

Frequently Asked Questions

1. *Do I need a DocuSign® account to participate in E-contracts?*

No. You do not need a DocuSign® account in order to electronically sign documents.

2. *What if I forget to sign all required locations on the contract?*

If you fail to sign all sections of the contract and you have already submitted the document, contact the county staff that initiated the contract. This information is located in the email sent by DocuSign®. County staff will resend the document to you so you can e-sign the additional locations. Your previous signatures should not be impacted.

3. *Who do I call if I have a question?*

Contact the county staff that initiated the contract. This information is noted in the email from DocuSign®.

4. *What if I need to reassign to another person in my organization?*

If you are not the individual with the authority to sign contracts within your organization, you will need to reassign it to the individual that does have the authority. You can do that by clicking the link to the document, select OTHER ACTIONS and select REASSIGN. You will be asked to enter the name and email address of the person you are reassigning the signing task to. In addition, you will be asked to enter a reason for reassigning. (*i.e. "reassigning to staff with legal authority to sign contracts"*)

5. *What if I need someone else to review the contract first before signing it?*

You can always print it and forward to whomever needs to review it or you can use the reassign function; however, you will need to reassign the signing task back to the correct person.

6. *What if I don't want to sign electronically?*

You are not legally required to participate in electronic contracting; however, once you've mastered the process it will expedite the entire contracting process. If you do not wish to participate please notify, in advance, county personnel you deal with when negotiating the contract to advise of your decision not to participate. Notifying them in advance will expedite the process.

7. *How to save or print a completed document?*

Once you've electronically signed the document and clicked FINISH you will have the option to print the document by selecting the print icon . You also will have the option to download and save it using the download icon . You will also receive an email from DocuSign® with the completed document. This allows vendors multiple options.

Electronic Contracting Process for Vendors

8. *What if I notice an error in the contract when reviewing it?*

If you notice an error in the contract you will need to DECLINE it. You can decline it by selecting OTHER ACTIONS and DECLINE. You will have to enter a reason for declining the contract. You can note the error in the narrative box. This notification will automatically come back to the county to alert them of the declined contract. In addition, vendors should contact county staff using the contact information that was included in the contract initiating email from DocuSign® to further explain the error or decline/rejection of the contract.

9. *Will all contracts be electronic?*

No. Under certain circumstances a paper contract will be required by law; however, the majority of contracts are eligible for electronic contracting.

10. *Is DocuSign secure?*

*DocuSign® meets or exceeds national and international security standards, including strict security policies and practices that set the standard for world-class information security. DocuSign® provides robust security assurance, with enterprise-wide ISO 27001:2013 certification, xDTM compliance, as well as SSAE 16, SOC 1 Type 2, SOC 2 Type 2 reports.
*(*information provided by DocuSign®)*