

MyTrust 365 – Frequently Asked Questions

1. Which is the relationship between SigningHub and MyTrust365?

Signinghub is a cloud-based document signing platform offered by Ascertia to its customers all over the world except Malaysia. **MyTrust 365** (www.mytrust365.com) white-labels Signinghub platform offered to Malaysia customers by MSC Trustgate in partnership with Ascertia.

2. Are the generated signatures trusted by Adobe Acrobat Reader?

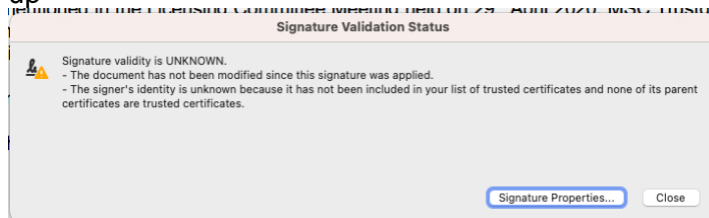


At least one signature has problems.

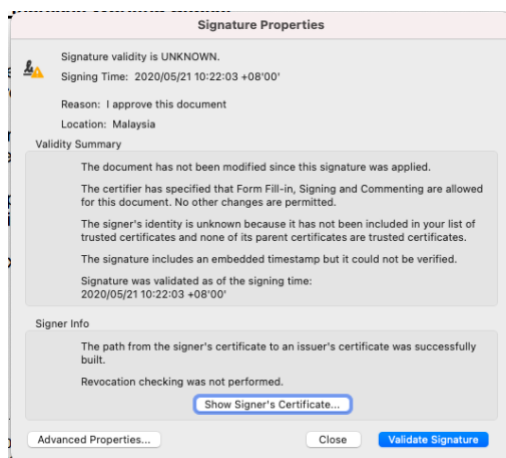
Most of the users on MyTrust365 will need to manually trust MSC Trustgate Root CA unless your signing certificates are stored in USB crypto-token or HSM and issued under MSC Trustgate’s MyTrust Class 2 AATL ECC individual CA, by default trusted in Adobe Acrobat Reader.

Please follow the steps below to add the certificate as Trusted by Adobe Reader:

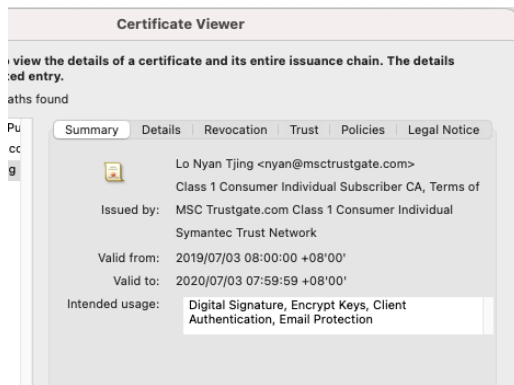
1. Open the signed PDF document with Adobe Reader.
2. Locate the digital signature and click on the signature. A signature window will pop up



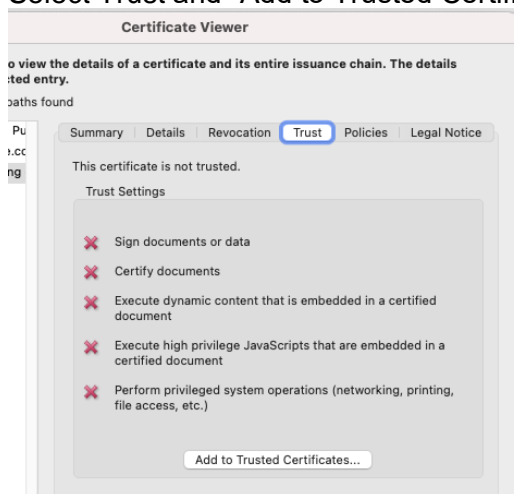
3. Click on ‘Signature Properties’



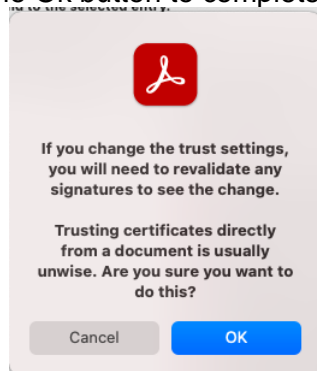
4. Click “Show Signer’s Certificate”



5. Select Trust and “Add to Trusted Certificate”



6. Click the Ok button to complete the process.



3. How to use MyTrust365?

You will need to register with MSC Trustgate to access www.mytrust365.com. For more information on how to use MyTrust365, please view the following videos:

How to prepare your document for signing:

<https://www.youtube.com/watch?v=6hKlyGOkuHo>

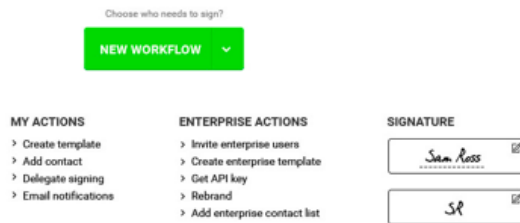
How to electronically sign documents:

<https://www.youtube.com/watch?v=wNNdUVhKcKg>

4. How to configure my Signature Appearance?

Login to www.mytrust365.com. Please follow the steps below:

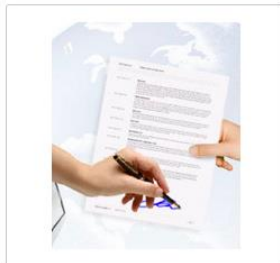
- a. Click on the edit icon of the Signature field.



- b. You can choose either Draw, Text-based or Image as below:

Hand Signature Method for Web Browsers ⓘ

- Draw Signature
- Text-based Signature
- Upload Signature Image



BROWSE

- c. You can select different appearance for signing using Mobile App:

Hand Signature Method for Mobile Apps ⓘ

- Draw Signature
- Text-based Signature
- Upload Signature Image

John Lee

A text input field containing the name 'John Lee'. Below it is a box showing the text 'John Lee' in a stylized, handwritten font.

- Upload Signature Image

- d. Click the "save" button to save the changes.

5. I have forgotten my MyTrust365 password, how can I retrieve it?

There are three ways to retrieve your forgotten password, i.e.:

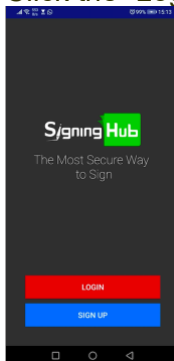
- Click the "Forgot Password" link from the login page and specify your registered Email ID. An email will be sent to you with the password reset link. Click that link from your email and enter the answer of the security question that was specified during registration. Now specify your new password and confirm it.
- In case you did not even remember your security answer, contact MyTrust365 support for assistance.

- If you are an enterprise user, you can also request your Enterprise Admin to retrieve your password.

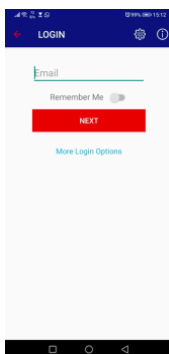
6. How to use Mobile App for signing Document?

Please download and install Signinghub mobile application from Google Playstore or Apple Store. Please follow the steps below to configure the mobile application:

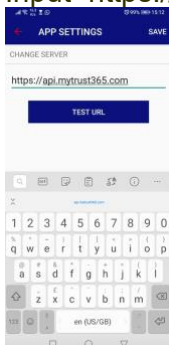
- Launch the SigningHub mobile App
- Click the “Login” button



- Select the “Setting” icon on the top right corner



- Input “https://api.mytrust365.com



- Click “Test URL” to confirm the connection to MyTrust365
- Click “Save” right top corner to save the setting.

7. Which document types are supported in MyTrust365?

MyTrust365 supports a wide range of commonly used document file types and converts them to the PDF files before signing, see [details](#). It also optionally supports to sign Microsoft Word documents in their native XML format, see [details](#).

8. Which signature types are supported in MyTrust365?

You can create Electronic Signatures, Digital Signatures (i.e. PAdES Part 2 (Basic), PAdES Part 3 (Enhanced), and PAdES Part 4 (Long term)), and EU Qualified Signatures in MyTrust365 with locally held and server held signing keys.

9. What are the machine requirements to sign documents?

There is no hard and fast hardware requirement for document signing. You need any of the available modern browser and that's it. If you intend to use a smart card reader or cryptographic USB token to sign, then ensure that Go>Sign Desktop application is installed on your machine. Find out the [compatibility level](#) of your machine.

10. What is the difference between eSignature and Digital Signature? What kind of restrictions can be applied to a shared document?

The document owner can configure certain restrictions on recipient level, before sharing a document in the workflow. In this way, each recipient can be exclusively addressed with respect to document restrictions. These restrictions are related to:

- Allowing/ disallowing document printing permissions
- Allowing/ disallowing document downloading permissions
- Allowing/ disallowing permissions to add text fields in the document
- Allowing/ disallowing permissions to change the recipient
- Allowing/ disallowing permissions to certify the signatures
- Allowing/ disallowing document attachments and merging permissions
- Allowing/ disallowing document accessing permissions via password/ OTP/ specific duration
- Allowing/ disallowing recipient change permissions during workflow
- Attaching legal notice with the document and restricting signing activity without agreeing to it

11. What is the workflow?

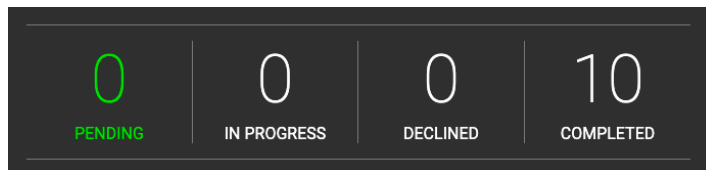
A workflow manages the document flow from one recipient to another, till the signing process gets completed. In MyTrust365, it is a document approval process (i.e. signing,

reviewing, updating) that is configured by the document owner. A workflow can be of four types:

- Sequential - A single copy of the document is circulated among all the signers in the defined (linear) order, and collects all the signatures on it. Each signer can sign the document on his turn.
- Parallel - A single copy of the document is circulated among all the signers in a parallel order, and collects all the signatures on it. Any signer can sign the document in any order.
- Individual - Each signer is sent an exclusive copy of the document to sign/ review, and multiple signed copies of the document are produced.
- Custom - A single copy of the document is circulated among all the signers in mixed 'sequential and/ or parallel' order as specified in the workflow, and collects all the signatures on it.

12. What are all these document statuses?

MyTrust365 maintains different statuses (i.e. Draft, Pending, Signed, Declined, etc.) of a document to determine its real-time workflow progress, see [details](#).



13. What is meant by a sequential workflow?

In a sequential workflow, a single copy of the document is circulated among all the signers in the defined (linear) order, and collects all the signatures on it. Each signer can sign the document on his turn.

14. What is meant by a parallel workflow?

In a parallel workflow, a single copy of the document is circulated among all the signers in a parallel order, and collects all the signatures on it. Any signer can sign the document in any order.

15. What is meant by an individual workflow?

In an individual workflow, each signer is sent an exclusive copy of the document to sign/ review, and multiple signed copies of the document are produced.

16. What is meant by a custom workflow?

In a custom workflow, a single copy of the document is circulated among all the signers in the defined mixed (sequential and/ or parallel) order.

17. Is MyTrust365 compliant with any legislation and regulations concerning digital/ electronic signing?

Yes. MyTrust complies with the following legislations and regulations:

- Digital Signature Act 1997
- EU Directive on Electronic Signatures
- EU Qualified Signatures
- US E-Sign Act
- HIPPA
- SOX
- FDA's 21 CFR Part 11
- UETA (Uniform Electronic Commerce Act)
- GPEA (Government Paperwork Elimination Act)

18. Is there any standard that MyTrust365 follow for digital signatures?

Yes. MyTrust365 digital signatures meet the following standards:

- ISO PDF,
- PDF/A and
- ETSI PAdES.

19. What audit trail features does MyTrust365 provide?

MyTrust365 provides the complete audit trail of each activity, either performed on document workflow level or on user account level. In this regard, MyTrust365 provides the following provisions:

- Basic document logging in the form of Document Log that covers different actions performed on a particular document (i.e. user name, performed activity, description, low level details of each action) with respective date and time stamps.
- Basic user logging in the form of Activity Logs that cover actions performed by a particular user (type, performed activity, description, low level details of each activity) with respective date and time stamps.
- Detailed logging in the form of Workflow Evidence report that furnishes complete logs of each activity performed within a document workflow by all recipients with respective details.