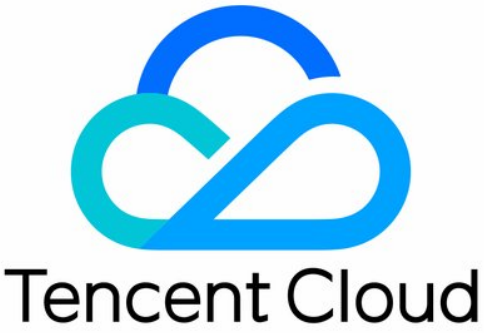
Tencent E-Sign Service Operation Guide for TCR Individual



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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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Operation Guide for TCR Individual Small Contract Operation Guide

Last updated: 2024-08-01 15:43:07

Search for Tencent E-Sign Service on WeChat, or scan the QR code below with your phone's WeChat to access the Tencent E-Sign Service mini program.

Initiate Contract from Template

Contract Template Overview

1. On the homepage, click **Small Contract** to enter the template page, click to select a template to preview the contract sample, and click **Create Contract**.
2. Currently supported contract templates include: Statement of Account, Grazing Land Transfer Contract, Traffic Accident Settlement Agreement, Part-time Job Contract, Image License Use Contract, Domestic Service Contract, Shop Lease Contract, Property Lease Contract, Parking Space Lease Contract, Renovation and Decoration Contract, Sales Contract, Gift Contract, Personal IOU, Rental Agreement, and Personal Receipt.

> **Note:**
> The template library will continuously update with other types of templates, so please stay tuned. We recommend following the **Tencent E-Sign Service** official account for notifications on new templates.

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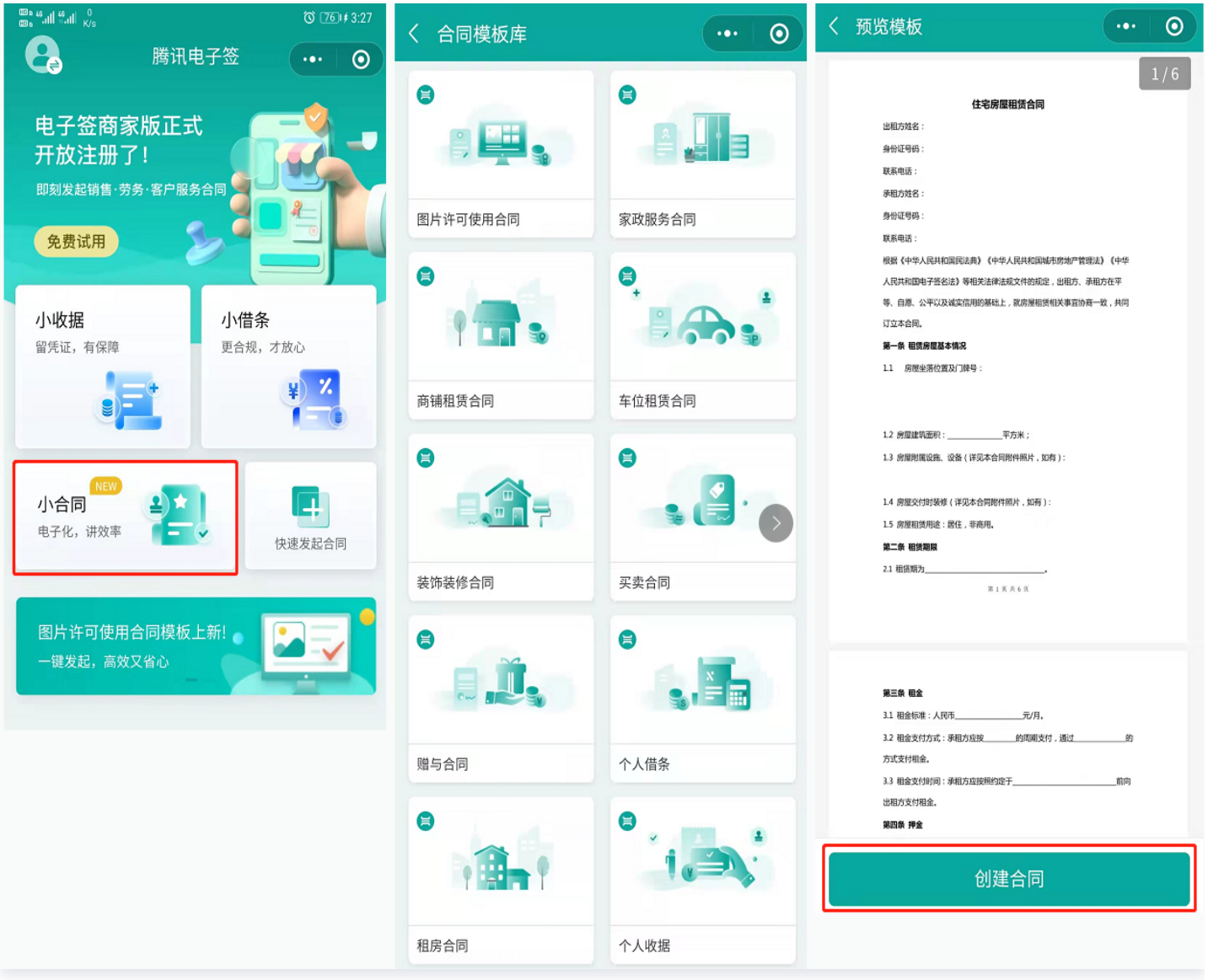

Initiate Contract

1. Select the initiator's identity and fill out the form content page. The default is the landlord initiation page, but you can click to switch the top tab to initiate the contract as a tenant. After selecting the landlord's identity, fill out your personal information (name, ID number, and phone number). You can click **Filled by Me** to help the tenant fill out their personal information, or keep the current state and leave the information for the tenant to fill out themselves.
2. After entering the property address, construction area, furniture, and home accessories information, click **Next**.

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3. Fill out the lease term, fees, and payment-related information. You can use Custom Configuration to set the fees the tenant needs to bear. After confirming, click **Next**.

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4. After configuring related commitments during the lease period, click **Next**. Once all information is confirmed as correct, click **Preview Contract**.

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5. After confirming the contract preview, click **Initiate Contract Signing**. Once the initiation is successful, you will be redirected to the share page, where you can share via WeChat or

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provide a QR code for the tenant to fill out the information.

6. If you have used up your free quota for the month, you need to pay fees as prompted on the page. The fees to be paid are subject to the final calculation on the page. You can also activate a money-saving monthly card or use coupons for lower contract fees. After confirming the amount is correct, follow the prompts to complete the WeChat Pay payment to initiate the small contract.

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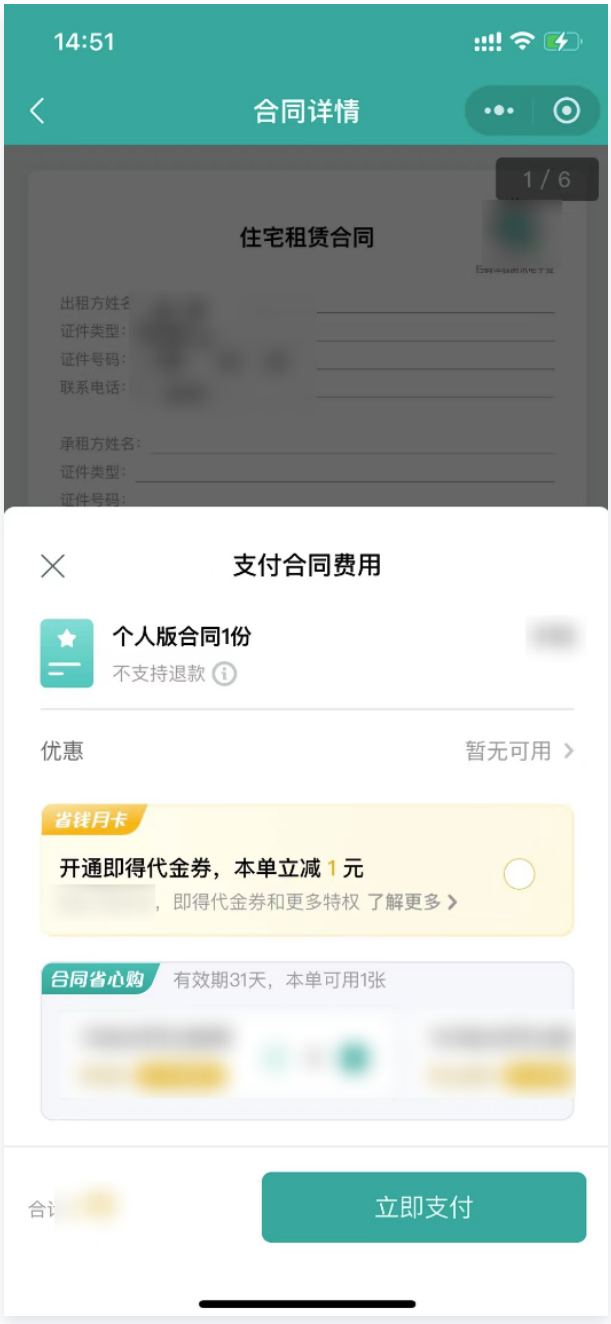

Sign Contract

1. The tenant scans the QR code or clicks the link shared by the landlord to enter the Electronic Signature applet to supplement the contract information. Click Supplementary Contract Information. On this page, check the name, ID number, and phone number again, then click Confirm to enter the Contract Preview Page.

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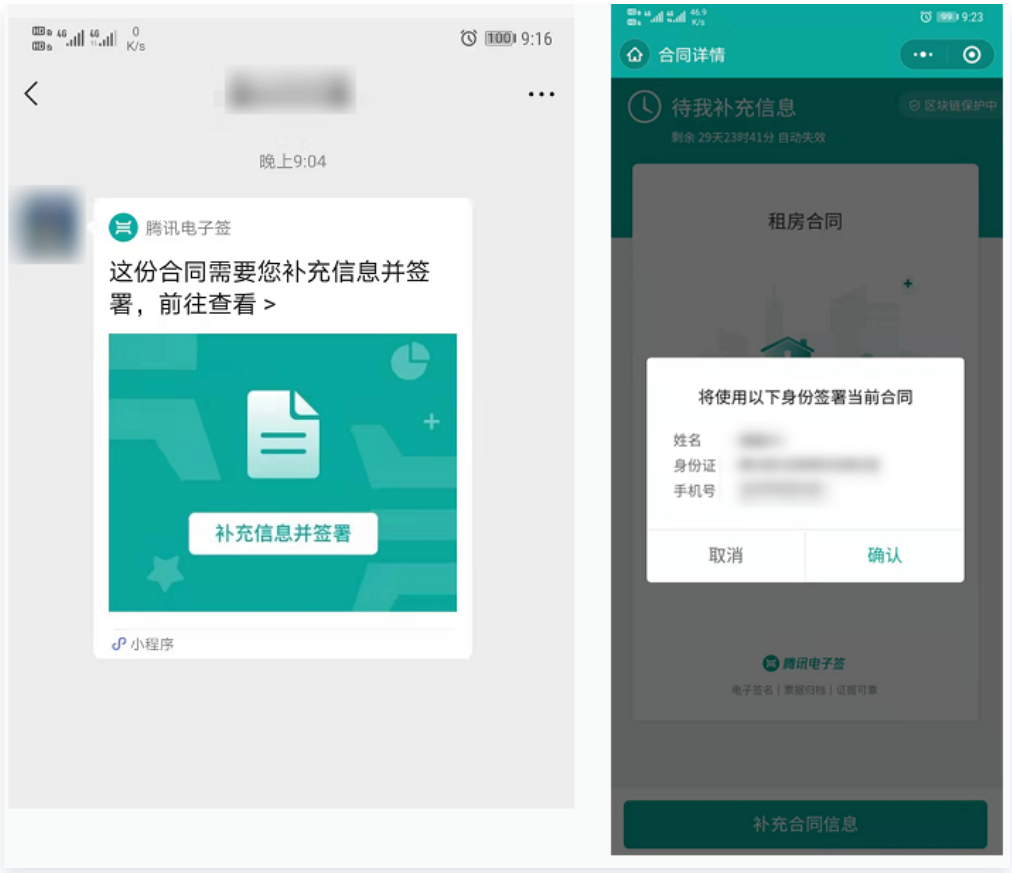

2. Read the contract terms carefully on the contract detail page, and click **Sign Now** to sign the contract.

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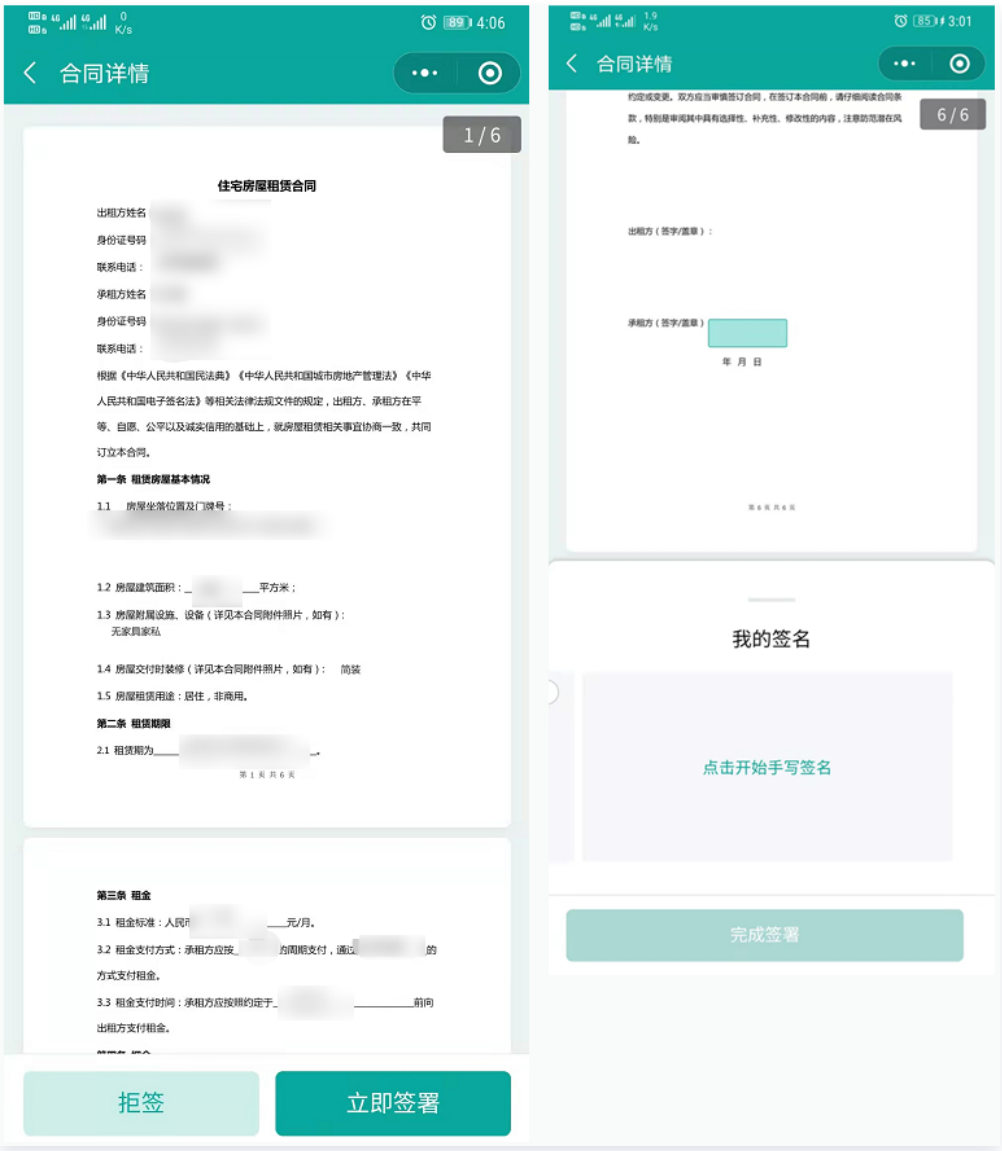

3. After passing the Face Recognition verification, the tenant signs successfully and is directed to the page awaiting the landlord's signature. The tenant can send the contract to the landlord via WeChat for signing or provide the QR code **Send to Others** for direct QR code scanning by the landlord.

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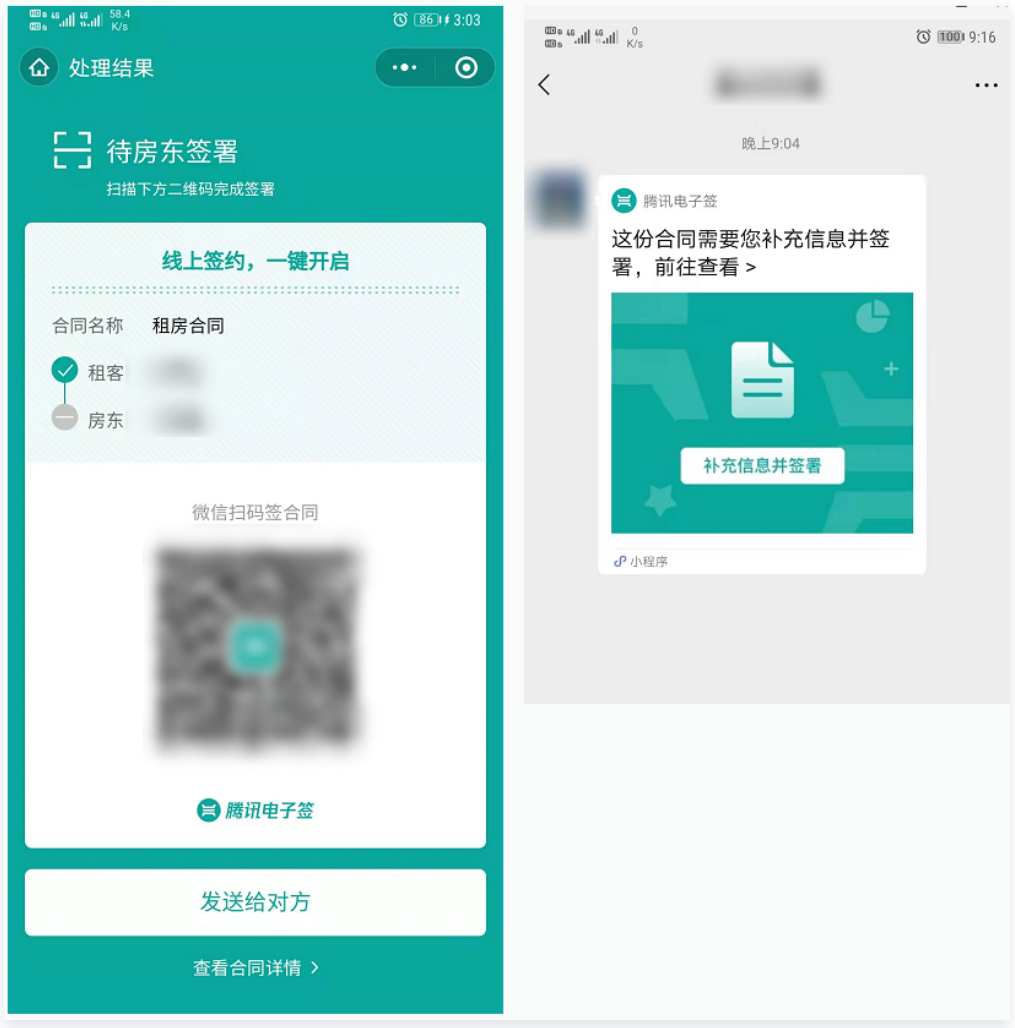

4. The landlord scans the QR code or clicks the link shared by the tenant to enter the electronic signature mini-program contract detail page, clicks **View and Sign Contract**, reads the contract terms carefully, and if confirmed to be correct, clicks **Sign Now** below to sign the contract.

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5. After identity verification, the signing is successful, and the page is directed to the effective contracts page. The signing parties can subsequently click **Folder** on the electronic signature home page to view all contracts.

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6. Electronic signature supports sending contracts that have been signed, partially released or completely released to an email from the **Folder** list page and the contract detail page.

Terminate Contract

Signed contracts support termination. Both signatories can initiate the termination. Once both parties confirm the termination, the contract status changes to Terminated.

Step 1: Apply for Termination

1. Find the contract in the **Folder**, click to enter, click **View Contract** to go to the detail page, click **More Actions** > **Apply for Release**. Choose or fill in the reason for cancellation, click **Confirm**, and proceed to face verification.

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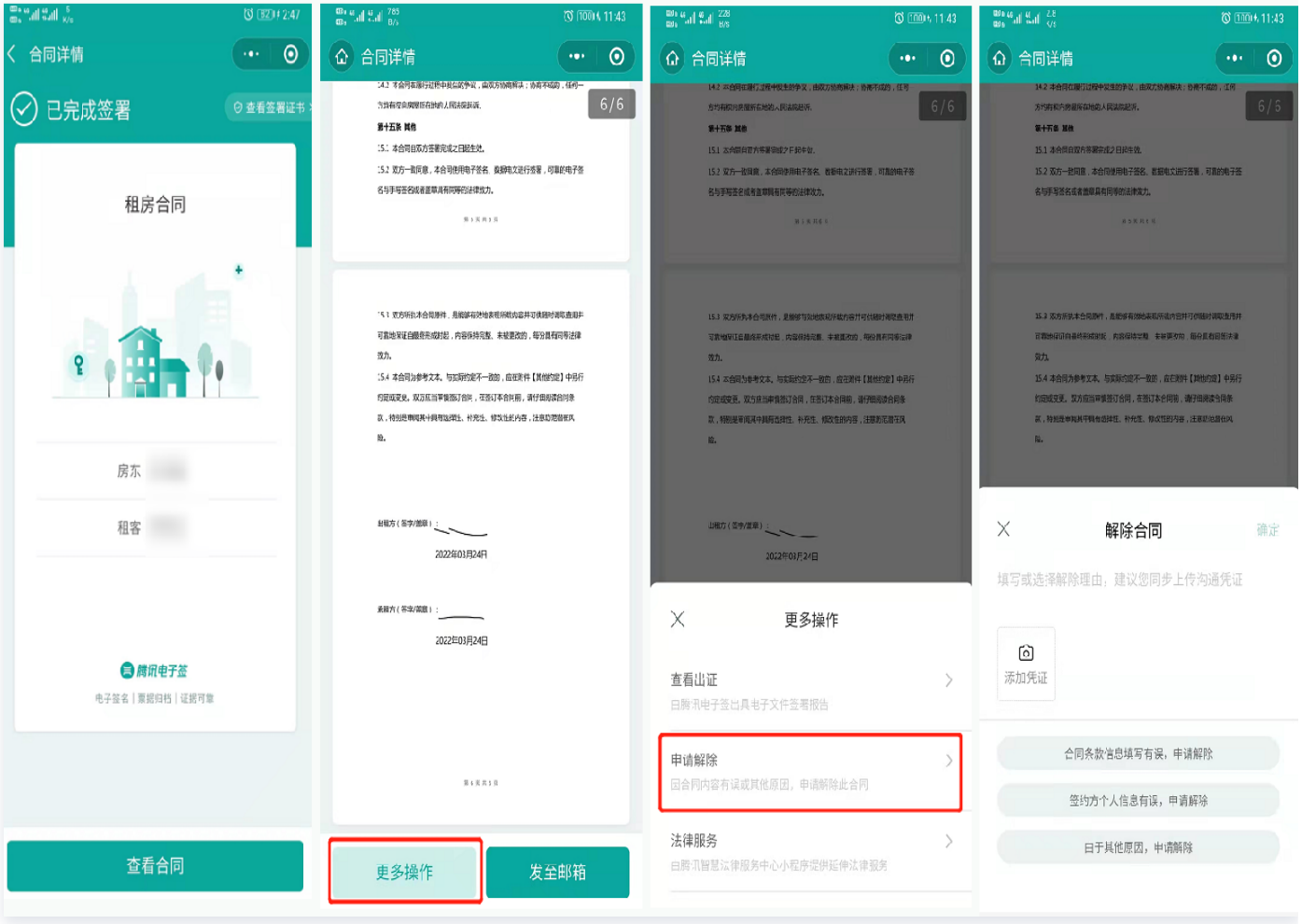

2. After passing the Face Recognition, the initiation of release is successful, and the page shows pending confirmation from the other party. You can share with the other party via WeChat to remind them to release. Before the other party confirms, the initiator can cancel the release request at any time in the contract detail by clicking **Cancel Release**, after which the contract reverts to signed status.

Step 2: Confirm Termination

The recipient clicks the link shared by the initiator to enter, clicks **View Contract** > **Confirm Release**, and after confirming and filling in the reason for release enters the face verification page. After verification, the release is successful, and the contract changes to a released status.

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Legal Service Support

After both parties have completed signing and require legal services, find the contract in the **Folder**, click **View Contract** > **More Actions**, click **Legal Services** to find the corresponding legal service institution for legal consultation.

Certification Capability and View Signing Certificate

1. After both parties have completed signing and require certification services, find the contract in the **Folder**, click **View Contract** > **More Actions**, click **Apply for Certification** > **Apply for Certification Report**, enter your email address and click **Confirm**. We will send the report to your email as soon as possible and notify you via SMS.

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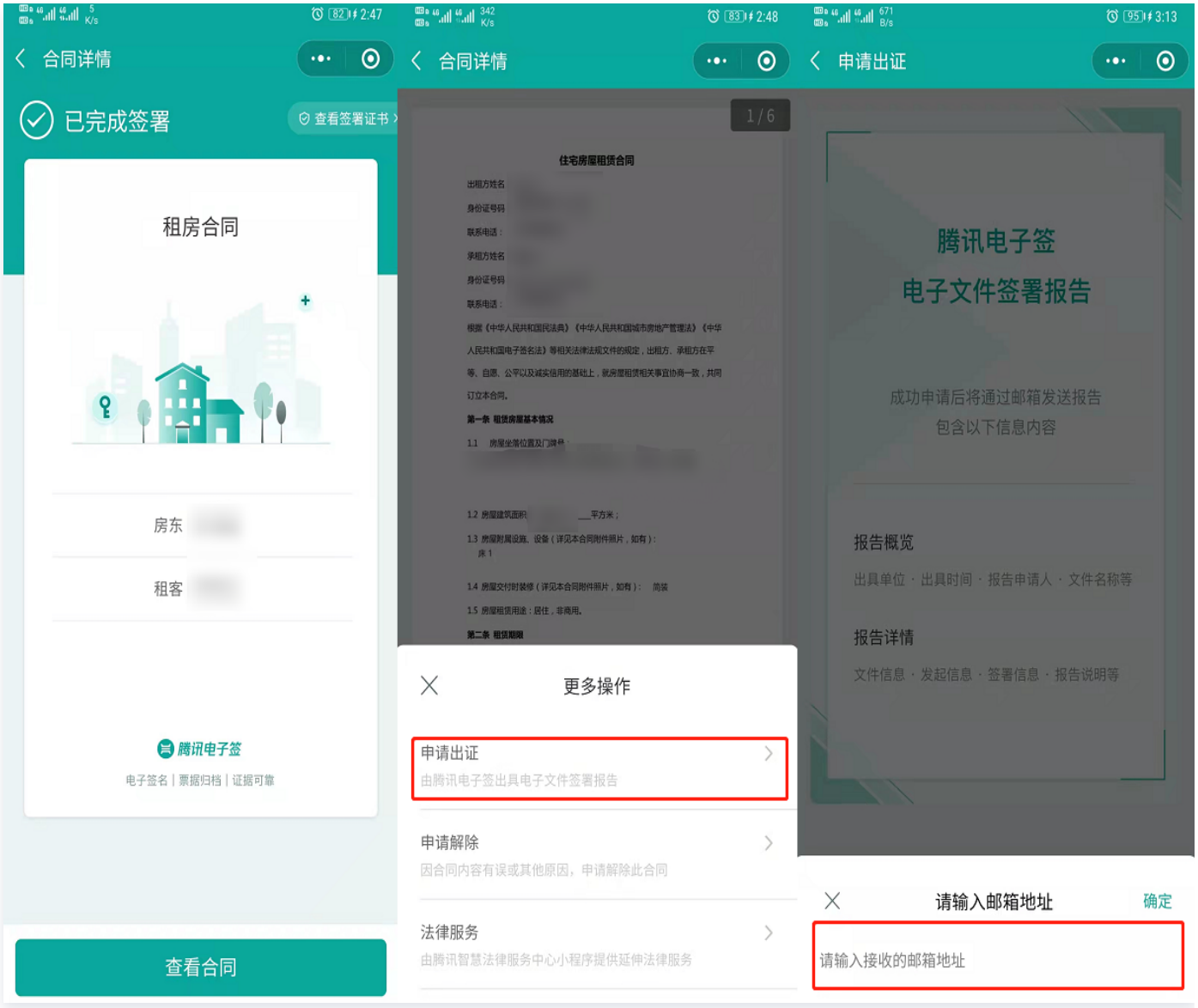

2. View Signing Certificate: You can view the issued digital certificate information for this signing by clicking **View Signing Certificate** at the top right of the cover page of the signed document.

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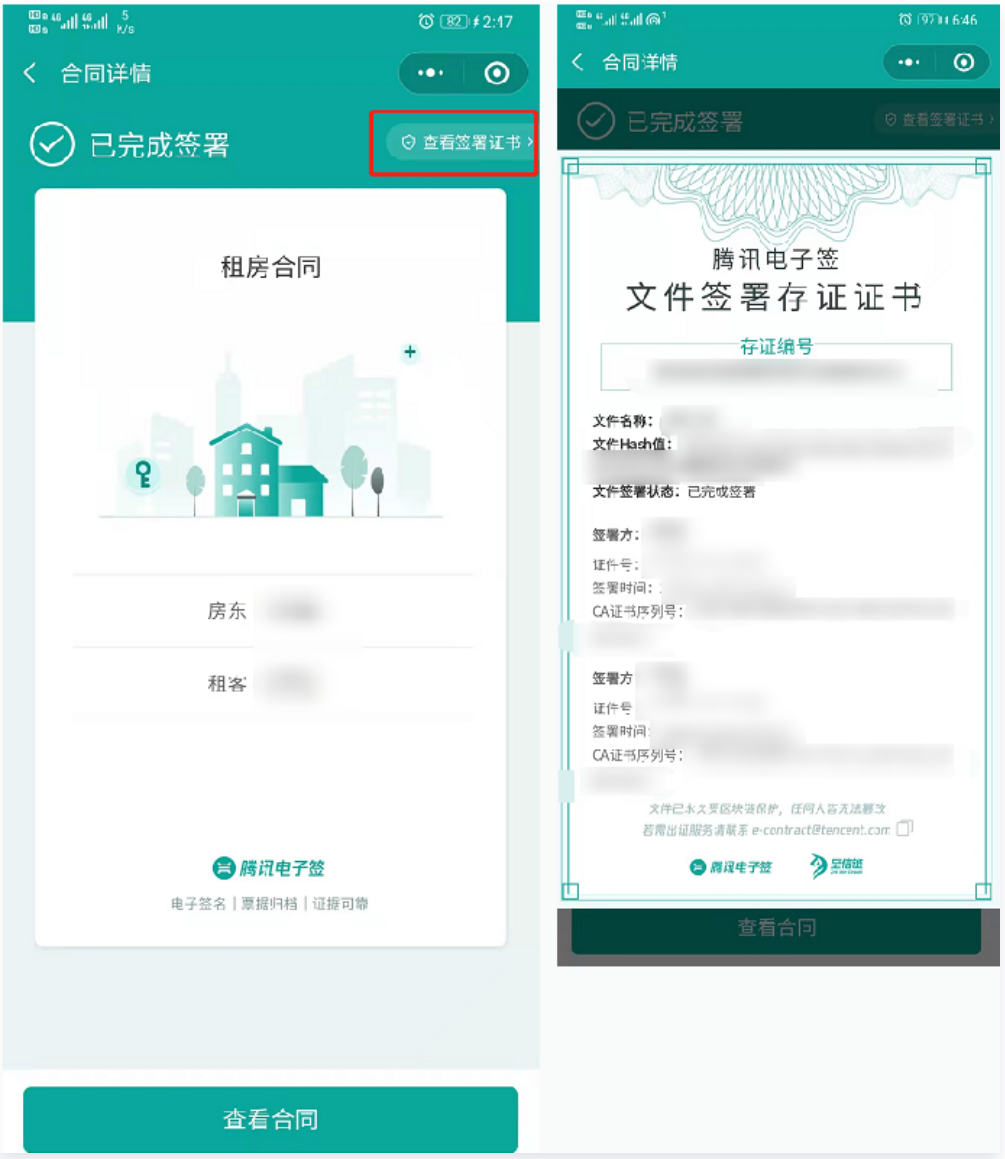

Initiate Contract via WeChat Document/Image

Initiate Contract via WeChat Document

1. On the homepage, click **Quickly Initiate a Contract** > **Initiate via WeChat Document** > **Files in the Contact Dialog Box**, to enter the page for setting signing information.
2. Fill in the signing party information, contract name, and select the signing deadline.
3. Supported file formats: PDF, DOC, DOCX, XLSX.
4. After completing the signing information setup page, click **Next**, carefully read the notice, and click **I have understood and accepted the above content.**

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Initiate Contract via Image

1. On the homepage, click **Quickly Initiate a Contract** > **Initiate via Image** > **WeChat Images/Mobile Photos/Camera**. After selecting the corresponding image file, enter the page for setting signing information.
2. Fill in the signing party information, contract name, and select the signing deadline.
3. Supported file formats: PNG, JPG, and other image formats.
4. After completing the signing information setup page, click **Next**, carefully read the notice, and click **I have understood and accepted the above content**.

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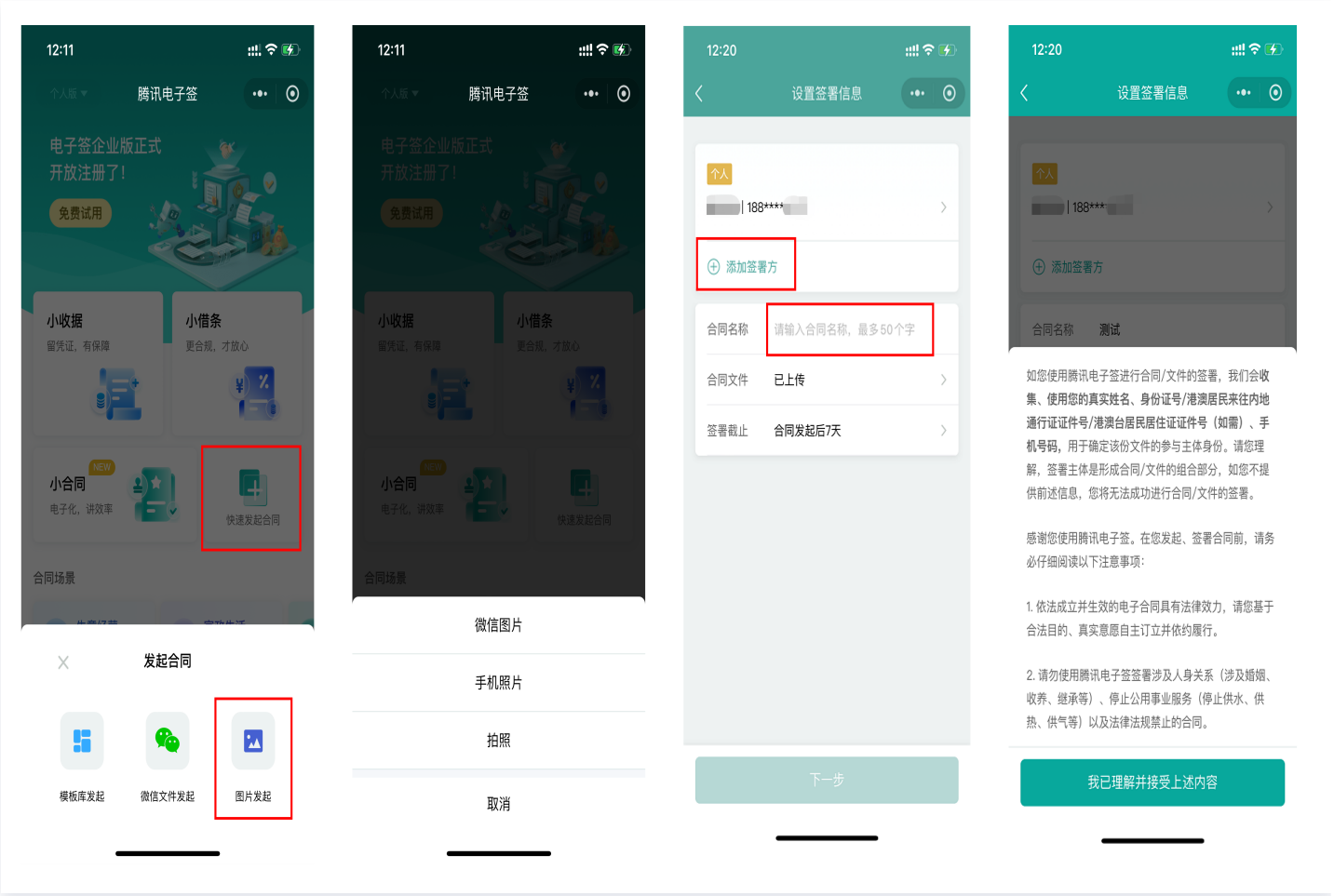

Sign Contract

1. In the designated signing area, drag the signing control from **Add Signing Area** to the appropriate position and click **Next**.
2. The Contract Details Page displays the signature area. After reading to the last page, click **Sign Contract** to sign the contract.
3. After passing the Face Recognition verification, your signature is successful, and it will redirect to the page awaiting the other party's signature. You can send the contract via WeChat for the other party to sign or provide the QR code for direct QR code scanning.

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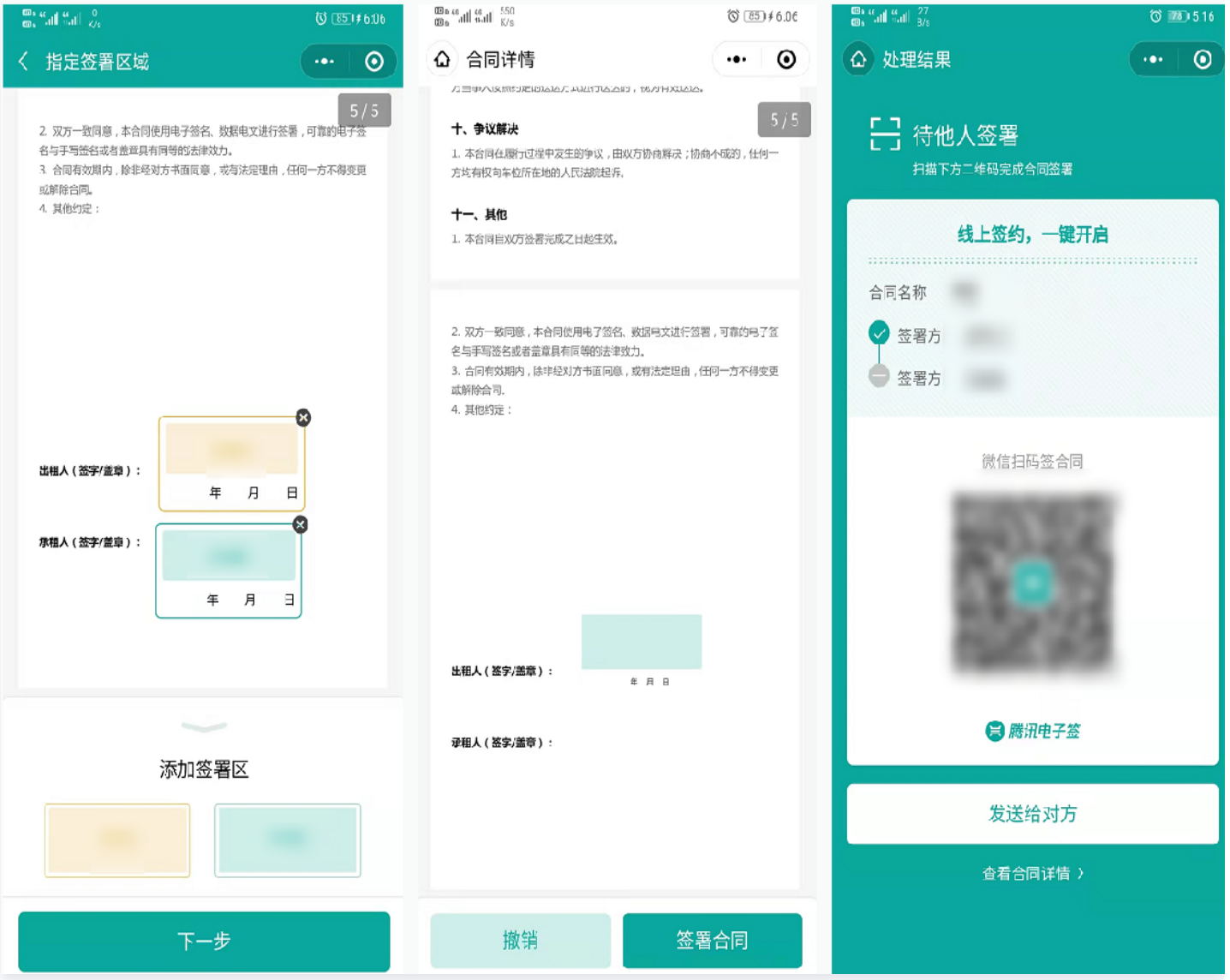

4. The other party scans the QR code or clicks the shared link to enter the electronic signature mini-program. After confirming the contract name and signer's name, click **View and Sign Contract**, read to the last page, and click **Sign Contract** to sign the contract.
5. After passing the Face Recognition verification, you will be redirected to the success page, and the contract is successfully signed. Subsequently, you can click **Folder** on the electronic signature home page to view all contracts.

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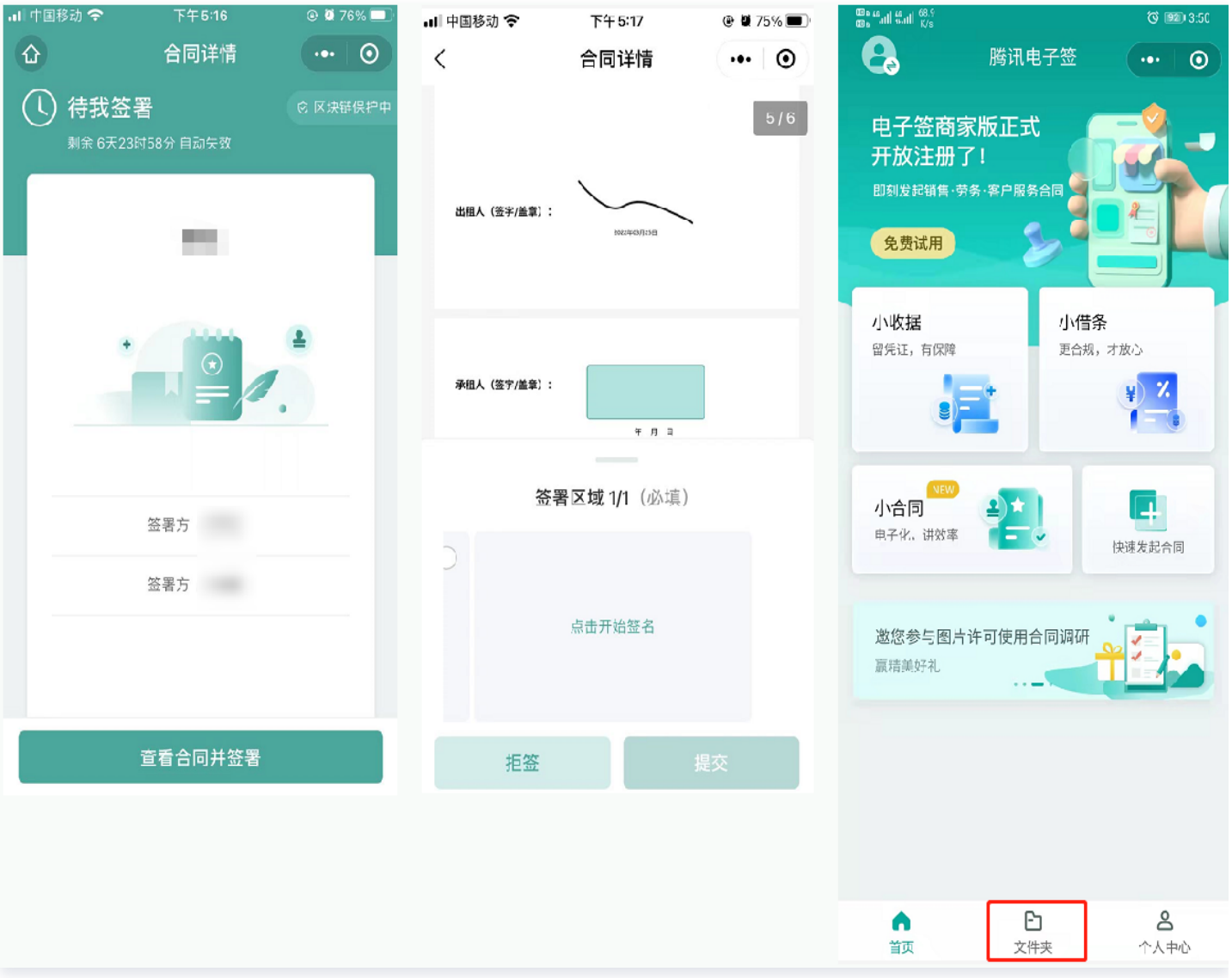

Terminate Contract

Signed contracts support termination. Both signatories can initiate the termination. Once both parties confirm the termination, the contract status changes to Terminated.

Step 1: Apply for Termination

1. Find the contract in the **Folder**, click to enter, click **View Contract** to go to the detail page, click **More Actions** > **Apply for Release**. Choose or fill in the reason for cancellation, click **Confirm**, and proceed to face verification.

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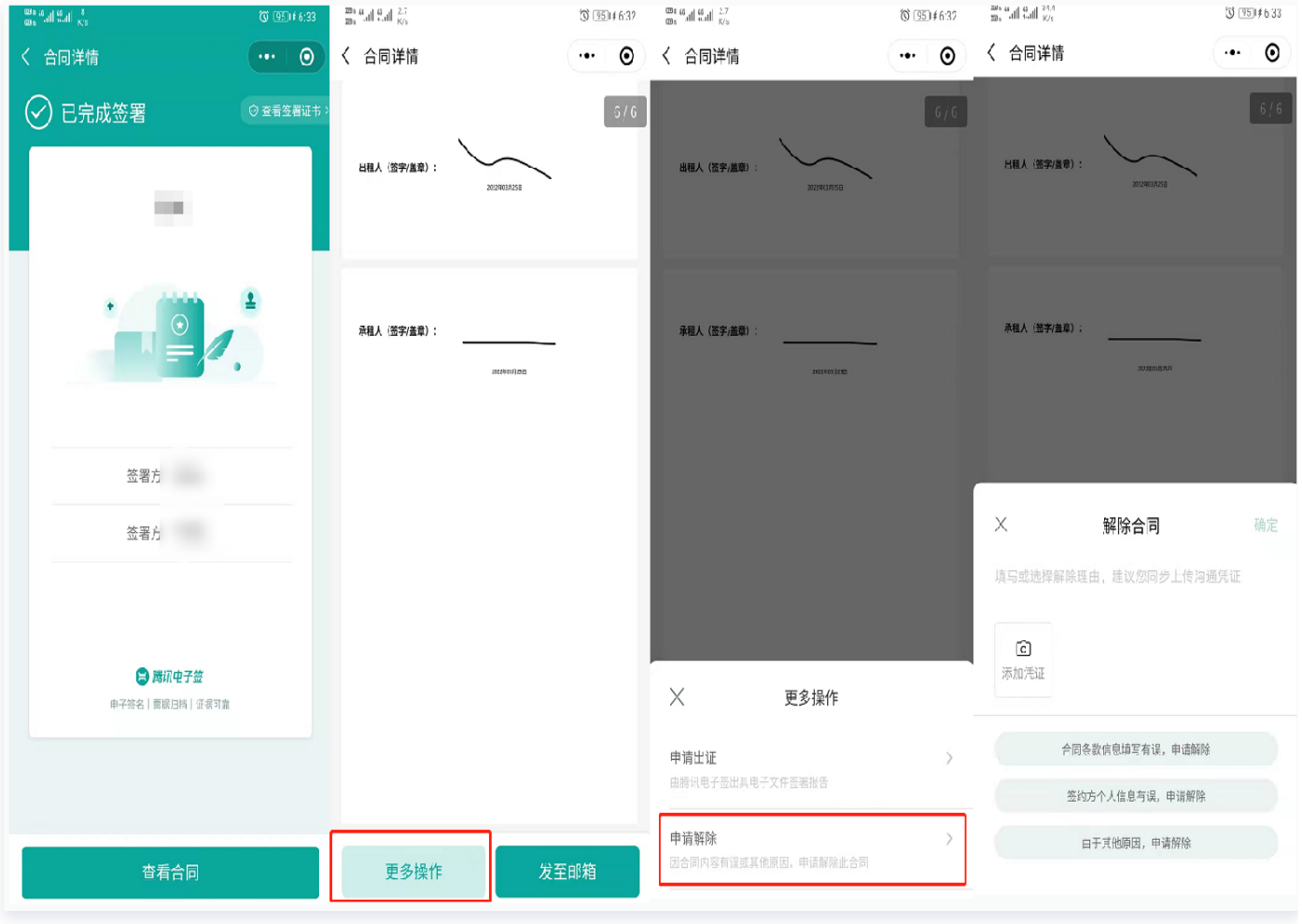

2. After passing the Face Recognition, the initiation of release is successful, and the page shows pending confirmation from the other party. You can share with the other party via WeChat to remind them to release. Before the other party confirms, the initiator can cancel the release request at any time in the contract detail by clicking **Cancel Release**, after which the contract reverts to signed status.

Step 2: Confirm Termination

The recipient clicks the link shared by the initiator, clicks **View Contract**, reads the content, and then enters the face verification page. After successful verification, the contract will be successfully released and will change to the released status.

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Legal Service Support

After both parties have completed signing and require legal services, find the contract in the **Folder**, click **View Contract** > **More Actions**, click **Legal Services**, and you will enter the redirect prompt page. Based on actual needs, you can select the checkbox and click **I Acknowledge and Continue** to redirect to the Tencent Smart Legal Service Center.

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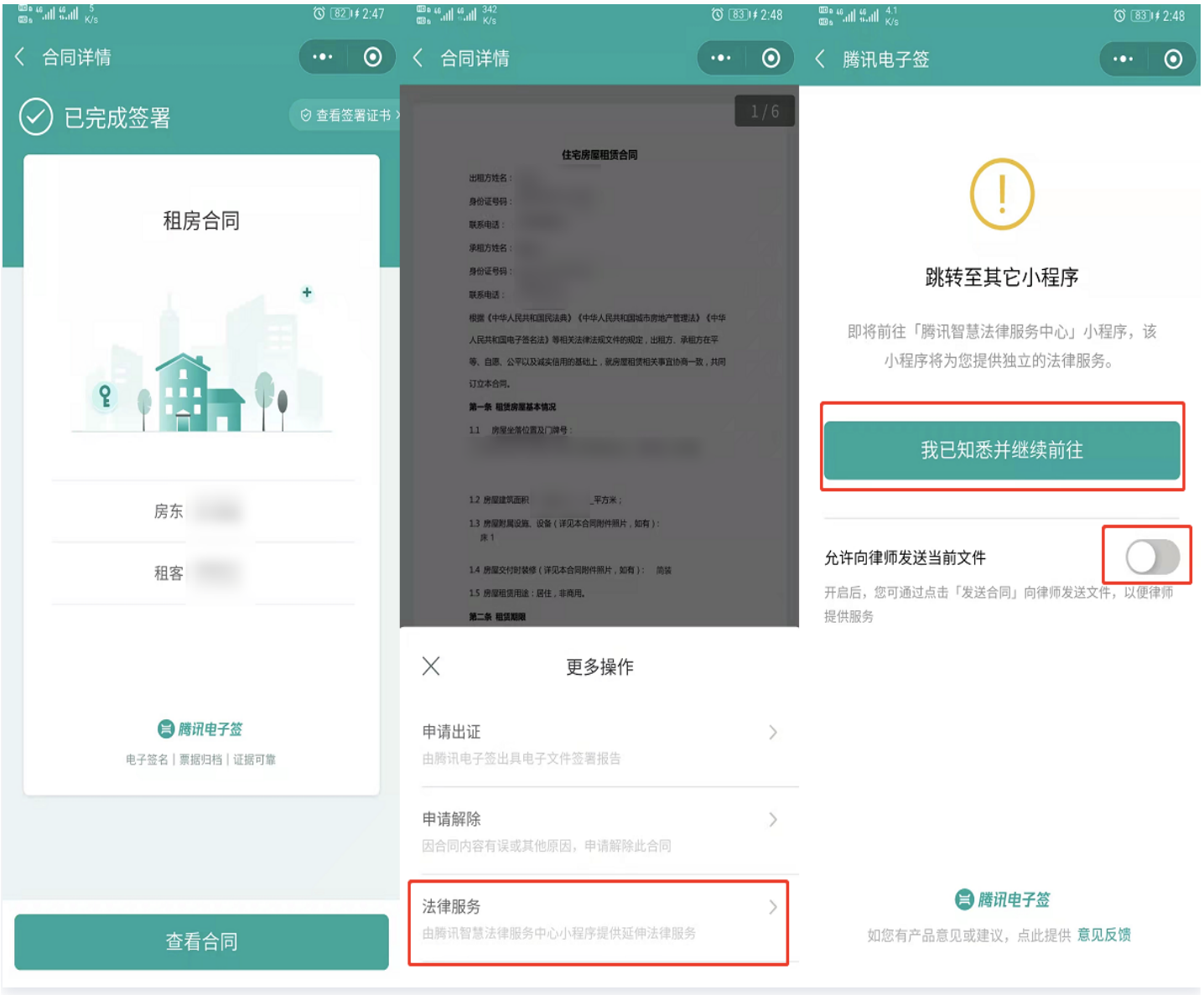

Certification Capability and View Signing Certificate

1. After both parties have completed signing and require certification services, find the contract in the **Folder**, click **View Contract** > **More Actions**, click **Apply for Certification** > **Apply for Certification Report**, enter your email address and click **Confirm**. We will send the report to your email as soon as possible and notify you via SMS.

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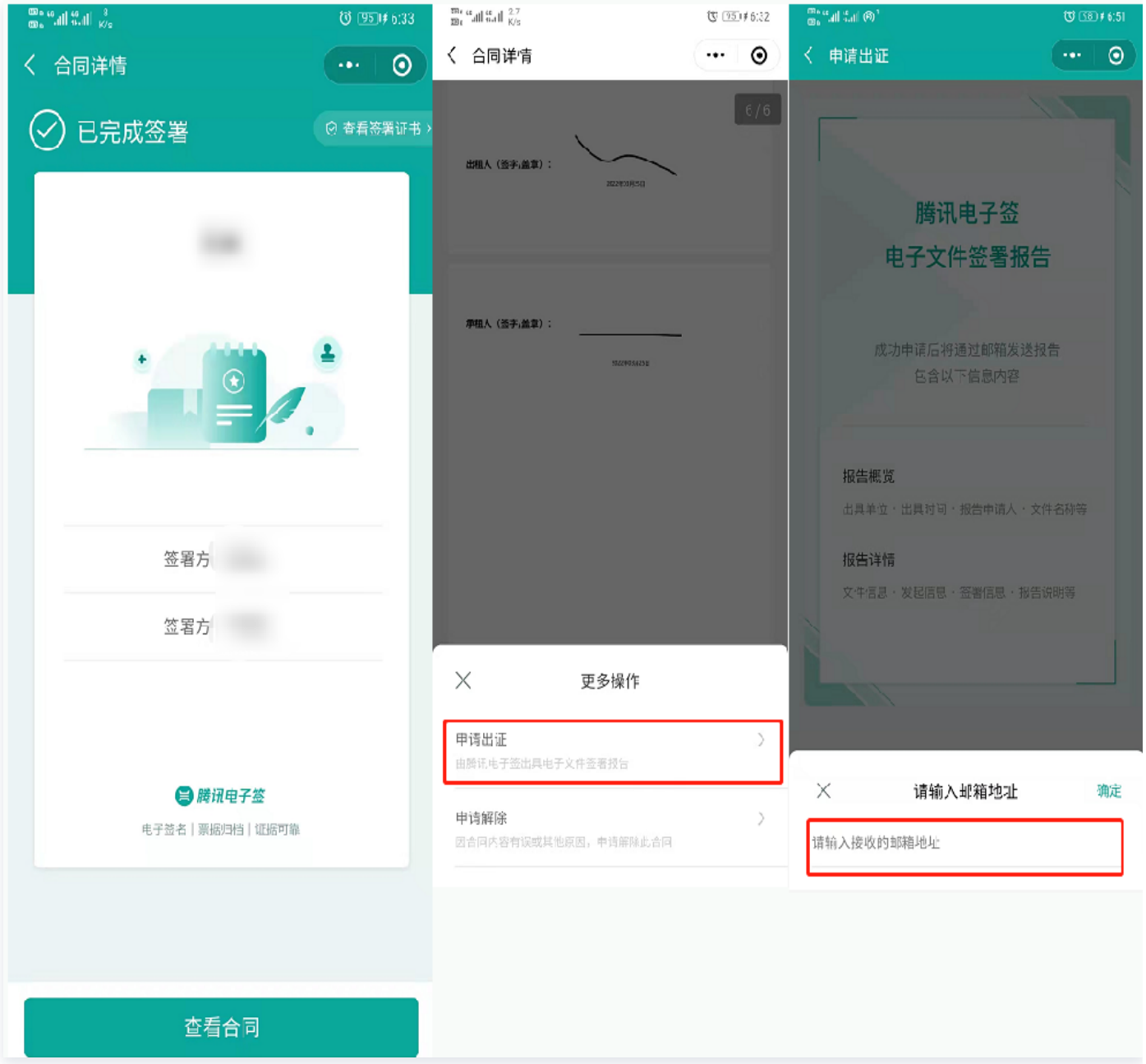

2. View Signing Certificate: You can view the issued digital certificate information for this signing by clicking **View Signing Certificate** at the top right of the cover page of the signed document.

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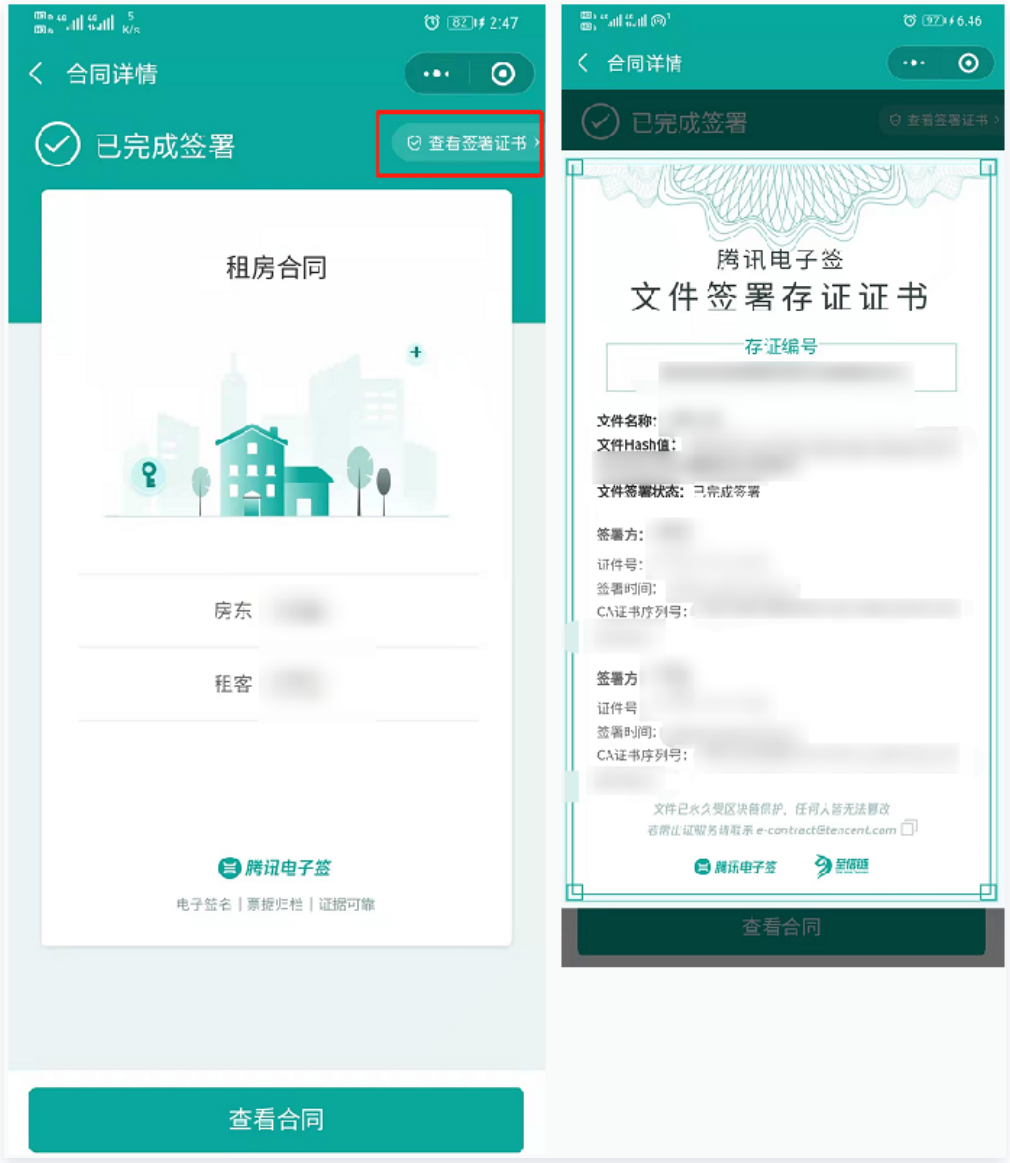

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Mini Receipt Operation Guide

Last updated: 2024-08-01 15:43:26

Search for **Tencent E-Sign Service** in WeChat or scan the QR code below with WeChat on your phone to enter the Tencent E-Sign Service mini program.

Overview of Mini Receipt Templates

On the homepage, click **Mini Receipt** to preview the templates. Click **Create Receipt**, carefully read the notification, and then click **I understand and accept the above content**. You can then initiate a receipt as a payee or payer.

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Note:
Currently, the mini receipt feature supports mainland Chinese citizens aged 18–75, with a maximum amount of 100,000 yuan per receipt.

Initiate Receipt

Payee Initiation Process

Payee Initiates Receipt

1. Enter the receipt filling page. You can switch your identity by clicking on top **I receive payment** and **I make payment**. After selecting the identity of the payee, fill in your personal information (name, ID number, and phone number). You can click **Fill on behalf** to help the payer fill out their personal information, or keep the status as is and leave the information for the payer to fill out themselves.

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2. After filling out the specific information such as the amount to be collected, click **Next**.

Complete Payee/Payer Information

1. Once the information of both the payee and payer is complete, the payee confirms that all details on the receipt preview page are accurate and then clicks Sign the receipt. You can click the signature area or the **Sign the receipt** below to enter the signing page. Once the signing is completed, click **Sign completed**.

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2. You need to pay according to the prompts on the page. The final amount payable will be based on the calculation within the page. You can also activate a money-saving monthly card or use coupons to enjoy lower contract fees. After confirming the amount is correct, complete the payment with WeChat Pay to initiate the mini receipt.

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3. After successful initiation, it will jump to the page awaiting the payer to claim. Meanwhile, the system will automatically send an SMS notification to the payer. You can also click **send to payer** to notify the payer via WeChat for confirmation.

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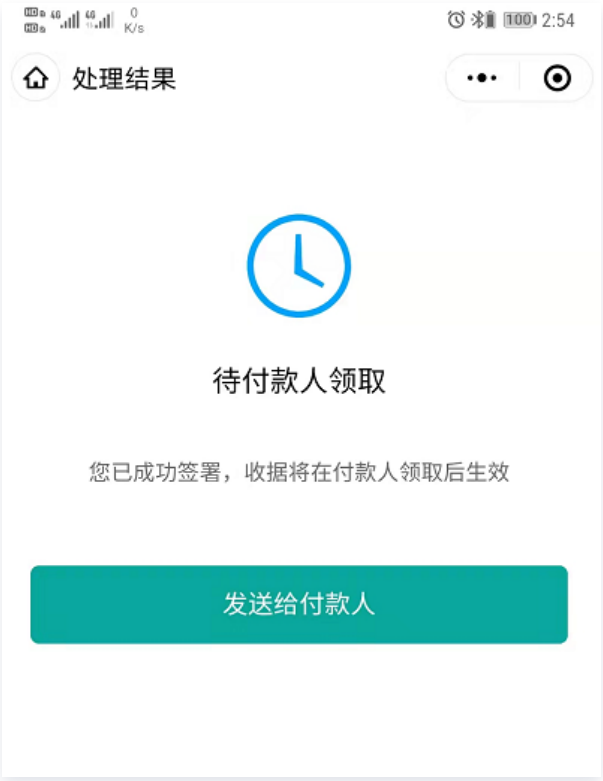

Payee/Payer information pending counterpart’s completion

1. When filling out the receipt, choose to supplement the identity information of the payee/payer and confirm other information is correct on the preview receipt page.

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2. You need to pay according to the prompts on the page. The final amount payable will be based on the calculation within the page. You can also activate a money-saving monthly card or use coupons to enjoy lower contract fees. After confirming the amount is correct, complete the payment with WeChat Pay to initiate the mini receipt.

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3. Later, you can view the receipt status on the **Folder** page. Click **Expedite** to resend an SMS reminder to the other party.

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Payer confirms the receipt

1. Click the link shared by the payee to enter the receipt details page, review the receipt information, and if correct, click **Confirm Collection** to proceed to the next step. If the information is incorrect, click **Refuse Collection** to enter the reason for refusal and terminate this receipt process.

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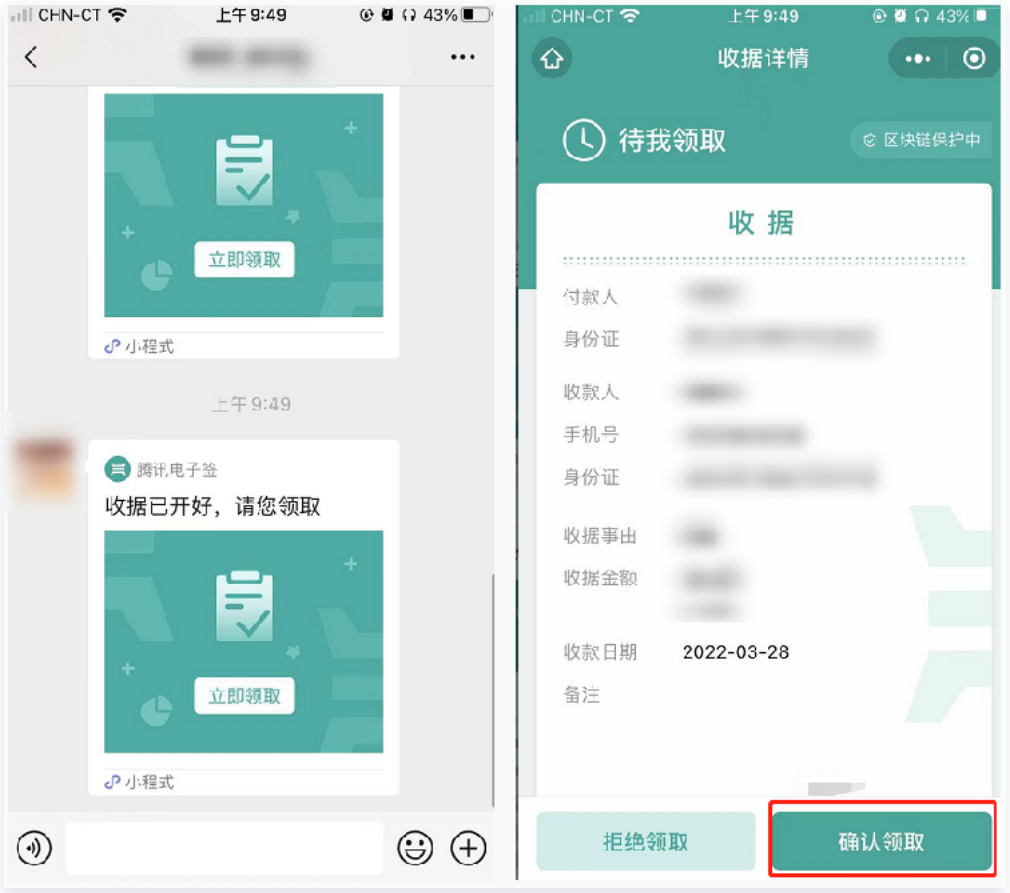

2. After confirmation, you can view the receipt information.

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3. Electronic Signature supports sending signed, partially resolved, and fully resolved mini-receipts to email from the **Folder** list page and the receipt details page.

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Payer initiates the process

Payer initiates a receipt

1. On the create receipt page, click the Tab Bar to switch to **I make payment**. Click Payer to fill in your personal information (name, ID number, and phone number). You can click **Filled by Me** to fill in the payee's personal information or wait for the payer to fill it out. Fill in the payment amount, choose the reason for payment and payment time, and click **Next**.

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2. Preview receipt information, and if correct, click **Confirm Issuance**.

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3. After successful initiation, it will jump to the page awaiting the payee's signature. Meanwhile, the system will automatically send an SMS notification to the other party. You can also send the notification to the payee via WeChat for confirmation.

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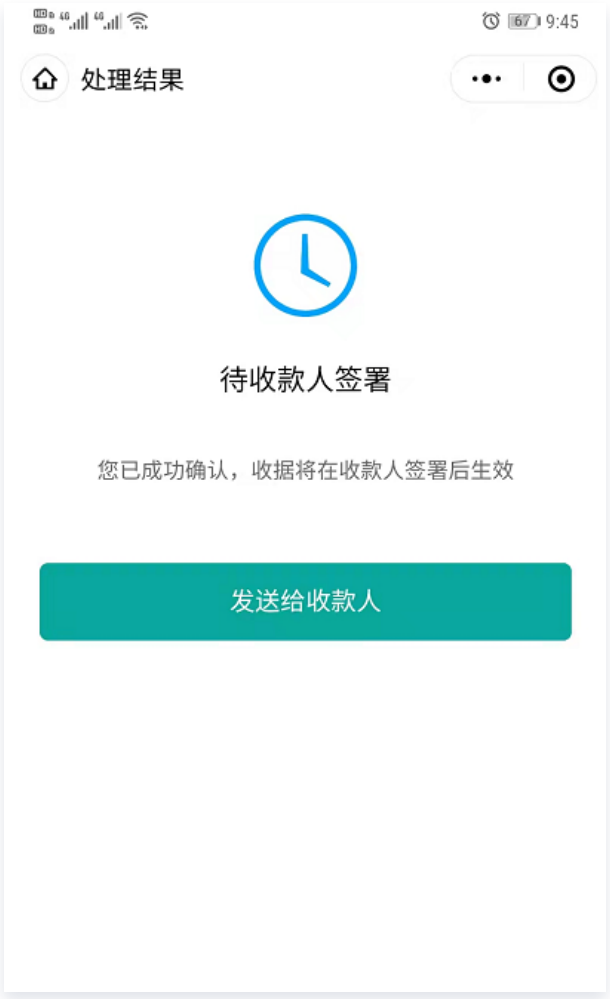

4. Later, you can view the receipt status on the **Folder** page. Click **Expedite** to resend an SMS reminder to the other party.

Payee signs the receipt

1. Click the link shared by the payer to enter the receipt details page, review the receipt information, and if correct, click **Sign the receipt** to sign it. Click **Sign completed**. If the receipt information is incorrect, you can click **Refusal** to fill in the reason for refusal and terminate this receipt process.

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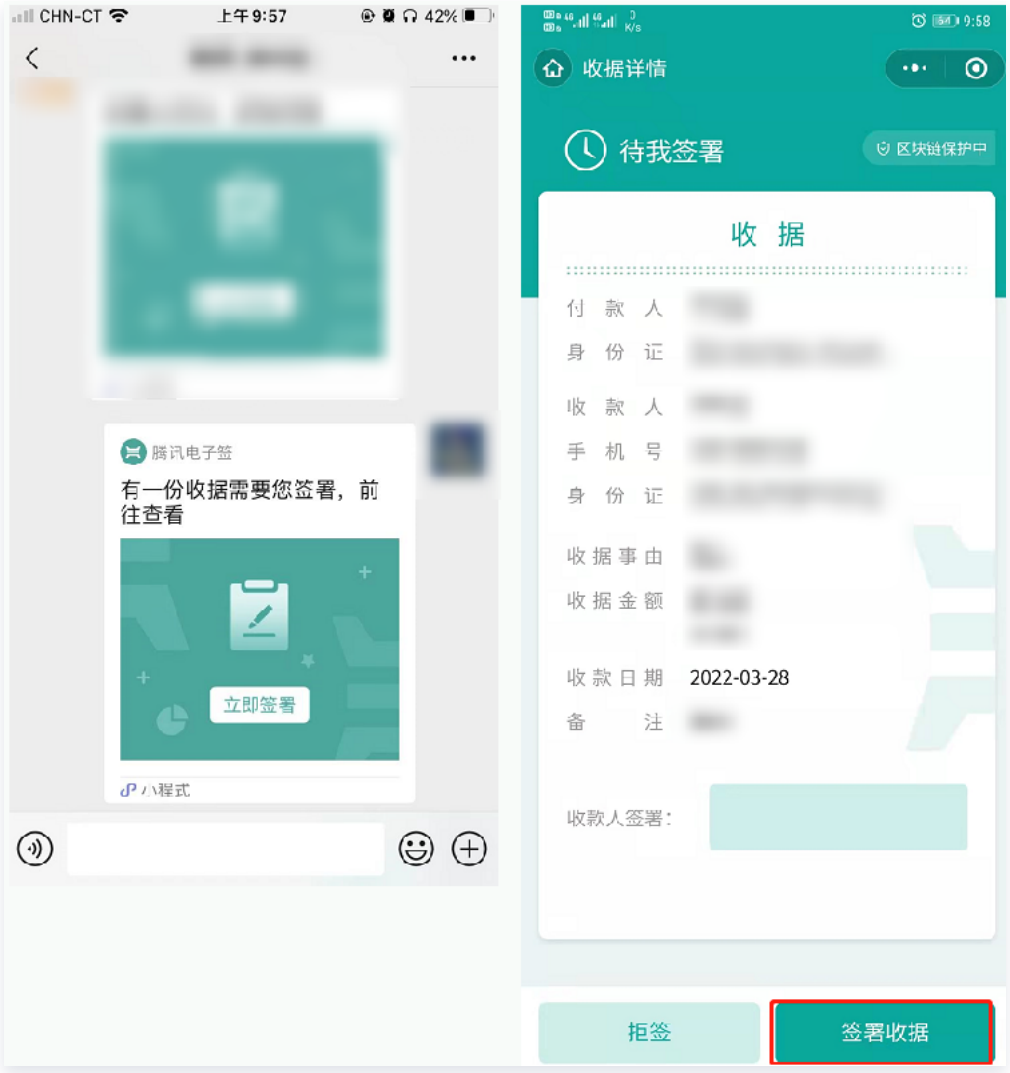

2. After signing, you can view the receipt information.

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3. Electronic Signature supports clicking **Folder** > **My Receipt** list page and receipt details page to send signed, partially dissolved, and fully dissolved IOUs to Email.

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Cancel Receipt Process

1. After the initiator issues the receipt, if the other party has not taken any action and an error is found in the receipt information, the initiator can cancel it.
2. Find the receipt in the **Folder**, click to enter the receipt details page, and click **Cancel Receipt** at the bottom. After cancellation, this receipt will be invalid, and the other party will not be able to see this receipt information.

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Release Receipt Process

1. Once the receipt is effective and both parties agree, it can be released. The release process requires the consent of both parties; either the payer or the payee can initiate it.
2. Click **Folder**, enter the **My Receipt** page, find the effective receipt to be released, click **Enter Receipt Details**, click **More Operations** > **Apply for Termination** at the bottom right, select or fill in the reason for termination, then click **Confirm**.

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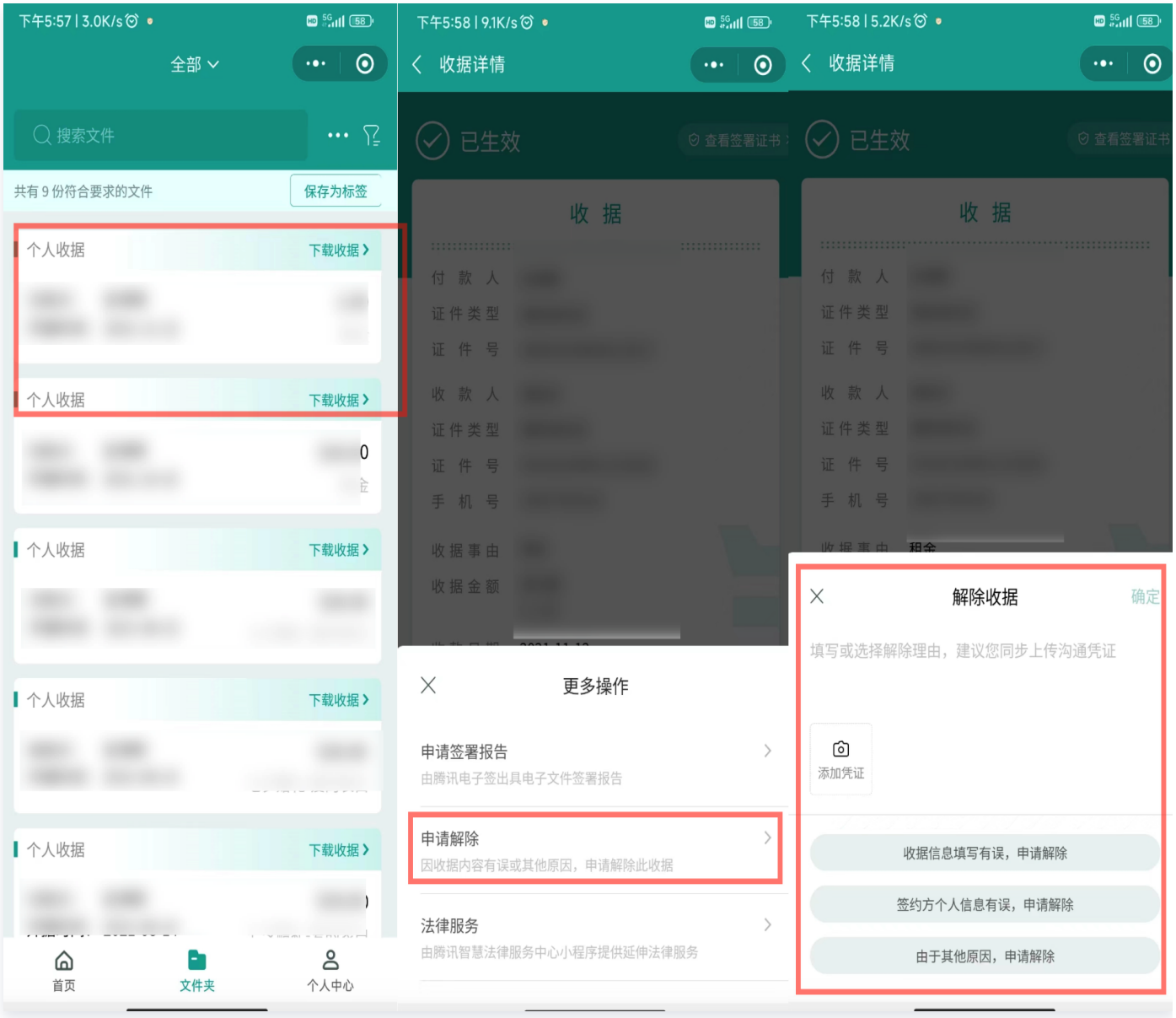

3. After Identity Verification is completed, it indicates that the termination application has been successfully initiated. You can send it to the other party for confirmation via WeChat.

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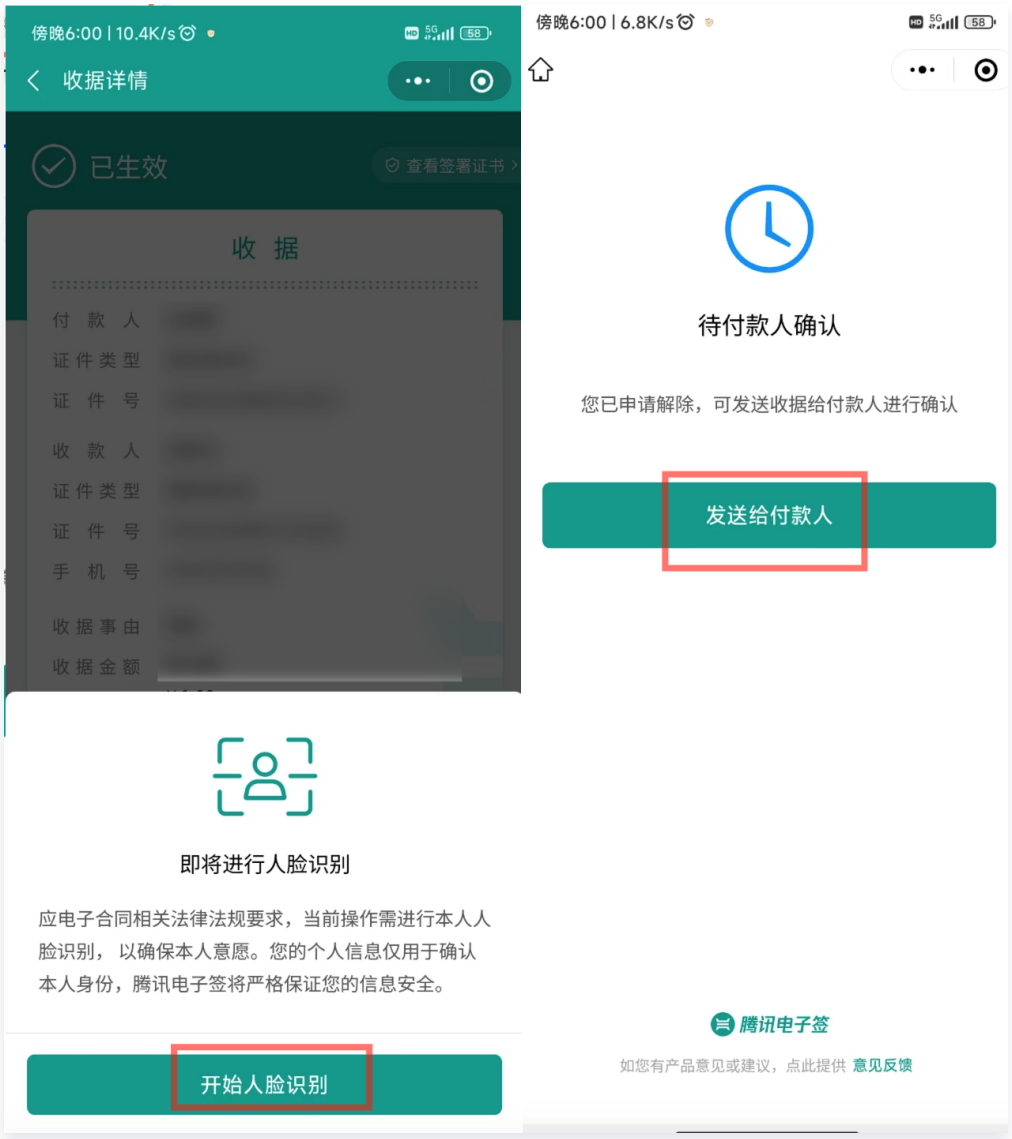

4. Click the link shared by the payer to enter the receipt details. The reason for termination will be displayed at the top of the receipt. Click **Confirm Dissociation** > **Confirm** to enter the Identity Verification Page.

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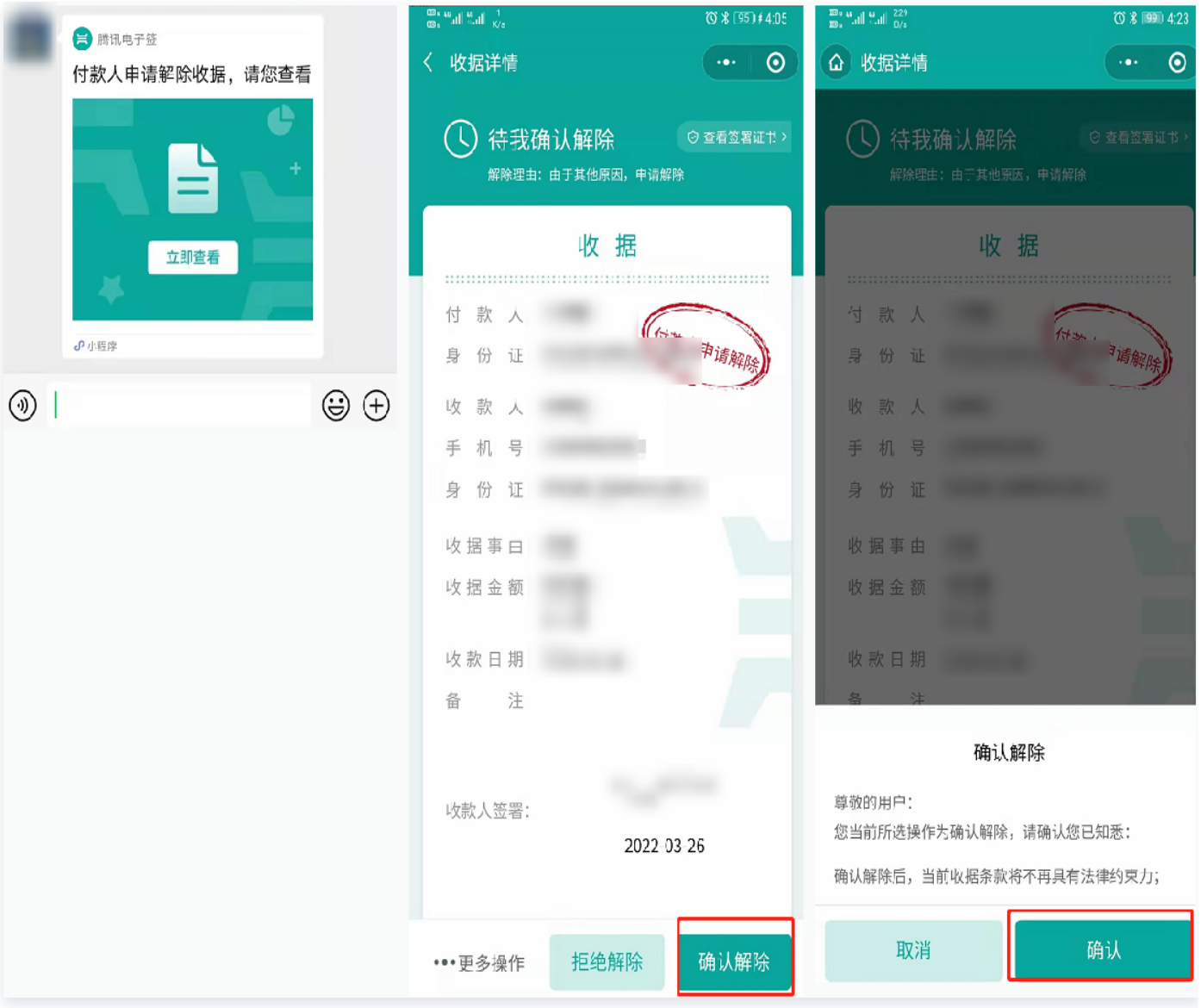

5. After Identity Verification is completed, the receipt is successfully released. You can click **View details**, and subsequently view all your receipts on the **Folder** page.

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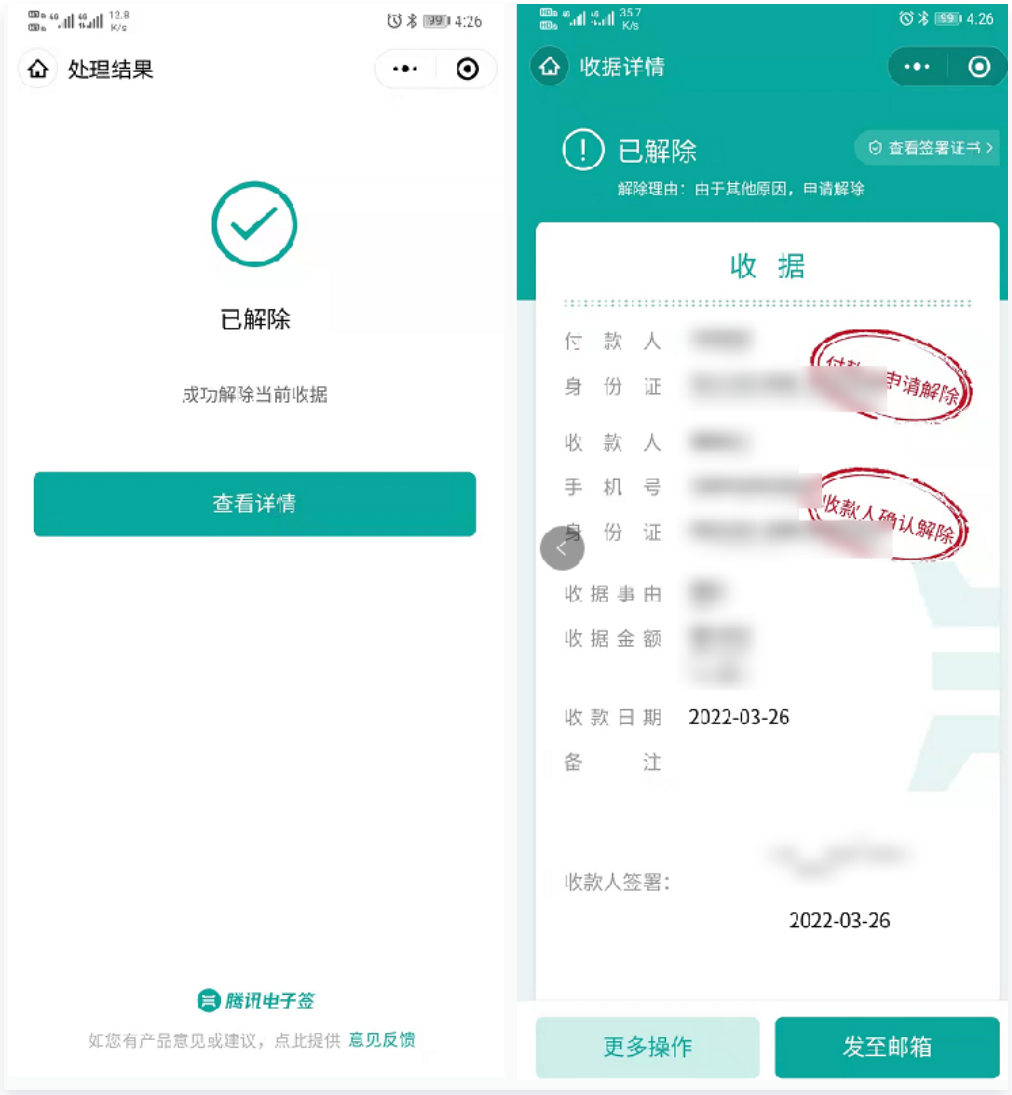

Legal Services Support

If legal services are needed after both parties have completed the signing, find the contract in the **Folder**, click **View Contract > More Operations**, and click **Legal services** to find the corresponding legal service provider for legal consultation.

Certification Capability and Viewing Sign Certificate

1. If certification services are needed after both parties have completed the signing, find the receipt in the **Folder**, click **More Operations**, click **Apply for Signing Report**, fill in your Email address, then click **Confirm**. After paying the Signing Report Fee, we will send the report to your Email as soon as possible and notify you via SMS.

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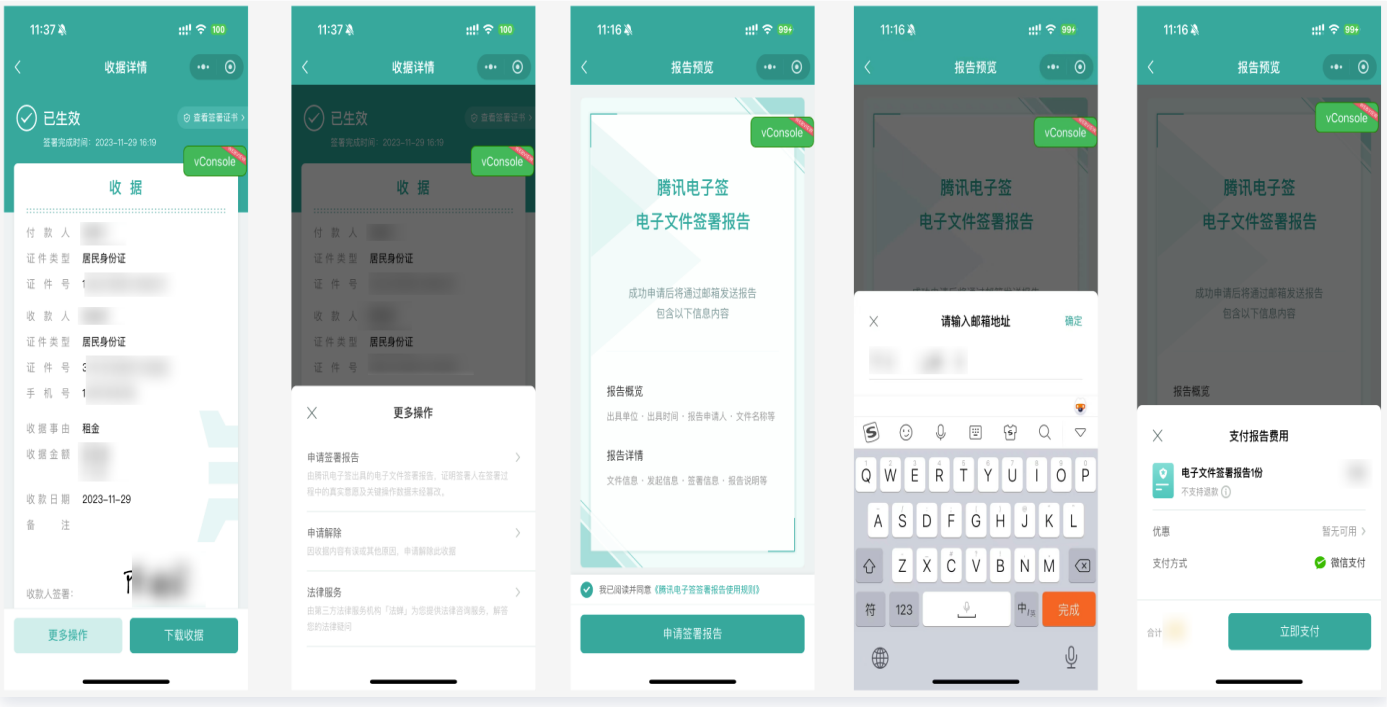

2. Viewing Sign Certificate: You can click on the top right of the receipt details page to view the digital certificate information issued during this signing by clicking **View Signing Certificate**.

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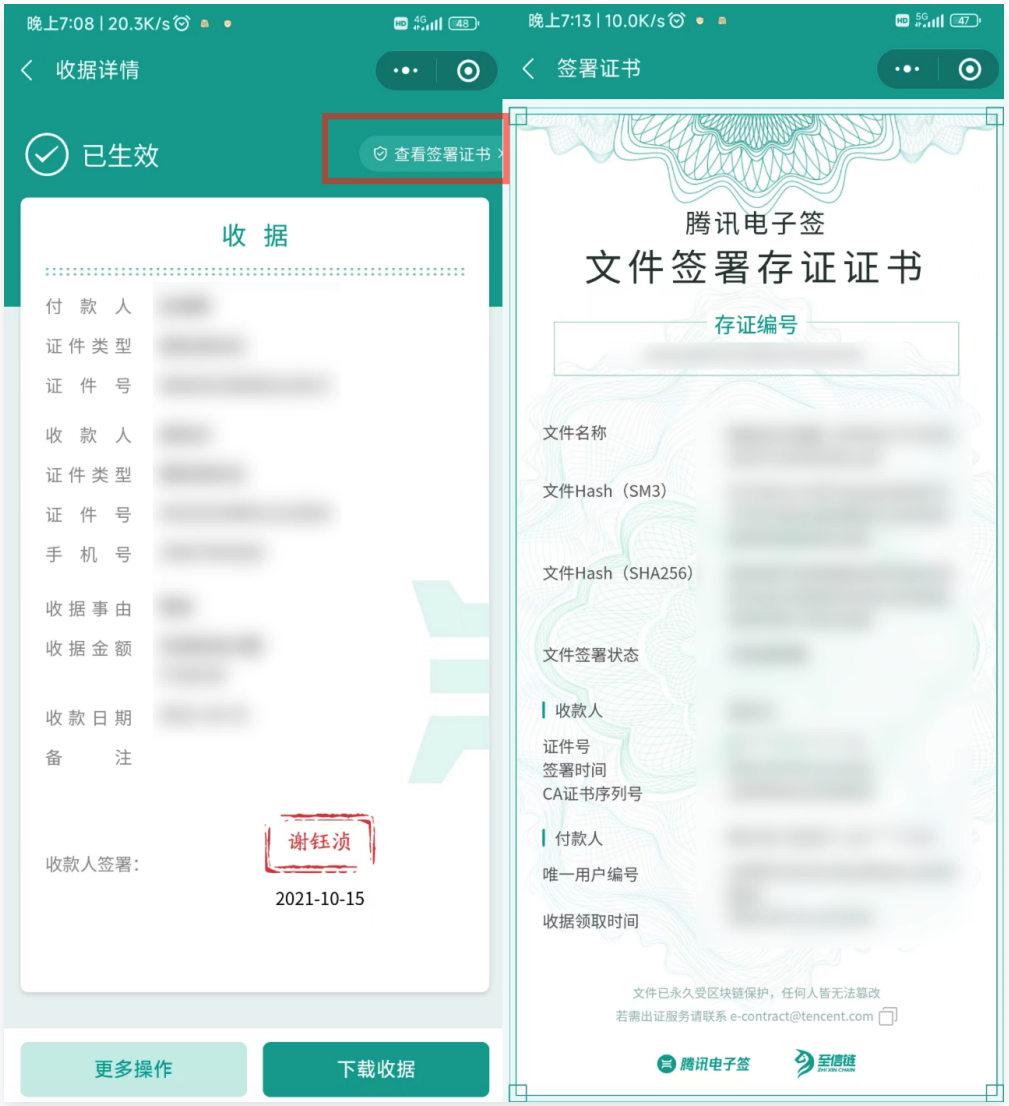

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IoU Operation Guide

Last updated: 2024-08-01 15:44:00

> **Note:**
> Tencent E-Sign Service is an e-contract and e-signature platform, and it does not provide borrowing, loan services, or related consulting services.

WeChat search for Tencent E-Sign Service, or use WeChat on your phone to scan the QR code below to enter the Tencent E-Sign Service mini program.

IoU Template Overview

On the homepage, click **small IOU** to enter the preview template, click **create IOU**. After carefully reading the notice, click I have understood and accept the above content.

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Note:
Currently, the Small IOU capability supports mainland Chinese citizens aged 22–75, with the earliest selectable borrowing time being 60 days prior to the current date. The maximum borrowing amount per transaction does not exceed 500,000 yuan.

Initiate IOU

The initiator fills in the IOU

1. Enter the fill-in IOU page, and switch the current user identity by clicking the top **Lend to me** and **I lend**. In Area A as shown below, after selecting the borrower's identity, fill in your personal information (name, ID number, and phone number). You can click **Fill by me** to help the lender fill in the personal information or keep the current status, leaving the information for the payer to fill in.

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2. If the borrowing amount exceeds 100,000 yuan, supplementary information (as shown in Area C) needs to be filled in.
3. In Area B/C as shown below, fill in the borrowing amount, reason for borrowing, borrowing period, agreed interest rate, and other fields, then click **Next**.

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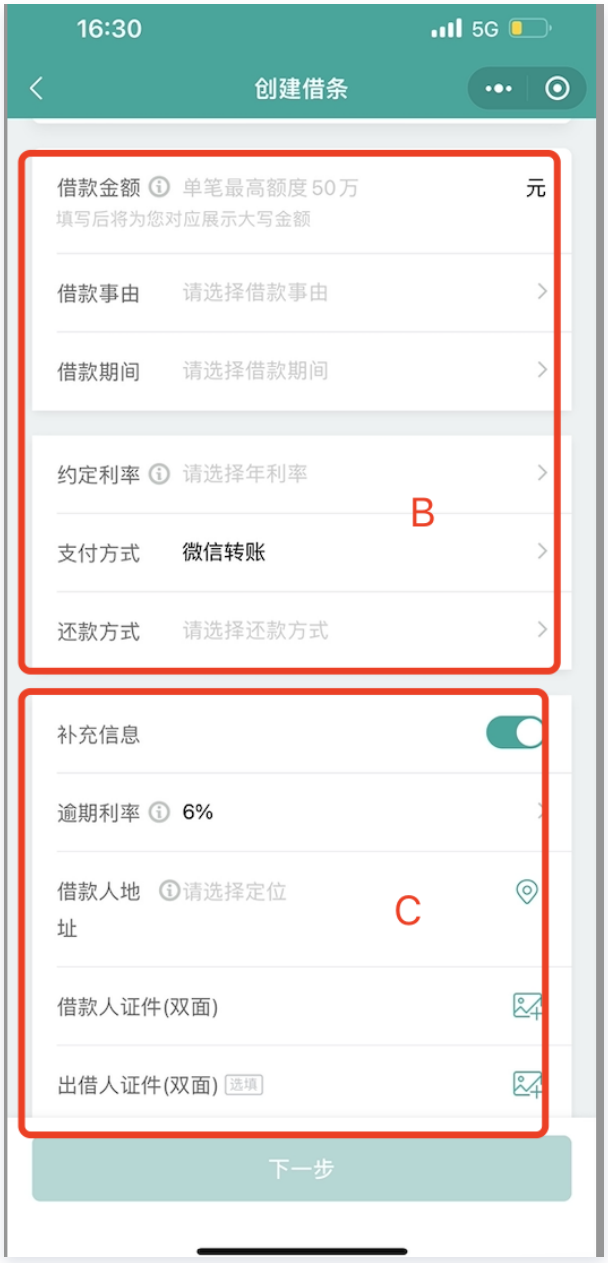

Initiator Confirms IOU

When the user has not filled in the lender's or borrower's identity information, the initiator needs to confirm the IOU first, and then the signatory should supplement the information. When initiating the IOU, you need to pay the fee, and the required fee is based on the final calculation on the page. You can also activate a money-saving monthly card or use coupons to enjoy a lower contract fee. After confirming the amount is correct, complete the WeChat Pay as prompted to complete the initiation of the Small IOU.

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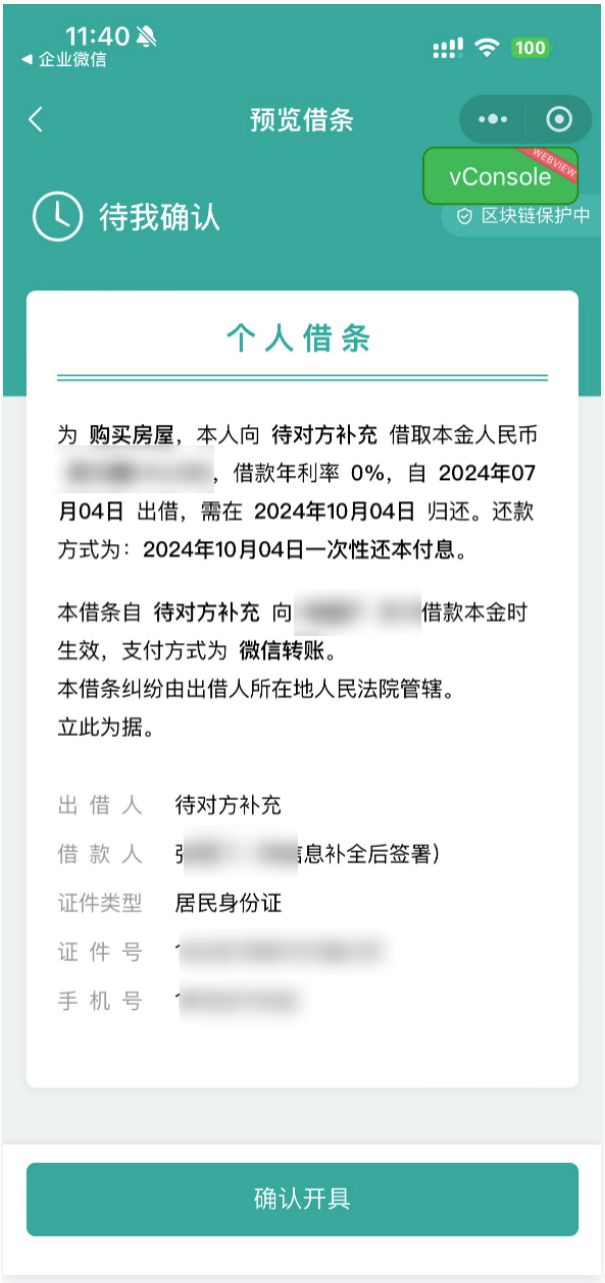

Initiator Signs IOU

1. After both the lender's and borrower's information has been filled in, the initiator can preview the IOU information. After confirming it is correct, click the borrower signing area or the **Sign IOU** below, choose the corresponding signature, then click **Complete Signing**, and finally click **Confirm Signing** to enter the identity verification page.

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2. After signing is completed, you will enter the identity verification page. Click **Start Face Recognition** to verify identity through Face Recognition. Once completed, the IOU will be successfully initiated and the page will display as pending lender's signature.

> **Note:**
> - The system will automatically send an SMS reminder to the lender. You can also click **Send to Lender** to share the signature request via WeChat.
> - You can enable repayment reminders on the following page. The system will send you an SMS reminder on each repayment date according to the repayment plan agreed in the IOU.
> - The pending IOU has a validity period of 30 days. If the other party does not sign within 30 days, the IOU will automatically expire.
> - If the initiator finds any errors before the other party signs, they can go to **Folder** > **My Contract** to find the IOU, go to the details page, and click **Revoke**.

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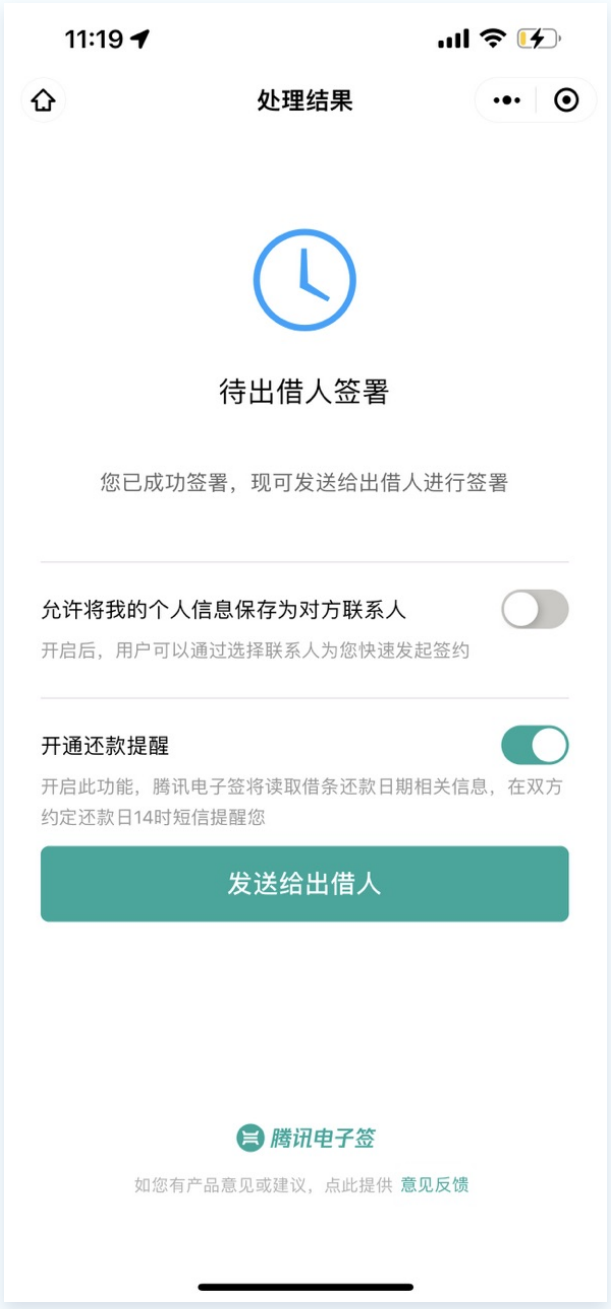

Recipient Supplementary Signing Information

Click the link in the system notification or the mini program shared by the initiator to enter the Electronic Signature Mini Program. Log in to proceed to the Supplementary IOU Signing Information page. If the personal information is correct, click **Confirm Personal Information** to enter the IOU Signing Details page. The subsequent process is the same as the following <3>Recipient Sign IOU</3e process.

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Recipient Sign IOU

1. Click the link in the system notification SMS or the mini program shared by the initiator to enter the Electronic Signature Mini Program. Log in to proceed to the IOU Signing Details page.

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2. After confirming that the IOU information is correct, click the blank signing area or the **Sign IOU** below to sign. Then, click **Confirm Signing** to complete the signing.

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Note:
If you wish to terminate the IOU signing process, click **Refusal**, enter the reason for refusal, and terminate the IOU process.

3. After signing is completed, you will enter the identity verification page. Click **Start Face Recognition** to verify identity through Face Recognition. After successful verification, it will jump to the page in effect, and the IOU signing will be successful. You can click **View Details** to see the IOU details. Later, you can also go to the Electronic Signature homepage and click **Folder** to view your IOUs.

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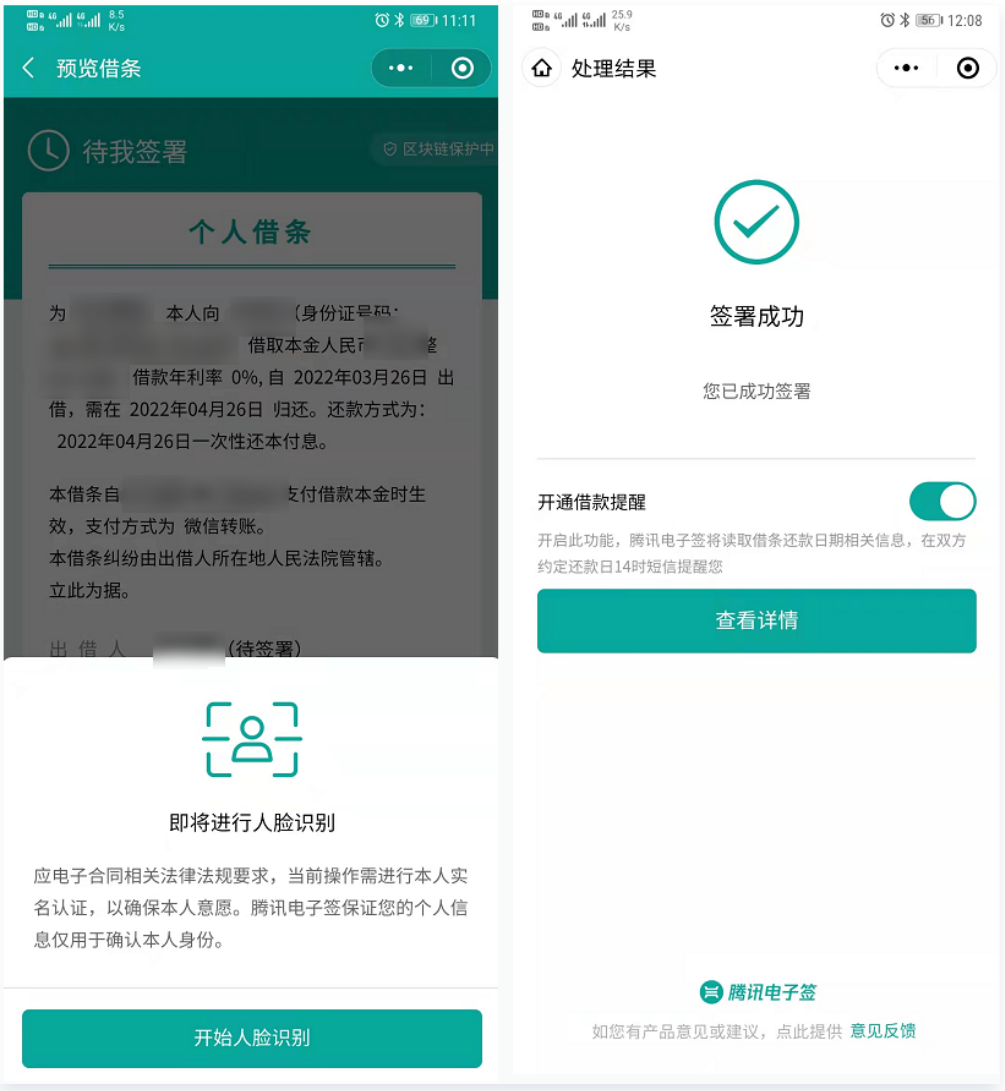

4. It supports sending signed, partially resolved or settled, and fully resolved or settled IOUs to the mailbox in both the list page and IOU details page.

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Lift IOU

Signed IOUs support lifting. Both borrower and lender can initiate the lifting process. After both parties confirm the lifting, the IOU will change to a lifted status.

Step 1: Apply for Unlinking

1. Find the IOU in the **Folder**, click to enter the IOU details page, click **More Operations** > **Apply for Unlinking**. Manually input or click to select commonly used reasons for unlinking, click Confirm to proceed to face identity verification.

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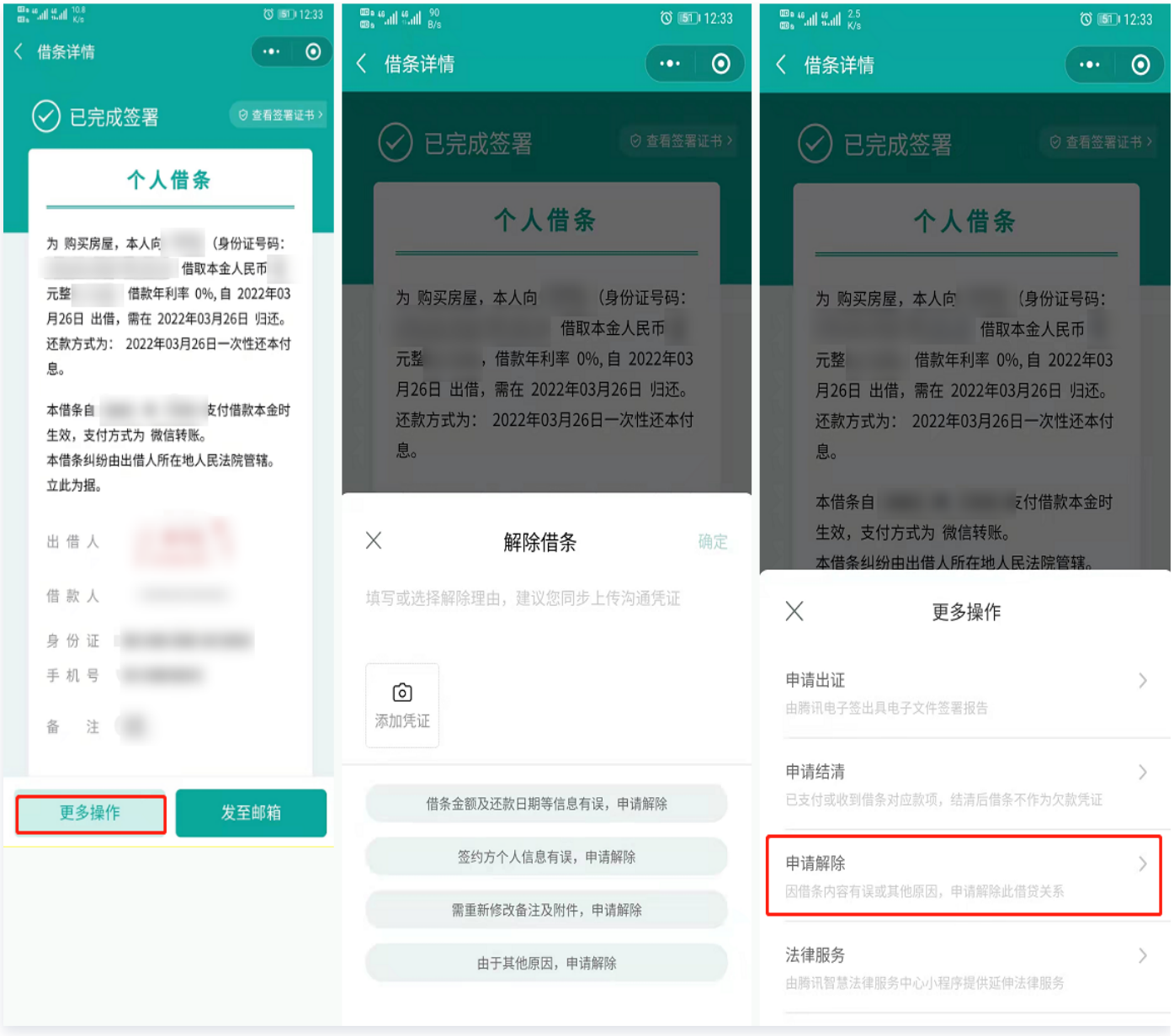

2. Once Face Recognition is successful, the unlinking is initiated successfully, and the page shows it is pending the other party's confirmation. You can share it via WeChat to expedite the process. Before the other party confirms, the initiator can click **Cancel Unlinking** on the IOU details page to restore the IOU to its signed status.

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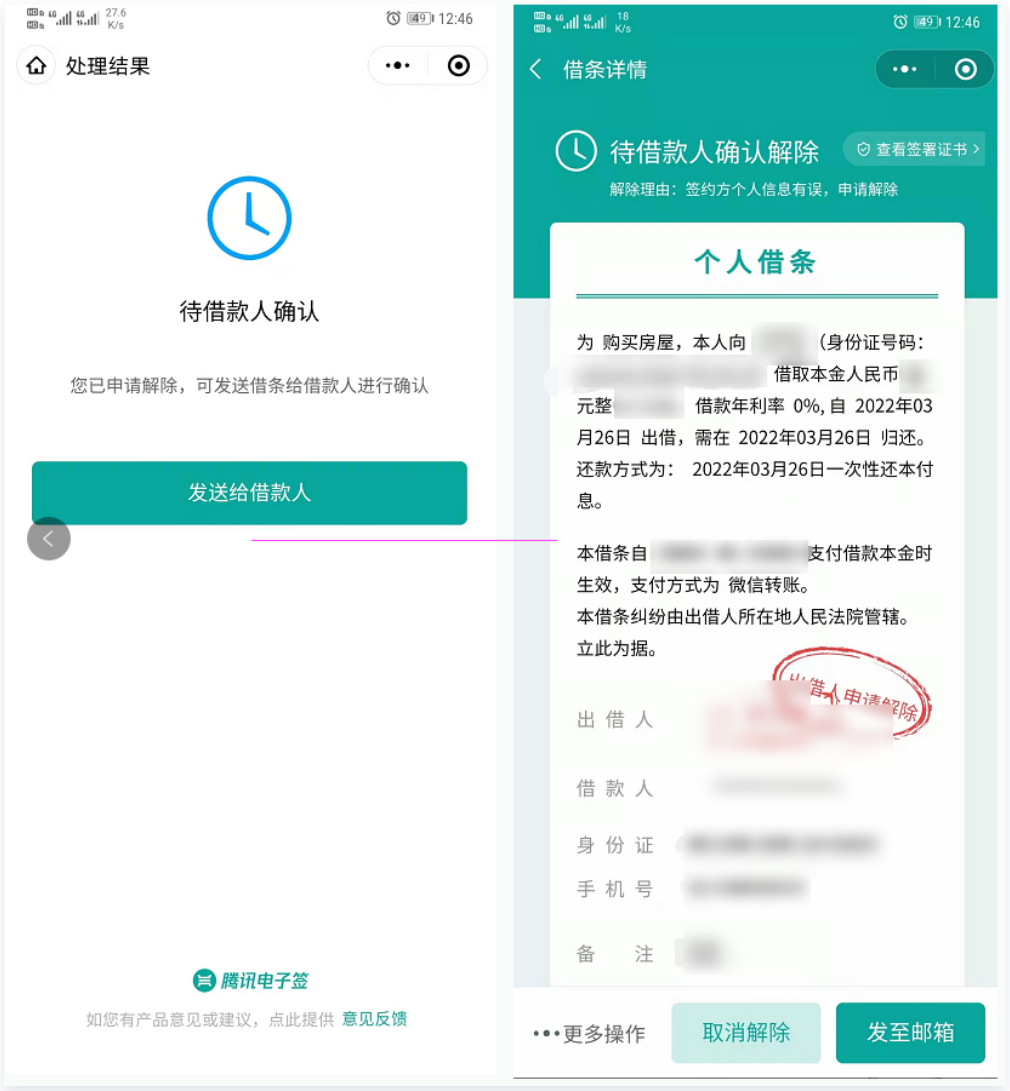

Step 2: Confirm Unlinking

The recipient clicks the link shared by the initiator to enter the confirm unlinking page, then clicks **Confirm Unlinking** to proceed to face identity verification. Once Face Recognition is successful, the IOU is unlinked successfully, becoming unlinked status.

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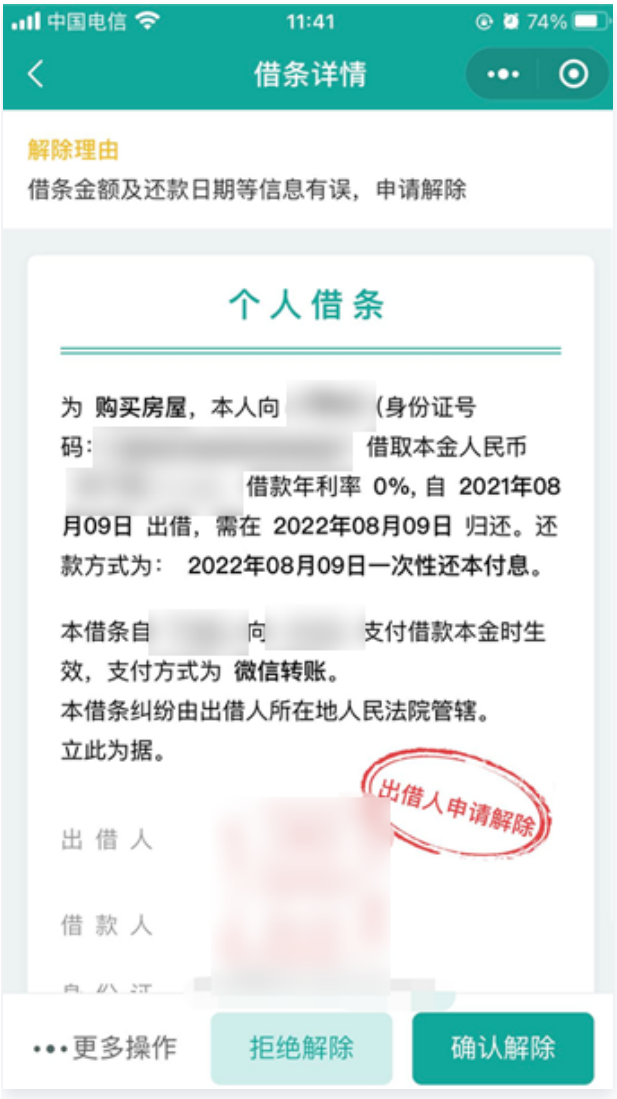

Note:
If the recipient disagrees with the unlinking, they can click **Reject Unlinking** to terminate the process, and the IOU will be restored to its signed status.

Settle the IOU

If both parties agree on the loan matters, they can initiate the settlement in the applet. Once confirmed, the IOU will become settled and will no longer serve as a debt voucher.

Step 1: Apply for Settlement

1. Find the IOU in the **folder** , click to enter the IOU detail page, click **More Actions** > **Apply for Settlement**. Fill in the reason for settlement, click confirm, and proceed to face verification.

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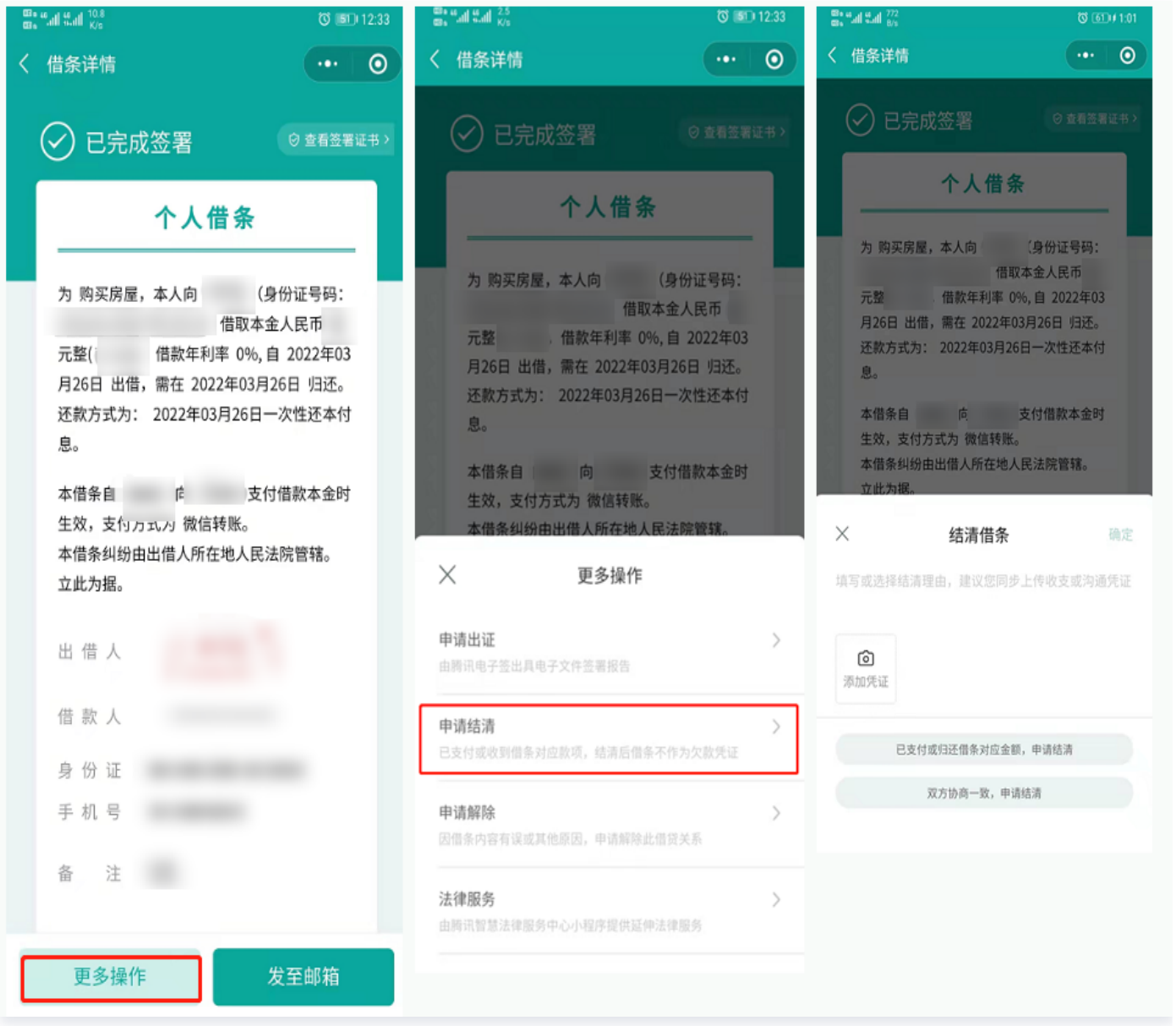

2. Once Face Recognition is successful, the settlement is initiated successfully, and the page shows it is pending the other party's confirmation. You can share it via WeChat to remind the other party. Before the other party confirms, the initiator can click **Cancel Settlement** on the IOU details page to restore the IOU to its signed status.

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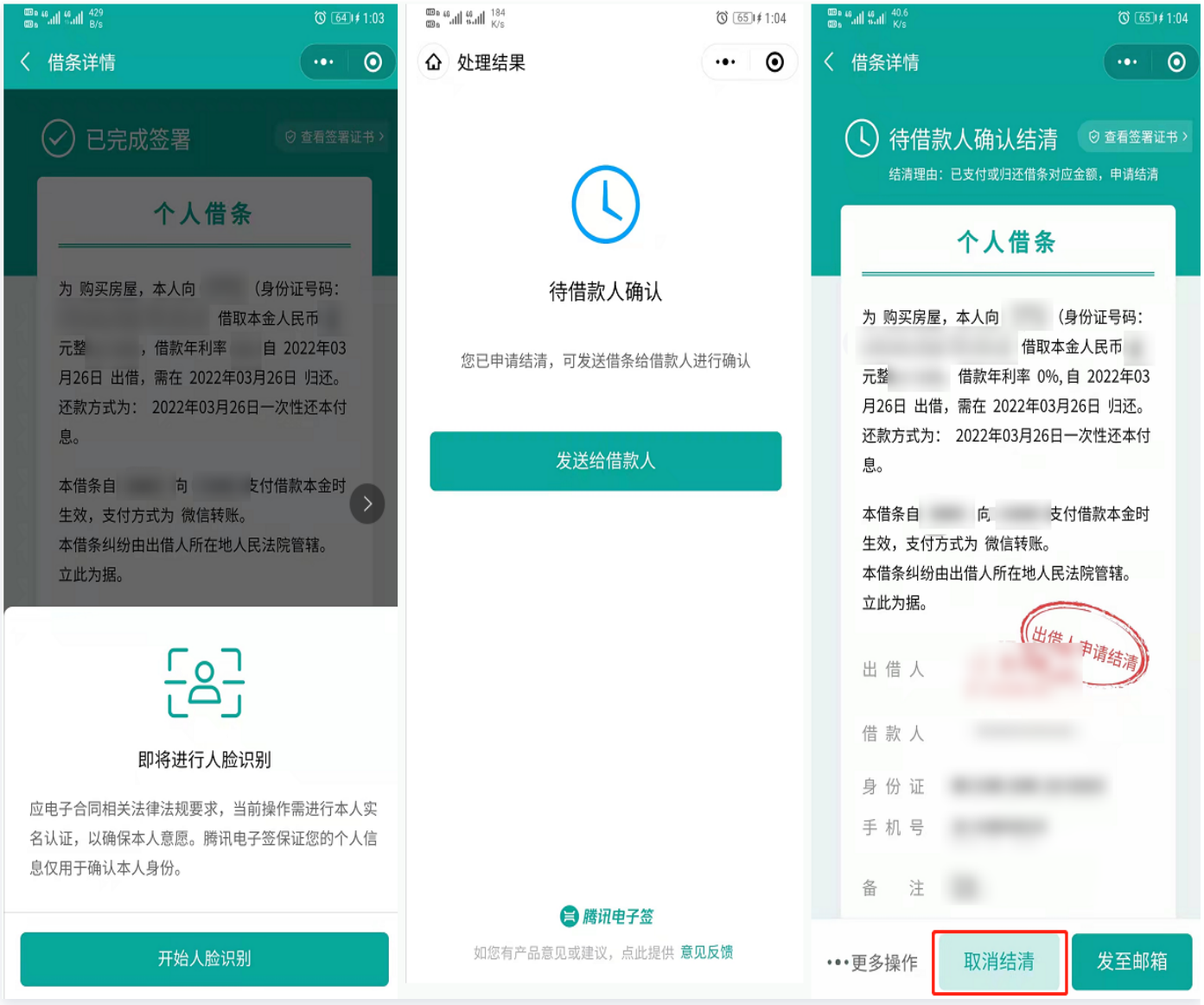

Step 2: Confirm Settlement

The recipient clicks the link shared by the initiator to enter the confirm settlement page, then clicks **Confirm Settlement** to proceed to face identity verification. Once Face Recognition is successful, the IOU settlement is successful.

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Legal Services Support

If legal services are needed after both parties have completed the signing, find the contract in the **Folder**, click **View Contract > More Operations**, and click **Legal services** to find the corresponding legal service provider for legal consultation.

Certification Capability and Viewing Sign Certificate

1. If both parties need certification services after signing, find the IOU in the **Folder**, click **More Operations**, click **Apply for Sign Report**, fill in the email address and click **Confirm**. After paying the sign report fee, we will send the report to your email as soon as possible and notify you via SMS.

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2. View sign certificate: You can view the digital certificate information issued for this signing by clicking **View Sign Certificate** at the top right of the signed IOU details page.

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Judicial Precedent Related to IOUs

You can click to view the past court judgment cases of users holding the **IOU** on the IOU preview page.

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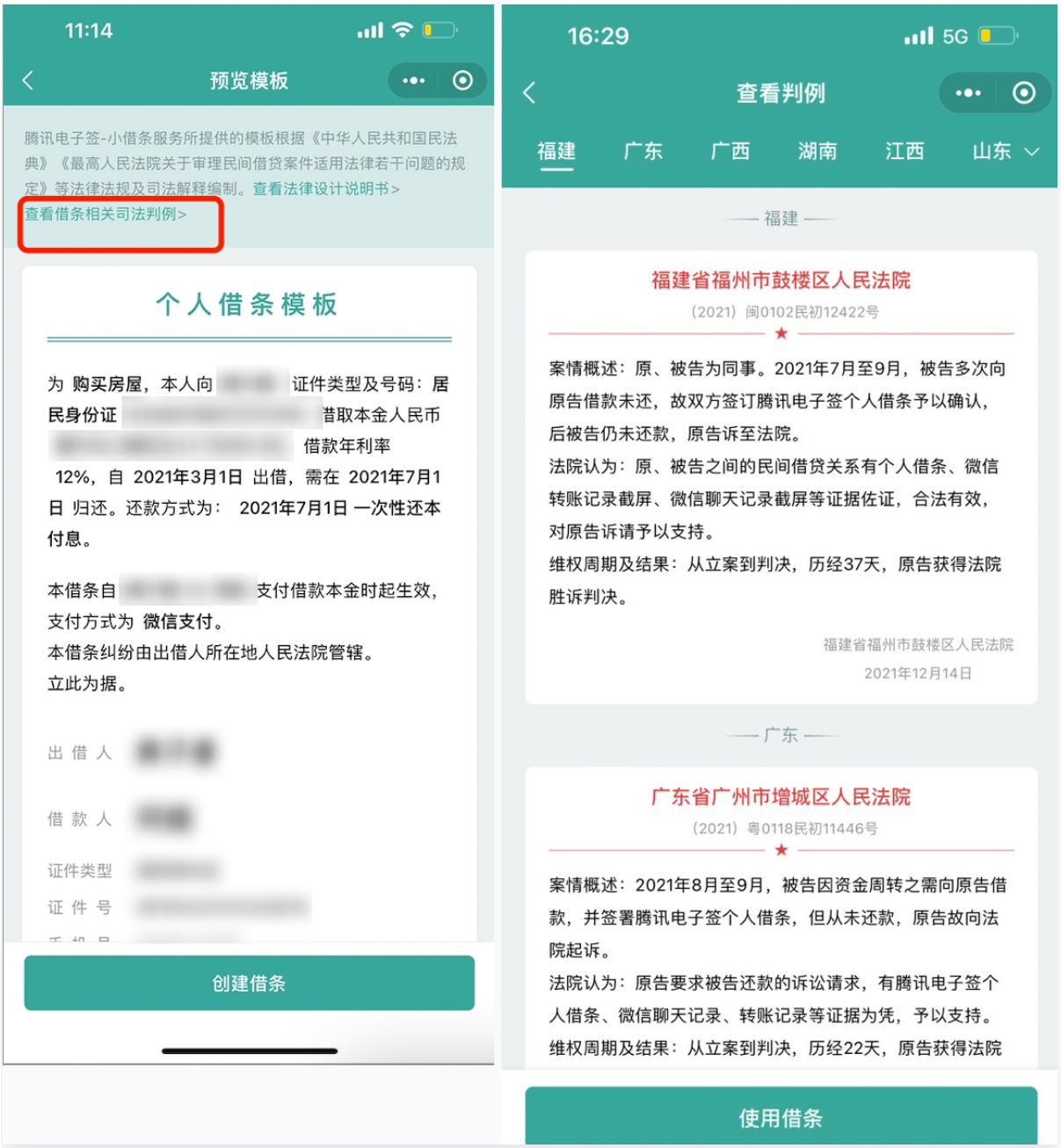

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Personal account management
Personal Account Cancellation

Last updated: 2024-08-01 15:44:37

Preparations Before Cancellation

Before cancelling your account, please ensure that you have completed the resignation process from all enterprises within Tencent E-Sign Service. If you have not resigned, you can contact the enterprise's super administrator to do so.
You can check whether you are still employed by viewing your **identity** at the top left corner of the homepage.

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Step 1: Apply for Account Cancellation

In Tencent E-Sign Service, go to **Personal Center** > **View Personal Information** > **More Settings** > **Account Cancellation** to find the account cancellation entry. The operation path is as follows:

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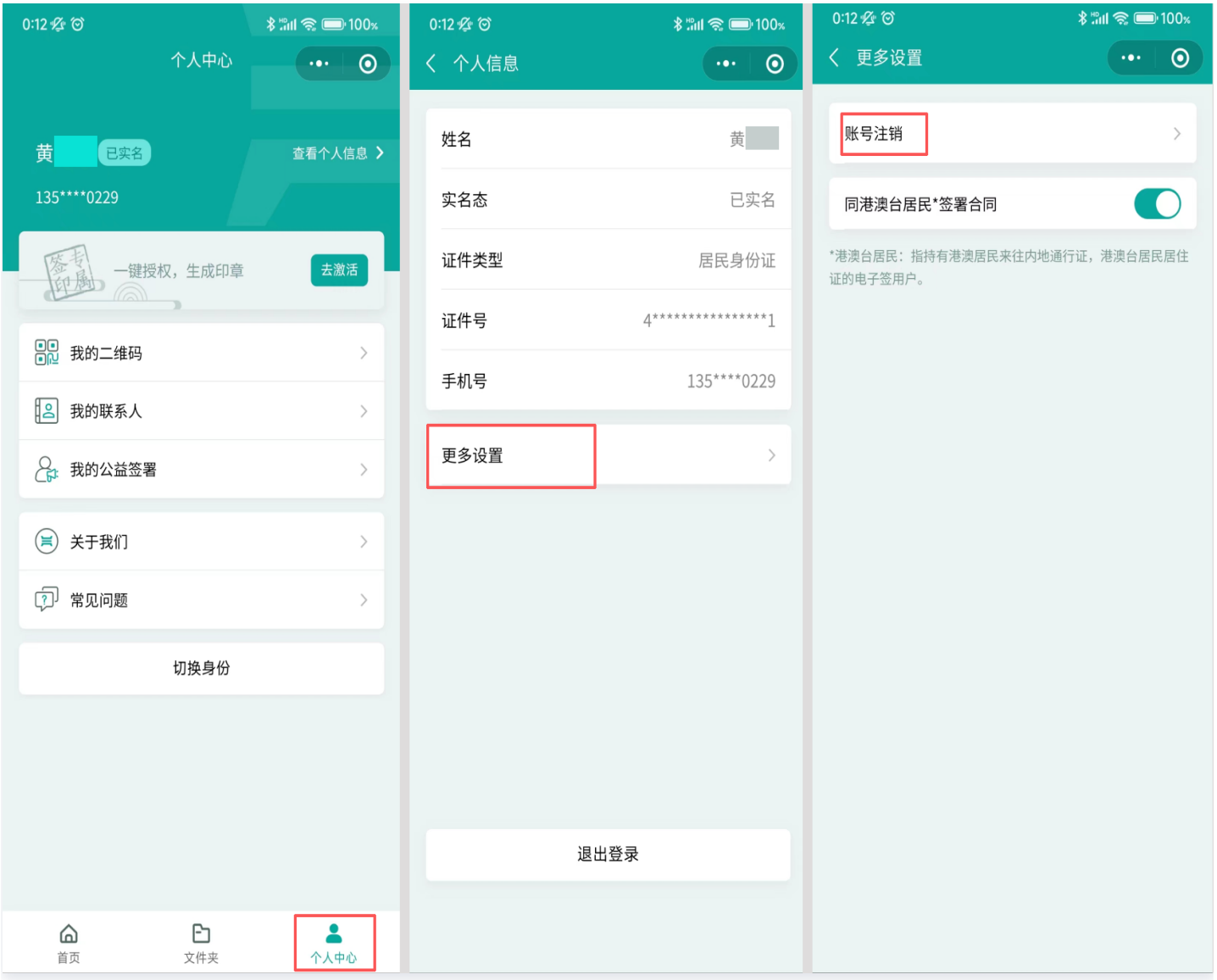

Step 2: Confirm Notes

After entering the cancellation process, please carefully read the notes on account cancellation, then click **Confirm Cancellation**.

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Step 3: Confirm Face Verification

To ensure the security of your account, you need to confirm your intent before entering the cancellation process. Click **Start Face Recognition** to enter the intent confirmation stage.

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Step 4: Complete Account Cancellation

Please read the <Tencent E-Sign Service Account Cancellation Risk Disclosure Statement>, then click **I Understand the Risks** at the bottom of the page and confirm the account cancellation. Your personal account will then be successfully cancelled.

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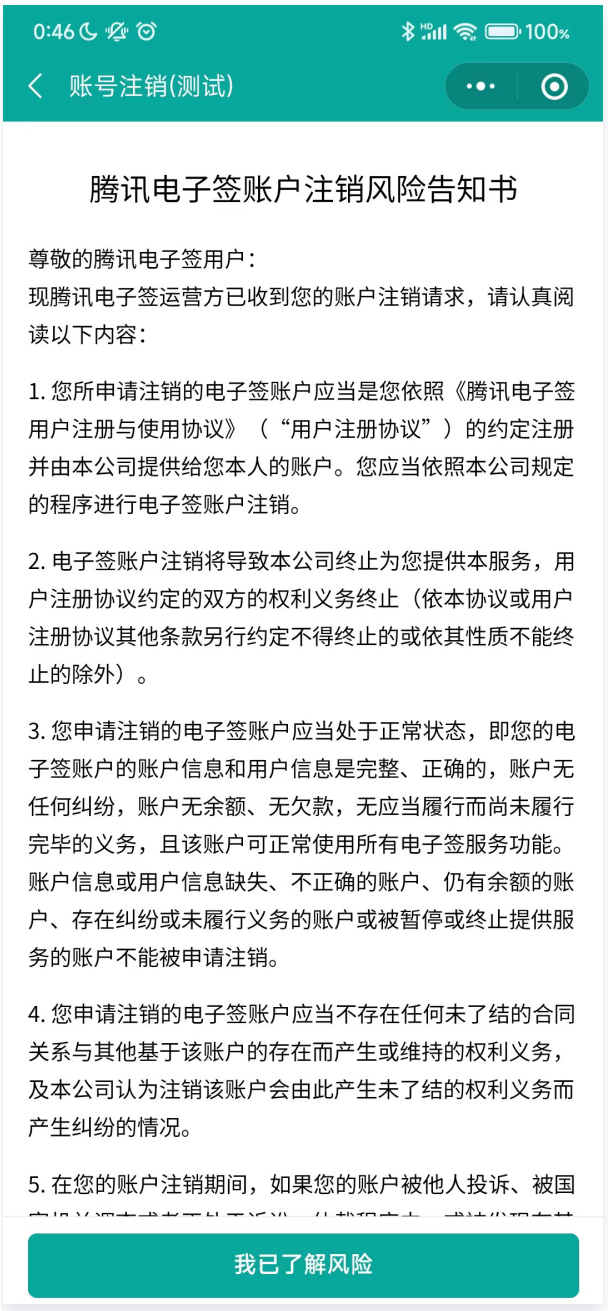

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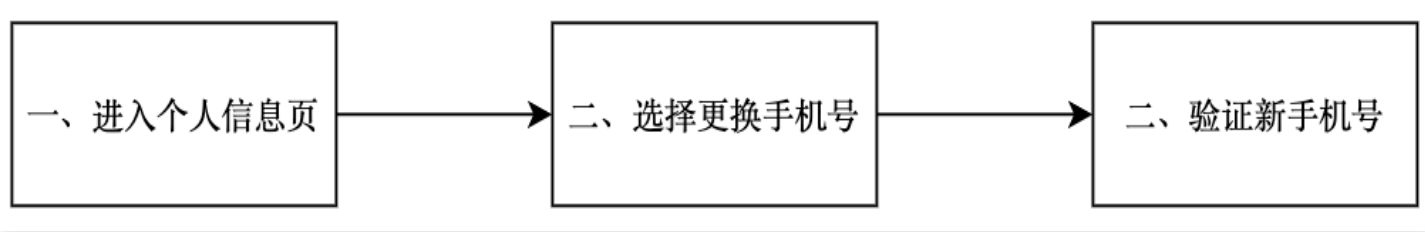
Personal change of mobile number

Last updated: 2024-08-01 15:44:50

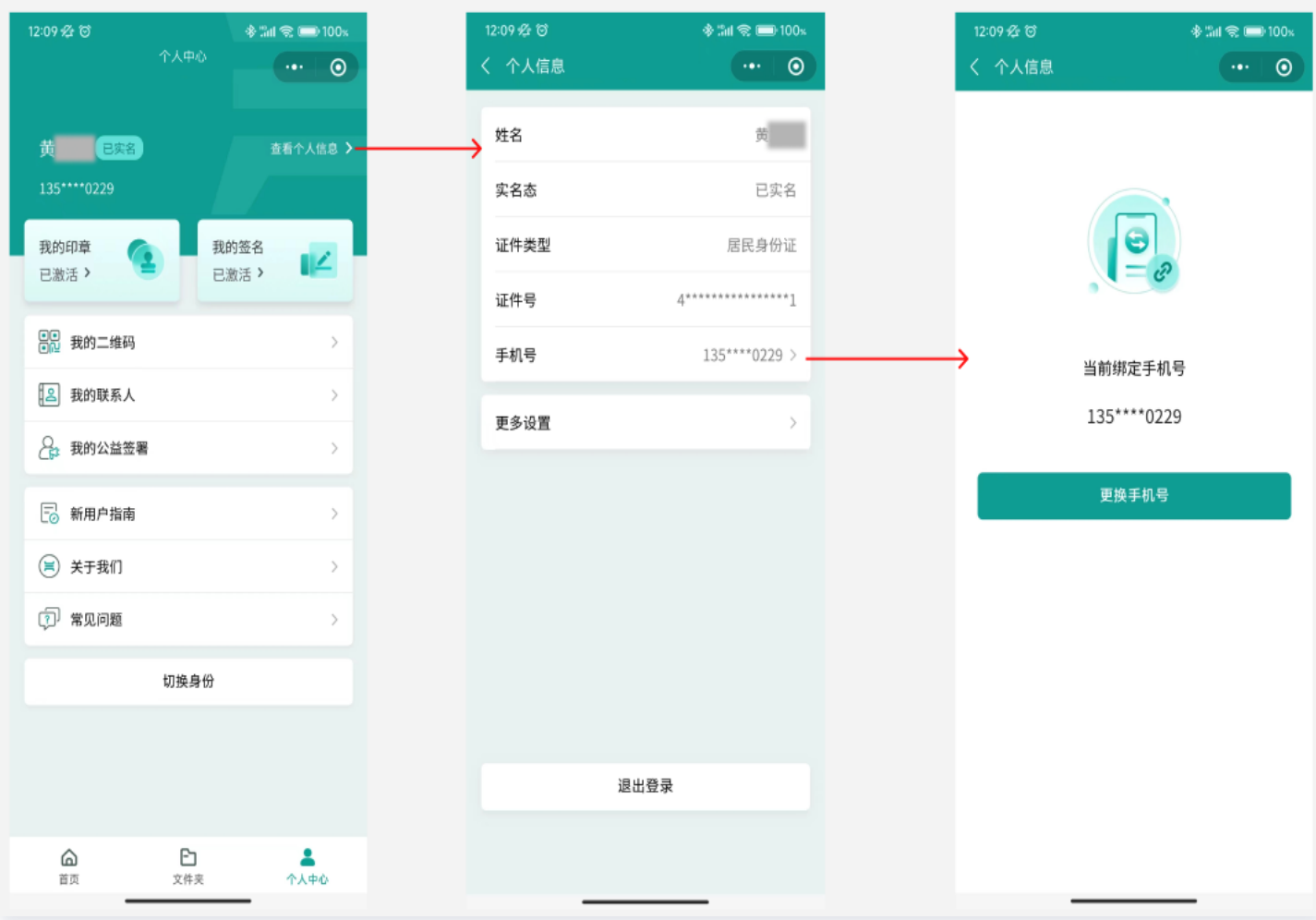
The specific operation steps for the Tencent E-Sign Service feature to change personal mobile numbers are as follows:



Operation step

Step 1: Enter the account information page

Log in to **Tencent E-Sign Service Mini Program**, select **Personal Account**, and enter **Personal Center**. Follow the steps below to access the account information page and view the currently bound mobile number.



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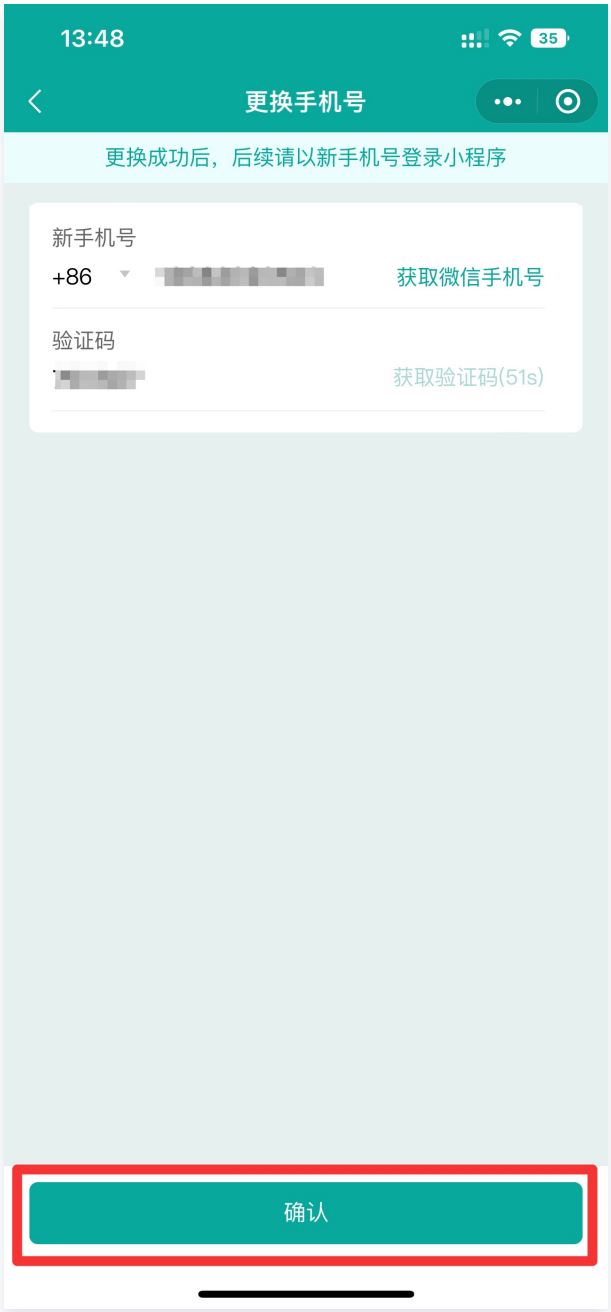
Step 2: Choose to change the mobile number

On the bound mobile number information page, click **Change Mobile Number** to proceed to **Step 3: Verify New Mobile Number**.

Step 3: Verify new mobile number

1. After entering the Mini Program page, please enter the new mobile number. Click **Get CAPTCHA** and fill in the CAPTCHA information received on the new mobile number in the CAPTCHA field.



> **Note:**

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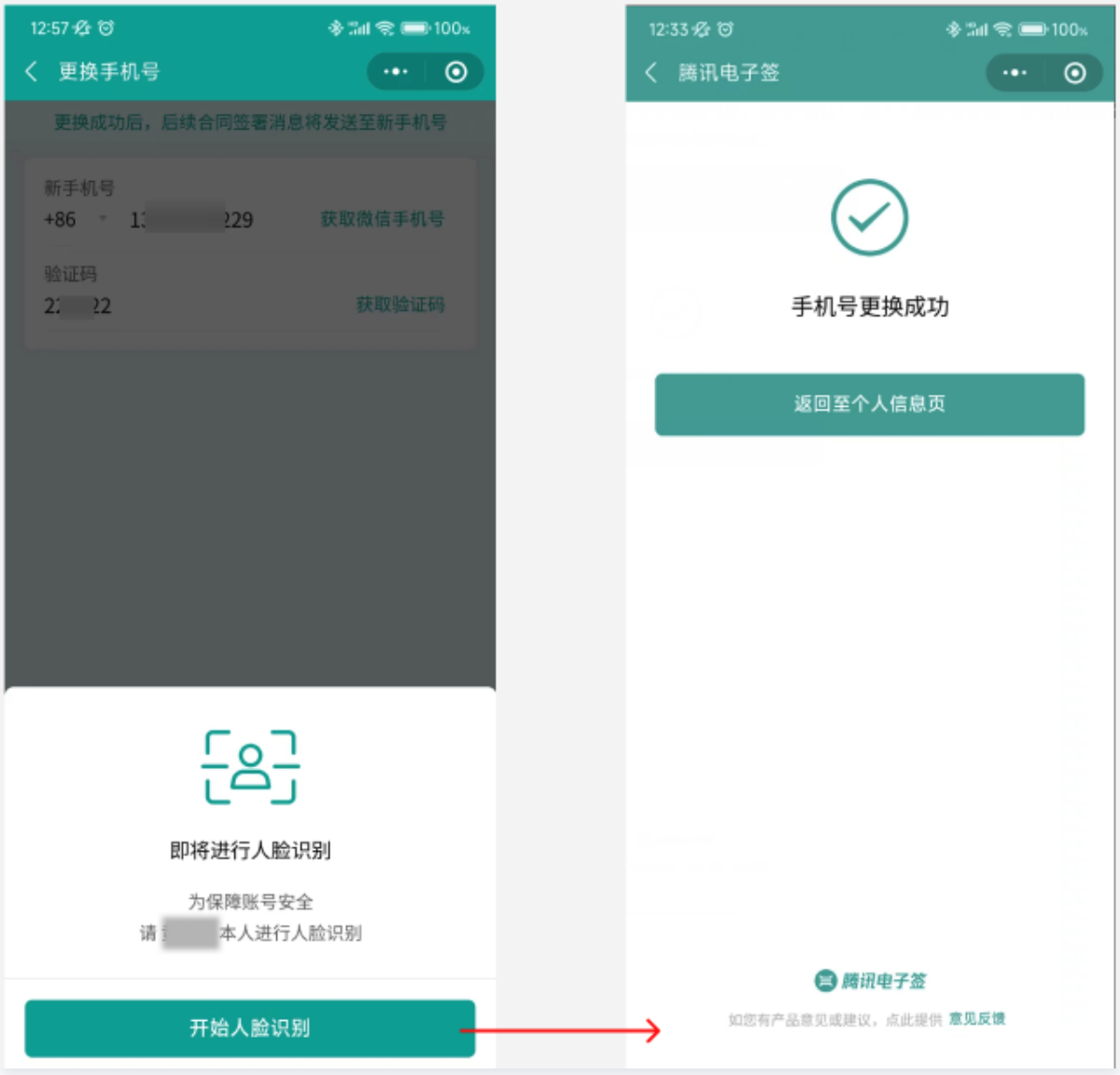
> This mobile number will subsequently receive key information such as contract signing notifications. Please enter your own mobile number.

2. After completing the mobile number and CAPTCHA entry, click **Confirm** to enter the Face Recognition step. The change of mobile number will be completed after the account holder successfully passes the Face Recognition verification.



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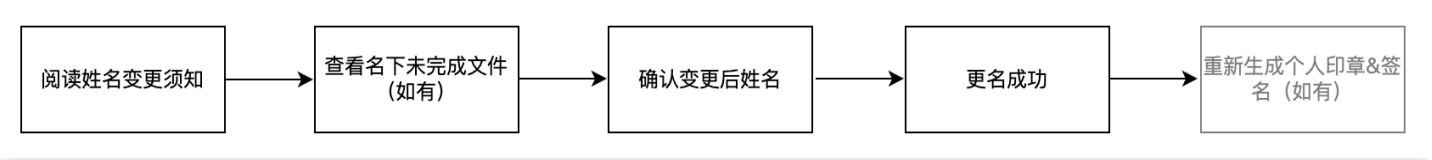
Change of Personal Name

Last updated: 2024-08-12 11:32:43

This document primarily explains how to change your personal name. The name change process is illustrated below:



Operation step

Step 1. Read the Name Change Notice

If your real name has changed, you can go to the mini-program **Personal Center** > **View Personal Information**, click **Name** to change your name.

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To confirm the name change, click **Change of Personal Name** to start the change process. Please read the change notice carefully. Check **I have read and agree<Tencent E-Sign Service Real-name Change Agreement>** and click **I have been informed, Next step**.

> **Note:**
> After the name change, all your personal seals, signatures, and corporate seals under your original name will become invalid, and new ones need to be generated before they can be used.

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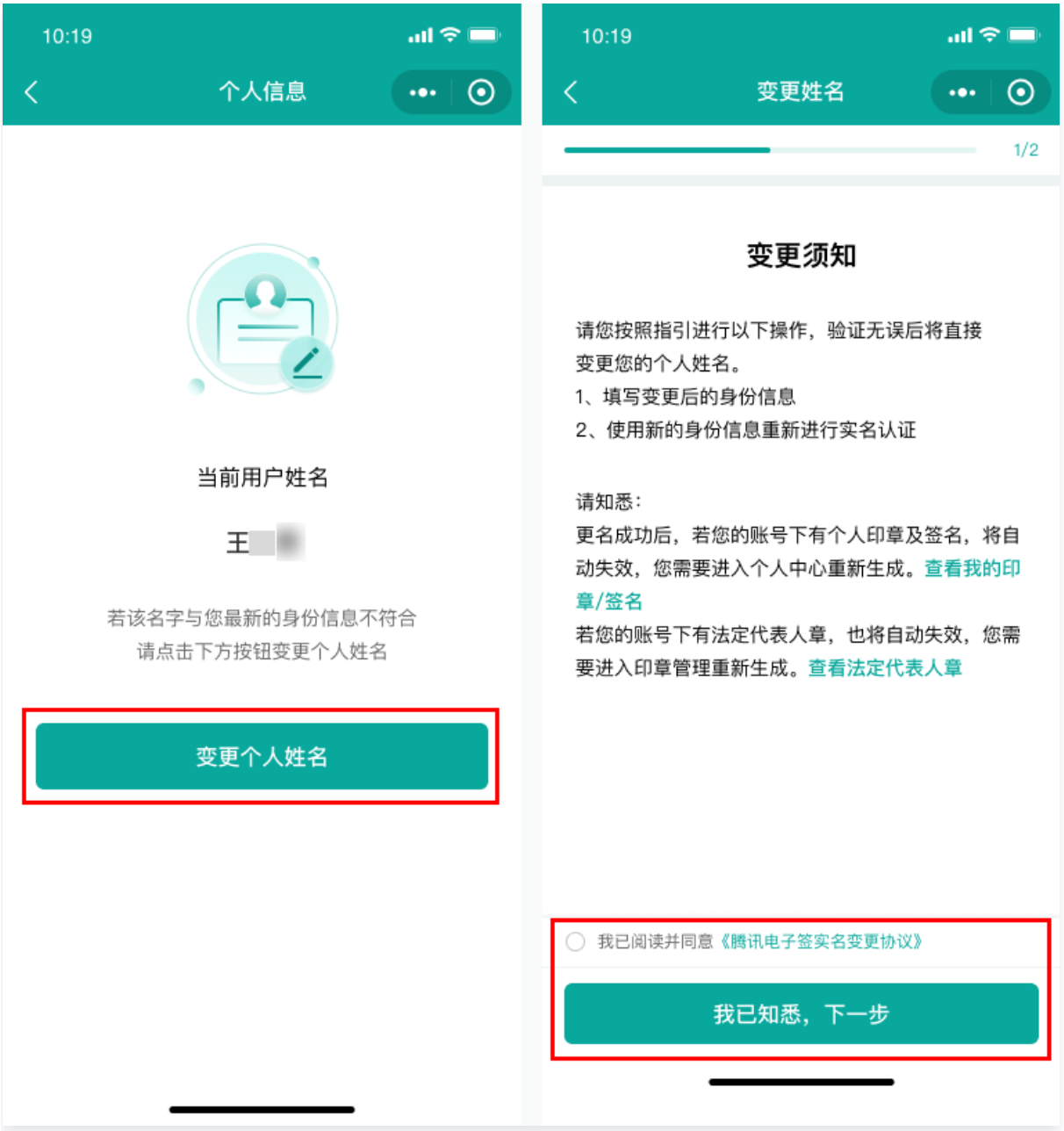

Step 2. Review Unfinished Contracts

> **Note:**
> After the name change, all unfinished contracts under your name will be unable to proceed. You will need to initiate new ones to sign them.

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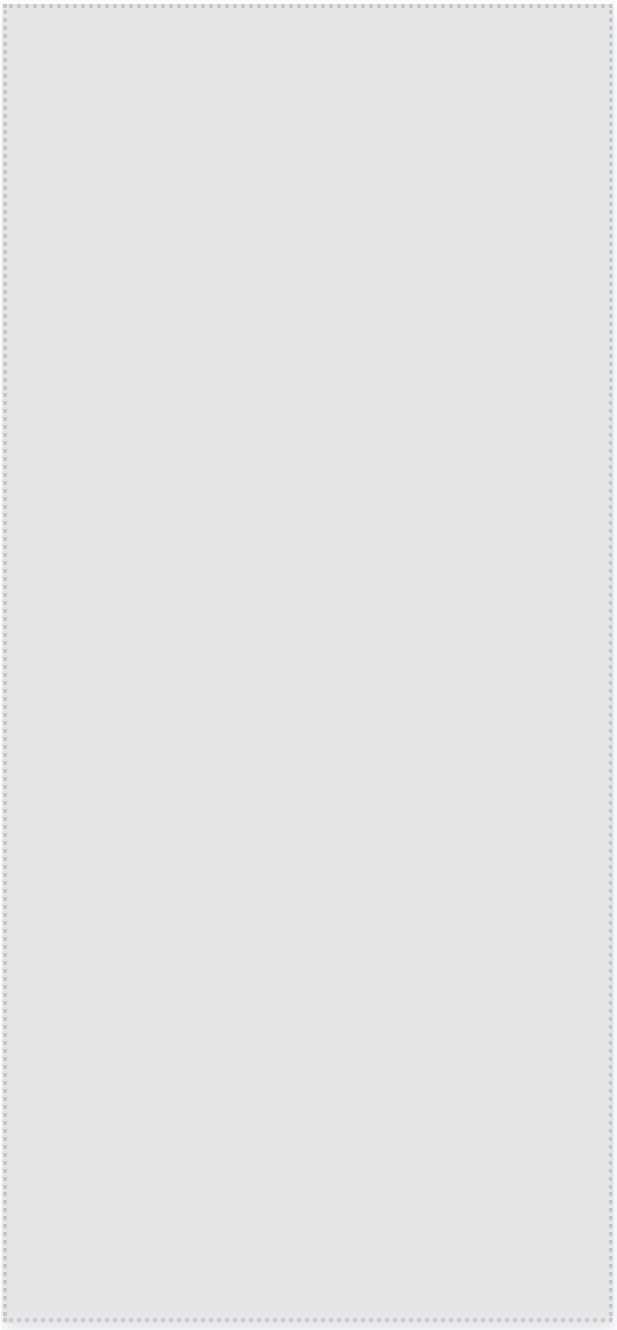

Step 3. Confirm the New Name

After verifying your identity, enter the name you want to change to, and complete the Face Recognition to finish the name change.

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Step 4: Complete the Change

After Face Recognition, you will complete the name change.

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Regenerate Seals and Signatures

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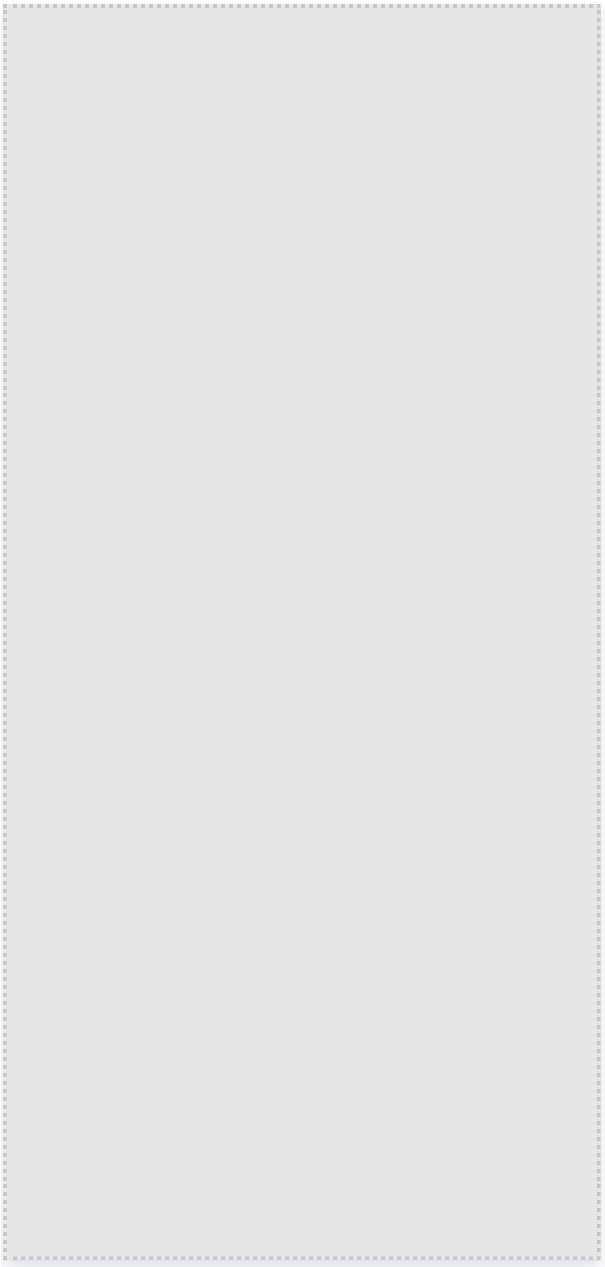

After the name change, if you have legal representative seals and personal seals/signatures, they will all become invalid. To avoid any inconvenience, you can regenerate them following the page instructions.

Regenerate Legal Representative's Seal

click **Regenerate Legal Representative's Seal,** go to the **Seal Details Page**, where you can see the invalidated Corporate Seal. Click **Regenerate** to enter the creation process for a new Corporate Seal, and follow the page instructions to complete the creation.

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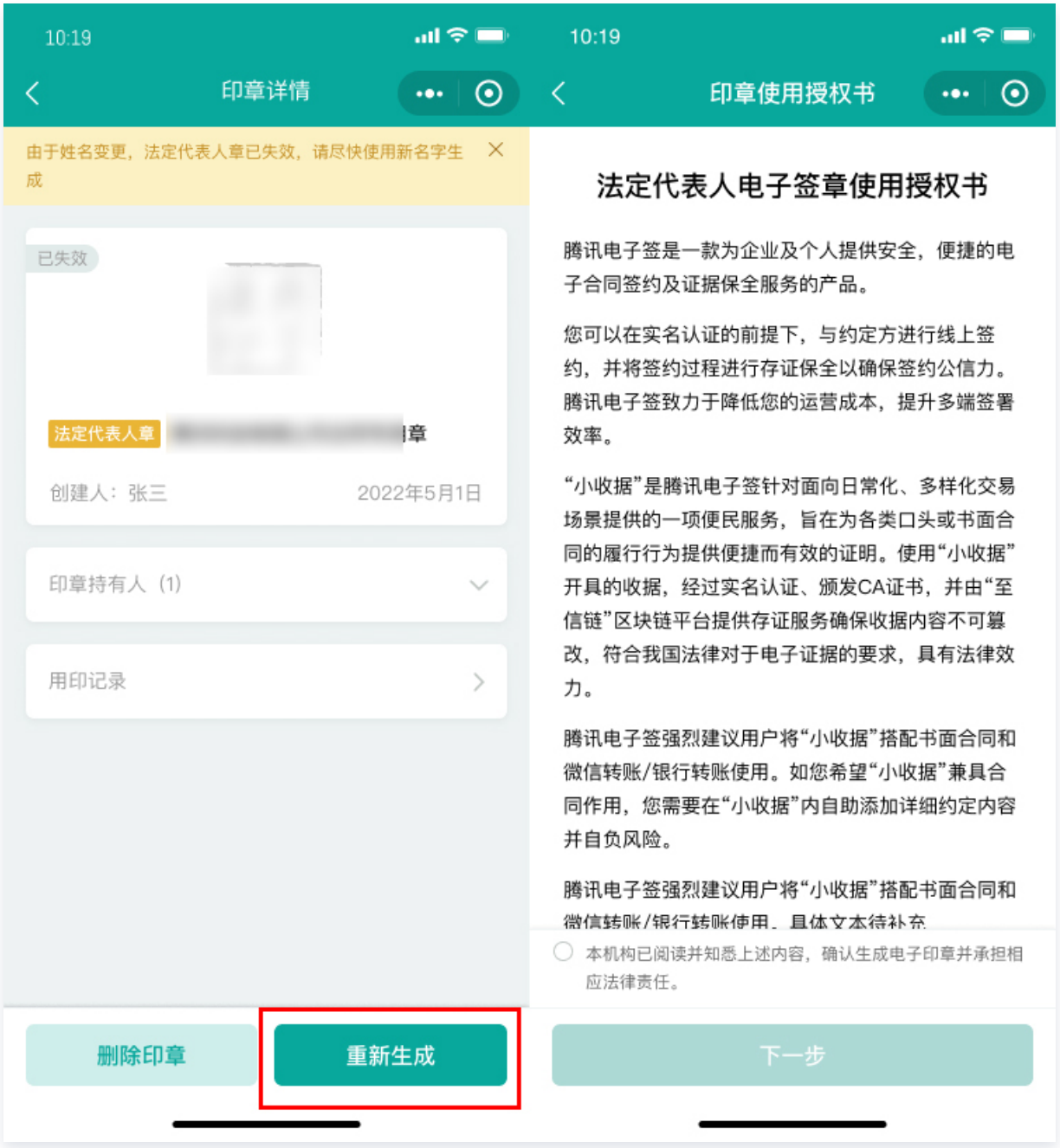

Regenerate Personal Seal/Signature

click **Regenerate Personal Seal/Signature,** go to the **My Seals and Signatures Page,** where you can see all your invalidated personal seals and signatures. Click **Regenerate** and follow the page instructions to complete the creation of new personal seals and signatures.

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Personal Change Email Address

Last updated: 2024-08-01 15:47:10

Operation step

Step 1: Enter the Personal Information Page

In **Personal Center**, click **View Personal Information** to see the Email Address Information and view the currently bound email address.

Click the email address to proceed to change the email address.

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Step 2: Select Change Email

You can view the currently bound email address and click **Change Email**.

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Step 3: Enter Email and CAPTCHA

Enter the email address you want to change to and click **Get CAPTCHA**. You will receive an email with a CAPTCHA. Enter the CAPTCHA correctly on the page to complete the email address change.

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Signing contracts between individuals and residents of Hong Kong (China), Macao (China), and Taiwan (China)

Last updated: 2024-08-01 15:47:24

This document mainly introduces how individual users can sign contracts with residents of Hong Kong (China), Macao (China), and Taiwan (China).

Operation step

Step 1: Switch the Electronic Signature Mini Program to Personal Edition

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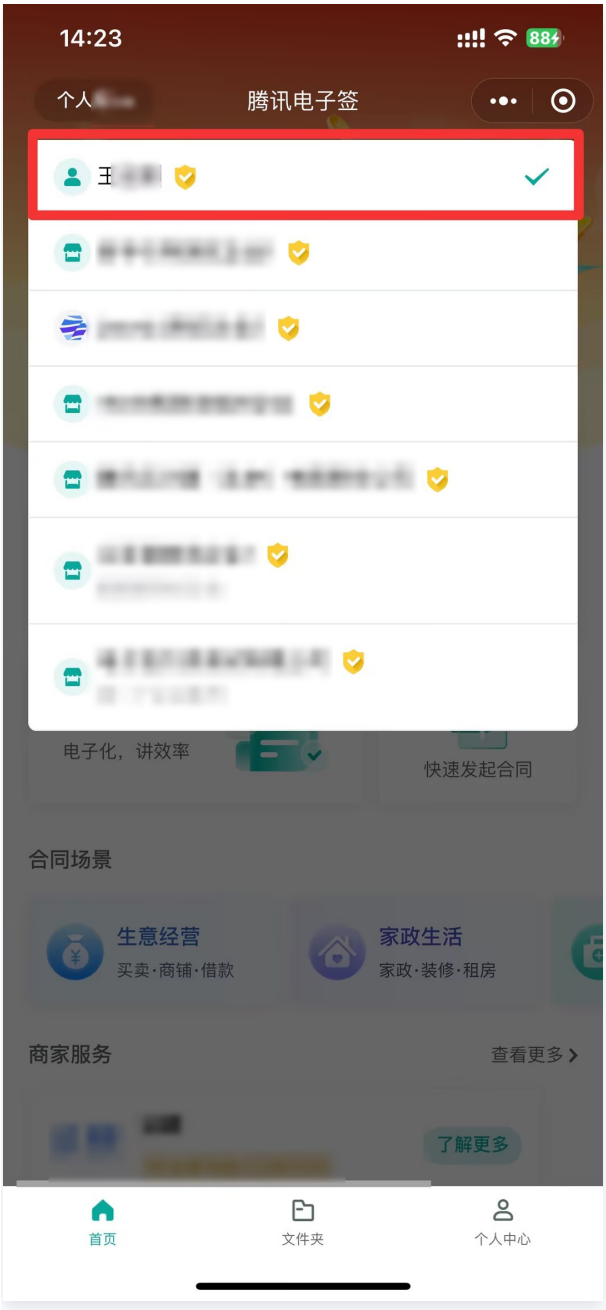

Step 2: Enable the agreement signing switch for residents of Hong Kong (China), Macao (China), and Taiwan (China)

In Tencent E-Sign Service, navigate from **Personal Center** > **View Personal Information** > **More Settings** > **Agreement Signing for Residents of Hong Kong (China), Macao (China), and Taiwan (China)** as follows:

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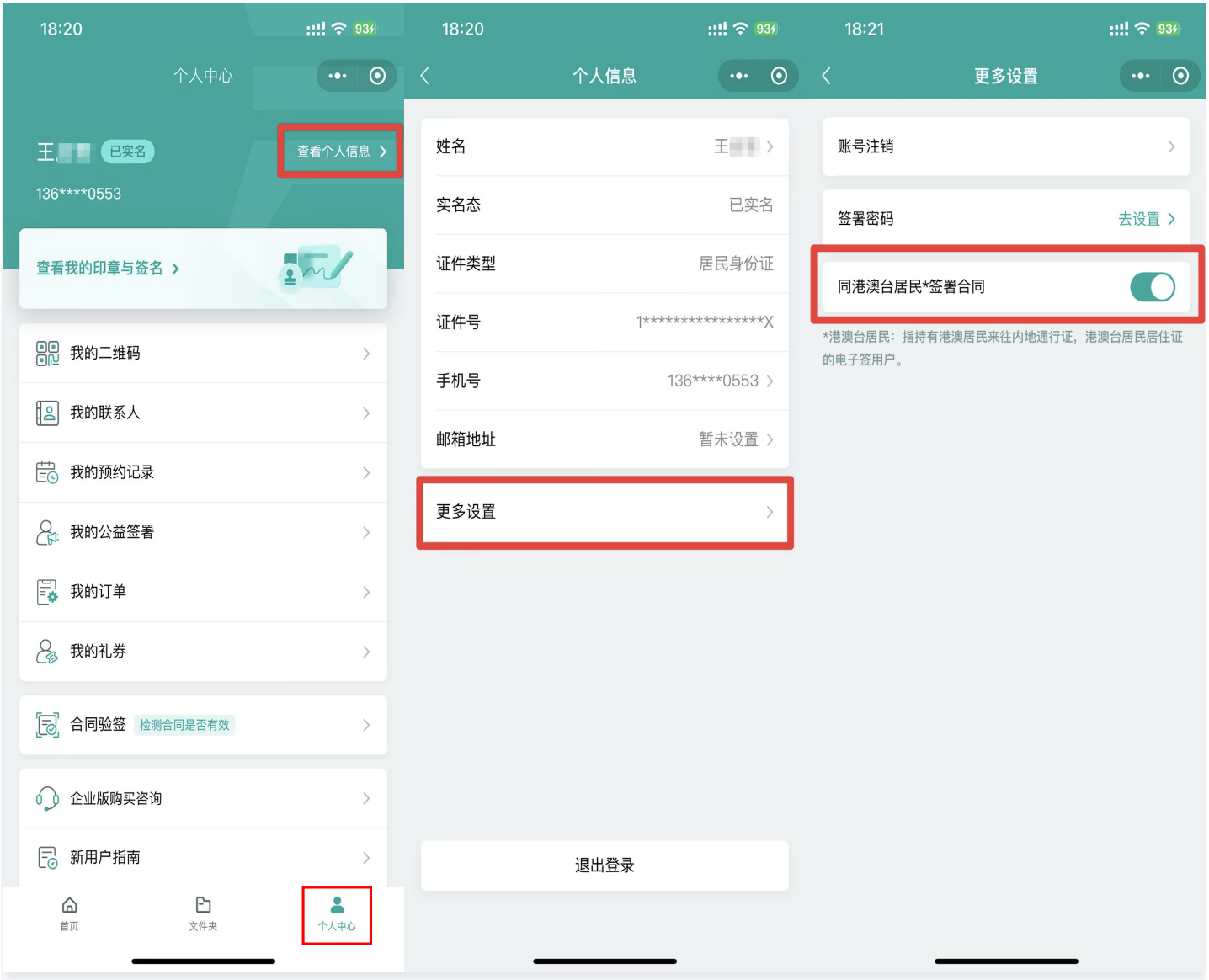

Step 3: Confirm Face Verification

To ensure the security of your account, before activating the **agreement signing switch for residents of Hong Kong (China), Macao (China), and Taiwan (China)**, confirmation of personal intent is required. Click **Start Face Recognition** to enter the intent confirmation phase. Once face verification is successful, you can sign agreements with residents of Hong Kong (China), Macao (China), and Taiwan (China).

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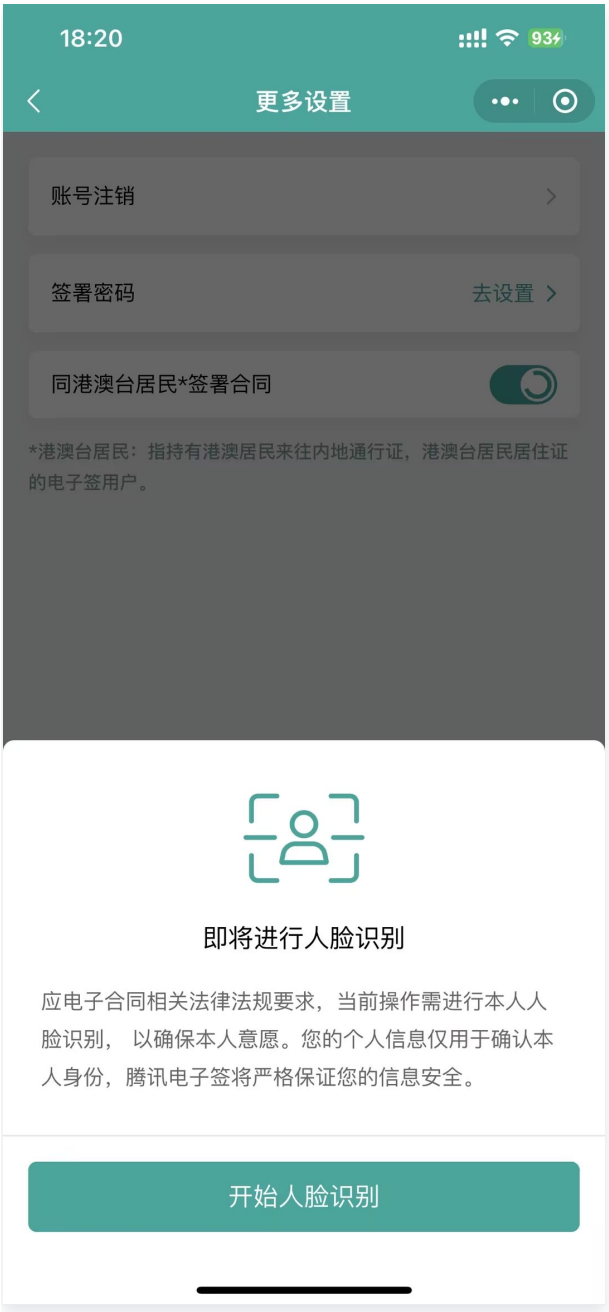

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