



Mobile Signature User Manual

Version	Modified by	Modifications made	Date modified
1.0	LV	Content	12/2024

Tabla de contenido

1 MOBILE MINIMUM SPECIFICATIONS.....4

2 REMOTE SIGNING PROCESS5

2.1 ENTER PHONE NUMBER.....8

2.2 OTP VALIDATION9

2.3 E-MAIL ADDRESS10

2.4 DOCUMENT SELECTION11

2.5 ID CAPTURE13

2.6 ID PROCESSING14

2.7 CAPTURING THE BACK OF THE ID15

2.8 BACK OF THE ID CAPTURE15

2.9 LET’S TAKE A SELFIE18

2.10 SELFIE CAPTURE19

2.11 SELFIE UPLOAD20

2.12 FACE MATCH21

2.13 SIGN YOUR DOCUMENT22

2.14 SIGNATURE COMPLETION AND DOCUMENT DOWNLOAD23

1 Mobile Minimum Specifications

Mobile Minimum Specifications refer to the baseline hardware and software requirements a mobile device must meet to ensure proper functionality and performance for the Incode's Mobile Signature Service. These specifications help define the lowest acceptable standard for device compatibility while maintaining a smooth user experience.

Key Components of Mobile Minimum Specifications:

1. Operating System (OS) Minimum version:

- Android: Android 10 or higher
- iOS: iOS 14 or higher

2. Network & Connectivity

- Wi-Fi: (e.g., 802.11 b/g/n/ac)
- Cellular: (e.g., 4G LTE required, 5G recommended)

3. Camera

- Front Camera: 5MP minimum
- Rear Camera: 12MP minimum

2 Remote Signing Process

2.1 Process Initialization

The **authorized agent** or **partner** responsible for providing the document to be signed must **initiate** the process.

Once the process is started:

- ✓ The agent or partner will generate and send the document for signing.
- ✓ You will receive the document and proceed with the signature process as instructed.

Ensure you follow the provided guidelines to complete the signing smoothly.

2.2 Open link

Once you receive the link generated by your agent, you must open it to begin the process.

- Mobile-Only Process: Please note that the flow is designed to be completed exclusively on a mobile device.
- Device-Specific Redirection:
 - If you open the link on a desktop device, you will be redirected to Step 2.2.1 for further instructions.
 - If you open the link on a mobile device, follow the instructions provided in Step 2.2.2 to proceed with the process.

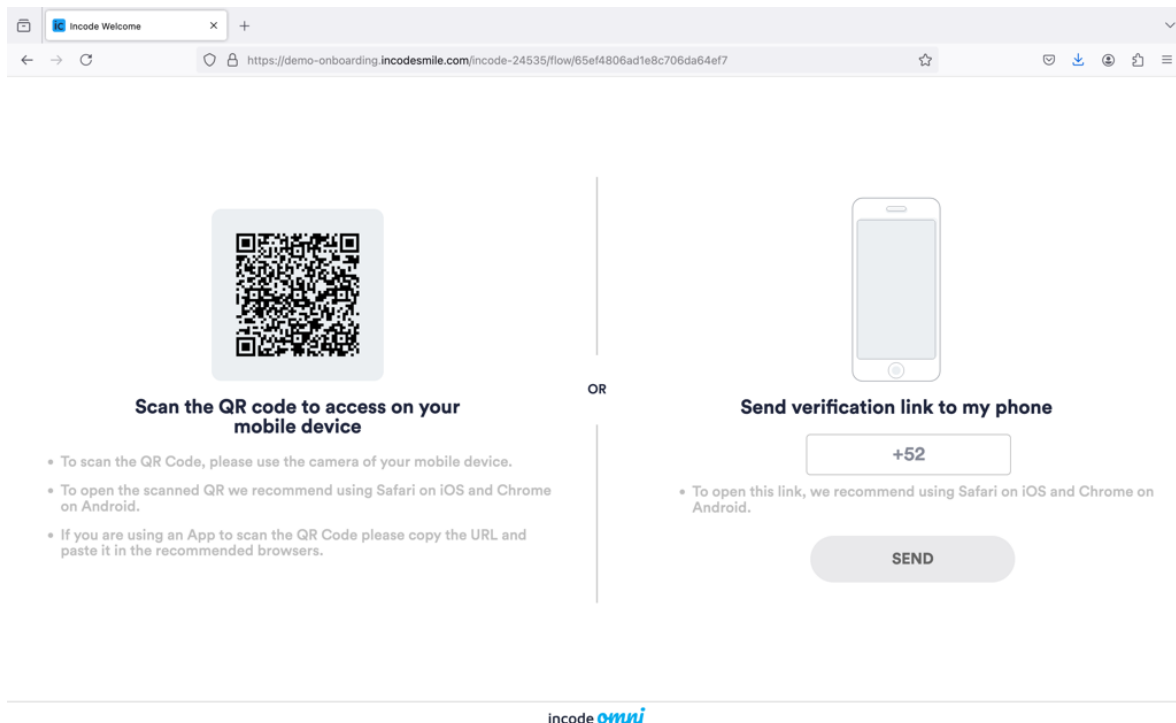
Ensure you are using a compatible mobile device to avoid interruptions.

2.2.1 Desktop device

If you open the link with a desktop device, the following screen is going to be shown. Here you have two options:

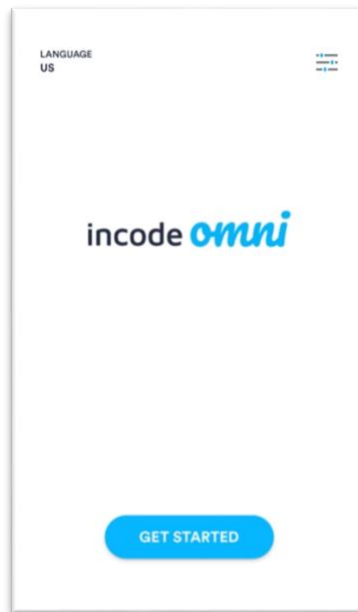
1. Scan the showed QR with your mobile to be redirect to the process in your mobile browser.
2. You could add your own phone number to receive a SMS with the process link.

After one of the previous is complete you can proceed with step 2.2.2.



2.2.2 Mobile device

On your mobile device, you will be redirected to the initial screen of the process. You just need to clic the "Get Started" button.



2.3 Enter phone number

In order to ensure that the user has control over the device where the process is taking place, they must enter their phone number for validation via a One-Time Password (OTP).

The image displays three sequential screenshots of a mobile application interface for entering a phone number. Each screen has a close button (X) in the top right corner.

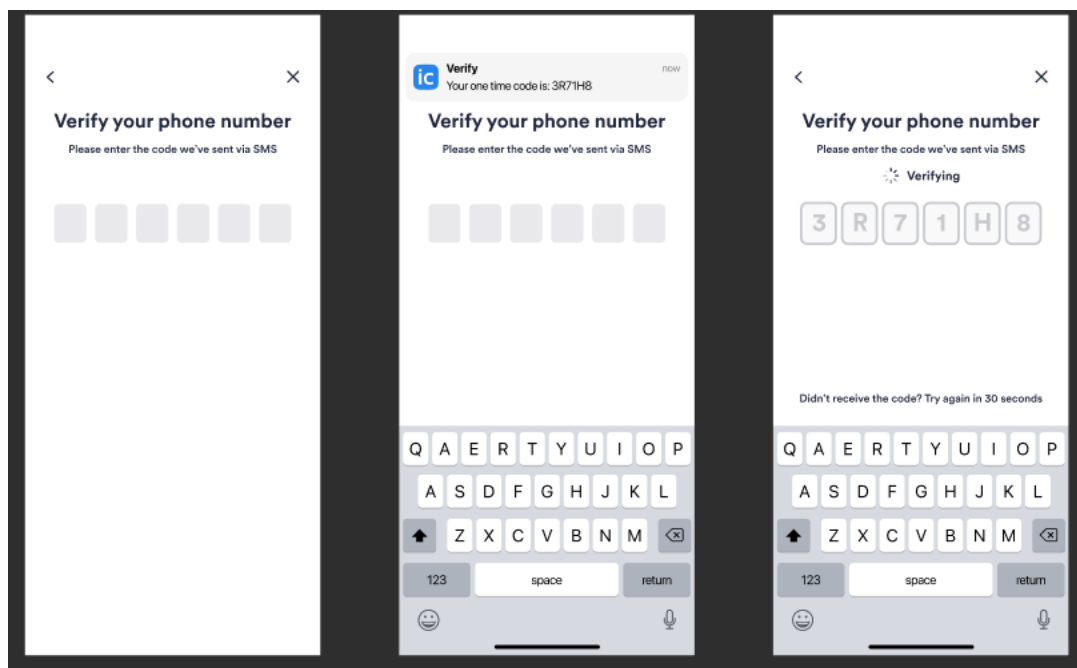
- First Screenshot:** The title is "Enter phone number". Below it is a text input field containing a German flag icon and the country code "+49". At the bottom is a light gray "Continue" button.
- Second Screenshot:** The title is "Enter phone number". The input field contains the German flag icon and "+49". Below the input field is a light gray "Continue" button. At the bottom is a numeric keypad with digits 1-9, 0, and a backspace icon. Each digit has its corresponding letters (e.g., 1 has no letters, 2 has ABC, etc.) displayed below it.
- Third Screenshot:** The title is "Enter phone number". The input field contains the German flag icon and the full number "+49 5678 1234". Below the input field is a blue "Continue" button. The numeric keypad is still visible at the bottom.

2.4 OTP Validation

Once the user enters their phone number and clicks the 'Continue' button, Incode will send a One-Time Password (OTP) via SMS to the provided number.

After receiving the OTP, the user must enter it on the verification screen. Incode will then verify whether the OTP is correct before proceeding to the next step. If the entered code is incorrect, a message will be displayed.

The OTP has a limited validity period, so be sure to enter it as soon as possible to avoid needing a new code.



2.5 E-mail address

Please enter your email address as a secondary point of contact. This will be used for verification purposes and important notifications. Ensure you provide a valid and accessible email to complete the process.

The image displays three sequential screenshots of a mobile application interface for entering an email address. Each screen has a title bar with a close button (X) and the text "Enter your email address".

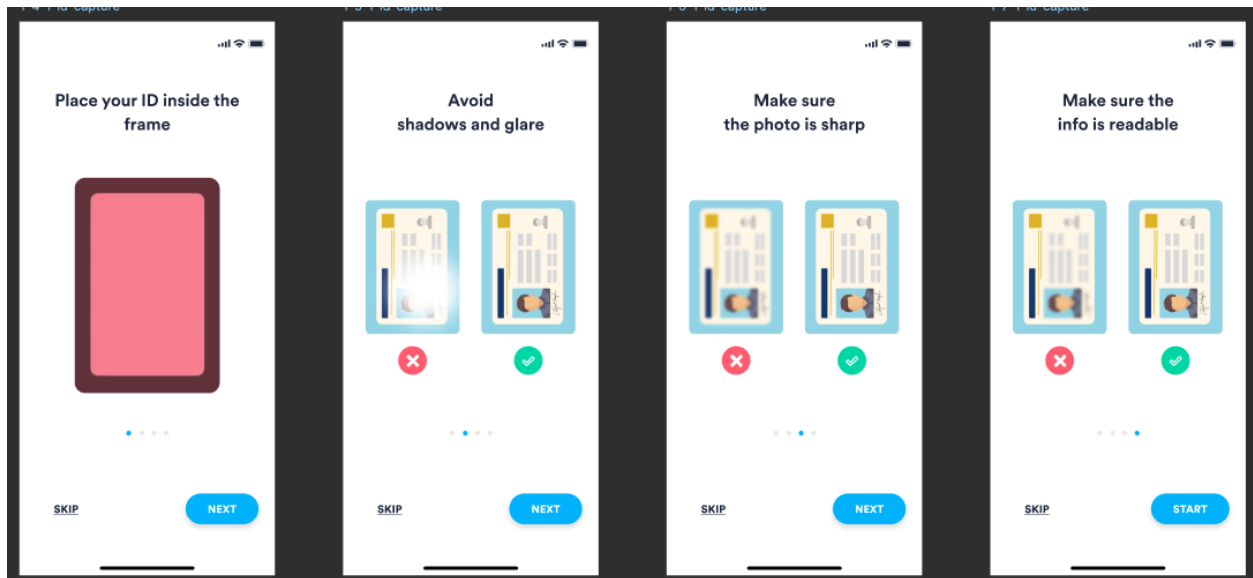
- First Screenshot:** Shows a text input field with the placeholder text "Enter your email". Below the field is a grey "Continue" button.
- Second Screenshot:** Shows the same text input field with a single character "l" entered. Below the field is a grey "Continue" button. A numeric keypad is visible at the bottom of the screen.
- Third Screenshot:** Shows the same text input field with the email address "email@incode.com" entered. Below the field is a blue "Continue" button. The numeric keypad is also visible at the bottom of the screen.

2.6 Document selection

Please select the type of document issued by your Member State that you will be presenting. This document will be used for verification purposes, so ensure you choose the correct type from the available options. Selecting the appropriate document type will help streamline the scanning and validation process.



On-screen instructions will guide you through the ID capture process to ensure accuracy and minimize errors or the need for retries. Follow the provided guidelines carefully to achieve a clear and properly aligned capture, which will help facilitate a smooth verification process..



2.7 ID Capture

To successfully capture your ID, follow these steps carefully. Proper positioning and alignment will ensure a smooth and error-free process.

1. Position Your ID

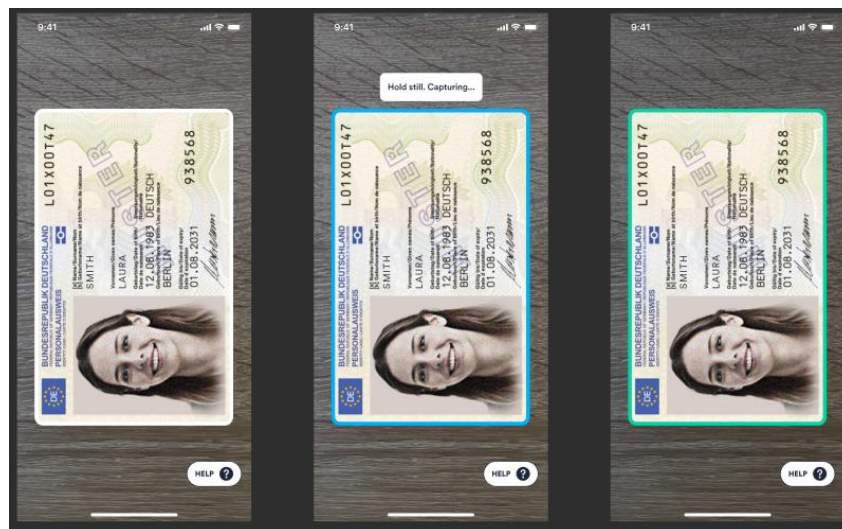
- Place your ID within the blue placeholder frame displayed on the screen.
- Ensure that the entire ID is visible within the frame without any edges cropped.
- Hold your device steady or place the ID on a flat, well-lit surface to avoid blurriness.

2. Wait for System Recognition

- The system will automatically detect and analyze the ID.
- Keep the ID steady while the system processes the image.
- Once the ID is correctly recognized, the blue placeholder will turn **green**, indicating that the capture is ready.

3. Automatic Capture

- As soon as the placeholder turns green, the system will automatically take a photo of the ID.
- You do not need to press any buttons; just ensure the ID remains within the frame until the capture is complete.



Tips for a Successful Capture

- ✓ Ensure the ID is well-lit and free from glare or shadows.
- ✓ Keep the ID steady until the placeholder turns green.
- ✓ Use a clean, non-reflective surface for best results.
- ✓ If the system does not recognize the ID, reposition it and try again.

2.8 ID Processing

Once your ID has been successfully captured, the system will process the document to verify its authenticity and extract necessary information. Follow the steps below to understand what happens during ID processing and how to ensure a smooth verification process.

1. Automatic Data Extraction

- After capturing the ID, the system will scan and extract essential details such as:

2. Verification and Validation

- The system will perform multiple checks to confirm the ID's authenticity:

A. Document Integrity Check

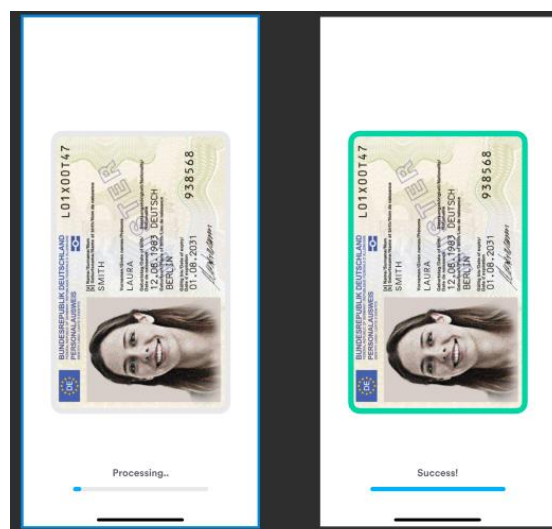
- The system analyzes the ID's format, security features, and structure to ensure it is genuine and not tampered with.
- It verifies the ID against official databases where applicable.

B. Text and Image Consistency Check

- The system compares the printed text with the machine-readable zone (MRZ) or barcode (if applicable).
- The photo on the ID is analyzed for clarity and matched with a live selfie (if required for identity verification).

C. Expiry and Validity Check

- The system checks the ID's expiration date to ensure it is still valid.
- Expired or invalid IDs may result in a rejection or a request for an alternative document.



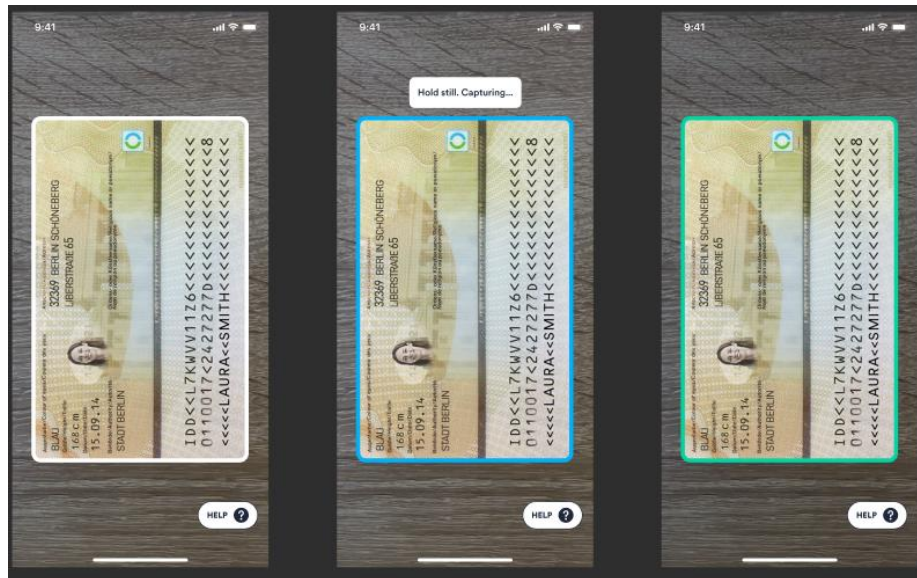
2.9 Capturing the Back of the ID

Once the front side of your ID has been successfully captured and verified, the system will prompt you to proceed with capturing the back of the document.



2.10 Back of the ID Capture

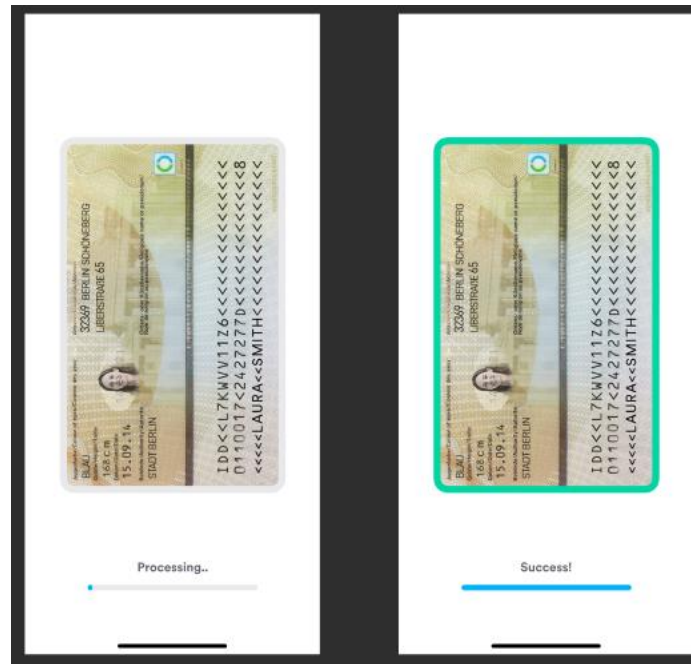
To complete the ID capture process, follow the same instructions and recommendations used for capturing the front of the ID.



Key Guidelines:

- Ensure the entire back side of the ID is visible within the capture frame.
- Use a well-lit environment to avoid glare or shadows.
- Keep the ID steady and aligned until the system detects and captures it.
- Verify that all important details, such as barcodes, QR codes, and printed text, are clear and legible.
- Retake the image if necessary before proceeding.

Once the back ID capture is complete, the system will process and validate the document.



2.11 Let's take a selfie

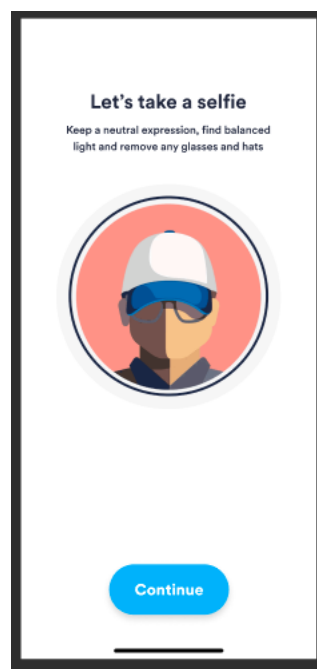
Before you begin and for a successful identity verification, follow these guidelines to capture a clear and accurate selfie. Ensuring good lighting, a natural expression, and a clear face will help avoid errors and the need for retakes.

1. Maintain a Natural Expression

- Keep a **neutral** facial expression or a slight, natural smile.
- Avoid exaggerated expressions such as frowning, squinting, or tilting your head.
- Keep your **eyes open** and looking directly at the camera.

2. Remove Any Obstructions

- Take off any **hats, glasses, masks, or face coverings** that may obscure your facial features.
- Ensure your full face is visible and not partially covered by hair or accessories.
- Avoid excessive makeup or filters that alter your natural appearance.



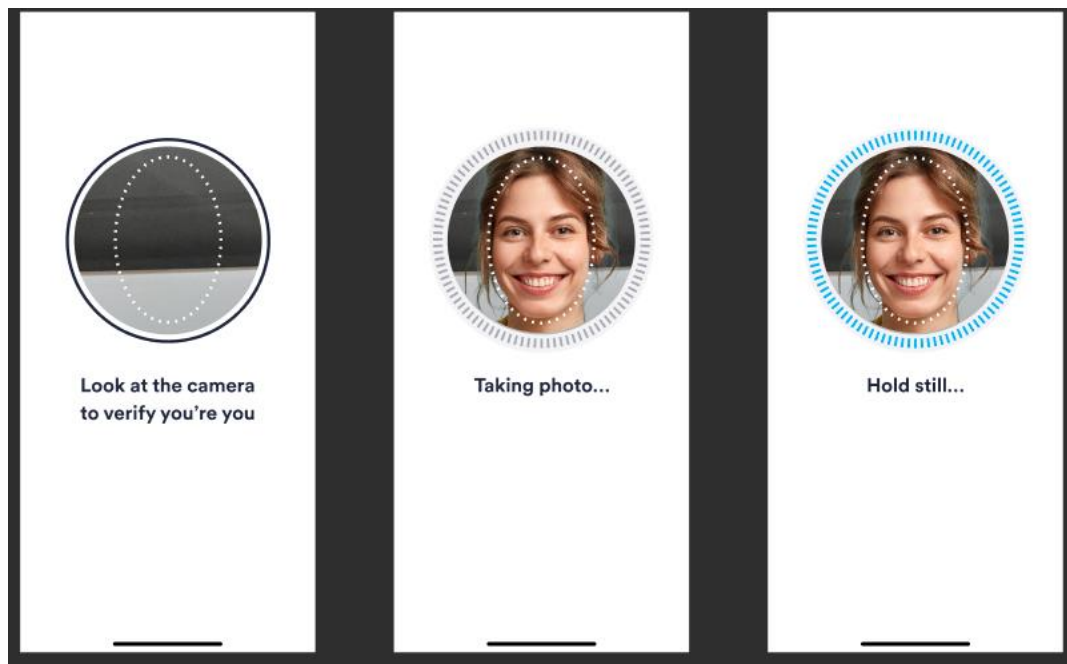
2.12 Selfie capture

Capturing a proper selfie is a crucial step in the identity verification process. A high-quality selfie ensures that the system can accurately compare your facial features with your ID, minimizing errors and the need for retakes. Follow these detailed instructions to achieve the best possible selfie capture.

1. Prepare for the Selfie

Before taking your selfie, make sure you meet the following requirements:

- ✓ Hold your phone **at eye level** and keep your head centered in the frame.
- ✓ Ensure your entire face is visible and not cropped out.
- ✓ Maintain a comfortable distance from the camera (not too close or too far).
- ✓ You are in a quiet, well-lit environment with a neutral background.
- ✓ No objects, shadows, or people are interfering with the capture.
- ✓ Your camera lens is clean for a clear image.



2.13 Selfie upload

After capturing your selfie, the system will upload it for verification.

System Processing and Verification

- The system will analyze your selfie and match it with your ID photo.
- You may see a loading screen while the verification process is completed.
- If additional verification is needed, you may be prompted to submit another selfie.

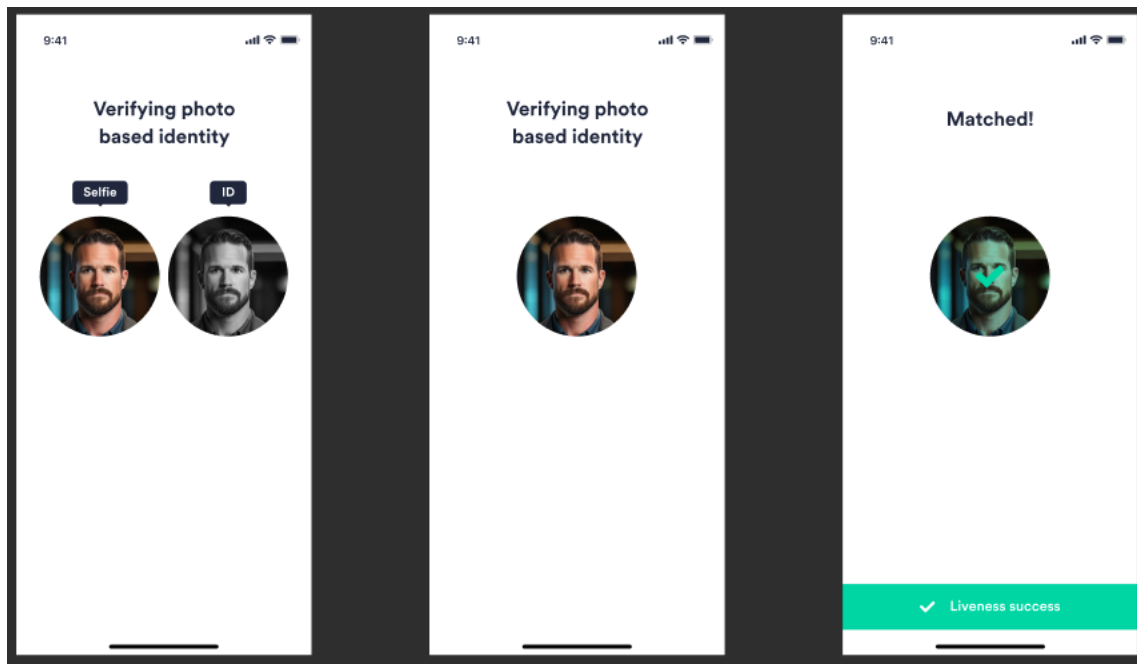


2.14 Face Match

The **Face Match** process is a critical step in identity verification. It ensures that the person taking the selfie is the same individual as the one in the photo on the provided ID. This comparison is done using advanced facial recognition technology to confirm authenticity and prevent fraud.

What to Expect During Face Match

- The system will **automatically compare** your selfie with the photo on your ID.
- You **may see a processing screen** while the system completes the analysis.
- If the match is successful, you will proceed to the next step.



2.15 Sign your document

The document(s) you need to sign will be presented in a list format. Please take the time to **read, understand, and provide your consent** for each document before proceeding with the signature process.

Steps to Complete the Signature Process

After reviewing the documents, you will need to check the following consent boxes to proceed with the signing:

1. Accept Terms and Conditions from the Trust Center

- By checking this box, you confirm that you have read and understood the **Terms and Conditions** and **Privacy Policy**.
- You acknowledge the policies governing the digital signature process.

2. Certificate Generation Consent

- You consent to the issuance of a **One-Time or Ephemeral Digital Certificate** in your name for **Qualified Electronic Signature (QES) purposes**.
- This certificate will be used exclusively for the signing process and will not be stored permanently.

3. Signature Consent

- You confirm your intention to sign the provided document(s) using the **digital signature process**.
- This serves as your legal authorization for the signature to be applied.

Once all checkboxes are selected, you will be able to proceed with signing the documents.

The image displays three sequential mobile app screens for the signature process. The first screen features a blue icon of a document with a checkmark and the text: "In order to complete the process, you need to sign an agreement". Below this is a blue "Continue" button and a small link: "Learn how your data is protected by Incode". The second screen, titled "Confirm your signature", lists documents to be signed (Contract 1) and presents three unchecked checkboxes for consent. The third screen shows the same checkboxes, but all three are now checked with green checkmarks, and the "Continue" button is blue.

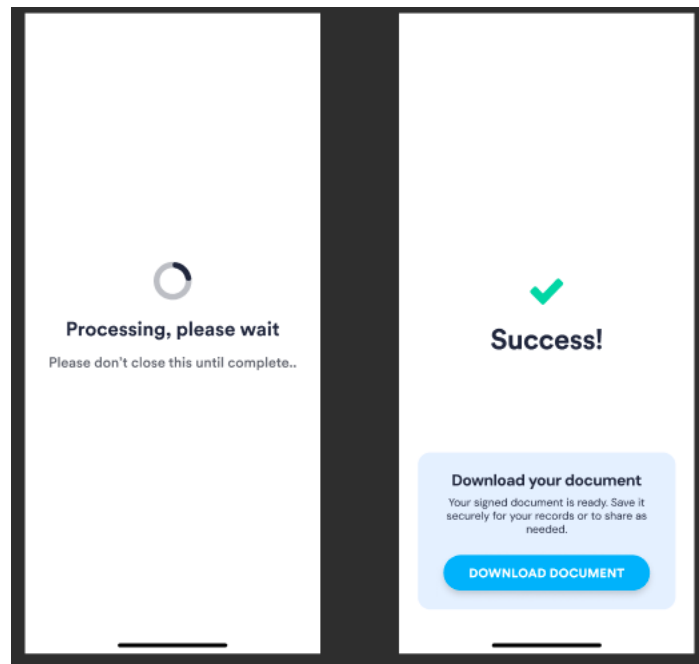
2.16 Signature Completion and Document Download

Once you complete the previous step, the system will proceed with the **Qualified Electronic Signature (QES) issuance** and apply it to the provided documents.

After the signature process is successfully completed:

- ✓ The system will display a **confirmation screen** indicating that the signing is complete.
- ✓ You will have the option to **download** the signed versions of the documents.

Ensure you save a copy for your records before closing the session.



psc@incode.com
psc@incode.com