



ALTRON
SECURITY

Mini Guide

SigningHub 10 Upgrade

UAT Front-end Testing

SigningHub

Mini Guide

How to do Frontend Testing | SigningHub 10 UAT

This guide is for all SigningHub customers who wish to participate in the UAT (User Acceptance Testing) of SigningHub 10. It explains how to access the UAT environment, what to test on the web and mobile interfaces, and how to get help if needed.

1 What Is UAT and Why Does It Matter?

Before SigningHub 10 is deployed to production, Altron Security is making the upgraded platform available in a dedicated UAT (testing) environment. This gives you the opportunity to:

- Explore the new SigningHub 10 interface at your own pace.
- Test your organisation's real-world signing and document workflows.
- Identify anything that looks or behaves differently from what your users expect.
- Raise any concerns before the production go-live date.

Important

Your feedback during UAT directly shapes the go-live readiness. Please take the time to test thoroughly and log any issues.

Please note that the UAT environment should NOT be used to sign any "Actual" documents. This is a test environment to be used with test documents since the documents signed on UAT will NOT be publicly trusted.

2 Accessing the UAT Environment

2.1 Web Application (Desktop & Tablet)

The SigningHub 10 UAT web application is accessible via any modern browser (Chrome, Edge, Firefox, Safari). Internet Explorer is not supported in SigningHub 10.

You will need UAT environment login credentials (username & Password). If you have existing credentials, proceed to login otherwise please register for a trial count here:

[UAT SigningHub Zhttps://uatweb.signinghub.co.za/register](https://uatweb.signinghub.co.za/register)

UAT Web URL

<https://uatweb.signinghub.co.za/>

Open this link in your browser to access the SigningHub 10 UAT environment.

2.2 Mobile Access

SigningHub 10 is fully responsive. You do not need to install a separate mobile app to test on a phone or tablet — simply open the UAT 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 <https://uatweb.signinghub.co.za/> in your mobile browser. The interface will automatically adapt to your screen size. Test signing, reviewing and navigation on your device.

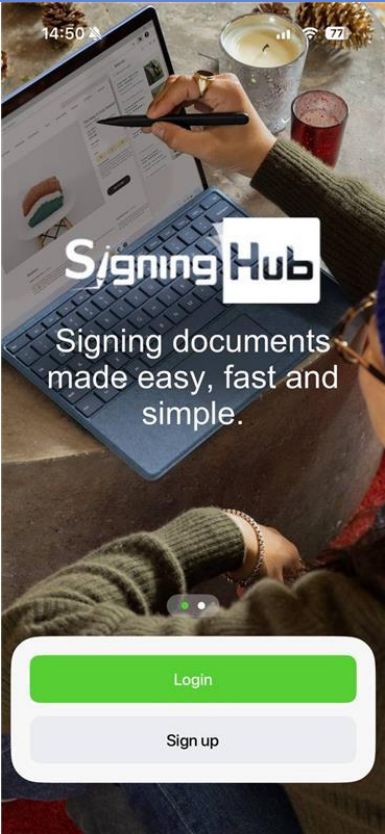
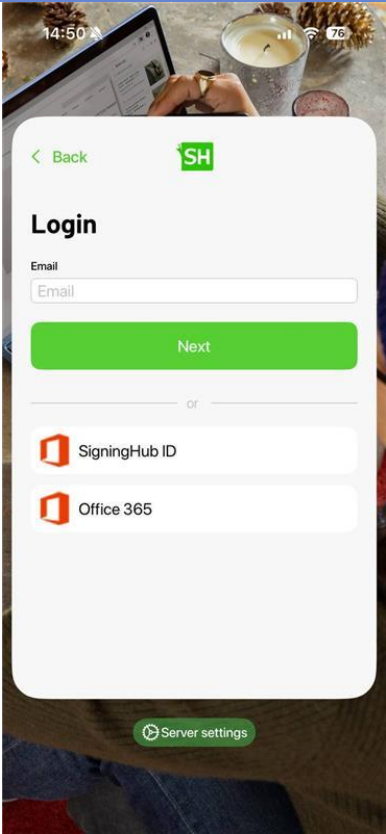
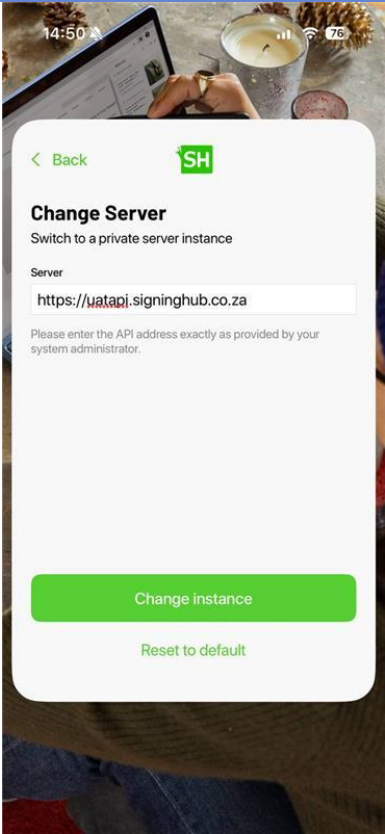
2.3 Mobile Apps

2.3.1) Download the mobile application for Android and iOS for the relevant app stores here:

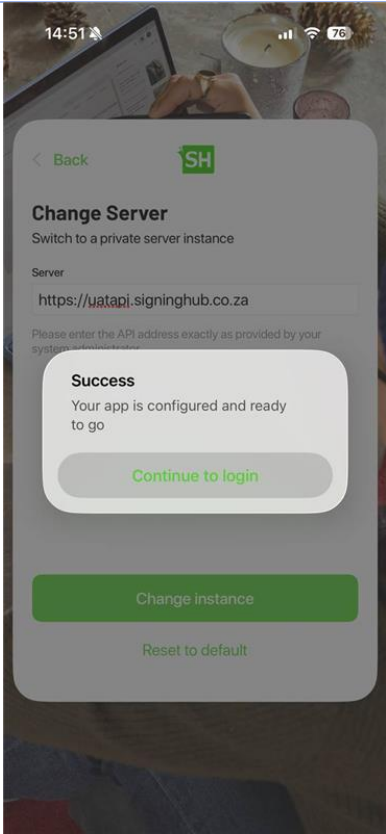
Google Play: [SigningHub - Document Signing - Apps on Google Play](#)

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

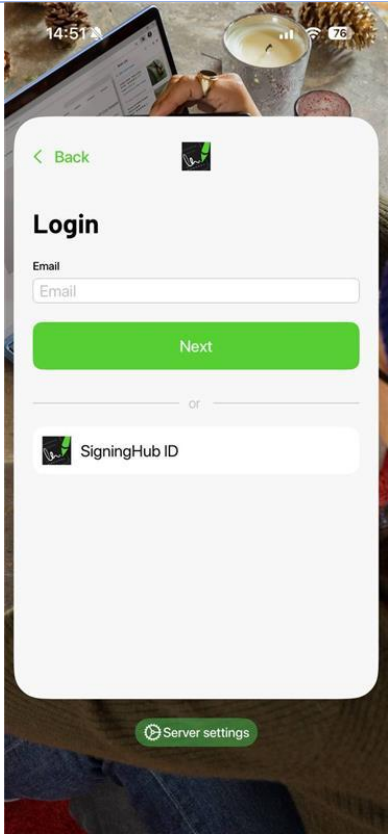
2.3.2) Update the server configurations as detailed in the steps below:

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 https://uatapi.signinghub.co.za/ 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



2.4 Logging In

Use your existing SigningHub UAT credentials (username / email and password) to log in to the UAT environment if you already have access. Otherwise please create a trail account here:

[UAT SigningHub Zhttps://uatweb.signinghub.co.za/register](https://uatweb.signinghub.co.za/register)

or reach out to our support channels for assistance.

Login Credentials

Username / Email: Your existing SigningHub UAT email address.

Password: Your existing SigningHub UAT password.

If you cannot log in, please contact Altron Security support (see Section 5).

2.5 Adding Test Users to Your Enterprise

If you need to add colleagues as testers in the UAT environment, you can manage this through your Enterprise user settings. See the guide below:

[Manage Your Enterprise Users | SigningHub User Guide](#)

3 What to Test — Frontend Checklist

Work through the areas below and note anything that does not behave as expected.

3.1 Login and Authentication

- Log in using your standard credentials.
- Verify your session is maintained across browser tabs.
- Log out and confirm you are redirected to the login page.
- Test on at least one desktop browser and one mobile browser.

3.2 Dashboard and Document Library

- Confirm that your document library loads correctly.
- Check that existing documents (if any on existing UAT accounts) and completed workflows are visible and accessible.
- Verify document status labels are clear and accurate.
- Test the search and filter functions in the document library.

3.3 Document Upload and Workflow Preparation

- Upload a PDF document and prepare a signing workflow.
- Add one or more signers and configure their signature fields.
- Use the workflow progress tracker to guide you through preparation steps.
- Send the workflow for signing.

3.4 Signing a Document

- Open a document that has been sent to you for signing.
- Review the document and apply your signature.
- Test any additional fields (date, initials, text boxes) where configured.
- Complete the signing process and confirm the workflow progresses to the next step.

3.5 Bulk Signing (if applicable)

- If your organisation uses bulk signing, test signing multiple documents in one session.

3.6 Mobile and Tablet Experience

- Repeat key signing and review actions on a mobile device.
- Confirm the interface is readable and usable on a smaller screen.
- Test navigation between screens and document views.

3.7 Accessibility and Usability

- Check that text is readable and contrast is sufficient.
- Test navigation using keyboard only if your users rely on this.
- Note any screen elements that are unclear or confusing.

4 Business Use-Case Testing

Apart from the basic functionality outlined above, please complete an end-to-end test of your organisation's specific business use-cases. The aim is to identify any issues your user base might encounter within their implemented business flows, and to determine what change management or training may be required ahead of go-live. To do this effectively, please consider the following:

4.1 Test All Relevant Workflow Configurations

Walk through each of your active workflow configurations end-to-end, as a real user would experience them. This includes but is not limited to: the use of signing groups and sequencing, document templates, document merging, OTP authentication steps, post-processing actions, and any conditional routing or approval logic in place. Where multiple workflow variants exist (e.g. different flows for different document types or departments), each should be tested independently to ensure consistent behaviour across all configurations.

4.2 Involve Representative Users

Where possible, include representatives from the actual user groups who interact with these workflows day-to-day — not only administrators or technical users. End users are most likely to surface usability concerns, confusion around the updated interface, or steps that behave differently to what they are accustomed to. Their perspective is invaluable at this stage.

4.3 Capture Screenshots of the New Look and Feel

Document the updated interface at key steps in each workflow — particularly screens that your end users interact with most frequently, such as signing screens, authentication prompts, and completion or status pages. These screenshots can be used to prepare your internal user base for the visual changes before go-live, reducing the element of surprise and easing adoption.

4.4 Consider Recording a Test Session

A screen recording of a complete workflow being executed end-to-end is a highly effective internal communication and training tool. It provides a reference point for users unfamiliar with the new interface, can be shared ahead of go-live to set expectations, and serves as a baseline record of expected system behaviour at the time of testing.

4.5 Identify Training and Change Management Requirements

As you move through your test scenarios, note any steps or interface changes that are likely to cause confusion or require adjustment from your users. Consider whether updated user guides, quick-reference materials, or formal training sessions will be needed before go-live. Early identification of these needs allows sufficient time to prepare and communicate changes effectively to your organisation.

4.6 Log and Report All Anomalies

Any behaviour that deviates from what is expected — whether a functional issue, a display inconsistency, or a workflow outcome that differs from the current production environment — should be logged with sufficient detail to allow investigation. This includes the workflow or use-case being tested, the step at which the issue occurred, a description of the observed versus expected behaviour, and a supporting screenshot or recording where possible.

4.7 Capture Proof of Correct Functioning

Where your organisation requires formal sign-off before go-live, ensure that evidence of successful end-to-end testing is captured for each critical workflow. This may include screenshots, recordings, or a completed test log, and should be retained as part of your internal change management or governance record.

5 What Has Not Changed

The following remain exactly the same in SigningHub 10:

- The legal validity of all electronic, advanced, and qualified electronic signatures.
- Your existing signed documents, audit trails, and evidence reports — all remain accessible.
- The core steps required to prepare, send, and complete a signing workflow.

Reassurance

No signed documents have been affected by the upgrade. Everything you signed in the previous version remains legally valid (on production) and fully accessible.

6 Getting Help

If you encounter any issues during frontend testing, please refer to the below guide on logging a support ticket:
[ASec MiniGuide UAT Testing Support.pdf](#)

Support Channel	Details
Email	ASEC.support@altron.com
Subject Line	SigningHub 10 UAT – [Your Company Name] – Issue
Info to include	Your company / enterprise name Description of the issue and steps to reproduce Browser and device you were using Screenshot (if possible)

For more information about SigningHub 10, visit the official documentation:

[SigningHub 10 User Guide](#)

[SigningHub 10 Release Notes](#)

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