

## FAQs For Signers

### **What happens after I sign and submit my exemption application form (and attachments)?**

Cook County Assessor's Office employees will review your form, documents, and eligibility. They will determine whether to accept or decline your application. If an application does not meet requirements, it will be declined.

You will receive an email from the Cook County Assessor's Office about whether your application is accepted or declined.

If your exemption application is accepted, the exemption will be applied to the second-installment tax bill you receive this summer.

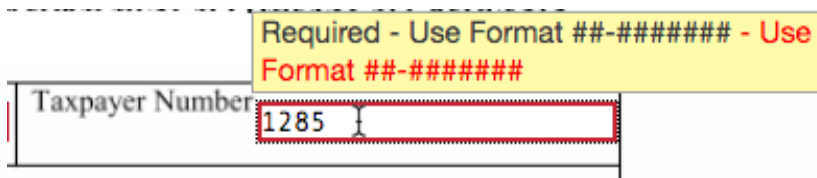
## General questions about Signing

### **Do I need to create a DocuSign account to sign my form?**

No, you do not need to create a DocuSign account to sign or enter information into a document that has been sent to you. DocuSign is sending documents and communications to you on behalf of The Cook County Assessor's Office.

### **When I click "Finish," I stay on the same screen. How do I Finish?**

- Check for any required fields (outlined in red) which are not complete. If you click the blue "Next" or "Fill In" tab in the left margin of the signing screen, DocuSign will navigate you to any required fields or signatures you have yet to complete.
- Make sure text is entered in the correct format. If you click "Finish" and DocuSign navigates you to a required field that is already filled in, hover your mouse over the field. If a note with red text appears, this means the text you entered is not in the correct format. Follow the instructions in red to format your text per the specifications (see example below).



The image shows a screenshot of a DocuSign form field. The field is labeled "Taxpayer Number" and contains the value "1285". The field is outlined in red, indicating it is a required field. A yellow tooltip box is positioned above the field, containing the text: "Required - Use Format ##-##### - Use Format ##-#####".

### **I changed my mind. How do I decline e-Signature?**

To decline a document, simply click the "Decline" icon on the "Other Action" drop down. Next, select a reason from the drop-down menu. It will reject the document and inform the sender of the rejection.

### **Can I finish signing my document later?**

Yes you can finish the process later by clicking “Actions” menu and selecting “Finish later.” Alternatively, you can just close the browser. The document will not be completed until all required information is provided and the “Finish” button is clicked.”

### **Who do I contact with questions?**

If you have any questions about how to sign using DocuSign: refer to this FAQs guide, or visit DocuSign’s support site, here: <https://support.docusign.com/>

If you have any questions about the content of the document(s) you received, please contact us here: <https://www.cookcountyassessor.com/contact-us>.

### **The document is greyed out. Why can’t I see it clearly?**

The document remains greyed out until you have consented to Electronic Disclosure to sign the document. You can still scroll up and down and review the information but the grey will remain until authorization is given.

### **Does this work on a smartphone or tablet? If so, which ones?**

Yes, DocuSign will work on both a smartphone and a tablet. We support signing on Apple iOS 6.0 or above and Android 4.0 or above.

### **Can I start the e-Signature process on my laptop, but then finish it later on a mobile device? Or vice versa?**

The DocuSign process can be completed on multiple devices and you can start on one device and complete the signing session on another.

### **Can I download or print a copy of the document(s) that I signed?**

Yes. After you finish signing, The Cook County Assessor’s Office via DocuSign will send you an email notification that includes a link to the completed document(s). Use the link in the email to view the document(s), where you can download a copy or print using the buttons at the top of the window. In some cases, the completed document will also be attached to the email notification.



### **I would prefer to fill out my document(s) in paper form.**

Electronic submission is The Cook County Assessor’s Office’s preferred method. Digital transactions are offered because it reduces the time and cost of sending the document via mail and helps us process it as quickly as possible.

To complete this form using a paper format, you may print the form from the Cook County Assessor’s website.

**Will this document be saved to my DocuSign account?**

Yes, if you already signed up for a DocuSign account, go to [www.docusign.net](http://www.docusign.net) and log in with your email and password. Once logged in, select the Documents tab and you will see your documents.

**After I sign the document, how will I know when the document is completed? Or How do I get back to my Document?**

Once all signers have finished signing the DocuSign document, you'll be notified via email. You can access the document by opening the completed notification email that is sent to you once all signers have finished signing.

***Questions about email notifications***

**Why does the "From" e-mail address display the name [dse@docusign.net](mailto:dse@docusign.net)? Can I trust this?**

The e-mail is sent from DocuSign e-mail servers and is legitimate.

**How can I confirm a DocuSign document was really sent to me by the Cook County Assessor with DocuSign?**

Your email notification to begin signing will be sent from Cook County Assessor Tax Payer Services. If you view the email address that the email was sent from, it will end with "[@docusign.net](mailto:@docusign.net)".

You can also hover your mouse over the "Review Document" link in the email you received to begin signing. URLs to view or sign DocuSign documents contain "[docusign.net/](https://na2.docusign.net/)" and always start with "[https](https://na2.docusign.net/)" (for example the URL may start with <https://na2.docusign.net/> or <https://eu.docusign.net/>).

**Why did I receive a notification after a form was declined?**

Your form was reviewed by Cook County Assessor employees and was found to not meet requirements. The email will state why form was declined.

**Who do I contact with questions about this document?**

DocuSign sends email notifications on behalf of its users. You can simply "reply to" the email notification to contact the sender of the document.

## About The Cook County Assessor's Office & DocuSign

### What is DocuSign?

The Cook County Assessor's Office has partnered with DocuSign to provide electronic document transmission and Electronic Signature Service for supported documents and agreements. DocuSign is the leading Electronic Signature provider in the industry. DocuSign allows you to send & sign document for electronic signature Anytime, Anywhere, on Any device. For additional details and to see for yourself:

- How it Works: <https://www.docusign.com/how-it-works/electronic-signature>
- Features & Benefits: <https://www.docusign.com/features-and-benefits>
- See a Demo: <https://secure.docusign.com/demo>

### I'm concerned about the security of my personal information. Is DocuSign secure?

Yes. The Cook County Assessor's Office is committed to providing security and peace of mind for our suppliers and employees. DocuSign meets the most rigorous security industry certification standards and exceeds industry best practices for data protection for data transmission and secure storage. More information about DocuSign's approach to security and privacy can be found here: <https://www.docusign.com/how-it-works/security>

### Is DocuSign legal?

DocuSign eSignatures are valid and legally binding across the globe and in use in 188 countries around the world. We offer industry-leading levels of eSignature enforceability and help you comply with the U.S. federal E-SIGN Act and UETA Act, as well as many other international laws and statutes including components of the European Directive 1999/93 EC on a Community Framework for Electronic Signatures, including the UK Electronic Communication Act. More information is available here: <https://www.docusign.com/how-it-works/legality/global>