External Gateway

Documentation · https://viaspaces.com/Documentation/external_gateway/

Let partners without a ViaSpaces account review, approve, and sign documents.

External Gateway is a secure web link, sent by email, that lets a business partner with no ViaSpaces user profile receive, review, and act on a document — no registration required.

Who it's for

External Gateway applies to an external business partner: a partner marked (External) that has no ViaSpaces account of their own. Send to them the same way you'd send to any other partner — create the document, set the approval settings, and send. Before it goes out, a Document Summary lets you double-check the subtype, value, approvers, and attachments, with a link to a PDF Preview.

Security for a given external partner — PIN or password mode, notifications — is configured on that partner's **External Gateway Settings** tab.

What the recipient sees

The recipient opens the emailed link. On first access, an **E-Document Access Agreement** asks them to agree to receive and process documents electronically. From there, the document opens with its Subtype, the sender's company details, any attachments, and **Reject / Approve** buttons at the top.

PIN or password access

If the sender turned on **Use PIN / Password** for that partner, the recipient needs a code before opening the document:

Mode	How it works
Request PIN/Password	The recipient requests a one-time code by email, then enters it to unlock the document.
Custom PIN/Password	The sender set a fixed code; the recipient enters it directly, or requests it by email instead.

Approving, rejecting, and signing

Approve or Reject records the recipient's decision and updates the status on your side immediately. If the approval type is Signature, an **Approve and Sign Your Document** dialog opens with tabs to sign by writing, uploading, or typing.



Hint: If the recipient doesn't yet have a ViaSpaces account, a **Register for Free** prompt can appear after they act, offering to create one linked to your partner connection.