eSign Process RBL

- Once GRT is completed files will be available in V2 download queue.
- Ops team will move the files from V2 download queue back to branch team.
- Then slot booking portal will be ready for BM.
- Branch manager needs to select available slot which was confirmed with members during GRT.
- The selected meeting date will be final, Cant be changed.
- After completing slot booking click on proceed confirmation to submit back to Ops team for LOS submission.
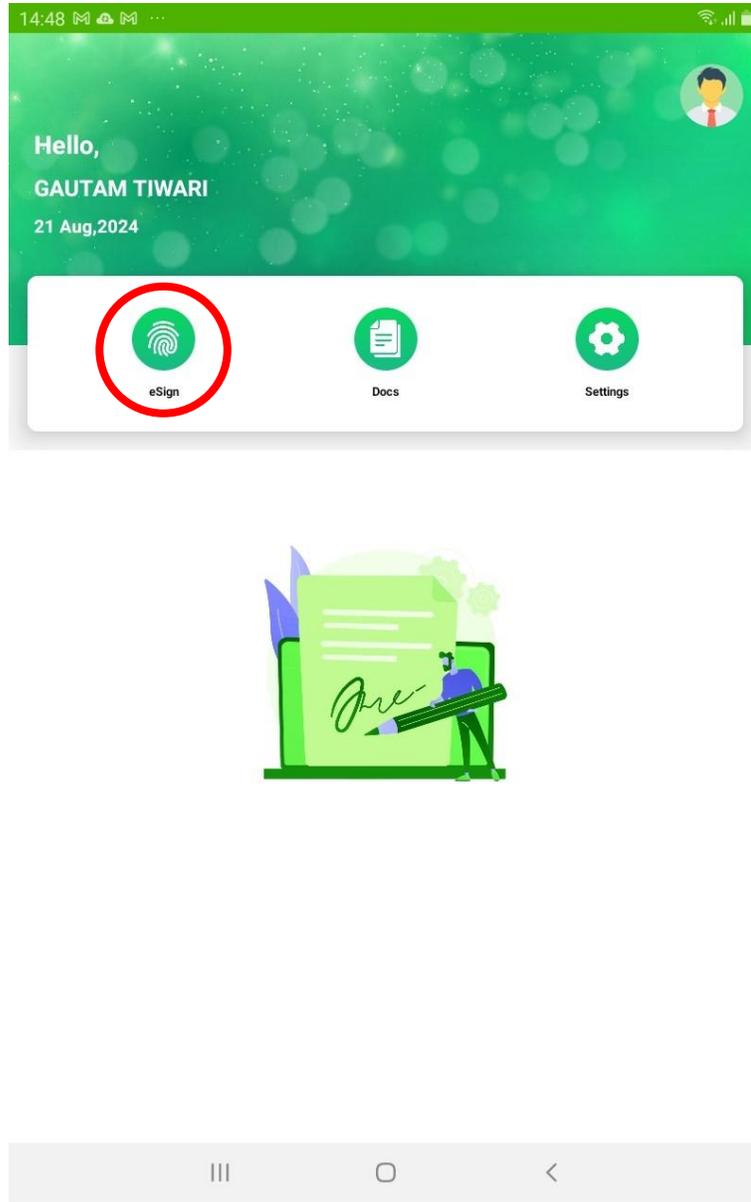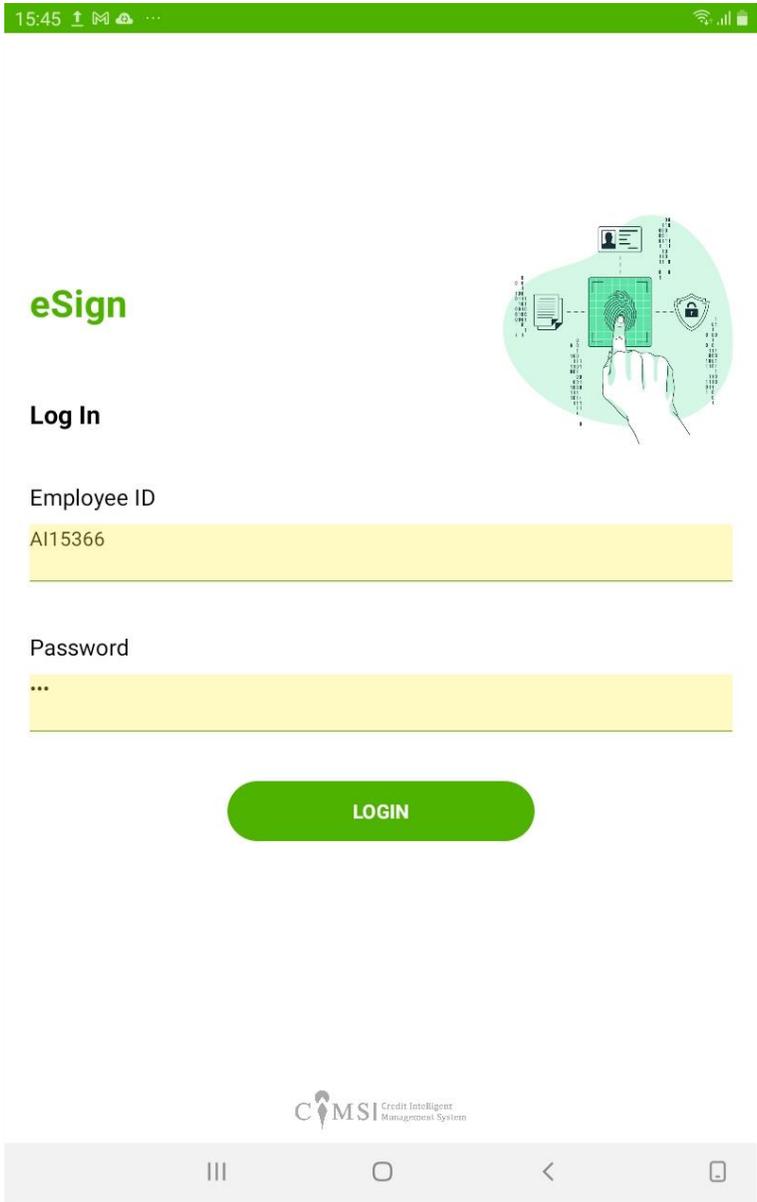
- Login with Employee details.
- After log in eSign home page is displayed.
- Click on "**eSign**" option to download groups.
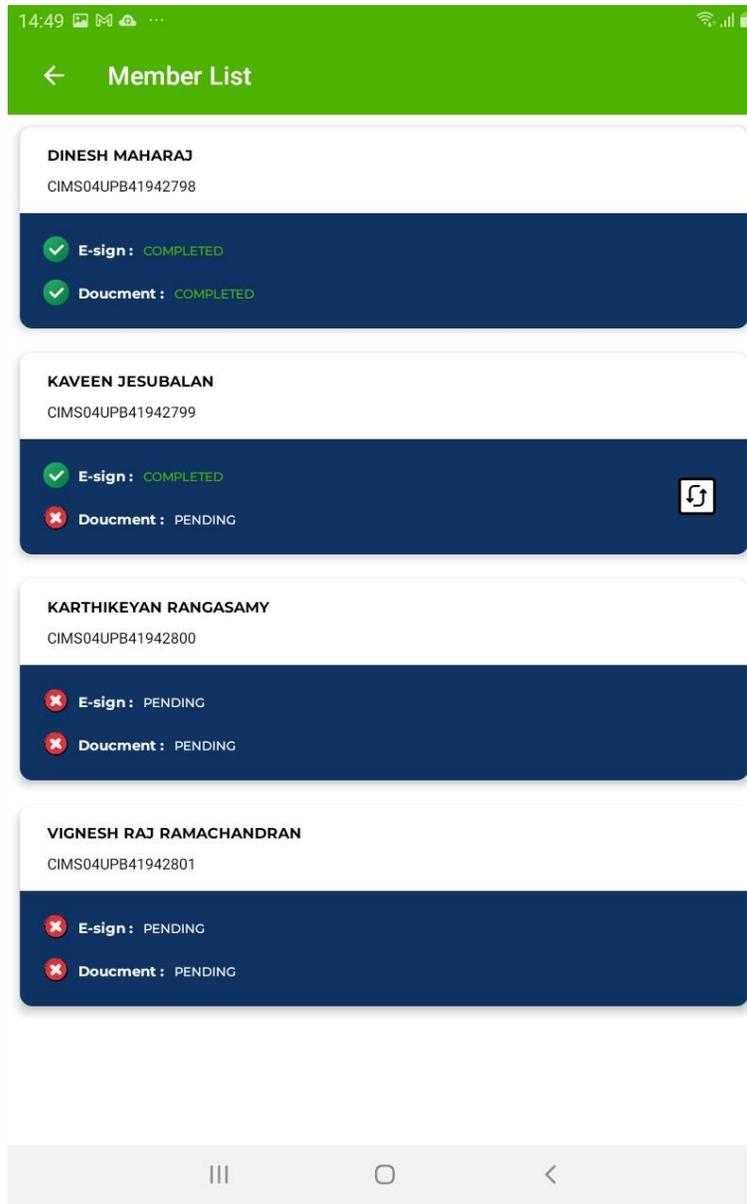
- ➢ Click on "**Download**" button at the bottom to download groups ready for eSign.
- ➢ Click on the downloaded group to proceed with eSign.
- ➢ After selecting the group, the members details will be displayed.
- ➢ Click on every single member one by one for eSign process.
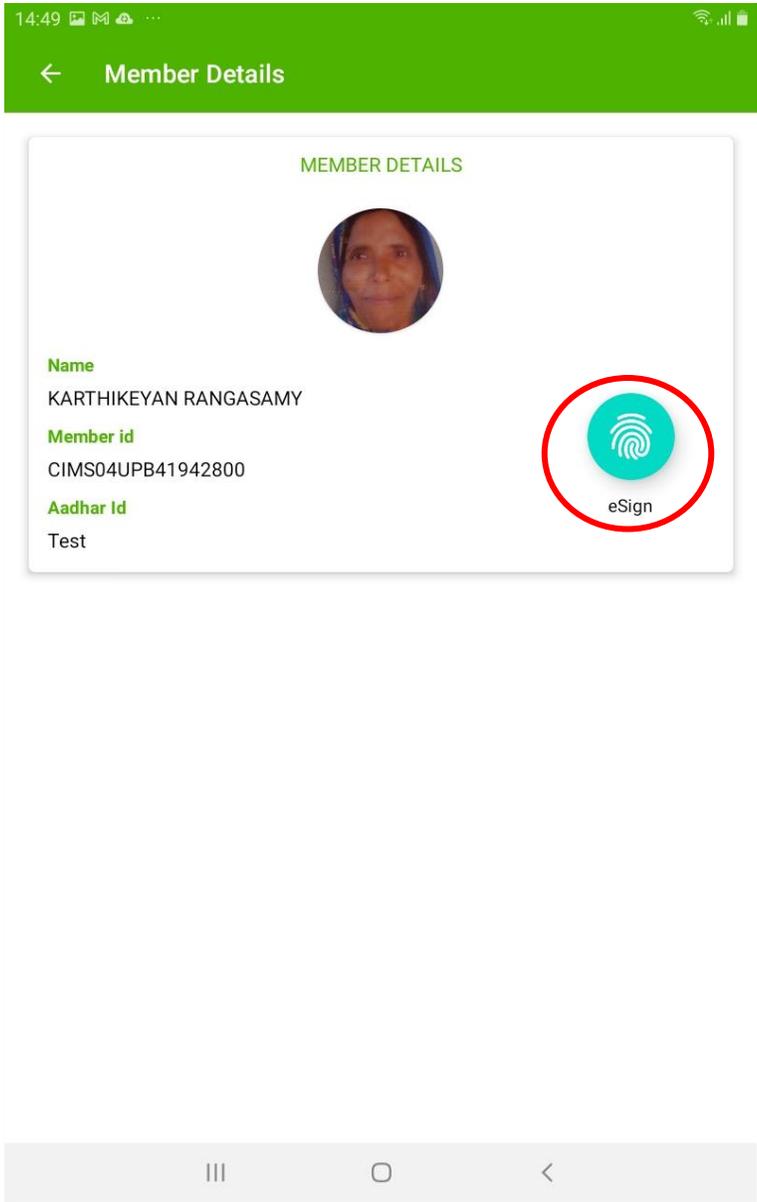
➢ After selecting the member, details will be displayed for eSign further process.

➢ Click on the eSign button at the right side to proceed further.
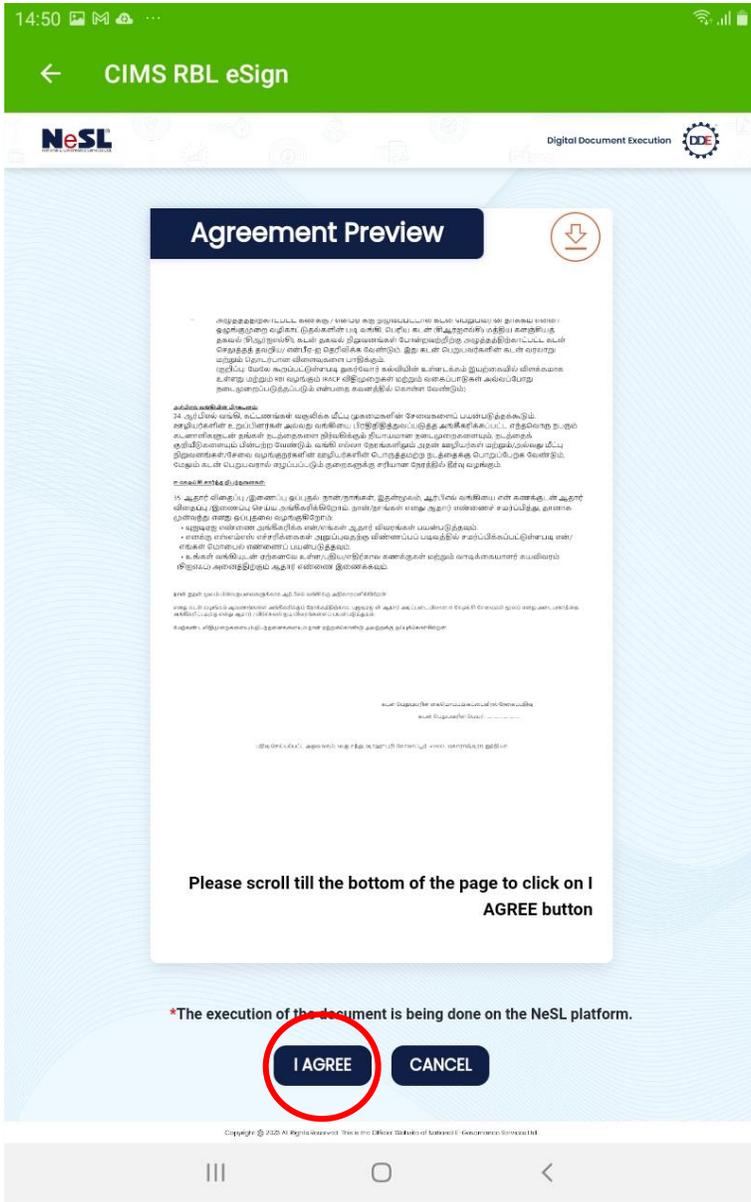
> After clicking on eSign button, **PDD** (Post Disbursement Documents) pages will get generated.

> Once the PDD is generated click on **"I AGREE"** Button to proceed further.
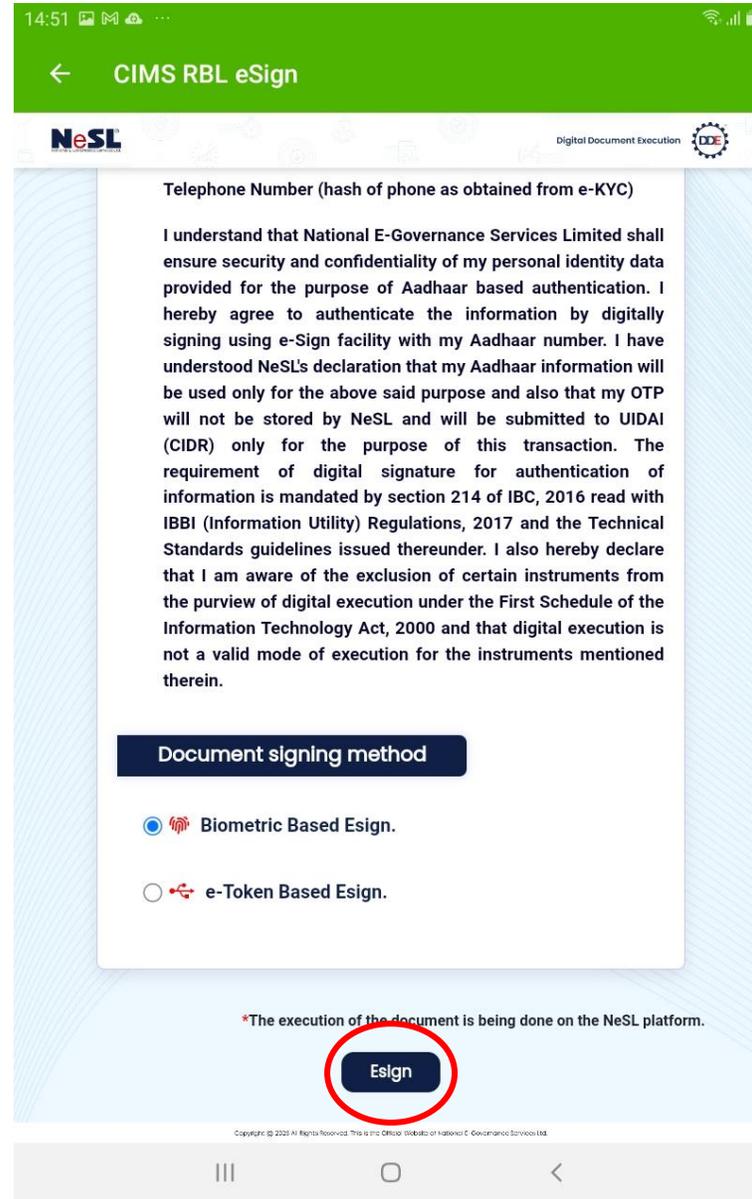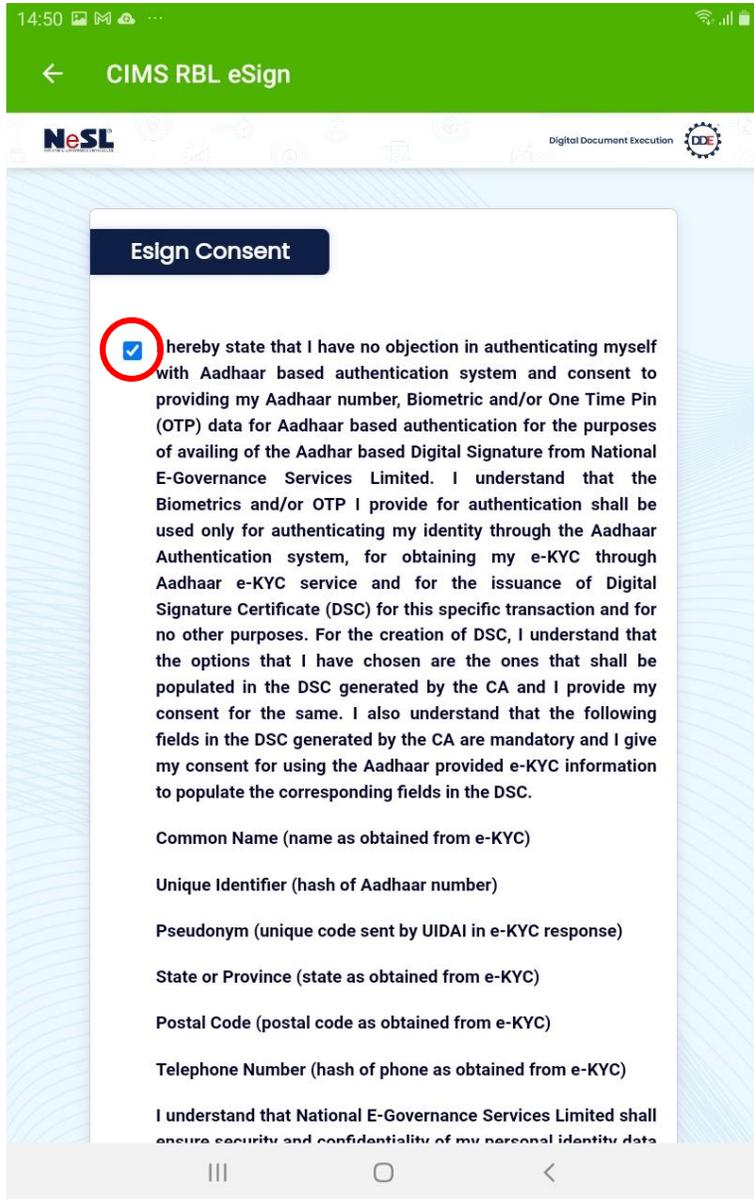
- After clicking on I Agree button eSign Consent documents will get generated.

- "**Tick**" the eSign Consent check box.

- Select Biometric based eSign option.

- Then click on "**Esign**" button for eSign process.
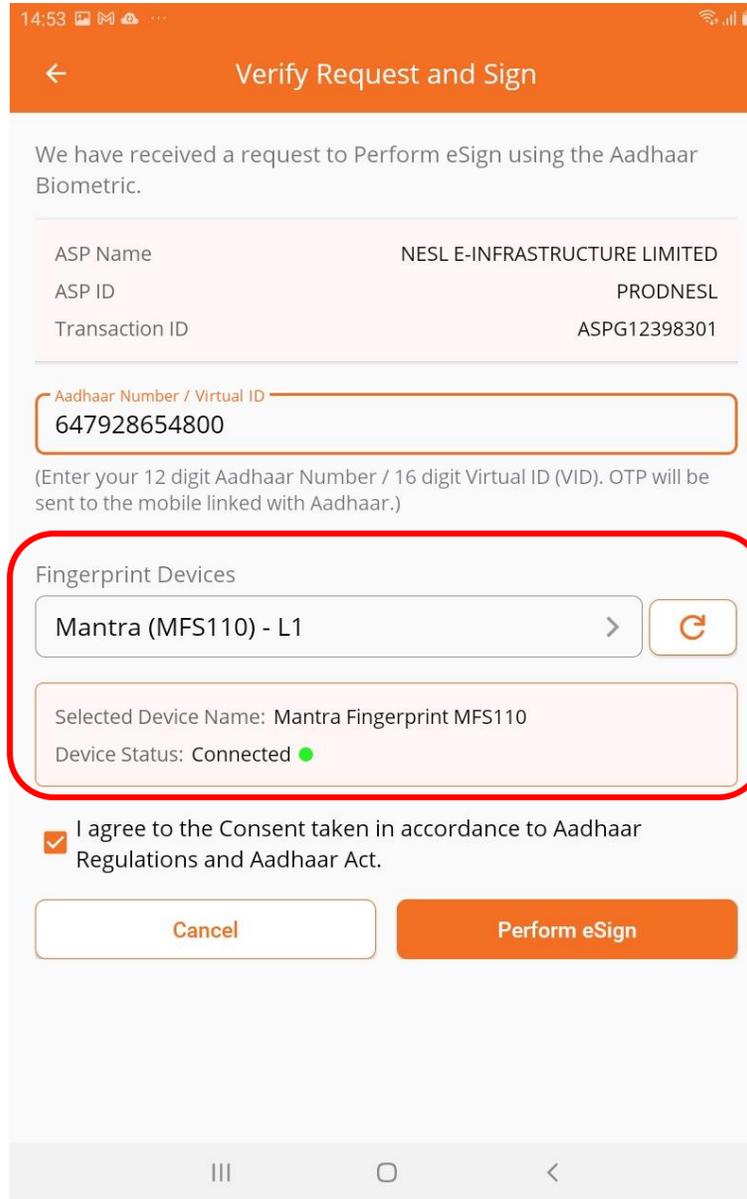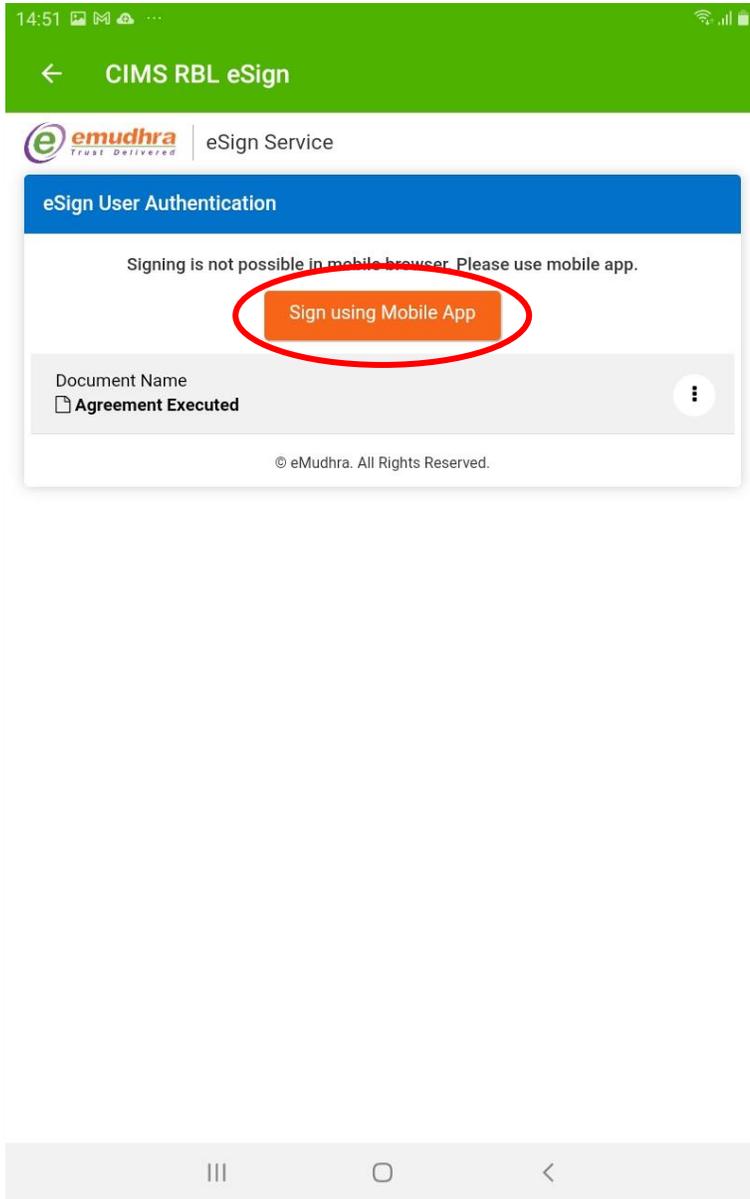
- ➢ Click on "**Sign using Mobile App**" button to proceed further.

- ➢ Enter customer Aadhaar number.

- ➢ Select the model number of "**Mantra Device**"

- ➢ Ensure device status is connected with **Green Dot .** and mantra device model no.

- ➢ Tick the Aadhaar Regulations consent check box

- ➢ Click on "**Perform eSign**" button for eSigning purpose.

- After click on Perform eSign button, customer has to place the finger in Mantra device to capture digital signature.

- After capturing eSign you will get a message as "**Signed Successfully**".

- Click on the "OK" button to complete the eSign process, then you will get the "**Success!**" message saying **"Your eSign was completed successfully"** .
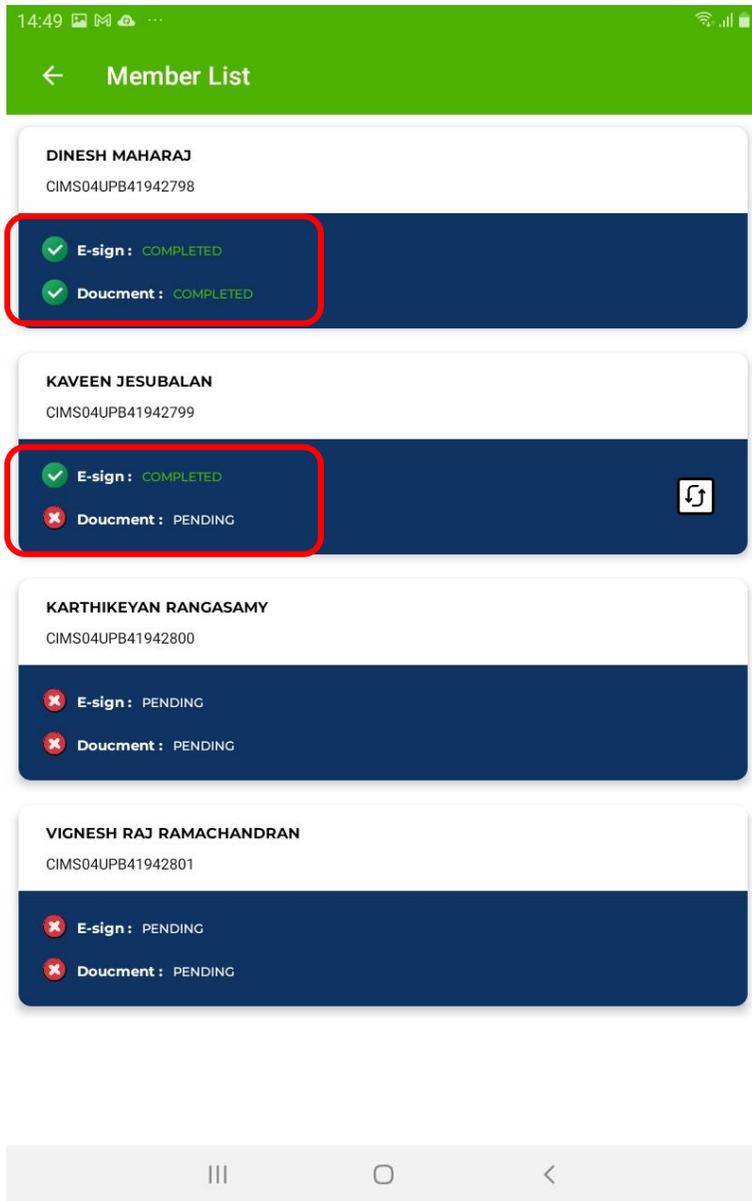
➤ Once the eSign process is completed successfully each and every eSign and Document status should be completed as in this picture.

➤ If in case the document part is still pending click on the "**Refresh**" button given at the right side to get the status as completed.
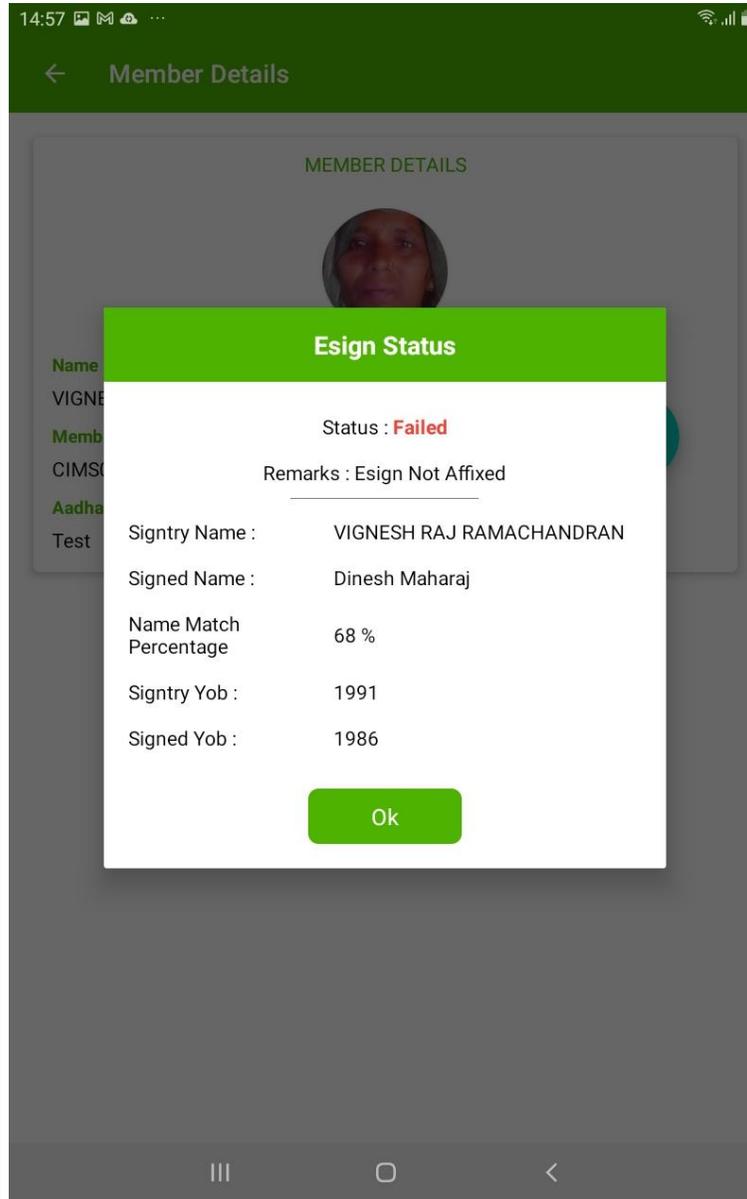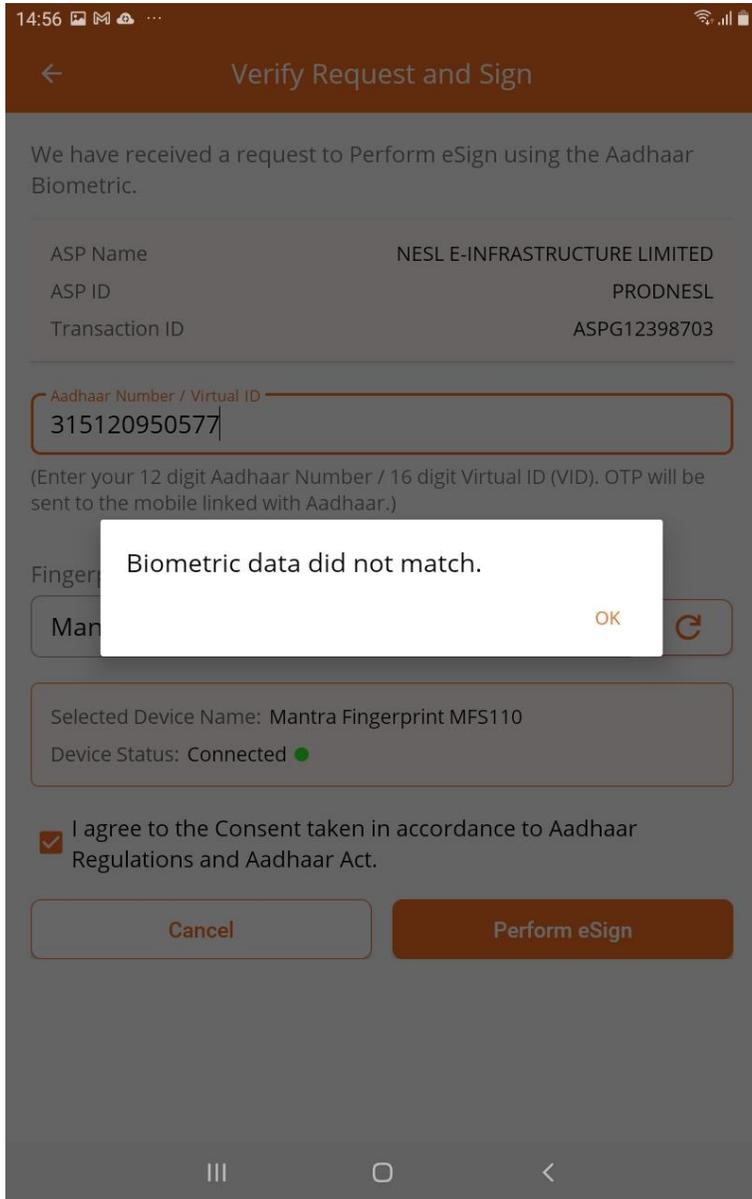
> If there is mismatch in customer during eSign process, you will get error message as "**Biometric data did not match**".

Example :

> Member selected for eSign process is Customer **"A"** .

> But Aadhaar number entered is for Customer **"B".**

> Captured signature is also for customer **"B",** then you will get **"Failed status"** as wrong customer is signed**.**

Thank You