



Zoho Corporation

Recipient identity verification in Zoho Sign

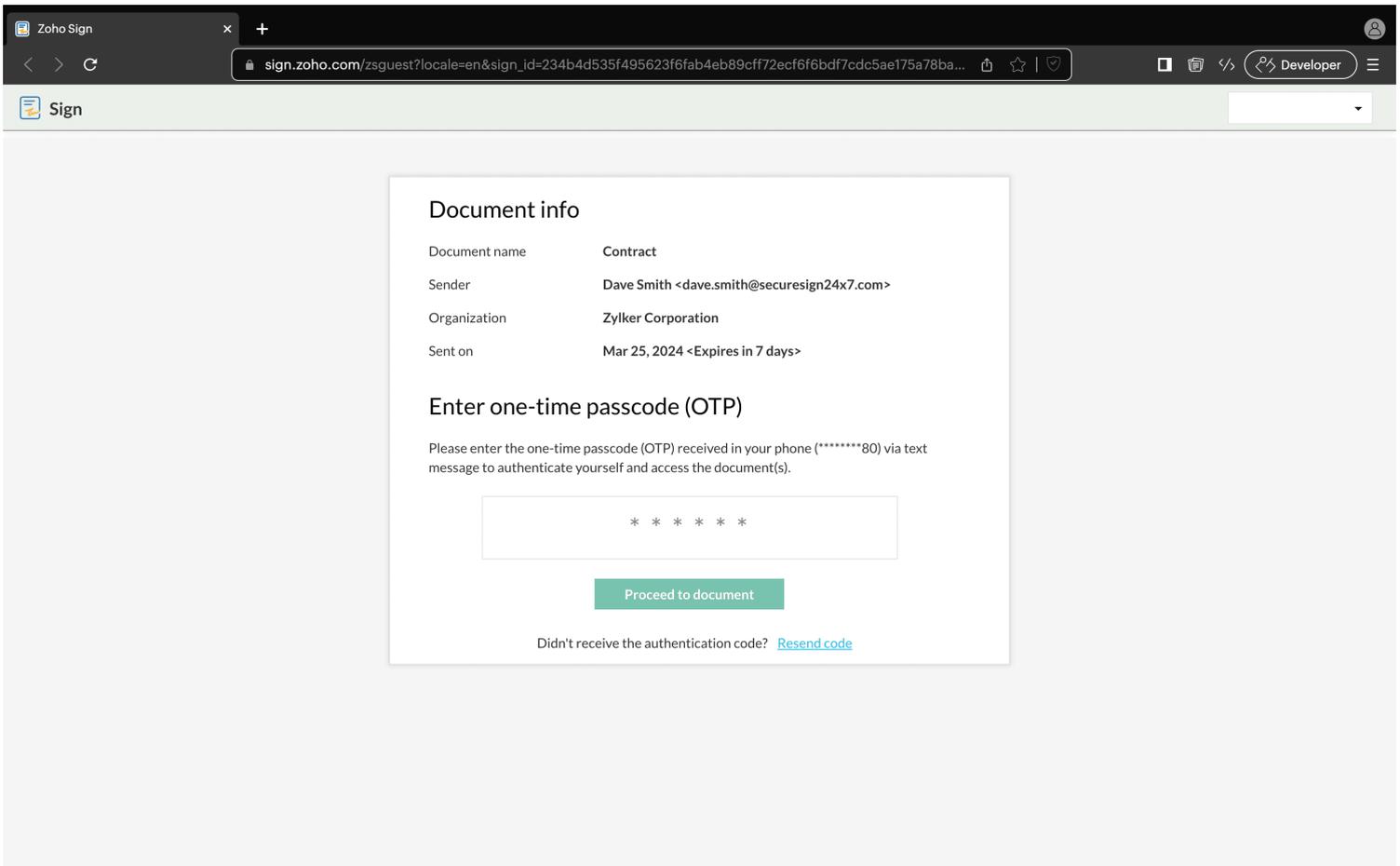
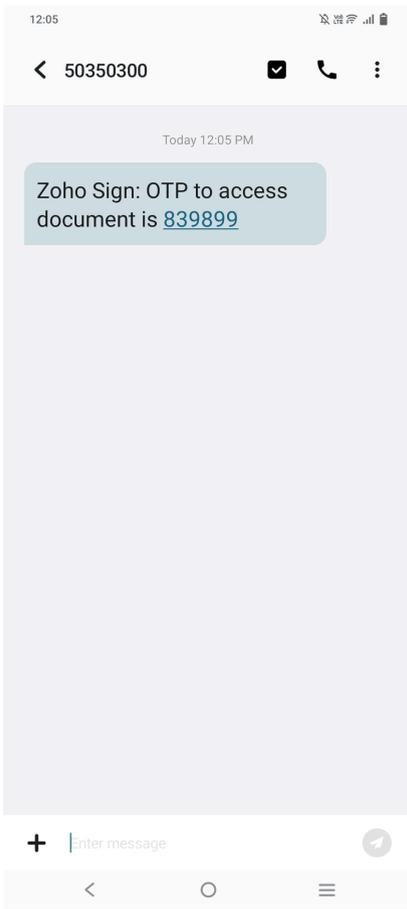
The identity of the recipient can be verified within Zoho Sign via several modes. This provides an added layer of security to further fortify the signing process.

- SMS
- Knowledge-Based Authentication (KBA)
- European eID (EU eID)
- Email
- Offline

SMS

The recipient will receive an OTP via SMS when they try to access the document.

A screenshot of the Zoho Sign web interface. The browser address bar shows 'sign.zoho.com/zsguest?locale=en&sign_id=234b4d535f495623f6fab4eb89cff72ecf6f6bdf7cdc5ae175a78ba...'. The page title is 'Sign'. The main content area displays 'Document info' with the following details: Document name: Contract; Sender: Dave Smith <dave.smith@securesign24x7.com>; Organization: Zylker Corporation; Sent on: Mar 25, 2024 <Expires in 7 days>. Below this is the section 'Recipient authentication - SMS' with the text: 'The sender has enabled additional access restrictions for this document. We will send a text message with a one-time passcode (OTP) to your phone (*****80) to authenticate you.' A green 'Send OTP' button is located at the bottom of this section.



Dynamic Knowledge-Based Authentication (KBA)

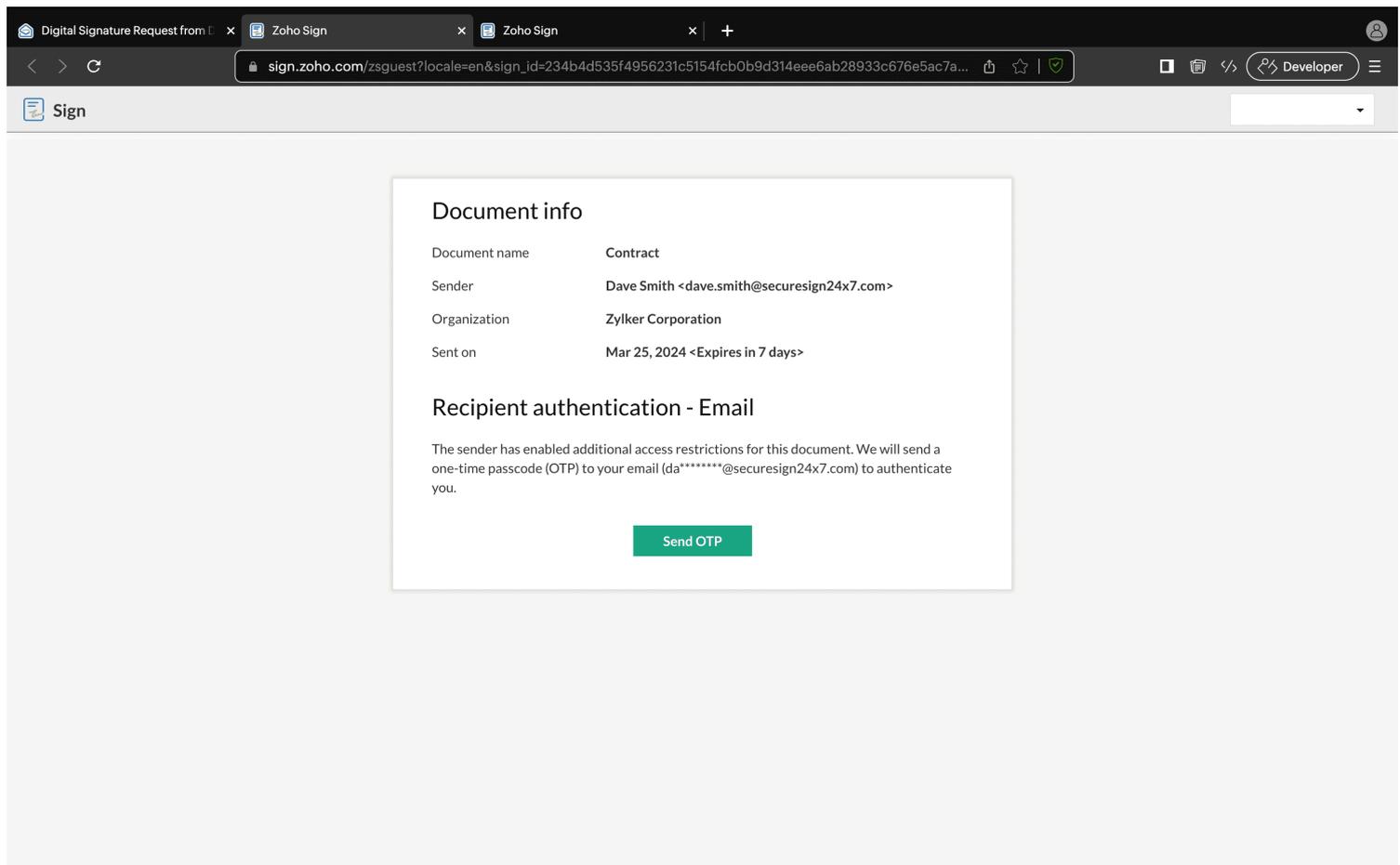
The dynamic knowledge-based authentication (KBA) verifies the recipient's identity by generating out-of-wallet questions that only the recipient will know. [Learn how to enable dynamic knowledge-based authentication.](#)

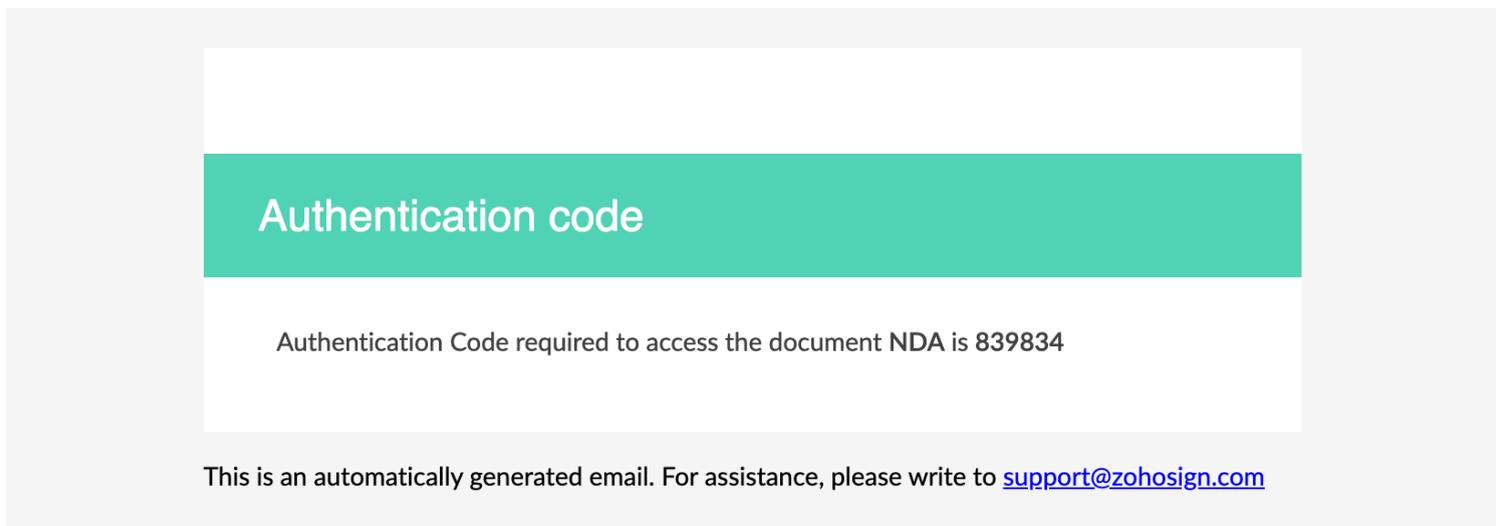
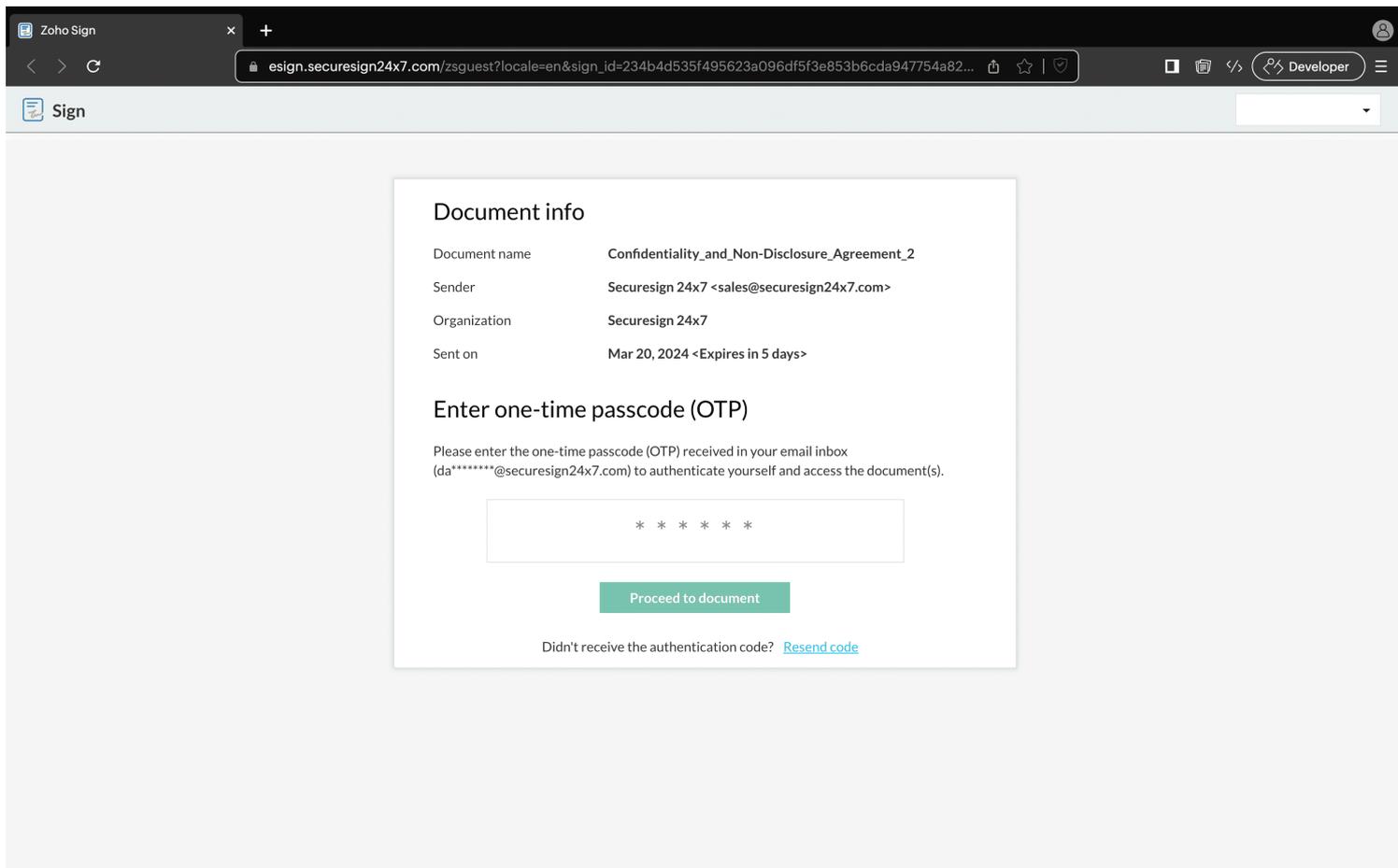
Recipient identity verification via the European Union eID (EU eID)

Zoho Sign offers users based out of the EU to have their recipients verified with several EU eIDs. [Learn how to enable this in your Zoho Sign account.](#)

Email

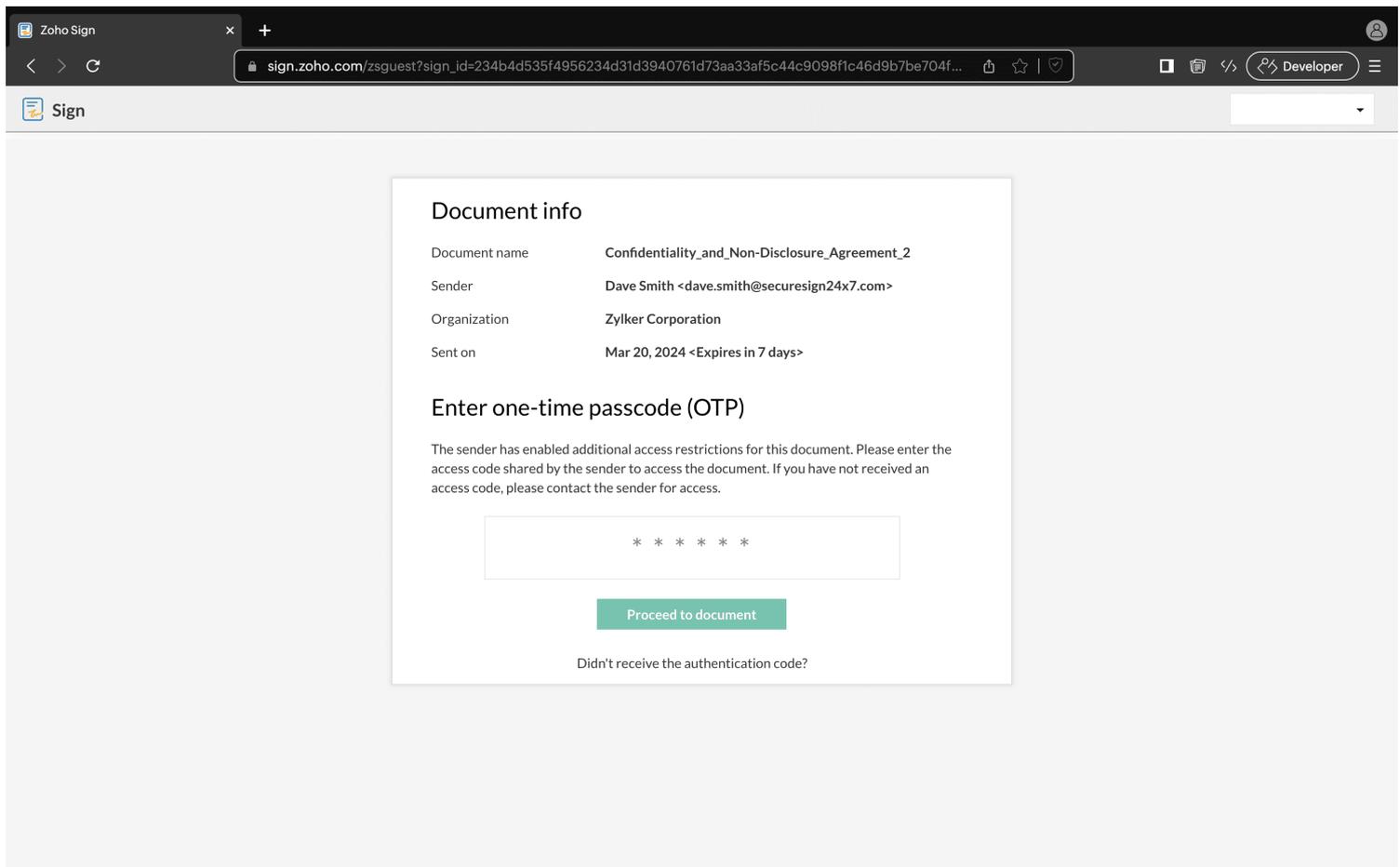
The recipient will receive an OTP via email when they try to access the document.





Offline

If the code delivery type is set to offline, the document owner must share the access code with the recipient manually.



The recipient must enter the OTP and click **Proceed to Document**, and will then be directed to the document viewer to sign the documents.

- 📄 If the OTP is entered incorrectly three times in a row, the recipient will immediately lose access to the documents. The recipient will need to ask the owner to restore their access.
- If the recipient did not receive the OTP or forgot the code, the recipient can click the **Resend code** option below the **Verify** button.