DocuSign: FAQ

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Q: How do I log in?

Q: How can I get access to send envelopes?

Q: Where can I get additional support for DocuSign?

- See this article.

Q: How can I share templates?

Watch video.

1. Start off in the "**Templates**" view.
2. Select all the templates that need to be shared.
3. Go to "**More**", then "**Share with Users**".
4. Search and select specific individuals in the "**Users**" tab or share with everyone in the "**Groups**" tab.
5. Review your selections in the "**Selected**" tab and then share.

Q: Can you require fields/information from a recipient who doesn't have to sign?

- Yes. Continue to mark the recipient as "Need to Sign" and only add fields to the document that you require them to fill out. (They do not need to provide a signature.)

Q: Can you require the sender of an envelope to input fields prior to sending it out?

- Yes. Add "Pre-fill" fields to your document. You can also add these fields to your templates so that the sender is required to fill them out before sending them to the first signer.

Q: Do you have to send yourself an email to sign a document?

- No. If you're the sender of an envelope, and you're the first signer, you'll be prompted to complete the signing when you hit "**Send**". If you want to hold on

signing, you can choose to "**Sign later**" to email yourself and complete the task at a later time.

Q: Can you assign others as delegates to sign on your behalf?

- Yes. You can add delegates by going into "My Preferences" > "Delegation". Here you can grant delegation to other Brown users who have already accessed DocuSign.
- More information is available here.

Q: Where can I view any documents I need to sign?

- This can be done on the home page of your DocuSign account. Sign in to DocuSign and click on "**Action Required**" on the top to view documents that require your action.

Q: How do we send reminders to signers?

- By default, signers are sent reminders to sign documents awaiting their signature. These can be changed by envelope senders under the "Advanced Options" when sending an envelope or creating a template.
- Default reminder notices:
    - Number of days before sending the first reminder: 3 days
    - Number of days between reminders: 3 days
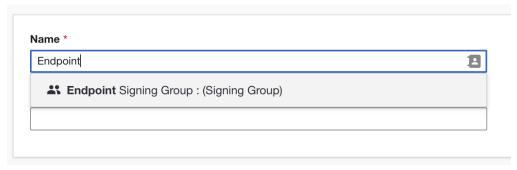   - Number of days in which to warn signers before expiration: 3 days

Q: Can envelope senders share envelopes with other users?

- No. Only DocuSign admins can delegate envelope access to others. In cases where it makes sense, senders can choose to change ownership of an envelope to another individual.

Q: Can a signature be sent out so that one out of many individuals can sign it?
Q: What are signing groups?

- Signing Groups can be created by admins so that you can request a signature from one of a list of individual users. You can set the signer to the Signing Group and all the members of that group will receive a notification and only one is required to complete it.
- It will be evident in the interface when a Signing Group is being selected:

- [DocuSign: Signing Groups FAQs](#)

Q: Can I edit an envelope that's already been signed?

- You can "Correct" an envelope that's already been signed, but the changes will not be sent to signers that have already signed; it will only notify new pending signers.
- Get more info [here](#).