

How to sign BT Panorama forms

This guide will help you understand the different ways you can sign a form for submitting to BT Panorama.

The signature formats we can accept will depend on the form. These will be specified in the instructions provided in each form.

Generally, there are three types of signature formats:

- Digital (written) signature
- Typed signature (with digital certificate)
- Wet (pen) signature

If a form specifies 'Digital signature accepted', this indicates that both digital (written) signatures and typed signatures (with digital certificate) can be accepted. If a typed signature cannot be accepted, the form will specify 'Digital signature accepted, excluding typed signature'.

Digital (written) signature

This is a digitally-submitted written signature that resembles a wet signature. (A wet signature is a signature signed in ink with an actual pen.)

A digital (written) signature can be created by:

- Using signature verification software, such as DocuSign or Adobe Acrobat Sign
- Scanning or photographing a physical document that was signed with a wet signature
- Using an input device, such as a mouse, touchpad, touch screen or tablet, to record an electronic graphical representation of a signature on a document

An electronic signature that could be compared to or checked against an original signature, is considered to be a digital (written) signature.

The following example would be accepted on Panorama forms that allow for digital (written) signatures:



Conversely, these following examples would not be accepted as digital (written) signatures, because they do not resemble the signatory's wet signature:



To be accepted, these signatures would need to be accompanied by a digital signature certificate (as described in the 'Typed signature' section).

Typed signature (with digital certificate)

This signature format is created using signature verification software, such as DocuSign or Adobe Acrobat Sign, where the signature is displayed as the individual's name typed in a computer-generated font. Fonts can include script-like fonts as well as serif and sans-serif fonts.

When you submit a form to BT with a typed signature, the form must be emailed from the primary email address of the account holder or their adviser. Alternatively, the form can be uploaded via Panorama. We cannot accept typed signatures by post.

These forms must also be accompanied by the digital signature certificate.

What is a digital signature certificate?

A digital signature certificate, which is typically issued by trusted certification authorities, is used by the signature verification software provider to validate the authenticity of a signed document. Digital signature certificates are widely used in electronic transactions, online authentication, and secure communication. The following example shows a typed signature with a digital signature certificate from Adobe Acrobat Sign:



Wet (pen) signature

A wet signature may also be referred to as a traditional or original signature. This is a signature that is physically signed with a pen on a paper document, and not embedded digitally.

For transactions that carry a higher risk of fraud, or where we need to share your instruction with a third party, we may still request a wet signature on some forms.

Submitting a signed form

The submission options we can accept will depend on the form. These will be specified in the 'You can submit this form by' section in each form.

For more information

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