




City of Arts & Innovation

City of Riverside Administrative Manual

Effective Date: 01/2023
Last Review Date: 12/2022
Latest Revision Date: 12/2022
Next Review Date: 07/2023
Policy Owner(s): City Manager's Office

Approved:



Department
City Manager

SUBJECT:

Digital Signature Policy

PURPOSE:

This policy prescribes the guidelines for the use of digital signatures by the City of Riverside. The policy establishes the requirements for the use of digital signatures in lieu of “wet” signatures and flat signatures (scanned or facsimile copy of a “wet” signature) and ensures the same force and effect of a manual signature. The policy is intended to increase efficiency and staff productivity by leveraging technology to collect, preserve, and secure city documents.

POLICY:

A. Definitions

1. “Digital signature,” as defined by California Government Code Section 16.5, is an electronic identifier, created by computer, intended by the party using it to have the same force and effect as the use of a manual signature. A digital signature is more secure and reliable than other forms of electronic signatures, such as a facsimile signature or an image of a signature electronically affixed to a document.
2. “External Document/Agreement” is a document or agreement generated by persons or agencies outside of the City. Examples of external document/agreements include contracts, agreements, grant applications/forms, or any document that lists the City as a party.
3. “Flat signature” a reproduction or duplication of a wet signature by facsimile, scan of wet signature, or reproduced image of signature such as a jpeg.
4. “City Agreements” are legal agreements generated by the City.
5. “Signature authority” is the authority to execute a document on behalf of the City or outside agency via signature, whether digital or manual.
6. “Certificate of Authentication” is the digital auditing document that identifies the encrypted transaction identification number, document delegation, and signatory email addresses.

7. "Department Head Approval Form" (DHA Form) is an internal form that is signed by the Department Head, identifies the project, scope of contract/service, identifies key document information including applicable City Council or Board approval date, account number, procurement process, requisition number, Chief Innovation Officer (concurrence if applicable), Chief Financial Officer (concurrence if applicable), Insurance requirements, bond requirements, business tax requirements, expiration date of agreement and staff contact person name. The DHA form must be completed in order to obtain the signature of the Chief Financial Officer.

B. Requirements for Accepting Digital Signatures

The use of digital signatures is permitted and shall have the same force and effect as "wet" signatures, if all of the following criteria are met:

1. Is generated using an acceptable form of technology to generate and save the signature. Acceptable forms of technology and the level of security procedures required for particular documents shall be determined by the City Manager or designee.
2. Is capable of verification.
3. Is under the sole control of the person using it.
4. Is linked to data in such a manner that if the data are changed, the digital signature is invalidated.
5. Conforms to regulations adopted by the Secretary of State.
6. Digital notifications requesting signatures are not forwarded to a third party unless the authority to sign the document has been properly delegated through an acceptable form of technology (e.g., an automated document workflow process).
7. All documents routed for digital signature must be in PDF format.

C. Documents and Uses

1. The City encourages use of digital signatures in lieu of manual, or "wet" signatures when it is operationally feasible, where technology permits, and where permitted by law.
2. The use or acceptance of digital signatures shall be at the option of the non-City signatories. Nothing in this policy shall require the City to use or permit the use of digital signatures. If a third-party entity who is required to sign a document does not consent to the use of digital signatures, or if the entity requires a wet signature for legal purposes, the City of Riverside will honor such requirements and accept or provide a manual signature in lieu of a digital signature.
3. Language will be added to all City Agreements informing the parties that a digital signature will be used and treated with the same force of a wet signature at the option of the City and the third party.
4. Acceptable use of digital signatures shall be determined by the City Manager in consultation with the City Attorney, the City Clerk, and applicable laws.
5. Wet signatures shall be required for Recorded Documents. Examples include deeds, documents required for real property transactions, other documents that affect title to real property, and any document that requires recordation with the County Recorder.

6. Procedures for use of digital signatures, and for seeking approval for new uses of digital signatures shall be established by the City Manager in consultation with the City Attorney and the City Clerk.

Automated Document Workflow

1. The City of Riverside will implement the use of digital signatures in conjunction with an automated document workflow process that will result in the creation of digital records.
2. The automated document workflow shall be capable of capturing an audit trail and maintaining the information in conjunction with the signed document.
3. Through the automated document workflow, authorized signers will be authenticated using an email address. It is expected that all City employees safeguard access to business email to ensure the security of their unique digital signature in accordance with *Administrative Manual Policy No. 03.002.00, Technology Use and Security Policy*.
4. The City Manager or designee is authorized to make final determination of acceptable vendors to provide digital signature and automated workflow services.

D. Treatment of Documents

1. Documents fully executed in accordance with this Policy shall be considered the original documents for the purpose of complying with records retention practices and requirements under the City's retention schedules.
2. The City Clerk is the custodian of all records and maintains all original documents in a safe, reliable, and easily accessible.

E. Designation of Authority

1. If a City employee designates another City employee to electronically sign a document on their behalf, this designation shall be documented in the automated document workflow and such information shall be retained and preserved along with the original document.

F. Administration of Policy

1. If an emergency is declared, the City Manager, acting as the Director of Emergency Services, is authorized to adapt this policy in order to conduct necessary business on the City's behalf.

PROCEDURE:

Staff authorized to route agreements or documents for digital signature will be identified by Department Heads and complete training prior to routing agreements or documents for signature or approval. Due to frequent software security updates and licenses, a limited number of users will be authorized to route agreements for digital signature.

City agreements will be routed for digital signature using the digital signature procedure below. External agreements or documents are not authorized to be routed digitally at this time, subsequent training, procedure, and policy update will be added.

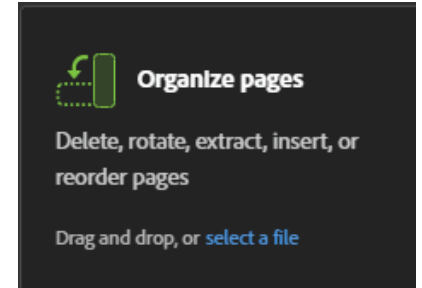
Preparing the Department Head Approval Form for Digital Approval

Review and follow the step by step guide below to route the Department Head Approval Form for digital approval. Note that this form should be sent no less than 2 - 3 business days **prior** to routing the contract/agreement for digital signature.

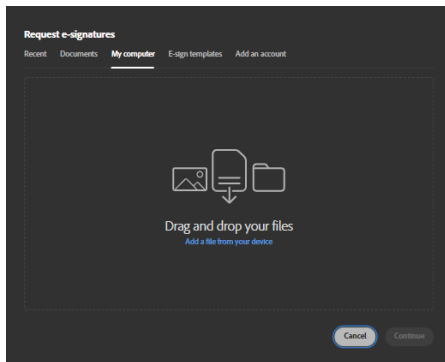
IMPORTANT!

Due to securities associated with Adobe Sign software, the document may not be modified after routing has started. Carefully complete each step as identified.

STEP ONE - Access your Adobe Sign online portal through your Adobe account. Click the select file link under the Organize pages icon.



STEP TWO - Drag and drop the DHA Form and Agreement into the box.



STEP THREE - Select Save and rename the file using the naming convention below:

File Naming Convention:

DHA_FORM_DEPT_VENDOR NAME_SHORT TITLE_FILE #

DHA_FORM - Department Head Approval Form

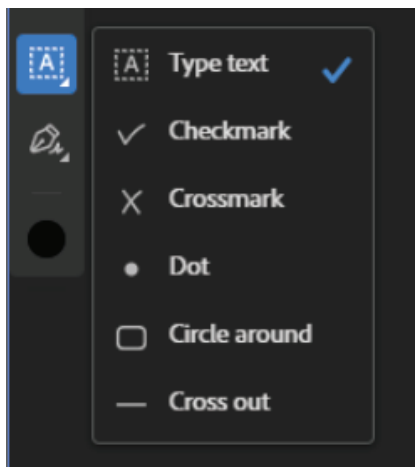
DEPT - Department Name

VENDOR NAME - Vendor Name used on Contract

SHORT TITLE - Type of Agreement

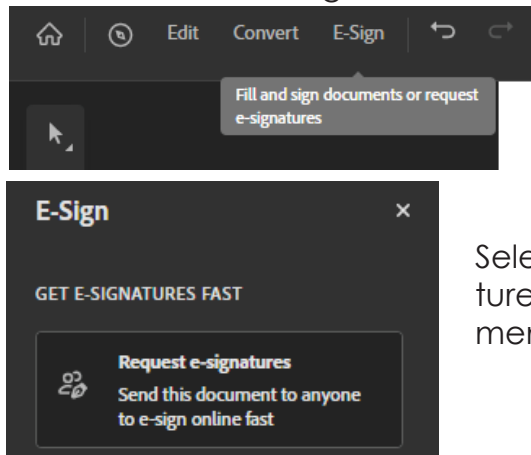
FILE # - City Law File Number

STEP FOUR - Fill out all applicable areas of the DHA Form using the Type Text edit option.



STEP FIVE - Scroll to Signature Page of Contract and add "DHA Form Review Copy" in the CFO signature line.

STEP SIX - Select E-Sign from the menu tab.



Select "Request E-Signatures" from the pop-up menu.

STEP SEVEN - Input **ALL** email addresses associated with the approvals needed on the Department Head Approval Form (in order). This includes both signatures and fillable text areas. **Note:** FinAgreementRouting@riversideca.gov will be added twice.


Get documents signed

Send an agreement to others for e-signing, approval, or other processing.

Recipients*

Complete In Order Complete In Any Order

Add Me | ?

| | | | | |
|---|-----------------------------------------------------------------------------------|-------------------------------------|-------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| 1 |  | eenriquez@riversideca.gov |  Email |  |
| 2 |  | finagreementrouting@riversideca.gov |  Email |  |
| 3 |  | finagreementrouting@riversideca.gov |  Email |  |
| 4 |  | Enter recipient email | | |

Show CC

Message*

| | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|
| DHA_FORM_CMO_Silly Farm, Inc._Training Sample | Options ? |
| Please review and complete this DHA Form associated with a Professional Services Agreement with Silly Farms, Inc. This Item is scheduled to go to City Council February 7, 2023. Kindly contact Megan Stoye at mstoye@riversideca.gov with any questions or concerns. | <input type="checkbox"/> Password Protect |
| | <input type="checkbox"/> Set Reminder |

Standard document signatures include:

- Department Head email address
- mrussey@riversideca.gov
- FinAgreementRouting@riversideca.gov
- FinAgreementRouting@riversideca.gov

Once all email addresses are added click the Next button. Each email address will be assigned a different color.

Next



The screenshot displays the document editing interface. On the left, a sidebar shows 'Advanced editing on' and a list of recipients: Edward Enriquez (eenr... (Signer), megan stoye (me) (Prefill), Edward Enriquez (eenr... (Signer), finagreementrouting@r... (Signer), finagreementrouting@r... (Signer), Anyone, and Everyone. The main area is divided into two panels: 'Signature Fields' and 'Data Fields'. The 'Signature Fields' panel includes options for Signature, Initials, Signature Block, and Stamp. The 'Data Fields' panel includes options for Text Input, Drop Down, Check Box, and Radio Button.

STEP EIGHT - In chronological order of approval routing, assign email addresses to signature lines and fillable text areas using drag and drop feature. After assigning email to signature or fillable text area, ensure the correct field type is selected.



Field Type: Fillable Text



Field Type: Signature

Internal Use Only

DEPARTMENT HEAD APPROVAL FORM

Contracts/Agreements

DATE: _____ PARTIES: _____

PROJECT DESCRIPTION: _____

SCOPE OF CONTRACT/SERVICE: _____

IF AN AMENDMENT, REASON FOR AMENDMENT (e.g., more time needed, additional scope added, extension permitted from original contract, etc.):

DEPARTMENT: _____ DEPT. HEAD APPROVAL: **1** [Assign Department Head email to this line \(Type: Signature\)](#)

BUDGET ACCOUNT (GL Key and Object): _____
If necessary, assign mrussey@riversideca.gov

2 CIO APPROVAL*: [to this line \(Type: Signature\)](#) *Required for all software or tech related purchases

() CFO CONCURRENCE**: _____ **Confirmation procurement or budget verification is not needed.

DEPARTMENT CONTRACT MANAGER: _____

Requirements as identified in the Agreement:

INSURANCE : _____

BOND: _____ BUSINESS TAX: _____

AGREEMENT EXPIRATION DATE: _____

PROCUREMENT:

Verification that procurement of goods, services, construction, etc., was done in conjunction with the City's purchasing policies and procedure:

() Formal Procurement (Bid #, RFP #, panel etc.): _____

() Informal Procurement (3 quotes, single/sole source, under non-bidding threshold, etc.): _____

() Emergency Procurement (date, event, etc.): _____

() Requisition Number: _____

() Date Approved by City Council/Board: _____

Purchasing Division Validation: **3** [Assign FinAgreementRouting@riversideca.gov \(Type: Signature\)](mailto:FinAgreementRouting@riversideca.gov) Date: **3** [Assign FinAgreementRouting@riversideca.gov \(Type: Fillable Text\)](mailto:FinAgreementRouting@riversideca.gov)

Purchasing Notes:

3 [Assign FinAgreementRouting@riversideca.gov \(Type: Fillable Text\)](mailto:FinAgreementRouting@riversideca.gov)

Budget Office Notes:

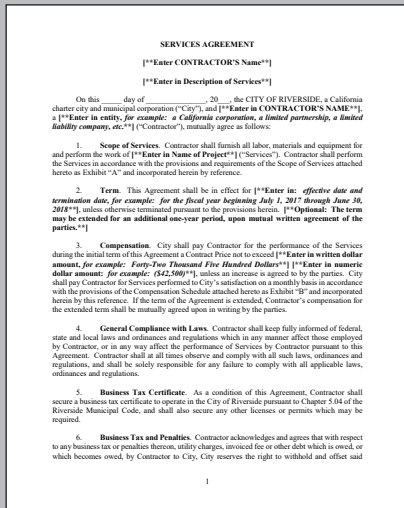
4 [Assign FinAgreementRouting@riversideca.gov \(Type: Fillable Text\)](mailto:FinAgreementRouting@riversideca.gov)

Please allow 2 - 3 full business days for the Department Head Approval Form to route digitally before initiating digital contract signature process. Check DHA form progress through the audit feature.

After assigning all signature and fillable text fields, click "Send" to begin the document routing.

Preparing a Document for Digital Signature Using Adobe Sign

Review and follow the step by step guide below to route a document for electronic signature. Due to securities associated with the digital signature process, the document may not be modified after it is sent for signature. Carefully complete each step as identified.



STEP ONE - Save the PDF from the City Attorney's Office using the naming convention below.

File Naming Convention:

DEPT_VENDOR NAME_SHORT TITLE_FILE #

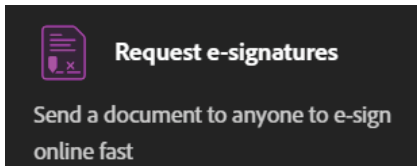
DEPT - Department Name

VENDOR NAME - Vendor Name used on Contract

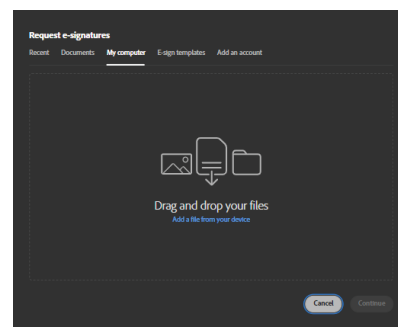
SHORT TITLE - Type of Agreement

FILE # - Full file # located on the signature page of Agreement

STEP TWO - Access your Adobe Sign online portal through your Adobe account. Click the "Request e-signatures" icon.



STEP THREE - Click the "Select File" function and drag and drop the Agreement into the box.



STEP FOUR - Prior to entering any email addresses identify the type of agency the contract agreement is for (Corporation, LLC, Limited/General Liability Companies, or other).

Corporation:

A corporation requires two signatures, one from an officer in A and B below:

A
One from either the:

- President
- Any Vice President
- Chairman of the Board

AND

B
One from either the:

- Secretary
- Any Assistant Secretary
- Chief Financial Officer
- Any Assistant Treasurer

If unable to obtain two signatures as set forth, then a Corporate Resolution is required. A Corporate Resolution grants specific signing authority to a named individual, officer, director, etc., for a stated transaction and is signed by the Secretary of the corporation.

LLC:

A copy of the Operating Agreement is required.

Limited/General Partnerships:

Obtain a copy of the documents identifying the General Partner(s) authorized to execute documents.

Other:

Contact the CAO to review other forms of title ownership

STEP FIVE - Input **ALL** email addresses associated with the approvals needed on the Department Head Approval Form (in order). This includes both signatures and fillable text areas.

Get documents signed

Send an agreement to others for e-signing, approval, or other processing.

Recipients*

Complete in Order



Complete in Any Order

Add Me



| | | | | |
|---|--|-------------------------------------|-------|--|
| 1 | | Firstvendoremail@SillyFarm.com | Email | |
| 2 | | Secondvendoremail@SillyFarm.com | Email | |
| 3 | | ctyattysvcs1@riversideca.gov | Email | |
| 4 | | finagreementrouting@riversideca.gov | Email | |
| 5 | | city_clerk@riversideca.gov | Email | |
| 6 | | earseo@riversideca.gov | Email | |
| 7 | | Enter recipient email | | |

Show CC

Message*

CMO_Silly Farm_Services Agreement_22-1234.1

Please review and sign the Services Agreement with Silly Farm, Inc. This item is schedule to for to City Council February 7, 2023. Kindly contact Megan Stoye at mstoye@riversideca.gov with any questions or concerns.

Options

- Password Protect
- Set Reminder

Standard document signatures include:

- Vendor email address(es)
- CTYATTYSVCS1@riversideca.gov
- FinAgreementRouting@riversideca.gov
- City_Clerk@riversideca.gov
- EArs@riversideca.gov

Once all email addresses are added click the Next button. Each email address will be assigned a different color.

Next

RECIPIENTS

- firstvendoremail@sillyf... (Signer)
- megan stoye (me) (Prefill)
- firstvendoremail@sillyf... (Signer)
- secondvendoremail@si... (Signer)
- ctyattysvcs1@riversidec... (Signer)
- finagreementrouting@r... (Signer)
- city_clerk@riversideca... (Signer)
- Eva Arseo (earseo@riv... (Signer)

Signature Fields

- Signature
- Initials
- Signature Block
- Stamp

Data Fields

- Text Input
- Drop Down
- Check Box
- Radio Button

STEP SIX - In chronological order of contract routing, assign email addresses to signature lines and fillable text areas using drag and drop feature. After assigning email to signature or fillable text area, ensure the correct field type is selected.

T Field Type: Fillable Text

 Field Type: Signature

IN WITNESS WHEREOF the parties hereto have caused this Agreement to be executed the day and year first above written.

CITY OF RIVERSIDE, a California charter city and municipal corporation

5 City Manager's Signature:
 Assign City_Clerk@riversideca.gov to
 By: this line (Type: Signature)
 City Manager

6 City Clerk Signature:
 Assign Earseo@riversideca.gov to this
 Attest: line (Type: Signature)
 City Clerk

Certified as to Availability of Funds

4 Finance Dept Signature:
 Assign finagreementrouting@riverside-
 ca.gov to this line (Type: Signature)
 CFO/Treasurer

Approved as to Form:

3 City Attorney's Office Signature:
 Assign cyattysvcs1@riversideca.gov
 By: to this line (Type: Signature)
 Chief Assistant City Attorney


[CONTRACTOR'S NAME**]**

1 Contractor Signature:
 Assign 1st Contractor Email address
 to this line (Type: Signature)
 Assign 1st Contractor Email address
 to this line (Type: Fillable Text)
 [Printed Name]

Assign 1st Contractor Email address
 to this line (Type: Fillable Text)
 [Title]

2nd Contractor Signature:
If applicable
 Assign 2nd Contractor Email address
 to this line (Type: Signature)
 Assign 2nd Contractor Email address
 to this line (Type: Fillable Text)
 [Printed Name]
 Assign 2nd Contractor Email address
 to this line (Type: Fillable Text)
 [Title]

6 City Clerk Continued:
 On this day of , 20 .
 Assign Earseo@riversideca.gov to **EACH**
 of the 3 lines (Type: Fillable Text)



After assigning all signature and fillable text fields, click "Start" to begin the document routing.