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OTS

OFFICE OF
TECHNOLOGY
SERVICES

eSignature Basic User Training

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Logging into DocuSign

1. Visit app.docusign.com to access your DocuSign account
2. Enter your @la.gov email address to login
3. Select Use company login



Use company login

4. You will be prompted to login through SSO

If you have any questions or issues with logging in, please contact David.Dousay@la.gov or Brad.Smith@la.gov

How to Sign a Document

When someone sends you a DocuSign document for your electronic signature, you first receive an email from DocuSign sent on behalf of the sender.

[Learn More](#)



<https://youtu.be/sFOGy2UwbJk>

How to Navigate Your Account

Get to know the five main areas in DocuSign eSignature

[Learn More](#)



<https://youtu.be/mc0mEG0n6Ac>

How to Send an Envelope

With DocuSign eSignature, getting signatures on a document is quick and easy. You upload the documents you want signed. Then you add the contact information for the people who need to sign and what kind of information they will add, such as a signature, initials, or their company name.

[Learn More](#)



<https://youtu.be/IOf1SgUOC2M>

How to Send an Envelope Using a Template

Do you send the same or similar documents, or send documents to the same group of people, over and over? Templates help streamline the sending process. You can use your saved templates to start a new envelope.

[Learn More](#)



<https://youtu.be/PCfeViSus4A>

How to Create a Template

Creating a template is a lot like starting an envelope. You add files, recipients, messages, and signing fields, and you can add any of the standard supported file types to your template.

[Learn More](#)



<https://youtu.be/o2QLnHT5Z6c>

Additional Resources

[DocuSign eSignature Journey Guide](#)

Learn foundational skill development, customize the signer experience, and optimize eSignature functionality with these 5 steps.

[DocuSign YouTube](#)

Curated video playlist that covers the basics in 2 minutes or less.

[New User Getting Started Checklist](#)

Interactive guide that walks you through the main steps to start sending and signing envelopes.

[DocuSign University](#)

Self-paced courses and live training to build expertise.

Support Services

DocuSign Premier Support Plan

The Premier Support Plan which provides the following services:

- 24x7 System Availability Monitoring
- Online Case Submission and Management
- Case Submission Response Time Target: < 4 Hours
- 24x7 Global Emergency Support
- Emergency response time target (Severity 1) < 1hour
- 24x7 Sender and Signer Live Chat Support
- Escalated Support - Tier 2
- DocuSign Integration Support (Connectors)
- Self Service Resources, including DocuSign Community Support Portal, Knowledge Base

Full details can be found here: [Premier Support Data Sheet](#)

Support Resources

DocuSign Support Center

Support Center: support.docusign.com

One-stop shop for all support and adoption resources.

- [DocuSign Support Center](#) – Open & manage support cases or view product help
- [DocuSign Community](#) - Questions & answers from Customers
- [Knowledge Market](#) - Use cases & best practices
- [DocuSign University](#) - Training & certification

Trust / Security

Trust Center: trust.docusign.com

- Monitored System Status on any performance issues
- DocuSign Public Certificates & Security information

Developer Support

Developer Center: developers.docusign.com

- [Stackoverflow.com](#) using #DocuSignAPI
- Email: devsupport@docusign.com

Logging a Support Case Steps

- For after-hours support DocuSign's Support Center using the instructions below:
 - Sign into the DocuSign Support Center and access this link: <https://support.docusign.com/en/caseOverview>
 - Select **Add New Case** to open a new online support case
 - Use the Request a Call Back capability to get immediate help from the next available Support expert via phone.
 - More information on how to log and track your open support tickets can be found [HERE](#).

Logging a Support Case Best Practices

- Always have your **account number** ready for appropriate routing. If you do not have your account number available, inform the support representative of your level of Support for re-routing.
 - To retrieve your account number, select your profile icon in the upper right-hand corner and the account number will be listed.
- To ensure that the DocuSign Support team handles your request in the most efficient manner, please **include all relevant information** when contacting Support
 - Description of the issue with repro steps.
 - Issue start date/time
 - Affected users email address(s)
 - Envelope ID(s)
 - A screenshot or a screen-recording that displays the issue

For additional best practices when contacting support [click here](#)
- **Single Sign On Issues** - Engage your DocuSign Organization Administrator/IT department for initial troubleshooting.
 - Review [DocuSign Organization Administration Guide](#)

Information needed:

 - [SAML Trace](#) of the user experiencing the issue

