

Signature not working on a Chrome Book or any other computer with a touchscreen using Google Chrome.

Q: What happened?

A: Google submitted an update, version 70, which by default turned off touch screen support. This caused an issue where you can touch the screen to select something but disabled the ability to draw a line, hence signature's broken.

Q: Who needs to do this?

A: Anyone who has a device that is using Google Chrome version 70 or higher that wishes to take signatures on that device's touchscreen.

Q: Do I need to make this change if I perform signatures on a paired tablet?

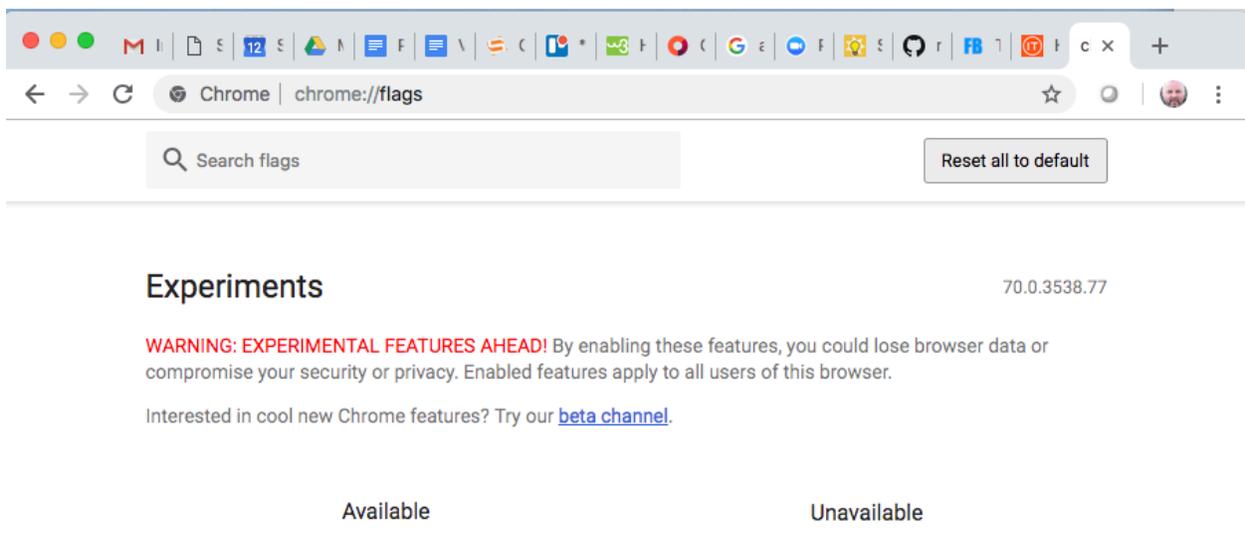
A: No, this only affects you if you want to take signatures on your devices touch screen and will not be pairing a device.

Steps to enable signature support on your device using Google Chrome.

Step 1: Open your Google Chrome

Step 2: type this special code in your address bar **chrome://flags** and hit enter.

If you typed that code in correctly you will see this:



I do not recommend haphazardly changing a bunch of settings, just look for the setting needed.

Please also read the warnings in red before you proceed. I do not mean to scare you, but you will have to make one change while in here. On to the next step.

Step 3: Locate the feature that is called Touch Events API. This used to be 'enabled' by default and the decision by Google to make it 'disabled' by default caused your headache. Below is a picture of the feature you need to set.

Touch Events API

Force Touch Events API feature detection to always be enabled or disabled, or to be enabled when a touchscreen is detected on startup (Automatic). – Mac, Windows, Linux, Chrome OS

[#touch-events](#)

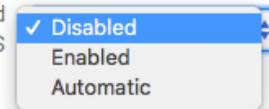


Step 4: On the right-hand side of the feature is a blue box labeled 'Disabled'. Click it and you will see three options Disabled, Enabled and Automatic.

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Step 5: Click on Enabled, if done correctly you will see this:

● **Touch Events API**

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[#touch-events](#)



Step 6: Close the browser completely. Not just this window.

Step 7: Reopen Google Chrome, log into your FBM account and start taking signatures again.

This will get you back in business, if you have any further issues or this does not correct your problem please let us know by calling our support line at 844-896-9577 press #1 for support.