

**Click-  
instruction**

## **Identification with sign-me**

(Identification service of D-Trust)

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## Welcome!

If you would like to sign a document with a qualified electronic signature (QES), you must identify yourself once when using sign-me (D-Trust identification service) for the first time. This is done so that it can be proven that the digital signature can also be clearly assigned to the person signing. With these instructions, we would like to support you with identification and make the onboarding process easier for you. Please choose a suitable environment for identification and have your smartphone or laptop and ID ready.

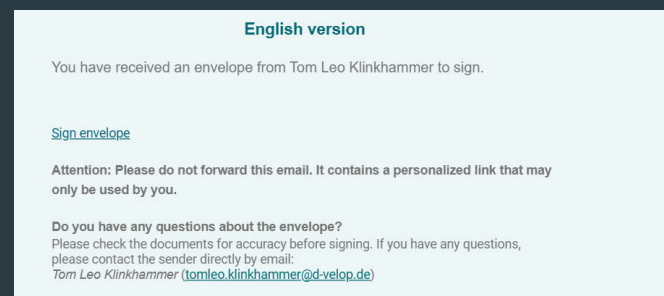
If you have further questions or problems, you will find further help on our support portal and in the d.velop academy, which offers you a short introductory training for the first steps in using d.velop sign.

We are pleased that you are using d.velop sign and that you are shaping digitization together with us!

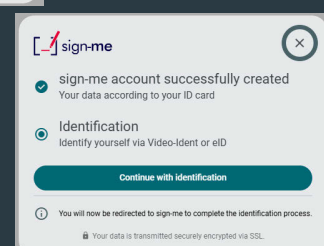
## Registrierung bei sign-me (Identifizierungsdienst der D-Trust)

You must register with D-Trust (a member of the Bundesdruckerei Group) and then identify yourself in order to sign documents with a qualified signature. When you are invited to sign a document, click **Sign envelope** to start the process. In the overview click **Next**.

1. Enter your first and last name and your e-mail address. Click on **Create account at sign-me**
2. In the next step, fill in the fields to be displayed and then set a password. Then click on Continue.
3. **Note:** If you set a username, you have to log in with your username instead of your e-mail in future processes.
4. Identify yourself directly in the window that appears without clicking on the link in the registration e-mail. This is important so you can register without paying for credits.



The screenshot shows a mobile app interface for creating a new sign-me account. The title is "Create new sign-me account" and the subtitle is "Your data according to your ID card". There are three input fields: "First name\*" with the value "Max", "Last name\*" with the value "Mustermann", and "E-Mail\*" with the value "Max.Mustermann@musterag1.com". A "Create account at sign-me" button is visible. Below the button, there is a link "Already have an account? Connect account". At the bottom, a note states: "The account will now be set up and you will be redirected to the sign-me page. Make all further entries there." and a security notice: "Your data is transmitted securely encrypted via SSL."



## Identification with sign-me

After you have successfully registered with sign-me, you will be automatically redirected to the sign-me page to identify yourself. (Important: Do not click on the link in the registration e-mail. If you identify yourself via d.velop sign, no further coins are required).

Click on Login and log in with your e-mail address and your previously defined password.

Now select **Identify** and click **Next** in the next step.

## How do you prepare for an identification?

You need the following for video identification:

- ✓ Camera and microphone on your PC/laptop
- ✓ A valid ID document such as an ID card or passport (an active online ID function is required for the ID card. The PIN of the ID card is also required)
- ✓ Good lighting conditions to ensure good legibility of the document and facial recognition
- ✓ If necessary, the free "identity video" app

For identification with eID you need:

- ✓ Your valid ID card with eID function A card
- ✓ The "AusweisApp2" app



**Scan the QR code to download the "identity video" app.**

## How does the Ident work?

There are two different ways to carry out identification: You can either identify yourself by video or carry out identification with eID.

**Helpcenter**

*If you have any questions, please refer to our Helpcenter.*

## Identification with Video-Ident

With Video-Ident, you can choose between two options:

### A: Via smartphone with the “identity video” app

If you choose this option, a reference number will appear on the screen of your laptop. Please download the “identity video” app on your smartphone and enter the number there.

1. Enter your surname and the reference number, confirm the terms and conditions and the privacy policy and click on Start identification.
2. In the next step, select the ID document for which you would like to carry out the identification. Please note that you will need the PIN of your ID document.
3. In the next step, you will receive information about the ID PIN (Fig. 3). Now hold the ID document against the back of your smartphone.
4. If the ID card is recognized, you must enter the PIN of your ID document in the next step.
5. It is possible that a loading image will appear during the check or after the ID card has been checked (image 4). If nothing else happens at this point, press the cross at the top left. The video call will now begin.
6. It may take a few minutes for this process to begin. Have your ID card ready.

**Important: The lighting conditions must be such that the camera can see the hologram of the ID card reflected in yellow/green.**



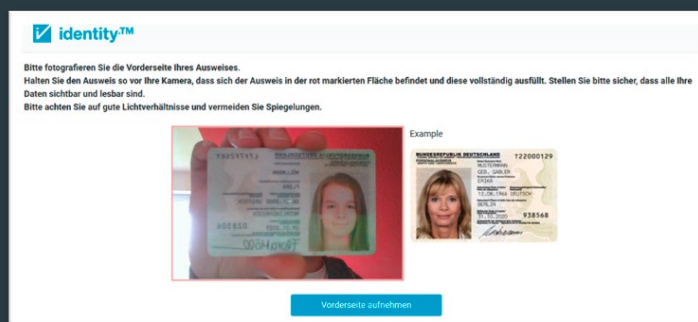
**Hologram**

## B: Via web browser

When identifying directly via the web browser, please note that you can choose between Chrome, Firefox and Edge. Internet Explorer is not permitted as it does not support video calling.

Make sure that your device has a good webcam and microphone so that the sound and image are of good quality. The identification will not be successful if the quality of the sound and image is not sufficient. You can then restart the process. Here too, you must have your ID ready and observe the above aspects with regard to the hologram of the ID.

1. First confirm that [www.identity.tm](http://www.identity.tm) is allowed to access your camera and microphone
2. In the next step, hold the front of your ID card in the camera as shown in the picture below.
3. When you have found the correct position, click on Capture front. The image will now be mirrored so that the details on the ID card are legible.
4. Repeat this with the back of the ID card.



5. Next, you will be connected to a D-Trust employee via video call. They will check whether your video and Internet connection is sufficient.
6. In the video call, you will first be asked for your mobile phone number.
7. Similar to the app, the D-Trust employee will then give you instructions on how to hold the ID card in the camera. Here too, it is important that the holograms on the ID card are clearly recognizable (see above).
8. Am Ende der Identifizierung wird Ihnen eine fünfstellige TAN auf Ihr Smartphone gesendet. Bitte geben Sie diese in das Fenster auf Ihrem Laptop ein (siehe Bild).
9. Ihre Angaben werden abschließend geprüft und die Mitarbeiterin oder der Mitarbeiter gibt Ihnen nach kurzer Zeit eine Rückmeldung, ob Ihre Identifizierung erfolgreich war.



### Tip

If your light is not sufficient to recognize the holograms, use the flashlight on your smartphone and light them up. This will make the holograms easier to recognize



# HAPPY SIGNING!

## **d.velop Helpcenter**

For more help getting started and answers to all questions about d.velop sign.

[Helpcenter](#)

## **d.velop academy**

For further eLearnings and incoming appointments.

[ACADEMY](#)

The contents have been prepared according to the current state of planning and development and are subject to change at any time.

In particular, time specifications refer to the current planning, requirements and availability of resources. Should the parameters mentioned change, we reserve the right to adjust the dates accordingly.

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