

Reduce cost and risk by dynamically verifying signer identity digitally, anytime, and from virtually anywhere

As more sensitive transactions move online, verifying the identity of recipients becomes more critical and more challenging. Effectively identifying them helps you to not only protect against fraud, but to also comply with regulations such as Know Your Customer (KYC). In some regions, a digital agreement is not legally enforceable without being tied to a strong identification process. However, verifying your recipients identities online may be difficult because they may not be physically present, and there is an expectation that they should be able to complete the agreements when it's convenient for them, on their device of choice.

DocuSign ID Verification is a plug-and-play offering that helps you integrate your preferred identification method into any agreement process to help you reduce risk for your important agreements globally, whilst delivering a delightful user experience for recipients.

- Powered by robust open APIs, integrate your preferred identification method in the agreement workflow
- Choose from integrating your existing verification method, using our ecosystem of trusted partners, or relying on DocuSign's own ID Verification offering
- Configure branding, the types of accepted IDs per country, as well as the type of signature you require from each signer
- Globally applicable with full integration to digital signatures for compliance with regional signature standards (e.g. advanced electronic signature (AES) and qualified electronic signature (QES) enable customers to comply with eIDAS)

Automatically verify government issued IDs

DocuSign ID Verification is the first DocuSign product built on the Identify Platform, enabling recipients to verify their identity on practically any device, anywhere. It allows them to: verify their identity using government-issued identity documents; complete a biometric (liveness) detection process, input a one-time passcode (OTP) delivered via SMS or automated phone call, complete a series of knowledge-based questions, or authenticate using CLEAR.

When enabled, Risk-Based Verification¹ dynamically adjusts the type of verification the recipient must complete based on an automatically-assigned risk score.

The Identity Wallet² enables recipients to store and re-apply their identity verification details on subsequent agreements to simplify the process and maintain a consistent level of security.

Use case examples

Financial Services

Account opening forms
Lease and financing
Loans
Wire Transfers
Account servicing

Insurance

Insurance subscriptions

HR

Policy eDelivery
Onboarding documents
Candidate onboarding

Legal

Customer enrolment

Pharma

Patients forms
Clinical trial onboarding
GxP agreements
Medical equipment leasing

(1) Currently in Beta with GA expected in H2 2025

(2) Only compatible with our ID Verification for EU Qualified and Liveness Detection for ID Verification workflows

Key capabilities

Fully integrated with DocuSign

Deliver an end-to-end digital agreement experience for faster completion and increased conversion rates compared to manual processes.

Scan and upload government issued identity documents on practically any device

Recipients can quickly and easily verify their identity with a passport, drivers' license or national identity card by simply uploading it from their computer or using their mobile device to take a photo. Enable Identity Wallet¹ to save time for repeat signers.

AI-enabled biometric detection for heightened security

Apply artificial intelligence to live video selfies and help check that IDs provided are genuine, recipients are physically present, and that recipient faces match their IDs.

Integrated network of identity verification providers

Build trust while reducing friction by letting recipients verify with leading ID providers like CLEAR, directly through DocuSign, for secure and seamless remote identity verification.

Dynamic verification based on recipient risk profile²

Risk-Based Verification helps you successfully balance security and user experience by automatically adjusting the type of verification recipients must complete, based on their unique risk profile.

Algorithmic-based matching of recipient name against ID

Mitigate risks of fraud by ensuring only the correct individual can view the agreement.

Analysis of identity document machine readable zone

Reduce errors and ensure document validity with automatic analysis of biometric and alphanumeric data contained within the identity document.

Supports online eID schemes

Ensure agreements are legally enforceable and compliant with preferred regional identification processes.

Compliance with regional regulations

Dedicated workflows support compliance with key regulations such as FINTRAC.³

ID coverage

Most government issued photo IDs

US
UK
France
Germany
Canada

[View all supported IDs here](#)

Most government issued photo IDs

Sweden BankID
Norway BankID
Finish Trust Network
iDIN: Netherlands

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(2) Currently in Beta with GA expected in H2 2025

(3) Financial Transactions and Reports Analysis Centre of Canada

About DocuSign

DocuSign brings agreements to life. Over 15 million customers and more than a billion people in over 180 countries use DocuSign solutions to accelerate the process of doing business and simplify people's lives. With intelligent agreement management, DocuSign unleashes business-critical data that is trapped inside of documents. Until now, these were disconnected from business systems of record, costing businesses time, money, and opportunity. Using DocuSign IAM, companies can create, commit, and manage agreements with solutions created by the #1 company in e-signature and contract lifecycle management (CLM).

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