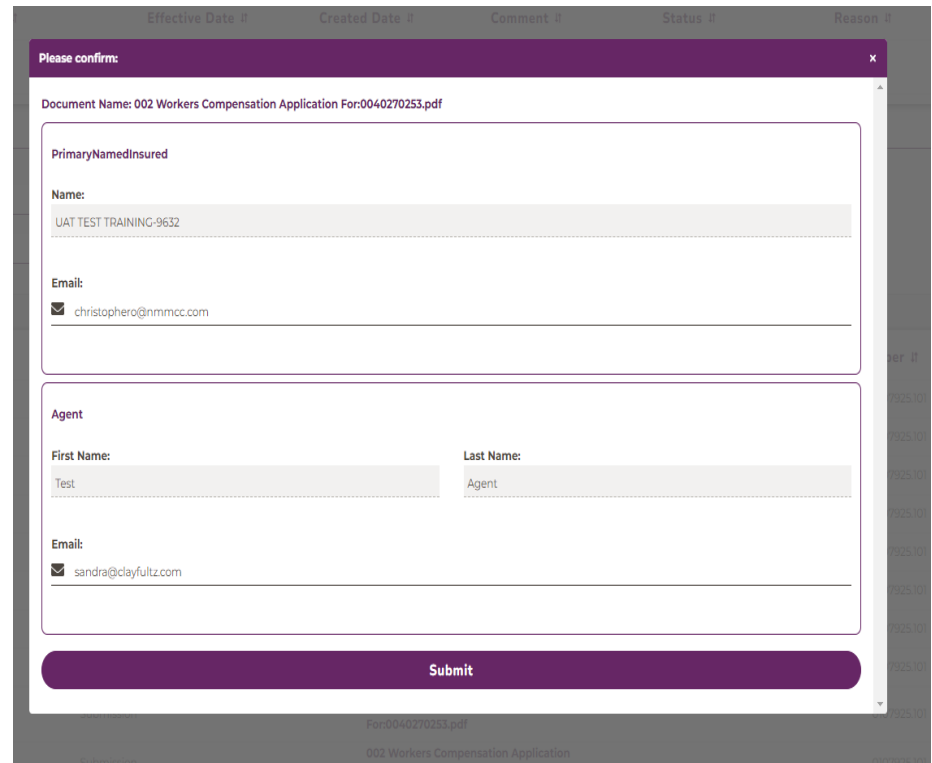


## How do I send a DocuSign document?

1. Starting on the Dashboard, search for an account by clicking on the “Search” icon on the purple side panel or clicking on “Search Account and Policies” on the Roadrunner Dashboard.
2. Once the user is on the account landing page, they will see the document section at the bottom of the screen.
3. Eligible DocuSign documents will have a “Request Signature” link in the left column titled “DocuSign”
4. Once the user clicks “Request Signature,” a window will pop up prompting the agent to confirm the owner/officer name(s) and email address(es).



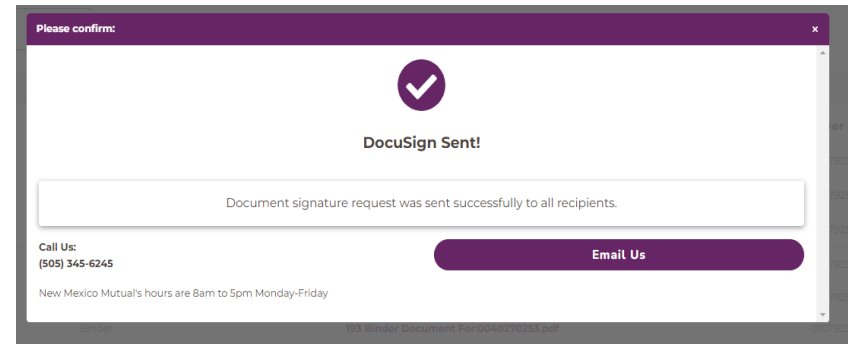
The screenshot shows a 'Please confirm' dialog box with a purple header and a close button (X). The document name is '002 Workers Compensation Application For:0040270253.pdf'. The form is divided into two sections: 'PrimaryNamedInsured' and 'Agent'. The 'PrimaryNamedInsured' section has fields for 'Name' (UAT TEST TRAINING-9632) and 'Email' (christophero@nmmcc.com). The 'Agent' section has fields for 'First Name' (Test), 'Last Name' (Agent), and 'Email' (sandra@clayfultz.com). A purple 'Submit' button is at the bottom. The background shows a table with columns: Effective Date #, Created Date #, Comment #, Status #, Reason #.



## How do I send a DocuSign document?

5. Once they finished updating, the agent can click continue.

6. When the document is sent, a success message will be displayed.

7. DocuSign items that are pending will display as “In Progress.” The agent can edit or delete these requests.



In Progress |  

[Request Signature](#)

# DocuSign FAQ



**Q:** I sent the document, but it doesn't say "In Progress."

**A:** DocuSign documents expire after 30 days. They are automatically reset so that the agent can resend them.

A screenshot of a DocuSign interface. At the top, there is a label "Document types:" followed by a dropdown menu currently showing "Select One". Below this is a section header "Documents". Underneath is a table with two columns: "DocuSign ID" and "Document Type ID". The table contains three rows, each with a hyphen "-" in the first column and the word "Issuance" in the second column.

DocuSign ID	Document Type ID
-	Issuance
-	Issuance
-	Issuance