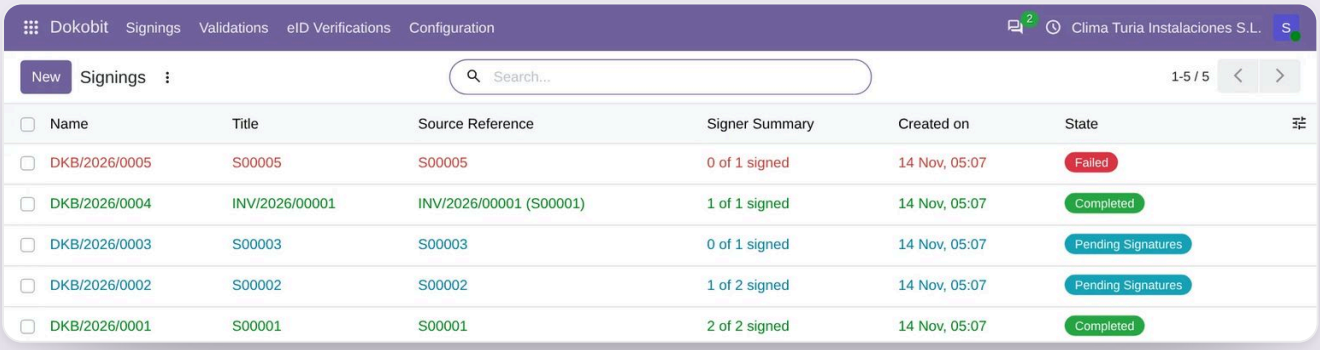
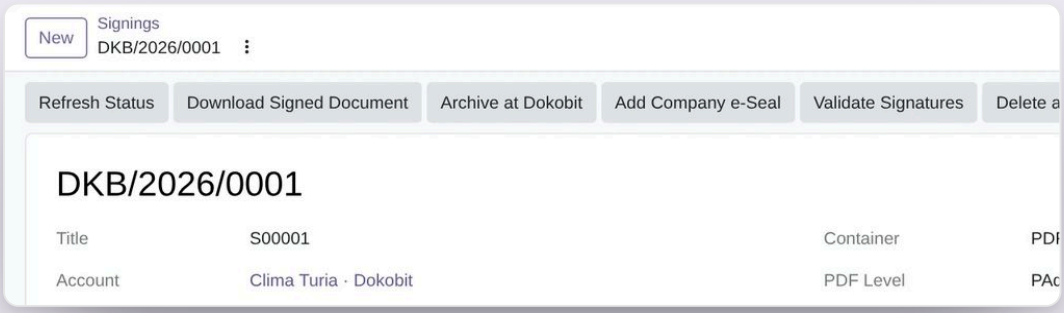
USER MANUAL · E-SIGNATURE

Dokobit connector for Odoo

For those who already have the connector: install it, activate it, connect it, set it up and use it, step by step.

Module version 20.0.1.1.8 | Odoo 20 screenshots | Edition of 14-11-2026





Real Odoo 20 screenshot. The list of **Signings** with the status of each submission and, alongside it, the detail of a completed signature.

Contents

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

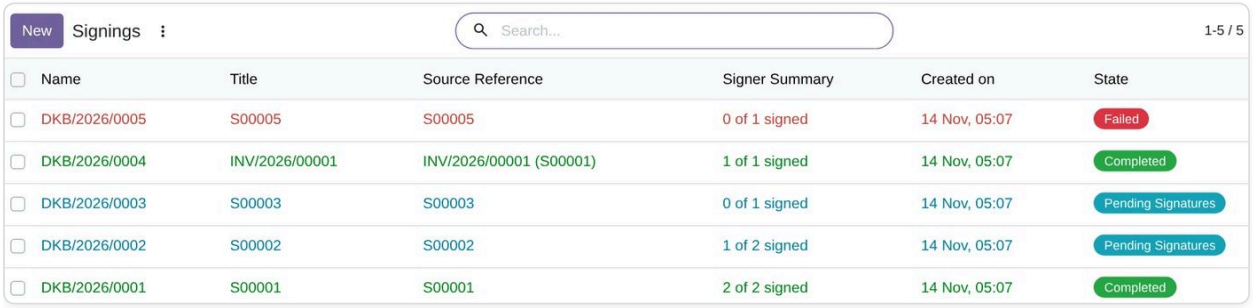
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This manual describes version 20.0.1.1.8 of the module (Odoo branch 20.0, commit d41630ee6). Everything it says comes from its code: menus, buttons, fields, scheduled actions and error messages.

The screenshots come from a test Odoo 20 database, with a made-up company and data and no real connection to Dokobit. In Odoo 17, 18 and 19 the module has its own version: if something on your screen does not match, write to us.

1 What it is and where it is

The connector adds a **Dokobit** app to Odoo for sending documents for signature, tracking each signing and storing the signed file. It also validates signatures you receive and verifies the identity of your contacts.



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

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

Outside its own app, the connector adds the **Send for signature (Dokobit)** button to quotations, invoices and purchase orders, and the same action in the quotation and purchase order lists, so you can 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**.

2 Before you start

This is what you need to have to hand before installing the connector.

- A Dokobit account of your own. Dokobit's fees are not included in the connector.
- Dokobit access tokens: the Documents Gateway one for signing, validating, sealing and timestamping, 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 who can save the tokens and give consent on the account.
- A FlexigoTech Cloud subscription, or its 14-day trial with no card required. 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. Nor does it pay Dokobit's fees. Calls to Dokobit leave from FlexigoTech Cloud's servers, not from your Odoo.

3 Installation

The module is installed like any third-party Odoo module. An administrator is required.

How to get it

From its page in Odoo Apps (**https://apps.odoo.com/apps/modules/20.0/flexigobe_dokobit_connector**) or from the connector's page on flexigotech.com. Choose the Odoo version you use: each version is a separate module.

The module depends on `flexigotech_cloud`, the connection to FlexigoTech Cloud. In Odoo Apps, the module page lists it under «Community Apps Dependencies» and its price is already included; it is also free and has its own page (**https://apps.odoo.com/apps/modules/20.0/flexigotech_cloud**). Put both folders together in the same modules path and Odoo installs `flexigotech_cloud` at the same time.

On Odoo.sh

1. **Upload the folders to your repository**
   Copy `flexigobe_dokobit_connector` and `flexigotech_cloud` into the branch of your project, in your modules folder, and push.
2. **Wait for Odoo.sh to build the branch**
   When it finishes, both modules are in the branch.
3. **Install the app**
   In **Apps**, click **Update Apps List** (with developer mode on), search for «Dokobit» and click **Activate**.

On your own server

1. **Copy the folders**

   Place `flexigobe_dokobit_connector` and `flexigotech_cloud` in a folder that is in the `addons_path` of your Odoo.

2. **Restart Odoo**

   This way it reads the new modules.

3. **Install the app**

   In **Apps**, **Update Apps List**, search for «Dokobit» and click **Activate**.

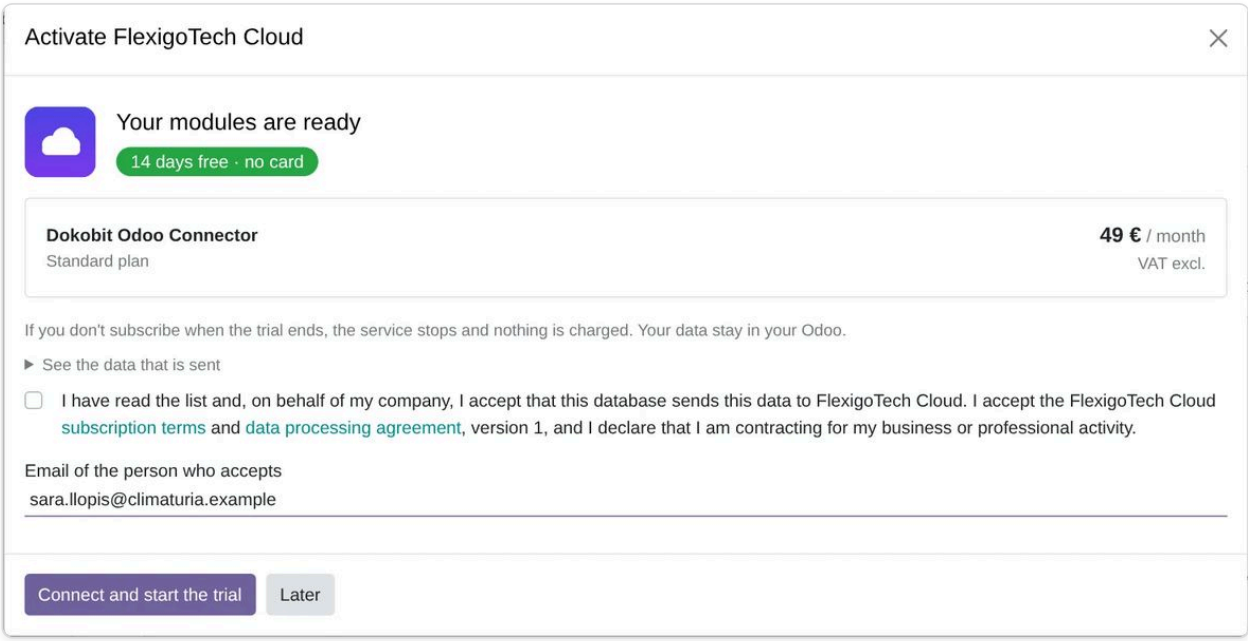
> When installing it, Odoo also installs the apps the module depends on: Sales, Invoicing and Purchase. If you already use them, nothing you have changes.

4 Activate FlexigoTech Cloud: the 14-day trial

Calls to Dokobit go through FlexigoTech Cloud, FlexigoTech's service that stores your credentials encrypted. Until the database is connected and the module has a trial or subscription, the connector does not talk to Dokobit.

1 **Click Activate in the top bar**

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



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

2 **Accept and enter your email**

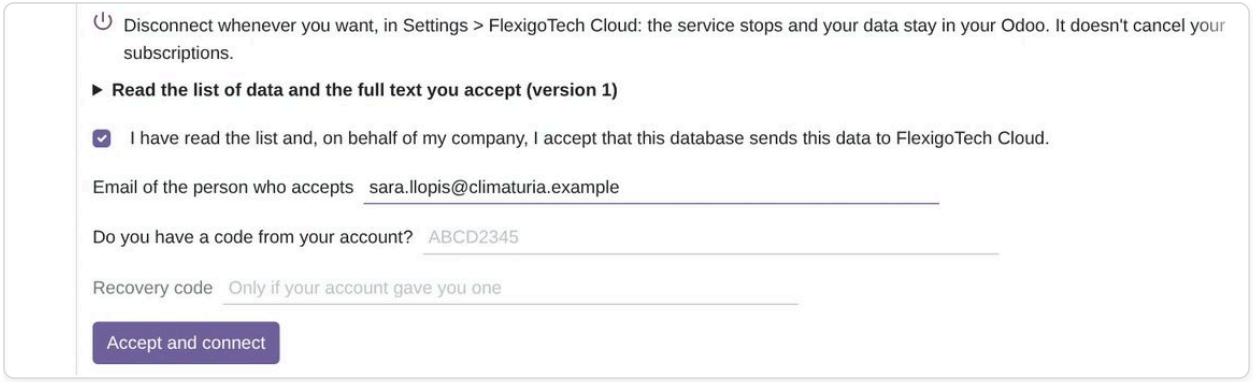
Tick «I have read the list and, on behalf of my company…» (it covers the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

3 **Click Connect and start the trial**

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

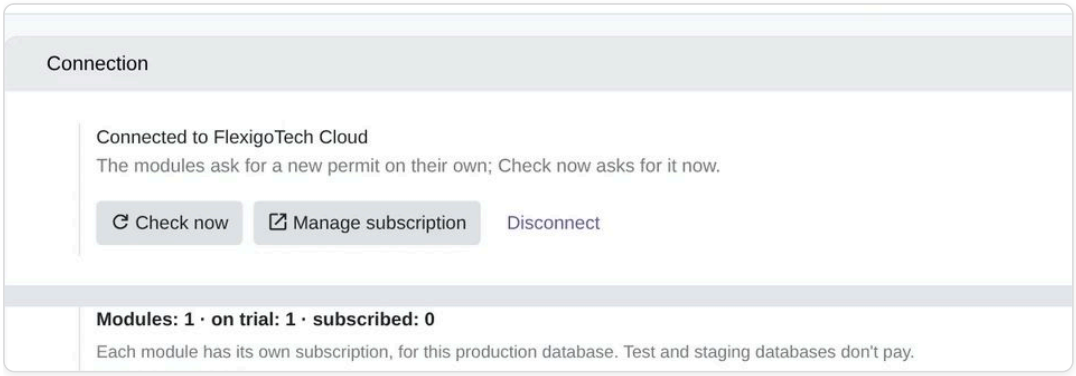
The same, from Settings

In **Settings › FlexigoTech Cloud** is the full list of what the database sends. Tick the box, enter the email and click **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 box ticked, 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**, and so on. From there you choose the plan (Standard or Pro, monthly or yearly) and click **Subscribe**: payment is made on the Stripe page, outside Odoo.



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

PLAN	PRICE	INCLUDES
Standard	€49 per month or €490 per year	Support response within 1 business day, up to 3 accounts
Pro	€98 per month or €980 per year	Response within 4 business hours, up to 10 accounts and video call if needed

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** requests the permission immediately (otherwise the module renews it automatically every 6 hours).

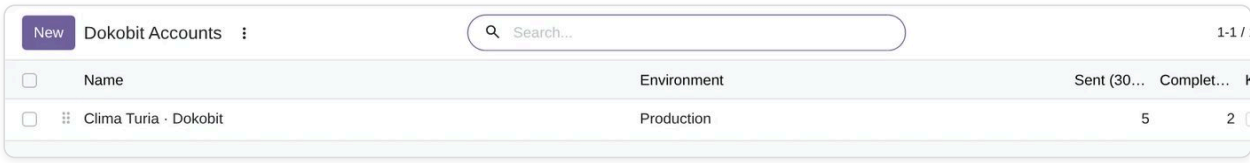
> In a neutralised copy (staging) or in a database with demo data, you cannot start a trial: Settings says so with "This database is a neutralised copy or has demo data, so trials can't be started here."

5 Connecting your account

Each connection to Dokobit is an account, and it is created in **Dokobit › Configuration › Accounts**.

1 Open the accounts menu

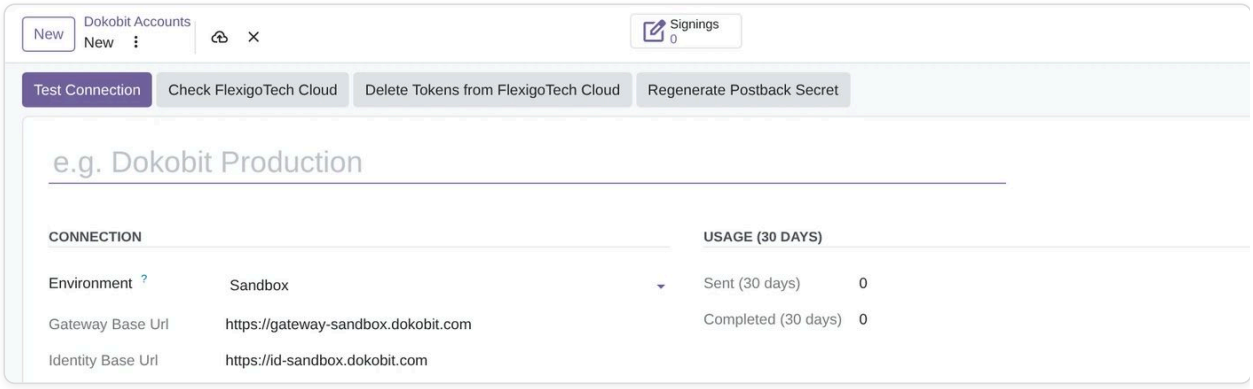
Go to **Dokobit › Configuration › Accounts**. The **Dokobit Accounts** list opens.



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

2 Click 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 only the **Gateway Base Url** and the **Identity Base Url**. 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 they must be entered again.

4 Tick the consent

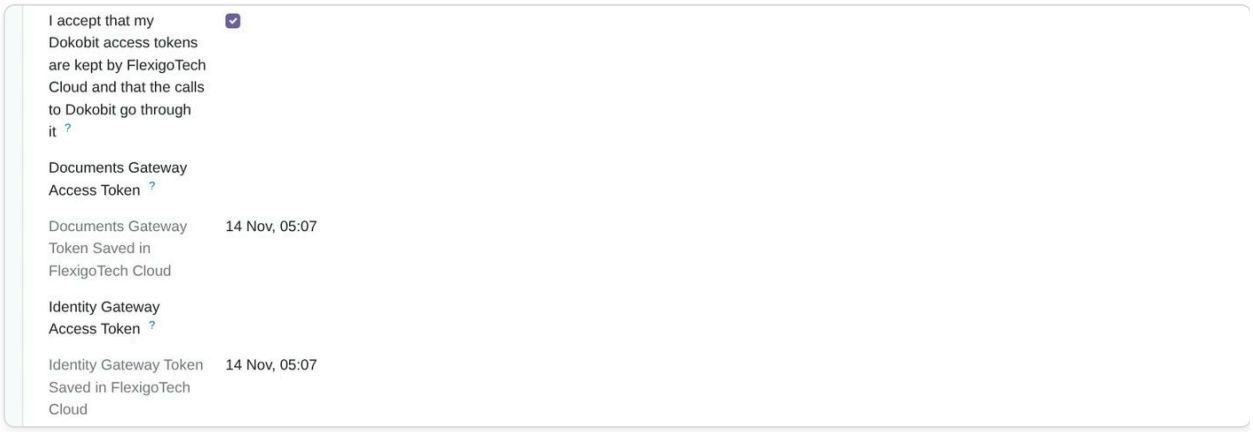
Tick the box **I accept that my Dokobit access tokens are kept by FlexigoTech Cloud and that the calls to Dokobit go through it**. Until you tick it, the token fields cannot be filled in.

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 for **Documents Gateway Token Saved in FlexigoTech Cloud** and **Identity Gateway Token Saved in FlexigoTech Cloud** appear.



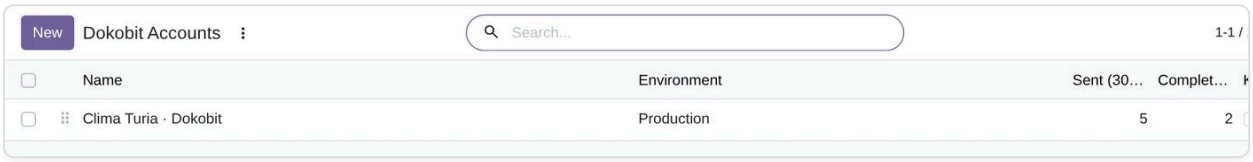
- **Real Odoo 20 screenshot.** The connected account, with the tokens stored in FlexigoTech Cloud.

7 Click 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.

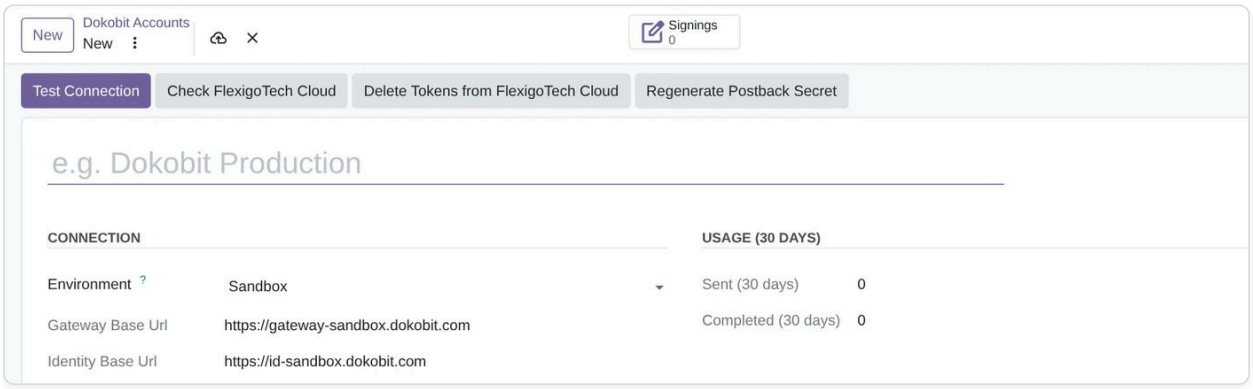
Once the account is connected, the **Dokobit: poll pending signings** task checks the status of the signings sent every 15 minutes. **Dokobit: expire stale eID verifications** runs every 30 minutes and **Dokobit: clean old postback events** once a day. On each signing, the **Refresh Status** button asks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



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

6 The account options

Each Dokobit account stores how signatures are sent and how it connects to Dokobit; here are the options and how they come set when you create it.



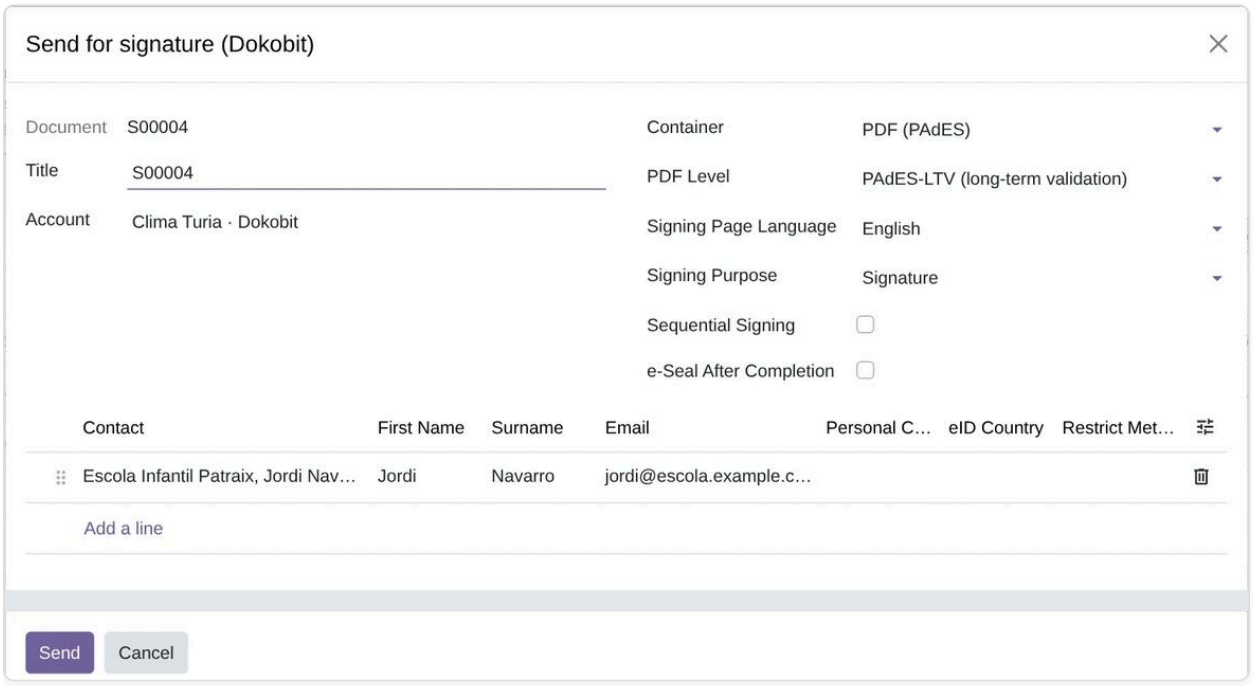
- **Real Odoo 20 screenshot.** Form for a new account, with the **Connection** group and the **Environment** set to **Sandbox**.

OPTION	WHEN CREATED	WHAT IT DOES
Environment	**Sandbox**	Choose between **Sandbox** and **Production**. With 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)**. The 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**	It states what the document is being signed for. 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 signer has signed.
Auto-send on Confirmation	Off	On for 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 the environment of the tokens you paste: if you change it on an account that already has tokens stored, they are deleted from FlexigoTech Cloud and must be entered again. Only an administrator manages the tokens and the consent. While the kill switch is on, the account sends nothing to Dokobit.

7 Sending for signature

You send a quotation, an invoice or a purchase order to Dokobit from its own form, with the signers and the signature level you choose.



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

Every form has the **Send for signature (Dokobit)** button. Clicking 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 action **Dokobit: poll pending signings** runs every 15 minutes and checks with Dokobit the status of the signings that are not yet complete. If the default account has **Auto-send on Confirmation** switched on (it is off by default), Odoo sends only each sales order for signature when it is confirmed and each customer invoice when it is validated, with the customer as signer; if it fails, it notes this 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 signatures are deleted at 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 states

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

Steps

1. **Open the document**

   Open the quotation, invoice or purchase order and click **Send for signature (Dokobit)**.

2. **Check the details**

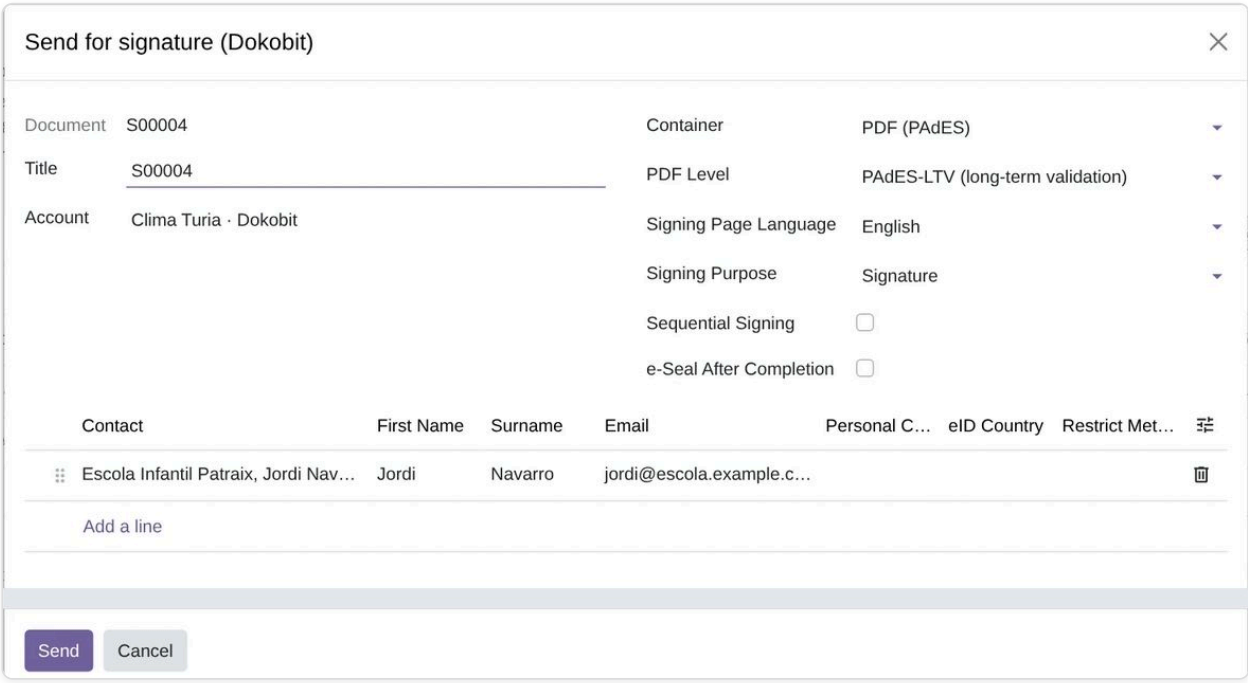
   Check the **Account**, the **Title**, the **Container**, the **PDF Level** and the **Signing Page Language**.

3. **Add the signers**

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

4. **Send**

   Click **Send**. The signing form opens.



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

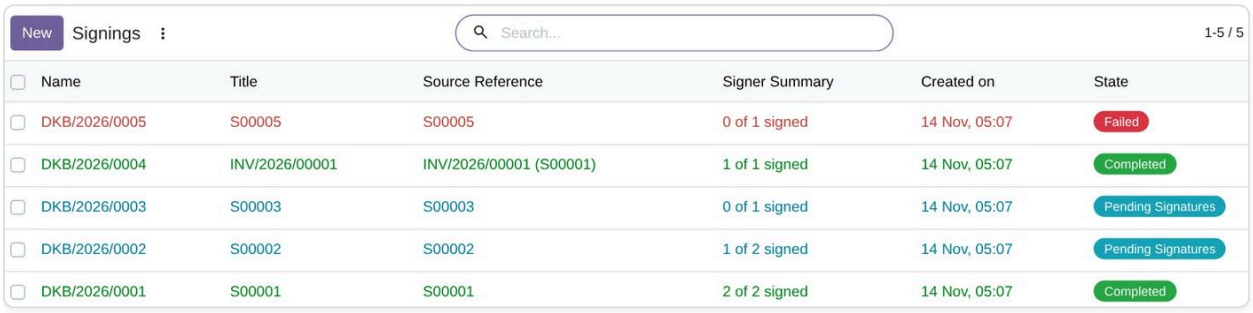
Several at once

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

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

8 Tracking signatures

In **Dokobit › Signings** you see the status of each signing and of each signer, and it updates on its own when Dokobit notifies Odoo or when you check it yourself.



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

Where each piece of data comes from

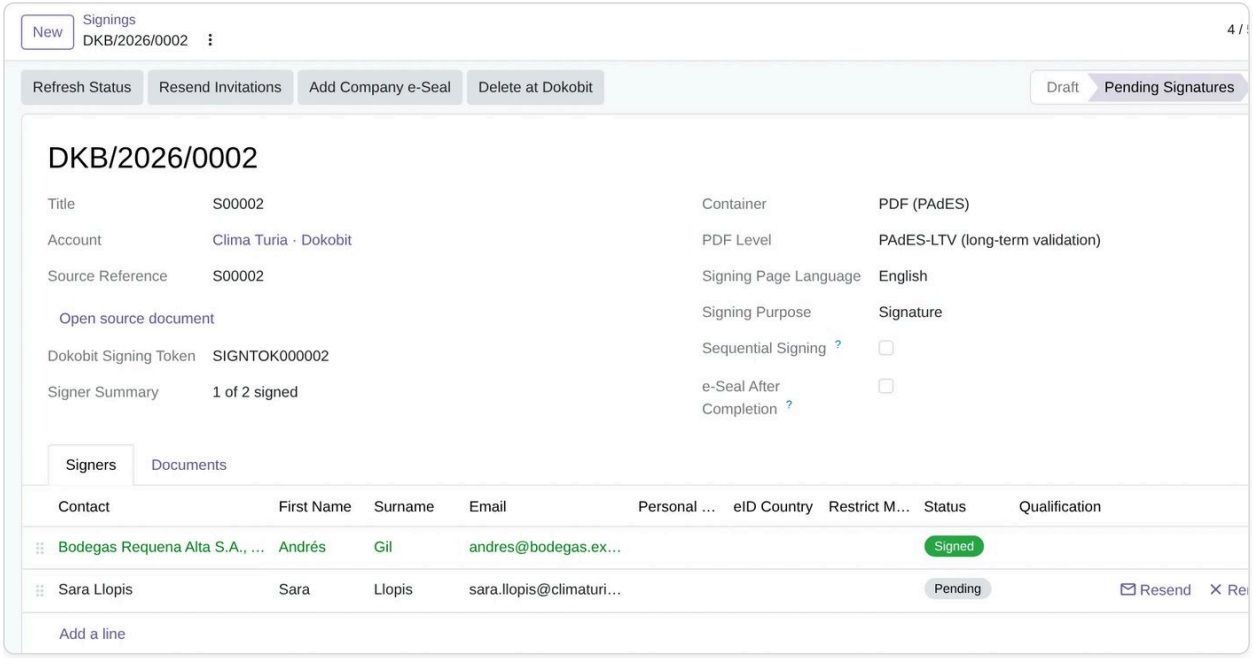
- When Dokobit reports that someone has signed or that the signing is complete, Odoo queries Dokobit again for the actual status and applies it.
- The scheduled action **Dokobit: poll pending signings** runs every 15 minutes and checks the signings that are still unfinished, in case a notification did not arrive.
- The **Refresh Status** button does the same check immediately.
- Each notification received is logged in **Dokobit › Configuration › Postback Events**, with its **State**: **Received**, **Processed** or **Error**.

Record buttons

Refresh Status	Checks with Dokobit the status of the signing and updates it. It does not appear if the signing has not been sent yet.
Resend Invitations	Sends the invitation again to the pending signers. It only appears when the signing is in **Pending Signatures**.
Download Signed Document	Downloads the signed document. It appears when the signing is **Completed** or **Archived**.
Open source document	Opens the quotation, invoice or order the signing came from.

Statuses

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 signing has been deleted at Dokobit.

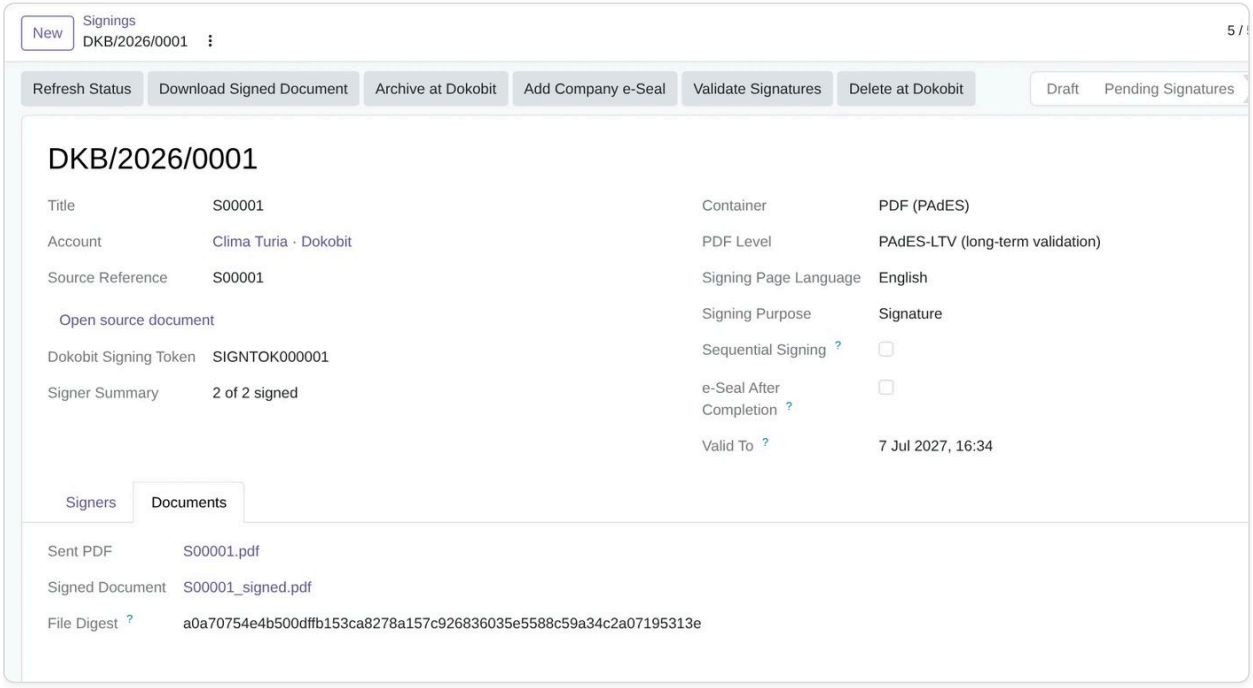


- **Real Odoo 20 screenshot.** A signing in **Pending Signatures** with 1 of 2 signed.

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

9 Signed document and archive

When all signers have signed, Odoo downloads the signed document on its own, checks its SHA-256 fingerprint against the one Dokobit provides, and saves it as an attachment of the source document, before Dokobit deletes it after 30 days.



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

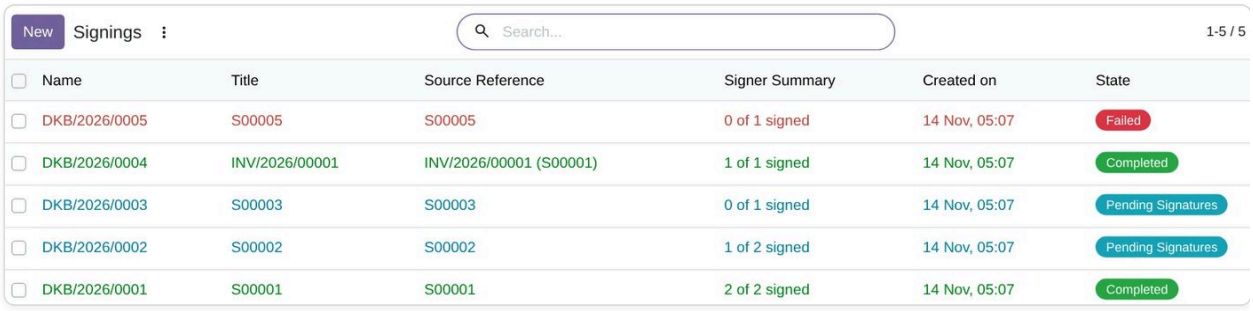
The status of each signing is checked at Dokobit by the scheduled action **Dokobit: poll pending signings**, which runs every 15 minutes. If Dokobit notifies earlier, the status is updated immediately. You can also click **Refresh Status** on the record.

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 is first requested from Dokobit. It appears when the signing is **Completed** or **Archived**.
Archive at Dokobit	Asks Dokobit to prepare the document for long-term archiving. It appears 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. It is hidden if the signing has not been sent or is in **Draft**, **Failed**, **Deleted** or **Archived**.
Validate Signatures	Asks Dokobit to validate the signatures in the signed document. It appears 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.** List of **Signings** with their states.

2 **Click Download Signed Document**

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

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

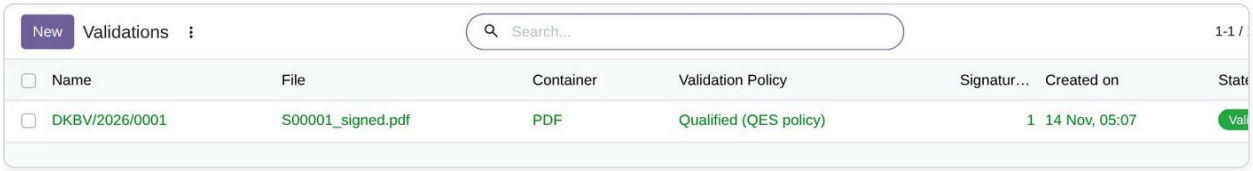
Dokobit prepares the document for long-term archiving and sends it afterwards.

> 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.

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10 Signature validation

Here you check with Dokobit whether a signed file is valid, how many signatures it carries and until when it is valid.



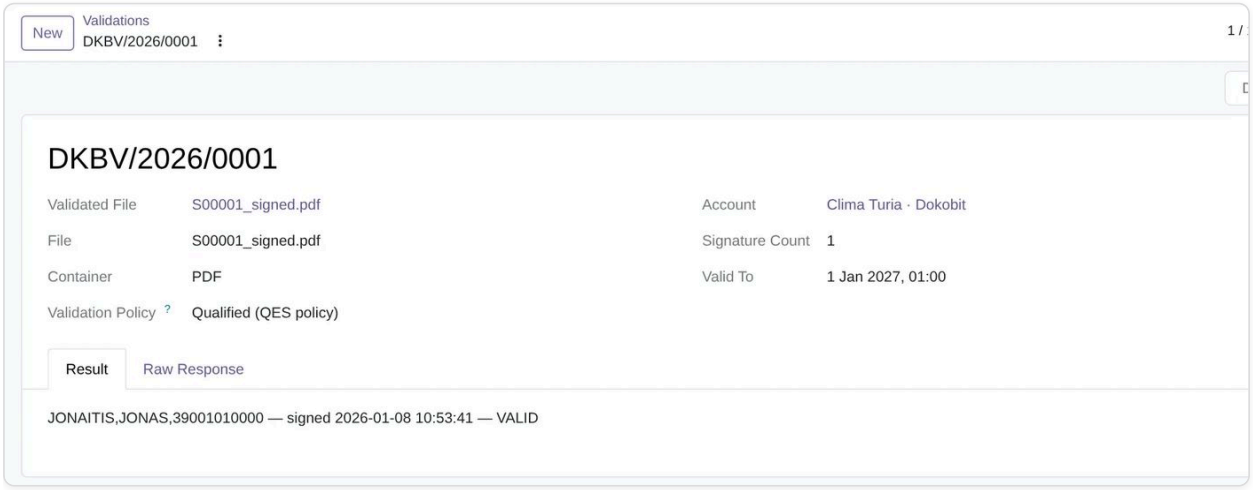
- **Real Odoo 20 screenshot.** List of **Validations** with the file, the container, the policy and the state.

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

Validate	Sends the file to Dokobit again and fills in the result. It only appears 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 works it out from the file name.
Validation Policy	**Qualified (QES policy)** or **Advanced (AES policy)**. It comes as **Qualified (QES policy)**.
Signature Count and **Valid To**	Filled in by the validation result.

Statuses

Draft	The validation is created and not yet sent.
Valid	Dokobit gives the verdict as valid.
Invalid	Dokobit does not consider the signature valid.
Error	The validation could not be completed. You can click **Validate** again.



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

1. **Open the signature or the vendor bill**

   On a completed signature, click **Validate Signatures**. On a vendor bill 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.

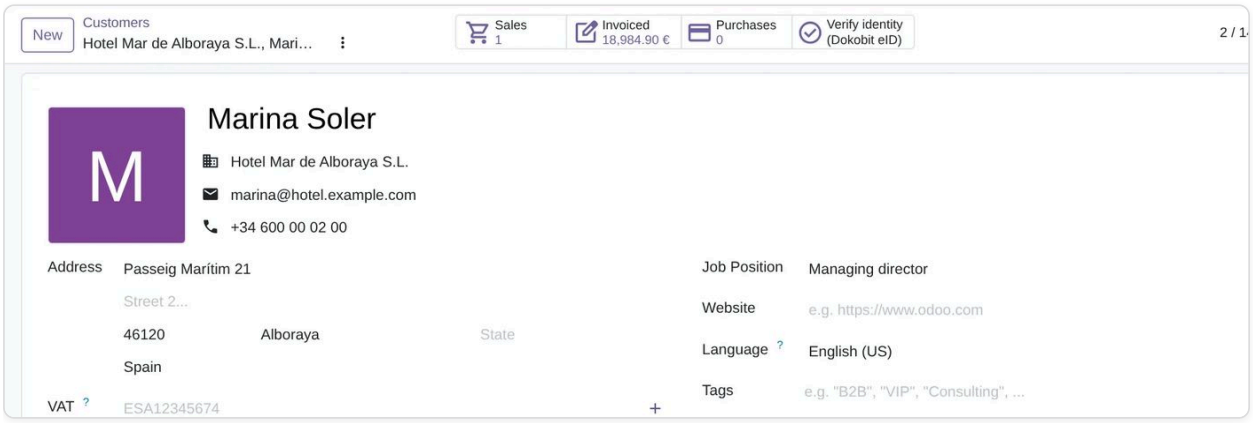
3. **Review the Result tab**

   Raw Response holds what Dokobit replied.

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

11 eID identity verification

From a contact's record you can ask Dokobit to verify that person's real identity with their eID, and each verification is saved.



- **Real Odoo 20 screenshot.** The 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 has passed, the **Dokobit: expire stale eID verifications** task, which runs every 30 minutes, checks it one last time and, if it is still not completed, marks it as expired. You will see them all in **Dokobit › eID Verifications**.

Buttons on the verification record

Start Verification	Creates the verification session and saves the link the person has to open. Only visible while 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.

Statuses

Draft	The verification exists but has not been started.
Awaiting Authentication	The link has been 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 time limit. 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 them the **Verification URL** yourself.

3 **Check the result**

Click **Refresh** if it does not change on its own. Once **Verified**, you see the first name, last name, personal code, country and the method used.

4 **If it expires or fails**

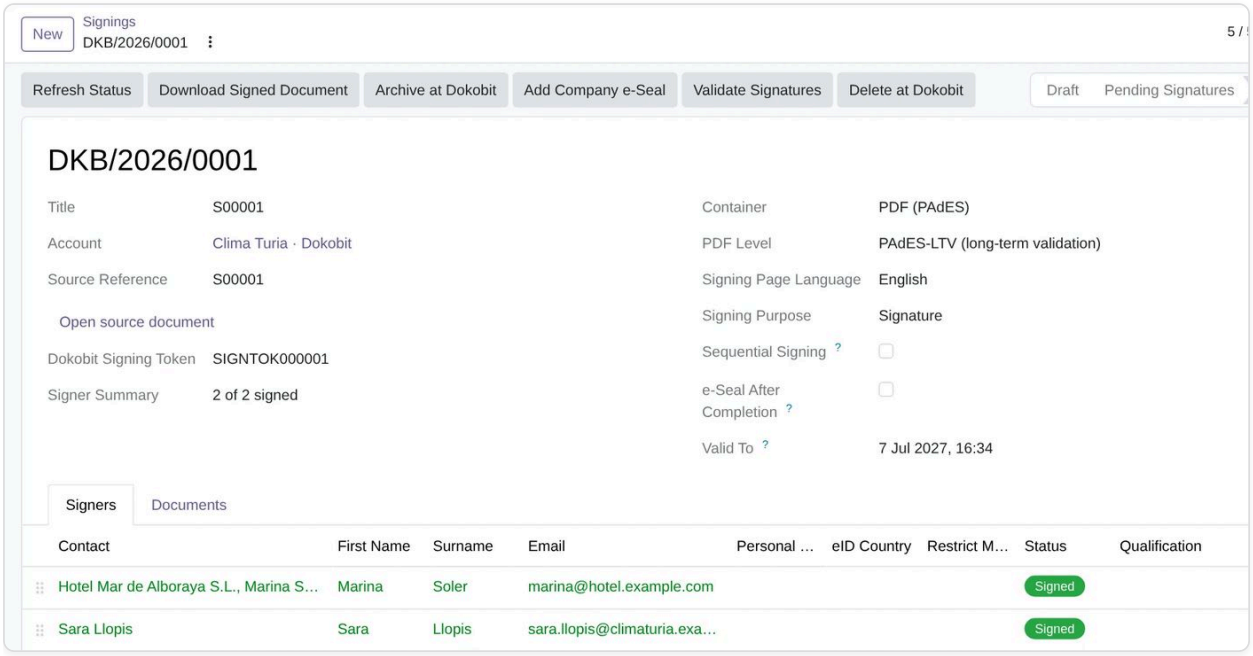
Click **Start Verification** on the same verification to begin it again.

> You cannot start a verification that is already running or has 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 with no email: "%s has no email address."

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12 Company e-Seal

From a signature's record you can add your company's Dokobit e-Seal to the document, even when all signers have already signed.



- **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 make 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's 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 has 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 e-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 previously signed file stays attached to the source document.

> The seal requires 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.

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13 Attachments: a standalone PDF and the timestamp

Three Dokobit actions work on any Odoo attachment: sending it for signature, validating its signatures and applying a qualified timestamp.

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

Send for signature (Dokobit)	Opens the sending 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 timestamped file, Odoo saves it in the same attachment; if not, it warns that it made the request.

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

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14 What happens automatically

The connector has three scheduled tasks that run without you doing anything and are active when installed.

TASK	FREQUENCY	WHAT IT DOES
Dokobit: poll pending signings	Every 15 minutes (active)	Asks Dokobit about signatures still in progress and updates their status and that of each signer. A completed signature is only polled until the signed file has been fetched.
Dokobit: clean old postback events	Daily (active)	Deletes 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)	Makes one last check on pending verifications that have passed their time limit, in case the person finished without returning to your Odoo, and marks as expired those 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.

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15 If something fails

Almost all failures show a warning with the reason; this table lists the most common ones and where to look.

Dokobit does not respond and nothing is sent	Check that the FlexigoTech Cloud trial or subscription is still active: without it, the connector cannot talk to Dokobit. On 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 accepting that FlexigoTech Cloud stores it. Without a stored token or consent, nothing is sent.
The warning says the kill switch is active	Outgoing 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 re-enter its tokens.
Only an administrator can do this	The tokens stored by FlexigoTech Cloud are managed by an administrator. The same applies to archiving, deleting or moving an account between sandbox and production: if you are not an administrator, nothing changes.
A signature is not sent	Read the warning Odoo shows: it says what is missing, for example the account, the PDF or a signer. Correct it and click **Send** again.

You want to see what Dokobit replied	In **Dokobit › Validations**, the **Raw Response** tab keeps what Dokobit replied. Dokobit's notices about each signature are in **Dokobit › Configuration › Postback Events**.

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

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16 No subscription, or when uninstalling

What happens to your signatures if you leave FlexigoTech Cloud or remove the module, and how this has been tested.

If you cancel your subscription

Without a trial or subscription, no call is made to Dokobit: nothing is sent for signing, no signature is tracked, no file is validated and no identity is verified. Nothing is marked as failed or deleted: signatures, signed documents, validations and verifications remain in Odoo for you to consult and export. When the service ends, FlexigoTech Cloud deletes your Dokobit tokens and the data for that connection within 30 days at most.

If you uninstall the module

Before it is removed, the module asks FlexigoTech Cloud to delete the Dokobit tokens for this database. If the cloud does not respond, the module is uninstalled anyway and the Odoo log says so; the tokens are then deleted through **Disconnect**, in **Settings › FlexigoTech Cloud**, or by our support team. Odoo deletes the module's signatures, validations and verifications. The signed PDFs that the connector stored on the quotation, invoice or order stay where they are.

How this has been tested

The module's automated tests, more than 170 in each version and all passing on Odoo 17, 18, 19 and 20, use a simulator that responds as the Dokobit API does according to its official documentation: signatures, signers, validations, seals, timestamps, eID verifications and FlexigoTech Cloud. The screenshots in this manual come from an Odoo 20 instance with a Dokobit double and a fictitious company. It has not yet been tested with a real Dokobit account.

17 Support

Get in touch to install, configure it or with any questions. On the Standard plan we reply within 1 working day; on the Pro plan, within 4 working hours, and if needed we can go through it by video call. Tell us your Odoo version, the module version and, if there is an error, its full text.

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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