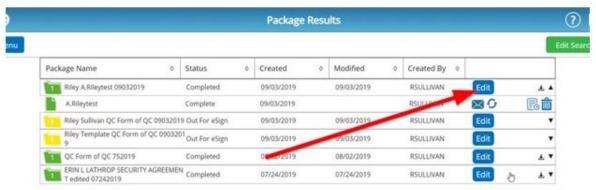


Tech Tip #32: Are your members stating they are not receiving their eSign document(s)?

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.



- 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.

