

NIB

The Nib handbook

Checking signatures, adding the people you check against, and reading a result.

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Run your first signature check

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The quickest way to see what Nib does is to try it on our sample signatures. None of them belong to a real person, so you can try it as often as you like.

Before you start

You need a role that can run checks or add reference signatures, such as Member, Admin or Owner. If you can only view, ask an administrator to [change what you can do](#).

1 Open the sample check

Go to Nib. Until your organisation has run a check, the **Overview** page shows **Try a check here**, so choose **Try a check**. You may already be on this page if you have just set up your organisation.

2 Add the two sample references

The first card shows two signatures by a sample person. Choose **Add reference signatures** and you will see **Added** once they are on file. These are what the check compares against.

3 Check the genuine signature

In the second card, choose **Check this signature**. The result opens on its own page with the decision, how likely it is that the sample person signed, and the reasons.

4 Try the forgery

Go back and choose **Try the forgery** to see how a signature by someone else comes out. Comparing the two results side by side is the best way to get a feel for what Nib tells you.

5 Move on to your own documents

When you are ready, choose **Check one of your own documents** at the bottom of the page. You will need to add the person and their reference signatures first, unless you are checking against an ID or a signed form.

If something goes wrong

A button says your role can't do this.

Adding references and running checks each need their own permission. Ask an administrator in your organisation to give you the Member role, or write to us at support@unforged.ai if no one can.

Add a person and their reference signatures

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Before you can check a signature against someone's own hand, we need at least one signature you know is theirs. You add the person and their first reference signature in one go.

Before you start

Have a clear image or scan of a signature you trust, such as their signature card. Images, scans and PDFs up to 20 MB all work.

1 Open the form

In Nib, go to **People** and choose **Add reference signatures**.

2 Give the person an id

In **Your person id**, type the id you already use for them, such as a customer number like CUST-10442 or priya-shah. It can hold letters, digits, dots, dashes and underscores but no spaces. If the id is new, we add the person for you.

3 Name the signature

In **Reference id**, give this signature a short name, such as card-2019. Adding another signature later with the same name replaces this one.

4 Say where it came from

Under **Where it comes from**, choose **Signature card**, **Confirmed past signature** or **Unverified**. Pick honestly, because it shows beside the reference whenever someone looks at a result.

5 Add the file

Drop the image or scan onto the form, or click to choose it, then choose **Add reference signature**. You will land on the person's page with the signature under **Reference signatures**.

6 Add any others you have

On the person's page, choose **Add a reference signature** for each further one. One is enough to start, but each extra signature shows more of how they sign, so fewer results end up needing a look. A person can have up to ten.

If something goes wrong

The form says the reference was not added.

The image probably wasn't clear enough to use. Try a sharper scan or a closer crop of the signature, and if it still won't go in, write to us at support@unforged.ai.

You can't see **Add reference signatures.**

Your role can look at people but not add references. Ask an administrator for the Member role.

Check a signed document

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Once someone has reference signatures on file, you can check any document they have signed against them. One document for one person is one check, however many signatures are on it.

Before you start

Add the person and at least one reference signature first. If you only have their ID or a form they signed for you, choose **Against an ID or signed form** in step 1 instead.

1 Start a new check

In Nib, choose **New check**, then **Against their saved signatures**. Starting from the person's own page fills in who they are for you.

2 Say whose signature it is

Start typing in **Your person id**. The people you already have appear as you type, with how many references each has on file, so pick the right one from the list.

3 Add your own details if you want them

In **Your document reference**, you can add your own number for the document, such as an application number, which makes the check easy to find later. **Process** lets you group checks by the kind of work, like loan-application.

4 Add the document

Drop the PDF, TIFF, JPEG, PNG or ZIP onto the form, up to 50 MB. Leave **Form** on **Find the signature for me** unless your organisation has set up a form for this kind of document.

5 Run the check

Choose **Run check**. The line beside the button tells you what it costs, and nothing is charged if we can't read the document or find a signature on it. Most results open straight away; if one takes longer, its page keeps itself up to date until it's done.

If something goes wrong

The result says **No reference signatures**.

There was nobody on file under that id, or they had no references yet. Check the spelling against the **People** page, add a reference signature, and run the check again.

The result says **Couldn't read**.

The image was too poor to compare and you haven't been charged. Ask for a better copy, such as a flat scan rather than a photo at an angle, and check it again.

Check several documents at once

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When a file has several signed documents and a few people who might have signed them, you can check them all together. You add each person with a specimen of their signature, such as their ID, and we tell you whose signature is on each document.

Before you start

You can add up to four people, up to five specimen files for each, and up to ten documents in one go. Nobody needs to be on file in Nib first.

1 Start the check

In Nib, choose **New check**, then **Against an ID or signed form**. If you like, add a matter or file number in **Your reference** so you can find it again.

2 Add each person

Type their **Name** as you would like it on the result. Then add their passport or driving licence under **Their ID**, and anything they signed for you under **Capture form or signed pages**.

3 Add anyone else

Choose **+ Add someone else** for each further person. A capture form gives a much firmer answer than the small signature on an ID, and **Print our signature capture form (PDF)** gives you one to send them.

4 Add the documents and send

Drop the signed documents under **Signed documents**, then choose **Check signatures**. Your specimens are free and you pay for each document we find a signature on.

5 Help us if we ask

If we can't find someone's signature on their specimen, the result asks you to mark it. Draw a box around it and choose **Carry on with the check**, within a day, so you don't have to upload anything again.

Checking more than this

For larger volumes, or to check everything against the reference signatures you keep on file, whoever looks after your systems can send documents to us directly. Each batch then shows in **Checks** as one job, and choosing **Group by job** under **Filters** lists them that way.

Read a result

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Every result gives you a decision in plain words and a sentence saying why. The rest of the page is there for when you want to look closer.

1 Open the result

Go to **Checks** and choose the check you want, or search for the person or your document reference. A result opens on its own as soon as you run a check from the app.

2 Read the decision and its sentence

The **Decision** card at the top shows the result and a sentence explaining it, such as why something wasn't approved automatically. **What this means** explains each decision in a little more detail.

3 Compare the signatures yourself

Under **Questioned signature** you can see the signature we found beside each reference it was compared with, and how closely each one matched. **Why** lists anything else that shaped the decision.

What the decisions mean

- **Approved automatically**: a clear match to the reference signatures, enough to pass your settings without anyone looking. There is nothing for you to do.
- **Approved**: probably genuine, but not clear enough to pass on its own. File it, or spot-check a few.
- **Needs a look**: we can't say either way, so have a person look at it beside the references.
- **Failed**: strong signs that someone else signed, or that the signature was copied from a reference. Have a person look at every one; it is never a rejection on its own.
- **Couldn't read**: the image is too poor to compare. Ask for a better copy. There is no charge.
- **No signature**: we couldn't find a signature on the document. Check it was the right file. There is no charge.

The number and the range

The large number is how likely it is that this person made the signature, from 0 to 1. 0.95 is very likely theirs, 0.50 is a coin toss and 0.05 is very unlikely. The range beside it, such as likely 0.93–0.98, shows how firm that number is. A wide range means read it with care, and more reference signatures usually narrow it.

The card below shows where the number sits against the levels your organisation has chosen, which is what decided the result.

Results of a check against an ID or signed form

These show a card for each person, saying whether the documents were **Signed by this person**, are **Consistent with the ID**, **Doesn't look like this person** or **Can't tell**, followed by a line for each document.

What to do when a check needs a look

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A check marked **Needs a look** means we couldn't tell either way, and a **Failed** one means there are strong signs someone else signed. Neither decides anything on its own, so a person on your team should look at each one.

1 Find the checks waiting

Go to **Checks** and choose the **Needs a look** tile, or **Failed**, to see only those. Change the date range if you need to go back further than the last 7 days.

2 Read why

Open a check and read the sentence under the decision. It often tells you what held it back, such as a signature just under your approval line, or a line that doesn't look like this person's usual hand.

3 Look at the signatures side by side

Compare the signature under **Questioned signature** with each reference beside it. You know the person and the document, so your judgement here is what counts.

4 Ask for more if you need it

If the person has only one or two references, add any other genuine signatures you hold and run the check again. If the document itself is poor, ask for a clearer copy or a fresh signature.

5 Decide and record it

Make the call the way your organisation normally would, and note it wherever you keep that decision. Your document reference on the check makes it easy to find again if anyone asks.

If something goes wrong

Too many checks need a look.

Adding more reference signatures for the people you check most often usually helps. You can also look at how strict your checks are, and if the number still seems high, write to us at support@unforged.ai and we'll look at it with you.

Choose how strict checks are

Updated 14 October 2026 · unforged.ai/help/nib/choose-how-strict-checks-are

How strict checks are decides where a result lands: approved, sent to you for a look, or failed. You can see what each level would have done to your own recent checks before you change anything.

Before you start

Anyone can see this setting, but only the Owner and Admin roles can change it.

1 Open the setting

In Nib, go to **Settings** and choose **How strict checks are**. The line at the top tells you when the current setting went live.

2 Compare the levels

Each of **Relaxed**, **Standard** and **Strict** shows how your last 30 days of checks would have split between approved, sent for a look and failed. **Standard** is what most organisations use.

3 Pick one

Choose the level that suits the risk in your work. **Strict** sends more signatures to you for a look and approves fewer without one; **Relaxed** sends fewer.

4 Or set your own levels

If none of the three fits, open **Set your own levels** and adjust **Fail below**, **Approve from** and **Approve automatically from**. It's worth doing this with whoever is responsible for risk in your organisation.

5 Save

Choose **Save** and a message confirms the level now in use. Checks you run from then on use it, while earlier results keep the setting they were checked under.

If something goes wrong

The levels don't show what they would have done.

You need to have run a few checks first, and to be allowed to see checks. Once you have, the split appears under each level.

Decide what's approved without a person looking

Updated 14 October 2026 · unforged.ai/help/nib/decide-whats-approved-without-a-person-looking

When approving automatically is on, a signature we are very sure about is approved with nobody needing to look. When it is off, every approval waits for your team.

Before you start

Only the Owner and Admin roles can change this.

1 Open the setting

In Nib, go to **Settings** and choose **How strict checks are**. **Approve automatically** sits below the levels, with a line saying whether it is on or off in the live policy.

2 Turn it on or off

Use the switch. If you are unsure, leaving it off is the careful choice: results that would have passed on their own show as **Approved**, ready for someone to file or spot-check.

3 Adjust how sure we must be

The level you choose already sets this. To change it on its own, open **Set your own levels** and move **Approve automatically from**.

4 Save

Choose **Save**. The message tells you whether checks now approve automatically when we're very sure, or whether every approval waits for you.

What is never approved this way

A signature that needs a look or has failed always comes to a person, whatever this setting says. A

Failed result is never a rejection on its own either.

You can change this whenever you like. Results you already have keep the setting they were checked under, so nothing earlier is approved or held back after the fact.

See how many checks you've used

Updated 14 October 2026 · unforged.ai/help/nib/see-how-many-checks-youve-used

You can see how many checks your organisation has run this month, and how many of them count towards your bill, whenever you open Nib. The billing page shows earlier months too.

1 Look at the Nib overview

Open Nib and stay on **Overview**. The tiles at the top show this month's checks, how many are **Billable**, and either your **Estimated charge** or what is left of your contract.

2 See how the decisions split

The **Decisions** card beside the chart counts each kind of result this month. The line under it shows how many weren't charged because we couldn't read them or found no signature.

3 Go back to earlier months

Go to **Organisation**, then **Billing**. The **Usage** card shows this month so far, and you can pick an earlier month to see its checks, billable checks and what wasn't charged.

What you pay for

You pay for a check when it returns a decision: **Approved automatically**, **Approved**, **Needs a look** or **Failed**. Results we couldn't read, documents with no signature, and adding reference signatures are all free.

If something goes wrong

The tiles show a dash instead of a number.

We couldn't load your usage just then. Reload the page, and if it keeps happening, write to us at support@unforged.ai.