



DocuSign e-Signature Services

DocuSign is the provider of electronic signature services for all State of New Mexico agencies. It allows users to sign or send documents from any location. Utilizing DocuSign, you can:

- Access and sign documents that require your signature.
- Upload and send documents to be signed electronically.
- Make forms available online, allowing for self-service.
- Check a document's status, send reminders, and more.
- Create templates using existing forms to shorten the process.
- Oversee document workflow managing recipients and routing.

Support is primarily vendor-provided, but the Department of IT HelpDesk can be contacted for additional assistance.

DocuSign General Support Categories

[Signing Documents](#)

[Sending Documents](#)

[Accessing, Downloading or Printing Documents](#)

[Additional Support Resources](#)

Signing Documents

- Tutorial: [How do I sign a DocuSign document?](#)

- Issue: Who do I contact with questions about this document?
Solution: Typically, only the sender of the document can assist you with inquiries regarding the document. To contact the sender, there are two options:
 - [Reply via Email Notification](#)
 - [Use Comments](#)

- Issue: Finish button does not appear.
Solutions:
 - If the **Finish** button is not appearing, it is due to one or more incomplete required fields. Once a page has had all required fields met – A green check mark appears.
 - If this does not resolve the issue, please reach out to the sender of the document to ask them to investigate. One possibility is that the document has overlapping tags, which can only be corrected by the sender.

- Issue: I keep getting notifications – how do I stop them?
Solutions:
 - Complete document signing
 - [Decline to sign](#)
 - Contact the sender and ask them to Void/Cancel the document. You can simply “reply to” the email notification to contact the sender of the document.

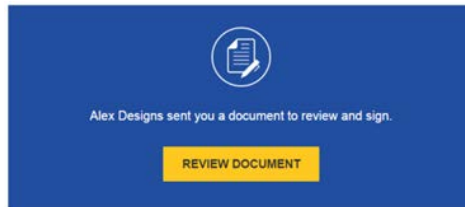
Sending Documents

- Tutorial: [How do I send a DocuSign document?](#)

- Tutorial: [How do I add supplemental documents?](#)

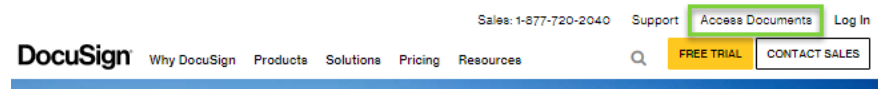
Accessing, Downloading or Printing Documents

- Accessing Documents
 - Open the DocuSign "Completed" email and do one of the following:
 - Click **REVIEW DOCUMENT** to open the documents in your browser.



OR

- Copy the multi-character security code at the bottom of the email, go to docusign.com, and click **Access Documents**.



- Paste the security code from the DocuSign Completed email and click **GO**.

ACCESS YOUR DOCUMENT

If you received an email asking you to sign or view a document, you can access that document by entering the security code found at the bottom of the notification email.

Security Code

GO

- The document that you signed opens. You can now print or download your documents.
- Downloading or Printing Documents
 - Click the "Review Document" link in your email.
 - Locate the bar near the top of the envelope:



- To Download: click the icon with the down arrow.
- To Print: click the printer icon, then choose the printer.

Additional Support Resources

- When logged into DocuSign, click on the **Question Mark** or **Help and Support** links to access relevant support and training materials.
- [DocuSign Support Home](#)
- NM Department of IT HelpDesk
 - [Support via Email](#)
 - Support via Phone: 505-827-2121