

Reduce cost and risk by enabling signers to verify their identity digitally, anytime, virtually anywhere

As more sensitive transactions move online, verifying the identity of your signers becomes more critical and more challenging. Identifying your signers 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. Verifying your signers online may be difficult because they may not be physically present, and they expect to sign when it's convenient for them and on their device of choice.

The DocuSign Identify Platform is a plug and play platform that helps you add your preferred identification method into an agreement process to help you reduce risk for your important agreements globally.

- Powered by robust open APIs, integrate your preferred identification method in the agreement workflow
- Choose from integrating your 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 support for global and regional digital signature compliance obligations

Automatically verify government issued IDs

ID Verification is the first DocuSign product built on the Identify Platform. It automatically verifies a signer's government issued IDs on practically any device, anywhere. It allows signers to select from a list of available ID types based on the signer's selected country – for faster, easier and more secure agreement completion. Other capabilities include; a Liveness Detection workflow that adds an additional biometric check to the identity verification process, a one-time passcode (OTP) delivered to recipients via SMS or phone call, and an Identity Wallet¹ that 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 & servicing
Lease and financing
Loans
Wire Transfers

Insurance

Insurance subscriptions
Account servicing

HR

Policy eDelivery
Digital employee onboarding
Background & compliance checks

Legal

Client onboarding
Financial settlements

Real Estate

Tenant identity verification & leasing
Buyer & seller onboarding
Property management authorisations
Commercial transactions

⁽¹⁾ Only compatible with our ID Verification for EU Qualified and Liveness Detection for ID Verification workflows

Digitising the identification process reduces risk, increases trust and supports legal validity and compliance with industry, local and regional standards.

Key capabilities

Fully integrated with Docusign eSignature

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

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

AI-enabled biometric detection for heightened security

Apply artificial intelligence to live video selfies to help check that IDs provided are genuine, signers are physically present, and that a signers' face matches their ID.

Algorithmic-based matching of signer name against ID

Mitigate risks of fraud by ensuring only the correct individual can access and complete 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 ID.

Document Verification Service (DVS)¹

Purpose-built DVS system owned workflows add an additional layer of security to the verification process by automatically matching the recipient biographical information contained on identity documents to the original issuing agency.

Compliance with regional regulations

Through our partnership with IDVerse[®], you have access to a Trusted Digital Identity Framework (TDIF) accredited solution with in-region (Australia) data residency.

¹ Through ID Verification Premier

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).

ID coverage

Most government issued photo IDs

Australia
UK
France
Germany
US
Canada

[View all supported IDs here](#)

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