

Browser Privacy Settings

i **Dealerships who use eSignatures** should ensure their devices **allow location tracking** for enhanced protection during dispute resolution. It helps prove *where* the document was signed by capturing IP address.

[Why](#)

[How](#)

[iPad - Chrome](#)

[iPad - Safari](#)

[Galaxy - Chrome](#)

[Desktop - Edge](#)

[Desktop - Chrome](#)

Why

iService's eSignatures print the device's IP address to help prove which device was used. During a dispute this can help shut down fraudulent claims.

! However, modern web browsers have privacy settings to block tracking of location & IP address.

Document History: 372364v18.pdf

Document signed
12/02/25 at 10:24 AM CST
IP address 75.100.7.29

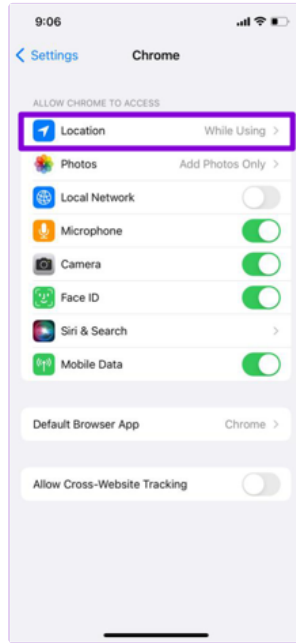
When these privacy settings are *enabled*, depending on the browser & device it may:

- Pop up a warning during printing
(*ex. Printing was blocked. Do you want to allow it?*)
- On the final page that shows the eSign audit trail:
 - Omit this page entirely
 - Show IP address: *null*

How

Please check any devices that will be used to eSign Service Lane work orders & customer invoices. This probably includes at least your tablets, and possibly your advisors' desktops.

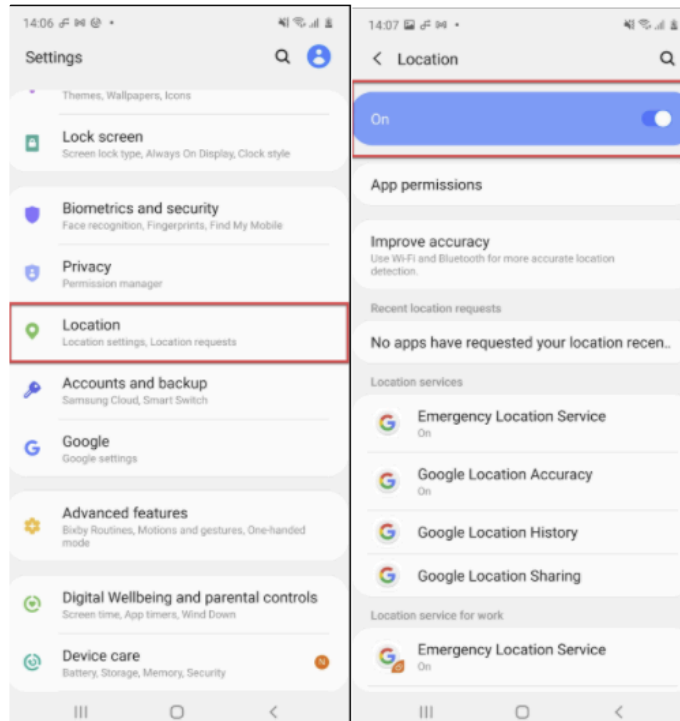
iPad - Chrome



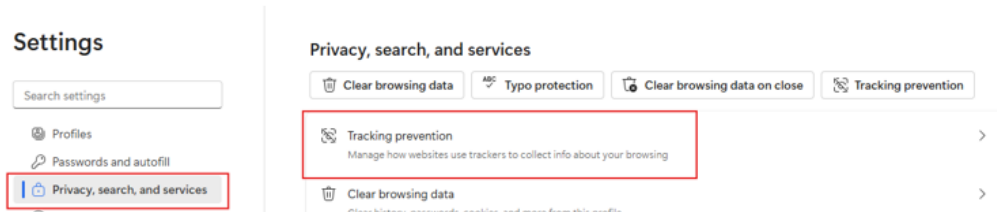
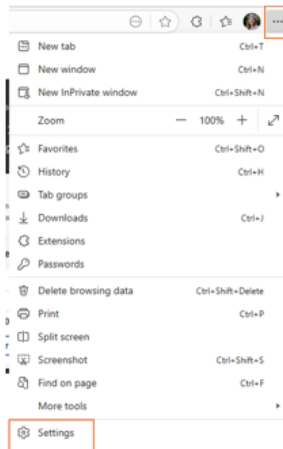
iPad - Safari



Galaxy - Chrome



Desktop - Edge



Privacy, search, and services / Tracking prevention

Websites use trackers to collect info about your browsing. Websites may use this info to improve sites and show you content like personalized ads. Some trackers collect and send your info to sites you haven't visited.

Enable tracking prevention ? 🔴

Blocks known harmful trackers

<p>Basic</p> <p>Allows most trackers across all sites</p> <p>Content and ads will likely be personalized</p> <p>Sites will work as expected</p>	<p>Balanced (Recommended)</p> <p>Blocks trackers from sites you haven't visited</p> <p>Content and ads will likely be less personalized</p> <p>Sites will work as expected</p>	<p>Strict</p> <p>Blocks a majority of trackers from all sites</p> <p>Content and ads will likely have minimal personalization</p> <p>Parts of sites might not work</p>
--	---	---

Desktop - Chrome

The screenshot shows the Chrome Settings page at `chrome://settings/privacy`. The left sidebar lists various settings categories, with "Privacy and security" selected and highlighted with a red box. The main content area shows the "Privacy and security" section, with "Site settings" highlighted by a red box. Below this, the "Permissions" section is visible, with "Location" highlighted by a red box. The right sidebar shows the Chrome menu, with "Settings" highlighted by a red box. The "Site settings" section shows "Recent activity" with "No recently changed permissions" and "View permissions and data stored across sites". The "Permissions" section shows "Location" with the text "Sites can ask for your location".

Sites usually use your location for relevant features or info, like local news or nearby shops

Default behavior

Sites automatically follow this setting when you visit them

- Sites can ask for your location
- Collapse all requests in the address bar
- Collapse unwanted requests (recommended)
- Expand all requests

When you start using eSign, a pop up will ask whether iService may track location. Choose **Allow** to append signatures with IP Address.

- Don't allow sites to see your location

Customized behaviors

Sites listed below follow a custom setting instead of the default

Not allowed to see your location

No sites added [iService should not be listed here](#)

Allowed to see your location

No sites added