

Interface Guide

SigningHub 10 Upgrade

Experience the new
SigningHub10 interface

About This Guide

This guide is designed to help you and your team get up and running quickly with SigningHub 10 — Altron Security's document signing platform. Whether you're sending your first document for signing or looking to streamline your workflow with templates and bulk signing, this guide walks you through each step with clear screenshots of the actual interface.

What this guide covers

1. The New Dashboard and Navigation
2. Start a New Workflow
3. Document Preparation
4. Sending a Document for Signing
5. Signing a Document as a Recipient
6. Completed Documents & Evidence Reports
7. Using Templates to Save Time
8. Bulk Signing Multiple Documents
9. Delegated Signing &
10. Customising Your Signature Appearance
11. New SigningHub 10 Mobile Approach

Your SigningHub environment

Web application: web.signinghub.co.za

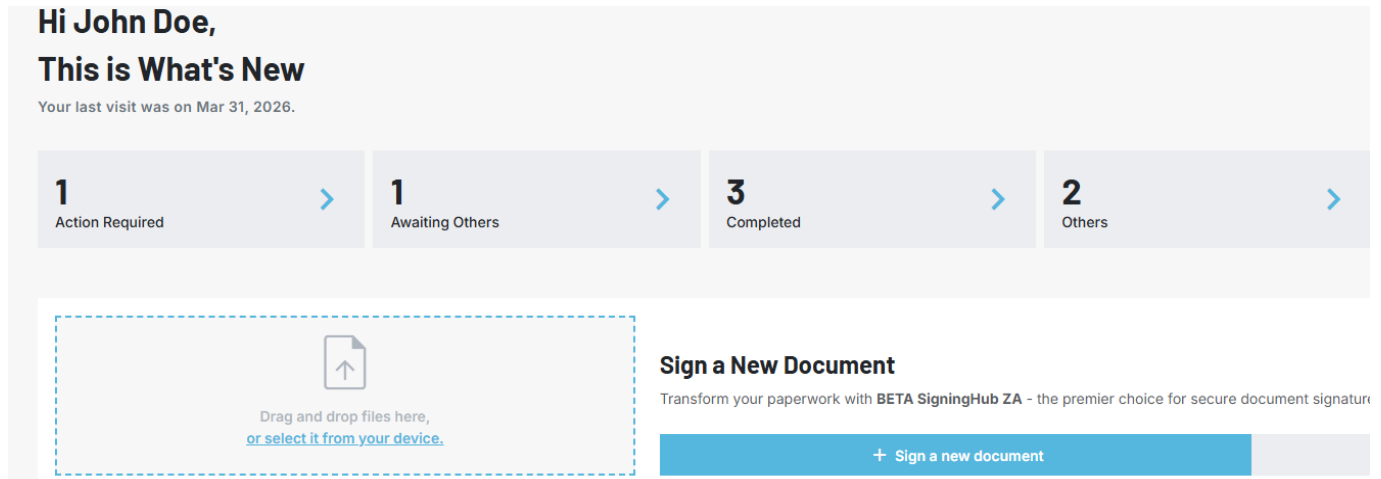
Mobile app: Search "SigningHub" on the Apple App Store or Google Play.

Support: ASEC.support@altron.com

Full online user guide: docs.ascertia.com/signinghub-web

1 The New Dashboard and Navigation

When you log in to SigningHub 10, the dashboard is your home screen. It gives you an at-a-glance view of all document activity requiring your attention.



The SigningHub 10 Dashboard

From the dashboard you can quickly see:

- Documents pending your action (requiring you to sign or approve)
- Documents awaiting other signers (sent but not yet complete)
- Recently completed documents
- Quick-start buttons to begin a new signing workflow

Tip

The dashboard is personalised to your account. Documents you have sent or received all appear here. Use the status filters to focus on what needs your attention right now.

Learn more: [SigningHub Overview — SigningHub User Guide](#)

2 Start a New Workflow

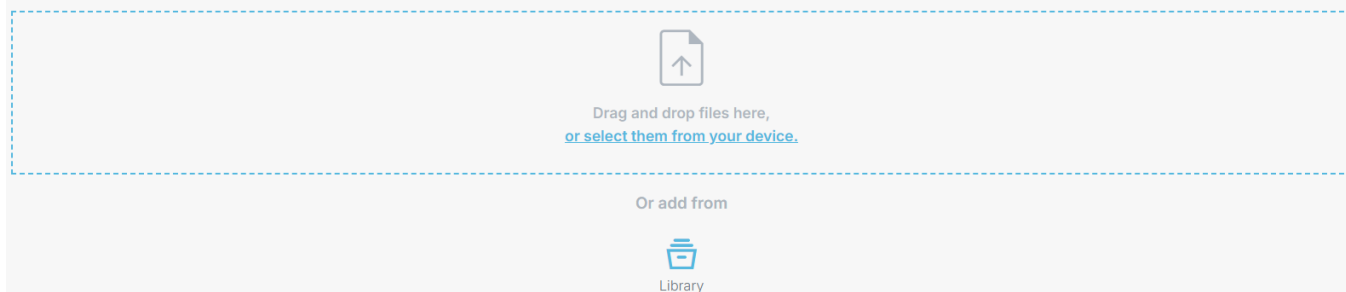
Sending a document for signing is the most common action in SigningHub. The process is broken into four clear stages — Document, Recipients, Fields, and Send — guided by a progress bar at the top of the screen.

2.1 Start a New Workflow

From the dashboard or the Documents screen, click the 'Sign a new document' or 'Upload Document' button to begin.

Document

Add the files you wish to sign.



Drag and drop files here,
[or select them from your device.](#)

Or add from

Library

Click 'Sign a new document' or 'Upload Document' to start

2.2 Upload Your Document

You can upload a document in two ways: drag and drop your file directly into the upload area, or click to browse and select a file from your computer. SigningHub supports PDF, Word, and other common document formats.

← Discard

Continue

Document

Recipients

Fields

Send

Document

Add the files you wish to sign.

Documents to Sign

Sample_Document

#1 2 pages 118.41 KB

UAT_SignOff_Document

#2 2 pages 1.03 MB

Drag and drop files here,
or [select them from your device.](#)

Package name

Sample_Document, UAT_SignOff_Document

This is the name that recipients will see, which will be displayed on BETA SigningHub ZA.

Merge documents

If selected, all documents will be merged into a single document. Otherwise the package will contain several separate documents.

Merge

Folder

Inbox

Drag and drop or browse to upload your document

If you have documents saved in the SigningHub Library (shared enterprise documents), you can add them directly from there without uploading from your computer.

Configurations ▸ Personal ▸ Library

Library

Library files and folders accessible to the user.

User guide

Files

Filter

Type: Personal ▾

+ Add file

☐	Name	Template	Created On	↓
☐	UAT_SignOff_Document	-	Today 11:42:59 +02:00	
☐	Sample_Document	-	Today 11:41:57 +02:00	

2 of 2 documents

Prev

1 of 1 pages ▾

Next

Access documents from the SigningHub Library

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2.3 Choose a Workflow Type

SigningHub supports four workflow types to suit your business process:

← Previous Document Recipients Fields Send Exit Continue

Signing order

Serial Sequential processing in a defined order.	Parallel Simultaneous processing in any order.	Individual Each recipient processes a separate copy.	Custom A mix of serial and parallel processing.
--	--	--	---

Workflow type selection

- 1 Serial**
Recipients sign one after another in a defined order. The document is only sent to the next signer after the previous one has completed their action. Best for formal approval chains.
- 2 Parallel**
All recipients receive the document at the same time and can sign in any order. Best when there is no required signing sequence.
- 3 Individual**
Each recipient receives their own exclusive copy of the document. Multiple signed copies are produced. Useful for contracts signed by many independent parties.
- 4 Custom**
Mix serial and parallel — define exactly which recipients sign in sequence and which can sign simultaneously. Best for complex, multi-stage approval workflows.

2.4 Add Recipients

After uploading, you'll set up who needs to act on the document. Click 'Add a recipient' to add each person by name and email address.

← Previous Document Recipients Fields Send Exit Continue

Signing order

Serial ☒ Sequential processing in a defined order.

Parallel Simultaneous processing in any order.

Individual Each recipient processes a separate copy.

Custom A mix of serial and parallel processing.

Full name * Email address *

John Doe john.doe@altron.com

1 Signing order Signer Permissions Access Reminders Remove

Full name * Email address *

Jane Doe jane.doe@altron.com

2 Signing order Signer Reviewer Editor Meeting Host Send a Copy Permissions Access Reminders Email language Remove

Drag and drop to change the signing order.

+ Add a recipient Add a placeholder Add an electronic seal Add recipients from .CSV Post-processing

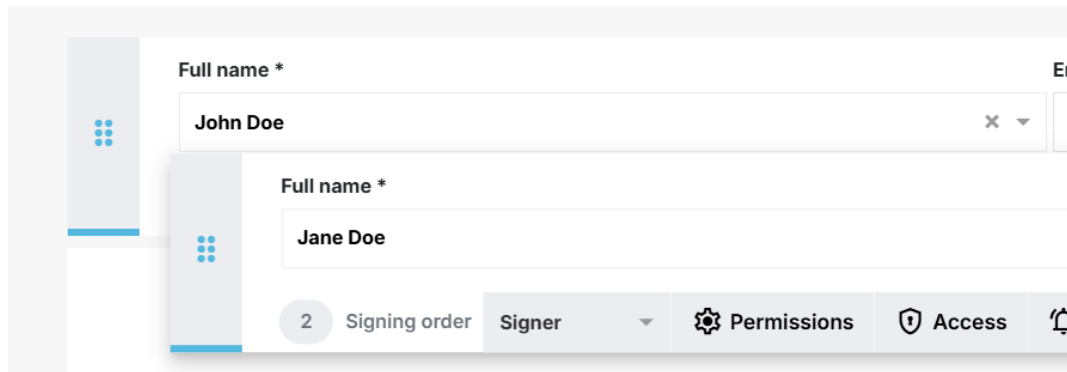
☐ Continue workflow on decline
The workflow continues even if a recipient has declined.

☒ Allow comments
Allows the document owner and the recipients to add document comments within the workflow.

The recipient panel — add signers, approvers, and viewers

For each recipient, you choose their role:

- **Signer** — must sign the document
- **Reviewer** — must approve (does not sign digitally)
- **Send a Copy** — receives a copy for information only
- **Editor** — can edit form fields
- **Meeting Host** — Recipient facilitates document signing process for in-person signers
- *Electronic Seal* — This user role only appears against an electronic seal added to the workflow. This user role is disabled and cannot be updated.



Drag recipients up or down to configure signing order

2.5 Set Document Access & Permissions (Optional)

You can optionally set security controls on who can access the document. Click the Access icon next to a recipient to configure authentication requirements (e.g. OTP or password).

Document Access Security

Configure document access security settings to secure your document.

☐ **Access duration**
Allow access to the document for the specified duration.

☒ **Access authentication**
Require authentication for accessing the document.

Type: One-Time Password (SMS) ▾

☐ **Signing authentication**
Require authentication for signing the document.

Recipient's mobile number

*****3641

☐ Apply document access security to all recipients

Close Save

Access security settings per recipient

You can also control what recipients are allowed to do with the document — such as whether they can download or print it.

×

Recipient Permissions

☒

Allow document printing

☒

Allow document downloading

☒

Allow text addition to the document

☐

Allow document attachments and merging

☒

Allow preview of document attachments

☒

Allow changing of recipeints

Legal notice: None ▾

☐

Apply recipient permissions to all recipients

Close

Save

Permission settings for document recipients

Learn more: [Workflow Configuration — SigningHub User Guide](#)

3 Document Preparation

Document preparation is where you place the fields that each recipient needs to complete — signature fields, text inputs, date fields, and more. Fields are colour-coded per recipient so you always know which fields belong to which signer.



The workflow progress bar — navigate between Document, Recipients, Fields and Send

3.1 The Preparation Screen

The preparation screen shows your document on the left and a field panel on the right. The currently selected recipient's name appears at the top-right — all fields you place will be assigned to that recipient.

The screenshot shows the document preparation screen. At the top, there is a workflow progress bar with steps: Document, Recipients, Fields, and Send. The 'Fields' step is selected. Below the progress bar, there is a 'Previous' button and a 'Continue' button. The main area is divided into two panels. The left panel shows a document titled 'Sample_Document' with a search bar and a 'Fit Width' button. The document content includes a header 'TEST SIGN-OFF DOCUMENT' and a section 'Sample Sign-Off Document'. Below this is a 'Sample Details' section with a table of fields and their details. The right panel shows a list of recipients, with 'John Doe' selected. Below the recipients list is a 'Comments' section and a 'Bulk Signing' section. The 'Fields' section on the right lists various field types: Signature, In-person signature, Initials, Stamp, Name, Email, Job title, Company, Date, and Text field.

Field	Detail
Test Name / Description	
Test Environment	
Test Executed By	
Test Execution Date	
Test Result	☐ Pass ☐ Fail ☐ Conditional Pass

The document preparation screen

3.2 Adding Fields

Use the field panel on the right to select the type of field you want to add. Click a field type, then click on the document to place it in the correct position.

Fit Width

↑

↓

Approval & Sign-Off

By signing below, both parties confirm they have reviewed the test results and agree with the outcome recorded in this document.

Signer 1		Signer 2	
Full Name	John Doe	Full Name	Name
Job Title	SigningHub Demonstration Specialist	Job Title	Job title
Email Address	john.doe@altron.com	Email Address	Email
Date	05/05/26	Date	Date
Signature: Signature		Signature: Signature	

FIELDS FOR

John Doe

SIGNER >

Added fields for 2 of 2 recipients

Comments

Bulk Signing

FIELDS

Signature

In-person signature

Initials

Stamp

Name

Email

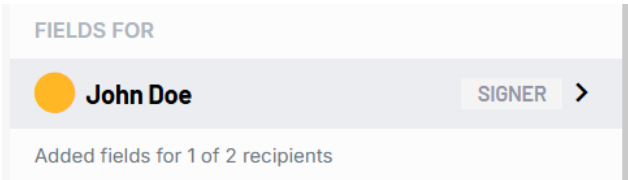
The field panel — select Signature, Name, Date and more

Common field types you can add:

- Signature — the recipient's electronic or digital signature
- Initials — a quick initial field for each page
- Date — automatically populates with the signing date
- Name — text field pre-filled with the signer's name
- Text input — free text field for the signer to complete

3.3 Switching Between Recipients

Once you have placed all fields for the first recipient, click the recipient selector at the top-right to switch to the next recipient. Repeat the field placement process for each signer.



Click arrow to switch signer

Fit Width

↑

↓

Approval & Sign-Off

By signing below, both parties confirm they have reviewed the test results and agree with the outcome recorded in this document.

Signer 1	Signer 2
Full Name John Doe	Full Name Name
Job Title SigningHub Demonstration Specialist	Job Title Job title
Email Address john.doe@altron.com	Email Address Email
Date 05/05/26	Date Date
Signature: Signature	Signature: Signature

FIELDS FOR

Jane Doe

SIGNER

>

Added fields for 2 of 2 recipients

Comments

Bulk Signing

FIELDS

Signature

In-person signature

Initials

Stamp

Name

Email

Job title

Company

Place fields for second recipient — each recipient's fields are colour-coded

Tip

You can save your field configuration as a Template for this document type. Next time you process the same kind of document, apply the template and all fields are placed automatically — saving significant preparation time.

Learn more: [Document Preparation — SigningHub User Guide](#)

4 Sending a Document for Signing

Once all fields are placed, click 'Continue' to proceed to the Send stage. Here you can review the full workflow summary and add a personalised message to your signing invitation email.

The screenshot shows the 'Signing Summary' screen in the Altron Security SigningHub 10 Upgrade interface. At the top, a progress bar indicates the workflow stages: Document, Recipients, Fields, and Send. The 'Send' stage is currently active, highlighted with a blue circle. Below the progress bar, the 'Signing Summary' section contains a text box with the value 'Sample_Document, UAT_SignOff_Document' and a note: 'This is the name that recipients will see, which will be displayed on BETA SigningHub ZA.' Below this is an 'Email Message' section with a text box containing 'Optional message included in the email.' The 'Recipients' section lists two recipients: 'John Doe' (Signer - Order 1) and 'Jane Doe' (Signer - Order 2). There are 'Edit' and 'Add comment' buttons for each recipient, and a 'Add comment for everyone' button at the bottom. The 'Documents' section lists two documents: 'Sample_Document' (2 pages - 118 KB) and 'UAT_SignOff_Document' (2 pages - 1 MB). There are 'Edit' buttons for each document. At the top right, there are 'Exit' and 'Send' buttons.

← Previous

Document Recipients Fields Send

Signing Summary

Sample_Document, UAT_SignOff_Document

This is the name that recipients will see, which will be displayed on BETA SigningHub ZA.

Email Message

Optional message included in the email.

Recipients Edit

John Doe
Signer - Order 1

Jane Doe
Signer - Order 2

Add comment

Add comment for everyone

Documents Edit

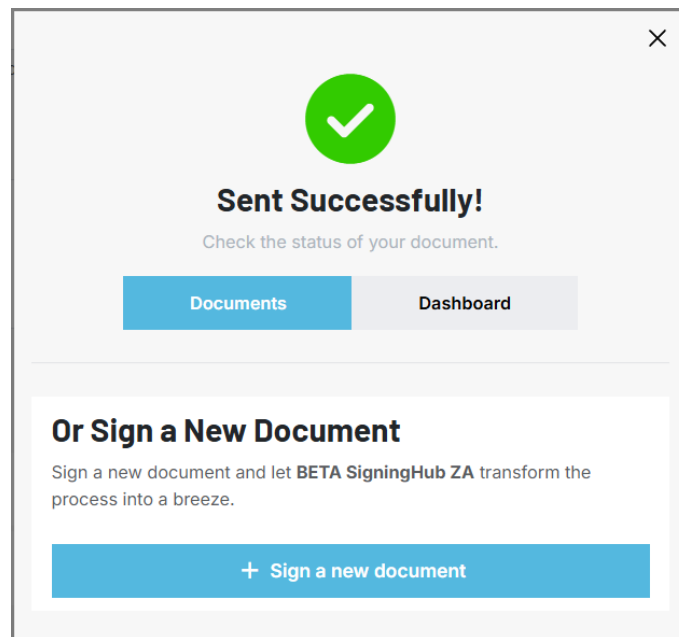
Sample_Document
2 pages - 118 KB

UAT_SignOff_Document
2 pages - 1 MB

Exit Send

Review the signing summary and compose your email message before sending

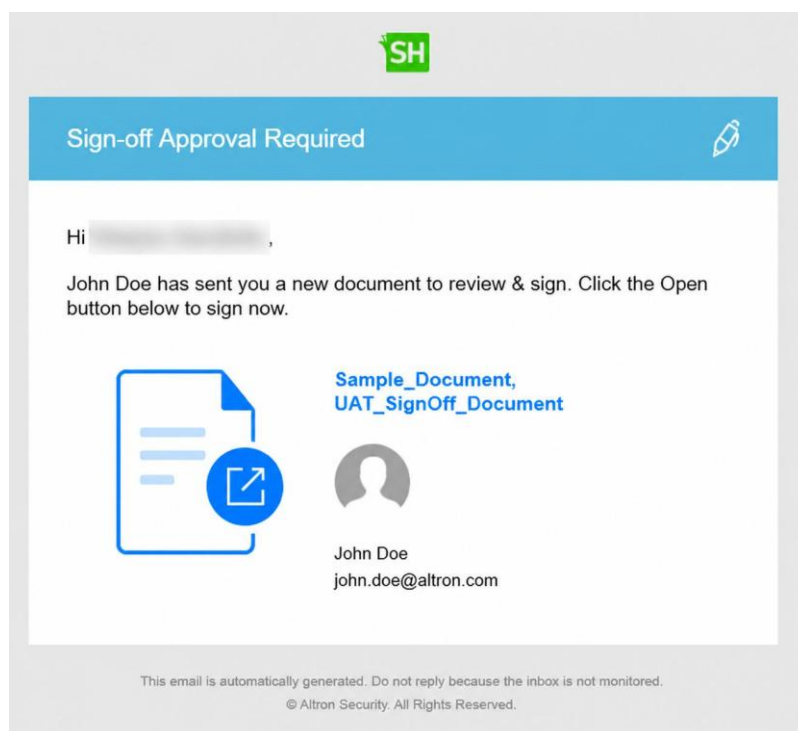
Click 'Send' to dispatch the document to the first recipient. A confirmation screen will appear, and the workflow is now active.



Confirmation — the document has been sent successfully

4.1 The Signing Invitation Email

The first recipient will receive an email notification from SigningHub inviting them to sign. The email contains a direct link to open the document.



The signing invitation email received by the signer

4.2 Tracking Workflow Progress

From the Documents screen, you can monitor the status of any workflow at any time. Status indicators show where each document is in the signing process.

Documents

Search in "All Documents"

Folders

Sign a new document

Status Filter

1 Action Required

2 Awaiting Others

3 Completed

2 Others

Expiring in 7 Days

Owner: All

Export to excel

Documents	Status	Owner	Last Updated
☐ Sample_Document, UAT_SignOff_Document	IN PROGRESS	You	Today 12:42:28 +02:00
☐ Sample Document	COMPLETED	You	2026-03-31 16:38:59 +02:00
☐ My Signing Package	SIGNED		2026-03-26 16:23:38 +02:00
☐ Sample Document	COMPLETED	You	2026-03-17 14:55:45 +02:00
☐ Sample Document	PENDING	You	2026-03-15 10:03:14 +02:00
☐ Welcome to SigningHub	COMPLETED	You	2026-03-13 09:24:25 +02:00
☐ Sample Document	IN PROGRESS	You	2026-03-13 09:12:11 +02:00
☐ Sample Document	DRAFT	You	2026-03-13 09:08:43 +02:00

The Documents view — track status across all your workflows

Status Indicators at a Glance

Draft	A document package that still in preparation.
In progress	A document package you shared that is in progress of being signed.
Pending	A document package pending your signature/ interaction.
Signed	A document package that has been signed by the signer.
Approved	A document package that has been approved by a reviewer
Updated	A document package that has been updated by an editor.
Completed	A document package that has been signed/ reviewed/ updated by all the recipients in the workflow.
Declined	A document package that a recipient/you declined to sign.
Expiring in 7 Days	A pending document package whose viewing access is about to expire in 7 days for the logged-in user.

← Back

Timeline

Shared On

2026-05-05 12:24:47 +02:00

Time Taken

29 minutes 58 seconds

Shared With

SIGNER

2026-05-05 14:24:47 +02:00

Processed by

2026-05-05 14:42:27 +02:00

Time Taken: 17 minutes 40 seconds

Shared With

Jane Doe

SIGNER

jane.doe@altron.com

2026-05-05 14:42:28 +02:00

↓ Export to excel

The workflow timeline — see exactly how long each step took

Tip

Use the workflow timeline view to see how long each signer has had the document. This is useful for following up on pending signers and analysing where delays occur in your process.

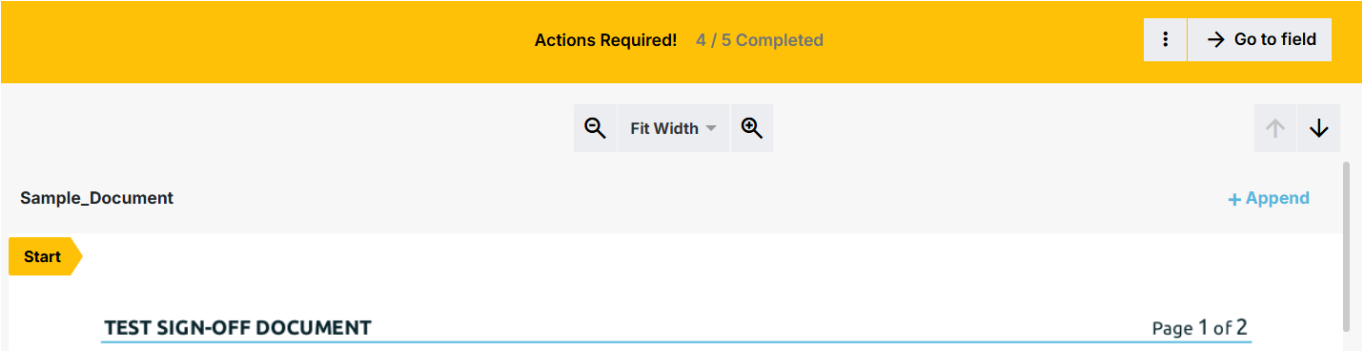
Learn more: [Tracking Workflows — SigningHub User Guide](#)

5 Signing a Document as a Recipient

This section covers the experience from the signer's perspective — what happens when you receive a document that needs your signature.

5.1 Open the Document

When a document is ready for your signature, you will receive an email notification. Click the link in the email to open the document in SigningHub or log in to the web interface or mobile applications, click on the Pending document from your dashboard.



The signing view — click 'Start' to begin the signing process

5.2 Review the Document

Take a moment to read through the document. You can scroll through all pages, zoom in, and review any comments before signing. If you need to raise a question, you can add a comment without signing.

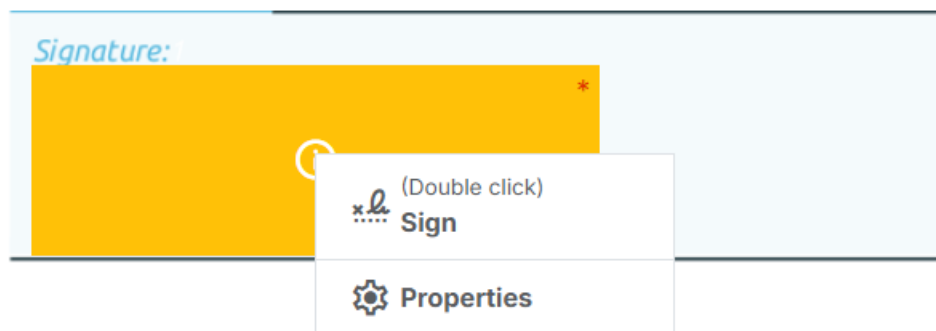
You can use the **Go to field** top righthand button to step through inputs that are required of you.

The screenshot displays the SigningHub 10 document signing interface. At the top, a yellow header bar contains the text "Actions Required! 4 / 5 Completed" and a "Go to field" button. Below the header, the interface is divided into two columns for "Signer 1" and "Signer 2". Signer 1's fields are filled with example data: Full Name (John Doe), Job Title (SigningHub Demonstration Specialist), Email Address (john.doe@altron.com), and Date (05/05/26). Signer 2's fields are empty. Both signers have a "Signature:" field with a "Sign here" button. A "Start" button is visible on the left side of the Signer 1 section. The interface also includes a "Fit Width" button and a "Go to field" button in the top right corner.

The full document signing view in SigningHub 10

5.3 Click to Sign

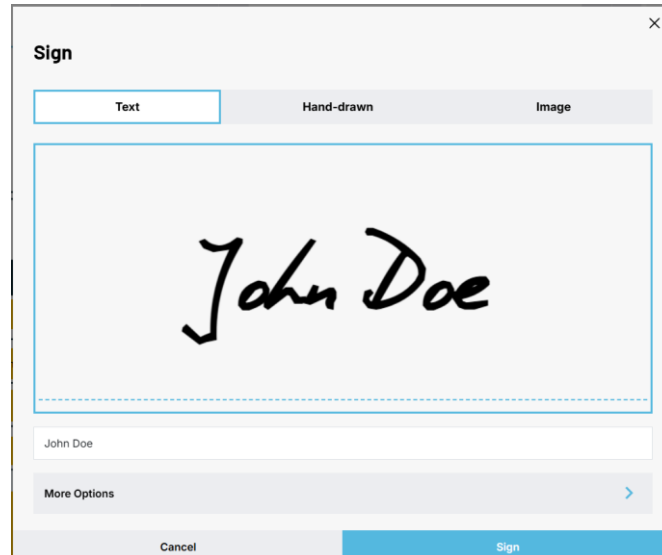
Click on the highlighted signature field — it will be marked clearly on the document. A signing panel will appear with options for how to create your signature.



Click on the highlighted signature field to open the signing panel

5.4 Choose Your Signature Style

SigningHub gives you three ways to create your signature:



Choose how to create your signature — Type, Draw or Upload

Type

Type your name and select a signature font style. Quick and clean for everyday use.

Draw

Draw your signature using your mouse, trackpad, or touchscreen. Best for a personal, handwritten-style signature.

Upload

Upload an image of your handwritten signature. SigningHub 10 includes an improved cropping tool for clean results.

Click 'More' for additional options including Signing Capacity (the role in which you're signing), Signature Appearance Design, and contact information to include with your signature.

5.5 Complete & Submit

Once you have completed all required fields (signature, date, text inputs), click 'Finish' to submit your signed document. You will receive a confirmation like below, and the workflow automatically progresses to the next signer.

Workflow Completed! [Close]

Approval & Sign-Off

By signing below, both parties confirm they have reviewed the test results and agree with the outcome recorded in this document.

Signer 1	Signer 2
Full Name Jane Doe	Full Name John Doe
Job Title SigningHub Demonstration Specialist	Job Title SigningHub Demonstration Specialist
Email Address jane.doe@altron.com	Email Address john.doe@altron.com
Date 06/05/26	Date 06/05/26
Signature: Signed by: Jane Doe Signed at: 2026-05-06 10:45:31 +02:00 Reason: Witnessing Jane Doe <i>Jane Doe</i>	Signature: Signed by: John Doe Signed at: 2026-05-06 10:46:09 +02:00 Reason: Witnessing John Doe <i>John Doe</i>

Sample_Document

COMPLETED

RECIPIENTS (SERIAL)

Jane Doe	SIGNER	✓
John Doe	SIGNER	✓

ACTIONS

- Download
- Print

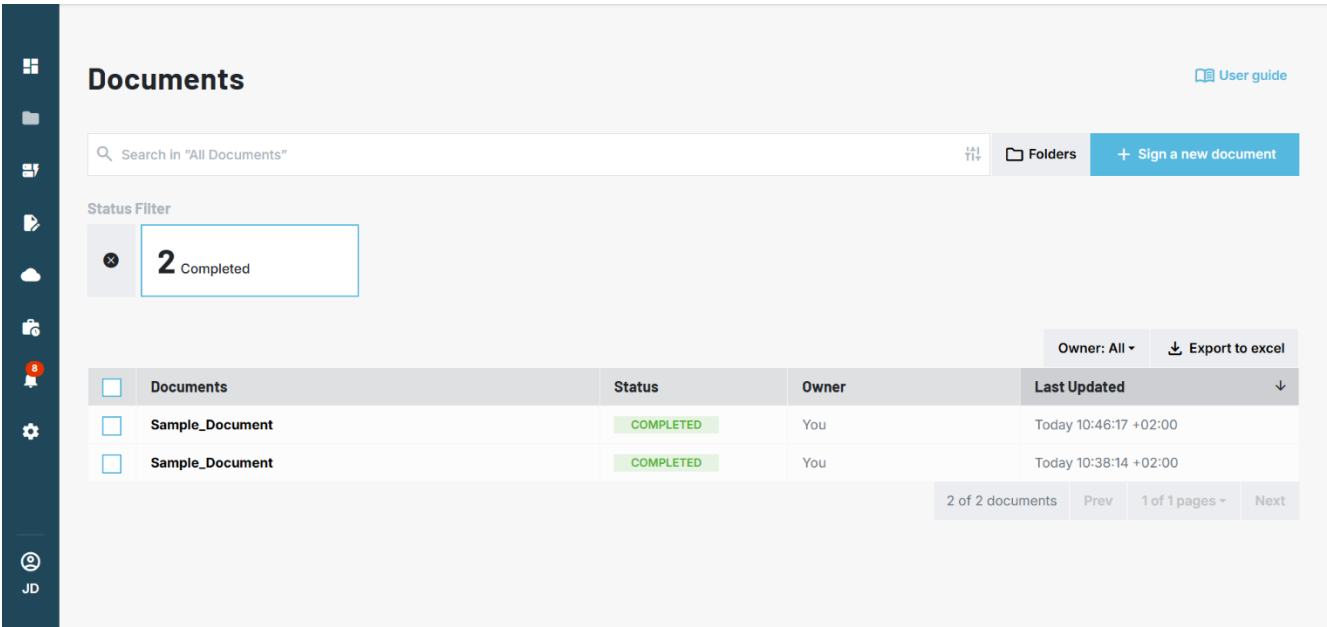
Confirmation that your signing action is complete

If multi-factor authentication (MFA) is required for your signature, you will be prompted to complete the verification step before your signature is applied. This is configured by your document owner.

Learn more: [Signing a Document — SigningHub User Guide](#)

6 Completed Documents & Evidence Reports

Once all recipients have completed their actions, the document reaches 'Completed' status. Both the document owner and all signers receive a notification.



Documents view - showing a document with 'Completed' status

Fit Width

Signer 1

Full Name

John Doe

Job Title

SigningHub Demonstration Specialist

Email Address

john.doe@altron.com

Date

05/05/26

Signature

Signed by:John Doe
Signed at:2026-05-05 14:54:53 +02:00
Reason:Witnessing John Doe

John Doe

Signer 2

Full Name

Jane Doe

Job Title

SigningHub Demonstration Specialist

Email Address

Jane.Doe@altron.com

Date

05/05/26

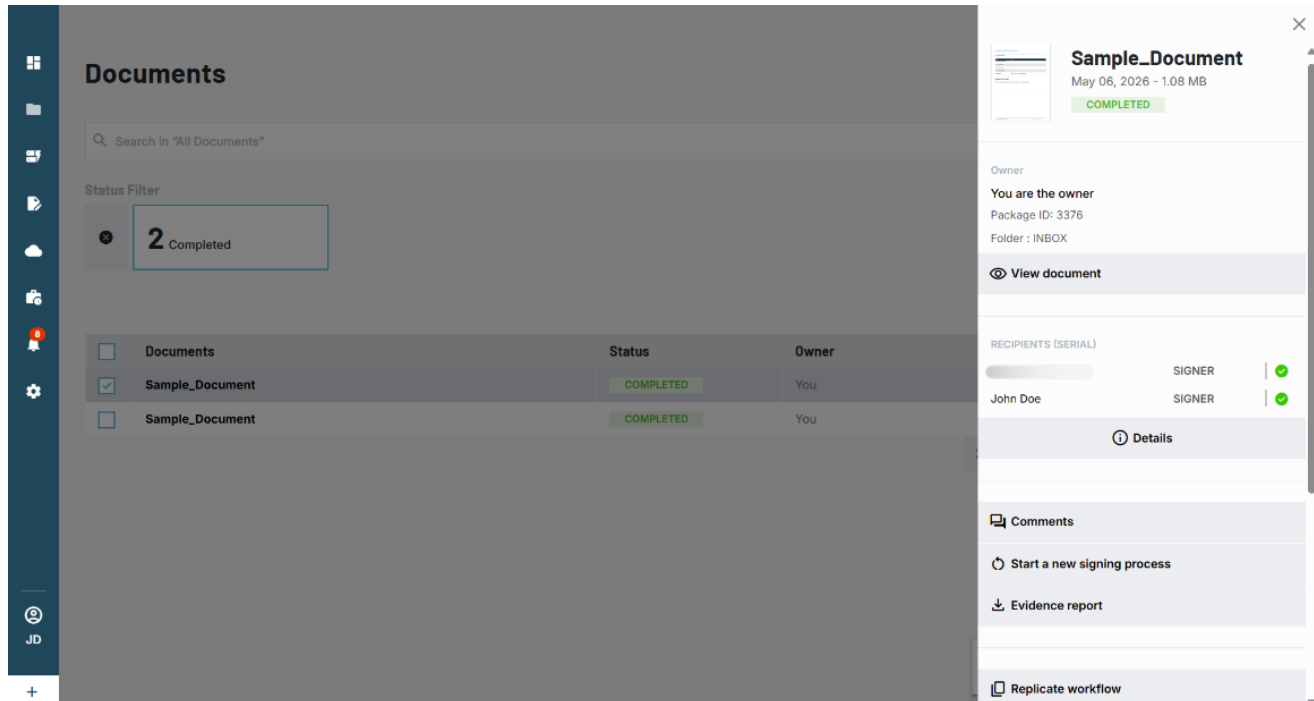
Signature

Signed by:Jane Doe
Signed at:2026-05-05 14:56:10 +02:00
Reason:Witnessing Jane Doe

The completed signed document with all signature fields populated

6.1 Downloading Your Completed Document

From the Documents view, click the checkbox on the completed document, a options button will be shown in the bottom right corner, click to expand the right-side options panel and select the options to download:



Right side document details panel - Download options

- The signed document (PDF with embedded digital signatures)
- The Workflow Evidence Report — a tamper-proof audit trail of all signing events, timestamps, and IP addresses

Tip

The Workflow Evidence Report is your legal audit trail. It records every action taken on the document — who opened it, when they signed, from which IP address, and the signature certificate details. Keep this alongside your signed document for compliance purposes.

Learn more: [Downloading Completed Documents — SigningHub User Guide](#)

7 Using Templates to Save Time

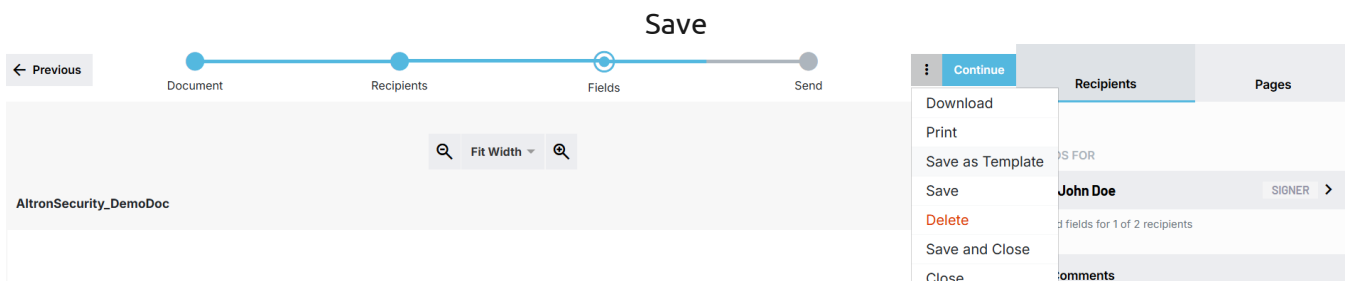
Templates allow you to save a complete workflow configuration — recipients, roles, field placements, permissions — and reuse it for the same document type. Once a template is saved, setting up a new workflow for that document type takes seconds rather than minutes.

What gets saved in a template:

- Document recipients and their roles
- Signing order (serial, parallel, custom)
- Signature and input field positions
- Access and permission settings
- Workflow type configuration

7.1 Saving a Template

During document preparation, click the three-dot menu and select 'Save Template'. Give the template a name that describes the document type. Your template is saved to your personal template library.



Save workflow as a template

7.2 Applying a Template

When starting a new workflow with the same document type, upload your document and then click the 'Apply Template' option (found under the three-dot menu). Select the saved template from the list.

Apply Template to Document

Templates: All

Filter

Name	Description	Read Only	Created On
SampleSignOff	This is a sample sign off workflow.	Yes	2026-03-27 08:17:27 +02:00
ACME Overtime Sheet	Template for employees' overtime approval	-	2026-03-15 19:13:22 +02:00
ACME Overtime Approval	This is the template for overtime approvals of employees.	-	2026-03-13 13:40:11 +02:00
Sample Document-88865	-	-	2026-01-14 14:24:52 +02:00

4 of 4 templates

Prev

1 of 1 pages

Next

☒

Apply template to all documents

Close

Apply

Select your saved template to apply it

All template data is applied instantly — recipients, fields, and settings. You can still adjust any details before sending if needed.

Previous

Document

Recipients

Fields

Send

Continue

Back

Fit Width

Sample Sign-Off Document

Sample Details

Field	Detail
Test Name / Description	
Test Environment	
Test Executed By	Technician Name and Surname
Test Execution Date	Date
Test Result	☒ Pass ☐ Fail ☐ Conditional Pass

Observations & Notes

Capture any defects, deviations, or remarks relevant to this test cycle below:

Select Active Recipient

REQUIRED FIELDS HAVE BEEN ADDED FOR

Signer 1

Placeholder

SIGNER

Signer 2

Placeholder

SIGNER

The template has been applied — all fields are placed and ready

Tip

Enterprise templates are shared across your organisation. If your team processes the same document types regularly, ask your SigningHub administrator to set up shared enterprise templates so all users can benefit.

Learn more: [Managing Templates — SigningHub User Guide](#)

8 Bulk Signing Multiple Documents

Bulk Signing allows you to sign multiple documents in a single session — without having to open and sign each one individually. This is ideal when you have many pending documents that all require your signature.

8.1 How to Bulk Sign

From the Dashboard or Documents screen, click 'Action Required' or 'Pending' to see all documents awaiting your signature.

Select multiple documents by checking the checkboxes next to each one.

Documents

Search in "All Documents"

Folders

Sign a new document

Status Filter

2 Action Required

2 Pending

0 Declined

Owner: All

Export to excel

☒	Documents	Status	Owner	Last Updated
☒	Sample_Document	PENDING	You	Today 15:29:27 +02:00
☒	Sample Document	PENDING	You	2026-03-15 10:03:14 +02:00

2 of 2 documents

Prev

1 of 1 pages

Next

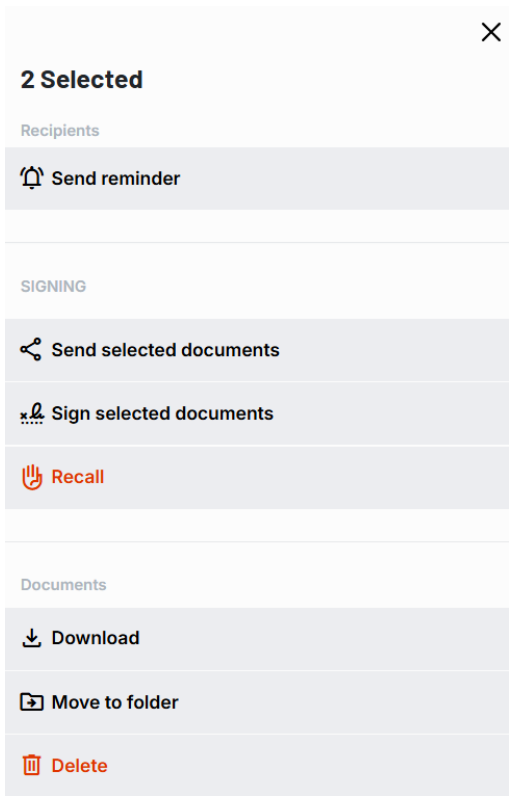
2 selected

Close

Options

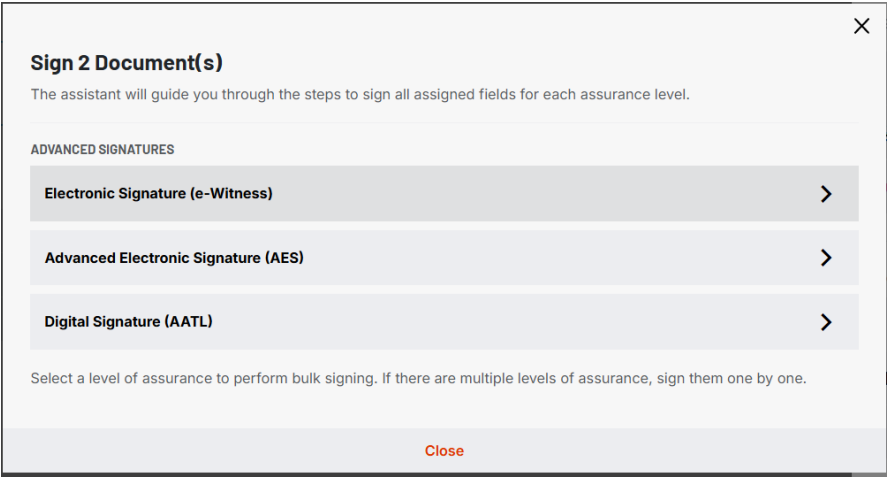
Select multiple documents to sign in one session

At the bottom right-hand corner select options (shown above) and click the **“Sign selected Documents”** option to Bulk Sign.



Document options menu

Choose your signature style (Text, Draw, or Image) and apply your signature once — SigningHub applies it to all selected documents.



Apply your signature across all selected documents at once

Tip

Bulk Signing uses the same signature for all selected documents. If different documents require different signing capacities or representations, sign them individually.

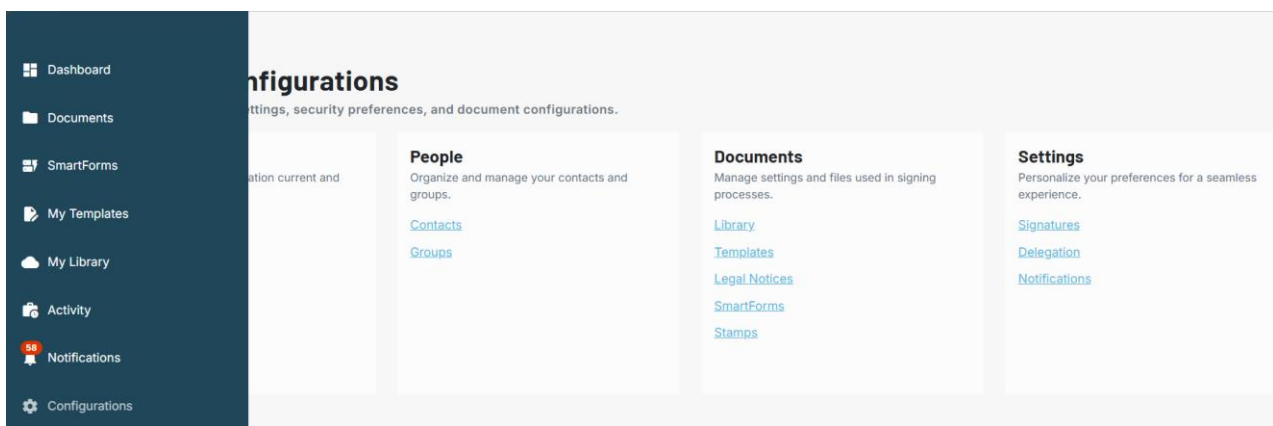
Learn more: [Bulk Signing — SigningHub User Guide](#)

9 Delegated Signing & Reviewing

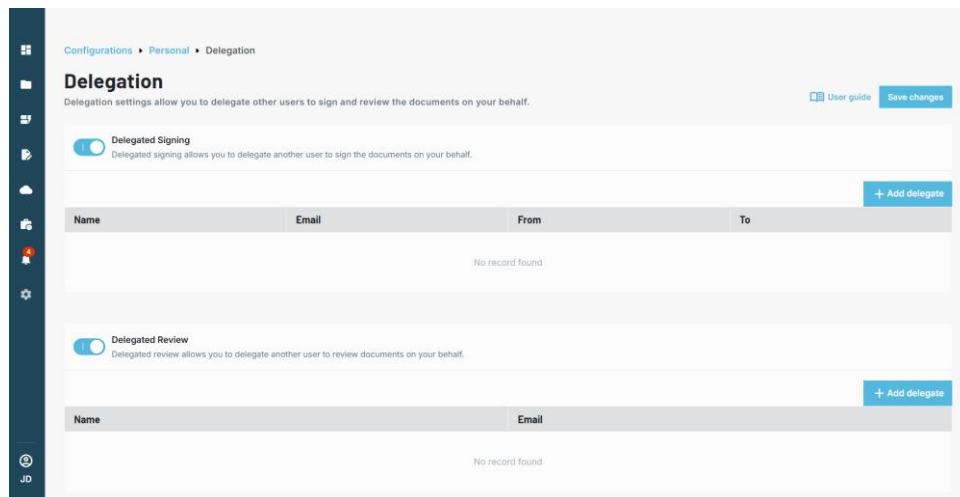
9.1 Delegated Signing

Delegated Signing allows another user to sign a document on your behalf. This is useful when you are out of office, leaving an organisation, or when a designated authority (such as a CFO or CEO) needs to sign in a particular capacity.

To set up delegation, open **Configurations** on your left side panel, your **Personal Configuration** options will be show, under **Settings**, find Delegation.



Find delegate settings and person configurations



Delegated signing configuration — nominate another user to sign on your behalf

Set up a delegate user for the period you require. Your delegate will be notified and can sign on your behalf during the defined period.

9.2 Delegate Reviewers (Gatekeepers)

The previous Gatekeepers features is now called delegate reviewers and allows you to configure someone to review all documents route to you for signing, only after your reviewer has approved or declined the documents will it filter through to you.

[Configurations](#) ▶ [Personal](#) ▶ Delegation

Delegation

Delegation settings allow you to delegate other users to sign and review the documents on your behalf.

☐ **Delegated Signing**
Delegated signing allows you to delegate another user to sign the documents on your behalf.

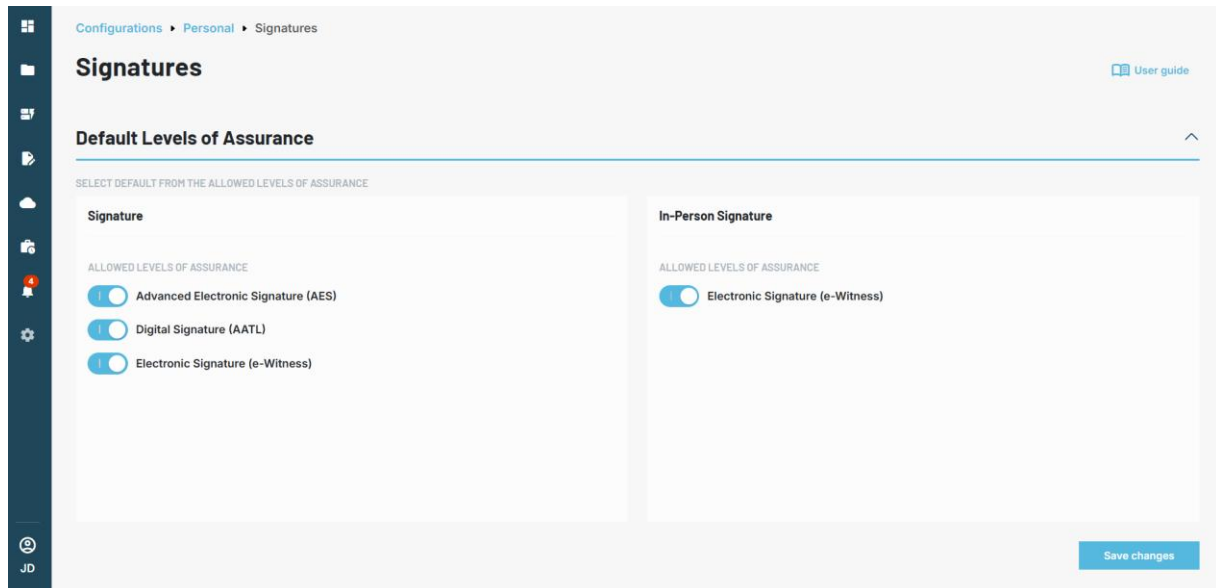
☐ **Delegated Review**
Delegated review allows you to delegate another user to review documents on your behalf.

Delegate Signing & Review Options

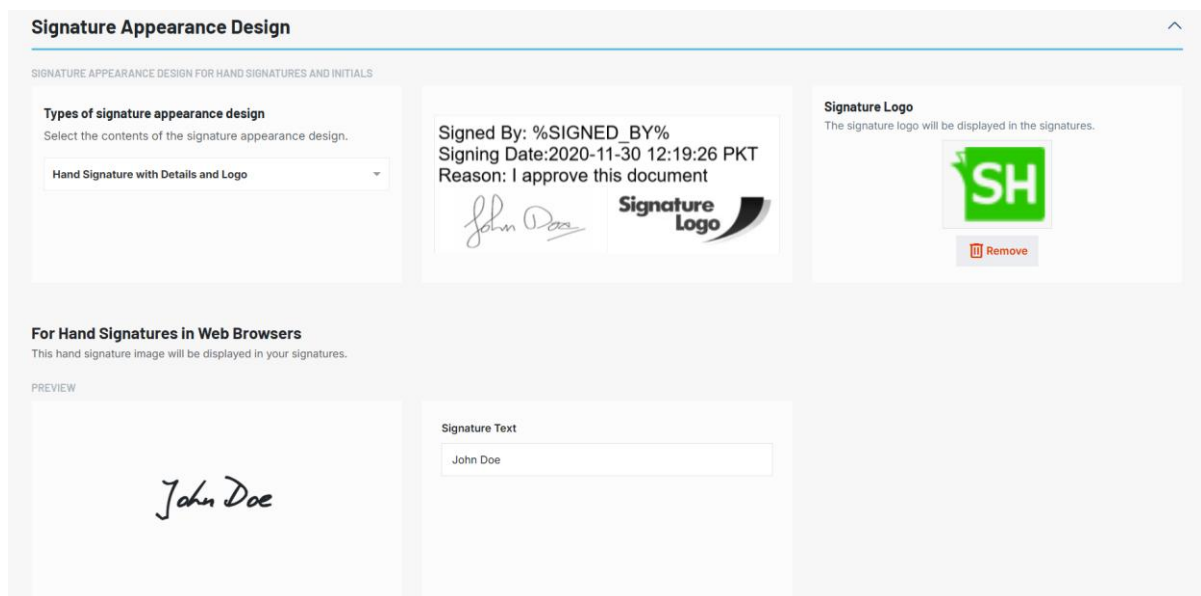
Learn more: [Delegated Signing — SigningHub User Guide](#)

10 Customising Your Signature Appearance

SigningHub gives you full control over how your signature appears on signed documents. You can customise the appearance before signing or set your preferred style in your personal settings.



Access Signature settings from the personal configuration



Signature appearance settings — customise font, style and included information

You can configure:

- The visual style default of your signature (text font, drawn image, or uploaded image)
- What information is shown alongside your signature (name, date, reason, organisation)
- Initials style for initial fields

Tip

A consistent, professional signature appearance helps build trust with counterparties and looks great on completed documents. Take a few minutes to set up your preferred appearance before you start signing regularly.

Learn more: [Signature Configuration — SigningHub User Guide](#)

11 New SigningHub 10 Mobile Approach

SigningHub 10 is fully responsive and offers a seamless approach across desktop and mobile devices. You thus do not need to install a separate mobile app to test on a phone or tablet — simply open the web URL in your mobile browser.

- iOS: Use Safari or Chrome on iPhone / iPad.
- Android: Use Chrome on Android phones and tablets.

Mobile Testing Tip

Open the web in your mobile browser. The interface will automatically adapt to your screen size. Test signing, reviewing and navigation on your device.

If you like making use of the mobile application, note that SigningHub 10 is launched with brand-new compatible mobile apps for Android and iOS.

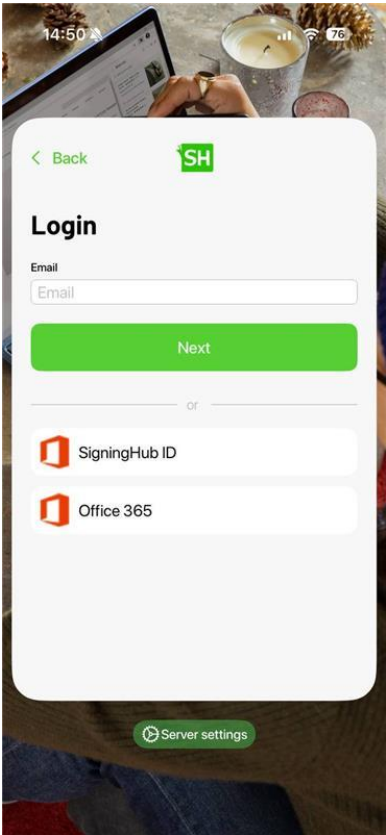
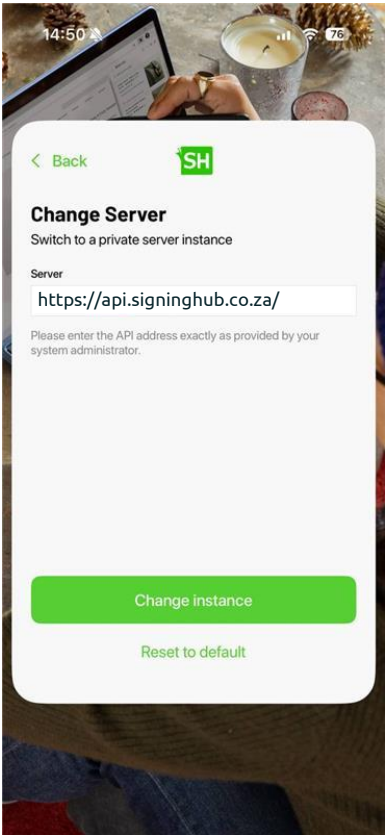
11.1 Mobile Apps

Download the new SigningHub 10 Compatible mobile application for Android and iOS for the relevant app stores here:

Google Play: [SigningHub - Document Signing - Apps on Google Play](#)

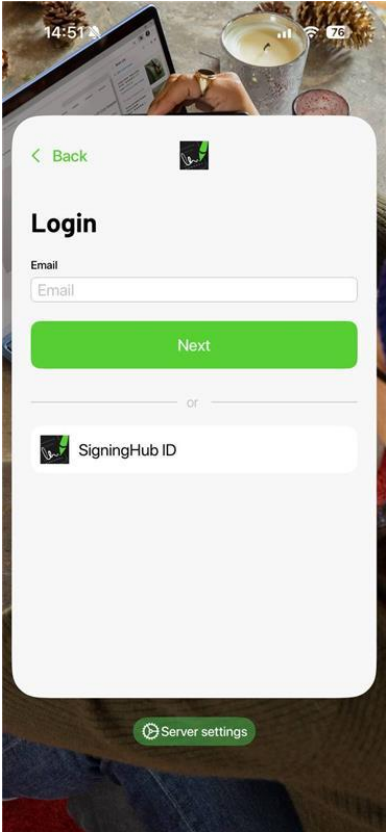
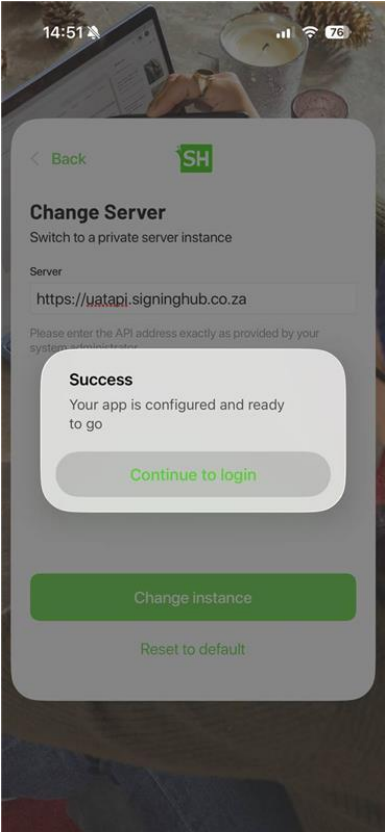
Apple App Store: [SigningHub - Document Signing App - App Store](#)

Update the server configurations as detailed in the steps below:

1) Open the SigningHub Mobile App and select Login	2) Select Server Settings on the bottom of the screen	3) Update the server URL to SH10 Production: https://api.signinghub.co.za/ <i>Reminder: This will differ if you are testing on UAT</i> and select Change Instance
		

4) A confirmation success panel will appear, select Continue to login

5) Continue to login to SigningHub with your activated account



12 Quick Reference - Key Links & Support

SigningHub Web App	https://web.signinghub.co.za
User Guide Home	https://docs.ascertia.com/signinghub-web
Document Sharing Guide	https://docs.ascertia.com/signinghub-web/sharing-and-signing/document-sharing-a-document-owners-view
Document Signing Guide	https://docs.ascertia.com/signinghub-web/sharing-and-signing/document-signing-a-recipients-view
Templates Guide	https://docs.ascertia.com/signinghub-web/configurations/personal-configurations/manage-your-templates
Delegation Guide	https://docs.ascertia.com/signinghub-web/configurations/personal-configurations/delegate-settings
SigningHub Release Notes	https://docs.ascertia.com/signinghub-releasenotes/release-versions/signinghub-10.0
Support Email	ASEC.support@altron.com

13 Getting Help

If you encounter any issues or have questions about using SigningHub, the Altron Security support team is here to help.

Contact Support

Email: ASEC.support@altron.com

Subject format: SigningHub — [Your Company Name] — [Brief Description of Issue]

Please include your company name and a description of what you were trying to do when the issue occurred.