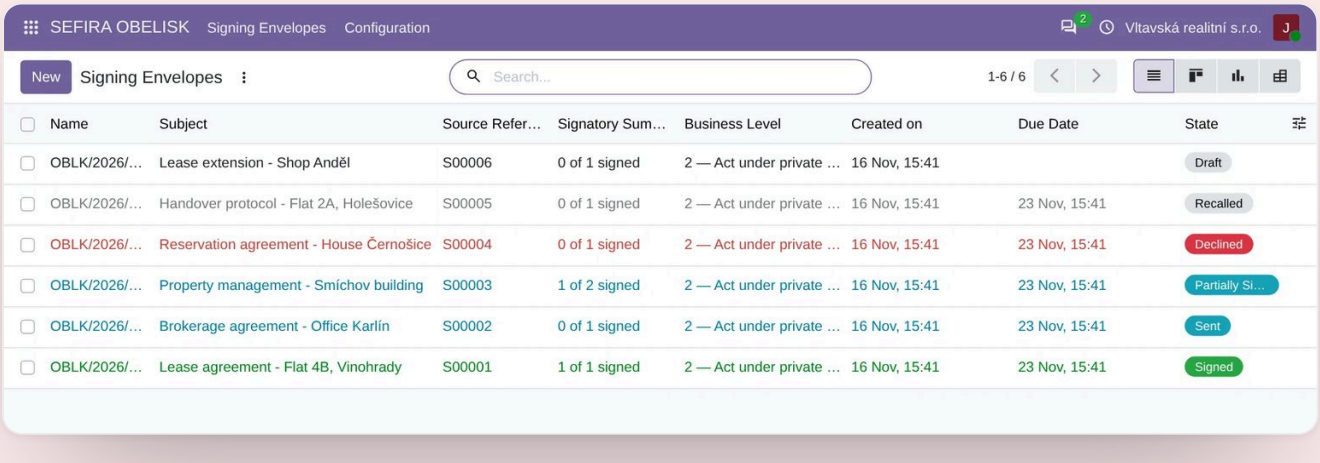
USER MANUAL · E-SIGNATURE

SEFIRA OBELISK 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 20.0.3.0.4 | Odoo 20 screenshots | Edition of 18-11-2026





Real Odoo 20 screenshot. The list of signing envelopes with their status and the detail of an envelope already signed.

Contents

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

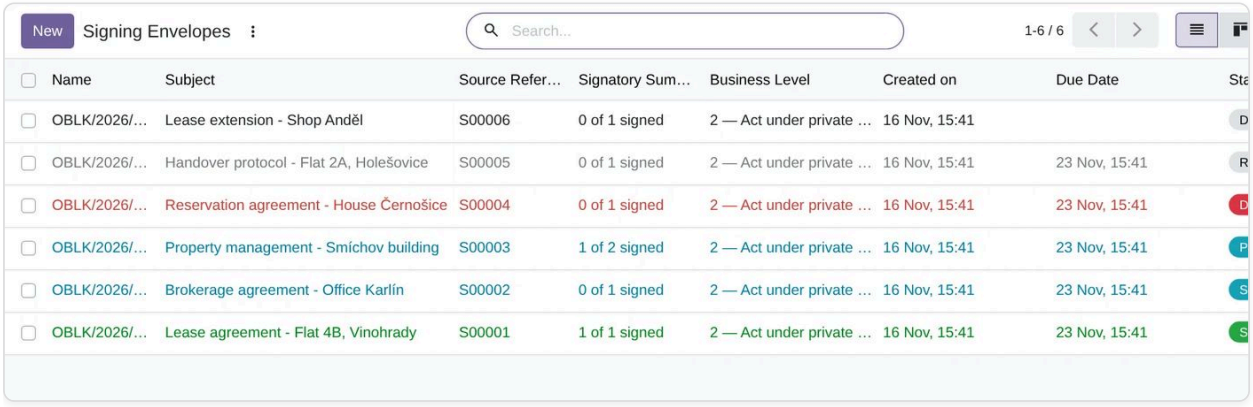
1	What it is and where it is	3
2	Before you start	4
3	Installation	4
4	Activate FlexigoTech Cloud: the 14-day trial	5
5	Connecting your account	7
6	The account options	10
7	Sending a document for signature	11
8	Signing envelopes	13
9	Signers and how to track them	15
10	Business levels	16
11	Signed document and traceability	17
12	Webhook events	18
13	What happens automatically	19
14	If something fails	19
15	Support	20

This manual describes version 20.0.3.0.4 of the module (Odoo branch 20.0, commit 8e7bfa8800). 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 SEFIRA OBELISK. 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 dedicated app to Odoo, **SEFIRA OBELISK**, to send documents for signature through SEFIRA OBELISK and track each signing envelope. From that app you also configure the accounts you connect with.



- **Real Odoo 20 screenshot.** The **Signing Envelopes** list with the subject, the signers and the status of each envelope.

SEFIRA OBELISK › Signing Envelopes	Open the **Signing Envelopes** list: the documents sent for signature and their status.
SEFIRA OBELISK › Configuration › Accounts	Open **SEFIRA OBELISK Accounts**: each connection to the platform.
SEFIRA OBELISK › Configuration › Business Levels	Open the **Business Levels** list, the OBELISK signing levels.
SEFIRA OBELISK › Configuration › Webhook Events	Open the **Callback Events** list, the notifications OBELISK sends to your Odoo.

Outside its app, the connector adds the **Send for signature (SEFIRA OBELISK)** button to sales quotations and orders, to customer invoices and credit notes, and to purchase orders, with an **OBELISK** button that counts the envelopes of each document. In the quotations list, the actions menu includes **Send for signature (SEFIRA OBELISK)** to send several at once. In **Settings › SEFIRA OBELISK**, the **SEFIRA OBELISK Connector** block sets the **Default Account** and links to **Manage accounts**. Whoever signs sees their pending documents in the Odoo portal.

2 Before you start

Gather the following before installing the connector so you can connect your SEFIRA OBELISK account in a single session.

- An account on SEFIRA OBELISK with a tenant provisioned by SEFIRA. You need its name (the tenant), the address of your tenant, the document category code, and the username and password of the system account.
- The name of a real portal user account in that tenant, which will own the flows the connector creates.
- Odoo 17, 18, 19 or 20, on Odoo.sh or on your own server. Odoo Online does not work, because it does not allow installing third-party modules.
- An Odoo administrator user: only they can set the system account password and accept the consent for FlexigoTech Cloud.
- The FlexigoTech Cloud trial or subscription. Without one of the two, the connector does not talk to SEFIRA OBELISK.

> The connector does not register you with SEFIRA OBELISK. SEFIRA configures the tenant, the category code, the system account and the activation and final policies. SEFIRA also registers in the tenant the external identification namespaces and the address for the notifications (webhooks) you give it, and external signers only work if SEFIRA enables them. Ask them before you start.

3 Installation

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

How to get it

From its page on Odoo Apps (**https://apps.odoo.com/apps/modules/20.0/flexigobe_sefira_obelisk_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. On 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_sefira_obelisk_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 "SEFIRA OBELISK" and click **Activate**.

On your server

1 **Copy the folders**

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

2 **Restart Odoo**

So that it reads the new modules.

3 **Install the app**

In **Apps**, **Update Apps List**, search for "SEFIRA OBELISK" and click **Activate**.

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

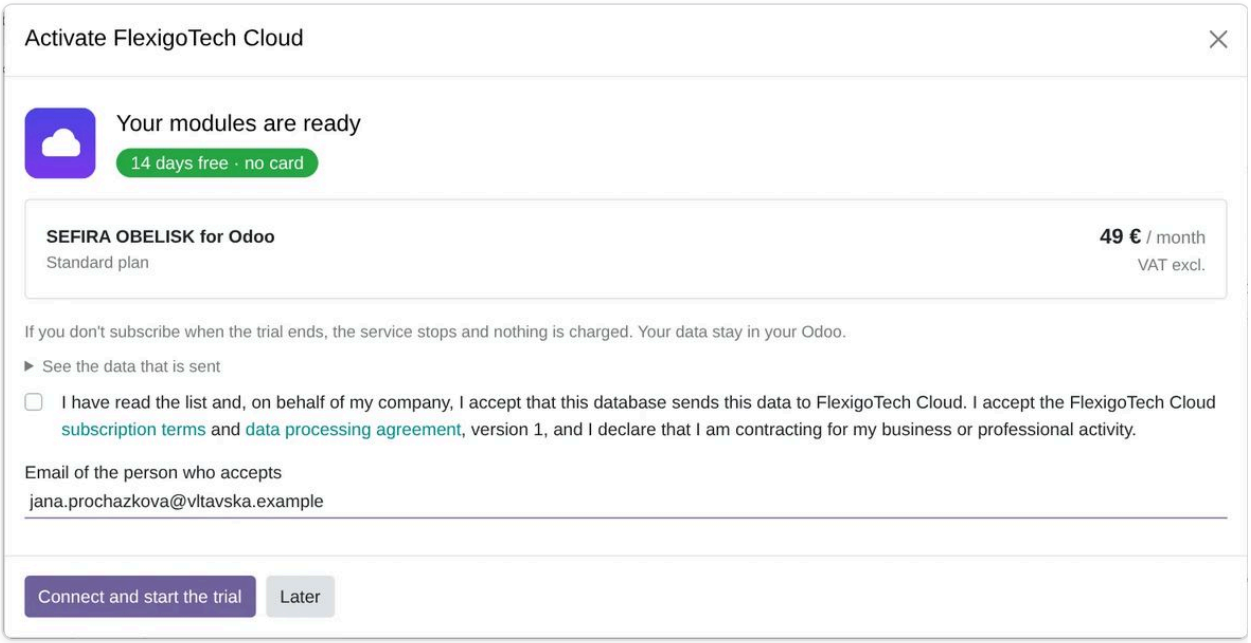
USER MANUAL · SEFIRA OBELISK

4 Activate FlexigoTech Cloud: the 14-day trial

Calls to SEFIRA OBELISK go through FlexigoTech Cloud, the FlexigoTech 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 SEFIRA OBELISK.

1 **Click 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 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**

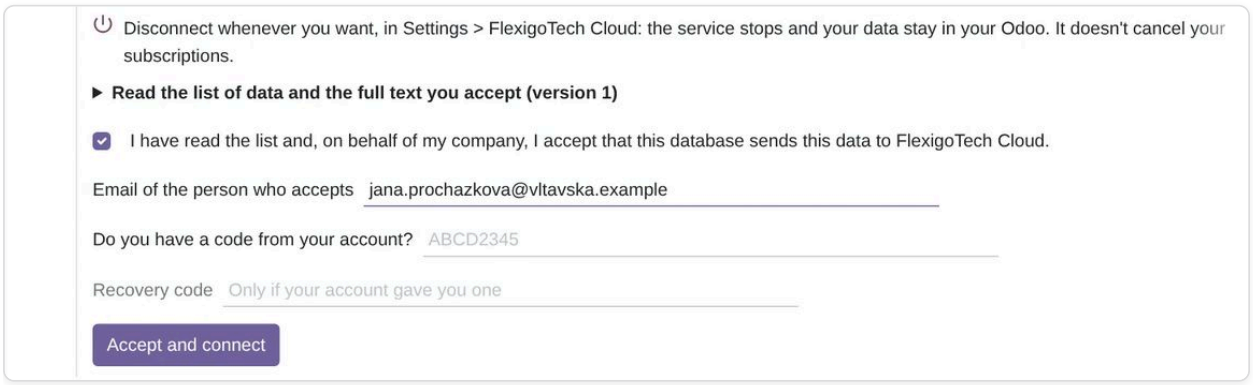
Tick «I have read the list and, on behalf of my company…» (it covers the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

3 **Click Connect and start the trial**

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

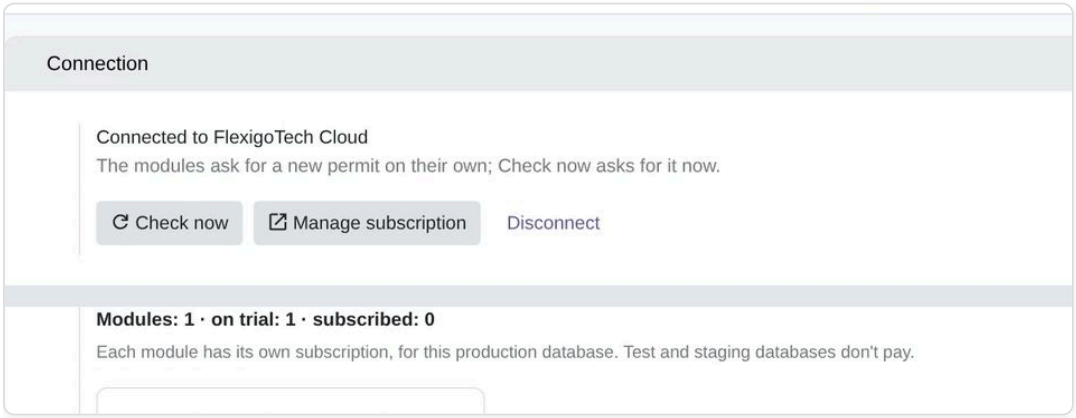
The same, from Settings

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 ticked box, the email and **Accept and connect**.

With the database connected, the **Modules** block shows each module with its status: **On trial** and the date it ends, **Subscribed**, etc. 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

PLAN	PRICE	INCLUDES
Pro	€98 per month or €980 per year	Response within 4 business hours, up to 10 accounts and a 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).

> On a neutralised copy (staging) or on 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."

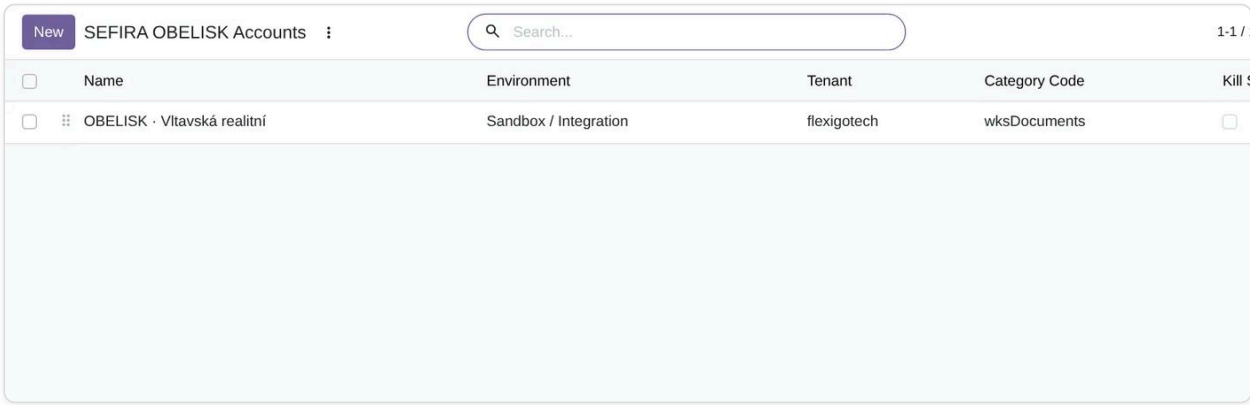
USER MANUAL · SEFIRA OBELISK

5 Connecting your account

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

1 Open the accounts menu

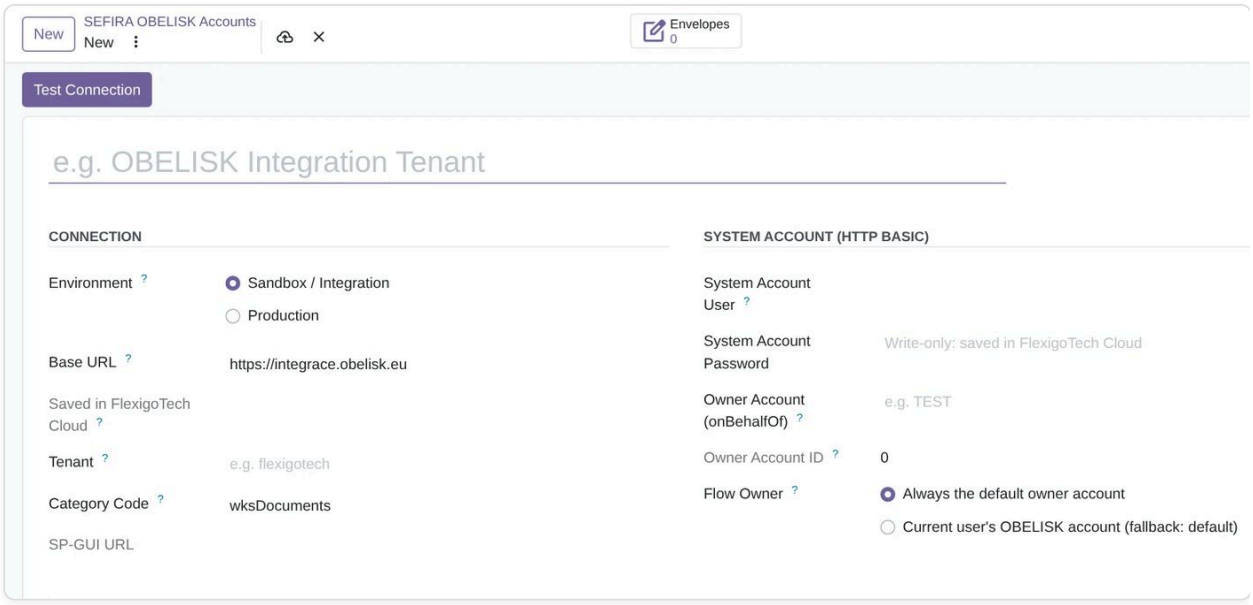
Go to **SEFIRA OBELISK › Configuration › Accounts**. The **SEFIRA OBELISK Accounts** list opens.



- **Real Odoo 20 screenshot.** The **SEFIRA OBELISK Accounts** list with the **OBELISK** account.

2 Click New

The form of an empty account opens.



- **Real Odoo 20 screenshot.** Form of a new account, with the **Connection** group and the **Test Connection** button.

3 Enter the name and choose the environment

In **Environment** choose **Sandbox / Integration** or **Production**. It is only a label: OBELISK tenants are isolated by the tenant name.

4 Fill in the connection

Enter the **Base URL** of your tenant, which must be in the form **https://name.obelisk.eu**, without port or path. Also enter the **Tenant** and the **Category Code** that SEFIRA gave you.

5 Set the system account

In **System Account (HTTP Basic)** enter the **System Account User** and the **System Account Password**. Without the user and the **Base URL**, Odoo does not send the password.

6 Set the owner account

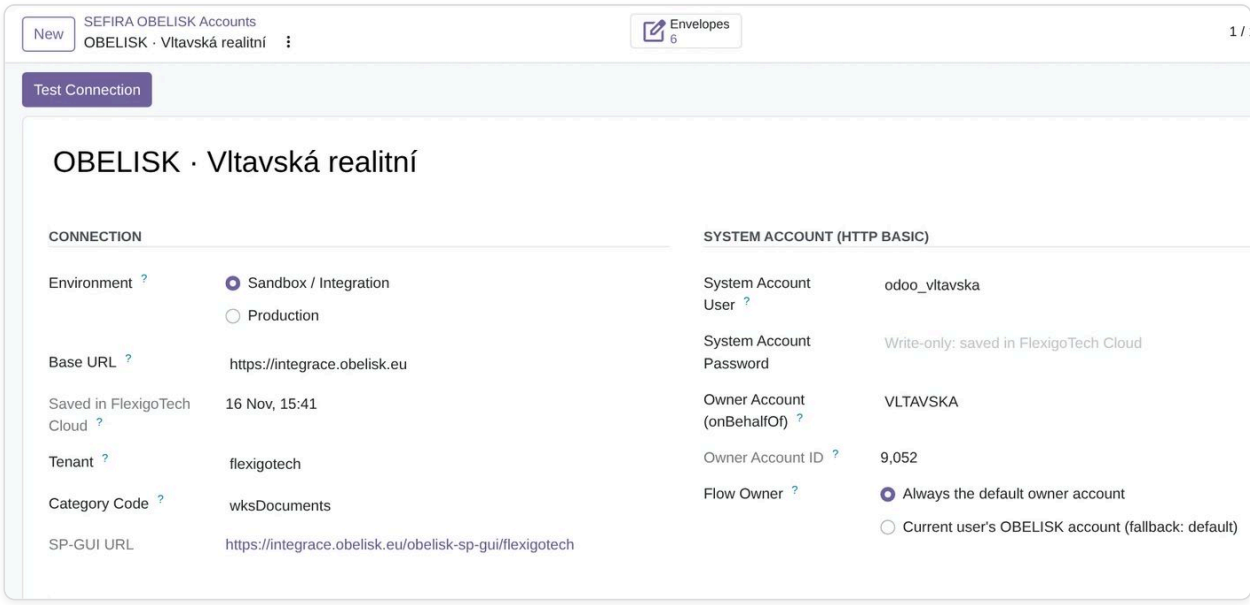
In **Owner Account (onBehalfOf)** enter the name of the portal user account that will own the flows. In **Flow Owner** choose **Always the default owner account** or **Current user's OBELISK account (fallback: default)**; with the second, each Odoo user sets their own in **OBELISK Account Name**, on their user record or in their preferences.

7 Accept the consent and save

In the **FlexigoTech Cloud** group tick the box that accepts that the credentials are stored there and that calls to SEFIRA OBELISK go through FlexigoTech Cloud. Then save the account: the password goes to FlexigoTech Cloud and is not kept in Odoo.

8 Click Test Connection

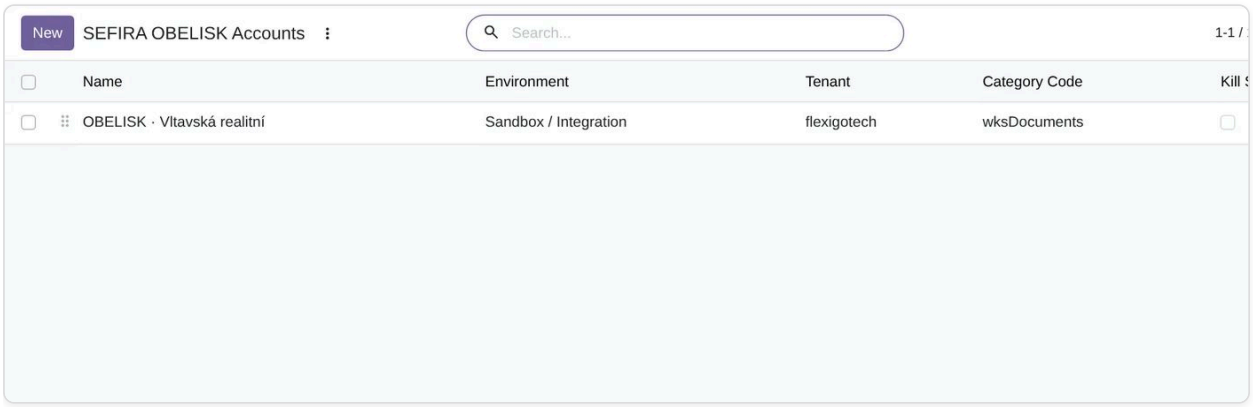
Odoo makes a real call to SEFIRA OBELISK and tells you at which business levels the owner account can sign. The first time, to find out that account's number, it creates an empty draft in OBELISK and deletes it straight away; that number is kept in **Owner Account ID**. If it fails, you see "Connection to OBELISK failed: ..." with the reason.



- **Real Odoo 20 screenshot.** The **OBELISK** account connected, with the **Owner Account ID** already filled in.

> Only an administrator can set the system account password and accept the consent for FlexigoTech Cloud. To click **Test Connection** you need the "SEFIRA OBELISK: Administrator" permission. If an administrator withdraws the consent, calls to SEFIRA OBELISK are paused until it is accepted again.

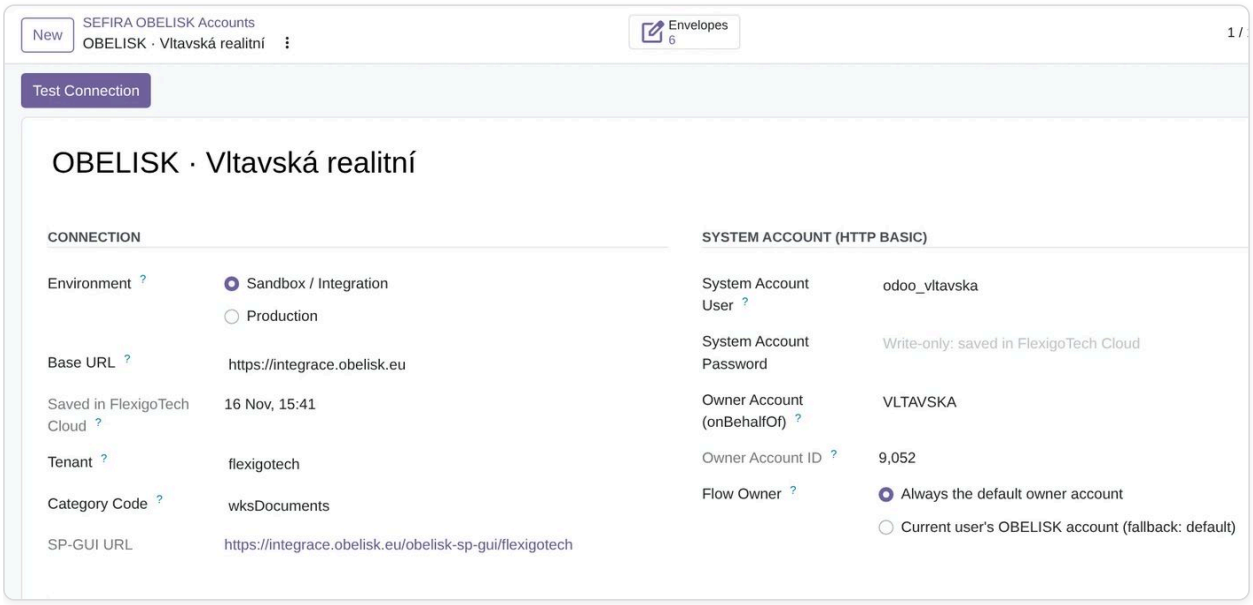
After connecting, the status of envelopes arrives in two ways: through OBELISK notifications (webhooks), if SEFIRA has registered the address for your account, and through the scheduled task **SEFIRA OBELISK: poll pending envelopes**, which every hour checks the open envelopes. On each envelope, the **Refresh Status** button checks it immediately. Two other tasks expire overdue envelopes every 6 hours, and every day they delete notifications older than 90 days.



- **Real Odoo 20 screenshot.** The accounts list with **Environment**, **Tenant** and **Category Code** for each one.

6 The account options

Each account in **SEFIRA OBELISK › Configuration › Accounts** stores here how your company's signing envelopes are sent and handled.



- **Real Odoo 20 screenshot.** Form of an account with the **Connection** group and the **Test Connection** button.

OPTION	WHEN CREATED	WHAT IT DOES
Environment	**Sandbox / Integration**	It is only a label: **Sandbox / Integration** or **Production**. OBELISK tenants are separated by their name.
Flow Owner	**Always the default owner account**	Decides who owns the flows created from Odoo. The other option is **Current user's OBELISK account (fallback: default)**.
Default Business Level	Level 2, **Act under private law**	It is the signing level required by new envelopes.
Default Due Date Mode	**Soft (signing still possible after the due date)**	With flexible mode, signing is possible after the due date, except for external signers, whose email link expires. With **Hard (flow expires at the due date)** the flow expires on that date.
Default Signer Language	**English**	Language for the notifications sent to external signers that the connector creates. You can choose **Czech**, **English** or **Slovak**.
Days To Sign	7	Days until the flow's due date. It must be between 1 and 365.
External Signers Enabled	Off	Shows whether the tenant allows creating external signer accounts; if not, you need to ask SEFIRA. When on, the signer that Odoo proposes is added as an external signer, with an email invitation.
External Identification Namespace	Empty	If you fill it in, each flow is registered under that namespace. SEFIRA registers it on the tenant, so leave it empty until they confirm it.
Activation Policy Code	Empty	Optional processing code applied before signing. Empty uses the category's value.

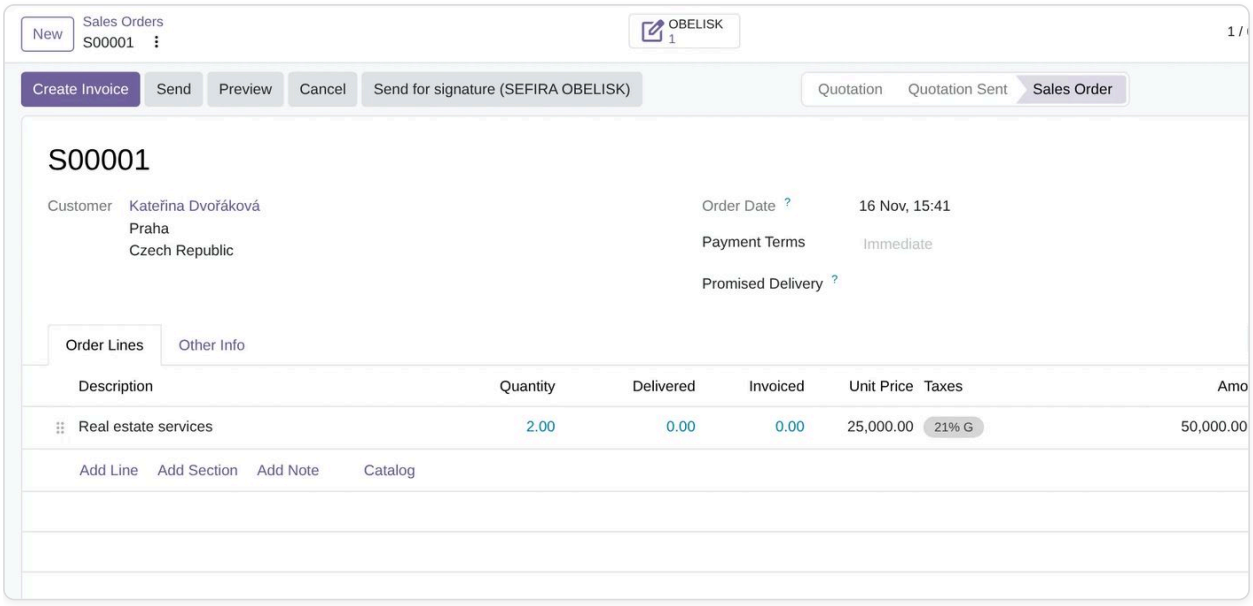
OPTION	WHEN CREATED	WHAT IT DOES
Final Policy Code	Empty	Optional processing code applied after the last signature (seal, timestamp, trusted archive). Empty uses the category's value.
Kill Switch	Off	When on, blocks all outgoing calls to OBELISK from this account.
Auto-send on Confirmation	Off	When on, the document is sent for signature when a sales or purchase order is confirmed, or when a customer invoice or customer credit note is posted. The document's contact signs in a single step: as an OBELISK user found by their email or, with **External Signers Enabled**, as an external signer. If sending fails, the failure is logged on the document.
Confirm Sale on Signature	On	When all parties sign a quotation sent via OBELISK, the sales order is confirmed automatically and, if it came from an opportunity, the opportunity is marked as won.

The account used when you send without choosing another is set in **Settings › SEFIRA OBELISK**, under **Default Account**. If there is none, Odoo uses the first active account of the document's company. If an account has the **Kill Switch** switched on, its outbound calls are blocked: when you try to send, Odoo shows the error «Kill switch is active on OBELISK account...».

USER MANUAL · SEFIRA OBELISK

7 Sending a document for signature

From a quotation, an invoice or a purchase order, you open a wizard, choose signers, signing order and business level, and the document goes out for signature with SEFIRA OBELISK.



- **Real Odoo 20 screenshot.** The **Send for signature (SEFIRA OBELISK)** button in the header of a sales order.

The **Send for signature (SEFIRA OBELISK)** button appears on the quotation, the invoice and the purchase order, for users with SEFIRA OBELISK permission (User or **Manager**). On invoices it only appears on customer invoices and customer credit notes. If the account has **Auto-send on Confirmation** on, Odoo sends the document on its own only when a sales or purchase order is confirmed, or when a customer invoice or customer credit note is posted. If you cancel the document, Odoo recalls its open envelopes in OBELISK.

The wizard buttons

Send	Creates the signing envelope with the document and the details you entered, and sends it.
Cancel	Closes the wizard without sending anything.

What you fill in

Account	The SEFIRA OBELISK account used for sending.
Subject	The envelope's title.
Business Level	The level applied to the envelope.
Signing Order	How the signers take turns.
Signatories	Who signs the document.
Days To Sign	Defaults to 7.
Note for Signers	Note visible to all participants, up to 1000 characters.

The wizard opens with the document's company account, the document name as subject, the account's level, days and due-date mode, and the document's contact as the first signer. It also has the groups **Signature Placement**, **More documents & enclosures** and **Recipients & note**.

Document statuses

- **Not Sent**
- **Awaiting signature**
- **Signed**
- **Declined**
- **Cancelled**
- **Expired**
- **Error**

1. **Open the document**
   Go into the quotation, the invoice or the purchase order.

2. **Click** Send for signature (SEFIRA OBELISK)
   The sending wizard opens.

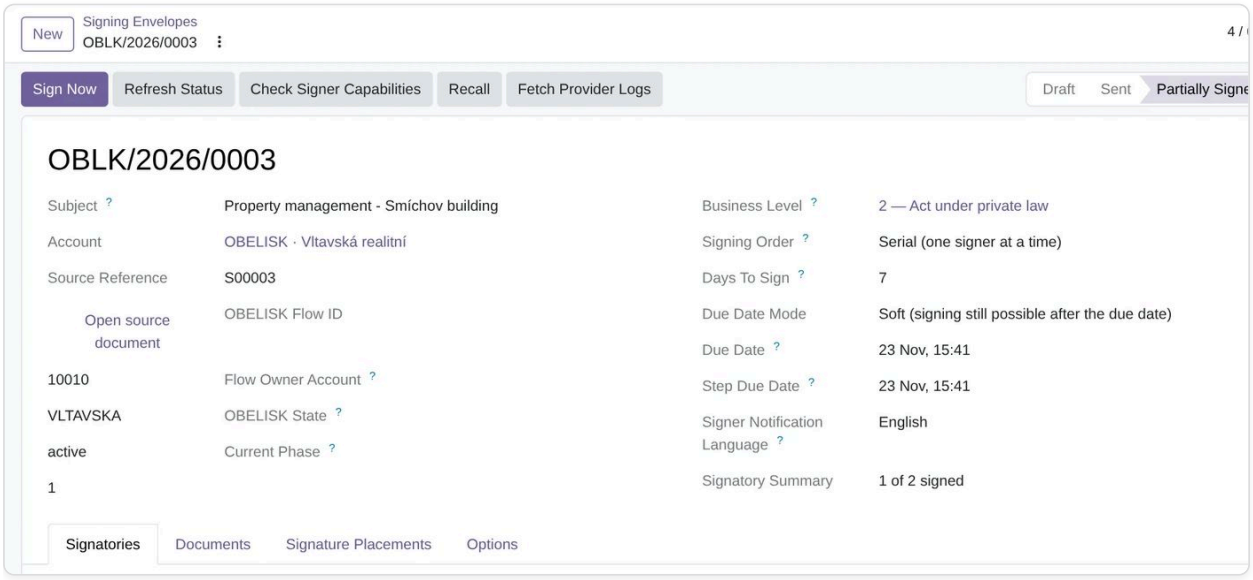
3. **Fill in the details**
   Check the account, the subject and the business level, and add the signers.

4. **Click** Send
   The envelope is created with the document's PDF.

> You cannot send without signers ("Add at least one signatory."), without a configured account, with an account from another company, or if the source document no longer exists. If you choose to place the signature on a text anchor, you must enter that text.

8 Signing envelopes

Each send for signature is stored in Odoo as an envelope, which shows its documents, its status and the buttons to refresh, recall or reactivate it.



- **Real Odoo 20 screenshot.** A partially signed envelope, with the status in the top bar and the action buttons.

The envelopes are in **SEFIRA OBELISK › Signing Envelopes**. The status updates automatically: the scheduled action **SEFIRA OBELISK: poll pending envelopes** checks pending envelopes every hour in case a notification from OBELISK was missed. You can also request it yourself with the **Refresh Status** button.

Send	Sends the envelope to OBELISK. Shown in **Draft** and **Error**.
Sign Now	Takes you to OBELISK to sign the step waiting for the owner account. Only appears when there is such a step.
Refresh Status	Asks OBELISK for the envelope's progress. Shown when the envelope is already sent and not in **Draft**.
Check Signer Capabilities	Checks which signature types each signer supports. Shown when the envelope is already sent.
Recall	Recalls the signature request, after asking you to confirm. Shown in **Sent** and **Partially Signed**.
Reactivate	Restarts the flow for those who have not yet signed, after asking you to confirm. Shown in **Declined**, **Recalled** and **Expired**.
Download Signed PDF	Downloads the signed document. Shown in **Signed**.

Fetch Provider Logs	Retrieves the OBELISK logs for diagnosis. Shown when the envelope is already sent, and only for the **Manager** group.

Statuses

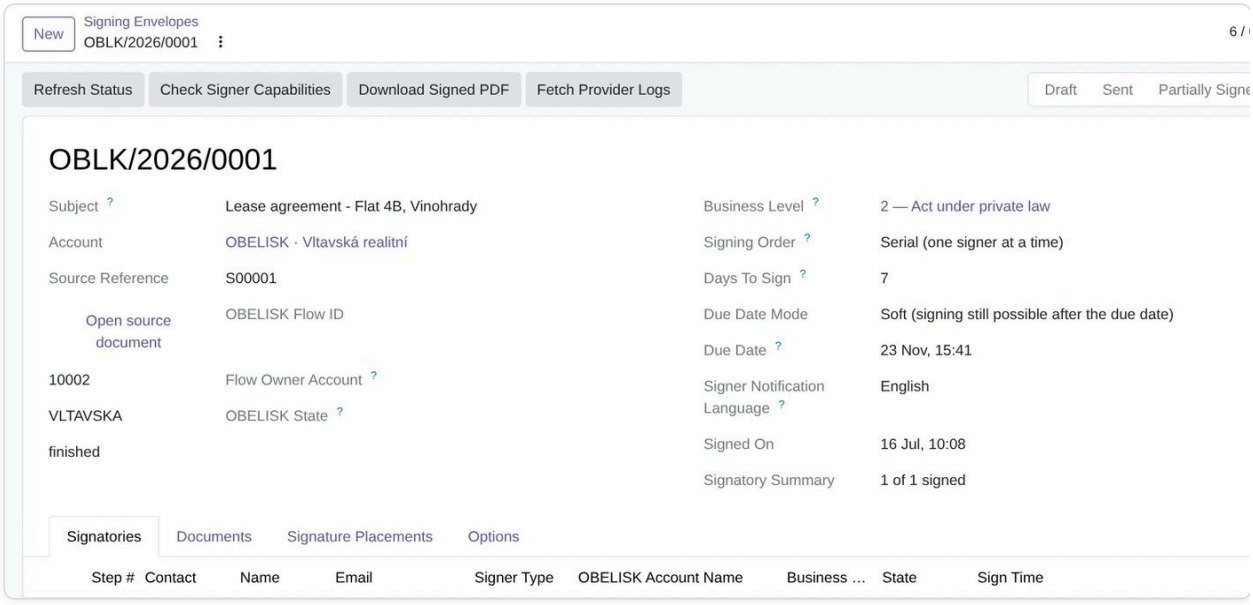
Draft	Not yet sent.
Sent	It is in OBELISK and awaiting signatures.
Partially Signed	At least one signer has already signed.
Signed	Everyone has signed.
Declined	A signer has declined it.
Recalled	The request has been recalled.
Expired	The due date has passed.
Error	Sending failed.

1 Open the envelope

Go to **SEFIRA OBELISK › Signing Envelopes** and open the one you want to review.

2 Refresh the status

Click **Refresh Status** if you do not want to wait for the hourly poll.



- **Real Odoo 20 screenshot.** A **Signed** envelope with the **Download Signed PDF** button.

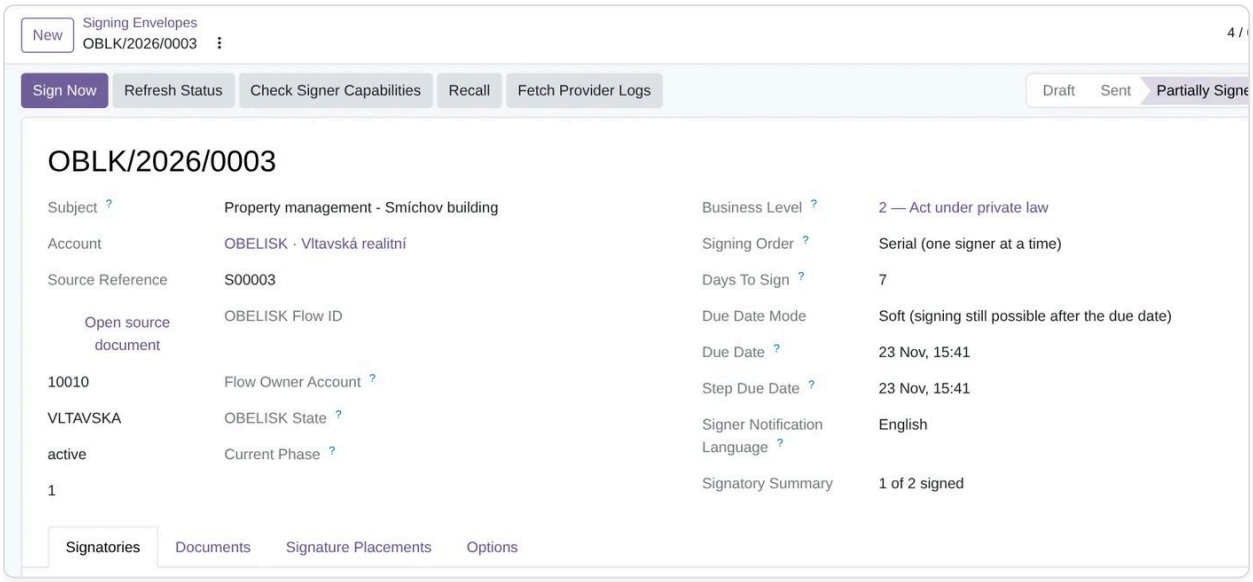
3 Download the PDF

With the envelope in **Signed**, click **Download Signed PDF**.

> **Recall** is only available on **Sent** or **Partially Signed** envelopes, and **Reactivate** only on **Declined**, **Recalled** or **Expired** ones. The signed PDF does not exist until everyone has signed.

9 Signers and how to track them

Each signing envelope carries its own list of signers, and here you can see how each one is getting on.



- **Real Odoo 20 screenshot.** Envelope part-way through, with the **Sign Now** and **Check Signer Capabilities** buttons.

The signers are inside the envelope, under **SEFIRA OBELISK › Signing Envelopes**. Their state, signing date, step deadline and decline note come from SEFIRA OBELISK. They are updated by the scheduled task **SEFIRA OBELISK: poll pending envelopes**, which runs every hour, or with the envelope's **Refresh Status** button.

Envelope buttons

Check Signer Capabilities	Asks SEFIRA OBELISK whether each signer can sign at the requested level and records it as **Capability Check**. It is for information only: the signer can still set up their profile when signing. Each row also has its own **Check capability**.
Sign Now	Opens the online signing page of SEFIRA OBELISK when the active step belongs to the flow's owner account.
Signing link	On each signer's row, opens their signing page.
Refresh Status	Fetches each signer's progress from SEFIRA OBELISK.

Signer states

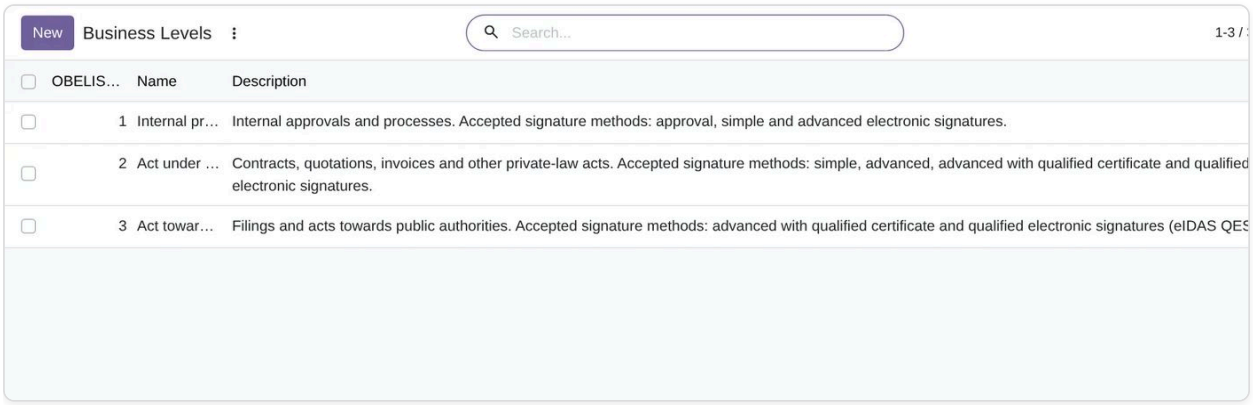
- **Not Sent**
- **Waiting (queued)**
- **Their Turn**
- **Processing**
- **Error**
- **Signed**
- **Declined**
- **Expired**

- **Inactive**

> If a signer does not have a link yet, **Signing link** gives the error "No signing link is available for this signatory right now.". Each signer's state, signing date and decline note are written only by the synchronisation with SEFIRA OBELISK.

10 Business levels

The OBELISK business levels determine which signing methods are accepted on each send, and you can see them under **SEFIRA OBELISK › Configuration › Business Levels**.



- **Real Odoo 20 screenshot.** List of **Business Levels** with the three levels the module ships with.

The three levels are already loaded when you install the module. No scheduled task updates them and there is no button to import them: the list is the one the module ships with, and you edit it yourself, in the row itself. You can add more with **New**. Only the **Manager** group can change it.

Level fields

Name	What the level is called. Required.
OBELISK Level ID	Number of the level as configured in your OBELISK tenant. It is required and is the one sent to OBELISK when requesting the signature.
Description	Free text about the level.
Third-Person Signature Level	Tick box, off by default. Tick it when SEFIRA has configured the level so that another person without their own OBELISK account signs, for example a notary signing for a client who is present in person.

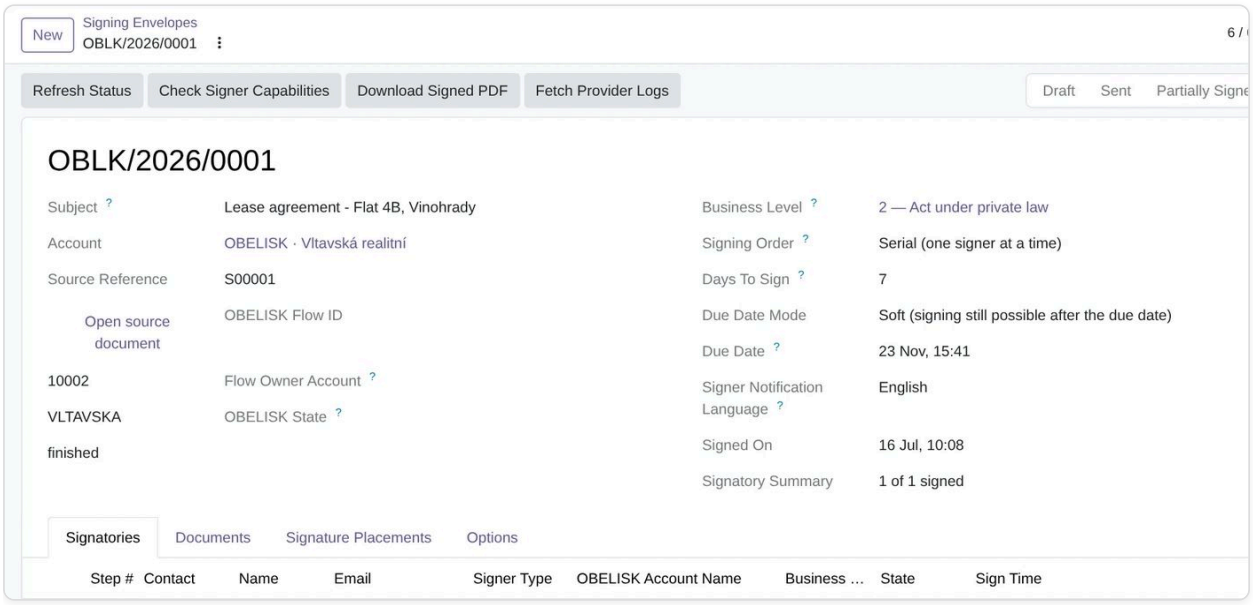
States

A business level has no states or flow of its own. It is a lookup list that you choose from when preparing an envelope to send.

> The levels cannot be queried or synchronised from OBELISK: if your tenant has others, they have to be added by hand with the number that corresponds to them in OBELISK.

11 Signed document and traceability

Once everyone has signed, the signed PDF is kept as an attachment of the envelope and you can ask OBELISK for its flow logs for diagnosis.



- **Real Odoo 20 screenshot.** Signed envelope with the **Download Signed PDF** and **Fetch Provider Logs** buttons.

The envelope's state reaches Odoo from OBELISK through its notifications, through the scheduled task **SEFIRA OBELISK: poll pending envelopes**, which checks it every hour, and through the **Refresh Status** button. When the flow finishes, Odoo downloads the signed PDF of each document by itself, attaches it to the source document (to the envelope, if the document belongs to another company) and records it in the envelope's history.

Download Signed PDF	Downloads the signed PDF that Odoo has already saved and, if it does not have it yet, requests it from OBELISK. It only shows when the envelope is in **Signed**.
Fetch Provider Logs	Asks OBELISK for the flow logs and saves them in the **Provider Log** tab. It shows once the envelope has an OBELISK flow ID, and only for the **Manager** group.
Open source document	Opens the record the envelope was sent from.
Refresh Status	Asks OBELISK how the flow is going. It does not show on a draft or without a flow ID.

Envelope states: **Draft**, **Sent**, **Partially Signed**, **Signed**, **Declined**, **Recalled**, **Expired** and **Error**. The signed PDF exists in **Signed**.

1. **Open the signed envelope**
   Go to **SEFIRA OBELISK › Signing Envelopes** and open the envelope in **Signed**.

2. **Click Download Signed PDF**
   You get the signed PDF, which is also kept in the **Signed PDF** field.

3. **To diagnose, click Fetch Provider Logs**
   The logs are saved in the **Provider Log** tab.

> The signed PDF only exists once everyone has signed. If OBELISK has not yet returned the document, you will see a warning and you will need to try again shortly.

12 Webhook events

The connector stores the status-change notifications that OBELISK sends as events, with what arrived and when.

Open **SEFIRA OBELISK › Configuration › Webhook Events**. The **Callback Events** list opens, with one record for each notification received. Events are not created by hand: the connector generates them when OBELISK reports a change.

Where each piece of data comes from

The data in each event is sent by OBELISK. The scheduled task **SEFIRA OBELISK: clean old callback events** runs every day, is active, and deletes events older than 90 days. Two other tasks work on the envelopes: **SEFIRA OBELISK: poll pending envelopes** (every hour) and **SEFIRA OBELISK: expire overdue envelopes** (every 6 hours).

What an event shows

Event Uid	Identifier of the notification. Required.
OBELISK Flow ID	The OBELISK flow the notification refers to.
Event Type	One of: flowStateChanged, phaseChanged, stepFinished, flowCreated or flowDeleted.
Flow State	The state of the flow after the event, as sent by OBELISK.
Account	The OBELISK account that received the notification. Required.
State	How the processing of the event is going: **Pending**, **Done** or **Error**.
Error Message	The text of the failure, if the event ended in **Error**.
Processed On	Date and time when the event was processed.
Payload	The full content of the notification, in a group of its own.

States

- **Pending**: the event has arrived and has not been processed yet. It is the state it starts in.
- **Done**: the event has already been processed.
- **Error**: processing has failed. The reason appears in **Error Message**.

> The list is for reference: there is no need to touch the events. Those older than 90 days are deleted automatically by the daily clean-up task.

Notifications only arrive if SEFIRA has registered the account's **Callback Url** in your tenant, which is in the **Webhook (give the URL to SEFIRA)** group. Without notifications, the hourly task still brings the envelopes up to

date.

> How it was tested: notifications were tested with simulated deliveries that follow the OBELISK webhook specification. In the integration environment, SEFIRA never registered our address, so no real notification from OBELISK has reached Odoo yet.

USER MANUAL · SEFIRA OBELISK

13 What happens automatically

The connector ships with three scheduled tasks, all switched on at installation, which keep the envelopes up to date and clean the notification log.

TASK	FREQUENCY	WHAT IT DOES
SEFIRA OBELISK: poll pending envelopes	Every hour (switched on by default)	Polls the envelopes that are still open in case a notification from SEFIRA OBELISK did not arrive, and reprocesses the notifications whose status query failed. If FlexigoTech Cloud rejects the calls, the affected account or envelope is stopped or skipped, without marking any failure in SEFIRA OBELISK.
SEFIRA OBELISK: expire overdue envelopes	Every 6 hours (enabled by default)	Closes in Odoo the envelopes that are more than 7 days past their deadline, after checking their real status in SEFIRA OBELISK. SEFIRA OBELISK already expires strict-deadline envelopes and external signer links on its own.
SEFIRA OBELISK: clean old callback events	Every day (enabled by default)	It deletes notices received more than 90 days ago, for database clean-up and data protection. You can see them in **SEFIRA OBELISK › Configuration › Webhook Events**.

Frequencies are changed in **Settings › Technical › Scheduled Actions**, with developer mode activated.

USER MANUAL · SEFIRA OBELISK

14 If something fails

The most common failures, and what to check for each one.

Calls to SEFIRA OBELISK do not go out and nothing has been sent	Every call goes through FlexigoTech Cloud and needs its trial or its subscription. Check **Settings › FlexigoTech Cloud** and make sure the connection is still active.
«Connection to OBELISK failed: ...»	Open the account in **SEFIRA OBELISK › Configuration › Accounts** and press **Test Connection**. Check the environment, the base URL, and the username and password of the system account.
«OBELISK account '...' has no system account credentials saved in FlexigoTech Cloud yet. An administrator enters them on the account. Nothing was sent.»	An administrator opens the account and enters the username and password of the system account.

«You need the "SEFIRA OBELISK: User" access right to send documents for signature.»	Ask an administrator to give you that access right. To test a connection you need the «SEFIRA OBELISK: Manager» access right, which appears in this other message: «You need the "SEFIRA OBELISK: Manager" access right to test an OBELISK connection.»
An envelope is not created	Read the notice shown when sending. It is usually a missing piece of data: a subject of 3 to 120 characters, a PDF, at least one signatory with a name and email, or a number of days to sign between 1 and 365.
You want to see what SEFIRA OBELISK replied	Open the envelope and press **Fetch Provider Logs**. With **Refresh Status** you pull the status SEFIRA OBELISK has right now.

If FlexigoTech Cloud rejects a call because of a missing subscription, it is treated as a pause and not as a SEFIRA OBELISK failure: no envelope is marked as faulty and nothing is retried. Once the subscription is active again, the task **SEFIRA OBELISK: poll pending envelopes**, which runs every hour, picks up the pending envelopes.

USER MANUAL · SEFIRA OBELISK

15 Support

Get in touch to install it, configure it or with any question. On the Standard plan we reply within 1 working day; on the Pro plan, within 4 working hours, and if needed we can review 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/sefira-connector-odoo.html

On Odoo Apps

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

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