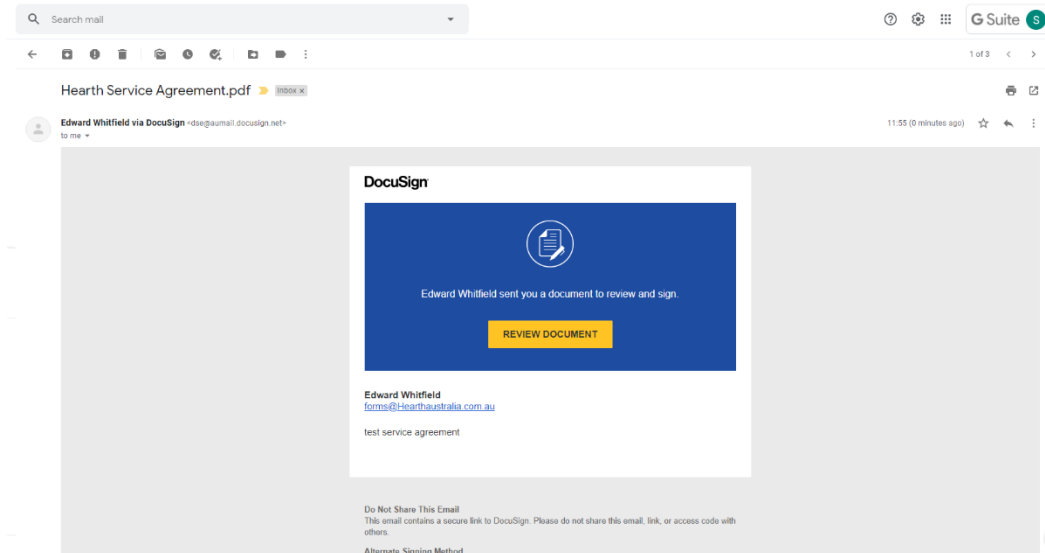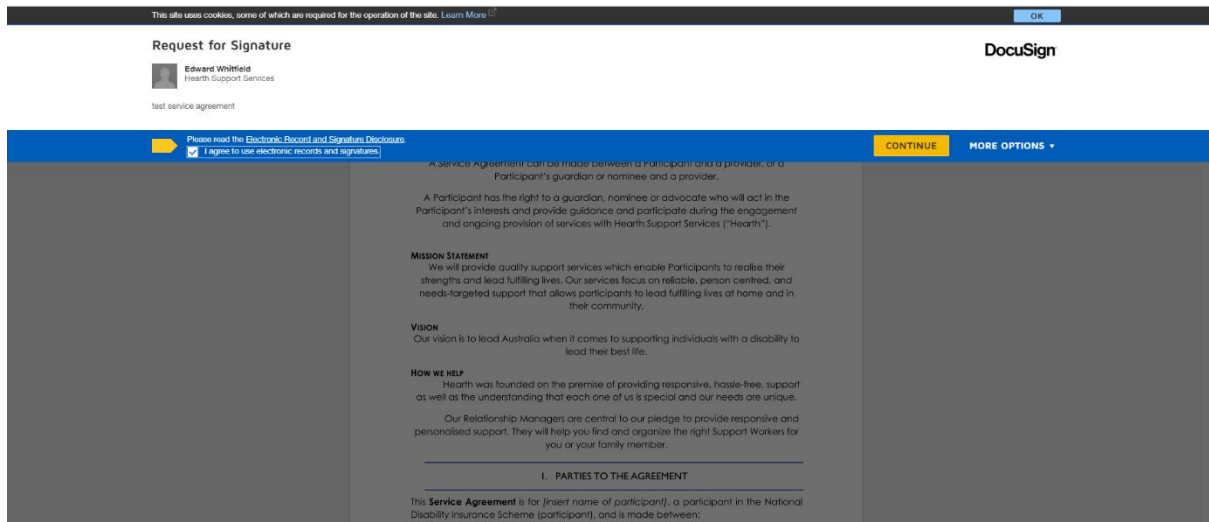Quick Guide to Using DocuSign – Hearth Support Services

1. You will receive an email such as this in your inbox. Read the provided message from Hearth and click on 'Review Document'.


2. Once the document is open you will be requested to agree to provide an online signature. Please check the box and select 'Continue'

3. Once the document is open, the 'Start' tab on the left-hand side will guide you to complete the designated fields. Some fields may be completed for you, such as name and email address, as these fields were required to be entered by us prior to sending.
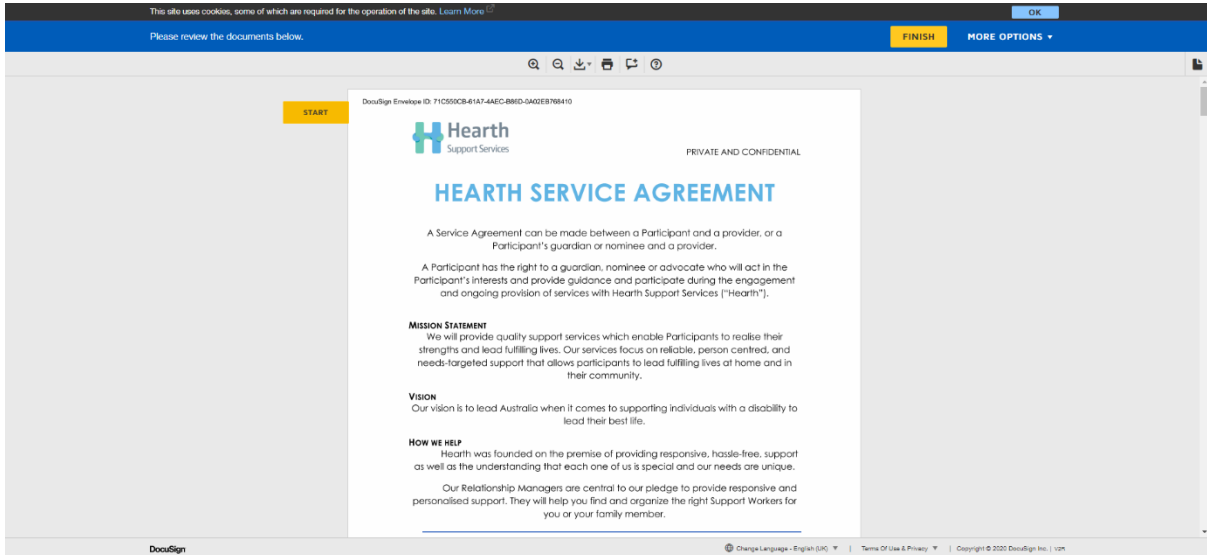
4. Please complete all required fields including text boxes. The 'Start' tab will change into 'Fill In' and will direct you to the next mandatory field each time you click it. Some fields are not required, however please scroll through the document, and ensure you have completed all relevant fields.
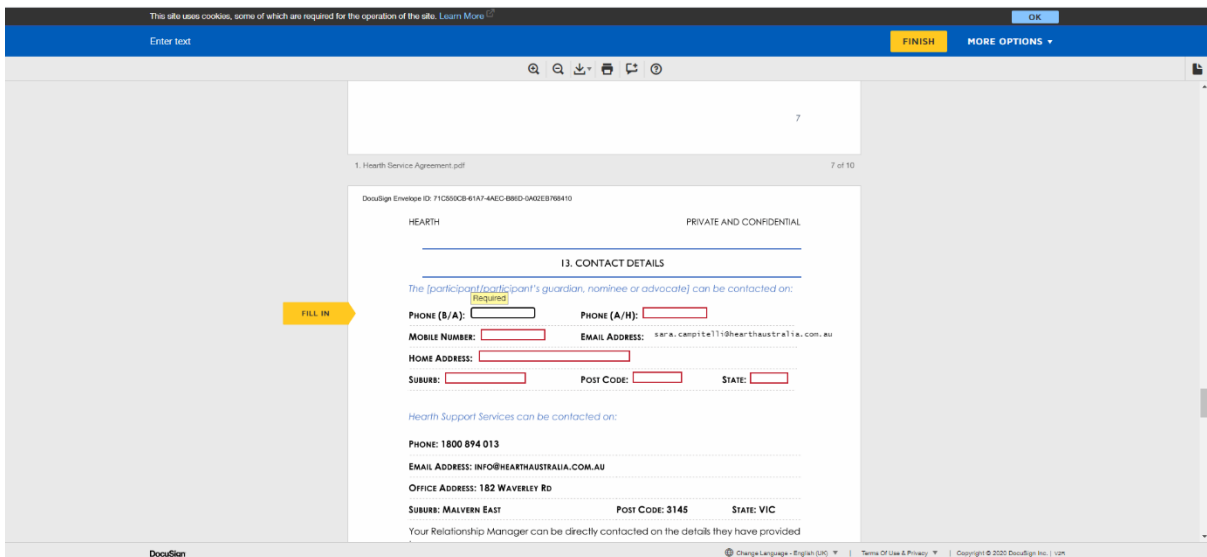
5. To sign the document, click on the field marked 'Sign'. This will bring up a pop-up screen, in which you can select the style of signature and initials you would like to use. It will automatically insert your name; however, this can be changed to your liking.
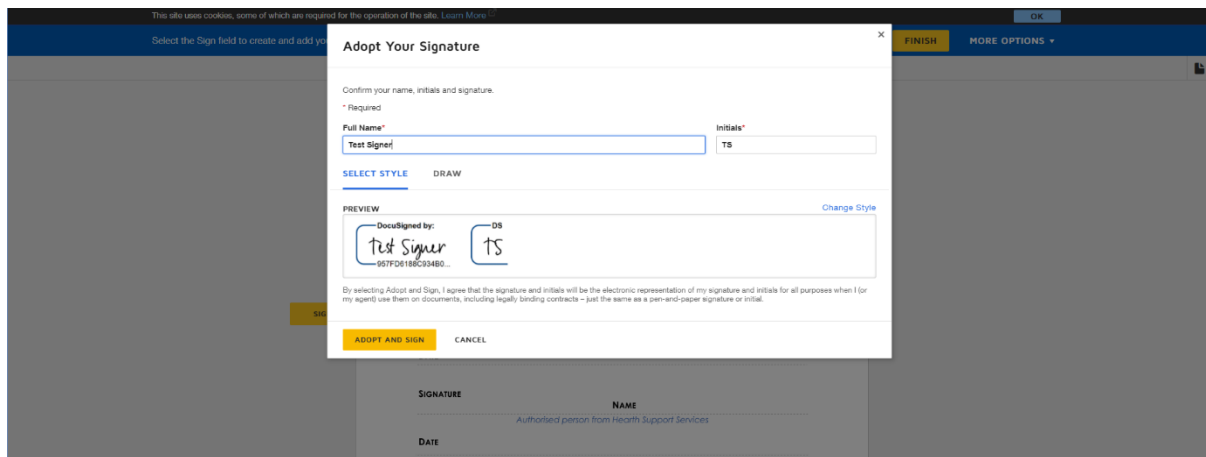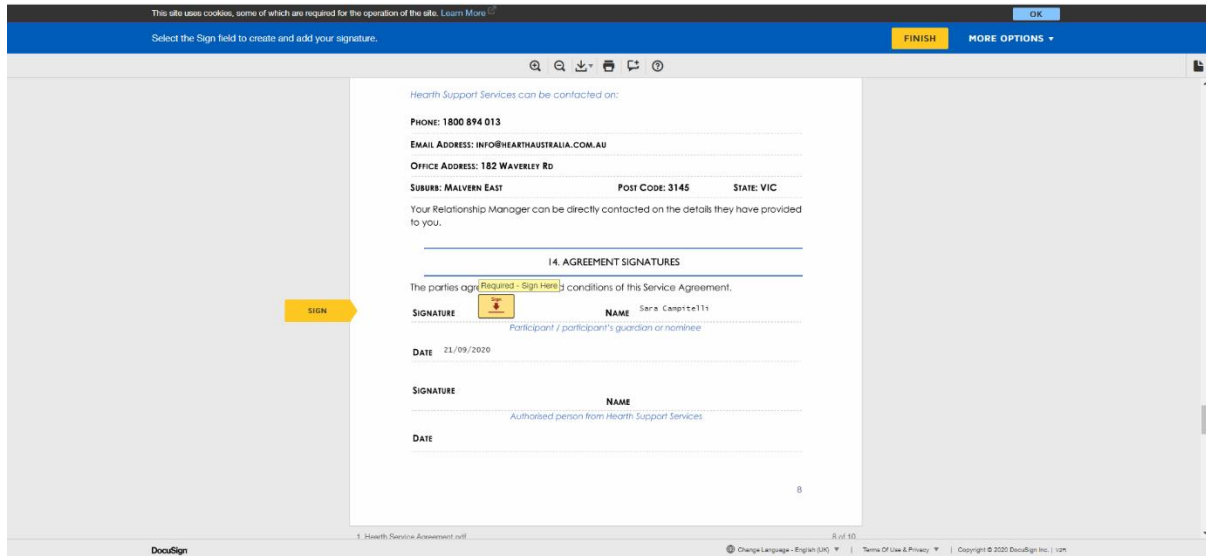
6. Once the document is completed and all required fields are filled out, press 'Finish' at the bottom of the document or the top right-hand side of the screen. This will return the signed document to us. If the document requires a countersign, a member of our staff will then sign the required field. Once all required signatures by all required parties are completed, DocuSign will send you a completed PDF copy of the document.