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

Agreements are based on intention and identity: organizations need to be able to trust that signers are who they say they are.

The standard practice of verifying a signer's identity is to send a link to the signer's email address. But agreement value, sensitivity, business 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 user-friendly.

That's where DocuSign Identify comes in. Identify provides a portfolio of enhanced signer identification and authentication capabilities built into the eSignature workflow, enabling organizations to transact a full range of agreements with increased compliance and trust. These solutions include:

− ID Verification: digital identity proofing of signers via biometric checks such as AI-enabled liveness detection, verification of passports, driver licenses, or ID cards, knowledge-based authentication (KBA) questions, or electronic IDs

− SMS / Call 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 trust service solutions: Easy access to our tightly-integrated global network of trust service providers for region-specific compliance

98%
Time saved with electronic signature and digital identification[1]

$17+
Per document saved for account opening use case[2]

75%+
Faster processing for debit requests[3]

"Using DocuSign eSignature along with ID Verification for remote verification accelerated [account opening]... and our customers get a guided, straightforward digital experience."

VP
F500 US-based bank

ID Verification   **Authentication**   **Supports ID for Digital Signatures**   **Extensible with Trust Services**

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1   Lending platform, UK
2   F500 US-based bank
3   $3B AUM credit union

Reduce the risk of fraud

– Require signers to clear an enhanced identification check
before accessing agreements

– Verify identities with multiple options, such as government-issued
IDs, liveness detection, electronic or bank-based ID authentication,
and knowledge-based questions

– Authenticate existing users with simple 2-factor authentication
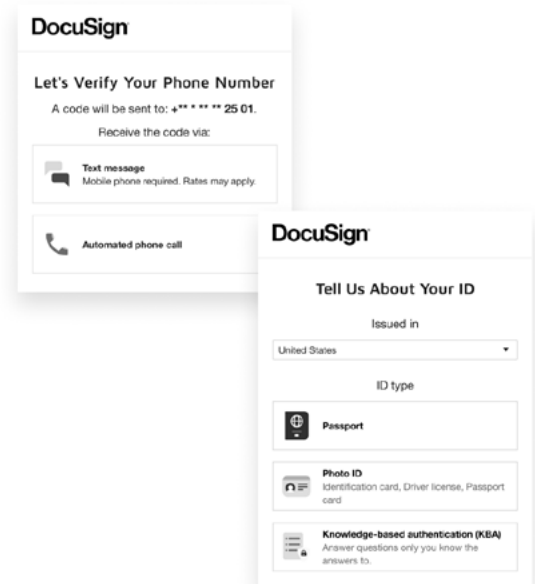via SMS or phone call

Streamline compliance and audit efforts

– Support and scale compliance efforts with industry and regional
standards such as Know Your Customer (KYC), Anti-Money Laundering,
and electronic identification, authentication and trust services
(eIDAS) compliance

– Record verification status through the eSignature Certificate
of Completion 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 eSignature

– Add your choice of enhanced identification and authentication
methods into eSignature

– 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 and
Qualified levels (AES and QES) under the European Union and United
Kingdom's electronic identification, authentication and trust services
regulation (eIDAS)

Use case examples

Consumer account opening	Remote deposits
Loan and lease agreements	Equipment financing
Power of attorney	Auto sales
Dispute notices	Insurance applications
Claim processing	Good Practice guidelines
Wire transfers	Patient consent
	Employee onboarding

Primary Industries

Financial services	Healthcare
Insurance	Life sciences
Legal services	Automotive
Government	Human Resources

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