Digital

signATURES

Frequently Asked Questions

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# FORM OWNER QUESTIONS

## Question 1: Can I use digital signature for any documents?

You can add digital signature to many documents, but unfortunately, not all of them. Generally, only Microsoft Word (.doc or .docx) and PDF documents can be signed digitally, but so can other Office documents such as Microsoft Excel. However, some older PDF in the Forms Catalogue documents may not support some or any signature methods. If this is the case, you should contact Forms Management.

## Question 2: What’s the difference between a simple and a secure signature?

When speaking about digital signatures, there are two types of signatures that are typically talked about: “simple” signatures, and secure signatures. The key difference is that secure signatures are tied to your myKEY identity, whereas simple signatures are not. For this reason, simple signatures are usually paired with transactional metadata and/or circumstantial evidence to provide signature non-repudiation (referring to the ability of the receiver to trust and accept the signature). When choosing the type of signature for your documents or processes, you should consider the identity requirements that are right for you.

## Question 3: Who can help me if I’m still not sure which type of digital signature I require?

You should contact Kentia Dazulma, Direction, Information Management.

## Question 4: Can form users sign with a digital signature using a work issued mobile device?

Yes, using their work issued Samsung S8 or your iPhone (TBD), they can sign documents on the go. They are however limited to finger drawn signatures on both devices – but that’s an acceptable signature for most purposes. Where more assurance is required that the document is signed by then intended recipient, a secure signature is required and they will need to access their workstation with myKEY installed. It is important that the form indicate whether secure or simple signature is required.

## Question 5: What if the signer does not have MyKey but still needs to securely sign a document?

They should contact Service Desk.

## Question 6: Should I offer to accept documents that are signed digitally?

In most cases, yes, you should accept those documents. When signed digitally documents should be considered more secure than documents signed with typical wet ink signatures. When you receive documents signed digitally, here are questions you should ask yourself:

* Is the signature required by law or by procedure?
  + If the signature is required by legislation or regulation, you should consult Legal Services to ensure that the digital signature can be accepted.
* Did the signatory already provide proof of identity?
  + If the signature has been submitted by the public, you should ensure that you’ve also received sufficient proof of identity.
* *Note: If it’s an internal GC colleague, you should make sure that it comes from a trusted source such as e-mail, RDIMS or GCCollab.*

## Question 7: What software should I use to create my digital form?

This information will be available in the Guidance Document ([RDIMS: 15389743](http://mytc/RDIMS/15389743)).

## Question 8: Who should I speak to if I want to change how a document should be signed?

You should contact [Forms Management](http://tcapps/Corp-Serv-Gen/5/forms-formulaires/contact).

## Question 9: What about documents that requires Section 32 or 34 signatures?

Signing documents digitally do not in itself provide assurance that the signer has Section 32 or Section 34 authority. Your business process will still require to verify that the document signer has the appropriate authorities. For these signatures, secure signatures should be used.

## Question 10: Should all documents/forms indicate if a digital signature is accepted and whether the signature must be secure?

It should be made clear whether only a secure or simple signature will be accepted.

# FORM USER QUESTIONS

## Question 1: Can I sign any documents with a digital signature?

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## Question 3: I’m still not sure which type of digital signature I should use. Who can help me?

The form should indicate the type of digital signature that will be accepted but if not then you should contact the form or process owner if you know who they are. If you don’t know who they are, you should contact Forms Management.

## Question 4: Can I sign using a digital signature if I am using a work issued mobile device?

Yes, using your work issued Samsung S8 or your iPhone (TBD), you can sign documents on the go. You are however limited to finger drawn signatures on both devices – but that’s an acceptable signature for most purposes. Where more assurance is required that the document is signed by then intended recipient, a secure signature is required and you will need access to your workstation with your myKEY installed. The form should indicate what type of assurance is required.

## Question 5: What if I do not have MyKey but still need to securely sign a document?

It will be necessary to contact Service Desk.

## Question 6: How will I know what type of digital signature is required to complete the document?

It should be clear whether only a digital signature (secure or simple) will be accepted or if the user has the option to Print and Sign.