



## Tech Tip #32: Are your members stating they are not receiving their eSign document(s)?



















If a member is not receiving their email(s) for electronic signing and they have checked their spam folder and are sure they have not received it, here are a few troubleshooting steps you can take:

- Navigate to the document or package in eDOCSignature and select edit.

Package Results

Search

Edit Search

Package Name	Status	Created	Modified	Created By	
 Riley A.Rileytest 09032019	Completed	09/03/2019	09/03/2019	RSULLIVAN	<a href="#">Edit</a>  
 A.Rileytest	Complete	09/03/2019		RSULLIVAN	   
 Riley Sullivan QC Form of QC 09032019 Out For eSign		09/03/2019	09/03/2019	RSULLIVAN	<a href="#">Edit</a> 
 Riley Template QC Form of QC 09032019	Out For eSign	09/03/2019	09/03/2019	RSULLIVAN	<a href="#">Edit</a> 
 QC Form of QC 752019	Completed	08/02/2019	08/02/2019	RSULLIVAN	<a href="#">Edit</a>  
 ERIN L LATHROP SECURITY AGREEMENT edited 07242019	Completed	07/24/2019	07/24/2019	RSULLIVAN	<a href="#">Edit</a>  

- From here you can update the email address to your own work email and resend the document. If you receive the email, you know the notifications are in fact sending. There could be an issue with the member's email address being spelled wrong or the email is being blocked for some reason.
- A suggestion would be to try an alternative email. For example, creating a Gmail account is very quick testing option if the member does not have any other accounts to use.

Manage Package

Cancel

Save

Name: Riley A.Rileytest 09032019

Notification Name: Testing

Notification Email: creditunion@email.com

Actions: Delete

Reset

Signers: ☐ Force signers to use the names below as signatures

Signer Name  
Riley

Email Address  
rsullivan@edoclog

Msg Type  
Public

Auth Code

Group  
1

Resend

Sign