FAQs for Members Using DocuSign

Q. What is DocuSign?
A. DocuSign is a secure electronic signature system that allows the Credit Union to bypass traditional paper-based methods of obtaining a sign off on certain documents.

Q. What is an electronic signature?
A. The quick answer is an electronic signature, or eSignature, is an electronic method of signing off on a document. An eSignature can legally take the place of a traditional handwritten signature if it is obtained in compliance with the U.S. E-SIGN Act.

Q. Are electronic signatures legal?
A. Yes. Electronic signatures are legally binding in the United States. The U.S. E-SIGN Act establishes that electronic records and signatures carry the same weight and legal effect as traditional paper documents and handwritten signatures.

DocuSign also meets eSignature legal standards around the world, with documents being signed in 188 countries today

Q. What is the U.S. E-SIGN Act?
A. The U.S. Electronic Signatures in Global and National Commerce (E-SIGN) Act was signed into law on June 30, 2000. It facilitates the use of electronic signatures and records in interstate and foreign commerce and states that they are subject to the same legal scrutiny that applies to paper documents.

Q. Is DocuSign secure?
A. Yes. DocuSign meets or exceeds national and international security standards and is trusted by banks, law firms, and large enterprises around the world. Importantly, DocuSign is the only eSignature company in the world in compliance with the U.S. E-SIGN Act.

Q. Is DocuSign widely used?
A. DocuSign is used by more than 65,000 customers, including many of the largest multi-national enterprises. More than 40 million users worldwide in 188 countries have DocuSigned. Employees at more than 90% of the Fortune 500 have used DocuSign.

Q. Will I have to pay to use DocuSign?
A. No. Signing with DocuSign is free. Signers do not need to buy anything.

Q. Do I need a DocuSign account to sign a document?
A. A DocuSign account is not required to sign a document.

Q. How do I sign my document without signing into DocuSign?
A. On the DocuSign homepage at docusign.com, click Access Documents at the top. This should redirect you to a prompt asking you to enter the security code at the bottom of the notification email you should have received from the Credit Union. Enter the security code to access your document.

Q. How do I create my eSignature in DocuSign?
A. The first time you sign a document, you'll be asked to create your own signature. You can type in your name and select a font, create one with your mouse, upload a scanned image of your pen-and-paper signature, or use a stylus on your Apple iPad or tablet PC. This signature will be associated with a unique identifier so that every document you sign will be recorded as signed by you and you alone.

Q. Does my DocuSign signature need to be identical to my handwritten signature?
A. No. the law recognizes that electronic signatures will not be identical to handwritten signatures. What your eSignature looks like does not matter.

Q. Can I save my signature to use again in the future?
A. Yes. You can use DocuSign's Manage Identity feature to capture and save the signature you'd like to use ongoing. You can also edit your signature at any time.

Q. What if I'd rather hand sign my document?
A. Just let us know. We can send the form to you by mail or email. You can then sign it and mail it back to us or attach a scan of it to a Secure Email from within PC Access Online Banking.

Q. Why do I have to answer so many personal questions to access my document?
A. These questions help us positively identify you without requiring that you send us a photocopy or scan of your ID. They also help make certain that only you can access your documents.

Q. Where can I find more information about DocuSign?
A. For more information, visit their website at **docusign.com.**

Troubleshooting

Q. How do I login to my account?
A. From the front page, go up to the top of the screen and select Login. Once you've activated your account, you can log in any time.

Q. What if I never received an activation email?
A. First, make sure it did not get routed to your spam folder. If it isn't there, you can request to resend your account activation email from DocuSign's login page. Enter your email and password and then click Resend Activation.

If you don't receive an activation email, there's a chance that your activation email is getting caught in your email's filter. Try adjusting your email preferences and adding DocuSign as a trusted sender.

Q. Why can't I login?
A. Make sure you are correctly entering in the same email address and password you used to make your account. If that does not work, or if you are unable to remember your DocuSign password, select the "Forgot your password?" link under the DocuSign log in and enter the email address linked to your account. You will receive an email asking you to answer the challenge question you chose when you made your account.

Q. The system says I didn't pass the ID Check questions. Why?
A. The information for the ID check is gathered from public records, and there may be many reasons why your answers differ from those in the records. If this happens, please give us a call so we can verify your identity using other methods.

Q. I clicked on my signature in a PDF and nothing happened. Why is that?
A. In some PDF viewers, hyperlinks are not supported.

On the PC, Adobe Acrobat, Soda PDF, and Nitro PDF all support hyperlinks.

On the Apple iOS, Adobe Acrobat and the native Acrobat software from Apple do NOT support hyperlinks, but third party applications such as PDF Expert do.