

## I am viewing a document with digital signatures on my iPhone, but cannot see the signatures.

Currently, the default PDF viewer on iOS devices (iPhone and iPads) does not support digital signatures. This does not affect your ability to place digital signatures using your iPhone and you can still view the signatures if the document is opened with the CoSign app. If there are digital signatures on the document, you will be able to view them on another non-iOS device.

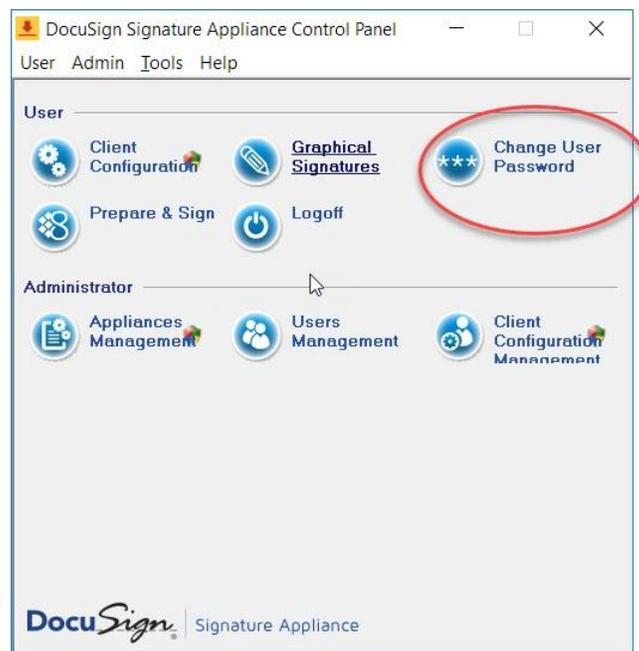
## I have placed a signature in a Word Document and am now unable to work with the document.

When placing a signature on a Microsoft Word or Excel file, the document is automatically saved (overwriting the existing document) and marked as final. You should see a message at the top of the document indicating this, with an 'Edit Anyway' option. Selecting the 'Edit Anyway' option will remove the signature. The empty signature box can be left in the document or removed while continuing to edit the document.

**NOTE:** The process of adding a signature automatically overwrites the existing file with the signed document. If you do not wish to retain a signature that was removed, be sure to save your changes before exiting the document.

## My password has expired. How do I change it?

Provided that you know your old password and are not locked out of your account, this is something that you can do yourself through the Signature Appliance Control Panel. This is located in the 'DocuSign' folder in your list of applications and can also be located by simply doing a windows search. Once you have the Signature Appliance Control Panel open, you can simply select the 'change password' option.



After selecting this option, you will be directed to a screen where you will need to enter your old/expired password and create a new one. After making the change, you will automatically be logged in to your account and ready to sign documents. If you have forgotten your password or are locked out of your digital signature account, you can contact the digital signature support area at [MDOT-eSign@Michigan.gov](mailto:MDOT-eSign@Michigan.gov) to request a password reset.

Your password can also be changed through the web application. When entering your password on the log-in screen of the web application, you will be re-directed to a page where you can set up your new password.

**I want to open a document to sign, but can't find a 'Sign with Prepare & Sign' option in my right-click menu.**

If this is not an available option in your right-click menu you should be able to add it manually. This can be done by opening Prepare & Sign. This can be done directly from the Signature Appliance Control Panel or by navigating to it directly (Start > All Programs > DocuSign>Signature Appliance Prepare & Sign). If prompted to select a file, click **Cancel**. Click **Tools** and select **'Add 'Sign with Prepare & Sign' to PDF files'**. Click **Yes** to confirm. *Note that some users may find that the option in your context menu reads as 'Sign with CoSign'. This is OK. Selecting this option will function properly by opening the file with Prepare & Sign.*

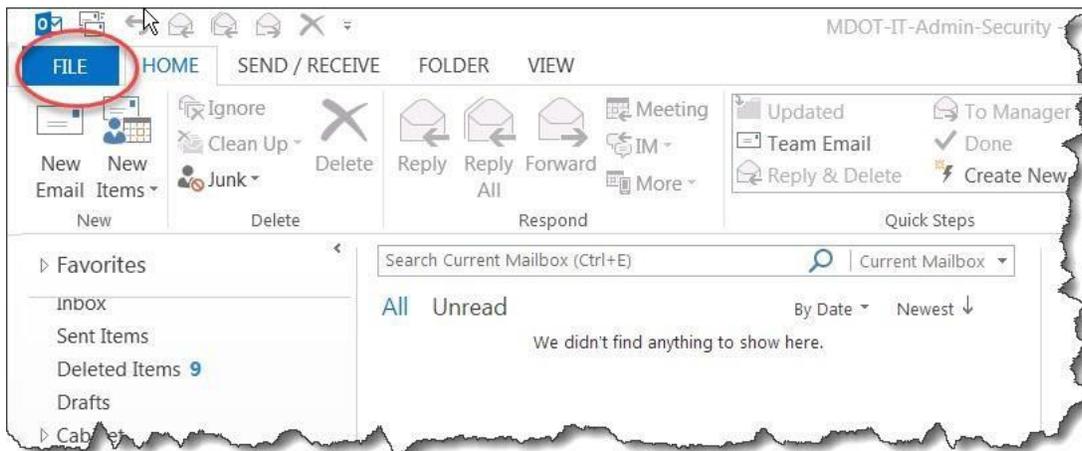


If this does not work, it may be necessary to apply some registry changes to fix the issue. Contact the MDOT digital signature help desk for further assistance.

**Is there a way of opening a document with DocuSign SA directly from an email attachment?**

Using the mobile app, this is part of the normal signing process. If you are using your computer, you should be able to right-click on the attachment in the email and select 'Sign with Prepare & Sign'. If you do not see this as an option, it is most likely due to the fact that Outlook has disabled the CoSign add-in. To enable, it you can go through the following steps:

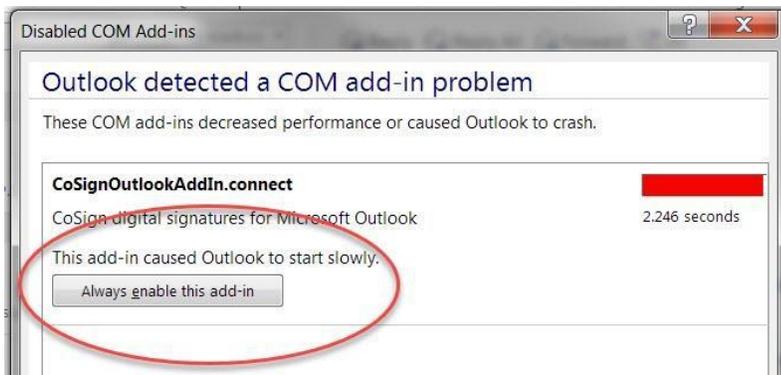
1. From the main outlook screen, select 'File'
- 2.



2. Select the 'Slow and Disabled COM Add-ins' option. *If you do not see this in your list of options, skip to step 4.*



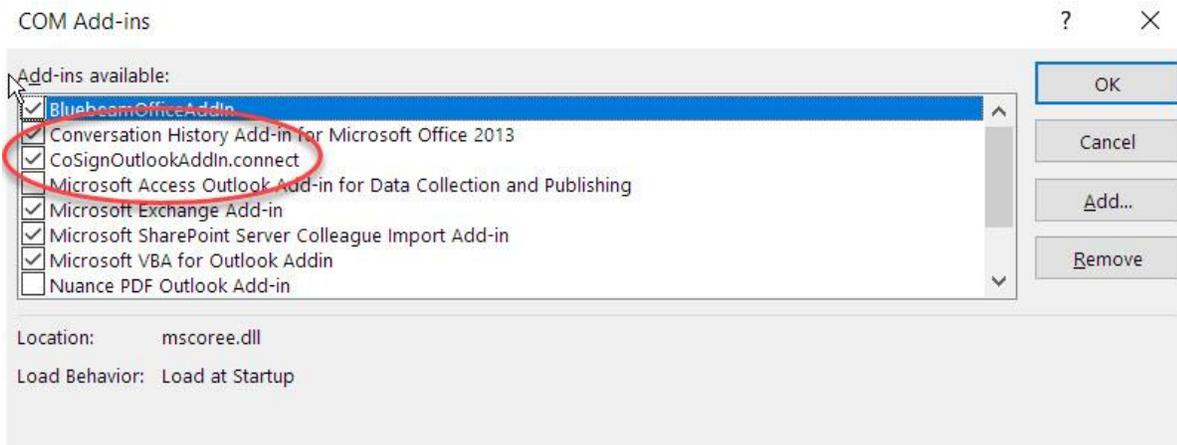
3. You should see an option in the list for 'CoSignOutlookAddIn.connect, with an option to always enable the add-in.



4. Recent versions of Outlook may not have a 'Manage Com Add-Ins' selection in the list of available account options when selecting **File** (as in step 1). Instead, you should select 'Options' from the list of categories on the left side of the screen. Then, in the window showing your Outlook Options select 'Add-Ins' from the list of categories. At the bottom of the add-ins window that will be pulled up, you will see a 'Manage' option. Click on the arrow to open the drop-down menu and select 'Disabled Add-ins'.



If the 'CoSignOutlookAddIn.connect' application is in the list, select it and click the 'Enable' button. If you do not see it in the list of disabled add-ins, you may find that the Outlook add-in is in the list of inactive applications. In this case, you should select the 'COM Add-ins' option in the 'Manage' area and check the box next to 'CoSignOutlookAddIn.connect'.



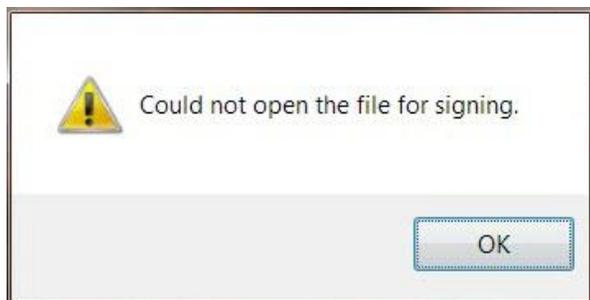
**NOTE:** If you are opening a file directly from an email, it will need to be saved to a location on your computer other than the default 'Temp' folder that Outlook uses. Failure to do so will affect your ability to attach the document to an outgoing email.

### I am not able to remove a signature block that I placed in a document.

In order to remove an unsigned signature block from a document, all signatures need to be cleared first. If this is not done, you will be able to clear signatures, but the 'Remove' option that deletes the signature block will be greyed out.

### I have a document that cannot be opened with Prepare & Sign

If you are attempting to open a document and are getting an error message:



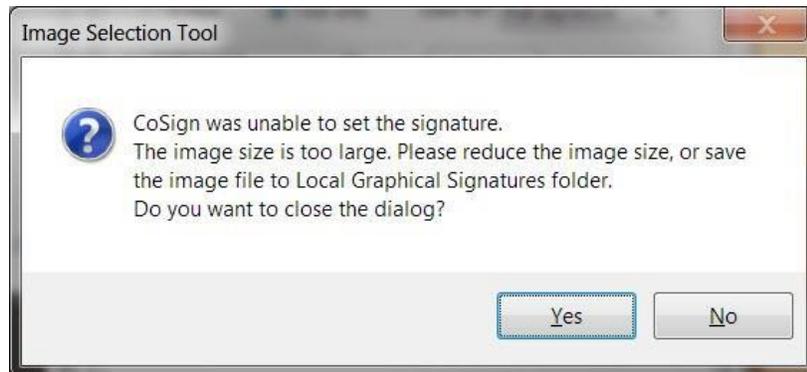
This may be due to the fact that there are fillable fields in the document that have been populated with an application that Prepare & Sign is unable to recognize. For example, there are known issues with Bluebeam populated fields. The simplest solution is to print the file to a new PDF, which acts to "flatten" the document. You should then be able to work with the new copy using Prepare & Sign.

### I cannot place multiple signatures on a Word document

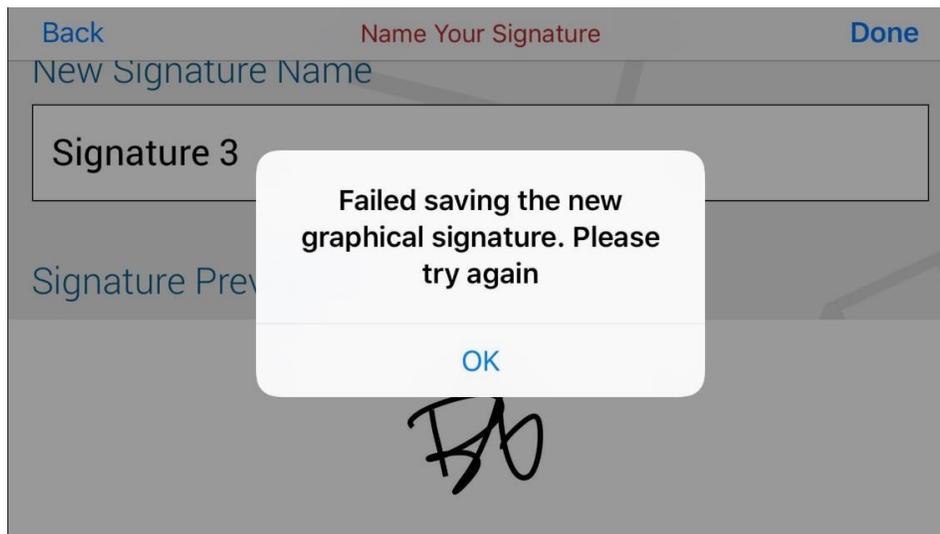
Once a Word document has been signed, it is automatically locked and marked as final, which prohibits any type of editing or modifying. This includes placing additional signature fields. If there need to be multiple signatures on a document, blank signature fields will need to be placed for every signature prior to proceeding with the signing of the document.

## I am trying to create a new signature and getting an error message

When trying to create a new signature, you may get an error message like this:



On the mobile app, you may see an error that looks like this:

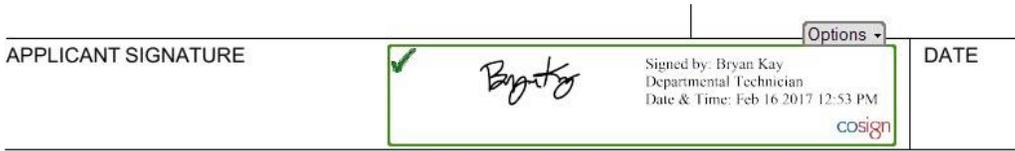


The amount of space that is allowed for your signatures is limited and you have likely exceeded this. A graphical signature is limited to 29KB. You can use up to a maximum of 140KB for your entire set of graphical signatures. If you wish to use a larger graphical image, this can be done by storing it in a local directory. Each local graphical signature is limited to 1 MB. For details on this process, you can consult the user manual or contact the MDOT digital signature administrator for assistance.

You may also be getting this error message due to the fact that your machine is not communicating with our signature appliance. If you open the Signature Appliance Control Panel, select the 'Graphical Signatures' option and the signatures viewer window is blank, this would indicate a connectivity issue.

**My graphical signature image is too small in size.**

Due to the default spacing in the signature block layout, the size and shape of the signature block that is drawn can have a significant effect on the appearance of the graphical signature. Ideally, the signature block should be as close to “square” as possible. Long and narrow signature blocks tend to create a very small graphic image due to the way it is centered within the block. An example of this can be seen in the picture below, where you can see how the same graphical signature appears in differently sized signature blocks.



**I have a document open in Prepare & Sign and all the fillable fields are missing.**

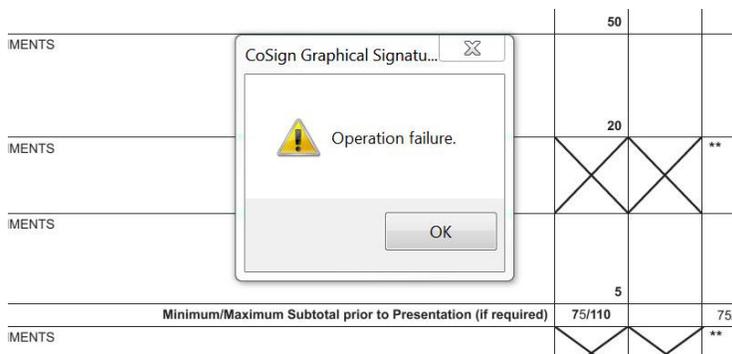
Prepare & Sign does not provide the capability to edit documents and – due to this fact – will not display fillable fields, although the entries in any fillable fields that have been populated will be viewable. To enter information in a fillable field, you will need to open the document with Adobe Acrobat or similar PDF editing software.

**I just installed the DocuSign desktop client and am having trouble logging in.**

If you are attempting to log in with the temporary password that you received in your introductory email, keep in mind that this will not actually log you in to the system and allow you to begin using the software. You must first change your password. This is done by opening the Signature Appliance Control Panel (you do not need to log in to view this) and select the ‘Change Password’ option. This will bring up a window where you can enter your temporary password in the ‘old password’ field and create a permanent password of your choice.

## I have installed the DocuSign desktop client and am getting 'operation failure' errors.

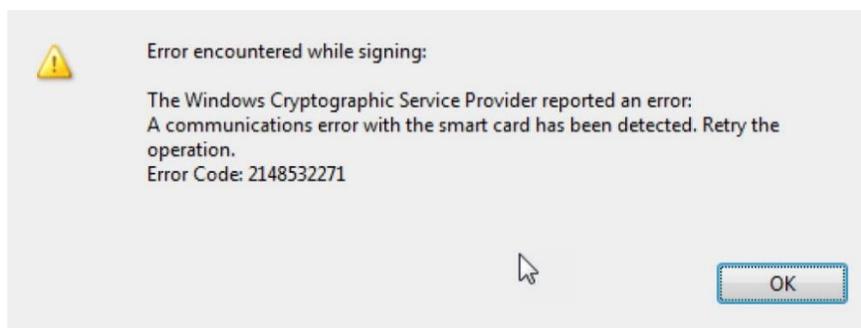
You may find that you have successfully installed the software, changed your password and logged in successfully, but are getting 'operation failure' errors like the one pictured below when trying to sign the document.



This may be because a critical Microsoft security patch has not been applied to your machine. For information on the specific patch that may be causing this issue, refer to <https://technet.microsoft.com/en-us/library/security/3033929.aspx>

## I am getting a Windows Cryptographic error when trying to sign a document

You may find that you are attempting to open and sign a document, but get an error message like this:



This error can result when there is an unreliable connection to the signature appliance, mostly related to latency with remote users or – on rare occasions - network glitches. This should resolve itself, but contact the MDOT digital signature support staff if this issue persists.

More commonly, this error will occur when you are attempting to place a signature while working with the document in Adobe and your password has expired. If you had tried signing with Prepare & Sign (DocuSign's document reader), it would give you a message clearly indicating that your password has expired. However, when signing in Adobe the program does not know this. It just knows the login failed and gives you that generic windows error message.

Users of Adobe Pro DC may find that they are not being prompted to log in to CoSign when placing a signature and are instead getting this error. The program should prompt you to log in if you have not already done so, but if you are running into this issue you will need to log in first before placing a signature in Adobe. The easiest way to do so is to

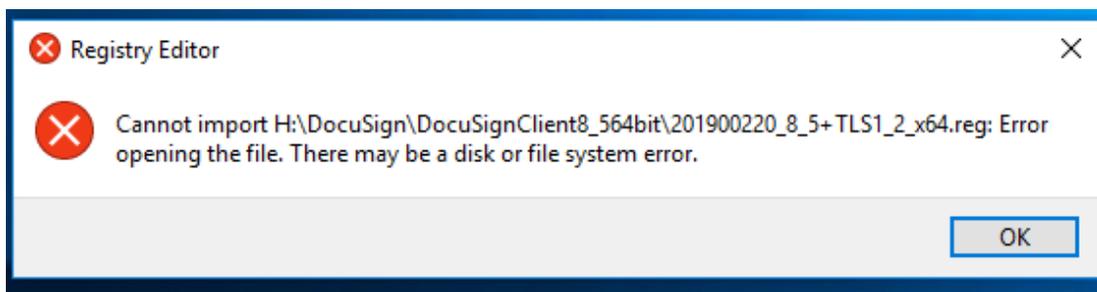
open the Signature Appliance Control Panel and select the 'Graphical Signatures' option, which will prompt you to log in.

**I am trying to create a new signature by uploading one of my images, but am unable to select my image file**

This may be because you are attempting to upload a file that is in an incompatible format. You can upload the following types of graphic files: monochrome bmp, multicolor bmp, or jpg.

**I am getting an error message when trying to run the 201900220\_8\_5+TLS1\_2\_x64.reg registry edit file.**

If you are attempting to run the *201900220\_8\_5+TLS1\_2\_x64.reg* registry edit file and getting an error message like this:



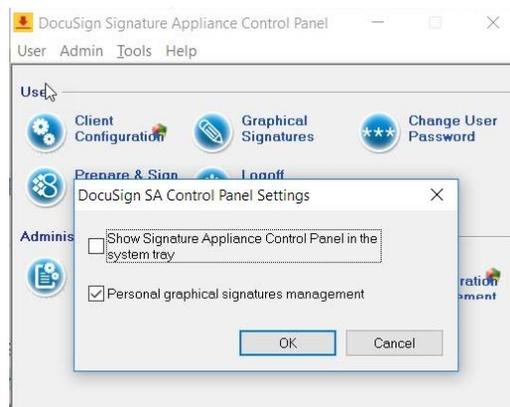
This is most likely occurring because you are attempting to run the file from a mapped network drive. If you move the file to a local folder on your computer and attempt to run it again, you should find that this solves the issue.

**I am being asked to log in every time I select the 'Graphical Signatures' option in the Signature Appliance Control Panel**

AND/OR

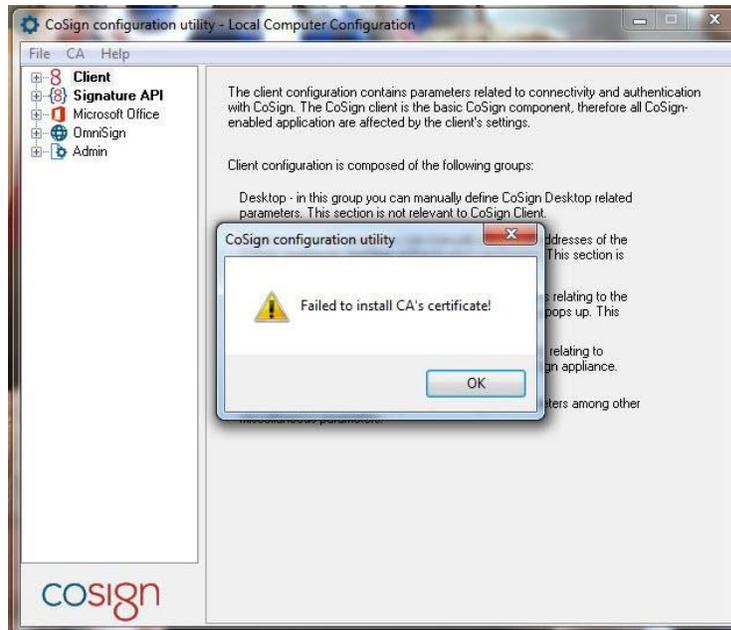
**I am trying to update acrobat with my graphical signature, but the option to select this is not showing up**

This is most likely because you do not have the 'personal graphical signatures management' option enabled. To do this, open the Signature Appliance Control Panel and select **Tools>Options** and check the box as pictured.



## I am having issues with the CA installation.

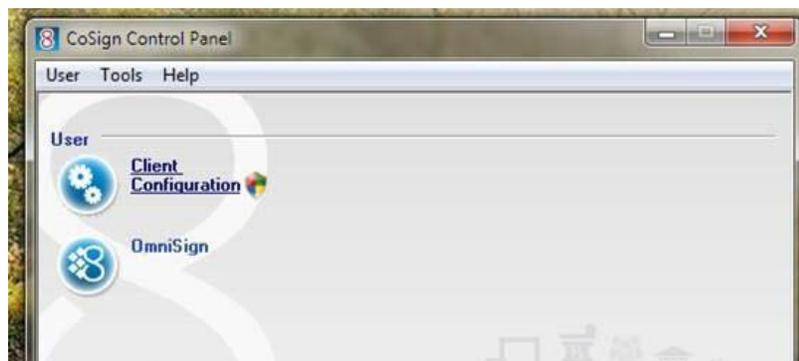
You may find that you are attempting to install the CA and getting an error message like this.



This is typically due to one of two reasons:

- 1) You are unable to communicate with the signature appliance to install the CA, which is preventing the installation from completing.
- 2) You have not successfully run the `201900220_8_5+TLS1_2_x64.reg` registry edit file.

If you open the Signature Appliance Control Panel and it looks like the picture below (with two options in the user area), this normally indicates that your installation is incomplete. This could be the case because you skipped step #4 of the installation instructions and have not run the registry edit file. In this case you can run the file, which should resolve the issue. If you have run the file and your Control Panel still looks like this, it is likely that something is preventing your machine from communicating with our signature appliance, which is not allowing the installation process to complete the necessary actions. This is normally due to network configurations or policies on the user's end, which your IT staff will need to investigate. Feel free to contact us at [MDOT-eSign@michigan.gov](mailto:MDOT-eSign@michigan.gov) for assistance.



**I am trying to sign a document using Prepare & Sign, but the 'Sign' button is grayed out and cannot be selected**

"Sign" disappears when the document was signed and marked as final or when the document is signed using "Certify" in Prepare & Sign for Adobe. From the DocuSign help file:

*Certify – Performs a PDF signature operation that is “stronger” than the regular PDF signature operation (as described in Certifying an Adobe Acrobat Document in the CoSign User Guide). When a document is certified, you can specify one of the following certification modes:*

- *No further changes allowed – No changes are permitted to the PDF document.*
- *Form filling & signing allowed – You may enter data in forms, and sign existing signature fields in the PDF document.*
- *Annotations, form filling & signing allowed – You may add annotations to the document, enter data in forms, and sign existing signature fields in the PDF document.*

*The Certify operation is disabled if there is a signed field in the document.*

**I am trying to draw a signature box and getting a 'invalid signature size' error message.**

You have a document opened with CoSign/Omnisign and run into the following error when drawing a signature box:

match the previously validated signature information. This will result in the rejection of any document if the non-validated signature has been used.

responsibility of the applicant and/or associated company/agency to notify MDOT of any change in ment status, signing authority, or e-mail address that may impact the validity of the assigned re. Note: Applicants and associated company/agencies may be directly contacted to further licate the identity of the applicant and

leted forms must be returned e

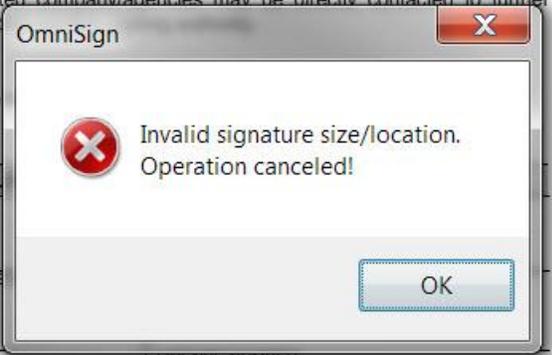
SIGNATURE  
PRINT NAME (LEGAL NAME)

PRINT NAME AS TO APPEAR ON SIGNATURE  
(DIFFERENT FROM LEGAL NAME)

SIGNATURE LICENSURE (PE, PS, AIA, etc.)

LICENSE NUMBER

PHONE



When drawing a signature box in Prepare & Sign, you must drag your mouse down and to the right....ie. start in the upper left corner and draw downwards. If you try to start from the lower right corner and draw upwards, it will fail and generate this error message.

**I signed a document – and the signature panel clearly shows that a valid signature is in place, but I cannot see the signature image.**

It is likely that this is happening because the signature field that you created after choosing the 'Sign' option is too small and cannot be seen. This typically happens when a user just clicks on the document or does not hold the left button down long enough as they drag their mouse to draw a signature box. This essentially creates a signature "box" that is only a few pixels wide and is invisible without zooming in to the maximum resolution. If you view the document in Prepare & Sign when this happens, you would see a small green dot where the signature is. While a valid signature is technically in place, to get a visible image of your signature you will need to remove the signature and re-sign or simply pull up an earlier version of the document without your signature and start over.

**I am trying to sign a document, but get a 'smart card' error when trying to place the signature**

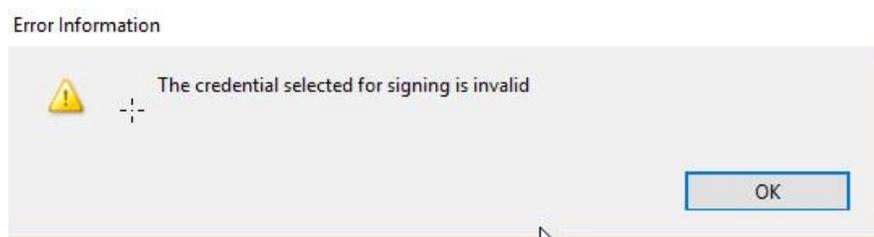
When signing a document, you may encounter this error:



This error is normally generated in Microsoft Word or Excel when you are experiencing issues communicating with the signature appliance. This will most likely be related to latency with remote users or – on rare occasions - network glitches. We have also seen this issue arise for users using a VPN network. Typically, this should resolve itself, but contact the MDOT digital signature support staff if this issue persists.

**I am trying to sign a document in Adobe and getting an error telling me that my credentials are invalid**

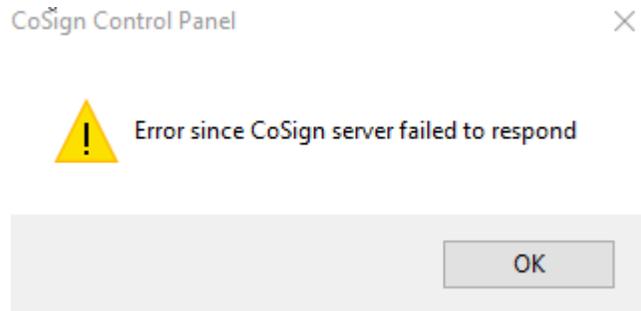
When signing a document in Adobe you may encounter the following error:



Typically, these errors are resolved by uninstalling and re-installing the DocuSign SA Client. If you are still getting this error after a clean installation, contact the MDOT digital signature help desk.

## I am running into an error telling me that the CoSign server failed to respond

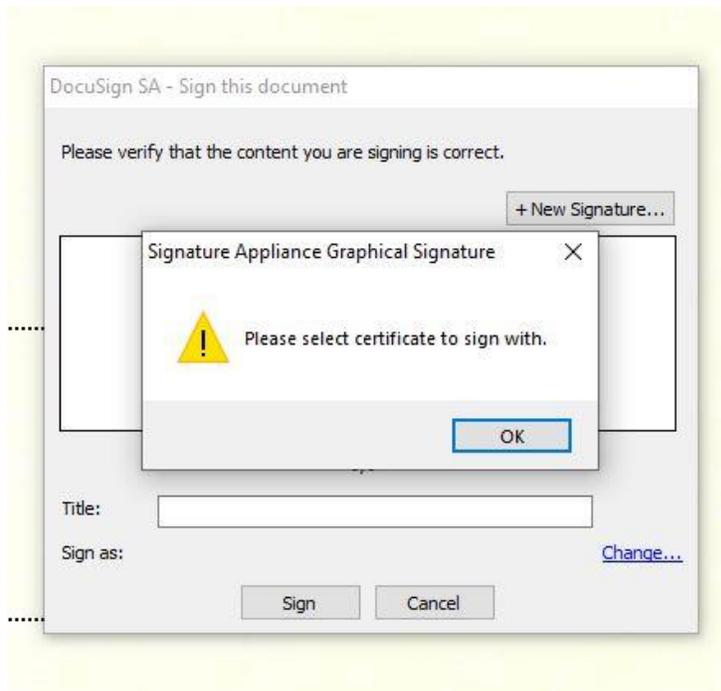
You may encounter the following error while attempting to change your password:



Typically, this will be due to some kind of network latency that is making communication with the DocuSign server difficult. If this happens, wait a couple of minutes and make another attempt.

## I am getting a 'please select certificate to sign with' message when trying to sign a document

If you are being prompted with a message asking you to select a certificate to sign with, as seen below, this may indicate a corrupted installation.



In this case, you should attempt to uninstall and reinstall the DocuSign SA Client to see if this resolves the issue. If you continue to run into this issue after a fresh reinstall, contact the MDOT digital signature help desk.

Also, make sure that you have not disabled the log-in pop up box. This can be verified by opening the Signature Appliance Control Panel and selecting the Client Configuration. This requires admin rights on your machine and will

probably prompt asking your permission to open the application. With the Client Configuration option, select Client>Login Dialog. The 'permit login dialog pop-up except for designated applications' should be selected.

**I cannot access the 'Design Mode' in the Word/Excel add-in (it is greyed out)**

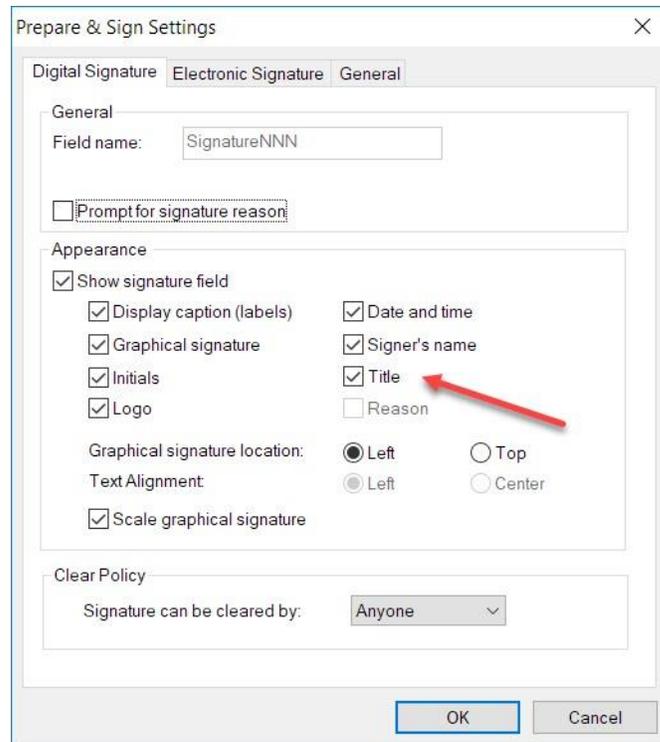
If the Design Mode option is unavailable in the DocuSign add-in for Word/Excel, you should be able to resolve this by going through the following steps:

- Select the File tab.
- Select Options from the category list.
- Select 'Customize Ribbon'
- Select 'Main Tabs' from the 'Customize the Ribbon' drop down menu
- Check the Developer checkbox and hit 'OK'
- Go back to the workbook and click the Developer tab

The Design Mode option should now be available.

**I would like to add a title to my signature appearance**

You can add a tile line through the settings in Prepare & Sign. You can open this application by going to the Signature Appliance Control Panel and selecting the Prepare & Sign option, or by simply right-clicking on a PDF and choosing the 'sign with cosign' or 'sign with prepare & sign' option. Once there, choose **Tools>Settings** and make sure the 'Title' box is checked in the appearance options.



After you do this, you will see a title line box appear when signing in the window where you select the signature you would like to place on the document.



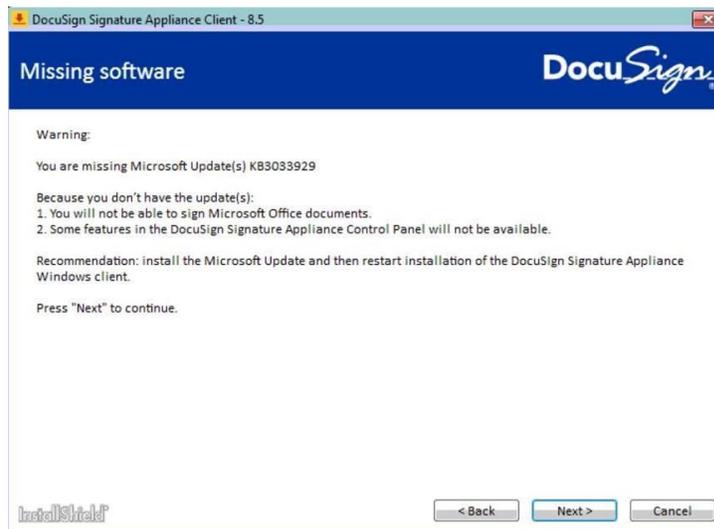
You can enter anything you want in this area. By default, it will always display whatever was entered the previous time that you signed.

**I added a new graphical signature and my default signature disappeared.**

The default signature that is set up for a user during the install process will be overwritten by the first new signature that you add. This is expected behavior and only occurs with the first signature that you create. If you still want to retain a text-based signature appearance like the original default, you can simply add another new one.

**I am trying to install the DSA Client software and am getting a Microsoft Update KB3033929 error**

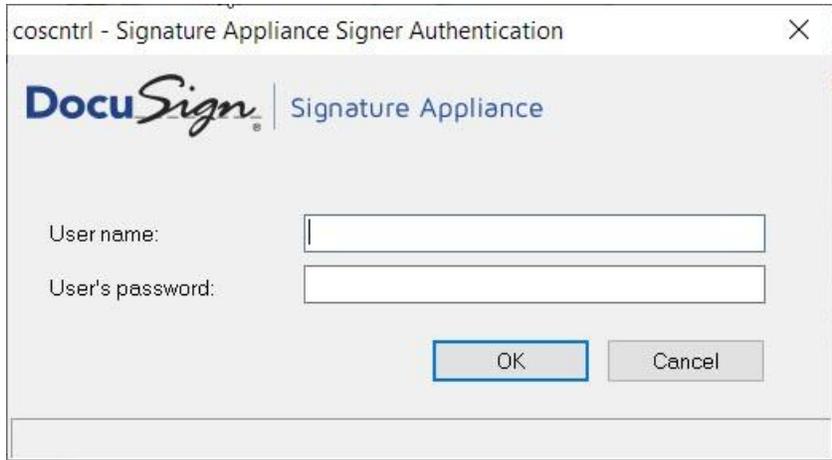
Users with Windows 7 machines may get the following error while trying to install the DocuSign Signature Appliance software on their computer:



DocuSign Support has confirmed that this is a potential issue isolated to Windows 7 users. Given that this OS no longer receives mainstream support from Microsoft, we would suggest that you consider an upgrade to a current operating system, but please feel free to contact the MDOT e-Sign help desk for assistance in working through this issue. In the meantime, keep in mind that you can still sign documents using the web application and mobile app.

**A log in dialog keeps popping up. How do I get this to stop?**

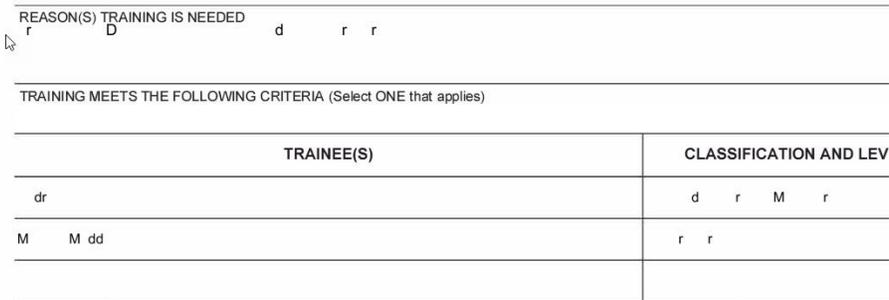
When you turn on your machine at the beginning of the day, it is likely that you will start seeing a login dialog window.



If you attempt to clear this window by just hitting the 'x' at the corner, it will continue to generate. You just need to log in once and the dialog window will stop popping up. Your login credentials are good for twelve hours, so this is basically a once-a-day procedure. If you are attempting to log in but continue to get these prompts, it may be that you are using an incorrect or expired password. When entering the wrong information in the login window, the program does not tell you this. The window simply goes away temporarily before regenerating again. In this case, you should attempt to [change your password](#). If you find that you have forgotten your password and/or are locked out of your account, you can contact the MDOT help desk at [mdot-esign@michigan.gov](mailto:mdot-esign@michigan.gov) to request a password reset.

**I am signing a document using the Prepare & Sign reader, but some of the information is not displaying correctly.**

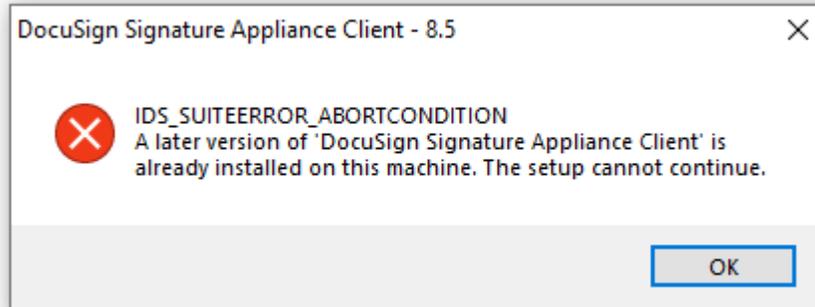
If you open a document and find that some of the fields are scrambled or missing information, like the picture below, this may be due to the fact the Prepare & Sign reader is having issues with fillable forms that are on the document.



Provided that the document displays correctly in your regular PDF reader, the document is OK to use. You can disregard the display discrepancies and proceed with signing the document using the Prepare and Sign reader.

## I am encountering an IDS SUITE error while installing the software.

If you are attempting to install the DSA Client software on your machine and seeing an 'IDS SUITE' error telling you that you have a later version of the software installed on your machine:



This error can result when a user is attempting to install a 64 bit version of the software on a 32 bit machine. In this situation, you can contact the MDOT e-Sign help desk to obtain a 32 bit version of the installation files.

DocuSign has also confirmed that the DSA Client software is not compatible with machines that use ARM based processors. Users with these machines will get a similar error when trying to install the software. These processors are typically used in smaller devices – mobile phones, smart devices, chip readers, vending machines, cars, Blu-ray players, printers, game stations, etc. They are not commonly found in computers at this point, but there are some machines that use this processor – especially the smaller, tablet style computers (e.g. Microsoft Surface X). Users with these machines may need to rely on the web app or mobile app for signing.