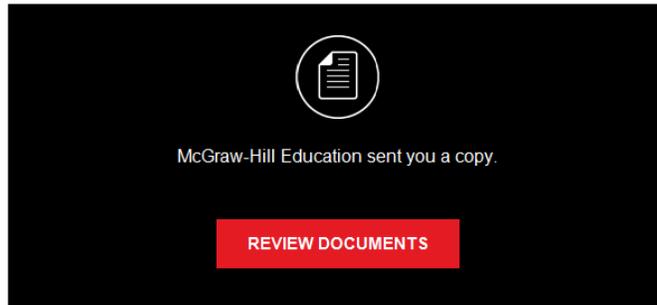# DocuSign Envelope FAQS

Q) I have received an email from DocuSign, but it is not letting me sign the document. What do I do?

A) Copied parties and signers will receive emails from DocuSign. In the black box, it will indicate if you need to sign OR if you were just sent a copy. Additionally, please read the Private Message section for further instruction / details.

Please be sure to read this message carefully as they may differ depending on contract/form being routed for signature.

Q) I am not the appropriate person to sign this contract/form. How can I re-assign the DocuSign envelope?

A) Open the DocuSign email that you received and click on Review Documents. Click on **Other Actions** and then **Assign to Someone Else**. Enter the email address and name of new signer as well as the reason for re-assigning the signature.
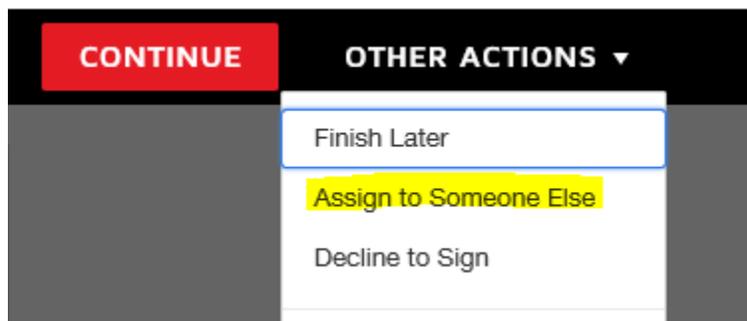
Q) I have completed my action in the DocuSign envelope, but I have not received the completed envelope email. What is the hold up?

> **A)** If you were copied OR signed on the DocuSign envelope, you have access to review the status of the document. Please follow the below steps.
>
> 1. Open the DocuSign email that you received and click on Review Documents.
> 2. Click on **Other Actions** and then **View History**
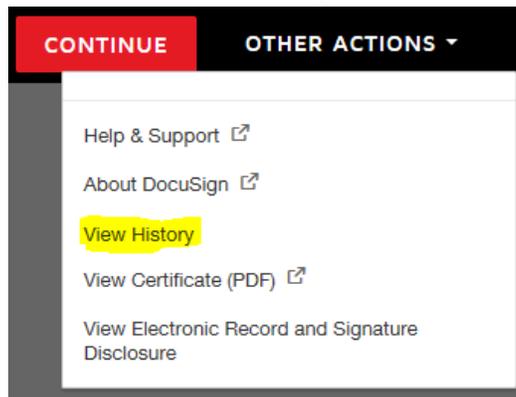
> 3. Once clicked, you will see a list detailing the history and details of the DocuSign envelope. You will be able to see who has viewed or signed the document and who it is still waiting with.
>
> If you still have questions on status, please contact your MHE business partner.

Q) Please help! I did not receive my DocuSign envelope.

> **A)** Some servers may identify the DocuSign emails are spam. Please check your Spam, Junk, or Clutter folders. If they still do not receive their envelope, please refer to DocuSign's Common Signing Issues Page.