eBRAM LawTech Services

e-Signature Service User Guide

November 2022

eBRAM International Online Dispute Resolution Centre Limited

1. Introduction

As a one-stop shop Online Dispute Resolution and LawTech service provider, eBRAM strives to offer secure, accessible, and cost-effective dispute resolution and LawTech services to enhance efficiency for the legal and business communities.

The eBRAM e-Signature Service is easy to use and allows the signing of documents anywhere, anytime, and with any device. It is a web-based portal that does not require the installation of an app.

The e-Signature Service uses the best range of signer verification options such as Two-factor authentication and e-KYC identity authentication (per request) to eliminate the risk of signature fraud.

Furthermore, the e-Signature process is tracked securely in an environment with the signed document's hash value protected by Blockchain technology to prevent file amendments.

2. Technical Support and System Requirements

Technical support/troubleshoot:
As a system administrator, the eBRAM IT team will provide technical support for the e-Signature Service.

Users can contact the eBRAM IT team via email or by calling the hotlines.

Email: lawtechservices@ebram.org

Customer Service Hotline: +852 3792 0567
Technical Support Hotline: +852 3792 0569

System requirements

#	Operating System	Browser	Screen Resolution
Laptop / Desktop computers			
1	Windows 10 / Windows 11	Edge 12+, Firefox 27+, Chrome 30+	1280 x 1024 or above
2	macOS X (10.9 or later)	Safari 7+, Firefox 27+, Chrome 30+	1280 x 1024 or above
Mobile Devices			
3	iOS 12.2+	Safari	
4	Android 6.0+	Chrome	

Recommended Laptop / Desktop Computer Hardware

#	Components	Recommendation
1	Processor	Intel i5/i7 Dual-core 2GHz or higher
2	Memory	8GB
3	Hard disk	512 GB SSD or higher
4	Microphone	Built-in microphone or USB plug-in microphone
5	Webcam	Built-in webcam or USB plug-in webcam
6	Speaker	Built-in speaker or Plug-in speaker
7	Internet Bandwidth	10Mbps

3.   How to create an account?

3.1   Create an account for eBRAM LawTech Services

1. Enter this URL into the browser: https://lawtechservice.ebram.org/
2. Click the "**Login**" icon, then click "**Create One**" to create an account.

3. The Create an account page is shown below.
   Enter the following details to create an account:
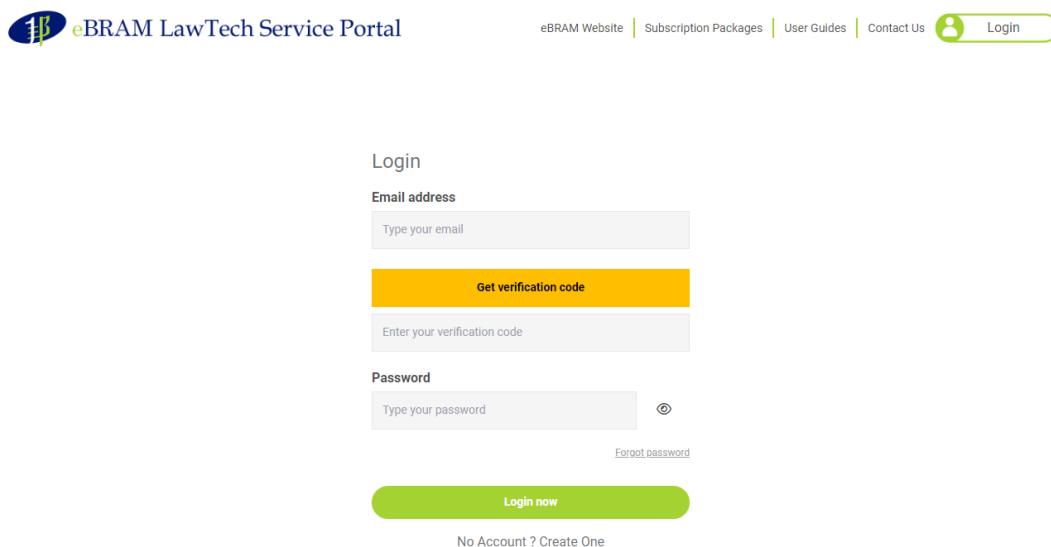
4. Enter your first name.
5. Enter your last name.
6. Enter your email address.
7. Click "**Get verification code**" to receive a verification code in your email address.
8. Enter the verification code.
9. Enter your password.
10. Click on the links to read the Terms and Conditions (T&C) and the Personal Information Collection Statement (PICS).
11. Click "**Create account**" to create an account.

4. How to log in?

4.1 Log in to eBRAM LawTech Services Portal

1. Enter this URL into the browser: https://lawtechservice.ebram.org/
2. Click the "**Login**" icon to log in.

3. Enter your registered email address.
4. Click the "**Get verification code**" icon to receive a verification code in your email address.
5. Enter the verification code.
6. Enter the password.
7. Click the "**Login now**" icon to log in to the eBRAM LawTech Services Platform.

5. How to reset the password?

5.1 To reset the password

1. Click "**Forgot password**".

2. Enter your registered email address.
3. Click the "**Get verification code**" icon to receive a verification code in your email address.
4. Enter your new password.
5. Re-enter to confirm your new password.
6. Click the "**Reset**" icon to reset the password.

6. LawTech Services Home Page

6.1 Home

1. Click "**Logo**" to open the LawTech Services Home Page.
2. Click the "**Go**" button to use a specific LawTech Services: AI Machine Translation, Video Conference, or e-Signature.

7.   e-Signature Service Plans

7.1   e-Signature Service Plans

1. Click "**Plans**".
2. Then click "**e-Signature**".
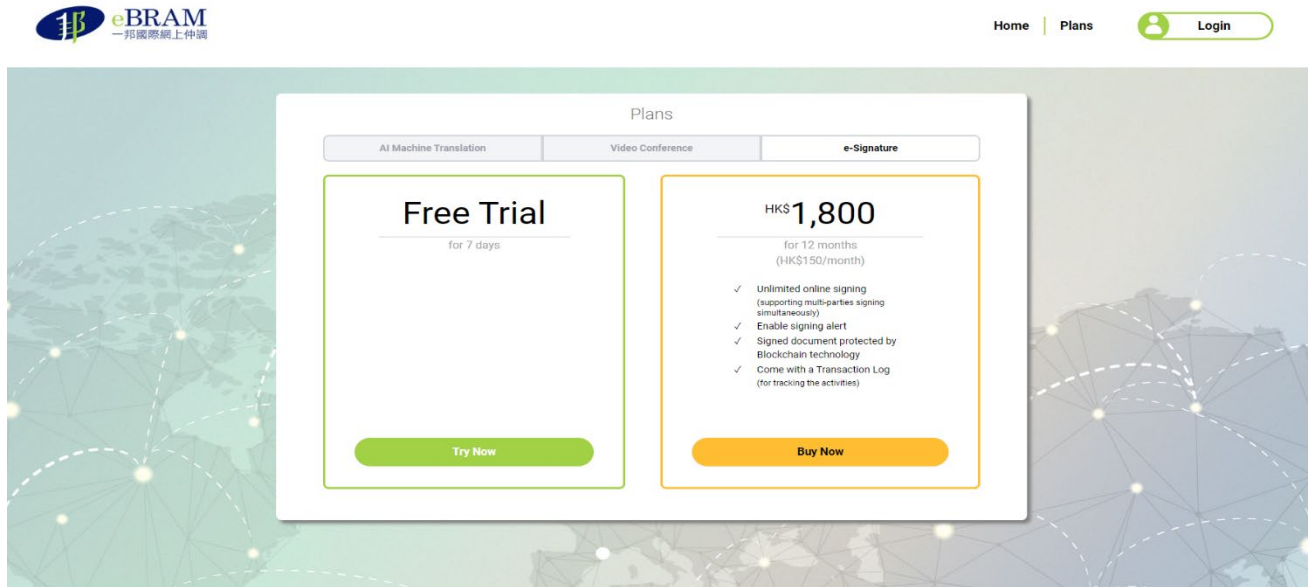
3. Click the "**Try Now**" icon for a free 7-day trial or click the "**Buy Now**" icon to pay for the AI Machine Translation annual subscription.

   After selecting "Buy Now", you will be directed to the login page. Please follow the steps in Section 4 to log in to your account.

   After logging in, click again on "**Plans**" and then the "**Buy Now**" icon to purchase

   Accepted forms of payment are VISA, MasterCard, American Express, and UnionPay. Enter the required payment fields and click the "**Subscribe**" icon to process the payment.
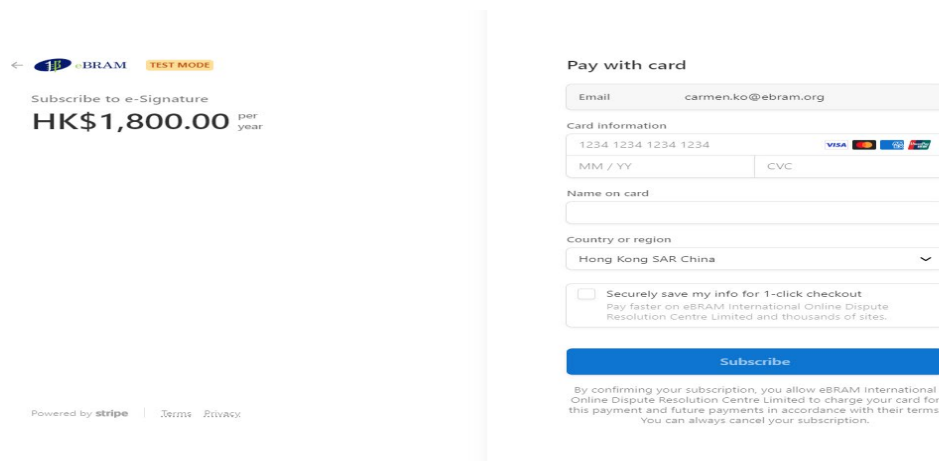
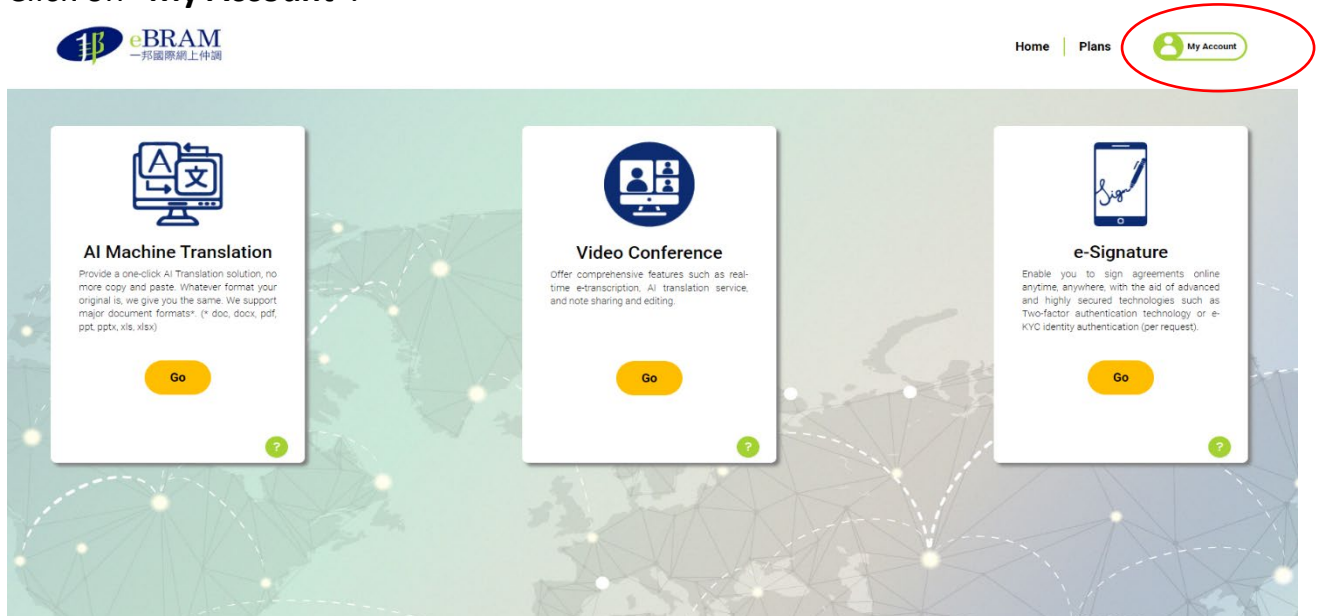# 8. How to view and edit your Account Status?

8.1 To view and edit your Account Status

1. Follow the steps in Section 4 to log in to account.
2. Click on "**My Account**".

3. In the Subscription section, the services you have subscribed to (whether a free trial or premium service) are indicated.

   Click the "**Edit**" icon to update editable fields in your Account.
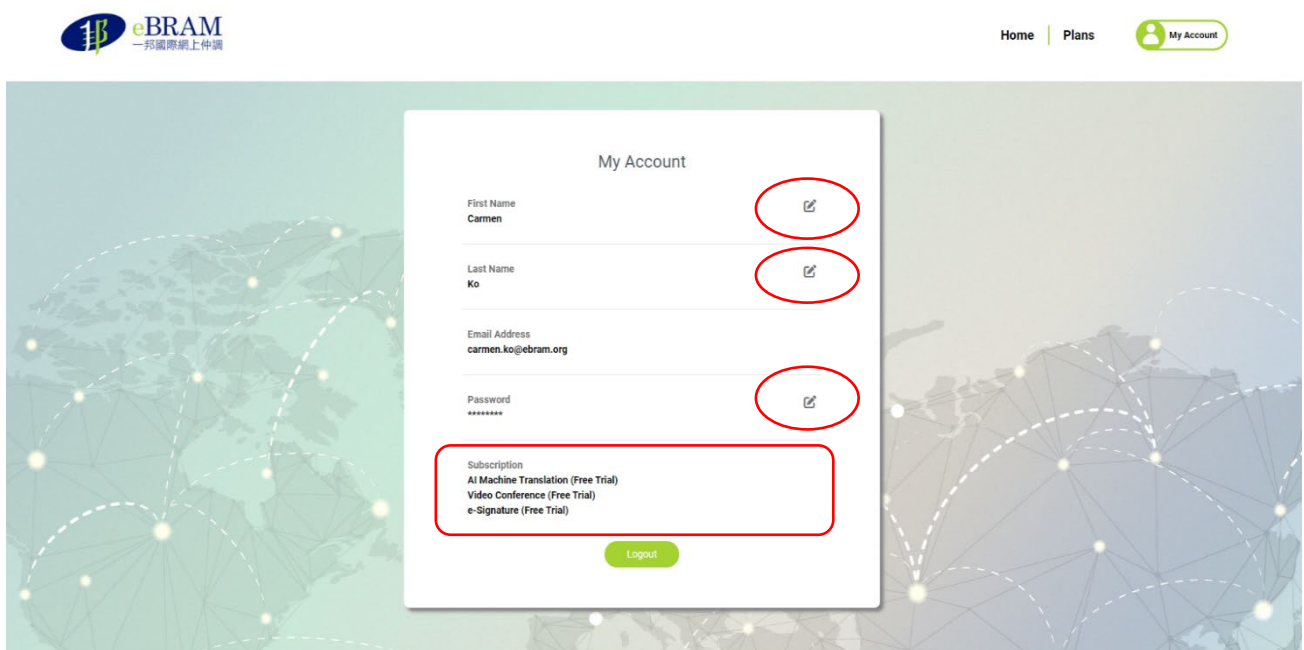
4. Enter the new value, then click the "**green checkmark**" icon to save the changes.
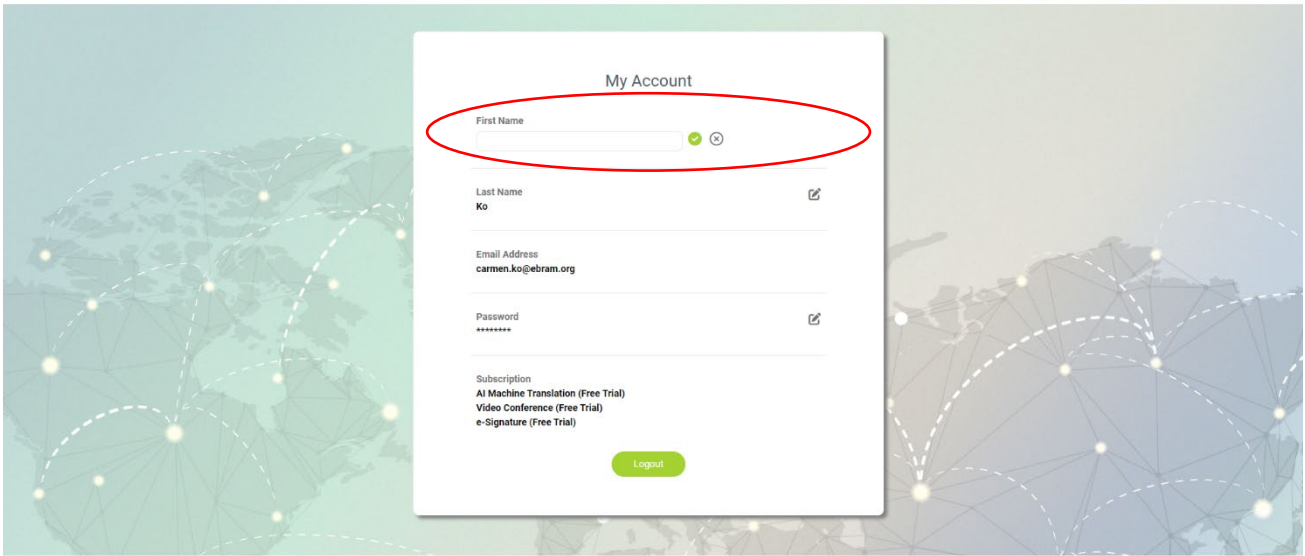
9. How to get started?

9.1 Getting started in e-Signature Service

1. On the Home page, click the "**Go**" button to use the e-Signature Service.

2. Click the "**Upload a document**" icon to upload a document for e-Signature.

3. Drag and drop a file or click "**Browse files**" to upload a PDF document for signing. The file size limit of 100 MB.

Enter a filename for the document to be signed.

Click "**Upload**" to upload the document for signing.
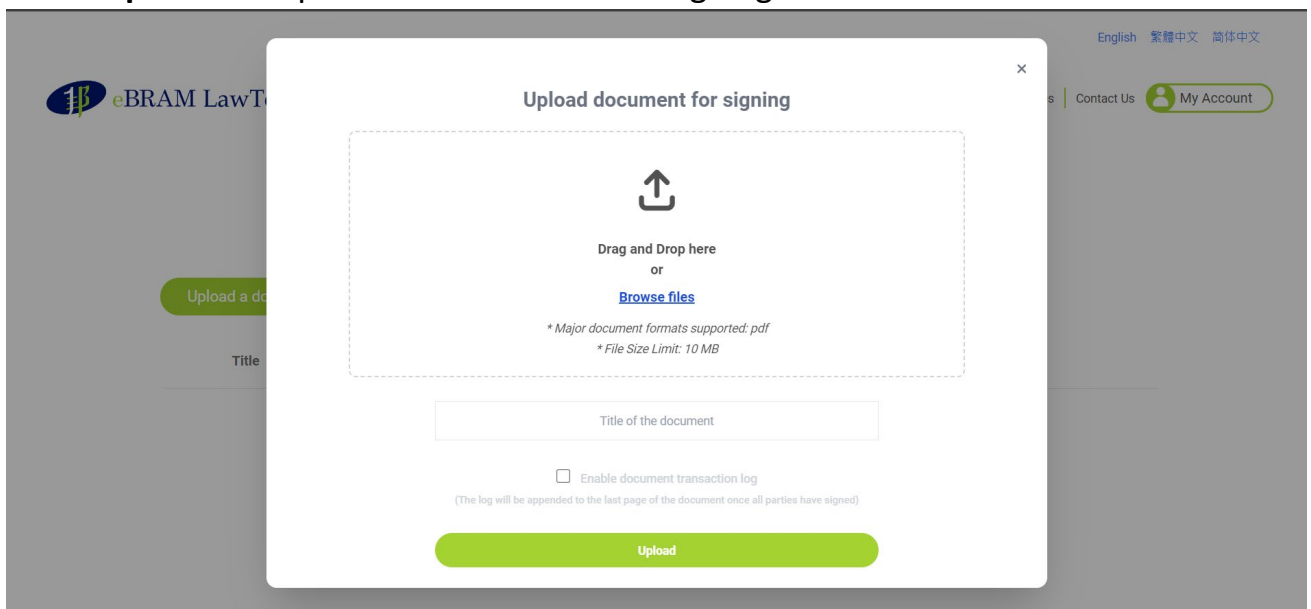
4. Add signers to the document by entering their names and email addresses in the respective boxes. There is no maximum limit on the number of signers for a document.

   The signer's name and email address will be added to the Address Book for your subsequent use.

   Once all the signers are included, click the "**Submit**" button. A popup window will ask for your confirmation to save and send the document link to the person(s) for signing, click "**OK**" to confirm.

5. The signer(s) will receive an email notification that a document for signing has been created with a link to click and sign the document.

6. When a signer has signed the document, all the signers will receive an email notification with a link to click and view the document.

7. To sign the document, click the link in the email.

   When the document is opened in your web browser, it defaults to the first page.
   Use the "**Next**" button to go to the next page.
   The "**Previous**" button goes back to the previous page.
   Use the "**First**" button to go to the first page.
   The "**Last**" button goes to the last page of the document.

   Use the buttons to navigate to the desired page for signing, then click anywhere on the document. A Signature Box pops up with the option to use your mouse to sign in the signature box or click on the "**Sign on mobile**" button, scan the QR Code, and then sign the signature box on your mobile device.

   Click "**Clear**" to sign again or click "**Confirm**" to accept the signature.

   Once you have confirmed the signature, you may click on the signature box and move it to where you like on the document page. Click the "**Send**" button and click "**OK**" on the popup window to confirm your signing of this document.
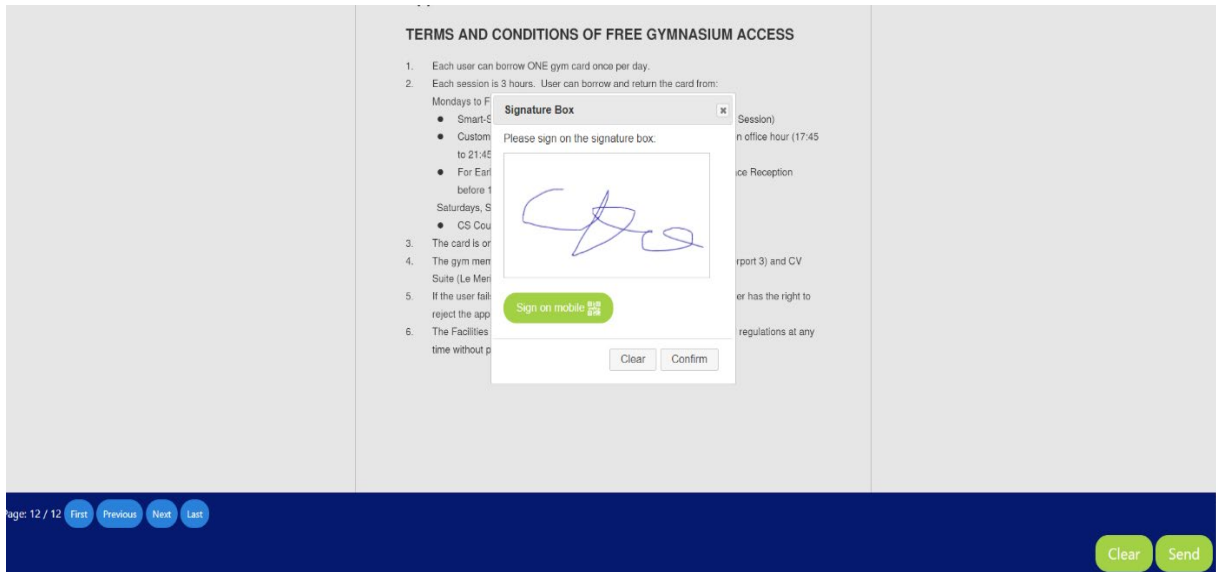
8. A signed PDF document will be emailed to all the signers when all required signatures are obtained. A transaction log is included on the last page of the signed PDF document.

Dear Carmen Ko,

Please see the attached signed document and the respective transaction log for your reference. You may wish to log in to your account to view the signed document.

Thank you for choosing eBRAM's e-Signature service.

Best Regards,
eBRAM International Online Dispute Resolution Centre Limited
Technical support: +852 3792 0569
Customer service: +852 3792 0567

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9. A sample of the completed signed document is illustrated below.

APEC Rules of eBRAM
Arbitration No. 001203
Award Page 3 of 3

Hearing Session Fees and Assessments
1. The Panel has assessed HK$83,875.00 of the hearing session fees to Claimant.
2. The Panel has assessed $83,875.00 of the hearing session fees to Respondent.

All balances are payable to eBRAM International Online Dispute Resolution Centre Limited are due upon receipt.

Done at Hong Kong SAR, China on this 14TH day of September 2021.

Signatures

_____
Arbitrator
Mr. Lin Wai

A sample of the signed document transaction log is shown below.

Document Transaction Log

Issued by eBRAM on 10 November 2022

Document Name: Test e-Signature File 3

Activity

Carmen Ko	Created the document	2022-11-10 02:23:29 (GMT)
Roy Wong	Signed the document	2022-11-10 02:40:28 (GMT)
Carmen Ko	Signed the document	2022-11-10 02:49:15 (GMT)
Ken Tong	Signed the document	2022-11-10 03:32:28 (GMT)

10. To download and view the signed document on the LawTech Services Portal, log in to your account following the steps in Section 4 and navigate to the e-Signature service page.

To download the signed document, click the "**download**" button.
To delete the signed document, click the "**delete**" button.

eBRAM LawTech Service Portal   eBRAM Website | Subscription Packages | User Guides | Contact Us   My Account

e-Signature

Upload a document

Title	File Name	Time Created		
test	test.pdf	2024-06-21 14:18:11	⬇	🗑