



SignNow

Frequently Asked Questions

The UUA uses signNow (www.signnow.com) for electronic forms requiring a signature. SignNow is a well-known and widely used system that creates universally legal electronic signatures (or “e-signatures”).

“I haven’t gotten that email from SignNow – where is it?”

- 1) Check your junk-mail folder – it may have been perceived as junk email by your email system and sent there. Look for an email from signNow **or** Lifespan Faith Engagement. The body of email will say “You were invited to review and sign a document.” Click the blue “View Document” button, and you will be brought to the form. Click the “Get Started” button and begin!
- 2) Did you give us the correct email address, or could you have made a typo? Double-check with us.
- 3) Does your form require multiple signatures? Then you may be farther down in the line to receive an email – check with the other signers and see if they have completed their e-signature yet, so you can then receive your email to complete your part of the form.

“There are parts of the form that the system won’t let me fill out.”

For multiple-signature forms, there will be different fields on the form that will be filled out by different signers. If it’s a field or space that you’ve clicked on and the form won’t let you into it to fill it out, then it’s meant to be filled out by someone else. Just be sure all your own required parts are completed; then, when the other signer gets their SignNow email, the link in their email will let them in to fill out and e-sign their own parts of the form.

“I’ve tried to complete the form – I’ve filled out all the info and e-signed it – but it isn’t registering as being complete or it hasn’t been submitted as complete.”

- 1) When you click on the link and go to the form set-up, click the “Get Started” button. You should then see an orange “Start” button on the top left side of the screen – Click on this button and it will bring you to the first field for you to fill out. Then click on the orange “Next” button to your left and it will bring you to each consecutive field for you to fill out.
- 2) Once all fields have been filled in and you’ve completed the e-signature field, the “Done” button at the top right corner of the screen will turn from blue to green. But you’re not done! Click on the green “Done” button – then you’re done, and the system should take you out of the form set-up to a new window.
- 3) While the signNow system is designed to be used by lots of types of computers and mobile devices, occasionally it won’t work on a particular one. If you can’t make it work with whatever you are using, try using a different type of computer or mobile device to access the form link.

“How do I ‘e-sign’ the form? Is there a trick to it?”

Nope – just click on the “Signature” field. It will either input a signature, if you have used signNow before, or you can double-click the “Signature” field and chose “Change Signature”, and it will open a window where you can select a different signature or create a new signature (the “Add New Signature” button). Type in your name. You may keep the style, or font, of the handwriting as presented on the screen, or you may click “Change style” to change the signature font. Then click the blue “Sign” button.

“I completed the form, but how do I get it to you?”

If you’ve completed the form, you’re done! The signNow system will send us a notification that your form is complete, and it stores it in the system for us to go in and get it. Please do NOT email forms to us – the UUA email system doesn’t have enough capacity for multiple people to email us with high-resolution, large-sized (in bytes) images.



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“I need to have access to my completed form” –

“I need to download a PDF of my form” –

Once the form is complete and all signers have signed the form, you will receive an email from signNow with a button that says, “View Document.” Click that button and it will bring you to the completed form. From there, you can view and download the completed form.

“I can’t figure out how to make this form work!” –

Do not fear! Simply email us at gayouthforms@uua.org or call (617) 948-4355– we can set up a phone appointment to talk about it. If you want to, we can stay on the phone with you and talk you through it step-by-step. We are here to help!

