DocuSign®

Verify signer identity as part of a trusted, mobile-first signing experience

Agreements are based on intention and identity: organisations need to be able to trust that signers are who they say they are.

The standard practice of verifying a signer's identity is to send a link to the signer's email address. But agreement value, sensitivity, business risk, regional regulation, or legal requirements can drive the need for enhanced identification. The challenge is to deliver stronger verification while keeping the signing experience user-friendly.

That's where DocuSign Identify comes in. Identify provides a portfolio of enhanced signer identification and authentication capabilities built into the eSignature workflow, enabling organisations to transact a full range of agreements with increased compliance and trust. These solutions include:

– ID Verification: digital identity proofing of signers via biometric checks such as AI-enabled liveness detection, or verification of passports, driver licences, or ID cards

– SMS / Call Authentication: multi-factor authentication via text message or phone call

– ID solutions for digital signatures: meet requirements for UK and EU electronic identification, authentication and trust services (eIDAS) compliant Advanced (AES) and Qualified (QES) Electronic Signatures

– Network of trust service solutions: Easy access to our tightly-integrated global network of trust service providers for region-specific compliance

ID Verification   Authentication   Supports ID for Digital Signatures   Extensible with Trust Services

98%
Time saved with electronic signature and digital identification[1]

50%
Of licence agreements now completed within 48 hours[2]

75%+
Faster processing for debit requests[3]

"Everyone knows DocuSign, [and] many people have already used it. It is very easy for our clients to verify themselves using DocuSign, the expenditure is minimal, and our experience is very positive."

Roosbeh Karimi
Founder, KARIMI.legal

1   Lending platform, UK
2   Capital Space, UK
3    $3B AUM credit union

Reduce the risk of fraud

– Require signers to clear an enhanced identification check before accessing agreements

– Verify new user identities with multiple options, such as government-issued IDs or AI-enabled biometric (liveness) detection

– Authenticate existing users with simple two-factor authentication via SMS or phone call
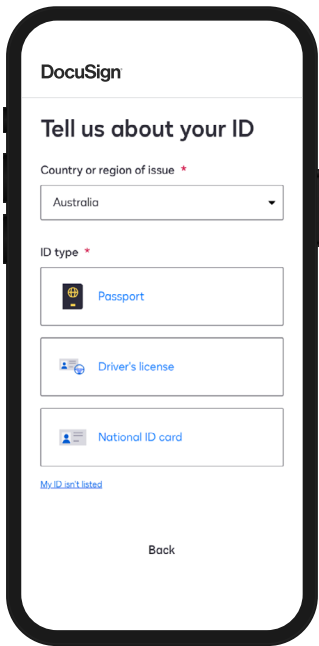
Streamline compliance and audit efforts

– Support and scale compliance efforts with industry and regional standards such as Know Your Customer (KYC) and Anti-Money Laundering (AML)

– Record verification status through the eSignature Certificate of Completion for audit purposes

– Leverage pre-built integrations or APIs to connect to the systems you already use. Write verification status and ID data into your system of record using APIs

Embed identification into eSignature

– Add your choice of enhanced identification and authentication methods into eSignature

– Customise the user experience: add your own branding, tailor workflows, and decide types of acceptable IDs or types of authentication

– Provide signers with self-serve identification or authentication experience as part of a trusted, mobile-first signing experience. No downloads or plugins required

Support global coverage, including digital signature requirements

– Access the industry's largest network of identity verification and trust service providers

– Validate all major ID types such as a driving licences and passports

– Meet identity requirement for the Advanced (AES) and Qualified (QES) Electronic Signature levels under the European Union's and United Kingdom's eIDAS regulation

Use case examples

Consumer account opening	Remote deposits
Loan and lease agreements	Equipment financing
Power of attorney	Auto sales
Dispute notices	Insurance applications
Claim processing	Good Practice guidelines
Wire transfers	Patient consent
	Employee onboarding

Primary Industries

Financial services	Healthcare
Insurance	Life sciences
Legal services	Automotive
Government	Human Resources

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