NETLOCK MOBILE APPLICATION USER GUIDE

V4

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Installation related provisions

Android application

Users can download the application from the Google Play store, the security of applications from other sources cannot be guaranteed or supported.

Operational recommendations for proper and safe operations

- Operating system requirements: Android
- Supported version: 10.0 or later
- Size: 50 MB
- Biometric authentication is needed
- Internet connection required for the application's operation
- Camera and microphone are needed
- Data storage in device storage

IOS application

Users can download the application from the AppleStore, the security of applications from other sources cannot be guaranteed or supported.

Operational recommendations for proper and safe operations

- Operating system requirements:
- Supported version: 16.0 or later
- Size: 50 MB
- Biometric authentication is needed
- Internet connection required for the application's operation
- Camera and microphone are needed
- Data storage in device storage

IMPORTANT! In order to provide for maximum protection, the device's operating system must, in any case, be upgraded to the latest version!

Application availability and installation

Android application download

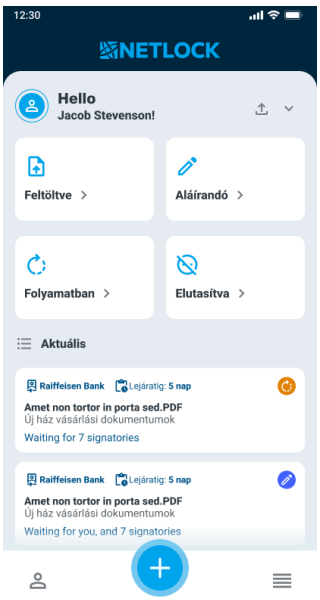
The application can be downloaded from the Google Play store by clicking on the Google play logo below or using the QR code.

IOS application download

The application can be downloaded from the Apple Store by clicking on the App Store logo below or using the QR code.

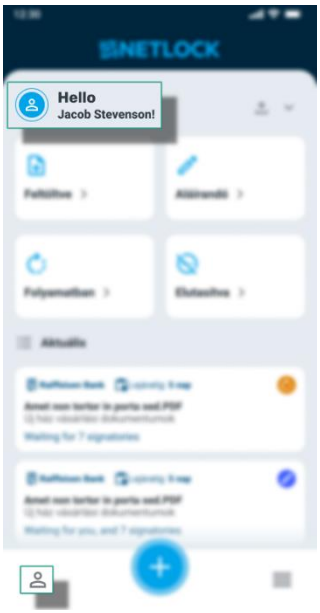
NETLOCK application interface

Home screen



After logging into the application, the Home screen will appear.

Profile menu



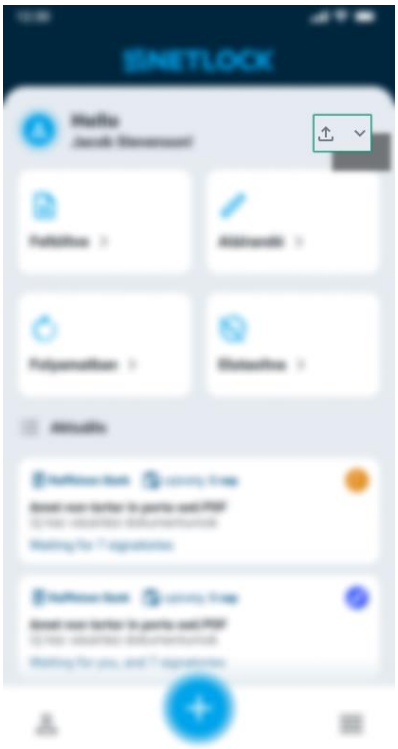
You can access the Profile menu by tapping on your name from the home screen or using the profile icon located in the bottom left corner.

In the menu item, you can see the settings for the operation of the application and the certificate belonging to your account.

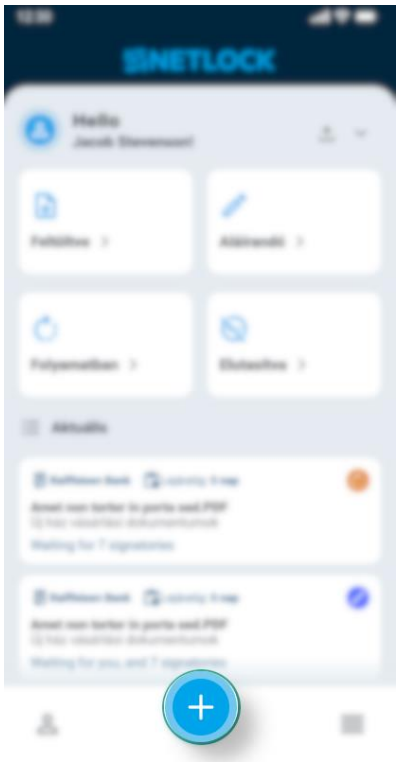
You can get more information about the settings in the "Profile menu and settings management" section.

Upload document

You can track the uploading of documents in the menu item.



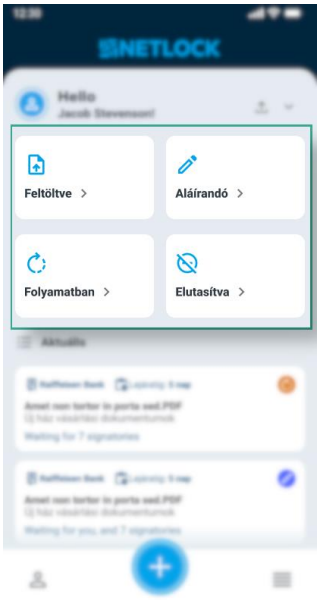
Using the button, you can upload files with the PDF extension from your own storage.



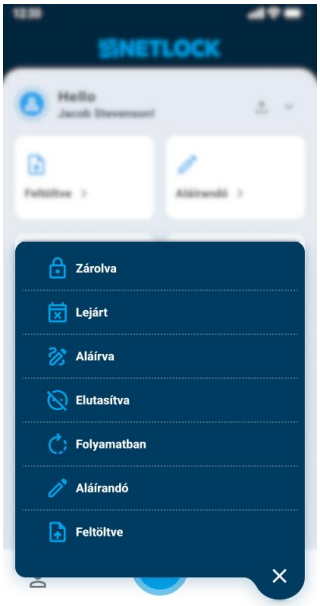
You can get more information about document uploading in the "Document management" section.

Document lists

The quick filter that appears on the Home screen supports a quick search between the document lists.

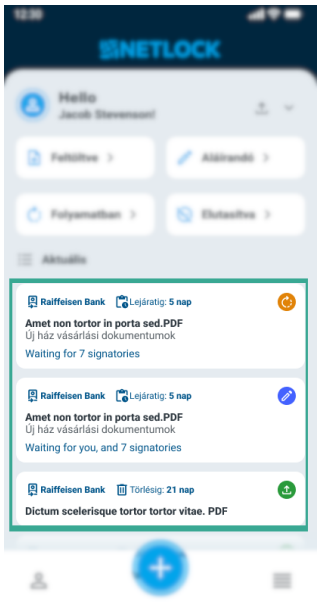


You can use the bottom right menu to navigate through all document lists.



You can get more information about the document lists in the "Document lists" section.

Current list



A current list is available on the Home screen, which contains documents and tasks of the following status:

- Uploaded
- To be signed
- In progress

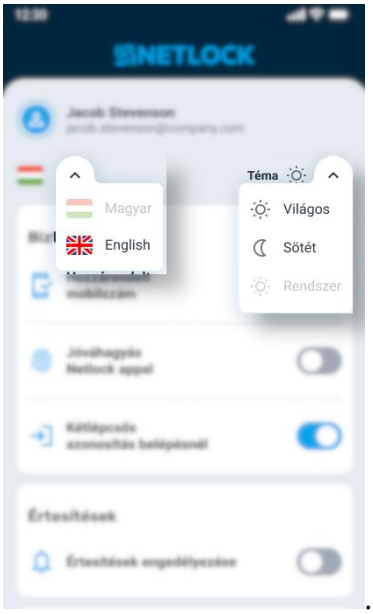
This is an overview list of the documents and signature tasks that you have something to do with or are in progress.

From the list, it is possible to open the details of a document or the details of the signature task.

Profile menu and settings management

In the user account management menu item you can make the profile settings and the certificate related to the profile here.

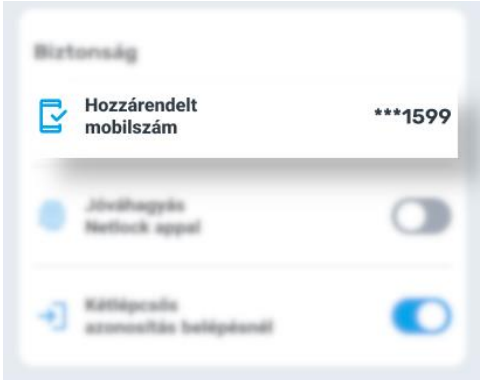
General settings



In the general settings, you can change the language in which you want to use the application, as well as modify the appearance theme.

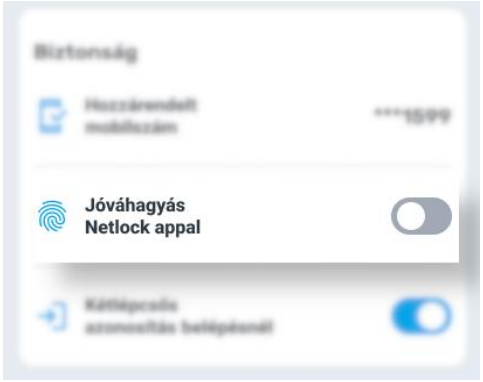
Security settings

Mobile number



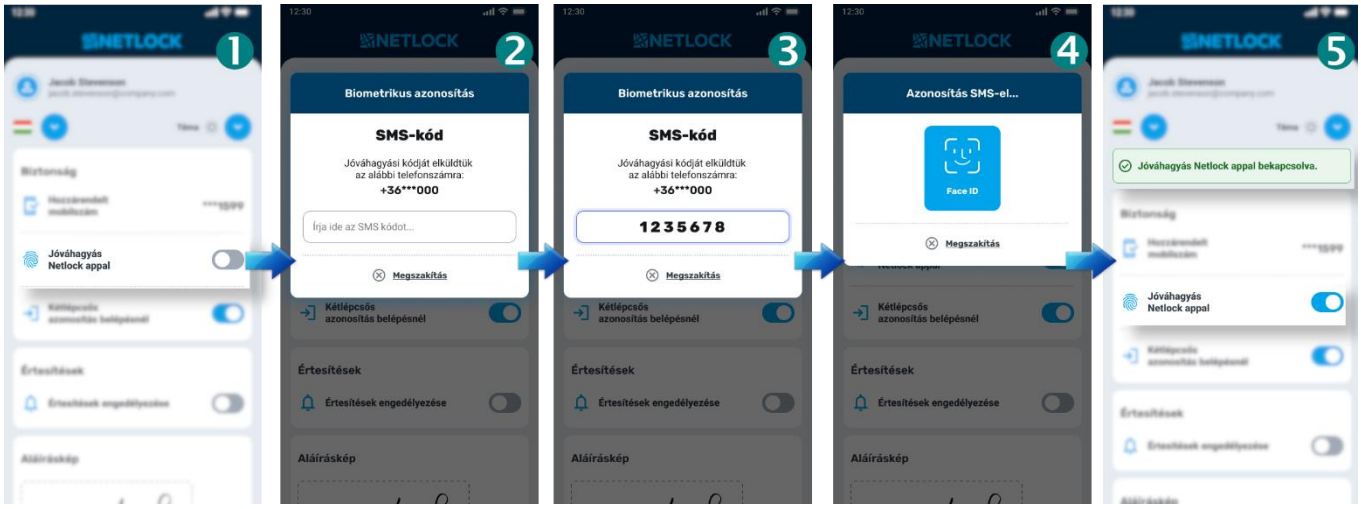
In the security settings, you can see your phone number entered during registration, which is masked, and only the last 4 digits are visible for security reasons.

Approval with NETLOCK application



The second factor based on biometric operation can be activated in the NETLOCK application. If you turn it on, the application will primarily use this type of second factor for signature processes.

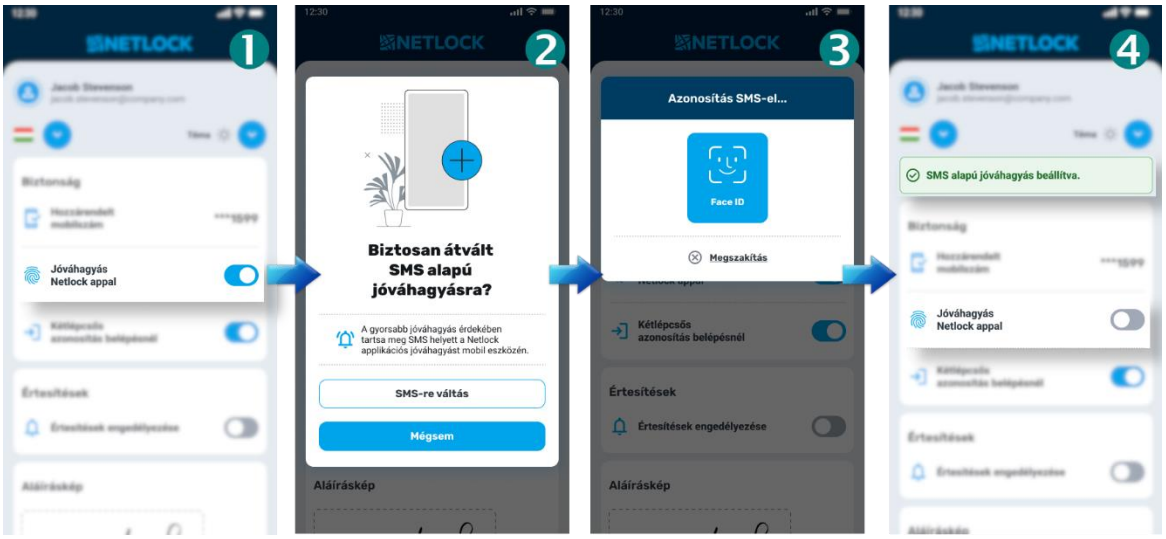
Change to approval by the NETLOCK application



The NETLOCK approval can be activated in the application based on the following steps:

1. Turn on the menu item Approval by NETLOCK Application in the profile menu
2. The application will send an SMS verification code to the phone number in your account
3. The SMS code must be entered in the interface
4. After entering a successful SMS code, the application will ask for a biometric identifier (FaceID or Fingerprint)
5. The application informs you of successful activation

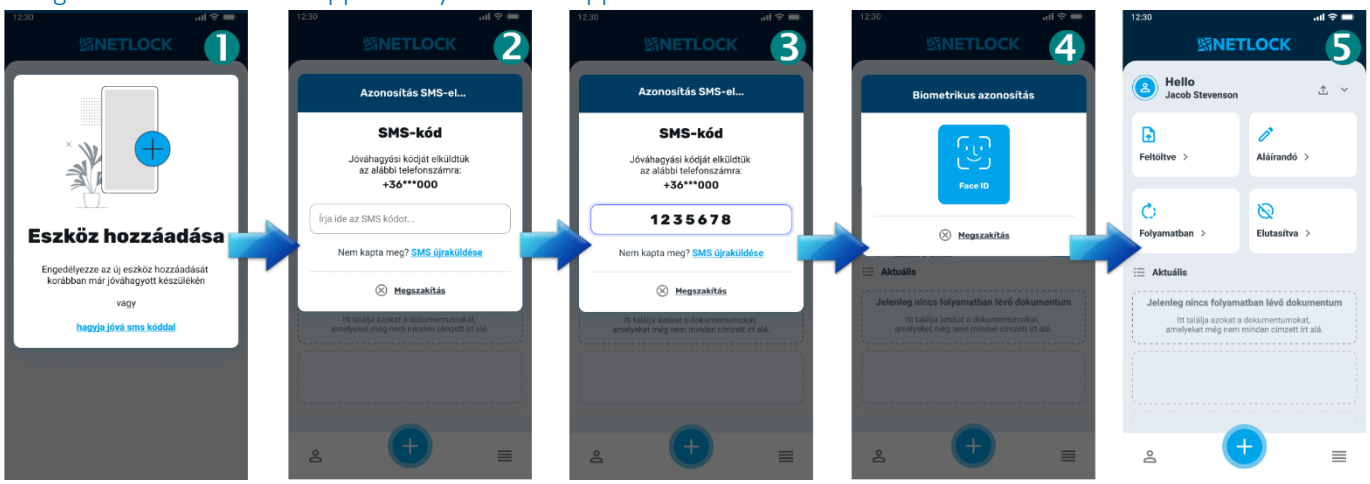
Change back to SMS-based approval



You can change back to the SMS-based second factor based on the following steps:

1. Turn off the menu item Approval by NETLOCK Application in the profile menu
2. The application will send a confirmation screen to make sure you want to go back to the SMS-based approval The process can be launched by pressing the change to SMS button
3. The application will ask you for a biometric ID
4. After successful identification, the application switches back to SMS-based approval

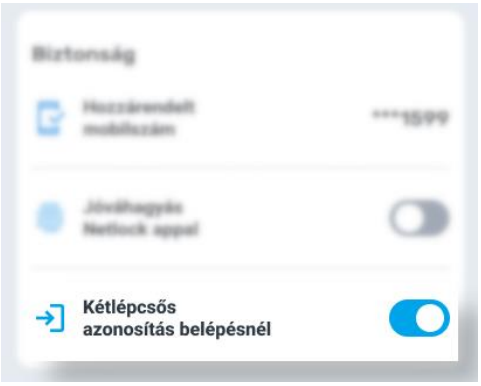
Adding more devices to the approval by NETLOCK application



The NETLOCK application can be installed on multiple mobile phones. If you log into an account where the approval by NETLOCK application is activated, the application will also register this new device, the process of which is as follows:

1. After logging in, you will receive a notification screen that access must be allowed on a phone, which has already been registered to the account. If that phone is currently not available, you can also choose to have identification with an SMS code.
2. After successful login, the device registration process starts, during which an SMS code is sent to the phone number with which the account was registered.
3. The SMS code must be entered
4. After entering a successful SMS code, the application will ask for a biometric identifier (FaceID or Fingerprint)
5. After the successful entry of biometrics, the new device will also be registered to the account

Two-step authentication at login



To enter the application, you can set whether the application should ask for this second factor identification. When it is activated, the application will request the configured two-step identification (SMS or Netlock Application).

Notifications

In the Notifications menu, you can set which events the application should send PUSH notifications about.

You can turn PUSH messages on and off with the enable notifications button.

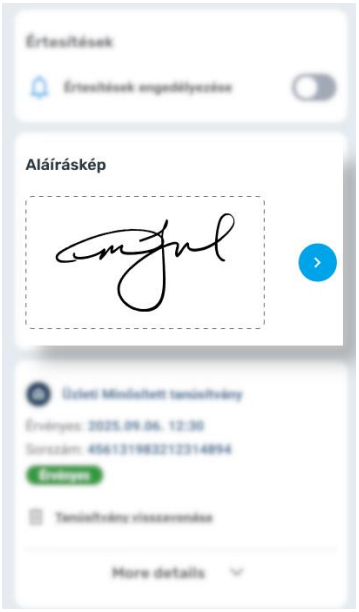
General system messages.

PUSH messages of authorization by the NETLOCK application

PUSH messages for document uploads

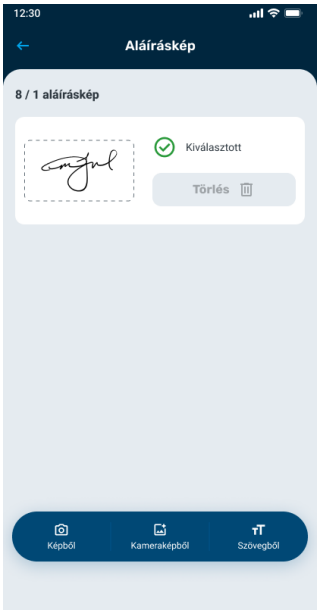
PUSH messages for document downloads

Signature image



The currently set signature image can be viewed in the menu item. The signature image set here is applied to the signed documents. Use the blue arrow to access the signature image settings menu item.

Signature image list

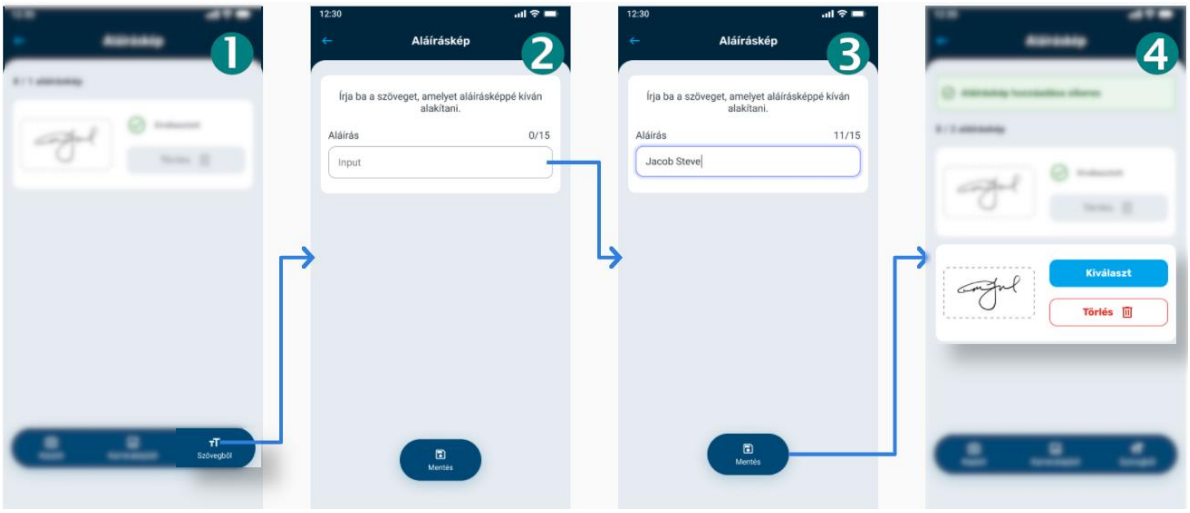


The recorded signature images can be viewed in the signature image menu item. You can add a total of 8 signature images to the application, and only one of them can be the default. During signatures, the application uses the default signature image. When creating an account, the application generates a signature image for us, which is generated from our name. The default signature image cannot be deleted.

Add new signature image

There are three options to add a new signature image to the application, which can be text, an image or a photo taken by your phone.

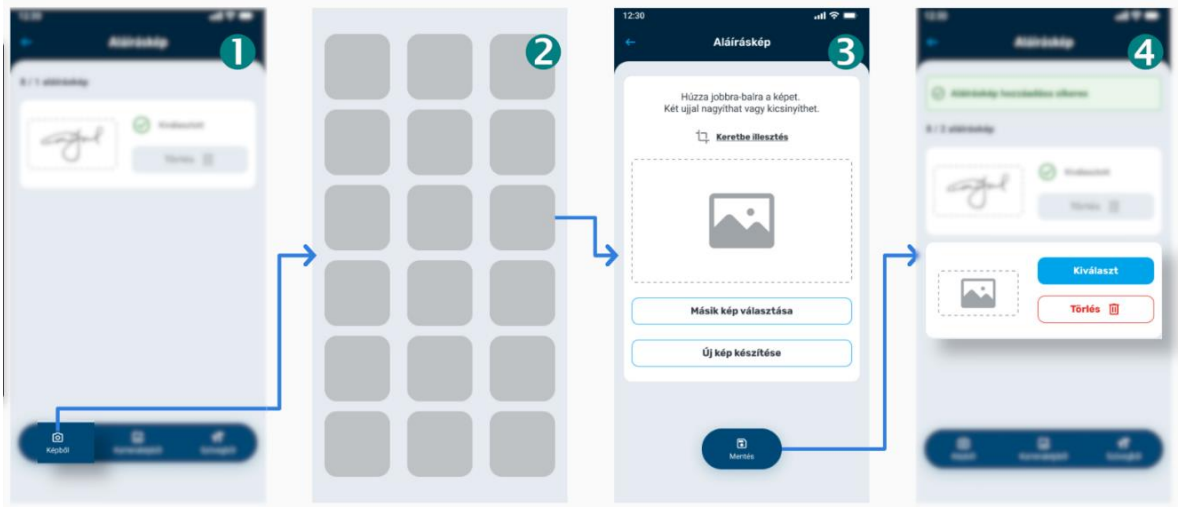
Add a text-based signature image



A text signature image can be created based on the steps below

1. Select the “From Text” option from the bottom menu
2. In the input field that appears, enter the text with a maximum of 15 characters
3. Press the Save button
4. The application will then add the new signature image and set it as the default

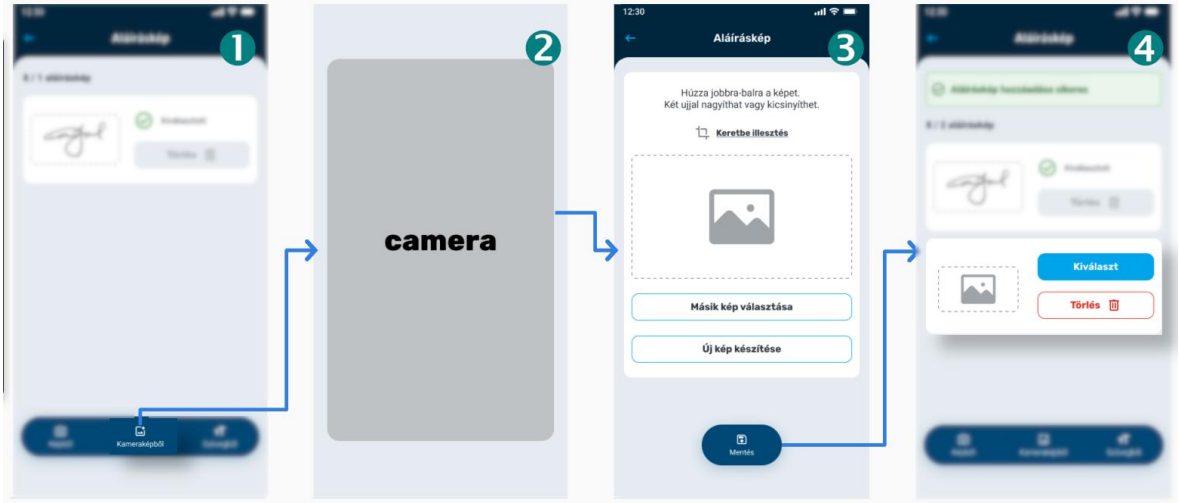
Add an image-based signature image



You can also use an image as a signature image, which can be created based on the following steps

1. Select the “From Image” option from the bottom menu
2. The application will then open the phone’s gallery, from which you can select an image
3. Once it is selected, you can position which part of the image you want to use. Here you can zoom in and out, and you can also use the framing function. If the image is not suitable, you can choose a new one or use your phone’s camera.
4. By selecting the save option, the application will save the image and set it as default

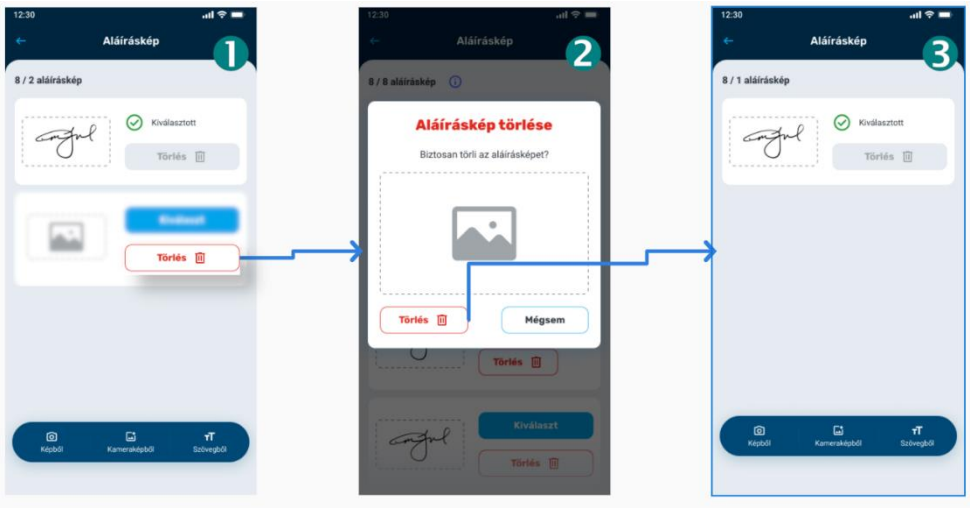
Add an image-based signature image



You can also use your phone’s camera to create a signature image:

1. Select the “From Camera Image” option from the bottom menu
2. The application will then turn on the phone’s camera, which you can use to take a picture
3. Once it is selected, you can position which part of the image you want to use. Here you can zoom in and out, and you can also use the framing function. If the image is not suitable, you can also take a new one or choose another one from your phone’s gallery.
4. By selecting the save option, the application will save the image and set it as default

Delete a signature image

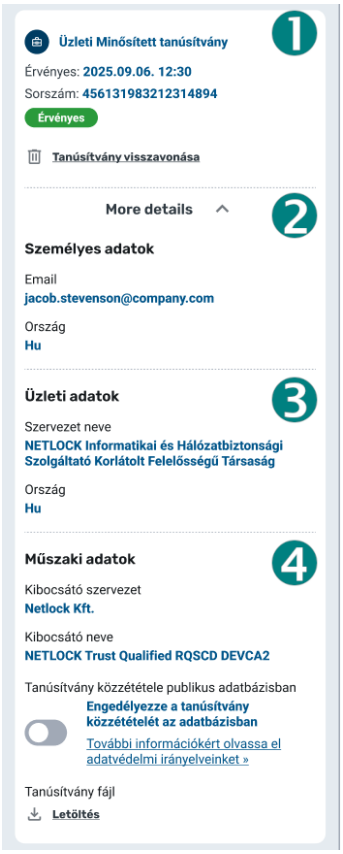


You can only delete signature images that are not set as default

1. You have to select the signature image you want to delete from the list
2. The application will ask for a confirmation to delete it
3. After the deletion is confirmed, the signature image will be deleted from the list

Certificate management

In the application, you can see the certificate details in your account and its status:



1 – The main characteristics of the certificate:

- Type of Certificate
- Validity period
- Serial number
- Status

You can revoke your certificate using the Revoke Certificate button.

2 – Personal details of the certificate:

- First name
- Surname
- E-mail address
- Country

3 – Business data:

- Name of organization
- Country

4 – Technical data

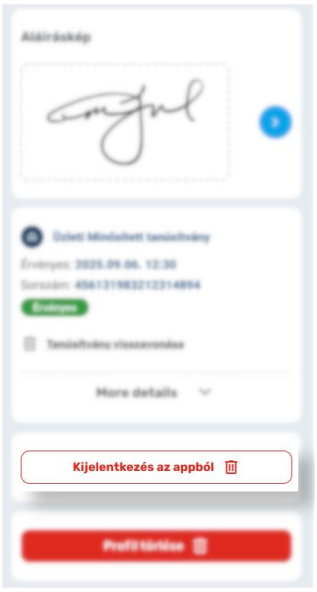
- Issuing organization
- Issuer name

Publishing a public certificate store

Download certificate file

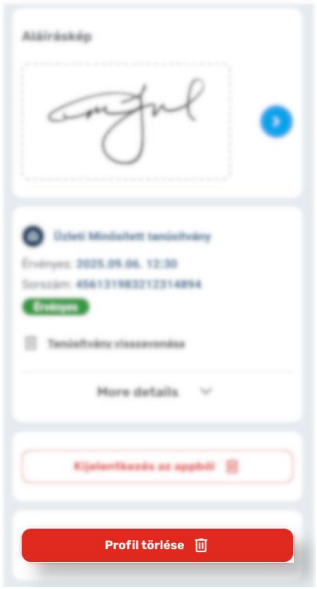
Profile actions

Log out of the application



If you want to log out of the NETLOCK application, click on the Logout button and the system will log you out of the current account.

Delete profile



The Delete profile button deletes your current account along with all its data, as well as revokes the valid certificate in it.

Lists of documents and signature tasks

In the application, documents and signature processes can be found in lists pre-filtered based on their status. In each list, the most important information about the given document or signature task can be seen in card format. On the lists, operations can be performed with the given document or signature task according to its status, by individual or mass selection.

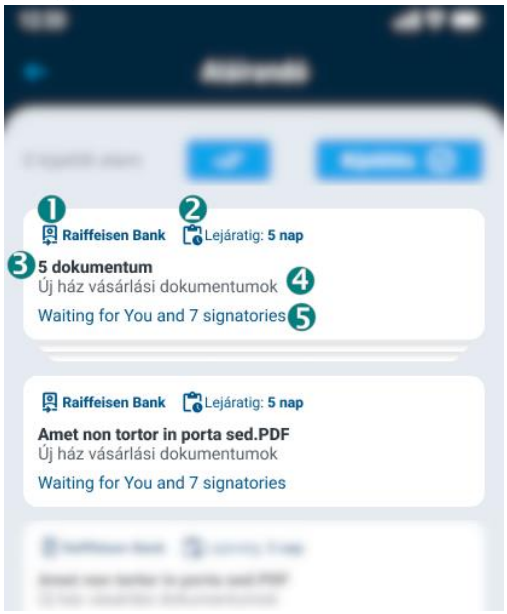
Document list types

To be signed

The tasks that have been sent to you for signature are included in the list to be signed.

The list is sorted according to the signature deadline, the one that will expire the soonest will be sorted at the top of the list.

The appearance and data content of the list card



The following information can be seen on the card of the type of tasks to be signed:

1. Name of signature requester (If you initiated the signature process, this field is not visible to you.)
2. Signing deadline
3. The name of the document in the signature task, if the signature task contains several documents, then the number of documents that the task contains is displayed
4. The message associated with the signing task
5. Number of people waiting to sign

Actions that can be performed on the list

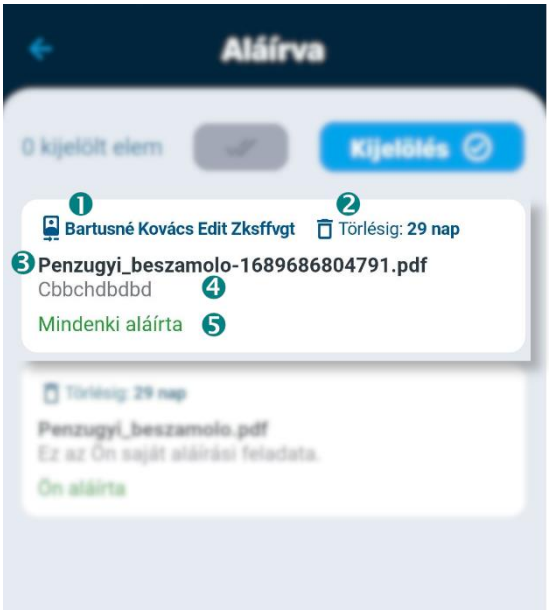
The following operations can be performed on the card of the type of document to be signed

1. Signature – Signing of the tasks selected in the list
2. Original download – Download the documents in the selected tasks in the list
3. Reject signature – Reject the signature of the tasks selected in the list

Signed

The signature tasks and signed documents, the signature process of which has been completed are added to the signed list, and the signed document becomes available for download.

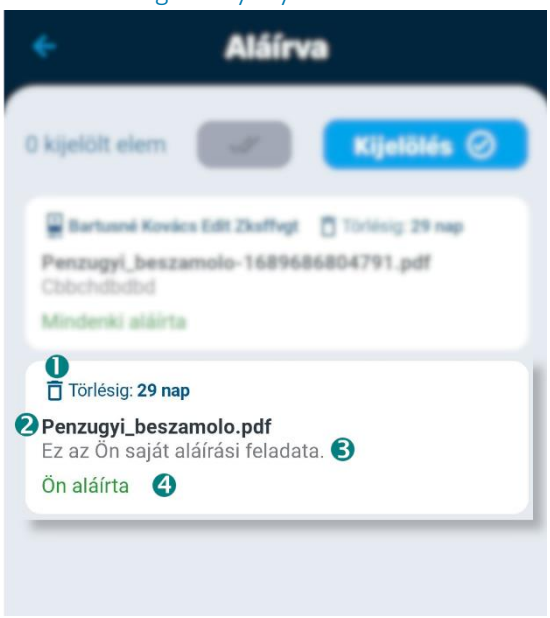
Task signed by several participants



The following information can be seen on the card of the type of tasks signed:

1. Name of signature requester (If you initiated the signature process, this field is not visible to you.)
2. Time remaining until the signed document is deleted
3. The name of the document in the signature task, if the signature task contains several documents, then the amount of documents that the task contains is displayed
4. The message associated with the signing task
5. Status that everyone has signed the document

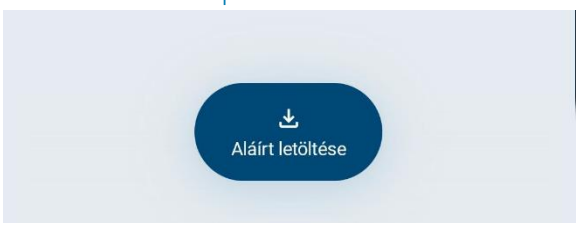
A document signed by myself



The following information can be seen on the card of the document signed by myself:

1. Time remaining until the signed document is deleted
2. The name of the document in the signature task, if the signature task contains several documents, then the amount of documents is displayed
3. The automatic message associated with the signing task
4. Status that I have signed the document

Actions that can be performed on the list

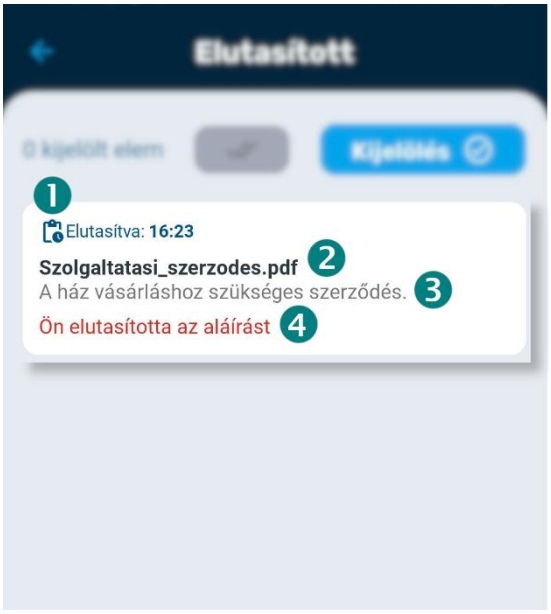


In the case of a task signed by everyone, only one operation can be performed, which is downloading the signed document.

Rejected

The rejected list contains the signature tasks that one of the participants in the signing process refused to sign with a reason.

The appearance and data content of the list card



The following information can be seen on the card of the type of tasks rejected:

1. Date of rejection of the document. After 1 day, the deletion deadline will appear as data
2. The name of the document in the signature task, if the signature task contains several documents, then the number of documents that the task contains is displayed
3. The message associated with the signing task
4. The name and email address of the rejecting person will be displayed.

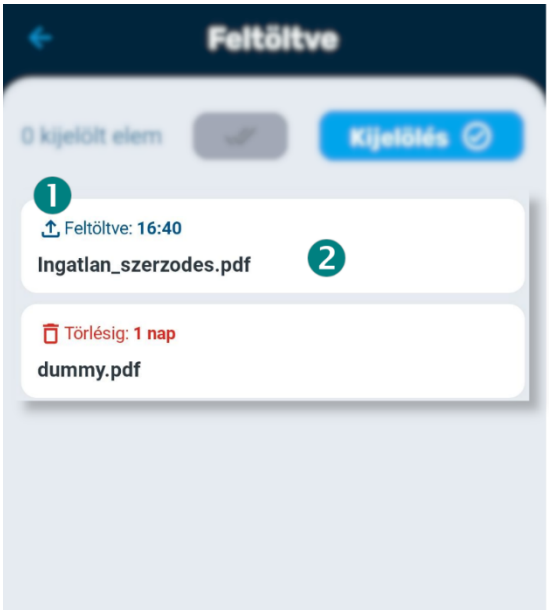
Actions that can be performed on the list

In the case of tasks rejected, only one operation can be performed, which is downloading the original document.

Uploaded

The PDF documents that have been uploaded to the application are included in the uploaded list.

The appearance and data content of the list card



The following information can be seen on the card of the uploaded documents

1. The date the document was uploaded. After 1 day, the time remaining after deletion
2. The name of the uploaded document

Actions that can be performed on the list

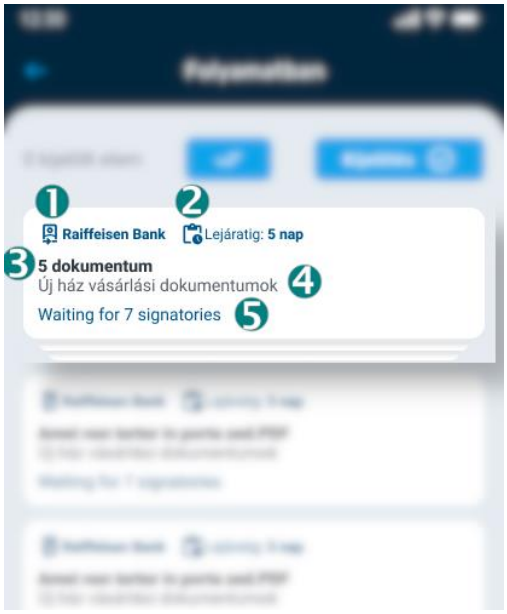
The following operations can be performed on the card of the uploaded documents

1. Delete document
2. Download original document
3. Signature processes menu
4. Only I sign the document
5. I am sending it to several recipients for signature

In progress

In the list of tasks in progress, you can see the signature tasks that you no longer have to deal with, only the people involved in the signing.

The appearance and data content of the list card



The following information can be seen on the card of the documents in progress

1. Name of signature requester (If you initiated the signature process, this field is not visible to you.)
2. Signing deadline
3. The name of the document in the signature task, if the signature task contains several documents, then the number of documents that the task contains is displayed
4. The message associated with the signing task
5. Number of people waiting to sign

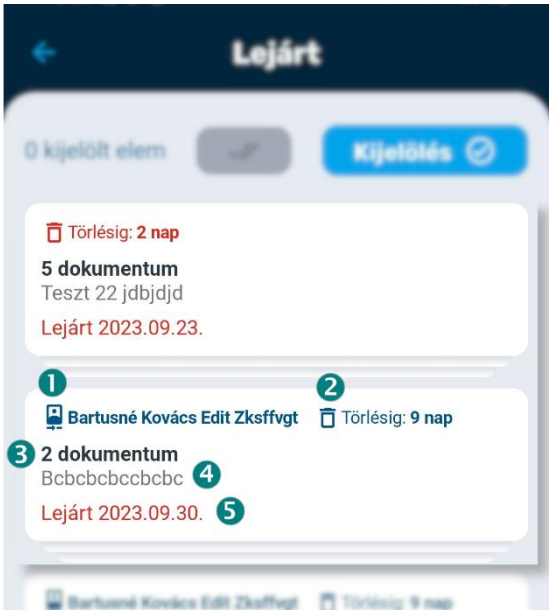
Actions that can be performed on the list

In the case of tasks in progress only one operation can be performed, which is downloading the original document.

Expired

In the list of expired tasks, you can see the signature tasks that the participants failed to sign within the deadline.

The appearance and data content of the list card



The following information can be seen on the card of the expired documents

1. Name of signature requester (If you initiated the signature process, this field is not visible to you.)
2. Time remaining until deletion
3. The name of the document in the signature task, if the signature task contains several documents, then the number of documents that the task contains is displayed
4. The message associated with the signing task
5. The date when the task expires

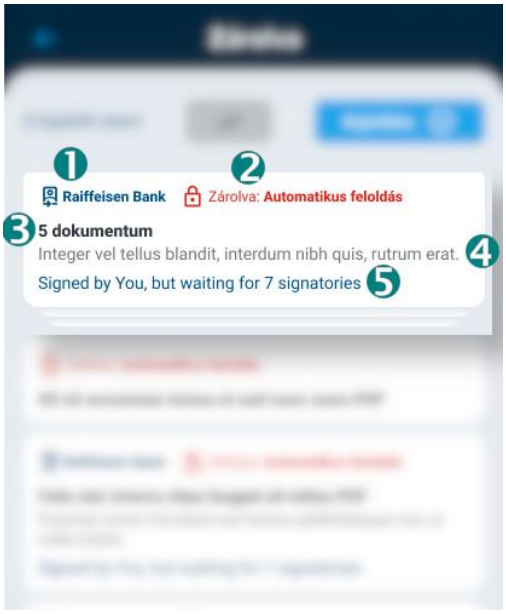
Actions that can be performed on the list

In the case of expired tasks only one operation can be performed, which is downloading the original document.

Blocked

In the blocked list, you can see the signature tasks that had some problem with during signing. As long as the document is in the blocked list, it cannot be signed again until the release period has passed.

The appearance and data content of the list card



The following information can be seen on the card of the blocked documents

1. Name of signature requester (If you initiated the signature process, this field is not visible to you.)
2. Blocking notice
3. The name of the document in the signature task, if the signature task contains several documents, then the number of documents that the task contains is displayed
4. The message associated with the signing task
5. Number of people waiting to sign

Actions that can be performed on the list

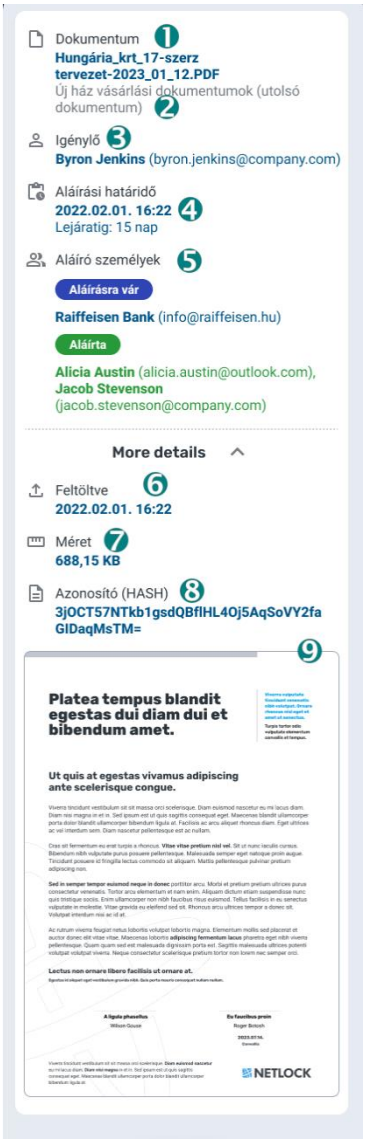
In the case of tasks in blocked status only one operation can be performed, which is downloading the original document.

Detailed information on signature tasks and uploaded documents

Detailed information on signature tasks and uploaded documents by status

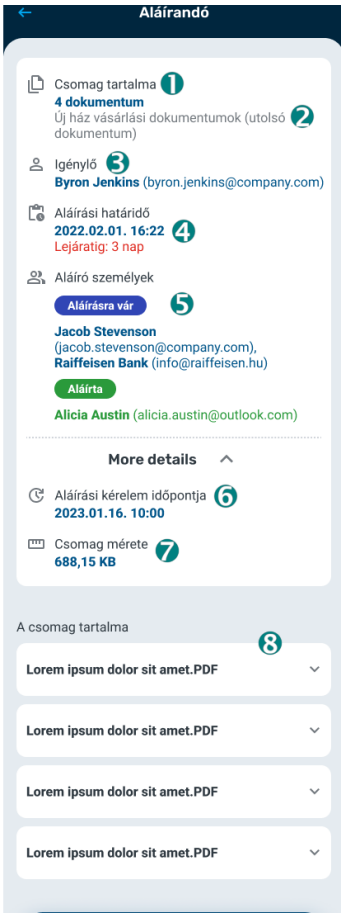
Detailed information on tasks to be signed

Task details to be signed for a single document



1. Document name
2. Signature task message
3. Name of person requiring signature
4. Signing deadline
5. List and status of signatories
6. PDF document upload time
7. PDF document size
8. HASH identifier of PDF document
9. Preview image of the first page of a document

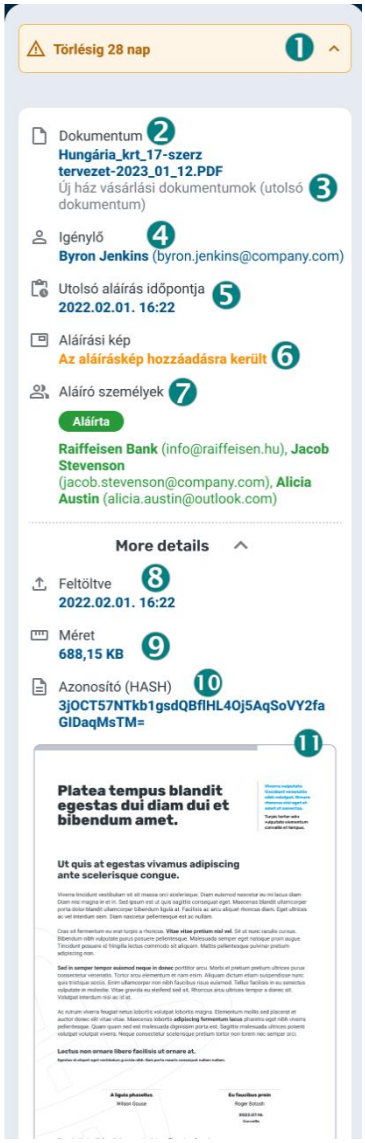
Task details to be signed for multiple documents



1. Number of documents in the signature task
2. Signature task message
3. Name of person requiring signature
4. Signing deadline
5. List and status of signatories
6. Date of signature request
7. Size of all documents
8. PDF documents included in the signature task

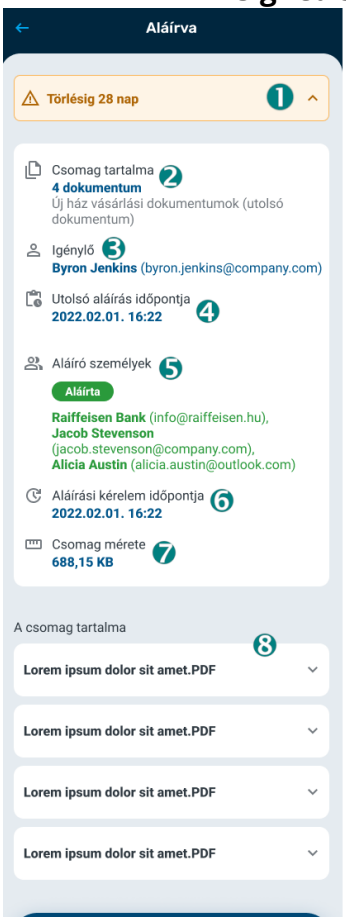
Detailed tasks of signed tasks

Task details for a single document with signed status



1. Deletion warning
2. Document name
3. Signature task message
4. Name of person requiring signature
5. Date of last signature
6. Signature image was added
7. List of signatories
8. PDF document upload time
9. PDF document size
10. HASH identifier of PDF document
11. Preview image of the first page of a document

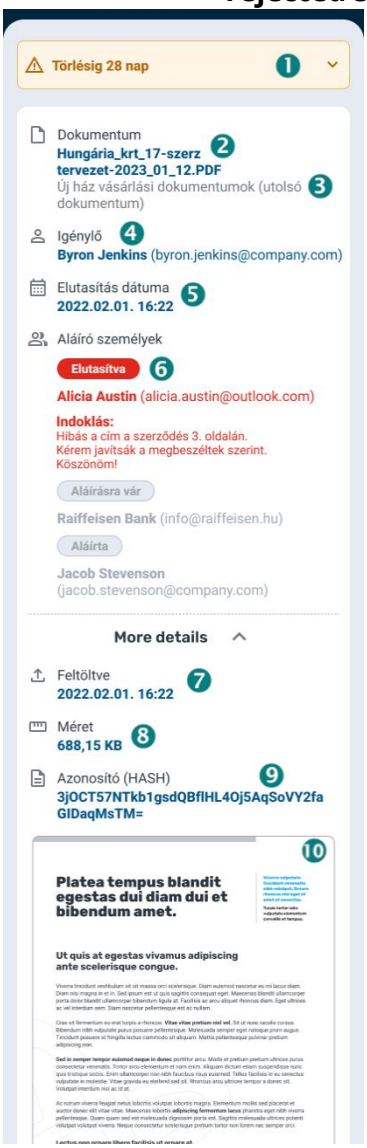
Task details for multiple documents with signed status



1. Deletion warning
2. Number of documents in the signature task
3. Name of person requiring signature
4. Signing deadline
5. List and status of signatories
6. Date of signature request
7. Size of all documents
8. PDF documents included in the signature task

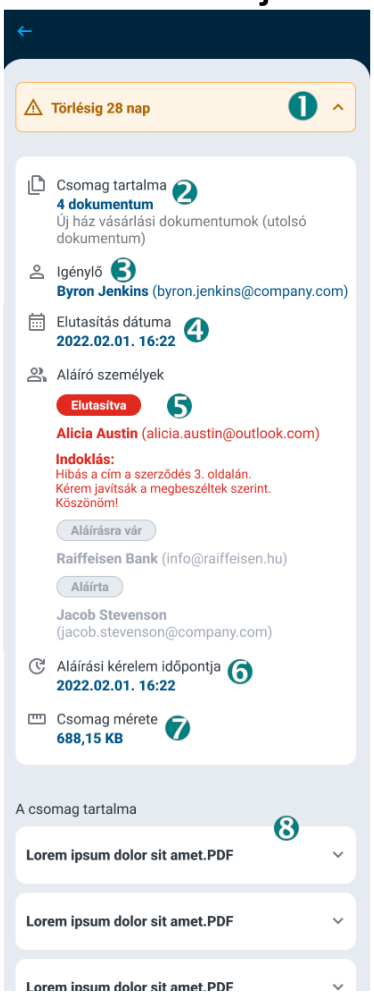
Rejected

Task details for a single document with rejected status



1. Deletion warning
2. Document name
3. Signature task message
4. Name of person requiring signature
5. Date of rejection
6. List of signatories and the name of the rejecting person and the text of the rejection.
7. PDF document upload time
8. PDF document size
9. HASH identifier of PDF document
10. Preview image of the first page of a document

Task details for multiple documents with rejected status



1. Deletion warning
2. Number of documents in the signature task
3. Name of person requiring signature
4. Date of rejection
5. List of signatories and the name of the rejecting person and the text of the rejection.
6. Date of signature request
7. Size of all documents
8. PDF documents included in the signature task

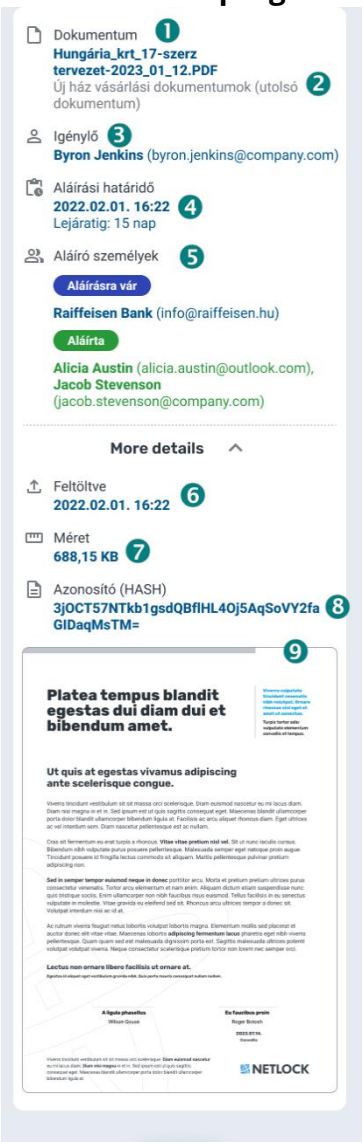
Uploaded

Detailed data of a document with uploaded status

1. Document name
2. Date of document upload
3. Document size
4. HASH identifier of document
5. Preview image of the first page of a document

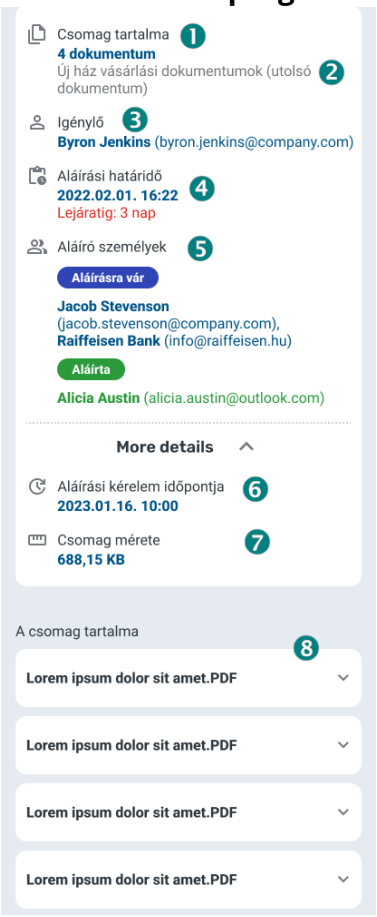
In progress

Task details for a single document with in-progress status



1. Document name
2. Signature task message
3. Name of person requiring signature
4. Signature task deadline
5. List and status of signatories
6. PDF document upload time
7. PDF document size
8. HASH identifier of PDF document
9. Preview image of the first page of a document

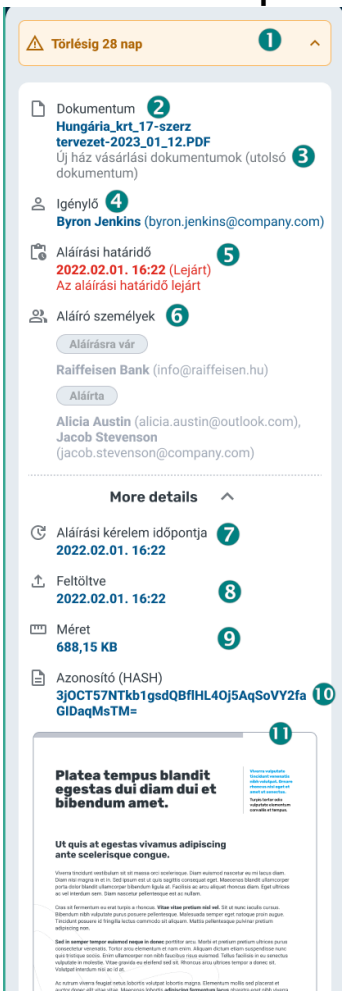
Task details for multiple documents with in-progress status



1. Number of documents in the signature task
2. Signature task message
3. Name of person requiring signature
4. Signature task deadline
5. List and status of signatories
6. Date of signature request
7. Size of all documents
8. PDF documents included in the signature task

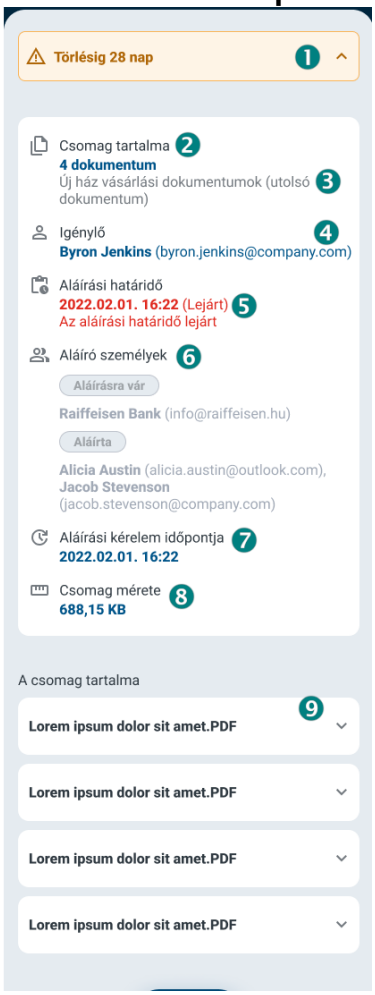
Expired

Task details for a single document with expired status



1. Deletion warning
2. Document name
3. Signature task message
4. Name of person requiring signature
5. Signature task deadline and status
6. List of signatories
7. Date of signature request
8. PDF document upload time
9. PDF document size
10. HASH identifier of PDF document
11. Preview image of the first page of a document

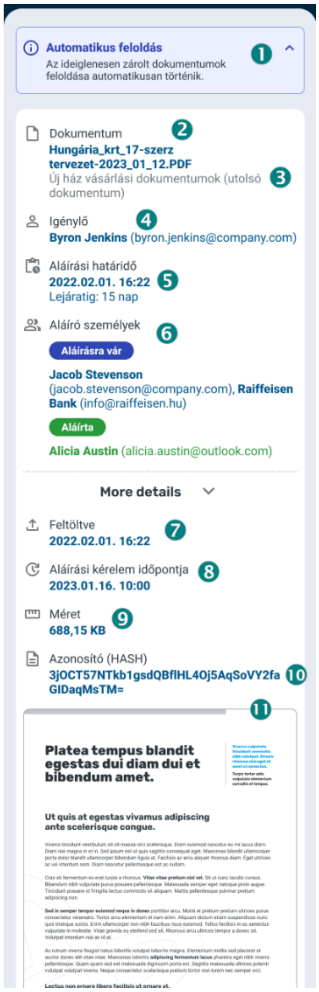
Task details for multiple documents with expired status



1. Deletion warning
2. Number of documents in the signature task
3. Signature task message
4. Name of person requiring signature
5. Signature task deadline and status
6. List and status of signatories
7. Date of signature request
8. Size of all documents
9. PDF documents included in the signature task

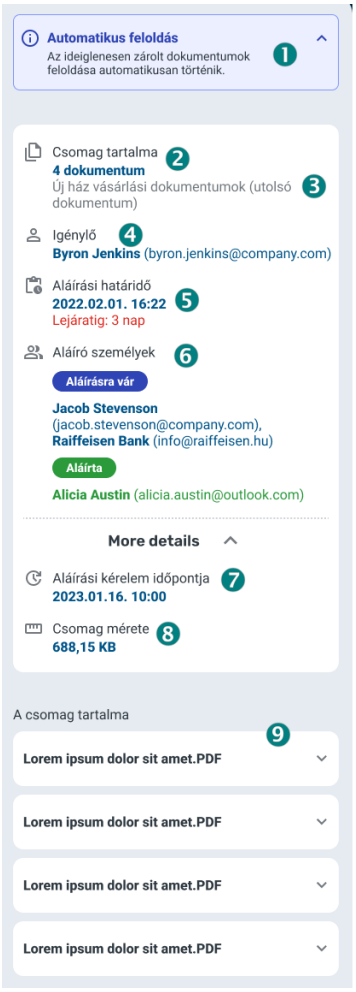
Blocked

Task details for a single document with blocked status



1. Document blocking warning
2. Document name
3. Signature task message
4. Name of person requiring signature
5. Signature task deadline
6. List and status of signatories
7. PDF document upload time
8. Date of signature request
9. PDF document size
10. HASH identifier of PDF document
11. Preview image of the first page of a document

Task details for multiple documents with blocked status

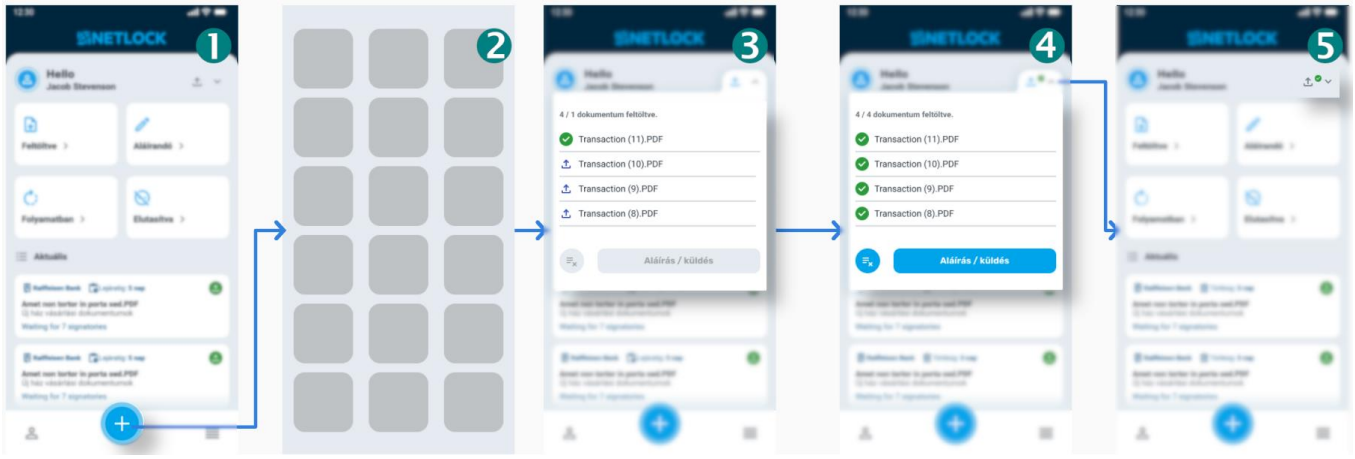


1. Document blocking warning
2. Number of documents in the signature task
3. Signature task message
4. Name of person requiring signature
5. Signature task deadline
6. List and status of signatories
7. Date of signature request
8. Size of all documents
9. PDF documents included in the signature task

Upload PDF documents

Upload a PDF document to the application

You can upload documents with PDF extension to the application, which you can sign or send to several participants by launching a signature process as a signature request.

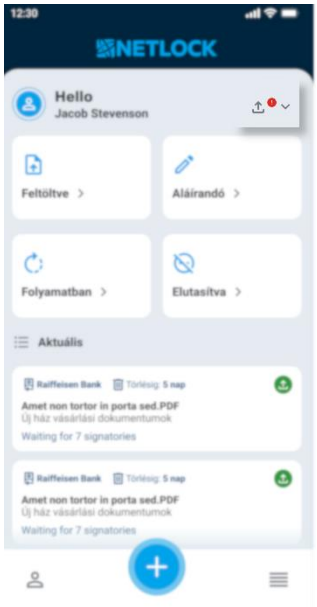


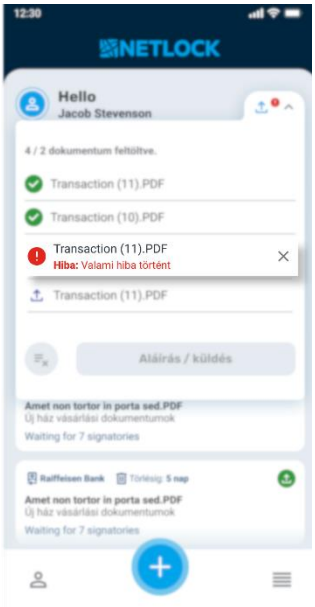
The document upload process is based on the following steps:

1. Press the blue “plus” button on the home screen
2. The application opens the storage of the mobile phone, where you can select any number of PDF files for uploading
3. After selecting the files, the upload menu opens and the selected files are added to the list and uploading begins. The application marks what has already been successfully uploaded with a green tick.
4. After all documents have been uploaded, a green tick appears next to each document
5. You can close the upload window at any time while uploading, because the application will indicate with a small green tick icon that all files have been successfully uploaded.

If you have turned on notifications for file uploads, when uploading documents, the application will also send a PUSH message about successful file uploads.

Failed to upload PDF document





After starting the upload, if the application cannot upload a PDF document, it will be indicated in the upload list and in the upload menu. Documents that the application failed to upload can be simply deleted from the list by using the “X” button.

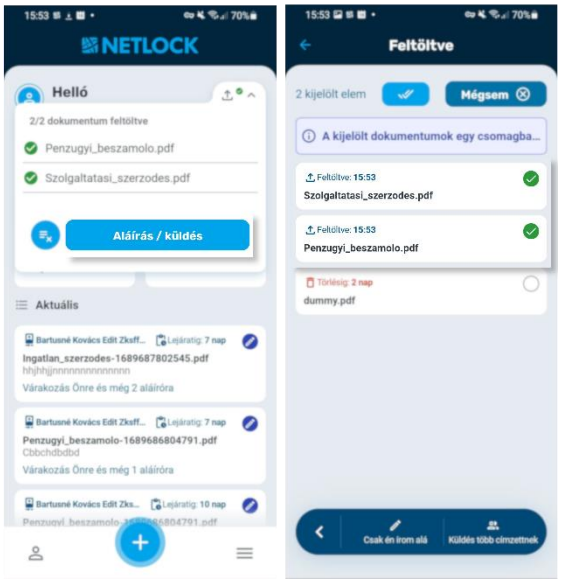
Upload list

All PDF documents that have been uploaded are included in the upload list. Using the button, the list can be deleted. It will only delete the uploaded list; the documents will still be available under the uploaded list.

If you perform actions with the uploaded documents (signing, deleting, sending for signature), these documents will be removed from the upload list.

If you press the

button in the list, all successfully uploaded documents in the list will be selected under the uploaded menu item. Then the application redirects you to this interface.



Signature process

In the application, you have the option to send the uploaded pdf document or documents for signature, where you can address several signatories.

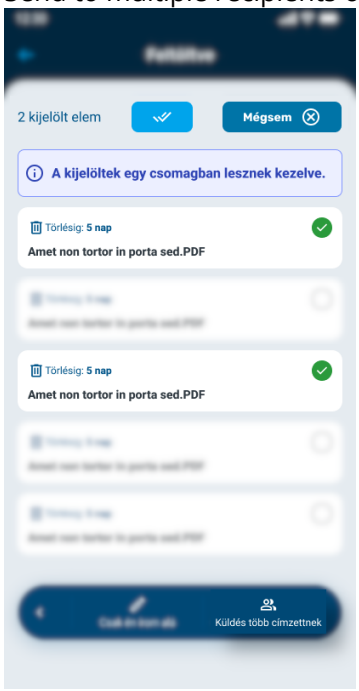
There are two types of signature processes:

- Send signature task with signatory role
- Send signature task with sender role

Send signature task with signatory role

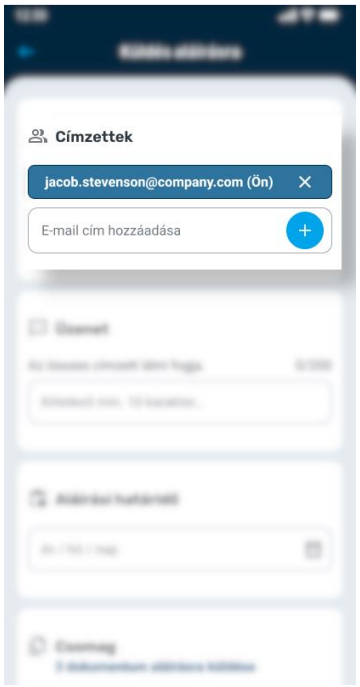
When we send out a signature task we will become signatories in the process as well. The process of sending a task for signature is as follows:

Select the document(s) you want to send for signature from the uploaded list. Then press the Sign/Send button and select the Send to multiple recipients option.



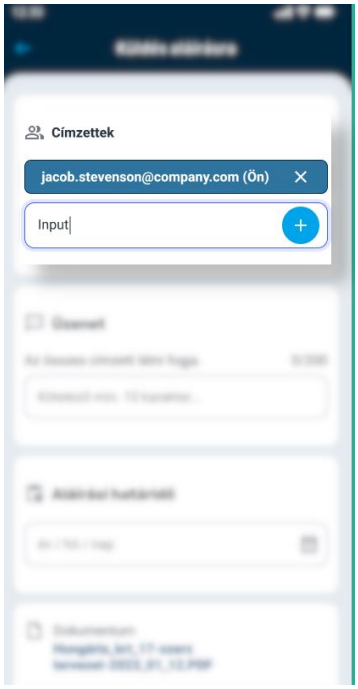
You can add the signatory's email address to the list by pressing the blue plus or enter button. If you entered an email address that cannot be found in the system, then it will be automatically indicated that an invitation to the signature task will be sent to the recipient. Email addresses marked in green have a valid signature certificate.

You must enter the recipients in the next step. The application will automatically add you to the list of signatories.

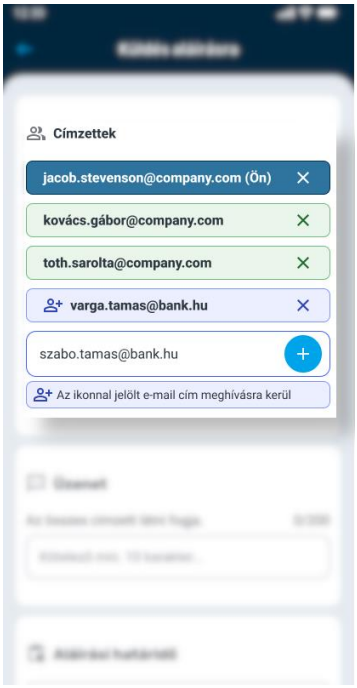


If you enter an incorrect email address, or if the account with the given email address does not currently have a valid certificate, it will be indicated as an error. Until you correct or delete the email address, you will not be able to add a new one.

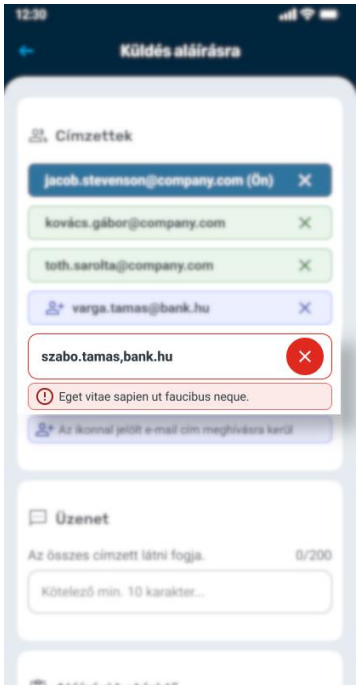
Enter the email address of the recipients to whom you want to send the document for signature.



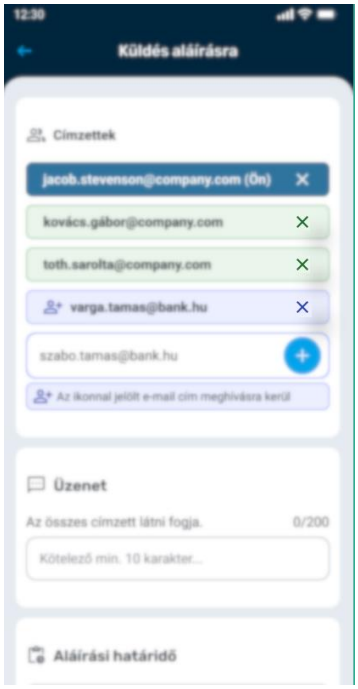
The specified recipients can be removed from the list at any time by using the x button at the end of the list.



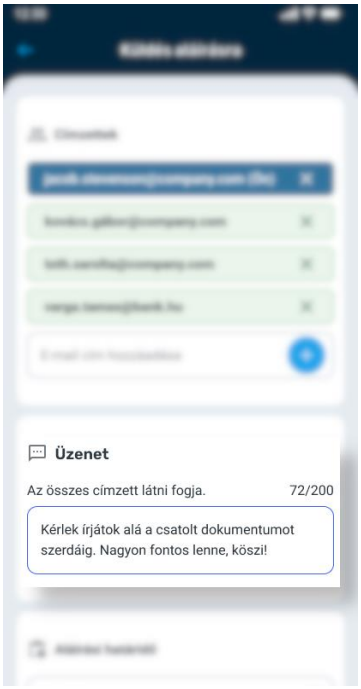
In the next step, you need to enter a message for the signature task that all participants will receive. This can be a minimum of 10 and a maximum of 200 characters.

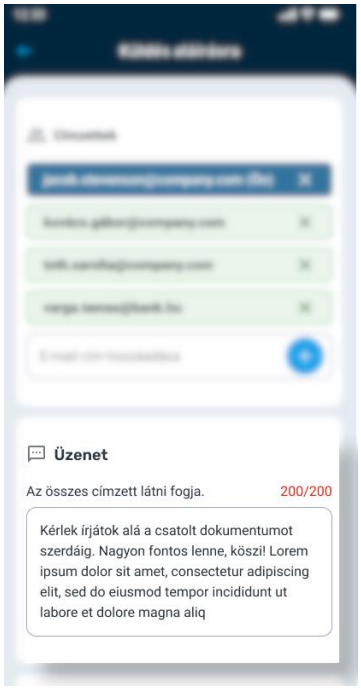


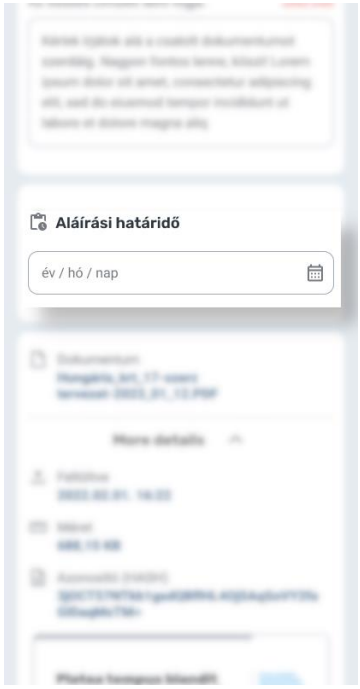
If you wish to enter a longer message than 200 characters, the application will inform you that you have reached the maximum amount.



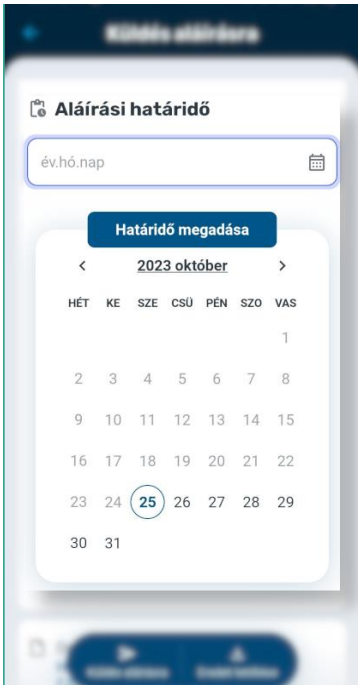
After entering the message, a signature deadline must be set.







By clicking in the field, a calendar appears, where you can set the date until the document(s) in the task can be signed.

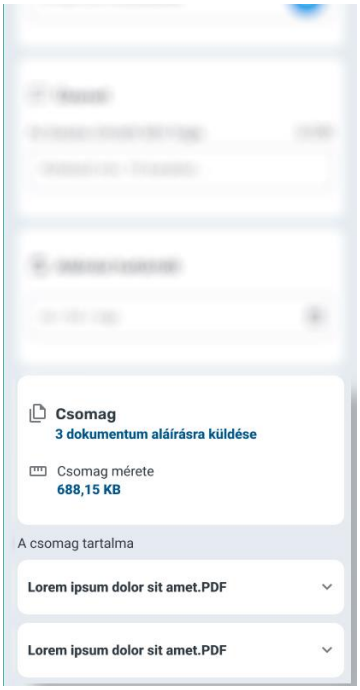


In the calendar, the start day will always be the current one, and only the end of the deadline should be entered. If you want to use the current day, you must select the day, which is set.

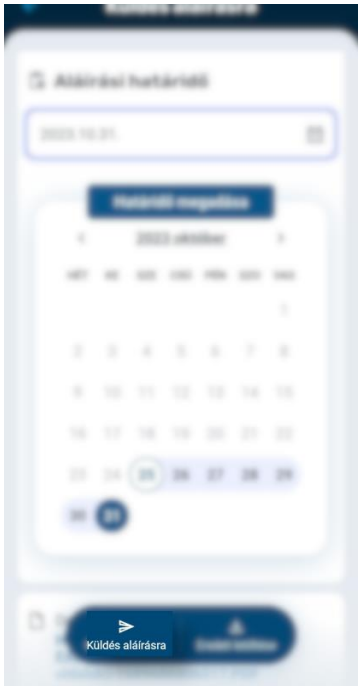
The specified deadline will always be set to 11:59 p.m. on the selected day.

You can see the document at the bottom of the signing task, which you selected at the beginning of the process.

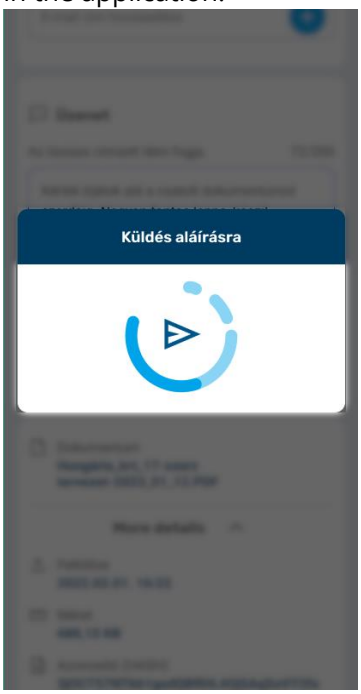
In the case of multiple documents, they will be displayed as per the following layout.



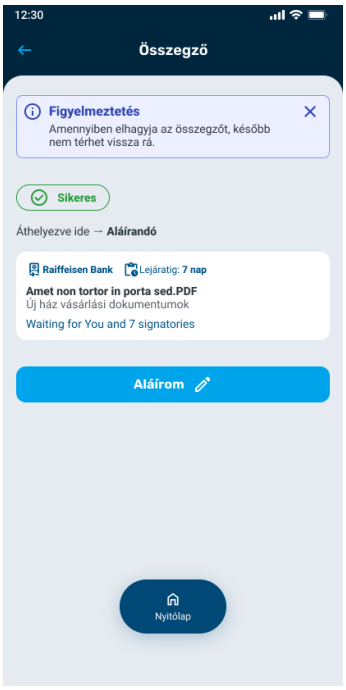
You can send the task to the recipients using the send for signature button



When the signature task is sent, you will receive a status indicator in the application.



If the dispatch was successful, you will get a summary screen showing that the task was sent successfully.



Signature summary screen features

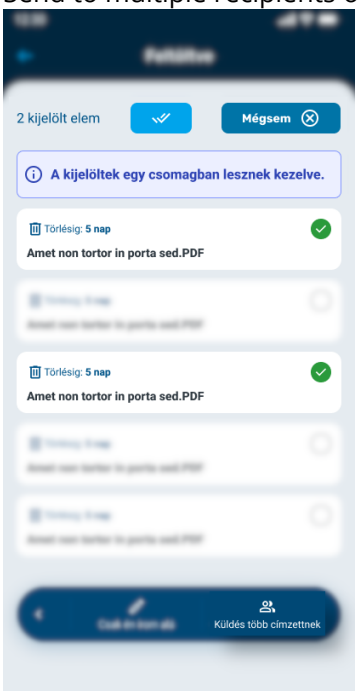
At the end of the signature sending process, the application displays a summary screen from which the following features can be accessed:

1. A warning message to close the summary screen
2. The success of sending the signature task
3. In which list is the sent task found
4. The card of the assigned task, clicking on which the detailed data of the task can be opened
5. The signature process can be started for the sent task
6. Return to the home screen
7. Return to the uploaded list

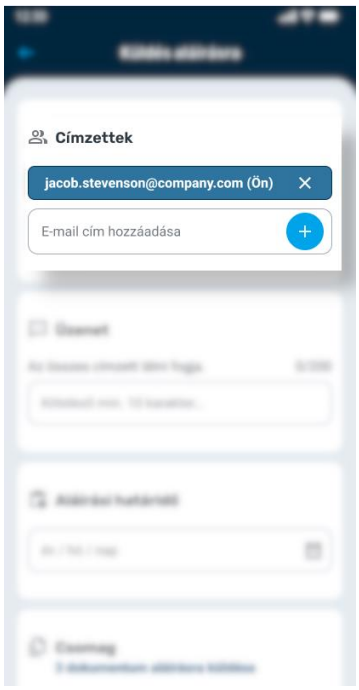
Send signature task with sender role

When sending the signature task, you will not be the signatory of the sent task. The sending process is based on the following steps:

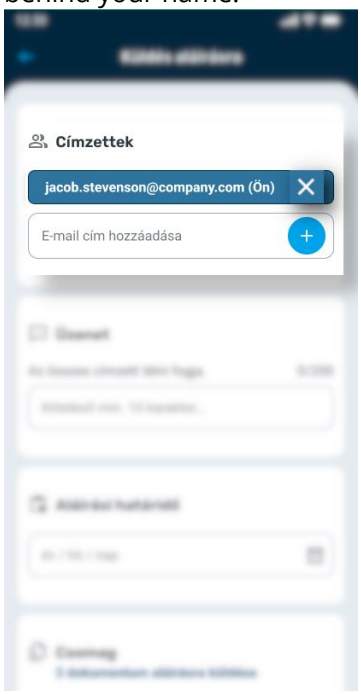
Select the document(s) you want to send for signature from the uploaded list. Then press the Sign/Send button and select the Send to multiple recipients option.



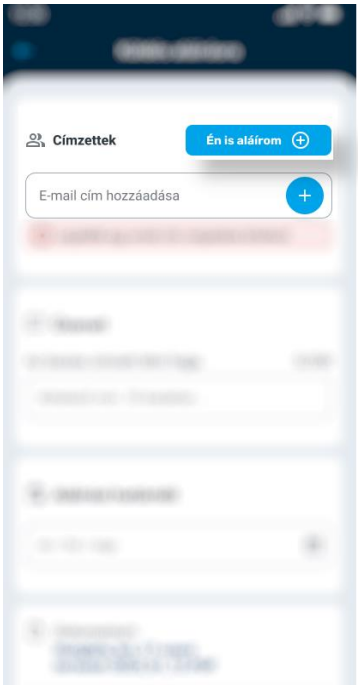
You must enter the recipients in the next step. The application will automatically add you to the list of signatories



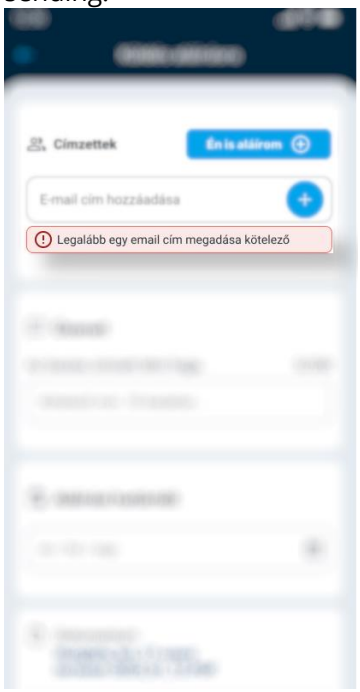
In order not to be signatories in the process, you have to remove yourself from the signatories. You can do so with the “X” button behind your name.



After removal, a button will appear with which you can put yourself back on the list of recipients at any time.



If you remove yourself from the recipients without specifying a single recipient, the application will warn you that at least one recipient must be specified for sending.

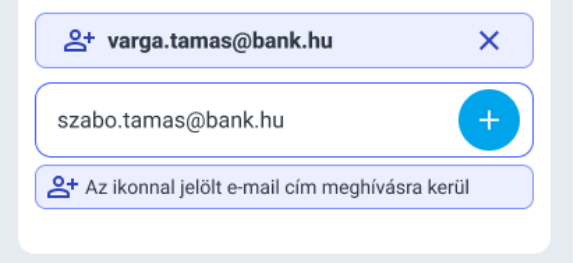


The further steps of sending are the same as those described in "Send signature task with role".

After successful sending, you can only navigate to the home page on the summary screen, since you did not include yourself among the signatories.

Send an invitation

When creating a signature task, it is possible to send invitations to email addresses that do not have an account in the system. Signature tasks sent in this way can only be valid if the invitees have registered and then signed the task. After specifying the recipients, the system marks those email addresses that do not have an account.



After the signature task is sent out, e-mail addresses that do not have a signatory account will be automatically invited.

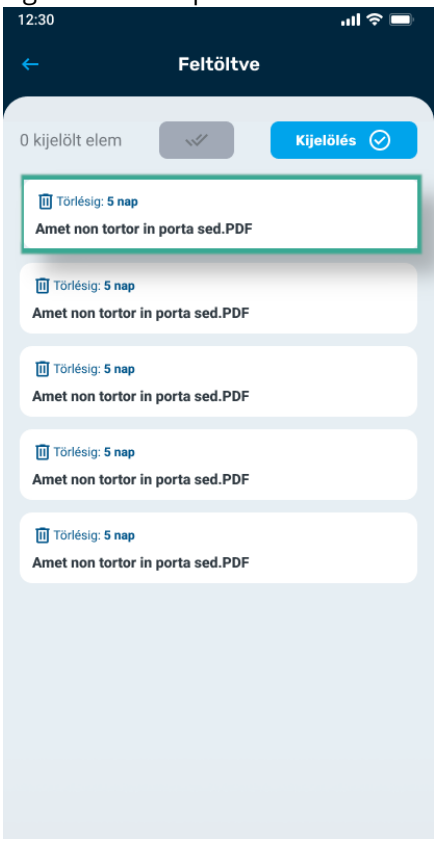
Signing processes

Sign an uploaded document

Documents uploaded to the application can be signed individually, or you can sign more by selecting the documents together.

Sign an uploaded document with an SMS second factor

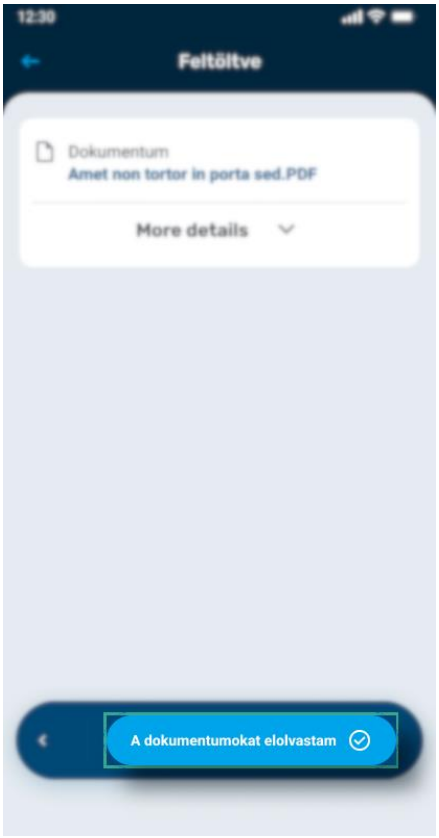
Select the document you want to sign from the uploaded list.



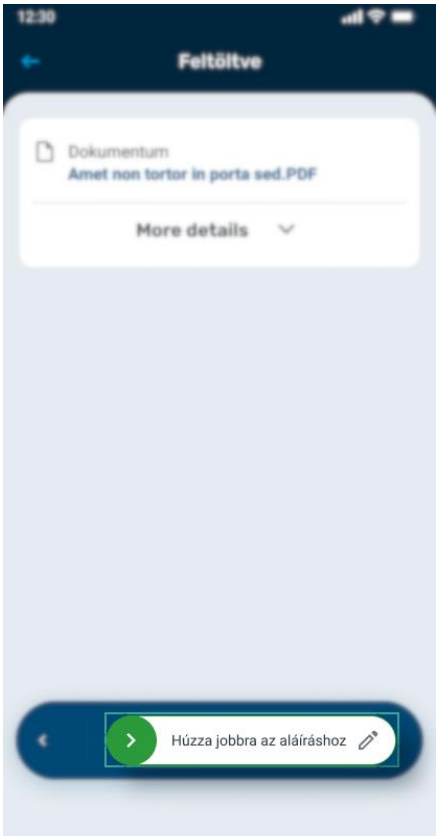
Press the Sign/Send button in the document details.

Then press the Only I sign button.

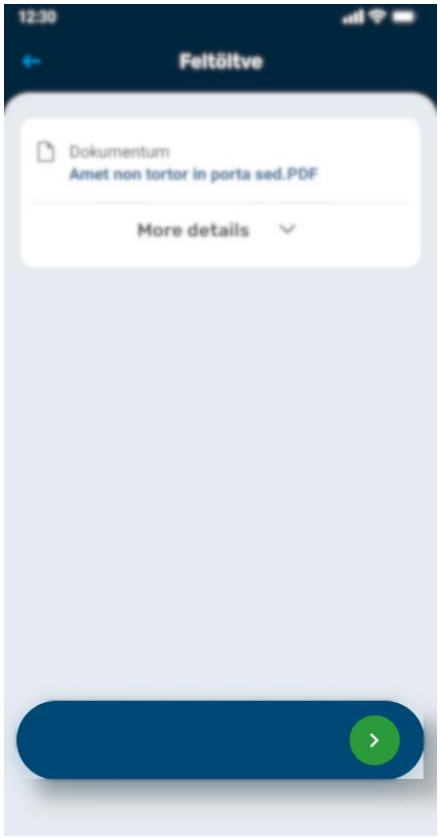
In the next step of the process, the content of the documents must be approved. In order to do so, press the blue button that I have become familiar with the contents of the documents.



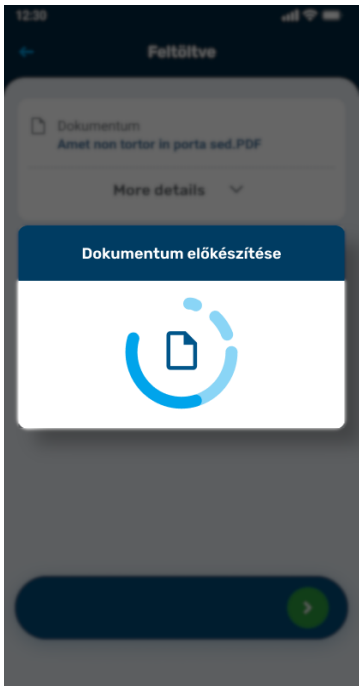
After approval, the signing process can be launched by dragging the slider marked with the green arrow from left to right.



After dragging the slider completely, the signing process starts.

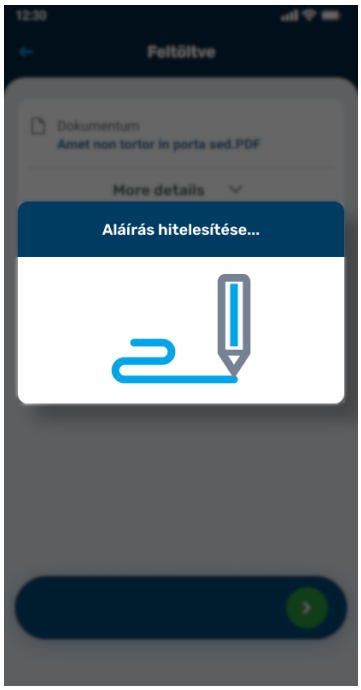


The application prepares, checks and validates the document for signature.



In the next step, the application sends the SMS code required to confirm the signature, which must be entered to approve the signature.

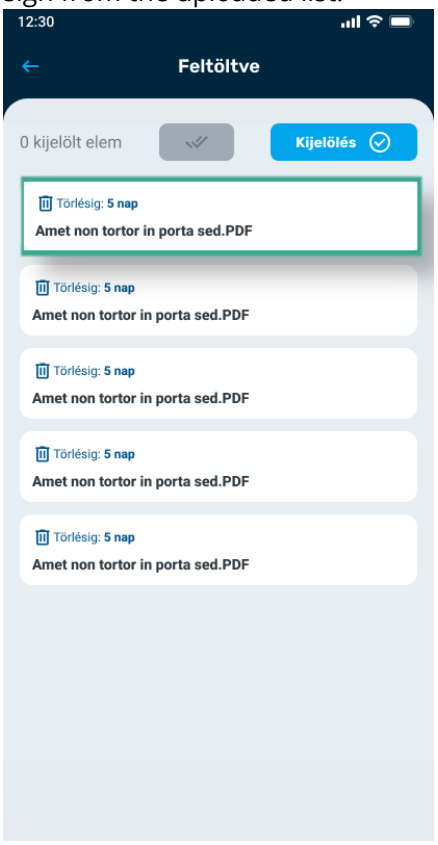
After entering a successful code, the signing process starts.



After successful signing, you will receive the summary screen, from which you can download the signed document

Sign an uploaded document with a NETLOCK approval-based second factor

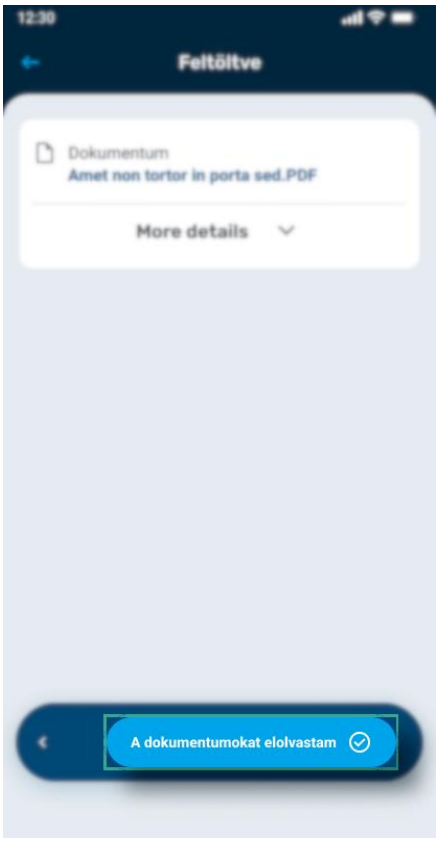
Select the document you want to sign from the uploaded list.



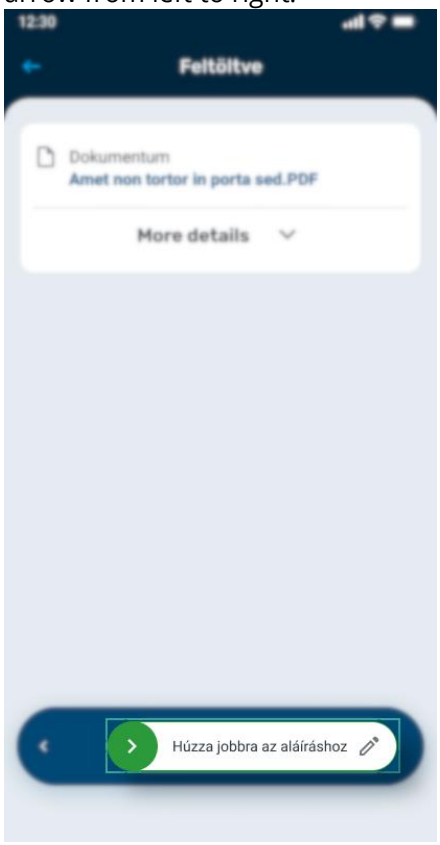
Press the Sign/Send button in the document details.

Then press the Only I sign button.

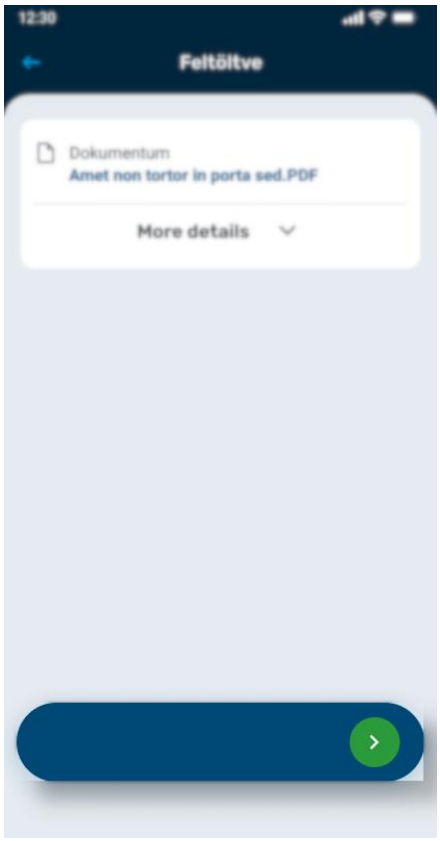
In the next step of the process, the content of the documents must be approved. Push the blue button for this.



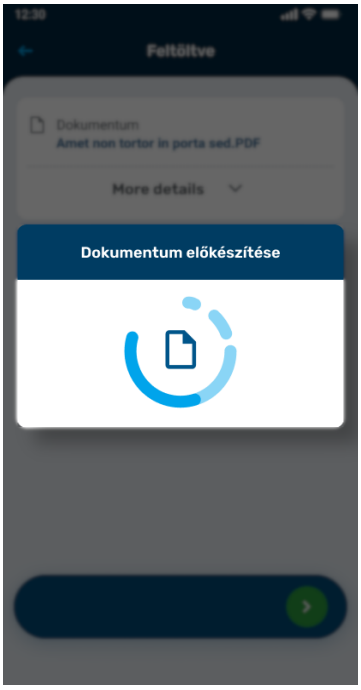
After approval, the signing process can be launched by dragging the slider marked with the green arrow from left to right.



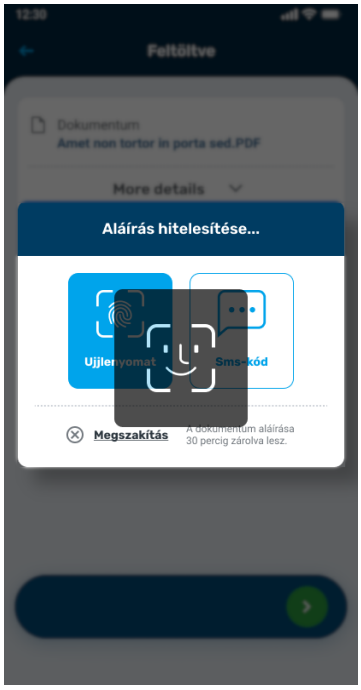
After dragging the slider completely, the signing process starts.



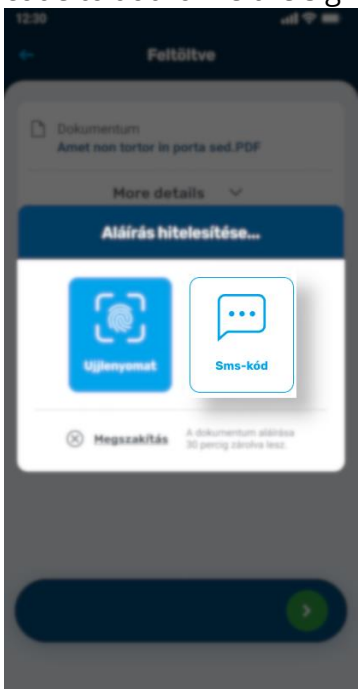
The application prepares, checks and validates the document for signature



The next step is to enter your biometric ID to approve the signature.



If you cannot provide your biometric ID, you have the option of requesting an SMS code to authorize the signature.

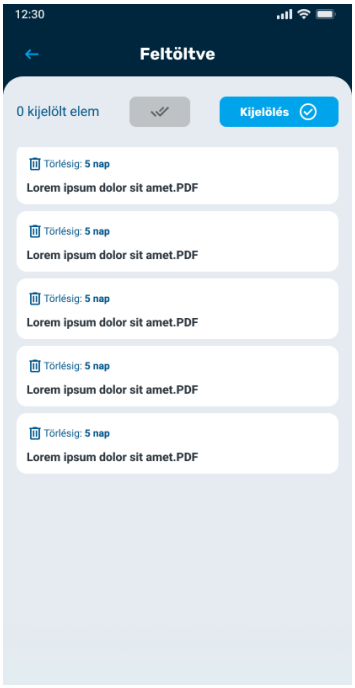


After entering a successful code, the signature process starts.

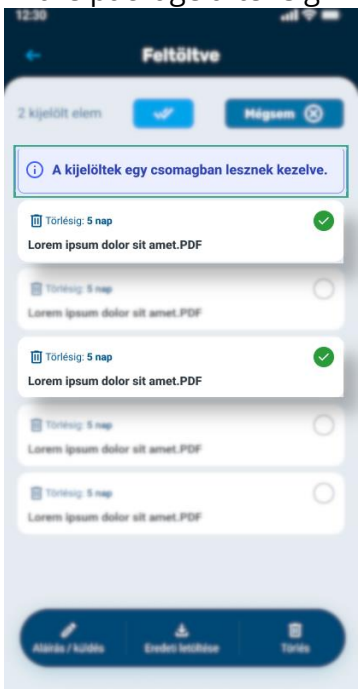
After successful signing, you will receive the summary screen, from which you can download the signed document

Sign multiple uploaded documents with an SMS second factor

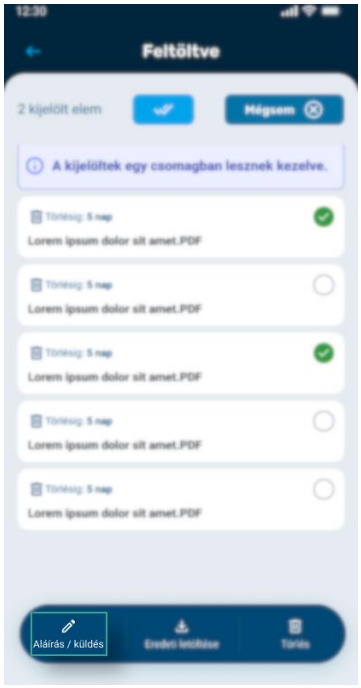
Select the documents you want to sign from the uploaded list.



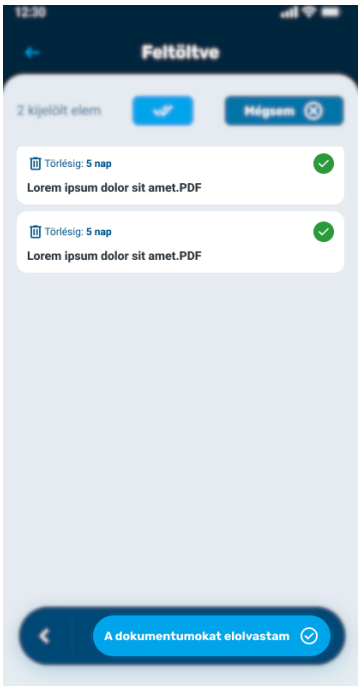
After selecting the documents, an informative message will appear in the list stating that the documents will be included in the package after signing.



Press the “Signature/Send” button to start the signature.



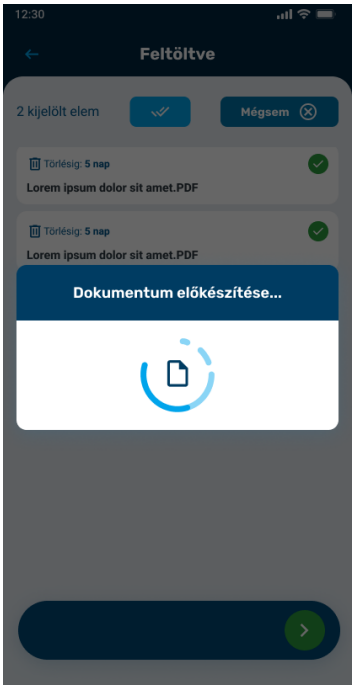
In the next step of the process, the content of the documents must be approved. Push the blue button for this.



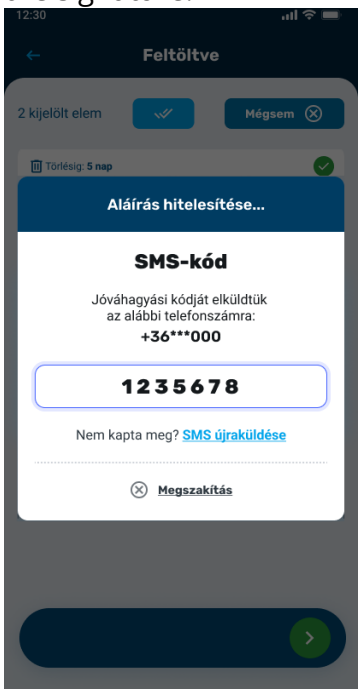
After approval, the signing process can be launched by dragging the slider marked with the green arrow from left to right.

After dragging the slider completely, the signing process starts.

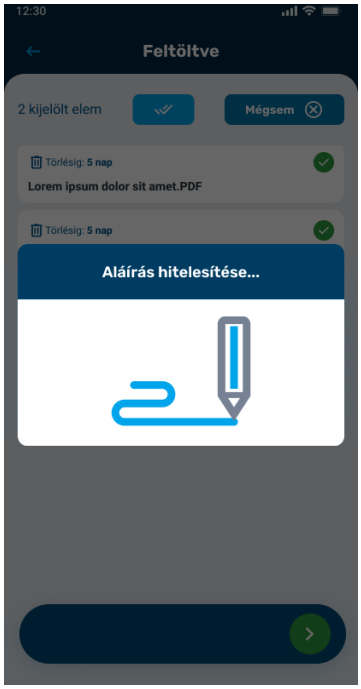
The application prepares, checks and validates the documents for signature



In the next step, the application sends the SMS confirmation code required for the signature, which must be entered to start the signature.



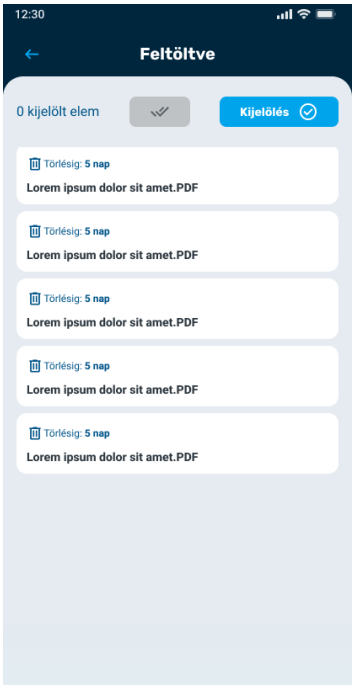
After entering a successful code, the signing process starts.



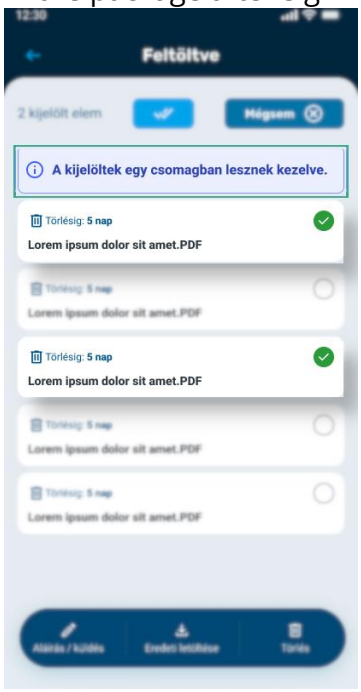
After successful signing, you will receive the summary screen, from which you can download the signed document

Sign multiple uploaded documents with a NETLOCK approval-based second factor

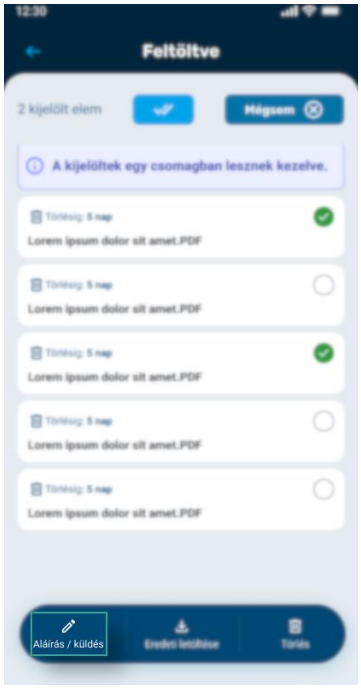
Select the documents you want to sign from the uploaded list.



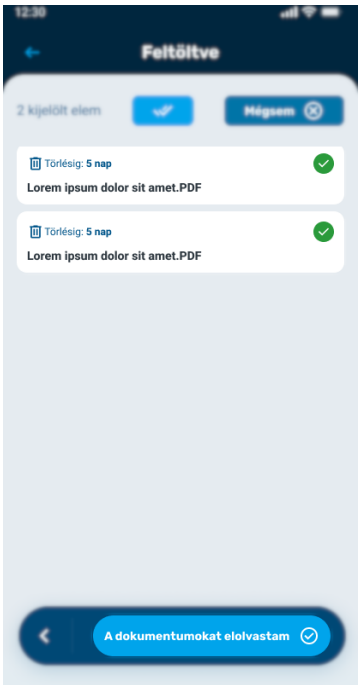
After selecting the documents, an informative message will appear in the list stating that the documents will be included in the package after signing.



Press the “Signature/Send” button to start the signature.



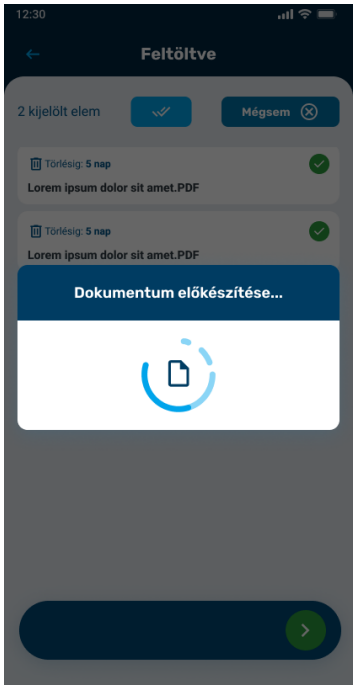
In the next step of the process, the content of the documents must be approved. Push the blue button for this.



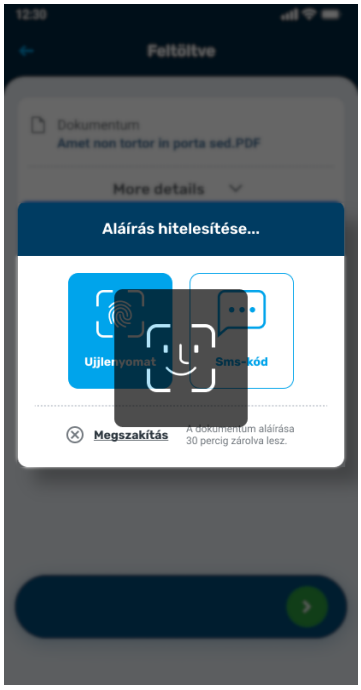
After approval, the signing process can be launched by dragging the slider marked with the green arrow from left to right.

After dragging the slider completely, the signing process starts.

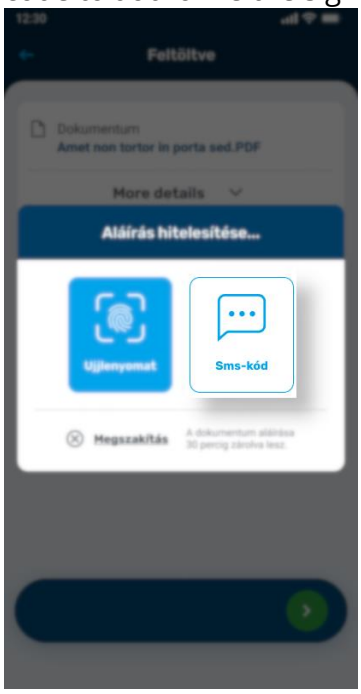
The application prepares, checks and validates the document for signature



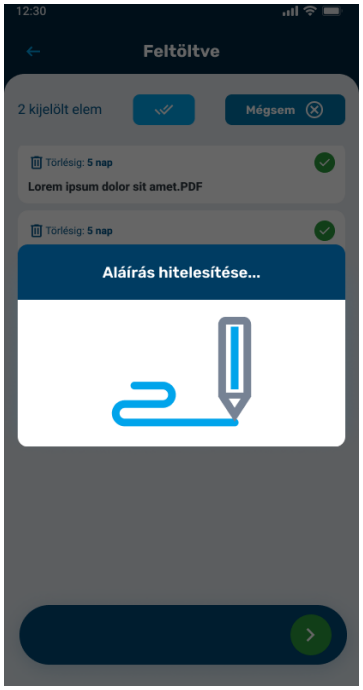
The next step is to enter your biometric ID to approve the signature.



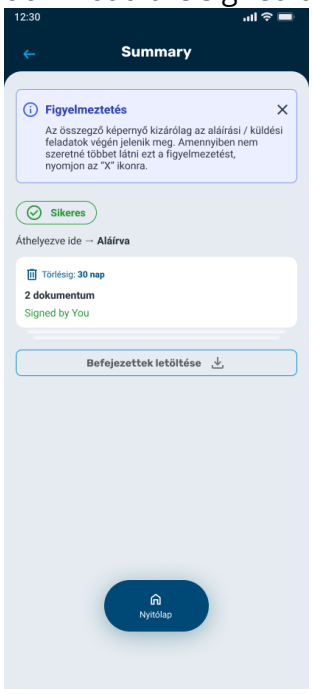
If you cannot provide your biometric ID, you have the option of requesting an SMS code to authorize the signature.



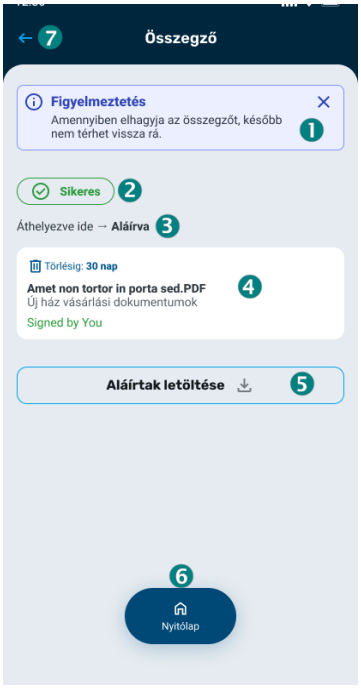
After entering a successful code the signature process starts



After successful signing, you will receive the summary screen, from which you can download the signed document



Uploaded and signed document summary screen functions



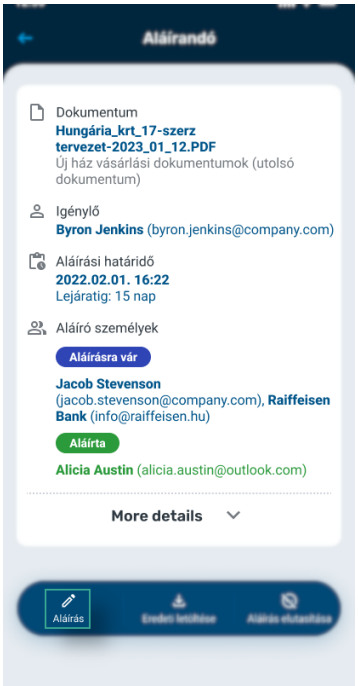
1. A warning message to close the summary screen
2. Status of the signature
3. In which list can the signed document be found
4. The card of the signed task; click here to open the detailed data of the task
5. Download the signed document
6. Return to the home screen
7. Return to the list of documents to be signed

Sign a signature task

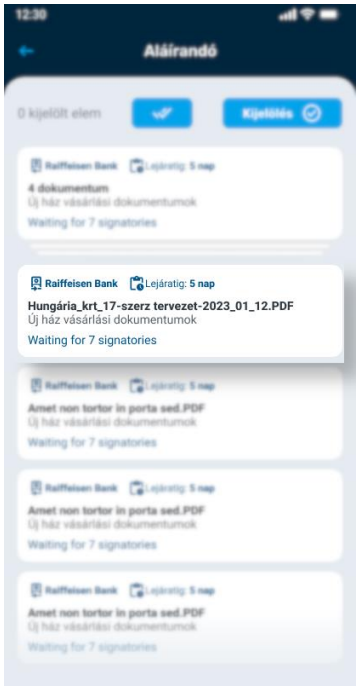
You can get signature tasks in the application, which you can sign individually or by selecting several tasks together.

Sign a task with an SMS second factor

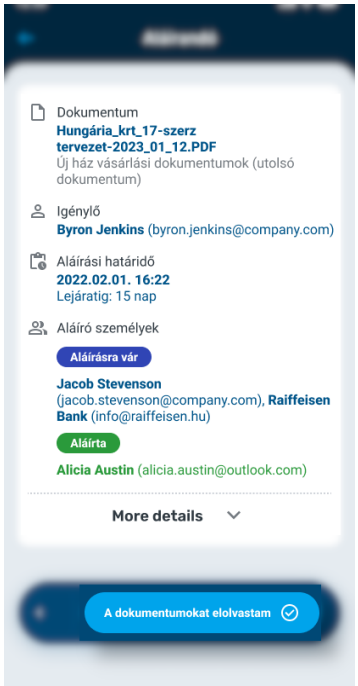
Select the task you want to sign from the list of tasks to be signed.



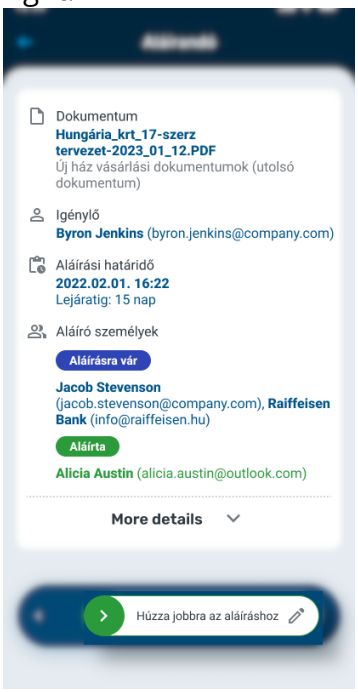
Press the Signature button in the details of the task.



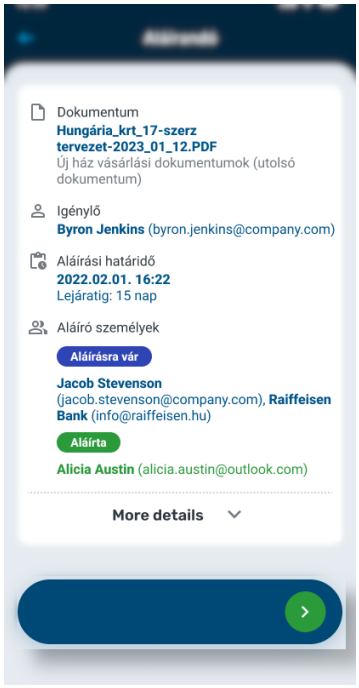
In the next step of the process, you must approve that you have understood the contents of the documents. Push the blue button for this.



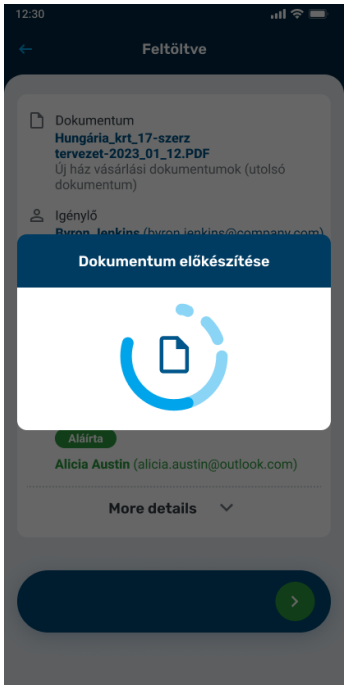
After approval, the signing process can be launched by dragging the slider marked with the green arrow from left to right.



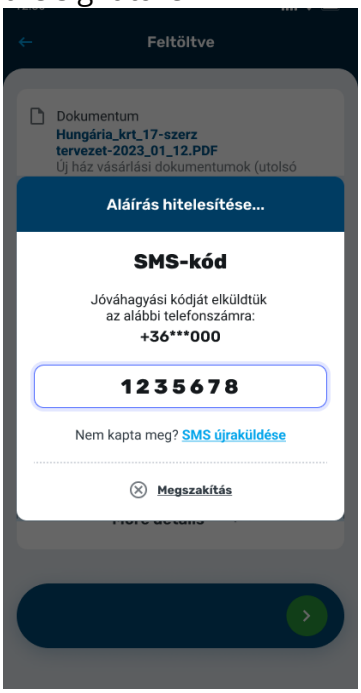
After dragging the slider completely, the signing process starts.



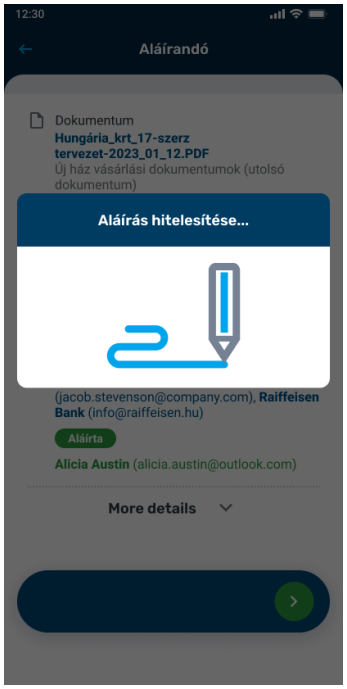
The application prepares, checks and validates the document for signature



In the next step, the application sends the SMS confirmation code required for the signature, which must be entered to start the signature

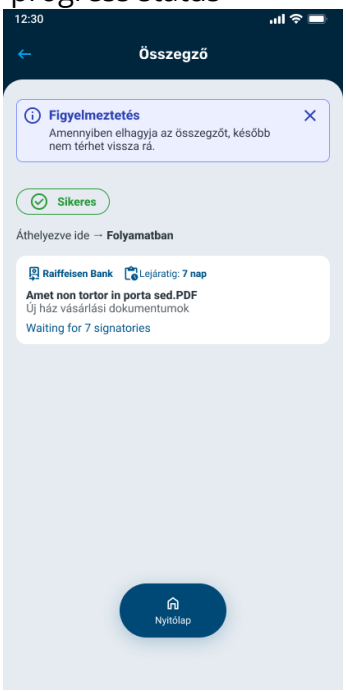


After entering a successful code, the signing process starts.



After successfully signing it, the application navigates to the summary screen, which can be of two types based on the status of the task.

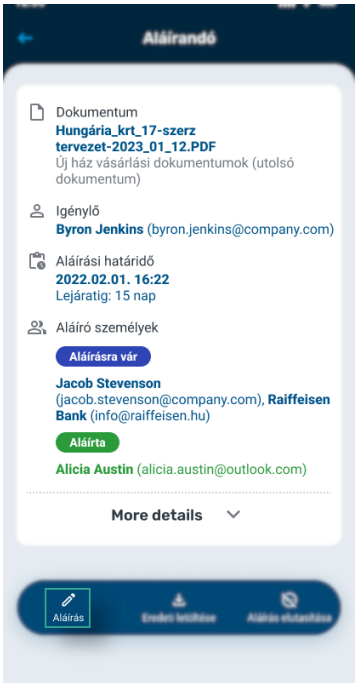
Task with in-progress status



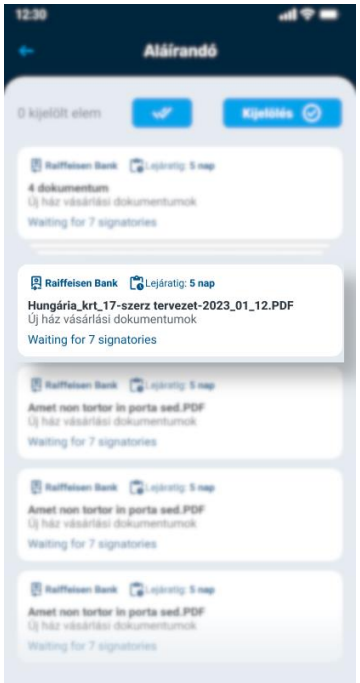
Task with signed status

Sign a task with a NETLOCK approval-based second factor

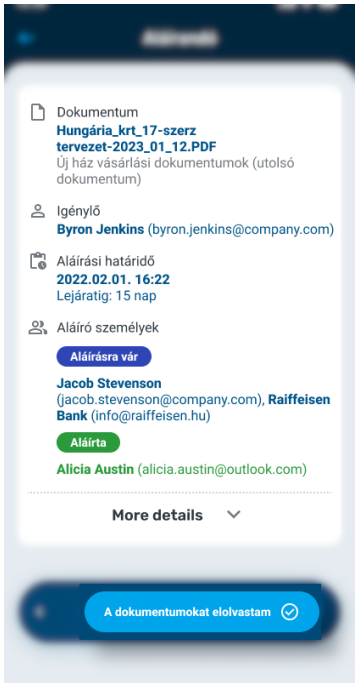
Select the task you want to sign from the list of tasks to be signed.



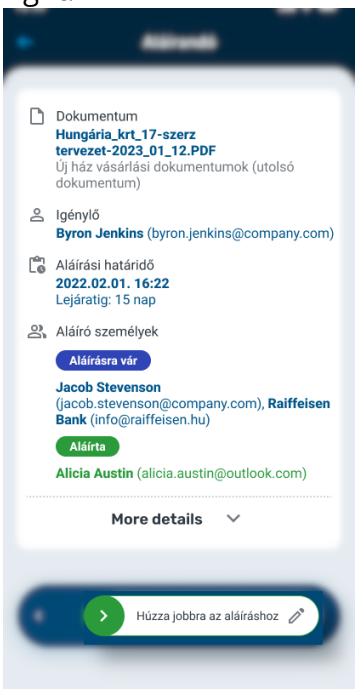
Press the Signature button in the details of the task.



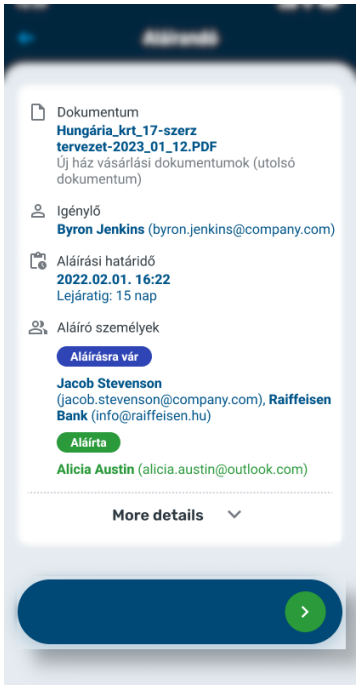
In the next step of the process, you must approve that you have understood the contents of the documents. Push the blue button for this.



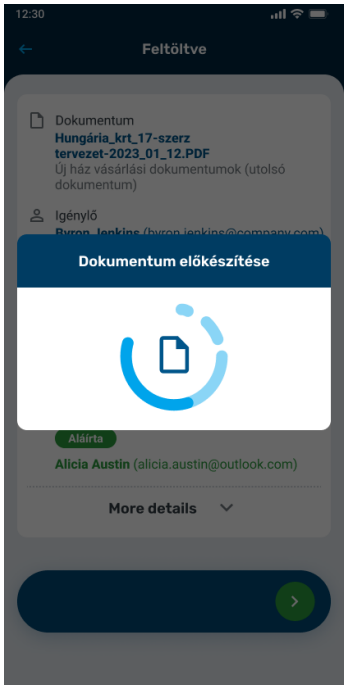
After approval, the signing process can be launched by dragging the slider marked with the green arrow from left to right.



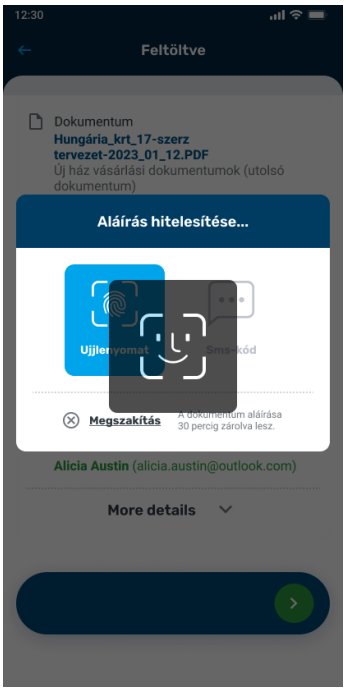
After dragging the slider completely, the signing process starts.



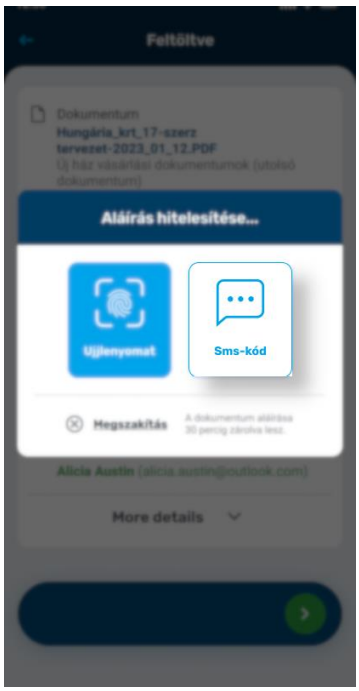
The application prepares, checks and validates the document for signature



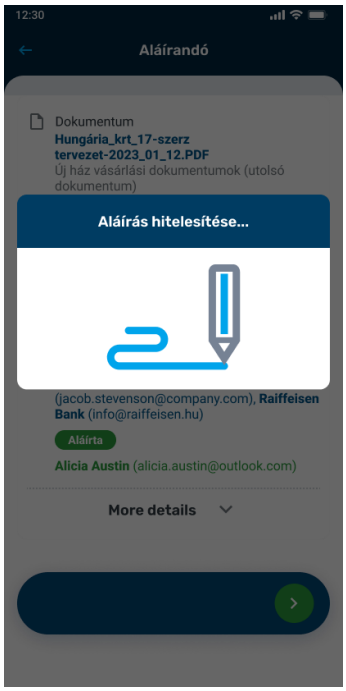
The next step is to enter your biometric ID to approve the signature.



If you cannot provide your biometric ID, you have the option of requesting an SMS for the authorization.

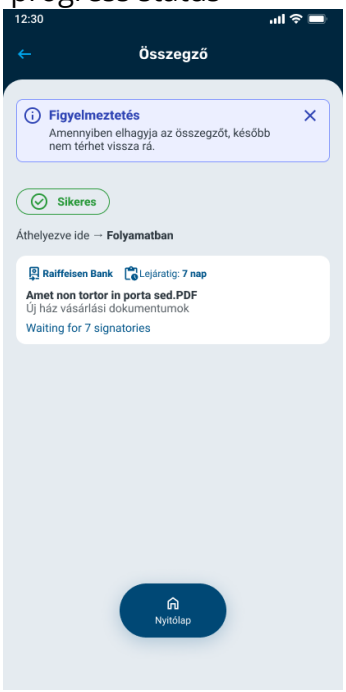


After a successful authorization, the signing process starts.



After successfully signing it, the application navigates to the summary screen, which can be of two types based on the status of the task.

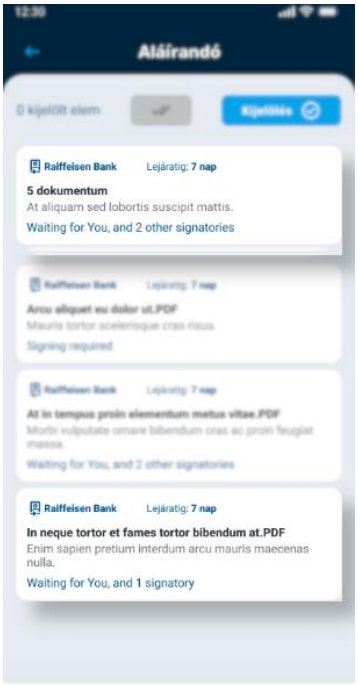
Task with in-progress status



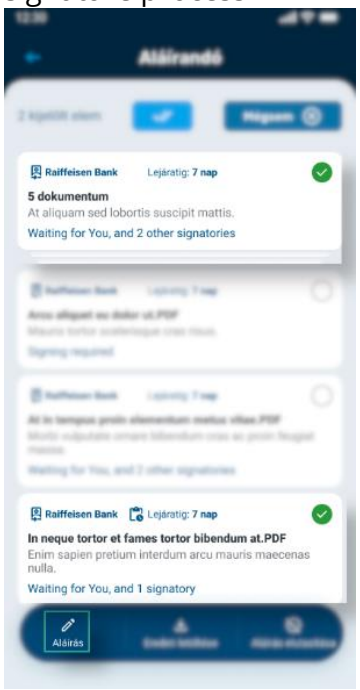
Task with signed status

Signing multiple tasks with an SMS second factor

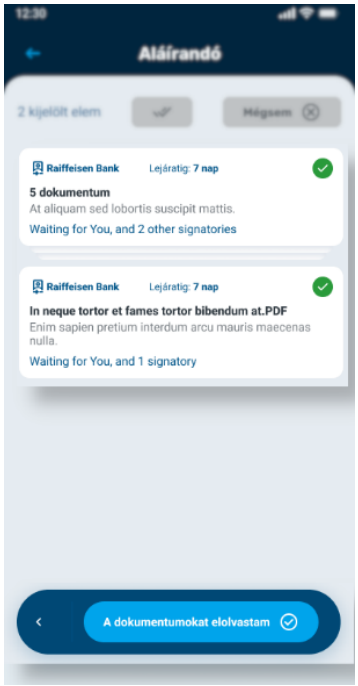
Select the tasks you want to sign from the list of tasks to be signed.



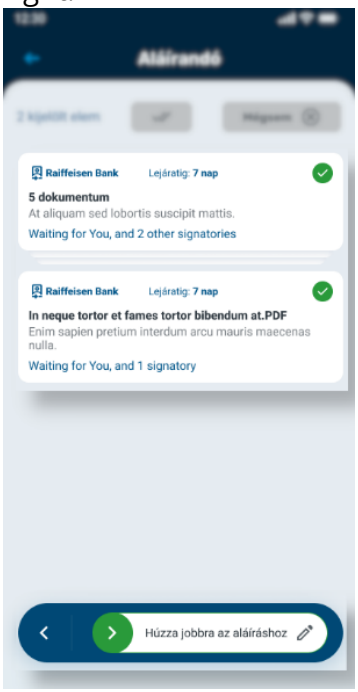
Selected tasks can only be signed from the list. Press the “Signature” button to start the signature process



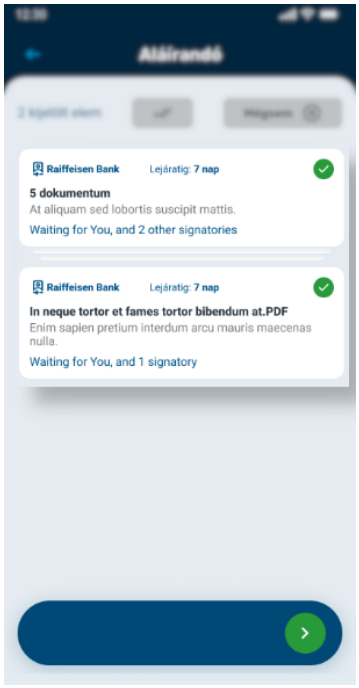
In the next step of the process, the content of the documents must be approved. Push the blue button for this.



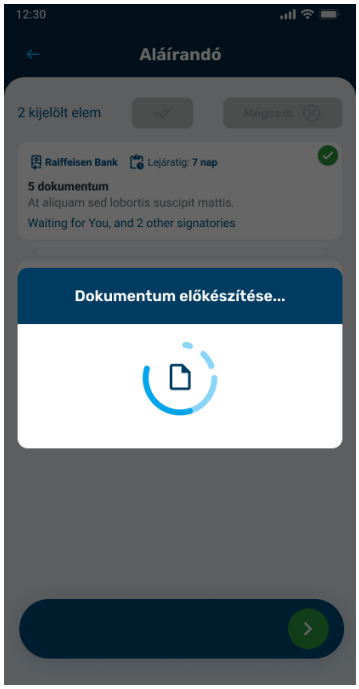
After approval, the signing process can be launched by dragging the slider marked with the green arrow from left to right.



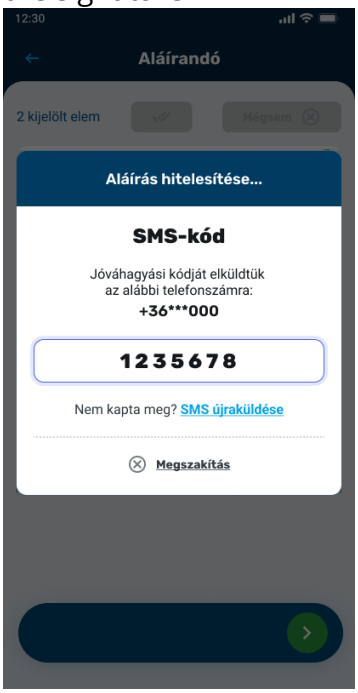
After dragging the slider completely, the signing process starts.



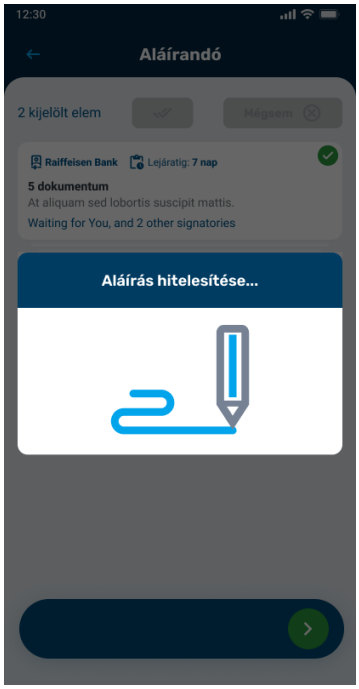
The application prepares, checks and validates the document for signature



In the next step, the application sends the SMS confirmation code required for the signature, which must be entered to start the signature



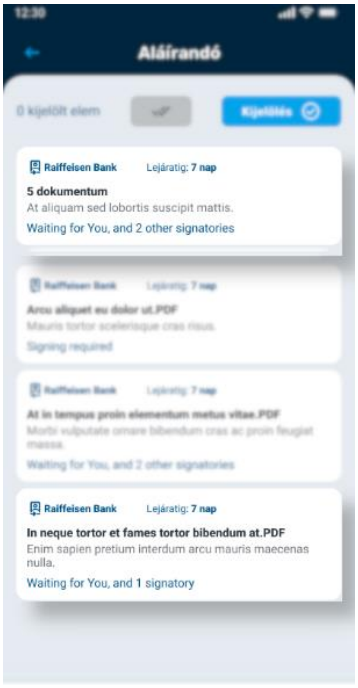
After entering a successful code, the signing process starts.



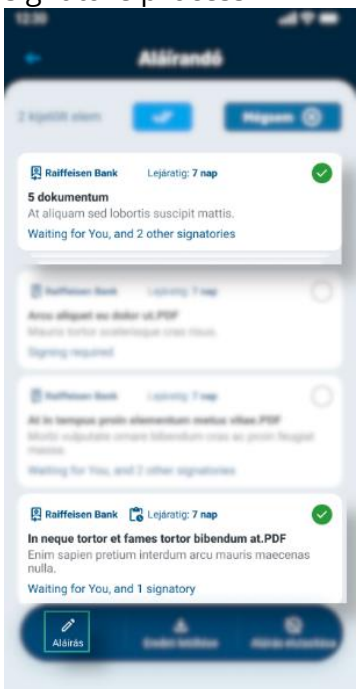
After successfully signing it, the application navigates to the summary screen, where we can see the signed tasks by status.

Sign multiple tasks with a NETLOCK approval-based second factor

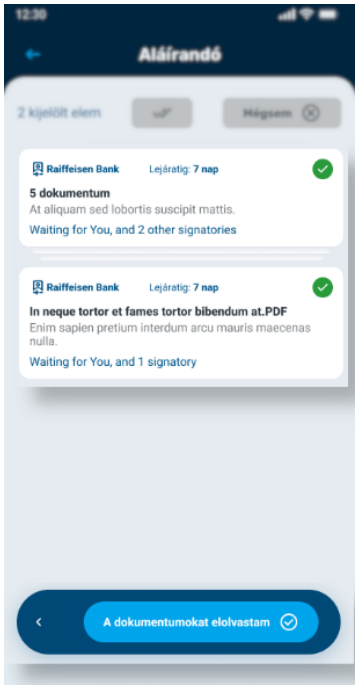
Select the tasks you want to sign from the list of tasks to be signed.



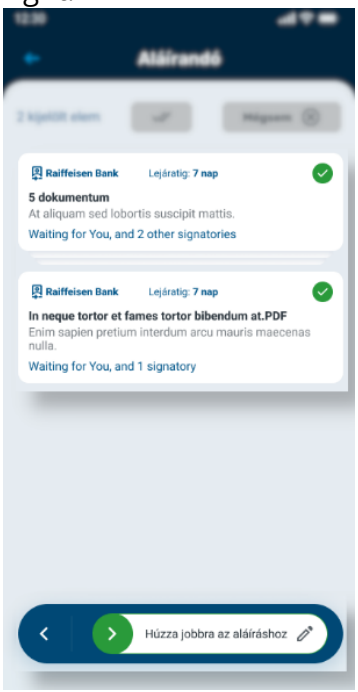
Selected tasks can only be signed from the list. Press the “Signature” button to start the signature process



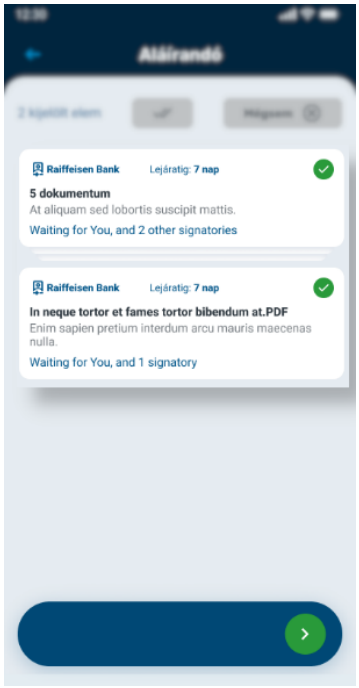
In the next step of the process, the content of the documents must be approved. Push the blue button for this.



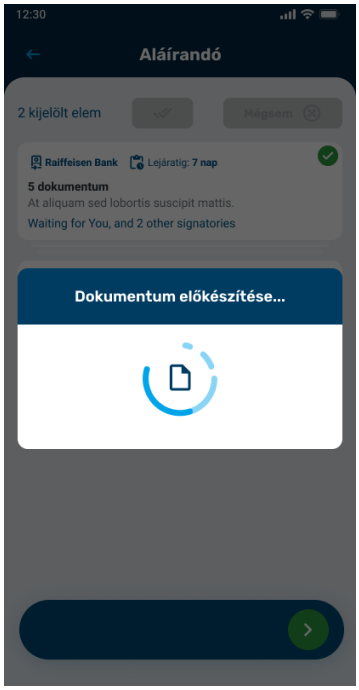
After approval, the signing process can be launched by dragging the slider marked with the green arrow from left to right.



After dragging the slider completely, the signing process starts.

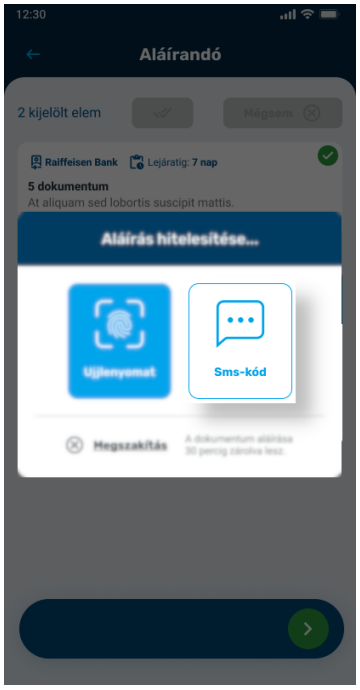


The application prepares, checks and validates the document for signature

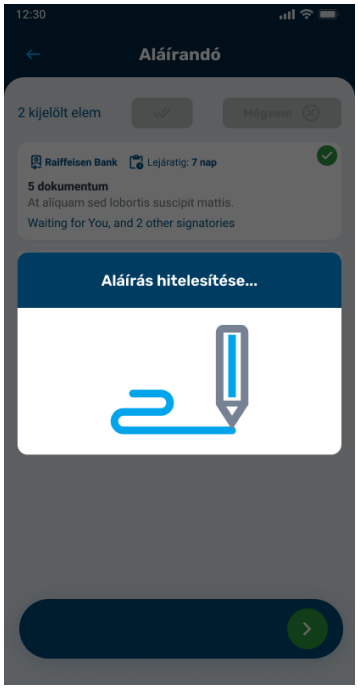


The next step is to enter your biometric ID to approve the signature.

If you cannot provide your biometric ID, you have the option of requesting an SMS for the authorization.

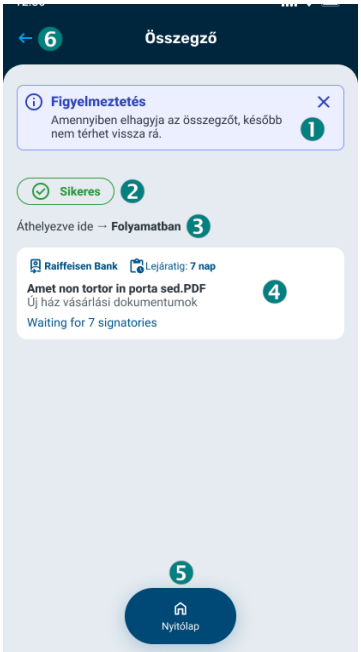


After a successful authorization, the signing process starts.



After successfully signing it, the application navigates to the summary screen, where we can see the signed tasks by status.

Post-signature summary screens of a signature task



The status of the signature task after signature will be **in progress:**

1. A warning message to close the summary screen
2. Status of the signature
3. In which list can the signature task be found
4. The card of the signed task; click here to open the detailed data of the task
5. Return to the home screen
6. Return to the list of documents to be signed

The status of the signature task after signature will be **signed:**

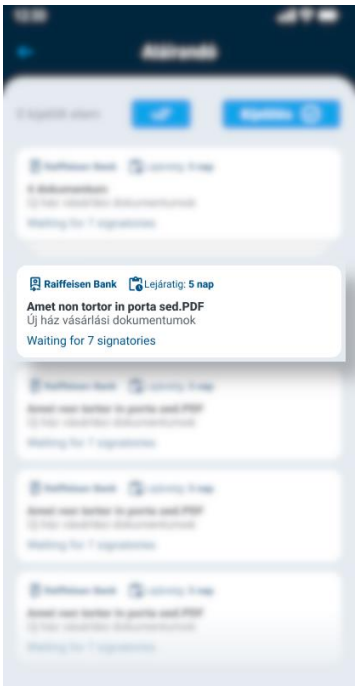
1. A warning message to close the summary screen
2. Status of the signature
3. In which list can the signature task be found
4. The card of the signed task; click here to open the detailed data of the task
5. Download the signed document
6. Return to the home screen
7. Return to the list of documents to be signed

Reject a signature task

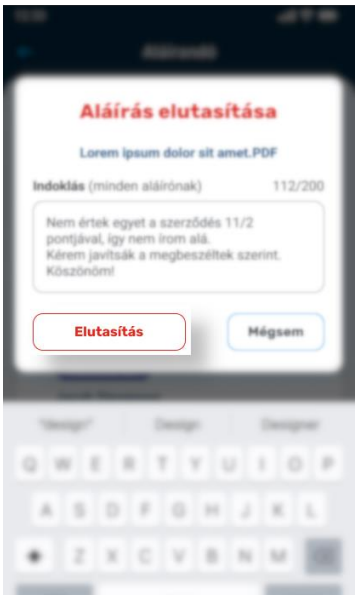
In the application, you have the option of rejecting signature tasks that you do not want to sign with a reason. You can reject signature tasks individually or multiple ones together.

Reject to sign a single task

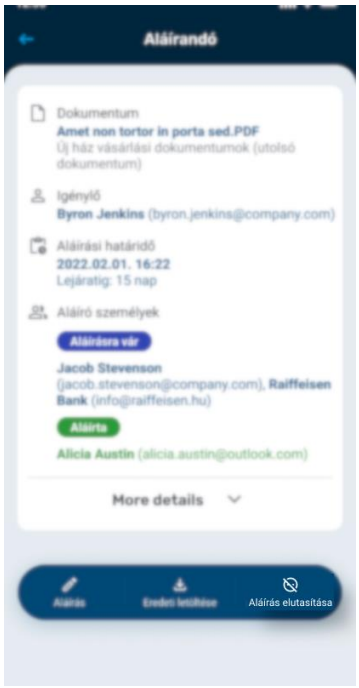
Select the task you want to reject from the list of tasks to be signed.



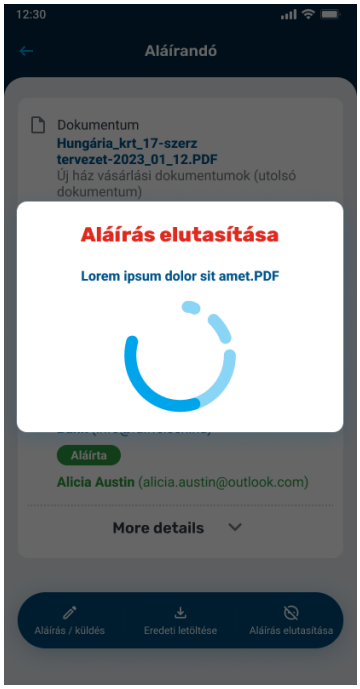
After writing the justification, the Reject button will become active, which can be pressed to start the rejection.



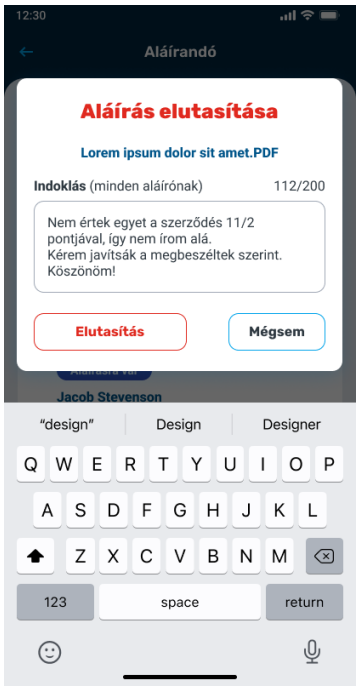
To reject it, press the Reject button.



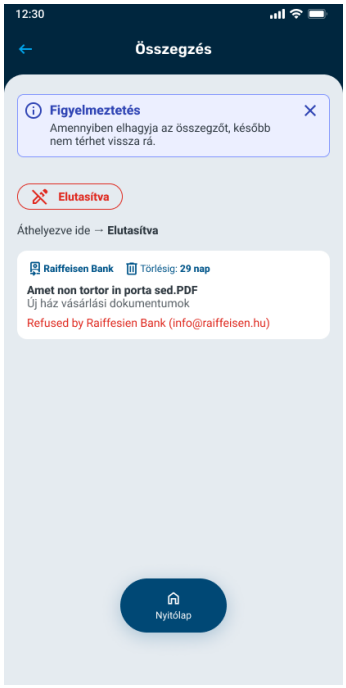
When rejected, the application shows a progress screen.



Enter the reason for the rejection in the window. Use minimum 10 and maximum 200 characters.

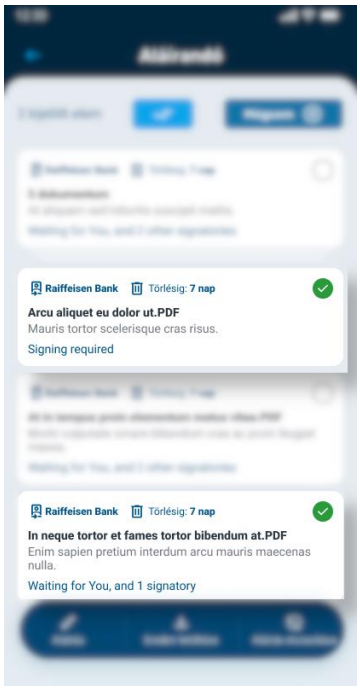


Upon successful rejection, you will get the summary screen.

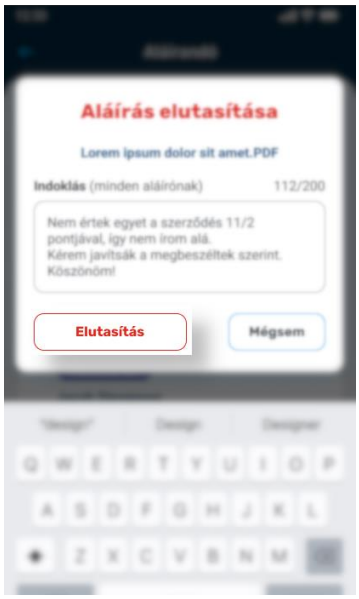


Reject to sign multiple tasks

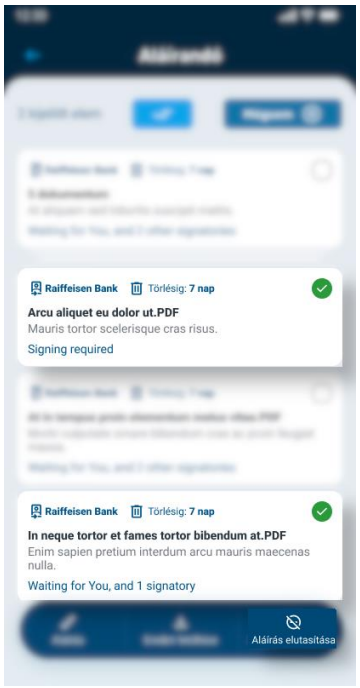
Select the task you want to reject from the list of tasks to be signed.



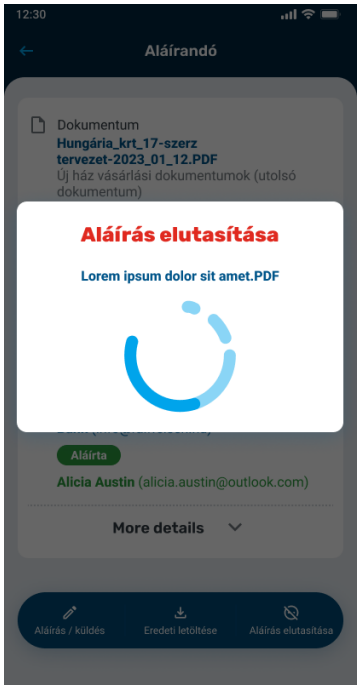
After writing the justification, the Reject button will become active, which can be pressed to start the rejection.



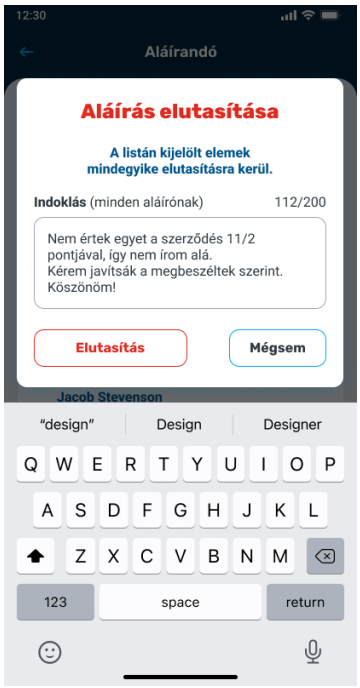
To reject it, press the Reject button.



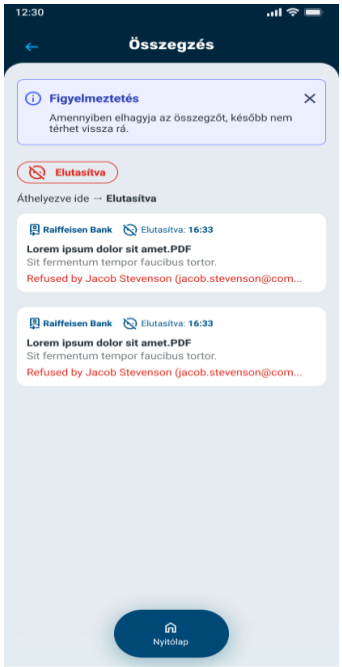
When rejected, the application shows a progress screen.



Enter the reason for the rejection in the window. Use minimum 10 and maximum 200 characters.



Upon successful rejection, you will get the summary screen.



Rejected summary screen features

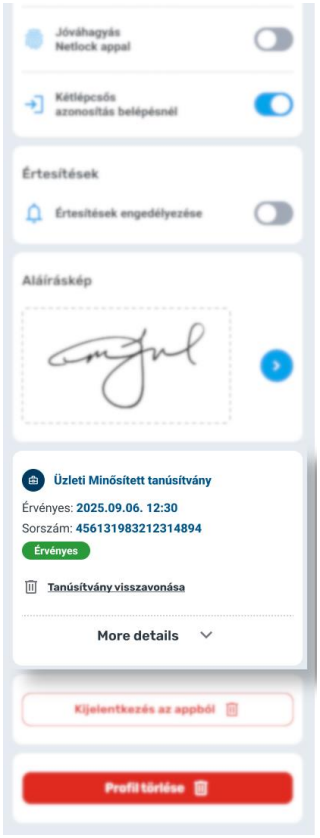
1. A warning message to close the summary screen
2. Status of the rejected signature task
3. In which list can the rejected signature task be found
4. The card of the rejected task; click here to open the detailed data of the task
5. Return to the home screen
6. Return to the list of documents to be signed

Certificate management in the application

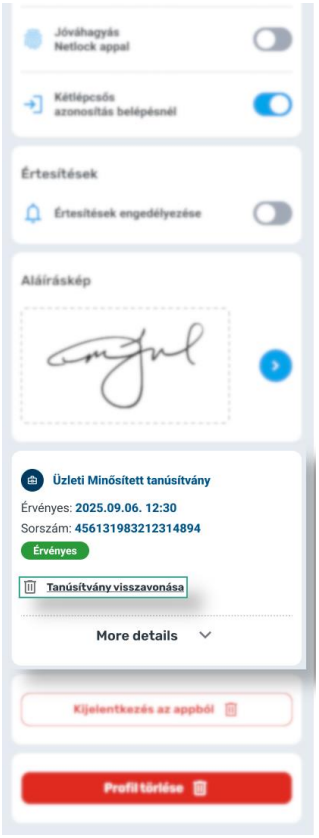
Certificate revocation

You have the option to revoke your valid signing certificate in the application.
You can revoke your certificate in the application based on the following steps.

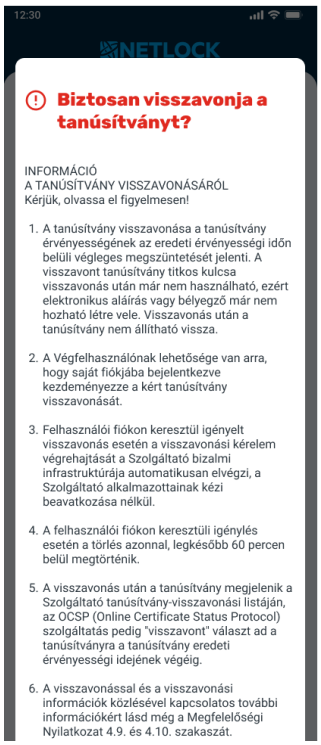
Enter the Profile menu and find your certificate.



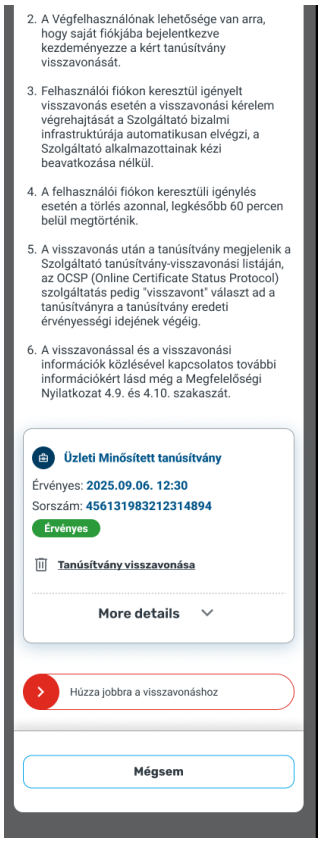
Click the Revoke certificate button here.



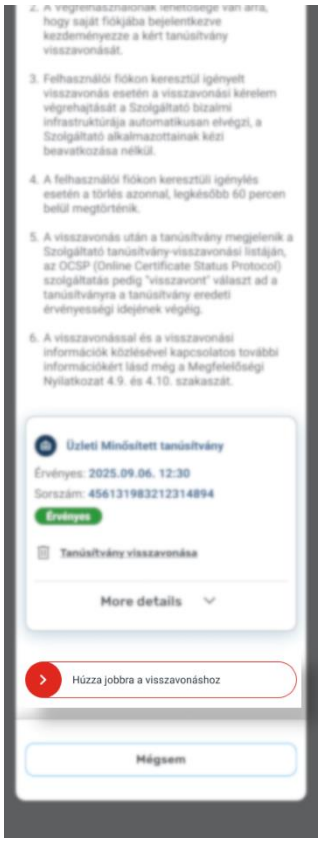
The application provides a brief information about the revocation of the certificate.



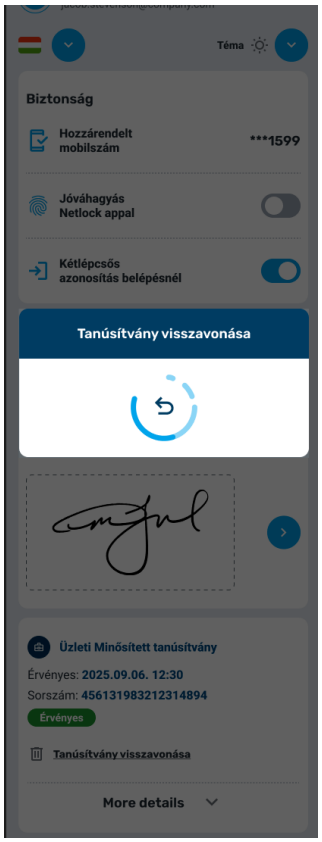
You need to scroll down to the bottom of the page, where you can see the certificate information and the slider to start the revocation.



Dragging the slider to the right starts the revocation of the certificate.



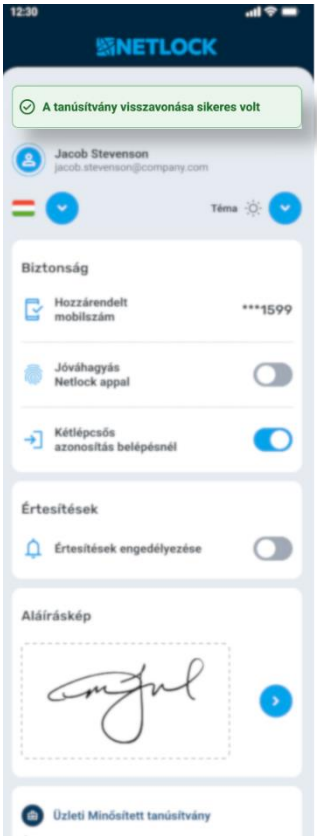
After starting the certificate revocation, a progress indicator is displayed.

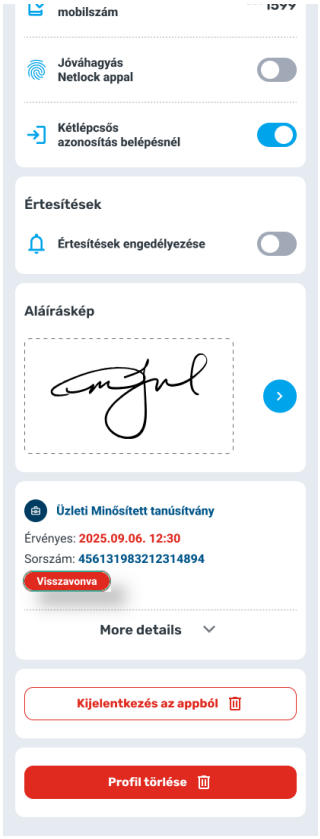


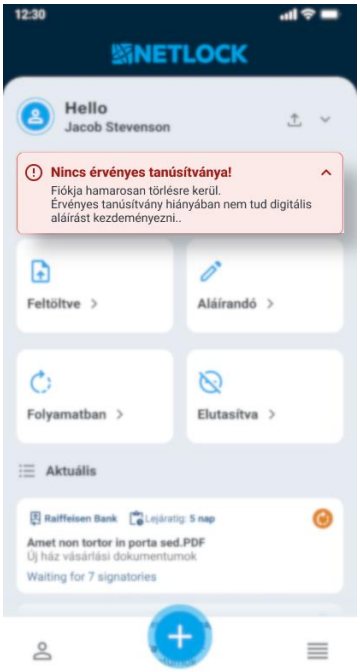
After a successful revocation, the application returns to the Profile menu.

Your certificate goes into revoked status

If you return to the home screen, you will receive a notice that there is no valid certificate in your account.







After the process is completed, the system sends an e-mail notification that the certificate in the account has been revoked.

Account without a valid certificate

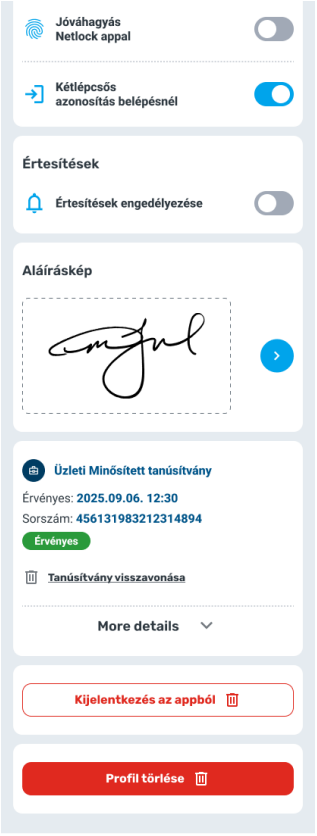
User accounts that only have a revoked or expired certificate will be deleted no later than 1 hour after the last certificate expires.

Delete account

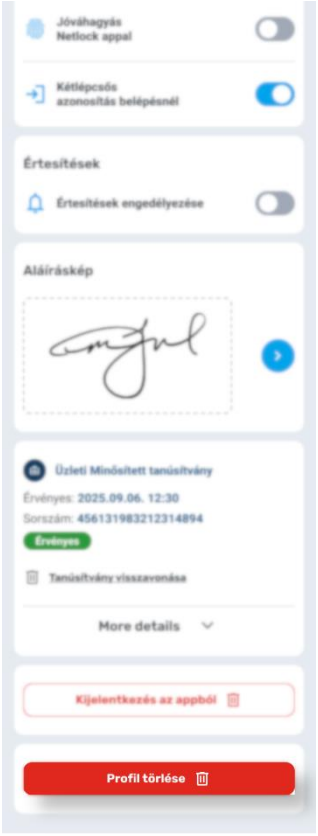
You have the option to delete your user account in the application. When the deletion is initiated, the valid certificate in the account will also be revoked, as well as all documents that are in the account.

You can delete the account according to the following steps:

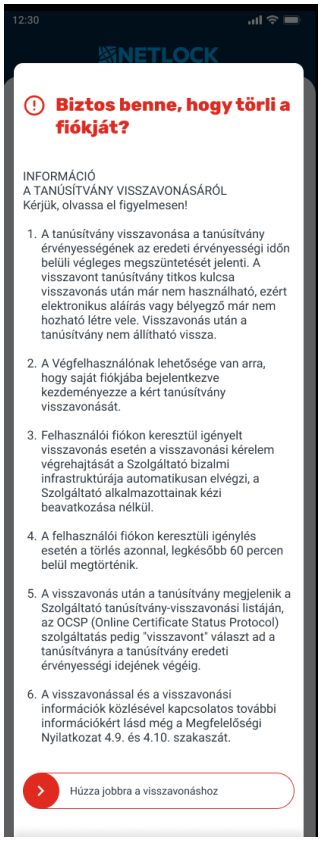
Enter the Profile menu and scroll down to the bottom of the page.



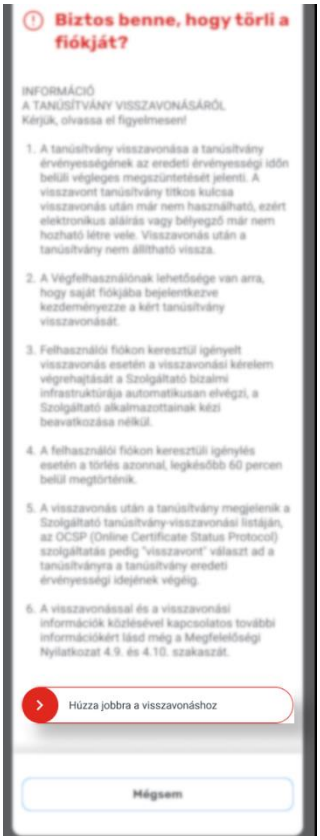
At the bottom of the page, you can see the Delete profile button, which you can use to delete the account.



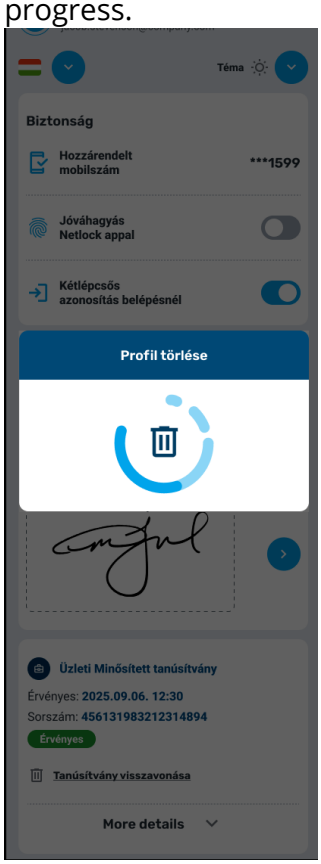
After pressing the button, the application will give a short information message about the deletion.



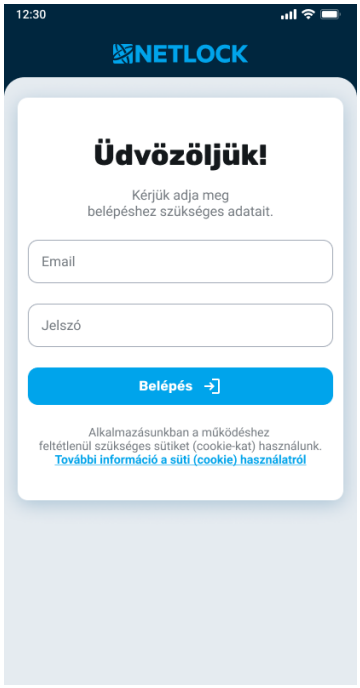
To start the deletion, scroll to the bottom of the page and drag the slider to the right.



After starting the deletion, the application will show a progress indicator that the deletion is in progress.



At the end of the process, the application automatically logs the user out of their account.



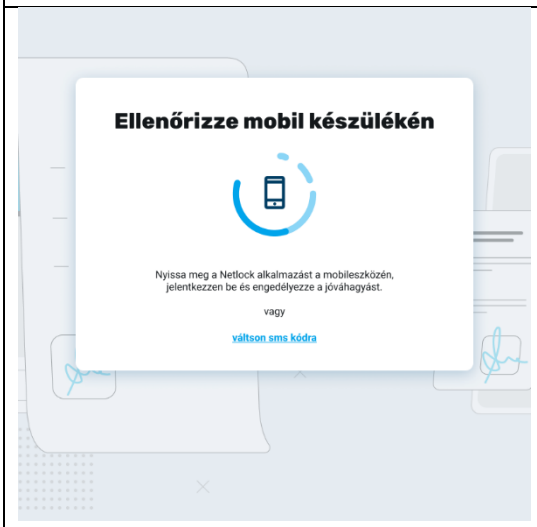
After the account deletion is complete, the system will send an e-mail notification that the valid certificate in the account has been revoked, and after the account is deleted, another notification will be sent that the account has been successfully deleted.

Approvals from the web NETLOCK signing application

Access and signature approvals can be received in the mobile application if Approval with the NETLOCK application has been activated in the security menu. In this case, if you initiate entry or signature in the web signing application, their authorization must be enabled in the mobile application. The mobile application will send a PUSH notification for each such request, if this has been set in the Profile menu.

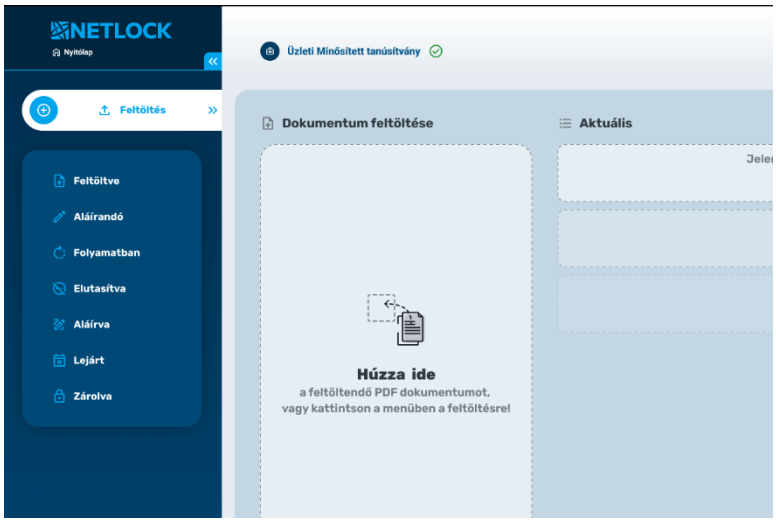
Access authorization

When entering the web application, the system will send an access confirmation to the mobile application, the interface of which will be shown as follows.

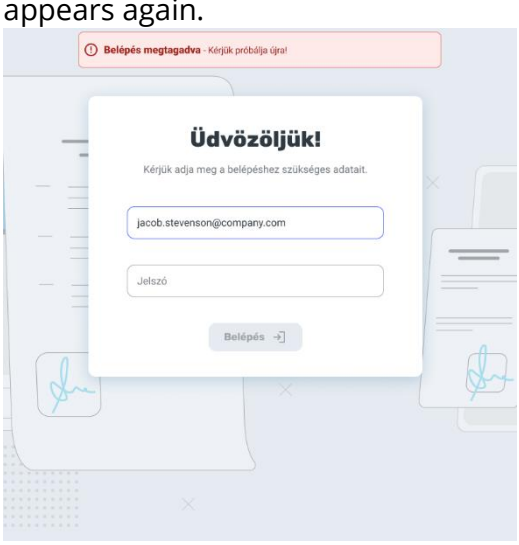
When logging in to the web signing application, the authorization interface appears.	After opening and logging in the mobile application, you will receive the authorization request.	In the window, you can approve or reject the access request.
		

After access is approved, the web signing application will allow the user to enter the signing interface. If login is denied, an error message will appear on the login interface of the web application that access has been rejected.

After an authorized login, the home screen appears.



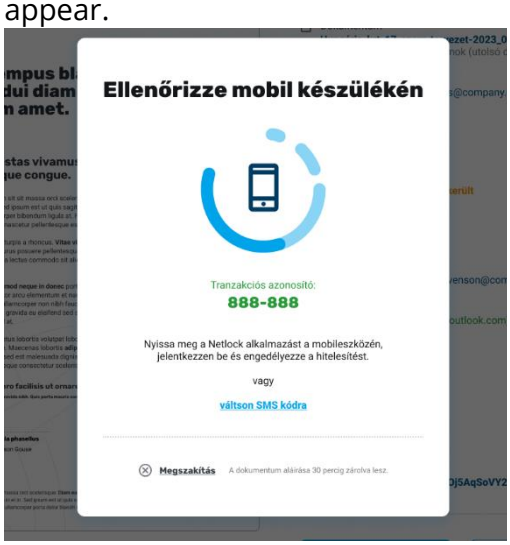
After a rejected login, the login screen appears again.



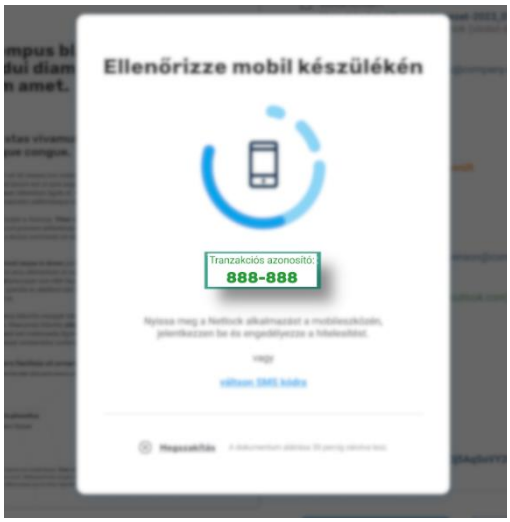
Signature authorization

When initiating a signature in the web signing application, the system will send a document signing authorization to the mobile application, the interface of which will be shown as follows.

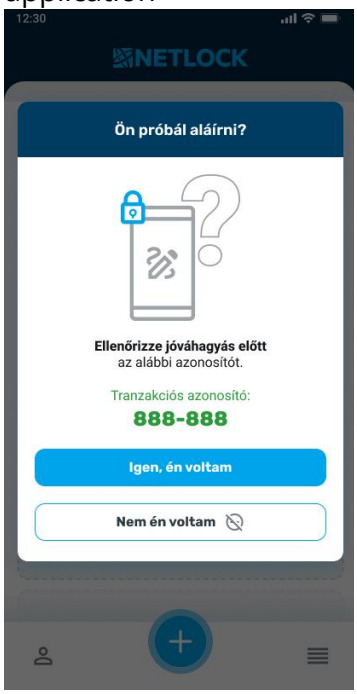
When initiating signature from the web signing application, an authorization request window will appear.



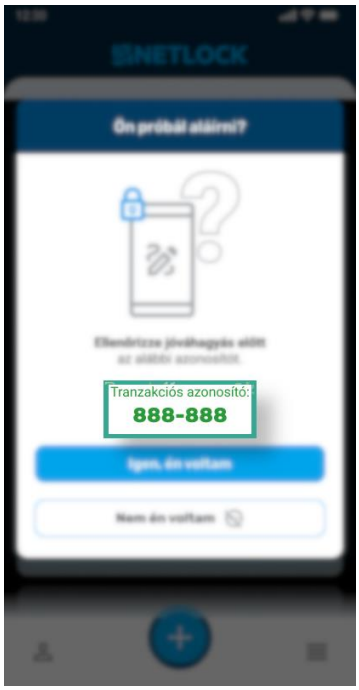
It includes a transaction identifier, which must also appear in the mobile application.



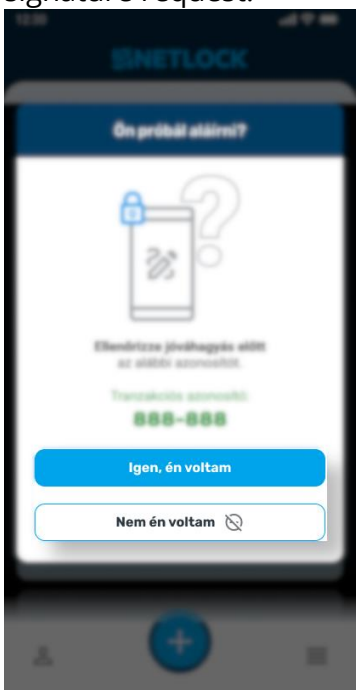
The signature authorization request arrives in the mobile application



The transaction ID is displayed in the authorization window

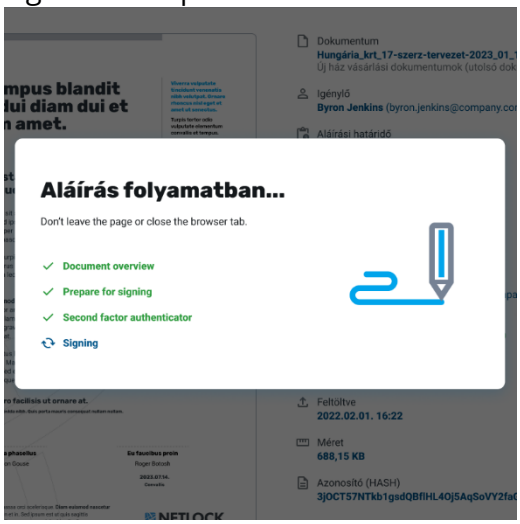


You can approve or reject the signature request.

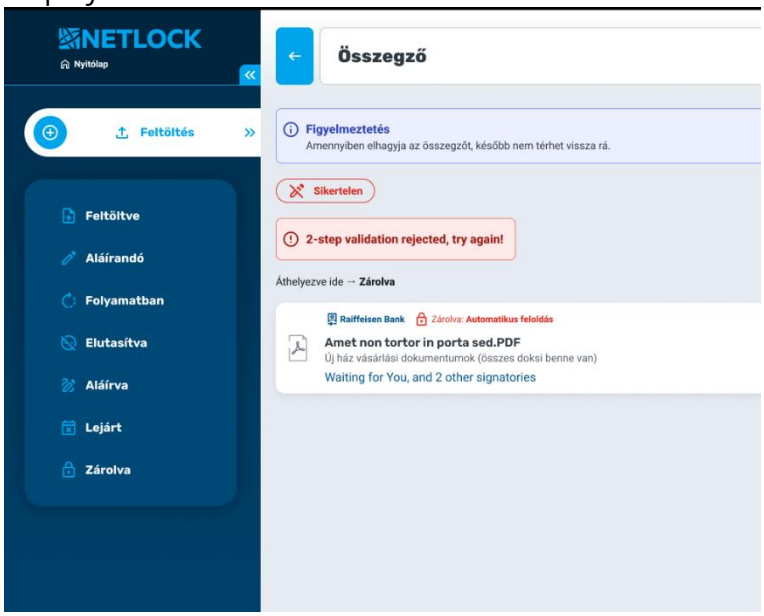


After the signature is approved, the signing process is launched in the web signing application. If the signature is not authorized, the web signing application navigates the user to a summary interface, where it will be displayed that the signature has not been authorized.

The process starts after an authorized signature request



After a rejected signature request the summary screen is displayed.



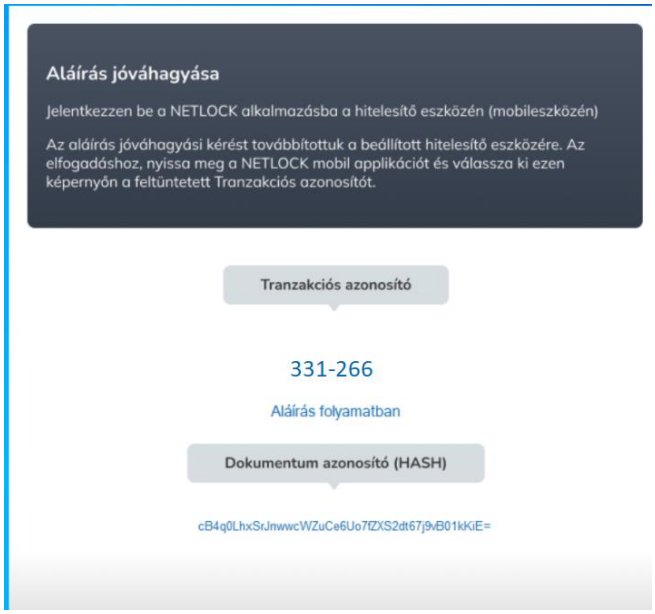
Signature approval request from the NETLOCK desktop application

NETLOCK desktop application

It allows users to sign multiple types of documents with a valid certificate requested on netlock.com (e.g. PDF, Word, Outlook signature, e-sign, NLtoken, etc.) without uploading.
When using the NETLOCK desktop application, the signature processes need to be approved on the mobile phone, just like when you log in and sign with the web signature application.

Interfaces affected by the process mobile application are the following:

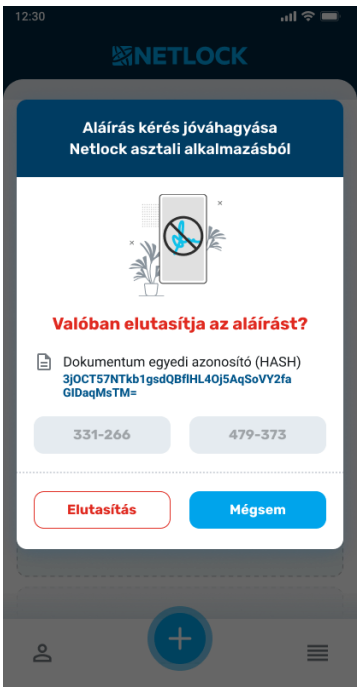
When the signature is authorized, the NETLOCK desktop application will show the window below, which shows the transaction ID.

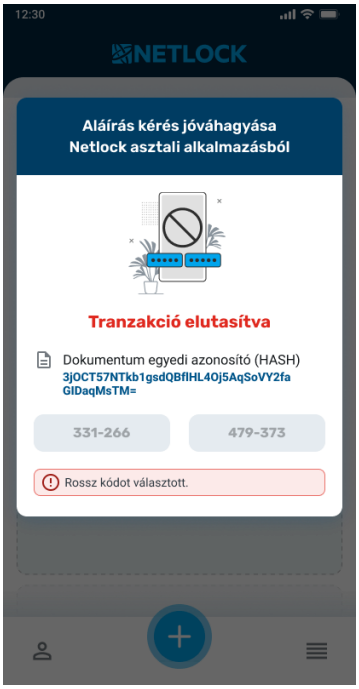


If you choose the wrong code when authorizing, then the signature request is automatically rejected.

The signature request appears in the mobile application, where the appropriate transaction ID must be selected to approve the signature.

If you do not want to authorize the signature, you can interrupt the process with the Reject button.

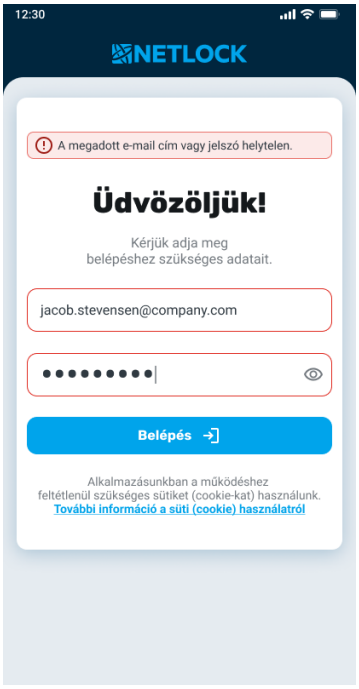



12:30
NETLOCK
Aláírás kérés jóváhagyása
Netlock asztali alkalmazásból
Tranzakció elutasítva
Dokumentum egyedi azonosító (HASH)
3jOCT57NTkb1gsdQBflHL4Oj5AqSoVY2fa
GIDaqMsTM=
331-266
479-373
Rossz kódot választott.

Troubleshooting

Login

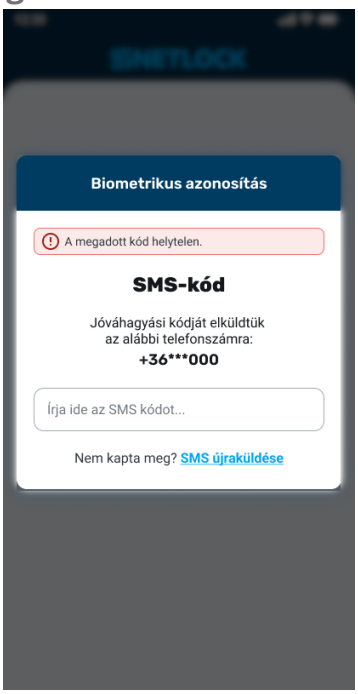
After entering the email address and password, the application displays an error



You will get the following error message in the application if:

- The email address you entered is incorrect
- The password you entered is incorrect
- The email address has been suspended or deleted

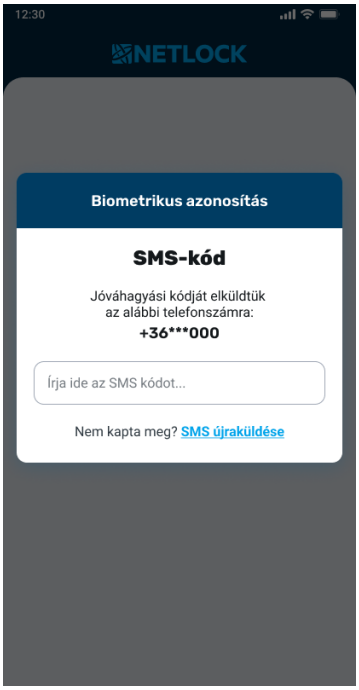
Failed to log in with the SMS code entered



- The SMS code you entered does not match the code sent
- The SMS code has expired

Use the 'resend SMS' option on the screen and another SMS code will be sent for the log in

The SMS code required for login was not received

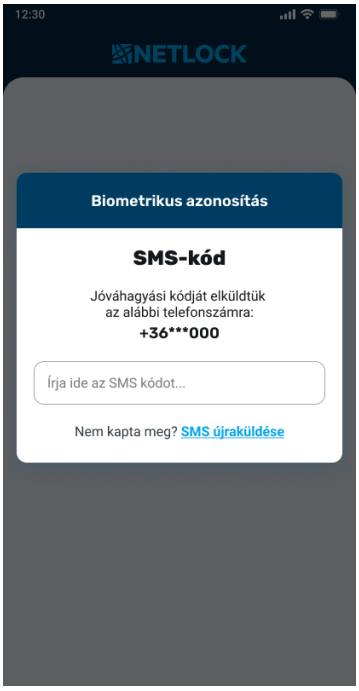


- Check that the last three digits of your phone number match the ones on the screen
- If there is a match, request a new code using the 'resend SMS' option.

If the displayed phone number does not match yours, contact our customer service at the contact details below.

Telephone: +36 1 437 6655
E-mail: info@netlock.hu

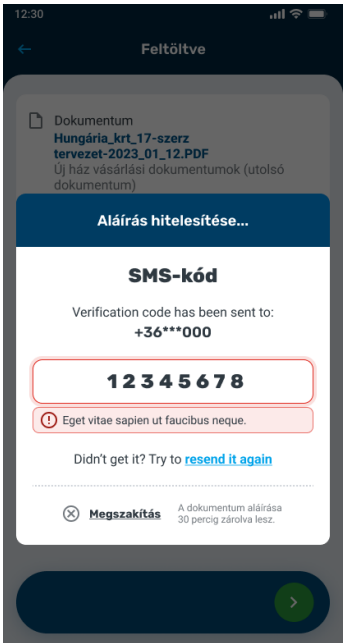
The application sends a warning message when the SMS code required for entry is requested again



- The previously requested SMS code has not yet expired, therefore a new one cannot be requested.
- The SMS code required for entry can be requested from the application every 5 minutes and the time has not yet expired.

Signature

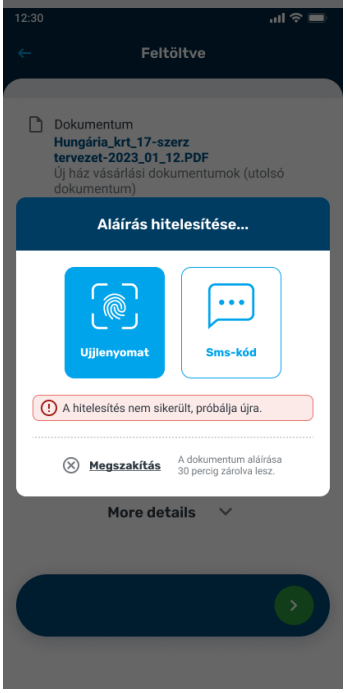
The second factor you used for the signature is incorrect



The application displays an error when entering the SMS code

- The SMS code entered does not match the code sent
- The SMS code has expired

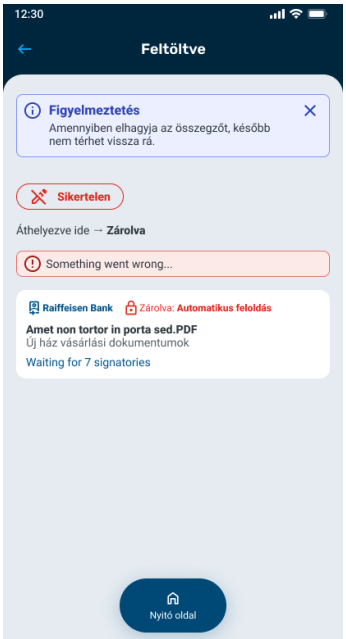
Use the "resend SMS" option on the screen or try to enter the sent SMS code again.



Failed to enter the biometric identifier.

- Try again by selecting your biometric ID
- Select the SMS code option, which allows you to approve this signature with a one-time SMS code.

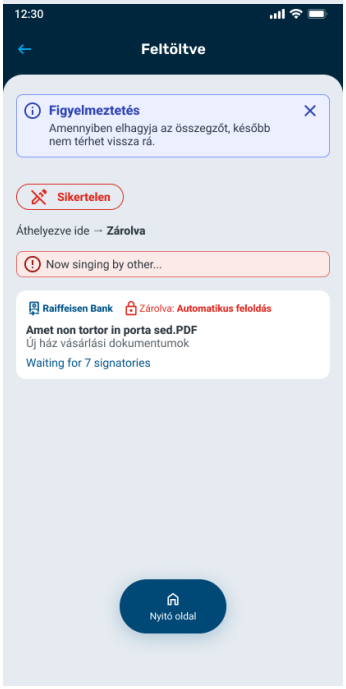
The signing process ends with an error



The signing process ends with an error.

If the task fails to be signed, the application will indicate in an error message why the document could not be signed.

In this case, the document will be blocked and the signing process can be restarted after 30 minutes.

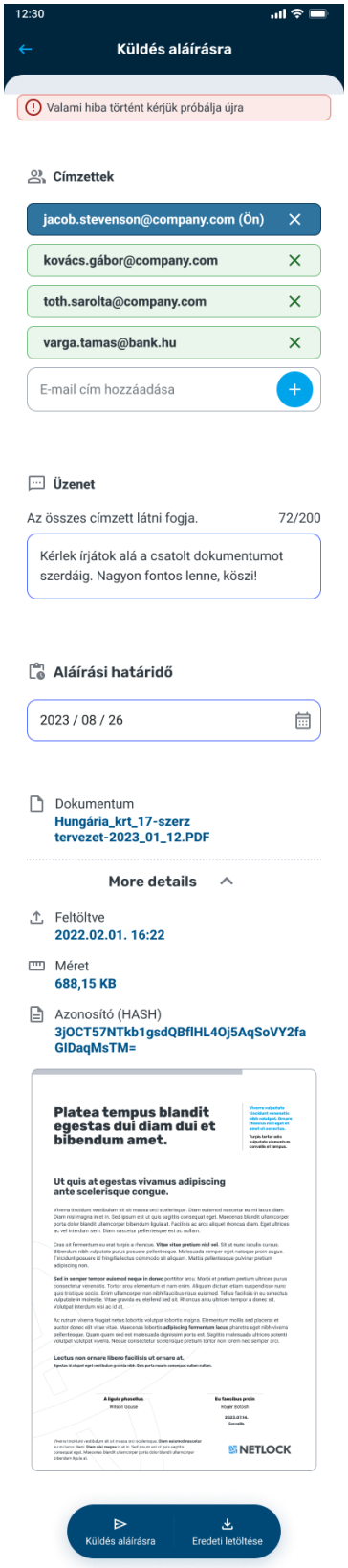


If you refuse to enter the second factor, you will get the summary screen below.

In this case, the document will be blocked and the signing process can be restarted after 30 minutes.

Signature process

Failed to send the signature task



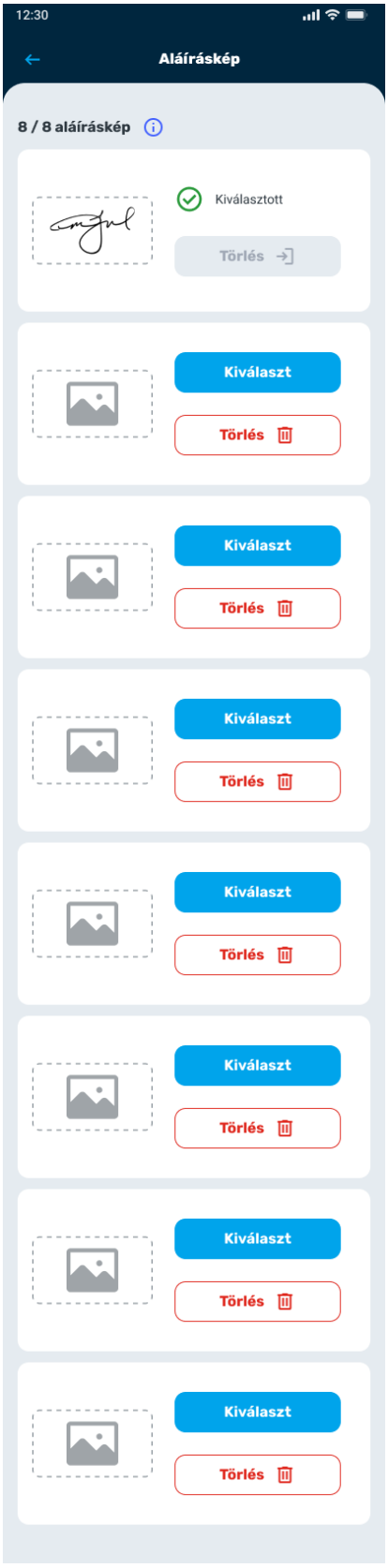
If the task failed to be sent, the application will send an error message about the failed sending.

You can try to send the task again with the send for signature button.

If sending continues to fail, use the back arrow in the upper left corner to return to the document or list and try to re-parameterize the entire signature task.

Signature image

Add new signature image does not appear



A total of 8 signature images can be added to the application. If you have reached this limit, you cannot add a new signature image.

If you delete any signature image, the button to add a new one will appear.