# Signing with eID: Connective plug-in

If you choose the option to sign with eID, you must have an eID card reader and you must install a plug-in once. This installation will take a few minutes. Below you can see how to proceed.

In this document, you can find detailed instructions. The screens you see depend on your browser and may differ slightly from what you see below.

The use of Internet Explorer is not recommended.

## Content

Browser 1: Microsoft Edge of Chrome	. 2
Browser 2: Firefox	. 8
Browser 3: Safari for Mac	15

# Browser 1: Microsoft Edge of Chrome



The first time you want to sign a document originating from Ghent University with your Belgian eID, you will see the message that the Connective Browser Package is not installed. To proceed with the signing process, follow these steps:

1. Click on "Install the Connective Browser Package"



#### 2. Select "Take me to the Chrome Webstore"

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	Please add the Connective browser package Chrome You need this extension in order to sign documents with your Chrome Browser				
	Cancel Take me to the Chrome Web Store				

3. It's possible that you have to allow extensions. In this case, click on "allow extensions" in the blue pop-up.

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## 4. Click "add to Chrome" and "add extension" in the pop-up that appears

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5. Return to the tab with the Connective Plugin Wizard and click on "I have installed the extension"

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		Open the Chrome Web Store again	

## 6. Click "Download software"

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	Install the card reader or signing pad software You need this software to sign documents with your card reader or signing pad	
	Cancel Download software	

7. Open the downloaded file and click "run"/"execute". Depending on our browser settings you might see a pop-up in which you can see the downloaded files. If this is not the case, check the folder "downloads".





8. Follow the instructions in the Setup Wizard:



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9. Now return to the document and click "start signing" again. The software is now installed. Connect your card reader and continue signing.



## Browser 2: Firefox



The first time you want to sign a document originating from Ghent University with your Belgian eID, you will see the message that the Connective Browser Package is not installed. To proceed with the signing process, follow these steps:

1. Click "Install the Connective Browser Package"

×	
The Connective Browser Package is not installed.	
This software is required for signing with a card reader or signing pad.	
Cancel Install the Connective Browser Package	

### 2. Click "Take me to the Chrome Webstore"

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	Please add the Connective browser package Chrome You need this extension in order to sign documents with your Chrome Browser			
	Cancel Take me to the Chrome Web Store			

3. Click on "continue to installation" in the pop-up that appears, and then on "add". Do not wait too long by clicking on "add", otherwise you will have to repeat the step.





4. Return to the browser tab with the Connective Plugin Wizard and click on "I have installed the extension"

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#### 5. Click "Download software"

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	Install the card reader or signing pad software You need this software to sign documents with your card reader or signing pad	
	Cancel Download software	

6. Download and click "save file". Choose a location, for example your download folder. Click "Save".

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7. Open the downloaded file. Depending on your browser settings, a pop-up might appear. If not, go the the location you selected in step 6.



8. Follow the steps in the Setup Wizard.



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9. Now return to the document and click "start signing" again. The software is now installed. Connect your card reader and continue signing

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Connect a card reader and insert your card.	

# Browser 3: Safari for Mac

The first time you want to sign a document originating from Ghent University with your Belgian eID, you will see the message that the Connective Browser Package is not installed. To proceed with the signing process, follow these steps:

1. Click "Install the Connective Browser Package"

×	
The Connective Browser Package is not installed.	
This software is required for signing with a card reader or signing pad.	
Cancel Install the Connective Browser Package	

2. Follow the instructions as stated on your screen:

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3. After successfully installing the extention, go back to the invitation e-mail and click on the button.

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Need any help? Visit the documentation site.	
Kind regards, for Universiteit Gent	

4. It's possible that you'll see a message stating that your url has expired. This is a security measure. Click on "request a new email".



5. You will receive a new email from noreply.signing@ugent.be, with the invitation to sign your document. You should now be able to sign with your eID without any problems.