## Using the eSign System

### **Step by Step Instructions**

ARIZONA ASSOCIATION OF REALTORS"



For members of the





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#### **Getting Started**

To get started using eSign, you will first need to log into your account directly at the AAR eSign login web page (this login is separate from the aaronline.com web page login.) When you first log into your account, the system will prompt you to accept a user license agreement, select a time zone, and change your password. Here you can also manage existing transactions, update preferences, or create new signing sessions outside of zipForm® (see Managing Your eSign Sessions Page 30.)

1. Go to <a href="http://aar.esignonline.net">http://aar.esignonline.net</a> and log in using the email address on file with your local Board of Realtors® as your username and your 9 digit NRDS# (NAR member number) as your password (if your NRDS# is 8 digits, place a zero at the beginning.) If you have trouble logging in, contact us at support@aaronline.com or call 480-304-8930.



2. Go to http://www.aaronline.com/eSign and click on the appropriate link to install the eSign print driver or use the preferred method to upload your documents using the eMail to esign method Page 34. This print driver will allow for you to send documents directly from zipForm® into your eSign session. The print driver scans the QR code (quick response matrix barcode) located at the bottom right of your form(s) and places all of the signing locations on your forms for you; you will simply tell the system who your signer is (i.e. Buyer 1, Seller 1, etc.)

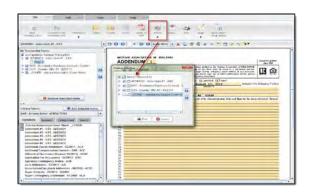




The system will then place their eSign fields in the appropriate locations on the form. During this process, the eSign install wizard will ask you if your computer is a public or private computer. If private, it will ask you to enter the login credentials you updated when logging into your account (see step 1 above.) The print driver will then store this information and log you into your account automatically when using the system from zipForm®.

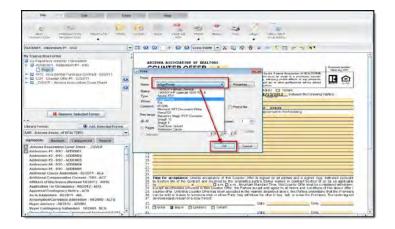
#### Using eSign from zipForm® 6 Standard

1. In your zipForm® transaction, from the File tab, click **Print** and select the forms you want to have signed. Be sure the documents you are printing contain a QR code in the bottom right corner. If you have created a zipForm® transaction using an old template, you may need to refresh those forms from your Library.

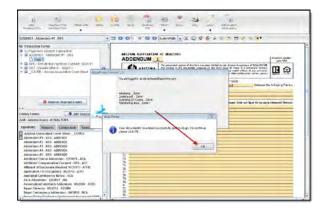


**NOTE:** Not all forms are set up to support eSign templates, even though they may have QR Codes. If you print a group of forms to the eSign printer that do not contain QR codes or do not have a template assigned to that form, the system will combine them into one document which will then require you to apply all signing locations manually in step 4 of your signing session. If your forms do not have the above QR code in the bottom right corner, save each form to a separate PDF file on your computer and upload them into your session (see **Page 10**.) Also, if you have a form with a signature line that is not specifically named for a particular role (i.e. AAR Counter Offer, AAR Addendum, etc.) you will need to manually add these signing locations (see **Page 12**.)

2. Select eSign Printer from your list of printers and click OK.



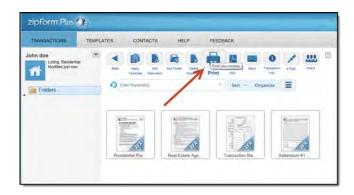
**3.** You will receive a confirmation message that your documents have been sent to eSign. Click **OK**.



See Setting up your eSign Session Page 6

#### Using eSign from zipForm® Plus

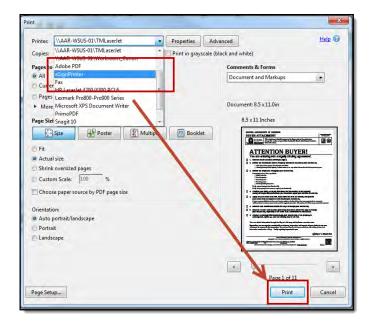
1. In your zipForm® Plus transaction, click **Print** and select the forms you want to have signed. Be sure the documents you are printing contain a QR code in the bottom right corner. If you have created a zipForm® transaction using an old template, you may need to refresh those forms from your Library.





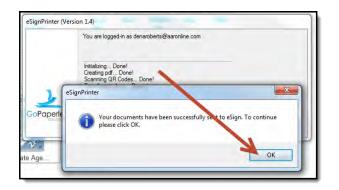
**NOTE:** Not all forms are set up to support eSign templates, even though they may have QR Codes. If you print a group of forms to the eSign printer that do not contain QR codes or do not have a template assigned to that form, the system will combine them into one document which will then require you to apply all signing locations manually in step 4 of your signing session. If your forms do not have the above QR code in the bottom right corner, save each form to a separate PDF file on your computer and upload them into your session (see **Page 10**.) Also, if you have a form with a signature line that is not specifically named for a particular role (i.e. AAR Counter Offer, AAR Addendum, etc.) you will need to manually add these signing locations (see **Page 12**.)

2. Select eSign Printer from your list of printers and click OK.



**NOTE:** Some browsers may automatically download and open these documents in a new window or program. Simply re-select print from the file menu of that window or program.

**3.** You will receive a confirmation message that your documents have been sent to eSign. Click **OK**.



See Setting up your eSign Session Page 6

#### Setting up your eSign Session after your form(s) have been sent with the Print Driver

**1.** A new internet browser window will open to *Step 1* of the *Signing Session Configuration*. Fill in the appropriate session information.



Transaction Name - Property address.

**Session Title** - The name of the documents you are sending over including your clients' last name for easy reference later.

**CC Email** - Enter the email address(s) of anyone outside of the transaction that you would like a copy of the final signed documents to be sent to once the session is completed by all signers.

**Session Password** - This is not required. If you are sending to multiple signers who share an email address with other family members or business associates, it is recommended that you create separate sessions using the *Copy Session* feature. Each

session will then be created with its own unique password. Be sure to inform your signers of this password ahead of time (see *Managing Your eSign Sessions Page 30.*)

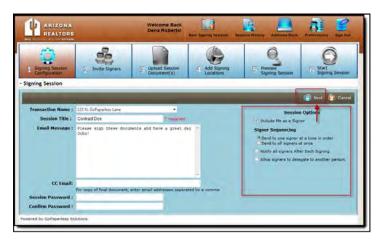
**Include me as a Signer** - Check this box if you are including yourself on the signing transaction.

**Signer Sequencing** - Signing session can be sent to all signers at once or to one signer at a time.

**Notify all signers After Each Signing** - This selection will allow for an email message to automatically go out to each signer once a previous signer has signed notifying them.

**Allow signers to delegate to another person** - This selection will allow your signer to delegate their signing session to another person. This comes in very handy when you are representing a company and are not sure who the authorized signee is.





**NOTE:** if the browser window fails to automatically open, log directly into your account at <a href="http://aar.esignonline.net">http://aar.esignonline.net</a> and click the arrow in the **Action Menu** of the session listed at the top of your session history page; this will take you to Step 1.



2. On Step 2 of the Invite Signers screen, click Add new to add a new signer to your session. Enter the First Name, Last Name, and Email Address of your signer and click the checkmark to add. Once added, this signer will automatically be placed in your address book for future signings. If the signer was on a previous session and is already in your address book, click the Address Book selection (right above the Last Name column), select your signer from the list by checking the box to the left of their name and click Continue.





If you need to edit your signers name or email address, click the pencil to the right of their name, make the changes, and click the checkmark to save. Also, if you want to move a signer up or down in signer sequence, check mark the box to the left of their name, and click **Move Up** or **Move Down**.

**3.** Once all of your signers have been added to the transaction, click **Next**.

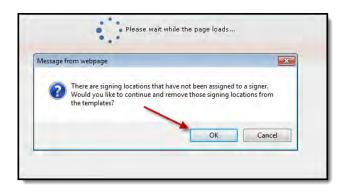


**4.** On *Step 3* of the *Upload Session Document(s)* screen the *Designate Signers* box will pop up. Select the correct signer from the drop down box for each role listed, click **Apply signers to all templates**, confirm all signers are designated for each form, and click **Next**.

**NOTE:** This screen will only pop up if you have used the print driver or if you have manually applied a template on Step 3.



When the below message appears, click **OK**. This message is confirming that you want to remove all other signing locations for all parties except for your signers.



**5.** To add additional documents to your transaction, click **Upload From Computer**, click **Browse**, locate your document and click **Open**, then click **Upload Document**. You would use this function to add zipForm® forms that do not have the QR code at the bottom right corner or to add any external documents.

**NOTE:** Documents cannot exceed 10 MB.



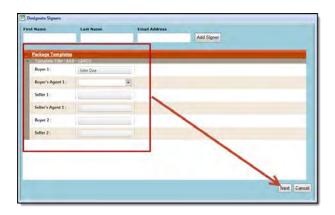
**6.** If the form you uploaded is a zipForm® form, click the **Apply Template** button to the right of the document name.



**7.** Select the name of your document from the list by checking the box to the left of the name and click **Next**. The documents are alphabetized first by zipForm® library name, then by form name.



**8.** When the *Designate Signers* box pops up, select the correct signer from the drop down box for each role listed, and click **Next**.



When the below message appears, click **OK**.



If you would like to edit the name of your document, click the edit pencil to the right of the document name.



Once you have made the change, press the check mark to save.



9. Once all documents are uploaded and templates have been applied, click Next.



**NOTE:** The order in which your documents are listed is the order they will appear in when the signer is signing. To change this sequence, checkmark the box to the left of the document name and click **Move Up** or **Move Down**.

**10.** On Step 4 of the Add Signing Locations screen, you can manually add signing fields to forms

that do not have them automatically applied from a template. The signing options available are:



**Signature** – Places the signer's signature on the form.

**Initials** – Places the signer's initials on the form.

**Date/Time** – Places the date, time, or date & time on the form.

**Form Field** – Allows for the signer to type freely on the form during the Signing Session.

**Checkbox** - Allows for the signer add a checkbox on the form during the Signing Session.

**Radio Button** – Places a radio button on the form which allows your signer to choose only one of a predefined set of options.

1. Select your *Signer* in the top left corner utilizing the drop down menu.



 Click once on the desired field, i.e. Signature, Initials, etc., hold down the mouse click, drag the field to the desired location on the form, and un-click to place. Use the pages scroll section on the left to scroll from document to document or use the scroll function on your mouse. Repeat for all remaining fields and click **Next**.



**NOTE:** When adding a Form Field, be sure to resize the field to allow for the amount of text you will be typing. If you need multiple lines of text, you will need to drag and drop multiple Form Fields on each line (you cannot hit the return key when typing in a Form Field.)

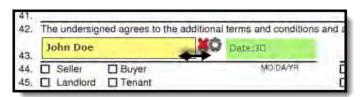


3. To change the format of a field, hover your mouse over the field, click the *Properties* gear to the right of the field, change the format, and click **Save.** 



**NOTE:** When adding **Checkboxes** & **Form Fields** to a form, these fields default to be optional. If this is a required field, be sure to select the required radio button in the format field screen as seen above.

4. To change the size of a field hover your mouse over the right hand side of the field until you see a two-sided arrow. Hold your left mouse click down, drag the box to the right and un-click to finish.

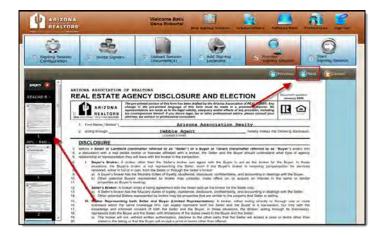


5. To delete a field, click the **X** to the right of the field.

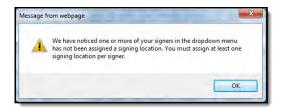


**11.** On *Step 5* of the *Preview Signing Session* screen, preview the document to confirm all signing location fields are present then click **Next.** 

**NOTE:** The signing locations will reflect the name/initials of the signer responsible for that field.



If you receive the below error message, go back to **Step 2** and remove the signer that does not have a signing location assigned to them on any of the forms in your session. You can do this by check marking the box to the left of their name then click **Delete**.



**NOTE:** At anytime, you can go back to previous steps to add, edit or remove signers and/or documents. The system saves all work in real time.

**12.** On *Step 6* of the *Start Signing Session* screen, you can edit the email message you created during *Step 1*, then click **Finish**. Once you click finish, an email invitation will be sent to your first signer (if signers are signing one at a time) or to all signers (if all signers are signing all at once.) If you are included in the signing and you are listed as the first signer in sequence, the system will automatically take you into your signing session in a new browser window.



If you did not include yourself as a signer, you will be redirected to the *Signing Session Information* screen (see *Managing Your eSign Sessions Page 30.*) As soon as the documents are signed and completed by your client, all parties including the sender and anyone copied in the **CC Email** field on Step 1 of your session will receive an email with a link to download the documents. It is not necessary to log back into your account to access this download (see *The Signing Process Page 25.*)



### Creating a Session Outside of zipForm®

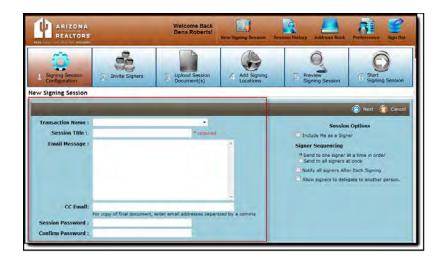
1. To create a Signing transaction outside of zipForm®, log into your eSign account at <a href="http://aar.esignonline.net">http://aar.esignonline.net</a>.



2. Click New Signing Session at the top of your screen.



**3.** Fill in the appropriate session information.



Transaction Name - Property address.

**Session Title** - The name of the documents you are sending over including your clients' last name for easy reference later.

**CC Email** - Enter the email address(s) of anyone outside of the transaction that you would like a copy of the final signed documents to be sent to once the session is completed by all signers.

**Session Password** - This is not required. If you are sending to multiple signers who share an email address with other family members or business associates, it is recommended that you create separate sessions using the *Copy Session* feature. Each session will then be created with its own unique password. Be sure to inform your signers of this password ahead of time (see *Managing Your eSign Sessions Page 30*.)

**Include me as a Signer** - Check this box if you are including yourself on the signing transaction.

**Signer Sequencing** - Signing session can be sent to all signers at once or to one signer at a time.

**Notify all signers After Each Signing** - This selection will allow for an email message to automatically go out to each signer once a previous signer has signed notifying them.

**Allow signers to delegate to another person** - This selection will allow your signer to delegate their signing session to another person. This comes in very handy when you are representing a company and are not sure who the authorized signee is.

Once Step 1 is configured, click Next.



**4.** On *Step 2* of the *Invite Signers* screen, click **Add new** to add a new signer to your session. Enter the First Name, Last Name, and Email Address of your signer and then click the checkmark to add. Once added, this signer will automatically be placed in your address book for future signings. If the signer was on a previous session and is already in your address book, click the **Address Book** selection (right above the *Last Name* column), select your signer from the list by checking the box to the left of their name and click **Continue**.





If you need to edit your signers name or email address, click the pencil to the right of their name, make the changes, and click the checkmark to save. Also, if you want to move a signer up or down in signer sequence, check mark the box to the left of their name, and click **Move Up** or **Move Down**.

**5.** On **Step 3** of the *Upload Documents* screen, click **Upload From Computer**, click **Browse**, locate your document, click **Open**, then click **Upload Document**.

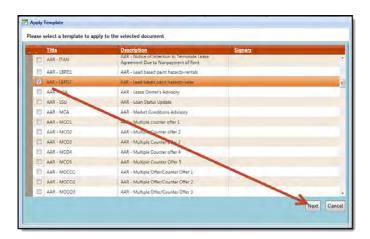
**NOTE:** Documents cannot exceed 10 MB.



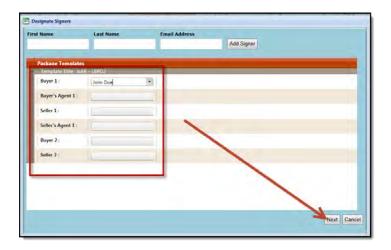
**6.** If the form you uploaded is a zipForm® form, click the **Apply Template** button to the right of the document name.



**7.** Select the name of your document from the list by checking the box to the left of the name and click **Next**. The documents are alphabetized first by zipForm® library name, then by form name.



**8.** When the Designate Signers box pops up, select the correct signer from the drop down box for each role listed, and click **Next**.



When the below message appears, click **OK**. This message is confirming that you want to remove all other signing locations for all parties except for your signers.



If you would like to edit the name of your document, click the edit pencil to the right of the document name.



Once you have made the change, press the check mark to save.

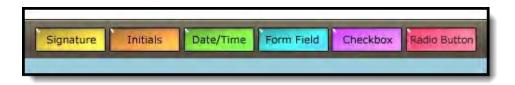


9. Once all documents are uploaded and templates have been applied, click Next.



**NOTE:** The order in which your documents are listed is the order they will appear in when the signer is signing. To change this sequence, check mark the box to the left of the document name and click **Move Up** or **Move Down**.

**10.** On *Step 4* of the *Add Signing Locations* screen, you can manually add signing fields to forms that do not have them automatically applied from a template. The signing options available are:



**Signature** – Places the signer's signature on the form.

**Initials** – Places the signer's initials on the form.

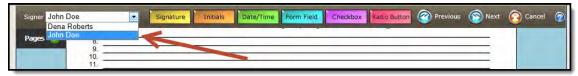
**Date/Time** – Places the date, time, or date & time on the form.

**Form Field** – Allows for the signer to type freely on the form during the Signing Session.

**Checkbox** - Allows for the signer add a checkbox on the form during the Signing Session.

**Radio Button** – Places a radio button on the form which allows your signer to choose only one of a predefined set of options.

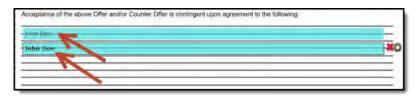
1. Select your Signer in the top left corner utilizing the drop down menu.



2. Click once on the desired field, i.e. *Signature, Initials*, etc., hold down the mouse click, drag the field to the desired location on the form, and un-click to place. Use the pages scroll section on the left to scroll from document to document or use the scroll function on your mouse. Repeat for all remaining fields and click **Next**.



**NOTE:** When adding a Form Field, be sure to resize the field to allow for the amount of text you will be typing. If you need multiple lines of text, you will need to drag and drop multiple Form Fields on each line (you cannot hit the return key when typing in a Form Field.)

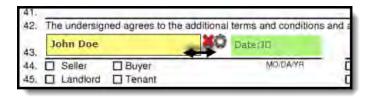


3. To change the format of a field, hover your mouse over the field, click the *Properties* gear to the right of the field, change the format, and click **Save.** 

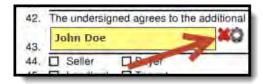


**NOTE:** When adding **Checkboxes** & **Form Fields** to a form, these fields default to be optional. If this is a required field, be sure to select the required radio button in the format field screen as seen above.

4. To change the size of a field hover your mouse over the right hand side of the field until you see a two-sided arrow. Hold your left mouse click down, drag the box to the right and un-click to finish.



5. To delete a field, click the **X** to the right of the field.



**11.** On *Step 5* of the *Preview Signing Session* screen, preview document to confirm all signing location fields are present then click **Next.** 

**NOTE:** The signing locations will reflect the name/initials of the signer responsible for that field.



If you receive the below error message, go back to **Step 2** and remove the signer that does not have a signing location assigned to them on any of the forms in your session. You can do this by check marking the box to the left of their name then click **Delete**.

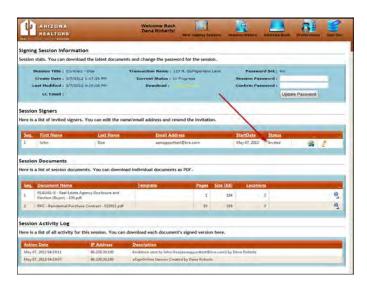


**NOTE:** At anytime, you can go back to previous steps to add, edit or remove signers and/or documents. The system saves all work in real time.

**12.** On *Step 6* of the *Start Signing Session* screen, you can edit the email message you created during Step 1, then click **Finish**. Once you click finish, an email invitation will be sent to your first signer (if signers are signing one at a time) or to all signers (if all signers are signing all at once.) If you are included in the signing and you are listed as the first signer in sequence, the system will automatically take you into your signing session in a new browser window.



If you did not include yourself as a signer, you will be redirected to the *Signing Session Information* screen (see *Managing Your eSign Sessions Page 30.*) As soon as the documents are signed and completed by your client, all parties including the sender and anyone copied in the **CC Email** field on Step 1 of your session will receive an email with a link to download the documents. It is not necessary to log back into your account to access this download (see *The Signing Process Page 25.*)



#### **The Signing Process**

1. Once you have clicked **Finish** and your Session has been sent, your signer(s) will receive an email invitation including a link to sign their documents. This email includes the custom message if added in **Step** 1 or **Step** 6 when creating your session. The Signer will click the **Click** here to sign this document link.

**NOTE:** On Step 1 of the Session under **Signer Sequencing**, if you selected **Send to one signer at a time in order**, the invitation will be sent to the first Signer in Sequence. Once that signer completes their signing session, the next signer will receive their invitation. If you chose **Send to all signers at once**, the invitation will be sent to all signers at the same time.

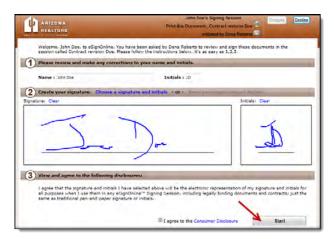


A new internet browser window will open and the signer will select one of six predefined signatures (or they can create their own), accept their Consumer Disclosure, and click **Start** to begin their signing. Here, the signer can also make edits to their name and initial fields, or add a middle initial.

**2.** To select a pre-defined signature, the signer will select the radio button to the left of the preferred signature.



**3.** To create a custom hand drawn signature, the signer must click the **Draw Your Signature** and **Initials** link. The signer will left click on their mouse and create their signature while holding the mouse click down. The signer can also use their finger or a stylus depending on their computer or device.



**4.** The signer will click **Start** to be directed to the first signing location.



**5.** The signer will click once on each field to sign, date, checkmark, initial, or fill in a form field. After each location is clicked, the signer can click **Next** to be automatically directed to the next location. Once all locations have been clicked, they will click **Done**.

**NOTE:** To un-do a signing field, simply re-click on the field location.



**6.** Once they click **Done** they must click **Yes** for their Session to be completed.



If the signer receives the below message, they have skipped a required signing location. The signer will then need to scroll through the document to locate the missed field. This field will be outlined in red (below.)



The signer will then receive a confirmation window stating that their signing session is complete.



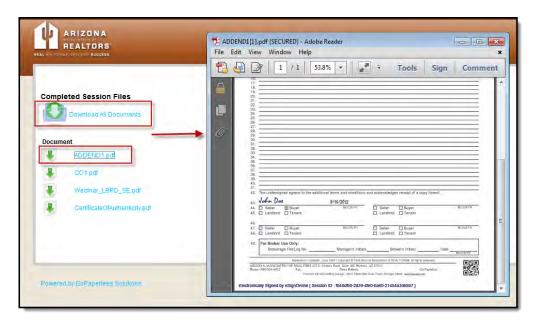
**NOTE:** If the signer is in the middle of signing and needs to leave his or her computer, they can always resume their session by clicking on the **Click here to sign this document** link in their original signing email invitation.



**7.** After all signers have completed their signing session, all parties including the sender and anyone copied in the **CC Email** field on Step 1 of your session will receive a *Signing Session Completed* email containing a link to download the documents. To download, click the **Download Signing Session Files** link.



**8.** A new internet Browser window will open. You can either download all documents at once, or you can click on each independent document to open. The document download screen also includes a *Certificate of Authenticity* for your records. You can then save these documents to your computer.



**NOTE:** These documents can also be downloaded directly from the Signing Session Information Screen (see **Managing Your eSign Sessions Page 30.**)

#### **Managing your eSign Sessions**

1. Log into your eSign account at <a href="http://aar.esignonline.net">http://aar.esignonline.net</a>.



**2.** Once logged in, you will be directed to your *Session History* page. You can also get to this page at anytime by clicking *Session History* at the top of your screen. From this area you can copy current Sessions, update Session passwords, download the latest version of your electronically signed documents, edit signers' information, check the progress of a session, and re-send invitations.



3. To open a session, click the **View** icon in the action column.



- **4.** In the *Session Stats* area, you can do the following by clicking on the links:
  - 1. Reset the session password.
  - 2. Download the Latest Version of your documents.
  - 3. Download the Certificate of Authenticity (completed sessions only.)
  - 4. View a copy of the email message you sent with your session.



**5.** You can also edit your signers' information. Click on the edit pencil to the right of the signers' name. Once you are finished editing, click the check mark to save.



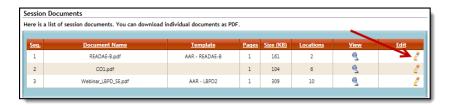
**6.** To re-send a signing invitation, click the **Resend Invite** button.



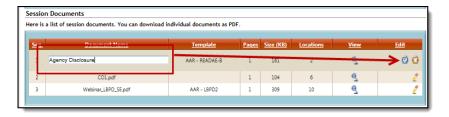
7. Here, you will also see the Session Documents detail as well as the Session Activity Log.



If you would like to edit the name of your document, click the edit pencil to the right of the document name.



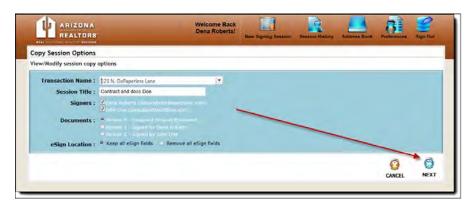
Once you have made the change, press the check mark to save.



**8.** To copy a session, from the *Session History* screen, click the **Copy this session** icon.



**9.** Update the name of the *Session Title*, make the appropriate selections, and click **Next** to create your new session.



#### **Personal Account Preferences**

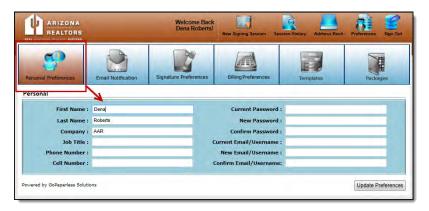
1. Log into your eSign account at <a href="http://aar.esignonline.net">http://aar.esignonline.net</a>.



#### 2. Click Preferences.

Here you can update your *Personal information* as well as your *Email/Username* and login *Password*.





Here you can also manage your email notifications.





# You can now email your documents directly to your AAR eSign account from zipForm or your Email account using the new eMail2eSign™ feature!

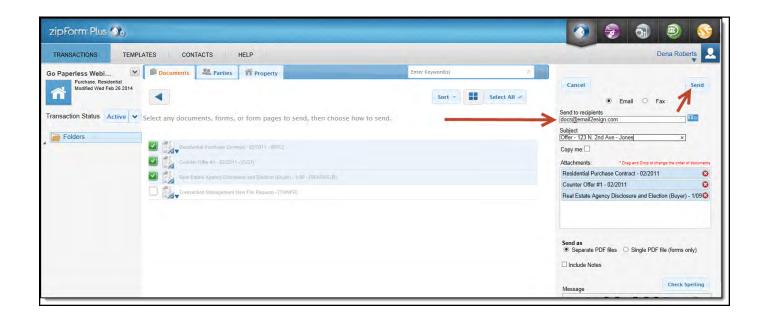
(Alternative to Print Driver)

(Note: This function is not compatible with Yahoo and AOL email addresses as these Email servers are known to filter out important notifications and messages.)

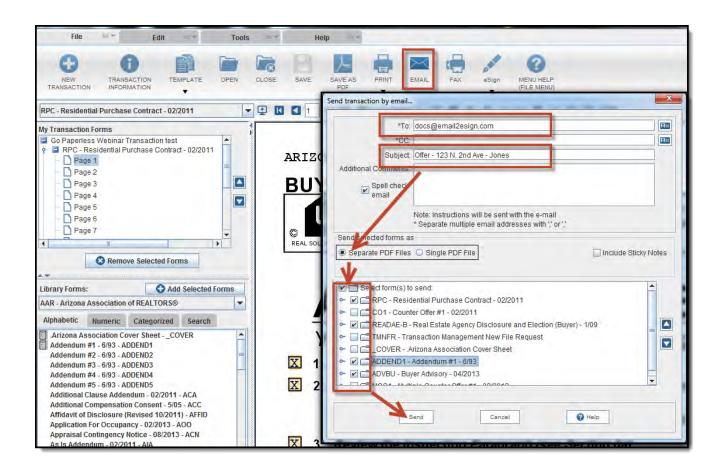
**From zipForm®:** (Note: The email address associated with you zipForm® account under your zipForm® profile must match the email address you use for AAR eSign.)

- Log into your zipForm® account (zipForm® 6 Desktop, zipForm® Plus, or zipForm® Mobile Web Edition)
- 2. Open your transaction
- 3. Select the Email and/or Send button
- 4. Choose the documents(s) to send
- 5. Under the Send to Recipients box type <a href="mailto:docs@email2esign.com">docs@email2esign.com</a>
- 6. Type the email subject (this will also become the eSign session title which you can later edit)
- 7. Select Send as Separate PDF Files
- 8. Send the message

#### From zipForm® Plus:



From zipForm® 6 Standard Desktop:

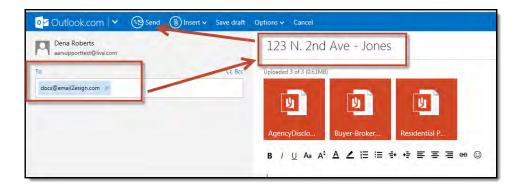


#### From zipForm® Mobile Wed Edition:



**From your Email account:** (Note: The email you are sending from must match the email address you use for AAR eSign.)

- 1. Create a new message or click forward on the message that contains the documents you want to have signed. If creating new email message, attach the documents you want to have signed
- 2. In the Recipients box type <a href="mailto:docs@email2esign.com">docs@email2esign.com</a>
- 3. Type the email subject (this will also become the eSign session title which you can later edit)



#### 4. Send the message

(Note: Be sure to send any zipForm® documents containing QR codes in the bottom right corner as separate PDF files to ensure the signing locations will be designated automatically.)



Your documents will now be sent to your eSign account for processing. Check your email for a confirmation message. This message will include a link (continue session.) Click on the link and your internet browser will open and take you to Step One of your eSign session.

(Note: If you have additional documents that need to be added to that same signing session, copy and paste the link from your email confirmation into the subject line of the email message containing the additional document attachment(s).)





To set up your eSign session, see Setting up your eSign Session in the Step by Step Instructions located under **Additional Support** at <a href="http://www.AARonline.com/eSign">http://www.AARonline.com/eSign</a>