

SIG

The Sig handbook

Sending documents for signature, and signing one you've been sent.

CONTENTS

1 · Getting started

Send your first document for signing	2
Find your way around Sig	4

2 · Sending

Mark where each person signs	5
Send to several people in turn	6
Ask for the signer's location	7
Remind, correct or cancel a request	8
Download the signed document and its certificate	9

3 · Settings

Choose who in your team can send	10
--	----

4 · If you've been sent something to sign

Sign a document you've been sent	11
Sign on paper and send a photo	12
If your camera won't start	13

Send your first document for signing

Updated 14 October 2026 · unforged.ai/help/sig/send-your-first-document-for-signing

Everything you send for signing goes out as a package: one or more documents, and the people who need to sign them. You can send your first one in a few minutes.

Before you start

You need a role that can send documents for signing. If you can't see **Send a package**, ask whoever runs your Unforged account. The documents can be PDFs or photos (PNG or JPEG), up to 25 MB each.

1 Start a new package

Open Sig and select **Send a package** at the top of the **Packages** page.

2 Add your documents

Drop the files onto **Documents to sign**, or select it to choose them. You can give the package a **Title**, or leave it and we'll use the first document's name. Anything you write in **Message to the signers** appears in their email and on the page where they sign.

3 Add the people who sign

Under **Signers**, fill in each person's **Name** and **Email**. Select **Add a signer** for each extra person, up to twenty.

4 Choose your options

Under **Options**, pick how long people have to sign in **Signers have until**. It starts at 30 days, and you can choose anything from 1 week to 90 days.

5 Send it

Select **Send**. We email each signer a link, and you land on the package's own page, where you can follow along as people open and sign it.

Filming each signer

If you switch on **Film each signer as they sign**, each person takes a two second video of themselves as they finish signing. Anyone without a working camera can sign with a code we email them instead, and the package page shows you which way each person signed.

If something goes wrong

It says a signer needs a name and an email address.

Every row under **Signers** needs both. Fill in the missing one, or select **Remove** on a row you don't need, then select **Send** again.

Something else stops the package going out.

Check the message at the top of the page, which says what needs changing. If it still won't send, write to support@unforged.ai and tell us what you see.

Find your way around Sig

Updated 14 October 2026 · unforged.ai/help/sig/find-your-way-around-sig

Sig keeps every package your team sends in one list, and each package has a page of its own showing who has signed and what happened when.

1 Open your packages

Packages lists everything your team has sent, newest first, with how many people have signed so far and who sent it. Select a package's name to open it.

2 Filter by status

Pick a status from the dropdown above the list to see, for example, only the packages that are **Waiting for signatures**. Choose **Every package** to see them all again.

3 Read a package's page

Signers shows where each person has got to, from **Link sent** and **Opened** to **Signed**.

Documents has the files, and their signed copies once everyone has signed. **Places to sign** shows the documents with each person's places marked.

4 Check the details and history

Details shows who sent the package, when signers have until, and whether you asked for their location or a video. **History** lists everything that has happened, with the time of each step.

5 Check a copy someone sends you

If you're handed a signed copy or certificate and want to know it hasn't been altered, select **Check a signed copy** on the **Packages** page and add the PDF.

What the statuses mean

- **Waiting for signatures**: nobody has signed yet.
- **Partly signed**: some people have signed and others haven't.
- **Signed**: everyone has signed.
- **Declined**: someone chose not to sign, so nobody else can.
- **Voided**: your team cancelled it.
- **Expired**: the deadline passed before everyone signed.

Mark where each person signs

Updated 14 October 2026 · unforged.ai/help/sig/mark-where-each-person-signs

When you send a package we look through the documents for the places to sign and assign them to your signers. You can check them on the package's page and change them until the first person signs.

1 Open the package

Open the package from **Packages** and scroll to **Places to sign**. If there's more than one document, pick the one you want above the pages.

2 Check what we found

Each place is labelled with the signer's first name and whether it's for a **Signature**, **Initials** or a **Date**, and each signer has their own colour. A dashed place has nobody assigned to it yet.

3 Add a place

Choose the person in **Add a place for** and what they add in **To**, then select **Place on the page** and click where it should go.

4 Move, resize or change a place

Drag a place to move it, or drag its bottom right corner to resize it. Select a place to change **Who signs here** or **What goes here**, or select **Remove** to take it off.

5 Save your changes

Select **Save places**. Anyone who opens their link from then on sees the places as you've left them.

Dates and documents without places

Signers don't type dates themselves: a date place fills in with the day they sign. If a document has no places for someone, they read it through and add their signature at the end.

If something goes wrong

It says we're still reading a scan for places to sign.

Scanned documents take a little longer. Reload the page in a minute or two and the places will be there, or add them yourself in the meantime.

It says we didn't find anywhere to sign.

Add the places yourself as above, then select **Save places**.

You can't change the places any more.

Places are fixed once someone has signed. If they need to change, void the package and send it again.

Send to several people in turn

Updated 14 October 2026 · unforged.ai/help/sig/send-to-several-people-in-turn

Some documents need signing in a set order, such as a client first and then your director. Sig can hold each person's link back until the person before them has signed.

1 Add your signers in order

On **Send a package**, add each person under **Signers** in the order they should sign, selecting **Add a signer** for each one. The first row signs first.

2 Switch on the order

Once you have more than one signer, switch on **Sign in this order**. If you leave it off, everyone gets their link at the same time.

3 Send the package

Select **Send**. Only the first person is emailed straight away.

4 Follow it along

On the package's page, people further down the list show **Not their turn yet**. As each person signs, we email the next one their link, and you can see it happen under **Signers** and **History**.

If something goes wrong

The order is wrong after you've sent it.

The order can't be changed once a package has gone out. Void it from its page and send a new one with the signers in the right order.

Ask for the signer's location

Updated 14 October 2026 · unforged.ai/help/sig/ask-for-the-signers-location

If it matters where a document was signed, you can ask each signer to share their location when they finish signing.

1 Switch it on as you send

On **Send a package**, switch on **Ask for the signer's location** under **Options**. It applies to everyone on that package.

2 Let your signers know

When a signer selects **Finish signing**, their browser asks whether to share their location. It helps to mention it in **Message to the signers** so it doesn't take anyone by surprise.

3 See where they signed

Once someone has signed, **History** on the package's page shows roughly where they were, and the certificate of signing records it too.

When you don't ask

Without this switched on, the certificate still gives a rough area for each signer based on their internet connection, but it's much less precise than a shared location.

If something goes wrong

A signer says they can't finish signing.

They'll be asked to share their location before they can finish. Ask them to allow location for the page in their browser or phone settings and select **Finish signing** again. If they can't share it at all, void the package and send a new one without the location switched on.

Remind, correct or cancel a request

Updated 14 October 2026 · unforged.ai/help/sig/remind-correct-or-cancel-a-request

While a package is waiting for signatures you can send a reminder, put right a signer's details, or cancel it altogether. All three are on the package's own page.

1

Send a reminder

Select **Send a reminder** at the top of the package. We email everyone whose turn it is and who hasn't signed yet.

2

Correct a signer

Under **Signers**, select **Correct** next to the person, change their **Name**, **Email** or **Mobile**, then select **Save**. You can do this for anyone who hasn't signed or declined yet.

3

Know what a new email address does

If you change someone's email address, the link we sent to the old one stops working. If it's their turn, we email a fresh link to the new address straight away.

4

Void the package

Select **Void**, then **Void** again to confirm. Nobody can sign it after that, and anyone who had a link gets an email saying it no longer needs their signature.

If something goes wrong

It says everyone waiting was sent their link within the last hour.

We hold reminders back for an hour after the last email so people aren't flooded. Try again later in the day.

You need to change the documents or add a signer.

Those can't be changed once a package has gone out. Void it and send a new package with the right documents and people.

There's no **Correct** or **Void** button.

They disappear once a package is signed, declined, voided or expired, and **Correct** isn't shown for someone who has already signed. If you expected to see them, check your role with whoever runs your Unforged account.

Download the signed document and its certificate

Updated 14 October 2026 · unforged.ai/help/sig/download-the-signed-document-and-its-certificate

Once everyone has signed, each document gets a signed copy, and the package gets a certificate of signing that sets out who signed, when, where and how.

1 Open the signed package

In **Packages**, pick **Signed** from the status dropdown to find it quickly, then select its name.

2 Download each signed copy

Under **Documents**, select **Signed copy** next to a document. It opens in a new tab, where you can save or print it.

3 Download the certificate

At the bottom of **Documents**, select **Certificate of signing**. Keep it with the signed copies, as it's your record of how each person signed.

What your signers get

When the last person signs, we email everyone who signed a link to get their own copy, so you don't need to send it on yourself.

Checking a copy later

If someone sends you a signed copy or certificate and you want to be sure it hasn't been altered since, select **Check a signed copy** on the **Packages** page and add the PDF. We'll tell you which package it belongs to and whether anything in it has changed.

If something goes wrong

The package says **Signed but there's no **Signed copy** link yet.**

The copies take a minute or two to prepare after the last signature. Reload the page shortly and they'll be there. If they still aren't after ten minutes, write to support@unforged.ai.

Choose who in your team can send

Updated 14 October 2026 · unforged.ai/help/sig/choose-who-in-your-team-can-send

Who can send documents for signing depends on each person's role in your organisation, so you set it on the team page rather than in Sig.

Before you start

You need to be an owner or admin, or have a role that can change other people's roles.

1

See who can do what

People with the **Owner**, **Admin** or **Member** role can send packages. **Viewer** and **Auditor** can see packages and their signed files but can't send anything.

2

Open your team

Go to **Organisation**, then **Team**, to see everyone in your organisation and their role.

3

Change someone's role

Pick their new role from the dropdown beside their name, then select **Change role**. There's more on roles in [Change what someone can do](#).

Sig's settings page

Only owners and admins see **Settings** in Sig. If your organisation has its own custom roles, the **Team** page also shows exactly what each role can do.

If something goes wrong

Someone can open Sig but has no **Send a package button.**

Their role can see packages but not send them. Give them a role that can send, such as **Member**, and ask them to reload the page.

Sign a document you've been sent

Updated 14 October 2026 · unforged.ai/help/sig/sign-a-document-youve-been-sent

Someone has emailed you a document to sign online. You don't need an account or any software, just the email and a phone, tablet or computer.

1 Open the email

Look for an email from the person or company who sent it, saying they've sent you something to sign. Select **Review and sign**.

2 Read the document

The document opens in your browser. Take your time to read it, and if there's a note from the sender it's shown at the top.

3 Add your signature

Tap a highlighted **Sign here** place, or select **Sign** if nothing is marked. Draw your signature with your finger or mouse, or sign on paper and take a photo, then select **Use this signature**. If you're asked for initials, tap **Initial**, check them and select **Use these initials**.

4 Go through each place

Select **Next place** to jump to the next one. Dates fill themselves in, and the bar at the bottom counts how many places you've signed.

5 Finish signing

Select **Finish signing**. Depending on what the sender asked for, you may be asked to share your location or take a two second video, so the sender knows it was really you.

6 Get your copy

Once everyone has signed, we email you a link to download your signed copy.

If you don't want to sign

Select **Decline**, say why, and select **Decline** again. The sender sees your reason, and nobody else will be able to sign the document.

If something goes wrong

The page says it isn't your turn yet.

Someone else needs to sign before you. We'll email you again when it's your turn.

The link isn't valid any more, or the page says the document has expired.

Contact whoever sent you the document and ask them to send it again.

Sign on paper and send a photo

Updated 14 October 2026 · unforged.ai/help/sig/sign-on-paper-and-send-a-photo

If drawing your signature on a screen feels awkward, you can sign with a pen on paper and use a photo of it instead.

1 Sign a piece of paper

Use plain white paper with no lines, and a dark pen. Sign as you normally would, a little larger than usual if you can.

2 Choose the photo option

On the document, tap a **Sign here** place. In the box that opens, choose **Photo of paper**.

3 Take or choose the photo

Select **Take or choose a photo**. On a phone this opens the camera, and on a computer you can pick a photo you've already taken.

4 Check how it looks

We pick out your signature from the photo and show it to you. If it looks right, select **Use this signature** and carry on signing.

Getting a clear photo

Lay the paper flat in good light, with no shadow from your phone falling across it. Hold the phone straight above the signature so it fills most of the picture.

If something goes wrong

It says we couldn't find a signature in that photo.

Try again on plain paper in good light, with a darker pen if you have one. If it still won't work, choose **Draw it** and sign on the screen instead.

It says we couldn't open that photo.

Take a new photo with your camera rather than choosing an old one. If that doesn't help, contact whoever sent you the document.

If your camera won't start

Updated 14 October 2026 · unforged.ai/help/sig/if-your-camera-wont-start

Some senders ask for a two second video of you as you sign, so they know it was really you. If your camera won't cooperate, there are a few things to try, and you can always sign with a code instead.

1 Allow the camera

When you select **Turn on the camera**, your browser asks whether this page can use it. Choose to allow it. If you said no by mistake, look for the camera symbol in the address bar or your browser settings, allow it there, and reload the page.

2 Close other apps that use the camera

A video call or another app using the camera can stop the page from opening it. Close them and try again.

3 Try another browser or device

An up-to-date Chrome, Safari, Edge or Firefox works best. If your computer has no camera, open the email on your phone and sign there.

4 Get the video right

Sit somewhere well lit, facing the light rather than with a window behind you. When you select **Sign now**, look at the camera and hold still for two seconds.

5 Sign with a code instead

Select **I can't use a camera** or **Use a code instead**. We email you a six digit code, which you type into **Code** before selecting **Finish signing**.

If something goes wrong

It says this browser can't take a video.

We'll email you a code straight away, so check your inbox and enter it to finish signing.

The code has run out, or you've had too many tries.

Each code lasts 15 minutes. Select **Send a new code** and use the newest email.

The code email hasn't arrived.

Check your junk folder, wait a minute, then select **Send a new code**. If it still doesn't come, contact whoever sent you the document.