

PDF Signing user guide for administrators

Administrators in the **PDF Signing portal** can upload documents, create signing requests, and invite administrators.

In the PDF Signing portal, there is an **Admin Portal** where administration tasks are managed.

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Available tasks

To create signing requests or sign documents with [Nexus GO Signing](#), the user must first log in to the [PDF Signing portal](#).

Available to role

[Signer](#), [Administrator](#)

Prerequisites

The PDF Signing service must be ordered from [Nexus GO](#). For more information, see [Get started with Nexus GO PDF Signing](#).

You must have an account in [Nexus Personal Mobile](#), either you are the person who set up the PDF Signing service, or you have been invited as a user in the PDF Signing portal.

Log in to the PDF Signing portal

1. In a browser, go to the Nexus GO PDF Signing portal at <https://sign.nexusgroup.com>.
2. Enter your registered email address.
3. Log in with your [Nexus Personal Mobile](#) account.

This article describes how to upload a document and create a signing request in the [PDF Signing portal](#).

Available to role

[Administrator](#)

Prerequisites

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Upload document to PDF Signing portal

1. Click the user icon on the top right, and then **Open Admin Portal**.
2. Create a signing request:
 - a. To create a new request without prefilled settings, click **New Request**.
 - b. To reuse **Settings** and **Recipients** from a previous request:
 - i. In the list of **All requests**, select the request to use as template.
 - ii. Click **+ Create a new request based on this**.

3. Add one or more PDF documents to the request, by drag-and-drop or browsing. Click **Next**.
4. Enter **Request name**, **Description**, default **Signing method**, and **Sign before** date. Click **Next**.
Available signing methods are **Personal Mobile**, **Swedish BankID**, or an identity provider (IDP), if configured.
5. Add one or more recipients:
 - a. Enter **Full name** and **Email** address.
 - b. If the identity provider uses the **userId** attribute, such as a personal identity number (personnummer, in Swedish), enter that.
 - c. If needed, select another **Signing method** than the default.
 - d. Click the **+** sign to add the person to the request.
6. If you want to send the request to the signers in a certain order, set **Custom signing order** to **on**, and then define the order:
 - a. To move a signer up or down in the list, drag-and-drop it to position.
 - b. To send the request to several signers at the same time, enter a number in the input field.
Example: If all signers shall sign in no particular order but before the manager, set them all to number 1, and the manager to number 2.
7. Click **Send Request**.
The request is submitted.



The recipients get a notification email to sign the document. If they are new users and if Personal Mobile was chosen as Signing Method, the email includes instructions how to download and activate [Nexus Personal Mobile](#).

An automatic reminder is sent to signers that have not signed, when 75% of the time has passed. No reminder is sent if the **Sign before** date is less than four days from creation.

If a user rejects the document, you get a notification including the comment from the signer.

This article describes how to invite an administrator to the [PDF Signing portal](#).

Available to role

[Administrator](#)

Prerequisites

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Invite administrator to PDF Signing portal

1. Click the user icon on the top right, and then **Open Admin Portal**.
2. Click the user icon again, and then **Settings**.
3. Click the tab **Administrators**.
The current administrators are shown.
4. To add a new administrator, enter **First Name**, **Last Name** and **Email** address. Select a language, and click **Send invite**.
The recipient gets an invitation email with instructions to activate [Nexus Personal Mobile](#).

This article describes how to add a logo to be displayed in the notification emails from the [PDF Signing portal](#).

Available to role

[Administrator](#)

Prerequisites


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Add email logo in PDF Signing portal

1. Click the user icon on the top right, and then **Open Admin Portal**.
2. Click the user icon again, and then **Settings**.
3. In the tab **Account settings**, browse for a logo of type png, jpeg or gif, or drop it into the page. The logo will be included in all notification emails for this account.
4. To delete the added logo, click the trash can icon on the bottom right. Then, the Nexus default logo will be included in the notification emails instead.

This article describes how to download a signed document from the [PDF Signing portal](#).

Signed documents can be downloaded within 30 days of the signing. A reminder is sent to the administrator after 27 days, if the document has not been downloaded.

 If an iPhone or iPad is used with iOS version prior to 11, a third party PDF reader is needed to view the visual signatures in a downloaded document.

Available to role

[Signer](#), [Administrator](#)

Prerequisites

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Download signed document from the PDF Signing portal

To download a signed PDF document:

1. Browse to the current or previous request containing the document.
2. Open the document view:
 - a. For **Requests to sign**, click on the document image.
 - b. For **Previous requests**, click on the link under **Downloadable**.
3. If there are multiple documents, navigate between them using the arrow buttons. Click



Download PDF.

The downloaded signed document can now be distributed.



If a signed PDF is opened in the Firefox browser, the signatures might not be shown on the signature page. This is due to that the rendering plugin does not fully support the PDF format. Open the document in Adobe Acrobat Reader, or in a browser that supports PDF format, for example Chrome or EDGE, to show the visual signatures on the signature page.

Validate signed document

For more information on how to validate a signed document, see here:

- [Validate signed documents from Nexus GO PDF Signing](#)