

DocuSign For Members

Frequently Asked Questions

Q: What is DocuSign?

A: DocuSign is an electronic “System of Agreement” product that will verify your identity and capture your electronic signature. This electronic signature can be used for contracts and agreements, loans and leases, forms and orders, and many more.

Q: Why is DocuSign important?

A: DocuSign is important because it helps Silver State Schools Credit Union fulfill our mission – to provide “Excellent Member Service and Financial Solutions – for Life!”. By using DocuSign, we can execute contracts and agreements faster, and securely manage documents without the bulk and expense of paper or the need for a member to drive to a branch to sign a document.

Q: What’s in it for members?

A: Speed, convenience, and cost savings. It saves time – in most cases, you can sign your document and return it to the Credit Union with a single mouse click. It’s convenient – nothing to identify and setup. If you have a valid email account, you’re probably already receiving eStatements and email from us and DocuSign documents are sent to you via your own personal email. In addition to the savings of not requiring postage, paper, ink and paper handling, for most contracts/applications you’ll no longer need to visit a branch just to sign a document.

Q: How much does it cost for me to use?

A: Using DocuSign to electronically sign documents is free. It costs nothing to use.

Q: How do I set it up?

A: There is nothing to set up to use DocuSign. When SSSCU sends you a document through DocuSign, you receive an email with a link to the document. When you click on the link, your document is displayed on a guaranteed secure website.

Q: Is DocuSign secure?

A: Yes. DocuSign meets the most rigorous security certification standards and uses the strongest data encryption technologies available.

Q: What if I want to sign in person?

A: Of course, we are always glad to see you. Your electronic document can be signed in any branch using a signature capture pad. This is the same device we use when we ask you to authorize a withdrawal from one of your accounts.

Q: When does this go into effect?

A: We have been internally testing and using DocuSign for a few years. We are now rolling it out to our members on a large scale.

Q: The DocuSign signature I selected doesn't look like mine – is it still legal?

A: Yes. Clicking the DocuSign signature icon is legally the same as signing the document with a pen. It is a digital representation of your agreement to abide by the terms and conditions of the document. The signature shown on the document is there to help us interpret your intentions.

Q: If I sign a document electronically, can I change my mind?

A: Using DocuSign is legally the same and has the same legal ramifications as signing a paper document with pen and paper.

Q: How do I get a copy of the signed document?

A: Once the document has been signed and routed to all applicable parties, you will receive an email with the final (signed) version of the document. You can download this document to your computer for your records.

Q: Can I decline/refuse to sign?

A: Yes. There is a dropdown list of optional actions on the view of every DocuSign document. Decline is one of those options.

Q: How do you know it's me signing the document?

A: We have your current email address on file. If we're not certain, we can also send you an access code to view the document, or we can even have DocuSign call or email you a series of questions to verify your identity.

Q: What if there are errors in the document?

A: If you find errors in the document, you can decline to sign. When decline is selected, a text box appears so you can enter the reason you declined to sign. Any errors in the document can be pointed out in the decline text box.