



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 recipient 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.

The image shows a PDF document viewer interface. On the left, a sidebar displays a 'Signatures' panel with a 'Validate All' button and a list of signatures. The main document area shows a 'CCH Signatures Beta Testing' document with a signature of 'John Example'. A 'Signature Properties' dialog box is open on the right, displaying the following information:

- Signature is VALID, signed by Wolters Kluwer Technology B.V. <e-sign@wtkluwer.com>
- Signing Time: 2021/03/25 10:59:41 +13'00'
- Source of Trust obtained from Adobe Approved Trust List (AATL)
- Reason: Digitally Signed by 14803_johneample@gmx.com
- Location: On-line via CCH Signatures for ABC Accounting Wolters Kluwer E-Sign. WWS# Tracking ID: 14807-5110
- Validity Summary:
 - The document has not been modified since this signature was applied.
 - The certifier has specified that Form Fill-in, Signing and Commenting are allowed for this document. No other changes are permitted.
 - The signer's identity is valid.
 - The signature includes an embedded timestamp. Timestamp time: 2021/03/25 10:59:42 +13'00'
 - Signature was validated as of the secure (timestamp) time: 2021/03/25 10:59:42 +13'00'
- Signer Info:
 - The path from the signer's certificate to an issuer's certificate was successfully built.
 - The signer's certificate is valid and has not been revoked.

Buttons at the bottom of the dialog include 'Advanced Properties...', 'Validate Signature', and 'Close'.

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.