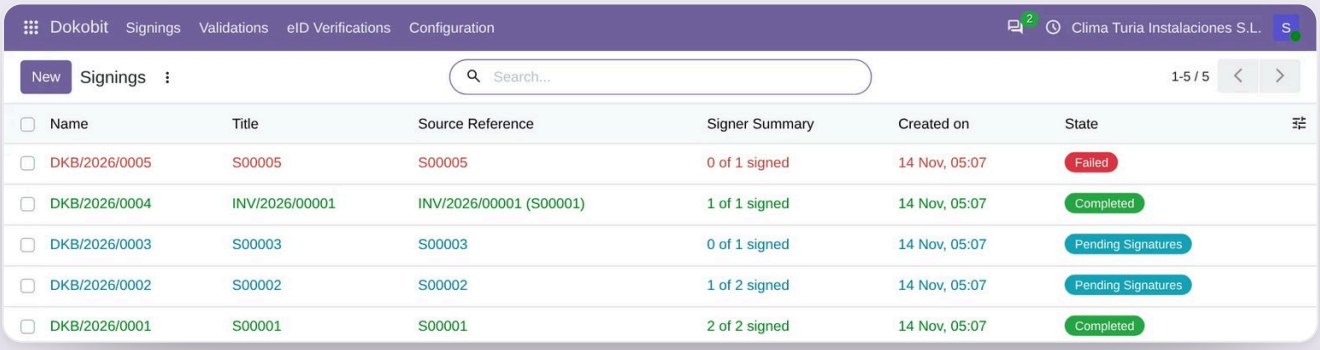
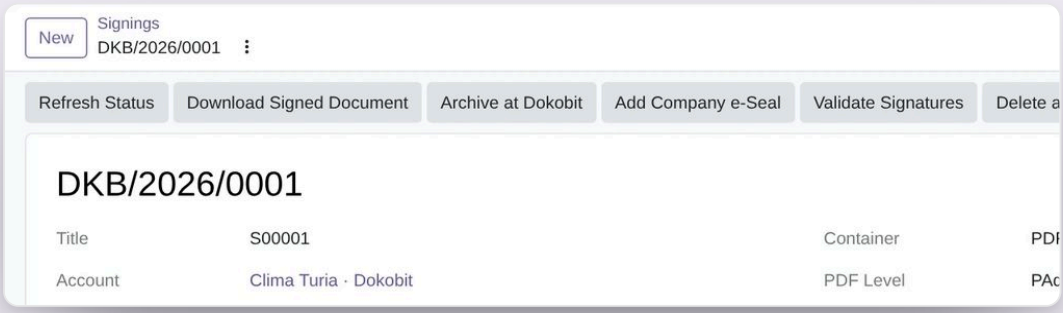
CONNECTOR GUIDE · E-SIGNATURE

# Dokobit connector for Odoo

Send quotations, invoices and orders to sign with Smart-ID, Mobile-ID or an ID card, and the signed file comes back to Odoo on its own.

Odoo 17 · 18 · 19 · 20 | 14-day trial, no card | Edition of 18-11-2026




**Real Odoo 20 screenshot.** The **Signings** list shows the status of each submission and, beside it, the details of a completed signing.

# Contents

On the right, the page where each chapter starts. Menu and button names are those of Odoo in English.


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This guide describes version 20.0.1.1.8 of the module (Odoo branch 20.0, commit d41630ee6). Everything in it comes from its published code, the platform's official documentation or real screenshots.

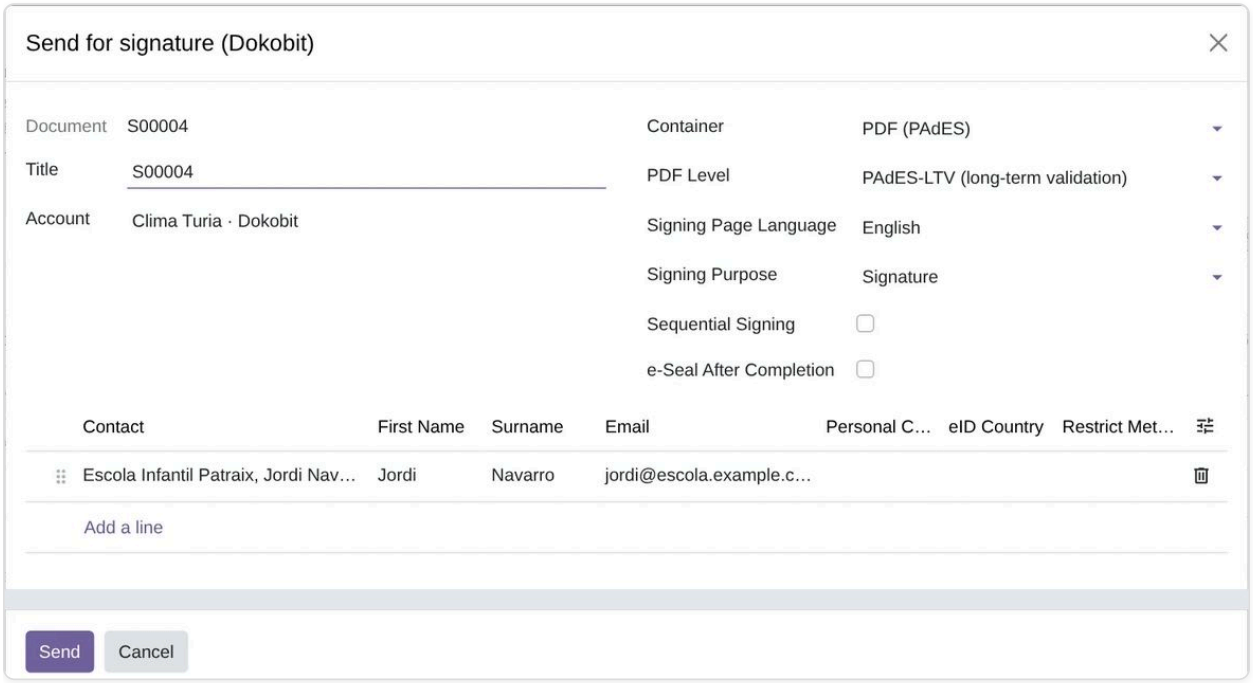
The screenshots come from a test Odoo 20 database, with a made-up company and data and no real connection to Dokobit. The module also has a version for Odoo 17, 18 and 19.

# 1 Who it is for and what it solves

> The connector requires a FlexigoTech Cloud subscription, with a 14-day trial and no card needed. Without the trial or the subscription, the connector does not talk to Dokobit. You also need your own Dokobit account and its access tokens.

Without the connector, someone downloads the PDF from Odoo, uploads it to Dokobit, adds the signers, waits, and comes back to Odoo to save the signed file and record who signed.

With the connector, the sending is done from the Odoo document itself. Each signer signs on the Dokobit page with their eID (Smart-ID, Mobile-ID, identity card, eParaksts or Auðkenni). The status is updated in Odoo and the signed file is stored.




- **Real Odoo 20 screenshot.** The **Send for signature (Dokobit)** wizard with the document and signer details.

## What changes day to day

- You send a quotation, an invoice or a purchase order for signature from the document itself, using **Send for signature (Dokobit)**.
- In the **Signings** list you see how many signers have signed and the status of each send.
- The status is updated through Dokobit notifications and by checking pending signings every 15 minutes.
- The signed document is stored only on the source document, and you can validate the signatures of the documents you receive.
- You verify a contact's identity with eID from their record.

## What it does not do

- It does not sign on behalf of anyone: each signer signs on the Dokobit page with their own eID.
- It does not include Dokobit's fees: you contract the account and its tokens yourself.
- It has only been tested against a simulator of the Dokobit API, not with a real Dokobit account.

- It does not offer the Dokobit signing page in Spanish: it appears in English, Lithuanian, Latvian, Estonian, Russian or Icelandic, whichever language you choose for each send.
- A copy of your database (for testing or pre-production) does not carry the tokens: an administrator must re-enter them in it, with consent.



# 2 The connector in figures

**4**
Odoo versions (17, 18, 19 and 20)

**3**
scheduled tasks

**3 / 10**
accounts per connector, with Standard / with Pro

**14**
trial days, no card needed

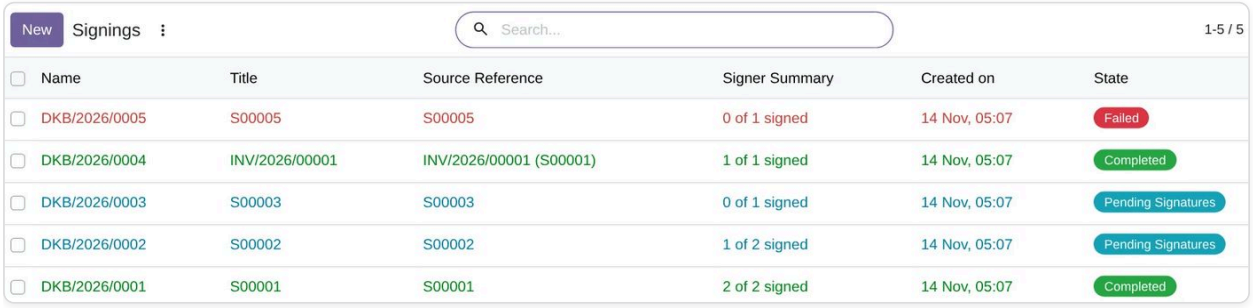
**5975**
lines of code

**Over 170**
passing tests on every version

It works on Odoo Community and Enterprise: everything it needs (Sales, Purchase, Invoicing, Portal and Discuss) is included in Community, plus FlexigoTech Cloud. The tests use a simulator of the Dokobit API built from its official documentation.



# 3 Where you see it in your Odoo




- **Real Odoo 20 screenshot.** The **Signings** list, with the signer summary and the status of each document.

| | |
|---|---|
| **Dokobit › Signings** | **Signings** list: each document sent for signature, with its status and signers. |
| **Dokobit › Validations** | **Validations** list: the signed files you have checked with Dokobit. |
| **Dokobit › eID Verifications** | **eID Verifications** list: the identity checks of your contacts. |
| **Dokobit › Configuration › Accounts** | **Dokobit Accounts** list: each connection with Dokobit. |
| **Dokobit › Configuration › Postback Events** | **Postback Events** list: the notifications Dokobit sends to your Odoo. |

Outside its own app, the connector adds the **Send for signature (Dokobit)** button on quotations, invoices and purchase orders, and the same action in the quotation and purchase order lists, to send several at once. On the contact form it adds the **Verify identity (Dokobit eID)** button and the **eID Verifications** counter. In **Settings** it adds the **Dokobit** section, with the **Default Account**.



# 4 What you need before starting

- Your own Dokobit account. Dokobit's fees are not included in the connector.
- Dokobit access tokens: the Documents Gateway one for signing, validating, sealing and time-stamping, and, if you are going to verify identities with eID, the Identity Gateway one, which is a separate token. They are requested at dokobit.com/developers.
- Odoo 17, 18, 19 or 20, on Odoo.sh or on your own server. It does not work on Odoo Online, which does not allow installing third-party modules.
- An Odoo administrator user, who is the one allowed to save the tokens and give consent on the account.
- The FlexigoTech Cloud subscription, or its 14-day trial with no card needed. Without it, the connector does not talk to Dokobit.

> The connector does not register you with Dokobit or obtain the access tokens for you: you request those yourself on the Dokobit website. It does not pay Dokobit's fees either. The calls to Dokobit leave from FlexigoTech Cloud's servers, not from your Odoo.

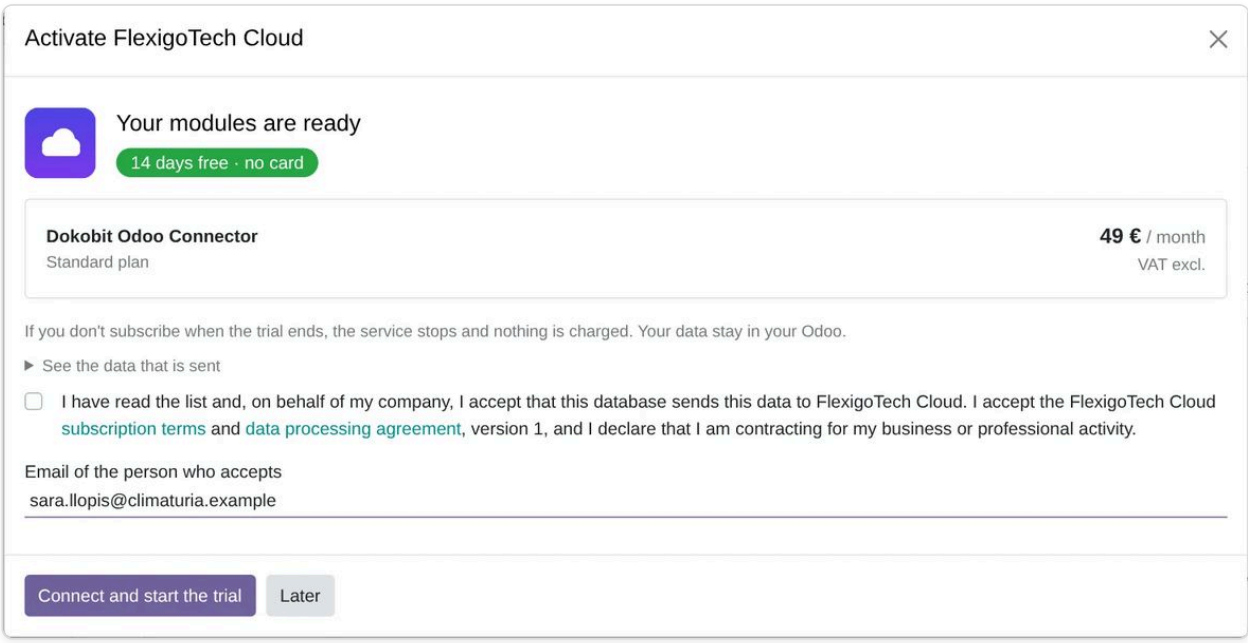
It is installed like any third-party Odoo module, on Odoo.sh or on your server. Odoo installs at the same time `flexigotech_cloud`, the connection to FlexigoTech Cloud, and the apps it depends on: Sales, Invoicing and Purchase.



# 5 The FlexigoTech Cloud trial

1. **Press Activate in the top bar**

   It appears as soon as you install the module. It opens the **Activate FlexigoTech Cloud** window, with the Standard plan and its 14 days free, no card needed.




- **Real Odoo 20 screenshot.** The activation window: read the data list, tick the box and enter your email.

2 **Accept and enter your email**

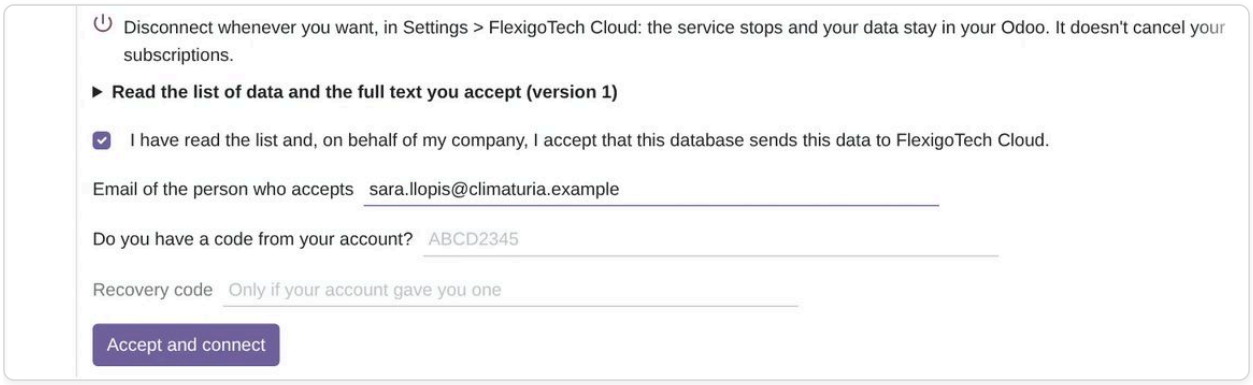
Tick «I have read the list and, on behalf of my company...» (it includes the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

3 **Press Connect and start the trial**

Odoo registers the database with FlexigoTech Cloud and starts the module trial. If you prefer to leave it for later, **Later** closes the window.

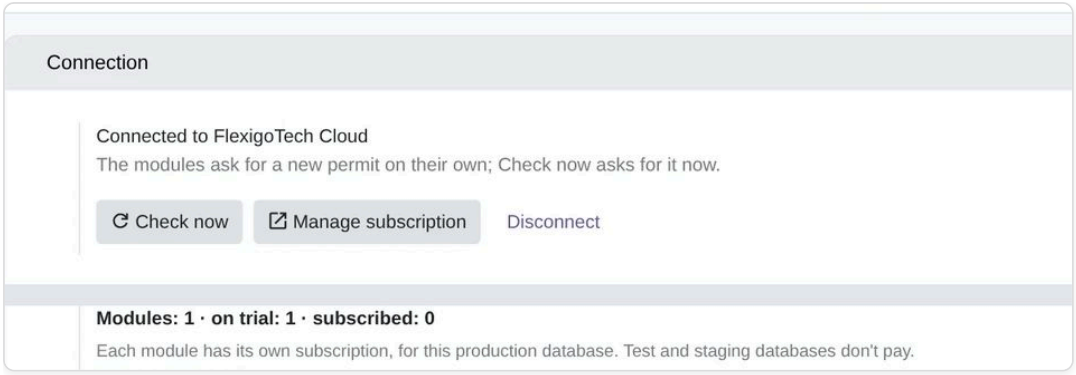
## The same, from Settings

In **Settings › FlexigoTech Cloud** you have the full list of what the database sends. Tick the box, enter the email and press **Accept and connect**. If you already have an account at app.flexigotech.com, the field **Do you have a code from your account?** links the database to it (the code is valid for 10 minutes).




- **Real Odoo 20 screenshot.** Settings › FlexigoTech Cloud, before connecting: the ticked box, the email and **Accept and connect**.

With the database connected, the **Modules** block shows each module with its status: **Trial** and the date it ends, **Subscribed**, etc. From there you choose the plan (Standard or Pro, monthly or yearly) and press **Subscribe**: payment is made on the Stripe page, outside Odoo.




- **Real Odoo 20 screenshot.** Settings › FlexigoTech Cloud with the database connected and the connector in trial.

Prices exclude VAT. If you do not subscribe when the trial ends, the service stops and nothing is charged; your data stays in your Odoo. **Check now** asks for permission immediately (otherwise the module renews it automatically every 6 hours).

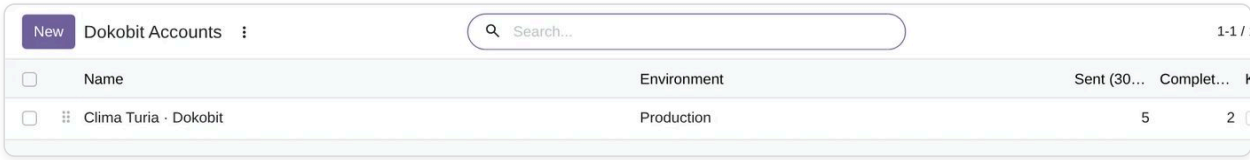
> On a neutralised copy (staging) or a database with demo data, you cannot start a trial: Settings says "This database is a neutralised copy or has demo data, so trials can't be started here."

CONNECTOR GUIDE · DOKOBIT

# 6 Connecting your account step by step

### 1 Open the accounts menu

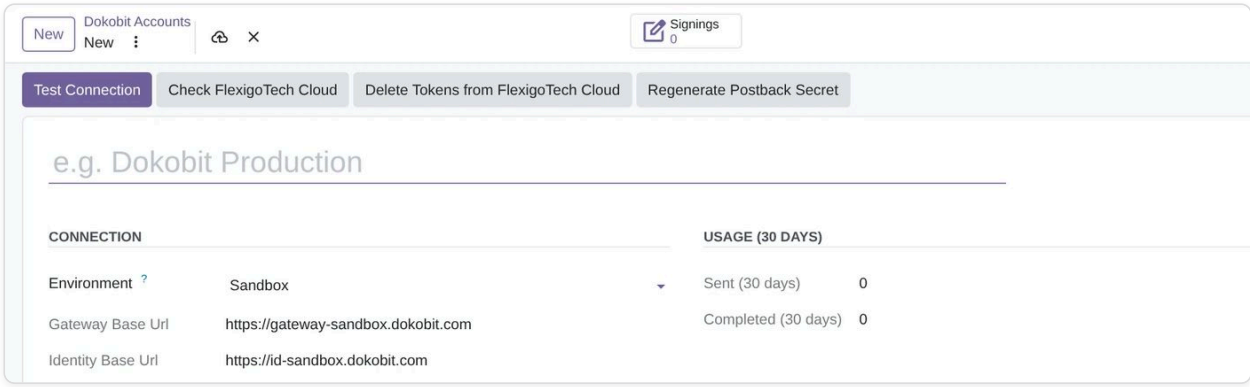
Go to **Dokobit › Configuration › Accounts**. The **Dokobit Accounts** list opens.




- **Real Odoo 20 screenshot.** The **Dokobit Accounts** list.

### 2 Press New

The form for an empty account opens.




- **Real Odoo 20 screenshot.** The new account, with the **Connection** group.

### 3 Enter the name and choose the Environment

The options are **Sandbox** and **Production**. When you choose, Odoo fills in the **Gateway Base Url** and the **Identity Base Url** by itself. Choose carefully before saving the tokens: if you later switch the account from one environment to another, the saved tokens are deleted from FlexigoTech Cloud and must be entered again.

4 **Tick the consent**

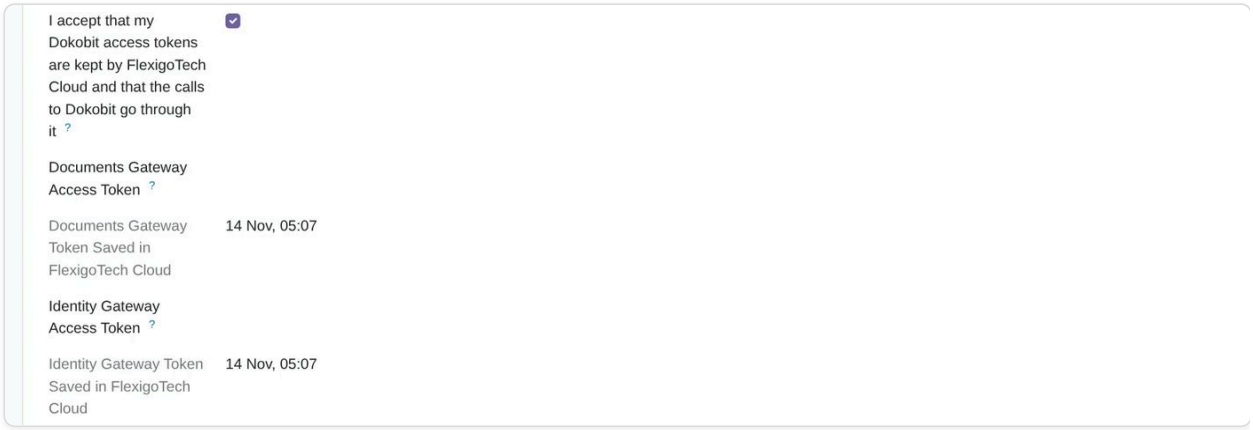
Tick the box **I accept that my Dokobit access tokens are kept by FlexigoTech Cloud and that the calls to Dokobit go through it**. Until you tick it, the token fields cannot be filled in.

5 **Paste the access tokens**

Enter the **Documents Gateway Access Token** and, if you use eID verification, the **Identity Gateway Access Token**.

6 **Save the account**

On saving, the tokens are sent to FlexigoTech Cloud, which stores them encrypted. Your Odoo does not store them. The dates **Documents Gateway Token Saved in FlexigoTech Cloud** and **Identity Gateway Token Saved in FlexigoTech Cloud** appear.



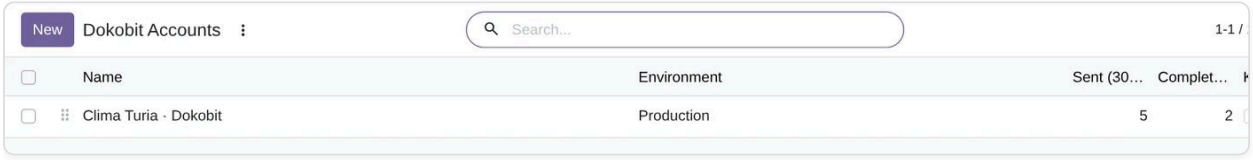

- **Real Odoo 20 screenshot.** The connected account, with the tokens stored in FlexigoTech Cloud.

7 **Press Test Connection**

Odoo uploads a one-page PDF to Dokobit, reads its status and deletes it. It does not create any signature or perform any billable operation.

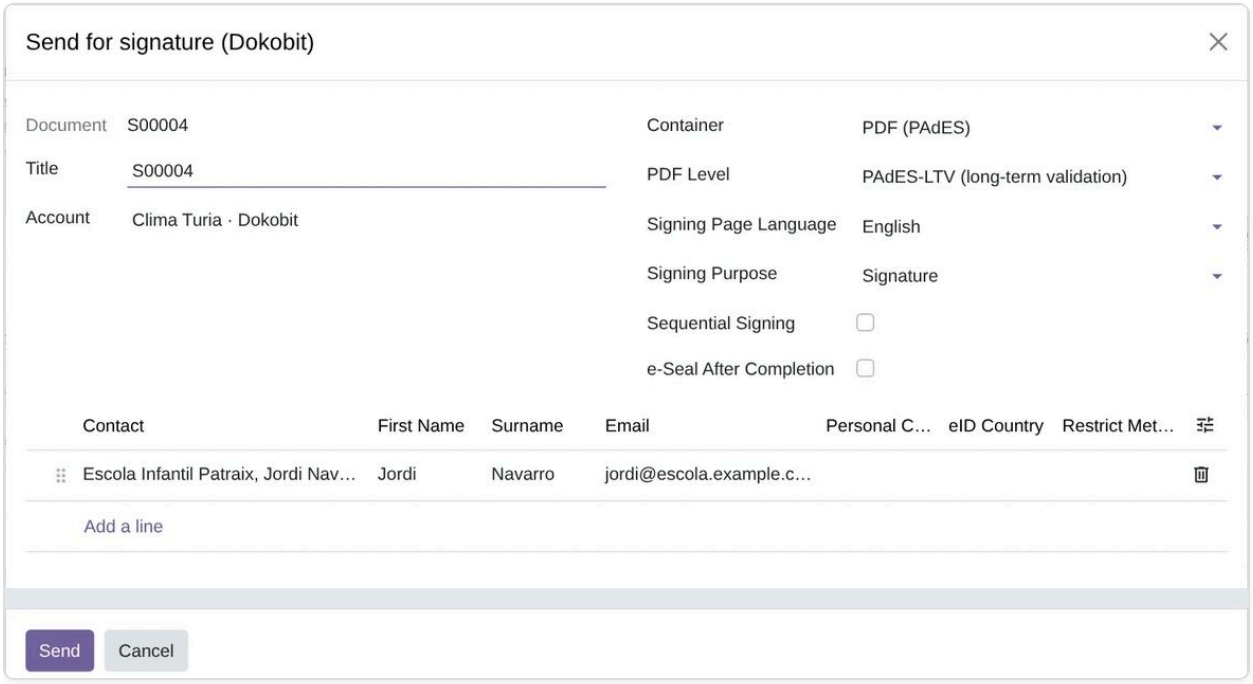
> Only an administrator can set the tokens and tick the consent box: if another user tries, Odoo shows "Only an administrator can manage the Dokobit access tokens kept by FlexigoTech Cloud." Without consent, Odoo sends nothing and warns you.

Once the account is connected, the **Dokobit: poll pending signings** task checks the status of the sent signings every 15 minutes. **Dokobit: expire stale eID verifications** runs every 30 minutes and **Dokobit: clean old postback events** once a day. On each signing, the **Refresh Status** button asks Dokobit for the status immediately.




- **Real Odoo 20 screenshot.** The **Dokobit Accounts** list with the account already created.

# 7 Sending a document for signature from Odoo




**Real Odoo 20 screenshot.** The **Send for signature (Dokobit)** wizard opened from quotation S00004.

Each record has the **Send for signature (Dokobit)** button. Pressing it opens a wizard with the document, the account, the signing options and the list of signers. The PDF is generated from the document itself. Each quotation, invoice or purchase order you send creates a record in **Dokobit › Signings**.

## Where each piece of data comes from

The scheduled task **Dokobit: poll pending signings** runs every 15 minutes and checks with Dokobit how the signings that are not yet complete are going. If the default account has **Auto-send on Confirmation** switched on (it comes switched off), Odoo sends each sales order for signature automatically when it is confirmed and each customer invoice when it is validated, with the customer as signer; if it fails, it notes it in the document's history and the confirmation still goes through. If you cancel a sales order, an invoice or a purchase order, its pending signings are deleted in Dokobit.

## Wizard buttons

| | |
|---|---|
| **Send** | Creates the signing record, attaches the PDF to the document and sends it to Dokobit. Then it opens the signing record. |
| **Cancel** | Closes the wizard without sending anything. |

## Document statuses

On the document, the Dokobit status can be **Not sent**, **Awaiting signature**, **Signed**, **Signed & archived**, **Failed** or **Deleted**.

## Steps

### 1 Open the document

Go to the quotation, invoice or purchase order and press **Send for signature (Dokobit)**.

2 **Check the details**

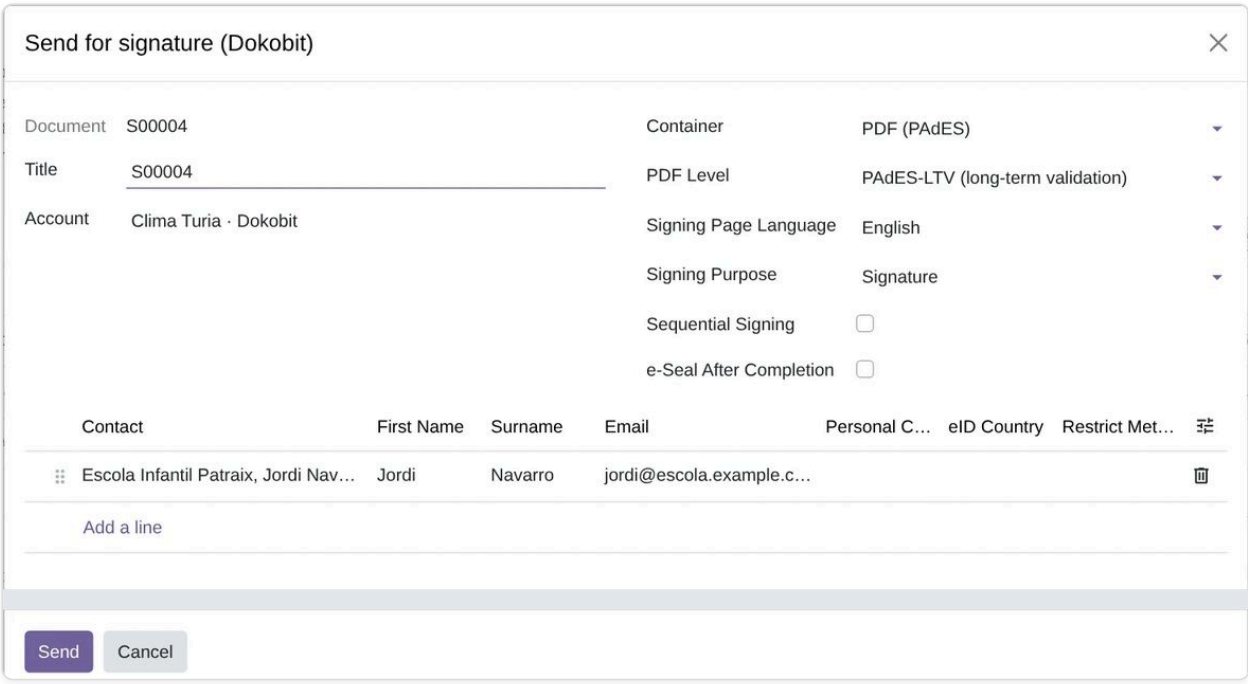
Check the **Account**, the **Title**, the **Container**, the **PDF Level** and the **Signing Page Language**.

3 **Add the signers**

Fill in **First Name**, **Surname**, **Email** and, if needed, **Personal Code** and **eID Country**.

4 **Send**

Press **Send**. The signing record opens.




- **Real Odoo 20 screenshot.** The wizard with the signer Jordi Navarro and the **Send** button.

## Several at once

In the list of quotations or purchase orders, tick the ones you want and choose **Send for signature (Dokobit)** from the actions menu. Each one goes out with the default account, its default settings and its customer or vendor as signer. At the end Odoo tells you how many were sent and which ones failed, with the reason.

> Nothing is sent without a Dokobit account configured. Nothing is sent without at least one signer either, nor if the source document no longer exists. On invoices, only customer and vendor invoices and their credit notes can be sent.

## What each signer sees and what you adjust

The wizard proposes the PDF container, the **PAdES-LTV (long-term validation)** level and the signing page in English. The signing purpose comes as **Signature**. You can change each option before pressing **Send**. You can also tick **Sequential Signing**, so signers sign in order, and **e-Seal After Completion**.

### The signers

Each signer line has **Contact**, **First Name**, **Surname**, **Email**, **Personal Code**, **eID Country** and **Restrict Method**. The first and last name are mandatory on every line. With **Restrict Method** you limit which method that person can sign with.

### Signing states

On the signing record and in the **Dokobit › Signings** list you will see the states **Draft**, **Pending Signatures**, **Completed** and **Failed**. In **Draft** the signing has not yet left for Dokobit. While it is in **Pending Signatures**, the signer summary shows how many have signed, for example "1 of 2 signed". With **Failed** the record shows an error, and from there you can press **Send** again. When everyone signs, the signing moves to **Completed** and the source document is marked as **Signed**.

### Rules and conditions

- A Dokobit account is required. If there is none, the mass send and the wizard warn "Configure a Dokobit account first.".
- The wizard requires at least one signer: "Add at least one signer.".
- If the source document has been deleted in the meantime, you get "The source document no longer exists.".
- Automatic sending needs a contact with an email address; if there is none, it fails with "No signer with an email address could be determined for %s.".
- Invoices are only accepted for sending if they are customer or vendor invoices, credit notes included: "Only invoices and credit notes can be sent.".
- In the list of quotations or purchase orders you can send several at once with **Send for signature (Dokobit)** from the actions menu: each one with the default account and its customer or vendor as signer.

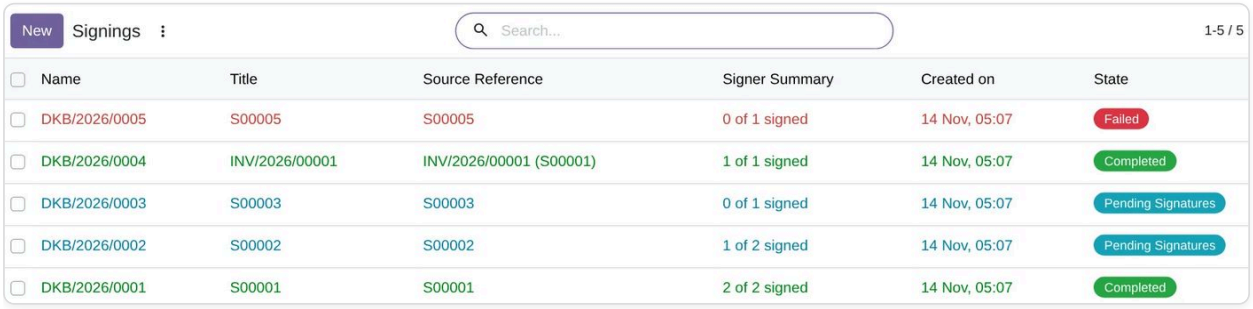
### When the signing ends

When a signing linked to the document completes, Odoo leaves a note in its history. On a vendor bill, **Validate signatures (Dokobit)** validates the last attached PDF; if there are no attachments you get "There is no attachment on %s to validate.".

### End-to-end example

You open quotation S00004 and press **Send for signature (Dokobit)**. You add Jordi Navarro, of Escola Infantil Patraix, with his email, and press **Send**. The signing is created and sits in **Pending Signatures**. When Dokobit notifies that Jordi has signed, the signing moves to **Completed** and the quotation moves to **Signed**.

# 8 Following each signing until it completes




- **Real Odoo 20 screenshot.** The **Signings** list with the **Signer Summary** and the **State** of each one.

## Where each piece of data comes from

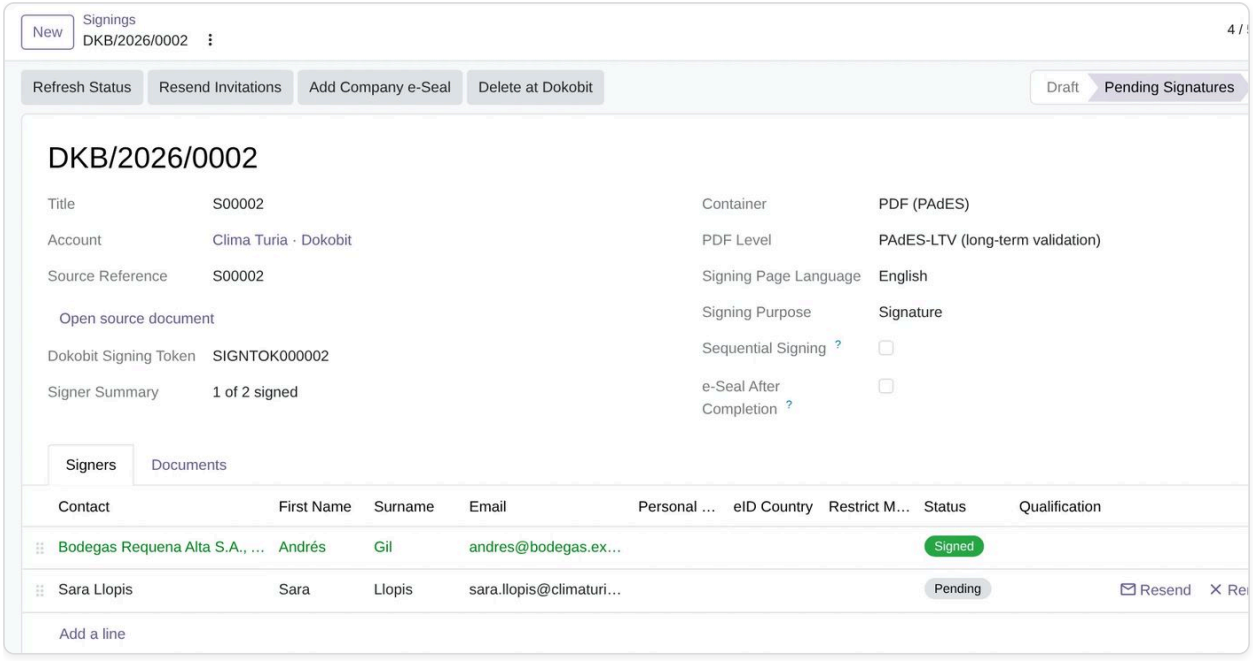
- When Dokobit notifies that someone has signed or that the signing has completed, Odoo asks Dokobit for the real state again and applies it.
- The scheduled action **Dokobit: poll pending signings** runs every 15 minutes and checks the signings that are still unfinished, in case a notification did not arrive.
- The **Refresh Status** button makes the same check on demand.
- Every notification received is logged in **Dokobit › Configuration › Postback Events**, with its **State**: **Received**, **Processed** or **Error**.

## Record buttons

| | |
|---|---|
| **Refresh Status** | Asks Dokobit how the signing is going and brings it up to date. It does not appear if the signing has not been sent yet. |
| **Resend Invitations** | Sends the invitation again to pending signers. It only appears with the signing in **Pending Signatures**. |
| **Download Signed Document** | Downloads the signed document. It appears with the signing in **Completed** or **Archived**. |
| **Open source document** | Opens the quotation, invoice or order the signing came from. |

## States

| | |
|---|---|
| **Draft** | Not yet sent to Dokobit. |
| **Pending Signatures** | Sent, waiting for signers. |
| **Completed** | Everyone has signed. |
| **Archived** | The document has been prepared for long-term retention. |
| **Failed** | Dokobit could not process the signing. |
| **Deleted** | The signature has been deleted at Dokobit. |




- **Real Odoo 20 screenshot.** A signing in **Pending Signatures** with 1 of 2 signed.

> You cannot download the document until everyone has signed, nor archive a signing that is not completed. You also cannot resend invitations unless the signing is pending.

## The states, one by one

| | |
|---|---|
| **Draft** | The signing exists in Odoo but has not been sent. This is where **Send** appears. |
| **Pending Signatures** | Dokobit already has the document. At least one signer has still not signed. |
| **Completed** | Everyone has signed. Odoo downloads the signed document and notifies the source document. |
| **Archived** | Dokobit has prepared the document for long-term retention. |
| **Failed** | Dokobit reported an error. With **Send** you can try again. The reason is on the **Error** tab. |
| **Deleted** | The signing has been removed at Dokobit, for example when the source document is cancelled. |

## State of each signer

Each signer is **Pending**, **Signed** or **Failed**. In sequential mode, a signer in **Failed** is skipped so the chain does not get stuck.

## Rules and conditions

- **Send** only appears with the signing in **Draft** or **Failed**. Pressing it twice in a row does not duplicate the send.
- Before sending, you need an account, the attached PDF and at least one signer. If not, you see "Choose a Dokobit account first.", "Attach the PDF to send for signature." or "Add at least one signer.", with the explanation that Dokobit requires at least one signer per signing.
- With the PDF container, the file must be a PDF. If not, "The source file does not look like a PDF; pick a matching container type." appears.

- Each signer needs a first name, surname and email, because invitations are sent by the connector and not by Dokobit. With Smart-ID the personal code and eID country are also required.
- **Delete at Dokobit** does not appear in **Draft**, **Failed**, **Deleted** or **Archived**.
- **Add Company e-Seal** only appears with the signing sent and not yet sealed. It requires a Dokobit seal certificate on the account.
- **Validate Signatures** and **Download Signed Document** only appear with the signing in **Completed** or **Archived**.

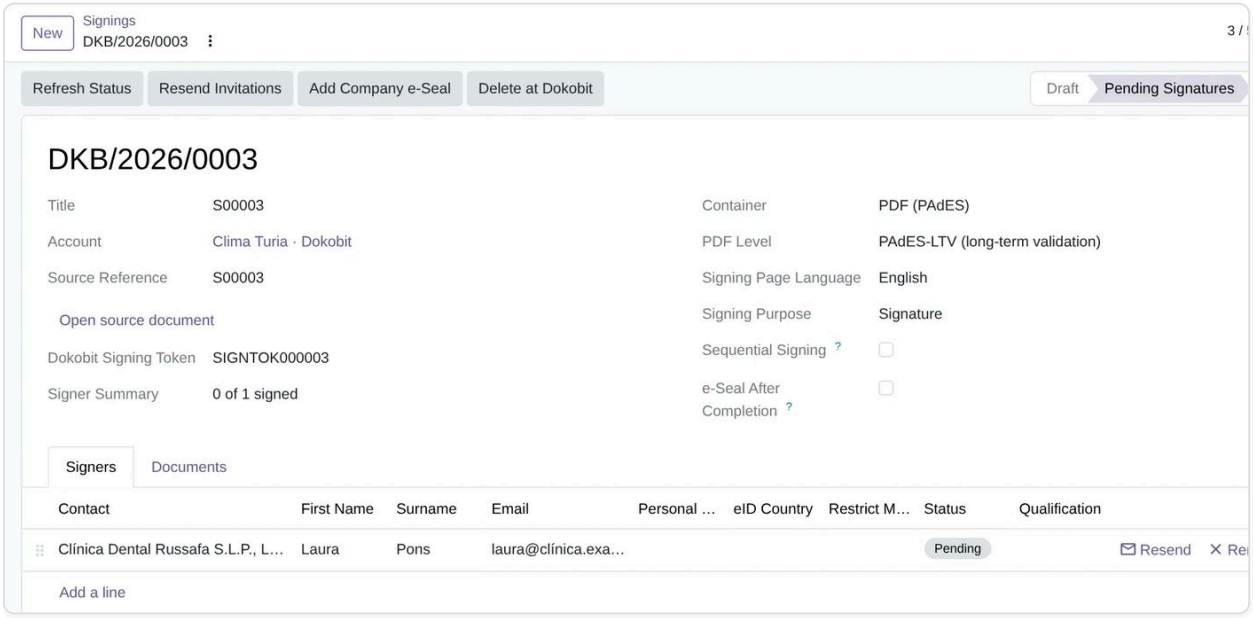
### Record fields and tabs

| | |
|---|---|
| **First Name** | Signing number. Odoo sets it when the record is created. |
| **Title** | Name that identifies the signing. |
| **Source Reference** | Document the signing came from. |
| **Dokobit Signing Token** | Identifier Dokobit assigns when the signing is sent. |
| **Signer Summary** | How many have signed, for example "1 of 2 signed". |
| **Container and PDF Level** | Format of the signed document and the PDF level. |
| **Signing Page Language** | Language in which the signer sees the signing page. |
| **Signing Purpose** | What the signature is for. |
| **Sequential Signing** | Invites signers one by one, in order. |
| **e-Seal After Completion** | Adds the company seal when the last person signs. |
| **Sealed** | Shows whether the document already carries the seal. |
| **Valid To** | Validity date reported by Dokobit. |
| **File Digest** | Digest of the signed file according to Dokobit, which Odoo checks on download. |
| **Signers** | Tab with the list of signers and, on each one, **Resend** and **Remove**. |
| **Documents** | Tab with the **Sent PDF** and the **Signed Document**. |
| **Error** | Tab with the **Error Message**, if there is one. |

### Signers of a signing already sent

If you add a signer to a signing that has already been sent, Odoo also registers them in Dokobit and sends them the invitation. In sequential mode they wait for their turn. **Resend** only appears with the signer in **Pending**. **Remove** does not appear if they have already signed or if the signing is not in **Draft** or **Pending Signatures**. If you try anyway, you see "%s has already signed and can no longer be removed.".

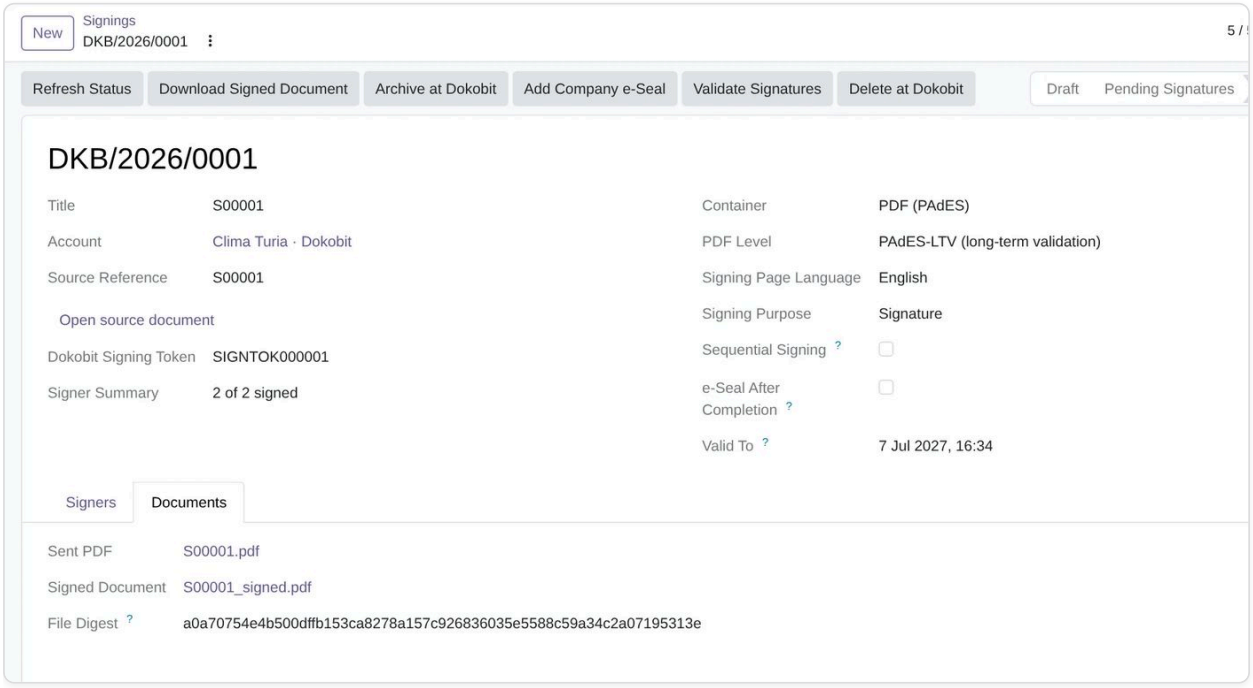
## An end-to-end example




- **Real Odoo 20 screenshot.** Signing DKB/2026/0003 sent, with 0 of 1 signed.

From quotation S00003 you press **Send for signature (Dokobit)**. Signing DKB/2026/0003 is created with token SIGNTOK000003, account Clima Turia and one signer. It goes to **Pending Signatures** with "0 of 1 signed". When the signer signs, Dokobit notifies Odoo, Odoo polls the status and the signing moves to **Completed**. If the notification never arrives, the scheduled task every 15 minutes or **Refresh Status** will bring it up to date. Then you can use **Download Signed Document** or **Validate Signatures**.

# 9 The signed document, stored in Odoo




- **Real Odoo 20 screenshot.** Completed signing record with its download and archive buttons.

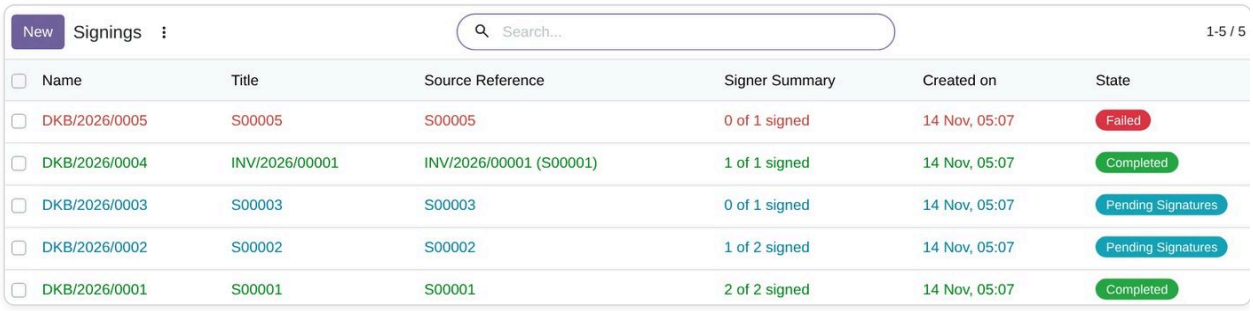
The status of each signing is checked at Dokobit by the scheduled task **Dokobit: poll pending signings**, which runs every 15 minutes. If Dokobit notifies earlier, the status is updated immediately. You can also press **Refresh Status** on the record.

When the signing moves to **Completed**, the signed document appears in the **Signed Document** field of the record and is attached to the quotation, invoice or order it came from.

| | |
|---|---|
| **Download Signed Document** | Downloads the signed document to your computer; if it had not yet reached Odoo, it first requests it from Dokobit. Visible when the signing is **Completed** or **Archived**. |
| **Archive at Dokobit** | Asks Dokobit to prepare the document for long-term storage. Visible when the signing is **Completed**. The archived document arrives later, with a notice from Dokobit, and replaces the signed one. |
| **Delete at Dokobit** | Deletes the signing at Dokobit. Hidden if the signing has not been sent or is in **Draft**, **Failed**, **Deleted** or **Archived**. |
| **Validate Signatures** | Asks Dokobit to validate the signatures on the signed document. Visible in **Completed** and **Archived**. |
| **Open source document** | Opens the quotation, invoice or order the signing came from. |

Signing states: **Draft**, **Pending Signatures**, **Completed**, **Archived**, **Failed** and **Deleted**.

1. **Open the completed signing**
   Go to **Dokobit › Signings** and choose the record.




- **Real Odoo 20 screenshot.** **Signings** list with their states.

2 **Press Download Signed Document**

It is downloaded to your computer. In Odoo it was already stored since the last signer signed.

3 **If you need it, press Archive at Dokobit**

Dokobit prepares the document for long-term archiving and sends it back afterwards.

> Only completed signings can be archived. The signed document is only available once all signers have signed. A signing deleted at Dokobit can no longer be sent or downloaded.

## The states of a signing and what each one means

| | |
|---|---|
| **Draft** | The signing is prepared in Odoo and has not yet been sent to Dokobit. **Send** appears here. |
| **Pending Signatures** | Dokobit already has the document and is waiting for a signer. You can use **Resend Invitations** and **Refresh Status**. |
| **Completed** | Everyone has signed. You can download the document, archive it, validate it or add the electronic seal. |
| **Archived** | Dokobit has prepared the document for long-term archiving. It can still be downloaded and validated. |
| **Failed** | Dokobit reported an error while processing the signing. The reason is on the **Error** tab, and **Send** is still available. |
| **Deleted** | The signing has been deleted at Dokobit. It no longer accepts any action. |

## Rules and conditions

- The signed document can only be downloaded when all signers have signed. If Dokobit has not yet made it available, Odoo warns that you should try again shortly.
- Archiving only applies to completed signings. The archive reaches Odoo when Dokobit finishes preparing it.
- **Delete at Dokobit** works with pending or completed signings, for example if the source document is cancelled. It is not offered if the signing has not been sent or is already in a final state.
- **Validate Signatures** requires the signing to be sent and a signed document to already exist.
- If the source document no longer exists, **Open source document** cannot open it.

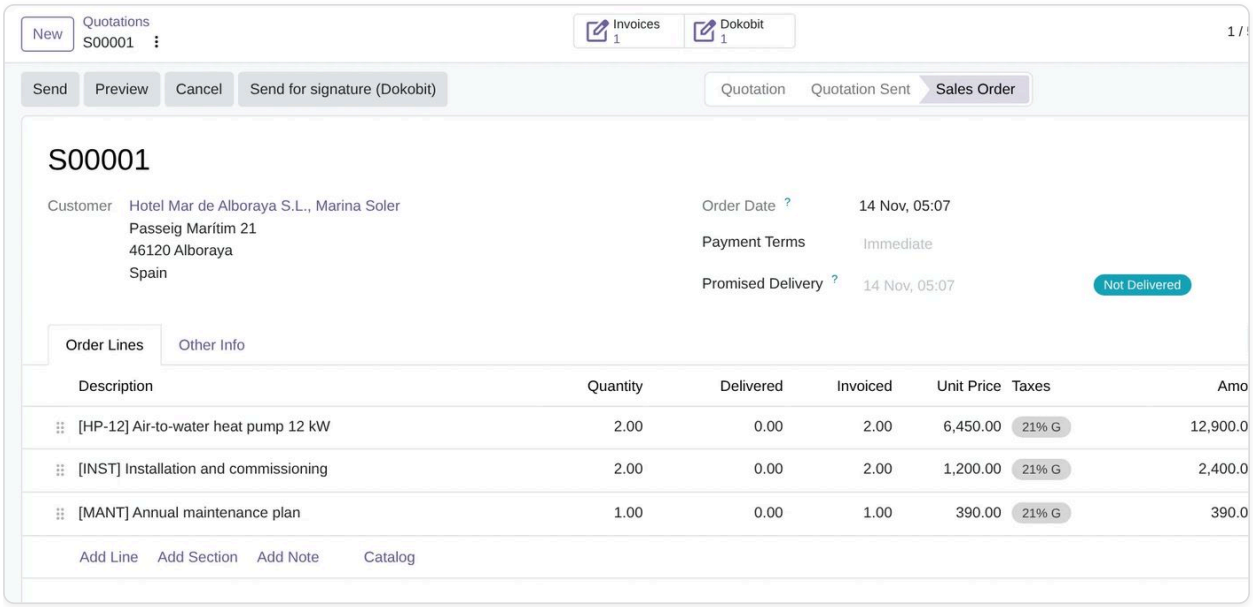
## Record fields

| | |
|---|---|
| **Sent PDF** | The PDF that was sent to Dokobit. |
| **Signed Document** | The signed document that Odoo downloaded. |
| **File Digest** | Digest of the signed file according to Dokobit. Odoo checks it on download. |
| **Valid To** | Validity date of the document as reported by Dokobit. |
| **Sealed** | Marked when the company's electronic seal has been added. |
| **Source Reference** | Quotation, invoice or order the signing comes from. |

The record has the tabs **Signers**, **Documents** and **Error**. In **Signers** you can use **Resend** for each pending signer.

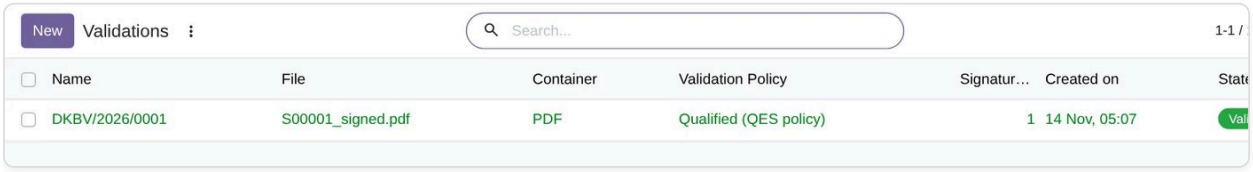
## An end-to-end example

The signing for quotation S00001 is in the Clima Turia account. The signer summary says "2 of 2 signed" and the state is **Completed**. Odoo stored the signed PDF on the quotation as soon as the last signer signed, and **Download Signed Document** downloads it to your computer. You press **Archive at Dokobit** so Dokobit prepares it for long-term storage. From **Open source document** you return to quotation S00001, which shows "Signed" in its header.




- **Real Odoo 20 screenshot.** Quotation S00001 with "Signed" in the header and the **Send for signature (Dokobit)** button.

# 10 Validating the signed files you receive



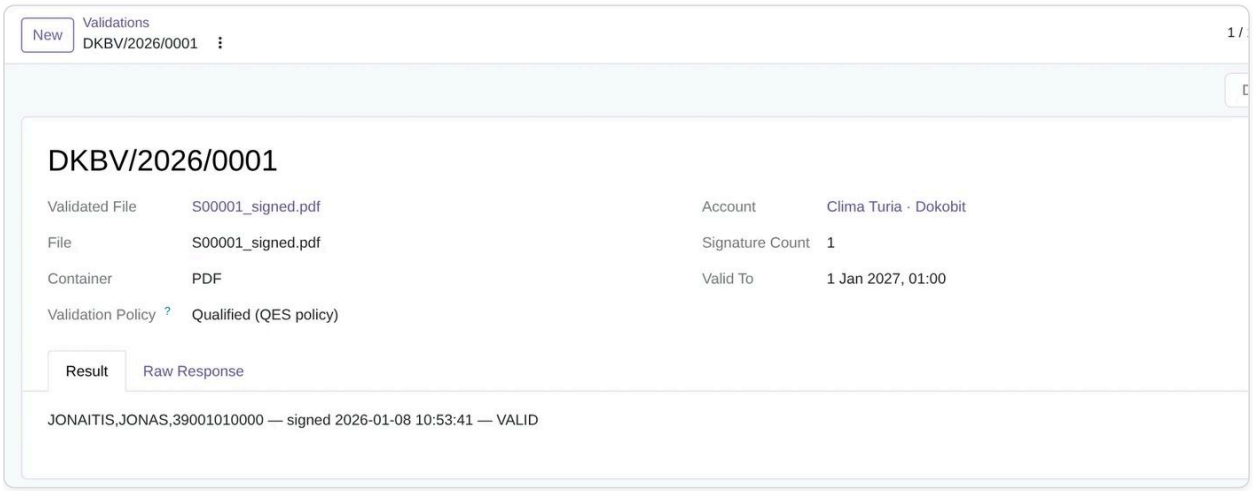

- **Real Odoo 20 screenshot.** **Validations** list with the file, container, policy and state.

A validation starts from a file: with **Validate Signatures** on a completed signing, with **Validate signatures (Dokobit)** on a supplier invoice (it validates its last attachment) or with that same action on an attachment. Odoo creates it with the default account, infers the container from the file name, sends it to Dokobit at that moment and opens it for you. All of them appear in **Dokobit › Validations**, and no scheduled task touches them.

| | |
|---|---|
| **Validate** | Sends the file to Dokobit again and fills in the result. Only visible when the validation is in **Draft** or **Error**: it is used to repeat one that did not finish. |
| **Validated File** | The attached file being checked. **File** shows its name. |
| **Container** | The file type: **PDF**, **PDF-LT**, **ADOC**, **MDOC**, **BDOC**, **EDOC** or **ASiC**. Odoo infers it from the file name. |
| **Validation Policy** | **Qualified (QES policy)** or **Advanced (AES policy)**. It defaults to **Qualified (QES policy)**. |
| **Signature Count** and **Valid To** | Filled in by the validation result. |

## States

| | |
|---|---|
| **Draft** | The validation is created and has not yet been sent. |
| **Valid** | Dokobit's verdict is valid. |
| **Invalid** | Dokobit does not consider the signature valid. |
| **Error** | The validation could not be completed. You can press **Validate** again. |




- **Real Odoo 20 screenshot.** A validation in **Valid** state with its **Result** tab.

### 1 Open the signing or the supplier invoice

On a completed signing, press **Validate Signatures**. On a supplier invoice with the signed PDF attached, **Validate signatures (Dokobit)**.

2 **Check the result**

The validation opens already done: in **Valid** or **Invalid**, with **Signature Count** and **Valid To** filled in.

3 **Review the Result tab**

**Raw Response** contains what Dokobit replied.

> Without a configured Dokobit account or with an empty file, the validation does not proceed and Odoo warns with "Configure a Dokobit account first." or "The file to validate is empty.".

## What each state means

| | |
|---|---|
| **Draft** | Initial state. The validation exists, but Dokobit has not yet seen the file. |
| **Valid** | Dokobit has checked the file and the verdict is valid. |
| **Invalid** | Dokobit has checked the file and the verdict is not valid. |
| **Error** | The check did not finish. It is not a verdict on the file. |

## Rules and conditions

- The **Validate** button is hidden when the validation is already in **Valid** or **Invalid**. You only see it in **Draft** and **Error**.
- An account is required. If you do not choose one, Odoo uses the default. If there is none either, it shows "Configure a Dokobit account first.".
- The file must have content. If it is empty, it shows "The file to validate is empty.".
- The **Account** and the **Validated File** are required, as are the **Container**, the **Validation Policy** and the **State**.
- When the validation is created, the number is assigned automatically.

## Record fields and tabs

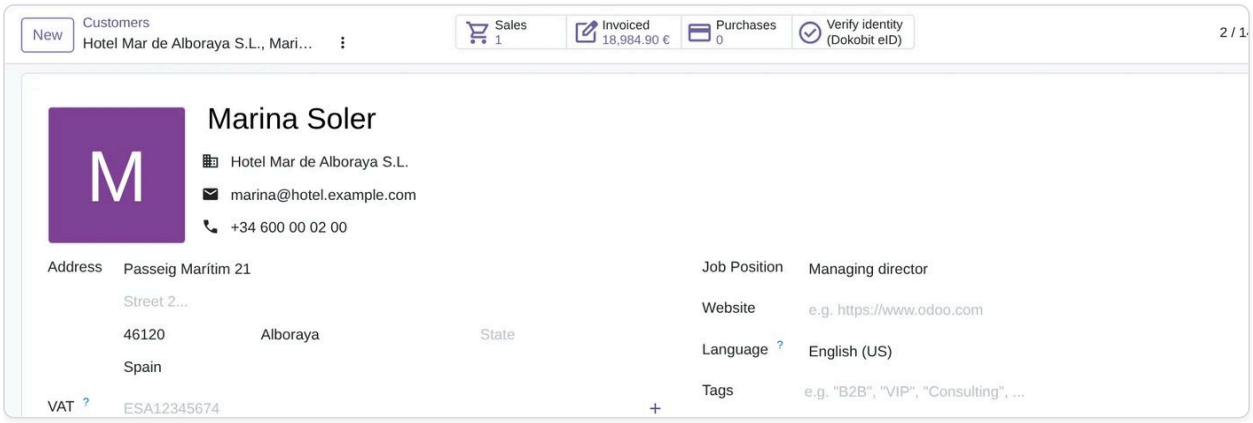
| | |
|---|---|
| **First Name** | Validation number. Read-only. |
| **Validation Policy** | This is the set of restrictions applied by Dokobit's qualified validation service. |
| **Signature Count** | How many signatures the file carries. Read-only. |
| **Valid To** | Date and time until which it is valid. Read-only. |
| **Result Summary** | Summary of what Dokobit found. Read-only. |
| **Result tab** | Gathers the result of the validation. |
| **Raw Response tab** | The response exactly as Dokobit returned it. |

### End-to-end example

On signature DKB/2026/0001 you click **Validate Signatures**. Odoo creates validation DKBV/2026/0001 with the file S00001_signed.pdf, the account Clima Turia, the **PDF** container and the **Qualified (QES policy)** policy, and sends it to Dokobit at that moment. It is **Valid**, with one signature and 1 Jan 2027, 1:00 as **Valid To**. In the **Result** tab you see a line with who signed and when.



# 11 Checking a contact's identity with eID




- **Real Odoo 20 screenshot.** On a contact's form, the button to verify their identity with Dokobit is at the top, next to **Sale**, **Invoiced** and **Purchases**.

You start it yourself with the **Verify identity (Dokobit eID)** button on the contact's form, which creates the verification and starts it in Dokobit. Each pending verification lasts as long as Dokobit specifies, one hour unless it says otherwise. Once that period passes, the **Dokobit: expire stale eID verifications** task, which runs every 30 minutes, checks it one last time and, if it still has not completed, marks it as expired. You will see them all under **Dokobit › eID Verifications**.

### Buttons on the verification record

| | |
|---|---|
| **Start Verification** | Creates the verification session and stores the link the person must open. Only visible if the verification is in **Draft**, **Failed** or **Expired**. |
| **Email Link to Contact** | Sends the verification link to the contact's email. Only visible while the verification is in **Awaiting Authentication**. |
| **Refresh** | Asks Dokobit for the identity data. Only visible in **Awaiting Authentication**. Useful when the person has finished but the result has not reached your Odoo. |

### States

| | |
|---|---|
| **Draft** | The verification exists but has not been started. |
| **Awaiting Authentication** | The link is created and the person has not yet completed the verification. |
| **Verified** | Dokobit has returned the identity. The **Identity verified** group is filled in. |
| **Failed** | The verification did not go through. You can start it again. |
| **Expired** | The session has passed its deadline. You can start it again. |

## Steps

1. **Open the contact's form**
   Click **Verify identity (Dokobit eID)**. That contact's verification opens, already started: it is in **Awaiting Authentication** and has its **Verification URL**.

2. **Send the link**
   Click **Email Link to Contact** or pass the **Verification URL** to them yourself.

3. **Check the result**
   Click **Refresh** if it does not change by itself. Under **Verified** you see the first name, surname, personal code, country and the method used.

4. **If it expires or fails**
   Click **Start Verification** on the same verification to start it again.

> You cannot start a verification that is already running or finished: you get "Verification %s is already running or finished.". Without a configured Dokobit account, the button on the contact form warns you with "Configure a Dokobit account first (Dokobit app > Configuration).". And you cannot send the link to a contact without an email address: "%s has no email address.".

## What each verification stores

Each verification is a record with its number, the Dokobit **Account** used to run it and the verified **Contact**. The number is assigned only when the record is created. If you leave **Restrict Method** empty, the person chooses the eID method on the Dokobit page. If you pick one, the verification is limited to that method.

## All states and what they mean

| | |
|---|---|
| **Draft** | Just created. Here you can still click **Start Verification**. |
| **Awaiting Authentication** | The **Verification URL** already exists. It is the only state in which **Email Link to Contact** and **Refresh** are visible. |
| **Verified** | Dokobit has confirmed the identity. It can no longer be started again. |
| **Failed** | Ended with an error. It can be started again. |
| **Expired** | The session deadline has passed. It can be started again. |

## Rules and conditions

- **Start Verification** only works from **Draft**, **Failed** or **Expired**. From any other state you get "Verification %s is already running or finished.".
- To send the link, the verification must have been started: if not, you get "Start the verification first.". And the contact needs an email address: if not, "%s has no email address.".
- If Dokobit rejects the request, you see "Dokobit error: %s".
- Each verification lasts as long as Dokobit specifies, one hour unless it says otherwise. Once that period passes, the 30-minute task checks it one last time, because the person may have finished without their browser returning to your Odoo, and if it is still pending it marks it as expired.

### Record fields and tabs

| | |
|---|---|
| **Identity verified** | Group with **Verified Name**, **Verified Surname**, **Personal Code**, **Country**, **Method Used** and **Verified On**. They are read-only and filled in by Dokobit. |
| **Matches Contact Name** | Computed checkbox that compares the verified name with the contact's name. |
| **Expires On** | When the verification session expires. |
| **Certificate** | Tab with the certificate Dokobit returns. Only users in the connector managers group can see it. |

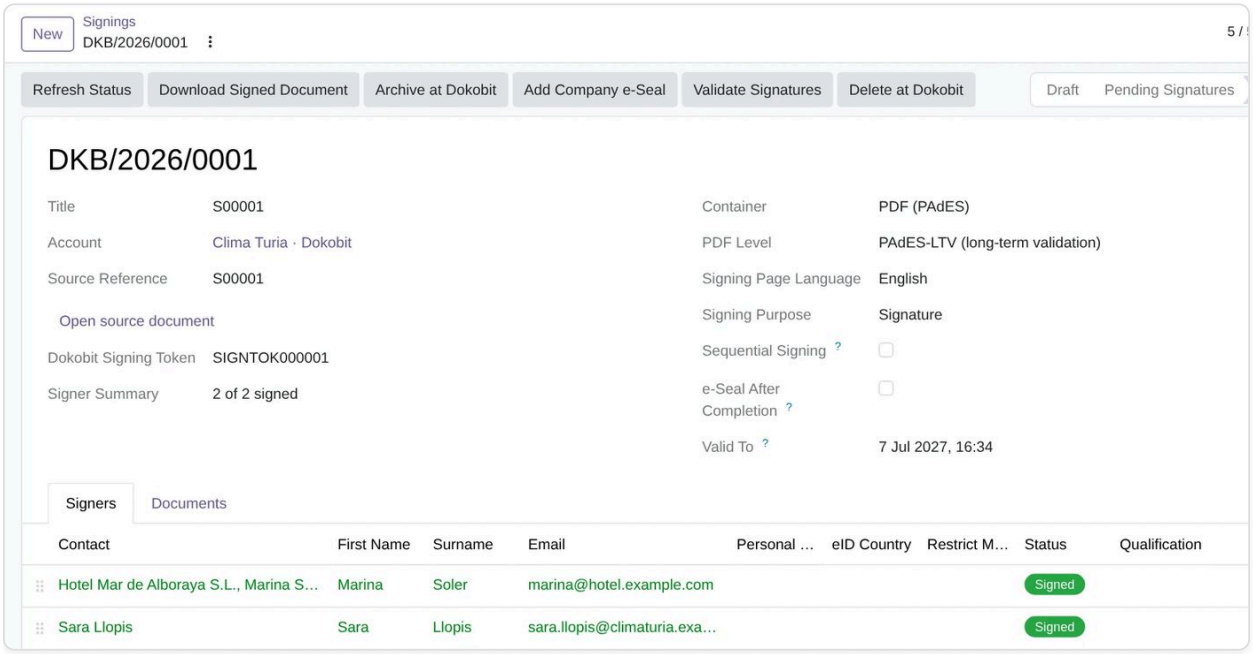
On the contact's form, the **eID Verifications** counter gathers that contact's verifications.

### An end-to-end example

You open the form for Marina Soler, of Hotel Mar de Alboraya S.L., and click **Verify identity (Dokobit eID)**. The verification opens already started, in **Awaiting Authentication** and with its **Verification URL**. You click **Email Link to Contact** and Marina opens the link and completes the eID on the Dokobit page. Back in your Odoo, if the state has not changed, you click **Refresh**. On moving to **Verified**, the **Identity verified** group shows her details and the form counts the verification under **eID Verifications**. If Marina does not open the link in time, the verification moves to **Expired** and you start it again.

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# 12 Company electronic seal




- **Real Odoo 20 screenshot.** Record of a completed signature, with the **Add Company e-Seal** button in the top bar.

The seal is added by Dokobit at your request, from the button on the record. For the button to work, the account needs a seal certificate prepared by Dokobit.

You can also leave it automatic. Tick **e-Seal After Completion** before sending the signature and the seal is added once all signers have signed. That field is on the signature record, next to **Sequential Signing**.

| | |
|---|---|
| **Add Company e-Seal** | Adds the company seal to the document. Visible when the signature has already been sent to Dokobit, is not in **Draft**, **Failed** or **Deleted**, and has no seal yet. |
| **Sealed** | Read-only checkbox. It is ticked when the document already carries the company seal. |
| **Download Signed Document** | Downloads the signed document. Only visible with the signature in **Completed** or **Archived**. |
| **Validate Signatures** | Asks Dokobit to validate the signed document. Only visible with the signature in **Completed** or **Archived**. |

## When the seal button is visible

The **Add Company e-Seal** button is hidden if the signature has not been sent, is in **Draft**, **Failed** or **Deleted**, or is already sealed. With the signature in **Pending Signatures** or **Completed** it is visible, as in the screenshots.

1. **Open the signature**
   Go to **Dokobit › Signings** and open the record you want to seal.
2. **Click the seal button**
   Click **Add Company e-Seal** in the top bar of the record.
3. **Check the result**
   Once the seal has been added, **Sealed** is ticked and Odoo fetches the sealed document, which becomes the **Signed Document**. The earlier signed file remains attached to the source document.

> The seal needs a seal certificate that Dokobit has prepared on the account. Without it the document cannot be sealed. With **Sealed** ticked, the button disappears and the document cannot be sealed twice.

## What the seal does and when it is added

The e-Seal is Dokobit's seal for your company, not for a person. It is added to the document in two ways. Manually, with **Add Company e-Seal** on the signature. Or automatically, if the signature was sent with **e-Seal After Completion** ticked: the connector adds it as soon as all signers have signed, and only once.

In both cases a seal certificate that Dokobit has prepared on the account is required. It is a requirement from Dokobit, not something you configure in Odoo.

## Signature and seal states

| STATE | WHAT IT MEANS | SEAL BUTTON |
|---|---|---|
| **Draft** | Not yet sent to Dokobit. | Not visible |
| **Pending Signatures** | Sent to Dokobit; signers are still missing. | Visible if not yet sealed |
| **Completed** | Everyone has signed. | Visible if not yet sealed |
| **Archived** | Dokobit has prepared the document for long-term preservation. | Visible if not yet sealed |
| **Failed** | Dokobit reported a failure while processing the signature. | Not visible |
| **Deleted** | The signature has been deleted at Dokobit. | Not visible |

## Rules and conditions

- The button is hidden if the signing has no **Dokobit Signing Token**, that is, if it has not yet been sent.
- It is also hidden in **Draft**, **Failed** and **Deleted**.
- It is hidden when **Sealed** is already ticked.
- If the source document (the quotation, invoice or order) no longer exists, **Open source document** gives the error "The source document no longer exists.".
- If Dokobit rejects an operation, Odoo shows "Dokobit error: %s" with the reason Dokobit gives.

## Record fields and tabs

| | |
|---|---|
| **Dokobit Signing Token** | The signing's identifier at Dokobit, read-only. Without it, it cannot be sealed. |
| **Sealed** | Shows whether the document already carries the company seal. |
| **Signed Document** | The signed file, read-only. |
| **File Digest** | Digest of the signed file provided by Dokobit. Odoo checks it when downloading. |
| **Valid To** | Validity date of the document as reported by Dokobit. |
| **Signer Summary** | How many signers have signed, for example "2 of 2 signed". |
| **Signers tab** | The signers and their status. Each row has **Resend** and **Remove**. |
| **Documents tab** | The signing's files, such as the **Sent PDF**. |
| **Error tab** | The **Error Message**, for example "Dokobit reported a failure while processing the signing.". |

## How the status is followed

Dokobit notifies Odoo when someone signs. If a notification is lost, the task **Dokobit: poll pending signings** checks every 15 minutes the signings that have not finished and updates their status. A signing in **Completed** is only checked until Odoo has downloaded the signed document. With **Refresh Status** you can request a check straight away.

## End-to-end example

Quotation S00001 for the client Hotel Mar de Alboraya S.L. was sent for signature with **Send for signature (Dokobit)** and gave signing DKB/2026/0001, on the Clima Turia account. The signers signed and the signing moved to **Completed**, with the summary "2 of 2 signed". The container is PDF (PAdES) at the PAdES-LTV (long-term validation) level. In that record you can see **Download Signed Document**, **Archive at Dokobit**, **Add Company e-Seal** and **Validate Signatures**. When you press **Add Company e-Seal**, Dokobit adds the Clima Turia seal, **Sealed** is ticked and Odoo fetches the sealed document, which becomes the **Signed Document**. You can then press **Validate Signatures** to check it.

# 13 Attachments: a standalone PDF and the timestamp

They are in the actions menu of the attachments list and form, the technical list Odoo opens in developer mode. All three use the default account.

| | |
|---|---|
| **Send for signature (Dokobit)** | Opens the send wizard with that attachment as the document. It does not suggest any signers: you add them yourself. |
| **Validate signatures (Dokobit)** | Creates the validation for that file, sends it to Dokobit at that moment and opens it for you, as in "Signature Validation". |
| **Add timestamp (Dokobit)** | Asks Dokobit for a qualified timestamp for the file. If Dokobit returns the stamped file, Odoo saves it in the same attachment; if not, it warns you that the request was made. |

> The timestamp only accepts PDF, PDF-LT, ADOC and MDOC files: with any other type, Odoo warns and sends nothing. Without a configured Dokobit account, none of the three proceed.

### What each one is for

Sending an attachment for signature is for what does not come from a quotation, an invoice or a purchase order: a contract, a confidentiality agreement or any PDF you already have in Odoo. Validating its signatures is for what comes to you signed by others. And a qualified timestamp records that the file existed exactly as it was at that moment.

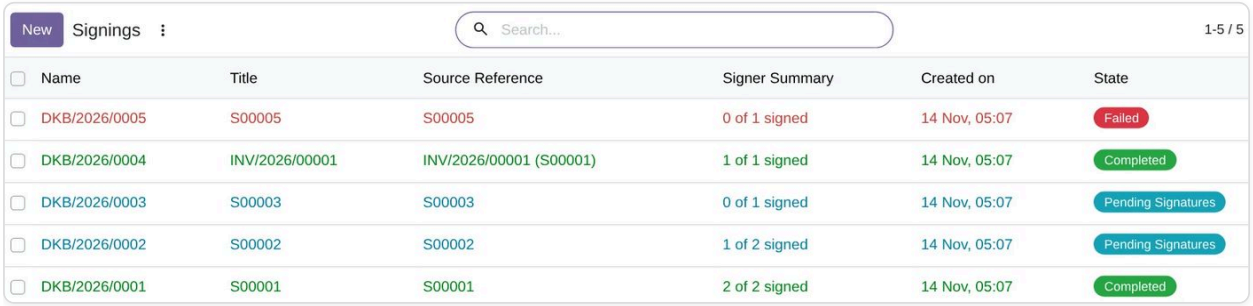
Everything you do this way is recorded in the same places as the rest: the signing in **Dokobit › Signings**, and the validation in **Dokobit › Validations**.



# 14 An ordinary day

Clima Turia Instalaciones is a fictional installer from Valencia that sends its quotations for signature from Odoo. Here is how a day goes with the connector, using the data from the screenshots in this guide.

First thing in the morning, Sara Llopis opens **Dokobit › Signings**. The signing of quotation S00001 for Hotel Mar de Alboraya is in **Completed**, with "2 of 2 signed": Marina Soler signed for the hotel, and Sara herself for the company. The signed PDF is already attached to the quotation, which shows "Signed" in its header, and its invoice INV/2026/00001 also went out for signature and is already signed.




- **Real Odoo 20 screenshot.** The **Signings** list for Clima Turia: two completed, two pending and one failed.

Quotation S00002 for Bodegas Requena Alta is waiting: Andrés Gil has already signed and Sara still has to. The list shows it with "1 of 2 signed" and the quotation, with "Awaiting signature" in its header. S00003 for Clínica Dental Russafa is still at "0 of 1 signed", and Sara resends the invitation with **Resend Invitations**.

Signing S00005 is in **Failed**. Its **Error** tab says "Dokobit reported a failure while processing the signing.". Sara checks the signer's details and clicks **Send** again, which is still available on a failed signing.

Mid-morning she sends quotation S00004 for Escola Infantil Patraix for signature. With **Send for signature (Dokobit)**, the wizard already brings Jordi Navarro in as signer, the **PDF (PAdES)** container and the **PAdES-LTV (long-term validation)** level. Sara only presses **Send**.

Before closing, she validates the signed PDF of S00001 with **Validate Signatures**: validation DKBV/2026/0001 comes out **Valid**, with one signature. Whatever was pending has been brought up to date by the 15-minute task, without anyone downloading or uploading a PDF by hand.

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# 15 The data that goes out and comes back

| DATA | DIRECTION | WHEN |
|---|---|---|
| **Document in PDF, title, signing settings and signers with their details** | From Odoo to Dokobit | When you press **Send** in the wizard, or **Send** on a signing in draft or failed. It also goes out automatically when a sales order is confirmed or a customer invoice is validated, if the default account has **Auto-send on Confirmation** enabled. |
| **Invitations to signers** | From your Odoo to each signer, by email | When the signing is sent, and again with **Resend Invitations**. Odoo sends them from your company's email address, with the link to Dokobit's signing page. |
| **Status of the signing and of each signer** | From Dokobit to Odoo | Every 15 minutes with **Dokobit: poll pending signings**, or when pressing **Refresh Status**. Dokobit also notifies by postback when a signer signs or the signing is completed. |
| **Signed document** | From Dokobit to Odoo | Automatically, as soon as the last person signs (with its SHA-256 digest checked); if it had not yet arrived, when pressing **Download Signed Document**. |
| **Long-term archiving** | From Odoo to Dokobit, and the file comes back to Odoo | When pressing **Archive at Dokobit**. The archived document arrives later, by notification from Dokobit. |
| **Company electronic seal** | From Odoo to Dokobit | When pressing **Add Company e-Seal**, or when the signing completes if you chose it in the wizard. |
| **Document to validate** | From Odoo to Dokobit | When pressing **Validate Signatures** on a signing, **Validate signatures (Dokobit)** on a vendor bill or an attachment, or **Validate** on a validation. |
| **File for the timestamp** | From Odoo to Dokobit, and it comes back stamped | With **Add timestamp (Dokobit)** on a PDF, PDF-LT, ADOC or MDOC attachment. |
| **Validation result** | From Dokobit to Odoo | When the validation finishes. |

| DATA | DIRECTION | WHEN |
|---|---|---|
| **Identity data of a contact** | From Dokobit to Odoo | When the contact returns from the verification page, or with **Refresh**. The link is sent with **Start Verification** or **Email Link to Contact**. |
| **Deleting the signing** | From Odoo to Dokobit | When pressing **Delete at Dokobit**. If you cancel the quotation, invoice or purchase order, its pending signings are deleted automatically. |

Calls to Dokobit do not leave your Odoo directly. They pass through FlexigoTech Cloud, which adds your Dokobit access token, stored encrypted on its servers, and warns if the call fails. These calls carry the documents to sign, the signers and their details, signing statuses, identity verifications, validations, electronic seals and timestamps. Your customers, orders, invoices and products stay in your Odoo. Without a trial or subscription, the service does not handle the calls and the connector cannot talk to Dokobit. Dokobit replies with notifications (postbacks) to an address in your Odoo protected by a secret specific to each account.

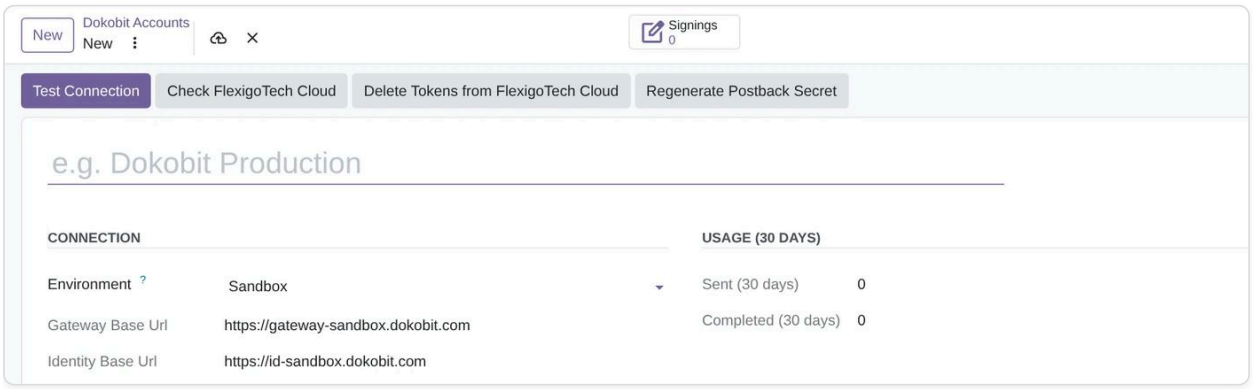
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# 16 What happens automatically

| TASK | FREQUENCY | WHAT IT DOES |
|---|---|---|
| **Dokobit: poll pending signings** | Every 15 minutes (active) | Asks Dokobit about the signings that have not yet finished and updates their status and that of each signer. A completed signing is only checked until the signed file has been fetched. |
| **Dokobit: clean old postback events** | Daily (active) | Deletes already processed postback events older than 90 days, because they may contain signers' personal data, such as their personal code. |
| **Dokobit: expire stale eID verifications** | Every 30 minutes (active) | It makes one last check on pending verifications that have already passed their deadline, in case the person finished without returning to your Odoo, and marks as expired those that are still pending. |

Frequencies are changed in **Settings › Technical › Automation › Scheduled Actions**, with developer mode enabled. The three Dokobit tasks appear there with their next run and interval.

# 17 Account options and their defaults




- **Real Odoo 20 screenshot.** Form for a new account, with the **Connection** group and the **Environment** set to **Sandbox**.

| OPTION | ON CREATION | WHAT IT DOES |
|---|---|---|
| **Environment** | **Sandbox** | Choose between **Sandbox** and **Production**. Based on the choice, Odoo fills in the **Gateway Base Url** and the **Identity Base Url**. |
| **Default Container** | **PDF (PAdES)** | This is the format of the signed document that the wizard proposes. Other options: **PDF-LT (Lithuanian PDF profile)**, **ASiC-E**, **BDOC (Estonia)**, **EDOC (Latvia)**, **ADOC (Lithuania)** and **MDOC (Lithuania)**. |
| **Default PDF Level** | **PAdES-LTV (long-term validation)** | This is the level of the signed PDF. Other options: **PAdES-B (baseline)** and **PAdES-T (+ qualified timestamp)**. Sandbox test certificates always produce the baseline level. |
| **Default Signing Language** | **English** | This is the language of the signing page. Other options: **Lithuanian**, **Latvian**, **Estonian**, **Russian** and **Icelandic**. |
| **Default Signing Purpose** | **Signature** | This is the purpose for which the document is signed. Dokobit requires it for the PDF, PDF-LT, ADoc and MDoc formats. Other options: **Confirmation**, **Visa**, **Conciliation**, **Registration**, **Registration of incoming documents**, **Acknowledgement**, **Notarisation** and **Copy certification**. |
| **Sequential Signing by Default** | Off | On, signers receive the invitation one by one, each one once the previous one has signed. |
| **Auto-send on Confirmation** | Off | On the default account, the connector sends each sales order for signature when it is confirmed and each customer invoice when it is validated, with the customer as signer (they must have an email address). |
| **Kill Switch** | Off | On, blocks all calls to Dokobit from this account. |

The **Environment** must match that of the tokens you paste: if you change it on an account that already has tokens saved, they are deleted from FlexigoTech Cloud and must be entered again. Tokens and consent are managed only by an administrator. While the kill switch is on, the account sends nothing to Dokobit.

## What is done by hand

| TAB OR GROUP | BUTTONS |
|---|---|
| **Account top bar** | **Test Connection**, **Check FlexigoTech Cloud**, **Delete Tokens from FlexigoTech Cloud** and **Regenerate Postback Secret**. |

| TAB OR GROUP | BUTTONS |
| --- | --- |
| **Connection group** | Here you choose the **Environment**, the access tokens and the consent. |

**Test Connection** uploads a one-page PDF to Dokobit, checks that it arrives and deletes it. It creates no signature and performs no payment operation. **Check FlexigoTech Cloud** tells you whether the cloud stores this account's tokens and since when, without showing them. **Delete Tokens from FlexigoTech Cloud** removes the tokens stored there and calls to Dokobit stop. It deletes nothing else. **Check FlexigoTech Cloud** and **Delete Tokens from FlexigoTech Cloud** are visible only to an administrator.

## Other account groups

| | |
| --- | --- |
| **Usage (30 days)** | Counts the **Sent (30 days)** and **Completed (30 days)** signatures. These figures are calculated by Odoo and cannot be edited. |
| **Signing Defaults** | Brings together the container, the PDF level, the language, the signing purpose and sequential signing. They come from the table above and can be changed on each sending. |
| **Postbacks** | Shows the **Postback Url**, which is the address registered with Dokobit so that it notifies your Odoo. Only a connector administrator can see it, because it embeds an account secret. The **Regenerate Postback Secret** button creates a new one. |

Each token is stored encrypted in FlexigoTech Cloud and Odoo does not keep it. The dates **Documents Gateway Token Saved in FlexigoTech Cloud** and **Identity Gateway Token Saved in FlexigoTech Cloud** show when each one was saved.

# 18 Security and personal data

- Dokobit access tokens (the Documents Gateway one and, if you use it, the Identity Gateway one) are stored encrypted on FlexigoTech Cloud servers. Your Odoo does not keep them.
- Tokens are sent to FlexigoTech Cloud only after an administrator accepts the consent on that account: that FlexigoTech Cloud stores the Dokobit access tokens and that calls to Dokobit go through it. Without that consent, Odoo warns that nothing has been sent and does not store any token.
- If the administrator withdraws consent, the account no longer has a usable token and Odoo sends nothing to Dokobit until consent is given again.
- In the account, **Delete Tokens from FlexigoTech Cloud** and **Check FlexigoTech Cloud** are visible only to those with system administration rights. **Regenerate Postback Secret** is visible to the connector's **Manager** group.
- The connector defines two user groups: **User** and **Manager**. The buttons to send a document for signature, to validate signatures on vendor bills and to verify a contact's identity are for the **User** group.
- What reaches FlexigoTech Cloud is what you ask it to send to Dokobit: documents for signature, signers and their data, signature statuses, eID identity verifications, validations, electronic seals and timestamps. Your customers, orders, invoices and products stay in your Odoo, except what you send for signature.
- From the person who accepts the subscription, FlexigoTech Cloud stores the company name, that person's email address, and the date and version of the accepted text.
- The notices Dokobit sends to your Odoo when a document is signed may include the signer's personal data, such as their personal code. A daily scheduled task, **Dokobit: clean old postback events**, deletes processed notices that are more than 90 days old.
- Notices that reach your Odoo are verified with a secret specific to each account. **Regenerate Postback Secret** changes it.

### Who keeps what

Your documents and signatures stay in your Odoo: FlexigoTech Cloud passes them to Dokobit and keeps them only for as long as needed to deliver them. Dokobit keeps the files of each signature for 30 days; that is why Odoo keeps the signed copy. When the trial or subscription ends, or you disconnect the database, FlexigoTech Cloud deletes your Dokobit tokens and that connection's data within 30 days at most. This is set out in its privacy policy, which you should read before accepting the account consent.

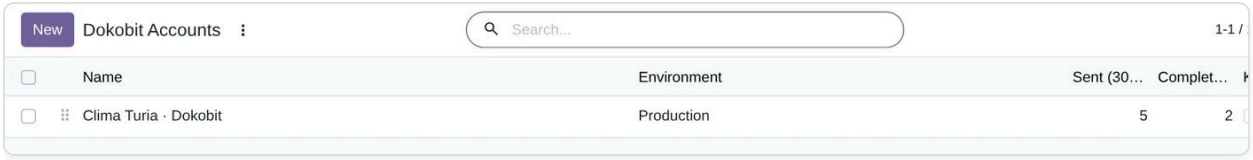


# 19 Multiple accounts and multiple companies

You can create several accounts in **Dokobit › Configuration › Accounts**. Each has its own tokens, consent, postback secret and kill switch. The connector is designed for several companies and several accounts at once.

Each account belongs to one company: the **Company** field appears if you work with several. When a document does not specify an account, the **Default Account** from the **Dokobit** section of the settings is used, if it belongs to that company; otherwise, the first active account of the company.

The number of accounts is set by your FlexigoTech Cloud plan: up to 3 with Standard and up to 10 with Pro. The Documents Gateway and the Identity Gateway, in sandbox and in production, each count separately. When you exceed the limit, Odoo warns you and sends nothing to FlexigoTech Cloud. All companies count, as do archived accounts. An account already saved can always change its token.




- **Real Odoo 20 screenshot.** The list of Dokobit accounts, with the environment, the signatures sent and completed in 30 days and the kill switch.



# 20 If something fails

| | |
|---|---|
| **Dokobit does not respond and nothing is sent** | Check that your FlexigoTech Cloud trial or subscription is still active: without it, the connector does not talk to Dokobit. In the account, **Check FlexigoTech Cloud** tells you what the cloud has stored. |
| **The account has no token or consent is missing** | An administrator requests the token at dokobit.com/developers and enters it in the account form, after agreeing that FlexigoTech Cloud keeps it. Without a stored token or without consent, nothing is sent. |
| **The warning says the kill switch is active** | Outbound calls from that account are blocked. Turn off **Kill Switch** on the account. |
| **The account is archived** | Use another account, or unarchive it and ask an administrator to enter its tokens again. |
| **Only an administrator can do this** | The tokens stored by FlexigoTech Cloud are managed by an administrator. The same applies when archiving, deleting or moving an account between sandbox and production: if you are not an administrator, nothing is changed. |
| **A signature is not sent** | Read the message Odoo shows: it says what is missing, for example the account, the PDF or a signer. Correct it and press **Send** again. |
| **You want to see what Dokobit replied** | In **Dokobit › Validations**, the **Raw Response** tab stores what Dokobit replied. Dokobit's notices about each signature are recorded in **Dokobit › Configuration › Postback Events**. |

When FlexigoTech Cloud rejects a call, the connector does not retry it or record anything in the log. To find out whether it is the subscription or the plan's account limit, use **Check FlexigoTech Cloud** and check **Settings › FlexigoTech Cloud**.

## Other messages you may see

| | |
|---|---|
| **"Configure a Dokobit account first."** | There is no active account for this company. Create one in **Dokobit › Configuration › Accounts** and, if you have several, choose the **Default Account** in **Settings**. |
| **The warning that your FlexigoTech Cloud plan does not cover more Dokobit accounts in this database** | Delete the tokens of an account you no longer use, or move to a plan with more accounts (Pro) in **Settings › FlexigoTech Cloud**. |
| **"Only invoices and credit notes can be sent."** | From a journal entry, only customer or vendor invoices and their credit notes are sent. |
| **"Add at least one signer."** | Dokobit requires at least one signer. Add a line in the sending wizard. |

| | |
|---|---|
| **"Dokobit requires both a first name and a surname for every signer (signer: %s)."** | Fill in the signer's first and last name. |
| **The warning that a signer has no email address** | Add their email: the connector sends invitations by email. |
| **"Smart-ID signing requires the signer's personal code and eID country (signer: %s)."** | Fill in the signer's personal code and eID country. |
| **"Attach the PDF to send for signature."** | Attach the PDF to be sent. |
| **"The signed document is only available once every signer has signed."** | Wait until the signature is **Completed**; then you can press **Download Signed Document**. |
| **"Only pending signings can have invitations resent."** | **Resend Invitations** only works while the signature is in **Pending Signatures**. |

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# 21 Other ways of doing it

| METHOD | WHAT IT INVOLVES |
|---|---|
| **By hand from the Dokobit dashboard** | You download the PDF from Odoo, upload it to Dokobit, add the signers and, when they sign, download the signed document and save it again where it belongs. You do each step yourself and the Odoo order or invoice is not aware of what happens. |
| **Odoo alone** | In the Odoo 20 code, Community and Enterprise, there is no module with "dokobit" in its name and no manifest that names it (searched 14-11-2026). With Odoo alone you cannot send documents for signature with Dokobit. |
| **This connector** | You send documents for signature from quotes, invoices and purchase orders with the **Send for signature (Dokobit)** button. Each signature is listed in **Dokobit › Signings**, with its status and signers. It requires a FlexigoTech Cloud subscription, with a 14-day trial. |

If you already sign with another tool, the connector does not import earlier signatures: it starts with the documents you send from Odoo. Anything you have already signed can be attached to its vendor bill and validated with **Validate signatures (Dokobit)**.

# 22 Plans and pricing

**€9**

License per Odoo version.

+ FlexigoTech Cloud

**STANDARD**

**€49**/month

or €490 a year

- First response within 1 working day
- Up to 3 accounts

**PRO**

**€98**/month

or €980 a year

- First response within 4 working hours
- Up to 10 accounts
- Video call if needed

14-day trial, no card

Prices exclude VAT

The module license is per Odoo version. FlexigoTech Cloud is paid monthly or yearly, and the 14-day trial does not require a card. With Standard, up to 3 accounts; with Pro, up to 10.

# 23 Frequently asked questions

**Does it work without FlexigoTech Cloud?**

No. Calls to Dokobit go through FlexigoTech Cloud. Without the trial or a subscription, the connector does not talk to Dokobit.

**Can I try it before paying?**

Yes. FlexigoTech Cloud gives you a 14-day trial without a card. If you do not subscribe at the end, the service stops and nothing is charged.

**How much does the subscription cost?**

The Standard plan costs €49 a month or €490 a year, and Pro costs €98 a month or €980 a year. Prices exclude VAT.

**And the module itself?**

The module license costs €9 per Odoo version.

**Do I need a Dokobit account?**

Yes. You contract the account and its access tokens with Dokobit yourself. Dokobit's fees are not included in the connector.

**Does it work on Odoo Online?**

No. Odoo Online does not allow installing third-party modules. It can be used on Odoo.sh or on your own server.

**Does it need Odoo Enterprise?**

No. Everything it requires is in Odoo Community: Sales, Purchase, Invoicing, Portal and Discuss, plus FlexigoTech Cloud. It works the same on Enterprise.

**Which Odoo versions does it support?**

There are published branches for Odoo 17, 18, 19 and 20.

**Which types of signature does it work with?**

With the eIDs Dokobit offers: Smart-ID, Mobile-ID, identity documents, eParaksts and Auðkenni.

**Which documents can I send for signature?**

From quotes, invoices and purchase orders, with the **Send for signature (Dokobit)** button.

**Does the connector sign on behalf of my customers?**

No. Each signer signs on the Dokobit page with their own eID.

**How many Dokobit accounts can I connect?**

Up to 3 with the Standard plan and up to 10 with Pro. The Documents Gateway and the Identity Gateway, in sandbox and in production, each count separately, and all companies and archived accounts count.

**What happens if I go over the account limit?**

Odoo warns you and sends nothing to FlexigoTech Cloud. An account already saved can always change its token.

**How often is the signature status updated?**

Dokobit notifies Odoo when someone signs. In addition, a task checks pending signatures every 15 minutes. With **Refresh Status** you request it immediately.

**How often are identity verifications checked?**

Every 30 minutes, the **Dokobit: expire stale eID verifications** task checks once more the pending ones that have already passed their deadline and, if they are still incomplete, marks them as expired.

**How often are postback events cleaned up?**

Every day, with the **Dokobit: clean old postback events** task.

**Can I change those frequencies?**

Yes, in **Settings › Technical › Automation › Scheduled Actions**, with developer mode enabled.

**Who can save the Dokobit tokens?**

Only an Odoo administrator. They save the tokens and accept the consent on the account.

**Where are my tokens stored?**

Encrypted on FlexigoTech Cloud servers. Your Odoo does not keep them.

**What data leaves my Odoo?**

The documents to sign, the signers and their data, and what is needed for verifications, validations, e-seals and time stamps. Your customers, orders, invoices and products stay in your Odoo.

**Can I have several companies or accounts?**

Yes. Each account has its own tokens, its consent and its emergency switch, and the connector supports several companies.

**Which account is used if the document does not specify one?**

The **Default Account** in the **Dokobit** section of the settings, if it belongs to the document's company. Otherwise, the first active account of that company.

**Can I verify the identity of my contacts?**

Yes, from the contact's form, with **Verify identity (Dokobit eID)**. This also requires the Identity Gateway token.

**Can I check whether an already signed file is valid?**

Yes. With **Validate Signatures** on a completed signature, or with **Validate signatures (Dokobit)** on a vendor bill or an attachment. The result is recorded in **Dokobit › Validations**.

**Which validation policies are there?**

**Qualified (QES policy)** and **Advanced (AES policy)**. The qualified one is the default.

**Does it support company e-seals?**

Yes. You add one with **Add Company e-Seal**, or you tick **e-Seal After Completion** when sending. Dokobit must have prepared a seal certificate on the account.

**Can the signed document be archived?**

Yes. **Archive at Dokobit** asks Dokobit to prepare it for long-term retention. It is only available with the signature in **Completed**.

**Is it sent for signature automatically, without me doing anything?**

Yes, if you turn on **Auto-send on Confirmation** on the default account (it is off by default): each sales order is sent for signature when confirmed and each customer invoice when validated, with the customer as signer. If it fails, it records this in the document's history and the confirmation still goes through.

**What happens to documents I had before installing it?**

The connector does not import earlier signatures: anything you had signed outside Odoo does not appear in **Dokobit › Signings**.

**What happens if the connector fails when sending?**

Odoo shows a warning with the reason and does not leave anything half-done or retry on its own. If the warning mentions FlexigoTech Cloud, **Check FlexigoTech Cloud** on the account tells you whether the cloud has its tokens.

**Has it been tested with a real Dokobit account?**

No. The tests were done with a simulator of the Dokobit API.

**And on a test copy of my database?**

The service on test and pre-production copies is included in the subscription. The copy does not carry the tokens: an administrator re-enters them on it, with its consent.

**What support is included?**

First response within 1 business day with Standard and within 4 business hours with Pro, which includes a video call if needed.

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# 24 Glossary

| | |
|---|---|
| **Dokobit** | Electronic signature and identity verification platform that the connector connects to. |
| **Account** | Each connection of your Odoo to a Dokobit account, with its tokens, its consent and its emergency switch. It is managed in **Dokobit › Configuration › Accounts**. |
| **Documents Gateway** | The part of Dokobit that receives documents to sign, validate, seal and time-stamp. Its access token is the one needed for signing. |
| **Identity Gateway** | The part of Dokobit that performs identity verifications with eID. It has its own token, separate from the previous one. |

| | |
|---|---|
| **Access token** | Key Dokobit gives you so the connector can act on your behalf. It is stored encrypted on FlexigoTech Cloud, not in your Odoo. |
| **eID** | Electronic identification means with which each person signs or verifies their identity: Smart-ID, Mobile-ID, identity document, eParaksts or Auðkenni. |
| **FlexigoTech Cloud** | FlexigoTech's online service through which calls to Dokobit pass. The 14-day trial or the subscription is needed for the connector to work. |
| **Consent** | Checkbox on the account with which an administrator accepts that FlexigoTech Cloud stores the tokens and that calls to Dokobit go through it. |
| **Sandbox** | Dokobit's test environment. It is chosen in **Environment**, alongside **Production**. |
| **Signature** | Odoo record representing a document sent for signature, with its signers and its status. It is viewed in **Dokobit › Signings**. |
| **Signer** | Person who must sign the document. Each one is **Pending**, **Signed** or **Failed**. |
| **Sequential signing** | Option for signers to sign one after another, in order. |
| **Container** | Format of the signed document. In the send wizard it defaults to PDF. |
| **PDF level** | Signature level of the PDF. In the send wizard it defaults to **PAdES-LTV (long-term validation)**. |
| **Postback** | Notification Dokobit sends to your Odoo when something changes, for example when someone signs. Each one is recorded in **Dokobit › Configuration › Postback Events**. |
| **eID verification** | Check of a contact's identity using their eID. You will see them all in **Dokobit › eID Verifications**. |
| **Validation** | Check in Dokobit of the signatures in a signed file. It is done in **Dokobit › Validations**. |
| **Validation policy** | Set of rules Dokobit applies when validating: **Qualified (QES policy)** or **Advanced (AES policy)**. |
| **Company e-seal** | A company seal, not a person's, added to the signed document. It needs a seal certificate prepared by Dokobit on the account. |
| **Archive** | Ask Dokobit to prepare the signed document for long-term preservation. The archive reaches Odoo afterwards. |

# 25 Checklist and contact

- [ ] You have your own Dokobit account and have requested its access tokens: the one for the Documents Gateway and, if you are going to verify identities, the one for the Identity Gateway.
- [ ] You are using Odoo 17, 18, 19 or 20 on Odoo.sh or on your own server (not on Odoo Online). If you don't have Sales, Purchase or Invoicing, the connector installs them.
- [ ] You have installed the connector and can see the **Dokobit** menu.
- [ ] You have started the 14-day trial with no card required or the FlexigoTech Cloud subscription, from **Settings › FlexigoTech Cloud**.
- [ ] You have created the account in **Dokobit › Configuration › Accounts**, with the correct **Environment**, and an administrator has accepted the consent and saved the tokens.
- [ ] You have clicked **Test Connection** on the account and Odoo says the connection to Dokobit works.
- [ ] You have ticked the **Default Account** in **Settings** if you have more than one account.
- [ ] You have reviewed the three scheduled Dokobit tasks and their frequencies.
- [ ] You have sent a first test quotation with **Send for signature (Dokobit)**, using the **Sandbox** environment.
- [ ] You can see the signature in **Dokobit › Signings** and its status changes when the signer signs, or with **Refresh Status**.

If you would like us to set it up with you, get in touch. With the Pro plan, if needed, we can go through it on a video call.

### Email

To install it, set it up or for any question.
comercial@flexigotech.com

### On the web

The connector page, with the guide and the prices.
flexigotech.com/en/dokobit-connector-odoo.html

### On Odoo Apps

The module page on the Odoo store.
apps.odoo.com

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