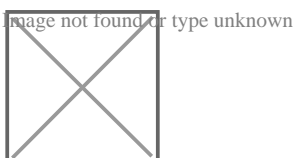


# Osprey Approach: DocuSign Integration

This help guide was last updated on  
Oct 8th, 2021

The latest version is always online at  
<https://support.pracctice.com/?p=29897>



Who is this guide for?

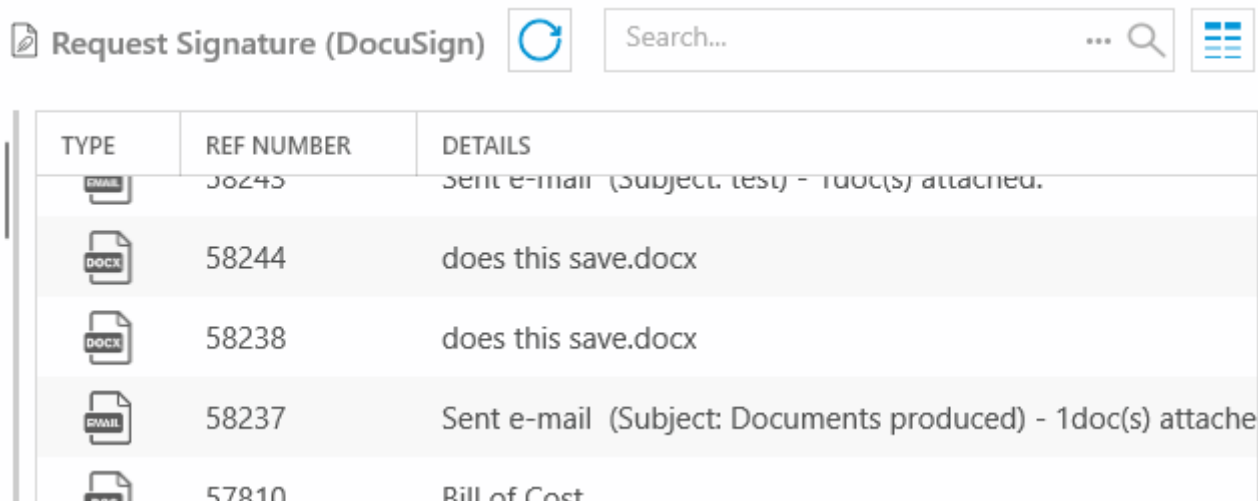
Case Workers

Our Case Management App offers integration with DocuSign which allows you to enable your clients and associates to sign documents through the online portal.

To setup the templates to accept signatures please review our [DocuSign Anchor Text guide](#).

### Step 1

Select Case Management and then Documents



The screenshot shows the 'Request Signature (DocuSign)' interface. It includes a search bar with the text 'Search...', a refresh button, and a menu icon. Below the search bar is a table with the following data:

TYPE	REF NUMBER	DETAILS
EMAIL	58243	Sent e-mail (subject: test) - 1doc(s) attached.
DOCX	58244	does this save.docx
DOCX	58238	does this save.docx
EMAIL	58237	Sent e-mail (Subject: Documents produced) - 1doc(s) attached
PDF	57810	Bill of Cost

Select a document and then Request Signature (DocuSign)

Please note that only Word documents can be used. If a PDF is selected, then a warning will appear advising of this.

You may also select multiple Word documents.

### Step 2

You will now be prompted to log into DocuSign. Enter your email address, password and encryption code.

Close

# DocuSign®

## Please log in to your account

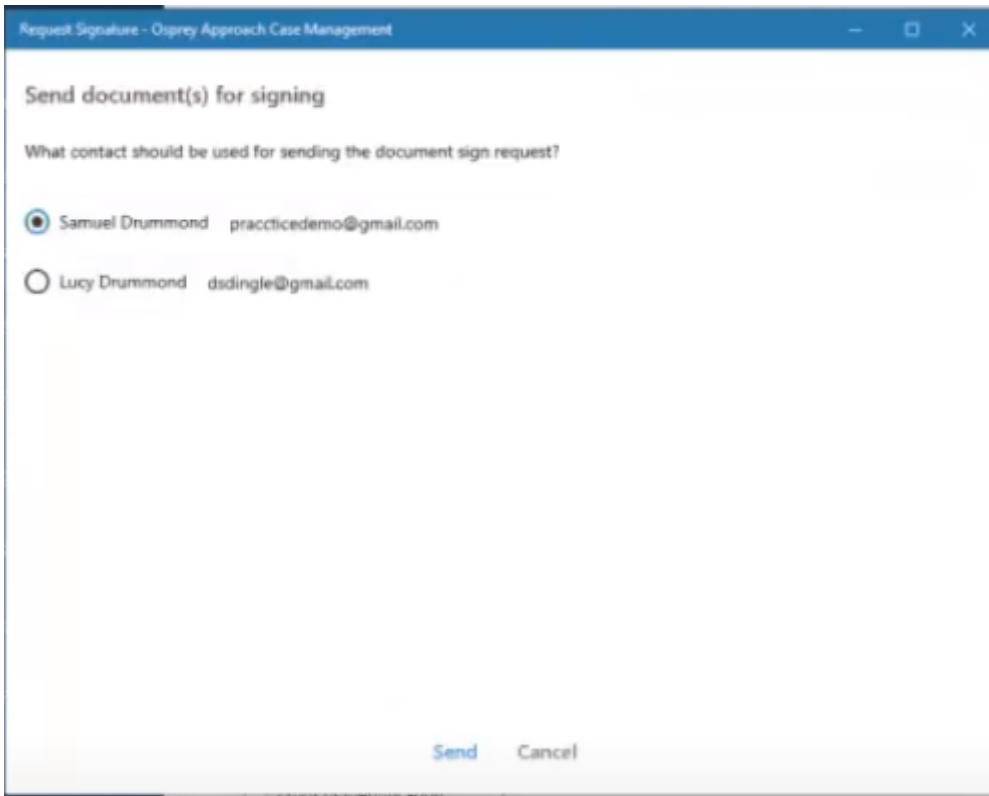
**CONTINUE**

[No account? Sign up free of charge](#)

After logging in once, this will create a login token, so you will not need to log in again.

### Step 3

You can now select a contact to send the signature request to.



#### Step 4

Now that this has been sent, the recipient can log into the Client Access Portal, providing they have been given access.

A screenshot of a login page titled "Login to your account". The page has a light blue background. It contains the following elements: a "Login as" label above a dropdown menu showing "Client"; a "Client ID or Email" label above a text input field containing "B00002"; a "Password" label above a text input field with masked characters "....."; a checkbox labeled "Keep me signed on"; a "Log In" button; a blue link "Forgot password?"; and the version number "v1.3.0" at the bottom left.

Once logged in they can select the appropriate matter

#### Step 5

Navigating to the bottom of this screen will show any pending signatures.

## Signature Requests (DocuSign)

Action	Id	Status	Documents
Sign	576	Pending	Client Care Letter
Sign	577	Pending	Client Care Letter
Sign	578	Pending	Instruction Of Work

The user can select Sign to view the document.

### Step 6

Once open, the signature and date can be dragged and dropped into the document wherever they need to go.

DocuSign Envelope ID: 088D1838-3172-4D8D-8FDF-881F0A8D3C3D

Dear Mr Drummond,

Please sign below to confirm that you wish to instruct us in this matter.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

**FIELDS**

- Signature
- Initial
- Stamp
- Date Signed
- Name
- First Name
- Last Name

Other fields are available if required.

### Step 7

Select Finish. The user can then close the document.



### Step 8

Now if we navigate back to the Case Management App.

We can see that the document has now been changed to a PDF. Indicating that this document has been signed by the client or associate.

You will receive an email when your client or associate views and signs the document.

Selecting Signature Requests in Documents shows the status of any requests

+ Add Document + Add Note Request Signature (DocuSign)

	ACTION	STATUS	SIGNER ID	REF NUMBER(S)	NAME	EMAIL	DETAILS
In Tray Items							
Signature Requests		Pending	WO0009	59497	Richard Wood	richard@practice.net	Client Care Letter
Matter History		Pending	WO0009	59498	Richard Wood	richard@practice.net	Client Care Letter
		Completed	WO0009	59543	Richard Wood	richard@practice.net	Instruction Of Work

Pending requests may also be removed.