Overview

DocuSign is a company that provides electronic signature technology for signing of contracts and signed documents. IS&T has recently completed licensing DocuSign for Business service for use by MIT faculty, staff, students and affiliates.

DocuSign, users will be able to send, sign, track and store documents. All documents will be stored in DocuSign’s cloud to track and provide an audit trail of signatures.

DocuSign supports many document types such as Microsoft Word, Excel and PDF. Also, DocuSign can integrate with tools and business systems such as Dropbox, Google Drive, OneDrive and Salesforce.

For more information about DocuSign, please see DocuSign Overview.

Getting Started with DocuSign

How can I begin to use DocuSign?

For instructions on how to set up your DocuSign account, see: How can I begin to use DocuSign?

How do I log into DocuSign?

MIT users should access DocuSign at http://docusign.mit.edu. You must be on campus using ethernet or MIT Secure, Or use VPN if off campus. DocuSign is Touchstone-enabled. Once you have set up your account, you will be able to log in using an MIT personal certificate or kerberos username and password.

What mobile devices can be used?

DocuSign can be used from an iPad, iPhone, Android, Windows 8 and Windows phone.

Is there a video I can watch for an overview of DocuSign?

To understand and watch how DocuSign works, please see How DocuSign Works.

Searching for Envelopes

How to find envelopes in your DocuSign inbox. Please see Locate Envelopes.

Create New Documents
To create a new document for sharing, click on ‘NEW.’ If you do not see the ‘NEW’ option, please contact the IS&T Service Desk for assistance. Please see How do I get signatures on a document?

New DocuSign Experience

What is the New DocuSign Experience?

Offers many improved features that enables faster sending and task completion. For more information or how to do a specific DocuSign task, please visit the New DocuSign Experience Portal.

Improvements such as:

- Drag-and-drop file upload
- One-click to use a template
- Bulk-send improvements
- A diagram for better visualization of signing order (when there is more than one recipient)
- The New DocuSign Admin includes capabilities for administrators such as audit logs
- Autosave
- You can use Supplemental Documents to provide additional information to recipients, which does not require a signature. Examples are legal disclosures or terms and conditions.
  To learn more about Supplemental Documents, please see Send Supplemental Documents.

Additional Documentation

- Working with Templates
- Using PowerForms
- PowerForms vs Templates
- Responsive Signing
  - Responsive Signing, where you can preview your documents across different device types i.e. tablet, mobile view.
  - This will allow recipients to view your documents more easily on their mobile devices.
- Minimum System Requirements Needed to Sign with DocuSign

Documentation for Developers

- DocuSign's API Services and Documentation

Report Suspicious Emails

Please send phishing emails to DocuSign's security team at spam@docusign.com.

Here are some tips to help spot the difference between real and spoof DocuSign emails:

- All URLs to view or sign DocuSign documents will contain “docusign.net/” and will always start with https.
- All legitimate DocuSign envelopes include a unique security code at the bottom of notification emails. If you don't see this code, then don’t click on any links or open any attachments within the email. Forward it to spam@docusign.com.

Known Issues

None at the moment.

Have Questions or Still Need Help?

- Contact the IS&T Service Desk for assistance