MDOT OneSpan Frequently Asked Questions (FAQ)

OneSpan Selection and DocuSign Discontinuation

Q: How was OneSpan selected as the solution?
A: The State of Michigan went through a competitive bid Request for Proposal Process in 2019 to acquire OneSpan Sign and it was implemented in March of 2020. Many state agencies use OneSpan to esign documents.

Q: Who needs to sign using OneSpan?
A: Any person or company doing business with MDOT or on behalf of MDOT that needs to sign a document electronically.

Q: When will DocuSign go offline or become unsupported?
A: June 30, 2023, however, we expect to migrate users prior to this date.

Q: Can I mix DocuSign with OneSpan during the transition period?
A: No. The use of the different software will result in the signatures to be invalid.

Q: If I currently have DocuSign, how do I obtain a OneSpan account?
A: Confirm with the Digital Signature Team at MDOT-eSign@michigan.gov that you have a valid form on file, and we will work on getting your OneSpan account set up.

Q: Can I use MDOT's OneSpan account to sign for my agency/company's internal documents?
A: No. MDOT incurs a cost for each transaction/envelope. You must only use the MDOT OneSpan account to sign documents for MDOT business.

Q: If we have an issue using OneSpan, who is our contact?
A: Contact the MDOT-Office of Enterprise Information Management – Digital Signature Team at MDOT-eSign@michigan.gov

Account Access

Q: If I already completed an access request form (2122), do I need to complete a new one?
A: No, you do not. Contact MDOT-eSign@michigan.gov to confirm and have account information sent to you.

Q: How long after I request access in MILogin will I gain access?
A: Up to 2 business days.

Q: What is the difference between an Initiator and a Signer?
A:

- Initiators: users who create transactions that require signatures and start the signing process.
- Signers: Users that receive an email with a link to sign documents. Signers do not need an account.

Q: If a person is only signing, do they need an account to be set up like with DocuSign?

A: No, in OneSpan, signers do not need an account.

Q: When sending a document for signatures, does the recipient need to also have a OneSpan account with MDOT?
A: No, if the person has an email address, they can sign documents.

Q: How do I cancel someone's access who no longer works for my company?
A: Please contact MDOT at MDOT-eSign@michigan.gov with the employee's name and email address.

Q: I originally indicated that I need to be a signer, but now I think I need to be an Initiator. How do I change my account access?
A: Please contact MDOT-eSign@michigan.gov to verify if you have an access request (2122) form on file, and we will guide you through the next steps.

Q: Will a "Signer" be able to sign a document on their own without receiving an email from OneSpan?
A: No. Signers do not have an account and cannot create transactions unless an Initiator/Sender starts the signing process.

Q: Will each signer require a different email address?
A: Yes, we encourage that only one person has access to the email address.

Q: What verification is there to ensure a signer is who they say they are?
A: The default is to use the email address, but a second authentication factor can be added using either text messaging (SMS) or knowledge-based questions.

Training

Q: Where can I find additional training and assistance?
A: Training and tip sheets are available on our webpage: www.Michigan.gov/MDOT-eSign

Delegating Signing Authority

Q: Can I delegate signing authority?
A: Yes, Delegating Signing Authority tip sheet shows how to delegate signing authority.

Q: What type of users can delegate signing authority?
A: Both Initiators and Signers can delate signing authority.

Q: Will the names on the signature boxes automatically update if the signer delegates signing authority?
A: If signing permissions are delegated, the signature line will indicate the person has signed on behalf of the person for which the authority is being delegated from.

ProjectWise Integration

Q: What is the ProjectWise Integration Tool?
A: Initiators will use the ProjectWise 'Markup' command to upload a ProjectWise PDF file to OneSpan. Initiators will then proceed with signing/routing the document for signatures. Once the transaction is

complete initiators will use the ProjectWise Integration tool to get the signed document updated in ProjectWise.

Q: When is the ProjectWise Integration going to be available?
A: The ProjectWise Integration is part of OneSpan Release 2, which will occur on April 6, 2023.

Q: If I have a document that needs to be signed using ProjectWise prior to April 6th, what system am I supposed to use?
A: Continue to sign documents using ProjectWise with DocuSign until April 6, 2023.

Q: Will there be training and/or tip sheets for the ProjectWise Integration?
A: Yes, there will be training, videos, and tip sheets for using the ProjectWise Integration software. Training dates and times will be sent to users.

Q: Will I need to install software for the ProjectWise Integration?
A: Yes. Installation instructions will be provided prior to the release on April 6, 2023.

Declining to Sign

Q: How do I decline to sign a document?
A: After opening the link to sign, there is a "More Actions" drop down in the upper-right hand corner of the screen. Select the "Decline to Sign" option.

Q: If I am the wrong person in my company to sign the document, how do I let the Initiator know?
A: You may either decline to sign the document in OneSpan or send the person an email.

Q: What if there are errors or information that needs to be changed on the document?
A: You may decline to sign the document in OneSpan.

Templates/Layouts/Text Tags

Q: What is a template?
A: A template is a preconfigured set of documents and recipients that can be updated when necessary to start a new transaction. Refer to the "Transaction Templates" tip sheet for more information.

Q: What is a Layout?
A: A layout involves having pre-configured fields that are applied to a document. A layout saves the initiator time from having to place each field individually on the document. Refer to the "Document Layouts" tip sheet for more information.

Q: Who creates a template and/or layout?
A: An initiator or the MDOT Digital Signature Team can create templates and layouts.

Q: What is a Text Tag?
A: A Text Tag is an encoded message on a document that signals for OneSpan to include a signature box in a specific location.

Q: Will MDOT be creating templates and/or layouts for all standard forms?

A: No. Through our research and contact with MDOT business areas, we have learned that templates/layouts are not needed for every form. Only a few forms have been identified as needing a template/layout at this time. Initiators can create their own templates/layouts at any time.

The Consent Agreement

Q: What is the consent agreement?
A: The consent agreement was developed with the Department of Attorney General and allows each signer to agree to use OneSpan prior to electronically signing, which is required by Michigan law.

Q: Is the consent agreement required on every transaction?
A: Yes. Michigan law requires that signers to a transaction consent to sign electronically. You can decide whether or not to retain the consent after the transaction is completed.

Q: What happens if I do not agree/accept the consent agreement?
A: Another signing method, such as a wet signature (print out and sign by hand) must be used.

Compatibility with OneSpan

Q: What PDF readers can I use to open the completed document?
A: We have confirmed and tested that OneSpan works with the following PDF Readers: Adobe Acrobat, KOFAX, and BluBeam.

Q: Can I use OneSpan to sign Word and Excel files?
A: No. Only PDF files can be signed. If Word documents are uploaded, the system will convert them to PDF. Excel files must be converted to a PDF for signatures.

Q: Can I sign on multiple devices?
A: OneSpan works on desktops, laptops, mobile devices, and tablets.

Q: Does OneSpan work on an Apple Mac?
A: Yes.

Q: What do I do if my organization's IT department has an issue with the automatic emails from OneSpan?
A: The emails will come from a State of Michigan email address, and they can be added to a list of approved organizations to receive emails from within your organization's IT department.

Using OneSpan

Q: Can I set up a textbox for information that needs to be entered at the time of signing, but after initiation?
A: Textboxes and checkboxes can be added to collect more information, if needed. However, the goal is to include all content in the document prior to starting the signing process.

Q: Can we set up features to require the document(s) be reviewed prior to being sent for signature(s)?

A: Yes, you can utilize the “Optional Signer” feature to add someone who is only reviewing the document(s) but is not signing. This will stop the signing workflow until the reviewer has approved the document.

Q: What happens if there is a change needed after a document has been signed?
A: This depends on if the transaction is complete, meaning all signers have signed or if the document is still awaiting other signatures. If the transaction is complete, a new transaction must be started. If the document is still awaiting other signatures, the next signer could “Decline to Sign” and send the document back to the Initiator for changes.

Q: What is the max file size that can be uploaded?
A: The max file size is 25MB.

Q: What do I do if the file I need to upload is larger than 25MB?
A: The file can be separated into multiple documents within the same transaction and signed. However, if this is done, keep in mind that the files cannot be recombined later. The signatures will become invalidated.

Q: How do I include my licensure or certification with my name?
A: An initiator must set this up as part of the signer’s signing name.

Q: How do I add my professional stamp?
A: The initiator can add a graphic signature field to allow you to upload a graphic.

Q: How do I add my company logo?
A: You may only add your logo prior to transaction initiation when the initiator allows a graphic to be uploaded.

Q: How do I sign with a graphic?
A: The initiator needs to change the signing from “Click to Sign” to “Signature Capture” prior to sending out the transaction.

Q: How do I sign with a picture of my actual signature?
A: The initiator needs to change the signing from “Click to Sign” to “Signature Capture” prior to sending out the transaction.

Q: What is the difference between the different types of signatures?
A: Refer to the “Types of eSignatures” tip sheet for more information on types of signatures.

Q: Do I need to add a date field and a signature box?
A: No, you do not need to add a date field. When a recipient signs using “Click to Sign,” the date and timestamp will appear as it was signed.

Q: How do I send a reminder through OneSpan that a document is still waiting on signatures that are required?
A: On the transaction waiting for signatures (you must click on a transaction from the Transaction Dashboard), next to the recipient’s name and email address is an envelope that you can click to send a reminder email.

Q: Does the entire document go to a signer or just the signature page?
A: The entire document will go to each signer for review and signatures.

Q: What happens after the document is signed by everyone?
A: The Initiator and all signers/recipients will receive an email. At that time, the document can be downloaded.

Q: How long will completed documents/transactions be saved in OneSpan for?
A: Completed documents/transactions will be saved in OneSpan for 180 days after they are signed.

Q: I have a document that needs to be signed in a specific order. How do I set up a signing order in OneSpan?
A: The "Creating eSignature Transactions" tip sheet shows how to set a specific signing order.

Q: Can I complete the form/document that I want to sign in OneSpan?
A: No, in most cases, you need to have the form completed and uploaded at the time of signatures.

Q: Will there be any naming conventions required for transaction names?
A: None are enforced at this time, but we recommend you include key information so you can easily identify and find your transactions.

Q: Will my email contacts be in the list of recipients in OneSpan?
A: No, however, existing recipients (once you enter them in once) will be remembered by OneSpan as new people are added.

Q: How do I include recipients/signers outside of my email contacts?
A: You can complete the fields within OneSpan to add new signers. Any email address can be added as a recipient.

Q: Can a document be signed simultaneously by different recipients without waiting for others to place their signatures?
A: Yes, you would need to leave the “Set Signing Order” feature off.

Q: How do I add people that are not signing, but need to have a copy of the document?
A: Add the person as a recipient, but do not add a signing block.

Q: How do I add another signer while the transaction is in progress?
A: An initiator can edit the transaction to add another signer.

Q: Can I use OneSpan for notary documents?
A: Yes. For eNotary, please contact MDOT Digital Signature Team for assistance.

Q: How long will a transaction/document be available for signatures without expiring?
A: The transaction/document will be available for signing for 220 days.

Q: If multiple documents are signed as one file, can I split the documents into separate documents after the documents have been signed?

A: No, this would be considered a modification and the signatures will be marked invalid.

Q: How do I add signed documents to other documents to complete a file?
A: This would be considered a modification and the signatures will be marked invalid.

Q: What happens when the person who created the document/transaction (Initiator) needs to sign?
A: The Initiator will establish themselves as a signer and then sign in OneSpan.

Q: Will Initiators receive an email when people have signed?
A: Initiators and Signers are systematically notified via email when the signing process is complete. All recipients can then download the documents at that time.

Q: As a signer, how do I attach/upload a document?
A: If the initiator has allowed you to upload documents, after signing, you will be prompted to upload documents. Refer to the "Signers Adding Documents to Transactions" tip sheet for more information.