Tencent Cloud

Tencent E-Sign Service

FAQs

Tencent Cloud

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Contact Us

We are committed to providing personalized pre-sales consultation and technical after-sale support. Don't hesitate to contact us at 4009100100 or 95716 for any inquiries or concerns.

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Last updated：2024-08-01 16:12:54

How many Tencent E-Sign Service accounts can an enterprise register?

An enterprise entity (based on the Unified Social Credit Code) can register one Tencent E-Sign Service enterprise account.

Can one Electronic Signature account certify multiple enterprises (parent company and multiple subsidiaries)?

No, one enterprise entity can only certify one Electronic Signature account.

What is a Super Administrator?

A Super Administrator is an employee with the highest authority for contract management within the enterprise. After service activation, the Super Administrator logs in to the Electronic Signature console to manage enterprise personnel and assign related permissions.

How many Super Administrators can an enterprise have?

An enterprise can have only one Super Administrator. You can assign appropriate permissions to enterprise employees through Role Management .

Can a Tencent Cloud Sub-account activate the Electronic Signature service?

Yes, the Sub-account needs to be authorized with the Sub-account Electronic Signature related policies in advance. For the authorization method, please refer to Sub-account Authorization Guide .

Why does the Tencent Cloud Sub-account log in to Electronic Signature and see a message indicating that the account does not have Electronic Signature permissions?

Because the main account has not granted the Sub-account the Electronic Signature related policies. The authorization procedure is as follows:

1. Log in to the Tencent Cloud Certificate Authority Management with the enterprise main account, select Sub-user in the user list, and click **Authorize**. If there is no Sub-user, please refer to Customize Sub-user Creation to create a Sub-user account.

2. Search for QcloudESSFullAccess in the related policies, select it, and save to complete the authorization.
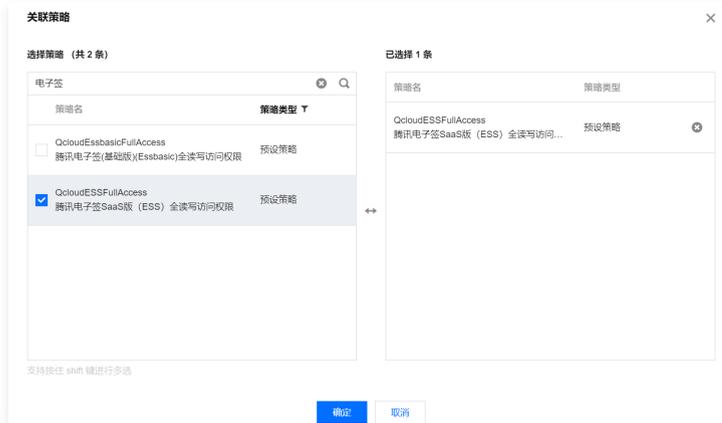
3. After the authorization is complete, you can use this Sub-user account to log in to Tencent E-Sign Service.

When authorizing as a super admin, I have already filled in the corporate legal representative's identity information. Why does the page keep indicating incorrect information?

Currently, only entities classified as enterprises or individual industrial and commercial households can be authorized using the legal representative's information. For other types of entities, please use a letter of authorization for the authorization process.

What should I do if the authorization SMS from the super admin or corporate legal representative expires?

Please contact the Tencent Cloud enterprise account holder. On the Tencent E-Sign Service login page, select the **Tencent Cloud Enterprise Console** entry, log in to the Tencent Cloud account, and click **Resend Reminder** on the page to resend the SMS.

Do overseas enterprises support the Electronic Signature service?

Hello, Tencent E-Sign Service currently only supports enterprises with a registered location in the People's Republic of China (excluding Hong Kong, Macao, and Taiwan). If your overseas enterprise needs to use Tencent E-Sign Service, please Contact Us .

What should I do if the [Confirm Company Information] popup appears after clicking Next during the company verification process after submitting the business license?

Due to updates in the business enterprise database that take about 7-14 business days, if your company has recently undergone changes in legal representatives or corporate information, there may be discrepancies between the company's three elements (Corporate Legal Name, full company name, Unified Social Credit Code) and the database, causing the verification to fail. If the following popup appears during the verification process, please proceed as follows:

1. After confirming that the company information in the popup is correct, click **Submit for Inclusion** application.

2. The electronic sign will complete the review within 1-3 business days after submission. You will be notified via SMS after the review is completed.

3. After the review is approved, please follow the page instructions to complete the subsequent verification process. Once the company verification is completed, you can experience and use the Tencent E-Sign Service.
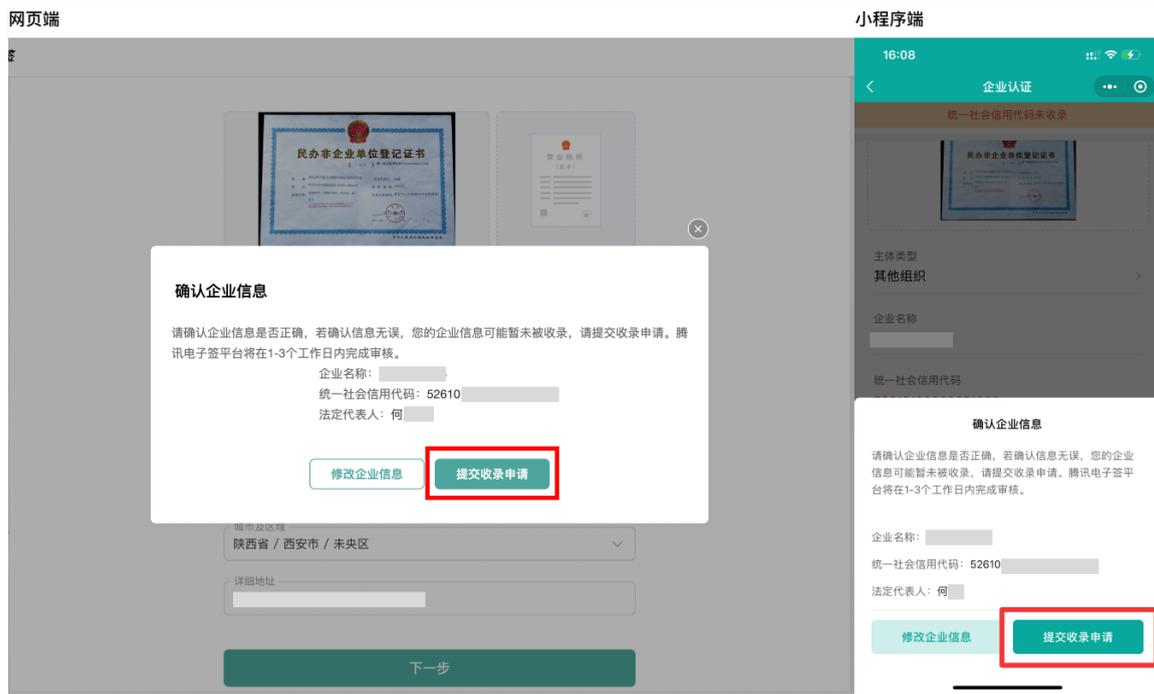
If you have completed the third-party sub-client enterprise certification, what are the steps for completing the electronic signature enterprise certification?

The specific process is as follows:

1. Scan the QR Code based on the page prompts to complete personal identity verification, and click **Enter Verification Process**.

2. If you have joined a certified sub-client enterprise, the page will display the following popup. Click to quickly complete the company verification.
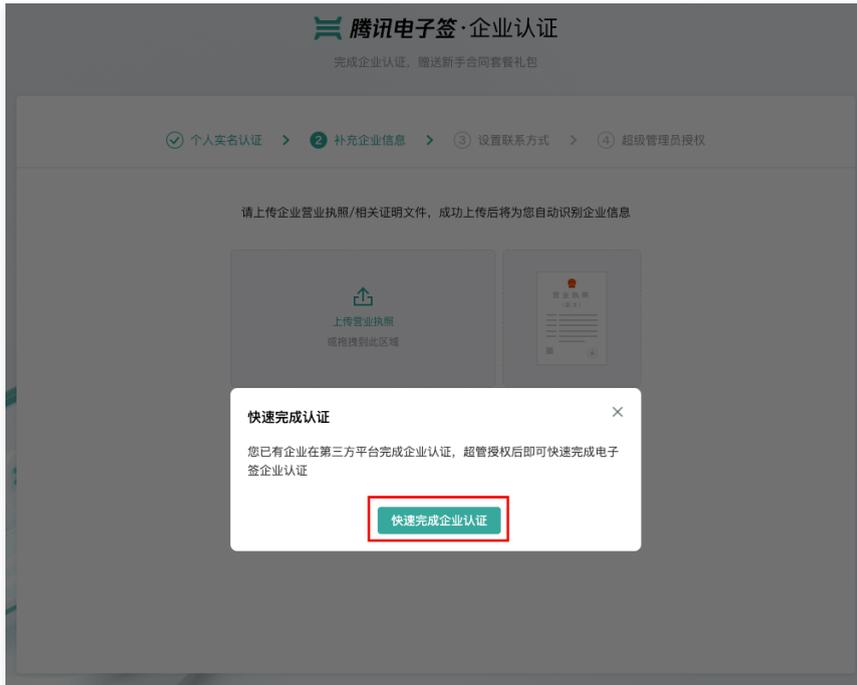
3. Select the enterprise you want to verify and click **Confirm.**

4. Set Contact Information: Please enter your contact details and fill in the CAPTCHA.

5. If you are the super administrator of a certified sub-client enterprise, follow the page prompts, use your mobile to scan the Electronic Signature Mini Program Code, and complete face verification to finish the company authentication.

Employee Management

Last updated: 2024-08-01 16:13:12

What should I do if the corporate employee real-name SMS has expired?

Please refer to the Organizational Structure Management documentation and resend the real-name SMS notification to the employee.

Is it possible to replace the Super Administrator?

You can change the Super Administrator online. For detailed procedures, please refer to Change Corporate Super Administrator.

My company has many employees. How can I quickly add them to Tencent E-Sign Service?

1. First, log in to Tencent E-Sign Service on your computer. Refer to the Tencent E-Sign Service log in page.
2. After logging in, go to the Organization Structure Page and click **Add Employee.**
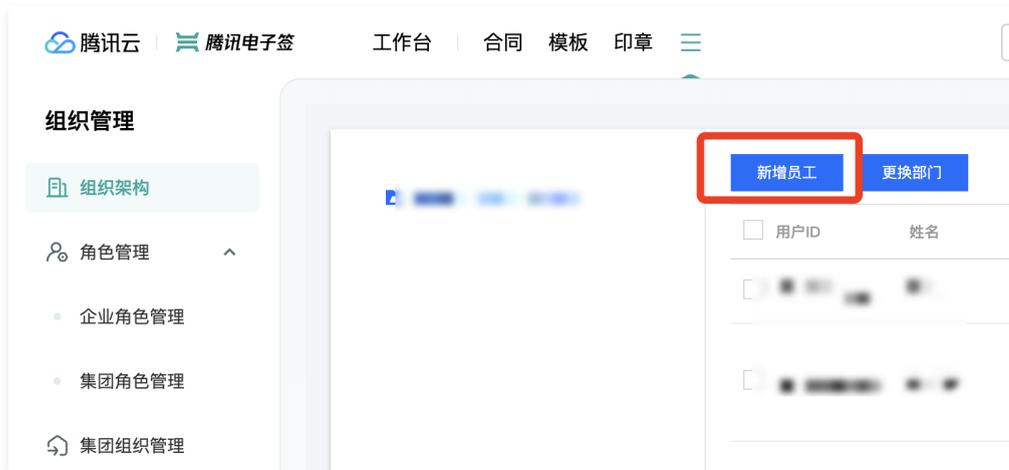
3. After clicking, please choose the **Import Table** method, download the Structure Import Template, fill it out, and upload it to batch import employees.

Identity Verification

Last updated: 2024-08-01 16:13:28

What should I do if Face Recognition always fails during identity verification?

If Face Recognition verification fails, it may be due to the following reasons. You can refer to the reasons below and try again:

- Face occlusion.
- The difference between your appearance and the photo is too large.
- Incorrect name or ID card number.
- The face did not fully appear on the screen during verification.

Which types of documents are currently supported for identity verification?

Tencent E-Sign Service currently supports identity verification for residents' ID cards, Hong Kong (China), Macao (China), and Taiwan (China) residence permits, and Hong Kong and Macao Residents' Travel Permits to Mainland China.

Is there an age limit for identity verification in electronic signing?

According to relevant national and international laws:

- Tencent E-Sign Service supports identity verification for citizens of Mainland China aged 16 and above.
- If you hold a Hong Kong (China), Macao (China), and Taiwan (China) residence permit or a Hong Kong and Macao Residents' Travel Permit to Mainland China, users aged 18 and above are supported for identity verification.

During the real-name authentication process, the page displays "A real-name account already exists". What's the reason for this, and how should it be handled?

The message "A real-name account already exists" appears because the system has detected that you have previously completed real-name authentication in Tencent E-Sign Service using a different mobile number.
Solution: You just need to follow the page prompt and click **Change Mobile Binding** to bind the account to the mobile number you are currently using.

Due to a personal name change, I am currently unable to pass any face verification processes. How should I handle this?

If your real name has changed, please refer to the Personal Name Change Guide .

Account Information

Last updated: 2024-08-01 16:13:47

I have updated my personal name. How should the information in Tencent E-Sign Service be updated?

If your real name has changed, please refer to the **Personal Name Change Guide** for detailed steps.

What should I do if the phone number registered with Tencent E-Sign Service is no longer in use?

You can use a new phone number to log in to the Tencent E-Sign Service Mini Program and re-register your account. During the identity verification process, follow the relevant prompts to complete the phone number re-binding.

How can I bind my Tencent E-Sign Service account with my Tencent Cloud account?

1. Click the directory icon on the top navigation bar of the page. Select **Enterprise Settings** and then **Enterprise Information** and click **Unbind**.

> ⊘ **Note:**
> If you do not see the **Unauthorized binding** message on the page, it means your enterprise account is already bound to the Tencent Cloud account, and no further binding is needed.

2. Log in to the Tencent Cloud account prompted in step 1, and in the pop-up window, select **Bind cloud account with SaaS account** to complete the account binding.

Instructions for Completing the Supervisor Authorization Letter

Last updated: 2024-08-01 16:14:03

If you are undergoing non-legal person certification, in the 'Super Administrator Authorization' step of Enterprise Authentication, you need to upload the < Tencent E-Sign Service Account Application and Supervisor Authorization Letter (hereinafter referred to as "Authorization Letter")>. Be sure to download the authorization letter template generated on the electronic signature platform, fill in the date, stamp it with the red official seal containing the seal number, then click the camera icon to upload the completed authorization letter JPG/PNG file. You can also directly upload a PDF file. The detailed requirements for filling in the authorization letter are as follows.

Corporate customer

Authorization Letter Template Download

Be sure to download the authorization letter template from the Tencent E-Sign Service page (see the screenshot below).

> ⚠ **Note:**
> The downloaded template has already filled in the supervisor's name, supervisor's ID type, supervisor's ID number, supervisor's mobile number, organization name, Unified Social Credit Code, legal representative/person in charge's name. Please do not make any form of modification.

Appendix: Supervisor Authorization Letter example (Corporate customer), the content in the red frame needs to be filled in accurately.

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　　统一社会信用代码：_____

　　法定代表人/负责人姓名：_____（请按照机构证件如实填写；分公司/个体工商户则填写工商执照所载明的负责人）

　　二、超级管理员信息

　　姓名：_____

　　证件类型：居民身份证_____

　　证件号码：_____

　　手机号码（用于账号绑定、接受短信通知和校验信息）：_____

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时间：　2024年　4月　10日　　　　授权单位名称（公章）

Seal Instructions

Example of the red official seal containing the seal number:

① 印章辅助防伪纹线
② 印章编码

> ⚠ **Note:**
> Please use the official seal, and do not use seals with words like "Contract Specific Seal", "Human Resources Specific Seal", etc.

When stamping, make sure the seal is placed within the area shown in the picture, the company name, red star, and seal number within the seal must be clearly visible.

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时间：　　年　　月　　日　　　　授权单位名称（公章）：

If the authorization letter uses a digital official seal with a digital signature, you can upload the PDF with the digital signature. Do not upload photos.

Time Instructions

Please handwrite the date in neat script within the area shown in the picture below, in the format: 20 year month ** day, e.g., January 1, 2023. The year cannot be abbreviated, e.g., as '21.
The signing date must be within one month of the upload date. For example, if you upload on June 11, 2024, the signing date range can be any date between May 11, 2024, and June 11, 2024.

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时间：　　年　　月　　日　　　　授权单位名称（公章）：

Power of Attorney Upload

After completing the power of attorney, please take a photo or scan it and upload it as a PNG/JPG image. If you choose to take a photo, place the power of attorney on a flat surface, align the edges with the camera's view, and avoid including other objects such as the desktop, pencils, or papers. Correct example shown below:
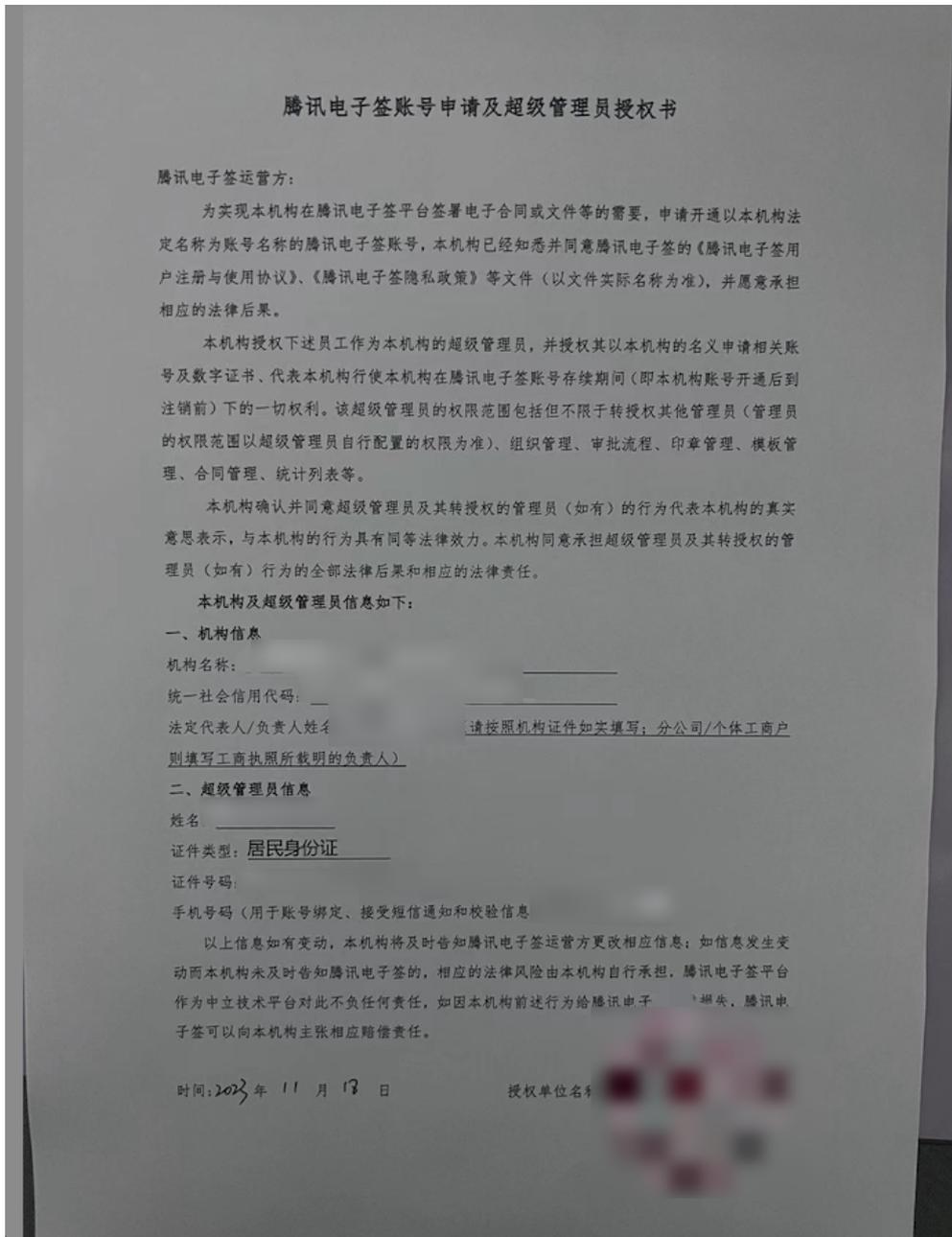
Individual Business

1. Download the Individual Business version of the authorization letter.
   - Individual business enterprises without a corporate seal: the legal representative is required to sign at the **authorization letter** end and **press a fingerprint.**
   - For Individual Businesses with an official seal: The legal person needs to sign at the end of the **authorization letter** and affix the corporate official seal. The company's name, red star, and seal number must be clearly visible within the seal.

   click **obtain the authorization letter template.**

Fill in the required details in the template (accurate information needed).

腾讯电子签账号申请及超级管理员授权书

（个体工商户适用版）

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本机构及超级管理员信息如下：

一、机构信息

机构名称：_____

统一社会信用代码：_____

法定代表人/机构负责人姓名：_____（请按照机构证件如实填写；分公司/个体工商户则填写工商执照所载明的负责人）

法定代表人/机构负责人证件类型：_____

法定代表人/机构负责人证件号码：_____

二、超级管理员信息

姓名：_____

证件类型：_____

证件号码：_____

手机号码（用于账号绑定、接受短信通知和校验信息）：_____

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授权单位法定代表人/机构负责人签字：

时间：　　年　　月　　日

2. When uploading the power of attorney, you also need to upload a copy of the front and back of the legal person's ID card, with the legal person's signature and fingerprint.

法人身份证
正面图片

法人身份证
背面图片

本页面需要法人本人签字加按手印。

3. Enter dates and notes.

Please handwrite the date in neat script within the area shown in the picture below, in the format: 20 year month ** day, e.g., January 1, 2023. The year cannot be abbreviated, e.g., as '21.
The signing date must be within one month of the upload date. For example, if you upload on June 11, 2024, the signing date range can be any date between May 11, 2024, and June 11, 2024.

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授权单位法定代表人/机构负责人签字：

时间：　　年　　　月　　　日

FAQs on Pricing and Purchase

Last updated: 2024-08-01 16:14:17

1. Questions related to product versions

How to place an order?

log in to Tencent E-Sign Service Mini Program or the web version to make a purchase. For details, please refer to the Purchase Guide .

Which product version should I choose?

Depending on the size of your enterprise, Tencent E-Sign Service offers three versions: Advanced, Professional, and Enterprise. For details, please refer to the Tencent E-Sign Service purchase page .

What is the validity period of the product version?

The validity period depends on the purchase duration. If the purchase duration is one year, the validity period will be one year. The maximum purchase duration is three years.

How to renew after the version expires?

For the specific renewal process, please refer to the Purchase Guide .

Will I receive a reminder if my version is about to expire or my contract is about to be exhausted?

Yes.

- **Version Expiry:** We will send SMS notifications to your **Super Administrator and Legal Person** at 9:00 AM on the 7th, 3rd, and 1st days before the version expires, and on the expiration day.
- **Contract Exhaustion:** We will send SMS notifications to your **Super Administrator and Legal Person** when your enterprise contract has 5 documents remaining.

Also, we will push billing notifications on the **Expense Management** page simultaneously.

II. Value-Added Service Related Issues

Issues Related to Contract Package

Where can I see how many contracts I have left?

- **Tencent E-Sign Service Mini Program:** You can check the contract usage on the Expense Management page from the homepage.
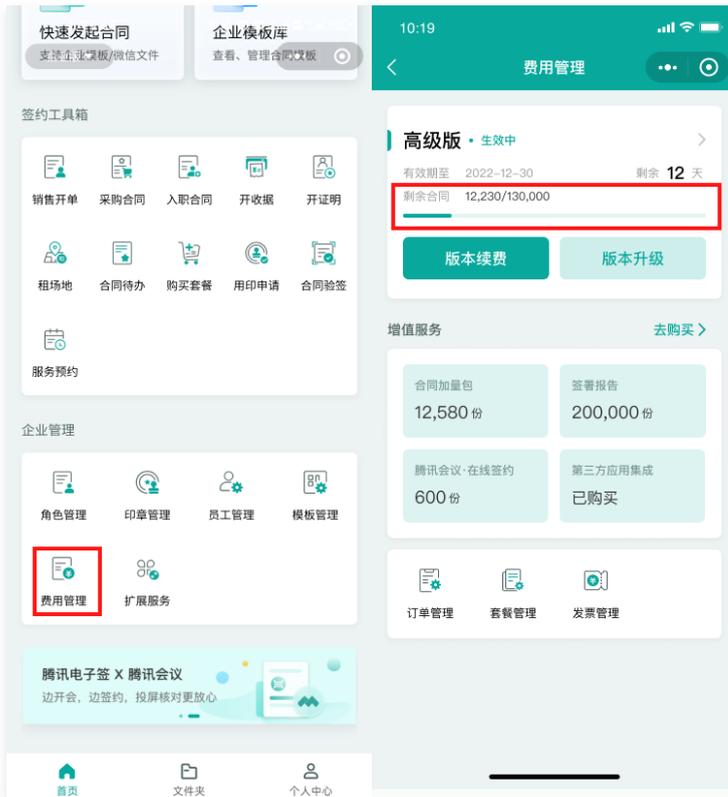
- **Tencent E-Sign Service Web Version:** You can check the contract usage on the Expense Management page.

How is the contract usage calculated?

A contract share is deducted once the contract is initiated successfully.
Unsigned contracts can be withdrawn, and the contract share will be returned; however, if any party has signed (excluding automatic signing), the contract share will not be returned upon withdrawal.

What if the complimentary contracts in my version are used up?

You can purchase additional contract increase packages through the Tencent E-Sign Service web or mini program by navigating to the Expense Management page and selecting Value-Added Services.
 Contract Increase Package Purchase Guide:
- Mini Program: Click on the homepage **Purchase Package**, then select Contract Increase Package in Value-Added Services and click **Buy Now.**
- Web Version: On the Expense Management page, select Contract Increase Package and click **Buy Now.**

III. Issues Related to Third-Party Application Integration

Does the third-party application integration have a validity period?

Yes. The validity period for third-party application integration is 1 year. The purchase duration for third-party application integration must not exceed the product version validity period, with a maximum of 3 years. If the product version expires within 1 year, the third-party application integration will expire at the same time as the product version.

How to perform API access?

Purchase the value-added service for third-party application integration to gain API access (currently, third-party application integration is available only to Professional and Flagship edition users).

Purchase Guide: Due to the WeChat Pay limit, please visit the Tencent E-Sign Service web version to purchase third-party application integration. On the Expense Management page, select Third-party Application Integration and click **Buy Now**.

IV. Issues Related to Other Value-Added Services

What value-added services are available for purchase?

- **Contract Increase Package:** When the contract quota is insufficient, you can purchase additional contract increase packages.
- **Sign Report:** The sign report is used in dispute resolution scenarios like litigation and arbitration to prove the authenticity of the signer's intentions during the signing process and that the original data has not been tampered with.

- **Tencent Meeting · Online Signing:** Real-time sharing and signing of contract content in Tencent Meeting.
- **Third-party Application Integration:** Seamlessly embed into partner application platforms to provide a full range of electronic contract signing services for enterprise users on the platform.

What is the validity period for value-added services?

- **Contract Increase Package:** Effective immediately upon purchase, with a validity period of 1 year.
- **Sign Report:** Effective immediately upon purchase, with a validity period of 1 year.
- **Tencent Meeting · Online Signing:** Effective immediately upon purchase, with a validity period of 1 year.
- **Third-party Application Integration:** Effective immediately upon purchase. The purchase duration must not exceed the product version validity period, with a maximum of 3 years (available only for Professional and Flagship editions).

Will the remaining quota be automatically cleared after the value-added service expires?

The remaining quota will be automatically cleared after the value-added service expires.

Where can I see how much of the value-added service package has been used and how much is left?

You can check the usage of the value-added service package on the Expense Management page on both the Tencent E-Sign Service Mini Program and webpage.
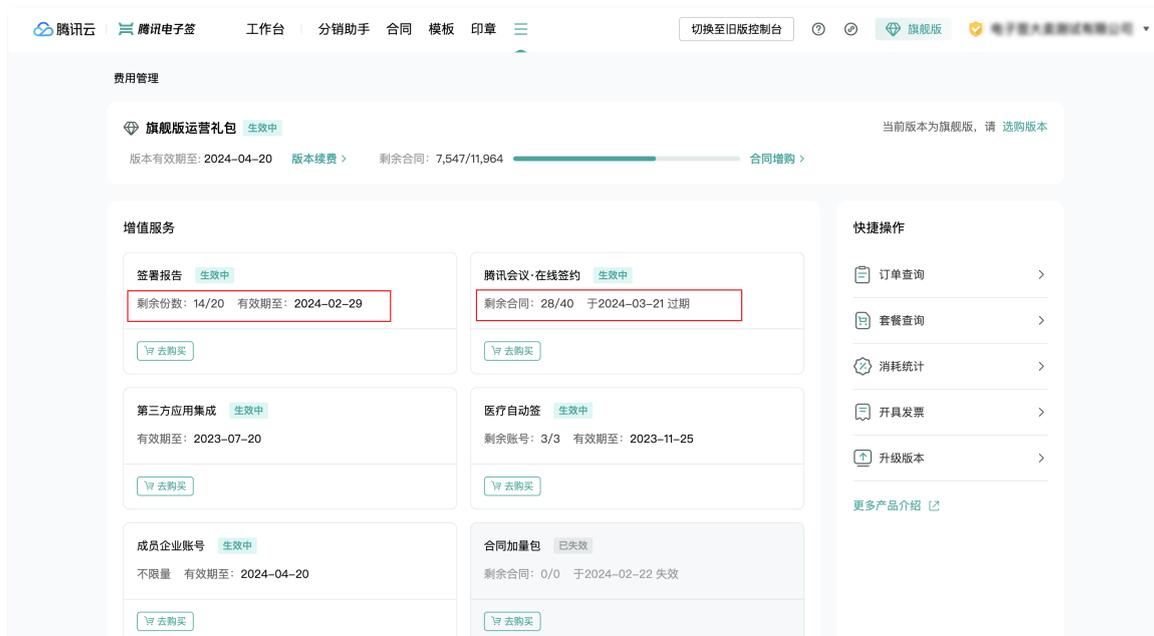
Can the Personal Edition Monthly Savings Card be transferred?

Cannot be transferred.

5. Other purchase-related questions

How soon can the product version or value-added service be used after purchase?

We will deliver within 3-5 minutes after you place your order.

Can a refund be issued?

Refunds are not supported. Please make purchases based on your actual usage.

Where can I view my purchase record?

Only the Super Administrator or Legal Representative of the company can view it. Others cannot.
The Super Administrator or Legal Representative can find the company's purchase records in the **Mini Program** > **Corporate Homepage** > **Expense Management** > **Order Management.**

How to issue an invoice?

The corporate Super Administrator or an employee with Expense Management Permissions can log in to the **Tencent E-Sign Service Webpage**, select **Expense Management** > **Invoices**, and after Secure Mobile Verification, proceed to the Invoice Center to issue an invoice.
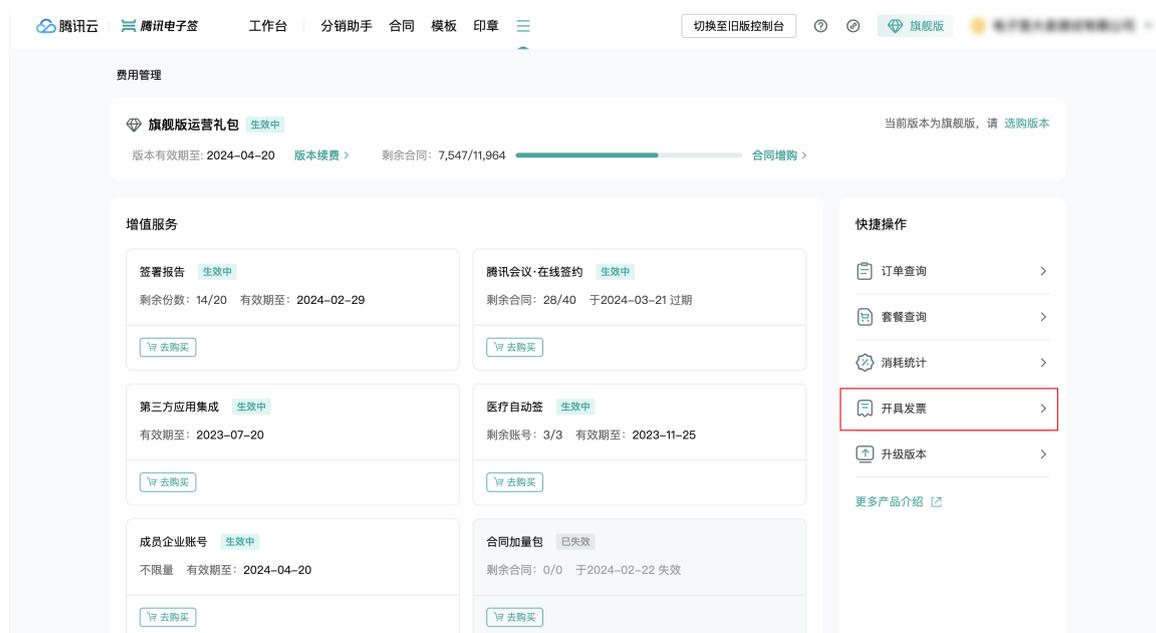
Do I need to pay to sign a contract sent to me by someone else?

No, payment is only required when initiating the contract. Signing the contract is free of charge.

Common Issues on Seal Usage

Last updated: 2024-08-01 16:14:31

How to add a corporate seal?

- Mini Program Client: The super administrator can go to the homepage of the Mini Program, select **Seal Management**, and choose to automatically generate the electronic **Corporate Official Seal**.
- PC Client:
  - The enterprise super administrator can log in to Tencent E-Sign Service and enter the seal center through the **Seal** section in the top navigation bar to create or upload a seal image using a template.
  - Additionally, employees with seal management permissions can choose to upload an image of the actual seal as a corporate electronic seal. Once submitted, we will review it within 1-3 business days. After approval, it can be used (please ensure the seal information is accurate).

How to check the seal review status?

Please first log in to Tencent E-Sign Service , and select Seal > Corporate Seal Management to view the seal review status. If the review fails, click on the corresponding seal to view details.

While using e-signatures, it says there are no available seals when signing a contract, but I have already uploaded a seal and it has been approved. What should I do?

If you have submitted a seal but no seals are available, please first confirm with the administrator whether you have seal permissions. The administrator can click the **Seal** section in the top navigation bar to go to the **Seal Center** to set the seal holder. For detailed instructions, refer to Seal Management.

Can employees other than super administrators be granted seal management permissions?

You can refer to the Role Management documentation tutorial to grant Seal Management permissions to the respective employees.

Contract Management FAQ
Contract Template Editing

Last updated：2024-08-01 16:14:59

How to configure the Self Definition Contract Template?

Currently, employees with template management permissions need to use WeChat scan code on the web to log in to Tencent E-Sign Service , and after selecting Template Management , proceed with adding or editing templates.

How to add template controls?

In the web Template Management , you need to use click-and-drag to drag the controls (including: fill-in control, signature control) onto the page.

Initiate Contract

Last updated: 2024-08-01 16:15:15

How to initiate a contract?

Please refer to the Initiate Contract documentation guide.

Can initiated contracts be revoked?

Initiated contracts can be revoked before the signing is completed. Please refer to the Revoke the Contract documentation guide for detailed instructions.

When my company's entity is Company A, can I initiate a contract and have both Company B and Company C sign it?

Yes. When initiating a contract, simply add the required companies or individuals as signatories, and provide the relevant controls for these signatories. Please refer to the Initiate Contract documentation for instructions on how to initiate a contract.

I used Tencent E-Sign Service to sign a contract. Can this contract be exported and saved locally?

Signed contracts can be downloaded as follows:

1. Tencent E-Sign Service Mini Program: In the contract details, click **Send to email** to send the contract file to a specified email address (as shown below).

2. Tencent E-Sign Service Desktop: Employees with viewing permissions can download the relevant contract from the **Contract Management** section.

Why is there a prompt during contract initiation that says: 'At least one signing control must be added for the signatory', and the contract cannot be initiated?

Signing controls must be added to the contract. At least one signing control must be added for each signatory to initiate the contract.

Operation method: Select the **Signatory** on the right, click to display the corresponding controls for the signatory, and drag the signing control under their name to generate it (as shown below).

How are signatories notified after a contract is initiated?

Once the contract is successfully initiated, the system will automatically notify the signatories via SMS to sign the contract.

What is the difference between Multi-signature with One Code and Group Flash Sign features?

In terms of features, both Multi-signature with One Code and Group Flash Sign support generating a signature code through a contract template, allowing multiple people to sign the contract by scanning once.
The difference lies in the simplicity of the Multi-signature with One Code feature, where only one signature code can be generated from the same template, suitable for single-scenario activities like event check-ins and beta agreement signings.
On the other hand, Group Flash Sign supports generating multiple signature codes from the same template based on the hierarchy of the signing institutions. For example, in the summer safety commitment letter for primary and secondary school students in XX City, different signature codes can be generated according to different schools, grades, and classes, aiding in hierarchical data statistics management.
Besides, Group Flash Sign provides a multi-dimensional signing data visualization dashboard, allowing real-time viewing of signing details and achieving precise data recovery.

Sign Contract

Last updated: 2024-08-01 16:15:28

Why is there no sign button, only a fill in button, when signing a contract?

When there is information that needs to be filled in and confirmed in the contract, the signing party must complete the filling before signing.

Does it support multi-party signing?

The PC terminal supports initiating contract signing of 1-50 parties, while the Mini Program Platform supports initiating contract signing of 1-5 parties.

Can already signed contracts be invalidated or recalled?

Contracts that both parties have signed cannot be deleted or revoked at present; it is recommended to sign a supplementary agreement offline.

Do I have to become a corporate employee first to sign a contract with a client?

Yes, you need to become a corporate employee first in order to sign contracts with clients on behalf of the company. For instructions on how to add corporate employees, please refer to the Organizational Structure Management documentation guide.

Why do I not have permission to view the contract when I open it?

Only the signer can view/sign the related contracts. Please go to Personal Center to confirm whether the account information on the current Mini Program matches the contract signer.

Can my corporate or individual clients sign if they don't have a Tencent E-Sign Service account?

Yes. When your company initiates the contract, your clients will receive a contract signing notification via SMS on their mobile phones. The system will guide them to real-name verify or authenticate a Tencent E-Sign Service account. For details, please refer to the Sign Contract documentation.

Are there age restrictions for employees signing contracts?

Yes, corporate employees who are 16 years or older can act as a contract operator and sign contracts on behalf of the company.

Laws and Regulations FAQs

Last updated：2024-08-01 16:15:42

Do electronic contracts of the Tencent E-Sign Service have legal effect?

The product design of Tencent E-Sign Service strictly follows the provisions of the Civil Code of the People's Republic of China and the Electronic Signature Law of the People's Republic of China. As long as the content of the contract does not violate the mandatory provisions of laws and administrative regulations, it has full legal effect.

The effectiveness of electronic contracts is divided into two parts:

- The validity of the content of the electronic contract, which is based on mutual agreement and does not violate the mandatory provisions of laws and administrative regulations.
- The validity of the electronic signature, which meets the requirements for a reliable electronic signature as stipulated in the Electronic Signature Law of the People's Republic of China; and meets the current review requirements of the People's Court for electronic signatures. Under the premise of using Tencent E-Sign Service's standard products, Tencent E-Sign Service ensures the legality and effectiveness of the electronic signature.

How to ensure that it is signed by the person themselves?

According to Article 13 of the Electronic Signature Law of the People's Republic of China, when electronic signature creation data is used for electronic signatures, it is exclusive to the electronic signer; during signing, the electronic signature creation data is controlled only by the electronic signer.

Tencent E-Sign Service ensures personal signing through real-name authentication and signature intention verification in compliance with the above legal provisions.

- **Real-name Authentication:** During the use of the electronic signature, Tencent E-Sign Service will authenticate users' identities. After verification, a digital certificate will be issued to them. Individual users must provide authentic information such as real name, ID card number, and mobile phone number. Institutional users need to provide the institution name, Unified Social Credit Code, legal representative (principal) information, and public account information for effective verification to ensure the electronic signature is uniquely generated for the user (institution).
- **Willingness Verification:** When signing an electronic contract, Tencent E-Sign Service will confirm the user's willingness to sign. If SMS Captcha verification is chosen, Tencent E-Sign Service will send a signing Captcha to the authenticated mobile number. The signing will be completed after the user correctly fills in the Captcha; otherwise, the signing cannot be completed. If facial recognition verification is chosen, Tencent E-Sign Service will collect and compare the user's facial photo in real-time. The signing will be completed after a successful match; otherwise, it cannot be completed. These methods ensure that the electronic signature is controlled by the user themselves.

If there is a dispute over the validity of the electronic signature, what proof does Tencent E-Sign Service provide?

Based on user requests and deduction of purchased certificate issuance service counts, Tencent E-Sign Service provides users who utilize this platform's products with a <Electronic Document Signing Report> (including **Zhen Chain** blockchain deposit proof) (hereinafter referred to as "issuance report"), to prove the authentic willingness of the document signing party during the signing process and the integrity of the original data in scenarios such as litigation and arbitration.

- For documents that have been signed, users can apply for an issuance report on the **Tencent E-Sign Service Mini Program** > **Folder** > **Contract Details** > **More Operations** page.
- For users who access the Tencent E-Sign Service Enterprise Edition via API, issuance reports can be applied for through the API. For details, please refer to the API Documentation.

Users should use the issuance report within the agreed scope, maintaining its integrity and seriousness, and shall not use it for unauthorized or illegal purposes.

Tencent E-Sign Service is not responsible for the legal effectiveness of the document terms themselves or for any part of the electronic document signing process where this product or service was not used.

According to relevant laws and regulations, qualifying online signed documents can be submitted as electronic evidence to the People's Court to prove case facts. Given the complexity of litigation and arbitration activities, relevant arbitration institutions or judicial institutions have the authority to review and determine the materials of electronic evidence. It is recommended to consult legal professionals when necessary.

As a neutral third-party platform, Tencent E-Sign Service makes no promise or guarantee regarding case outcomes, and does not intervene in case disputes or trial procedures.

Will Tencent E-Sign Service IOU affect personal credit?

The IOU product is an electronic signing product that provides electronic signature assurance for users' personal lending services. In case of a breach of contract, it will be resolved by the transaction parties according to relevant laws and regulations. The contract performance status of the IOU will not be reported to the Credit Center of the People's Bank of China.

Does Tencent E-Sign Service IOU have legal effect?

It has full legal effect. For more details, you can refer to the XiaoJieTiao Legal Design Manual.

Will Tencent E-Sign Service leak personal information?

For your personal information, we will not provide your information to third parties without your authorization and consent or unless required by laws and regulations. When you use Tencent E-Sign Service to create formal documents, we will encrypt the materials you upload using technical algorithms and store them on our servers, employing electronic data fixation and tamper-proof technology. For more detailed information processing rules, you can read the <Privacy Policy> at the **Tencent E-Sign Service Mini Program** > **Personal Center** > **About Us**.

How can Enterprise Users generate a CA certificate?

Once your enterprise account is successfully created, Tencent E-Sign Service will automatically issue a CA certificate for your institution. The CA collaborating with Tencent E-Sign Service is an electronic authentication service institution approved by national authorities, providing legal and compliant digital certificates for institutional and individual users of Tencent E-Sign Service.

Can electronic signatures and overseas individuals sign contracts?

Hello, support for individuals outside mainland China (only holding valid local resident identification documents issued by authorities outside mainland China) to use Tencent E-Sign Service is under development. Please stay tuned!

Does Tencent E-Sign Service process privacy information in user-uploaded contracts and attachments?

Tencent E-Sign Service is a neutral third-party platform that provides online contract signing services for all parties involved. The signing parties use Tencent E-Sign Service and fill in and upload the relevant content based on the principles of voluntariness, equality, and friendly negotiation. The attachment upload feature is not mandatory and is used by users according to negotiations or the needs of contract signing. It is not a necessary condition for using this service. Tencent E-Sign Service will merge user-submitted contract attachments with the main contract according to national standards to form a complete and independent electronic contract document, and provide it to both parties, meeting their wishes, transaction habits, and legal provisions. As a neutral third-party platform, Tencent E-Sign Service has no authority to perform data masking, anonymization, or other processing on user-uploaded contracts and attachments.

Common Issues with API Interface Calls

Last updated：2024-08-01 16:16:01

What is an Application Number?

An Application Number is the unique identifier for each application under your enterprise account, used for quickly tagging each application. When you create your enterprise in Tencent E-Sign Service, you can apply for an Application Number to tag various applications under your enterprise. This helps distinguish data and requests between different applications. Data between different Application Numbers is isolated.

How can enterprises registered via mini-program view the corresponding API key information?

For enterprises registered via mini-program, click **Query Key** to view the corresponding API key information.

> ⚠ Note
>
> - An API key is an important credential for making Tencent Cloud API requests. Please store it safely.
> - During the key query process, security verification might be needed via SMS captcha. If you are not the phone number owner, please contact the enterprise super administrator.
> - This entry is currently only visible to enterprises registered via mini-program. For enterprises registered via desktop, please refer to the **Access Key** documentation on how to view the API key.

Can sub-accounts call the Open Platform API?

Yes, you can use the main account to log in to Tencent Cloud Certificate Authority, authorize the sub-account to bind the electronic signing strategy QcloudESSBASICFullAccess. After authorization, the sub-account can call the integrated version of Tencent E-Sign Service API interface.

# Common Issues in Video Conference Signing

Last updated： 2024-08-01 16:16:21

How can the signer view the contract after the initiator shares the screen?

Once the initiator **confirms the start of application screen sharing**, the signer's meeting interface will directly display the contract page within the application and allow them to view and fill in the contract information from the initiator's perspective.


Can annotations be made on the contract page?

Yes, the initiator or signer can use the **Interactive Annotations** feature in Tencent Meeting to annotate the contract content.
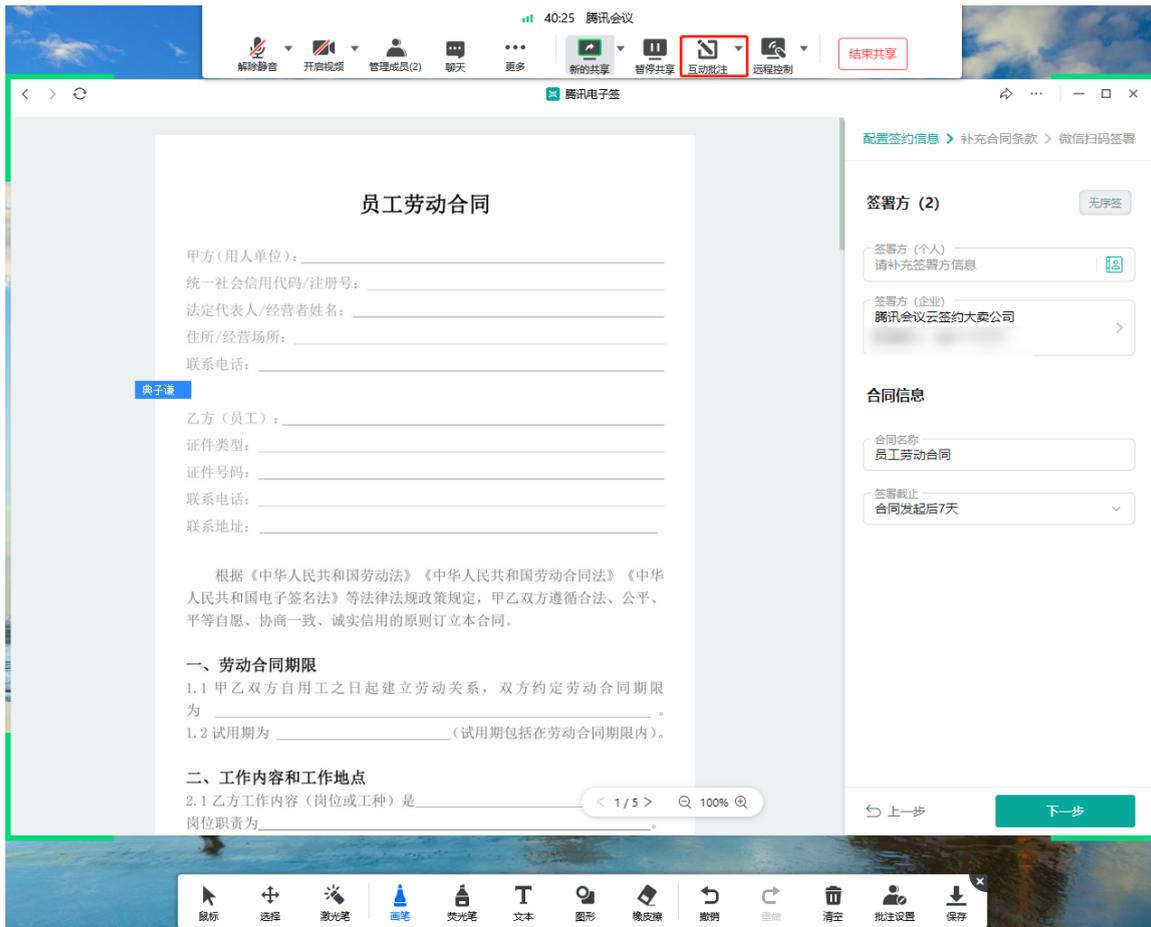
Where can the contract be found after the meeting ends?

1. All contracts initiated or signed within Tencent Meeting (including signed, pending, and revoked contracts) can be found in the **Folder** of the Tencent E-Sign Service mini program in WeChat.

2. On the homepage of the Tencent Meeting client, click **Historical Meetings** , find the meeting where the contract was initiated or signed, click on the **Details** of that meeting, and under the application module, click **Tencent E-Sign Service** to find all contracts initiated or signed during that meeting.
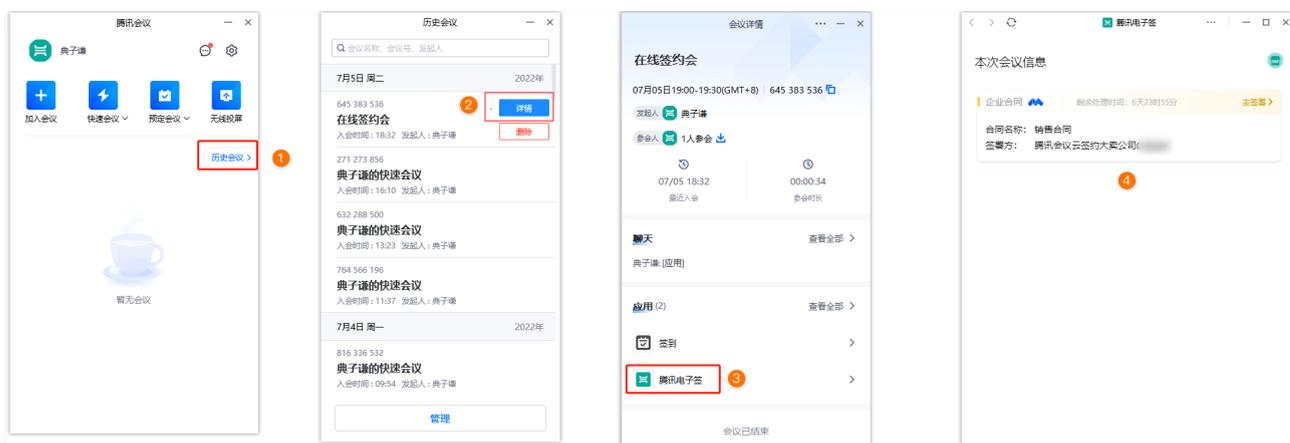

Is it supported to use Tencent Meeting App or mini program?

Yes, it is supported.

**Contract initiator (supports Tencent Meeting PC, App)**

Use the Tencent Meeting App to join a meeting, click **More** at the bottom, find and click **Tencent E-Sign Service** (if not added, you can first click **Add Applications** to authorize and add it).

Click **Get WeChat Files** or **Select Contract Template**, authorize your phone number to log in, and choose to either share the screen and then jump to the WeChat mini program or directly jump to the WeChat mini program to initiate the contract.
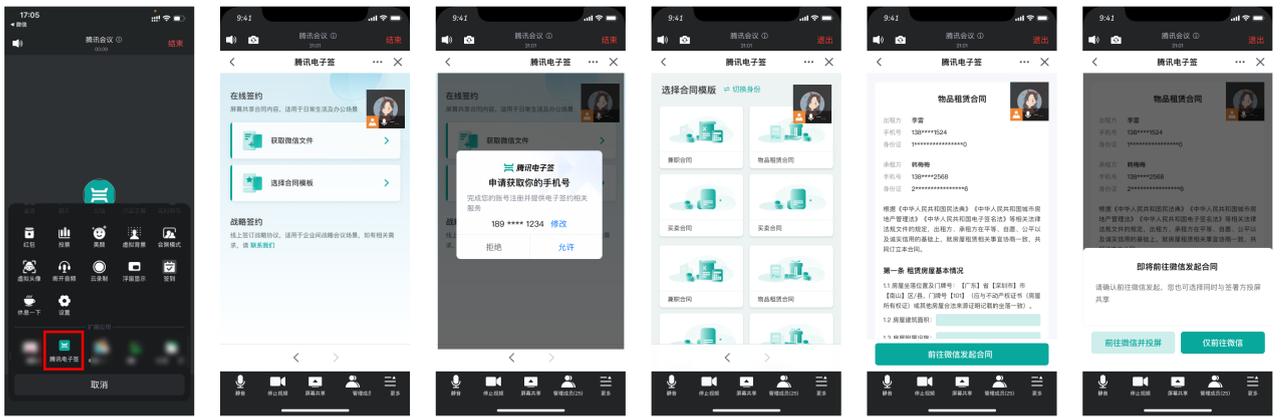
Contract signer (supports Tencent Meeting PC, App, mini program)

After the initiator shares the contract page screen, the signer can view the shared page and scan the code to sign in Tencent Meeting PC, App, or mini program.
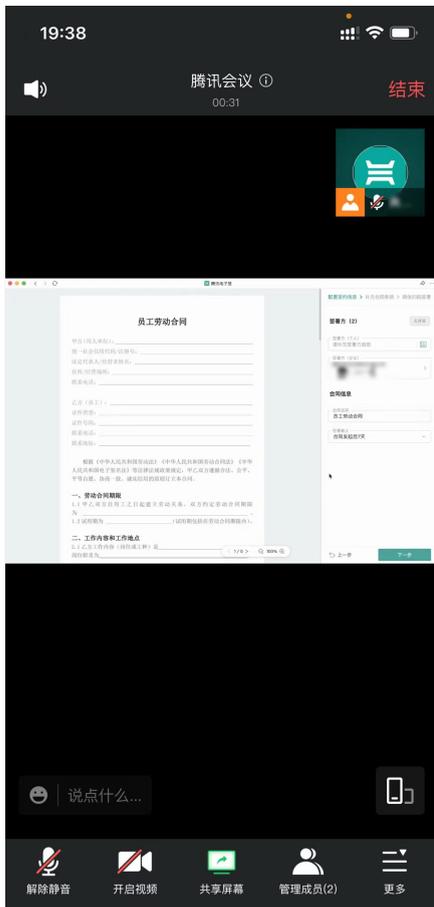
If the signer joins the meeting via the Tencent Meeting App and finds it inconvenient to scan the code to sign, what should they do?

- The initiator can click **WeChat QR Code Signing Page** and then click **Send Signing Information** below the QR code to share the contract with the signer.
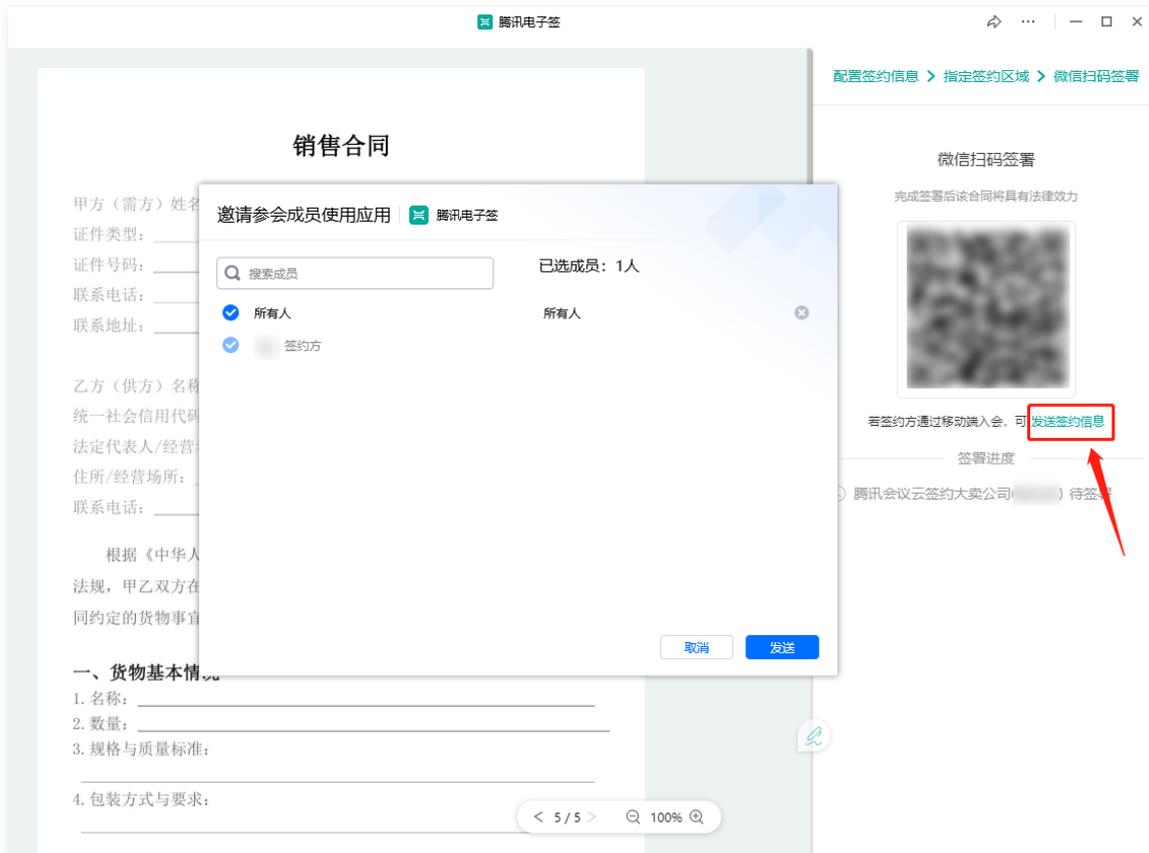
- The signer will receive a signing invitation in the Tencent Meeting App. After clicking **View Immediately**, the Tencent E-Sign Service mini program will open automatically for contract signing.
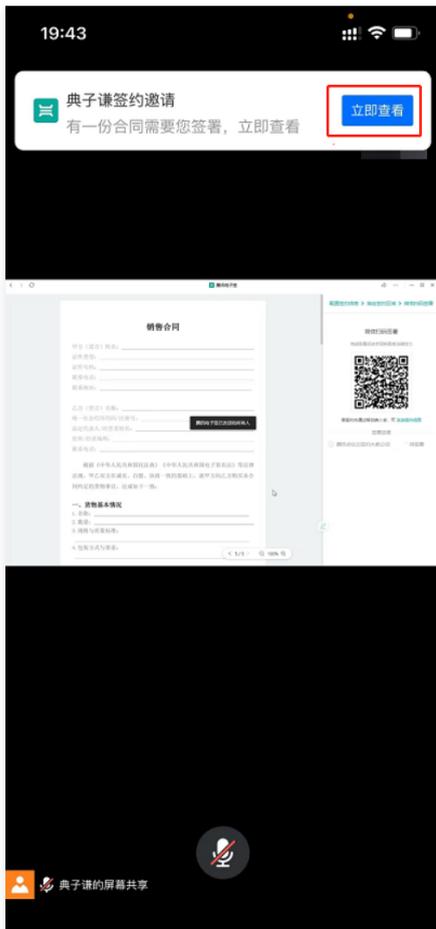
When I upload a local contract file to initiate a contract, how do I set it so that I don't need to sign?

After logging into the Electronic Signature Corporate Account, select a local file and click **Screen Sharing with the Signing Party** to enter the **Configure Contract Information** page. Click on the first signer's information (which is the initiator's information by default), and then click **Delete** in the pop-up window to remove yourself. You can then add the signer's information.

I don't know the signer's phone number, ID card number, or other personal information. Can this information be filled in by the signer?

Yes, it is possible.
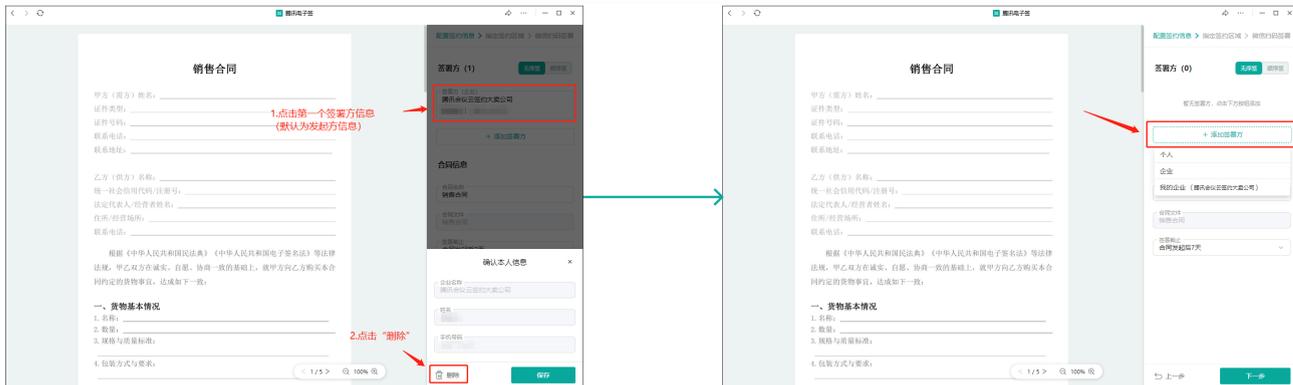When entering the **Configure Contract Information** page, the **Filled by Me** switch is off by default in the signer information section. You can proceed to initiate the contract without filling in the information. Later, participants can scan a code to supplement the signer information during the meeting.
If you turn on the **Filled by Me** switch, the initiator must fill in the signer's name, phone number, and other relevant information.
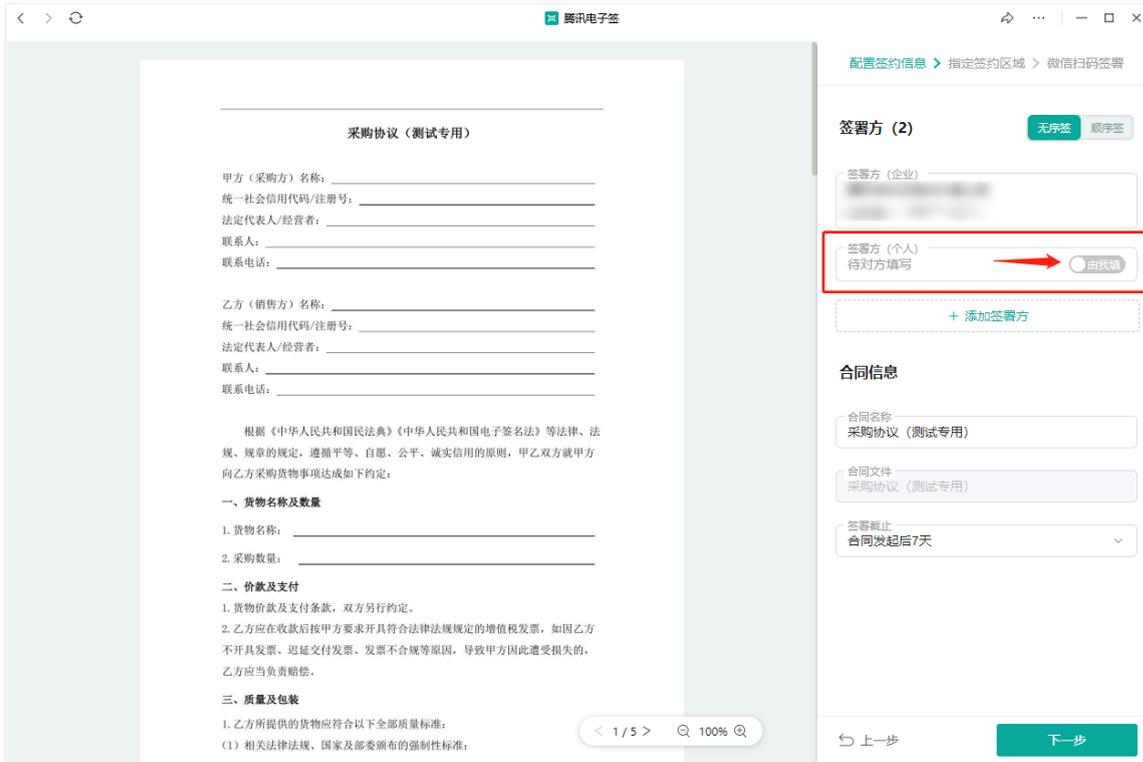
I have unused Enterprise Package credits. Can I use them for online signing?

No, the current Enterprise Package and Online Signing Package are two different packages. The Enterprise Package cannot be used to initiate an online signing contract. For purchasing or checking the number of online signing contracts, please refer to the **Purchase Guide** .

API Connection Issues

Last updated: 2024-08-01 16:16:41

Common Issues Before Integration

How can enterprises registered via mini-program view the corresponding API key information?

For enterprises registered via mini-program, click **Query Key** to view the corresponding API key information.

> ⚠ **Note**
> - An API key is an important credential for making Tencent Cloud API requests. Please store it safely.
> - During the key query process, security verification might be needed via SMS captcha. If you are not the phone number owner, please contact the enterprise super administrator.
> - This entry is currently only visible to enterprises registered via mini-program. For enterprises registered via desktop, please refer to the Access Key documentation on how to view the API key.

Can sub-accounts call the Open Platform API?

Yes, you can use the main account to log in to Tencent Cloud Certificate Authority, authorize the sub-account to bind the electronic signing strategy QcloudESSBASICFullAccess. After authorization, the sub-account can call the integrated version of Tencent E-Sign Service API interface.

SDK

How to get SDK call samples?

The integrated version of E-Sign currently provides call demos in languages such as PHP, Python, Java, and Go. These demos are available on the official Tencent Cloud SDK project on GitHub.

How to import the SDK?

Currently, the official SDK supports languages like PHP, Python, Java, Go, .NET, Node.js, C++, and Ruby. Please refer to the SDK import guide for details on how to import based on your needs.

JDK1.7 usage sdk calls file upload interface error javax.net.ssl.SSLException-Received fatal alert: protocol_version?

JDK1.7 uses TLSv1.0 by default; you need to force it to TLSv1.2. The official HTTP client is okhttp, and you need to modify the SDK source code yourself.

In the HttpConnection constructor of the com.tencentcloudapi.common.http.HttpConnection class, modify it as follows:

```
public HttpConnection(Integer connTimeout, Integer readTimeout, Integer writeTimeout) {
    this.client = new OkHttpClient();
    SSLContext sslContext = null; //Specify the TLS version here
    try {
        sslContext = SSLContext.getInstance("TLSv1.2");
        sslContext.init(null, null,null);
    } catch (Exception e) {
        e.printStackTrace();
        throw new RuntimeException(e.getMessage());
    }
    SSLSocketFactory factory = sslContext.getSocketFactory();
    this.client.setSslSocketFactory(factory);
    this.client.setConnectTimeout(connTimeout, TimeUnit.SECONDS);
    this.client.setReadTimeout(readTimeout, TimeUnit.SECONDS);
    this.client.setWriteTimeout(writeTimeout, TimeUnit.SECONDS);
}
```

Mini Program Related

How can a customer's mini program jump to the E-Sign mini program to complete signing?

Refer to the mini program official documentation. The mini program supports direct jumping to the signing page. After signing, it can return to the customer mini program. See the following code:
Production Environment:

```
wx.navigateToMiniProgram({
  appId:'wxa023b292fd19d41d', // E-Sign mini program appId
  path:'pages/guide?
from=SFY&to=CONTRACT_DETAIL&id=${flowId}&name=%E6%9D%A8%E5%B8%88&phone=MTc2MTI3Nzg1Mjk%3D', //${flowId} is
the process id, name, phone as needed
  envVersion:'release',
  success(res){
    // Operation succeeded
  }
})
```

Testing environment:

```
wx.navigateToMiniProgram({
  appId:'wx371151823f6f3edf', // E-Sign mini program appId
  path:'pages/guide?
from=SFY&to=CONTRACT_DETAIL&id=${flowId}&name=%E6%9D%A8%E5%B8%88&phone=MTc2MTI3Nzg1Mjk%3D', //${flowId} is
the process id, name, phone as needed
  envVersion:'release',
  success(res){
    // Operation succeeded
  }
})
```

All parameters in path (name, phone) are uniformly encoded using `~${base64url(value)}` .

How can a customer's App jump to the E-Sign mini program to complete the signing?

1. For Android App, see official documentation .
2. For iOS App, see official documentation .

3. Required parameters:
  ○ Production Environment:
    E-Sign Mini Program Appid: wxa023b292fd19d41d.
    E-Sign Mini Program Original ID: gh_da88f6188665.
    E-Sign Mini Program Contract Details Page: path: pages/guide?
    from=app&to=CONTRACT_DETAIL&id=${flowId}&name=&phone=.
  ○ Testing Environment:
    E-Sign Mini Program Appid: wx371151823f6f3edf.
    E-Sign Mini Program Original ID: gh_39a5d3de69fa.
    E-Sign Mini Program Contract Details Page: path: pages/guide?
    from=app&to=CONTRACT_DETAIL&id=${flowId}&name=&phone=.

Why can't a customer find their contract in the mini program?

Please ensure the customer is using the same name and phone number for mini program log in as when initiating. Additionally, confirm their identity is switched to the required signing identity under **Personal Center** > **Switch Identity**.

How to choose to open the E-Sign mini program in full screen or half screen?

Refer to WeChat official documentation:

- Full-screen Mode
- Half-screen Mode

How to configure redirection to different pages of the E-Sign mini program?

Please refer to the following table and instructions:

Parameter description

The table below describes the parameter configuration for triggering the Electronic Signature Mini Program's homepage, list page, personal center page, contract cover page, and contract details page from an external Mini Program.

Parameter	Type	Default Value	Required	Description

path	string	–	Yes	Target Page Route.
login	number	0	No	Whether log in to .
verify	number	0	No	Whether Real-name Authentication is required.
accountType	string	–	No	personal: Switch to Personal Identity.
userIds	string	–	No	If the link target user is used by only one person, then directly obtain the user's userId; if the link target user is used by multiple people, you can assign values like this: [userId1, userId2].
organizationId	string	–	No	Enterprise account's corporate ID, if this parameter is added, orgName must also be included.
orgName	string	–	No	Enterprise account's name, if organizationId is added, this parameter must also be included.
id	string	–	No	Contract ID, this parameter is required if navigating to the contract cover page or contract details page.
channel	string	–	No	Mark for other mini-program channels, for statistical purposes.
quickSponsor	string	false	No	Whether the quick launch contract popup needs to be pulled up immediately on the homepage. true: Quick launch popup appears false: Does not appear

Homepage

C-end users enter the homepage

```
- pages/guide/index?path=/pages/home/home-index&accountType=personal&channel=${channel}
```

C-end users enter the homepage - Quick launch contract

```
- pages/guide/index?path=/pages/home/home-
index&login=1&accountType=personal&channel=${channel}&quickSponsor=true
```

B-end users enter the homepage

Entering the B-end homepage requires logging in and real-name authentication. You can specify a collection of userIds or organizationId (if organizationId is specified, orgName must be carried as well).
Both of the following methods can be used:

```
- pages/guide/index?path=/pages/home/home-index&login=1&verify=1&userIds=${userIds}&channel=${channel}
- pages/guide/index?path=/pages/home/home-
index&login=1&verify=1&organizationId=${organizationId}&orgName=${orgName}&channel=${channel}
```

B-end users enter the homepage - Quick launch contract

```
- pages/guide/index?path=/pages/home/home-
index&login=1&verify=1&userIds=${userIds}&channel=${channel}&quickSponsor=true
- pages/guide/index?path=/pages/home/home-
index&login=1&verify=1&organizationId=${organizationId}&orgName=${orgName}&channel=${channel}&quickSponsor
=true
```

List page

C-end users enter the user list page

```
- pages/guide/index?path=/pages/home/home-list&login=1&verify=1&accountType=personal&channel=${channel}
```

B-end users enter the user list page

Entering the B-end homepage requires logging in and real-name authentication. You can specify a collection of userIds or organizationId (if organizationId is specified, orgName must be carried as well).
Both of the following methods can be used:

```
- pages/guide/index?path=/pages/home/home-list&login=1&verify=1&userIds=${userIds}&channel=${channel}
- pages/guide/index?path=/pages/home/home-
list&login=1&verify=1&organizationId=${organizationId}&orgName=${orgName}&channel=${channel}
```

Personal center

C-end users enter the personal center

```
- pages/guide/index?path=/pages/home/home-user&accountType=personal&channel=${channel}
```

B-end users enter the personal center

Entering the B-end homepage requires logging in and real-name authentication. You can specify a collection of userIds or organizationId (if organizationId is specified, orgName must be carried as well).
Both of the following methods can be used:

```
- pages/guide/index?path=/pages/home/home-user&login=1&verify=1&userIds=${userIds}&channel=${channel}
- pages/guide/index?path=/pages/home/home-
user&login=1&verify=1&organizationId=${organizationId}&orgName=${orgName}&channel=${channel}
```

Contract cover page

C-end users enter the contract cover page or B-end user contract cover page

Users who are not logged in or not verified can also enter the contract cover page. You can switch to personal identity in two ways, using accountType=personal or assigning the personal identity's userId with userIds.

```
- pages/guide/index?path=/pages/mvp/contract-preview&accountType=personal&id=${id}&channel=${channel}
- pages/guide/index?path=/pages/mvp/contract-preview&userIds=${userIds}&id=${id}&channel=${channel}
```

Contract details page

Whether C-end or B-end, entering the contract details page requires being logged in and verified.

C-end users enter the contract details page

Enter by the following methods:
- You can set accountType=personal to enter.
- You can also specify the user's personal userId in C-end.

```
- pages/guide/index?path=/pages/contracts/contract-
detail&login=1&verify=1&id=${id}&accountType=personal&channel=${channel}
- pages/guide/index?path=/pages/contracts/contract-
detail&login=1&verify=1&id=${id}&userIds=${userIds}&channel=${channel}
```

⚠ **Note**

- If the B2C contract is initiated and the opposite party C is a new user, C does not have a userId and the parameter accountType=personal can be specified.
- If the B2C contract is initiated and the opposite party C is an existing user, either of the above methods can be used.

B-end users enter the contract details page

You can specify a collection of userIds or organizationId (if the organizationId is specified, orgName must also be included).

- Both of the following common methods are acceptable:

```
- pages/guide/index?path=/pages/contracts/contract-
detail&login=1&verify=1&id=${id}&userIds=${userIds}&channel=${channel}
  - pages/guide/index?path=/pages/contracts/contract-
detail&login=1&verify=1&id=${id}&organizationId=${organizationId}&orgName=${orgName}&channel=${channel}
```

- Special Circumstances:

```
- pages/guide/index?path=/pages/contracts/contract-
detail&login=1&verify=1&id=${id}&accountType=personal&channel=${channel}
```

> ⚠ **Note**
> - If a B2B contract is initiated and the counterparty signatory B's company is not registered, use the special circumstances. Switch to personal identity to view the contract. The contract details page will guide the user to apply for enterprise registration.
> - If a B2B contract is initiated and the counterparty signatory B has not joined the company, use the special circumstances. Switch to personal identity to view the contract. The contract details page will guide the user to apply to join the enterprise.
> - If a B2B contract is initiated and the counterparty signatory B is an employee of the enterprise, either of the above methods can be used.

API error related

How to handle API call errors?

You can try to modify according to the message prompt returned by the API, or record the requestId and provide it to the support team for processing.

API call returns a signature error?

Please first check whether the SecretId and SecretKey are correct. If you have not used the SDK for integration, please refer to the sample code in Tencent Cloud's official Developer Guide for signature calculation.

The StartFlow interface is reporting an error, indicating "Document not available"?

After calling the CreateDocument API, you need to wait for the asynchronous composition of the document, so you cannot immediately call the StartFlow API. If StartFlow returns an error, you can try waiting and retrying later.

The CreateDocument interface is reporting an error, indicating "Process has already been associated with a document"?

Each process can only be used to bind a document once, please use the CreateFlow API to create a new process.

Automatic Signing Related

How to initiate automatic signing?

1. When using files to create a contract, you need to set the ApproverType of the signer to 3 in the ApproverInfo array in the CreateFlowByFiles API. Note that currently, only the initiator (Enterprise Party) can perform automatic signing.

2. To create a contract using a template, log in to **Tencent E-Sign Service Console**, enter **Template Management**, and in the step of **Configuring Template Information** while editing or adding a template, set your signing method to "automatic signing". After completion, save the template and re-initiate the contract with this template ID.
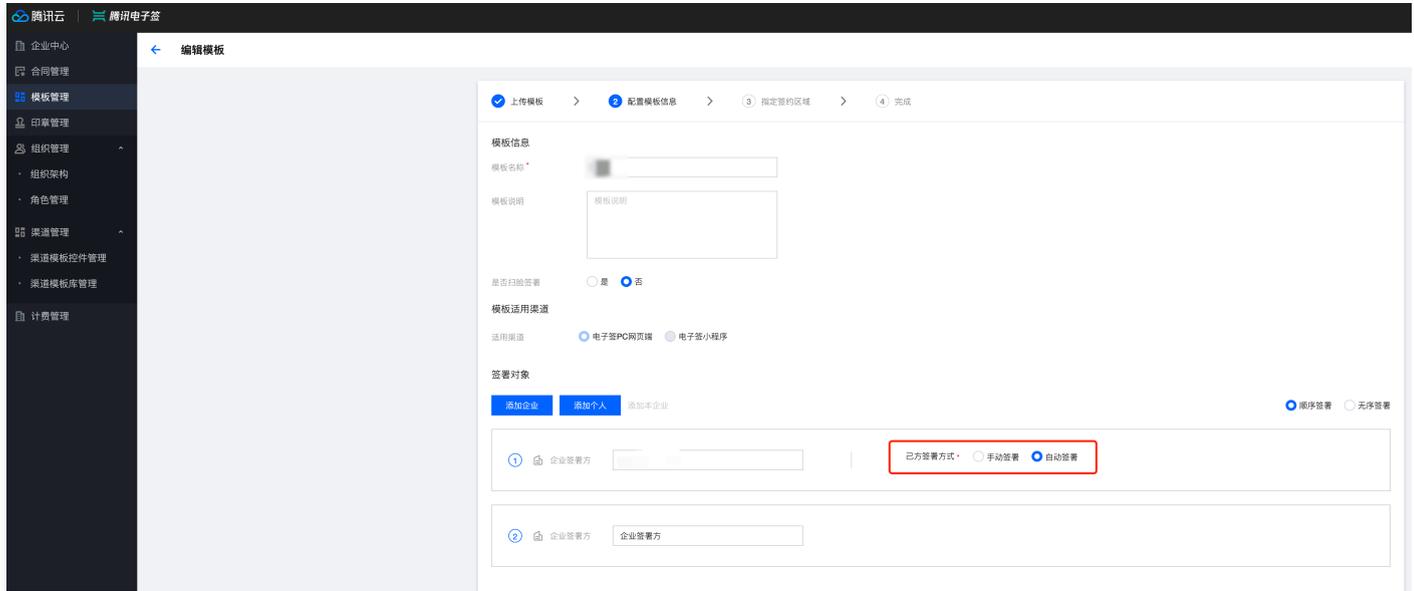
Can non-initiating enterprises perform automatic signing?

Automatic signing requires control of the corresponding enterprise's seal and has legal effect, so it is only allowed for the initiating enterprise to control automatic signing for business purposes.

Why can't filling controls be added to the signatory when using automatic signing?

When initiating automatic signing for an enterprise, the contract content must be complete, so the signatory cannot make arbitrary fills after initiation.

Callback Related

How to configure the callback address?

If you need to enable this feature, you need to provide the CallbackUrl. The contact person will set up the callback address in the background, after which you can receive callback notifications, and a CallbackUrlKey will be returned to you for decryption. Please ensure that the CallbackUrl is publicly accessible and can handle callback notifications properly. The Electronic Signature Service will send notifications to this address when the contract status changes.

How to decrypt callback data?

Tencent E-Sign Service passes encrypted data as parameters to the developer's callback interface. Developers need to use the CallbackUrlKey provided by Tencent E-Sign Service to decrypt the data.
The decryption steps are as follows:

1. Base64-decode the received data to get the ciphertext.

2. Decrypt the ciphertext symmetrically using the AES-256-CBC algorithm with the CallbackUrlKey provided by Tencent E-Sign Service. The IV is the first 16 bytes of the CallbackUrlKey, and the data uses PKCS#7 padding.

3. The decrypted data is in Json format of input parameters.

What are the parameters in the callback data?

- **Callback data object FlowInfo structure:**

Parameter name	Type	Description
FlowId	string	Process number.
DocumentId	string	The ID of the document used.

CallbackType	string	Type of callback: sign: Sign Callback review: Review Callback
FlowName	string	Process name.
FlowType	string	Type of process.
FlowDescription	string	Description of the process.
Unordered	bool	Process type order: true: unordered false: ordered
CreateOn	int	Timestamp of process creation.
UpdatedOn	int	Timestamp of process modification.
DeadLine	int	Process expiration time. 0 means never expires.
FlowCallbackStatus	int	Current status of the process: 1: Pending Signature 2: Partially Signed 3: Rejected 4: Signed 5: Expired 6: Revoked
UserId	string	This step requires the operator's UserId.
RecipientId	string	Signature Area ID.
Operate	string	Action: start: Initiate sign: Sign reject: Reject cancel: Cancel finish: Finish deadline: Expire
UserData	string	The transparent transmission fields set during creation.
Approvers	Approver Array	Process Signatory List.

- **FlowInfo Parameters Approver Structure:**

Parameter name	Type	Description
UserId	string	This step requires the operator's UserId.
RecipientId	string	Signature Area ID.
ApproverType	int	Participant type: 0: Enterprise 1: Personal 3: Automatic Signing by Enterprise
OrganizationName	string	Name of the enterprise or individual.
Required	bool	Is a signature required.
ApproverName	string	This step requires the operator's name.
ApproverMobile	string	This step requires the operator's mobile number.
ApproverIdCardType	string	Signer Document Type: ID_CARD: (ID Card). HONGKONG_AND_MACAO: Hong Kong and Macao Residents' Travel Permit to Mainland China. HONGKONG_MACAO_AND_TAIWAN: Hong Kong (China),

		Macao (China), and Taiwan (China) Residents Residence Permit (same format as Resident Identity Card).
ApproverIdCardNumber	string	Signer Document Type.
ApproveCallbackStatus	int	Signature Status: 2: Pending Signature 3: Signed 4: Rejected 5: Expired 6: Revoked
ApproveMessage	string	Reason for Rejection.
VerifyChannel	string	Signature Willingness Method, WEIXINAPP: Face Recognition.
ApproveTime	int	Signing Time.

Can multiple callback addresses be configured simultaneously?

Yes, multiple callback addresses can exist simultaneously. You can provide the required callback addresses to the interface personnel for configuration. Different addresses can be configured with the same or different CallbackUrlKey according to your needs.

Can the callback address be changed or deleted?

Yes, you can provide the callback address to be deleted to the interface personnel for the corresponding operation.

How long does it take for the callback address configuration to take effect?

It takes effect immediately after the configuration is completed. The completion time notified by the interface personnel is the effective time.

Why did the customer receive a FlowCallbackStatus of 4 (Signed) and then receive a FlowCallbackStatus of 1 (Pending Signature)?

In the case of a unilaterally signed contract, the FlowCallbackStatus usually changes from 1 to 4. A few callbacks may have inconsistent arrival sequences due to short intervals between state changes, retransmissions, or network transmission issues. Developers are advised to control this at the code level, such as ensuring that the status cannot be updated to 1 after it has been updated to 4.

Callback example

Callback Request Package:

```
POST /callback HTTP/1.1
Host: www.esstest.com
User-Agent: Go-http-client/1.1
Content-Length: 1088
Content-Type: text/plain
Accept-Encoding: gzip
```
```
YyYyLZonMceFMFFi5jRnnOWrOasvzmKtGAvRPq1IzuYma88UvTqyZy8QpNVMKxvJY3Sp+NJW6mgTfU35u7SbUon+QCjul1P9P6mcVRuVvY
rM2DoFBDgjLURfX+CWnZ9m967nNqiubw9vj9ToysJDZyr0zo4NN1CCfvsyxnVNKhSNbRAy74x4SlLscZ/wcFwdy55S2rBxbjLCqViIj6ll
QFo74mLHJ8oumngBD1WJZ5ginDNEScPB7+cIHeKF5w3UvUpDqDIUjAj7KFUmIQM8/zY8EafhgCNhWRaGxuFxGF+iMqwC+HJYosbBmrKZ44
+8xwL5WlXLx/Cf8bK7J4mJIWbKyul8PBE9Xh8lL/d0Ufnf4sUB0ypbdy/KIr+XQJgFjR2AQGENVxxlCfdVY5svGfXYaaSSyDND1u9C8kM
xQRfNHJye7ulTprROYTtq4GJ8UJQbJbuHvTcppGyMbGO2AvgXcoSogM0JuZzLK/gcPFIWIf9oFTg47M62sLf9YY7UASVITfA5LnE+/1clN
4vn748wjS4tdxCL8wjWanPOONTPCMrwH0wsZ86xEf7aLl0/qBWGF13VYh4C4XgiDLtaOs6DdlzMz5EszWISpRRzfJLxcBnhHL9sQu7YWLZ
zRL6vmP1qtdWZbUYt4Z/eKff5gfmmDGHOxVjd3XhxhfHSdW3a8LzlMT3n69CPBEiOjXA4abshkiT6+hOlJ8uCws+ja2BSmwruqpUn4tq7J
e91cT0AhGHuvq9s1VCB7vw8KsVimRHrC6eOa1rgm6qgQNP0fMgGRe+qu4BtfND1a/j9BBuIHQSjLSn2JB2P/EAvbb5J2iPVZj3SppgzhwV
CgYUu+osA3LNC4NsYxm/yMs8mq7nOCIZd6D/BM9py5WKS6//e4mM6sY3/S2wOr8snkUsEuu5M35zyRcrCjIaRzV9OKZjP+aqkk2GcF/Fig
```

```
d3N/zCZ+WjC+L9r/ELHn64qEJxZDvXKXVE3dUOchbUPelCb3YO+Mub+76bnvt8IQ2MRf9NaFO7cWlh9mDWkZMXxmOTlxOxQtOeTrW+QywT
kZaDGkP83HRjqXd7bn3YBcdFiOy/
```

The following plaintext can be obtained after decrypting using CallbackUrlKey:"TencentEssEncryptTestKey12345678":

> ⚠ **Note**
>
> This CallbackUrlKey is for testing purposes only.

```
{
  "FlowId": "yDRtrAAAAAAAAAAAAAAAAAAAAAAAAAAAA",
  "DocumentId": "yDRtrBBBBBBBBBBBBBBBBBBBBBBBBBBBB",
  "CallbackType": "sign",
  "FlowName": "Test Procedure",
  "FlowDescription": "",
  "FlowType": "",
  "FlowCallbackStatus": 4,
  "Unordered": true,
  "CreateOn": 1658892449,
  "UpdatedOn": 1659604019,
  "DeadLine": 1661615999,
  "UserId": "",
  "RecipientId": "yDRtrCCCCCCCCCCCCCCCCCCCCCCCCCCCCC",
  "Operate": "sign",
  "UserData": "",
  "Approvers": [
    {
      "UserId": "yDRtrDDDDDDDDDDDDDDDDDDDDDDDDDDDD",
      "RecipientId": "yDRtrCCCCCCCCCCCCCCCCCCCCCCCCCCCCC",
      "ApproverType": 1,
      "OrganizationName": "",
      "Required": true,
      "ApproverName": "张三",
      "ApproverMobile": "15912345678",
      "ApproverIdCardType": "ID_CARD",
      "ApproverIdCardNumber": "440300200101010001",
      "ApproveCallbackStatus": 3,
      "ApproveMessage": "",
      "ApproveTime": 1659604019,
      "VerifyChannel": "WEIXINAPP"
    }
  ],
  "CallbackUrl": "https://www.esstest.com"
}
```

Callback decryption demo

Java

```
import javax.crypto.Cipher;
import javax.crypto.spec.IvParameterSpec;
import javax.crypto.spec.SecretKeySpec;
import java.nio.charset.StandardCharsets;
import java.util.Base64;


public class CallbackAes {
```

```java
    public static byte[] pkcs7Padding(byte[] ciphertext, int blockSize) {
        int padding = blockSize - ciphertext.length % blockSize;
        byte[] padtext = repeat((byte) padding, padding);
        ciphertext = append(ciphertext, padtext);
        return ciphertext;
    }

    public static byte[] repeat(byte val, int count) {
        byte[] result = new byte[count];
        for (int i = 0; i < count; i++) {
            result[i] = val;
        }
        return result;
    }

    public static byte[] append(byte[] a, byte[] b) {
        byte[] result = new byte[a.length + b.length];
        System.arraycopy(a, 0, result, 0, a.length);
        System.arraycopy(b, 0, result, a.length, b.length);
        return result;
    }

    public static byte[] pkcs7UnPadding(byte[] origData) {
        int length = origData.length;
        int unpadding = origData[length - 1];
        byte[] result = new byte[length - unpadding];
        System.arraycopy(origData, 0, result, 0, result.length);
        return result;
    }

    public static byte[] aesEncrypt(byte[] origData, byte[] key) throws Exception {
        Cipher cipher = Cipher.getInstance("AES/CBC/NoPadding");
        int blockSize = cipher.getBlockSize();
        origData = pkcs7Padding(origData, blockSize);
        SecretKeySpec keyspec = new SecretKeySpec(key, "AES");
        byte[] iv = new byte[blockSize];
        System.arraycopy(key, 0, iv, 0, iv.length);
        IvParameterSpec ivspec = new IvParameterSpec(iv);
        cipher.init(Cipher.ENCRYPT_MODE, keyspec, ivspec);
        byte[] encrypted = cipher.doFinal(origData);
        return Base64.getEncoder().encode(encrypted);
    }

    public static byte[] aesDecrypt(byte[] crypted, byte[] key) throws Exception {
        byte[] decoded = Base64.getDecoder().decode(crypted);
        Cipher cipher = Cipher.getInstance("AES/CBC/NoPadding");
        int blockSize = cipher.getBlockSize();
        SecretKeySpec keyspec = new SecretKeySpec(key, "AES");
        byte[] iv = new byte[blockSize];
        System.arraycopy(key, 0, iv, 0, iv.length);
        IvParameterSpec ivspec = new IvParameterSpec(iv);
        cipher.init(Cipher.DECRYPT_MODE, keyspec, ivspec);
        byte[] origData = cipher.doFinal(decoded);
        return pkcs7UnPadding(origData);
    }

    public static void main(String[] args) throws Exception {
        // Enter CallbackUrlKey
        byte[] key = "***************".getBytes();
        // Enter ciphertext
        byte[] origData = aesDecrypt("****************".getBytes(StandardCharsets.UTF_8), key);
```

```
            // Print the decrypted content, formatted as JSON
            System.out.println(new String(origData, StandardCharsets.UTF_8));
        }
    }
}
```

PHP

```php
<?php
require_once __DIR__.'/../../../vendor/autoload.php';

class Aes
{
    public $key = '';
    public $iv = '';

    public function __construct($config)
    {
        foreach($config as $k => $v){
            $this->$k = $v;
        }
    }

    // Decrypt
    public function aesDe($data){
        return openssl_decrypt(base64_decode($data), $this->method, $this->key, OPENSSL_RAW_DATA,
$this->key);
    }
}

$config = [
    'key' =>  '********************', // Enter CallbackUrlKey
    'method'  => 'AES-256-CBC' // Encryption method
];

$obj = new Aes($config);

// Enter the received ciphertext
$data = '*****************************';

echo $obj->aesDe($data);// Decrypt
```

Golang

```go
package v20201111

import (
    "crypto/aes"
    "crypto/cipher"
    "encoding/base64"
    "fmt"
    "testing"
)
```

```go
func AesDecrypt(crypted, key []byte) ([]byte, error) {
    block, err := aes.NewCipher(key)
    if err != nil {
        return nil, err
    }
    blockSize := block.BlockSize()
    blockMode := cipher.NewCBCDecrypter(block, key[:blockSize])
    origData := make([]byte, len(crypted))
    blockMode.CryptBlocks(origData, crypted)
    origData = PKCS7UnPadding(origData)
    return origData, nil
}

// PKCS7UnPadding to remove padding
func PKCS7UnPadding(origData []byte) []byte {
    length := len(origData)
    unPadding := int(origData[length-1])
    return origData[:(length - unPadding)]
}

func TestDecrypt(t *testing.T) {
    // Enter CallbackUrlKey
    key := "***********"
    // Enter ciphertext
    content := "***********"

    // base64-decrypt
    crypted, err := base64.StdEncoding.DecodeString(content)
    if err != nil {
        fmt.Printf("base64 DecodeString returned: %s", err)
        return
    }

    origData, err := AesDecrypt(crypted, []byte(key))
    if err != nil {
        fmt.Printf("AesDecrypt returned: %s", err)
        return
    }
    fmt.Printf("%s", string(origData))
}
```

Python

```python
# -*- coding: utf-8 -*-
import base64

from Cryptodome.Cipher import AES


def decode_aes256(data, encryption_key):
    iv = encryption_key[0:16]
    aes = AES.new(encryption_key, AES.MODE_CBC, iv)
    d = aes.decrypt(data)
    unpad = lambda s: s[0:-ord(d[-1:])]
    return unpad(d)
```

```
# Enter ciphertext here
data = '*************************************************'
data = base64.b64decode(data)
# Enter CallbackUrlKey here
e = decode_aes256(data, bytes('*************************************************', encoding="utf8"))
print(type(e))
print(str(e, encoding="utf8"))
```

C#

```csharp
using System;
using System.Security.Cryptography;
using System.Text;
namespace TencentCloudExamples
{

    class EssCallback
    {

        static void Main1(string[] args)
        {
            try
            {
                // Enter CallbackUrlKey
                String key = "*************";
                // Enter ciphertext
                String content = ""**************";";

                String plaintext = AESDecrypt(content, Encoding.ASCII.GetBytes(key));

                Console.WriteLine(plaintext);
            }
            catch (Exception e)
            {
                Console.WriteLine(e.ToString());
            }
            Console.Read();

        }

        public static string AESDecrypt(string encryptStr, byte[] key)
        {
            byte[] toEncryptArray = Convert.FromBase64String(encryptStr);
            RijndaelManaged rDel = new RijndaelManaged();
            rDel.Key = key;
            byte[] iv = new byte[16];
            Array.Copy(key, iv, iv.Length);
            rDel.IV = iv;
            rDel.Mode = CipherMode.CBC;
            rDel.Padding = PaddingMode.PKCS7;
            ICryptoTransform cTransform = rDel.CreateDecryptor();
            byte[] resultArray = cTransform.TransformFinalBlock(toEncryptArray, 0,
toEncryptArray.Length);
            return UTF8Encoding.UTF8.GetString(resultArray);
        }

    }
```

```
    }
```

SMS related

Why don't customers receive SMS notifications?

Depending on the type of signing, users can be categorized into Individual Signing Users and Corporate Signing Users. If it is an Individual Signing User, we suggest the customer check the phone's intercept records to see if the SMS has been blocked; for Corporate Signing Users, the Electronic Signature service does not send SMS notifications by default. If you need this functionality, please contact our Coordinator for configuration. The specific reason is subject to the final investigation result of the Coordinator.

How to not send SMS to the signatory when initiating the process?

When calling the CreateFlowByFiles or CreateFlow API, set the NotifyType parameter of the signing person information to "none".

Seal-related

How to check the seal review status?

Please log in to the Tencent E-Sign Service Console , go to **Seal Management**, and click **Seal Details** to check the seal review status.

Why does the seal review fail?

Please make sure the seal is not a drawn seal and is clear and complete in the picture. Currently, the Electronic Signature service provides the following methods to generate seals:

- When creating a seal, select the **Template Seal** creation method to automatically generate a company electronic seal.
- Before uploading the seal, stamp it clearly on white paper and take a picture, ensuring the seal is clear and complete in the image. Select **Local Upload** during the seal creation and upload the image.

Please ensure the seal is generated using the above methods. The specific reason for failure is subject to the rejection reason provided by the reviewer.

Creating process prompt "No permission to operate this seal"?

Please log in to the Tencent E-Sign Service Console , go to **Seal Management**, and click **Seal Details** to confirm the user has been added as the seal holder. Only the holder has the permission to use the seal.

PDF related

How to calculate the PDF signature position?

Taking Adobe Reader as an example:
1. click **Prepare Form**.

2. click **Add Text Field.**

> ⚠ **Note:**
>
> This is for positioning purposes only.

3. click **Text Field Attributes** > **Position,** unit in points.

> ⚠ **Note**

> The coordinate value is displayed at the bottom position, with the origin at the lower-left corner of the page.

4. Coordinate calculation ComponentPosX = left-aligned coordinate 39.4847
ComponentPosY = page height – top-aligned coordinate 37.3135. Page height acquisition: Move the control to the top of the page, and the top-aligned coordinate value will be the page height.

Compliance related

Can the contract be voided after signing?

If all users have signed, the contract cannot be voided (withdrawn).

What types of IDs are supported by Electronic Signature?

Currently, Electronic Signature supports the following types of IDs: ID Card, Hong Kong and Macao Residents' Travel Permit, Hong Kong (China), Macao (China), and Taiwan (China) Residents Residence Permit (formatted like a resident ID card).

What willingness authentication channels are supported by Electronic Signature?

Currently, Face Recognition is the primary method used for willingness authentication, and no other methods are supported.

Opening the signed document with WPS shows the signature property as "signature is invalid or document has been modified since being signed"?

When using WPS to open a PDF file, it directly enters edit mode, which causes the file to appear as modified.

Control Related

When calling CreateFlowByFiles (creating a signing process with a PDF file), is ComponentName in the agent content control a mandatory value?

Either ComponentId or ComponentName can be provided; however, it is recommended to provide ComponentName.

When calling CreateFlowByFiles (creating a signing process with a PDF file), how can the ComponentName value in the agent content control be obtained?

In the Tencent E-Sign Service Console, during template creation or editing, at the **Specify Contract Area** step, you can view the control properties. The property value "Control Name" is the ComponentName value.
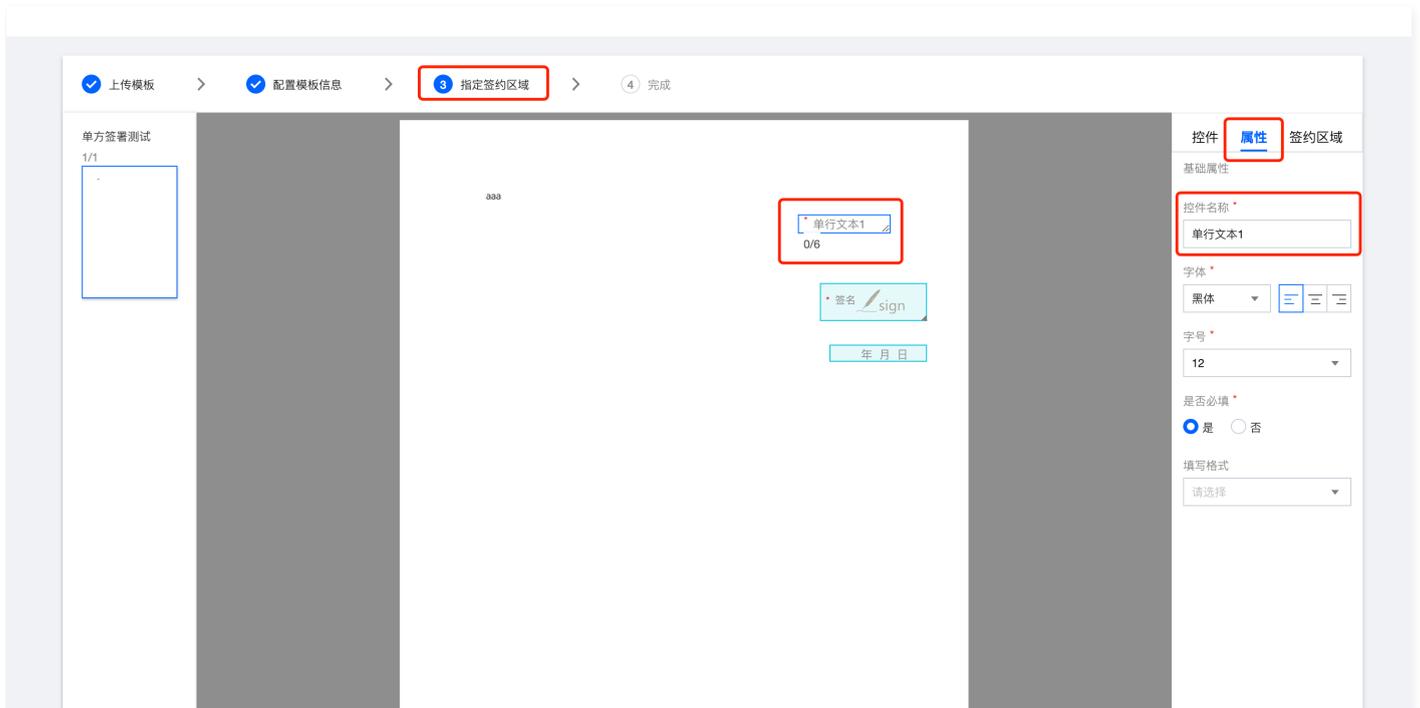
When calling the CreateFlowByFiles (creating a signing process with a PDF file) interface, is it possible to pass both fill-in control and signing control in the SignComponents for the signer?

Only signing controls can be passed here. If you need to add fill-in controls for the signer, please use the template to initiate the process.

How can controls be positioned using keywords?

In Component input parameters, set GenerateMode to KEYWORD, and use ComponentId to specify the keyword.

How to adjust control position using keyword positioning?

When using keyword positioning, the top-left corner of the control area overlaps with the top-left corner of the keyword area. You can use the OffsetX and OffsetY parameters in Component input to offset the control along the horizontal and vertical coordinates.

How to position controls using form fields?

In Component input parameters, set GenerateMode to FIELD, and use ComponentName to specify the keyword.

API access issue
Common Issues Before Integration

Last updated：2024-08-01 16:17:11

How can enterprises registered via mini-program view the corresponding API key information?

For enterprises registered via mini-program, click **Query Key** to view the corresponding enterprise API key information.

> ⚠ **Note:**
> - An API key is an important credential for making Tencent Cloud API requests. Please store it safely.
> - During the key query process, security verification might be needed via SMS captcha. If you are not the phone number owner, please contact the enterprise super administrator.
> - This entry is currently only visible to enterprises registered via mini-program. For enterprises registered via desktop, please refer to the **Access Key** documentation on how to view the API key.

Can sub-accounts call the Open Platform API?

Yes, you can use the main account to log in to Tencent Cloud Certificate Authority, authorize the sub-account to bind the electronic signing strategy QcloudESSBASICFullAccess. After authorization, the sub-account can call the integrated version of Tencent E-Sign Service API interface.

SDK

Last updated：2024-08-01 16:17:26

How to get SDK call samples?

The integrated version of E-Sign currently provides call demos in languages such as PHP, Python, Java, and Go. These demos are available on the official Tencent Cloud SDK project on GitHub.

How to import the SDK?

Currently, the official SDK supports languages like PHP, Python, Java, Go, .NET, Node.js, C++, and Ruby. Please refer to the SDK import guide for details on how to import based on your needs.

JDK1.7 reports javax.net.ssl.SSLException – Received fatal alert: protocol_version when calling the Upload File Interface using the SDK

JDK1.7 uses TLSv1.0 by default; you need to force it to TLSv1.2. The official HTTP client is okhttp, and you need to modify the SDK source code yourself.
In the HttpConnection constructor of the com.tencentcloudapi.common.http.HttpConnection class, modify it as follows:

```java
public HttpConnection(Integer connTimeout, Integer readTimeout, Integer writeTimeout) {
    this.client = new OkHttpClient();
    SSLContext sslContext = null; //Specify the TLS version here
    try {
        sslContext = SSLContext.getInstance("TLSv1.2");
        sslContext.init(null, null,null);
    } catch (Exception e) {
        e.printStackTrace();
        throw new RuntimeException(e.getMessage());
    }
    SSLSocketFactory factory = sslContext.getSocketFactory();
    this.client.setSslSocketFactory(factory);
    this.client.setConnectTimeout(connTimeout, TimeUnit.SECONDS);
    this.client.setReadTimeout(readTimeout, TimeUnit.SECONDS);
    this.client.setWriteTimeout(writeTimeout, TimeUnit.SECONDS);
}
```

Mini Program

Last updated：2024-08-01 16:17:39

How can a customer's mini program jump to the E-Sign mini program to complete signing?

Please refer to the Mini Program official documentation. The Mini Program supports direct navigation to the sign page. After signing, it can return to the customer Mini Program. Refer to the following code:
Production Environment:

```
wx.navigateToMiniProgram({
  appId:'wxa023b292fd19d41d', // E-Sign mini program appId
  path:'pages/guide?
from=SFY&to=CONTRACT_DETAIL&id=${flowId}&name=%E6%9D%A8%E5%B8%88&phone=MTc2MTI3Nzg1Mjk%3D', //${flowId} is
the process id, name, phone as needed
  envVersion:'release',
  success(res){
    // Operation succeeded
  }
})
```

Testing environment:

```
wx.navigateToMiniProgram({
  appId:'wx371151823f6f3edf', // E-Sign mini program appId
  path:'pages/guide?
from=SFY&to=CONTRACT_DETAIL&id=${flowId}&name=%E6%9D%A8%E5%B8%88&phone=MTc2MTI3Nzg1Mjk%3D', //${flowId} is
the process id, name, phone as needed
  envVersion:'release',
  success(res){
    // Operation succeeded
  }
})
```

All parameters in path (name, phone) are uniformly encoded using `~${base64url(value)}` .

How can a customer's App jump to the E-Sign mini program to complete the signing?

1. For Android App, see official documentation .
2. For iOS App, see official documentation .
3. Required parameters:
   ○ Production Environment:
     E-Sign Mini Program Appid: wxa023b292fd19d41d.
     E-Sign Mini Program Original ID: gh_da88f6188665.
     E-Sign Mini Program Contract Details Page: path: pages/guide?
     from=app&to=CONTRACT_DETAIL&id=${flowId}&name=&phone=.
   ○ Testing Environment:
     E-Sign Mini Program Appid: wx371151823f6f3edf.
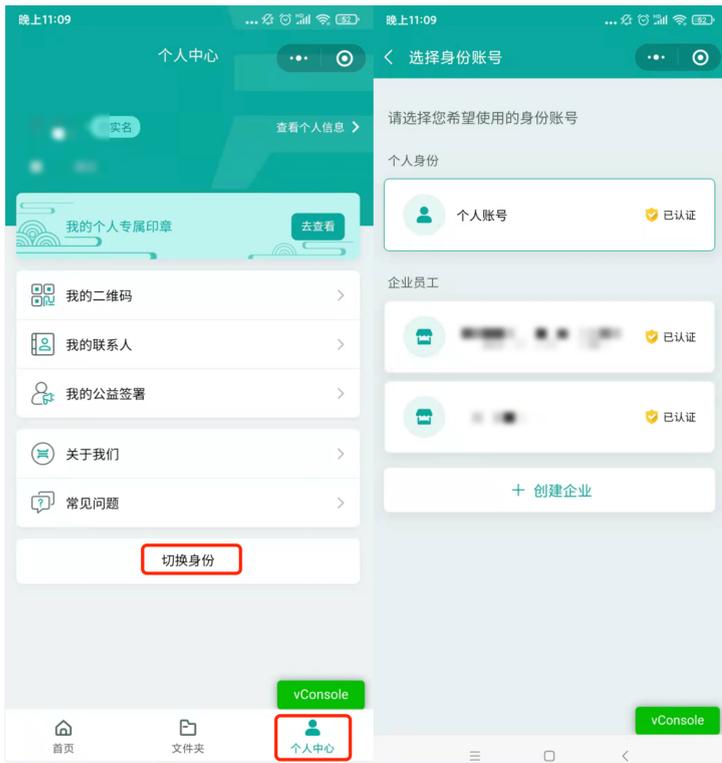   E-Sign Mini Program Original ID: gh_39a5d3de69fa.
     E-Sign Mini Program Contract Details Page: path: pages/guide?
     from=app&to=CONTRACT_DETAIL&id=${flowId}&name=&phone=.

Why can't a customer find their contract in the mini program?

Please ensure the customer uses the same name and phone number when using and initiating the Mini Program to log in. Confirm in **Personal Center** > **Switch Identity** that the required identity for signing has been switched.

How to choose to open the E-Sign mini program in full screen or half screen?

Refer to WeChat official documentation:

- Full-screen Mode
- Half-screen Mode

How to configure redirection to different pages of the E-Sign mini program?

Please refer to the following table and instructions:

Parameter description

The table below describes the parameter configuration for triggering the Electronic Signature Mini Program's homepage, list page, personal center page, contract cover page, and contract details page from an external Mini Program.

Parameter	Type	Default Value	Required	Description
path	string	–	Yes	Target Page Route.
login	number	0	No	Whether log in to .
verify	number	0	No	Whether Real-name Authentication is required.
accountType	string	–	No	personal: Switch to Personal Identity.
userIds	string	–	No	If the link target user is used by only one person, then directly obtain the user's userId; if the link target user is used by multiple people, you can assign values like this: [userId1, userId2].
organizationId	string	–	No	Enterprise account's corporate ID, if this parameter is added, orgName must also be included.
orgName	string	–	No	Enterprise account's name, if organizationId is added, this parameter must also be included.

id	string	–	No	Contract ID, this parameter is required if navigating to the contract cover page or contract details page.
channel	string	–	No	Mark for other mini-program channels, for statistical purposes.
quickSponsor	string	false	No	Whether the quick launch contract popup needs to be pulled up immediately on the homepage. true: Quick launch pop-up appears. false: Does not appear.

Homepage

C-end users enter the homepage

```
- pages/guide/index?path=/pages/home/home-index&accountType=personal&channel=${channel}
```

C-end users enter the homepage – Quick launch contract

```
- pages/guide/index?path=/pages/home/home-
index&login=1&accountType=personal&channel=${channel}&quickSponsor=true
```

B-end users enter the homepage

Entering the B-end homepage requires logging in and real-name authentication. You can specify a collection of userIds or organizationId (if organizationId is specified, orgName must be carried as well).
Both of the following methods can be used:

```
- pages/guide/index?path=/pages/home/home-index&login=1&verify=1&userIds=${userIds}&channel=${channel}
- pages/guide/index?path=/pages/home/home-
index&login=1&verify=1&organizationId=${organizationId}&orgName=${orgName}&channel=${channel}
```

B-end users enter the homepage – Quick launch contract

```
- pages/guide/index?path=/pages/home/home-
index&login=1&verify=1&userIds=${userIds}&channel=${channel}&quickSponsor=true
- pages/guide/index?path=/pages/home/home-
index&login=1&verify=1&organizationId=${organizationId}&orgName=${orgName}&channel=${channel}&quickSponsor
=true
```

List page

C-end users enter the user list page

```
- pages/guide/index?path=/pages/home/home-list&login=1&verify=1&accountType=personal&channel=${channel}
```

B-end users enter the user list page

Entering the B-end homepage requires logging in and real-name authentication. You can specify a collection of userIds or organizationId (if organizationId is specified, orgName must be carried as well).
Both of the following methods can be used:

```
- pages/guide/index?path=/pages/home/home-list&login=1&verify=1&userIds=${userIds}&channel=${channel}
- pages/guide/index?path=/pages/home/home-
list&login=1&verify=1&organizationId=${organizationId}&orgName=${orgName}&channel=${channel}
```

Personal center

C-end users enter the personal center

```
- pages/guide/index?path=/pages/home/home-user&accountType=personal&channel=${channel}
```

B-end users enter the personal center

Entering the B-end homepage requires logging in and real-name authentication. You can specify a collection of userIds or organizationId (if organizationId is specified, orgName must be carried as well).
Both of the following methods can be used:

```
- pages/guide/index?path=/pages/home/home-user&login=1&verify=1&userIds=${userIds}&channel=${channel}
- pages/guide/index?path=/pages/home/home-
user&login=1&verify=1&organizationId=${organizationId}&orgName=${orgName}&channel=${channel}
```

Contract cover page

C-end users enter the contract cover page or B-end user contract cover page

Users who are not logged in or not verified can also enter the contract cover page. You can switch to personal identity in two ways, using accountType=personal or assigning the personal identity's userId with userIds.

```
- pages/guide/index?path=/pages/mvp/contract-preview&accountType=personal&id=${id}&channel=${channel}
- pages/guide/index?path=/pages/mvp/contract-preview&userIds=${userIds}&id=${id}&channel=${channel}
```

Contract details page

Whether C-end or B-end, entering the contract details page requires being logged in and verified.

C-end users enter the contract details page

Enter by the following methods:
- You can set accountType=personal to enter.
- You can also specify the user's personal userId in C-end.

```
- pages/guide/index?path=/pages/contracts/contract-
detail&login=1&verify=1&id=${id}&accountType=personal&channel=${channel}
- pages/guide/index?path=/pages/contracts/contract-
detail&login=1&verify=1&id=${id}&userIds=${userIds}&channel=${channel}
```

> ⚠ Note:
> - If the B2C contract is initiated and the opposite party C is a new user, C does not have a userId and the parameter accountType=personal can be specified.
> - If the B2C contract is initiated and the opposite party C is an existing user, either of the above methods can be used.

B-end users enter the contract details page

You can specify a collection of userIds or organizationId (if the organizationId is specified, orgName must also be included).
- Both of the following common methods are acceptable:

```
- pages/guide/index?path=/pages/contracts/contract-
detail&login=1&verify=1&id=${id}&userIds=${userIds}&channel=${channel}
 - pages/guide/index?path=/pages/contracts/contract-
detail&login=1&verify=1&id=${id}&organizationId=${organizationId}&orgName=${orgName}&channel=${channel}
```

- Special Circumstances:

```
- pages/guide/index?path=/pages/contracts/contract-
detail&login=1&verify=1&id=${id}&accountType=personal&channel=${channel}
```

> ⚠ **Note:**
> - If a B2B contract is initiated and the counterparty signatory B's company is not registered, use the special circumstances. Switch to personal identity to view the contract. The contract details page will guide the user to apply for enterprise registration.
> - If a B2B contract is initiated and the counterparty signatory B has not joined the company, use the special circumstances. Switch to personal identity to view the contract. The contract details page will guide the user to apply to join the enterprise.
> - If a B2B contract is initiated and the counterparty signatory B is an employee of the enterprise, either of the above methods can be used.

Issues related to API errors

Last updated: 2024-08-01 16:17:54

How to handle API call errors?

You can try to modify according to the message prompt returned by the API, or record the requestId and provide it to the support team for processing.

API call returns a signature error?

Please first check whether the SecretId and SecretKey are correct. If you have not used the SDK for integration, please refer to the sample code in Tencent Cloud's official Developer Guide for signature calculation.

The StartFlow interface is reporting an error, indicating "Document not available"?

After calling the CreateDocument API, you need to wait for the asynchronous composition of the document, so you cannot immediately call the StartFlow API. If StartFlow returns an error, you can try waiting and retrying later.

The CreateDocument interface is reporting an error, indicating "Process has already been associated with a document"?

Each process can only be used to bind a document once, please use the CreateFlow API to create a new process.

Issues Related to Automatic Signing

Last updated：2024-08-01 16:18:25

How to initiate automatic signing?

1. When using files to create a contract, you need to set the ApproverType of the signer to 3 in the ApproverInfo array in the CreateFlowByFiles API. Note that currently, only the initiator (Enterprise Party) can perform automatic signing.
2. Use a template to create a contract by logging in to Tencent E-Sign Service Console, navigate to **Template Management**, and in the step of editing or adding a new template **Configure Template Information**, set your own signing method to **Automatic Signing**. Save the template upon completion and initiate the contract again using this template ID.

Can non-initiating enterprises perform automatic signing?

Automatic signing requires control of the corresponding enterprise's seal and has legal effect, so it is only allowed for the initiating enterprise to control automatic signing for business purposes.

Why can't filling controls be added to the signatory when using automatic signing?

When initiating automatic signing for an enterprise, the contract content must be complete, so the signatory cannot make arbitrary fills after initiation.

SMS Related Issues

Last updated：2024-08-01 16:18:38

Why don't customers receive SMS notifications?

Depending on the type of signing, users can be categorized into Individual Signing Users and Corporate Signing Users. If it is an Individual Signing User, we suggest the customer check the phone's intercept records to see if the SMS has been blocked; for Corporate Signing Users, the Electronic Signature service does not send SMS notifications by default. If you need this functionality, please contact our Coordinator for configuration. The specific reason is subject to the final investigation result of the Coordinator.

How to not send SMS to the signatory when initiating the process?

When calling the CreateFlowByFiles or CreateFlow API, set the NotifyType parameter of the signing person information to "none".

Seal Related Issues

Last updated：2024-08-01 16:18:51

How to check the seal review status?

Please log in to the Tencent E-Sign Service Console , go to **Seal Management**, and click **Seal Details** to check the seal review status.

Why does the seal review fail?

Please make sure the seal is not a drawn seal and is clear and complete in the picture. Currently, the Electronic Signature service provides the following methods to generate seals:

- When creating a seal, select the **Template Seal** creation method to automatically generate a company electronic seal.
- Before uploading the seal, stamp it clearly on white paper and take a picture, ensuring the seal is clear and complete in the image. Select **Local Upload** during the seal creation and upload the image.

Please ensure the seal is generated using the above methods. The specific reason for failure is subject to the rejection reason provided by the reviewer.

Creating process prompt "No permission to operate this seal"?

Please log in to the Tencent E-Sign Service Console , go to **Seal Management**, and click **Seal Details** to confirm the user has been added as the seal holder. Only the holder has the permission to use the seal.

PDF-related issues

Last updated：2024-08-01 16:19:05

How to calculate the PDF signature position?

Taking Adobe Reader as an example:

1. click **Prepare Form**.

2. click **Add Text Field.**

> ⚠ **Note:**
> This is for positioning purposes only.

3. click **Text Field Attributes** > **Position**, unit in points.

> ⚠ **Note:**
> The coordinate value is displayed at the bottom position, with the origin at the lower-left corner of the page.

4. Coordinate calculation ComponentPosX = left-aligned coordinate 39.4847
   ComponentPosY = page height – top-aligned coordinate 37.3135. Page height acquisition: Move the control to the top of the page, and the top-aligned coordinate value will be the page height.

Compliance Related Issues

Last updated: 2024-08-01 16:19:18

Can the contract be voided after signing?

If all users have signed, the contract cannot be voided (withdrawn).

What types of IDs are supported by Electronic Signature?

Currently, Electronic Signature supports the following types of IDs: ID Card, Hong Kong and Macao Residents' Travel Permit, Hong Kong (China), Macao (China), and Taiwan (China) Residents Residence Permit (formatted like a resident ID card).

What willingness authentication channels are supported by Electronic Signature?

Currently, Face Recognition is the primary method used for willingness authentication, and no other methods are supported.

Opening the signed document with WPS shows the signature property as "signature is invalid or document has been modified since being signed"?

When using WPS to open a PDF file, it directly enters edit mode, which causes the file to appear as modified.

Control-related issues

Last updated: 2024-08-01 16:19:36

When calling CreateFlowByFiles (create signing process with PDF files), is ComponentName a required value in the Agent Content Control?

Either ComponentId or ComponentName can be provided; however, it is recommended to provide ComponentName.

When calling CreateFlowByFiles (create signing process with PDF files), how to obtain the ComponentName value in the Agent Content Control?

When creating or editing a template in the Tencent E-Sign Service Console, go to the **Add Signing Area** step, click on the control in the contract document for which you need to get the ComponentName value, and the Property Panel for that control will appear in the bottom right corner. The **Control Name** on the panel is the value for ComponentName.

When calling the CreateFlowByFiles (create signing process with PDF files) API, can SignComponents input parameters support both Fill in the Control and Signing Control?

Only signing controls can be passed here. If you need to add fill-in controls for the signer, please use the template to initiate the process.

How can controls be positioned using keywords?

In Component input parameters, set GenerateMode to KEYWORD, and use ComponentId to specify the keyword.

How to adjust control position using keyword positioning?

When using keyword positioning, the top-left corner of the control area overlaps with the top-left corner of the keyword area. You can use the input parameters OffsetX and OffsetY of the Component to adjust the control's offset on the horizontal and vertical coordinates.

How to position controls using form fields?

In Component input parameters, set GenerateMode to FIELD, and use ComponentName to specify the keyword.

WeCom Terminal Frequently Asked Questions Frequently Asked Questions about Enterprise Authentication

Last updated: 2024-08-01 16:20:09

I have already registered a Tencent E-Sign Service account. Do I need to register again on WeCom?

No, you can directly bind the authenticated enterprise account on WeCom by following these steps.

1. Select an account.
   - WeCom Mini Program: On the upload business license page, click **Link WeChat Account**.
   - WeCom Workbench: On the enterprise authentication method selection page, select **Bind Authenticated Enterprise Account**.
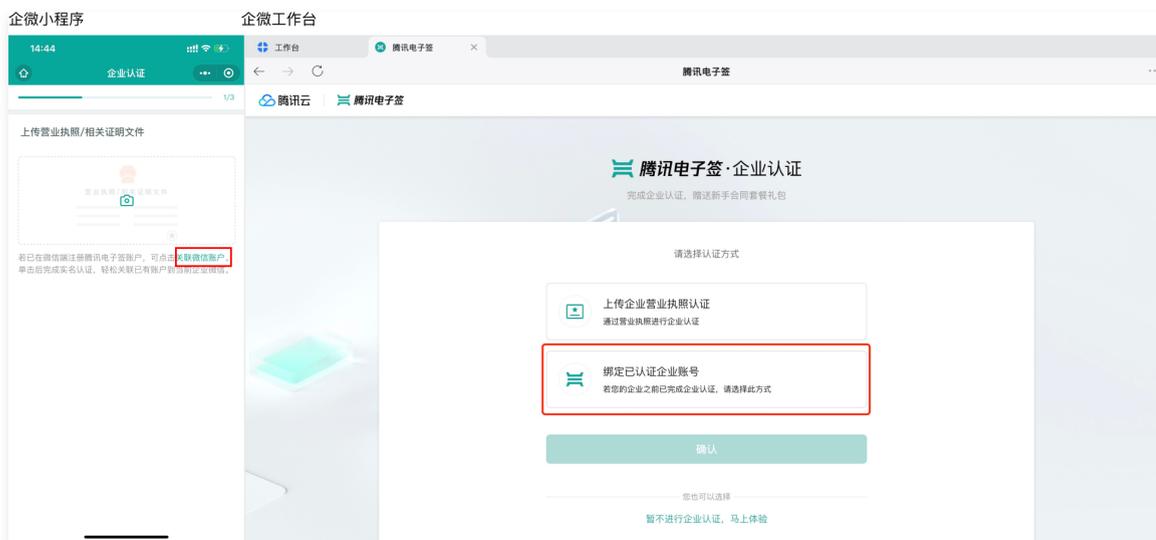
2. Select the electronic sign account you want to bind.
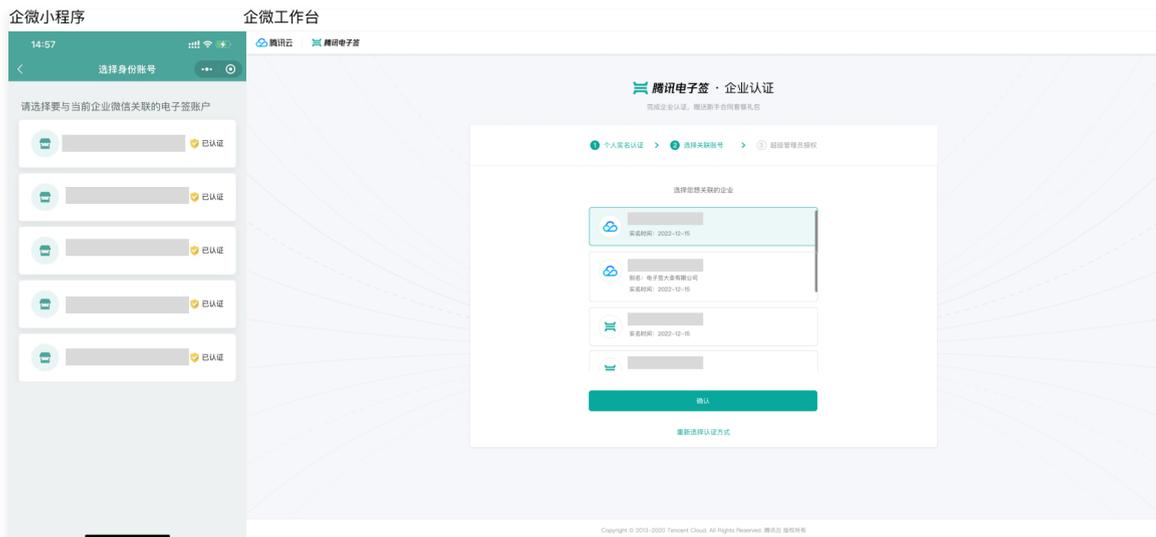
3. Super Administrator Authorization.
   - If you are the super administrator of the enterprise you want to bind: follow the page guidance, check **<Enterprise WeChat Electronic Signing Access Agreement>** and complete facial recognition to bind the account.
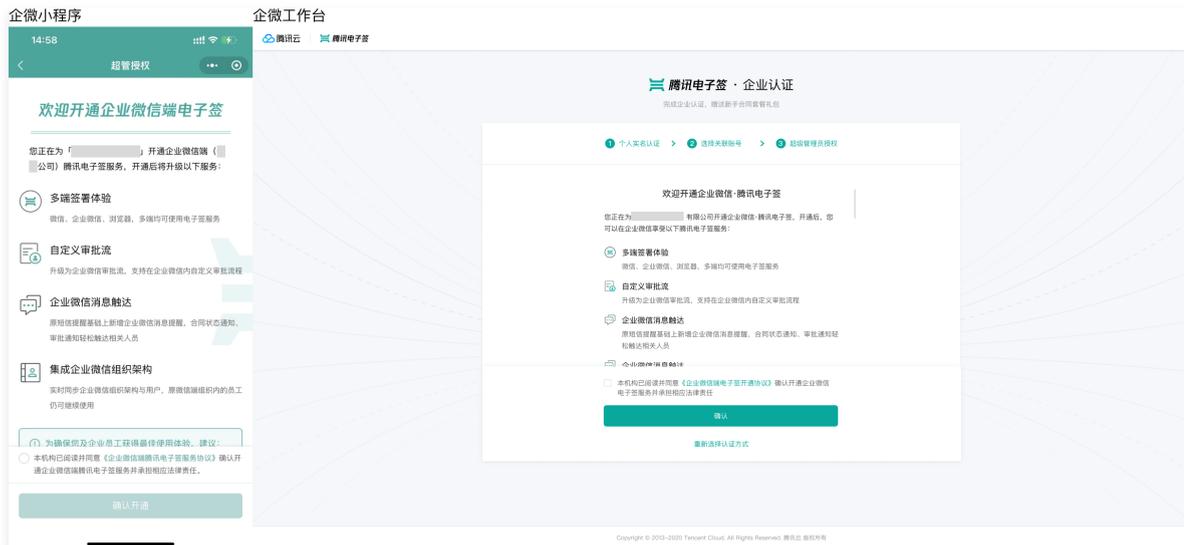
○ If you are not the super administrator of the enterprise you want to bind: contact the super administrator for authorization to complete the account binding.
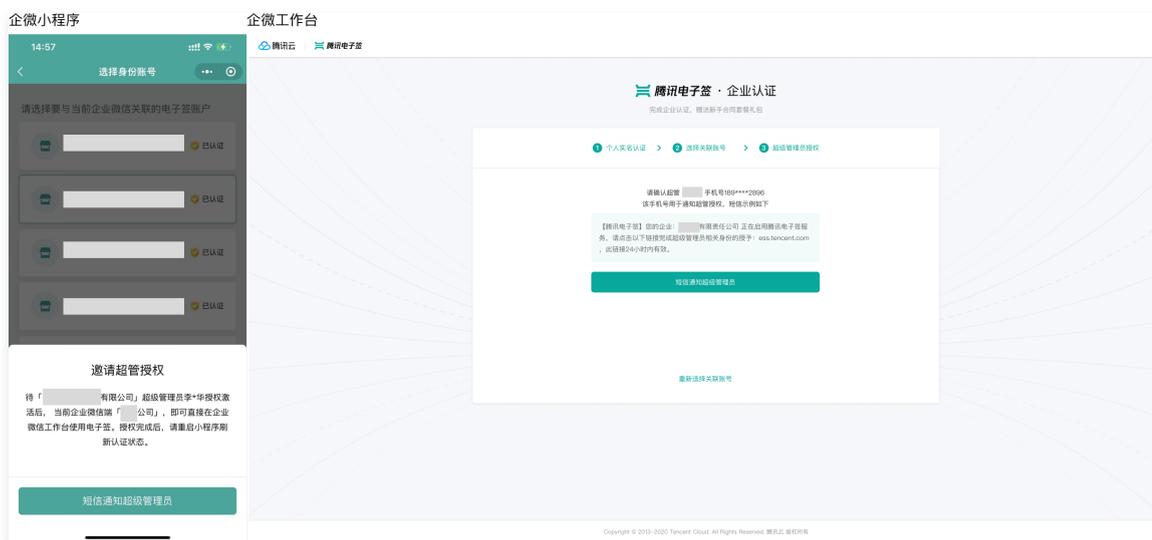
When I have two WeChat accounts on my phone, which account should I authorize to the Tencent E-Sign Service application? What should I do if I have authorized the wrong account?

● Some customers may have two WeChat accounts on their phone. When you open the Tencent E-Sign Service application for the first time, the system will prompt you to confirm which WeChat account you want to authorize to Tencent E-Sign Service. Make sure to select **the WeChat account authorized to WeCom.**

- For customers who authorized incorrectly, follow these steps:

1.1 Exit the WeCom app, and also log out of the WeChat account that is not bound to WeCom. Then, in the WeChat app, go to **Settings > Personal Information and Permissions > Authorization Management**, and revoke the permissions already authorized to the WeCom application.

1.2 Go to WeCom, **clear cache** (Settings > General > Storage > Clear Cache), then exit the WeCom application.

1.3 Reopen the WeCom app and reauthorize the application.
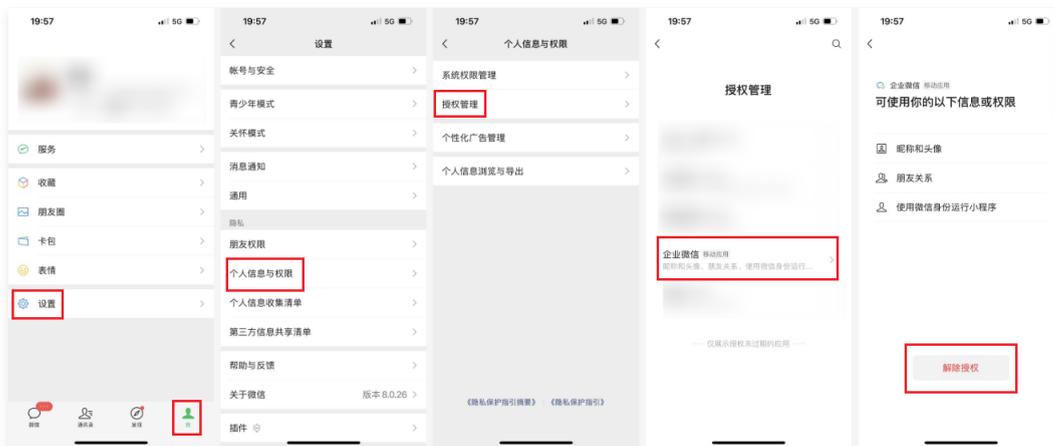
Why does the system prompt that the enterprise name, legal representative name, or address is incorrect after uploading the business license?

Because your business license has had an update record within the last 7 working days, please re-upload the business license after 7 working days. If you have any objections, please contact Tencent E-Sign Service customer service.

Common Issues for Enterprise Accounts

Last updated: 2024-08-01 16:20:23

After completing the enterprise account verification, the system generated a new Tencent Cloud account ID. Can this new Tencent Cloud account be replaced with the previous one?

Currently, the unbinding feature is not supported. This feature is under development, so please stay tuned.

From Definition: Frequently Asked Questions about Approval Flows

Last updated：2024-08-01 16:20:43

How to configure or switch approval flows?

Tencent E-Sign Service integrates the **WeChat Work Approval Engine and the built-in electronic signature approval engine**. It supports the use of creating seal approval workflows and contract stamping application workflows. Enterprises can select the appropriate approval workflow according to their business scenarios for switching and execution. For how to configure the approval workflow, see the Approval Workflow Configuration documentation.

How to set different approval processes for seal applications of different subsidiaries?

Both the primary and subsidiary enterprises are clients of the same WeChat Work group, using Tencent E-Sign Service might encounter the following scenarios: When I sign a contract for subsidiary enterprise A in the primary enterprise, it requires the seal of **sub-enterprise A**. The stamp application initiated is approved by the relevant person in charge of **sub-enterprise A**. If signing a contract for **sub-enterprise B**, it is approved by the relevant person in charge of **sub-enterprise B**.

You can use the Enterprise WeChat custom approval flow to implement different approval processes for seal applications of different subsidiaries. The specific steps are as follows:

1. View the **Member Enterprise Approval Branch ID** of different sub-enterprises. Open the Tencent E-Sign Service dashboard, find **Organization Management > Group Organization Management,** as shown below, click the gear icon in the upper right corner and check the Member Enterprise Approval ID. After checking, the list will display the corresponding IDs of different sub-enterprises (these IDs will be used in later steps).
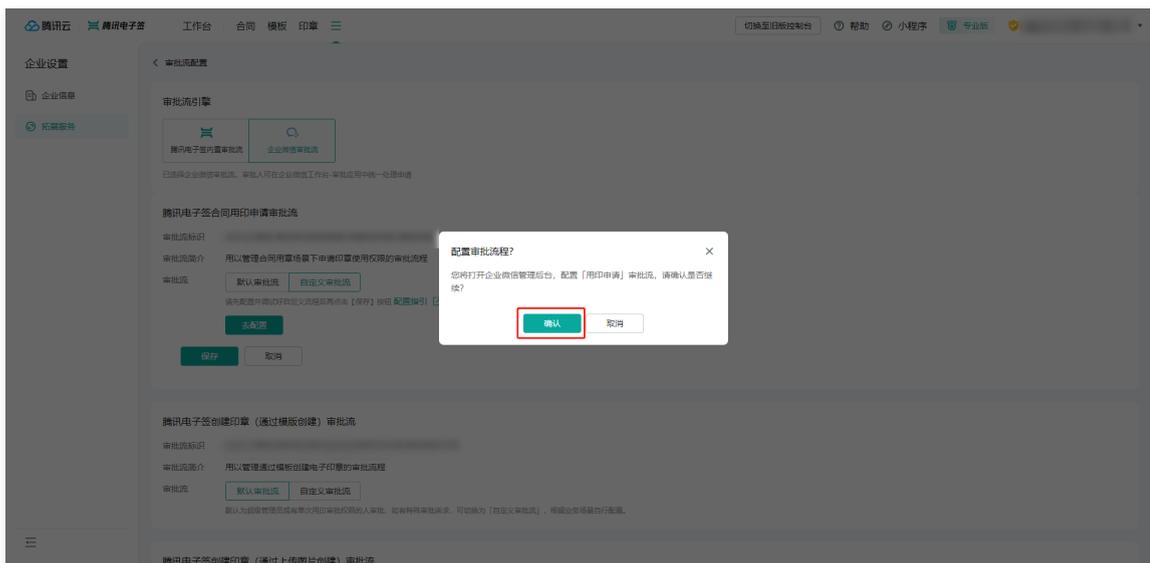

2. In **Enterprise Settings > Extended Services > Approval Workflow Configuration**, adjust the enterprise's approval engine to **WeChat Work Approval Flow - Custom Definition Approval Flow,** and find the **Tencent E-Sign Service Contract Stamping Application Approval Flow,** click **Go to Configure.**

3. Please confirm if the Custom Definition Approval Flow is configured, which will open the WeChat Work admin backend to configure the approval flow, please click **Confirm** to continue configuring the Custom Definition Approval Flow.

> ⓘ **Note:**
> If you are not an Enterprise WeChat administrator, please contact the Enterprise WeChat administrator to assist you in logging in to the Enterprise WeChat Management Backend.

4. The system will redirect to the WeChat Work Management Backend's approval application detail page, please select the stamp application approval template under **Template Management** in Other Templates, and click **Edit** to enter.

> ⓘ **Note:**
> Please ensure you are within the visible scope of the approval application. If not, please contact the Enterprise WeChat administrator to add you to the application's visible scope in the Enterprise WeChat backend.

5. Switch the page to Rule Settings, and click **Settings** to enter the WeChat Work Approval Process page.

6. Since different scenarios require approval from different responsible persons, it is necessary to configure conditional branches, click **+ icon** > **Conditional Branches**.

7. After creating a new conditional branch, you can click **Please Set Conditions** to achieve the effect of different sub-enterprises' stamp applications going through different approval branches. For example, in the conditional branch settings, if you set **Member Enterprise Approval Branch ID = 2,** ID 2 corresponds to the enterprise's stamp application, it will go through that approval branch.

How to set different approval processes for seal applications of different contract types?

Customers can set multiple contract types in contract management, for example: **Contract Type 1, Contract Type 2**. If you want to make the stamp application for signing **Contract Type 1** approved by **Employee A**; for signing **Contract Type 2**, have the stamp application approved by **Employee B**, you can refer to the following guidelines:

Different contract types can use different approval workflows for seal applications through custom-defined approval flows in WeCom. The specific steps are as follows:

1. View **Contract Type Approval Branch Number**. The Super Administrator of the Tencent E-Sign Service enterprise needs to open the Tencent E-Sign Service workspace, find **Contracts > Contract Type Settings,** as shown in the figure below, click the gear in the upper right corner, and check the Contract Type Approval Branch Number. After checking, the list will display the approval branch numbers corresponding to different contract types (the Contract Type Approval Branch Number will be used in the subsequent steps).
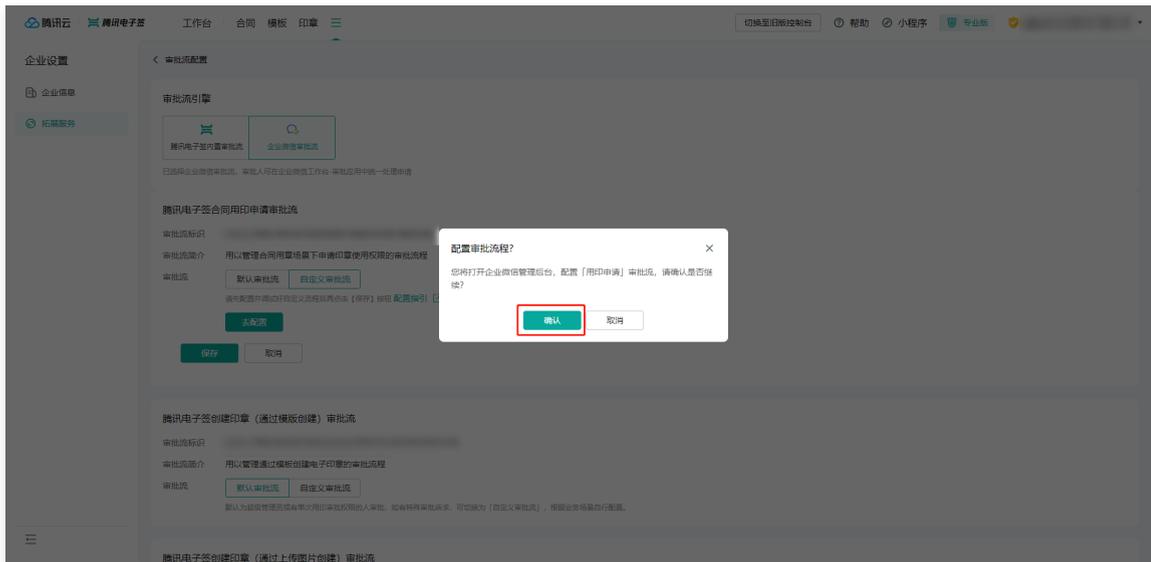
2. In **Enterprise Settings > Extended Services > Approval Workflow Configuration**, adjust the enterprise's approval engine to **WeChat Work Approval Flow – Custom Definition Approval Flow,** and find the **Tencent E-Sign Service Contract Stamping Application Approval Flow,** click **Go to Configure.**

3. Please confirm if the Custom Definition Approval Flow is configured, which will open the WeChat Work admin backend to configure the approval flow, please click **Confirm** to continue configuring the Custom Definition Approval Flow.

⊙ **Note:**
  If you are not an Enterprise WeChat administrator, please contact the Enterprise WeChat administrator to assist you in logging in to the Enterprise WeChat Management Backend.

4. The system will redirect to the WeChat Work Management Backend's approval application detail page, please select the stamp application approval template under **Template Management** in Other Templates, and click **Edit** to enter.
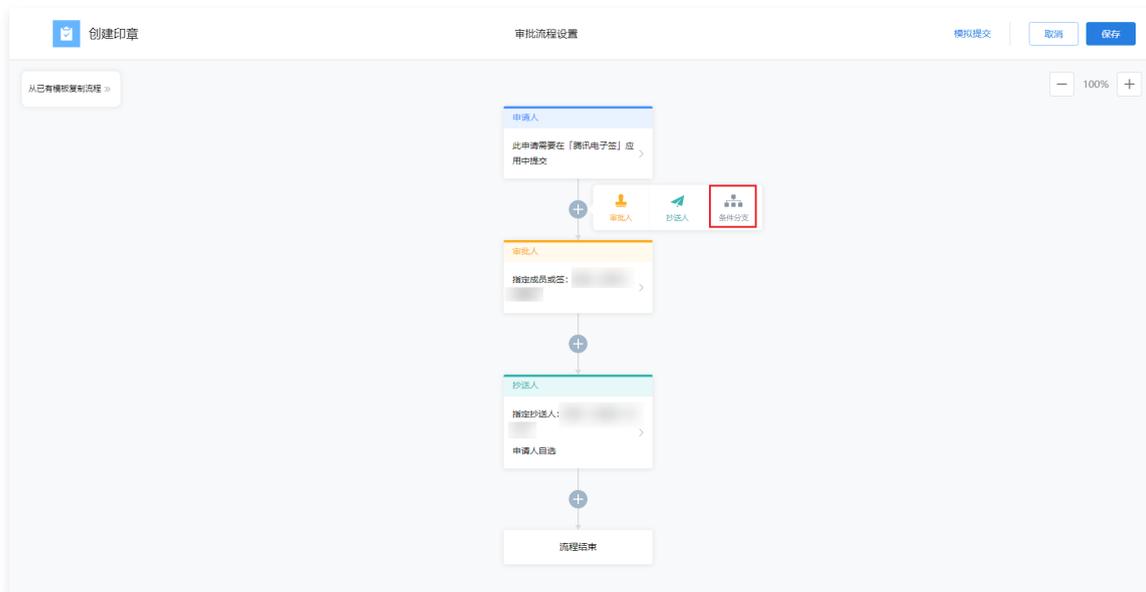
> ⓘ **Note:**
> Please ensure you are within the visible scope of the approval application. If not, please contact the Enterprise WeChat administrator to add you to the application's visible scope in the Enterprise WeChat backend.

5. Switch the page to Rule Settings, and click **Settings** to enter the WeChat Work Approval Process page.

6. Since different scenarios require approval from different responsible persons, it is necessary to configure conditional branches, click **+ icon > Conditional Branches**.

7. After creating a new conditional branch, you can click **Please set the condition** to achieve the effect of different contract types going through different approval branches for seal application. For example, if you set in the conditional branch **Contract Type Approval Branch Number = 102,** when contracts of type 102 are signed, the seal application initiated will go through this approval branch.

# Common Questions for Organizational Structure Management

Last updated：2024-08-01 16:20:57

My Enterprise WeChat address book has some employees or departments. How can I enable them to use the Tencent E-Sign Service application?

You need to add the specified employees or departments to the application's visible scope and then perform WeChat Work Synchronization Operation on the Tencent E-Sign Service desktop. Detailed steps are as follows:

1. To set the visible scope, please refer to How to Add Employees to the Application's Visible Scope.
2. Enterprise WeChat Address Book Synchronization.

   If it is confirmed that the enterprise employees or departments are already within the application's visible scope, you can add them to the Tencent E-Sign Service Organizational Structure using **WeChat Work Synchronization**. The Tencent E-Sign Service super administrator should log in to Tencent E-Sign Service Webpage and go to **Organization Management > Organizational Structure**. On the Organizational Structure page, click **WeChat Work Synchronization** to obtain the latest employee list already in the application's visible scope.
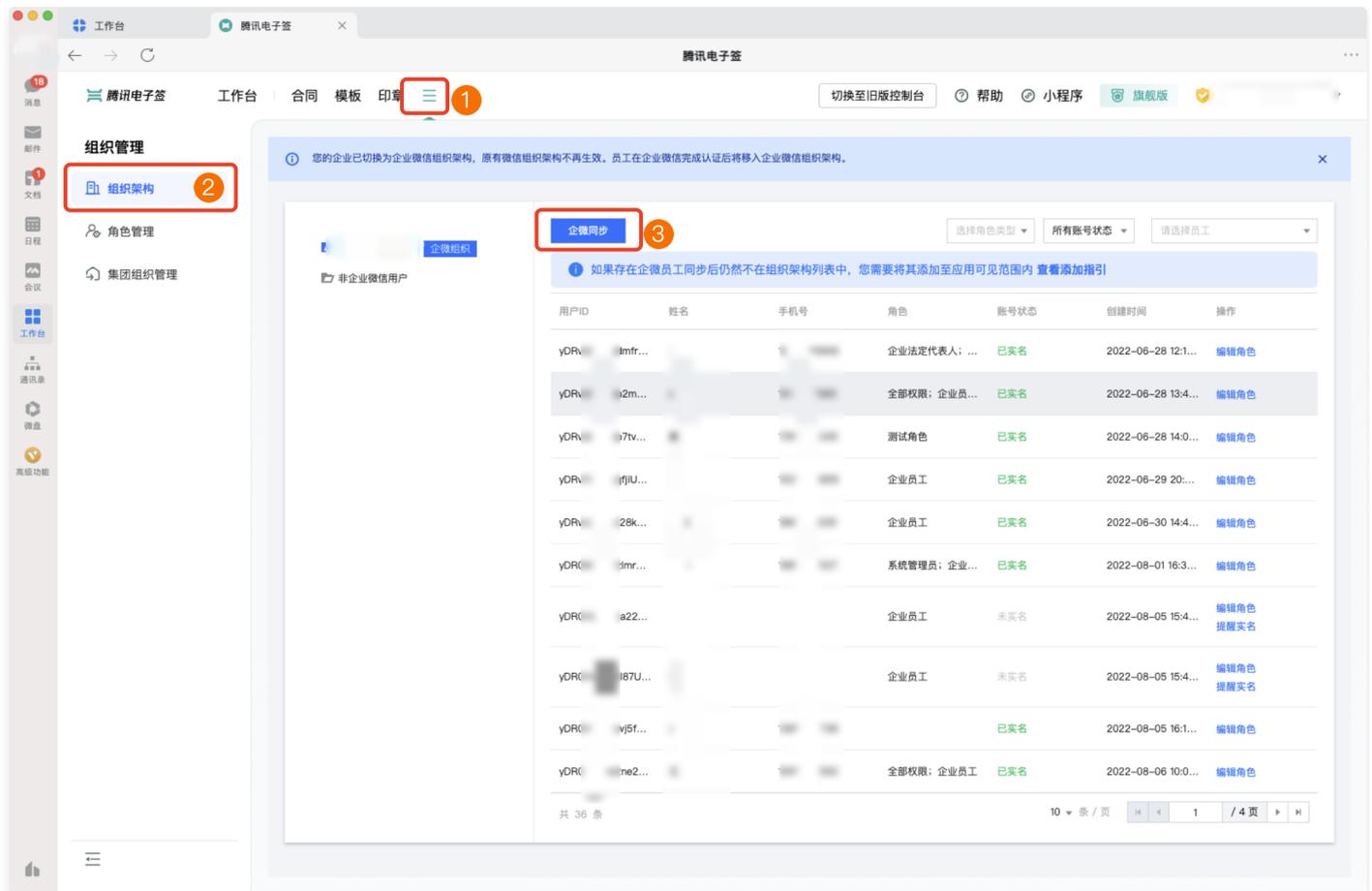
Why does an employee not have the Tencent E-Sign Service application on the Enterprise WeChat workstation?

It is because the employee is not within the visible scope of the Tencent E-Sign Service application. Please include the employee in the application's visible scope. For operation instructions, please refer to How to Add Employees to the Application's Visible Scope.

Group Organization Management FAQs

Last updated: 2024-08-01 16:21:12

Why does it indicate "The primary enterprise approver of the group cannot review temporarily"?

If a sub-enterprise that has joined the group organization uses the **Enterprise WeChat Approval Workflow Engine,** the approval flow display module in the **Enterprise Settings > Expand Services > Approval Process Configuration** of that enterprise will indicate: The primary enterprise approver of the group cannot review temporarily.

This is because the sub-enterprise uses the **Enterprise WeChat Approval Workflow Engine** in eSignature, and the approval requests initiated via the **Enterprise WeChat Approval Workflow Engine** can only notify the members within **Enterprise WeChat**, and cannot notify another Enterprise WeChat company. (The approval application of the primary enterprise cannot receive the approval notifications initiated by the sub-enterprise)

You can switch the sub-enterprise's approval workflow engine to the **Built-in Approval Workflow of Tencent eSignature** to solve this issue. For details on how to change the approval workflow engine, please refer to Approval Flow Configuration .

When I sign a sub-enterprise contract in the primary enterprise, who approves the seal application initiated?

The approval logic for this scenario varies depending on the approval workflow engine used by the primary enterprise:

Approval Workflow Engine used by the primary enterprise	Approver
Enterprise WeChat Approval Workflow Engine – Default Mode	A person in the primary enterprise with the authority to manage sub-enterprise seals.
Enterprise WeChat Approval Workflow Engine – Custom Definition Mode	Please refer to How to Configure Different Approval Processes for Seal Applications in Different Sub-enterprises?
Built-in Approval Workflow Engine of Tencent eSignature	A person in the primary enterprise who has the authority to manage sub-enterprise seals or sub-enterprise seal management personnel.

For information on how to assign **Sub-enterprise seal management authority** to employees in the primary enterprise, please see Group role management .

When I sign a contract for my enterprise in the sub-enterprise, who approves the seal application I initiated?

The approval logic for this scenario varies depending on the approval flow engine used by the sub-enterprise:

Approval flow engine used by the sub-enterprise	Approver
WeChat Work approval flow engine	Sub-enterprise seal management personnel.
Built-in Approval Workflow Engine of Tencent eSignature	A person in the primary enterprise who has the authority to manage sub-enterprise seals or sub-enterprise seal management personnel.

For information on how to assign **Sub-enterprise seal management authority** to employees in the primary enterprise, please see Group role management .

Common Application Visibility Issues

Last updated: 2024-08-01 16:21:34

How to add WeChat Work employees or departments to the application visibility range?

Only by adding employees or departments to the visible range of the app, can you see the **Tencent E-Sign Service** app in the workspace. To view or set the visibility, follow these steps:

Web Operation Method

Enterprise WeChat administrators log in to the **Enterprise WeChat Management Console**, and open the Tencent E-Sign Service app in the app management.
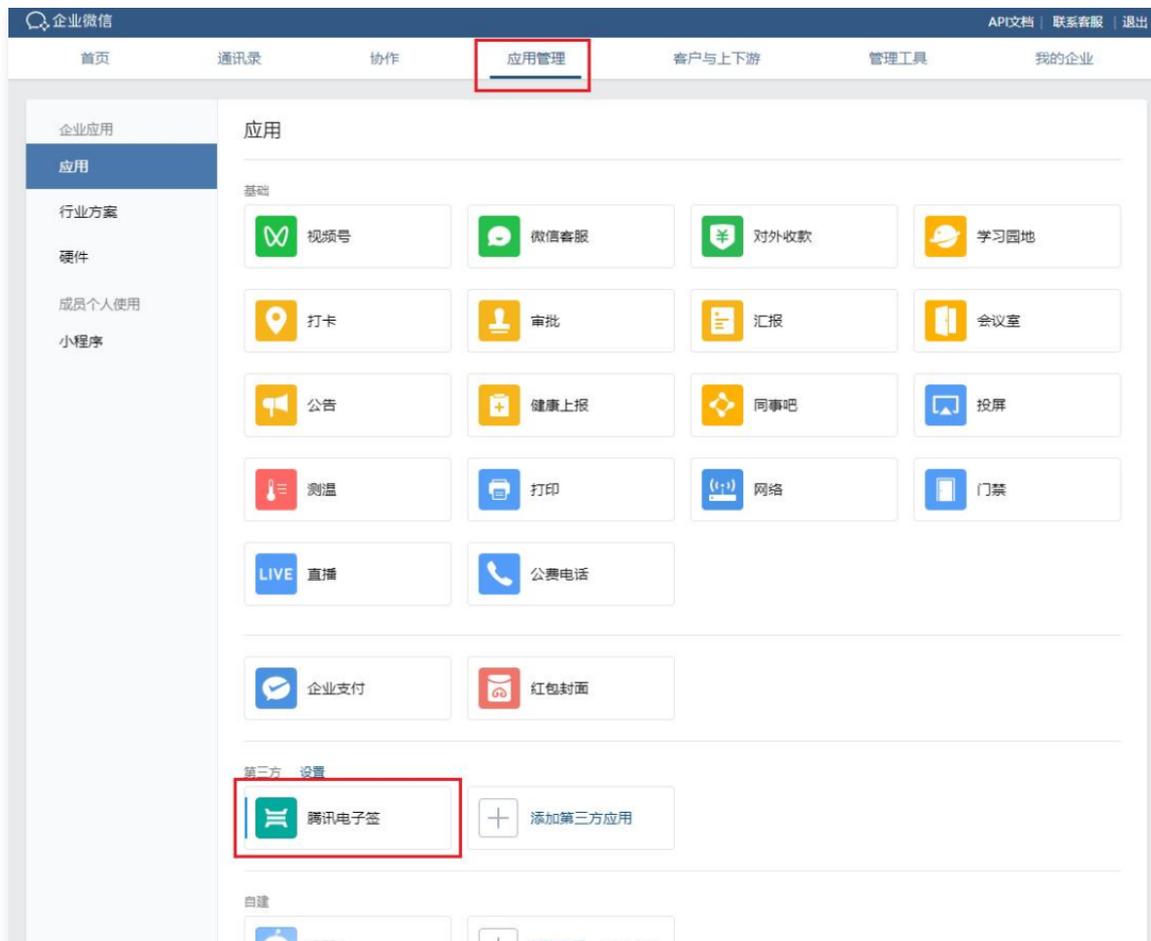
If the app's authorization method is **authorized by company employees**, it is recommended to adjust the authorization method of the Tencent E-Sign Service app to **authorized by company administrators**, then select **visibility range**, and adjust the employees or departments needed for Tencent E-Sign Service into the visibility range.

Mobile Operation Method

Enterprise WeChat admins can set the visibility range on mobile as follows:

工作台 - 管理企业　　　　　应用管理　　　　　腾讯电子签　　　　　可见范围

If the app's authorization method is **authorized by company employees**, it is recommended to contact the enterprise WeChat

administrator to adjust the authorization method of Tencent E-Sign Service app to **authorized by company administrators**, and then have the enterprise WeChat administrator adjust the visibility range according to the above steps.

工作台 - 管理企业　　　　　　　应用管理　　　　　　　腾讯电子签　　　　　调整应用授权方式为　　　　　调节可见范围
　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　　【企业管理员授权使用】

Why can't the Tencent E-Sign Service application be found in the Enterprise WeChat app market?

It is possible that the Tencent E-Sign Service application has already been installed by the enterprise, but the searching employee is not within the application's visible scope. Please contact the enterprise's WeChat Work administrator to add the employee to the application's visible scope.

Contract Management Issues

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How to initiate a contract?

log in to Tencent E-Sign Service SaaS Management Platform, click **Initiate Contract** > **Select Template** (or directly upload contract files) > **Fill in Configuration Signing Information** > **Fill in Contract Information** > **Choose Sequential Signing or Unordered Signing** > **Drag Text Control, Attribute, Signing Area to Specified Position** > **Save** > **Fill in Text Attributes** > **Preview Contract** > **Confirm Initiation**.

Can initiated contracts be revoked?

Supported, in the Tencent E-Sign Service SaaS Management Platform, click **Contract Management**, select the contract, click **Recall**. Revoking an initiated contract requires personal identity verification.