



The SignNow Online Form E-Signature System

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”).

How the SignNow E-Signature System Works

To use SignNow, you will need to either set up a free account at SignNow, or use your Facebook or Google account. Just remember which you used, so you can access your account later if you want or need to.

The way that SignNow recognizes and matches your signature with your identity is through that account and/or your unique email address. SignNow provides you with secure, exclusive access to a form set-up after logging into your account. If you are using a multiple-signature form, the SignNow system knows it’s you by sending you an email that contains a link to the parts of the form set-up that are just for you to fill out and e-sign.

Types of SignNow Forms

There are different types of forms used in SignNow:

- 1) Established signature forms – we use this type for individual contracts, purchase orders, memos of understanding, etc. where the document requires a specific individual’s signature and will only be used once for that person.
- 2) Single-signature, multi-use forms – this type contains only one person’s signature, but it is a form we use over and over again, like a W9 or a media waiver.
- 3) Multiple-signature, multi-use forms – this type is used for forms that are used over and over again and require e-signatures to be completed by multiple people. This is the type of form we use for General Assembly Youth & Sponsor Forms. Feel free to skip down to that section for specific troubleshooting information on those particular forms.

1) ESTABLISHED SIGNATURE FORMS

If you are signing a form that is designated just for you, the SignNow system will send you an email with a link that takes you to the form set up just for you to e-sign. (It may also require an e-signature from a UUA representative, but you are the only other party involved in this exchange.)

2) SINGLE-SIGNATURE, MULTI-USE FORMS

The form link won’t send you a separate email – it will just let you in to the form set-up once you log into your account.

3) MULTI-SIGNATURE, MULTI-USE FORMS (GA Youth/Sponsor Forms)

This is the type that is used for General Assembly Youth & Sponsor Forms. For GA Youth & Sponsor Forms, the form link takes you to a window where you fill in the names and email addresses for the three different signers: the youth attendee, their parent or legal guardian, and their adult sponsor.

The SignNow system then sends its first email to the youth attendee. Once the youth has completed and e-signed their part of the form, an email is sent to the next person on the list: the parent/guardian. After the parent/guardian completes and e-signs their part of the form, then an email is sent to the last person on the



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list: the sponsor. When the sponsor completes and e-signs the form, then the form is complete and the youth is all set to attend GA.

Some youth attendees are sponsored by their parent/guardian who is attending GA. If that's you, then fill in the parent/guardian name and email address in BOTH the parent/guardian AND the adult sponsor areas. They will be filling out and e-signing the form set-up twice - they'll get a first email allowing them to fill out and e-sign in their role as parent/guardian (providing permission for their youth to attend GA and establishing themselves as the sponsor of record); then, after they complete that part, they'll get a second email allowing them to fill out and e-sign in their role as sponsor (agreeing to the behaviors and expectations of youth and their sponsors). So, they'll be taking two separate passes at the form set-up.

This form type requires the youth and their parent/guardian to have separate, unique email addresses. Otherwise, the system cannot distinguish between their identities to assign their e-signatures to them. Please fill out and sign the hard-copy PDF version instead.

Potential Problems & Solutions

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

- 1) Check your spam filter and your junk-mail folder – it may have been perceived as random email by your email system and sent there.
- 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 of 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, you should see a blue button in the upper-right corner that says “NEXT” – click on this button and the next field for you to fill in will shake to get your attention. Once all fields have been filled in and you've completed the e-signature field, that button will turn green and say “DONE.” But you're not done! Click on the “DONE” button – then you're done and the system should take you out of the form set-up to a new window.
- 2) While the SignNow system is designed to be used by lots of types of computers and mobile devices, every once in a while it won't work on a particular one. If you can't make it work with whatever you're using, try using a different type of computer or mobile device to access your email and the form link.



The SignNow Online Form E-Signature System

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

Nope – just click on the “Signature” field and it will open up a window where you can select whether to use a touch-screen to sign with your finger -or- to create a special-font e-signature. If you have selected the latter, be sure you change the field from “Guest Signer” to your own full name, then select a specific font to use as your established e-signature.

This e-signature will be stored with your account; if you ever have to use SignNow again, when you click on the “Signature” field it will automatically affix that e-signature there.

“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.

“I need to have access to my completed form” – “I need to download a PDF of my form” – “I need to see where we all are in the signing of our form.”

All you have to do is go to SignNow.com and log in using the account you set up – you’ll have access to an area called “My Documents” where there will be copies of all the forms you’ve filled out and e-signed in SignNow. From here, you can download a PDF and store it on your computer or in your Dropbox; you can download and print the form; and, you can see who hasn’t yet filled out and e-signed the form, so you can prompt them to do so.

“This is too much for me!” – “I’m a parent of a future college student and I have too many online forms to fill out right now!” – “I’m an old person and technology is confusing for me!” – “I have [a disability/a different parenting situation/multiple sponsors] and can’t figure out how to make this work.”

Do not fear! Simply email us at youth@uua.org – we can set up a phone appointment at any time, even outside business-hours, to talk about it. If you want to, we can stay on the phone with you and talk you through it step-by-step. This system is supposed to make life easier for most of our constituents, but we recognize sometimes that means it’s making life more difficult for others. We’re here to bridge that gap for you.

“I can’t stand filling out forms online.” – “I don’t have an [email address/smart-phone/internet/access to a computer].”

Don’t worry! You’re not required to fill out the GA Youth & Sponsor Forms online – there’s a hard-copy version too and it’s linked on the same “Youth Registration” page at UUA.org as the online form link. Just download the PDF and print it out (or get someone to do it for you, like a religious professional or someone else from your congregation), then fill it out and get hard signatures (in pen) where they’re required on the set of three forms. You can submit your hard copies in one of the ways printed at the bottom of every form.