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# Adopting Electronic Signatures in the Workplace



# How many of you...

- Use paper documents that require approvals or signatures?
- Walk documents across campus via “sneaker-mail” to one or more departments or even buildings on campus?
- Have to figure out where a document currently is in the signature chain?
- You know you have it “somewhere” – but where?
- Print – Sign – Scan – Email then Print – Sign – Scan – Email then Print – Sign – Scan – Email...
- Need to get documents signed while someone is on vacation?

# Going Digital



VS



# Going Digital

- Digital readiness exists in three broad categories:
  - Skills
  - Trust
  - Use
- “In order to be successful in today’s online business environment, organizations [and individuals] must have the skills, foster trust levels, and use appropriate technologies.”



Pew Research Center

Washington, DC



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IT@Sam  
Communicate + Collaborate

# Embrace New Trends

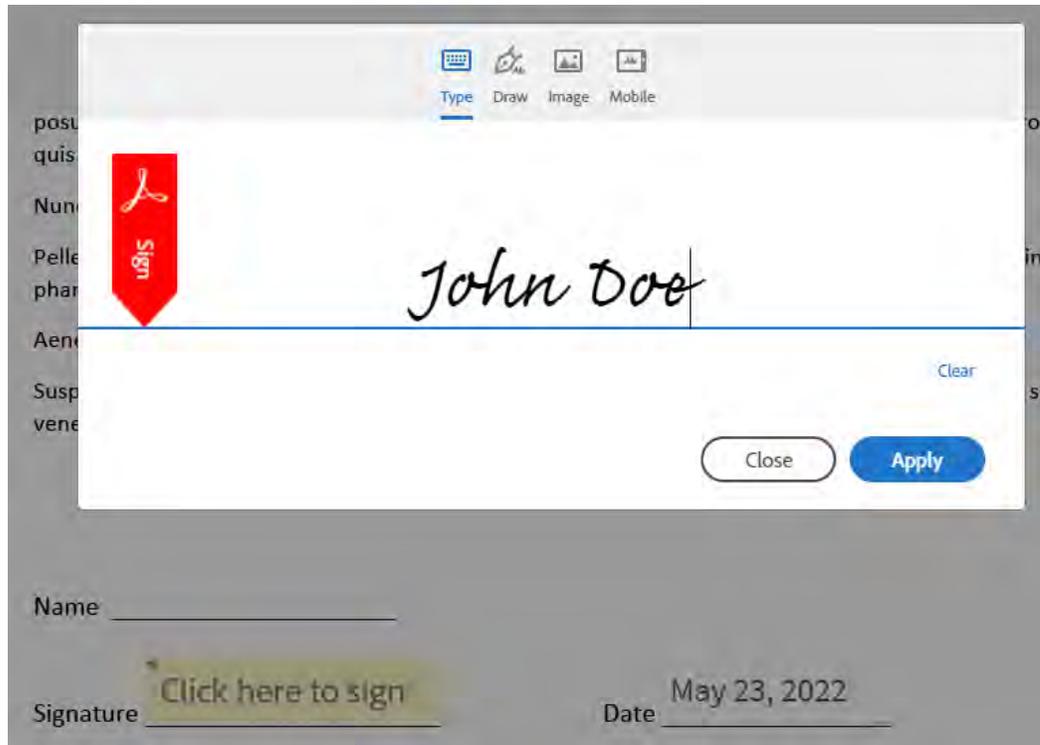


# What are Electronic Signatures?

- Sometimes referred to as “e-Signature” or “eSignature”
- A digital replacement for traditional handwritten ink signature
- Defined as, “Any electronic sound, symbol, or process attached to or logically associated with a record and executed by a person with the intent to sign the record.”

# What are Electronic Signatures?

- The Most traditional form is simply typing or signing your name on a document



# What are Electronic Signatures?

- You may be asked to enter a code sent by email or text

You can confirm your email address by clicking the link below.

[Confirm your email](#)

**Please note:** This link will expire in 15 minutes.

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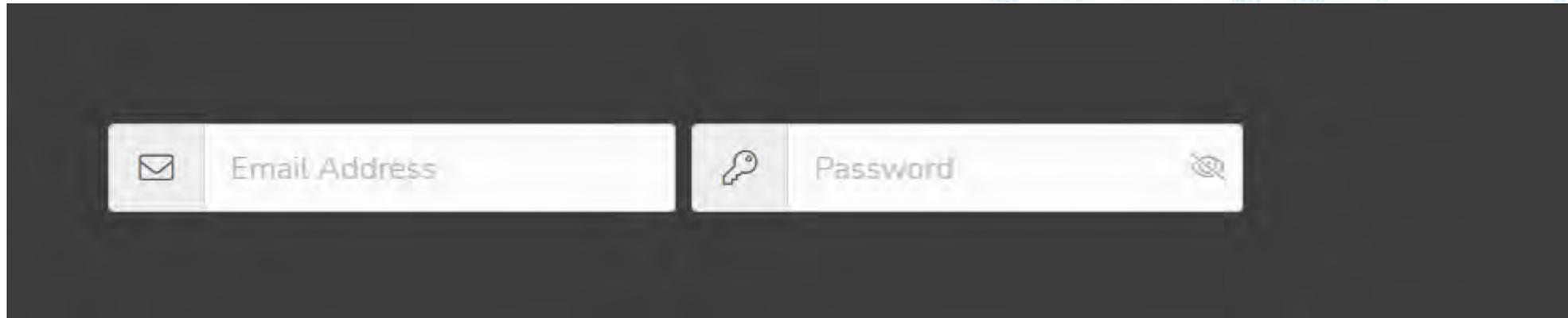
Can't click the button in this email?

Copy this code and enter it in your browser to complete the confirmation.

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# What are Electronic Signatures?

- You may be asked to enter a username and password



A screenshot of a login form with two input fields. The first field is labeled 'Email Address' and has an envelope icon on the left. The second field is labeled 'Password' and has a key icon on the left and a visibility icon (an eye with a slash) on the right. The form is set against a dark background.

# e-Signatures? Digital Signatures?

## What's the difference?



# e-Signatures? Digital Signatures?

## What's the difference?

The terms digital signature and electronic signature are often used interchangeably, but they are very different from each other



# Key Features of Electronic Signatures

- An electronic signature is described as any electronic symbol, process or sound that is associated with a record or contract
- It must show verifiable intent to sign and authenticate an online document
- It provides recipients with a signature solution that doesn't require a pen or paper and doesn't require scheduling an in-person meeting
- It includes your recipient's name, their signatures/initials, verified email address, their IP address, and a Date/Time Stamp for when the agreement was completed
- Requires that the documents and signatures shared electronically to be encrypted

# Key Features of Electronic Signatures

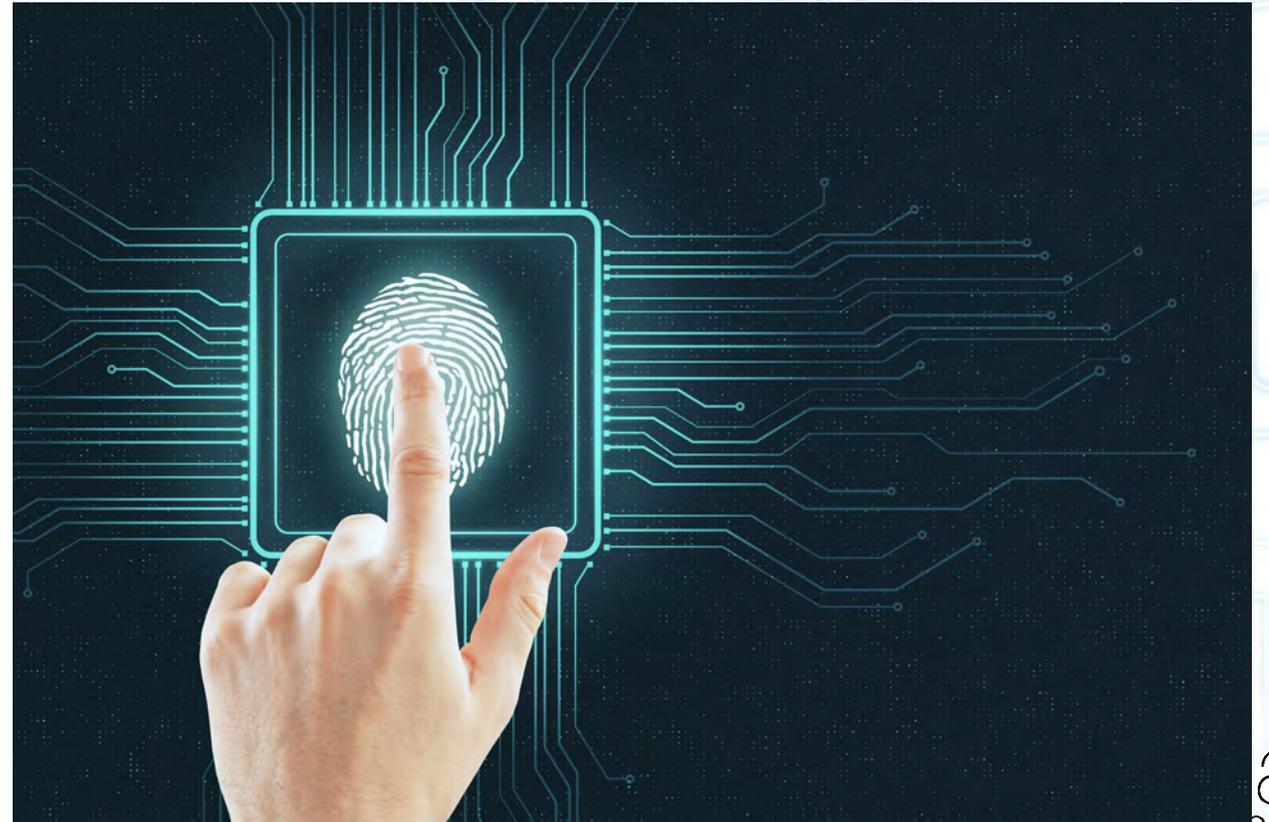
Using an Electronic Signature involves three parties:

- The individual signer
- The business entity making it a requirement in a transaction
- The e-Signature Vendor providing the platform for creating the signature

# Key Features of Digital Signatures

Digital signatures are a type of highly secure electronic signature, and they have a robust verification process

A digital signature is like having a fingerprint embedded into the document



# Key Features of Digital Signatures

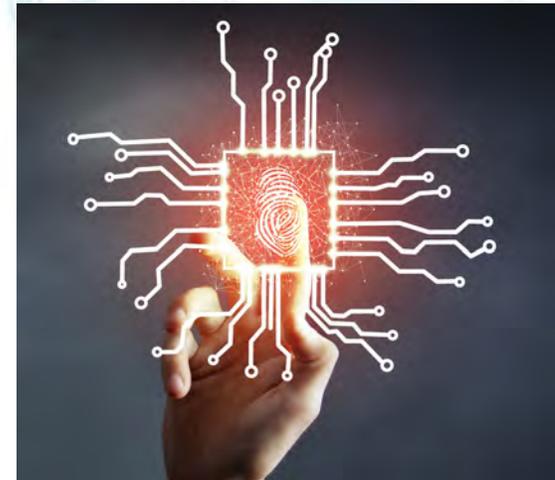
- The signer is required to have a digital certificate provided by authorized certification services that can be linked to the document.
- A digital certificate is used to validate the document and ensure it is authentic and that it has not been forged



*Casey Jones* Digitally signed  
by Casey Jones  
Date: 2017.05.08  
01:37:09 -07'00'

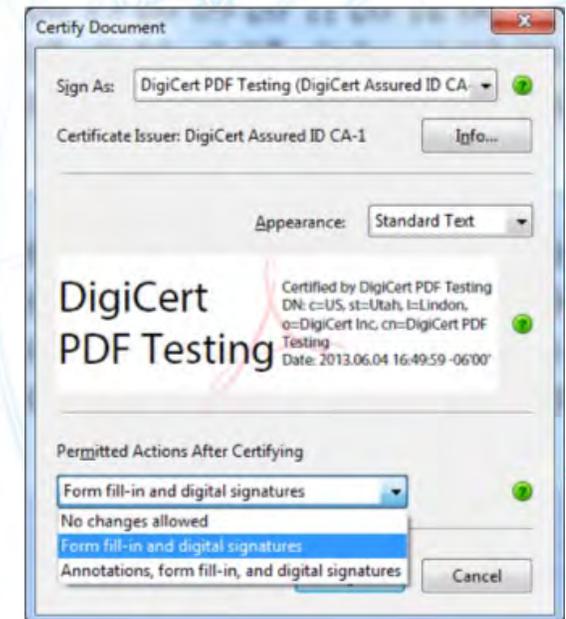
# Key Features of Digital Signatures

- With a digital signature, it is practically impossible to tamper with a signed document
- The certificate and the data are bound into a single unique fingerprint that is virtually impossible to change
- A digital signature is more viable than wet signatures since its origins can be authenticated



# Digital Certificates Do Come With a Cost

- GlobalSign \$59 to \$89 for personal certificate per year
- IdenTrust \$98 for personal certificate per year
- DigiCert \$379 per year for 500 documents
- Both electronic and digital signatures are legally binding, but digital is considered more secure



# Reasons to Use Electronic Signatures

Switching to electronic signatures:

- Improves workplace efficiency
- Helps organizations to save time and money
- Takes steps towards environmental sustainability
- Helps create a good public image



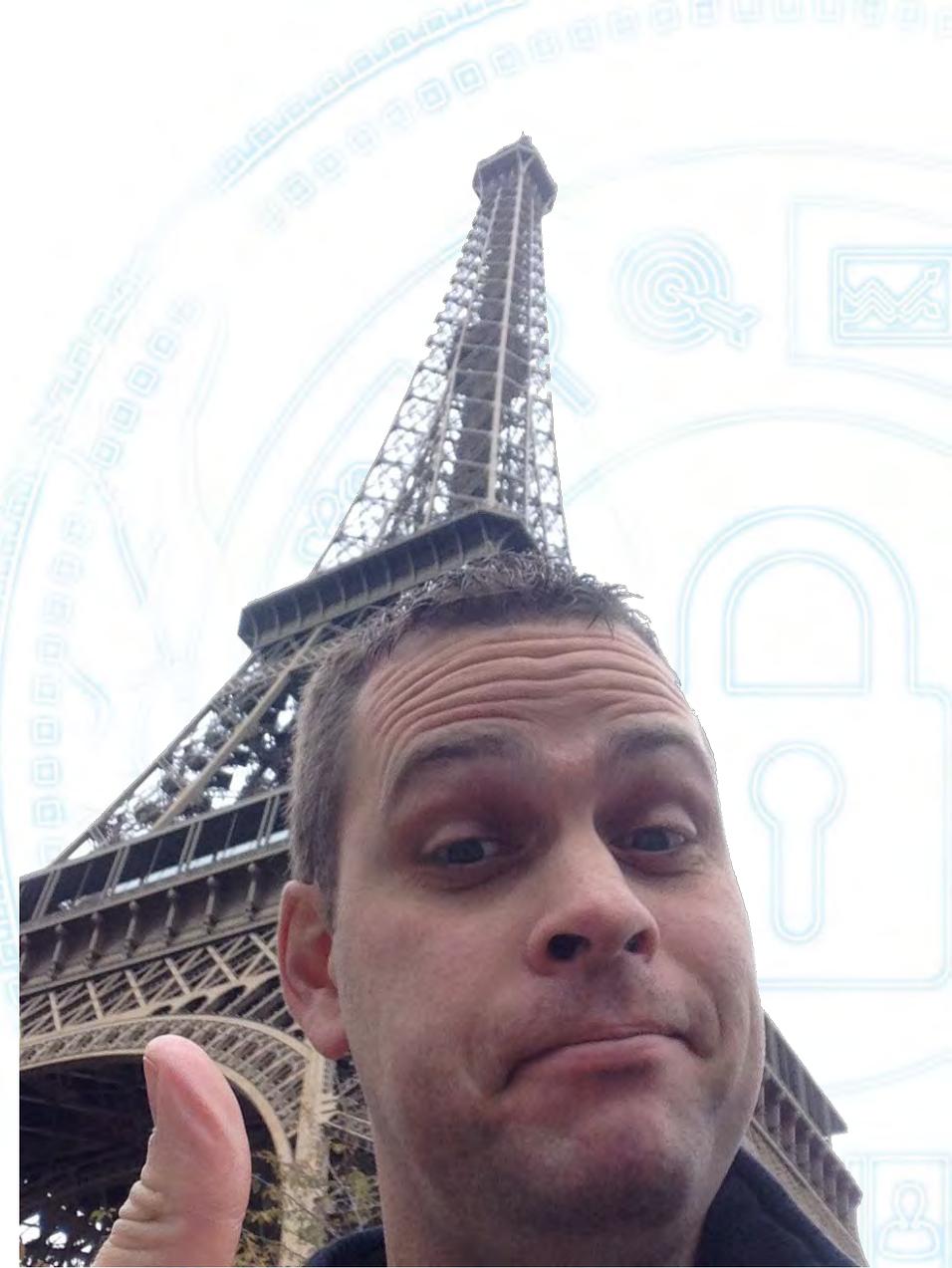
# Workplace Efficiency

- Simplifies obtaining signatures and approvals for multiple documents and signers
- Electronic signatures minimize
  - Shuffling paper packets between departments to avoid interoffice delays
  - Waiting around for weeks before all signatures are captured
- Many agreements are competed in one day and sometimes in hours or minutes

# Workplace Efficiency

## Employees on Vacation or Traveling on Business

- Eliminates the necessity to sign in a particular geographical place
- As long as they have internet, they can access the documents and sign as easily as if in their office



# Workplace Efficiency

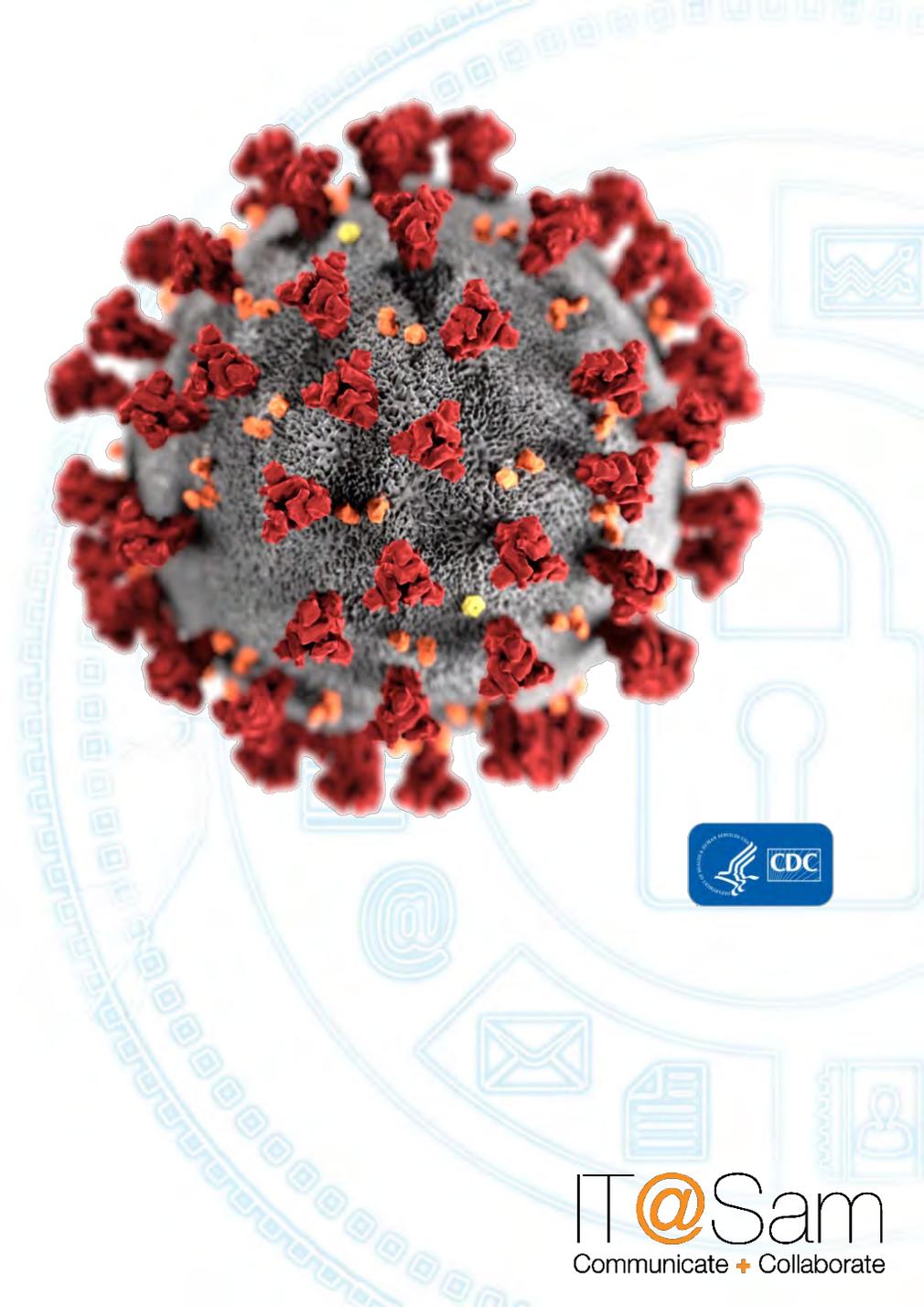
## Employees on Vacation or Traveling on Business

- Signing can be delegated to someone to sign in their stead
- The old way means you are tethered to your desk
- You can collect e-Signatures whether someone is in their office or on a beach halfway around the world – right from their smart phone



# COVID-19

- Went from remote work not allowed to an absolute requirement
- Adjustments had to be made quickly
- e-Signatures enhanced the ability to work remotely, serve your clients, and to have business continuity



# Cost Savings

- Paper documents must be sent by mail, fax or personal delivery
- Organizations managing thousands of documents face significant expenses for:
  - Paper
  - Ink and toner
  - Copier wear and tear
  - Packaging and shipping costs
  - Hours logged by administrative assistants and student workers
- Frees up time to concentrate on more valuable tasks

# Convenience

- It's more convenient for the signer
- Many processes can start from or be completed on a mobile device
- Deliver digital, mobile-friendly experiences customers and employees expect
- Clients can take care of business 24-7 from practically anywhere in the world
- Places you one-up on the competition
- Signatures can be added to almost any document type
- Minimal frustration from paper jams, maintenance and running out of supplies

# Environmental

- Saves millions of trees
- Saves paper, toner, ink, and time
- We should all feel some urgency in promoting a healthier planet



Think of the lessons we are teaching our students – good and bad:

- Are we doing what we can to avoid wasted resources?
- Or are we wasting 20 pages of paper to get a single 4-page signed document?

Going green shows students and parents that we care about the planet's future – and theirs!



# Other Benefits

- Electronic documents don't shuffle
  - Electronic documents don't slip out of someone's hands and spill all over the floor
  - Misfile one page in a document and the consequences can be huge
  - A page doesn't get lost somewhere and thrown in the trash
- Digital files can be tracked through their entire content management lifecycle
- An embedded audit trail allows you to easily track who has opened, signed or approved a document – and who is holding you up



# Other Benefits

- Automating hand-off to marketing
- Built in reminders
- Essential information is available to all parties immediately
- Instant responses, invoicing, delivery forms and follow-up
- Better customer service creating a positive customer experience

# Security

- Documents are encrypted and a complete audit trail is maintained

< Activity

- Document e-signed by Chester (cbammel@shsu.edu) - Time Source: server  
May 18, 2022 8:21 PM
- Viewed by Chester (cbammel@shsu.edu)  
May 18, 2022 8:20 PM
- Sent out for signature to Chester (cbammel@shsu.edu).  
May 18, 2022 7:17 PM
- Document created by Chester Bammel (clb089@shsu.edu)  
May 18, 2022 7:17 PM

### ABC Non-Disclosure

Final Audit Report 2022-05-19

Created:	2022-05-19
By:	Chester Bammel (clb089@shsu.edu)
Status:	Signed
Transaction ID:	CBJCHBCAABAArr5MfaZEXzly2-x-0Xnx9bhphdIB-K

#### "ABC Non-Disclosure" History

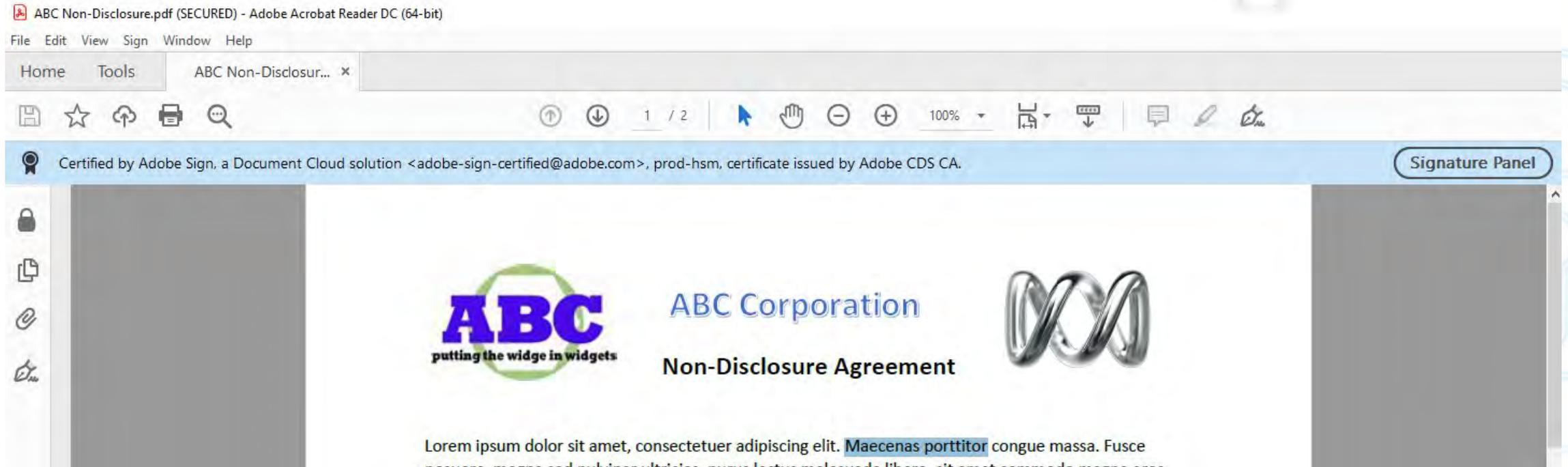
- 📄 Document created by Chester Bammel (clb089@shsu.edu)  
2022-05-19 - 0:17:12 AM GMT
- ✉ Document emailed to Chester (cbammel@shsu.edu) for signature  
2022-05-19 - 0:17:15 AM GMT
- 📧 Email viewed by Chester (cbammel@shsu.edu)  
2022-05-19 - 1:20:51 AM GMT
- 👤 Document e-signed by Chester (cbammel@shsu.edu)  
Signature Date: 2022-05-19 - 1:21:24 AM GMT - Time Source: server
- ✅ Agreement completed.  
2022-05-19 - 1:21:24 AM GMT

# Security

- Paper files in a file cabinet are easy to access
- Documents containing Personally Identifiable Information (PII) are not left around in the copier or printer or trash cans
- Helps prevent leaking proprietary information
- You may have good security standards, but what about the other guy?
- Time stamps all documents
- Better confidence than faxed or mailed documents

# Security

- Documents Are Virtually Tamper Proof



# Security

- Documents Are Virtually Tamper Proof

Signature Validation Status

 Document certification is valid, signed by Adobe Sign, a Document Cloud solution <adobe-sign-certified@adobe.com>.

- The Document has not been modified since it was certified.
- The signer's identity is valid.

[Signature Properties...](#) [Close](#)

Signature Properties

 Document certification is valid, signed by Adobe Sign, a Document Cloud solution <adobe-sign-certified@adobe.com>.

Signing Time: 2022/05/22 18:54:21 -05'00'

Source of Trust obtained from Adobe Approved Trust List (AATL) and Adobe Root CA.

Reason: Agreement certified by Adobe Acrobat Sign

Validity Summary

- The document has not been modified since it was certified.
- The certifier has specified that no changes are allowed to be made to this document.
- The signer's identity is valid.
- Signing time is from the clock on the signer's computer.
- Signature was validated as of the signing time: 2022/05/22 18:54:21 -05'00'

Signer Info

- The path from the signer's certificate to an issuer's certificate was successfully built.
- The signer's certificate is valid and has not been revoked.

[Show Signer's Certificate...](#)

[Advanced Properties...](#) [Validate Signature](#) [Close](#)

# But Are They Legal?

- Electronic signatures are legally recognized in the United States and are provided for in the Electronic Signatures in Global and National Commerce Act (“ESIGN”) signed into law in 2000, and state and territory versions of the Uniform Electronic Transactions Act (“UETA”)
- They have been adopted by nearly all states and have been implemented at both the local and federal level
- Electronic signatures are legally enforceable in the United States, Canada, U.K., Australia, the European Union, and dozens of other countries

# But Are They Legal?

- Electronic Signatures are built on digital technology that collects persuasive electronic evidence
- Audit trails and security checkpoints and the ability to lock a document after a signature is applied create non-repudiation – that the validity of the document cannot be denied
- An electronic signature cannot be denied legal effect, validity or enforceability solely because it is in electronic form

# But Are They Legal?

If the validity of a document is challenged, the party seeking enforcement must:

- Demonstrate the signer intended to sign the electronic record
- Attribute the electronic signature to the signer
- Ensure the electronic signature is attached to or logically associated with the record being signed
- The signer must be permitted to retain a copy of the signed record
- The signed record must be maintained in a secure manner that preserves its integrity

# Risks

- User Authentication: “This is not my signature”
  - Can still happen with paper
  - Claiming the document was signed by someone else (forgery)
  - Can be countered with knowledge based authentication, passwords and multi-factor authentication
  - A risk the organization must be willing to take
- Repudiation: “That is not what I signed”
- Ensures the persons signature is permanently bound to an unchanged document
- The digital fingerprint prevents even the slightest change

# Risks

- “I never saw that”
  - Disproven by the audit trail
  - Audit trail records every touch of the document as it is being processed
  - Records the user, the date and time, and the IP address of the computer used to read the document
- Tendency to go overboard in security to avoid legal risks
  - If e-transactions become too cumbersome to use, users will abandon the process and it will fail for the organization

# QUESTIONS?

## Contact Information

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