DocuSign
Reference guide

iA Financial Group

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DocuSign – Account settings

In the " Admin " tab of your DocuSign account

Under " Regional Settings ", make sure the following options are selected:

Time Zone

☐ Allow users to set their own Time Zone and Date Format

Default Time Zone for the account

(UTC-05:00) Eastern Time (US & Canada) ▼

Default Date/Time format for the account

4/27/2018	04:00:00 pm ▼

Under " Security Settings ", make sure the following options are selected:

Recipient Authentication Triggers

○ The first time a recipient accesses an envelope per device

● Every time a recipient accesses an envelope

Under " Sending Settings ", make sure the following options are selected:

Recipient Roles

☐ Enable specify recipients

☐ Enable allow to edit recipient

☐ Enable update recipients

☐ Enable in person (hosted) signing role

Under " Signing Settings ", make sure the following options are selected:

Recipients

☐ Require a reason when a recipient declines to sign

☐ Allow recipients to sign on paper

☐ Allow senders to override sign on paper

☑ Allow recipients to sign on a mobile device

☐ Allow recipients to change signing responsibility

☑ Allow senders to override change signing responsibility

☐ Allow recipients to edit documents

☑ Allow recipients to create a DocuSign account

☑ Allow recipients to sign documents offline on a mobile device ⑦

Envelope Delivery

☐ Attach documents to completion email

☐ Attach certificate of completion to envelope

☑ Suppress emails to embedded signers

☐ Send completion emails to embedded signers

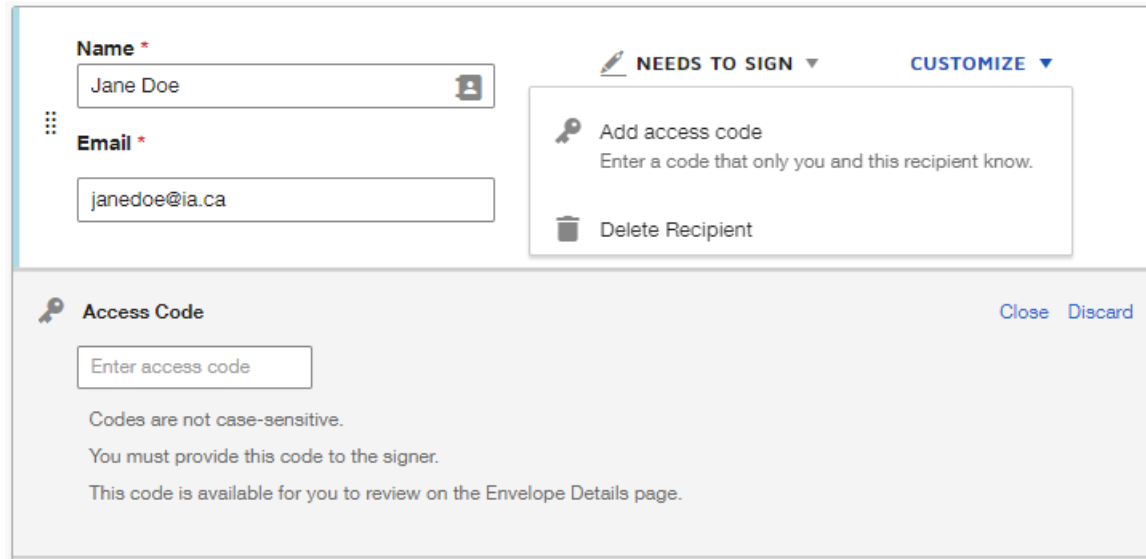☐ Allow account users to decide if they should send a link or attach a PDF

Deliver self-signed email notifications by

Link ▼

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DocuSign – Add documents
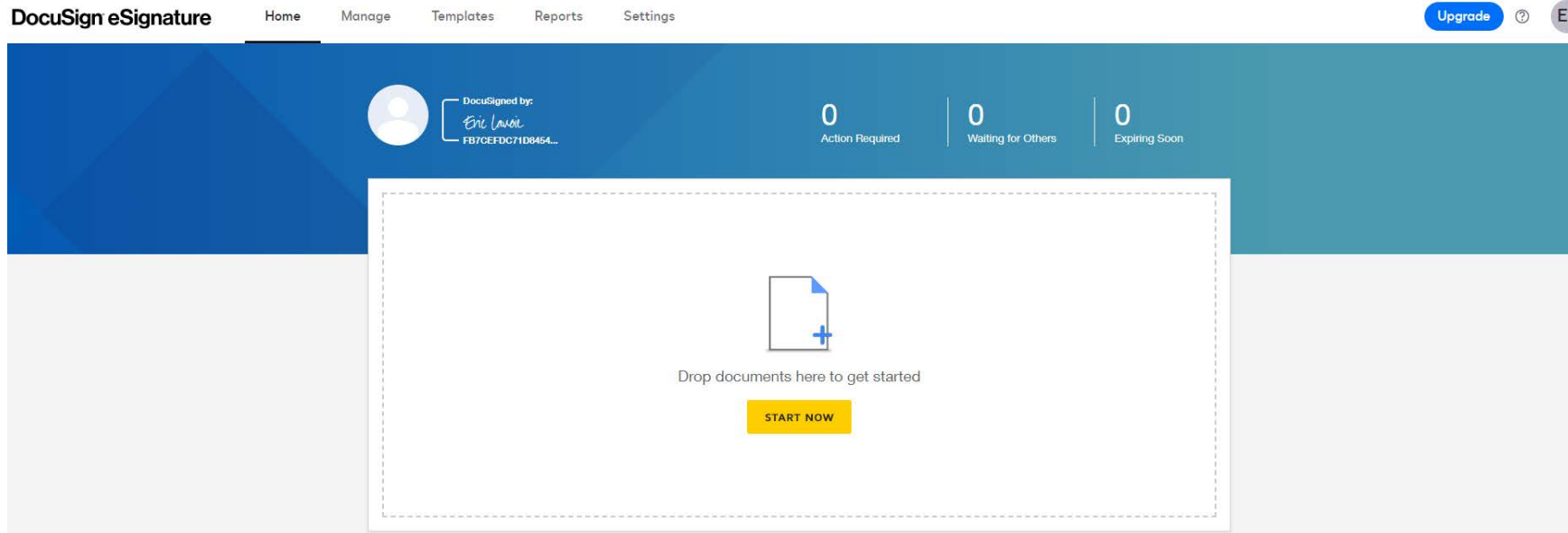
➢ Simply click on the " Start now " button to import your prefilled documents which will be used for the signature ceremony.

➢ You can add as many documents as necessary.

➢ The documents must not be password protected before being imported.

DocuSign – Add signers

- ➢ Add every person who must participate to the signature ceremony (including the advisor).

- ➢ Every signer must have their own unique email address.

- ➢ You must add an " Access code " for every client (it's not necessary to add one for the advisor) by clicking on " Customize ", then " Add access code ". The advisor must choose an access code and communicate it to the clients so they can proceed to the signatures.

DocuSign – Prepare the documents for the signature

At this stage, you must configure the various fields related to the signing ceremony.

For example, the tool is not able to recognize where each person should sign or initial.

It is therefore necessary to do this for each of the documents previously added.

➢ To select a signer, choose them in the drop-down menu at the top-left of the page
➢ To add a signature field, click on " Signature "
➢ To add an initial field, click on " Initial "
➢ To add a " signed at " field, click on " Text "

It is not necessary to add a field for the signature date because the signature tool automatically save this information.

DocuSign – Review and send the documents

- Before sending the email, you can change the email subject field and write a message.

- Make sure the " Allow recipients to change signing responsibility " box is unchecked under the " Options " tab.

- Once you are done reviewing, click on " Send " to send the documents to the signers.

DocuSign – Sign the documents

Please read the " Handwritten signature " appendix to know how to proceed if your document require a handwritten signature (ex.: Change of beneficiary, medical authorizations).

➤ Once the signer clicks on the link in the invitation email they must enter the access code you gave to them.

➤ The signer has to select their electronic signature among a list of suggested styles and then click on every field you previously configured to complete them.

➤ The advisor has to go through the same process as the client to complete their part of the signature ceremony.

The client doesn't have to be subscribed to DocuSign to be able to sign the documents.

DocuSign – Retrieve the completed documents

The " Combine all PDFs into one file " option didn't seem to work properly during our tests.

➢ To retrieve the completed documents, go under the " Manage " tab of your account to see the list of all your transactions.

➢ Click on the transaction you want to retrieve and you will be redirected to that page. Click on the arrow button to download the documents.

➢ Select all the documents, including the " Certificate of Completion " (this is in this document that the signature dates are automatically saved, along with other necessary information to make your transaction compliant) then click on " Download ".
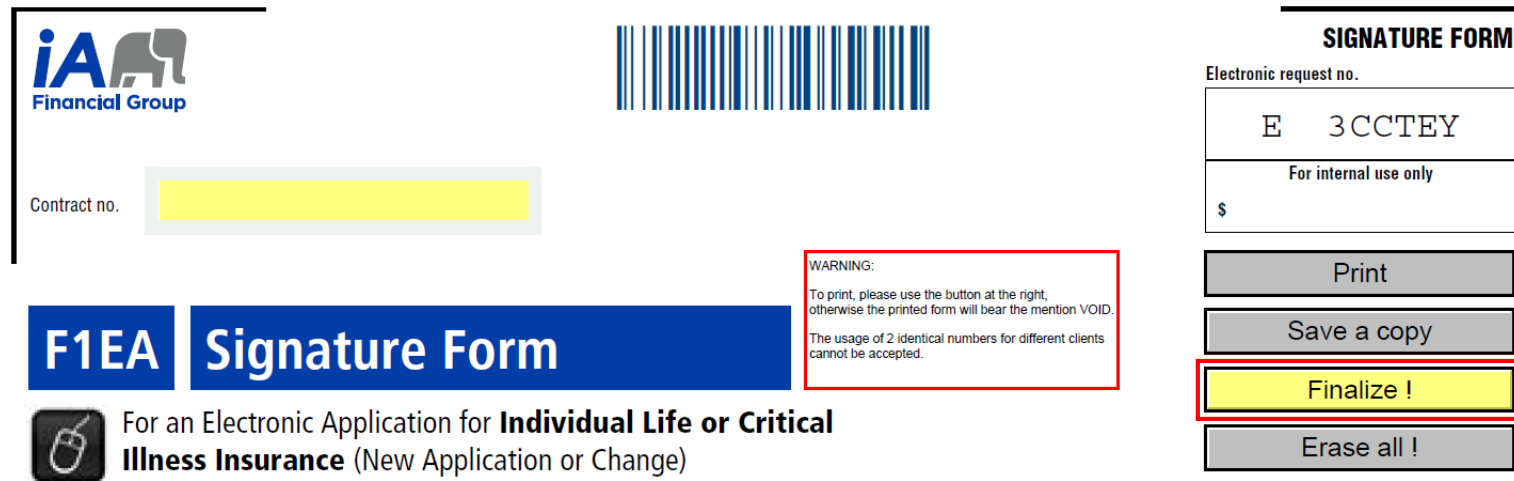
It is impossible to make it mandatory for your client to use a handwritten signature with DocuSign, this is the reason why it is important for the advisor to explain how to proceed.

- After clicking on the link in the invitation email, when the tool ask them to choose their signature, they must click on the " Draw " tab.

- The client has to draw their signature in the white rectangle, then click on " Adopt and sign ".

- They will be able to use their handwritten signature to complete the signature fields in the documents.

When you use the electronic Signature Form (F1EA), it's important to save it properly, making modifications no longer possible.

To do so, open it with Adobe Acrobat Reader, fill the form, then click on the « **Finalize !** » button. A new window will open, allowing you to save your form. It's this saved form that you must import to the signature tool.

If you do not see this button, please download the latest version of the F1EA form in the Document Centre of your **Advisor Centre**.