Is training available?
You can find more information on our training page.

Do I have to sign this document electronically?
No, you can contact the sender if you prefer to sign manually.

Can I reject a document?
Yes, you can reject a document. Once you have logged in and viewed the documents in the envelope you can either sign or reject. The sender will be notified in either case.

You must accept or reject the entire envelope.

Are signatures compatible with IRD, NZCO, ASIC & ATO
Yes

How long are documents stored in CCH Signatures?
Documents are saved in CCH Signatures for a maximum of 90 days. Once a document has been signed by all parties it should be downloaded and saved locally. You will receive a reminder email once the document is completed.

Which documents can/should I sign electronically and how can I tell?
You can find a guide on our training page.

Generally, most document relating to Companies administration can be signed electronically. Documents like Trust Deeds, Wills and Powers of Attorney should not be signed electronically. If you have any concerns you should contact the sender.

Where can I find the signing certificate information?
If you open the signed document in the PDF view (not in your browser) you will find the certificate information. Click on Signature Panel on the top menu or right click into the actual signature.
Is CCH Signatures data encrypted?
Yes, when packages are stored by the Wolters Kluwer CCH Signatures electronic delivery system, they are encrypted using the symmetric cipher Blowfish with a 256-bit key. A public key encryption scheme is used to manage KEKs, which is RSA PKI at 1024-bit strength so that authorized users can gain access to their data. The Wolters Kluwer E-Sign electronic delivery system uses Blowfish by default; however, it has the ability to use other encryption algorithms.

Wolters Kluwer CCH Signatures uses SHA-2 generated SSL certificates with 2048-bit RSA encryption.

128-bit AES is used when serving passwords, challenge questions, usernames (autofill on login page from email notifications) up to the user interface.