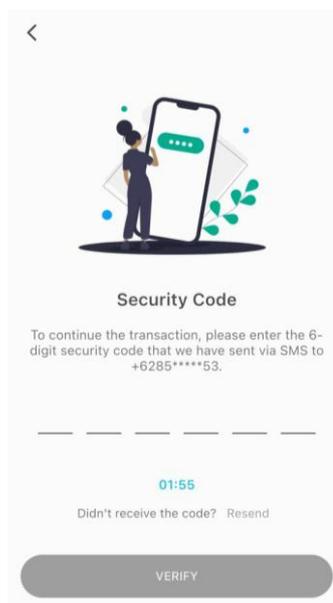
How to Add a Stamp Specimen

1. Click the profile icon (top left), then select **Manage Stamp**.
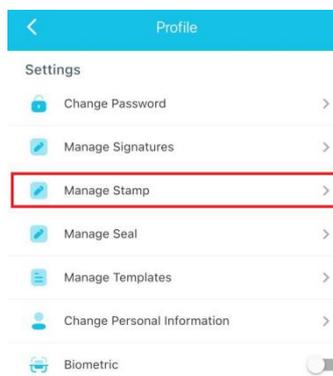
2. Click button **Upload** stamp.

3. Select the stamp image.
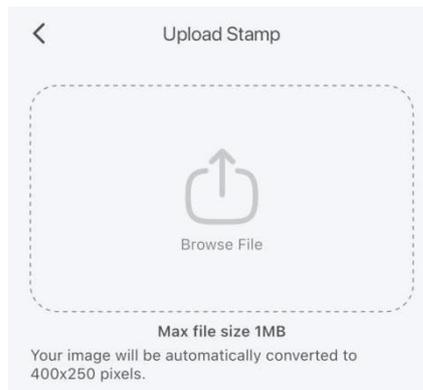
4. Click **Save** to store the specimen.

2.9   Workflow

The Workflow feature allows documents to be signed automatically using predefined formats, saving time, ensuring consistent signature/stamp placement, and reducing errors. Available only on the **Website** for corporate users.

2.9.1   Adding a Workflow Template

All workflow templates can be viewed in the Workflow menu on the main page.

Steps to add a workflow template :

1. Open the main page and select the **Workflow** menu.

2. Click **Create Workflow** to create a new template.

3. Upload the document (formats supported: JPEG, JPG, PDF, DOC, DOCX, XLS, XLSX).
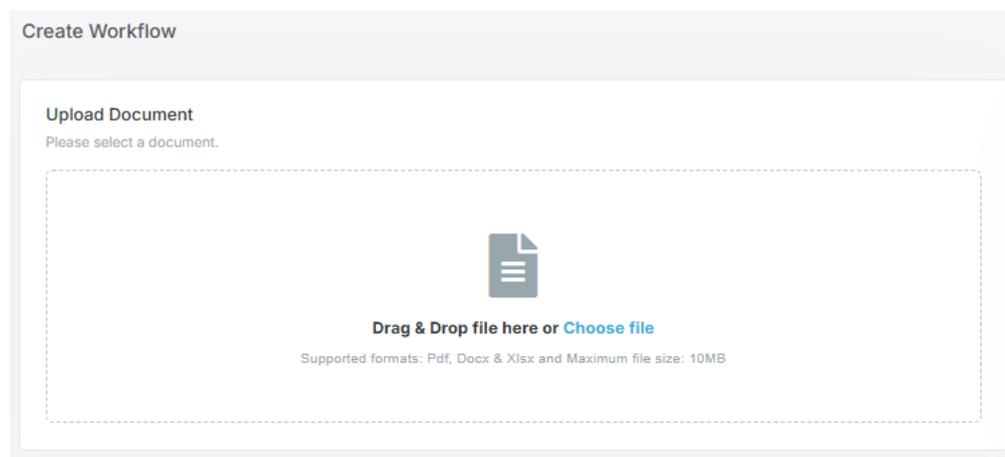
4. Enter the workflow name, select department, and workflow type.

5. Click **Add Recipient** to add users who will sign the document.

6. Enter the recipient's email address.

7. Click ☑, Set the **Role** and **Expiry Date** as needed.

8. Click **Add Recipient**, then select **Add Signature** to assign the signature position.

9. Adjust the signature position as required.

10. Click **Submit** to save the workflow template.

2.9.2 Signing with Workflow

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

1. On the main page, select **Document Signing** or **Ask From Others**.
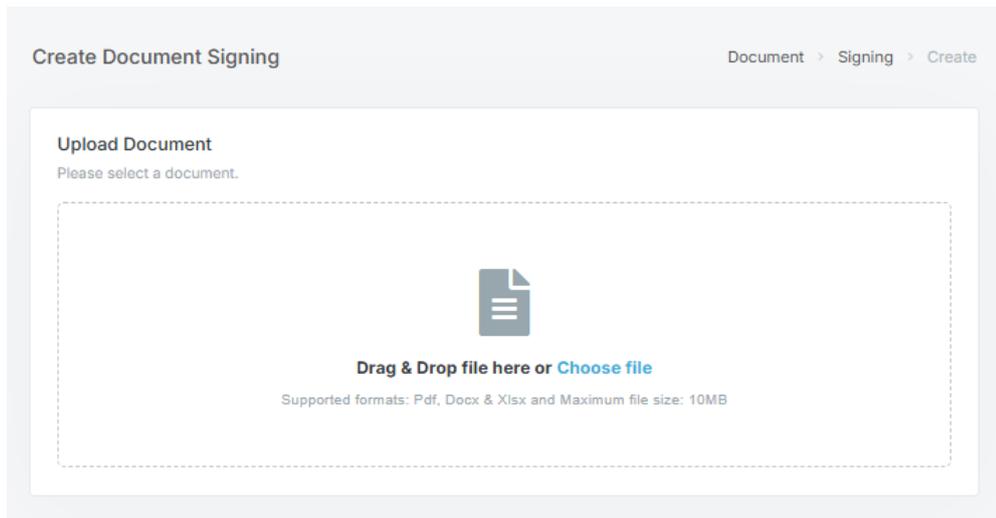
2. Upload the document (formats supported: JPEG, JPG, PDF, DOC, DOCX, XLS, XLSX).

3. On the right panel, select the signing type: **Parallel** or **Hierarchy**.

4. Click **Workflow Automation**.

5. Choose the workflow and wait until it is applied.

6. Set the **Due Date** for each recipient.

7. Click **Submit**.

8. Wait until the document signing process is completed.

2.9.3   Viewing All Template

All workflow templates can be viewed in the Workflow menu on the dashboard.

2.9.4   Deleting a Workflow

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

2. Choose the department of the workflow you want to delete.

3. Click the workflow to be deleted.

4. Click **Yes, delete it!** to confirm deletion.

2.10   Bulk Signing

Bulk Signing is a feature that allows users to sign multiple documents (more than one) with the same format at the same time. This feature is only available on the **Website** for **Corporate** users. Before using Bulk Signing, users must prepare a Bulk Signing template first (available in the Template menu):

1. On the main page, select **Bulk Signing**.
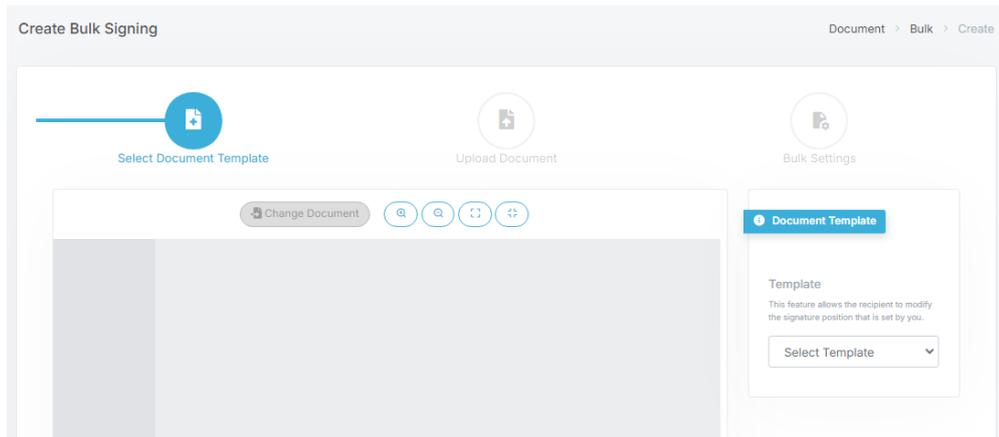
2. Select the template that has been previously created.

3. Click **Add Signature**.
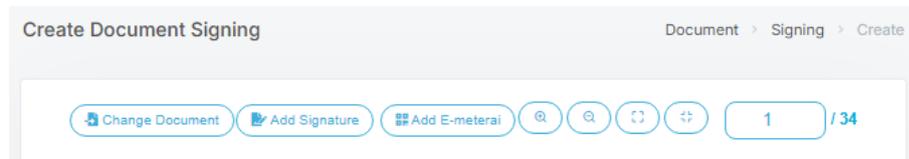
4. Choose the signature → click **OK**.

5. Click **Next** to continue.

6. Upload the documents (formats supported: JPEG, JPG, PDF, DOC, DOCX, XLS, XLSX).

7. Once uploaded, click **Next** to start the zip process.

8. Enter the zip file name and complete the required form.

9. Finally, click **Finish** to complete the Bulk Signing process.

2.11   Template

The Template feature is used to determine the position of electronic signatures on documents that will be signed in bulk.

2.11.1 Adding a Template

1. Click the profile icon (top-left corner) → select **Manage Template**.
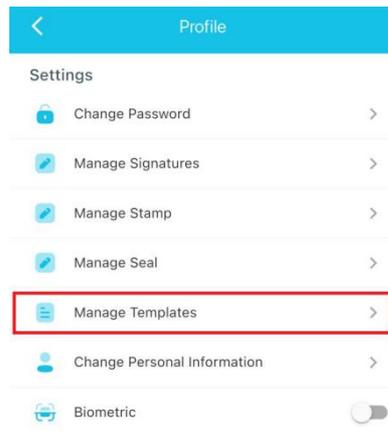
2. Click **Add Template** to create a new template.

3. Upload the document (formats supported: JPEG, JPG, PDF, DOC, DOCX, XLS, XLSX).
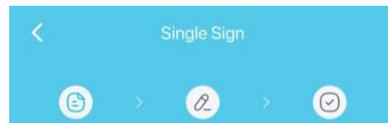
4. Click **Next** to choose the Template type.

5. Click **Add Signature** to add the signature area.

6. Adjust the signature position as needed.

7. Click **Confirm** to proceed.

8. Enter the **Template Name**.

9. (Optional) Enable :

a) **QR Code Audit Trail** : displays a QR code on the document as additional validation proof.
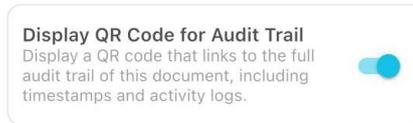
10. Click **Save** to store the template.

2.11.2 Deleting a Template

1. Click the profile icon (top-left corner) → select **Manage Template**.
2. Click the three-dot icon on the template you want to delete → select **Delete**.
3. Click **Yes** to confirm deletion.

2.11.3 Editing a Template

1. Click the profile icon (top-left corner) → select **Manage Template**.
2. Click the three-dot icon on the template → select **Edit**.
3. Make changes (signature position or other elements).
4. Click **Confirm**.
5. Add or update the **Template Name** if needed.
6. (Optional) Enable

a) **QR Code Audit Trail** : displays a QR code on the document as additional validation proof.
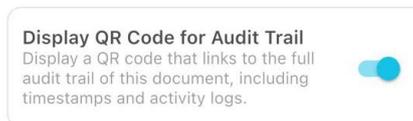
7. Click **Save** to update the template.

2.12 Document Management

2.12.1 Viewing All Documents

All documents can be viewed by selecting the **All** option on the main page..
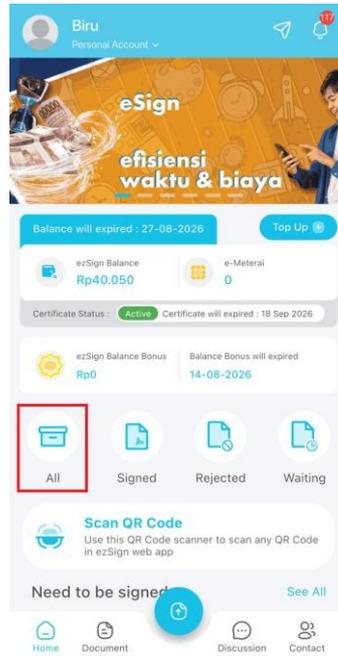
2.12.2 Downloading Documents

To download a document in the ezSign application.

1. On the main page, select **All**.
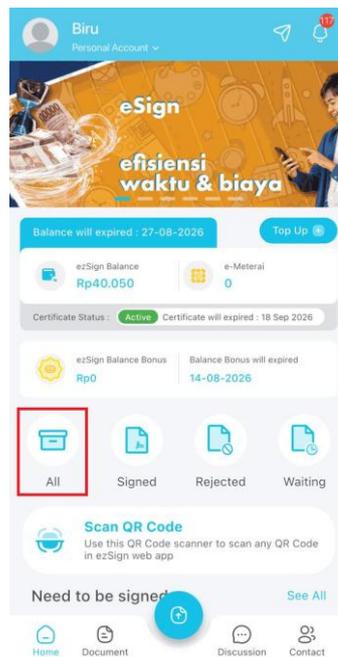
2. Choose the document you want to download and tap on its name.

3. Tap the three-dot icon, then select **Download** to save the document to your device.

2.12.3 Searching for Documents

To search for previously created documents:

1. On the main page, select **All**.
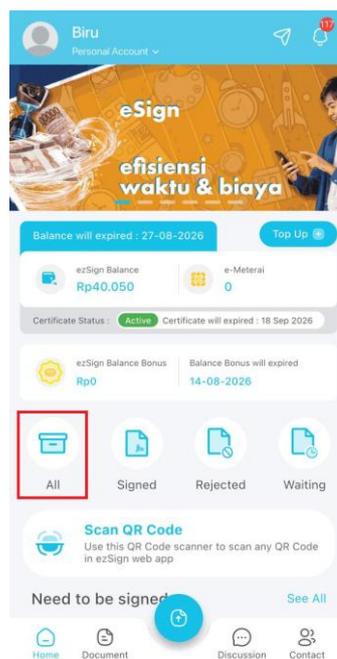
2. Enter a keyword or document name in the search bar.

2.13 Contacts

2.13.1 Adding a Contact

Steps to add a contact.

1. Tap the **Contacts** menu.

2. Tap **New Contacts**.
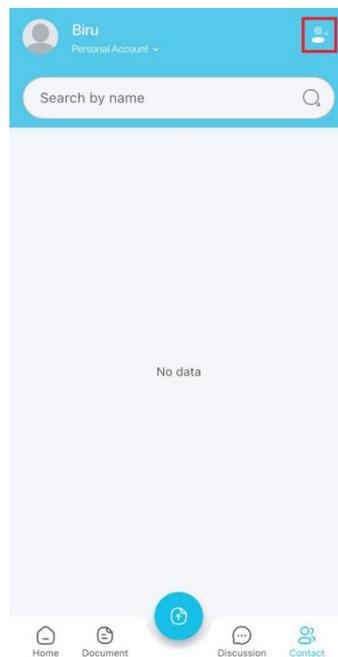
3. Enter the email address you want to add as a contact.

4. Tap **Add**.

5. The contact will be saved automatically.

2.13.2 Deleting a Contact

Steps to delete a contact.

1. Tap the **Contacts** menu.

2. Tap the **delete** icon 🗑 next to the contact you want to remove.

3. Tap **Yes** to confirm the deletion.

2.14 Account Management

2.14.1 Viewing Personal Digital Certificate Details

Here is how to view your personal digital certificate details:

1. Tap your profile picture in the top-left corner, then select **My Digital Certificate**.

2. You will find detailed information about your personal digital certificate. Certificate information includes:

- **Certificate Status** : Displays whether your certificate is Active/Inactive.
- **Serial Number** : The serial number of your digital certificate.
- **Subject DN** : The identity of the certificae owner.
- **Issuer** : The identity of the certificate issuing authority.
- **Root** : The root authority that issued the certificate for the electronic certificate provider.

2.14.2 Changing Profile Picture

To change your profile picture, follow these steps:

1. Tap your profile picture in the top-left corner.
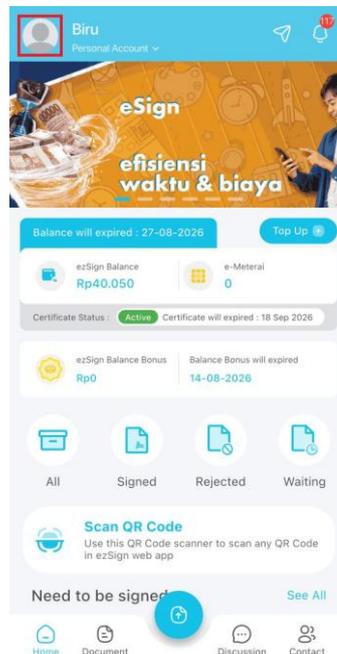
2. Tap **Profile**.

3. Select the picture you want to use.

4. Your profile picture will be successfully updated.

2.15 Signature Specimen

2.15.1 Adding a Signature Specimen

Here are the steps to add an Electronic Signature Specimen in the ezSign app:

1. Tap your profile picture in the top-left corner, then select **Manage Signature**.
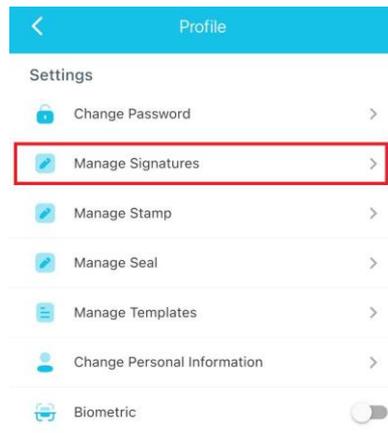
2. Tap **Add Signature** to create a new specimen.

3. Choose a method to create the signature specimen:

- To draw your signature, select the draw icon and draw your signature.
- To type your name, select the type icon, type your name, and choose a font style.
- To upload an image, select the upload icon and upload the image.

4. Once done, tap **Save** to store the new signature specimen.

2.15.2 Deleting a Signature Specimen

Follow these steps to delete a signature specimen in the ezSign app:

1. Tap your profile picture in the top-left corner, then select **Manage Signature**.
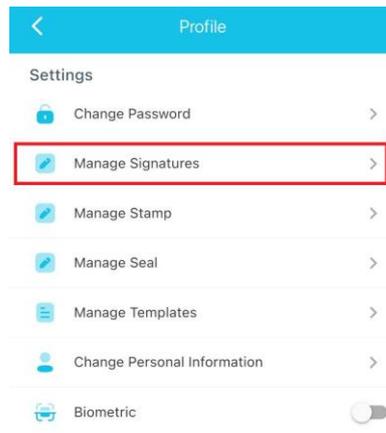
2. Tap the three-dot icon next to the signature specimen you want to delete.
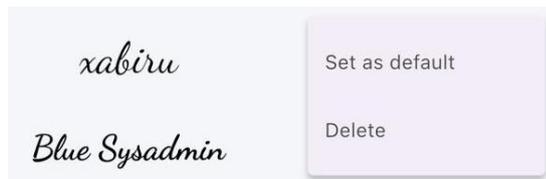
3. Tap **Delete** and then select **Yes**.

4. Your signature specimen will be deleted.

2.15.3 Changing the Default Signature Specimen

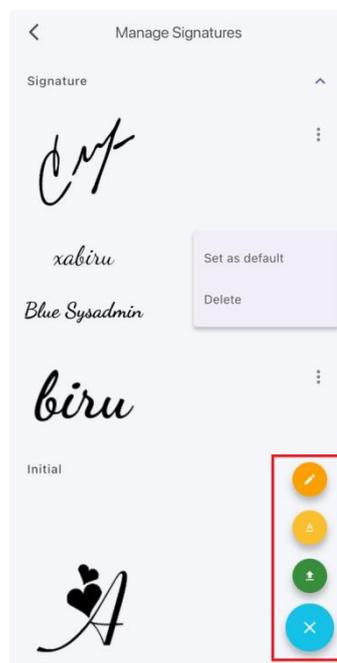Follow these steps to change your default signature specimen in the ezSign app:

1. Tap your profile picture in the top-left corner, then select **Manage Signature**.

2. Tap the three-dot icon next to the signature specimen you want to set as default.

3. Tap **Set Default** Your default signature specimen will be updated.

2.16   Changing Password

Follow these steps to change your password in the ezSign app:

1. Tap your profile picture in the top-left corner, then select **Change Password**.
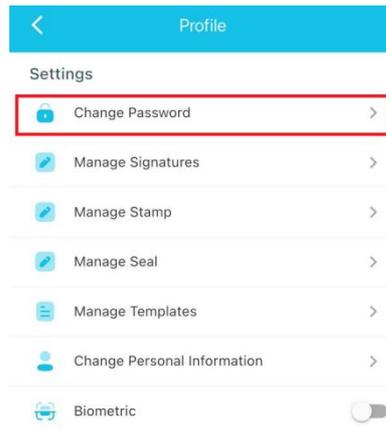
2. Enter your old and new password.
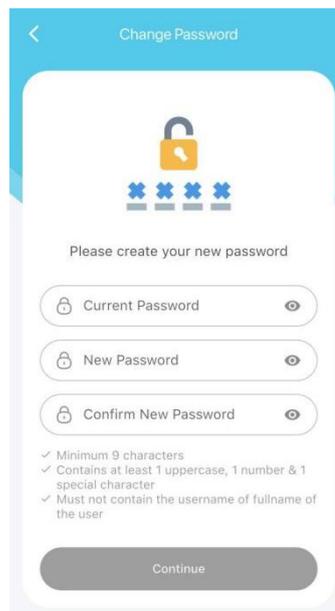
Details :

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

Make sure the new password meets the password requirements.

3. Tap **Continue**. If the change is successful, a **Success** notification will appear**.**

2.17 Biometric

The Biometric feature is used as one of the OTP methods when you perform transactions in the ezSign application. By enabling this feature, the verification process becomes faster and more convenient, as you can confirm transactions

using facial biometrics (face recognition) without the need to manually enter an OTP code. Here is how to activate Biometric:

1. Click the profile icon in the top-left corner, then enable **Biometric**.

2. Position your face toward the camera until the system successfully scans your facial biometrics.
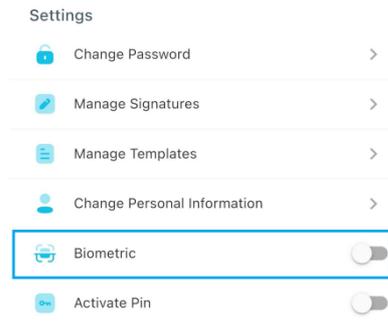
3. Enter the OTP sent to your email.

4. Once successful, the Biometric feature is ready to use to simplify the OTP process during transactions.

2.18 PIN

The PIN feature in the ezSign application serves as an alternative OTP method besides Biometric. This feature allows you to complete transactions quickly and securely by using the PIN you previously registered. Here is how to activate PIN:

1. Click the profile icon in the top-left corner, then enable **PIN**.
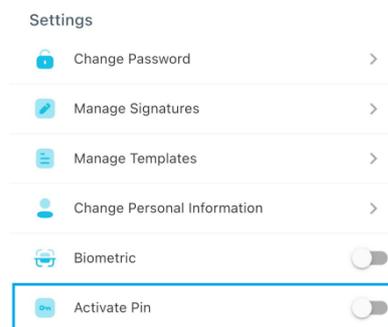
2. Enter a new 6-digit PIN.

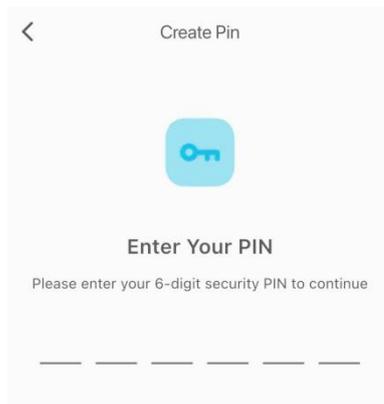3. Re-enter the PIN to confirm its accuracy.

4. Enter the OTP sent to your email.

5. Once the PIN is active, you can select it as the OTP method whenever you perform a transaction.

2.19 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 every ezSign transaction.

2.19.1 Google Authenticator Activation

For users who want to activate Google Authenticator in the ezSign application, currently the activation can only be performed through the ezSign website.

2.19.2 Google Authenticator OTP Implementation

1. On the main page, select the Upload Document button.
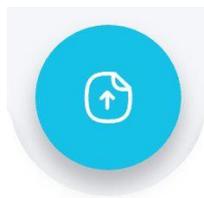
2. Select the Signature type.
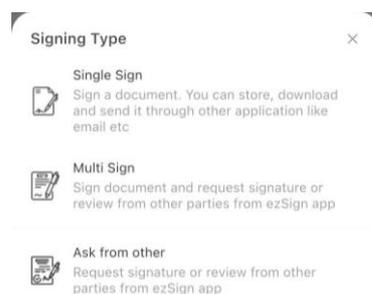
3. Then upload the document to be signed. The uploaded document can be in JPEG, JPG, PDF, DOC, DOCX, XLS, and XLSX format.
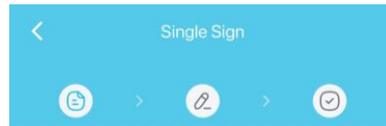
4. If the uploaded document is protected with a password, you need to enter the password first so that the document can be signed.

5. Then click **Place a Signature**.
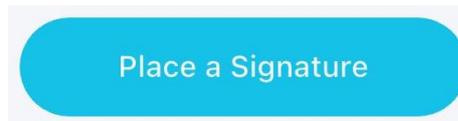
6. Place the signature in the desired position.

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.
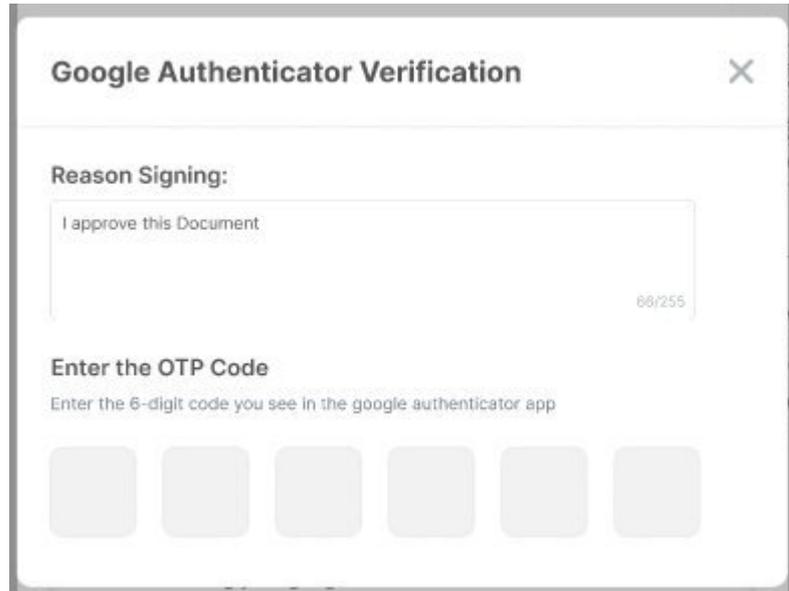
10. The document signing process is completed.

2.19.3 Delete Google Authenticator

For users who want to delete Google Authenticator in the ezSign application, currently it can only be done through the ezSign website.

2.20 Contact Us

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

1. Tap your profile picture in the top-left corner, then select **Contact Us**.

2. You will see the details of ezSign's address, phone number, and email.

3. You can use this information to contact the support team if needed.

2.21   Frequently Ask Question (FAQ)

Users can find answers to common questions about using the ezSign application through the FAQ menu:

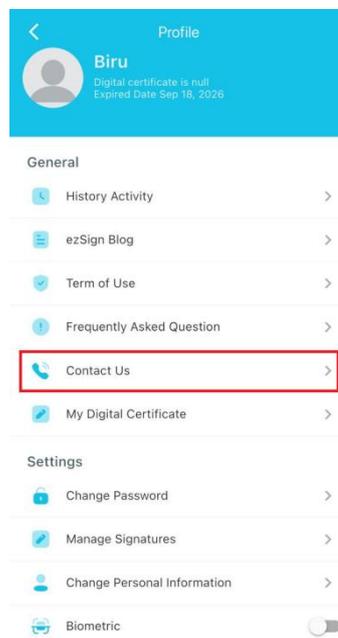1. Tap your profile picture in the top-left corner, then select **Frequently Asked Questions**.
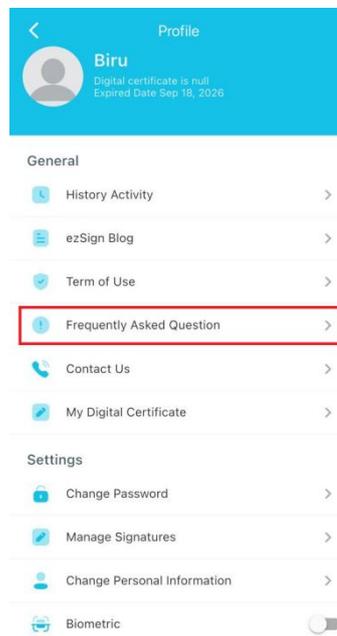
2. On the FAQ tab, view the list of questions and answers related to services or features available in the ezSign app.

2.22   Viewing Account Activity

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

1. Tap your profile picture in the top-left corner, then select **History Activity**.
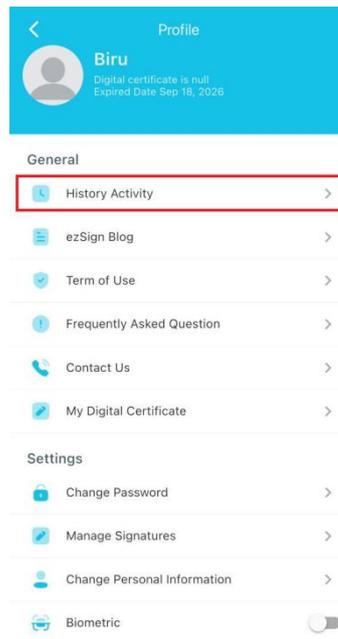
2. All activities performed on your account will be recorded and displayed in this menu.

2.23   Certificate Key Renewal (Rekey)

2.23.1 Rekey 30 Days Before Certificate Expiration

Follow these steps to renew your certificate key (rekey) before your certificate expires:

1. Ensure your ezSign balance is sufficient to perform rekey.

2. Tap your profile picture in the top-left corner, then select **My Account**.
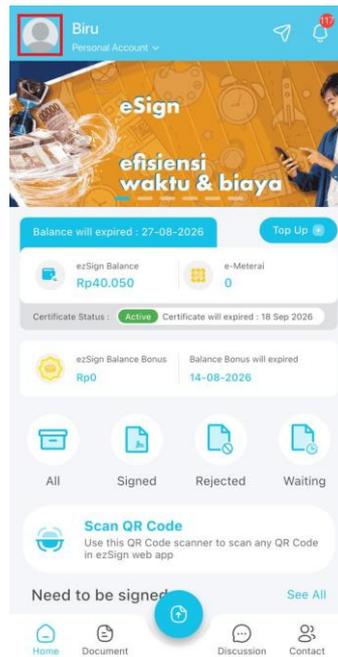
3. Open the **My Digital Certificate** tab, then tap **Rekey Certificate**.
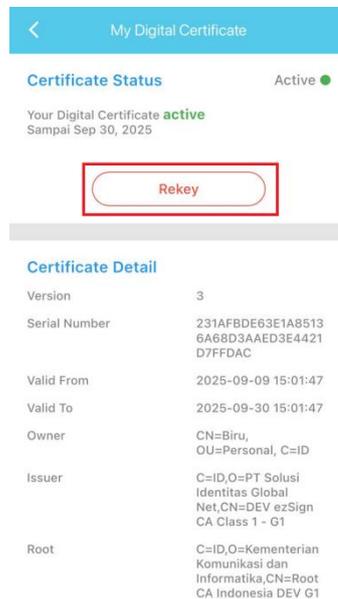
4. The system will display the rekey request form. Tap **Place Signature** to sign the form.

5. Tap **Confirm** to submit the rekey request.

6. Select the desired OTP method and enter the OTP sent to your device.
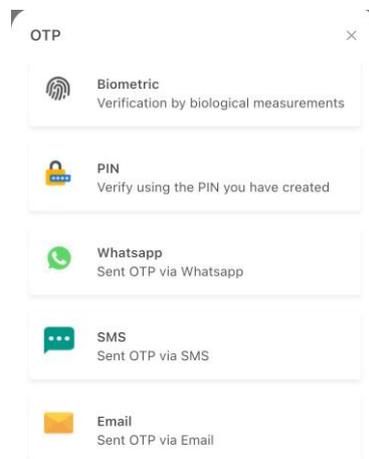
7. Your rekey request has been successfully submitted. Please wait for approval from the RA (Registration Authority).

8. You will receive an email notification once your rekey has been approved.

Rekey ezSign Berhasil Diproses
No Reply <no-reply@ezsign.id>
Thursday, September 18, 2025 9:58:47 AM
Show pictures

Hai, Biru!

Selamat, Pengajuan rekey anda telah disetujui.

Kami menginformasikan bahwa proses rekey
anda telah disetujui.

Jika anda mempunyai pertanyaan terkait ezSign dan
produk kami lainnya silahkan hubungi
telp: **+62-31-8910919**
telp/WA: **+62 811-3203-0166**
atau melalui email ke helpdesk@ezsign.id

Hormat kami,
PT Solusi Identitas Global Net

2.23.2 Rekey After Certificate Expiration

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

1. Tap your profile picture in the top-left corner, then select **My Account**.

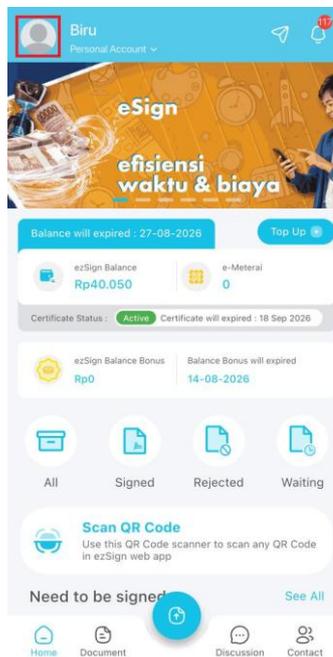2. Open the **My Digital Certificate** tab, then tap **Rekey** Certificate.

3. Upload a photo of your ID card (KTP).
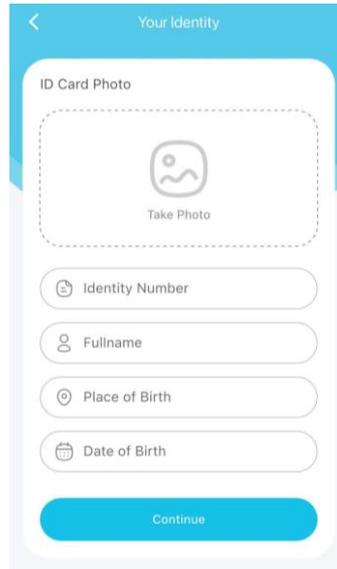
4. The NIK and Name fields will auto-fill based on the uploaded ID photo. Ensure that other supporting data matches your ID card.

5. Tap the **Privacy Policy Document**, read it completely, and tap **Agree** if you consent.

6. Repeat the same process for the **Owner Agreement Document** and **Guarantee Policy Document**.

7. Enter your active phone number, then tap **Send OTP**.

8. Enter the OTP code you receive and tap **Next**.

9. Take a selfie (liveness check) according to the instructions.

Align your face within the face fra...

10. Your rekey request has been submitted, and you will be redirected to the ezSign dashboard.

11. Please wait for approval from the RA (Registration Authority) before your account can be fully used.

12. Once your account has been approved by the RA, the system will display the Digital Certificate Agreement page, which contains detailed information that you must review and approve if everything is correct.

Note : If any information is incorrect, please contact the RA for correction.

2.24 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.

2.24.1 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.

2.24.2 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.