

E-SIGN: General Tips for Authenticating a Qualified Electronic Signature (QES) in DocuSign via D-Trust

- Please have a valid identification document ready for authentication
- **Video-Ident:**
 - We recommend authentication on your smartphone using the free app "identity" by identity Trust Management AG.
 - Please **disconnect VPN** or other **company network connections** if necessary.
 - If you experience problems with authentication over a Wi-Fi connection, please use a stable mobile data connection.
 - Alternatively, authentication can also be performed on a PC/Mac with a good webcam using Google Chrome, Safari, Mozilla Firefox, Edge, and Opera as browsers.
 - **Activate** Cookies in Browser.
- **e-ID:**
 - Ensure that the **latest** version of the **identity app** has been downloaded.
 - To scan the ID, **remove the phone case** if necessary, so that the **NFC interface** can work smoothly.
 - During the second scanning process, briefly remove the ID and **only** position it behind the smartphone again **when requested**.
- If the password is lost, the Video-Ident/e-ID must be **repeated**. To do this, simply visit the [Sign-Me](#) website and click on the "Forgot password" option.

Any further questions?

If you have any questions, our E-SIGN team can be reached by E-SIGN@prosiebensat1.com erreichbar.