charles SCHWAB

Schwab Advisor Center® DocuSign® workflow

A step-by-step guide to using DocuSign to complete forms and send them to clients for electronic approval

In addition to our digital onboarding tool, Schwab offers access to the popular DocuSign platform, allowing you to send completed forms to your clients to review, electronically sign, and return to you for submission to Schwab. Electronic signatures can be used on most new account applications, as well as maintenance and managed account forms.

To get started, select a topic below to view the recommended steps along with helpful tips and resources.

To explore the guide in full, click Next; to return to this menu, click Home.

At any time, you can see all items by clicking the Topic index in the upper-right corner.

Main topics

Overview of DocuSign on Schwab Advisor Center

While Schwab's digital onboarding workflow is the best, most efficient, and most secure option for giving your clients a better welcome, we know that some firms have workflows that depend on other tools. That's why we have upgraded our integration with the popular DocuSign electronic document and signature platform to make it easier than ever to use these tools to deliver secure documents to your clients to complete and eSign.

Our new DocuSign interface is accessible from the **Account Management** page. To determine which option you should use to access the tool, review the detailed explanations below.

Create a DocuSign envelope

Use this button to create an envelope using 90+ enhanced templates that prefill and pretag based on data from Schwab Advisor Center. You'll find a complete list of these forms **here**, or consult this at-a-glance overview of the types of enhanced templates that are available:

- Account applications (and form packages)
- Supplemental account open forms
- Account maintenance
- Money movement
- Managed accounts
- Institutional Intelligent Portfolios®
- Schwab Bank®
- Alternative investments
- Schwab Charitable™
- Advisor setup
- Pledged asset line
- Schwab Advisor Network®

Go to DocuSign console

Use this button to directly access the DocuSign console interface. This option allows you to:

- Create envelopes using any of 230+ Schwab PDF forms that you have downloaded and filled out and send them for your client's eSignature
- Create envelopes of your firm's forms for your client to eSign
- Manage, share, and check the status of existing DocuSign envelopes
- Update existing envelopes created through either method, including:
  - Add or remove signers
  - Edit email address or phone number for an envelope
  - Customize envelope subject line and message
  - Supplemental tagging of forms

Tip

Visit the **RIA EdCenter™** for more educational and training resources.

Creating DocuSign credentials: Before you start

Before you can use DocuSign on Schwab Advisor Center, you will be prompted to create credentials. Even if you had credentials you used for DocuSign on Schwab Advisor Center prior to the release of the new integration in Q3 2022, you will still be required to create new credentials to access the platform.

Before creating your new credentials:

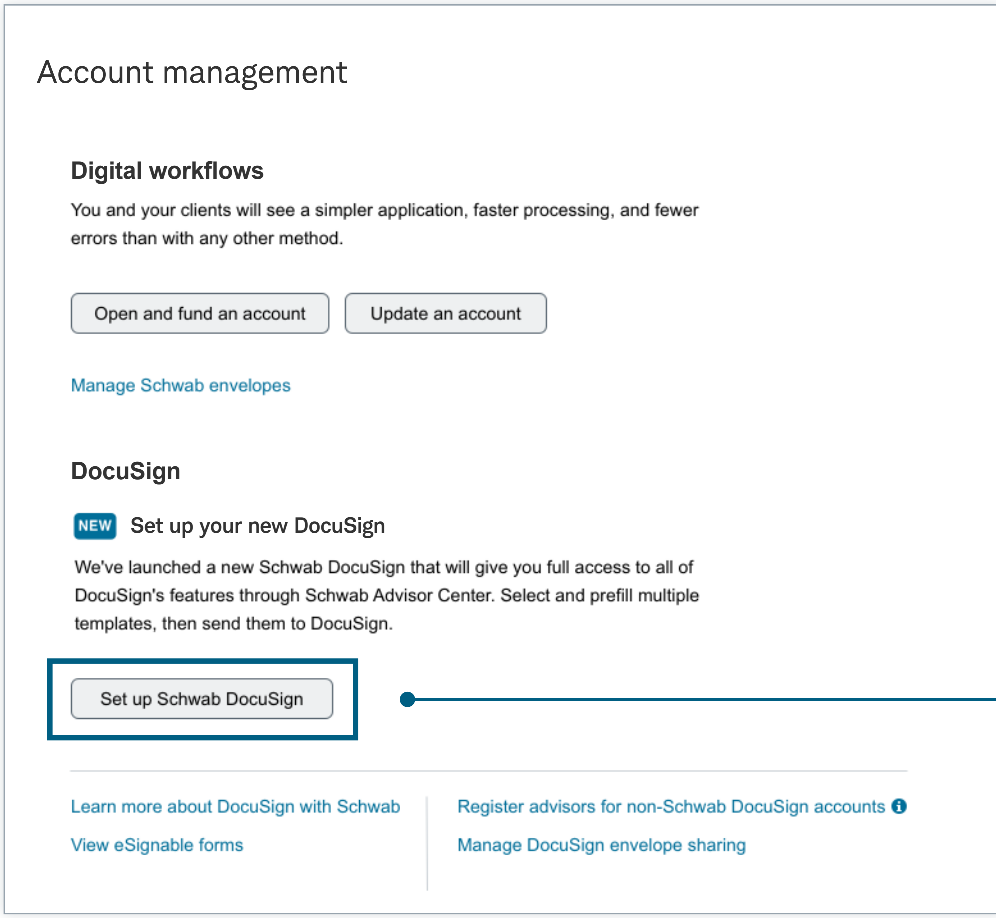
- The following pages walk you through the credential creation process. But before you get started, be sure you have completed the following steps. Failure to do so may prevent you from creating new credentials or accessing the system.
- Review your Schwab Advisor Center profile to confirm that it includes your first and last names, as well as the valid email address you wish to use for your DocuSign credentials.
- If you use DocuSign on any other platforms under the same email address, be sure you have logged out of each by navigating to that instance of DocuSign, clicking the profile icon at the top left of the screen, then selecting **Log Out**.
- We strongly recommend that you set a unique password for your new Schwab DocuSign account—one that you do not use with any other instance of DocuSign.
- We recommend that you clear your browser's cookies before beginning. Please refer to your browser's help documentation to learn how to clear this tracking information.

Tip

If your firm maintains its own DocuSign account, it is possible that those settings will prevent you from accessing the platform through Schwab Advisor Center. If this is the case, please discuss the issue with your firm's designated DocuSign administrator.

Creating DocuSign credentials: Start the process

Once you are ready to create your credentials, navigate to the **Account Management** page. Once created, your Schwab DocuSign credentials can be used from Schwab Advisor Center or from the **DocuSign website**.

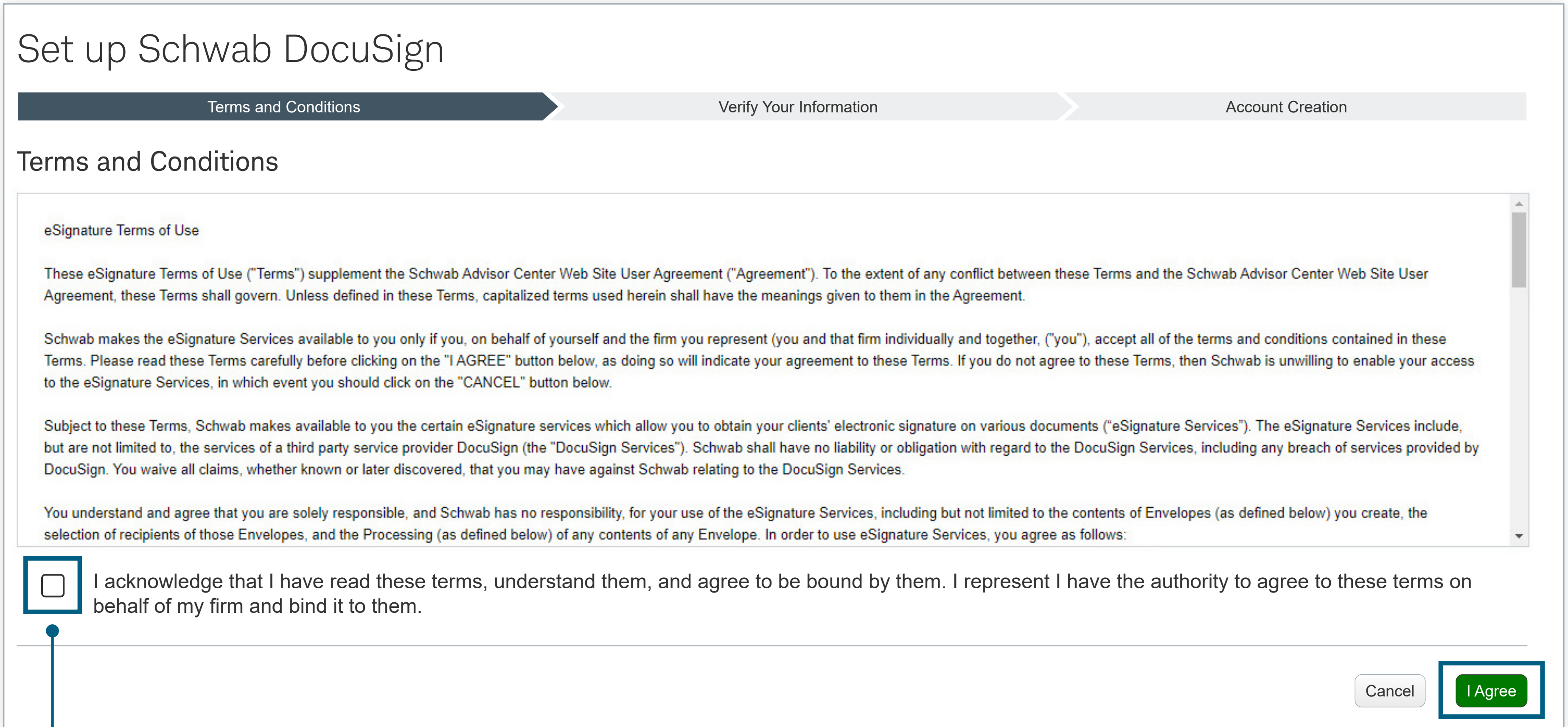


Click **Set up Schwab DocuSign** to start the wizard that will walk you through credential creation.

Screenshots are for illustrative purposes only.

Creating DocuSign credentials: Accept terms and conditions

The first step is accepting the terms and conditions for using eSignature. You will see this page only once. After you acknowledge the terms, you can proceed to credential creation.



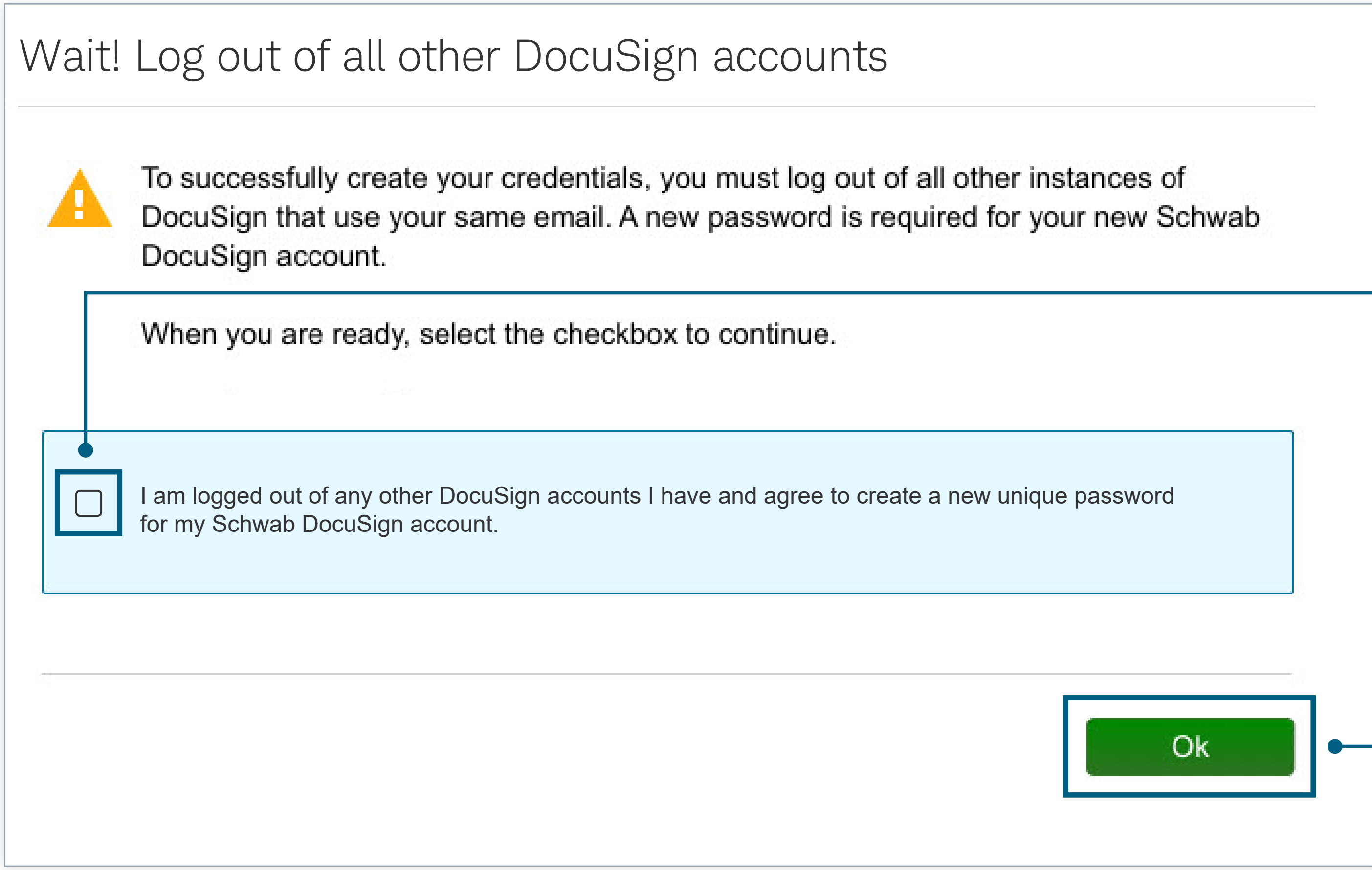
Click the **checkbox** to acknowledge that you have read and agree to the terms and conditions.

Click **I Agree** to proceed.

Screenshots are for illustrative purposes only.

Creating DocuSign credentials: Log out of other accounts

You will see a popup reminding you that you must log out of any instances of DocuSign that use the same email address you plan to use for Schwab DocuSign. You must also set a unique password for Schwab DocuSign, even if you use the same email address for other DocuSign credentials.



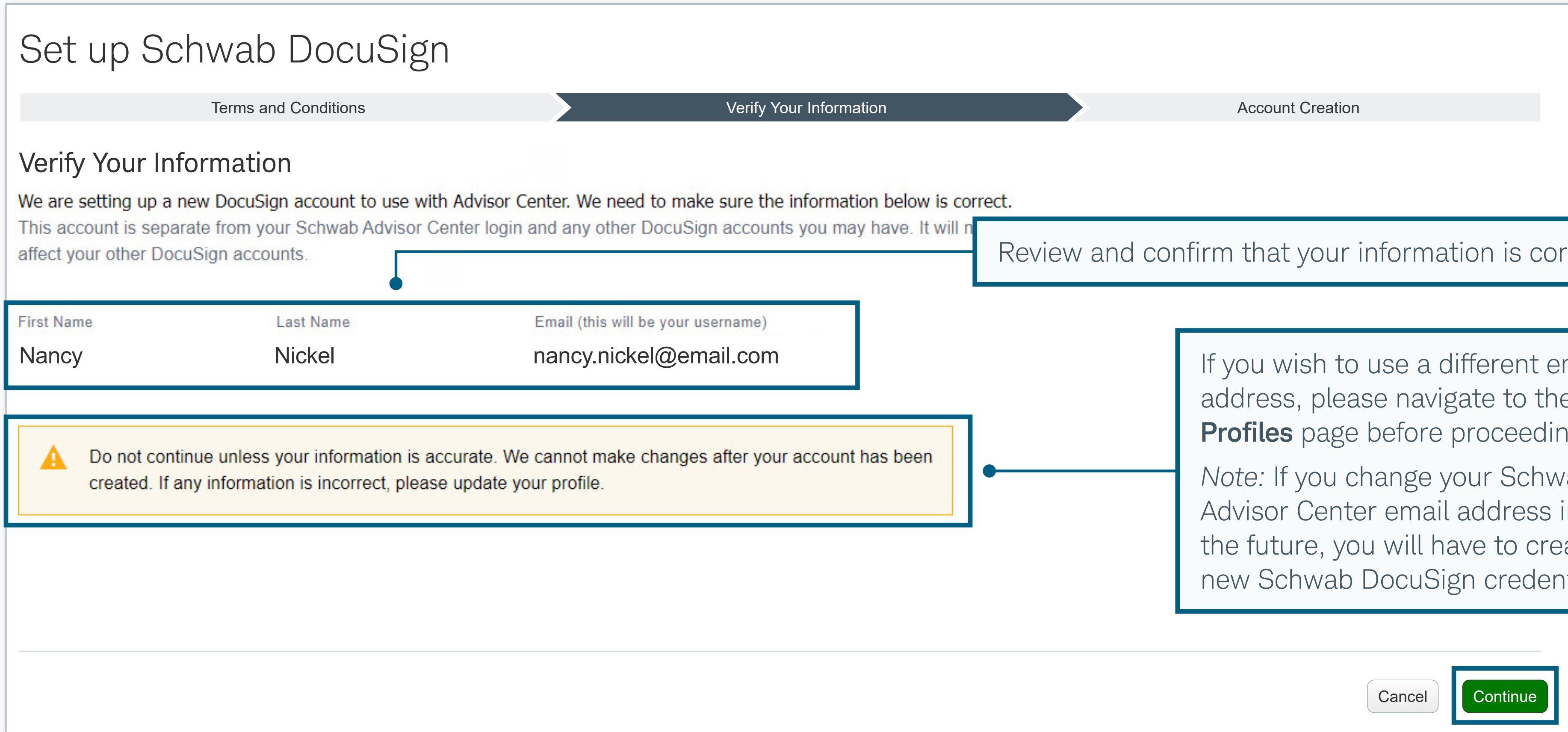
Click the **checkbox** to confirm that you are logged out of all other versions of DocuSign and that you will set a new password for Schwab DocuSign.

Then click **Ok** to proceed.

Screenshots are for illustrative purposes only.

Creating DocuSign credentials: Verify profile information

You will see your Schwab Advisor Center information, including the email address that will be your Schwab DocuSign username. If you want to use a different email address for DocuSign, you should update that information in your Schwab Advisor Center profile before proceeding.



Review and confirm that your information is correct.

If you wish to use a different email address, please navigate to the **Profiles** page before proceeding.

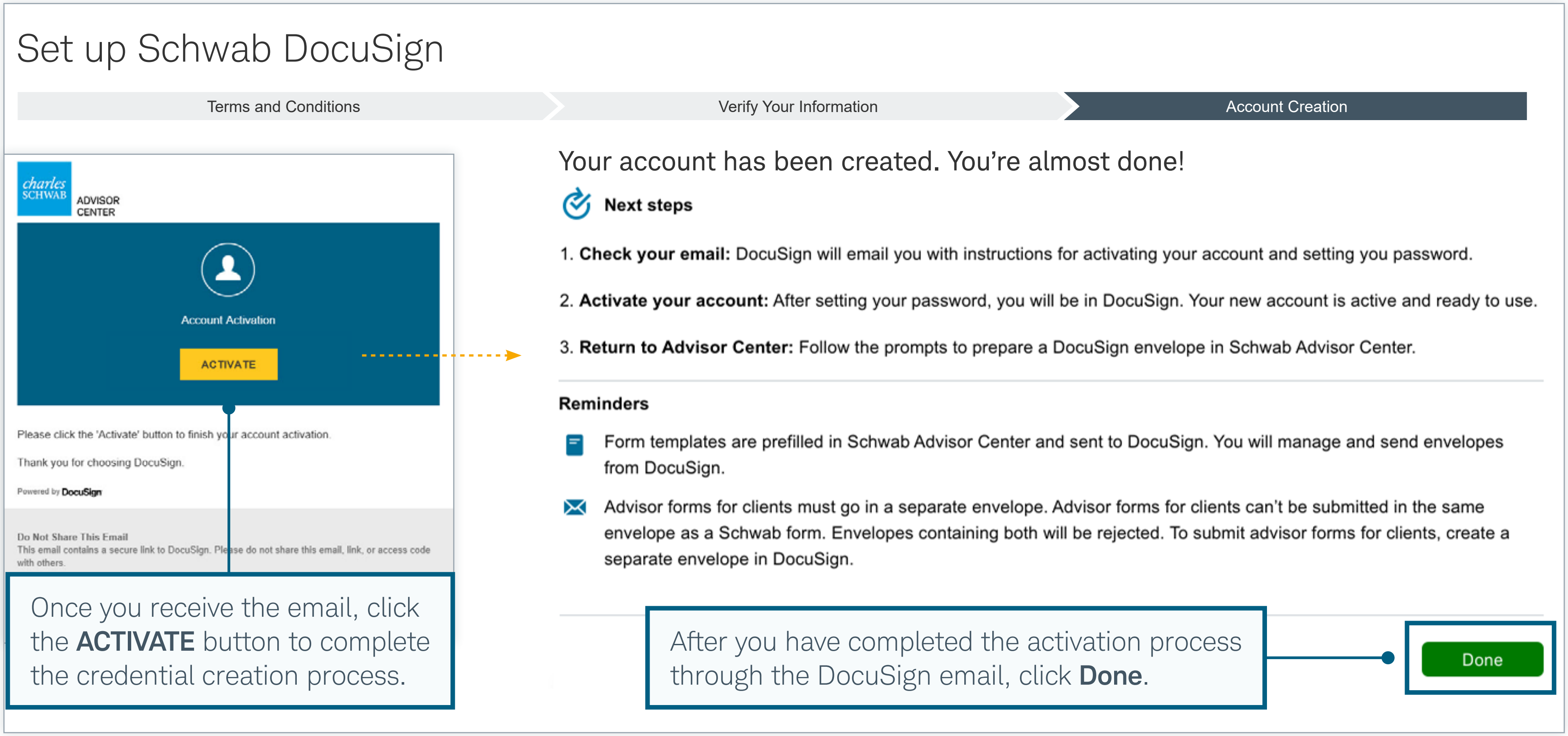
Note: If you change your Schwab Advisor Center email address in the future, you will have to create new Schwab DocuSign credentials.

Click **Continue** to proceed.

Screenshots are for illustrative purposes only.

Creating DocuSign credentials: Check your email

At this point, DocuSign will send an automated email with instructions for activating your account. Remember to use a completely new password for your new Schwab DocuSign account when following those instructions. Once you have activated your account through the email, proceed to the next step.



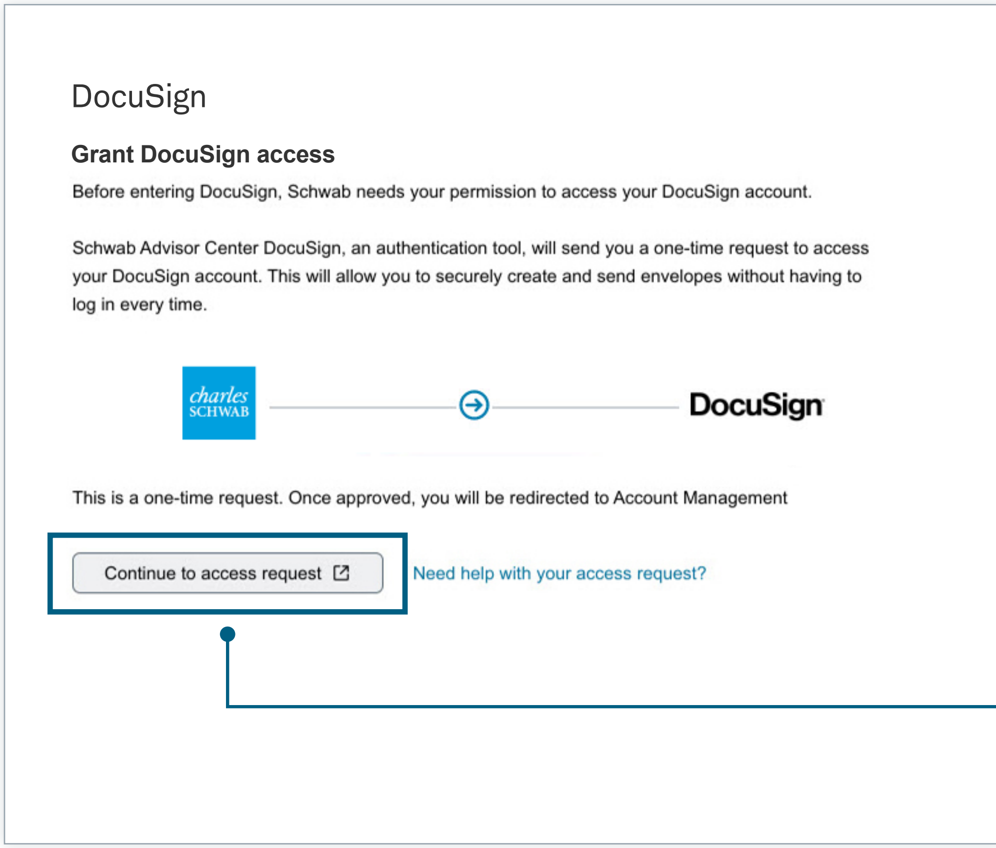
Tip

If you do not see the email from DocuSign in your Inbox, please check your **Spam** or **Junk** folder.

Screenshots are for illustrative purposes only.

Creating DocuSign credentials: Return to Account Management page

To complete the last step of the setup process, from the **Account Management** page click the button to grant Schwab access to your DocuSign account. You have to grant access only once.

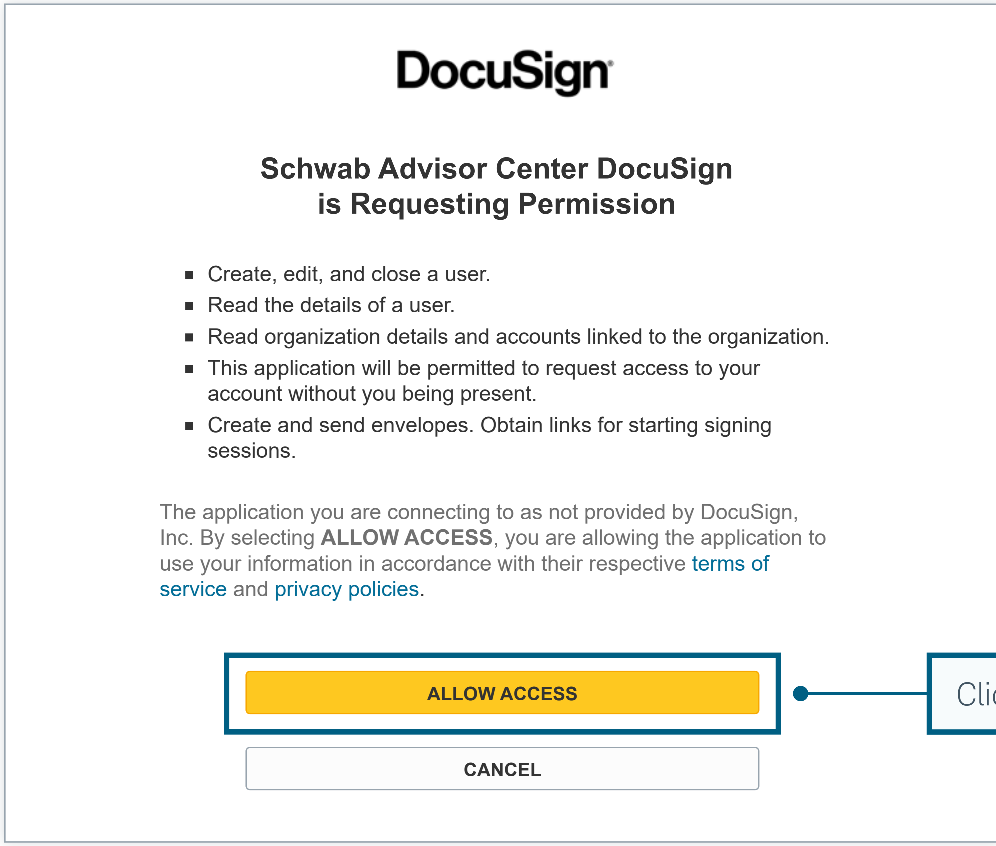


Click **Continue to access request** to give Schwab permission to connect to your new DocuSign account.

Screenshots are for illustrative purposes only.

Creating DocuSign credentials: Grant Schwab access

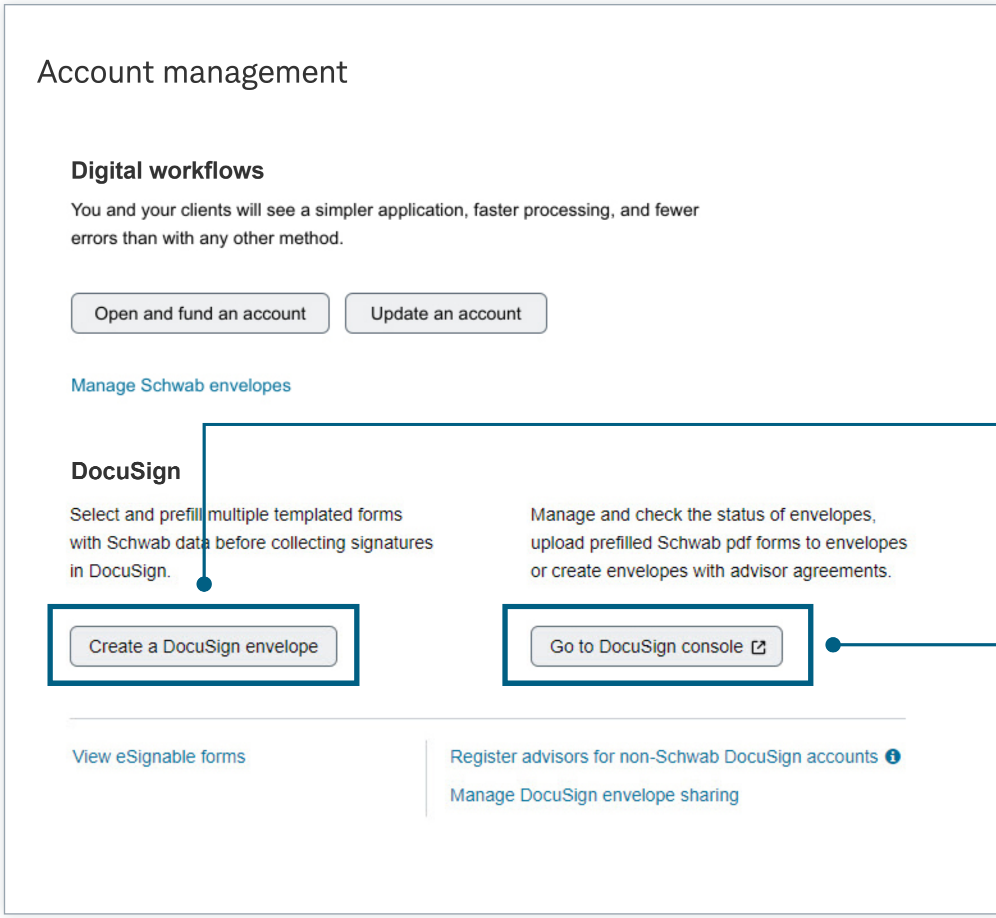
DocuSign will prompt you to provide access to Schwab Advisor Center. Click **ALLOW ACCESS**.



Click **ALLOW ACCESS** to complete the credential creation process.

Creating envelopes using templates: Start the workflow

To use one of the 90+ enhanced templates that prefill and pretag popular forms with information from Schwab Advisor Center, click the **Create a DocuSign envelope** button.



Start the DocuSign workflow to create an envelope using one of the 90+ templated forms.

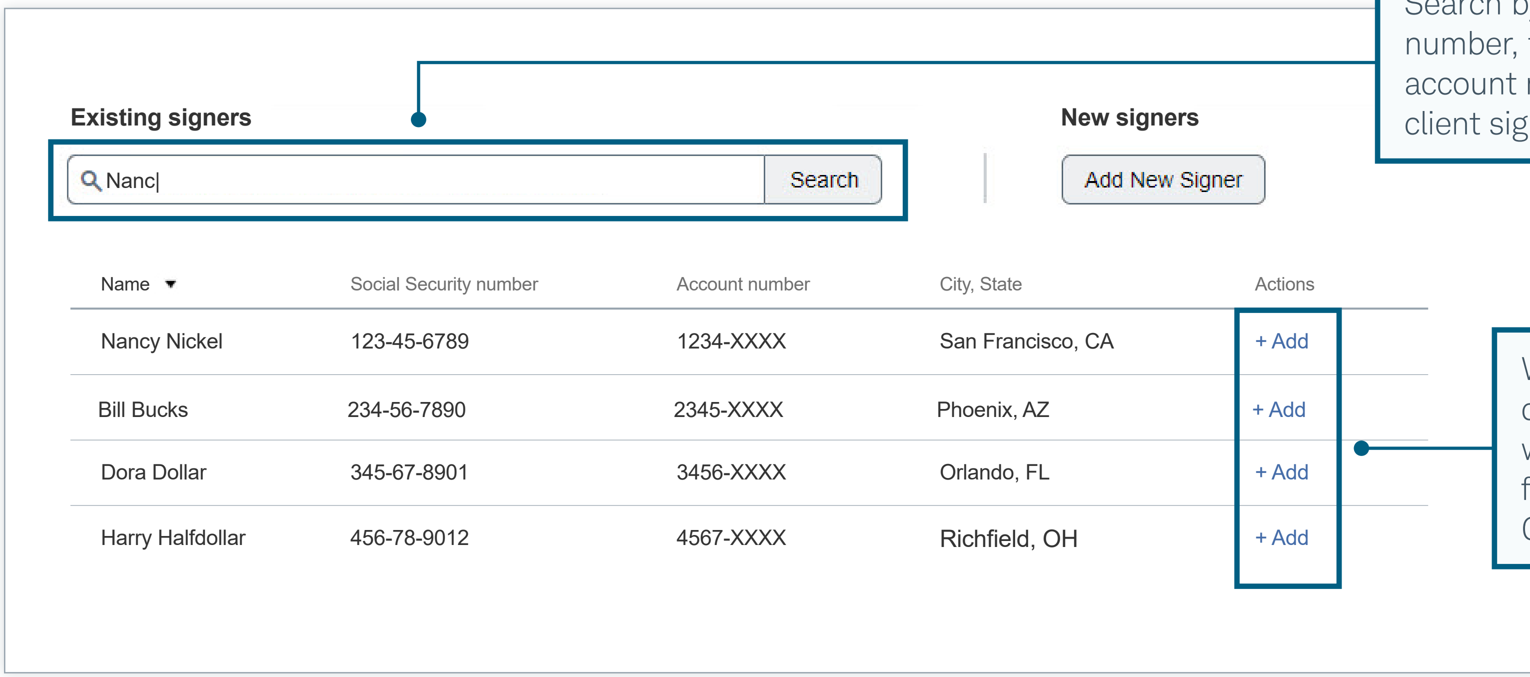
If you are *not* using one of the enhanced templates, click **Go to DocuSign console**. Consult the **DocuSign console** section of this guide to review that workflow.

Screenshots are for illustrative purposes only.

Creating envelopes using templates: Add existing signers

Start by adding any signers whose information is already available in Schwab Advisor Center. In this workflow, you can add one advisor signer and up to two client signers. **Each signer must have a valid email address and an SMS-capable phone number on file to be added to an envelope.**

Search by name, Social Security number, taxpayer ID number, or account number to add an existing client signer to the envelope.



When you add an existing client, their information will automatically populate from their Schwab Advisor Center profile.

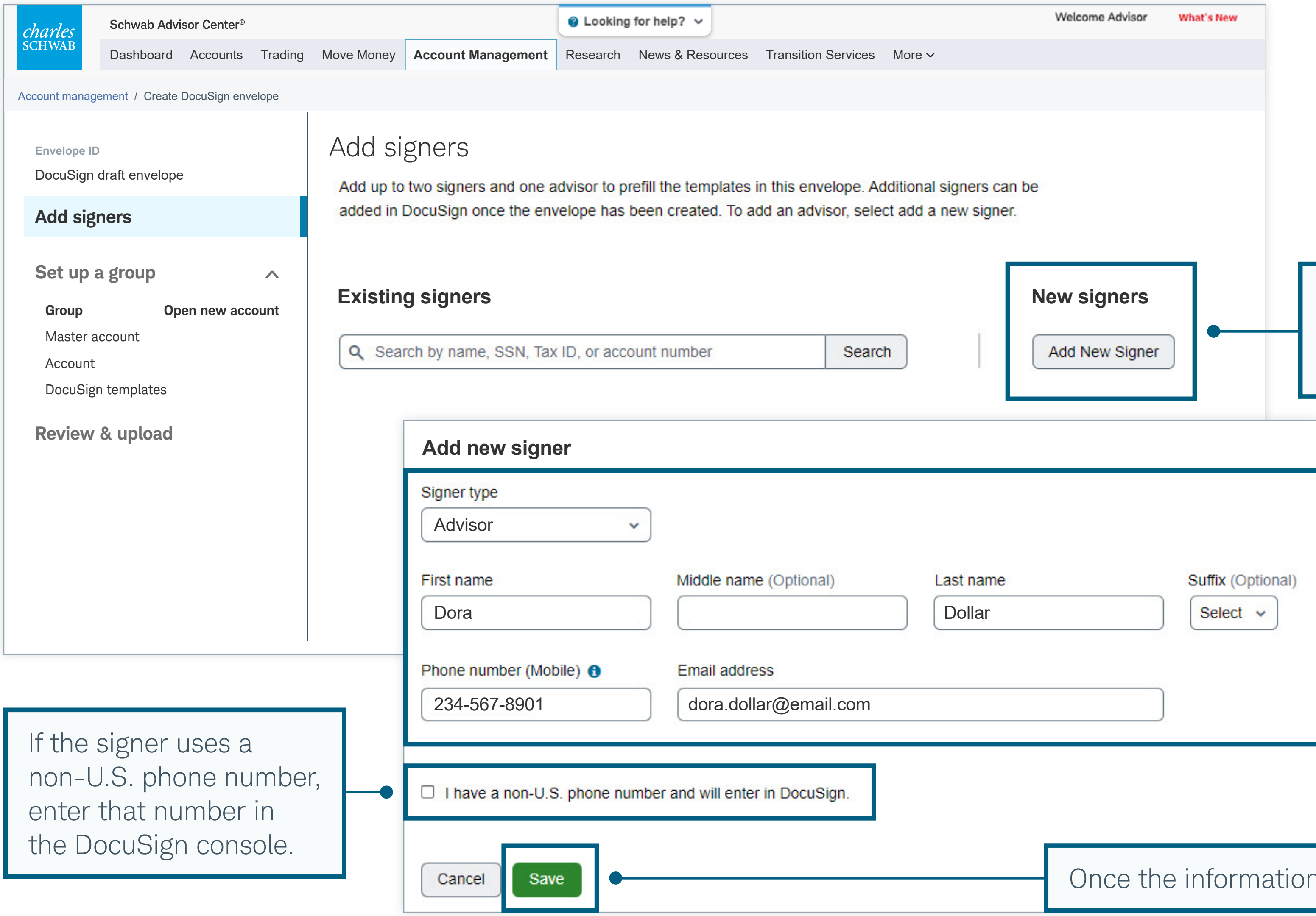
Tip

After the envelope is created, you can add additional signers or change signers through the DocuSign console.

Screenshots are for illustrative purposes only.

Creating envelopes using templates: Add new-to-Schwab signers

Once you have added existing signers to the envelope, you can add new-to-Schwab signers from the same screen, up to the maximum of one advisor signer and two client signers.



To add new-to-Schwab signers, enter their information.

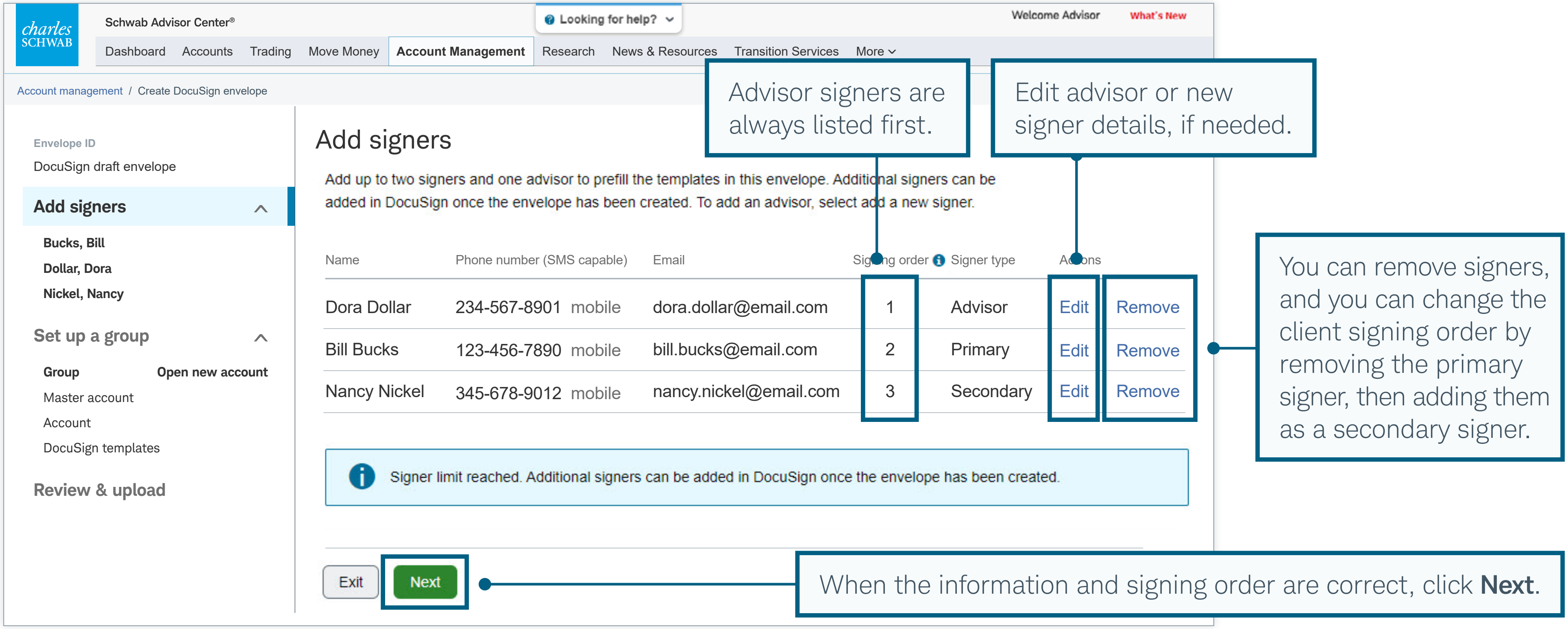
If the signer uses a non-U.S. phone number, enter that number in the DocuSign console.

Once the information is complete, click **Save**.

Screenshots are for illustrative purposes only.

Creating envelopes using templates: Review and edit signers

Once you have added all signers, you can change the order in which they sign, and you can edit the information for advisor signers and new-to-Schwab signers. Click **Next** to proceed.

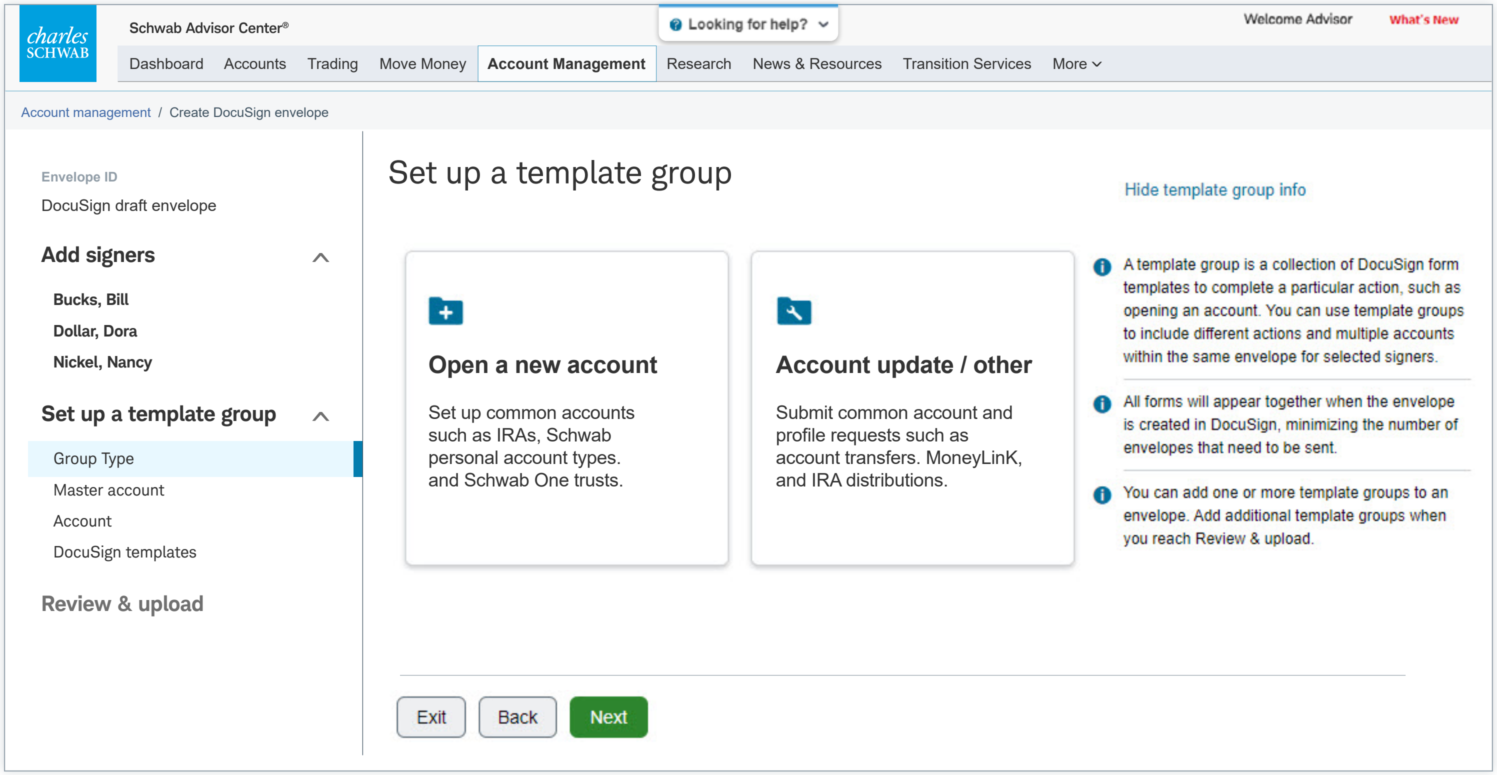


Tip

The primary signer will be the same primary signer for all templates in the envelope. If different forms require different primary signers, create separate envelopes for each.

Creating envelopes using templates: Set up a template group

Before you use a template, you must first establish at least one template group to help keep the envelope organized. You can create additional groups to distinguish different actions or accounts or to separate new account forms from account update and maintenance forms in the same envelope.



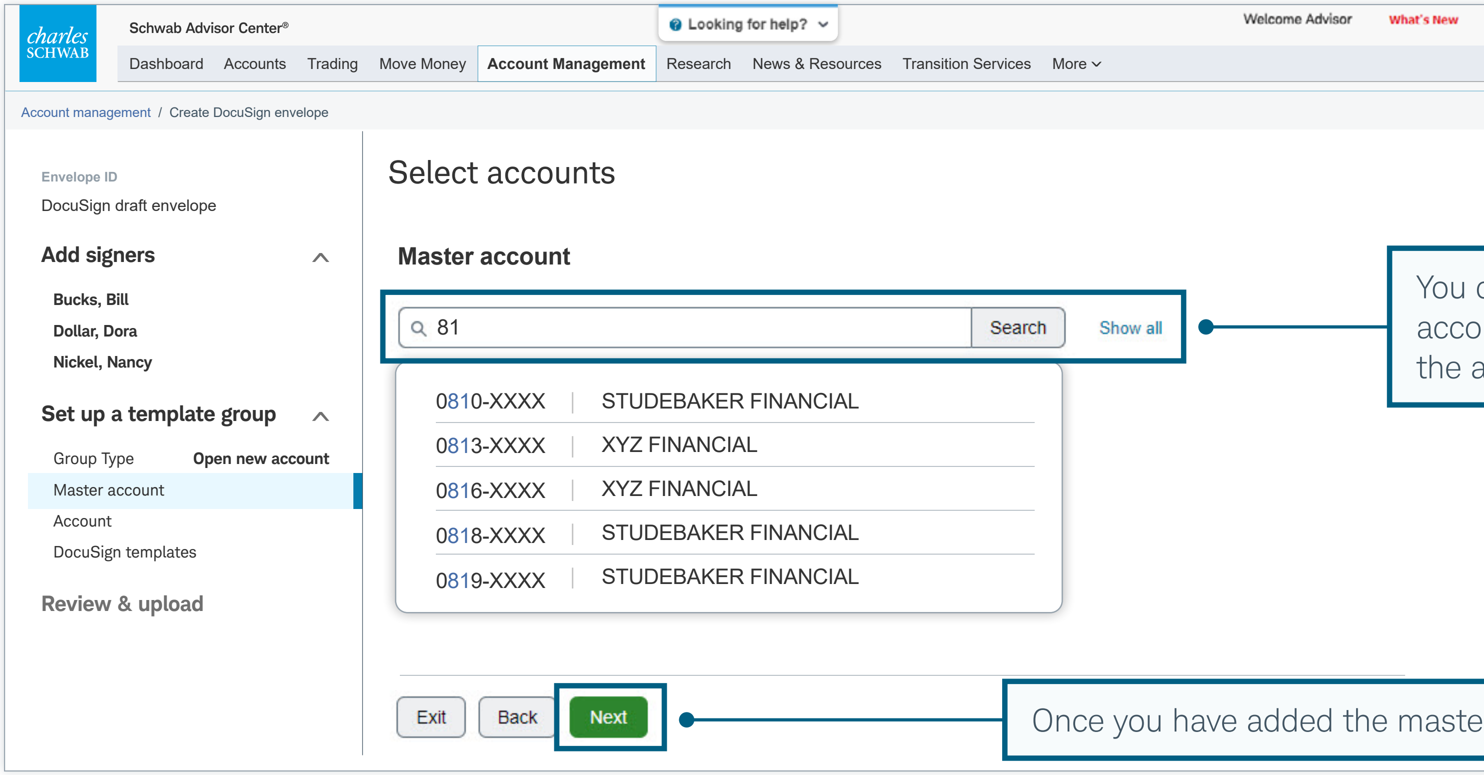
Tip

For all forms across all groups in the envelope, the primary and secondary signers must be exactly the same. If you need a new primary or secondary signer for additional forms, you must create a new envelope.

Screenshots are for illustrative purposes only.

Creating envelopes using templates: Select accounts

Now indicate the master account that should be added to the envelope.



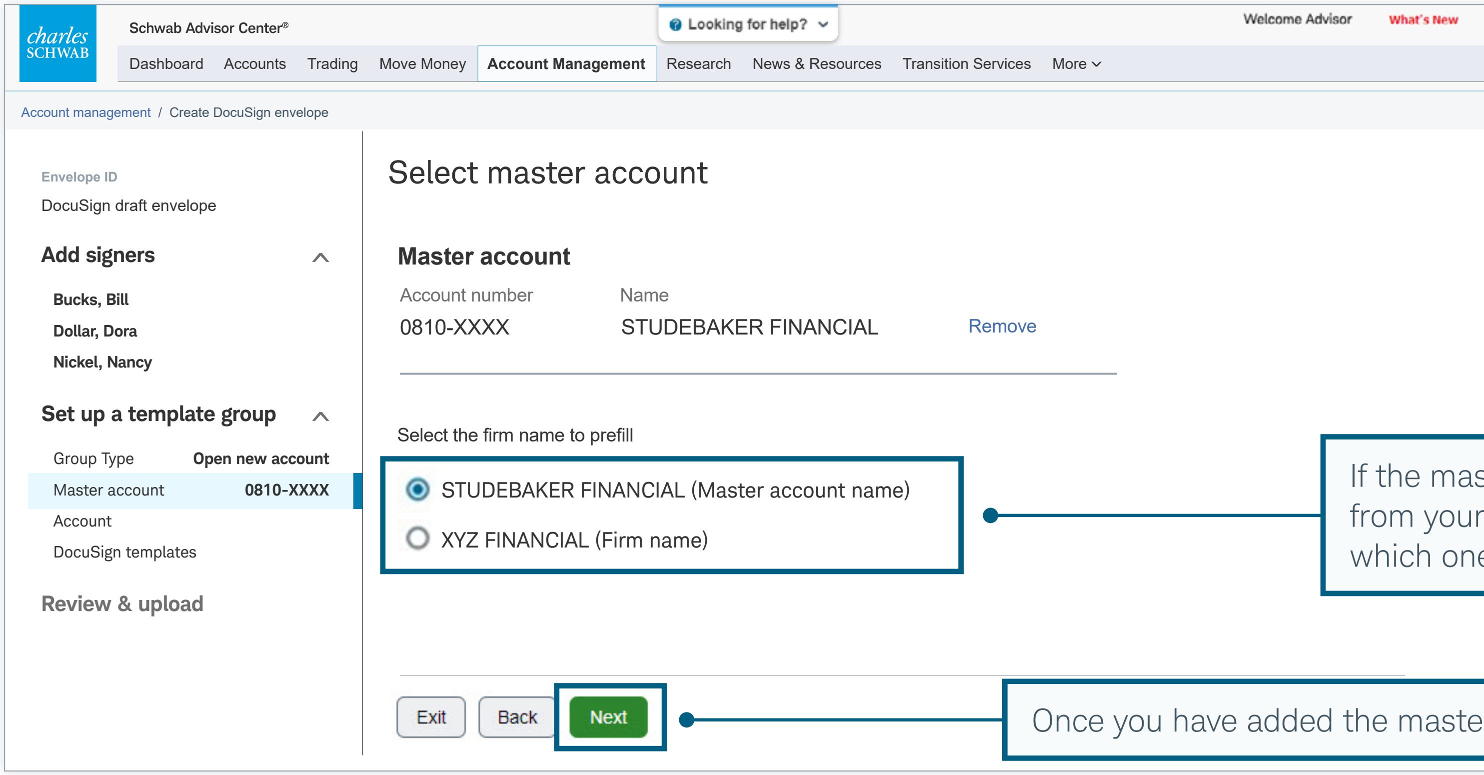
You can search for any master account you have access to, using the account number or name.

Once you have added the master account number, click **Next**.

Screenshots are for illustrative purposes only.

Creating envelopes using templates: Select accounts (continued)

Select the master account from the search results. If the name of the master account is different from your firm name, choose the one you would like to use to prefill the template.



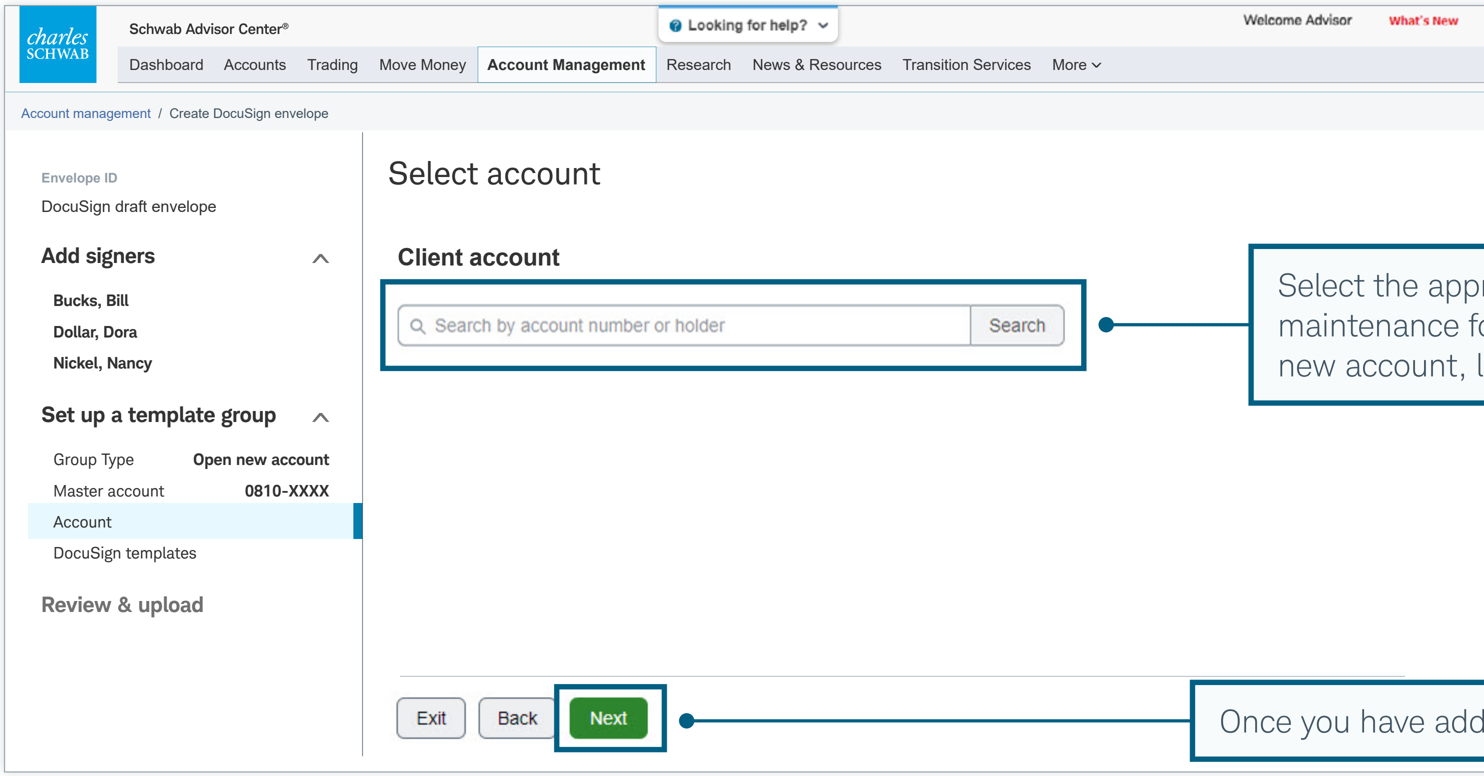
If the master account name is different from your firm name, you can choose which one to prefill the template.

Once you have added the master account number, click **Next**.

Screenshots are for illustrative purposes only.

Creating envelopes using templates: Select accounts (continued)

After selecting a master account, select the applicable sub account(s). If you are creating an **Open new account** template group, leave this field blank and click **Next** to move forward. If you are creating an **Account update / other** template group, select the appropriate accounts for account maintenance forms.



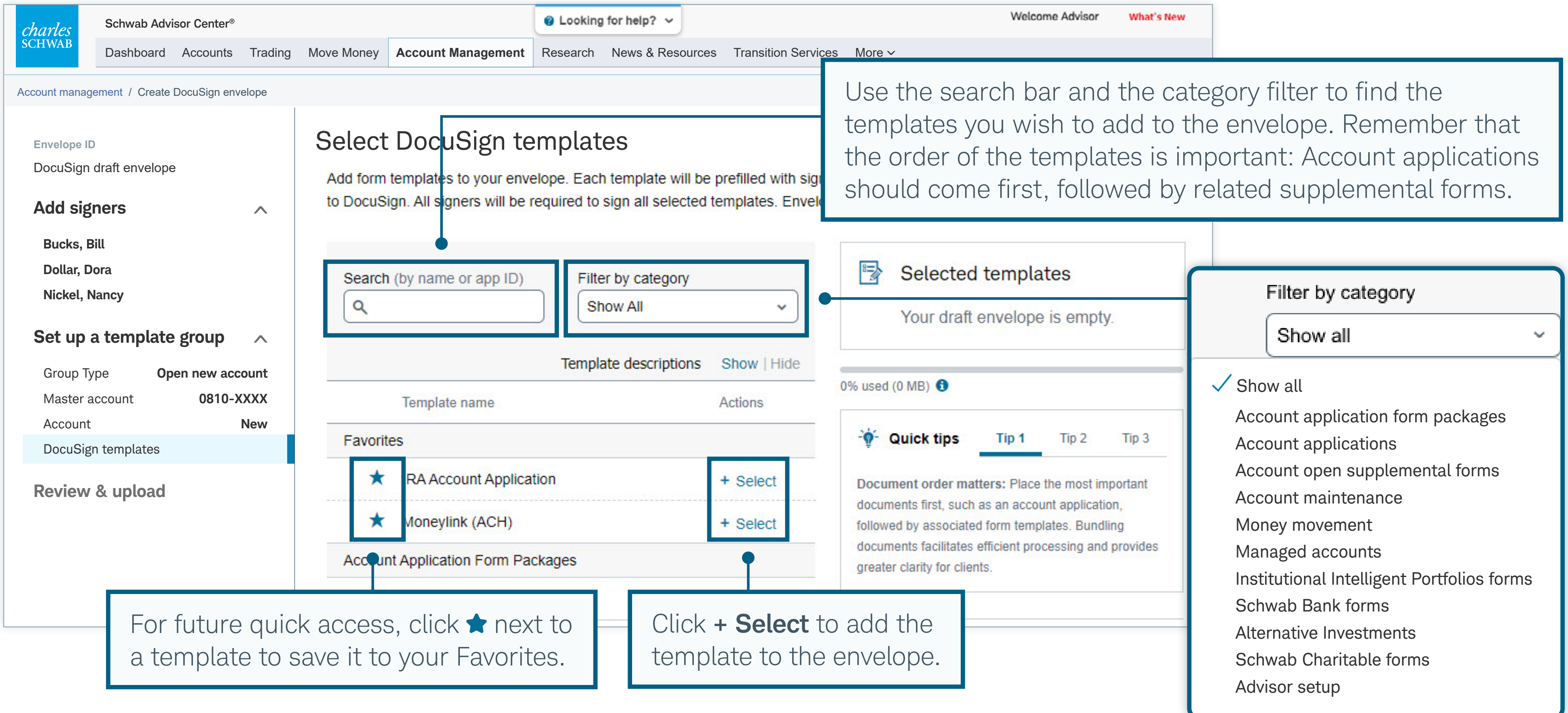
Select the appropriate accounts for account maintenance forms. If you are creating a new account, leave this field blank.

Once you have added the account(s), click **Next**.

Screenshots are for illustrative purposes only.

Creating envelopes using templates: Choose templates

Choose one of the 90+ templated forms to add to the envelope. Templates can be searched by name, app ID, or description. All DocuSign-eligible, nontemplated forms can be downloaded from the **Forms Library** and added from the DocuSign console.



Use the search bar and the category filter to find the templates you wish to add to the envelope. Remember that the order of the templates is important: Account applications should come first, followed by related supplemental forms.

For future quick access, click ★ next to a template to save it to your Favorites.

Click **+ Select** to add the template to the envelope.

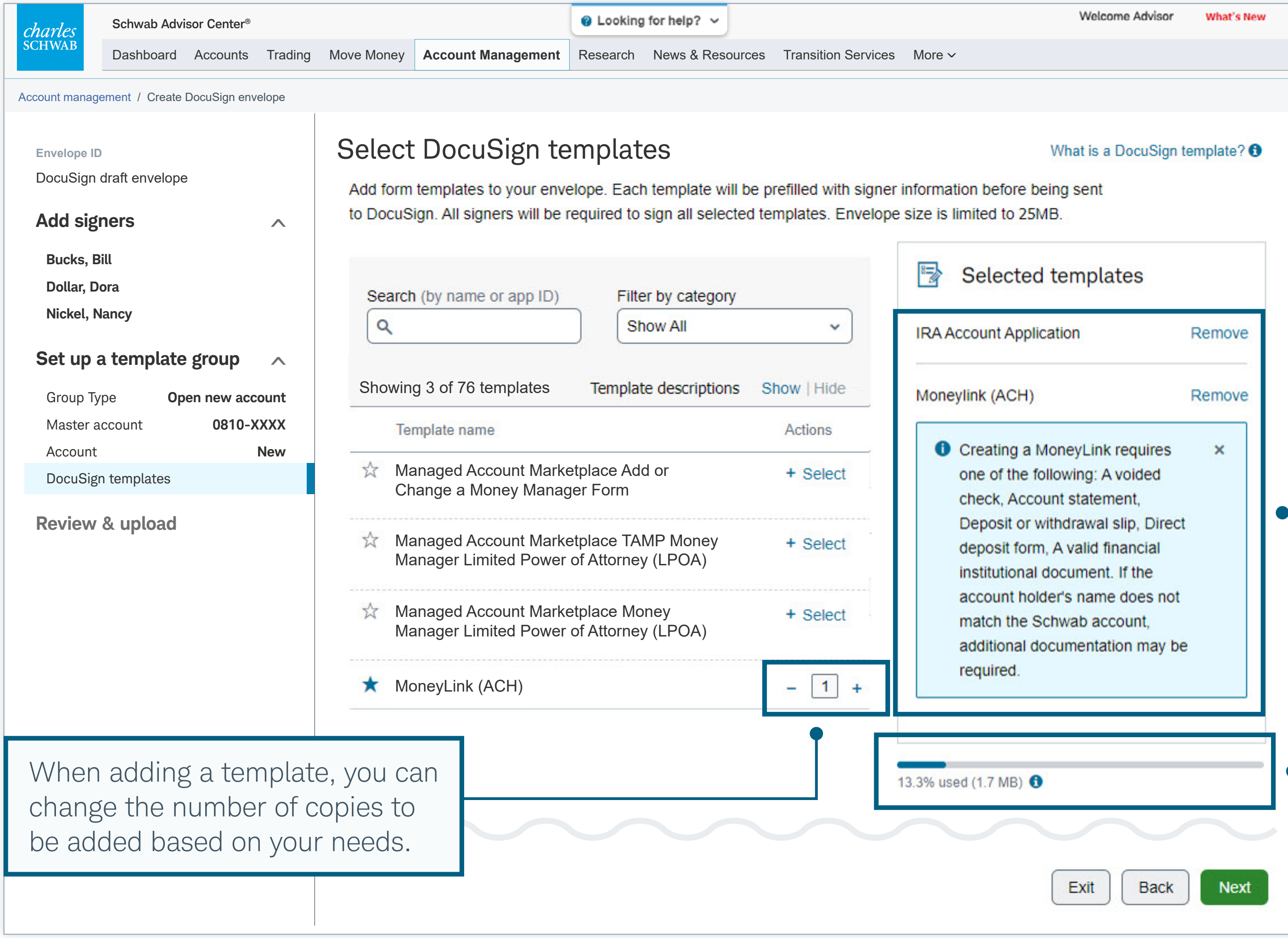
Tip

You can view a list of enhanced templates, as well as a list of all DocuSign-eligible forms, by accessing the **Forms Library** on the **Account Management** page.

Screenshots are for illustrative purposes only.

Creating envelopes using templates: Choose templates (continued)

As you add templates, you can use additional features on this page to save time and prevent errors. Add another copy of an already selected template, identify additional actions required for certain templates, and ensure that the envelope fits within the size restrictions. Confirm that you have included all templates before proceeding.



Before you proceed, ensure that all the required templates appear on this list. Take note of any additional information associated with a template, including required documents.

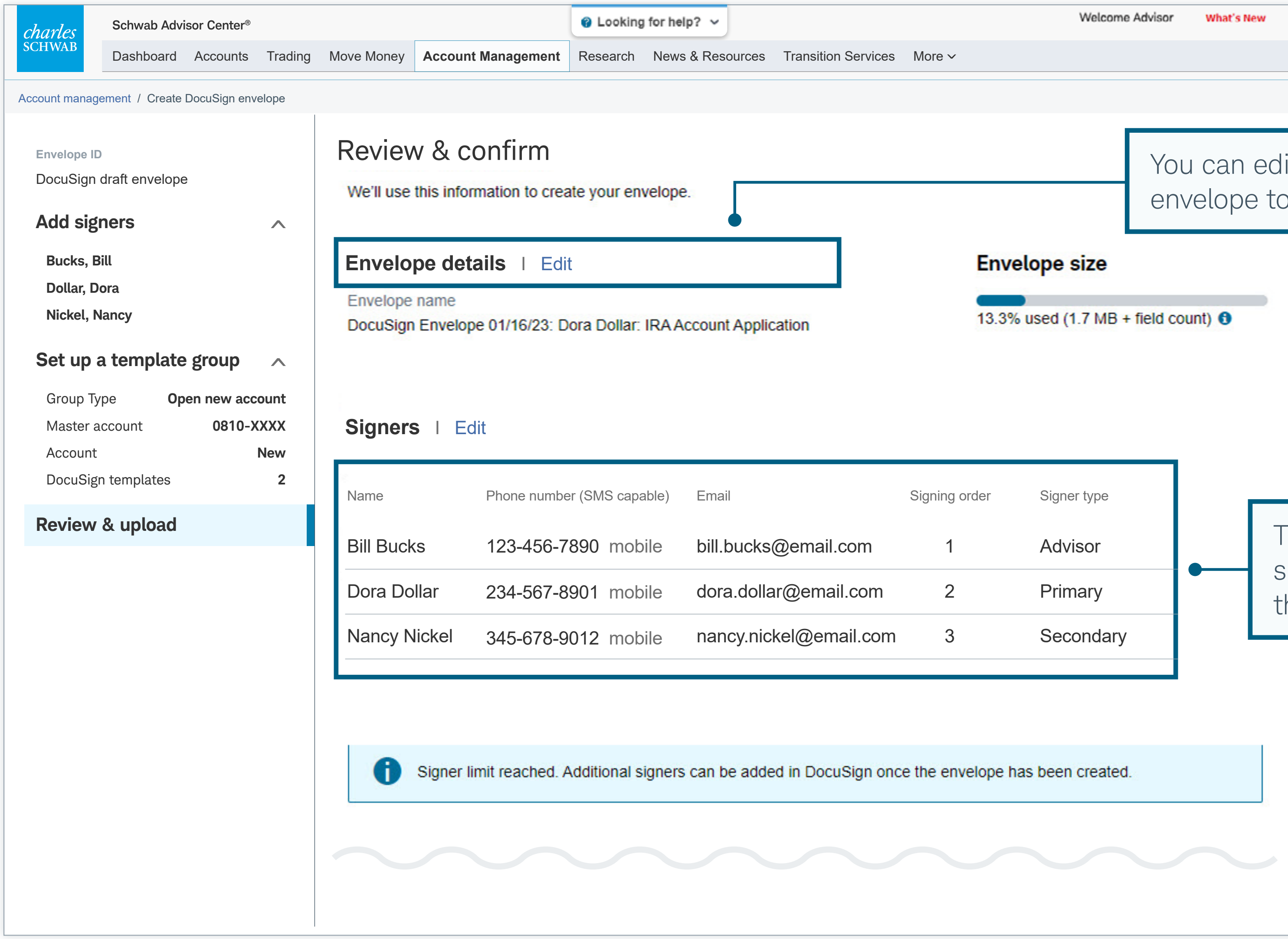
When adding a template, you can change the number of copies to be added based on your needs.

This scale helps ensure that the envelope stays within the maximum size (25 MB) and number of fields.

Screenshots are for illustrative purposes only.

Creating envelopes using templates: Review details

Review the information you entered and edit or confirm the envelope details prior to completing in the DocuSign console, then scroll down the screen.



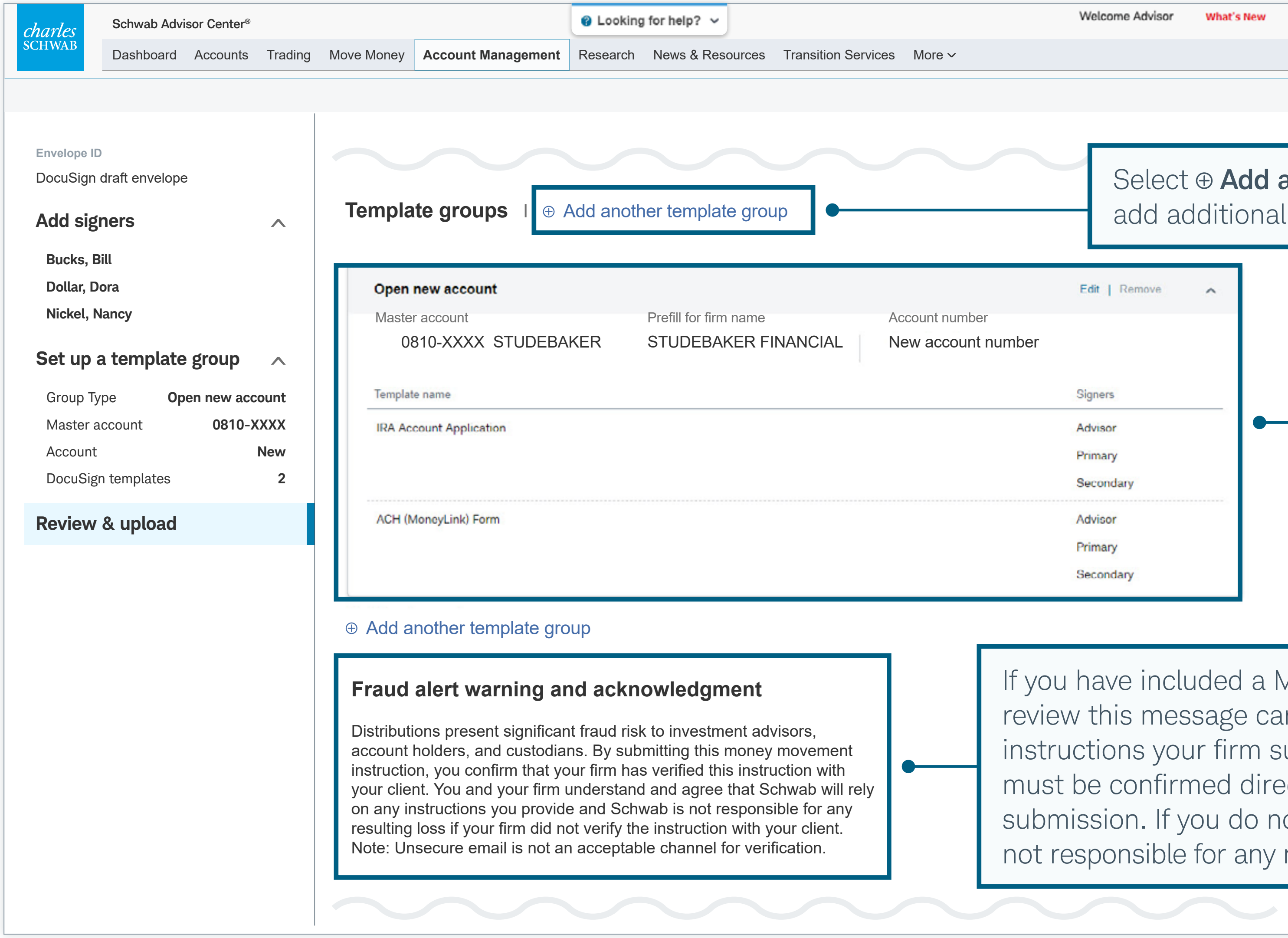
You can edit the subject line of the envelope to personalize it for your client.

The information about the signers you selected will prefill the forms in the envelope.

Screenshots are for illustrative purposes only.

Creating envelopes using templates: Review details (continued)

Double-check the account information and templates you selected. If you included a Move Money form in the envelope, review the fraud alert warning, then continue scrolling.



Select ⊕ **Add another template group** to add additional form groups to the envelope.

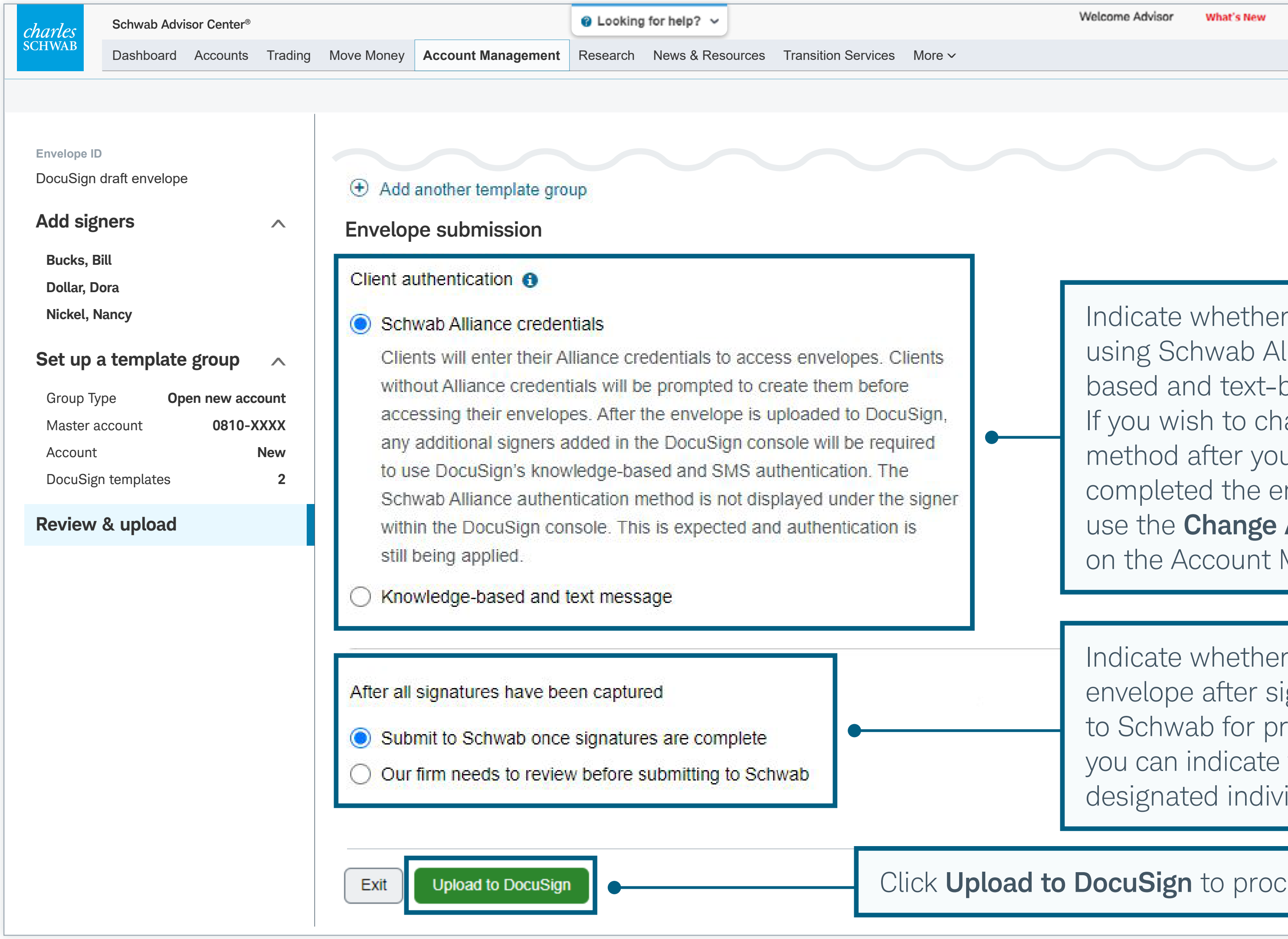
Confirm that all account and template information is correct.

If you have included a Move Money form, be sure to review this message carefully. It stipulates that any instructions your firm submits for future transactions must be confirmed directly with the client before submission. If you do not take this step, Schwab is not responsible for any resulting loss.

Screenshots are for illustrative purposes only.

Creating envelopes using templates: Review details (continued)

Choose whether to review the envelope once all signatures are complete, prior to submitting to Schwab. Agree to final acknowledgments before uploading the envelope to DocuSign for completion.



Indicate whether your client will authenticate using Schwab Alliance or through knowledge-based and text-based (SMS) authentication. If you wish to change the authentication method after you have selected one and completed the envelope creation process, use the **Change Authentication Method** link on the Account Management page.

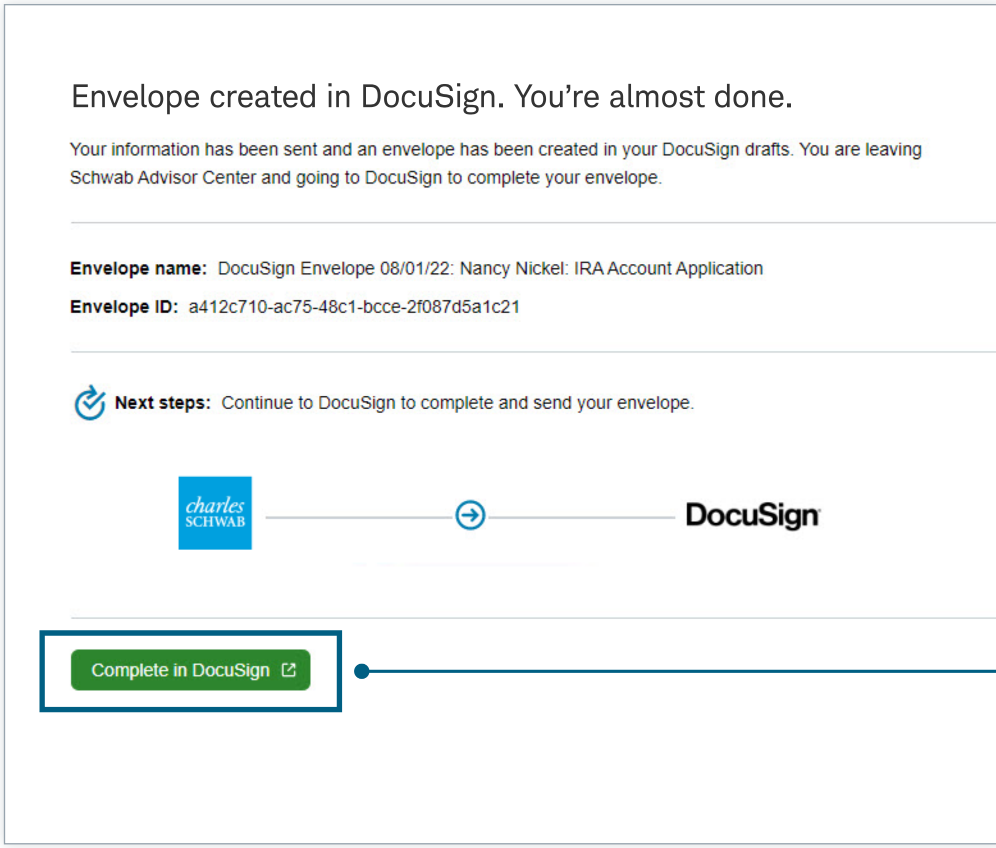
Indicate whether your firm should review the envelope after signing, before it is submitted to Schwab for processing. If you elect to review, you can indicate whether you or another designated individual will be the approver.

Click **Upload to DocuSign** to proceed to the DocuSign console.

Screenshots are for illustrative purposes only.

Creating envelopes using templates: Open DocuSign console

You will be prompted to click **Complete in DocuSign** to finish the envelope creation process.



Click **Complete in DocuSign** to launch DocuSign in a new browser tab so that you can complete the process.

Screenshots are for illustrative purposes only.

Creating envelopes using templates: Review and optional upload

Once the DocuSign console launches, you can use the **Upload** feature to add more templates or blank Schwab forms to the envelope. Note that you must fill and tag any blank forms before you upload them.

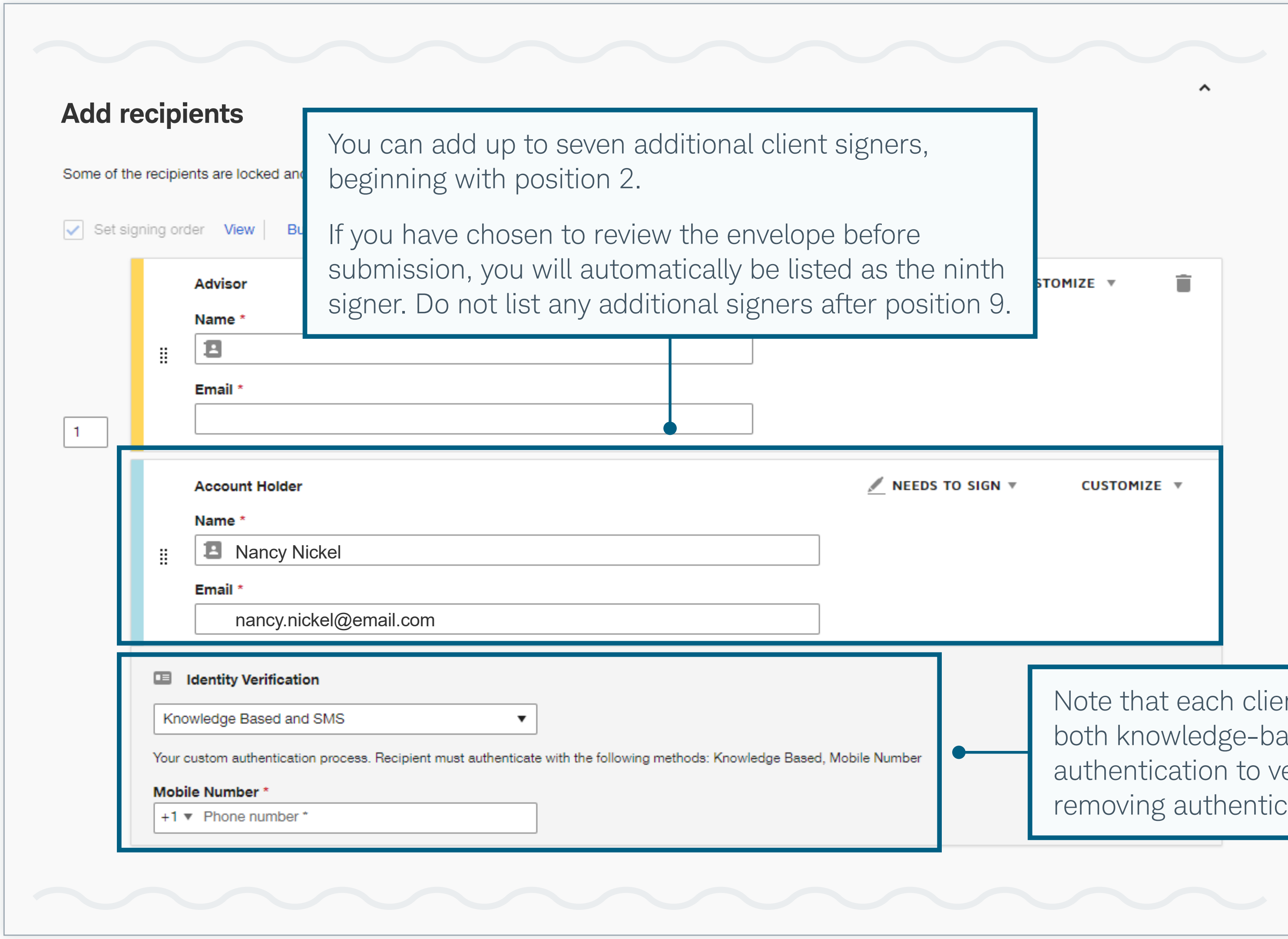
Images of the templates you have already added to the envelope show here.

You can upload additional templates, as well as prefilled and pretagged Schwab forms that you have already completed and are ready for your client's signature.

Screenshots are for illustrative purposes only.

Creating envelopes using templates: Review signers

It is not too late to change or add signers to the existing envelope. Note that the first signer for all envelopes submitted to Schwab will have a Schwab email address.



You can add up to seven additional client signers, beginning with position 2.

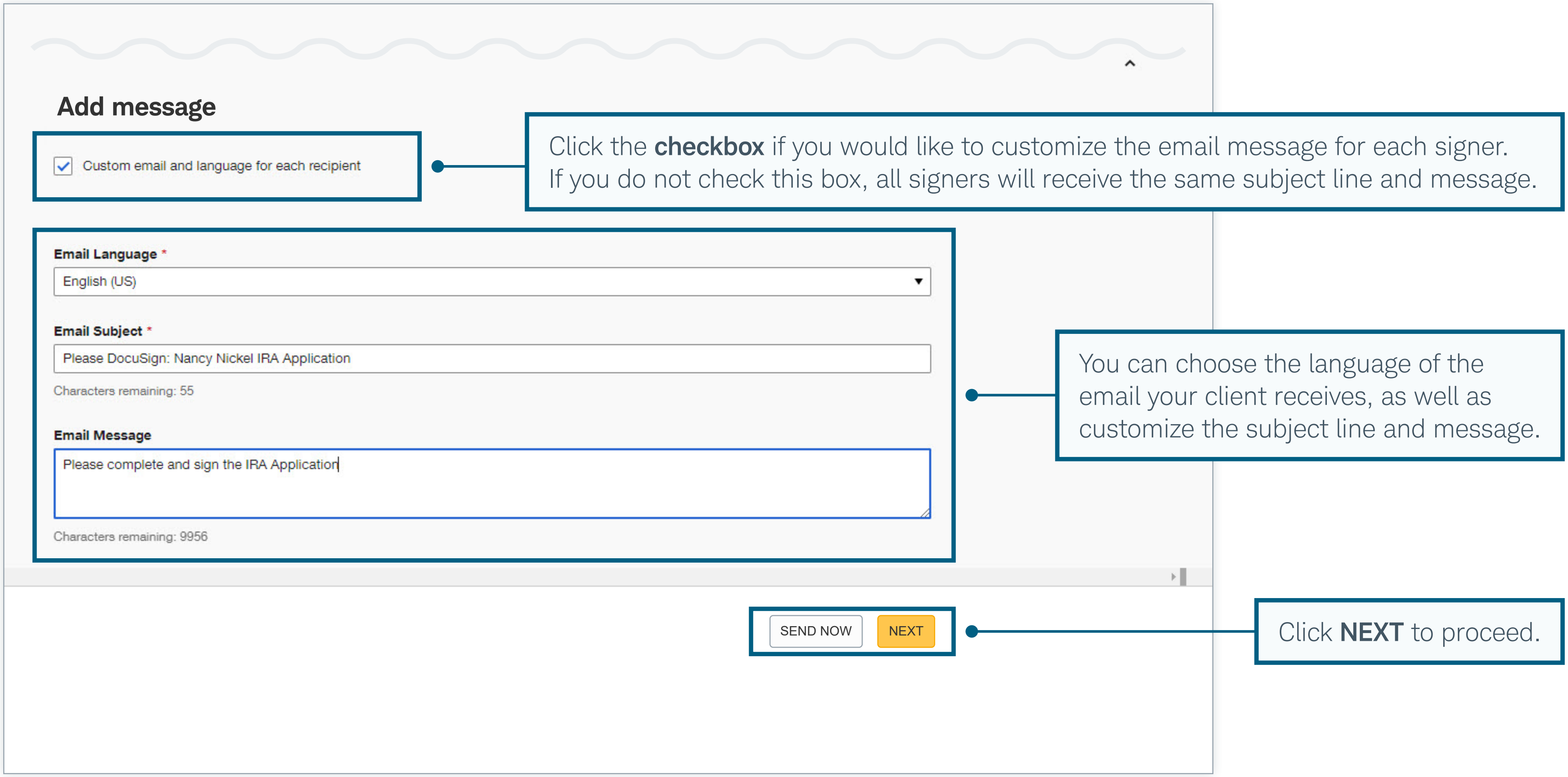
If you have chosen to review the envelope before submission, you will automatically be listed as the ninth signer. Do not list any additional signers after position 9.

Note that each client signer will authenticate via both knowledge-based and text-based authentication to verify their identity. Altering or removing authentication will void the envelope.

Screenshots are for illustrative purposes only.

Creating envelopes using templates: Add message

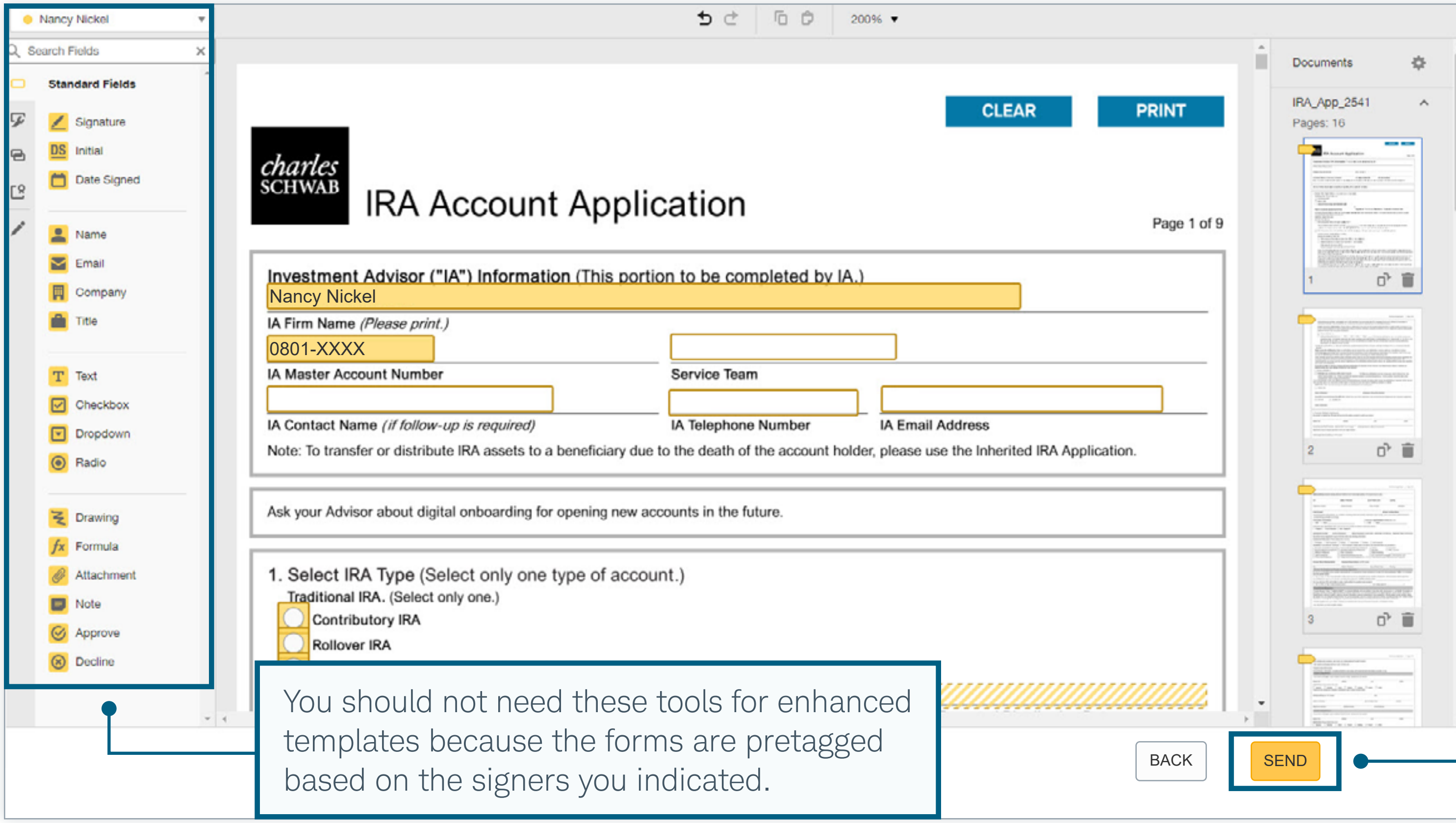
You can also add a subject line and message that will be seen by all signers, as well as customize them for each signer.



Screenshots are for illustrative purposes only.

Creating envelopes using templates: Review templates and send

Finally, you will review the templates and enter any additional information that was not prefilled. If you added blank forms, you must complete and tag them at this stage. Once all the information and tags have been completed, the envelope is ready to send for electronic signature.



You should not need these tools for enhanced templates because the forms are pretagged based on the signers you indicated.

After inputting information and tagging, click **SEND**.

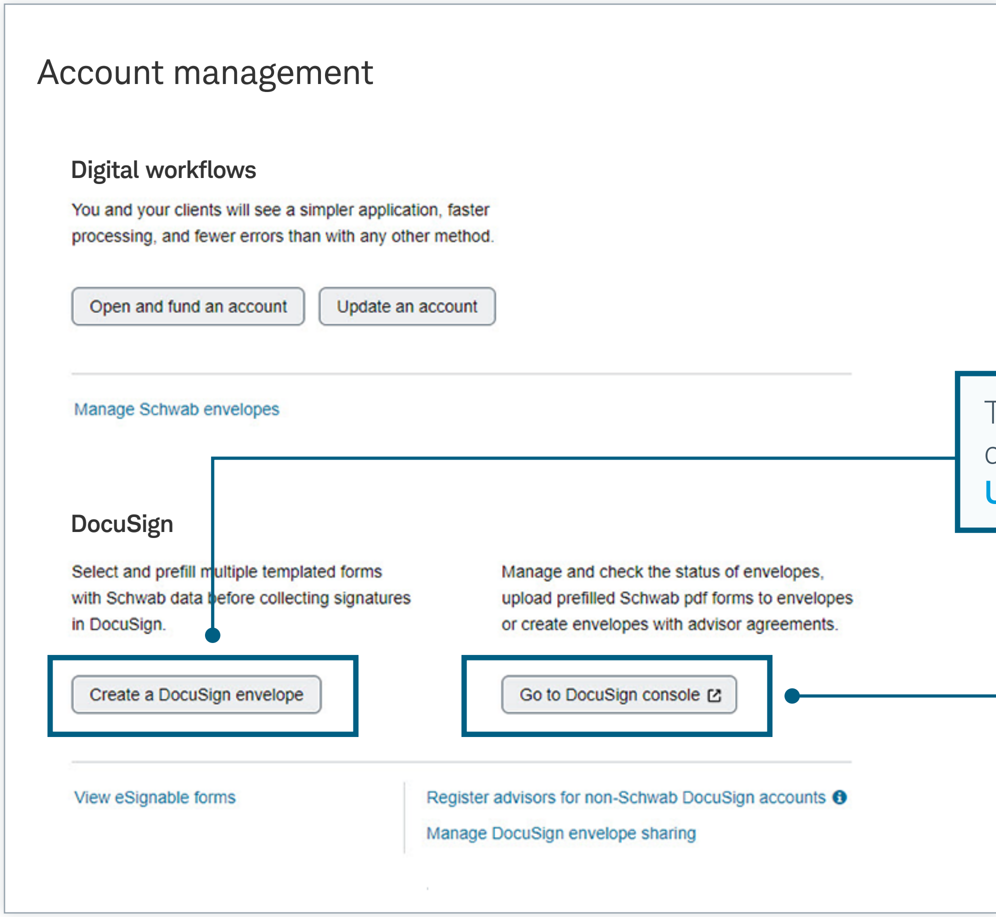
Tip

Once you click **SEND**, all signers must sign within 60 days or the envelope will expire. This includes advisor signers and reviewers. Completed envelopes are available indefinitely in the **Sent** folder, but you should still store the envelope in an approved archived location as well.

Screenshots are for illustrative purposes only.

Creating envelopes using DocuSign console: Start the workflow

If you are creating an envelope using blank Schwab forms or your firm's forms, choose **Go to DocuSign console** to get started.



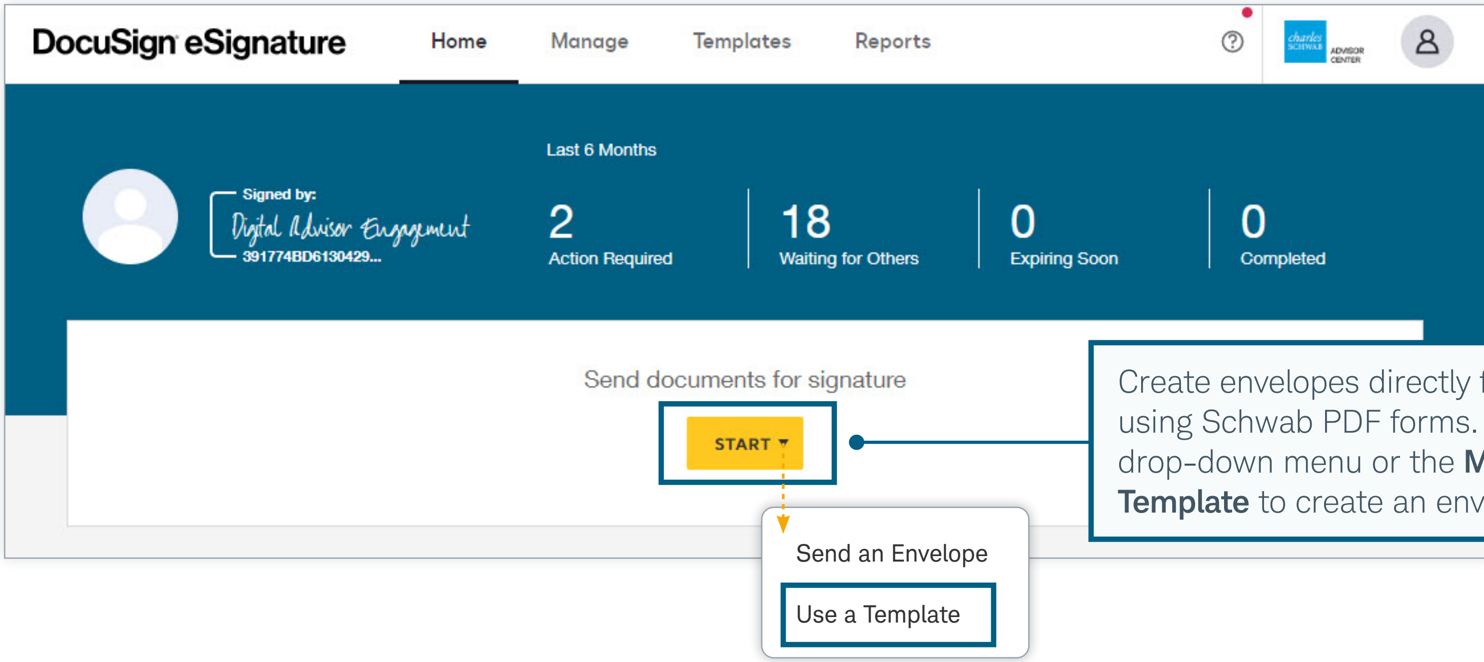
To create an envelope using one of the 90+ enhanced templates, click **Create a DocuSign envelope** to start the workflow. See the **Using enhanced templates** section of this guide to learn more.

If you are *not* using one of the 90+ enhanced templates, click **Go to DocuSign console** to start the workflow.

Screenshots are for illustrative purposes only.

Creating envelopes using DocuSign console: Select Use a template

Before you start the DocuSign console workflow, download the blank forms from the **Forms Library** on the **Account management** page, fill in the required information, then save it to your computer's desktop. When you open the DocuSign console, click the **START** button and choose the **Use a Template** option.



Create envelopes directly from the DocuSign console using Schwab PDF forms. From either the **START** drop-down menu or the **Manage** tab, select **Use a Template** to create an envelope to send to Schwab.

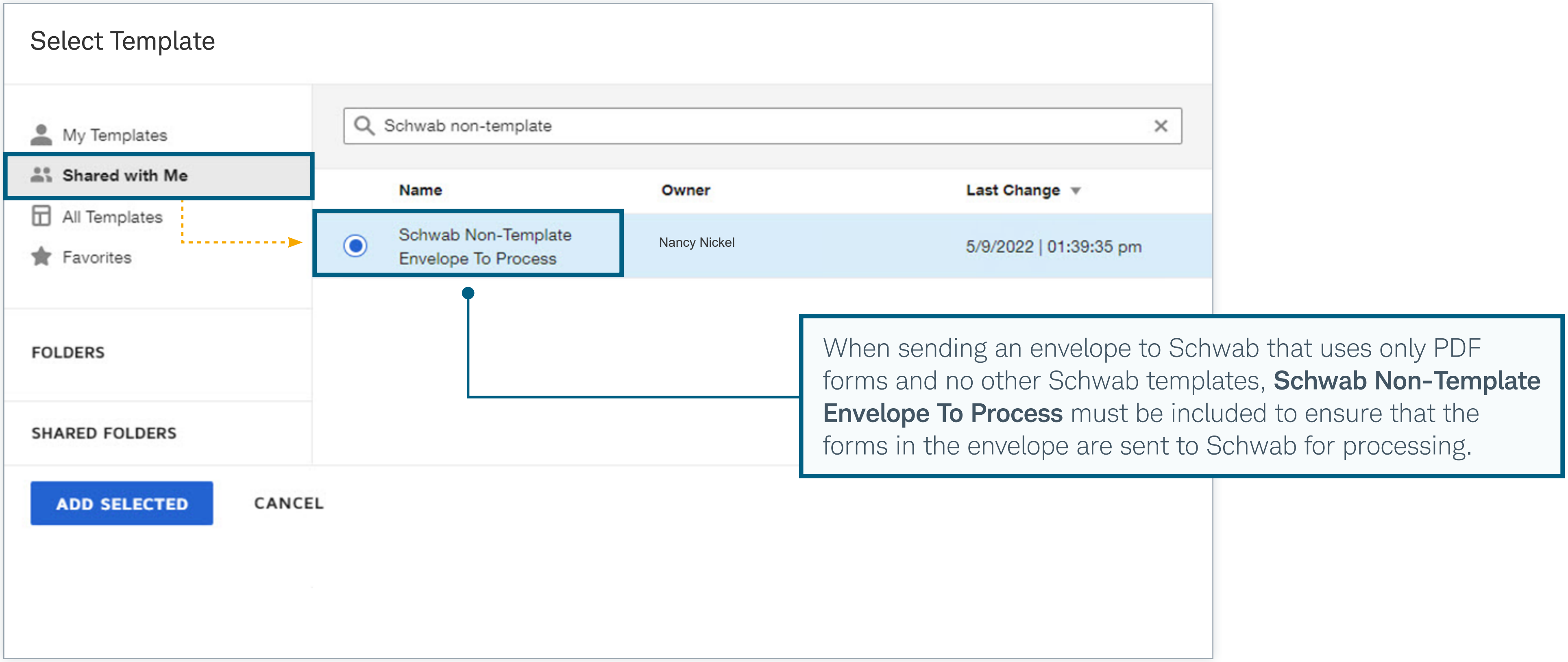
Tip

It is important to choose the **Use a Template** option because otherwise Schwab will not be able to process the forms you submit in the envelope. **This template is different from the enhanced templates available through the other DocuSign workflow accessed via the Account management page.**

Screenshots are for illustrative purposes only.

Creating envelopes using DocuSign console: Add template to envelope

To ensure that Schwab can process your submission, click the **Shared with Me** option, then the **Schwab Non-Template Envelope To Process** template. If you do not include this item, the envelope cannot be processed by Schwab.



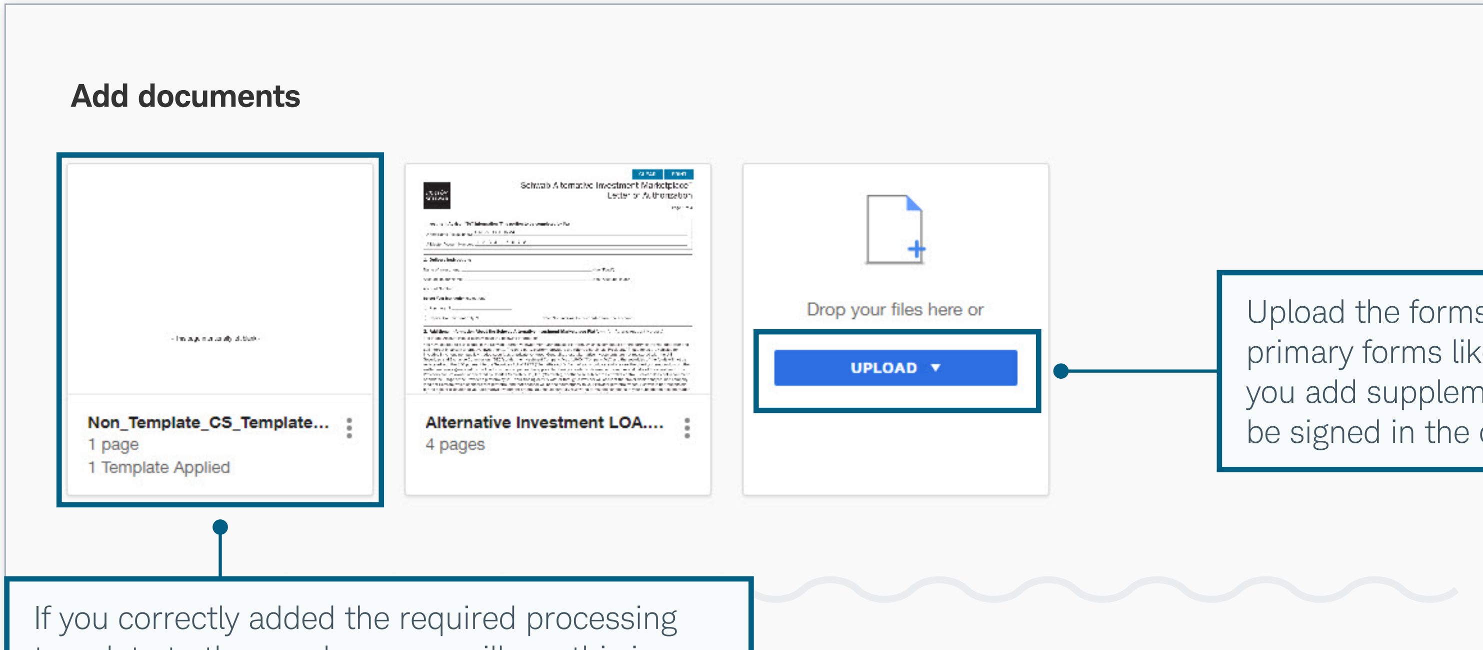
Tip

You can have the envelope returned to your firm after signature. Refer to the **Service Guide**.

Screenshots are for illustrative purposes only.

Creating envelopes using DocuSign console: Upload forms

Once you have added **Schwab Non-Template Envelope To Process**, upload the forms you previously completed and saved to your desktop.



Upload the forms here. Ensure that you add primary forms like account applications before you add supplemental forms, as the forms will be signed in the order in which you add them.

If you correctly added the required processing template to the envelope, you will see this image.

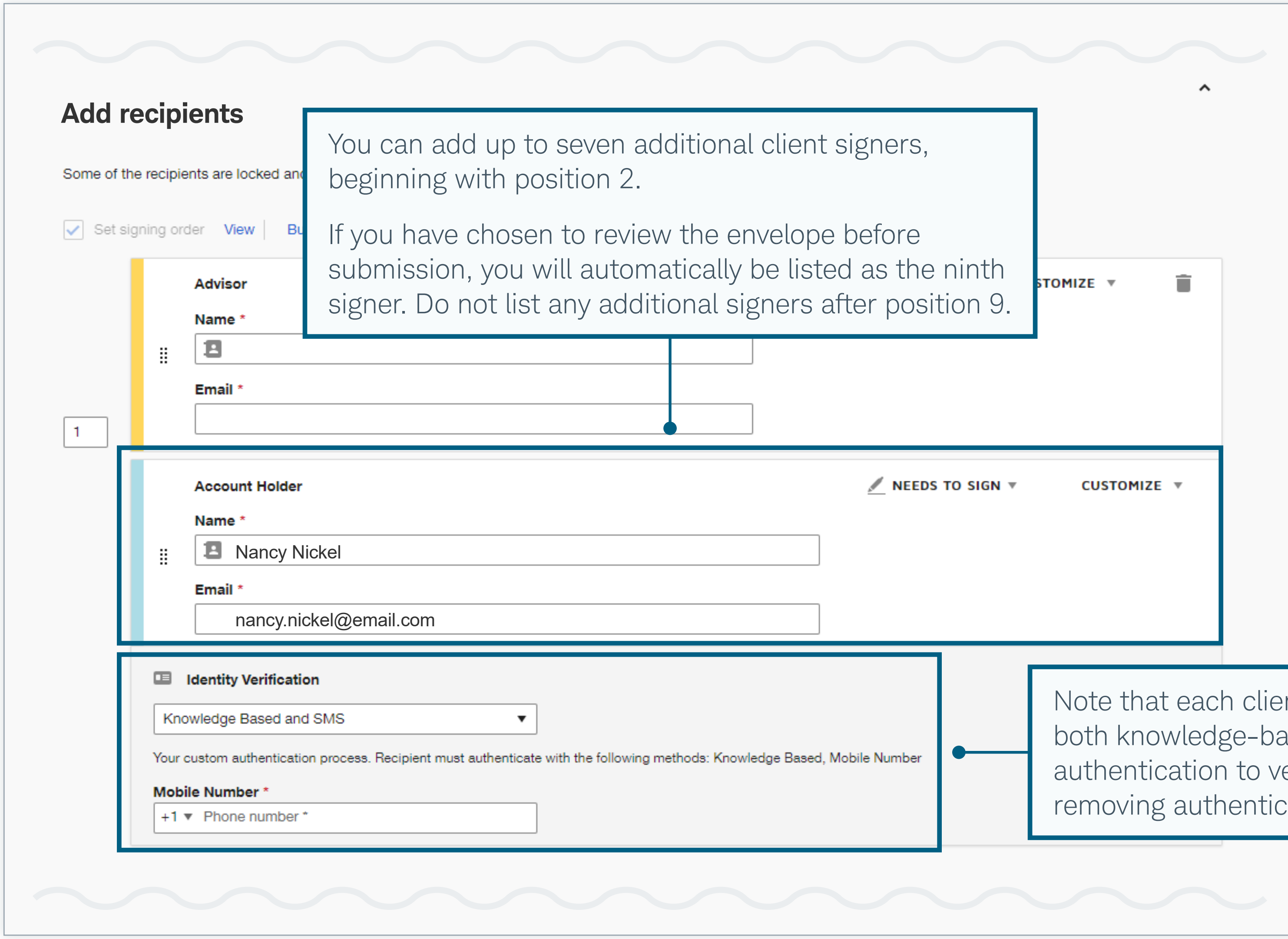
Tip

To create and send an envelope of advisor documents and agreements, follow the same steps in the DocuSign console. **Advisor forms and agreements for clients must be sent in a separate envelope from any Schwab forms, and they do not require the Schwab Non-Template Envelope To Process template because they are not processed by Schwab.**

Screenshots are for illustrative purposes only.

Creating envelopes using DocuSign console: Add signers

Now add advisor and client signers. Note that the first signer for all envelopes submitted to Schwab will have a Schwab email address.



You can add up to seven additional client signers, beginning with position 2.

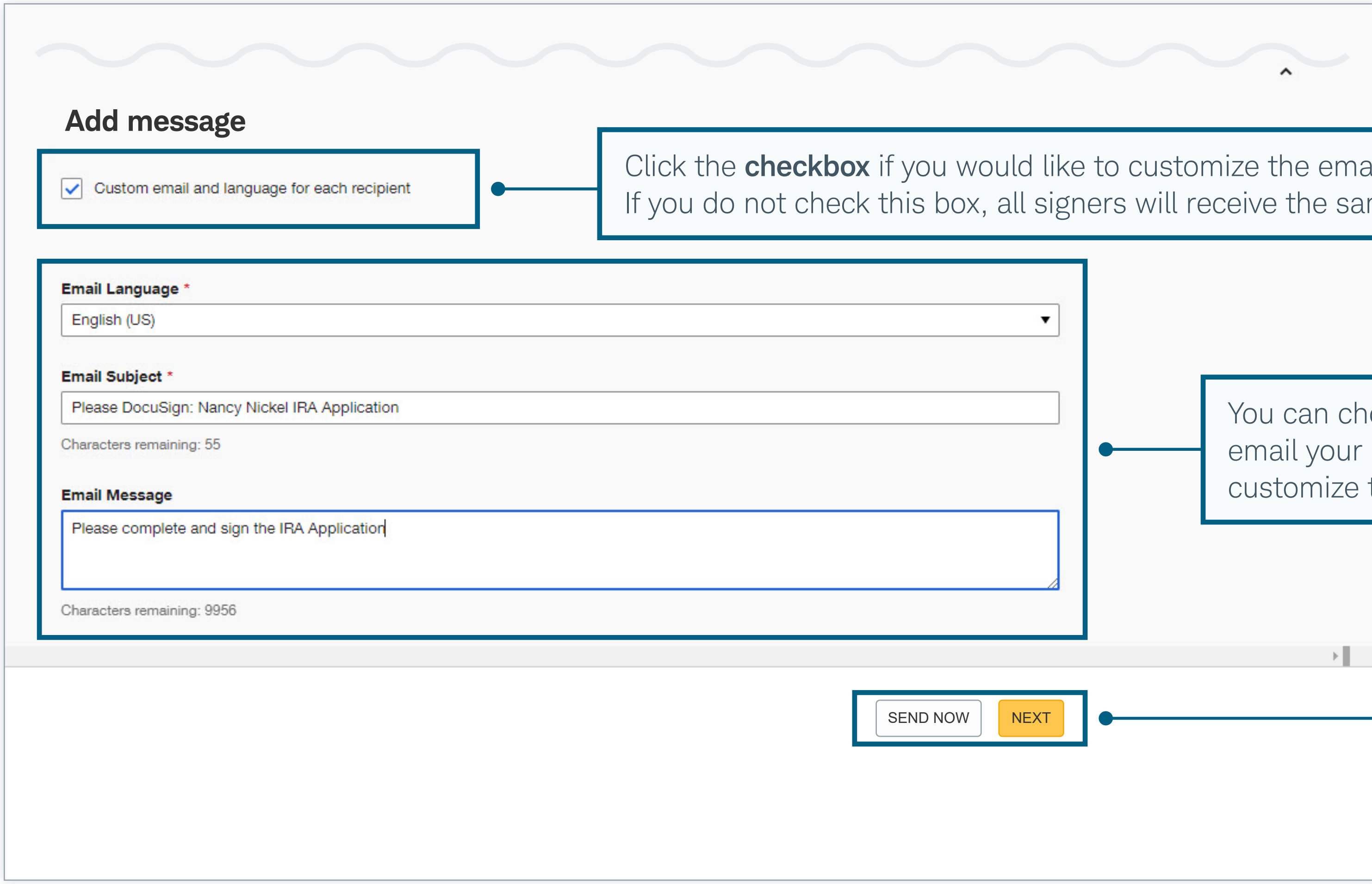
If you have chosen to review the envelope before submission, you will automatically be listed as the ninth signer. Do not list any additional signers after position 9.

Note that each client signer will authenticate via both knowledge-based and text-based authentication to verify their identity. Altering or removing authentication will void the envelope.

Screenshots are for illustrative purposes only.

Creating envelopes using DocuSign console: Add message

You can also add a subject line and message that will be seen by all signers, as well as customize them for each signer.



Click the **checkbox** if you would like to customize the email message for each signer. If you do not check this box, all signers will receive the same subject line and message.

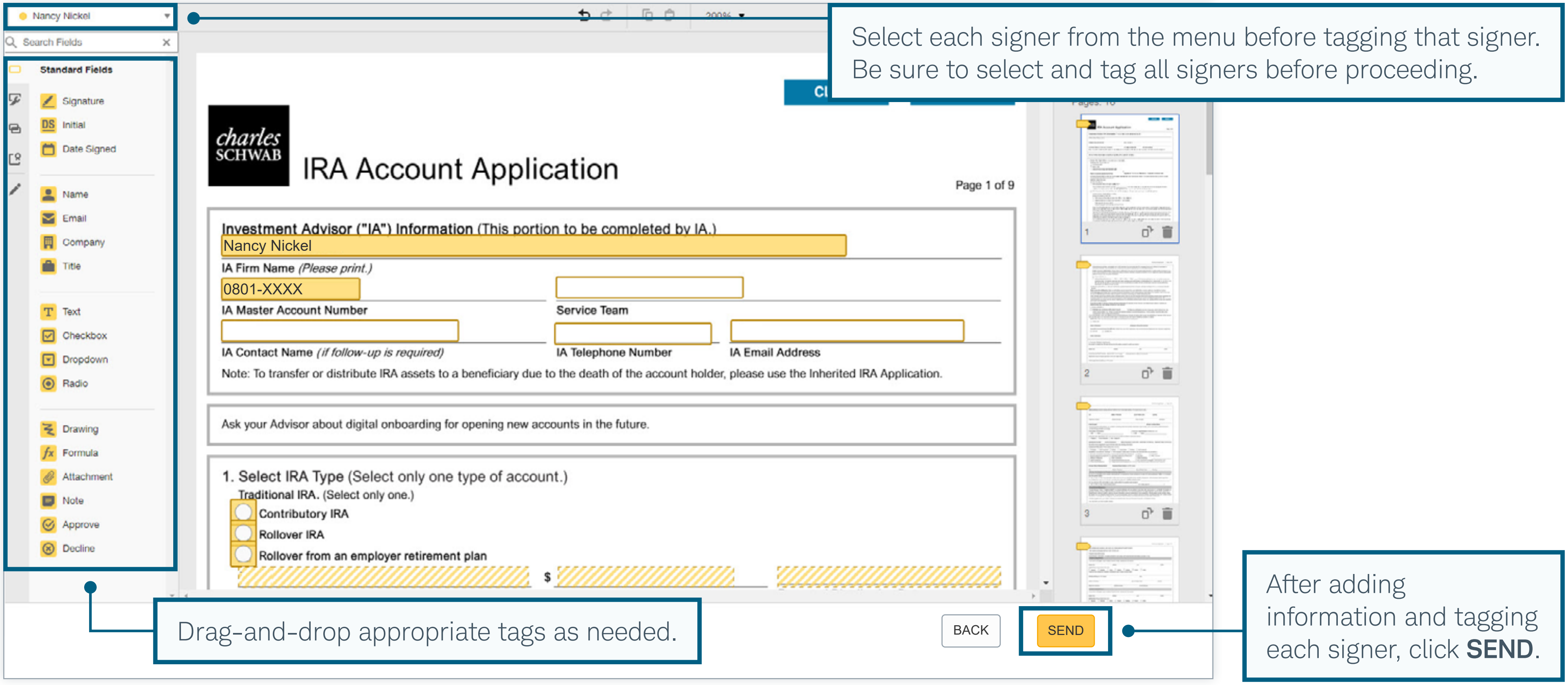
You can choose the language of the email your client receives, as well as customize the subject line and message.

Click **NEXT** to proceed.

Screenshots are for illustrative purposes only.

Creating envelopes using DocuSign console: Tag the forms and send

You can still add any information you did not complete prior to uploading the forms to DocuSign, and you should tag all pages and fields that require an advisor's or client's signature. Choose each signer's name from the drop-down menu at the top left of the screen before tagging forms for that person's signature.



Tip

Once you click **SEND**, all signers must sign within 60 days or the envelope will expire. This includes advisor signers and reviewers. Completed envelopes are available indefinitely in the **Sent** folder, but you should still store the envelope in an approved archived location as well.

Screenshots are for illustrative purposes only.

Your client's experience

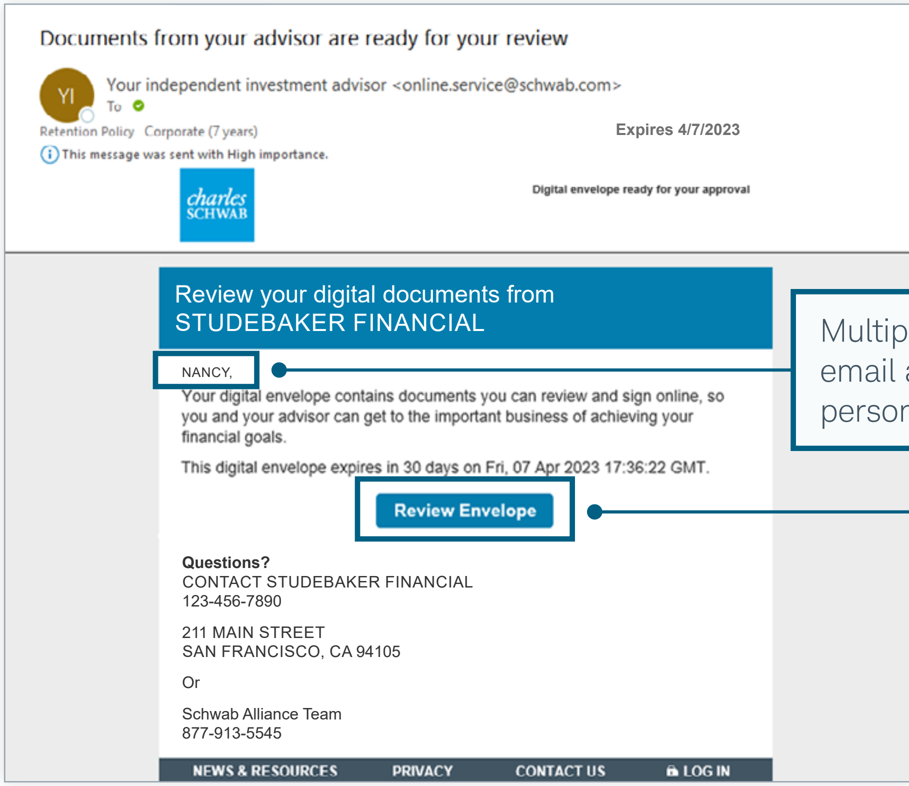
The steps your client takes to verify their identity prior to eSigning depend on the choices you made for them when creating the DocuSign envelope. If you chose Schwab Alliance for verification, your client will either create new credentials—or use their existing ones—to verify their identity. If you chose the text-based (SMS) and/or knowledge-based authentication (KBA) verification method, your client will follow a different set of steps to verify. Either way, the signing experience will be the same.

Choose one of the options below to learn more about your client's experience.

- Schwab Alliance verification
- SMS/KBA verification
- The eSigning experience

Schwab Alliance verification: Starting from email

Your client will receive an email from **Your independent investment advisor <online.service@schwab.com>**. The client clicks the **Review Envelope** button to access the DocuSign envelope. The client can also find the same message and access by visiting the Schwab Alliance message center. Only signers you have listed for the envelope will receive these communications.



Multiple signers can share an email address, but each will receive a separate email addressing them by name—and each must use only this email (and personal Schwab Alliance credentials) to access the approval workflow.

Your client clicks **Review Envelope** to proceed.

Tip

If your client pauses and wishes to resume the approval process later, or has trouble finding the access email, you can direct them to the Schwab Alliance message center or resend the email from the DocuSign console.

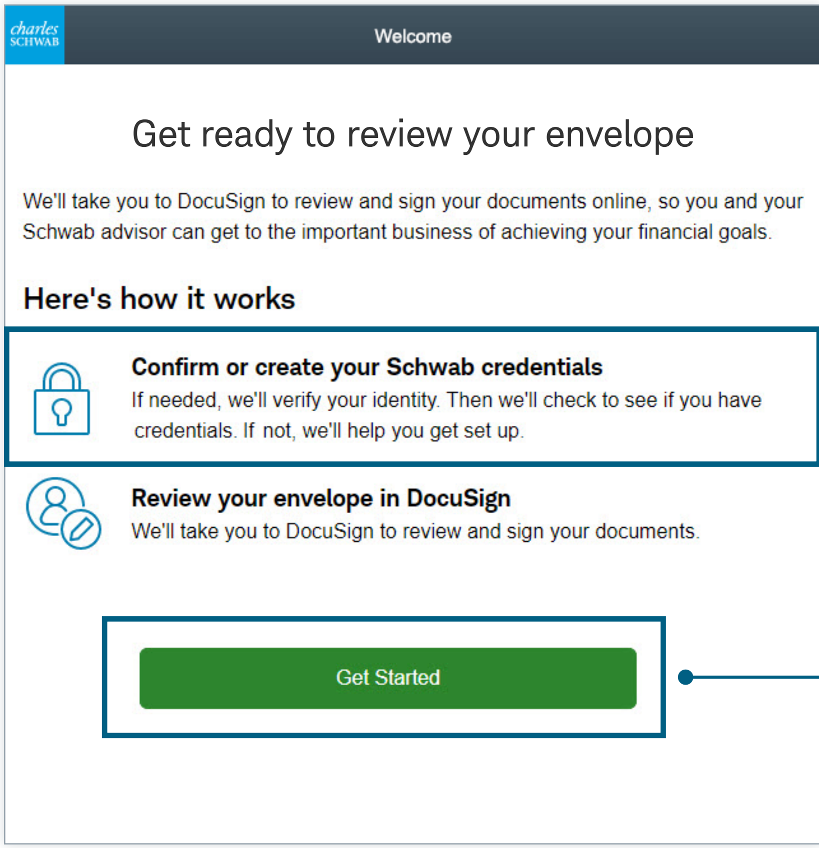
Note

If you want your clients to authenticate via Schwab Alliance, you must use the DocuSign workflow on Schwab Advisor Center to create the envelope; this option is not available for envelopes created using the DocuSign console.

Screenshots are for illustrative purposes only.

Schwab Alliance verification: The welcome screen

The first thing your client will see is a greeting and overview of the process and the **Get Started** button to create or input their Schwab Alliance credentials.



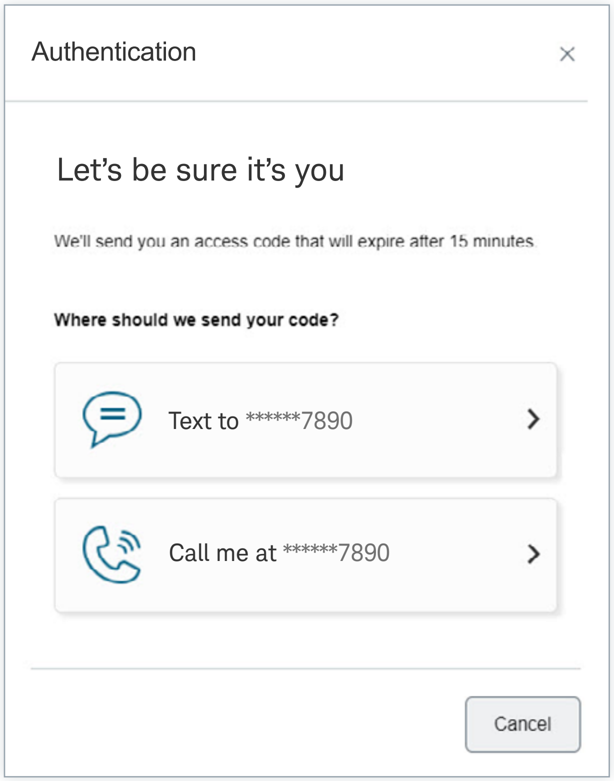
Both new and existing clients can use Schwab Alliance for authentication.

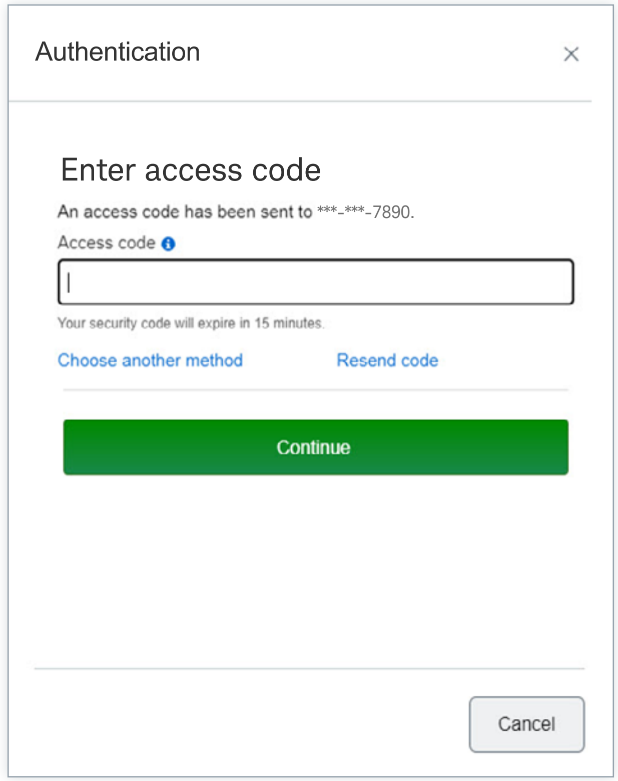
After your client clicks the **Get Started** button, they will either create new credentials or enter their existing Schwab Alliance credentials. Both workflows are detailed on the following pages.

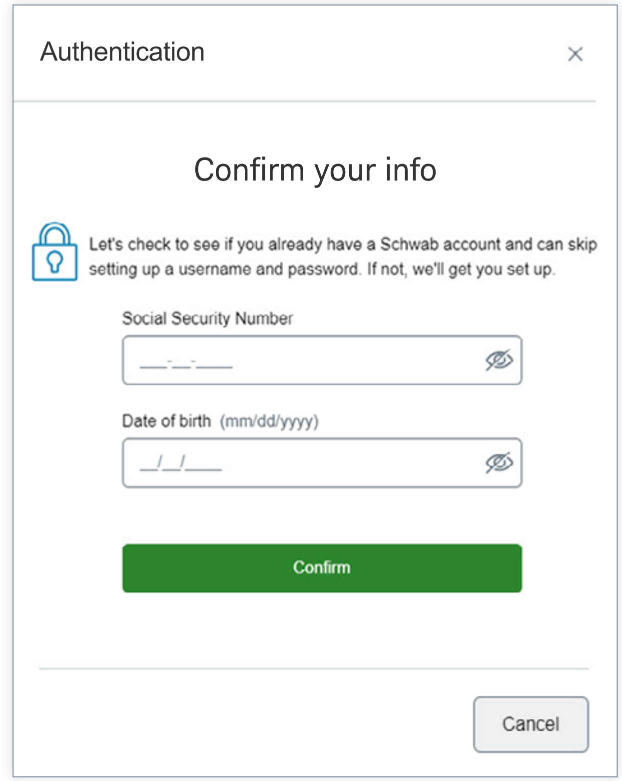
Screenshots are for illustrative purposes only.

Schwab Alliance verification: New clients enter their information

If your client already has Schwab Alliance credentials, they can skip a few **steps**. Clients without credentials—including new-to-Schwab clients—will be prompted to create them after they confirm their personal information. This helps match their identity to an existing Schwab profile.







Tip

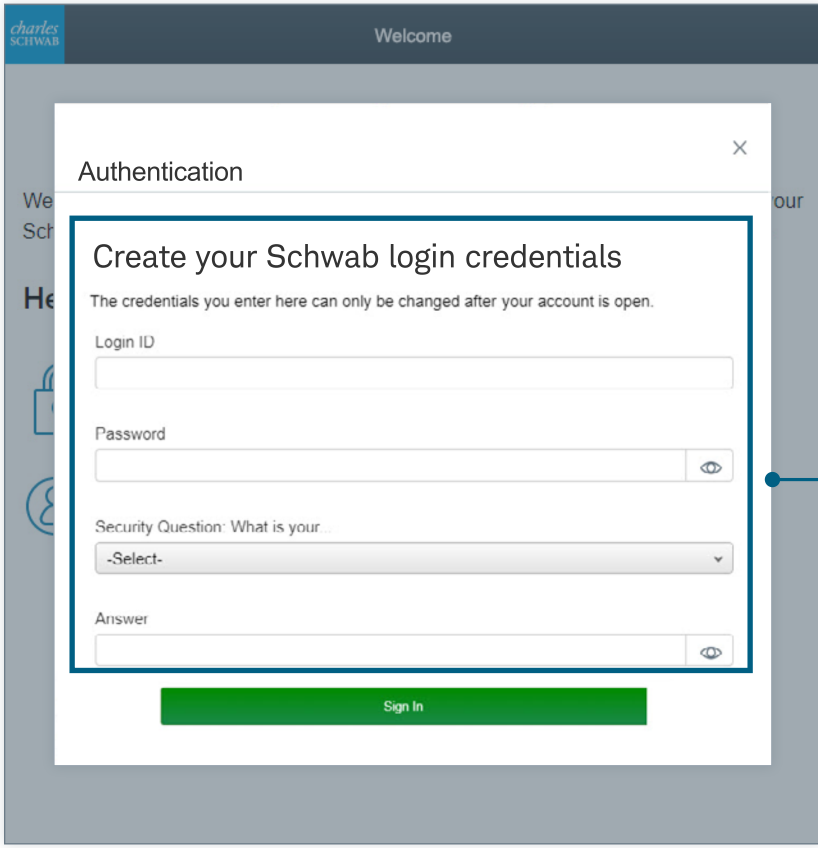
Clients can share phone numbers and email addresses, but each client must create unique Schwab Alliance credentials.

Screenshots are for illustrative purposes only.

Schwab Alliance verification: Creating or entering credentials

Clients who are creating new credentials choose a login ID and a password, as well as a security question. Clients who already have credentials go directly from the email to the login page, where they enter their information.

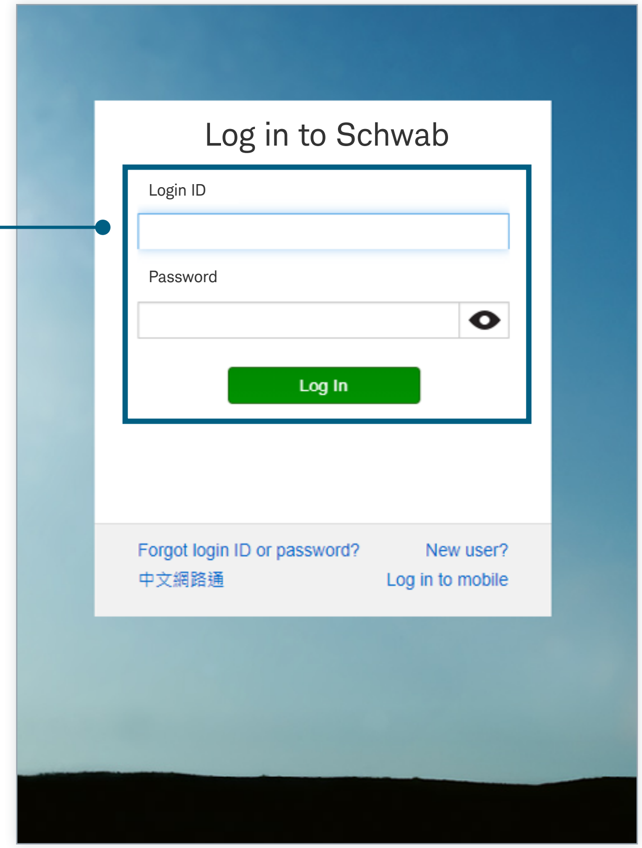
New credentials



New clients choose a login ID, a password, and a security question and answer, then click/tap **Sign In**. Once the account is established, the password and security question can be changed.

Clients with existing credentials enter them, then click/tap **Log In** to proceed.

Existing credentials



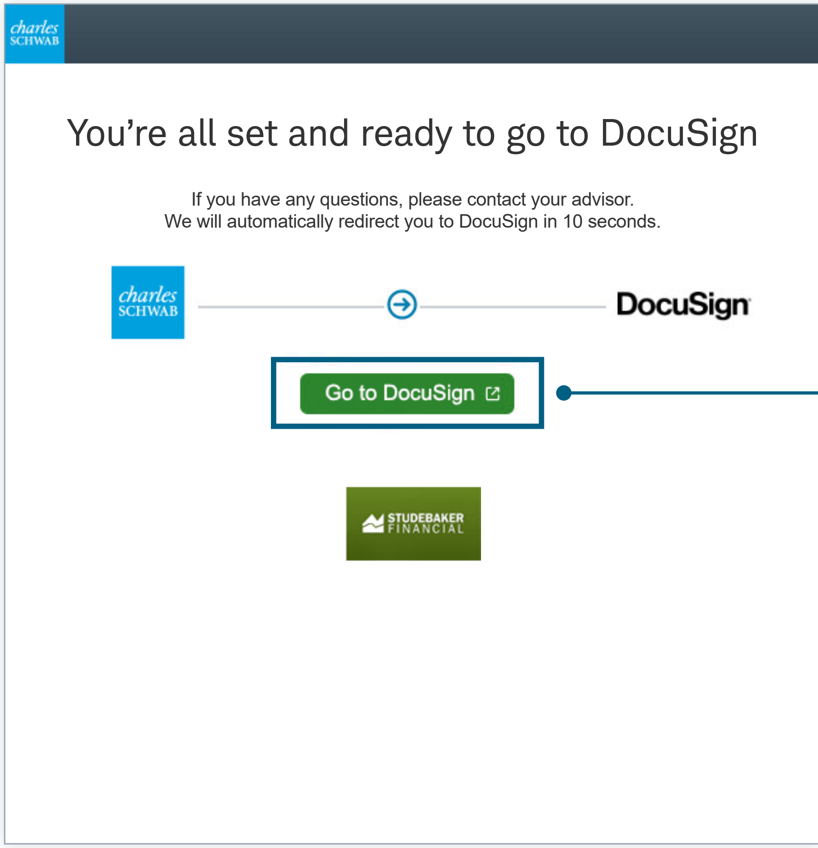
Tip

For more information about Schwab Alliance, including the enrollment process for your clients, visit the **RIA EdCenter**.

Screenshots are for illustrative purposes only.

Schwab Alliance verification: Redirecting to DocuSign

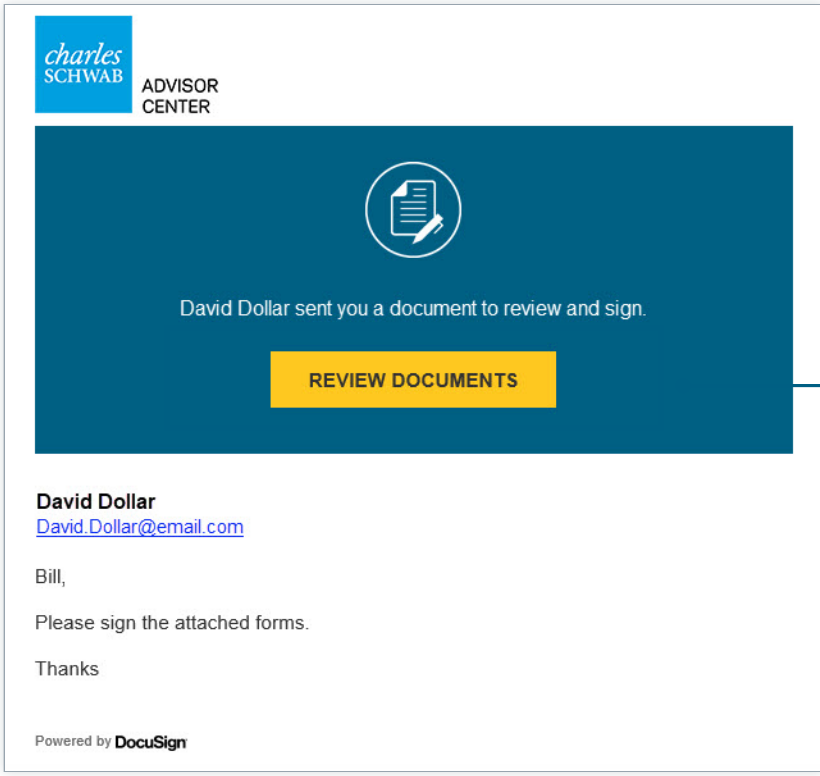
Once your client has successfully entered their Schwab Alliance credentials, they will see a button that takes them to DocuSign to review the envelope.



The system will automatically redirect clients to the envelope, but they can also click the **Go to DocuSign** button to proceed.

SMS/KBA verification: Starting from email

If you chose text-based (SMS) and/or knowledge-based authentication (KBA) as the verification method during the envelope creation process, your clients will receive an email prompting them to review and sign the documents you sent. But before they can sign, each client must authenticate their identity.



Your client will receive an email informing them that you have sent documents to sign. Your client clicks **REVIEW DOCUMENTS** to begin.

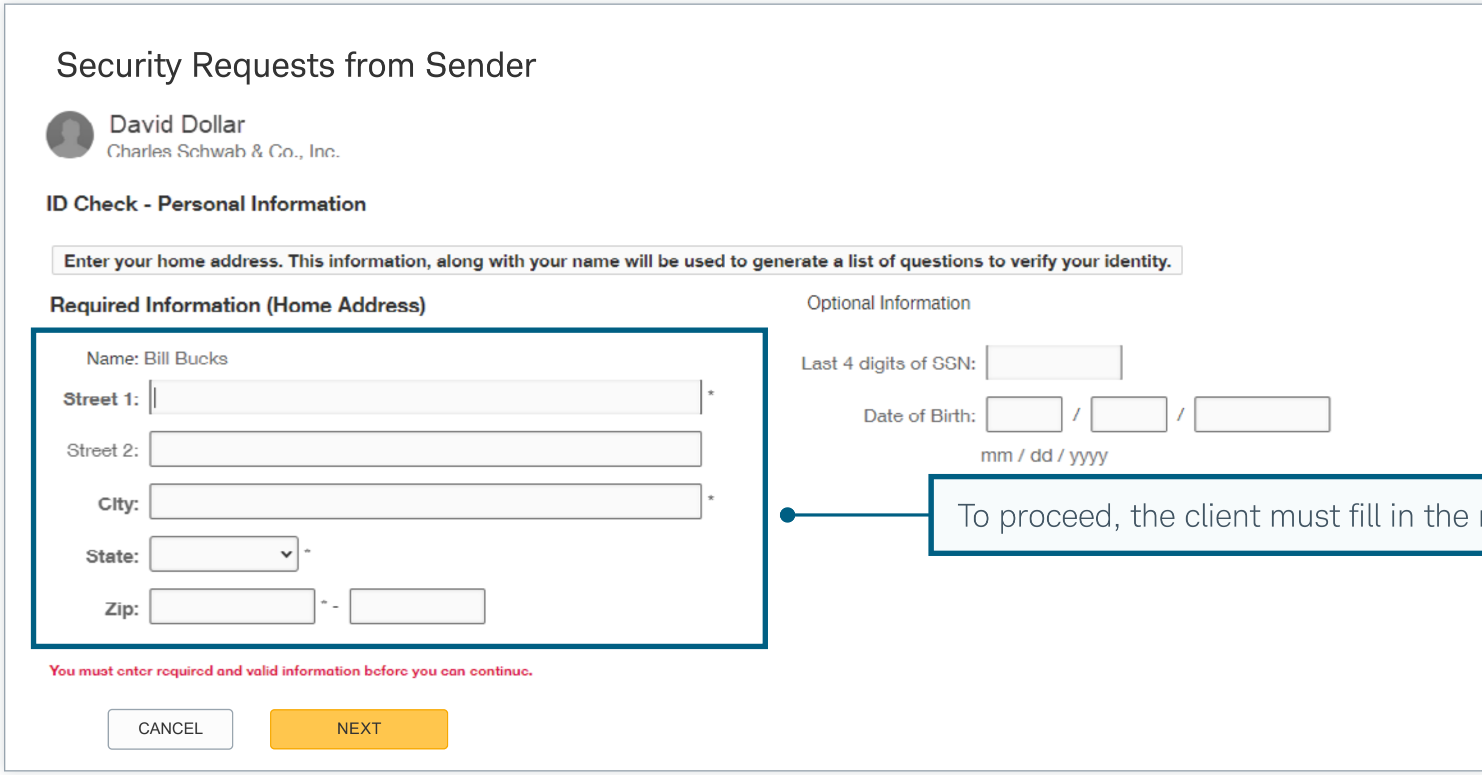
Tip

A DocuSign envelope is sent based on the signing order it was assigned in the setup process. A signer receives the envelope only after the previous recipient has completed signing.

Screenshots are for illustrative purposes only.

SMS/KBA verification: Text-based authentication

Next your client confirms their information, using text-based (SMS) authentication. The DocuSign system sends a text message to the client phone number provided during the envelope creation process.



To proceed, the client must fill in the required address information.

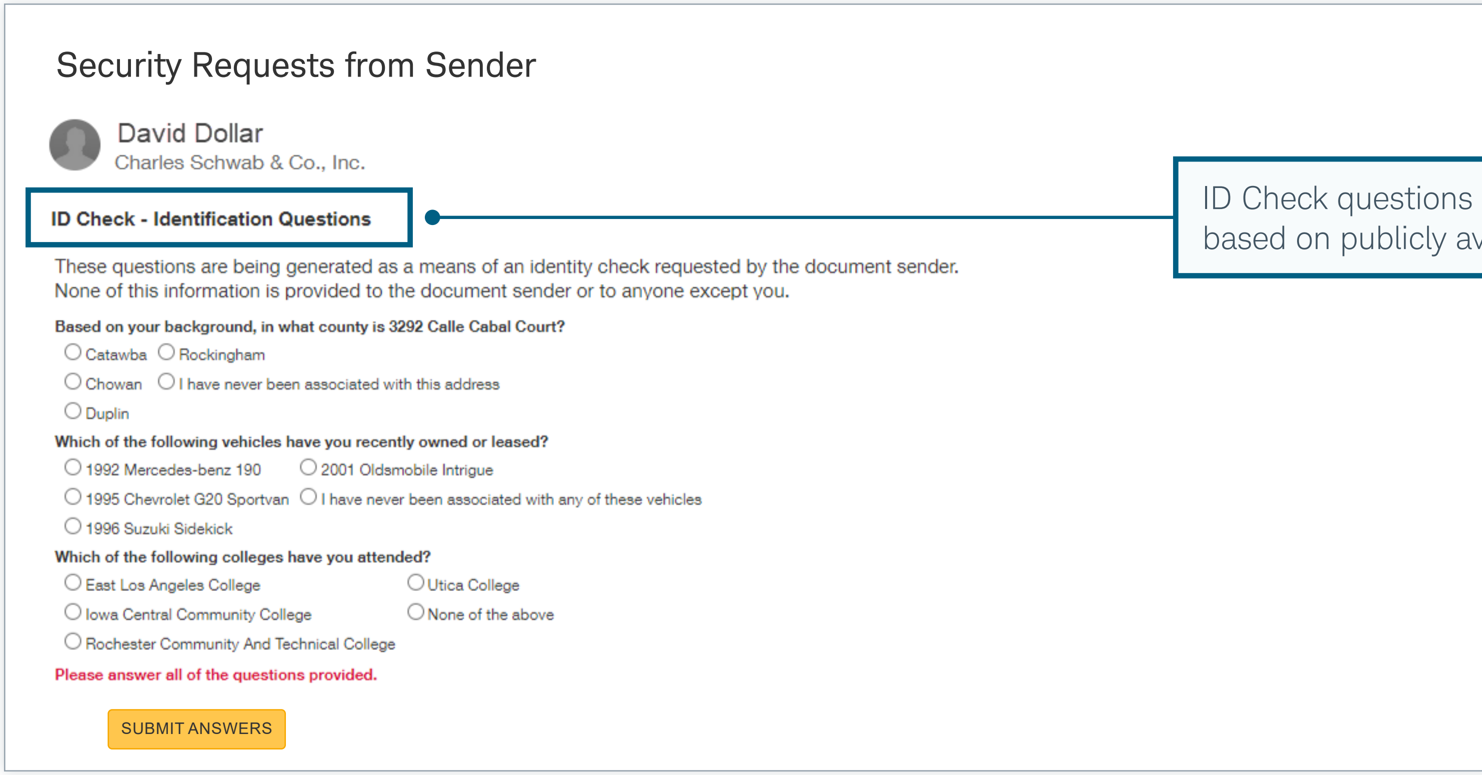
Tip

If a client enters the last four digits of their Social Security number as well as their date of birth, it improves the system's accuracy, leading to better-targeted questions that are easier for your client to answer.

Screenshots are for illustrative purposes only.

SMS/KBA verification: Answering knowledge-based questions

When your client receives the six-digit authentication code, they enter it and click **CONFIRM CODE** to complete the authentication process.



ID Check questions are presented for each signer based on publicly available public information.

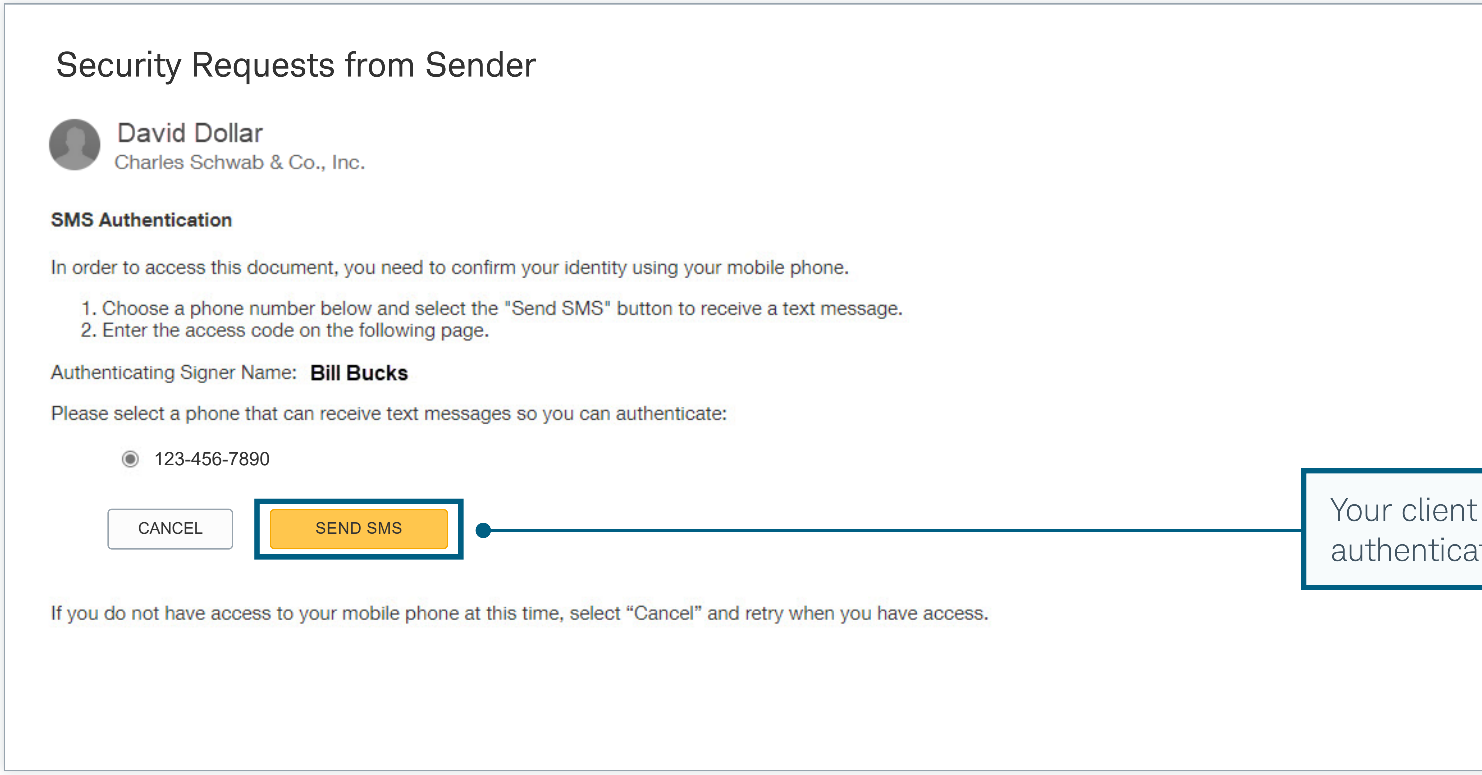
Tip

If the client does not pass authentication, you can resend the envelope to reset the questions.

Screenshots are for illustrative purposes only.

SMS/KBA verification: Sending the SMS message

To authenticate via text, the system sends an SMS message to the phone number you indicated during the envelope creation process.



Your client clicks **SEND SMS** to have an authentication code sent to their device.

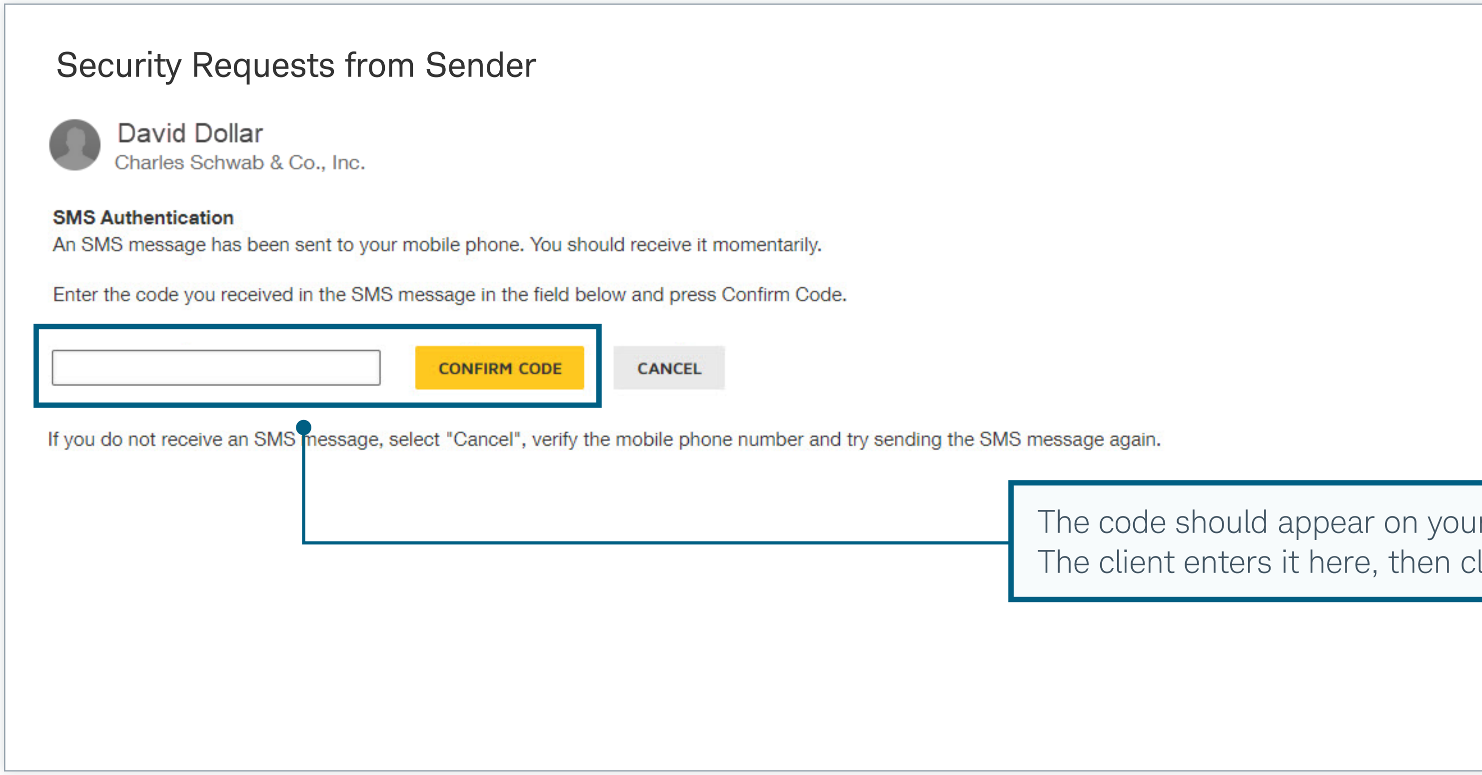
Tip

Client phone number(s) **must** have SMS capabilities enabled. If your client does not receive the authentication code, have them check that DocuSign is not a blocked sender.

Screenshots are for illustrative purposes only.

SMS/KBA verification: Entering the code

When your client receives the six-digit authentication code, they enter it and click **CONFIRM CODE** to complete the authentication process.



The code should appear on your client's device automatically. The client enters it here, then clicks **CONFIRM CODE**.

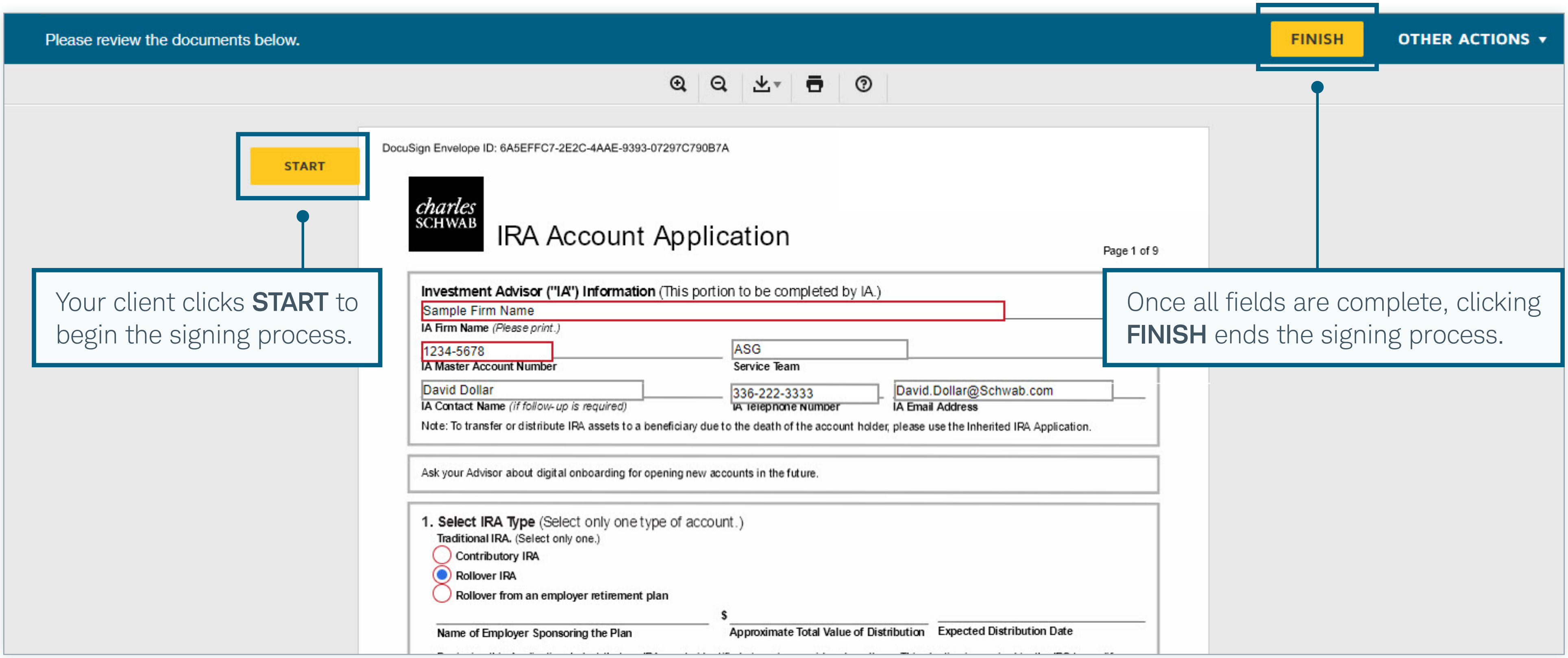
Tip

Once authenticated, your client remains so for 48 hours, during which they can return to the envelope at any time without additional authentication. If they fail to complete the signing process during this time frame, they must complete the authentication steps again.

Screenshots are for illustrative purposes only.

The eSigning experience: Signing the forms

When authentication is complete, your client is directed to the envelope to begin signing. The guided process automatically direct the client to each field that you tagged for their signature.



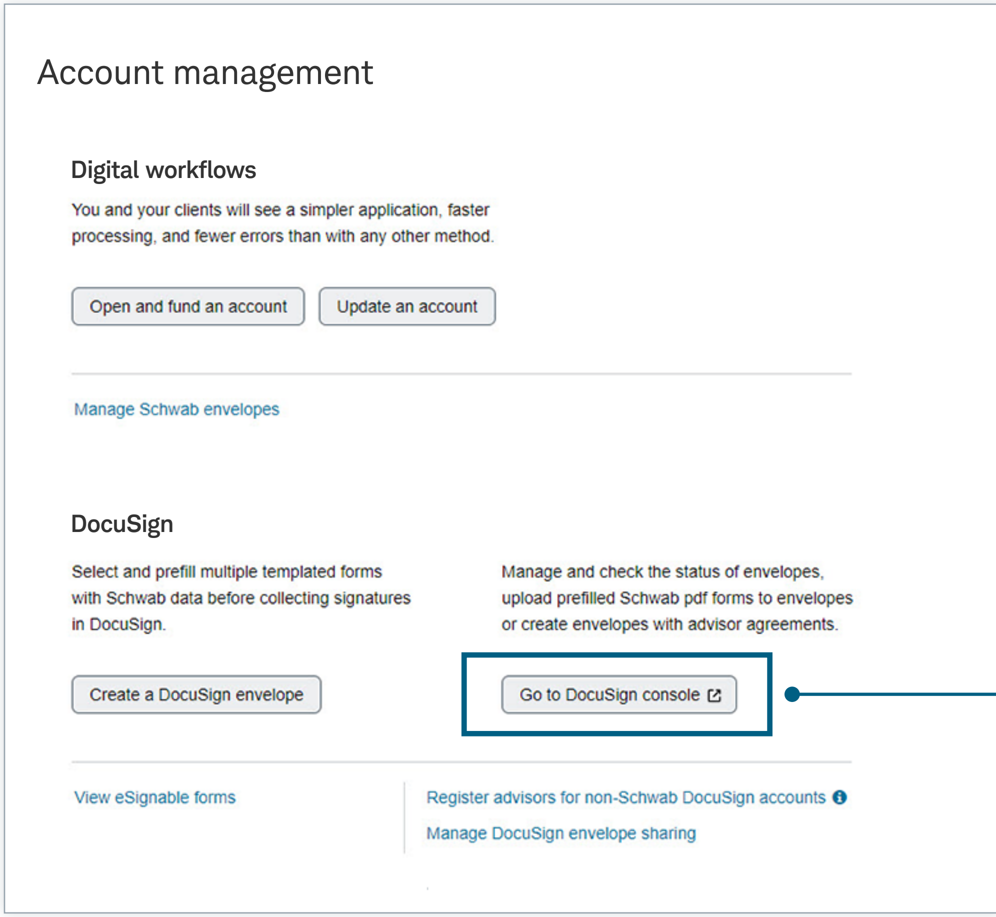
Tip

Once the signing process is complete, your client can review the envelope they just signed.

Screenshots are for illustrative purposes only.

Managing envelope status and sharing: Open DocuSign console

You can view envelope status, make corrections, resend, and even void an envelope in the DocuSign console.



Click the **Go to DocuSign console** button on the **Account Management** page to manage envelopes.

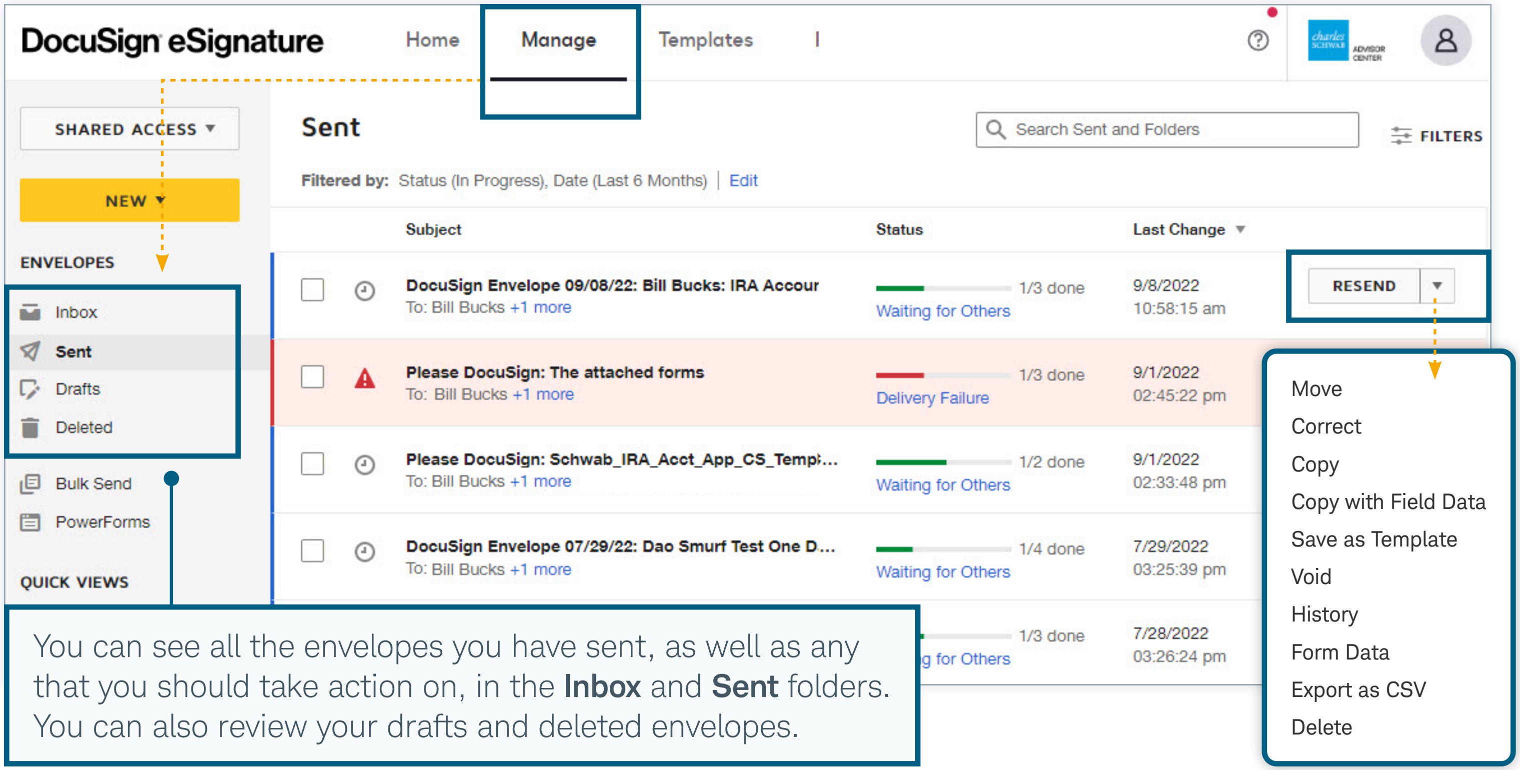
Tip

DocuSign envelopes are no longer managed from Schwab Advisor Center. You can, however, see the case on the **Status** page once the envelope has been processed by Schwab.

Screenshots are for illustrative purposes only.

Managing envelope status and sharing: Manage envelopes

Click the **Manage** tab to view and take action on your envelopes.



You can see all the envelopes you have sent, as well as any that you should take action on, in the **Inbox** and **Sent** folders. You can also review your drafts and deleted envelopes.

Use the dropdown menu to take action on sent envelopes.

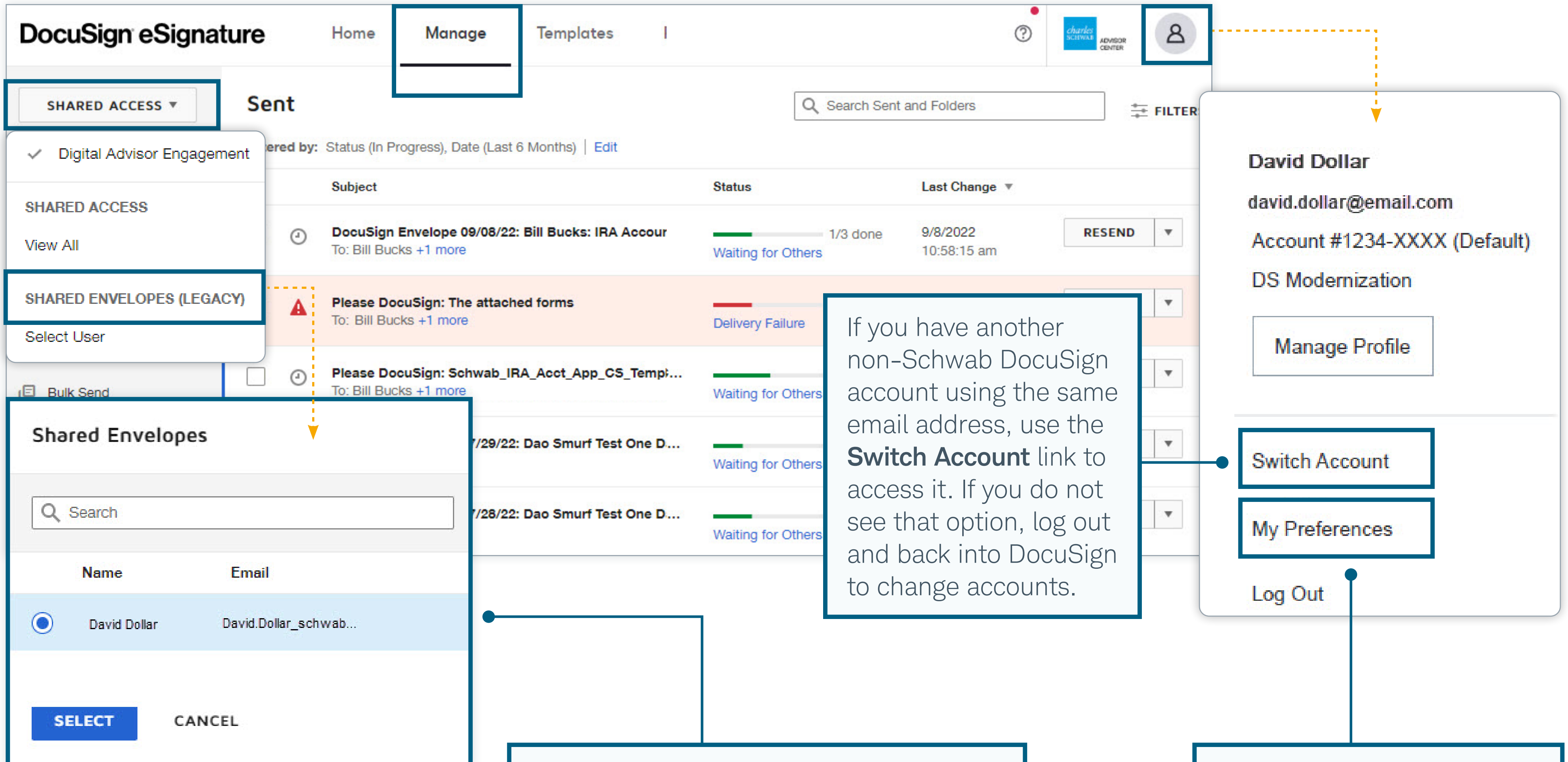
Tip

By default, you have access only to envelopes you have sent, unless your firm security administrator (FSA) has enabled you to view other people's envelopes. FSAs can manage envelope sharing among users from the **Account Management** page. These shared envelopes can be accessed via the **SHARED ACCESS** button on the left navigation pane.

Screenshots are for illustrative purposes only.

Managing envelope status and sharing: Review other accounts' envelopes

If you have a previous DocuSign account, you can use the **SHARED ACCESS** button to review shared envelopes. You can also view envelopes created with other DocuSign accounts that use the same email address.



If you have another non-Schwab DocuSign account using the same email address, use the **Switch Account** link to access it. If you do not see that option, log out and back into DocuSign to change accounts.

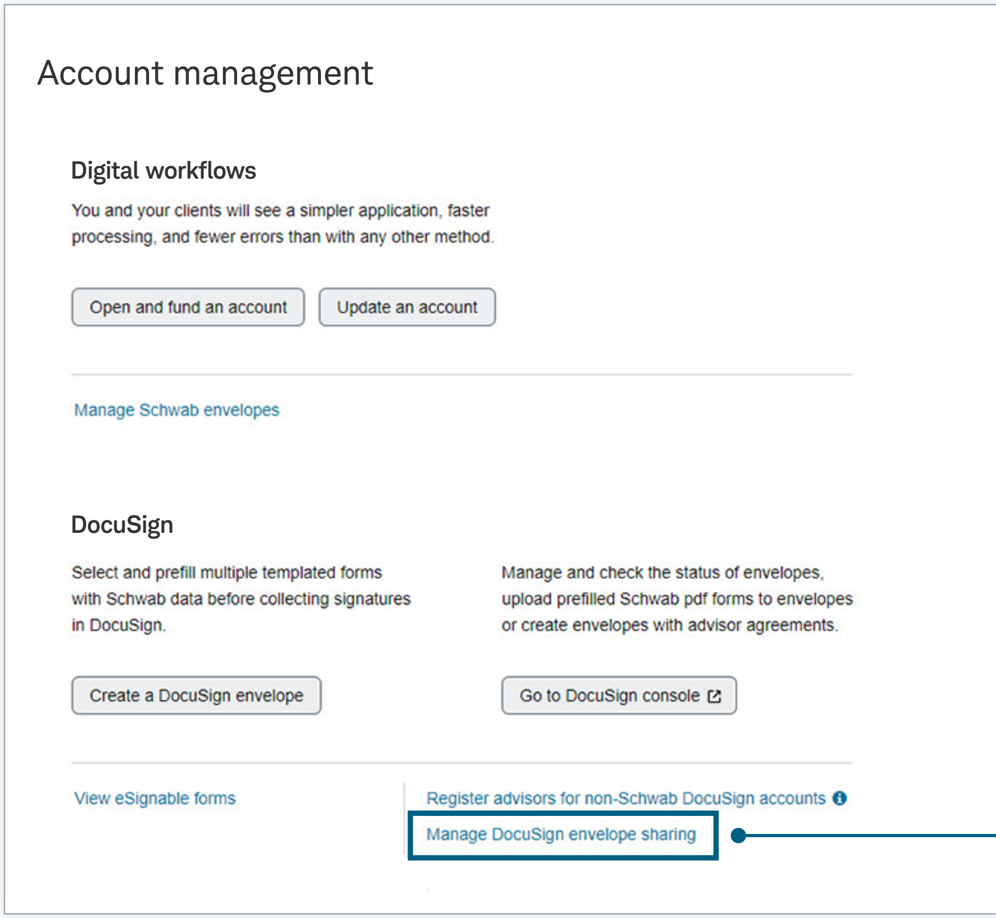
Use the **SHARED ENVELOPES (LEGACY)** option to access envelopes sent using your previous Schwab DocuSign account.

Use the **My Preferences** link to update your notification preferences for envelopes.

Screenshots are for illustrative purposes only.

Managing envelope status and sharing: Access to envelope sharing

Your FSA can use the **Manage DocuSign envelope sharing** link on the **Account Management** page to allow staff members to share envelopes.



FSAs click here to manage envelope sharing for the firm.

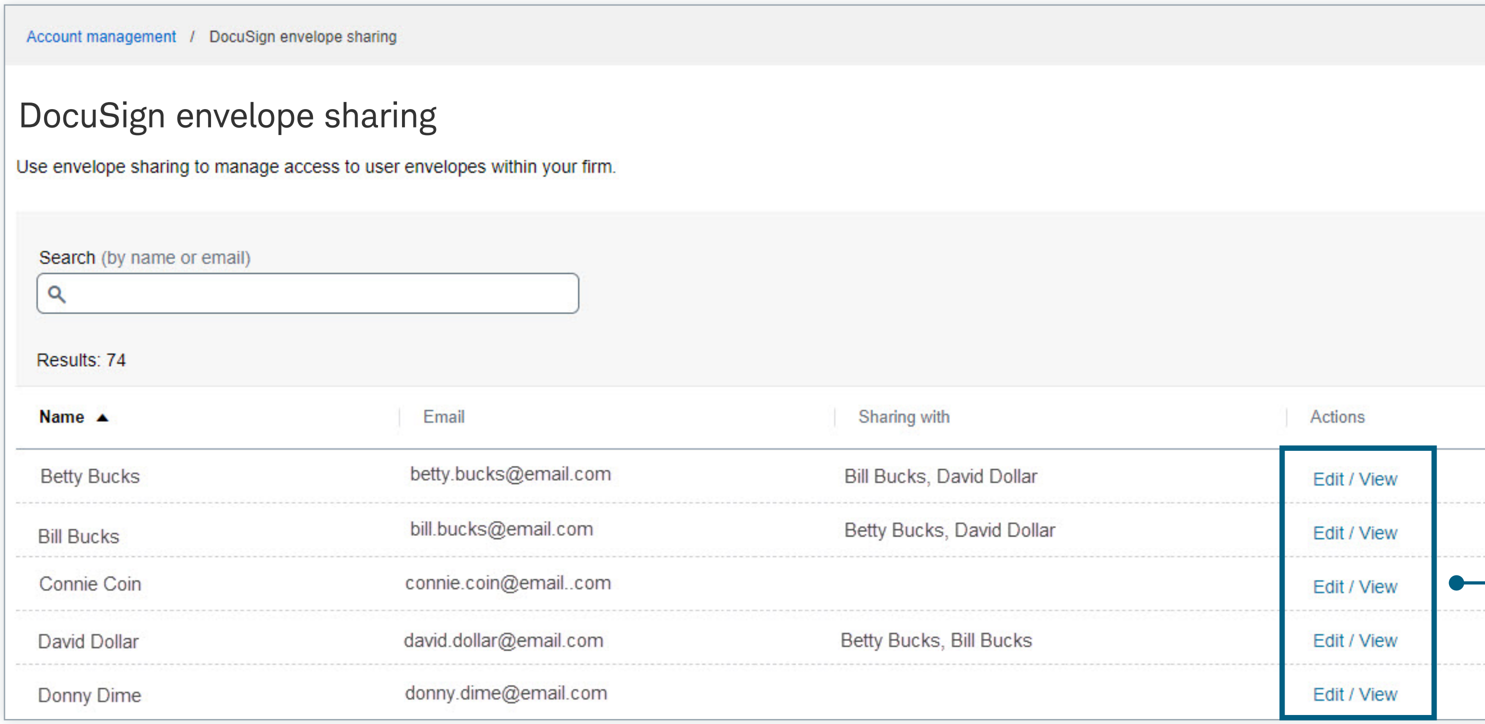
Tip

Only FSAs can manage sharing. All other users see a message noting that they do not have permission to manage this feature.

Screenshots are for illustrative purposes only.

Managing envelope status and sharing: Adjust sharing settings

Next the FSA uses the **Edit / View** function to change the sharing settings for each user.



To adjust the sharing settings for a user, click the **Edit / View** link next to that person's name.

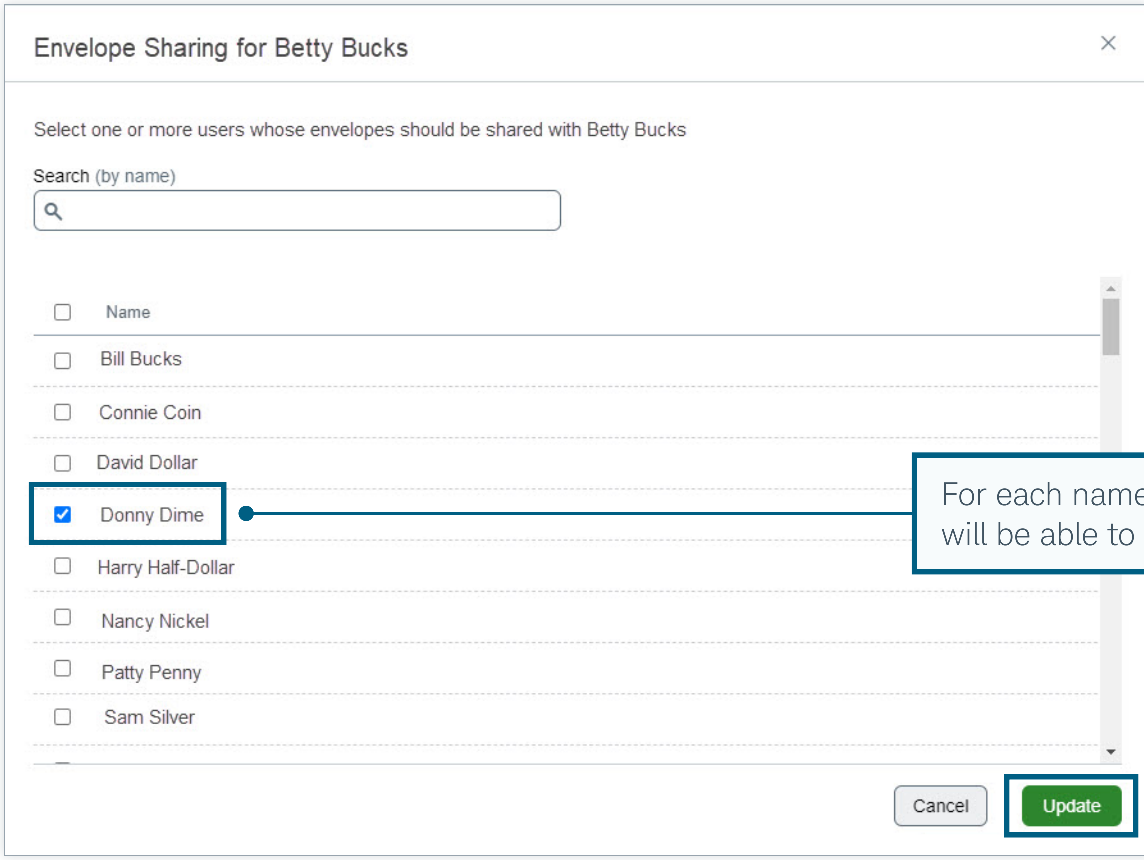
Tip

You will see only users who have set up credentials for the Schwab DocuSign experience.

Screenshots are for illustrative purposes only.

Managing envelope status and sharing: Adjust sharing settings (continued)

The FSA can then select other users whose envelopes should be shared with the original user. Once sharing is enabled, that original user will be able to view and manage envelopes created by the other users the FSA has designated. Note that this sharing function does not apply to draft envelopes.



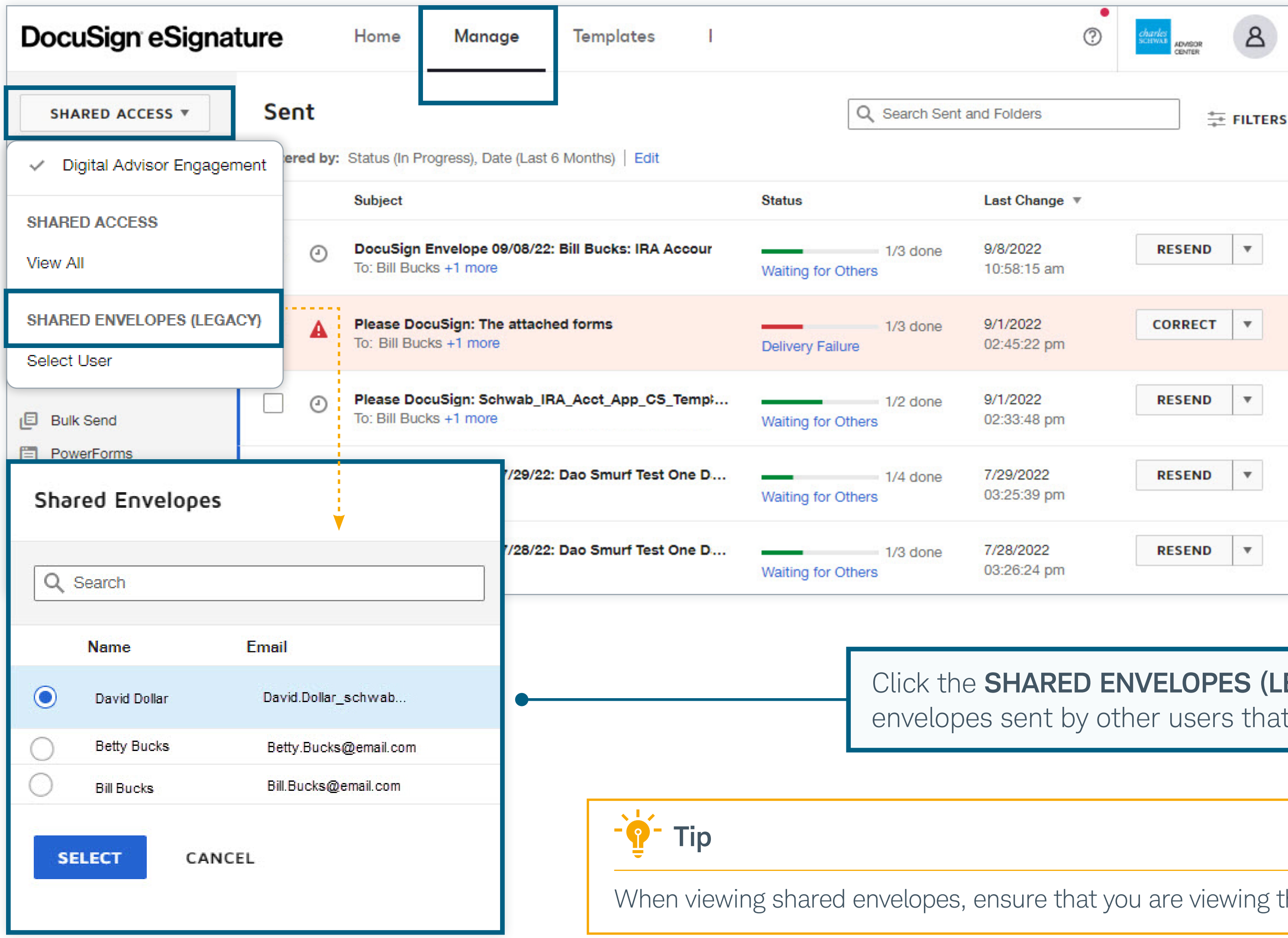
For each name selected here, the user whose profile you are editing will be able to view and manage that person's DocuSign envelopes.

Once all users whose envelopes should be shared have been selected, click **Update** to save the changes.

Screenshots are for illustrative purposes only.

Managing envelope status and sharing: View shared envelopes

To view envelopes sent by other users, click the **SHARED ENVELOPES (LEGACY)** button on the **Manage** tab. Choose the user whose envelopes you would like to view.



Click the **SHARED ENVELOPES (LEGACY)** link to access envelopes sent by other users that you have permission to view.

Tip

When viewing shared envelopes, ensure that you are viewing the **Sent** folder and not the **Inbox**.

Screenshots are for illustrative purposes only.

Topic index

Click on a topic below to navigate to the relevant page.

Helpful resources

RIA EdCenter™ ›
Attend an upcoming webcast ›
Review the Service Guide ›
Enhanced templates available for DocuSign ›

Brokerage Products: Not FDIC-Insured. No Bank Guarantee. May Lose Value.

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