

DOCUSIGN FAQ

What are the system requirements to use DocuSign?

Reviewing and electronically signing documents requires the following minimum hardware and software requirements:

Recipient (Signer) Requirements

Operating Systems:	Windows XP, Windows Vista, Windows 7; Mac OS X
Browsers:	Final release versions of Internet Explorer 7.0 or above (Windows only); Mozilla Firefox 3.0 or above (Windows and Mac); Safari 3.0 or above (Mac OS only); Google Chrome 5.0 or above.
Mobile Signing:	Apple iOS 4.0 or above. Android 2.2 or above.
PDF Reader:	Acrobat® or similar software may be required to view and print PDF files.
Screen Resolution:	1024 x 768 minimum.
Enabled Security Settings:	Allow per session cookies.

Pre-release (e.g. beta) versions of operating systems and browsers are not supported.

I've completed the DocuSign envelope but it's not going through. What should I do to make sure I've actually completed it?

You should hit the **NEXT** buttons on each form until you reach the **CONFIRM SIGNING** button at the very end of the document. You might have a signing event on each page however until you get the **CONFIRM SIGNING** message there are still fields to enter.



When you have completed the signing you'll get a **COMPLETION CONFIRMATION** message. If you don't get this - you haven't completed the form.



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Sign On Paper vs. Electronic Signature

If you choose to **Sign on Paper** (or accidentally click the option) your envelope will be considered “completed.” **However** it will not be submitted to the WSLCB because the signature is missing.

Resolutions:

- Print the forms, physically **Sign on Paper** and then mail the physical copies to the WSLCB.
- Ask your investigator to resend the envelope package, refill out the forms and submit them electronically.

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How to change a signature in DocuSign

The wrong signature is showing up when signing my documents (most likely the business name instead of the applicant’s full name).

Resolutions:

- If you have created a DocuSign account: Visit DocuSign.com, log yourself into your account and change your signature by editing your DocuSign ID Card/Identity.
- If you have NOT created a DocuSign account use the MORE/Save function to save your documents and then log yourself out of the process. Then visit the forms again by clicking on the VIEW DOCUMENTS link in the email your license specialist has sent you. Navigate to the signature buttons, all signatures should be removed and when adding a new signature a modal window will prompt you to select your new signature and the name to be used for signing.

If this window does not appear then a DocuSign account exists for this email and you need to follow the first method above to change your signature.

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Common issues preventing an envelope from being completed

The 3 most common issues preventing an envelope from being completed:

Required fields:

- There are red outlined/required fields that **HAVE** to be filled with content.
- If you have nothing to fill out then mark those fields with "NA."
- The application will not submit if the required fields are **empty** and red-outlined.

Calculated totals:

- On some of the financial forms we calculate the totals of assets and liabilities.
- Number fields that calculate cannot have any **\$** signs, **PERIODS** or **COMMAS**.
- Take all of the characters out to allow the total to calculate.
- Round cents up or down.

Attachment buttons are required fields:

- If you have an attachment sheet, but nothing to attach, check with your License Specialist on what information needs to be attached.
- If you have nothing to attach you need to attach an empty/dummy document in order to submit the application.

- If you have attached something but selected "I have more documents to attach" a new yellow button with a paperclip will be visible and it will require you to attach something else. Click the attachment button and in the popup window select the "remove tag" button.

The application will not submit with empty attachment buttons, un-calculated number fields or required fields missing information.

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