eSign User Guide

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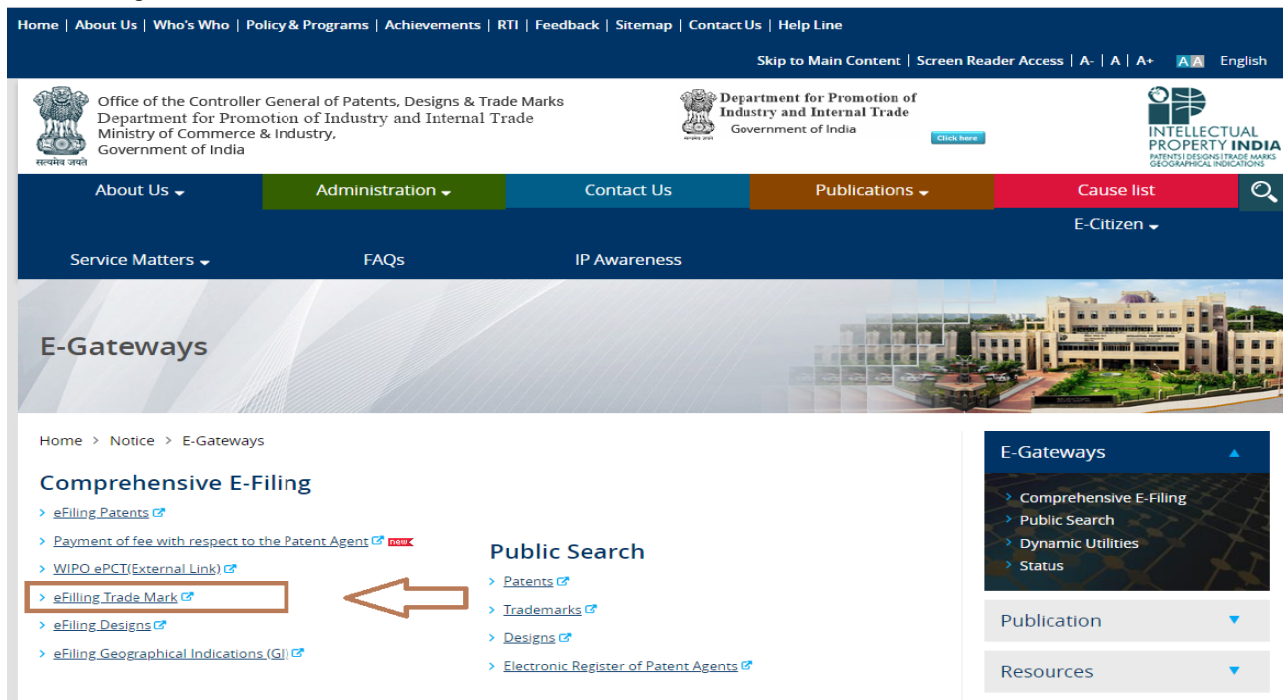
1. Mapping eMudhra eSign Signer ID

To digitally sign documents in the Patents Office India, the user has to enroll at the main page or use existing login. User can follow "**eFiling Trade Mark**" link for their enrolment under: **E-Gateways** at the website https://ipindia.gov.in

If user does not have an account, click on „New User? Sign Up" to enroll for eSign. A new window will open.

The user must select the applicant type from the dropdown box under the new user registration form section. (Refer the screenshot below).

Select "Electronic Signature" option to proceed with eSign. Follow the link to enroll and/orsubscribe for eSign.

Please refer the subsequent sections for the information on user enrolment.

Please enter a valid signer id.
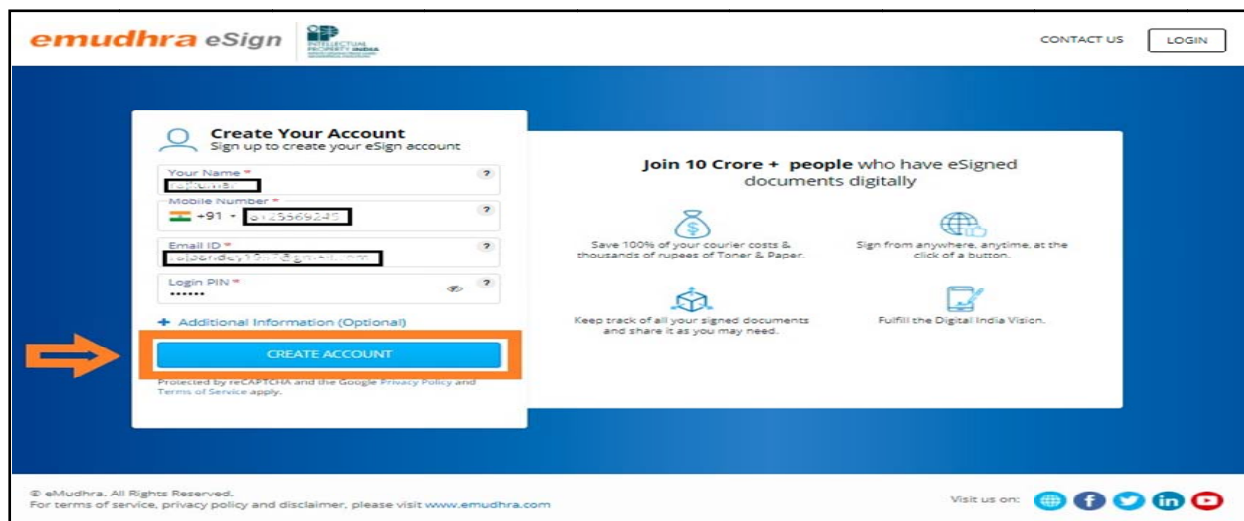
Once you have the enrolment information (eSign ID), user should enter the ID in the text box and complete the form.

This completes the mapping eSign Signer ID.

2. eSign Enrolment and Subscription flow

eSign enrolment is a onetime process to get the Signer ID (eSign ID). User should also purchase a signing plan to enable online signing from their account.

Once user clicks on enrolment link, following portal will be displayed. Enter „Your Name", "Mobile Number", "Email ID" and "Login PIN" to create your account for eSign. Click on "Create Account".

The user should enter the OTP sent in the registered mobile number. Click on 'Verify OTP'.
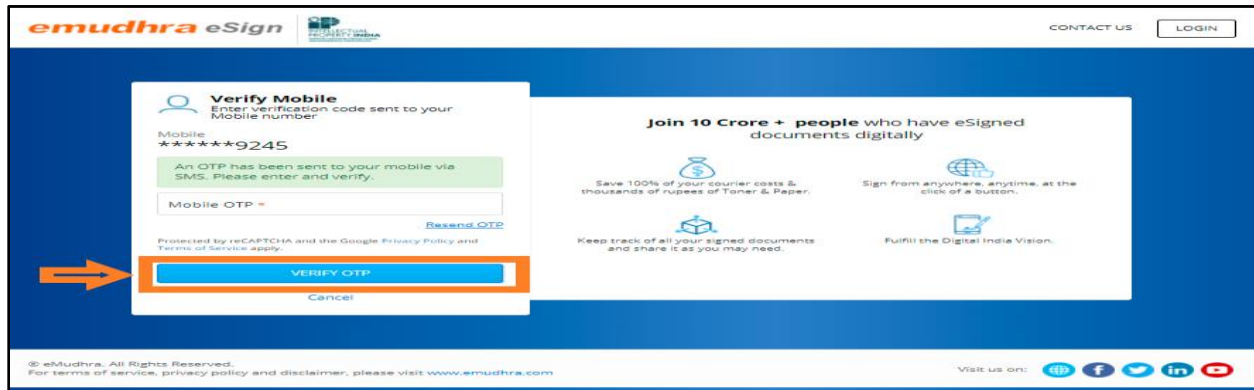
2.1 Subscription

The user can select the preferred plan for subscription.
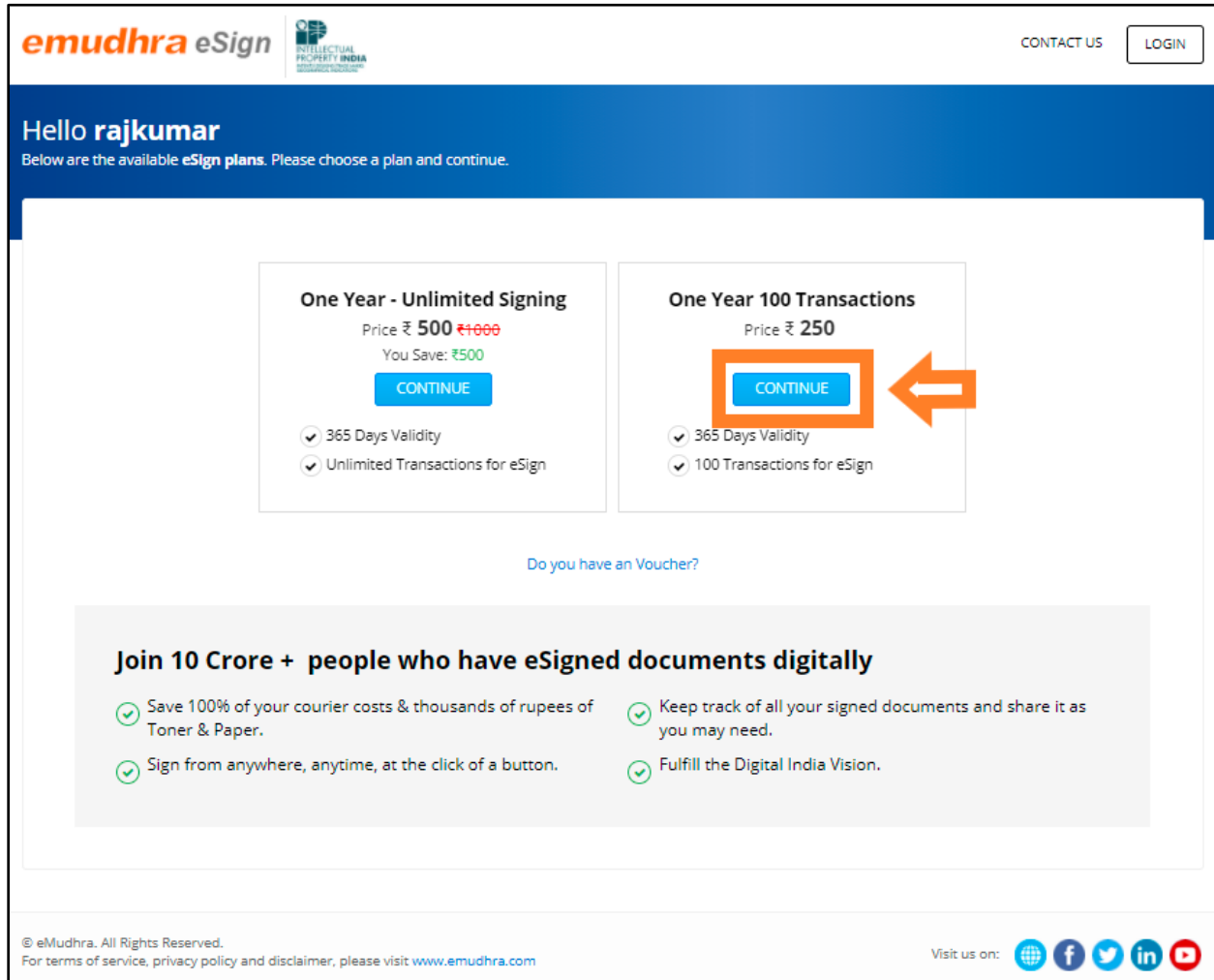
The user must enter the billing information and click on 'PAY' to make the payment.
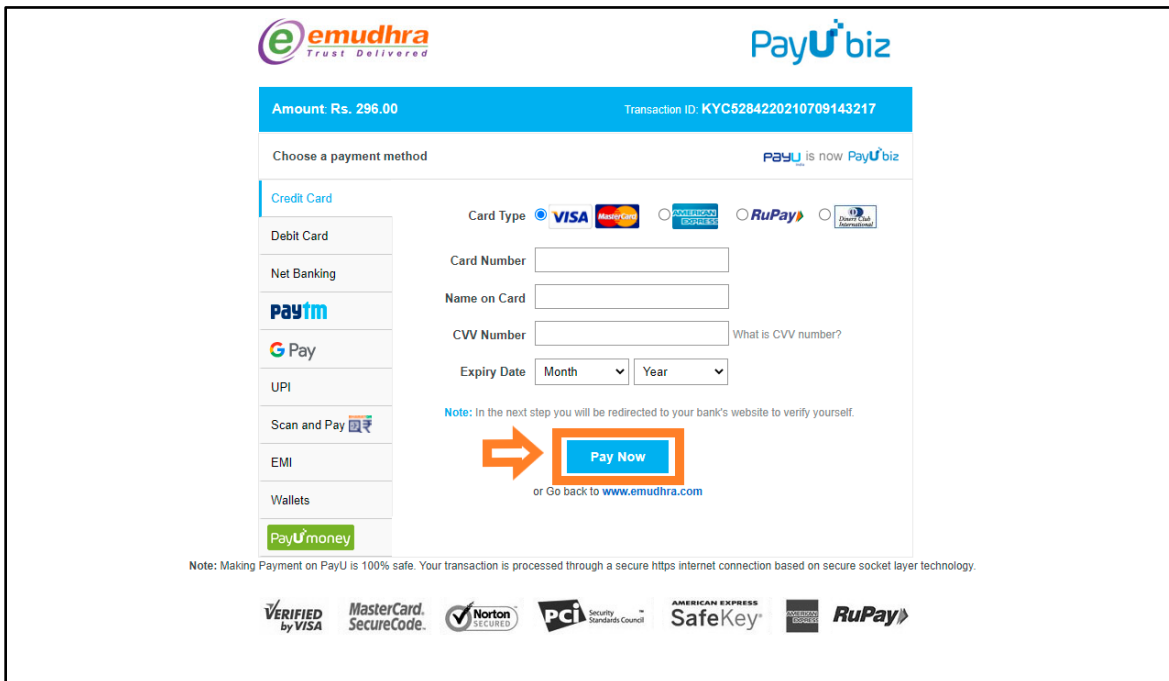
The user should select their preferred payment method and complete the payment for subscription.

Once the subscription has been purchased, the user can view their details in the subscription. In case if the amount is debited from your account but transaction is failed. You can reconcile your payment status from this screen.
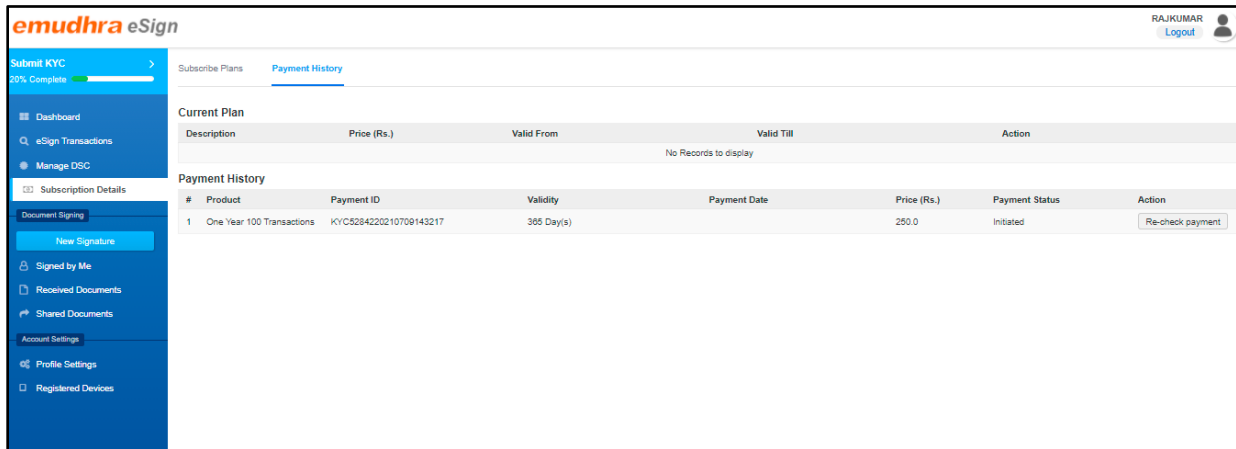
2.2   Enrolment

To complete the enrollment, the user can go to profile settings. The basic information has already been updated. Hence, the user can sign up using either their Aadhaar or PAN.
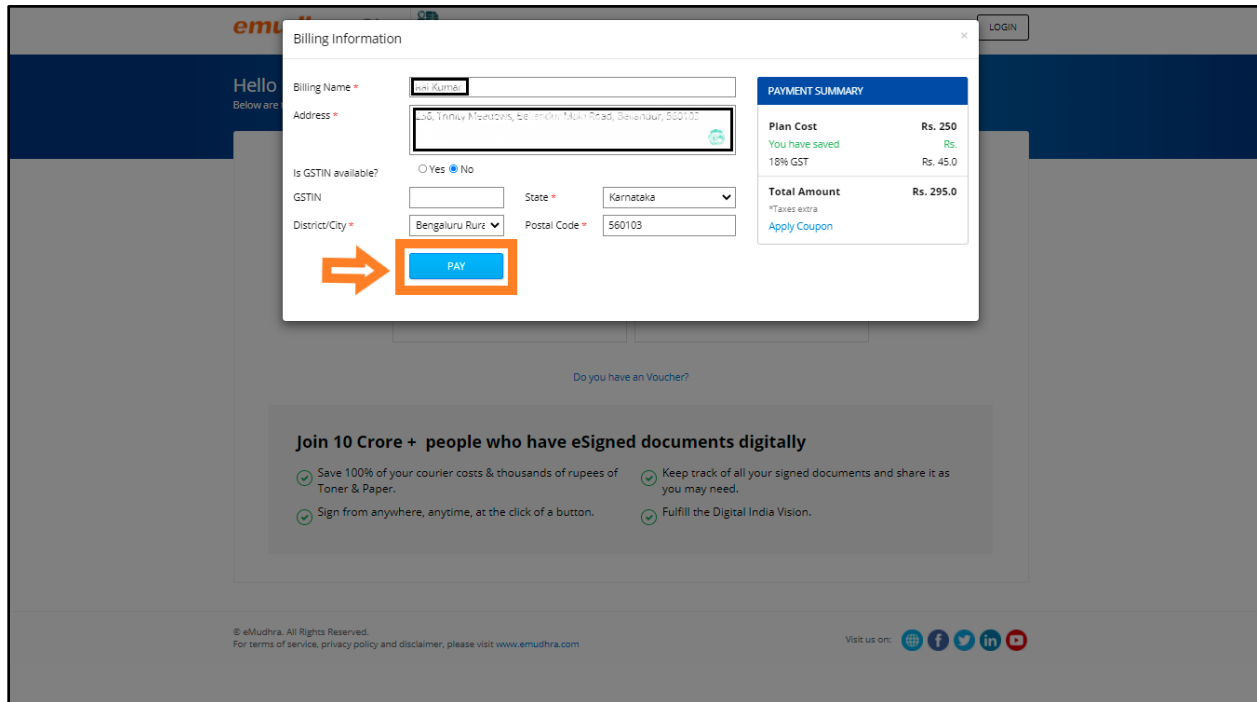
2.2.1 Aadhaar

In this section, the user can see how they can enroll using Aadhaar. Select 'Aadhaar' in the KYC form and upload your Aadhaar.
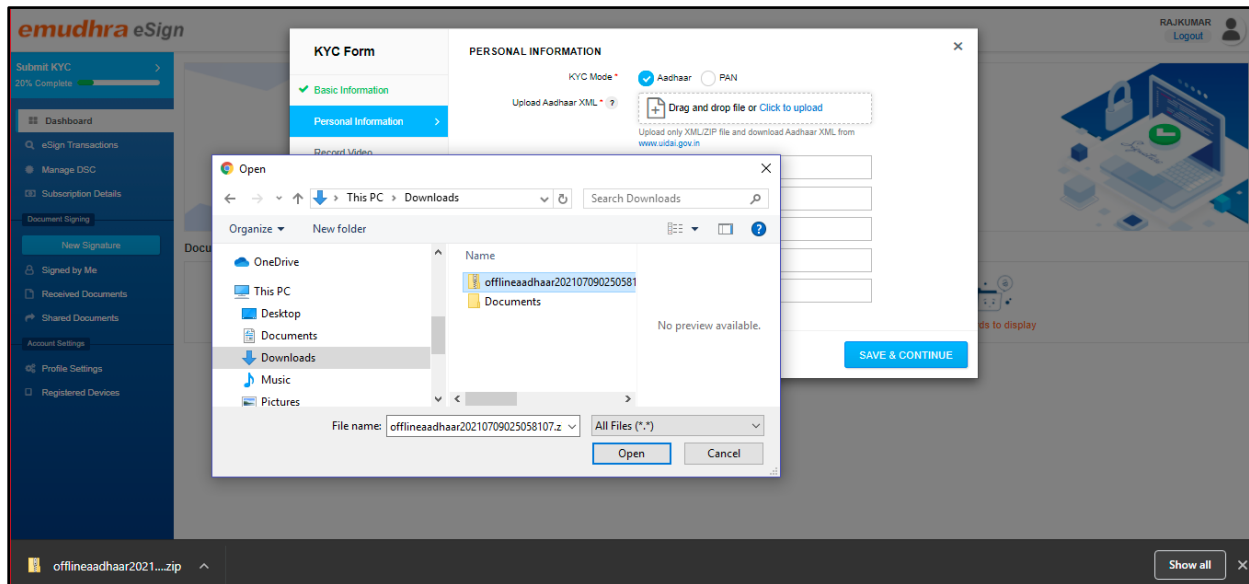
Next, the user needs to complete the video verification. Click on 'Continue to record'.
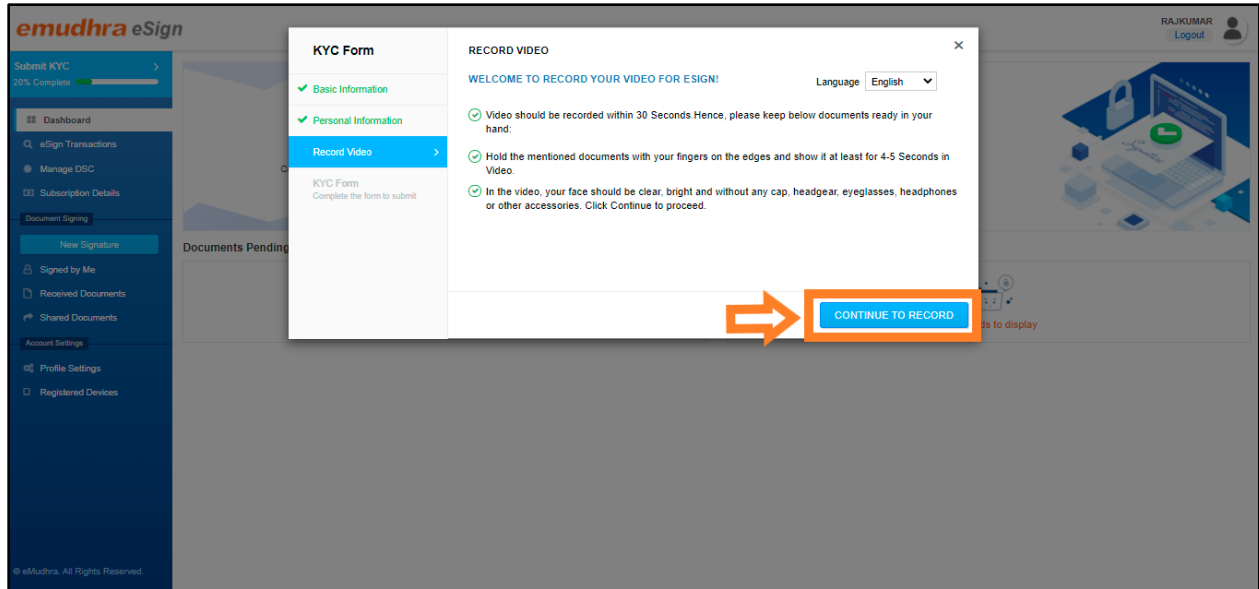
The user will be guided to the video recording page. Read the instructions as shown below and click on 'Start recording' to start the video verification.
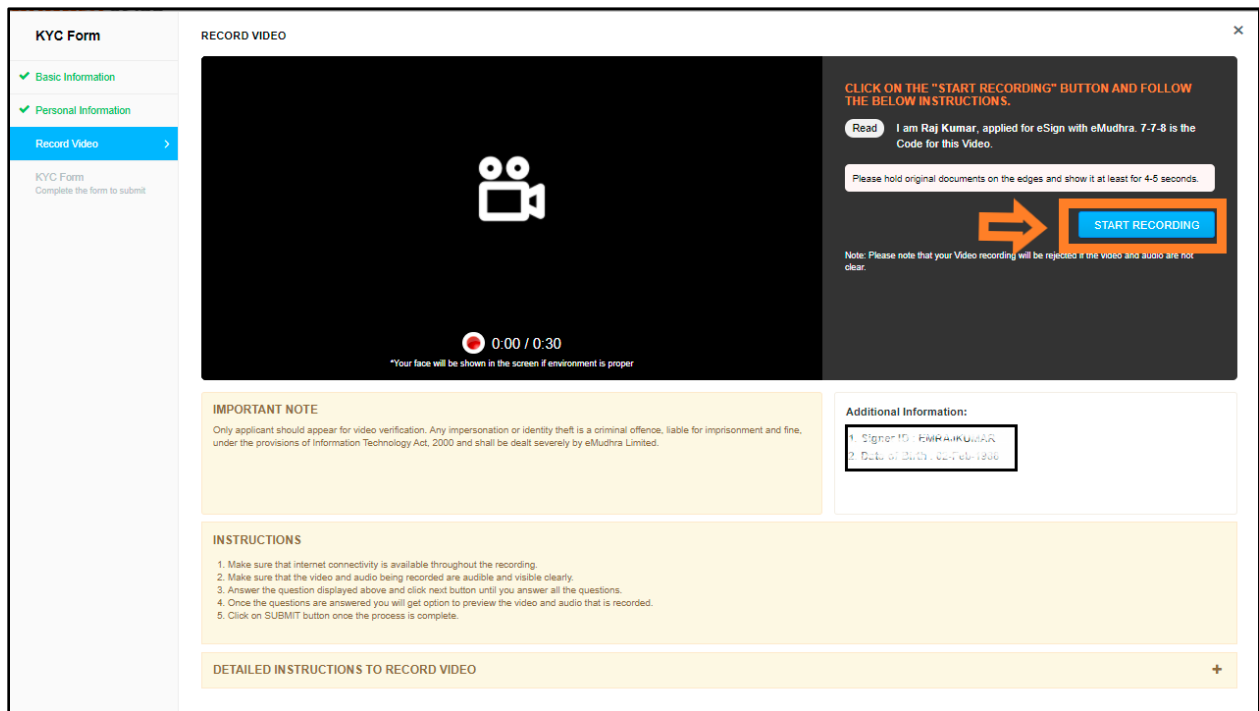
Click on 'Submit' once the video recording is completed. If the user wishes to re-record the video, they can do so as well. The video recording will be successfully submitted and the user will receive a confirmation email once the information is verified.

2.2.1.1 Downloading Aadhaar XML from UIDAI portal

To get the Aadhaar XML, the user can follow the below steps on
https://resident.uidai.gov.in/offline-kyc

1. User needs to enter his Aadhaar number or Virtual ID
2. User needs to enter security code shown there in the image
3. User needs to use OTP/TOTP option based on their preference
4. Share code is a 4-digit number. User needs to reenter it once in eMudhra portal during enrolment.
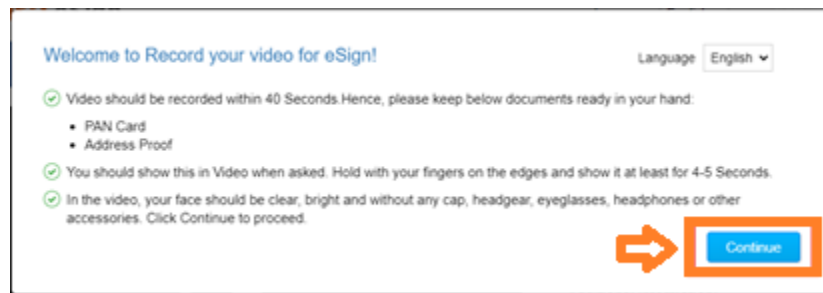
2.2.2 PAN

In this section, the user can see how they can enroll using PAN based verification. The user needs to provide his KYC data and upload documents. PAN is used as proof of identity and driving license, voter ID, passport etc can be used as proof of address.

The user must record a video as per the instructions shown below. Click on 'Continue to Record'.
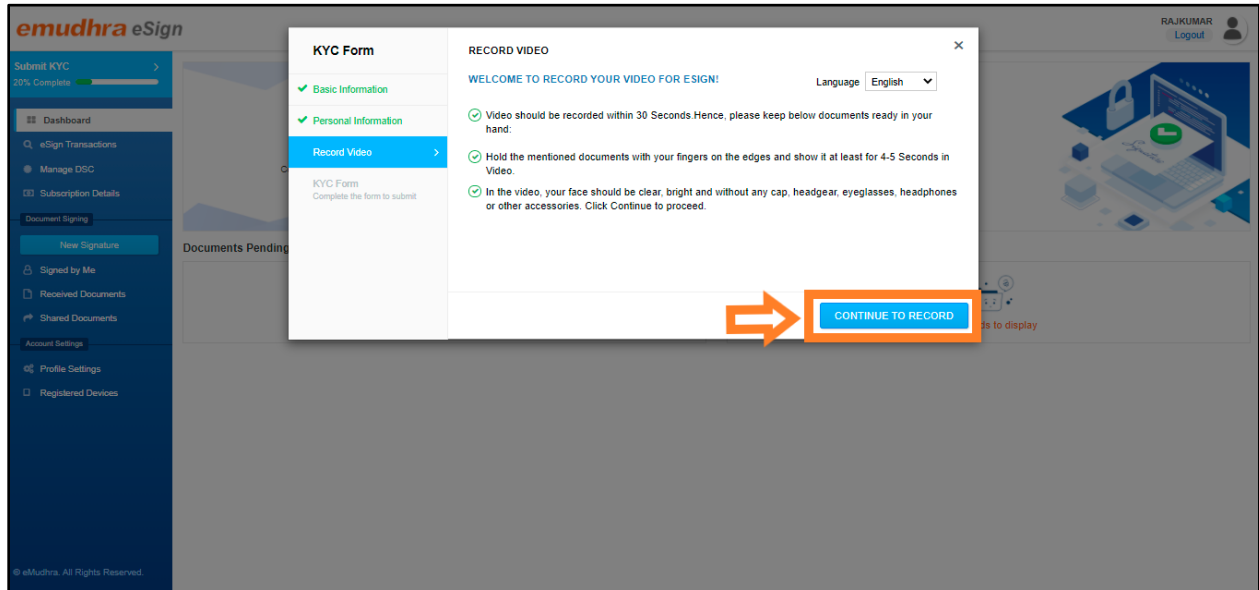
The user will be guided to the video recording page. User needs to follow instructions on the page. User needs to allow application to use his camera and microphone for recording once requested by the browser. User needs to show his PAN card and Address proof during video recording. These documents should be in original and same that was uploaded in previous steps.

User clicks on 'Submit' once the video recording is completed. If the user wishes to re-record the video, they can do so as well. The video recording will be successfully submitted and the user will receive a confirmation email once the information is verified.

eMudhra approving officer will verify the records submitted and user will be intimated for same by email ID provided during the registration. Once the information is verified, the user will receive an email confirmation mail as shown below.

The user will receive an SMS confirmation alongside the email as seen below.
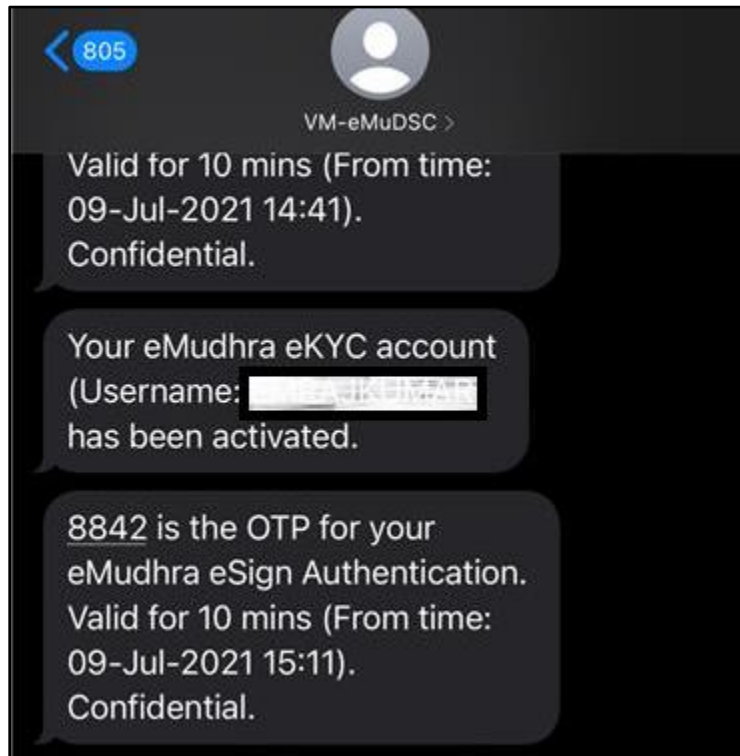
3 Digitally Signing a Document using eSign

Whenever there is a signature required in https://ipindiaonline.gov.in, user will be taken to online signature authentication form, where user has to authenticate with their PIN and a onetime password (SMS OTP / T-OTP). This process happens in eMudhra's Secure authentication page.

Completing this authentication will perform the e-signature for the transaction/document, and user will be taken back to https://ipindiaonline.gov.in

4 Support

eMudhra is always there to hand hold you for a hassle-free experience. User can write to eMudhra's online ticketing system at esign.support@emudhra.com , and eMudhra's eSign expert will respond to the same.