



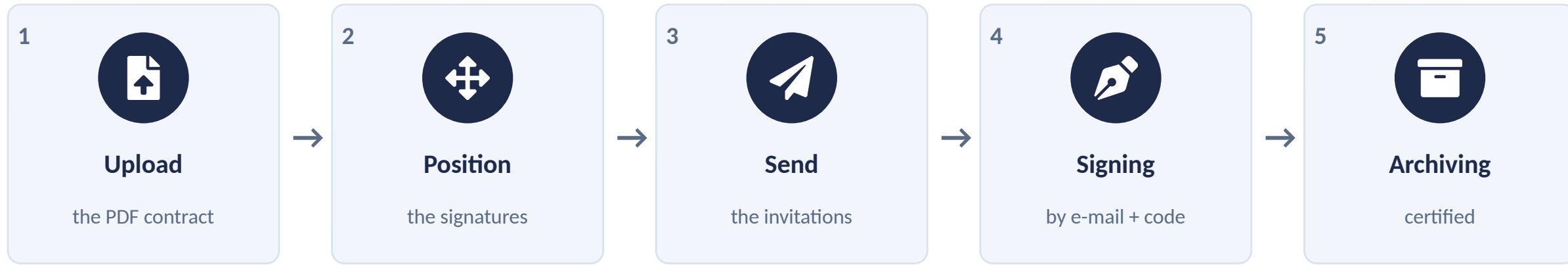
ClawShow eSign

User guide — online electronic signature

Single signature · **Dual signature**

AES electronic signature (eIDAS Article 26) · Advanced level of assurance

The journey in five steps



Single signature

- You enter a single e-mail address: the signer's.
- The issuing organization does not sign — sending the document constitutes agreement.
- Typical use: employment contracts, agreements, certificates.

Dual signature

- You enter two e-mail addresses: the signer, then your organization.
- The signer signs first; your organization counter-signs afterwards.
- Typical use: service contracts, bilateral agreements.

Three or more signers: please contact us beforehand.

Create the signature request

- From the portal, open “Nouveau document” (new document) and upload the contract as a PDF.
- Enter the signer’s name and e-mail address.
- One e-mail entered → single signature. Two e-mails → dual signature.
- Check each address carefully: one typo and the invitation will never arrive.

At this stage, no e-mail goes out. Sending only happens after your confirmation at step 3.

Nouveau document

DOCUMENT (PDF)

Contrat_prestation_2026.pdf

SIGNER — NAME

Marie Dupont

SIGNER — E-MAIL

marie.dupont@exemple.fr

2nd SIGNER — E-MAIL (dual signature)

leave empty for a single signature

The file name appears in the signer’s e-mail — give it a presentable name.

The signature set-up page

- After upload, the portal automatically opens the positioning page.
- Every page of the document is displayed there.
- Each zone can be dragged with the mouse; the screen shows exactly what will be stamped.
- “Paraphe — toutes les pages” (initials on every page): adjust it on page 1; on the other pages it is placed automatically below each page’s text.
- “Dernière page” block (« Lu et approuvé » + signature): it moves as a single unit.
- The initials’ height may differ from page to page: each page gets its own calculation based on its content — this is normal.



What can you move, and when?

Zone	Where	Movable?	How
Initials — page 1	Page 1	Yes	Drag it with the mouse; only page 1 changes.
Initials — following pages	Pages 2 → end	No — automatic	Placed below each page's text; height varies with page content — this is normal.
Final block « Lu et approuvé » + signature	Last page	Yes	Both frames move as one unit and never separate.
Added signature	Any page	Yes — and removable ✕	Appears straight away in a safe spot; move it freely.



To change anything after sending: cancel the document and create a new one — a sent document can no longer be modified.

Add a signature on any page

- Every page has a « + Ajouter une signature sur cette page » (add a signature on this page) button.
- The new zone appears straight away in a safe spot, calculated so it does not cover the text.
- Then move it freely; delete it with the × cross.
- Example: on the second-to-last page of a contract, below the line « Fait à Paris, le ... ».
- You can add several, including on the same page; the initials are not affected.
- The added zone is signed by the signer (in dual signature: by the first signer, not by your organization).
- Click « Enregistrer » (save) after your adjustments — then « Envoyer les invitations » as usual.

The diagram shows a document page with the following elements:

- Text: "Fait à Paris, le 27/08/2026" and "Lu et approuvé".
- A green rectangular box labeled "added signature" with a small orange 'x' in the top right corner, indicating it can be moved or deleted.
- A grey rectangular box labeled "initials".
- A button at the bottom labeled "+ Ajouter une signature sur cette page".

If a zone covers the contract text

- On save, the portal checks every zone you have moved.
- If there is an overlap: an orange message appears and the zone at fault is outlined in orange.
- Saving is never blocked — you remain in control of the position.
- If you click « Envoyer les invitations » while an overlap remains, the button becomes « Envoyer quand même → » (send anyway): a second click confirms.
- Advice: reposition the zone instead — the readability of the archived contract depends on it.

✓ Enregistré (saved)

⚠ La signature ajoutée recouvre le texte « Fait à Paris, le 27/08/2026 » (page 3).

Envoyer quand même →

The button only takes this form when an overlap has been flagged.

Send the invitations

- Until you click the green button, nothing goes out: you can close the page and come back later.
- In the document list, the status « À envoyer » (to send — awaiting your action) flags documents waiting for your click.
- After sending, the status changes to « En attente » (pending): it is the signer's turn.
- The signer receives an e-mail « Document à signer — Your organization » with a « Signer le document » (sign the document) button.

Envoyer les invitations

Before your click:

 **À envoyer**

After your click:

 **En attente**

 **Signé**

« Signé » (signed) appears once every signature has been applied.

What the signer experiences



Each signature is tied to a code sent to the signer's e-mail (*two-factor authentication*) — this is what underpins the AES level of assurance.

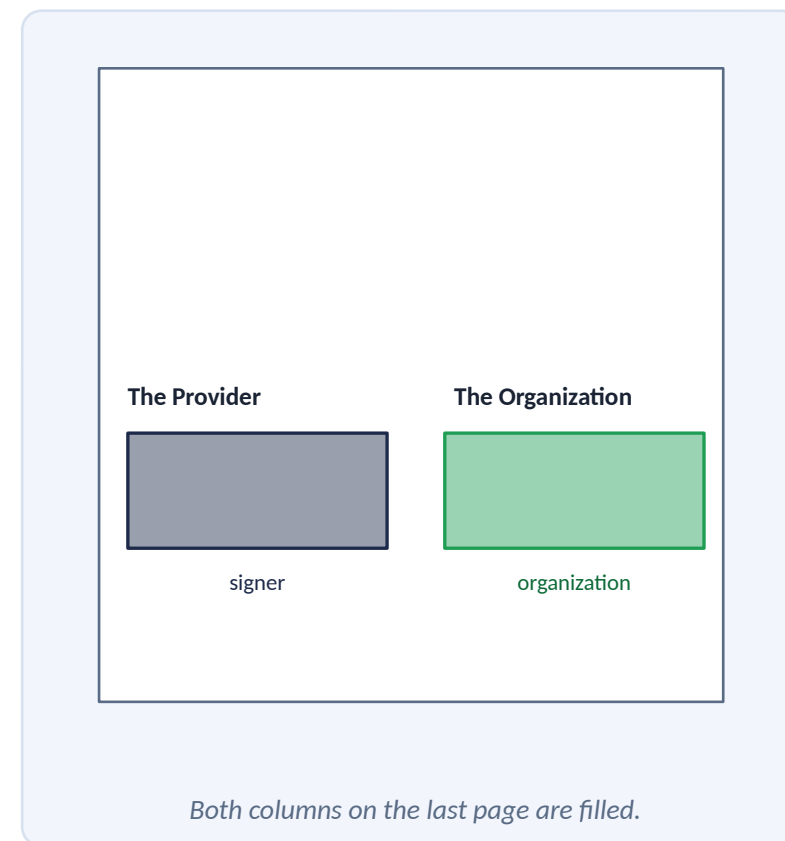
In single signature, the issuing organization's column on the last page stays empty. The issuing organization expresses agreement by sending the document. If you want that column signed, use dual signature.

The signing order is fixed

The signer signs first. Your organization counter-signs afterwards.

- 1** The signer receives the invitation and signs the entire document.
- 2** Your organization then receives « ...a signé — à votre tour » (has signed — your turn).
- 3** Your organization counter-signs in turn (verification code + signature).
- 4** Everyone receives « Document signé par toutes les parties » (signed by all parties).

Counter-signing before the signer is not possible: the portal waits for their signature before notifying your organization.



Track documents and send reminders

- The document list shows each state: « À envoyer », « En attente », « Signé ».
- The follow-up board gathers pending documents and lets you send a reminder in one click.
- « Renvoyer les invitations » (resend) sends the signer a new link — the old link then becomes invalid.
- If the signer cannot find the e-mail: have them check the spam folder before resending.
- Never re-upload the document to chase a signature: use the resend function.

Signature follow-up

Contrat_Dupont.pdf

 À envoyer

Contrat_Martin.pdf

 En attente

Contrat_Bernard.pdf

 Signé

Renvoyer les invitations

The new link replaces the old one: no duplicate signing is possible.

The signed document: proof and archiving



AES signature

eIDAS Article 26 — advanced level of assurance, valid across the EU.



Audit trail

Every step is time-stamped: sending, opening, code verified, signature.



Signature certificate

A final page summarises identities, timestamps and checks for both parties.



Secure archiving

The signed PDF is sealed (SHA-256 fingerprint) and archived — it can no longer be modified.

Public verification: every e-mail and certificate carries a « Vérification » link letting any third party check the document's authenticity.

Adobe Acrobat note: the « At least one signature has problems » banner is normal — our certificate authority is not yet listed in Adobe's directory. The verification link is authoritative.

Key points to remember



Check the signer's e-mail before sending — it is the key to the whole process.



Nothing goes out without your click on « Envoyer les invitations »: keep it in mind if a document stays in « À envoyer ».



The e-mail can take a few minutes depending on the recipient's provider; have them check spam before resending.



A sent document can no longer be modified. To fix something: cancel it, then create a new one.



Three or more signers: contact us beforehand — this case requires dedicated set-up.