



tmSign App

# Step-by-Step Onboarding Guide for End Users

This guide covers onboarding, including ID scanning, entering personal details, and completing face recognition securely. Follow each step carefully.

## Glossary of Terms

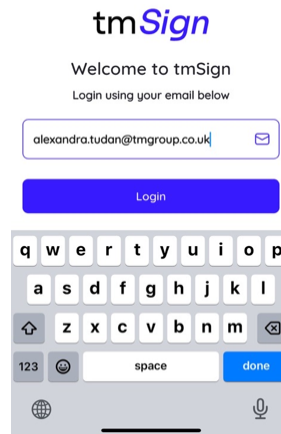
<b>TR1 (Transfer Form)</b>	<p>A TR1 is the official UK Land Registry form used to transfer ownership of a property from one person to another.</p> <p>Used for:</p> <ul style="list-style-type: none"><li>• Buying or selling a property</li><li>• Gifting or transferring property</li><li>• Adding or removing an owner</li></ul> <p>Once completed and registered with HM Land Registry, the new ownership becomes legally official.</p>
<b>Evrotrust [Qualified Trust Service Provider under eIDAS]</b>	<p>Evrotrust is accredited to issue QES as a certified Qualified Trust Service Provider under eIDAS.</p> <p>It complies with security, identity verification (secure face recognition and ID verification), and standards set by Regulation (EU) No 910/2014 (eIDAS).</p> <p>In simple terms: Evrotrust is approved to issue legally binding digital signatures after passing regulatory checks.</p>
<b>NFC scan</b>	<p>NFC (Near Field Communication) uses your phone to read your physical ID card or passport.</p> <p>This means:</p> <ul style="list-style-type: none"><li>• You place your passport / ID card close to the back of your phone</li><li>• Your phone uses a built-in chip reader (like contactless payment)</li><li>• The Evrotrust app securely reads the information stored in your document chip</li></ul> <p>In simple terms: Your phone is not taking a photo — it is wirelessly reading the chip inside your ID document when you tap it to your phone.</p>

## Onboarding Steps

### Step 1: Log into the tmSign App

#### Action Steps:

1. Open the tmSign App on your mobile device.
2. Enter your login credentials.
3. Tap Login.

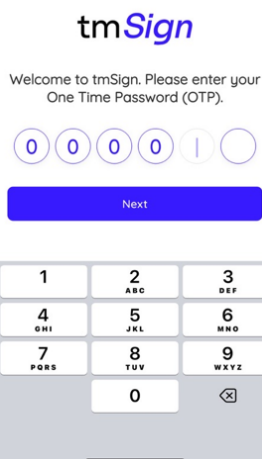


- ✓ Download the tmSign app on your iOS or Android device before starting.
- ✓ Ensure you have a stable internet connection for smooth login.

## Step 2: Enter your One Time Password (OTP)

### Action Steps:

1. Enter the One Time Password (OTP) sent by email.
2. Press 'Next' to proceed and access the form you've been requested to sign.



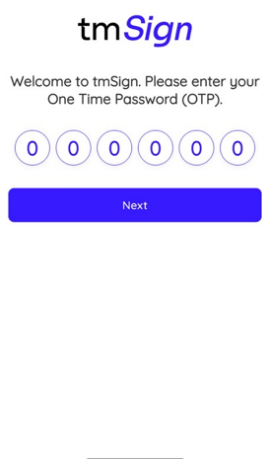
tmSign

Welcome to tmSign. Please enter your One Time Password (OTP).

0 0 0 0 | 1

Next

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
0		⌫



tmSign

Welcome to tmSign. Please enter your One Time Password (OTP).

0 0 0 0 0 0

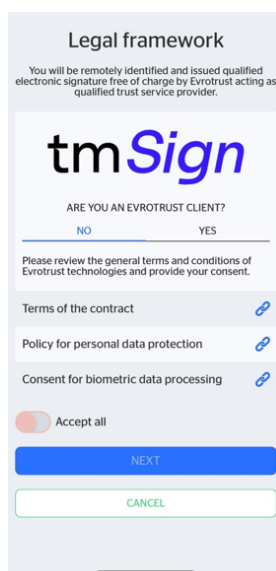
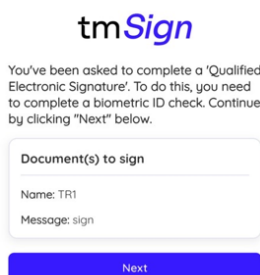
Next

- ✓ The OTP is sent to the email you provided to the conveyancer or lawyer.
- ✓ The OTP may also be sent to your phone number, if your lawyer entered it on the tmSign dashboard when sending the signature request.
- ✓ Ensure a stable internet connection for a smooth experience.

### Step 3: Receive notification to complete QES via biometric ID check

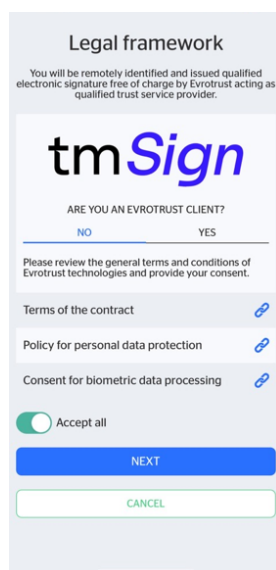
#### Action Steps:

1. Select Next to begin the biometric ID check.
2. Select No if you are not already an Evrotrust client.
3. Toggle 'ON' the 'Accept all' toggle, giving your consent to Evrotrust to run your Biometric ID Check and issue your qualified electronic signature (QES).
4. Press 'Next' to start the Biometric ID Check.



- ✓ This step ensures that you are compliant with eIDAS for HMLR.
- ✓ This step confirms your consent to verify your identity using either a passport, ID card, or driving licence.
- ✓ This step ensures the app recognises you as a new user. It creates a record confirming you've completed the biometric ID check, against which a PDF ID report will be issued.
- ✓ The tmSign system stores your ID report data and recognises you as a returning user for future requests, saving you time by avoiding repeat biometric ID verification.

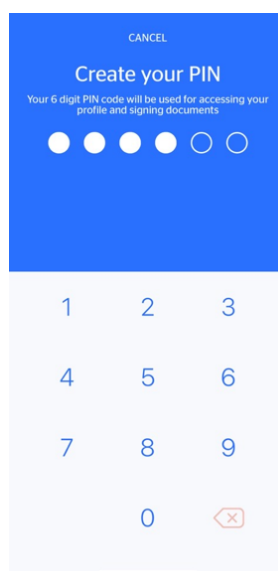
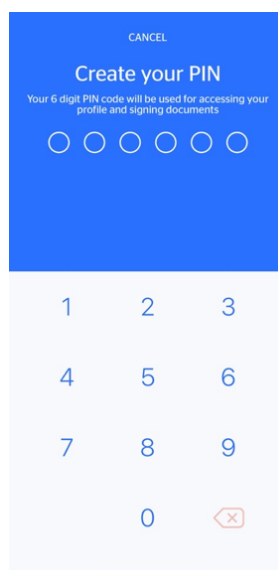
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## Step 4: Create your unique 6-digit PIN code

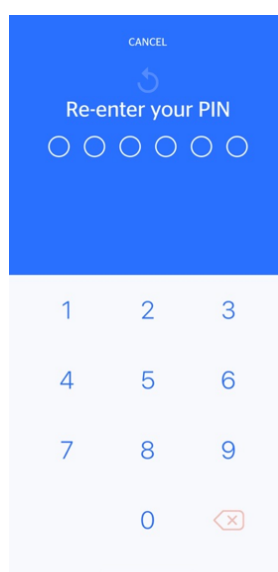
### Action Steps:

1. Create your own unique 6-digit PIN code.
2. Re-enter the 6-digit PIN code to confirm your initial entry is correct.



- ✓ Choose a PIN that is easy to remember but hard for others to guess.
- ✓ This PIN is registered against your ID report, generated at the end of the biometric ID check, along with your Qualified Electronic Signature (QES) document.
- ✓ When you return to sign further documents, the tmSign system will not require another biometric ID check.
- ✓ Your ID report metadata and PDF biometric ID check document are stored for 2 years via the tmSign app, and for 1 year via the tmSign web portal.

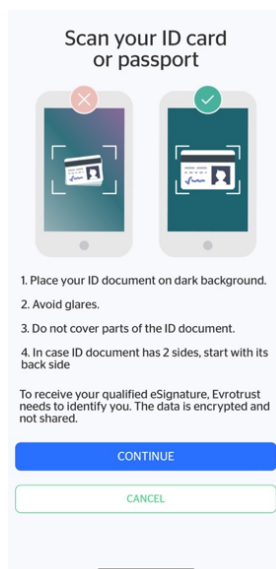
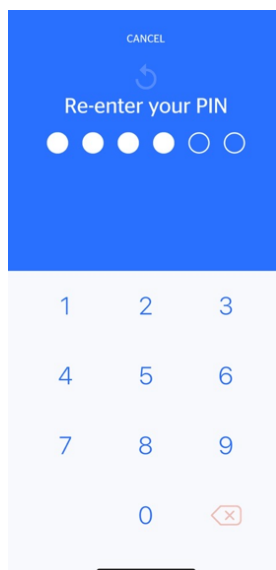
(continued)



## Step 5: Guidance screen for the Biometric ID check

### Action Steps:

1. Read the instructions carefully to ensure a smooth experience while running your ID scan.
2. Tap Continue to start the biometric ID check.



✓ This step guides you on how to scan your ID document (passport, international ID, or driving licence) effectively.

✓ The process uses auto scanning and auto capture. As soon as your ID is correctly positioned within the frame, the system automatically captures the image — you do not need to press any buttons.

## Step 6: Scan your ID Document (Passport, International ID or Driving Licence)

### Action Steps:

1. Place your ID document on a flat surface.
2. Make sure the area is well lit.
3. Position your phone so your ID document fits fully within the blue frame on the screen.
4. Ensure the document is clearly visible and correctly aligned within the ID scanning frame.
5. Hold your device still while the system processes your ID document details.

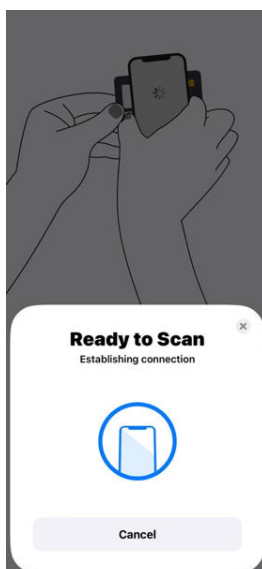
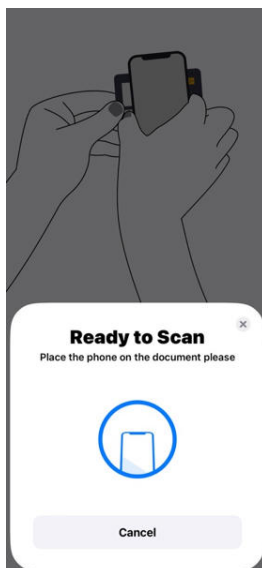


- ✓ Ensure your ID is flat, well lit, and all corners are clearly visible.
- ✓ Passport users: NFC scan required.
- ✓ Driver's Licence / International ID users: NFC scan not required.

## Step 7: Passport NFC scan

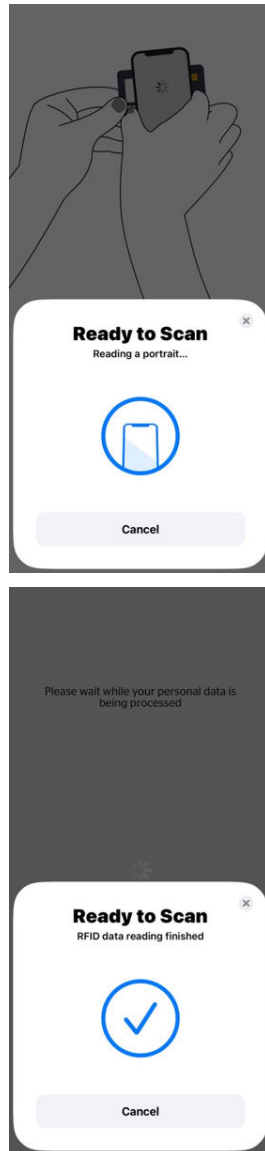
### Action Steps:

1. Place your passport on a flat surface.
2. Ensure your phone has NFC enabled and is not in low power mode.
3. Position your phone directly over the passport cover where the NFC chip is located (usually the front cover in the UK and Europe; on US passports the chip may be on the back).
4. Keep your phone steady and very close to the NFC chip.
5. During the NFC scan you will see: (a) 'Ready to Scan: Place the phone on the document please' (b) 'Ready to Scan: Establishing connection' (c) 'Ready to Scan: Reading a portrait...' (d) 'Ready to Scan: RFID data reading finished'

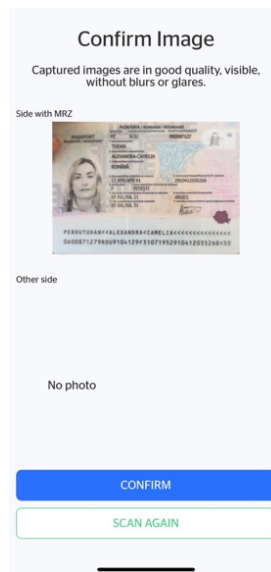


- ✓ Passport NFC Scan is required only if the signature request permits passport as the sole ID document type.
- ✓ No NFC scan is required if the signature request has been configured to allow other ID types.
- ✓ Once you see 'Ready to Scan: RFID data reading finished', your NFC scan has been processed successfully.

(continued)



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## Step 8: Confirm your ID image is clear

### Action Steps:

1. Check that the captured image is clear, with no blur, glare, poor lighting, or cropping.
2. If you are happy with the quality of the scanned image, press Confirm.
3. If you are not happy with the scanned image, press Scan Again to re-scan your ID document.

### Personal data check

Enter the required personal data from your ID document, if the data is missing or incorrect

Last name (Latin)\*

TUDAN

First name (Latin)\*

ALEXANDRA CAMELIA

Last name (national transcription)

TUDAN

First name (national transcription)

ALEXANDRA-CAMELIA

Nationality

Romania

Sex

Female

Personal ID Number\*

2910412035268

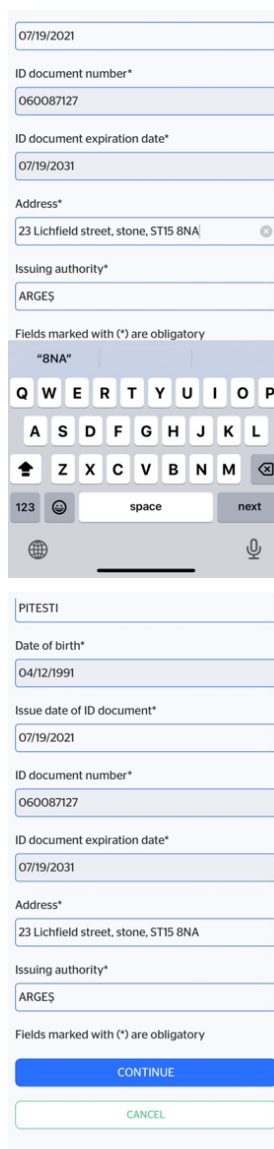
Place of birth

- ✓ Hold the device steady after alignment to allow the system to auto-capture correctly.
- ✓ If scanning fails repeatedly, slightly adjust distance rather than repositioning the entire document.
- ✓ Ensure the ID is not laminated or covered by reflections from plastic sleeves.
- ✓ Use natural light where possible for the most accurate capture.
- ✓ Avoid moving the document once the frame turns active to prevent failed captures.

## Step 9: Check your personal data

### Action Steps:

1. Check your pre-filled personal details extracted from your ID carefully on the Personal Data Check page.
2. Identify any information that is incorrect, missing, or blank.
3. Correct any incorrect information or fill in any missing data before proceeding.
4. After checking all details, press Continue. To return to the previous steps, press Cancel.



The screenshot shows a mobile application interface for checking personal data. It features several input fields with pre-filled information:

- ID document number\*: 060087127
- ID document expiration date\*: 07/19/2031
- Address\*: 23 Lichfield street, stone, ST15 8NA
- Issuing authority\*: ARGES

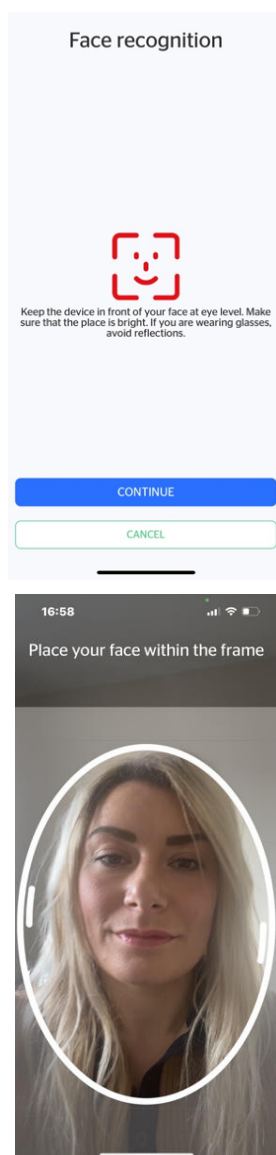
Below these fields is a keyboard overlay with a search bar containing "8NA". The keyboard is in a standard QWERTY layout. At the bottom of the form, there are two buttons: a blue "CONTINUE" button and a green "CANCEL" button. A note at the bottom of the form states: "Fields marked with (\*) are obligatory".

- ✓ Pay close attention to the address field, as it may be empty and require your full address details.
- ✓ Check all other fields to ensure none are missing. This can occur when extracting personal details from a Passport, International ID, or Driving Licence.
- ✓ Correct information ensures faster verification.

## Step 10: Complete Face Recognition

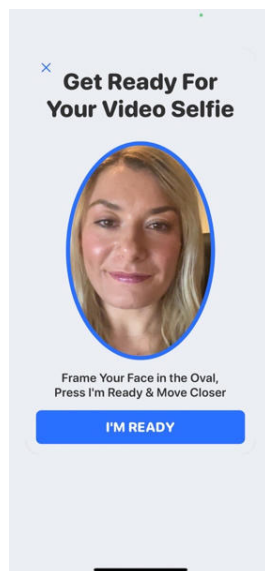
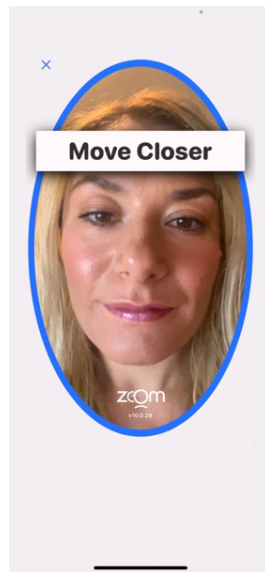
### Action Steps:

1. Position your face within the oval frame.
2. Tap I'm Ready to start the face scan.
3. The system uses automatic capture technology to detect when your face is properly positioned. If you are too far from the frame, it will prompt you to 'Move Closer'.
4. Once alignment and lighting are suitable, the system takes your photo automatically and uploads your Encrypted 3D FaceScan.
5. Upon successfully matching your face with your ID, you will see: 'Face Scanned 3D Liveness Proven' and 'Congratulations! Successful identification'.

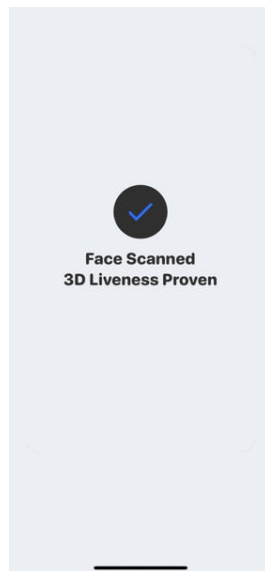
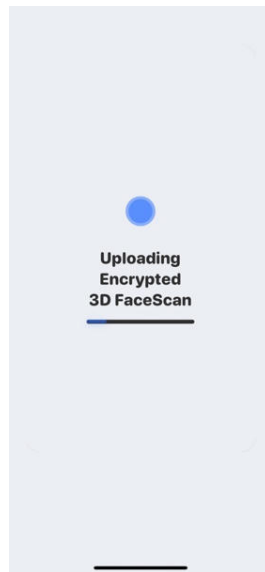


- ✓ Ensure your face is fully visible within the oval frame before starting.
- ✓ Hold the device steady to support accurate auto capture.
- ✓ Use good, even lighting and avoid strong shadows on your face.
- ✓ Remove items that may obscure your face, such as hats or sunglasses.
- ✓ Look directly at the camera and avoid moving once the scan has started.
- ✓ If the scan does not trigger, slightly adjust your position within the frame.

(continued)



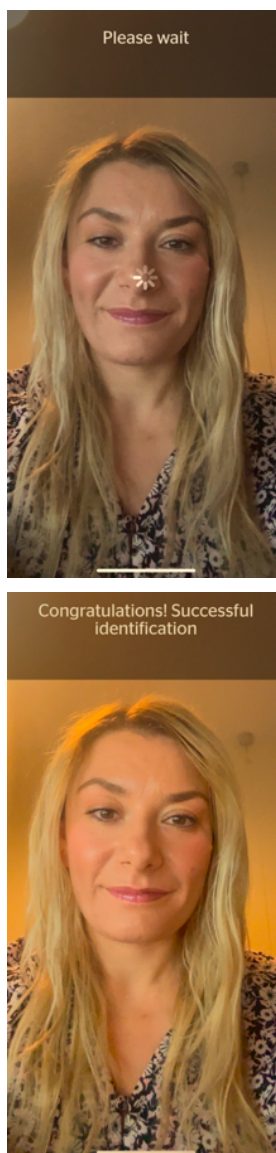
(continued)



## Step 11: Enter your contact information (phone number and email)

### Action Steps:


1. Enter your phone number and email address to register your ID. The system stores your ID as metadata and recognises you as a returning user for future signature requests.
2. The system recognises you as a returning user for two years following completion of biometric ID verification via the tmSign App. This period reduces to one year via the web portal.
3. Tap Next once you confirm the telephone number and email address you have entered.



- ✓ Ensure your phone number and email address are entered correctly.
- ✓ Ensure the prefix (+44) matches your country of residence. If the system assigns (+40), this is incorrect for the UK.
- ✓ Use an active email inbox and a reachable phone number to avoid issues with verification.
- ✓ Double-check your details before pressing Next.

(continued)

**Enter your contact information**



Confirmation code to approve your registration will be sent to your mobile number and e-mail.


Your phone number (+3598888888)

Your e-mail

**NEXT**

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
+ * #	0	⌫

**Enter your contact information**



Confirmation code to approve your registration will be sent to your mobile number and e-mail.


Your phone number (+3598888888)

Your e-mail


**NEXT**

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
+ * #	0	⌫

(continued)

 **Evrotrust** now

Activation code: 616084



Enter the received on "+440766266174" code for confirmation or follow the provided link

**CONFIRM**

In case you have not received a code, we can send you a new one.

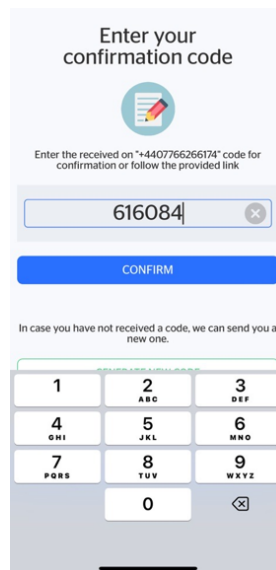
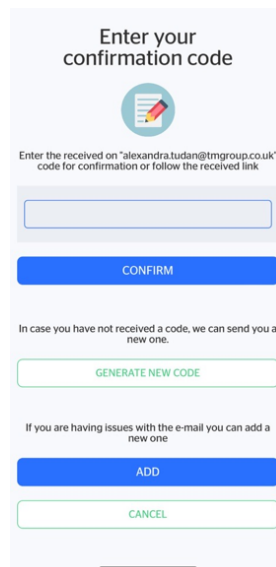
From Messages  
616084

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	⌫

## Step 12: Enter the confirmation code sent to your email

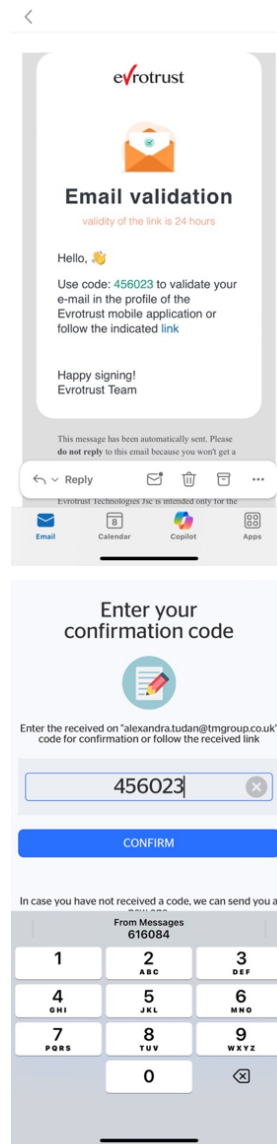
### Action Steps:

1. Access your email and locate the Evrotrust Email Validation containing the unique code.
2. Enter the confirmation code on the 'Enter your confirmation code' app page.
3. Press CONFIRM to validate your identity.
4. If you do not receive the code, tap GENERATE NEW CODE to request a new one.
5. If the issue persists, click ADD to add a new email address where a code will be sent.
6. Alternatively, press CANCEL to return to the previous screens.
7. After pressing CONFIRM, the system notifies you with 'Biometric ID check complete'.
8. Press FINISH to open the document and proceed to signing.

- ✓ Allow a few minutes for email delivery; it may be delayed.
- ✓ Check all folders: Inbox, Spam, Junk, Promotions, and Updates.
- ✓ Search your email for 'Evrotrust' to find it faster.
- ✓ Enter the code exactly as received, without extra spaces or characters.
- ✓ Use only the latest code, as older ones may be invalid.
- ✓ Keep the App open while checking your email to avoid session timeouts.
- ✓ If using a corporate email, check with IT if emails are filtered or blocked.

(continued)



(continued)



Biometric ID check complete.  
Continue by clicking "Finish" and moving onto  
your document signature.

FINISH

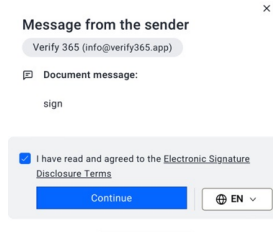
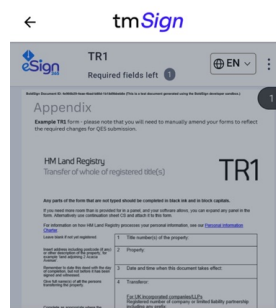
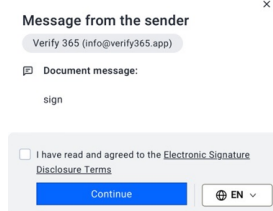
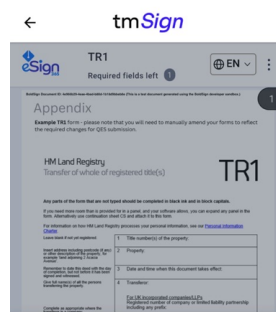


Creating Evrotrust identification...

## Step 13: Access and sign the requested document (e.g. TR1 Form)

### Action Steps:

1. Access the document and read the 'Message from the sender' at the top.
2. Click the underlined 'Electronic Signature Disclosure Terms' and tick the confirmation box if you agree.
3. Press Continue to proceed to the next pages.
4. Press Start Signing to go to the signature section.
5. Click the 'Sign Here' blank signature field to open the Signature pop-up.
6. Select a signing mode: Type, Draw, or Upload.
7. Press Save & use to save the signature, or Cancel to retake it.
8. Press the yellow Verify button to start the Qualified Electronic Signature (QES) process.
9. You will be notified: 'Document Signed! Congratulations, your document(s) are signed and complete'.
10. Press Next. Both tasks will show a green tick when complete.



✓ Access any direct message from the lawyer or conveyancer under 'Message from the sender'.

✓ Click the preferred language drop-down (e.g. EN) at the bottom of the document to adjust the language of the Electronic Signature Disclosure Terms.

(continued)

← tmSign

eSign TR1 Required fields left 1 EN

Appendix

Example TR1 form - please note that you will need to manually amend your forms to reflect the required changes for QES submission.

HM Land Registry  
Transfer of whole of registered title(s) TR1

Any parts of the form that are not typed should be completed in black ink and in block capitals.

Do not hand write over any text, or scribble over any text, or use white-out or correction fluid. Do not use correction fluid on the form. Alternatively use a correction fluid that is not white and is not a liquid.

For information on how to fill in the form, please refer to the guidance notes, see the [guidance notes](#).

Complete

1. Title number(s) of the property	2. Property
3. Date and time when this document takes effect	4. Transferor

Start signing

← tmSign

eSign TR1 Required fields left 1 EN

Appendix

Example TR1 form - please note that you will need to manually amend your forms to reflect the required changes for QES submission.

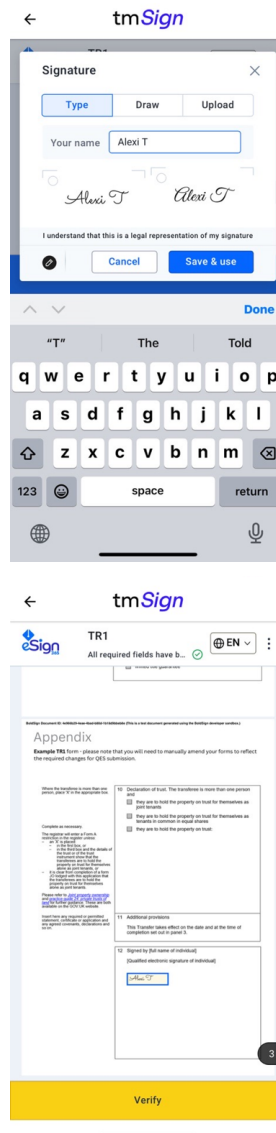
10. Signature of trust. This provision is used for any person who is not a trustee of the trust. This provision is used for any person who is not a trustee of the trust. This provision is used for any person who is not a trustee of the trust.

11. Additional provisions

12. Signed by (full name of individual)

Next field

(continued)



(continued)



### Document Signed!

Congratulations, your document(s) are signed and complete.

You might be asked to sign future document so we recommend you don't uninstall this app until your matter is concluded.

Next

---



In progress

Completed

TR1

- Biometric Identity Check
- Sign Documents

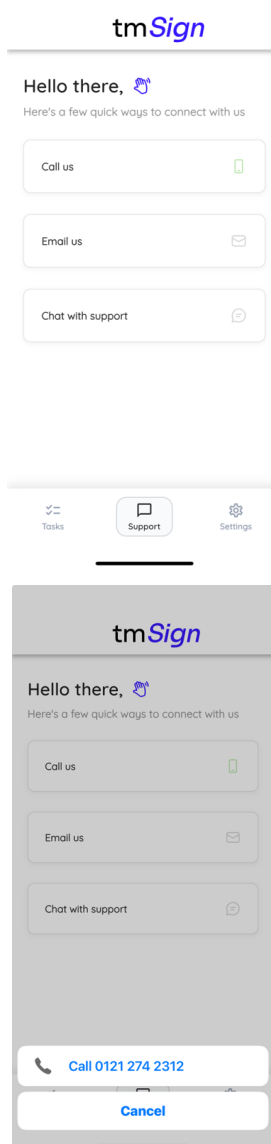
Completed



## Step 14: Access the Support button at the bottom of the tmSign app

### Action Steps:

1. Access Support Services by clicking the Support button at the bottom of the tmSign page.
2. Contact Support via Call: click Call us to dial 0121 274 2312.
3. Contact support via email: click Email us to open your Mail app.
4. Chat with the Support Team: click Chat with support to start a live chat.



- ✓ Use the Support button whenever you need help during the onboarding or verification process.
- ✓ Choose the most appropriate channel: call for immediate help, chat for quick assistance, or email for detailed queries.
- ✓ Keep relevant details ready (e.g. error messages or screenshots) to help the support team resolve issues faster.

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