

I just got an email notification from DocuSign. What does it mean?

- **Subject: DocuSign: Copy of EFT Form for XXXXX or DocuSign: Copy of W-9 Form for XXXXX**
This is a copy of the envelope that has been sent and is received by the Department Sender. No action is required with this notification. However, if the department needs to perform an action on the envelope while waiting to receive back from the Vendor, the department can use this to access the envelope. Example includes obtaining the Envelope ID to assist in tracking the envelopes.
- **Subject: Please DocuSign: Complete W-9 Form from XXXXX or Please DocuSign: Completed EFT Form from XXXXX**
This is the email that is sent to the Department Reviewer once the Vendor has completed the form.
- **Subject: Completed DocuSign Commonwealth_W9_Form_2020.docx or Completed DocuSign Commonwealth of Massachusetts EFT Form.docx**
This is the notification that all parties (Sender, Vendor, Reviewer) receive once the envelope is completed by the Reviewer and sent to CTR Vendor Team. No action is required with this notification. From this notification, all parties can access the envelope and download to save electronically.
- **Subject: Expiration Pending: Please DocuSign: Complete W-9 Form from XXXXX or Expiration Pending: Please DocuSign: Completed EFT Form from XXXXX**
This is a reminder email and will have the date of when the envelope will expire within the body of the email.
- **Subject: Voided DocuSign Commonwealth_W9_Form_2020.docx or Voided DocuSign Commonwealth of Massachusetts EFT Form.docxM**
This envelope has been voided and cannot be used. It could have been voided due to expiration of the envelope or by one of the signers (Department of Vendor). The body of the email will have the voided reason in it.

Are electronic signatures (e-signatures) legally valid?

E-signatures have layers of security and authentication built into them, and are accompanied by proof of transaction that can be used to demonstrate the validity of a signature in court. For more information please [read this DocuSign article](#).

Can I use a mobile device to sign documents?

Yes. You can use e-signatures on a mobile web browser for easy use with smartphones and tablets. From the email notification, click on Review Document. You will then be able to fill in the information on the form then sign the document as you normally would in DocuSign

What forms of e-signature are acceptable?

The Office of the Comptroller has elected to accept two types of electronic signature via DocuSign. A signer can either draw their signature using a mouse or finger if working from a touch screen device; or can upload a picture of their wet signature. The typed text of a signature is not an acceptable form of electronic signature.

My signature is showing up in an unacceptable form (typed text). How do I fix it?

If your signature is displaying in the typed text format, you will need to log into your Account Preferences to change it. [Please follow these instructions.](#)

Why am I not receiving DocuSign email notifications?

If you have a DocuSign account, you may not receive an email depending your account settings. If your settings are configured so that you don't receive notifications, log into DocuSign to complete the review of the document. [Review the instructions on how to change these settings.](#)

Alternatively, DocuSign email notification maybe blocked by your IT settings. [Review this article for more information and work with your IT department.](#)

How do I attach a file?

If the DocuSign form you are filling out requires an attachment, select the paper clip icon and follow the prompts. Review the job aids for more detailed instructions.

What happens if I decline to sign?

When someone declines to sign the form, the envelope will go into declined status. The person declining to sign should put the reason they are declining into the comments box. NOTE: Please do not share any personal identifying information (PII) or other sensitive information in this box. All parties are notified via email that the envelope was declined as well as the reason included in the comments box. If the form still needs to be completed and signed, a new envelope will need to be sent.