PLEASE NOTE: If you are collecting Social Security Numbers or other sensitive information, please consider masking the applicable fields with Hidden Text whenever possible:
https://support.docusign.com/en/guides/ndse-user-guide-hidden-text-fields

*All DocuSign eSignature training is provided through free Docusign University instructor-led webinars and self-paced courses. **It is expected that all individuals using VCU DocuSign complete all DocuSign University training--in the order presented in our Training Roadmap--prior to using DocuSign in a live business process:***
*https://docs.google.com/document/d/1BwE3x0Tju5tqfpv6KHK_-fwcNwVTKzbrGs0kCiovTYc/edit?usp=sharing*
*This is particularly **crucial** for anyone with template creator privileges and individuals performing Bulk Send. We cannot stress enough the importance of gaining a thorough understanding of how to create and manage templates and PowerForms so that you may take full advantage of what DocuSign can do to meet your specific business needs and to protect yourself, your department, and your signers from the inadvertent exposure of collected information to unrelated third parties (e.g., the accidental exposure of collected Social Security Numbers). Please ensure that you complete all of the training listed in our Training Roadmap. Please ensure that all of your VCU DocuSign account use is for legitimate VCU-related business. If you do not require legally binding signatures, a Google Form may be better suited to the specific business process.*

All of our FAQs assume that you have completed all of the training.

Please also note that, if you have never signed into your VCU DocuSign account, then the account itself does not yet exist, and so no envelopes from prior to the account's existence will display in the account.


Someone Else Signed My Document with My Name, or Someone Else's Name is Appearing in PowerForms I Submit or Envelopes I Sign

The Review Document link in a DocuSign email notification is a **direct link to the specific envelope**. When you are sent an envelope to sign, clicking the link will directly take you to the envelope in question:
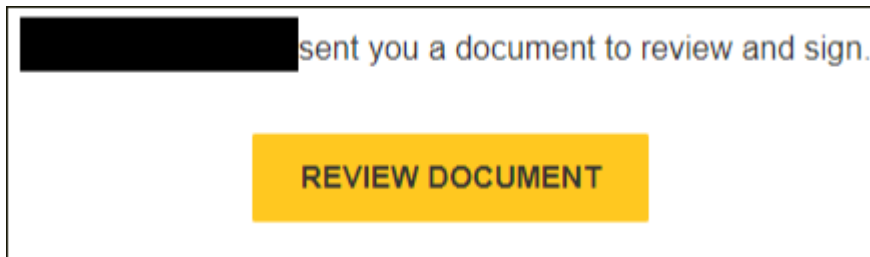
In the broad, there is absolutely no requirement for a signer to log into a DocuSign account, or to have a DocuSign account at all, merely to sign an envelope or view an envelope from the direct signing link: all that is necessary is that email notification link. If you forward that email notification link to someone else, *that person can click the link and sign your envelope with your name.* If you have delegated access to your email account, the delegate can click the email notification and sign your name. **Since the envelope is addressed to your name, your name will be the name that appears as the signature. It is likely that a signature bearing your name will then appear as an option in their account.** Please remember that, from your DocuSign profile (review the following DocuSign University course: https://dsucustomers.docusign.com/configure-your-esignature-profile/739869/scorm/27dssour3jojx), you can manually add a signature with any name you like. The alphanumeric in the signature frame (the alphanumeric ID below the signature when you sign a document) is directly tied to the specific transaction/document and can be seen in the Certificate of Completion for that envelope.

Additionally, if you do have someone else's name/signature associated with your account, then that name will appear in the standard Name/Full Name field on PowerForms you submit and envelopes you sign. You may click the signature and select Change to alter the name/signature option.
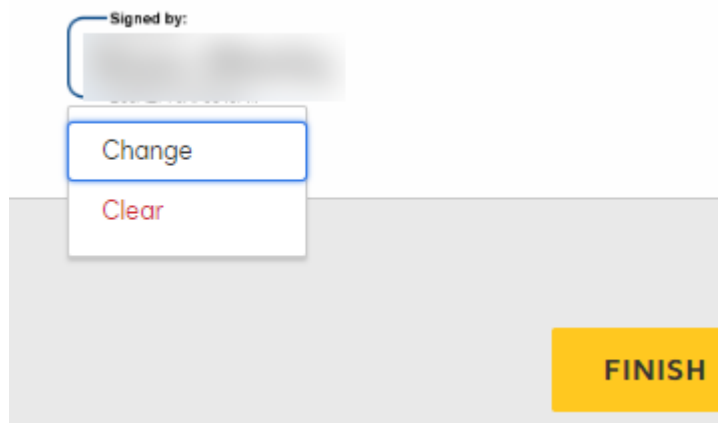
Signers do not need a DocuSign account in order to sign envelopes: they only need the link in the email notification. Envelope History will show the IP address of the signer, but there will otherwise be no method of knowing who the actual signer was. Do **not** forward your email notifications to other individuals, or they can sign your name to your envelopes. The email notification from DocuSign specifically states:

Do Not Share This Email

This email contains a secure link to DocuSign. Please do not share this email, link, or access code with others.

Individuals who have delegated access to others in their **email** accounts need to be aware that anyone with access to your email account can click those links and sign your envelopes with your name.

If you need to change the signing responsibility for the envelope, you may be able to Assign the Envelope to Someone Else:
https://support.docusign.com/s/document-item?language=en_US&rsc_301&bundleId=yca15 73855023892&topicId=uin1573855010064.html

If you are going to be out of the office, you could delegate someone else to sign your envelopes on your behalf (review section Enable Delegated Signing):
https://dsucustomers.docusign.com/send-using-standard-envelope-features/745009/scorm/1 5k3b19ak83dn

Otherwise, contact the sender to issue a correction (review section Perform Envelope Actions After Sending)
https://dsucustomers.docusign.com/manage-your-envelopes/745006/scorm/3dfw6agax558q to change the recipient to another person. If the envelope has reached a Completed state, it is a legally immutable document and cannot be altered.

PowerForm Submissions: I Can't See the Status of a Document From My Account

To send an envelope on the DocuSign system, one requires a DocuSign account with Send privileges. All VCU DocuSign accounts (with valid, active eIDs) have Send privileges. If you log directly into your DocuSign account and initiate an envelope from within your DocuSign account (either by creating an ad hoc envelope or by Using a Template), then you are the Sender of the envelope, and all envelopes you send in that manner will be visible on the Agreements tab of your DocuSign account.
https://dsucustomers.docusign.com/path/get-started-sending-with-docusign-esignature/mana ge-your-envelopes/745006/scorm/3dfw6agax558q
For any envelope of which you are the actual sender, you will be able to see the status of the envelope in your DocuSign account.

PowerForms, however, are entirely anonymous, public, on-demand envelopes that do not require the submitter/initiator (the person accessing the PowerForm URL and submitting the form via web browser) to have an account. In the case of PowerForms, **the account sending the envelope is the PowerForm *template creator's* account.** Even though you may enter your VCU email address as the *submitter* of the PowerForm, **the envelope does not go through your DocuSign account.** Since PowerForm's use the template creator's Send privileges to initiate the envelope, **you will not see any envelope you generate/submit by PowerForm in your DocuSign account:** in-process envelopes

generated by a PowerForm can only be seen in the template creator's account or in the accounts of others in the signing order. Please review the additional information in this link: https://docs.google.com/document/d/1BwE3x0Tju5tqfpv6KHK_-fwcNwVTKzbrGs0kCiovTYc/edit#bookmark=id.1hl55u484rbf
If you need to check the status of, correct, or void any in-process envelope you submitted by PowerForm, you must contact the department responsible for the PowerForm. https://ts.vcu.edu/askit/university-resources/docusign/need-help/

When searching for documents, please remember that the views typically filter to the last 6 months. Change your filter settings as needed.

Additionally, please remember that no envelopes sent to you from before you created your VCU DocuSign account will display in the account.

Completed Email Size Limit

The Completed email notification from DocuSign contains all the attachments/documents associated with the completed envelope. HOWEVER, if you are receiving only a completed email notification with no attachments, it is likely because the entire size of the completed email message and all attachments **exceeds DocuSign's email limit**. While GMail and many other email services allow 25 MB as a total size of an email message, DocuSign will **not** send attachments if the total size of the email message **exceeds 5 MB**: you will receive the Completed email notification, and if you need to move the attachments from DocuSign to another storage medium, you will have to download the attachments from DocuSign from your Agreements tab.

Excerpt from DocuSign Support article:
```
There is a 5 MB limit on documents attached to the 'Completed'
email. If the total size of the documents is over 5 MB, the
separated PDFs will not be attached to the completed email
notification. Please note that the number of pages is not related
to the file size; the file size is a direct result of the amount
of data in an envelope.

Note: Even if the document that is uploaded into the envelope at
creation is under 5 MB, the completed PDF size includes the
footer, header, and all DocuSign fields that have been completed
on the document by signers. This can drastically increase the size
of the document.

There is a maximum limit of 15 documents that can be attached to
the 'Completed' email.
```

@vcu.edu and @vcuhealth.org Email Addresses: Signing Issues

It is recommended that the eID@vcu.edu format be used for addressing envelopes to all VCU/VCUHS members whenever feasible. All envelopes addressed to your VCU DocuSign account (your_eID@vcu.edu) are accessible from within your VCU DocuSign account on the Agreements tab (if you have already provisioned your VCU DocuSign account by signing in). If envelopes are addressed to your @vcuhealth.org account or some other **external** address, they will not display as pending your signature from within your VCU DocuSign account, since the **VCU DocuSign domain account is @vcu.edu.** You may also experience issues with authentication to the VCU**HS** @vcuhealth.org DocuSign domain: https://docs.google.com/document/d/1NqhhSr2vhfmMAdoX7BmRTKZGrdxpgKW7ZOL444kdOb0/edit#heading=h.eb46iav6fi2b

When you sign into your VCU DocuSign account, you are signing in as your_eID***@vcu.edu*** and sending from your_eID@vcu.edu. If you send an envelope from your @vcu.edu DocuSign account and address it to ***any external*** account (such as to your @vcuhealth.org email address), you will receive an **email** notification from DocuSign in your external **email** account with a link to the envelope in question, and you may click that link to access the envelope and sign it.

HOVEVER, if you address an envelope to your own @vcuhealth.org email address from within your own VCU DocuSign account (@vcu.edu), you would **not** be able to go to the details of that envelope (or to the Agreements tab, Inbox, **within** your DocuSign account) and sign it *from within* your VCU DocuSign account, because @vcuhealth.org is an **external** address. In other words, **it is not you:** you cannot sign someone else's envelopes from the Agreements tab of your account. **For example:**
Let's say you log into your_eID@vcu.edu DocuSign account and send an envelope to person1@vcu.edu and to your person2@vcuhealth.org address. You sent this envelope from your @vcu.edu DocuSign account, and signer #2 is your @vcuhealth.org address. Signer #2 is an **external** account. The fact that both of the email addresses (the @vcu.edu account under which you are currently signed into DocuSign and the @vcuhealth.org) are yours does not obviate the fact that the @vcuhealth.org address is *an entirely different email address* from the one under which you are currently signed into DocuSign, and, thus, from within the VCU DocuSign domain, **it is not you**: it is some other entity. If you are logged into your VCU DocuSign account and attempt to sign the envelope from your Agreements tab, you cannot sign it because your_eID@vcu.edu is **not** person2@vcuhealth.org. The only options are to:

1: Click the link in the **email** notification you received from DocuSign in your @vcuhealth.org email account when you were next in the signing order. If you receive an error regarding

authentication (for example: *"Authentication Error: The login information provided does not match the account for this envelope. Please try again and login with the same email address where you received this envelope."*), then you could try completely signing out of your DocuSign account and then clicking the email link. That error would indicate that you are trying to sign something addressed to a completely different address (@vcuhealth.org) from the account currently logged into DocuSign (@vcu.edu). Completely signing out of DocuSign may allow you to sign the envelope.

2: **Contact the sender** of the envelope to change your email address to the eID@vcu.edu format. The sender can initiate a correction https://dsucustomers.docusign.com/manage-your-envelopes/745006/scorm/3dfw6agax558q to change the email address to your @vcu.edu address. **VCU DocuSign support staff cannot initiate corrections on envelopes:** only the sender can initiate corrections. If the sender was a PowerForm, you will have to contact the department responsible for the PowerForm to initiate the correction. For all other issues with @vcuhealth.org email address, please review the information here https://docs.google.com/document/d/1NqhhSr2vhfmMAdoX7BmRTKZGrdxpgKW7ZOL444k dOb0/edit#heading=h.h7cmk2iq5xxv VCU DocuSign support staff cannot address authentication issues to either the VCU DocuSign domain (@vcu.edu) or the VCUHS DocuSign domain (@vcuhealth.org).

VCU CFR Part 11 Signing Issues

If you are attempting to sign an envelope addressed to the @vcuhealth.org format of your email address, please first review the information here: https://docs.google.com/document/d/1FCjcT1EVLkbRgTrcvNSDr21Utk5Shgr_rN0QDaE2xE w/edit#heading=h.z1vgzykyfytj, as you may need to contact the sender to issue a Correction https://dsucustomers.docusign.com/manage-your-envelopes/745006/scorm/3dfw6agax558q on the envelope and change your email address to the @vcu.edu format. As a general rule, everyone with a valid eID has an eID@vcu.edu format of their email address, and that format will redirect incoming email to the correct em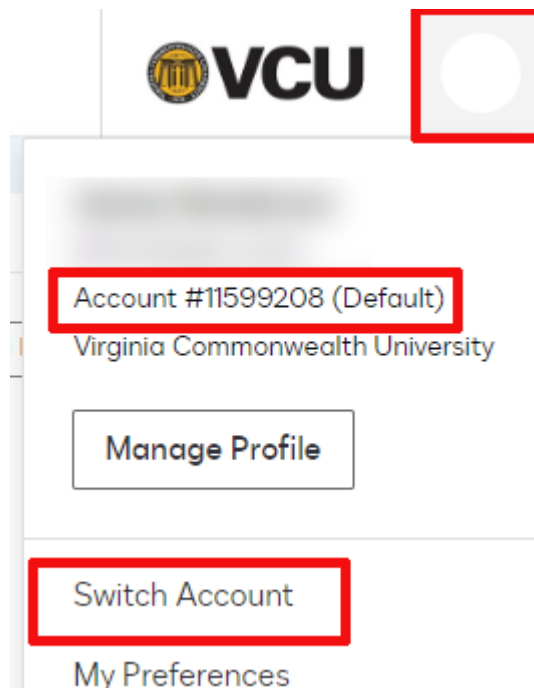ail account (for example, if your eID is JOHNDOE and you have a John.Doe@vcuhealth.org email address, email addressed to johndoe@vcu.edu will be redirected and delivered to your @vcuhealth.org email account). Otherwise, please review the following information:

The VCU DocuSign domain is @vcu.edu. If you have an account under both the standard VCU DocuSign domain and an account under the VCU CFR Part 11 domain, then you may need to Switch Accounts when dealing with signing or authentication issues from envelopes generated by the CFR Part 11 domain to your @vcu.edu address. As a general rule, when

you authenticate to the VCU DocuSign domain, the default account is the VCU DocuSign standard domain, not the CFR Part 11 domain. If you are experiencing issues accessing or signing CFR Part 11 envelopes, please first perform the following steps:

1. Ensure that the envelope was addressed to the @vcu.edu format of your email address. If not, please contact the sender to perform a Correction, per the information above.

2. Log into your VCU DocuSign account per the instructions here: https://docs.google.com/document/d/1NqhhSr2vhfmMAdoX7BmRTKZGrdxpgKW7ZOL444kdOb0/edit#heading=h.v3r8x3ql940m

3. From within your VCU DocuSign account, click your profile icon in the upper right

corner, and review the account ID. The standard (*non*-FDA) VCU DocuSign account is Account #11599208. If you are seeing the standard account ID, please click Switch Account and click the **VCU CFR Part 11 - 75476703** account link.

4. Go to the Agreements tab of your VCU CFR Part 11 account and access any pending items directly from the Agreements tab of your CFR Part 11 account, **not** from the links in any email notification you may have received in your email account.

How to locate the envelope ID?

Please review the information here:
- https://support.docusign.com/s/articles/Where-do-I-find-my-envelope-ID
- https://support.docusign.com/s/articles/How-do-I-find-an-Envelope-ID-as-a-recipient-signer

Checking Envelope Details/Status/History, Receiving or Not Receiving DocuSign Email Notifications

*Please note that VCU DocuSign administration has no method of determining whether an email notification has been **received** in a given email account. For that, you would have to contact Collaboration Services drgee@vcu.edu and/or VCUHS IT https://intranet.vcuhealth.org/. Additionally, if you are not receiving email notifications, please confirm with the sender that they have entered your correct email address on the envelope. For example, the sender may have entered .**ed** instead of .ed**u**, .**og** instead of .o**r**g, vcuh**elat**h instead of vcuhealth, etc. Additionally, DocuSign envelopes have a signing order https://support.docusign.com/s/document-item?language=en_US&bundleId=ulp1643236876813&topicId=ilj1578456480955.html. If someone prior to you in the signing order hasn't completed their actions on the envelope, you will not receive notifications/access codes for the envelope, nor will it be visible on the Agreements tab of your DocuSign account. https://support.docusign.com/en/guides/ndse-user-guide-signing-order* The sender of the envelope may review the details of their envelope to determine recipient status: https://dsucustomers.docusign.com/manage-your-envelopes/745006/scorm/3dfw6agax558q
Please review your envelope Details/History to ensure that you have entered the correct email address for each recipient and to confirm that email notices/reminders are being generated. This information is listed in the envelope History. The sender of an envelope has full access to the envelope History. This is the same information that would be available to VCU DocuSign administrators.
- **Envelope Details:**
  https://support.docusign.com/en/articles/how-do-I-view-the-details-for-documents-I-ve-sent-or-signed
- **Envelope History:**
  https://support.docusign.com/en/articles/How-do-I-check-the-envelope-history
- **Envelope Status:**
  https://support.docusign.com/en/guides/ndse-user-guide-document-status
- **Has your recipient not received a notification because someone else needs to sign first?**
  https://support.docusign.com/en/guides/ndse-user-guide-signing-order

DocuSign emails have been whitelisted for @vcu.edu and @vcuhealth.org accounts; however, it is possible that a specific individual may have rules or filters in their accounts that send DocuSign messages to a folder, spam, or trash. Please inform the recipient to check for such in their email account or to contact their email administrator to determine whether DocuSign mailings are being blocked. Within one's DocuSign account itself, each person does have control over the types of Notifications they may receive. Please review your

Notification preferences
https://support.docusign.com/en/guides/ndse-user-guide-manage-notifications to ensure that you have not unchecked a desired notification type.

If you as the sender are receiving notifications about envelopes that you sent long ago, please carefully review the Time column in the envelope history to determine whether a current recipient action is triggering the notification. For example, we have seen cases where envelopes were sent a year ago, but the recipient of the envelope didn't View or Sign the envelope until a year later, triggering an email notification to the sender about an envelope the sender presumed completed long ago.

If your envelope was generated by a PowerForm, you will need to contact the template/PowerForm creator to review the envelope details. All envelopes generated from a PowerForm are sent from the PowerForm creator's account. The submitter of a PowerForm will receive a Completed **email** notification, but **the envelope itself will not be in the submitter's DocuSign account,** since the submitter's DocuSign account did not originate the envelope.

If the recipient's email address entered on the envelope is incorrect, you as the sender will have to
https://dsucustomers.docusign.com/manage-your-envelopes/745006/scorm/3dfw6agax558q the envelope. Again, if the envelope was generated from a PowerForm, the PowerForm creator would have to resend or correct the envelope. Additional information regarding correcting envelopes may be found here.

If the envelope was addressed to an @vcu.edu email address, the recipient should be able to review any envelopes awaiting their signature on the Agreements tab of their @vcu.edu DocuSign account. All University students, faculty, staff, and affiliates with an active eID have access to receive, complete, sign, and to upload and send documents for signature from their standard eID@vcu.edu DocuSign account. The standard VCU DocuSign account is created automatically by signing into DocuSign with your eID@vcu.edu address, per the instructions below:
https://drive.google.com/open?id=1NqhhSr2vhfmMAdoX7BmRTKZGrdxpgKW7ZOL444kdOb0
Envelopes addressed to @mymail, @vcuhealth, @mcvh-vcu, or other external addresses are not part of the @vcu.edu DocuSign domain. Only envelopes addressed to your @vcu.edu address will display on the Agreements tab/Inbox of your VCU DocuSign account.

Envelope or Account Activation Not Found

You click the Review Document link in a DocuSign email notification and receive the following error:

"Envelope or Account Activation Not Found
The envelope is not accessible at this time.
The envelope may have been recalled by the sender or require additional processing."

Possible causes:
- The sender of the envelope issued a correction on the envelope. A correction results in a new Review Document link, and this action immediately invalidates/expires any previous Review Document link. Check your Inbox for a new link.
- The sender of the envelope has recalled the envelope for a correction *and has not completed* the correction. The sender must complete the correction before you will receive a new, valid link to the document.
- The sender has removed you as a signer of the envelope. This will invalidate/expire your Review Document link.
- The sender requested some form of Recipient Authentication, and the authentication failed. In this case, the sender will need to resend.

Please contact the sender with any questions regarding your Review Document link. Only the sender of an envelope can modify/correct an in-process envelope.

For additional information, please review the DocuSign University course "Manage Your Envelopes:"
https://dsucustomers.docusign.com/manage-your-envelopes/745006/scorm/3dfw6agax558q

How Can I See If Notices and Reminders Are Being Sent

You may review the History of any envelope you have sent to see when and to whom email notifications and reminder notifications are being sent. Record of automatic reminder notifications was not enabled on VCU DocuSign accounts until 15 October 2020. You will not see automatic reminder notices in the history prior to that date.
Envelope History:
https://support.docusign.com/en/articles/How-do-I-check-the-envelope-history

My Reminder Notices Are Not Being Sent

The majority of account settings within your DocuSign account are **not** retroactive. This means that when you change a setting on your account, that setting change will not apply to envelopes that are already in process. Instead, the change will only apply to new envelopes created after the setting was changed.

When a template is created, it acquires the account's current Reminder and Expiration settings by default (the account in question being the VCU DocuSign domain account). The creator of the template would have to manually adjust these settings, if they wish to use different rules from the account's defaults. Once the template is created, it keeps whatever Reminder and Expiration settings it held. If the creator configured these settings manually, then this is what the template will hold. If the creator did not adjust these settings, then they will be the Reminder and Expiration settings set for the account at that time.

For example:
The VCU DocuSign domain has **no** automatic reminder settings. If you create a template or envelope, by default the template or envelope will have no reminder settings, and envelopes based on that template will have no reminder settings. If you change the template's reminder settings **after** sending an envelope based on it, the envelope that is in process will **not** inherit any reminder settings: only envelopes created from that point forward will inherit the reminder settings. To enable or modify reminders on an in-process envelope, you would have to Correct the envelope.
**Correct Documents:**
https://dsucustomers.docusign.com/manage-your-envelopes/745006/scorm/3dfw6agax558q

Envelope Sending Limits, "Missing" Envelopes, Expired/Multiple DocuSign Accounts

The VCU DocuSign standard enterprise domain accounts do not have sending limits or fees associated with templates, PowerForms, or envelopes, nor does VCU expire the standard enterprise domain accounts. The account ID numbers for the VCU domain accounts are:

- standard, university-wide VCU production: 11599208
- standard, university-wide VCU demo: 2138524

- VCU FDA Part 11 production: 75476703 (Part 11 **does** have a fixed number of envelopes.)
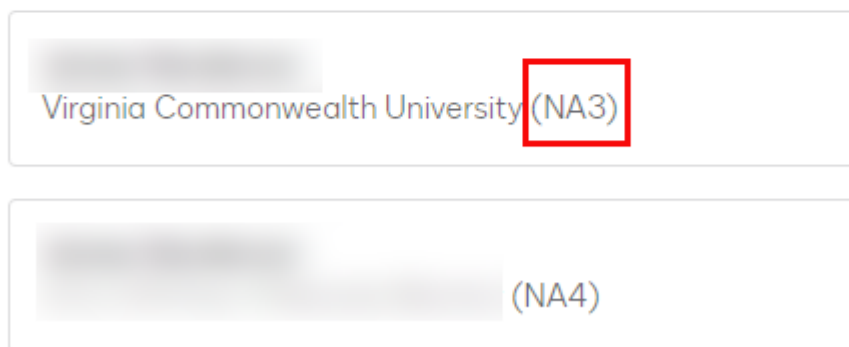- VCU FDA Part 11 demo: 9795143

You can determine which account ID you are accessing by clicking your DocuSign profile icon in the upper right:
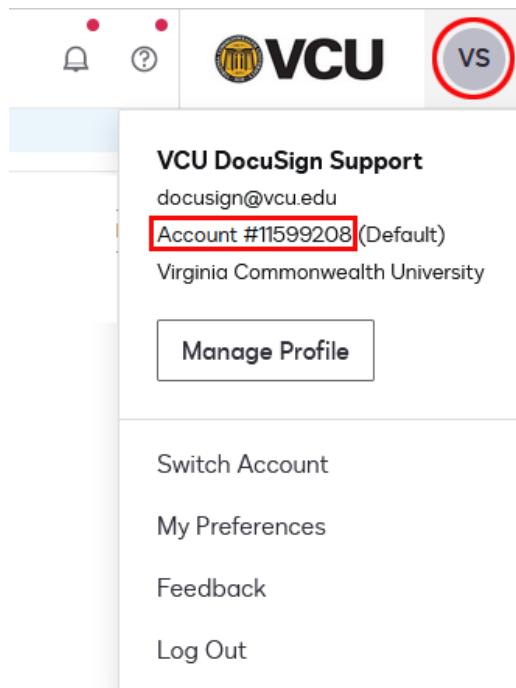
If your account ID number is different from the VCU enterprise 11599208 or Part 11 account numbers, or if you are receiving a notice that you have reached your envelope sending limit, then you have likely accessed a personal (that is, **external** to the VCU domain) account. Additionally, if you have multiple accounts with DocuSign under a given email address, then you should see a selection of accounts when you log in:

The standard VCU enterprise account should be the only option you have listed as being on NA3. Anything else is likely an external account. **In some rare cases, your external account may also be on NA3.** In such a case, you should be able to select Switch Account under your profile icon and choose 11599208 from there. Please ensure that you select 11599208 as the default account (see below)

How Did I Get a Personal/External DocuSign account?

The VCU DocuSign domain is @vcu.edu. The VCU Health System also has a DocuSign domain of @vcuhealth.org. The most common way one may have acquired/created a personal account is by signing into DocuSign using the vcuhealth.org format of your email address *before VCUHS claimed the vcuhealth.org domain* for their DocuSign system, or by signing into DocuSign using your vcu.edu address before the university claimed the vcu.edu DocuSign domain in 2017. If you clicked Try for Free, instead of Login, at DocuSign.com, then you created a free, personal/external trial account using your vcu.edu address. VCU DocuSign administrators cannot manage or support external, personal accounts.

Why are completed VCU envelopes or envelopes awaiting my signature showing on my personal account instead of the VCU enterprise account?

It is likely that you clicked *Set as default* in the external account. Please sign into the VCU enterprise account 11599208, click your profile icon in the upper right, My Preferences, and click *Set as default* beside the 11599208 account.

Your Default eSignature Account

Virginia Commonwealth University (#11599208) [Default] Set as default

There will be **no visible change** when you click *Set as default*, but all future envelopes generated to your @vcu.edu address from the DocuSign production domain will display only on your VCU enterprise production account. The existing links to envelopes in the personal account cannot be moved, however: they will only display in the external account.

What Do I Do With Envelopes I Completed in My Personal/External Account?

If you have Completed VCU business-related envelopes in your external account, please download them and store them in a long-term storage solution for University records. There is no method of moving the envelopes from your external/personal account to your VCU enterprise domain account. Downloading envelopes is a manual process, and you will have to download each envelope individually: there is no method of downloading the envelopes in bulk. If you have any **in-process** envelopes generated from the external account, we recommend that you void them and reissue them from your VCU enterprise account. We would then recommend that you contact DocuSign.com support and open a case to request closure of your personal/external account to eliminate any future confusion between the accounts. Only you, as the owner of the account, would be able to request closure of your personal account.

Is It Possible to Merge the Personal/External Account with My Enterprise Account?

No.

Record Retention/Envelope Purge

DocuSign is an electronic signature solution and not intended as a long-term storage solution for University records. A copy of completed documents will reside in DocuSign **no longer than 18 months**. **Please familiarize yourself with the Record Retention/Envelope Purge process.**

Are DocuSign Emails Secure?

Connection to DocuSign and DocuSign PowerForms is secured via HTTPS (Hypertext Transfer Protocol Secure). Transport Layer Security (TLS) is responsible for encryption of email messages. It is an encryption protocol designed to provide communications security over a computer network. DocuSign and Google TLS-encrypt email messages.

- General information regarding TLS:
  https://www.internetsociety.org/deploy360/tls/basics/
- Google's statement regarding TLS encryption:
  https://safety.google/intl/en_us/gmail/
  "In Google infrastructure, messages are encrypted at rest and while in transit between data centers. Messages transiting to third-party providers are encrypted with Transport Layer Security when possible or required by configuration." (retrieved 22 June 2021)
- Google and HTTPS access since 2010:
  https://gmail.googleblog.com/2010/01/default-https-access-for-gmail.html
- Additional information regarding DocuSign security may be found in the DocuSign Trust Center https://www.docusign.com/trust.

Were you to review the header information in any of the emails you received from DocuSign, you would see something similar to this showing that the messages are encrypted by TLS:

```
          Received: from mailde.docusign.net
       (mailde.docusign.net. [64.207.219.78])  by
       mx.google.com with ESMTPS id
       41be03b00d2f7-7eaeab40a3fsi365494
              (version=TLS1_3
       cipher=TLS_AES_256_GCM_SHA384
       bits=256/256)
```

Emails sent within the University's Google domains (between vcu.edu and vcuhealth.org email addresses) are also TLS-encrypted.
https://collaborate.vcu.edu/security-privacy/encrypted-mail/

Receiving Multiple Email Notifications for a Specific Envelope

Email links to DocuSign envelopes expire. In short:
"All links to envelopes that do not have a Recipient Authentication Access Code, SMS, or Single Sign-On (SSO) login requirements applied by the sender will expire after 5 clicks or 48 hours."
Repeatedly accessing an envelope via email link may present you with the following:
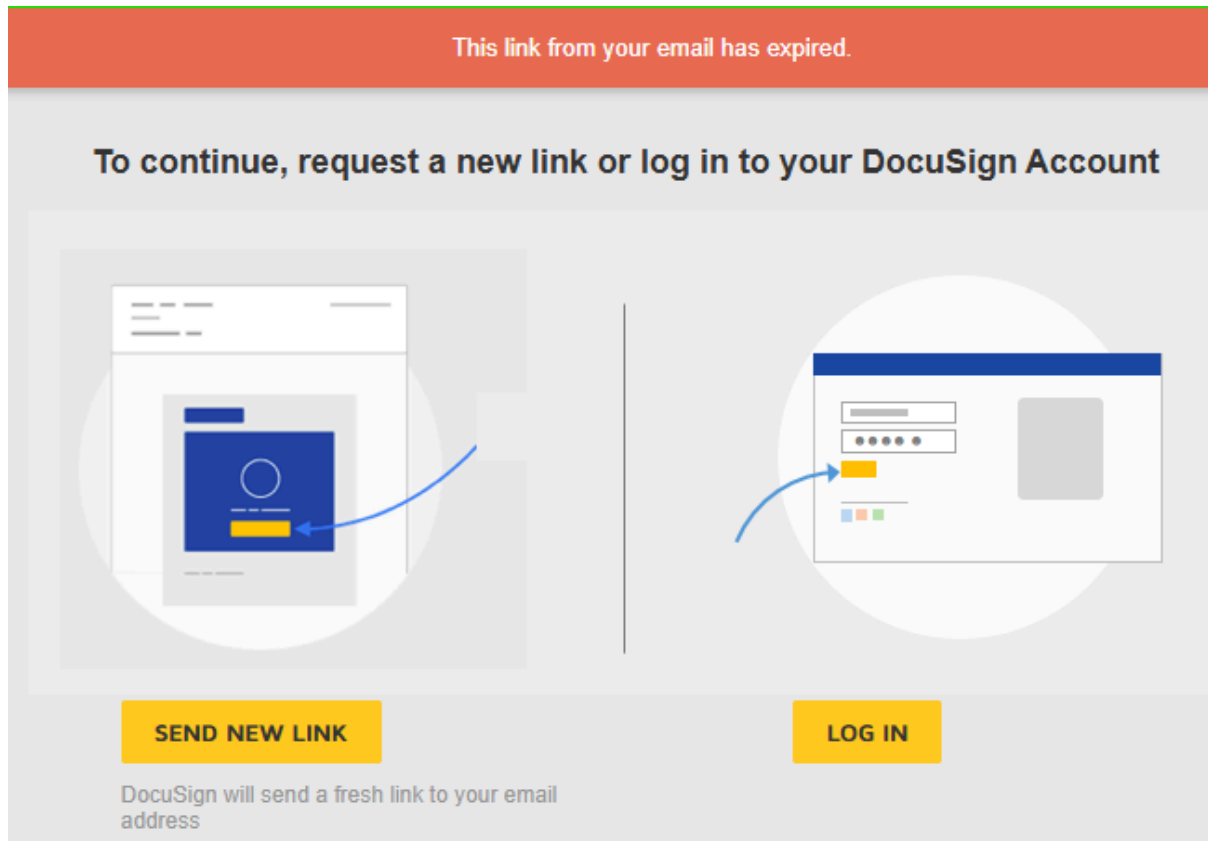
Clicking Send New Link will trigger a *new email notification* from DocuSign with a ***new link*** to the envelope.
https://support.docusign.com/s/articles/Email-link-expiration-FAQ
Additional information regarding email link expiration may be found here:
- https://support.docusign.com/s/document-item?language=en_US&bundleId=gav1643676262430&topicId=rrz1578456527796.html
- https://support.docusign.com/s/articles/Do-envelope-notification-emails-expire

If you have provided email delegation to a third party, then that third party can also click your email notification links and cause them to expire, triggering additional email notifications with a new link. If you are the sender of the envelope, you have full access to the Status, Details, and History of the envelope and can view the actions DocuSign is taking as part of workflow.
Envelope Details:
https://support.docusign.com/en/articles/how-do-I-view-the-details-for-documents-I-ve-sent-or-signed
Envelope History:
https://support.docusign.com/en/articles/How-do-I-check-the-envelope-history
Envelope Status:
https://support.docusign.com/en/guides/ndse-user-guide-document-status

I Can't Locate Specific Envelopes in My DocuSign Account

We recommend that you read all of the information in this DocuSign FAQ regarding [how envelopes are addressed](#) and [record retention,](#) so that you may determine whether the envelopes you are seeking in your VCU DocuSign Inbox were addressed to the @vcu.edu format of your email address, or whether the envelopes are so old that they would have exceeded the record retention settings. Please remember that **only envelopes addressed to the @vcu.edu format of your email address will display in your VCU DocuSign account.** If you are logging into your vcu.edu DocuSign account to search for an envelope addressed by someone else to your vcuhealth.org email address, you will not locate the envelop: only envelopes addressed to your vcu.edu email address will display in your vcu.edu DocuSign account. As a reminder: For addressing envelopes to individuals with an @vcuhealth.org email address, it is recommended to instead use the @vcu.edu format of their address to prevent a wide array of issues in locating envelopes, authenticating to the DocuSign system, etc.

Also note that **anything you submitted by PowerForm** https://docs.google.com/document/d/1BwE3x0Tju5tqfpv6KHK_-fwcNwVTKzbrGs0kCiovTYc/edit#bookmark=id.1hl55u484rbf will **not** display in your DocuSign account (barring, *potentially*, the inclusion of the submitter later in the workflow/signing order for the specific PowerForm). There is a signing order to DocuSign envelopes/PowerForms, and until all parties in the signing order have completed their actions, you will not receive a completed **email** notification (the email notification will contain a link to the completed envelope, but the envelope will **not** display in your DocuSign account, because you submitted it by PowerForm). In addition to those factors, please also check the [Filters](#) of the specific view you are using. By default, the various views *only display the last 6 months' worth of items*. Adjust your filters if you are looking for older records. For all issues regarding the status of your PowerForm, contact the department responsible for the form. https://ts.vcu.edu/askit/university-resources/docusign/need-help/

Your DocuSign account is [automatically created the first time you log into DocuSign](#) using the @vcu.edu format of your email address. **Envelopes addressed to you from before you created the account will *not* display in the account.** Anyone with a [valid eID may log into](#) their eID@vcu.edu DocuSign account directly to review any envelopes awaiting signature on their Agreements tab (see the note below). **If you or your recipient activated (i.e., signed into the account for the first time) the VCU DocuSign account *after* an envelope was sent, then there will be no envelopes in the account, since the account didn't exist at the time the envelope was sent.** In such case, the sender will have to resend or correct https://dsucustomers.docusign.com/manage-your-envelopes/745006/scorm/3dfw6agax558q the envelope so that it will display on the Agreements tab (if necessary). As stated above, if the envelope was generated from a PowerForm, [the PowerForm creator](#) would have to resend or correct the envelope. If you clicked Finish Later on a PowerForm, you will only be sent an *email* notification with a link to the form: the form will not be visible in your DocuSign account.

Finish Later

Enter your email to receive a link to finish this document later. Your completed entries will be saved.

Email

▉▉▉▉▉▉▉▉

SAVE & CLOSE   CANCEL

NOTE: Envelopes generated from a specific DocuSign domain system (e.g., standard production system, standard demo system, FDA Part 11 module production system, FDA Part 11 module demo system, etc.) will only display on the Agreements tab of recipient accounts on that same type of domain system. That is, an envelope generated from the demo system will only display on the recipient's Agreements tab of their DocuSign account on the demo system: they will **not** display in your production system account. Only envelopes generated from a production system will display in a production system account. *Additionally, please remember that your DocuSign account is based on/associated with a specific email address:* envelopes addressed to--for example--your @mcvh-vcu.edu address or @vcuhealth.org address will **not** display in your @vcu.edu DocuSign Inbox: only envelopes addressed to your *eID*@vcu.edu email address will display in your standard VCU DocuSign Inbox. If someone addressed an envelope to your @vcuhealth.org address, that envelope will only display in your @vcuhealth.org DocuSign account (that is, you would have to sign into DocuSign using the @vcuhealth.org format of your email address to locate such an envelope). If someone addressed an envelope to your @vcu.edu email address, you will have to sign into DocuSign using that email address to locate the envelope. https://support.docusign.com/en/guides/ndse-user-guide-switch-accounts

In the broad, one does not need an active DocuSign account on a given system simply to sign an envelope: the email notification contains a direct link to the envelope.

Thank you.
https://go.vcu.edu/docusign
Please note: Docusign is a university-wide application, and it is expected that all individuals complete the courses in the Training Roadmap prior to attempting to use DocuSign in a live business process. Concepts presented in our FAQs assume you are already familiar with the material presented in the courses listed in the Training Roadmap.

TRAINING:

All testing, template/PowerForm design, and training is to be performed on the DEMO environment https://account-d.docusign.com. All DocuSign eSignature training is provided through free Docusign University instructor-led webinars and self-paced courses. Please review the VCU DocuSign Training Roadmap and **complete all DocuSign University training**--in the order presented--prior to using DocuSign in a live business process: https://docs.google.com/document/d/1BwE3x0Tju5tqfpv6KHK_-fwcNwVTKzbrGs0kCiovTYc/edit?usp=sharing *This is particularly crucial for template creators and individuals performing Bulk Send.* We cannot stress enough the importance of gaining a thorough understanding of how to create and manage templates and PowerForms so that you may take full advantage of what DocuSign can do to meet your specific business needs and to protect yourself, your department, and your signers from the inadvertent exposure of collected information to unrelated third parties (e.g., the accidental exposure of collected Social Security Numbers). Please ensure that you complete all of the training listed in our Training Roadmap.

PROHIBITED USES:

https://ts.vcu.edu/askit/university-resources/docusign/prohibited-uses/

LOGON INFORMATION:

Please review the logon information in the link below: https://drive.google.com/open?id=1NqhhSr2vhfmMAdoX7BmRTKZGrdxpgKW7ZOL444kdOb0 The VCU DocuSign domain is @vcu.edu. You must use your VCU email address (in the format eID@vcu.edu, not @vcuhealth.org or other formats) to access your VCU DocuSign account. If you attempt to sign into DocuSign using an @vcuhealth.org email address (or if you click the link to a DocuSign envelope addressed to your @vcuhealth.org email address), please review the information here: https://docs.google.com/document/d/1NqhhSr2vhfmMAdoX7BmRTKZGrdxpgKW7ZOL444kdOb0/edit#heading=h.eb46iav6fi2b