

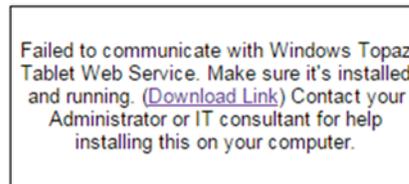
Synopsis

Because various web browsers are no longer supporting java WebAPPs, we have released an alternative solution that isn't reliant on Java, but rather on a Topaz program which installs a Windows Web Service on your local computer. The key difference between the old and the new is here going out, you will only need to download one file and install this program once on your computer rather than downloading a file and having to open it every time you need to sign a signature pad.

The installation process doesn't take long, but if it hasn't yet been done on your computer you will see an alert pop up on your page when you get to a page with a signature field.



You will also see a message inside of the signature field itself, which will prevent you from signing until it this process has been completed.



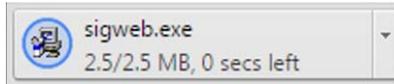
Topaz SigWeb Installation

Please Note: because this process installs on your local computer, you must have **Administrator Access, to that computer, in order to download the required service.**

The service needed to download can be found on the Topaz System website (topazsystems.com/sigweb.html). You can access it through this link, [Download Link](#), or use the link inside of the signature field warning. Once on their site, you will need to choose one of the download options.

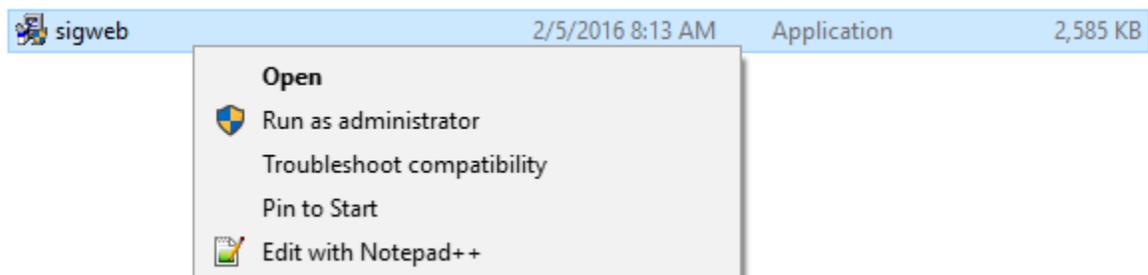


Once downloaded, you will need to access the [sigweb.exe](#) file (if using chrome, there will be a small drop-down triangle just to the right of the download file, select the "Show in folder" option).



If not using chrome, a typical place for things downloaded in your browser would be you "Downloads" folder.

Once the download is found, you will need to right click the Application, then select "Run as Administrator".



The installer will start, and you will need to follow through the steps it gives. You will be asked to select your tablet model number and your connection type (typically USB), so have that information available.

Once installation has completed, go back to your page in Bluestep and hit the refresh button or re-navigate to the page with the signature box. If the installation completed successfully, you SHOULD NOT have an alert pop up, and the signature field should be ready for you to sign.

Please contact our Client Care department with any questions or concerns.