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

Agreements are based on intention and identity: organizations need to trust that signers are who they say they are. The standard practice of verifying a signer's identity is sending a link to the email address. However many factors like agreement value, sensitivity, business or participant 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 dynamic and user-friendly.

That's where Docusign Identify comes in. Identify encompasses our portfolio of enhanced signer identification and authentication capabilities that enable organizations to transact a full range of agreements, reducing friction and supporting compliance and trust obligations. Tightly integrated into Docusign's Intelligent Agreement Management (IAM) platform and eSignature workflow, Identify offers:

- ID Verification: dynamic and digital identity proofing of signers via methods such as; AI-enabled biometric checks; verification of government-issued IDs, authentication through CLEAR ; knowledge-based authentication (KBA) questions; or Risk-Based Verification
- Phone Authentication: multi-factor authentication via text message or phone call
- ID solutions for digital signatures: meet requirements for Advanced (AES) and Qualified Electronic Signatures (QES)
- Network of integrated providers: Easy access to our tightly integrated global network of identity verification and trust service providers for region and industry-specific compliance
- Identity Wallet: Enable recipients to store and re-apply identity verification details on subsequent agreements to simplify the process and maintain a consistent level of security [4]

Reduce the risk of fraud without adding friction to the user experience

- Require signers to complete an enhanced identification check before accessing agreements. Enable Identity Wallet to save time for repeat signers
- Enable signers to easily verify identity through multiple ways, such as by using government-issued IDs, completing biometric (liveness) detection, or authenticating through CLEAR
- Authenticate existing users with simple 2-factor authentication via SMS or phone call
- Successfully balance trust and security by automatically adjusting identity verification method based on customer risk, with our Risk-Based Verification workflow

Results

98%

Time saved with electronic signature and digital identification [1]

$8M

The amount the average organization has saved in total using an identity verification solution [2]

75%+

Faster processing for debit requests [3]

"Docusign eSignature and ID Verification helps remove an hour or more of paperwork time per car sale and gives customers a digital experience when they want it."

Mike Philips
Business Development Executive, Digital Sales at McCloskey

(1) Lending platform, UK
(2) Docusign & Entrust, The Future of Global Identity Verification, 2025
(3) $3B AUM credit union
(4) Only compatible with our ID Verification for EU Qualified and ID Verification (Liveness Detection for ID Verification workflow) offerings

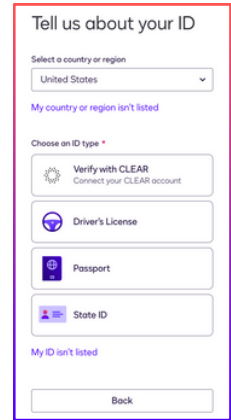### Streamline Compliance and audit efforts

- Support and scale compliance efforts with industry and regional standards such as IAL2, Know Your Customer (KYC), and Anti-Money Laundering (AML)
- Record verification status through the final Certificate of Completion (CoC) 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

Embed identification into agreements

- Add your choice of enhanced identification and authentication methods into your agreement workflow
- Customize 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 government-issued documents or digital IDs, commercial eIDs and digital certificates
- Meet identity requirement for digital signatures at the Advanced (AES) and Qualified (QES) levels under the European Union and United Kingdom's electronic identification, authentication and trust services regulation (eIDAS)

Use Case Examples

- Consumer account opening
- Account servicing
- Loan and lease agreements
- Power of attorney
- Dispute notices
- Claim processing
- Wire transfers
- Remote deposits
- Equipment financing
- Auto sales
- Insurance applications
- SBA Loans
- Patient consent
- Employee onboarding

Primary Industries

- Financial services
- Insurance
- Legal services
- Government
- Real estate
- Healthcare & Life sciences
- Automotive
- Human Resources

About Docusign

Docusign brings agreements to life. Over 1.5 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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