

# GSD. DocuSign support

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**Category:** {'link':

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General Information:

Possible symptoms/errors:

N/A

Alternative names of the system:

DocuSignSignature

IMPORTANT NOTICE:

N/A

Solution:

DocuSign is an application that helps to manage signature forms, to assign the document to separate users as well as to the group of people to sign off the documents.

In case FME user is reporting an issue with DocuSign, you should send the ticket via e-mail to dti-docusign@freseniusmedicalcare.com. The email has to be sent from the ServiceNow ticket. Once the email is sent, place the ticket in the 'Awaiting' status, with reason being 'Awaiting Local Customer IT Feedback'. Assign the ticket to yourself and monitor the mailbox for e-mails related to the incident. If no updates happen after 2 workdays, make sure to send a chase e-mail asking about progress. This is to be done until confirmation of resolution is provided. Inform the user that the issue has been resolved, and await confirmation from the user, following the third strike rule. Once confirmation is obtained, close the ticket as resolved.

Assignment Group:

N/A

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A