

DocuSign PowerForms User Guide

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PowerForms User Guide (February 6, 2015)

If you have any comments or feedback on our documentation, please send them to us at: DocuMentation@DocuSign.com.

Summary of changes for this version:

Updated DocuSign Plan information.

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DocuSign PowerForms

DocuSign® PowerForms add key capabilities to your existing editable PDFs:

- PowerForms can be distributed via email or the web with a unique, secure URL automatically generated by the DocuSign system.
- All data provided via the PDF form is returned and preserved within the DocuSign system and can be readily integrated in your existing applications.
- Centralized creation and management of PowerForms, including control of all workflow elements— authentications, approvals and routing order.

DocuSign PowerForms work in conjunction with the DocuSign System to allow you to create transactions that do not require you to send documents from DocuSign.

Note: PowerForms are only available for DocuSign Business Premium and System Automated plans.

When PowerForms are enabled for your account you can create a PowerForm from an existing DocuSign template, referred to as a Web PowerForm, or upload existing PDF files with active form fields as PowerForm, referred to as a PDF PowerForm.

After a PowerForm is filled out by the recipient, the PowerForm data can be retrieved as XML or CSV files for use in other applications.

There are two types of PowerForm users; PowerForm Senders and PowerForm Administrators.

PowerForm Senders: PowerForm senders are allowed access to the PowerForms list and can download and send PowerForms that are assigned to them by the PowerForm administrators. Senders can also see completed, signed PowerForms that they sent, whether by email or by logging in to their DocuSign account. The option to be a PowerForm sender is enabled in the Classic DocuSign Experience – Permissions settings for an account user.

PowerForm Administrators: PowerForm administrators have the same access as PowerForm senders, but can also create and edit PowerForms. Additionally, PowerForm administrators can extract the data set, in XML or CSV format, from completed PowerForms. The option to be a PowerForm administrator is enabled in the Classic DocuSign Experience – Permissions settings for an account user.

Creating a PowerForm

Only PowerForm administrators can create new PowerForms. If you are not a PowerForm administrator, you cannot use this section.

Creating a New PowerForm

- 1. The first step in creating a PowerForm is to create the template to be used in your PowerForm. There are two possible sources for the forms:
 - You can use an existing DocuSign template to create the PowerForm. This will create a Web PowerForm, indicating that the source of the PowerForm is a DocuSign template.

You use the normal steps for creating a template in the Classic DocuSign Experience for templates that can be used for PowerForms. For more information about creating a template, see the *Creating a Template* quick start guide or the *Classic DocuSign Experience User Guide*.

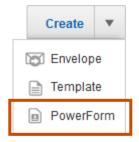
Note: If the template you are using for a PowerForm has a recipient Action that requires the recipient to have a DocuSign account (such as a Manage Envelope recipient or Sign In-Person host), you must make sure that the recipient has a DocuSign account before sending the PowerForm.

You can use a PDF form that you have created (or one you received from a third party) that
has active form fields. You do need to ensure that the form used has at least one Signature,
Initial or Optional Name field and that it does not have more than one field with the same
name.

Using the DocuSign Professional template will create a PDF PowerForm, indicating that the source of the PowerForm is a PDF file with active form fields.

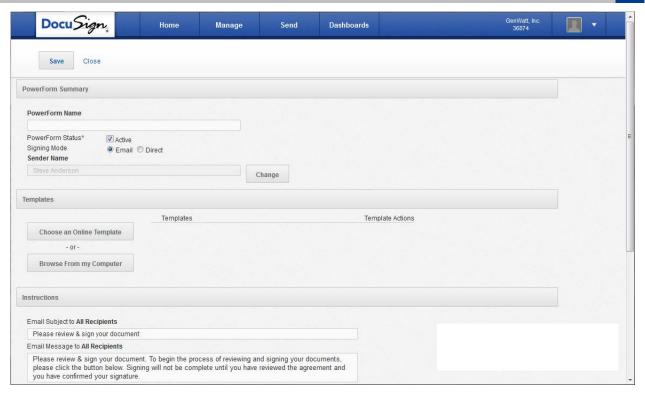
Once the form is created, the PowerForm can now be created.

2. In the Classic DocuSign Experience, with the Manage tab selected, click the down arrow on the Create button and select PowerForm.



Alternately, you can click **Actions** and select **New PowerForm**.

You are taken to the new PowerForm page.



- 3. In the PowerForm Summary section, type a name for the new PowerForm.
- 4. Set the PowerForm Status. This sets whether a document can be sent to recipients. The default PowerForm status is **Active** meaning the PowerForm can be sent and signed by recipients. Clearing the check box changes the status to **Inactive**, which means the PowerForm cannot be emailed or accessed by a recipient (even if they are entering the PowerForm URL or HTML link). If a recipient attempts to sign an inactive PowerForm, an error message is displayed to the recipient saying the document is not active and to contact the sender.
- **5.** Select the Signing Mode for the PowerForm. PowerForms supports two types of signing modes: **Email** and **Direct**.

The **Email** signing mode is used to verify the recipient's identity using email authentication before they can sign a document. The recipient is asked to enter their email and then clicks **Begin Signing.** An email with a validation code for the PowerForm is sent to the recipient. If the recipient does not provide a valid email address, they are not able to open and sign the document.

The **Direct** signing mode does not require any verification. After a recipient enters their email and clicks **Begin Signing**, a new browser opens and the recipient can immediately begin the signing process.

Since the recipient's identity is not verified using email authentication, it is strongly recommended that the **Direct** signing mode only be used when the PowerForm is accessible behind a secure portal where the recipient's identity is already authenticated or another form of authentication (for example: access code, phone authentication or ID check) is specified for the recipient in the DocuSign template.

6. Review Sender information. The default sender for a PowerForm is the PowerForm Administrator creating the PowerForm. The sender associated with the PowerForm is the person that is notified by email when a PowerForm is completed. The sender is also the person who sees the PowerForm-generated envelopes in their Sent Items folder in the Classic DocuSign Experience Manage tab.

To change the PowerForm sender click the **Change** to the right of the sender name.



The list of all the members of the account that are PowerForms senders or administrators appears. Select the sender and click **Select** to continue.

Note: Only one sender can be associated with the PowerForm. If multiple senders need to be associated with a PowerForm, create multiple copies of the PowerForm (one copy for each sender) and associate the sender with the PowerForm. For more information on copying PowerForms, see the section on Copying a PowerForm.

- 7. In the Templates section, add the DocuSign template or PDF form (DocuSign Professional template):
 - To create a Web PowerForm using a DocuSign template, click Choose an Online Template.
 Find the template you want to use in your list of Templates or Shared Templates and click on it.
 - To create a PDF PowerForm using a DocuSign Professional template, click Browse From my Computer then locate the DocuSign Professional template. DocuSign Professional templates have a file extension of .dpd and the default template location is My Documents\DocuSign Professional\Templates. However, the location of your templates may be different.

Only one template can be uploaded per PowerForm.

Note: If the DocuSign template used by a PowerForm is edited and saved later, the changes are automatically reflected in the PowerForm. If the DocuSign Professional template used by a PowerForm is edited and saved, you must replace the template in the PowerForm. See <u>Replacing a PowerForm Template</u> for more information on replacing a template.

Once a template is uploaded the Recipients, Document Settings and Sender sections are filled out with the information from the template.

- **8.** In the Instructions section, add the following information:
 - **Email Subject:** This is a required field. This is the email subject for any emails sent with this PowerForm.
 - **Email Message:** This is the message used in emails sent to signers who are notified via email.
 - **Instructions:** These are additional instructions that are shown on the landing page for the <u>first recipient</u>. These instructions are important if the recipient accesses the PowerForm by a method other than email. If instructions are entered, they are shown as an introduction after the recipient accesses the PowerForm.

9. Set the User Settings:



- Maximum # of times the PowerForm can be used: The PowerForm administrator can specify the number of times the PowerForm can be used. This can limit an account's exposure to excessive envelopes usage by specifying a maximum number of times the PowerForm can be used. A PowerForm administrator can edit this number anytime after the PowerForm is created, even if it has reached a previously entered use limit.. Each time a recipient clicks Begin Signing for a document, the number of Uses remaining is reduced by one. If a recipient attempts to sign a PowerForm that has reached its maximum number of uses, an error message is displayed to the recipient saying the document is not available for signing.
- Limit use to every: The PowerForm administrator can specify how often the same recipient can sign the same PowerForm. This is accomplished by specifying a length of time between signings. If a PowerForm is configured to limit use to every 365 days, then the same recipient will only be able to sign the PowerForm once every year. If the recipient attempts to sign the PowerForm more frequently than allowed, an error message is displayed to the recipient saying the document is not available for signing.
- 10. Review recipient information. The Recipients section shows the routing order, recipient role or name, email address, recipient type (this is the recipient Action when creating web template), any access code associated with the recipient and if there is a security check (ID Check, Phone Authentication or False for no check) for the recipient.



If any of this information is incorrect, save the PowerForm and correct the template. Then return to the PowerForm and confirm the corrections.

11. Click **Save** at the top of the page to save the PowerForm.

Click **Close** to return to the Manage tab.

To exit the PowerForm tab without saving the PowerForm, click **Close** to return to the Mange tab.

Sending PowerForms

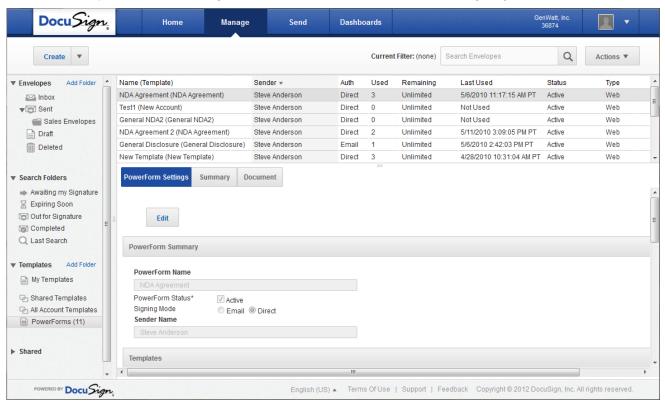
PowerForms can be sent by email (as an email or as an attachment), or provided as a URL that can be sent to a recipient or embedded in a web page.

The sending process for all these methods begins by viewing the list of PowerForms.

To access the list of PowerForms, in the Classic DocuSign Experience select the Manage tab, expand the Templates heading in the navigation panel and then click the PowerForms link.

PowerForm administrators can see all PowerForms for all senders in their account. PowerForm senders can only see the PowerForms for which they are the sender. This is a form of access control that restricts PowerForm Senders to only the PowerForms they are allowed to use.

The PowerForms in the list can be sorted by clicking on the column headings. PowerForms can also be searched by date last used/signed, document name, sender name, signing mode, or status.



Sending by Email

- Select the PowerForm you want to send by clicking on it.
- 2. Click the **Actions** button and select **Email**, a new email is opened using your default email client. The Email Subject and Text from the PowerForm is automatically entered in the email and the URL link to the PowerForm is added at the end of the email text. You can review and edit the subject text for the email.
 - Add the recipients email address.
- 3. Send the email.

Sending by Attachment

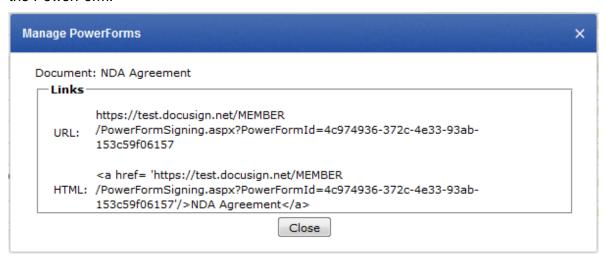
This is similar to sending a PowerForm by email, but in this case the PowerForm is attached to an email rather than being linked from it.

IMPORTANT: This method can only be used if the PowerForm type is PDF. Web PowerForms cannot be downloaded and attached to an email.

- 1. Select the PowerForm you want to send by clicking on it.
- 2. Click the Actions button and select Download. Then save the PowerForm to your system.
- 3. Create a new email using your email client and attach the PowerForm to the email.
- 4. Fill out and send the email normally.

Sending by URL or HTML

- 1. Select the PowerForm you want to send by clicking on it.
- 2. Click the **Actions** button and select **Links**, a dialog box is displayed with a URL and HTML link to the PowerForm.



You can copy and paste the URL in an email or copy the HTML link and add it to a web page.

Removing the Initial Name/Email Screen

DocuSign PowerForms can become even easier for signers by removing the initial screen asking for the signer's name and email address.

To use this option, the PowerForm template that is being sent must have the First Name, Last Name and Email Address tags or the Full Name and Email Address tags added for the first recipient in routing order. When the recipient begins signing, the screen where the recipient is asked to enter their name and email information is skipped and the recipient goes directly to the signing screen.

The following restrictions and limitations are associated with this enhancement:

- It can only be used with Direct PowerForm template.
- It can work in PowerForms with multiple recipients where the first recipient is not defined and subsequent recipients are defined.
- It can be used with access code authentication, but not with ID check authentication.

- It will not work in PowerForms where there are required subsequent recipients, but not specified in the template. All subsequent recipients must have a name and email address entered and the **Sender cannot Edit recipient** setting must be enabled for the subsequent recipients in the template.
- It will not work if the Signature Adoption Configuration for your account is set so that a signer
 must draw their signature (the **Disable style selection** option is selected). These settings are
 located in the Classic DocuSign Experience Preferences Features section and can only be
 changed by an administrator.
- It will not work if the Signature Adoption Configuration for your account is set to lock the recipient name (the **Lock the recipient name option** is selected). This setting is located in the Classic DocuSign Experience Preferences Features section and can only be changed by an administrator.

PowerForm Examples:

The following links take you to some PowerForms examples:

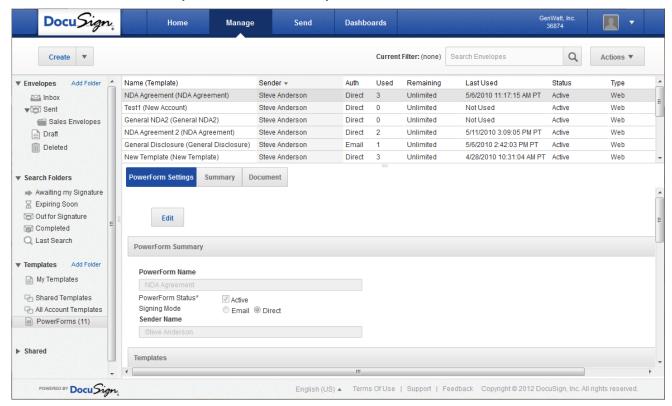
Email Mode: https://www.docusign.net/MEMBER/PowerFormSigning.aspx?PowerFormId=ecf9f6be-a178-4f54-be28-aede1efc4dd8

Direct Mode: https://www.docusign.net/MEMBER/PowerFormSigning.aspx?PowerFormId=005a95cf-15fa-47db-957d-39839c0c5f11

PowerForms List

The PowerForms list provides a common location for storing and accessing PowerForms. The PowerForms list is found in the Classic DocuSign Experience in the Manage tab under the Templates heading in the navigation panel.

PowerForm administrators can see all PowerForms for all senders in their account. PowerForm administrators can determine who has access to certain PowerForms. PowerForm senders can only see the PowerForms for which they are the sender. This is a form of access control that restricts PowerForm senders to only the PowerForms they are allowed to use.



Viewing the PowerForm List

When a PowerForm administrators and PowerForms users view their PowerForms list, they will see the following information for each PowerForm:

- Name (Template) the PowerForm name and template name
- Sender the sender associated with the PowerForm
- Auth the Signing Mode (Email or Direct) for the PowerForm
- Used the number of times the PowerForm has been used
- Remaining the remaining number of times the PowerForm can be used
- Last Used the date the PowerForm was last sent or signed
- Status if the PowerForm is Active or Inactive
- Type the type of document in the PowerForm: PDF indicates the source of the PowerForm is a PDF file with active form fields, Web indicates the source of the PowerForm is a DocuSign template.

The PowerForms list can be sorted by clicking on the column headings.

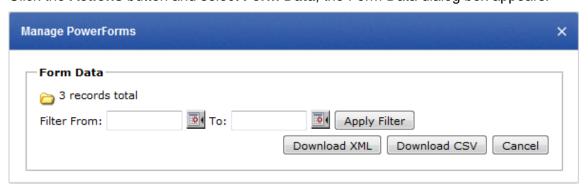
The PowerForms list can also be searched by date last used/signed, document name, sender name, signing mode, or status.

Once you click on a PowerForm, the tabs in the Detail Panel become active for that PowerForm. You can use the **PowerForm Settings** tab to review PowerForm setup information, the **Summary** tab shows when the PowerForm was created and lists the recipients of the PowerForm, and the **Document** tab provides a view of the documents used in the PowerForm.

Retrieving PowerForm Data

If the PowerForm has been signed, a PowerForm administrator can download the form data for the PowerForm. This will download all the data collected by the PowerForm for all users for the selected date range.

- 1. From the PowerForms list, select the PowerForm you want to download data from by clicking the PowerForm name.
- 2. Click the Actions button and select Form Data, the Form Data dialog box appears.



- **3.** Optionally, filter by selecting a From and To date range. After entering or selecting the date range, click **Apply Filter** to apply the date range filter.
- 4. Click **Download XML** or **Download CSV** to download the information as an XML or CSV file.

Editing a PowerForm

PowerForm administrators can edit a PowerForm at any time. When editing a PowerForm the PowerForm administrator can replace or edit the DocuSign template associated with the PowerForm, change the document and usage settings and change the sender for the PowerForm.

- **1.** From the PowerForms list, select the PowerForm you want to edit by clicking the PowerForm name.
- 2. In the PowerForms Summary tab, click **Edit** to open the PowerForm. Alternately, you can click the **Actions** button and select **Open**.
- 3. Edit the PowerForm information in the same manner as creating a new PowerForm.
- 4. Click Save to save your changes.

Replacing a PowerForm Template

If the template associated with the PowerForm needs to be updated, the PowerForm Administrator can:

- For a Web PowerForm, edit the template in the Classic DocuSign Experience and then use the procedure below to replace the PowerForm template.
- For a PDF PowerForm, download the template to their local system, edit the template in DocuSign Professional and then use the procedure below to replace the PowerForm template.
- 1. From the PowerForms list, select the PowerForm you want to replace the template for by clicking the PowerForm name
- 2. Click the **Actions** button and select **Replace Template**, the Template Selection dialog box appears.
 - To replace the current template with a DocuSign template, click Choose an Online Template.
 Find the template you want to use in your list of Templates or Shared Templates and click on it.
 - To replace the current template with a DocuSign Professional template, click Browse From my Computer then locate the DocuSign Professional template. DocuSign Professional templates have a file extension of .dpd and the default template location is My Documents\DocuSign Professional\Templates. However, the location of your templates may be different.

When a new DocuSign template is uploaded for a PDF PowerForm, all signers who have an older version of the PowerForm will be presented with the updated PDF document to sign and will be processed based on the updated template (e.g. modified authentication methods, routing orders, etc.). Note, if the underlying PDF document is replaced, the PowerForms administrator making the change needs to make sure the new version has the same fields (and field names) as the old version or the PowerForm will fail.

Copying a PowerForm

A PowerForm administrator can create multiple copies of a PowerForm for the purposes of assigning the PowerForm to different senders.

- 1. From the PowerForms list, select the PowerForm you want to copy by clicking the PowerForm name (you can select multiple PowerForms in the list)
- 2. Click the **Actions** button and select **Copy**, the list of all DocuSign senders associated with the account appears.
- 3. Select the sender associated with the new PowerForms and click **Select** to continue.

Deleting a PowerForm

PowerForm administrators can delete PowerForms from the PowerForms list. However, any data associated with the PowerForm is lost when the PowerForm is deleted. If you want to retain the PowerForm data, you can retrieve and save the data or just set the PowerForm status to Inactive.

- **1.** From the PowerForms list, select the PowerForm you want to delete by clicking the PowerForm name (you can select multiple PowerForms in the list).
- 2. Click the **Actions** button and select **Delete**, the system asks you to confirm that you want to delete the PowerForm.
- 3. Click **OK** to delete the PowerForm or **Cancel** to cancel the action.

Advanced Topics

Populating Custom Envelope Fields in a Web PowerForm

When using a URL for a Web PowerForm the sender can pre-populate the information in the PowerForm by adding the information into the URL. This can make the signing process easier for the recipient.

When adding parameters to the URL separate each parameter (including the first) in the URL by an ampersand (&) symbol. The following parameters can be added to the URL:

• Recipient Name: To populate the recipient's name in the Web PowerForm, add the following text in the URL:

<RoleName> UserName=<value>

Where < RoleName > is the recipient role in the PowerForm and the < value > is the name of the recipient.

Example: Signer1_UserName=John Smith

 Recipient Email: To populate the recipient's email address in the Web PowerForm, add the following text in the URL:

<RoleName>_Email=<value>

Where < RoleName > is the recipient role in the PowerForm and the < value > is the email address of the recipient.

Example: Signer_Email=John.Smith@yahoo.com

• **Envelope Field:** To populate an envelope field in the Web PowerForm, add the following text in the URL:

EnvelopeField_<EnvelopeFieldName>=<value>

Where *<EnvelopeFieldName>* is the name of the envelope field in the Web PowerForm and the *<value>* is the value you want in the field.

Example: EnvelopeField_Region=Northwest

• **Field:** To populate the field information in the Web PowerForm, add the following text in the URL:

<SecureFieldName>=<value>

Where <SecureFieldName> is the name (Label) of the field in the Web PowerForm and the <value> is the value you want in the field.

Example: State=Alaska

If a document has two or more fields with the same name, but for different roles in the document, add the role name before the field name as follows:

<RoleName>_<SecureFieldName>=<value>

Example: Signer1_State=Alaska

• Activate Only Flag: An activate only flag can be appended to the PowerForm URL. When the flag is active, an email is sent to the first recipient with a link that initiates the signing session without requiring the signer to enter an emailed access code, which is the case when the flag is not enabled. It is important to note that using this flag still provides the same level

of signer authentication without the burden of entering an access code from an email, since in either case the signer still has to access their email to initiate signing.

The activate only flag is not applicable to Direct PowerForms, since emails are not sent to initiate a signing session.

To enable the activate only flag, add the following text in the URL: activateonly=1

• **Persist Original Flag:** A persist original flag can be appended to the PowerForm URL. When the flag is active, the data originally entered in tabs by the sender remains in the tabs when the envelope is reassigned to another signer. If the flag is not active, the data is not included in the tabs. To enable the persist original flag, add the following text in the URL:

persistoriginal=1

Examples of Pre-populating Information:

Example of adding recipient name (Role Name = Customer) and email (Role Name = Customer): https://{server}/MEMBER/PowerFormSigning?PowerFormId=0b4851b6-b52a-462f-b3fd-27a4b130eaac&Customer_UserName=David%20Jones&Customer_Email=David.Jones_ds@yahoo.com

Example of adding activate only, recipient name (Role Name = Tax Filer), and two fields (Addres and Phone):

https://{server}/MEMBER/PowerFormSigning? PowerFormId=1ed83228-6b44-4f8b-a147-52c5ae22c381&activateonly=1&Tax%20Filer_UserName=Howard%20I.%20Getz&Address=172%20East%20161%20StreetBronx%2CNew%20York%2CNew%20York%2C10451&Phone=555-555-1212

Embedding a PowerForm in a web page

A PowerForms administrator or sender can select a PowerForm within the list, click the **Actions** button and select **Links**. A dialog box is displayed with a URL and HTML link to the PowerForm. The user can copy the HTML link and add it to a web page.

If the web page gathered information about the user that will use the link, that information can be added to the link so that it pre-populates fields in the PowerForm.

For example, if the web page gathers a user's email address and the PowerForm Role Name is Signer1 you can add the call for the email address to the URL link (example: Signer1_Email=Server.UrlEncode(this.customerEmailText.Text) to pre-populate the Email address.

Adding an iframe to your PowerForm in a webpage

The HTML example below shows how to embed a web PowerForm into an iframe. This can be used to maintain a website's design around the PowerForm.

Adding Information to a PowerForm through JavaScript

PowerForms can receive this information via either POST (as below) or via GET requests. This provides some flexibility since a URL can be formed using JavaScript or similar as in:

https://demo.docusign.net/MEMBER/PowerFormSigning.aspx?PowerFormId=8968380d-16da-447c-97d7-fa989ed11082&Signer%201_UserName=James%20Smith

When submitted, a DocuSign Web PowerForm is opened with all of the entered data.

The form inputs could also be changed to a type of "hidden" to include information from some backend system. This is particularly useful if the user is already logged into the larger website and the email address and name are already known.

```
<html>
  <head>
   <title>Pre-Filled PowerForm Sample</title>
   <style type="text/css">
     body { background-color: #fefdfc;}
     p.description { width: 500px; border: 1px solid #cfc; padding: 20px; }
      .form_submit { text-align: right;}
     .form_cont { border: 1px solid #cfc; padding: 20px; width: 500px; background-color:
#cd9;}
      .top_cont { width: 550px; margin-left: auto; margin-right: auto; }
   </style>
 </head>
 <body>
   <div class="top_cont">
     This web form, when submitted, will open a DocuSign Web
PowerForm with all of the entered data. This allows the user to review the finalized
document and apply their DocuSignature.
     <div class="form_cont">
         <form
action="https://demo.docusign.net/MEMBER/PowerFormSigning.aspx?PowerFormId=8968380d-16da-
447c-97d7-fa989ed11082" method="POST">
         <label for="email">Email Address: </label><input type="text" name="Signer</p>
1_Email" id="email"/>
         <label for="name">Name: </label><input type="text" name="Signer 1_UserName"</p>
id="name"/>
         <label for="order">Order Number: </label><input type="text"</p>
name="OrderNumber" id="order"/>
         <label for="company">Company: </label><input type="text" name="CompanyName"</p>
id="company"/>
         <input class="form_submit" type="submit"/>
       </form>
     </div>
   </div>
 </body>
</html>
```

Default Landing Pages for Web PowerForms

After a signer takes an action with a PowerForm, such as completing the PowerForm or declining to sign, they are taken to a landing page.

If your account has not defined landing pages for the signer events, the DocuSign system provides a set of default landing pages for PowerForms. You can change these landing pages from the Classic DocuSign Experience by going to your **Preferences**, clicking **Features** under the Account Administration section and clicking the **In-session Landing pages** link under Advanced Options. The link takes you to the Embedded Signing Landing Pages page, where you can change the URLs for your custom landing pages.

The default landing page URLs are shown below.

Event	Landing Page
OnSigningComplete	/PowerForms/LandingPages/SigningComplete.htm
OnViewComplete	/PowerForms/LandingPages/ViewingComplete.htm
OnCancel	/PowerForms/LandingPages/Cancelled.htm
OnDecline	/PowerForms/LandingPages/Declined.htm
OnSessionTimeOut	/PowerForms/LandingPages/WebSessionTimeOut.htm
OnTTLExpired (Token Expried)	/PowerForms/LandingPages/TokenExpired.htm
OnFailedIDCheck	/PowerForms/LandingPages/AuthenticationFailed.htm
OnFailedAccessCode	/PowerForms/LandingPages/AuthenticationFailed.htm
OnException	/PowerForms/LandingPages/Exception.htm



The Global Standard for eSignature