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Online Signature for SuperOffice Startup guide

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INTRO

Thank you for testing Online Signature, the app which takes the digital signing services from Signicat into SuperOffice.

The purpose of this guide is to guide you to a fast and smooth start with Online Signature and benefits in the daily routines with SuperOffice.

This document refers to the SuperOffice CRM Online and the SuperOffice On Premises, Windows and Web.

PRODUCT INFORMATION

- [Online Signature for SuperOffice CRM Online.](#)
- [Online Signature for SuperOffice On Premises, Windows and Web.](#)

MANUALS - YOUTUBE VIDEO

- [How to use Online Signature.](#) YouTube video. The video presents Norwegian BankID. The process is similar for all other national ID's.
- [How to administrate Online Signature.](#) YouTube video. Presents how to configure Online Signature to the company needs ex., how to add SuperOffice templates to the signing ceremony.
- Online Signature is administrated in the online app store: <https://online.adwiza.com/>

SALES, SUPPORT AND CONSULTANCY

- Please e-mail Sales at sales@amestoapps.com
- Please e-mail Support at support@amestoapps.com

Support and consultancy are offered on an hourly based rate.

QUESTIONS AND ANSWERS

Frequently asked questions and answers.

The SuperOffice document do not show in the "Signicat" tab on the SuperOffice customer card.

- The SuperOffice template is not activated in the Online Signature admin
- Login at <https://online.adwiza.com/>
- Press the green cogwheel at the Online Signature icon to open the app admin page
- Find the SuperOffice template in the list and move it to "Templates able to sign"
- Go back to SuperOffice and refresh the tab

I can't see "Signicat" tab on customer card in SuperOffice.

- For SuperOffice Windows clients, close and open SuperOffice
- For SuperOffice WEB and SuperOffice CRM Online:
- Delete all in the web path after the 1st "?"
- Type flush after "?" so the web path has a syntax similar to this:
<https://superoffice.mycompany.no/SuperOffice/default.aspx?flush>
- Press "Enter" and SuperOffice will load the new design and the "Signicat" tab

I want the "Signicat Status" in the "Activity tab" on the SuperOffice customer card

- Right-click on the gray menu line "in" Activity tab " and select "Configure Columns"
- Find "Signicat Status" under "Documents" and move it to "Columns selected"
- Select the order with the up/down arrows and select "Save"

I want a Dynamic SuperOffice Selection to follow up on signing ceremonies.

- Create a new Selection and name it ex.: "My contracts that have not been signed"
- Select "Selection of Documents " and "Selection is Dynamic" and "Save"
- Press "Add" to add criteria:
 - Find "Signicat Status" under "Documents", select "Sent" and move it to "Selected values"
 - Find "Registered by" under "Documents" and select "Current user"
 - Press "Refresh" to see the list of documents yet not signed.

- To present the follow up list in the MiniCard go to the customer card and find the selection in "Selection members"

Some e-mail notifications never show up or ends up in the customer spam filter.

The reason is that Signicat sends e-mails to your customer on behalf of your company. Follow this guide to "Trust" the e-mail server Signicat:

<https://developer.signicat.com/documentation/other/how-to-trust-signicat-mailservers-spf/>