

Digitally Verify Signer Identity to Reduce Agreement Risk and Increase Compliance

As more sensitive agreements move online, verifying signer identity becomes critical. Stronger identity verification helps protect against fraud and comply with regulations such as Know Your Customer. A digital agreement is not legally enforceable in some regions without being tied to a more robust identification process. At the same time, verifying signers online can be challenging. Customers may need to complete the identification process by themselves, and they expect to sign on the device of their choice when it's convenient for them.

DocuSign ID Verification (IDV), part of the DocuSign Identify platform, automatically verifies government-issued IDs and eIDs on practically any device, from anywhere. Since identification varies by locale, IDV allows signers to choose from a list of available ID types based on their selected country. In most countries, the signer could use a driver's license or passport. In Australia, identification can also be verified with an Australia Post Digital iD™. After verification, signers access the document for signature. Digitising the identification process helps drive faster, more secure agreement completion.

Enhancement features, included as part of IDV, provide more flexibility and support compliance requirements. For example, ID Evidence records verification status, offering the ability to extract information such as verification status, name, address or a digital copy of the ID document. Using APIs, this information can also be stored in your system of choice, saving time and reducing errors. With Manual Review, you'll be able to review and approve an ID if the ID isn't automatically recognised.

DocuSign ID Verification

- Increases trust, decreases risk for agreements globally
- Provides stronger than standard email-based or SMS authentication for high-value agreements
- Integrates with online eID schemes such as Australia Post Digital iD™
- Supports compliance requirements such as Know Your Customer and Anti-Money Laundering
- Fulfills SEC authentication requirements when using electronic signatures in filings
- Meets eIDAS compliance for Advanced Electronic Signature (AES) when used with eSignature
- Recognises multiple ID types and adds new ID types as they come to market, future-proofing your identity solution

The image shows two overlapping screenshots of the DocuSign ID Verification interface. The background screenshot is a form titled "DocuSign Tell us about your ID". It has a dropdown menu for "Issued in" with "Australia" selected. Below that is a section for "ID type" with two options: "Digital ID" (indicated by a blue 'iD' icon) and "Photo ID" (indicated by a blue 'ID' icon). The foreground screenshot is a "Verifying for DocuSign" overlay. It features the DocuSign logo and two buttons: "New to Digital iD? Get started >" (with a blue globe icon) and "Already have the Digital iD app? Connect >" (with a blue smartphone icon).

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

Australian signers can quickly and easily verify their identity with a driver's license by simply uploading it from their computer or using their mobile device to take a photo of their document.

Algorithmic-based matching of signer name against ID

Reduce 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 ID.

Supports online eID schemes

Ensure agreements are legally enforceable and compliant with preferred regional identification processes, including Australia Post Digital ID™.

Choose the ID information you want to retain

DocuSign stores verification status information in every certificate of completion but does not store personal data or ID image by default. However, customers can choose to configure ID Evidence to extract information from IDs and transfer it to their system of record.

Option to manually review and approve IDs

Senders can choose to manually review and approve photo IDs as a fallback option if an ID is not automatically recognised.

Comply with international regulations such as eIDAS

Achieve eIDAS compliance at the Advanced Electronic Signature (AES) level. (Requires additional purchase of digital signature add-on)

ID coverage

Government-issued photo IDs and eIDs

Australia*
Austria
Belgium*
Brazil
Canada
Croatia
Denmark*
Estonia
Finland*
France
Germany
Ireland
Italy
Latvia
Lithuania
Mexico
Morocco
Netherlands*
New Zealand*
Norway*
Poland
Portugal
Romania
Spain
Sweden*
Switzerland
US
UK

DocuSign is expanding the coverage list continually. Please check the DocuSign website for an updated list.

* Also support eIDs

Use cases

Financial services

Account onboarding
Lease and financing
Consumer lending
Business lending
Wire Transfers

Insurance

Insurance subscriptions

HR

Policy eDelivery
Onboarding documents

Legal

Customer enrollment

Pharma

Patients forms
Clinical trial onboarding
GxP agreements

About DocuSign

DocuSign helps organisations connect and automate how they prepare, sign, act on and manage agreements. As part of the DocuSign Agreement Cloud, DocuSign offers eSignature: the world's #1 way to sign electronically on practically any device, from almost anywhere, at any time. Today, more than 750,000 customers and hundreds of millions of users in over 180 countries use DocuSign to accelerate the process of doing business and to simplify people's lives.

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