Adobe® EchoSign® Frequently Asked Questions

Why Adobe EchoSign?
EchoSign is the fastest, easiest way to get contracts signed, tracked and filed. Unlike virtual fax or e-signature software, EchoSign offers an end-to-end solution by automating the entire contracting process from the request for signature to the distribution and filing of the executed agreement. EchoSign instantly shows you what’s out for signature, what’s been signed, when and by whom. All documents are converted to a PDF and automatically routed to all parties. In addition, archival copies of all your signed contracts are automatically stored in your EchoSign account with no scanning, inputting or effort required. EchoSign is also backed by the long standing reputation Adobe Systems has in its commitment to customers on the quality and reliability of its products. Some of the largest Fortune 500 companies and industry leaders use EchoSign including BT, Google, Facebook, Aetna, Delta Airlines, Time Warner, Comcast, and Pandora.

What are some key benefits of using EchoSign?

Instant signatures — Get document signed in seconds with the easiest electronic signature product in the world. Need it signed and faxed back? No problem, select the ‘Fax Signature’ option.

From anywhere — Access your account in real-time from any browser, anywhere on any device.

More control — Use account sharing to track contracts for your entire team or department and have instant visibility into when documents are really getting signed, how and by whom.

Less paperwork — All parties automatically receive a copy of the signed agreement. No more scanning and photocopies and a backup copy is always stored right in your EchoSign account.

Who uses EchoSign?
EchoSign is used by over 35,000 companies and 4,000,000 users worldwide. Our customers include notable industry leaders including BT, Google, Facebook, Aetna, Delta Airlines, Time Warner, Comcast, Pandora and thousands of small businesses as well.

Is EchoSign secure?
EchoSign takes every practical step to protect you and your data. EchoSign has been designed from the ground up for state-of-the-art ASP security. Your information, documents and data are Seriously Secure — period.

- All communications on the site, and all documents e-mailed through EchoSign, are encrypted with full 128-bit SSL security.

- Furthermore, your account and all your documents on EchoSign are also password protected, and no one will be able to access your data unless you grant them permission.

- All passwords and account data are encrypted with RSA keys.

- And our servers are housed in state-of-the-art secured facilities with power and Internet back-up.

Read our security FAQ or learn more about Seriously Secured™.
How do you know who signed a document?

EchoSign electronic signatures are all sent directly to the email address of the signer as defined at the time that the agreement is configured. Only a person with authenticated access to the email address would have the ability to access and sign the document.

If you have broader security concerns and want to add a layer of password protection, EchoSign can also facilitate that. Senders have the option to set a password to protect the document before it can be viewed. This password is embedded into the document, and would be communicated by the sender to the signer separately. Document level passwords are not stored in the EchoSign system, so only the party you deliver the password to will be able to access the document and apply their signature.

After a document is signed by all parties, you receive an email notification with the final signed document attached. You can view the emails and signatures of the signers within the document. Additionally, there is an audit trail that details the events related to the signing of the document. Also, as a sender you can log into your EchoSign account and view the record of signers on the Manage tab.

Are electronic signatures legal?

e-Signatures represent an inexpensive and automated way to finalize contracts and conduct business amongst trading partners. This technology empowers those who want to expediently close legally compliant business deals, as customers can sign on the “virtual dotted line” in the blink of an eye. For several years, legislation in the US, Canada, the EU, and the UK has permitted the legal use of electronic signatures:

- UK: The UK has adopted and implemented certain provisions of the EU’s Electronic Commerce Directive in the Electronic Communications Act 2000, which makes e-signatures legally admissible in the UK.

You can also read more about this on the EchoSign website: http://www.echosign.com/public/static/solutions.jsp

What is the ESIGN Act?

In October 2000, Congress passed the federal ESIGN Act, making electronic signatures legally equivalent to written signatures. The ESIGN Act includes provisions to:

- Protect the consumer with appropriate notifications and disclosures
- Ensure technological neutrality and universal access
- Ensure authentication and privacy
- Create legal certainty and protection to prevent fraud
- Allow easy document access and record retention

As the leading provider of electronic signatures, EchoSign is compliant with the provisions of the ESIGN Act, providing protection for both the sender and the signer during the signing process.

Are electronic signatures legal in the UK?

The UK has adopted and implemented certain provisions of the EU’s Electronic Commerce Directive in the Electronic Communications Act 2000, which makes e-signatures legally admissible in the UK. The Consumer Credit Act of 1974 was amended in 2004 to further facilitate the electronic signing of credit agreements. Section 7 of the Electronic Communications Act states that in any legal proceedings, an electronic signature incorporated into or logically associated with a particular electronic communication shall be admissible into evidence in relation to questions as to the authenticity or integrity of the communication or data.
Like the US E-Signature Act, the specific electronic signature technology is not defined by the Act or the Regulations themselves. Best practices should include an acknowledgement by parties that they are affirmatively agreeing to sign by an electronic signature. EchoSign automatically includes such an acknowledgment in every transaction. EchoSign is legal and admissible in the U.K. and is compliant with the UK Electronic Communications Act 2000. We have over 5,000 customers in the U.K., including industry leaders such as BT, GE Financial, Orange, and many others.

**What kind of documents are supported?**
- EchoSign supports the following file formats:
  - PDF
  - Microsoft Word (.doc and .docx)
  - Microsoft Excel (.xls and .xlsx)
  - Microsoft PowerPoint (.ppt and .pptx)
  - WordPerfect (.wp)
  - Text (.txt) Rich Text (.rtf)
  - Graphics (.jpg, .jpeg, .gif, .tif, .tiff, .bmp and .png)
  - Web (.htm or .html)
You can also upload files directly from your Google Docs, Dropbox, Box.net, or Evernote accounts.

**Does the person I’ve asked to sign a document need an account?**
No, the person who is signing a document does not need to have an EchoSign account. Your signer only needs to have an email address or a fax number EchoSign can send the document to. The signing experience is conducted without the need for the signer to authenticate to the EchoSign system though you could require and supply a password for signing a document. The signer can simply sign the document using a web browser on any computer or mobile device. If you’ve never signed one of our documents before, we recommend you try it!

**Is an EchoSign Signature a “Digital Signature”?**
The EchoSign solution is an electronic signature solution but not a certificate based digital signature solution. A digital signature refers to a specific type of third party certificated object sometimes used in electronic signature solutions. To obtain a digital signature object, signers have to apply to a Certificate Authority (CA) and that usually involves some form of payment.

Digital Signature objects may be requested for in some heavily regulated cases however, they are not necessary in most signing situations. Conventional wisdom suggests that the more friction there is in the signature process, the lower the adoption of the process. Asking your signer to first go to a third party web site, register for the signature object, possibly pay for that certificate, and then to apply it to the document is asking quite a lot.

EchoSign instead provides an on-demand electronic signature web service that makes it easy to e-sign a document and automate entire the process.

**What are some best practices if I am sending electronic signatures to signers in countries with more strict regulations about digital signatures?**
For customers deploying EchoSign globally, we recommend a couple of best practices to maximize the benefits of the safe harbors and legislation in the above countries:

Include a choice of law provision in all contracts.

Where the sender is a U.S.-based company, in the body of each contract electronically signed, include a specific reference that all parties are agreeing to use electronic signatures and are agreeing to being subject to the provi-
sions of the U.S. E-SIGN Act (i.e., the Electronic Signatures in Global and National Commerce Act (ESIGN, Pub.L. 106-229, 14 Stat. 464, enacted June 30, 2000, 15 U.S.C. ch.96). For many of our customers, this is seen as a simple and effective worldwide approach. Of course, consult with your legal counsel on all such provisions.

In countries where the courts are given discretion to interpret on a case-by-case basis, do a business benefit analysis.

The contracts in these countries will be legally binding for standard commercial transactions, but e-signing could add some complexity to adjudication. Consider the benefits of expedience, higher close rates, and visibility against a potential need to persuade a court with detailed evidence in the event of a dispute. EchoSign provides an automated audit trail for every transaction, including dates, times, parties, and IP addresses.

In addition, EchoSign recommends using our biometric signature option which additionally provides an actual written signature (via mouse or smartphone) on the document for forensic evidence.

How do I add and apply my signature in EchoSign?

EchoSign supports three methods to apply your electronic signature to your documents. All three of these signature methods are entirely contained within the EchoSign system.

The first signature style is the default signature script. This is a computer selected font and requires the signer to simply type their name.

The second option is a biometric signature which refers to a signature that you actually draw on the computer using your pointer device. If you have a stylus or a touch screen (like an iPad) then you can get very nice results. Using a mouse can take a little practice but you can get a nice looking signature with a couple tries. Biometric signatures can be saved once you get a version that you like, and then applied to later documents without having to draw the signature again. These signatures can only be saved at the time that you are applying a signature to a document and if the Signer has an active account in the EchoSign system.

The third option is to upload an image of your signature that you have saved on your local system. You must upload this image prior to signing a document, and just like the Biometric signature, it is stored for all of your signature applications on future documents.

You can upload this image on your Account tab, in the My Signature section of the Personal Preferences. The image can be a PNG, JPG, GIF or BMP format, and should be at least 60 pixels tall and up to 600 pixels wide.

How do I upload an image of my pen-and-paper signature to use as my e-signature?

To upload an image of your handwritten signature, go to the Account tab and select Personal Preferences > My Signature. From there you have the option to either create a signature or initial by drawing it with your mouse or by uploading an image.

To upload your signature to EchoSign, you must first scan it into your computer to get an image of the signature. Once you have the image, you should crop out as much of the white space around the signature as possible. The entire uploaded image will be displayed, and if your image contains a lot of padding on the edges, it will make the actual signature appear smaller on the final documents.

You can upload your signature image from your Account tab, in the My Signature section of the Personal Preferences. The image can be a PNG, JPG, GIF or BMP format, and should be at least 60 pixels tall and up to 600 pixels wide.

Where are my EchoSign document templates in EchoSign?

To send a document from the library, you can access the document in one of three possible ways:

- On the Home tab, in the upper left section where you will find the Send from Library drop down
- On the Send tab to the left of the Upload button you will see a link that says Document Library
• On the Manage tab at the very bottom of all of your content will be the library documents that you have created. You will only see your documents so this isn’t the best all around option, but if you have uploaded library documents, you will find them here and there will be a Send link that will let you start a new transaction with that document.

If you need to Edit your library document, you will do this on the Manage tab. The content of the document will not be editable, but you can edit the form fields and properties if you have uploaded that document with 'Preview, position signatures or add form fields' enabled. If the document is editable, then there will be an Edit link just to the right of the Send link.

**Where do I manage my users in EchoSign?**

If you are an EchoSign account administrator in EchoSign, you can add and delete users by going to the Account tab and selecting Users & Groups.

**I have several users on my account. Can my Dashboard reports show everyone’s usage?**

Your Home page dashboards only shows your data but if you have an Enterprise or Global account, you can run a report that will show you the volume of usage in the entire account broken up by user, group or document for any time range.

Reports can also be exported to a CSV file so you can use the raw data to generate your own reports and pivot tables.

**How do I send an agreement to two people that share an email address?**

If you need to send a document to multiple signers, you can do so by entering the email addresses of the signers into the To: field in the order that you want them to sign the document (separated by commas).

By default through the sequential signing process, EchoSign will first send the document to the first signer (and only the first signer) and wait until they apply their signature. Once their signature is applied, EchoSign will notify the second signer and wait for them to sign. This sequential process will continue until all signers have signed, and then EchoSign sends notification to all parties that the agreement is signed and filed. If you need to send the same transaction to two people at the same email address, you can enter the email into the To: field twice. The process is exactly the same, the transaction is just sent to the same email twice.

**What do I do if I need to sign an agreement as well?**

When sending a document for multiple signatures, you will enter the email addresses of the signers in to the To: field in the order you want people to sign the document.

This is true if you need to add your signature also. Just add your email into the series of emails in the proper signature place. For example, if you are the third signer of four signers, then your email address will be the third one in the To: field.

There is a quick option available if your signature will be either the first or the last in the sequence. You will see a check box that says ‘I need to add my signature to this document’ just under where the documents are attached. Checking this box will open a pop-up that will indicate if you will sign last (the default) or first. To change the order, you just click the Change Order button.

**Can my signers sign on a mobile device?**

Yes! EchoSign supports web enabled phones and tablet devices. If you can get a connected web browser, then you can sign documents using the EchoSign service.
How do I reset my password?

The quickest way to change your password is to log into EchoSign, click the Account tab in the top right corner, and then select Change Password from the sub-menu options.

You will have to enter your old password and then the new one (twice). Click Update to save the new password.

If you are locked out of your account or cannot remember your password, you can reset your password by going to www.echosign.com, and clicking the ‘I forgot my password link’ just under the log in fields.

This will prompt EchoSign to send you an email with a link to change your password.

My Account says I can send 5 agreements. What does this mean?

EchoSign Free accounts are based on five transactions in a thirty day rolling window, not a calendar month. This means that you have five transactions that you use during this time frame. When you use one it will become available again thirty days later.

Transactions include actions like sending an agreement, uploading a document to the library, editing a library document and creating a widget.

Using a transaction is not reversible. Canceling an agreement or deleting a library document will not undo the count, and the support staff does not have the ability to roll back the counter. This means that when you have used all five of your transactions, you will not be able to send agreements until some of your transactions fall out of the thirty day window.

Another type of account is a Trial account which allows you to trial our Pro, Team, Enterprise, or Global accounts. Trial accounts end after 14 days. The Trial is a free fourteen day unlimited account that does not restrict your usage during that time. We do not ask for a credit card and you are in no way obligated to pay anything.

To enter into a free Trial, just click the Upgrade link at the top right corner of your EchoSign window. This will bring you to a pricing page where you can buy the product if you like, but you can also set up the free Trials for the Enterprise or Global solutions. These service levels highlight the many features that EchoSign offers that may be of great benefit in your signature workflows. To get a trial account, you can also visit this page: http://www.echosign.com/public/static/cost.jsp?cs=mktg_topnav

Fourteen days later, when your trial expires, you will have the option to buy the service, or you can email Support@echosign.com and inform us that your trial has expired, and you would like to be set back to the free level of service. From the free level of service you can upgrade to any other level of service if you like. Just remember that your give free transactions are within a thirty day window, so if you used the trial to send a number of agreements, you may not have access for a few days while those transactions roll out of the thirty day window.

When signing, EchoSign skips through pages and goes directly to the first place to sign? My signers want to review the pages before signing them.

The EchoSign signing experience helps guide the signer through the signing process indicating where the signatures boxes and form fields are on each page. The signer can also easily read and scroll through each page at their own pace, filling in the form fields as they appear. You can also set up required signature or initial blocks on each page of your document if that helps.

How do I edit the information on my EchoSign Account?

Your personal account information is all contained on the Account tab, in the Personal Preferences section.

All of the fields are fully editable, and once you have set the values you want, you can click the Update button to save those settings.
**How do I change my billing information?**

You can update your billing information by logging on to the Account Administrator from your EchoSign account, clicking the Account tab in the top right corner of the screen, and then selecting Account Settings from the options.

In the sub-menu options for Account Settings, you will see Update Billing Info at the very bottom of the list. Click this link, and the Billing Information page will load.

Fill in all of your details and click the Update Billing Information button. Accounting will be notified directly and will ensure that your new billing information is used going forward.

**How do I upload a company logo to brand my EchoSign account?**

To upload a logo, you need to have at least a Team level of service with EchoSign. Logos are not supported at the Pro and Free levels of service.

To upload or update the logo, log into your Account Admin account, and click on the Account tab. From the options on the left, select Account Settings. In the sub-menu items listed under Account Settings, click on the option ‘Logo Upload’.

You are then prompted to browse for the logo you would like to upload from your computer. Logos can be 60 pixels high, and 200 pixels wide, so a low, wide image will show best. EchoSign supports JPG, GIF and PNG file formats.

**How do I add form fields and signature blocks to my documents through EchoSign’s drag and drop authoring feature?**

To add and place a signature, initials or other form fields on your document, you can use EchoSign’s built-in authoring feature to inform the application where you want those fields to exist. You can also use this feature to build reusable library documents or to place fields for one-time use transactions. The process is very much the same.

To do this, check the box that says ‘Preview, position signatures or add form fields’ on the Send page. Configure the rest of the required fields on the page, and then click Send (or Upload if you are making a library document). This does not actually send the agreement to the signers yet, rather it sends the document to the authoring page. EchoSign will render the uploaded document with two rows of fields at the top of the window. This authoring page is for building the template (placing the fields) and NOT for entering content. You will NOT be able to sign or pre-fill data in this view, you can only place the fields.

The first thing to notice is the Select Role drop down at the top of the window. This Role defines who has authority to enter content to the field, and will be the default value for any fields you place. Select your signer from the Select Role drop down. Next, find where you want their signature to be placed. Click on the Signature field (First row, left most field) and drag the field into position and drop it into place. Do this for all of the fields you need for the signer to fill in.

If you want to place fields for another signer (or for your counter signature), change the Select Role drop down to the proper person (such Sender for your signature), and start placing those fields. Do this for all of your signers.

If you need to delete a field, double click the field to open the properties box and there you will see the Delete field link. You will also notice that the Role is defined in the Properties box if you need to fine tune the field roles.

Once you are satisfied that the fields are all placed, click the green Send button at the top right of the window, and this time it will actually send to the first signer.
How do I add form fields and signature blocks to my documents through EchoSign text tags in my document template?

EchoSign allows you to easily place signatures, initial, check boxes and forms fields in your document simply by adding special text tags to your document. Tags may appear in any document type such as PDF, Microsoft Word, PowerPoint, Excel and simple text files (*.txt) EchoSign will convert any text-based document containing those tags into a powerful EchoSign Smart Form, allowing you to collect data from your signers, position signature and initials fields in your documents, collect multi-party information from both the sender and signers and more.

View this tutorial here: https://www.echosign.com/doc/TextFormsTutorial.pdf

You can also convert your document to PDF and create your EchoSign Smart Forms in Acrobat Pro. Learn more about how to do this in Acrobat here: https://secure.echosign.com/doc/SmartFormsTutorial.pdf

How do I adjust the access rights to library documents to users in my organization?

To adjust the properties of a Library document and make it more or less available to your groups or organization, you will need to be the originator of the document, and the document will need to be editable.

Assuming you are the originator of the document, log into your EchoSign account and navigate to the Manage tab. At the very bottom of the content on this page, you will see the Reusable Documents in your Library. The document will have a Send link and hopefully an Edit link.

The Edit link is enabled when you upload the document by checking the Preview, position signatures or add form fields option. If this option was not checked during upload, then you will not be able to edit the document.

Click the Edit link and the document will load into the Authoring view where you can manipulate the form fields. At the top of the screen you will see the Show Properties link just top the left of the green Save button.

Click that link and you will open the distribution permissions for this document. Select the one you need and click the Save button.

Any users that are logged into EchoSign at the time you make the change will need to log out and back in to get the new account settings loaded into their browsers.

I am not the one who should sign a document. How do I delegate it to someone else for signature?

If you are being asked to sign something that someone else should be signing, then you will want to delegate your signature authority to that person. There are 2 easy ways to achieve this so long as delegating the document is allowed by the account settings of the sender:

• In the email sent to you, there will be a link under the message that says 'Do you need to forward this to a party authorized to sign it? Click here’

• After opening the document, in the lower left corner just to the left of the green 'Click to eSign' button, there will be a link that says 'Somebody else should sign'.

Clicking either of these links will open a new window that will ask for the email address of the suggested new signer and a message for that signer. Once both are entered, you click the Delegate button, and the new signer will immediately be notified by email that their signature is required.

Can I add (or remove) a signer to the transaction once it is sent?

Once the transaction is sent, there is no way to adjust the number of signers that EchoSign will require to complete the transaction. If you define three email addresses (no matter what they are) in the To: field, then EchoSign will require three signatures on the document to complete the transaction and move it to the Signed folder on the Manage tab.

If you need to add additional signers, then you can save the signed document to your local system and upload
it in a new transaction to request those new signatures.

If you need to remove a signer completely, then you will likely want to cancel the transaction and start a fresh one with the proper number of signers.

If you just need to change one of the signers, you can delegate that signer’s signature authority to another email address by using the Replace Signer link on the Manage tab

How do I change the signer to another person?
The current signer for a contract can be replaced by the sender of the document only.

To do this, log into your EchoSign account and go to the Manage tab. Here you will find a list of all of your Agreements. Find the agreement in question and single click it to select it. You will see a thumbnail of the document appear in the Preview panel just to the right of the list of Agreements. Above the thumbnail of the document you will see the data associated with the document including the Name of the document, who it is From, and who it was sent To. Just under the Date you will see the Status, and there you will see a Replace Signer link. Click this link and you will be prompted to enter the new email address and a message for the new signer. Once you have these entered, click the Replace Signer button.

EchoSign will immediately send a new email to the email address you provided with a link to sign the document.

Can I mark a transaction complete without all signers signing?
Once the transaction is sent, you cannot adjust the number of signers that EchoSign will require to complete the transaction. If you define three email addresses (no matter what they are) in the To: field, then EchoSign will require three signatures on the document to complete the transaction and move it to the Signed folder on the Manage tab. You cannot force complete a transaction.

Is there a way to re-open a completed transaction for additional signatures?
Once a transactions is completed, you cannot re-open it and have additional parties sign the document. You can save the PDF of the signed document to your local system and upload it as a new transaction if you would like, but your new signatures will be applied to a new transaction in the EchoSign system. This is just tracked in two transaction IDs.

Can you prevent signer delegation?
At the Enterprise and Global levels of service, Administrators can control who has the permissions to delegate their signature authority. These settings are on the Account tab, in the Account Settings section.

There are two settings that govern this activity:

- Delegation for users in my account (internal) – This specifically refers to the users that are in your EchoSign account (not necessarily everyone at your company or in your domain).

- Delegation for users outside my account (external) – This is every UserID that is not in your EchoSign account.

Delegation for external users is simple, it’s just yes or no. Can they or can they not delegate their signature? If external UserID can delegate, they can delegate to any email address that is not specifically prohibited from signing (like inactive UserIDs).

Delegation for internal users is a bit more granular, allowing you to set parameters for delegating only to other internal UserIDs, any valid UserID at all (like external delegation), or no delegation.
What are the two types of password protection when sending a document, and how are they different?

When configuring a transaction, you will have the option to set a password for two different authentication scenarios. You can set none, one or both of these settings, and if you set both, then the same password is applied to both situations.

The first scenario is "Required to Sign". This option will ask the signer to enter the password before they can even see the document, and they will not be able to sign until the password is verified. This option can be used when you think additional signer authentication is needed for your document.

The second scenario is "Required to View the PDF". This option will password protect all PDF versions of the document. Any copy of the document will be encrypted and will not be able to be opened until the password is supplied. You may want to use this feature if you are collecting sensitive information from your users, and you intend to distribute the signed PDFs once completed.

How can a Signer fax back a document sent for eSignature?

If you have a signer who would prefer to fax back their document, they should click the 'I would rather fax in my signature' link at the bottom right of the document (just to the right of the green 'Click to eSign' button).

This will generate for them a fax cover page with the phone number they will need to send the fax to. That cover page also has a bar code on it that will inform EchoSign which transaction to associate the fax to. Faxing the document in without the EchoSign generated cover page will not work, as EchoSign has no reference bar code to logically associate the inbound fax to your existing transaction in the system. You can choose the fax area code for your signers by going to the Account tab under Personal Preferences. In the My Profile section, you can select from a number of Fax Area Codes.

The option for a signer to use a fax back signature instead of an eSignature is configurable by your account administrator, so if your signer does not have this option, it has been turned off.

What is a Widget and how do I set one up?

A Widget is a signable web form that you can create and embed on your website or link to so that multiple signers can easily access your document for signature. This is especially useful if you need to post a form up on your own website for multiple people to fill and sign. Each signer completes the form separately and each transaction is recorded automatically in EchoSign.

To create a Widget, go to the Home tab and under Additional Functions, click on the Create Widget link. From there, you can upload a document to create your Widget.

What is Mega Sign?

Mega Sign offers a way to send the same document to many people for signature. Each document is signed separately by each signer. EchoSign automatically records each transaction and signed document. You can upload a CSV file with the list of your recipients. Additionally, you can merge signer specific data into the document. To learn more, you can reference this document: https://echosign.com/doc/MegaSignTutorial.pdf

To use Mega Sign, go to the Home tab and under Additional Functions, click on the Mega Sign link. From there, you can initiate a MegaSign transaction.

What is Signer Messaging?

For Team, Enterprise and Global customers, signer messaging allows you to personalize the signing experience for your end customers. You can add a personalized message to your signers and customers after they sign a document and also add links to your company's social media sites or other websites if desired. (i.e. Facebook, Google+, LinkedIn and Twitter accounts).
What if an employee leaves my company and I need access to their documents?

An account administrator can deactivate a user from the Account tab under Users & Groups so that a user no longer has access to their account. After clicking the Deactivate button for a particular user, there is an option for the administrator to get access to the user’s agreements from their own account. Click on that check box to enable access before confirming “Yes, Deactivate.”

Can I use EchoSign from within Salesforce.com?

Yes, EchoSign is integrated with Salesforce.com and you can download it from AppExchange. EchoSign also is available as an integration with NetSuite and SugarCRM.

EchoSign for Salesforce solution enables clients to send contracts for signature either electronically or by fax directly from their Salesforce account and then track their real-time execution status. Better yet, the second the contract is digitally signed, not only are all parties e-mailed a copy of the digitally signed contract, but a PDF copy is also automatically attached within Salesforce. Never lose track again. Never upload, scan, or manually input signed customer contracts again. EchoSign does it all for you — automatically.

Get it now on the Salesforce.com AppExchange: http://appexchange.salesforce.com/listingDetail?listingId=a0N300000016ZmCEAU

Where can I get information about your public APIs?

The EchoSign API documentation can be found here: http://www.echosign.com/public/static/api.jsp

Where do I get help for Adobe Acrobat or Reader?

If you are having problems or have questions about the Adobe Acrobat product, please visit this page: http://www.adobe.com/support/acrobat/

If you are having problems or have questions about the Adobe Reader product, please visit this page: http://www.adobe.com/support/reader/

I am getting some error messages about Adobe Flash Player, what should I do?

EchoSign requires the Adobe Flash player to display several of the buttons and options within the application. Your Flash player may be either out of date, corrupted, or the plug-in may have crashed. The first thing to try is to reboot the system and restart the application. If you have recently rebooted the system, then you should visit the Adobe Flash download page and install the newest version of Flash. The download page is here: http://get.adobe.com/flashplayer/

For more information
www.echosign.com