

# Frequently Asked Questions



## 1 What is DTSigner and what does it do?

DTSigner is a simple and intuitive web-based software-as-a-service, also available on-premise, that allows you to sign legally binding documents online, without pen, paper or fax and is accessible from anywhere at any time.

DTSigner is the only digital signature platform integrated with UAE PASS making it easier for internal and external stakeholders to sign legally binding digital signatures in the UAE.

## 2 Is signing, scanning and emailing documents safe?

Electronic contracts are significantly safer and more secure than paper contracts and have the same legal standing. Once a document has been scanned and emailed, how do you know it's been signed by the right person and not just someone who stumbled upon it.

DTSigner is an efficient, modern way to sign documents quickly, while ensuring their validity and legality. The platform provides a reliable, independent method for ensuring the integrity of your documents. Not only is using DTSigner easier than individually emailing and scanning documents, it's faster and more efficient too. It also lets you track the signatures added to your documents and ensure they are valid.

## 3 Do you need a Digital Signature Certificate?

A Digital Signature Certificate authenticates your identity electronically. It also provides you with a high level of security for your online transactions by ensuring absolute privacy of the information exchanged using a Digital Signature Certificate. You can use certificates to encrypt information such that only the intended recipient can read it. You can digitally sign information to assure the recipient that it has not been changed in transit, and also verify your identity as the sender of the message.

Legally valid Digital Signature Certificates are issued only through licensed Certification Authorities (CA), such as DigitalTrust. DigitalTrust, a Certification Authority (CA) licensed by the UAE Telecommunications Regulatory Authority to operate the UAE National PKI, offers secure digital signatures through various options tailored to suit individual as well as organisational needs.

**4 Are contracts executed online legally valid and binding?**

Yes. Documents executed online with digital signatures are legally valid and have the same legal standing as paper documents executed by hand. DTSigner's technology is in full compliance with the UAE e-Commerce Law (UAE Federal Law No 1 of 2006), Qualified Certificates defined via the UAE Certificate Policy (CP) and other digital signature standards.

The jurisdiction of a contract is usually defined in the text of the document. Just like traditional documents, a document signed on DTSigner is subject to whatever jurisdiction the document establishes in its jurisdiction clause.

**5 Who can use this service?**

DTSigner is ideal for individuals, small and medium businesses, freelancers, designers, developers, attorneys, contractors, schools, non-profit organisations, and many more. DTSigner is simple enough for individual professionals and powerful enough for enterprise demands. If your work requires digitally signed documents, you need DTSigner.

**6 What are the different DTSigner subscription plans?**

Each plan is unique with its features as outlined below.

In the Enterprise Plan, the DTSigner Cloud option provides the most functionality with an on-premise option installed locally on a company's computer and servers. Also, You can upgrade your plan at any time. For cancellation or downgrading of plans you need to [contact us](#).

ESSENTIAL	ADVANCED	PROFESSIONAL	ENTERPRISE
AED 45/user/month	AED 90/user/month	AED 165/user/month	Need more users or features?
10% Discount when billed annually	10% Discount when billed annually	10% Discount when billed annually	
<a href="#">BUY</a>	<a href="#">BUY</a>	<a href="#">BUY</a>	<a href="#">Contact Us</a>
<ul style="list-style-type: none"> <li>• Unlimited Signatures</li> <li>• Basic Workflow Setup</li> <li>• DTSigner Branded eSignatures</li> <li>• Digital Signatures</li> <li>• Document Tracking</li> <li>• Document Expiry</li> <li>• Offline Signing</li> <li>• Audit Logs</li> <li>• Multi user</li> <li>• Sequential/Parallel Signing</li> <li>• Flexi Forms</li> </ul>	<p><b>Same as ESSENTIAL and ...</b></p> <ul style="list-style-type: none"> <li>• Delegated Signing</li> <li>• Analytics and Reporting</li> <li>• Mobile App</li> </ul>	<p><b>Same as ADVANCED and ...</b></p> <ul style="list-style-type: none"> <li>• ERP/CRM Connectors Availability</li> <li>• API Integrations Availability</li> <li>• Co-branded Organisation eSignature</li> <li>• Individual eSignature Certificates per User</li> </ul>	<p><b>Same as PROFESSIONAL and ...</b></p> <ul style="list-style-type: none"> <li>• Advanced Recipient Types</li> <li>• HSM Integration</li> <li>• Enterprise Deployments</li> <li>• Co-Branding</li> </ul>
<a href="#">LEARN MORE</a>	<a href="#">LEARN MORE</a>	<a href="#">LEARN MORE</a>	<a href="#">LEARN MORE</a>

**7 Do external recipients need to have a DTSigner account?**

No, external recipients of your documents do not need an account to sign with DTSigner as an ad-hoc signer. Your document will be sent via email from DTSigner and the ad-hoc recipients can review and sign the document without having a DTSigner account, including signing with UAE PASS.

**8 What levels of support does DTSigner offer?**

DTSigner offers support options including FAQ's, Chat and Email Support. For Enterprise Accounts, support levels can be customised for your needs.

DTSigner supports the following browsers – Microsoft Edge, Firefox, Google Chrome, Opera, Safari.

**9 How secure and confidential are your documents and information?**

Your security and confidentiality is our topmost priority. All the communications and exchange of data with DTSigner are done through an HTTPS protocol that relies on a digital certificate used to encrypt communications. This communication encryption ensures that the information exchanged cannot be intercepted. For more information, read our [Privacy Policy](#).

We Are DigitalTrust

Connect with us

