

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.