

How to Install an Electronic Signature

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QA software

1. Introduction

QTRAK supports Electronic Signatures for all mail types. This FAQ covers:

- § Creating an Electronic Signature
- § Installing an Electronic Signature
- § Troubleshooting

2. Creating an Electronic Signature

1. Print the Signature Template excel sheet provided by QA Software.
2. Collect Signatures to be used in QTRAK in each box on the template taking care to sign within each box's boundary.
3. Convert each box into a bitmap image. You will need an application such MS Paint to do this.
4. Each image is now in the correct shape and size to be installed in QTRAK.
5. Give each bitmap image a name that is easily recognized and save to the QTRAK folder.

Note that an image signature can be generated by other methods and that QTRAK will support JPEG and TIFF images also. For the best results we recommend using the above method as each image will be in the correct shape and size to be installed in QTRAK.

3. Installing an Electronic Signature

1. Log into QTRAK.
2. From the **View** menu select **Address Book**
3. Locate the Contact whose Electronic Signature is to be included.
4. Click on the **Select Signature Image** button (located to the far right of the Signature Image File field)
5. Locate the required Signature and click **Select**.
6. Click on the **Use Signature** tick box.

4. Troubleshooting.

4.1 No option for Electronic Signatures in the Address Book

Electronic Signatures are only supported in QTRAK version 3 and above. You will need to upgrade your QTRAK application.

4.2 The Signature is not printing on the reports.

Your Mail Reports need modifying to support the Electronic Signature field.

5. Support

If you are having any problems with QTRAK, please don't hesitate to contact our Technical Support Division by Phone: +61 (3) 8379 0000, Fax: +61 (3) 9326 6544 or Email: support@qa-software.com