Advisor360° DocuSign

Cheat Sheet

Use this document to view key steps when using DocuSign in Advisor360°. For full details and screenshots, refer to the Advisor360° DocuSign Reference Guide or the Overview of Advisor360° DocuSign video.

Contents

Advisor360° DocuSign Reminders / Key Features:

- Documents can be added manually to an envelope, or a Template can be used (view this reference sheet for step-by-step instructions)
- The account opening tool creates the DocuSign envelope for you, avoiding the manual process to create an envelope
- Senders need to identify signature locations
- Three authentication methods are available (SMS Text, phone call or knowledge-based questions)
- All signers are required to pass authentication, including the advisor

Important Note:

- *In order to avoid submitting Life, DI and Fixed Annuity new business/post issue paperwork to MMLIS **Do not** submit this business through Advisor360° DocuSign. For these lines of business go to the DocuSign FieldNet page and submit through the MassMutual Field account version of DocuSign/eSignature.*
- *In addition, for VUL new business submissions all electronically signed paperwork must be submitted using the legacy MML DiduSign Platform.*

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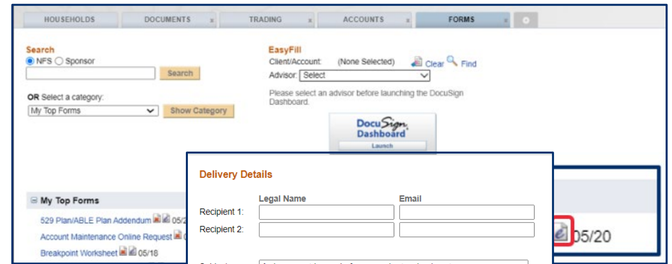
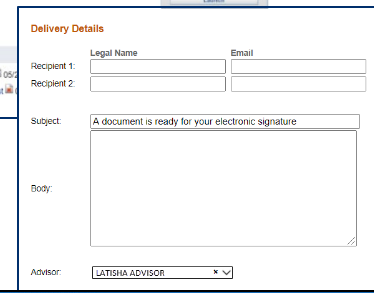
To Access Advisor360° DocuSign

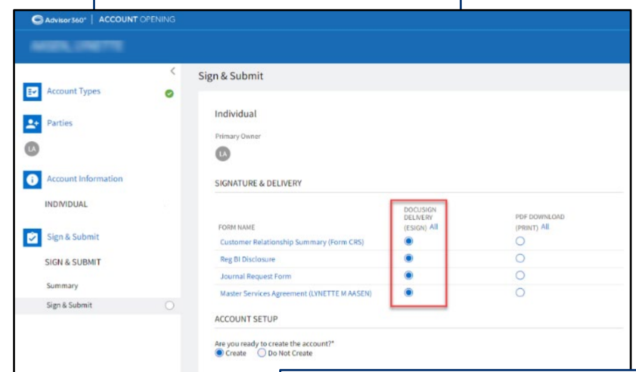
- Go to Practice360° > **Forms** tab (e-icons)
  -or-
- Go to the **DocuSign Dashboard** using the Launch button on the Forms tab
  - ***Note:*** *For fixed or variable annuity applications and disclosures, an eSignature option is provided within the AOE platform.*





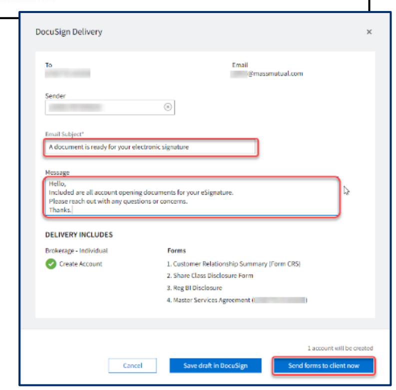
To Generate a New Envelope (For the Forms Library)

1. Select the **e-icon** next to the desired form. The Delivery Details screen appears.
2. Select the **Advisor** from the drop-down list.
3. Complete the envelope's delivery details (e.g., legal name, email address, body, etc.)
4. Select the **Next** button. The Add Documents to the Envelope screen appears and displays the form you selected.



To Generate a New Envelope (For the Account Opening tool)

1. Go to Practice360° > Account Opening tool and complete the new account opening fields.
2. In the **Sign & Submit** screen, locate the **DocuSign Delivery (eSign)** column, and select the radial buttons next to all the forms that you would like sent to the client for eSignature.
   Note: *A client email address must be entered in the* ***Parties*** *screen in order to use DocuSign delivery.*
3. In the Account Setup column, select either **Create** or **Do Not Create** the account. Select **Submit**.
4. A DocuSign Delivery window opens, which displays the DocuSign envelope contents, including client email address and list of forms you selected to be sent. You can edit the email subject and/or add a message to the client.
5. Select either **Save draft in DocuSign** (send later) or **Send forms to client now**.
   Note*: The* ***Account Opening Dashboard in*** *Practice360° houses in-progress (saved) and completed accounts (image not shown).*



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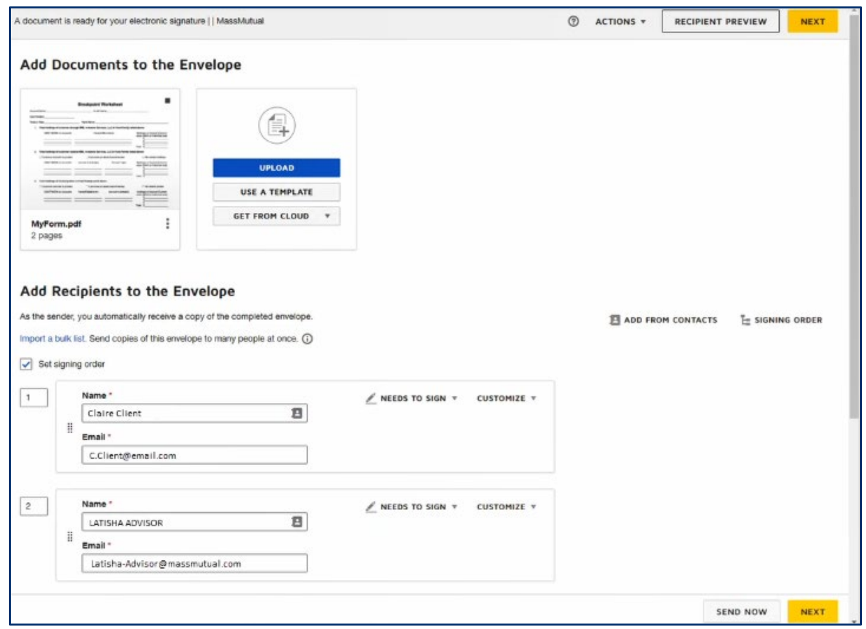
To Start an Envelope Using Annuity Order Entry (AOE) eSignature

1. If the fixed or variable annuity application meets the eSignature required criteria, elect **eSignature** from the **Participant Details** tab in the annuity order entry (AOE) platform.
2. In the **Consents** section, select the **Yes** radio button to elect eSignature.
3. Select the radio button for **In-Person signing** or **Remote signing**.
4. From the Forms Submit tab, select **Submit and Proceed to eSign** < **ESign Now**.

- ***Note:*** *For complete details about the eSignature experience in the Annuity Order Entry (AOE) platform, refer to the* *Annuity Order Entry eSignature reference guide*.

To Add Multiple Documents to an Envelope



1. Download any additional forms from the Forms Library or the Client Account Wizard to your computer and pre-fill them, as needed.
2. Select the **Upload** button.
3. Locate forms saved to your computer and add them to the envelope.
   - ***Tip!*** *If uploading a form with fillable fields to an envelope, a Managed PDF form field data dialog box appears. Refer to the* *Advisor360° DocuSign Reference Guide* *for full details and options.*
   - ***Note****: For all Direct Business submissions advisors and staff should combine all PDFs within an envelope into a single document except for the MSA which should be a separate PDF. The MSA should always be a unique PDF in order to quickly review and process.*
   - ***Example:*** *For an MSA eligible new account the envelope would contain 2 PDFs; an MSA (PDF) and the new account paperwork (PDF).*
4. Select the **Add Recipient** button add all recipients/signers to the envelope.
   - ***Tip!*** *All recipients must be in the correct order. All clients must sign documents before the advisor.*
5. Review all documents to ensure that all signature and date tags are correctly placed (for all recipients) in the appropriate signature and date fields. If not, add or change where needed.

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To Set Authentication Options

- Recipient identity verification is an option you are required to set for each recipient on an envelope, requiring them to provide additional information to prove their identity.
- Identity verification methods include: phone call, SMS text, and knowledge-based ID check.
    - ***Note:*** *All recipients are required to complete authentication prior to accessing an envelope, including the advisor. Refer to the* *Advisor360° DocuSign Reference Guide* *for full details and options.*

What Happens if Recipients Fail Authentication?

A recipient has three attempts to pass the validation step.

If a recipient fails the authentication, use the resend feature to send a new notification email and give the recipient another chance to pass the validation step.

To Obtain a Detailed Status of an Envelope

1. Select the **Manage** tab. Sent envelopes appear in the order in which they were sent (i.e., newest at the top of the list).
2. Select the **Sent** item from the left navigation bar.
3. For the envelope you want to view, select **History** from the drop-down list. The **Envelope and Document History** screen appears and displays details and list of the specific Activities of the selected envelope.