



EQUITABLE ADVISORS

DocuSign User Guide

for Equitable Advisors



DocuSign[®]

Internal - User Manual

Table of contents

DocuSign

Overview	3
How to Access DocuSign	4
DocuSign Home Page	5
DocuSign Manage Page	6
DocuSign Template Page	7
DocuSign Reports Page	8
Terminology & Application ID	9
Certificate of Completion	10
Access Authentication	11
Life New Business – Templates Available	12
Life New Business – Upload Forms or Illustration	13
Life Inforce Business – Templates Available	14
Group Retirement – Inforce & New Business	15
Individual Retirement – Inforce & New Business	16
Additional Templates Available	17
Use a Template – QRC	18
How to upload an Illustration & Send an Envelope	23
How to Resend an Envelope	30
Download a Document from the Email Notification	31
Download a Document from DocuSign	32
How to use Shared Envelopes	33
Use a Template with Advanced Edit – QRC	34
Void an Envelopes – QRC	40
Correct an Envelopes – QRC	42
Client's DocuSign Experience	44
Resources & Contacts	46

Overview

DocuSign

Overview:

DocuSign allows Financial Professionals and their assistants the ability to obtain signatures in a secure manner electronically for the following:

- Life New Business outstanding requirements including the conforming illustration.
- Specific approved service forms that will automatically be sent to the Service Centers for processing through the use of Integrated DocuSign Templates.
- Individual Retirement Transfer Form for LPL related transfers.

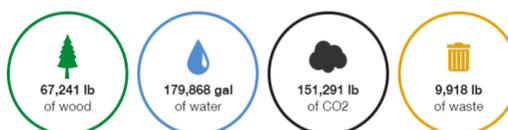
Financial Professionals must continue to use eApp for life and annuity new business applications, STP (Straight Through Process) via Salesforce and the Equitable Client Portal (OAA) for online transactions when possible.

- Link to the [Equitable Online Functionality Flyer](#).

All forms sent to clients through this process will require an added layer of security as described in this guide. See [Access Authentication](#).

Some Benefits:

- The client experience will be improved with a consistent digital experience.
- The new business requirement will be received faster.
- Reduce NIGO items with mandatory fields on the templates.
- Create efficiencies in the service centers by directly sending the form meta data, signed form and certificate of completion into the New Business and Inforce Service Centers for processing.
- Reduce the cost of mail and overnight express.
- Reduce the cost associated with paper documents (paper, ink, toner, time spent, faxing, etc.).
- Environmental Savings
 - Wood, Water, CO2 and Waste.
 - Example of Environmental Savings on 20,000 envelopes:



How to Access DocuSign

DocuSign

Steps to obtain access to DocuSign

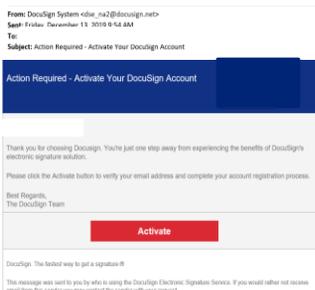
1. Complete the Required DocuSign Training on EAVU

- All Financial Professionals and their assistants will have access to the training.
- The Wealth Management Project Management Team will pull daily reports from EAVU and provide access to DocuSign based on course completion until July 1, 2020. After this date, access can be requested by calling ASK I.T. or requesting access through Service Now.
- The Training path is as follows:

EAVU > Course Catalog > Practice Management > Technology for Financial Professionals > DocuSign Training

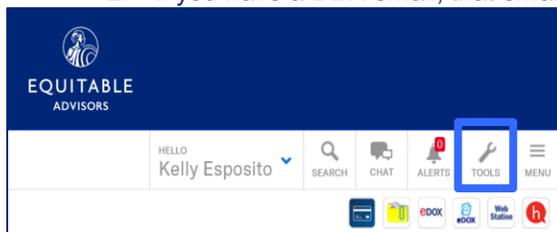
2. Activate your DocuSign Account

- You will receive an email from DocuSign to activate your account.
- Click on the “**Activate**” action button in the email and follow the directions to set up your credentials.
- Then, Log out.



3. Log into Equitable.com

- Click on “**Tools**”.
 - Click on “**See all tools & pick favorites**”.
 - Scroll down to “**D**” and drag “**DocuSign**” to your favorites.
 - Launch “**DocuSign**”.
1. Enter your Equitable.com email address and the password you created.
 2. If you have a DBA email, that email address will be used.



In the coming month SSO will be implemented which will eliminate step 1 & 2.



After your initial activation, you will continue to access DocuSign from the “Tools” section on Equitable.com.

DocuSign Home Page

Home

- Home** – The Home Page is the page that will launch when you log into DocuSign.
- Overview** – This section will display the following categories in the Last 6 Months. Click on the number next to the category to access the information.
 - Action Required** – Any envelope requiring your action. Templates require the user in most cases to sign or complete the form before sending the form to the client.
 - Waiting for Others** – Envelopes sent and you are waiting for others to sign.
 - Expiring Soon** – Envelopes that are going to expire. Envelopes expire after 120 days.
 - Completed** – Envelopes completed within the last 6 months.
- NEW** – Quick Access to the following:
 - Send an Envelope** – Use this option to upload an illustration or upload approved New Business Form.
 - Sign a Document** – This is used if you are the only signor of a document.
 - Use a Template** – Always use this option for inforce service forms.
 - If the template is not available, then the form is not approved.
 - Create a PowerForm** – This should not be used.
- My Preference** – the three main items you will use in this section are as follows:
 - Personal information** – update your name or upload a picture.
 - Regional Setting** – update your time zone.
 - Contacts** – add or edit individuals in your directory/address book. As you send envelopes the name and email address of recipients will be saved to your directory.

The screenshot shows the DocuSign eSignature Home Page. Callout 1 points to the 'Home' tab in the top navigation bar. Callout 2 points to the 'OVERVIEW' section, which displays a list of envelope categories: Action Required (1), Waiting for Others (2), Expiring Soon (1), and Completed (18). Callout 3 points to the 'NEW' button in the 'Sign or Get Signatures' section, which has a dropdown menu with options: Send an Envelope, Sign a Document, Use a Template, and Create a PowerForm. Callout 4 points to the user profile dropdown menu, which includes options for Manage Profile, My Preferences, and Log Out. The user profile information for Kelly Esposito is visible, including email, account number, and company name.

This section shows the 'MY DOCUSIGN ID' and 'ACCOUNT' settings. Callout 5 points to the 'Edit' button next to the 'MY DOCUSIGN ID' section. The 'MY DOCUSIGN ID' section displays the user's name, email, and member since date. The 'ACCOUNT' section has a sidebar menu with options: Personal Information, Signatures, Electronic Notary Public, Privacy & Security, Regional Settings, and Contacts.

DocuSign Manage Page

Manage

- Manage** – This page allows the user to manage all envelopes.
- NEW** – Quick Access to the following:
 - Send an Envelope** – Use this option to upload an illustration or upload approved New Business Form.
 - Sign a Document** – This is used if you are the only signor of a document.
 - Use a Template** – Always use this option for inforce service forms.
 - If the template is not available, then the form is not approved.
 - Create a PowerForm** – This should not be used.
- Search Inbox and Folders**– Type in any part of the envelope information (ex: Client's Name).
- FILTERS** – Click on “Filter” to expand your search status, sent and date.
- Shared Envelopes** – Allows one or more users to share envelopes.
- ENVELOPES** – Section on the left list the following options:
 - Inbox** – Default page and will show envelopes in your inbox for the last 6 months.
 - Sent** – Envelopes sent in the last 6 months. Click “Edit” or “Filter” to see all sent.
 - Drafts** – Envelopes started and saved. Drafts can be deleted.
 - Deleted** – Do not delete envelopes. Move to a folder instead.
 - PowerForms** – Do not use PowerForms. The account Admin will use this.
- QUICK VIEWS** –
 - Action Required** – Any envelope requiring your action. Templates require the user in most cases to sign or complete the form before sending the form to the client.
 - Waiting for Others** – Envelopes sent and you are waiting for others to sign.
 - Expiring Soon** – Envelopes that are going to expire. Envelopes expire after 120 days.
 - Completed** – Envelopes completed within the last 6 months.
 - Authentication Failed** – If a client does not complete the authentication process correctly.
 - Ex: Client clicks incorrect phone # or disconnects before authentication is complete.
- FOLDERS** – Click the + action to add a folder. You can move envelopes into the folder.
- Action buttons** – Click “SIGN” to finish completing an envelope. Click the dropdown for additional action.

The screenshot displays the DocuSign eSignature interface. At the top, the navigation bar includes 'Home', 'Manage' (highlighted with a red box and callout 1), 'Templates', 'Reports', and 'Admin'. The user's name 'EQUITABLE' and initials 'KE' are visible in the top right.

On the left side, there is a sidebar with several sections:

- NEW** (callout 2): A red button for creating new envelopes.
- Shared Envelopes** (callout 5): A button for managing shared envelopes.
- ENVELOPES** (callout 6): A list of envelope categories: Inbox, Sent, Drafts, Deleted, and PowerForms.
- QUICK VIEWS** (callout 7): A list of status filters: Action Required, Waiting for Others, Expiring Soon, Completed, and Authentication Failed.
- FOLDERS** (callout 8): A section for managing folders, including Pre-RMD and Voided Envelopes.

The main content area shows an 'Inbox' table of envelopes. The table has columns for 'Subject', 'Status', and 'Last Change'. Several envelopes are listed, including 'Please DocuSign: Illustration Example for Life New Business.pdf', 'Beneficiary Change Form - Kelly A Milazzo', 'HIPAA Form (non-ICC) - Mickey Mouse', and 'Equest One-Time Transfer Change of Allocations Asset Reba'. Each envelope has a 'SIGN' button (callout 9) and a dropdown menu for additional actions like 'RESEND'.

At the top right of the envelope list, there is a search bar 'Search Inbox and Folders' (callout 3) and a 'FILTERS' button (callout 4). Below the search bar, there is a filter dropdown menu (callout 9) with options for 'Status' (All), 'Sent' (By Anyone), and 'Date' (Last 6 Months). There are 'APPLY' and 'RESET' buttons at the bottom of this menu.

DocuSign Templates Page

Templates

1. **Templates** – This page allows the user to search and use templates.
2. **NEW** – **Always use this action button from the HOME Page to Use a Template – easier to use!**
 - **Create Template** – The functionality will be used by the Account Administrator.
 - **Upload Template** – The functionality will be used by the Account Administrator.
 - **Create a PowerForm** – The functionality will be used by the Account Administrator.
3. **Shared with Me** – Always use the templates shared with you by the Admin (Ex: “Kelly Esposito”).
4. **Hover over the Name** – the complete name of the template will display. Use “NEW” – Use a Template instead for a better experience.
5. **Search Templates** – Search “Shared with Me” by typing in the name or part of the name and click your enter key.
6. **FILTERS** – Ability to search by owner or specific dates.
7. **USE** – **Click “USE” - This is the only function you should use!**
 - **Never take another action on shared templates.**
 - The Account Administrator will update documents in the Shared with Me templates. If you create a copy, you will not have the up to date version. If you notice an out of date form, please email: Kelly.Esposito@equitable.com or Daniel.Zubrowski@equitable.com.

The screenshot shows the DocuSign eSignature interface. The 'Templates' tab is selected. A sidebar on the left shows 'My Templates' selected. The main area displays a table of templates. A tooltip is shown over the name of a template. A search bar and a 'FILTERS' button are visible. A 'NEW' button is in the top left. A 'USE' button is highlighted on a template row.

Name	Owner	PowerForms	Created Date	Last Change	Folders
Life - Beneficiar... Eligible for matching	Kelly Demo Esposito		3/18/2020 02:01:44 pm	4/4/2020 02:23:59 pm	
Equivest One-Time Transfer Change of Allocations Asset Rebalancing (FP with Limited Authorization)			1/7/2020 04:08:54 pm	4/4/2020 02:23:10 pm	
Equivest One-Ti... Eligible for	Kelly Demo		3/26/2020	3/26/2020	

Always use Templates available for Inforce Service Forms for Protection Solutions – Life, Individual Retirement and Group Retirement!

Never change the default ApplicationId and LAN Type in a template!

“USE” –
Only
action you
should
take

Envelope Custom Fields

* ApplicationId

LAN
-- Select --
LAN
Other

LAN_Type

Inforce_IR
-- Select --
nBA_PS
nBA_IR
nBA_GR
Inforce_PS
Inforce_IR
Inforce_GR

See “Terminology & Application ID” for an explanation of these fields.

DocuSign Reports Page

Reports

- Reports** – This page allows the user to pull an Envelope, Recipient or Usage Report.
- TYPE** – List the types of reports available and the number of reports in each section. Most used reports are as follows:
 - Envelope**– The Envelope Report will provide you information on the envelopes you sent including the Subject, Status, Sender Name, Recipient, Sent On, Last Activity and Completed On.
 - Recipient** – The Recipient Activity Report will provide you information on the Recipient's Name, Email Address, Envelope Received date, Envelope Requiring Signature, Envelope Not Signed, Completions Rate, and Average Completion Time.
 - Usage** – The User Activity Report will be provide you information on Envelopes Sent, Envelopes Completed and Last Envelope Sent.
- Date** – The default is month to date. Click the dropdown arrow to select other options. Ex: Custom Date Range.
- EDIT FILTERS** – Click to edit filters. Ex: change “Any” to “Completed” Envelope Status.
- EDIT COLUMNS** – Click to edit columns. Click “ADD” to add from the available list to the selected list. Click “REMOVE” to remove from the selected list. The items can be arranged by changing the number or click and dragging the column name up or down.

Terminology & Application ID

DocuSign

Envelope

- An envelope is a fundamental object used in DocuSign transactions. Envelopes contain recipient information, document fields and timestamps that indicate delivery progress. Envelopes contain information about the sender, security authentication information and more. One document or many documents can be uploaded into one envelope. One recipient or many recipients can receive an envelope to sign.
- We are charged for each envelope sent even if that envelope is voided.

Template

- Templates are created with a work flow with placeholder roles identified for each recipient. The templates that are shared with you are created for specific document that are sent to the Service Center for processing. Templates should always be used for Inforce Service Forms. Templates are available for New Business.
- In most templates, the first recipient role is the “**Sender**”. When the template is selected, your name and email will be populated as the “**Sender**”. You will have an action to sign. In most cases, you are completing the information required on the document inside the envelope.
- When you click the “**Send**” action button, you are asked at that point to “**SIGN NOW**” to complete the document.

ALWAYS “USE A TEMPLATE” for Inforce Service Forms!

Envelope Custom Fields

ApplicationId

- **LAN** – This is used for Admin Created Templates for Life and Annuity documents. When this code is used, the document is sent to the Service Center as long as the template is used. There are other meta data fields in the template.
 - **Do not upload a document and add this field**, the envelope will not go to the Service Center and will create an error in the system.
 - **Do not change the ApplicationId and LAN Type information in any templates.**
- **Other** – This is used with all other envelopes that are uploaded by the end user. There are templates that have the ApplicationId of “**Other**”. If a template has the ApplicationId “**Other**”, it is the senders responsibility to get the document to the appropriate party for processing.

LAN_Type

- Only mandatory in templates with “**LAN**” selected. **Do not change** this field in templates.
 - **nBA_PS** = New Business Life
 - **nBA_IR** = New Business Individual Retirement
 - **nBA_GR** = New Business Group Retirement
 - **Inforce_PS** = Inforce Life
 - **Inforce_IR** = Inforce Individual Retirement
 - **Inforce_GR** = Inforce Group Retirement

Envelope Custom Fields

* ApplicationId

LAN
-- Select --
LAN
Other

LAN_Type

Inforce_IR
-- Select --
nBA_PS
nBA_IR
nBA_GR
Inforce_PS
Inforce_IR
Inforce_GR

If you upload a document, always use “**OTHER**”!

Certificate of Completion

DocuSign

1. This section provides information about the completed envelope. Each envelope has a unique Envelope Id.
2. Recipient's information is provided. Important Information: name, email address, IP address, and the date and time the envelope was sent, viewed and signed. In this example, the sender is the FP or FP's assistant and Authentication is not required.
3. Recipient's information is provided. Important Information: name, email address, IP address, and the date and time the envelope was sent, viewed and signed. In this example, the recipient is a client, Authentication was completed.
 - **Mandated by Equitable Fraud Office – all client's must authenticate.**

The Certificate of Completion will automatically be sent to the Service Center for all templates with the ApplicationId of "LAN" with a specific "LAN_Type". The Service Center will be able to match the Certificate of Completion with the document submitted. This is another reason the "TEMPLATES" must be used.



Certificate Of Completion

1

Envelope Id: 7F7EA326588B4E34832C5488A93C1DDBB	Status: Completed
Subject: Beneficiary Change Form - Kelly Test Client	
ApplicationId: LAN	
LAN_Type: Inforce_PS	
Source Envelope:	
Document Pages: 6	Signatures: 1
Certificate Pages: 5	Initials: 0
AutoNav: Enabled	Envelope Originator:
EnvelopeId Stamping: Enabled	Kelly Demo Esposito
Time Zone: (UTC-05:00) Eastern Time (US & Canada)	10 Main St
	Voorhees, NJ 09182
	kelly.esposito@axa.us.com
	IP Address: 141.191.20.10

Record Tracking

Status: Original	Holder: Kelly Demo Esposito	Location: DocuSign
4/8/2020 7:23:56 PM	kelly.esposito@axa.us.com	

Signer Events

2

Signer Events	Signature	Timestamp
Kelly Demo Esposito kelly.esposito@axa.us.com AXA Demo - Kennelly Security Level: Email, Account Authentication (None)	Completed Using IP Address: 141.191.20.10	Sent: 4/8/2020 7:26:18 PM Viewed: 4/8/2020 7:26:30 PM Signed: 4/8/2020 7:28:03 PM
Electronic Record and Signature Disclosure: Not Offered via DocuSign		

3

Kelly Test Client Kelly.Esposito@equitable.com Security Level: Email, Account Authentication (None)	 Signature Adoption: Pre-selected Style Using IP Address: 141.191.20.10	Sent: 4/8/2020 7:28:04 PM Viewed: 4/8/2020 7:32:06 PM Signed: 4/8/2020 7:32:41 PM
---	--	---

Authentication Details

Phone Auth:
 Transaction: 314979fb-89d6-4915-820c-1dee3f485a63
 Result: passed
 Vendor ID: Authenticate
 Type: PhoneAuth
 Performed: 4/8/2020 7:31:42 PM
 Phone: +1 315-278-2089

Electronic Record and Signature Disclosure:
 Accepted: 4/8/2020 7:32:06 PM
 ID: d8484dec-f934-4f39-bda8-917f09e62ec8

Access Authentication

DocuSign

When sending any documents to a client through this DocuSign Account, an extra layer of security must be added. This process is mandated by the Equitable Fraud Department. The Financial Professional (FP) or the FP's assistant will add the Access Authentication and enter the client's known telephone number. On the DocuSign Screen, there is a note that indicates "\$ A fee will be charged per usage", however no additional fee will be charged for using this service.

Steps to add "Access Authentication"

1. Log into DocuSign > **NEW** > **"Use a Template"** or **"Send an Envelope"** > Add Recipient's names and email addresses > Next to the client's name – click the dropdown next to **"MORE"** > **"Add access authentication"**.
2. Select **"Phone \$"** under Send access authentication and add the client's known telephone number.
3. Once all recipient information and email information is completed, click **"SEND"**.
4. The client receives the email from DocuSign and clicks on **"View Document"**.
5. The client will receive a pop up message and click **"CALL"**.
6. The client will receive this second pop up with an automated 6-digit Authentication Code and the client's telephone will ring within 10 seconds. The client will answer and speak or type in the **6-digit code**, provide their name and the phone authentication will be complete.

1

NEEDS TO SIGN MORE

Add access authentication

Add private message

2

Select access authentication

Phone \$ +1 Phone number * Ext Discard

Allow recipient to provide phone number.

\$A fee will be charged per usage.

+ ADD AUTHENTICATION

Access Code

Phone \$

Knowledge Based \$

See video in #7 – Review the Client's Experience in EAVU: [EAVU > Course Catalog > Practice Management > Technology for Financial Professionals > DocuSign Training](#)

Or – Click on the link below to access the video in SharePoint:

[Review the Client's Experience](#)

3

ACTIONS

RECIPIENT PREVIEW

SEND

4

Sun 4/12/2020 5:15 PM

DocuSign Demo System <dse_demo@docusign.net>

Change of Beneficiary - Kelly A Milazzo

To: Esposito, Kelly

Please review and sign your document

EQUITABLE

From: Kelly Demo Esposito (kelly.esposito@axa.us.com)

Equitable

Hello Kelly Demo Esposito,

Please complete the change of beneficiary for the above owner.

View Documents

5

Security Requests from Sender

Kelly Demo Esposito

Equitable

Phone Authentication

The sender has selected phone authentication.

1. Choose a phone number where you can receive a phone call, and click the "Call" button below.

2. You will receive a phone call, and will be prompted to provide a code and speak your name.

Authenticating Signer Name: Kelly A Milazzo

Please select a phone that you currently can answer to authenticate:

+1 315

CANCEL CALL

If you are not near a phone to authenticate, select "Cancel", and return when you are near one of the above phones.

6

Security Requests from Sender

Kelly Demo Esposito

Equitable

Phone Authentication

Call Placed. Your phone should ring within 10 seconds.

When your phone rings you must enter the following Authentication Code into your phone.

Authentication Code: 438333

Once you enter the code in response to the telephone prompt, and provide a voice sample, you will be authenticated.

CANCEL PHONE AUTHENTICATION COMPLETE

If your phone does not ring within a minute, select "Back" and ensure you have entered the correct phone information.

Protection Solutions – Life New Business

DocuSign templates available

DocuSign

All Financial Professionals should continue to use the existing STP eApp process via Salesforce and Life eApp to submit Life New Business. This process is already integrated with electronic signature capabilities.

New Business Applications that are available in eApp should not be uploaded directly into DocuSign for signature. All New Business Applications must be completed through the Life eApp Tool.

If there are additional requirements, the Financial Professional can follow the process below.

Use the DocuSign Integrated Templates available. These templates will automatically be sent to Life New Business Service Center for processing. Templates are available for the following type of forms:

- Acknowledgement & Disclosure – EOLI Policy
- Client Replacement Info Authorization Form 10A
- Definition of Replacement Form
- FP Certification
- HIPAA Authorization Form
- Notice & Consent Form
- Notice of Replacement Form
- Sales Material Used Form
- Supplemental Entity Ownership Form
- Supplemental Entity Payee Form
- System-Matic Form (EFT)
- Trusted Contact Person Authorization Form
- W-9

Note: The DocuSign Templates will have an Application ID of “LAN” and a LAN_Type of “nBA_PS”. *Do not change this information as it is required by the Service Center for processing.* For DocuSign templates, the certificate of completion is automatically sent to the Service Center.

Envelope Custom Fields

* ApplicationId

LAN

LAN_Type

nBA_PS

Follow the process “**Use A Template – QRC**”.

See video in #2 - How to Use a Template in EAVU:

[EAVU > Course Catalog > Practice Management > Technology for Financial Professionals > DocuSign Training](#)

Or – Click on the link below to access the video in SharePoint:

[How to Use a Template](#)

DocuSign

Approved for DocuSign Upload

All other required Life New Business forms or the conforming illustration can be uploaded into this DocuSign Account and sent to the client for his/her signature.

Note: The Application ID must always be “Other” and the LAN_Type will remain as “select” for documents that are uploaded. This tells the system not to send it to the Service Center. The FP or Assistant will be responsible for uploading the document once complete in NBA.

Envelope Custom Fields

* ApplicationId

Other

LAN_Type

-- Select --

Once the form or conforming illustration is completed, it is the responsibility of the Financial Professional to send the PDF copy of the completed document along with the certificate of completion to the Service Center for processing. Without the proper certificate of completion attached, the service center will not process the document. There are two ways to get these documents to Life New Business for processing: (1) upload the documents into Life NBA by following the directions in [FB18-181 – Website Enhancements for New Business Activities and Business Tracker Websites](#) or (2) email the documents to DMC_Underwriting_Regts@equitable.com.



Notifications

Follow the process “[How to upload an Illustration & Send an Envelope – New Business - QRC](#)”.

See video in #3 – How to upload an Illustration & Send an Envelope in EAVU:

[EAVU > Course Catalog > Practice Management > Technology for Financial Professionals > DocuSign Training](#)

Or – Click on the link below to access the video in SharePoint:

[How to upload an Illustration & Send an Envelope](#)

All Financial Professionals and their assistants will have access to the following DocuSign Life Inforce Templates:

- Beneficiary Change Form – Cat# 137177
- Broker Transfer Authorization Form – X03837_BTA
- Non-Financial Change – 049548E
- One-Time Transfer Change of Allocations – Cat# 114771
- Ownership Change – Cat# 137178
- Systematic Payment Plan – 060739E

The DocuSign Templates will have an Application ID of “**LAN**” and a LAN_Type of “**Inforce_PS**”. *Do not change this information as it is required by the Service Center for processing.* For DocuSign templates, the certificate of completion is automatically sent to the Service Center.

Do not complete these documents and upload your own into DocuSign. This action will cause the document to fail and the Service Center will reject the document.

An email with the document **will not** be accepted.

All documents received prior to 4:00pm ET will be indexed and sent to the Service Center for processing with the effective date for that business day if in good order. All documents received after 4:00pm ET will be indexed and sent to the Service Center the next business day.

The Financial Professional will be contacted by email, if any document received is not in good order.

Follow the process “[Use A Template – QRC](#)”.

See video in #2 - How to Use a Template in EAVU:

[EAVU > Course Catalog > Practice Management > Technology for Financial Professionals > DocuSign Training](#)

Or – Click on the link below to access the video in SharePoint:

[How to Use a Template](#)

Group Retirement Inforce & New Business

DocuSign templates available

DocuSign

All Financial Professionals and their assistants will have access to the following DocuSign Group Retirement Inforce and New Business Templates:

Inforce

- Equivest Request for Change of Beneficiary – Cat# 125279
- Equivest - Dollar Cost Averaging – Cat# 126209
- Equivest - Direct Deposit Election and Change Form – Cat# 126917
- Equivest Non-Financial Change – Cat# 126201
- Equivest One-Time Transfer Change of Allocations Asset Rebalancing – Cat# 133704
- Equivest - Transaction Acknowledgement Form (TAF)
- Equivest - Request for Internal Rollover from TSA to TSA Form – Cat# 153852
- Equivest Annuity - Limited Transfer Authorization Form – Cat# 146335

New Business

- Supplemental Beneficiary Form - AXA Equitable New Business App – Cat# 150564
- Equivest - eDelivery Election Form – Cat# 156310
- Equivest Replacement Acknowledgement Form
- Equivest - Transaction Acknowledgement Form (TAF) Supplement

New Business Applications should not be uploaded into DocuSign for signature. All New Business Applications must be completed through the Annuity eApp Tool, any applications received through DocuSign directly will not be processed.

The DocuSign Templates will have an Application ID of “LAN” and a LAN_Type of “**Inforce_GR**” or “**nBA_GR**”. ***Do not change*** this information as it is required by the Service Center for processing. For DocuSign templates, the certificate of completion is automatically sent to the Service Center.

Do not complete these documents and upload your own into DocuSign. This action will cause the document to fail and the Service Center will reject the document.

An email with the document **will not** be accepted.

The **only** document for Group Retirement that can be uploaded for the client’s signature is the Salary Reduction Agreements (SRA), however it will be the responsibility of the Financial Professional to (1) verify that the Third Party Administrator (TPA) will accept the eSignature and (2) submit the SRA to the appropriate TPA for processing.

All documents received prior to 4:00pm ET will be indexed and sent to the Service Center for processing with the effective date for that business day if in good order. All documents received after 4:00pm ET will be indexed and sent to the Service Center the next business day.

The Financial Professional will be contacted by email, if any document received is not in good order.

Follow the process “[Use A Template – QRC](#)”.

See video in #2 - How to Use a Template in EAVU:

[EAVU > Course Catalog > Practice Management > Technology for Financial Professionals > DocuSign Training](#)

Or – Click on the link below to access the video in SharePoint:

[How to Use a Template](#)

Individual Retirement Inforce & New Business

DocuSign templates available

DocuSign

All Financial Professionals and their assistants will have access to the following DocuSign Individual Retirement Inforce and New Business Templates:

Inforce

- Retirement Cornerstone SCS Investment Edge - Direct Deposit – Cat# 146196
- Accumulator Non-Financial Change – Cat# 130037
- Retirement Cornerstone Non-Financial Change – Cat# 143999
- Accumulator One-Time Transfer Change of Allocations – Cat# 133588
- Individual Retirement Replacement Acknowledgement Form
- IR Annuity - Limited Transfer Authorization Form – Cat# 146335

New Business

- ACORD - 1035 Exchange Rollover and Transfer Form
 - (For LPL Transfers Only)

New Business Applications should not be uploaded into DocuSign for signature. All New Business Applications must be completed through the Annuity eApp Tool, any applications received through DocuSign directly will not be processed.

The DocuSign Templates will have an Application ID of “**LAN**” and a LAN_Type of “**Inforce_IR**”. *Do not change this information as it is required by the Service Center for processing.* For DocuSign templates, the certificate of completion is automatically sent to the Service Center.

Do not complete these documents and upload your own into DocuSign. This action will cause the document to fail and the Service Center will reject the document.

An email with the document **will not** be accepted.

All documents received prior to 4:00pm ET will be indexed and sent to the Service Center for processing with the effective date for that business day if in good order. All documents received after 4:00pm ET will be indexed and sent to the Service Center the next business day.

The Financial Professional will be contacted by email, if any document received is not in good order. Follow the process “[Use A Template – QRC](#)”.

See video in #2 - How to Use a Template in EAVU:

[EAVU > Course Catalog > Practice Management > Technology for Financial Professionals > DocuSign Training](#)

Or – Click on the link below to access the video in SharePoint:

[How to Use a Template](#)

Additional Templates Available

DocuSign

Additional Templates that are not integrated

The following templates are not integrated which means they have an Application Id of “**Other**” and the documents are not sent to the Service Center. It is the Financial Professionals responsibility to send these documents to the appropriate area if applicable.

- Authorization to Share ATS
- AXA Morningstar Standard Risk Tolerance Questionnaire
- Client Profile
- Life Insurance Illustration Certification

The Financial Professional will be contacted by email, if any document received is not in good order. Follow the process “[Use A Template – QRC](#)”.

See video in #2 - How to Use a Template in EAVU:

[EAVU > Course Catalog > Practice Management > Technology for Financial Professionals > DocuSign Training](#)

Or – Click on the link below to access the video in SharePoint:

[How to Use a Template](#)

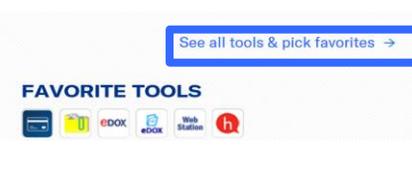
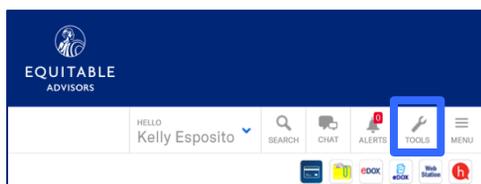
Use a Template – QRC

DocuSign

1

Log into Equitable.com

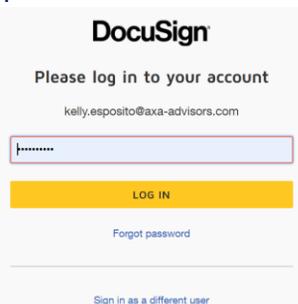
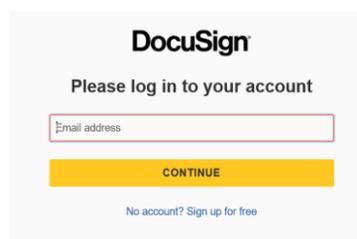
- Click on “**Tools**”.
- Click on “**See all tools & pick favorites**”.
- Scroll down to “**D**” and drag “**DocuSign**” to your favorites.
- Launch “**DocuSign**”



2

Log into DocuSign

- Enter your Equitable.com email (If you have a DBA email, that email will be used.)
- Click “**CONTINUE**”.
- Type in your password, click “**LOG IN**”.

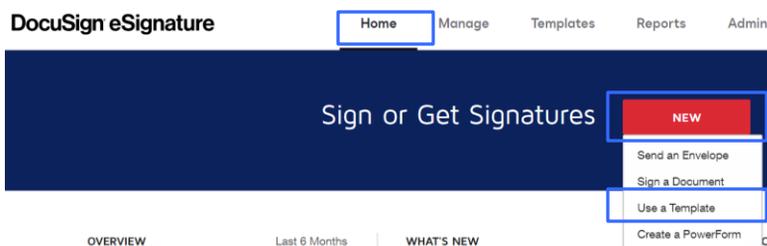


Note: If you forgot your password and are unable to reset your password prior to the SSO implementation, please email Daniel.Zubrowski@equitable.com.

3

From the DocuSign Home Page

- Click “**NEW**”.
- Click “**Use a Template**”.



Use a Template – QRC

DocuSign

4 Click on “Shared with Me”

- Type in the name or part of the name of the template in the search window – hit the “enter key” on your computer.
- Click “**ADD SELECTED**” on the bottom left.

Select Template

My Templates

Shared with Me

All Templates

Favorites

Folders

Name	Owner
<input checked="" type="radio"/> HIPAA Form (non-ICC)	Kelly Esposito
<input type="radio"/> HIPAA Form NY	Kelly Esposito
<input type="radio"/> HIPAA Form (ICC)	Kelly Esposito

ADD SELECTED
CANCEL

5 The role for each recipient will be displayed.

- As the **sender**, your name and email will automatically populate. Add the name and email of each recipient (The role could be an Insured, Owner, Client, Participant.)

Recipients

1 **Sender** NEEDS TO SIGN MORE ▾

Name *

Email *

2 **Insured** NEEDS TO SIGN MORE ▾

Name *

Email *

Notice you have an action of “NEED TO SIGN”. Even if you are not signing the document, you have an action to complete the document or part of it.

6 Click the dropdown next to “MORE”.

- Click “**Add access authentication**”.
- Click the dropdown under “**Select access authentication**”.
- Type in the client's known telephone number.

2 **Insured** NEEDS TO SIGN MORE ▾

Name *

Email *

Add access authentication

Add private message

Select access authentication Close

Phone \$ Phone number * Ext Discard

Access Code number.

Phone \$

Knowledge Based \$

Use a Template – QRC

DocuSign

7

Envelope Custom Fields

- The **ApplicationID** for an integrated template is always “LAN”.
- **DO NOT CHANGE THE TEMPLATE** AppliationID of “LAN” or LAN_TYPE.

Envelope Custom Fields

* ApplicationId	LAN_Type
LAN	nBA_PS

-- Select --

nBA_PS

nBA_IR

nBA_GR

Inforce_PS

Inforce_IR

Inforce_GR

Message to All Recipients

Custom email and language for each recipient

To: Kelly Demo Esposito

SEND ADVANCED EDIT DIS

This example is nBA_PS since it is a life New Business.

Note: These codes tell the system where to send the document. Do not upload your own document and assign the ApplicationID and LAN_Type, it will error. There are other codes within the template that will allow this template to be passed to the Service Centers.

Use a Template – QRC

DocuSign

8

Message to All Recipients

- The email message in the templates are customized for each recipient. You can add to the email message. Once you are ready to send the document - click **“SEND”**.

Message to All Recipients

Custom email and language for each recipient

To: Kelly Demo Esposito

Email Language *
English (US)

Email Subject *
HIPAA Form (non-ICC) - [[Insured_UserName]]
Characters remaining: 57

Email Message
Please complete the HIPAA Form (non-ICC) for the above Insured.
Characters remaining: 9937

To: Mickey Mouse

Email Language *
English (US)

Email Subject *
HIPAA Form (non-ICC) - [[Insured_UserName]]
Characters remaining: 57

Email Message
Please sign the HIPAA Form (non-ICC).
Characters remaining: 9963

NOTE: In the subject line – the **[[Insured_UserName]]** will populate the Insured’s name in the subject. **Do not change the information or delete.**

SEND ADVANCED EDIT DISCARD

9

Envelope Custom Fields

- The sender will be prompted to Sign Now. Click **“SIGN NOW”**. Click **“CONTINUE”**.

Please Review & Act

Kelly Demo Esposito
Equitable

Please complete the HIPAA Form (no

Do you want to sign this document now?

SIGN NOW SIGN LATER

Please review the documents below.

CONTINUE

“us” means the Proposed Insured/Patient or Authorized Representative. I (We) authorize any physician, hospital, clinic, medical practitioner, medical testing laboratory, pharmacy,

Use a Template – QRC

DocuSign

10

Complete the Form

- Complete the form where indicated. Mandatory fields are in red. Optional fields are in gray.
- Once completed, click **“FINISH”**.
- If you are unable to complete the form at this time, click the **“OTHER ACTIONS”** dropdown and select **“Finish Later”**.
 - **To complete the document at a later time**
 - Log into **DocuSign** > Go to **MANAGE** > Find the envelope you sent in your **“Inbox”** or **“Sent”** folder > Click **“SIGN”** on the right side.

11

Once completed by the Sender

- The envelope will be sent to all recipients in the specific order and then sent to the Service Center for processing.
- The sender will receive an email when each recipient reviews and signs the document(s).
- When the envelope is complete, all recipients will received an email with the completed document. Click on **“View in DocuSign”** and download the document to be stored in PaperClip. Or, you can log into DocuSign > Go to **“MANAGE”** > find the envelope and click document name, then click on the download icon to the right. See # 5 Video on EAVU or click on the link below to access the video in SharePoint.

[How to Download a completed Envelope](#)

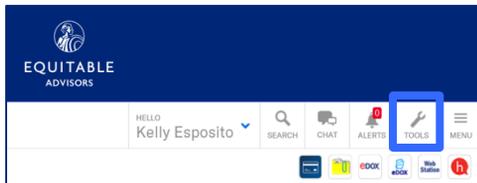
22

How to upload an Illustration & Send an Envelope – New Business – QRC

DocuSign

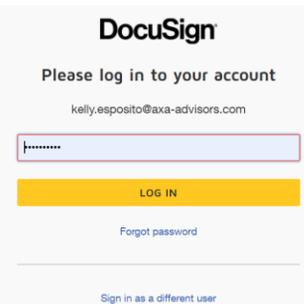
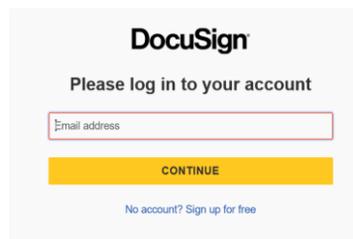
1 Log into Equitable.com

- Click on **“Tools”**.
- Click on **“See all tools & pick favorites”**.
- Scroll down to **“D”** and drag **“DocuSign”** to your favorites.
- Launch **“DocuSign”**



2 Log into DocuSign

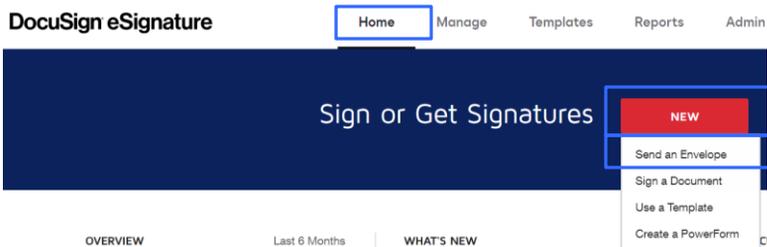
- Enter your Equitable.com email (If you have a DBA email, that email will be used.)
- Click **“CONTINUE”**.
- Type in your password, click **“LOG IN”**



Note: If you forgot your password and are unable to reset your password prior to the SSO implementation, please email Daniel.Zubrowski@equitable.com.

3 From the DocuSign Home Page

- Click **“NEW”**.
- Click **“Send an Envelope”**.



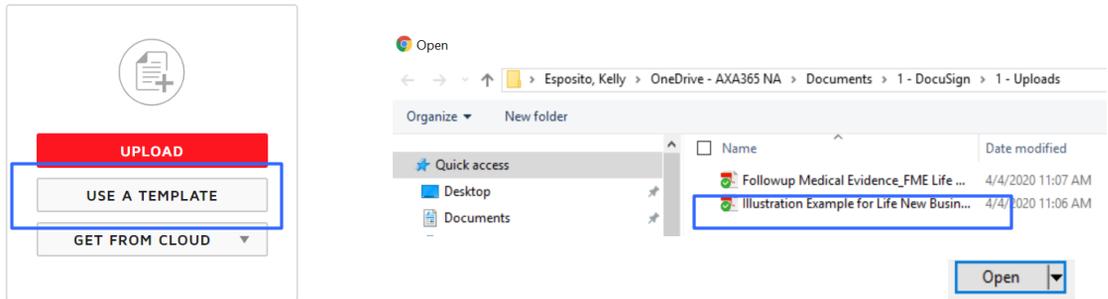
How to upload an Illustration & Send an Envelope – New Business – QRC

DocuSign

4 Click on “Upload”

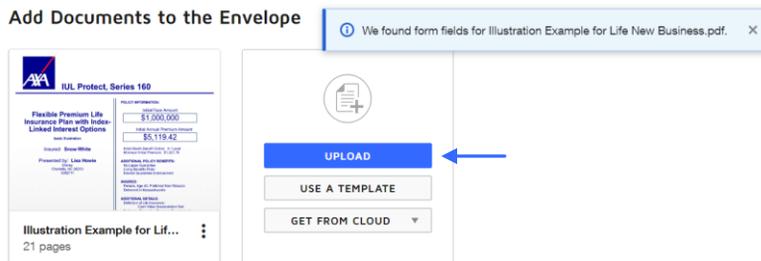
- Select the folder where your document is saved.
- Select the illustration or document by double clicking on the document or click “Open”.

Add Documents to the Envelope



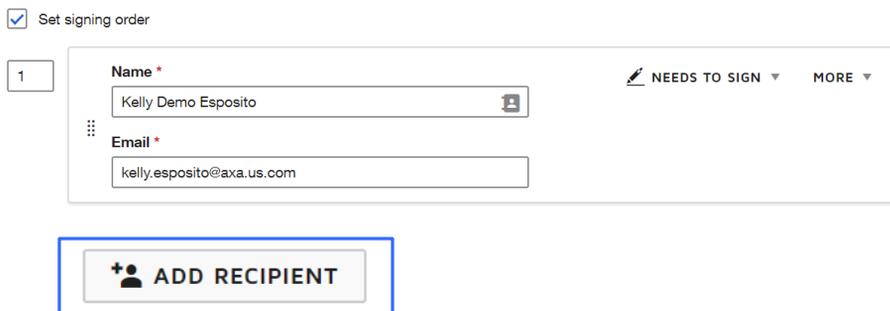
5 If an interactive PDF is uploaded

- A pop up will display “We found form fields for...”.
- If you would like to add another required form, click “**UPLOAD**” (follow step 4 above).



6 Add yourself as the first recipient

- Check the box in front of “Set signing order”.
- Add your name and email address.
- Click “**ADD RECIPIENT**” to add the next recipient.



How to upload an Illustration & Send an Envelope – New Business – QRC

DocuSign

7 Add the 2nd Recipient (Client's name & email address)

- Click the dropdown next to “MORE”
- Click “Add access authentication”.
- Click the dropdown under “Select access authentication”.
- Add the client's known telephone number.
 - This is mandated by the Equitable Fraud Department.

Access Authentication is required for Clients.

The screenshot shows a recipient form for 'Mickey Mouse' with email 'mickey@gmail.com'. A dropdown menu is open next to the 'MORE' button, showing options: 'Add access authentication', 'Add private message', and 'Advanced settings'. Below the form is an 'ADD RECIPIENT' button.

8 Add the 3rd Recipient

- Click “ADD RECIPIENT”.
- Add Financial Professionals name and email address.

A button with a plus sign and a person icon, labeled 'ADD RECIPIENT'.

The screenshot shows a recipient form for the 3rd recipient with 'Name' and 'Email' fields. A 'NEEDS TO SIGN' dropdown and a 'MORE' dropdown are visible to the right.

9 Envelope Custom Fields

- Select the “ApplicationId” – “Other” - **Must always be “Other” when upload a document.**
- Do not add a “LAN_Type” – leave “-Select-”

The screenshot shows the 'Envelope Custom Fields' section. The 'ApplicationId' dropdown is set to 'Other' and the 'LAN_Type' dropdown is set to '-- Select --'.

The ApplicationId of “Other” means that the document is not sent to the Service Center. The sender must download the completed documents and certificate of completion to send to Life New Business or upload into NBA.

How to upload an Illustration & Send an Envelope – New Business – QRC

DocuSign

10

Message to All Recipients

- The name of the illustration and document will be populated automatically in the “**Email Subject**”. This information can be update for a better client experience.
 - Best Practice: Add the Client’s Name to the Subject Line.
- Type an email message such as: Please review and sign the Illustration and Follow-up Medical Evidence Form.
- If you would like a different email message for each recipient, check box in front of “**Custom email and language for each recipient**”.
- Once you are ready to send the document - click “**SEND**”.

Custom email and language for each recipient

To: Kelly Demo Esposito

Email Language *

English (US) ▼

Email Subject *

Please DocuSign: Illustration and Followup Medical Evidence Form - Mickey Mouse

Characters remaining: 21

Email Message

Please review and sign the Illustration and Followup Medical Evidence Form.

Characters remaining: 9924

SEND ADVANCED EDIT DISCARD

11

Click “NEXT” to continue the process

- If you would like to save the envelope as a “Draft” and complete the envelop later, click the dropdown next to “**ACTIONS**” and select “**SAVE AND CLOSE**”.
- “**RECIPIENT PREVIEW**” can be select to preview the recipient experience, at this point it is not the best time to preview since there are a few additional steps required.

?

ACTIONS ▼ **RECIPIENT PREVIEW** **NEXT**

SAVE AND CLOSE

SEND NOW

DISCARD

How to upload an Illustration & Send an Envelope – New Business – QRC

DocuSign

12

Manage PDF form field data

- Since an interactive PDF was uploaded, the fields are picked up and need to be assigned to one of the recipients.
 - That is why, you added yourself as the first recipient, since this will allow you to assign the fields to yourself.
- Select the radio button in front of “**Assign to:**”, then, select your name and click “**CONFIRM**”.

Manage PDF form field data

What would you like to do?

Assign to:

-- Select Recipient --

-- Select Recipient --

Kelly Demo Esposito

Mickey Mouse

Kelly A Milazzo

Convert the form fields and their data to DocuSign fields and assign them to a recipient to edit and complete.

[Learn More](#)

CONFIRM

13

Review all text boxes and other fields on the form and add Signature Fields and Date Signed Fields

- Scroll through the form to review each of the fields.
 - Since the PDF had a text box for the Signature field and date field, these fields must be deleted.
- Click on the field and hit “**delete**” on your keyboard.
- On the left side the names will be listed and color coded. Click the dropdown to see each recipient and click the name to select that recipient.

Please DocuSign: Illustration and Followup Medical Evidence Form - Mickey Mouse

Kelly Demo Esposito

Search Fields

Standard Fields

- Signature
- Initial
- Stamp
- Date Signed
- Name
- Company
- Title

✓ Kelly Demo Esposito

Mickey Mouse

Lisa Howie

Edit Recipients

Delete Signature & Date text boxes.

subject to Company

I have received a copy of all numbered pages of this illustration. I have reviewed this illustration and understand that its purpose is to help me understand how the policy works, but that it is not part of an insurance contract. I understand that any non-guaranteed elements illustrated are subject to change and could be either higher or lower. My representative has told me they are not guaranteed.

Signature of Policyowner, with title if applicable

Date

Signature of Policyowner, with title if applicable

Date

I certify that this illustration has been presented to the applicant and I have explained that any non-guaranteed elements illustrated are subject to change. I have made no statements that are inconsistent with this illustration.

Signature of Associate or Representative

Associate Name

Agency

Date

125 Test St

Charlotte

NC

28213

12345

7043092711

Associate Address

Associate Code

Associate Phone #

For details on how we protect your personal information, please visit <https://equitable.com/customer-service/privacy-security>.

Text

Recipient

- Kelly Demo Esp...
- Required Field
- Read Only

Add Text

Add Text

Save As Custom Field

Delete

BACK

SEND

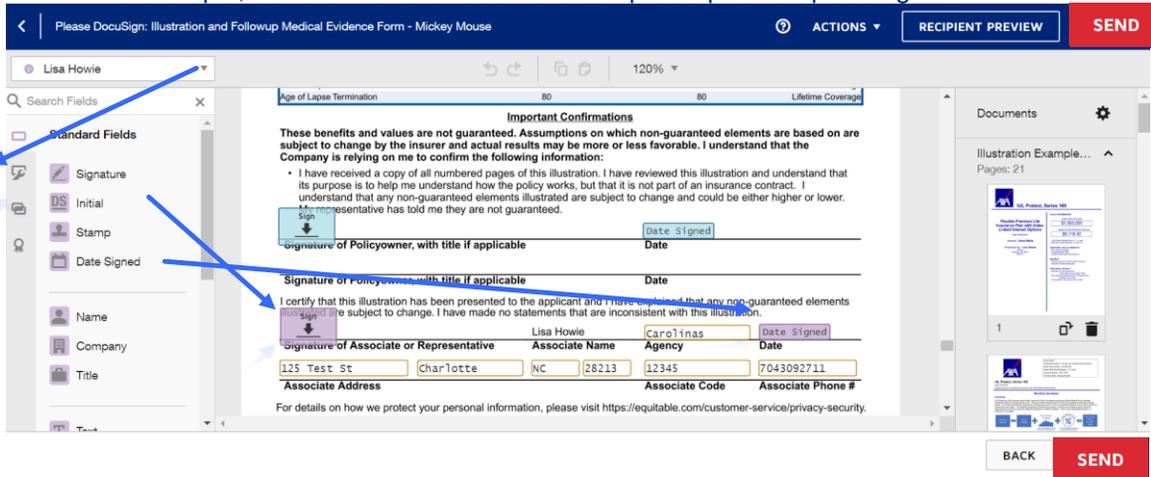
How to upload an Illustration & Send an Envelope – New Business – QRC

DocuSign

14

Add Signatures and Date Signed fields to the documents

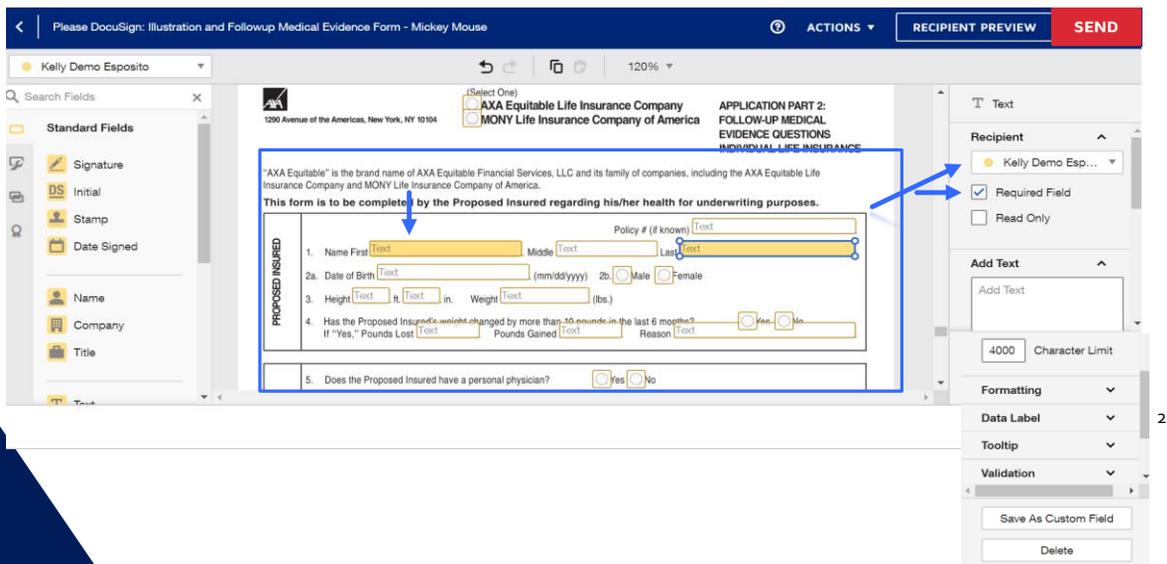
- Select each recipient that must sign the document.
- Under the “**Standard Fields**” > Drag and drop each “**Signature**” and “**Date Signed**” fields.
- Be sure the correct color is added to the correct signature line on the document.
- In this example, some of the text fields were completed prior to uploading this



15

Review all text boxes

- All text boxes are assigned to you and are in yellow. You can select and assign the text box to one of the other recipients.
- To make the field mandatory, select the text box and click on “**Required Field**”.
- Additional fields to the right:
 - Character Limit – The maximum for any text field is 4000.
 - Formatting – The formatting of the text can be changed.
 - Data Label – This field is automatically labeled. This can be changed.
 - Tooltip – Type in the name that you would like the recipient to see.
 - Validations – The default is “None”. Standard options are: SSN, Email, Numbers, Letters, Date, Zip+4 and Zip.
- **Note:** Since you are coming the text fields as the first Recipient, no need to spend too much time updating these fields.



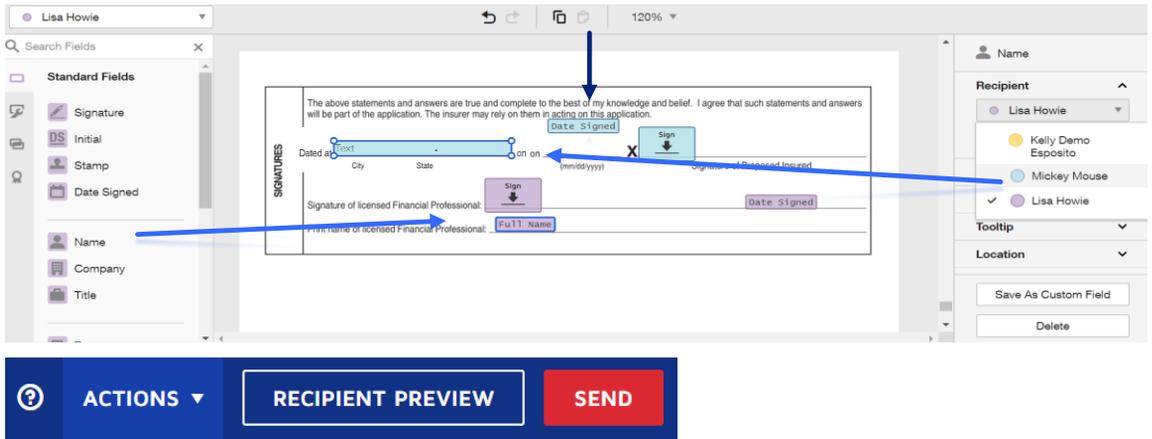
How to upload an Illustration & Send an Envelope – New Business – QRC

16

Add additional fields

- Drag the “Signatures”, “Date Signed”, “Full Name”.
- Reassign the “City, State” field to the Client and make the field a “Required Field” by check the box as indicate above.
- Click “SEND”.

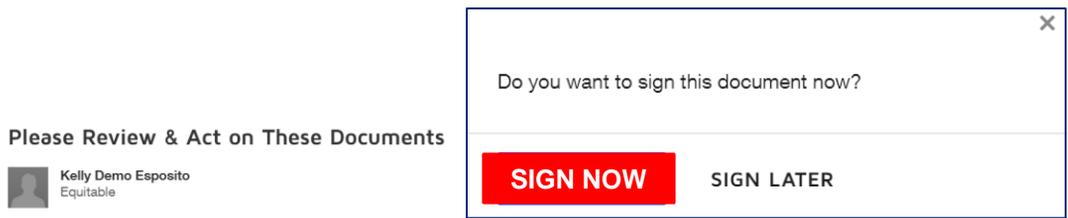
Be sure to allow space for the date stamp. The date stamp includes the hours, minutes and seconds. Moving the date will prevent the date from covering or stamping over the signature.



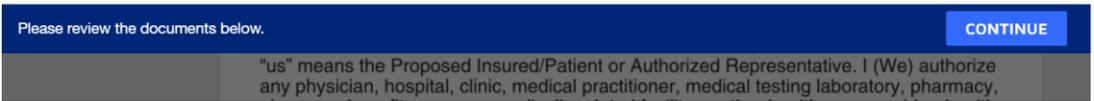
17

Envelope Custom Fields

- The sender will be prompted to Sign Now. Click “SIGN NOW”. Click “CONTINUE”.
- Click “START” and complete all the appropriate fields.
- Then, click “FINISH”.
 - The envelope will be sent to the client.



Please complete the HIPAA Form (non-ICC) for the above Insured.

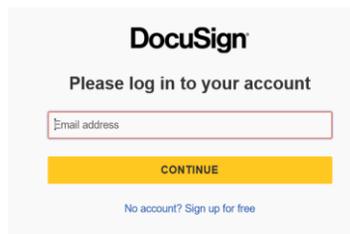
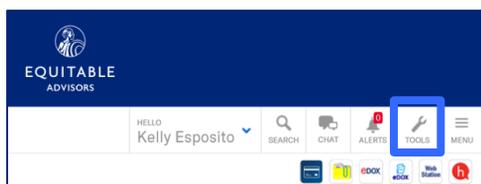


How to Resend an Envelope – QRC

DocuSign

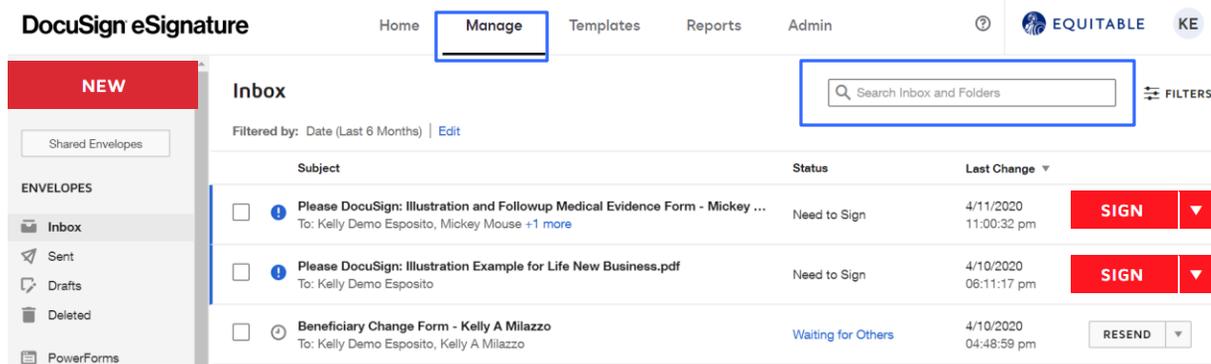
1 Log into Equitable.com

- Click on **“Tools”** > Click on **“See all tools & pick favorites”** > Scroll down to **“D”** and drag **“DocuSign”** to your favorites. Launch **“DocuSign”** > **Log into DocuSign** > Enter your Equitable.com email (If you have a DBA email, that email will be used.) > Click **“CONTINUE”** > Type in your password, click **“LOG IN”**.



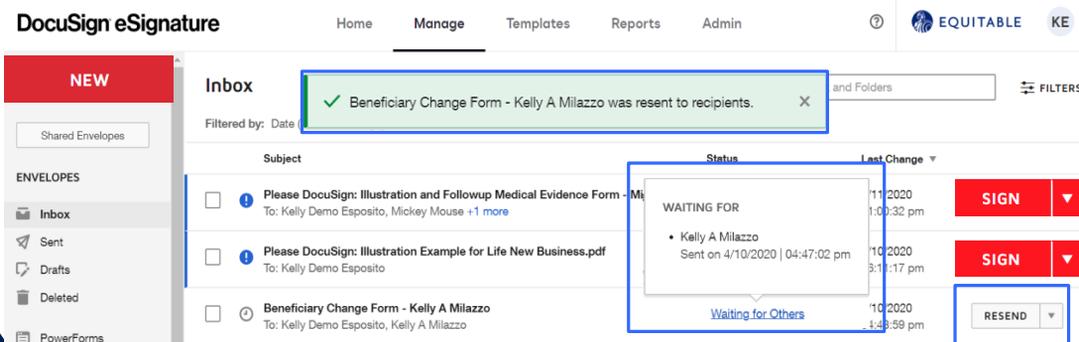
2 Go to “Manage”

- Search for the envelope the **“Inbox”** or **“Send”** box.
- Type the name of the client or the name of the document in the **“Search Inbox and Folders”** search box.



3 Once the envelope has been found

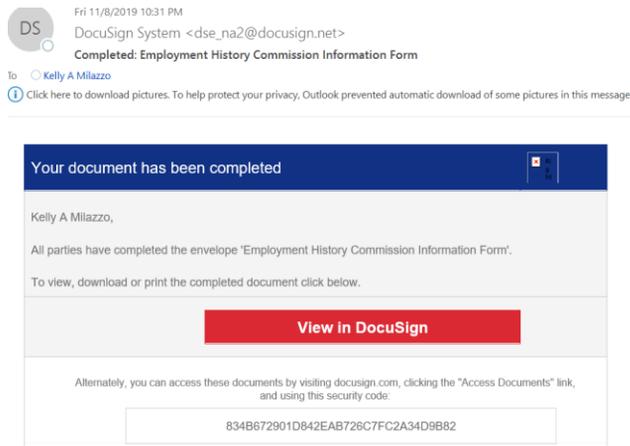
- Hover over the **“Waiting for Others”** to see the name of the recipient.
- Click **“RESEND”**.
- A message will display to confirm the envelope has been sent to the recipient.



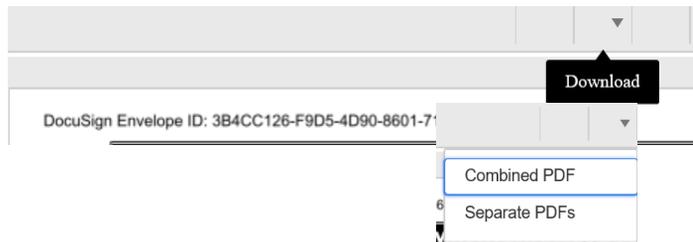
Download a document from the email notification

DocuSign

- 1 The completed email is received from DocuSign. Click on the “**View in DocuSign**” link in the completed email.



- 2 Click the down arrow on the top of the document and select “**Combined PDF**” and save the document. If “Separate PDFs” is selected, you will see a zip file with the document along with the certificate of completion.



- 3 Select “Save as” and save the pdf copy to your one drive or save a copy in PaperClip in the client’s file.



Download a document from DocuSign

DocuSign

- 1 Go to DocuSign.com and log in with your email address and password. Go to **“MANAGE”** and click on the document name in the subject column with the **“Completed”** status that you would like to download.

The screenshot shows the DocuSign eSignature interface. At the top, there are navigation tabs: Home, **Manage**, Templates, Reports, and Admin. On the left, there is a sidebar with a 'NEW' button and a list of envelopes including 'Inbox', 'Sent', and 'Drafts'. The main area is titled 'Inbox' and shows a list of documents. The document 'HIPAA Form (non-ICC) - Mickey Mouse' is highlighted with a blue box, and its status is 'Completed'. A search bar is visible in the top right corner.

- 2 Click the download icon on the right side of the screen.

HIPAA Form (non-ICC) - Mickey Mouse ⓘ

Last change on 11/22/2019 | 08:07:36 pm
Sent on 11/22/2019 | 10:19:43 am

✓ Completed

MOVE MORE ▾



- 3 Select **“Combined PDF”** and click **“DOWNLOAD”**. If **“Separate PDFs”** is selected, you will see a zip file with the document along with the certificate of completion.

DOWNLOAD

Select which files you would like to download

- All 2 files
- Document 1 PDF
- Certificate of Completion 1 PDF

Combine all PDFs into one file

DOWNLOAD CANCEL

- 4 The download will appear on the bottom left of your screen. Click the arrow and select **“Show in folder”**. At this point, you can right click and copy and paste into your one drive or drag and drop it into PaperClip in the client’s file. Or, open – click print and save as a PDF.

The screenshot shows a file explorer window. A file named 'HIPAA_Form_(non-ICC)_- Mickey_Mouse.pdf' is selected. A context menu is open over the file, with the 'Show in folder' option highlighted by a blue box. Other options in the menu include 'Open', 'Always open in Adobe Reader', 'Open with system viewer', and 'Cancel'.

✓ HIPAA_Form_(non-ICC)_- Mickey_Mouse.pdf

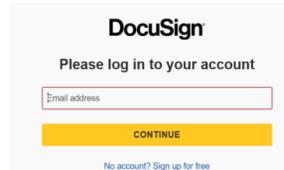
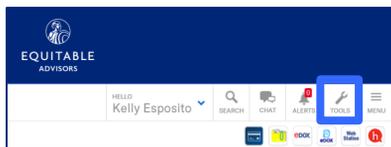
How to Use Share Envelopes – QRC

DocuSign

Shared Envelopes – Allows one or more users to share envelopes.

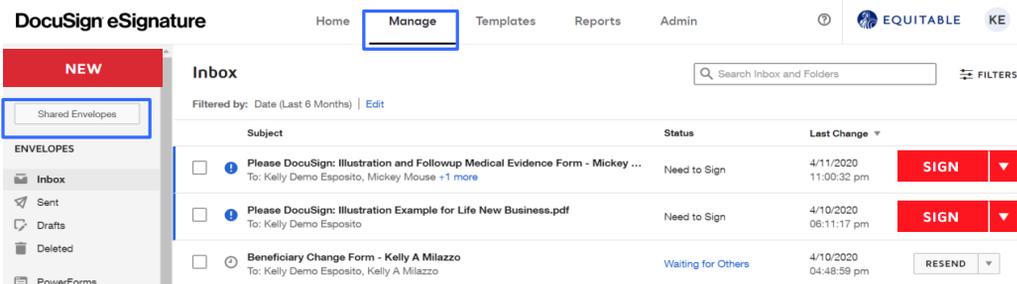
1 Log into Equitable.com

- Click on **“Tools”** > Click on **“See all tools & pick favorites”** > Scroll down to **“D”** and drag **“DocuSign”** to your favorites. Launch **“DocuSign”** > **Log into DocuSign** > Enter your Equitable.com email (If you have a DBA email, that email will be used.) > Click **“CONTINUE”** > Type in your password, click **“LOG IN”**.



2 Go to “Manage”

- Click on **“Shared Envelopes”**.



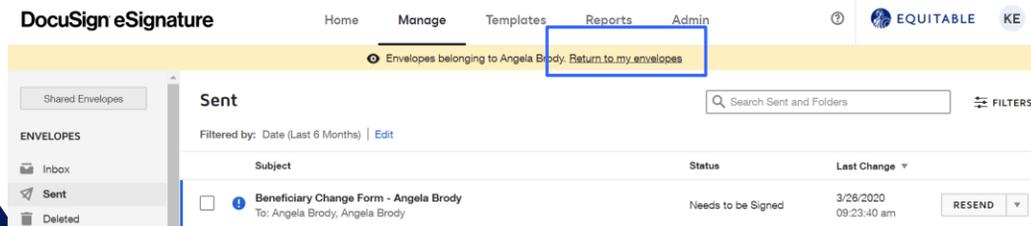
3 Click the radio button in front of the name

- Click **“SELECT”**.



4 In the “Manage” section of another user

- The menu bar will display **“Envelopes belonging to... Return to my envelopes.”**
- To go back to your **“Manage”** section, click **“Return to my envelopes”**.
- You can take the following actions: resend, correct, void or transfer ownership of an envelope.
 - You cannot create a new envelope or use a template.

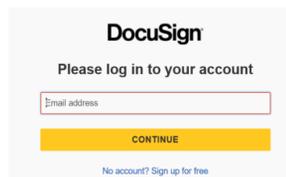
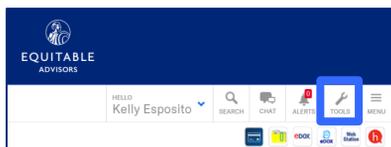


Use a Template with Advanced Edit – QRC

DocuSign

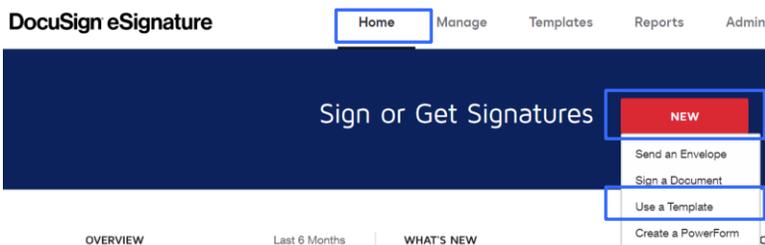
1 Log into Equitable.com

- Click on **"Tools"** > Click on **"See all tools & pick favorites"** > Scroll down to **"D"** and drag **"DocuSign"** to your favorites. Launch **"DocuSign"** > **Log into DocuSign** > Enter your Equitable.com email (If you have a DBA email, that email will be used.) > Click **"CONTINUE"** > Type in your password, click **"LOG IN"**.



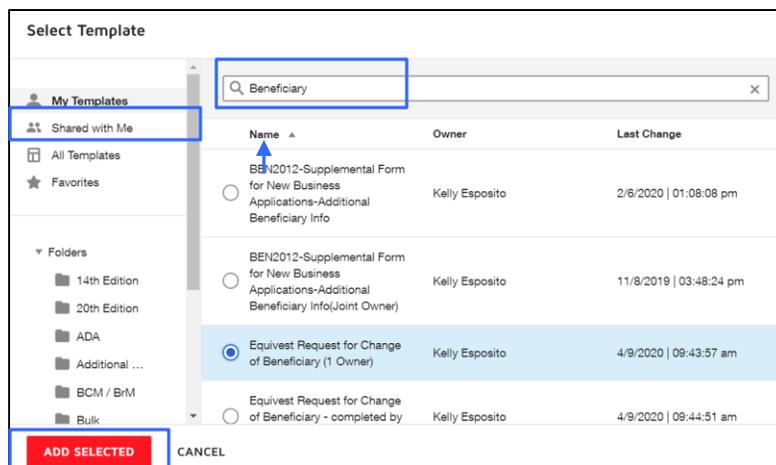
2 From the DocuSign Home Page

- Click **"NEW"**.
- Click **"Use a Template"**.



3 Click on "Shared with Me"

- Type in the name or part of the name of the template in the search window – hit the **"enter key"** on your computer.
- Click on the column header **"Name"** to sort by the name.
- Click the radio button in front of the template, click **"ADD SELECTED"** on the bottom left.



Use a Template with Advanced Edit – QRC

DocuSign

4

The role for each recipient will be displayed.

- As the **sender**, your name and email will automatically populate.
- Add the name and email of each recipient (The role could be an Insured, Owner, Client, Participant.)
- Click **“ADVANCED EDIT”**.
- Click the dropdown next to **“MORE”**.
- Click **“Add access authentication”**.
- Click the dropdown under Select access authentication, select **“Phone \$”**.
- Type in the client’s known telephone number.

Recipients

1

Sender NEEDS TO SIGN MORE ▾

Name *
Kelly Esposito

Email *
kelly.esposito@axa-advisors.com

2

Insured NEEDS TO SIGN MORE ▾

Name *

Email *

+ Add access authentication
+ Add private message
 Advanced settings

Select access authentication Close

Phone \$ +1 Phone number * Ext Discard

Allow recipient to provide phone number.
 \$ A fee will be charged per usage.
 + ADD AUTHENTICATION

SEND **ADVANCED EDIT** **DISCARD**

5

If another recipient should be added

- Click **“ADD RECIPIENT”**.
- Add the name and email address.
 - In this example, the spouse’s name is being added to sign the Beneficiary Change.
- Click the dropdown next to **“MORE”**.
- Click **“Add access authentication”**.
- Click the dropdown under Select access authentication, select **“Phone \$”**.
- Type in the client’s known telephone number.

+ ADD RECIPIENT

3

Name *
Joseph Milazzo

Email *
Joseph485@yopmail.com

+ Add access authentication
+ Add private message
 Advanced settings

Select access authentication Discard

Phone \$ +1 Phone number * Ext

Access Code number.

Phone \$
 Knowledge Based \$

Use a Template with Advanced Edit – QRC

DocuSign

6

If another recipient should be added

- Click “**ADD RECIPIENT**”.
- Add the name and email address.
 - In this example, the Plan Administrators is also being added.
- Click the dropdown next to “**MORE**”.
- Click “**Add access authentication**”.
- Click the dropdown under Select access authentication, select “**Phone \$**”.
- Type in the client’s known telephone number.

The screenshot shows the DocuSign interface for adding a recipient. At the top, there is a button labeled "ADD RECIPIENT". Below it, a form is displayed with the following fields and options:

- Name ***: John Plan Admin
- Email ***: John123@yopmail.com
- Select access authentication**: Phone \$
- Phone number**: +1 3154228822
- Options**:
 - NEEDS TO SIGN (dropdown)
 - MORE (dropdown menu open with options: Add access authentication, Add private message, Advanced settings)
 - Close (button)
 - Discard (button)
 - Ext (button)
- Allow recipient to provide phone number.
- \$ A fee will be charged per usage.
- +ADD AUTHENTICATION (button)

7

Envelope Custom Fields

- The **ApplicationID** for an integrated template is always “LAN”.
- **DO NOT CHANGE THE TEMPLATE ApplicationID of “LAN” or LAN_TYPE.**

The screenshot shows the 'Envelope Custom Fields' form with the following values:

- *ApplicationId**: LAN
- LAN_Type**: Inforce_GR

A list of options for LAN_Type is shown below:

- Select --
- nBA_PS
- nBA_IR
- nBA_GR
- Inforce_PS
- Inforce_IR
- Inforce_GR

This example is Inforce_GR since it is an Inforce Group Retirement form.

Note: These codes tell the system where to send the document. Do not upload your own document and assign the ApplicationID and LAN_Type, it will error. There are other codes within the template that will allow this template to be passed to the Service Centers.

Use a Template with Advanced Edit – QRC

DocuSign

8

Message to All Recipients

- Correct the email message to the additional recipients.
 - The first message is added to the additional recipients and may not be the proper language for that recipient.
- Click “NEXT”.

?
ACTIONS ▾
RECIPIENT PREVIEW
NEXT

To: Joseph Milazzo

Email Language *
English (US) ▾

Email Subject *
Change of Beneficiary - [[Owner_UserName]]
Characters remaining: 58

Email Message

Please review and sign the change of beneficiary.

Characters remaining: 9951

To: John Plan Admin

Email Language *
English (US) ▾

Email Subject *
Change of Beneficiary - [[Owner_UserName]]
Characters remaining: 58

Email Message

Please review and sign the change of beneficiary.

Characters remaining: 9951

NOTE: In the subject line – the **[[Owner_UserName]]** will populate the Owners's name in the subject. If an additional name should be added, you can add a dash or slash with the additional name.

9

Hover over all fields that should be reassigned to another recipient.

- Once selected, click the dropdown under Recipient on the right and select the name.

↶ ↷ ↻
122%

(a) Primary Beneficiary(ies) (If more than one, indicate %)**

Primary Beneficiary #1	Text	SSN	TIN	EIN	Relationship to Owner
Address	Text	Date of Birth	Text	Text	Phone Number
Primary Beneficiary #2 (Optional)	Text	SSN	TIN	EIN	Relationship to Owner
Address	Text	Date of Birth	Text	Text	Phone Number

(b) If all Primary Beneficiaries pre-decease me, I designate: (If more than one, indicate %)**

Contingent Beneficiary #1 (Optional)	Text	SSN	TIN	EIN	Relationship to Owner
Address	Text	Date of Birth	Text	Text	Phone Number
Contingent Beneficiary #2 (Optional)	Text	SSN	TIN	EIN	Relationship to Owner
Address	Text	Date of Birth	Text	Text	Phone Number

** If no percentage is indicated, we will consider the shares of the beneficiaries to be equally divided.

40 Selected Fields

Recipient

- Kelly Demo Esp...
- Kelly Demo Esposito
- Kelly A Milazzo
- Joseph Milazzo
- John Plan Admin

Collaboration

Delete

AXA Equitable Life Insurance Company (New York, NY) X03436_6.1 Page 1 of 2

equiquest-change of BENEFICIARY.pdf 1 of 3

Use a Template with Advanced Edit – QRC

DocuSign

10

Notice the fields turned “blue” to match the recipient.

11

Click the dropdown on the left

- Select the appropriate recipient's name and drag and drop the following:
 - Signature
 - Date Signed
 - Name
- In this example, the spouse's must sign under the Spousal Consent Requirement section of the form.

11

Click the dropdown on the left

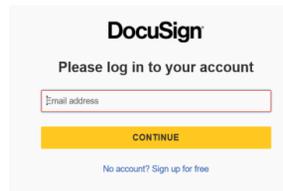
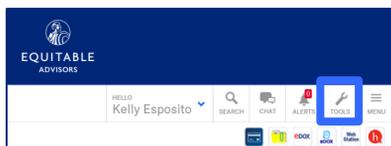
- Select the appropriate recipient's name and drag and drop the following:
 - Signature
 - Date Signed
 - Name
 - Title
- In this example, the Plan Administrator must sign the beneficiary change form.

Void an Envelope – QRC

DocuSign

1 Log into Equitable.com

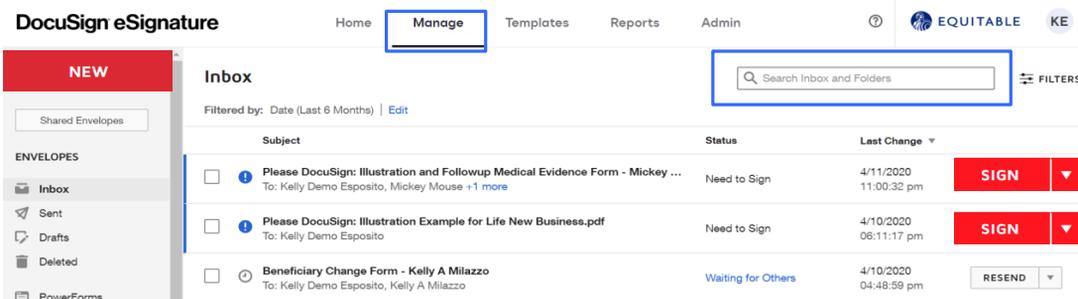
- Click on **"Tools"** > Click on **"See all tools & pick favorites"** > Scroll down to **"D"** and drag **"DocuSign"** to your favorites. Launch **"DocuSign"** > **Log into DocuSign** > Enter your Equitable.com email (If you have a DBA email, that email will be used.) > Click **"CONTINUE"** > Type in your password, click **"LOG IN"**.



2

Go to "Manage"

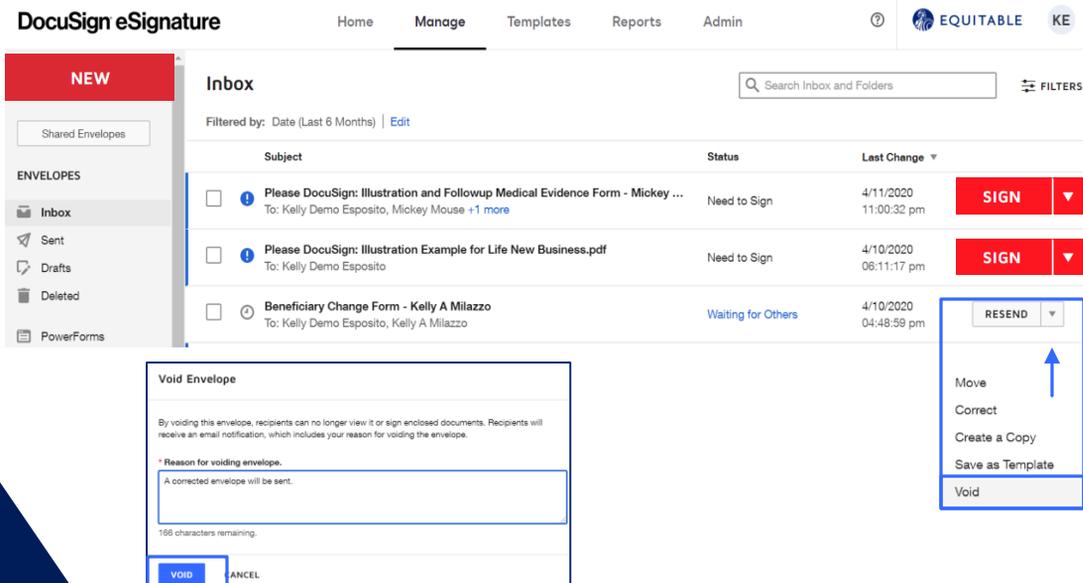
- Search for the envelope the **"Inbox"** or **"Send"** box.
- Type the name of the client or the name of the document in the **"Search Inbox and Folders"** search box.



3

Once the envelope has been found

- Click the dropdown next to the action button on the right.
- Select **"VOID"**.
- Type in the reason for voiding the envelope.
- Click **"VOID"**.



Void an Envelope – QRC

DocuSign

4 The envelope will be updated

- The status will display “Voided”.

The screenshot shows the DocuSign eSignature interface. At the top, there are navigation tabs: Home, Manage, Templates, Reports, and Admin. The user is logged in as 'EQUITABLE' with initials 'KE'. On the left, there is a sidebar with a 'NEW' button and a list of 'ENVELOPES' including 'Inbox', 'Sent', and 'Drafts'. The main area displays the 'Inbox' with a search bar and a filter for 'Date (Last 6 Months) | Edit'. A table lists envelopes with columns for 'Subject', 'Status', and 'Last Change'. One envelope, 'Beneficiary Change Form - Kelly A Milazzo', has a status of 'Voided' highlighted with a blue box. Another envelope, 'Please DocuSign: Illustration and Followup Medical Evidence Form - Mickey ...', has a status of 'Need to Sign' and a red 'SIGN' button.

5 An email will be sent to all that received the envelope

- Below is an example of a Voiced Email Message.

The screenshot shows an email message. The sender is 'DocuSign Demo System <dse_demo@docusign.net>' with a profile picture of 'DD'. The subject is 'Voiced: Beneficiary Change Form - Kelly A Milazzo'. The recipient is 'Esposito, Kelly'.

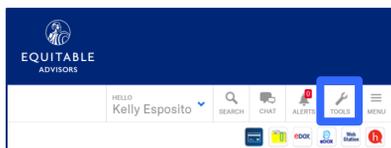
The screenshot shows an email titled 'Envelope Voided' from Equitable. The header includes the Equitable logo and the word 'EQUITABLE'. The 'From:' field is 'Kelly Demo Esposito (kelly.esposito@axa.us.com) Equitable'. The body of the email addresses 'Kelly A Milazzo' and states: 'Kelly Demo Esposito has voided the envelope 'Beneficiary Change Form - Kelly A Milazzo' (ID:da3c1e1a-ca12-4601-9c33-d4e64b9ae9eb) for the following reasons: A corrected envelope will be sent. As a result, the envelope has been marked as voided and can no longer be accessed.' The footer includes the DocuSign logo and text: 'DocuSign. The fastest way to get a signature.® This message was sent to you by Kelly Demo Esposito who is using the DocuSign Electronic Signature Service. If you would rather not receive email from this sender you may contact the sender with your request.'

Correct an Envelope – QRC

DocuSign

1 Log into Equitable.com

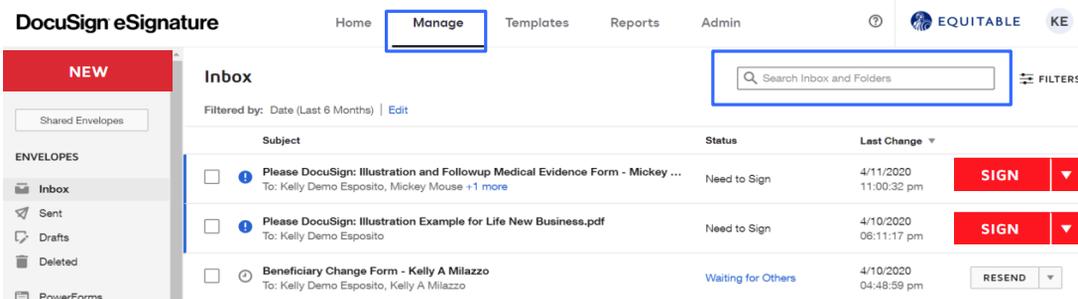
- Click on **"Tools"** > Click on **"See all tools & pick favorites"** > Scroll down to **"D"** and drag **"DocuSign"** to your favorites. Launch **"DocuSign"** > **Log into DocuSign** > Enter your Equitable.com email (If you have a DBA email, that email will be used.) > Click **"CONTINUE"** > Type in your password, click **"LOG IN"**.



2

Go to "Manage"

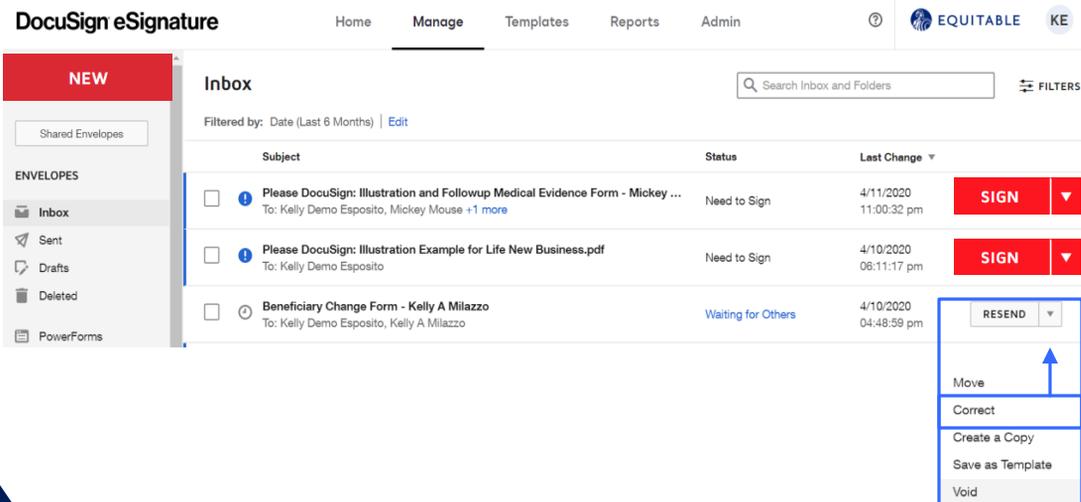
- Search for the envelope the **"Inbox"** or **"Send"** box.
- Type the name of the client or the name of the document in the **"Search Inbox and Folders"** search box.



3

Once the envelope has been found

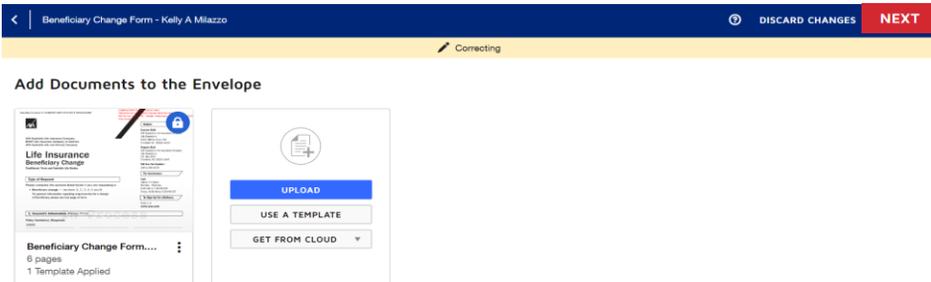
- Click the dropdown next to the action button on the right.
- Click **"Correct"**.



Correct an Envelope – QRC

DocuSign

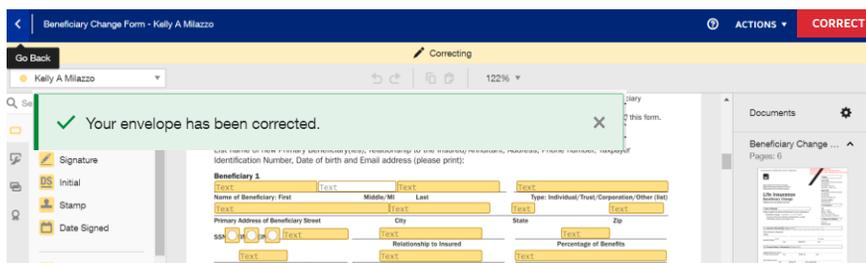
- 4 The menu bar will display “Correcting”.
- Scroll down and make any corrections to the recipient information or email messages.
 - Click “NEXT”.



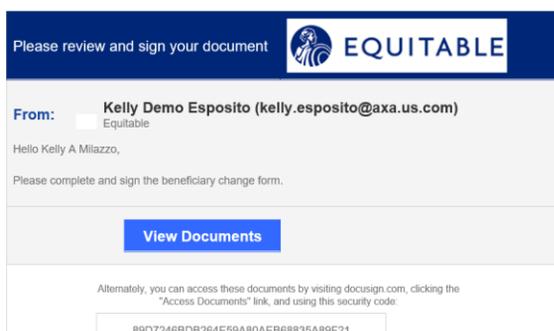
- 5 Click on the Access Authentication if correcting this section
- Type in the correct telephone number.
 - Correct the email address if incorrect.
 - Click “NEXT”.



- 6 Click “CORRECT”.
- A message will display “Your envelope has been corrected”.
 - A message will be sent to the recipient.



Sun 4/12/2020 12:33 PM
 DocuSign Demo System <dse_demo@docusign.net>
 Beneficiary Change Form - Kelly A Milazzo
 To: Esposito, Kelly



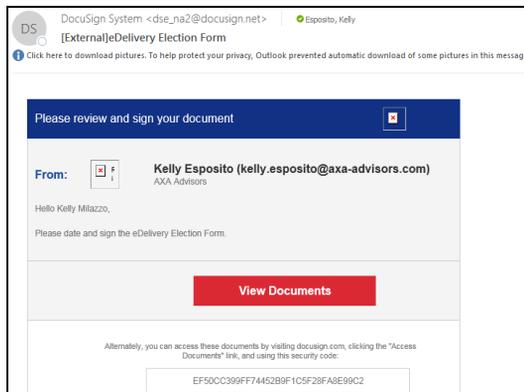
Client's DocuSign Experience

DocuSign

1

Client opens the email message from DocuSign.

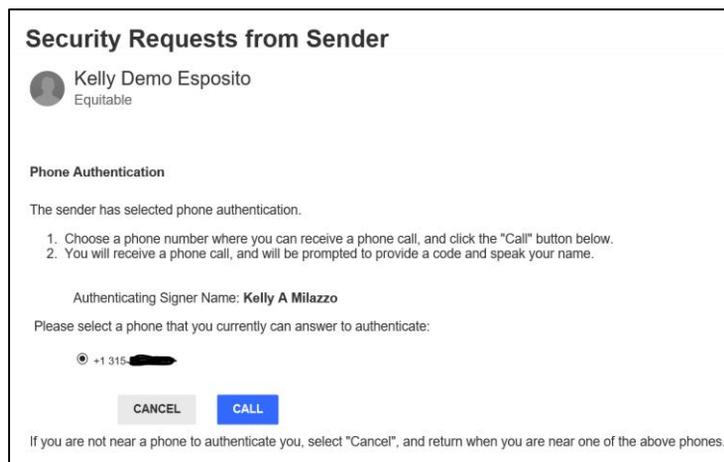
- The client clicks on “View Document”.



2

Call Pop up Message

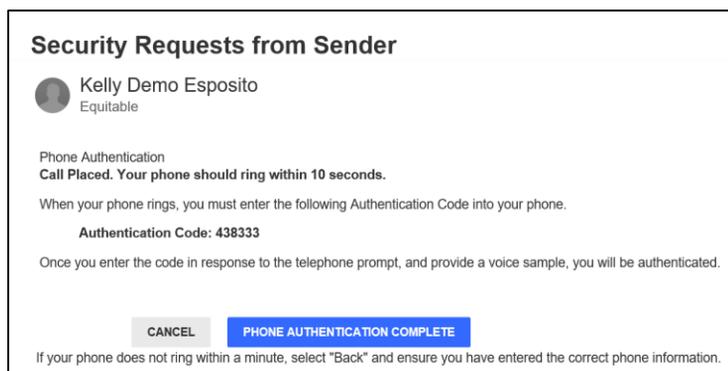
- The client clicks on the “CALL” action button.
 - If the telephone number is incorrect, the client will click “CANCEL” and contact the Financial Professional.



3

Call to the Client

- The client will receive this second pop up with an automated 6-digit Authentication Code and the client's telephone will ring within 10 seconds. The client will answer and speak or type in the 6-digit code, provide their name and the phone authentication will be complete.



Client's DocuSign Experience

DocuSign

4

Electronic Records and Signatures

- The client clicks on the “**Electronic Records and Signature Disclosure**” – clicks “**Close**”.
- The client clicks the checkbox in front of the “**I agree to use electronic records and signatures.**”
- The client clicks “**Continue**”.

Please read the [Electronic Record and Signature Disclosure](#).

I agree to use electronic records and signatures.

CONTINUE

5

Form Completion and Signature

- The client will complete the mandatory fields and clicks on the “**Sign**” action button.

For purposes of receiving electronic transmission of documents from AXA Equitable, as set forth above, my email address is:

I consent to receive electronic transmission of documents Use my email address as indicated on application

Signature: Date:

6

Adopt and Sign

- The client selects a signature style and clicks “**Adopt and Sign**”. Or, signs with their finger on a tablet or phone.
- The client clicks “**FINISH**”.

Confirm your name, initials, and signature.

* Required

Full Name* Initials*

SELECT STYLE DRAW

PREVIEW [Change Style](#)

DocuSigned by:
 KM
AB10CA1214514236

By selecting Adopt and Sign, I agree that the signature and initials will be the electronic representation of my signature and initials for all purposes when I (or my agent) use them on documents, including legally binding contracts, just the same as a pen-and-ink signature or initial.

ADOPT AND SIGN CANCEL

FINISH OTHER ACTIONS ▾

7

Download a PDF Copy

The client can click on the download icon to save a PDF copy or “**X**” out. If the client clicks “**CONTINUE**”, he/she will be brought to the company website.

You're Done Signing  

You may download or print using the icons above.

CONTINUE

Combined PDF 

Separate PDFs 

Resources and Contacts

DocuSign

Resources:

- **FB 20-074 – DocuSign for Equitable Advisors’ Financial Professionals**
- **DocuSign User Guide for Equitable Advisors’ Financial Professionals**
- **Quick Reference Cards**
- **Training on EAVU**

The Training path is as follows:

- **EAVU > Course Catalog > Practice Management > Technology for Financial Professionals > DocuSign Training**

- Links to Training Videos on SharePoint:

- 1 [How to Access DocuSign](#)
- 2 [How to Use a Template](#)
- 3 [How to upload an Illustration & Send an Envelope](#)
- 4 [How to Resend an Envelope](#)
- 5 [How to Download a completed Envelope](#)
- 6 [How to Use Shared Envelopes](#)
- 7 [Review the Client’s Experience](#)
- 8 [Use a Template with Advanced Edit](#)
- 9 [Void an Envelope](#)
- 10 [Correct an Envelope](#)

Contact the following individuals for additional information:

- **Your Branch Digital Champion or Branch Operations Manager**
- **Kelly Esposito – Kelly.Esposito@Equitable.com**
- **Daniel Zubrowski – Daniel.Zubrowski@Equitable.com**