OneSpan Sign eSignature Software for Child Support
Frequently Asked Questions

OneSpan Sign is the State of Michigan's electronic signature (eSignature) web-based software solution. It allows you to get signatures from parents and custodians who have access to email and a web browser. This document is intended to answer frequently asked questions IV-D staff may ask about OneSpan Sign. It will be updated as necessary as new questions are received.

Topics

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1. General Information

a. Does it cost my county office anything to use OneSpan Sign?

No. There is no cost to IV-D offices to use OneSpan Sign. OCS will pay all costs associated with a county's use of OneSpan Sign.

b. Is my office *required* to use OneSpan Sign?

No. However, OCS strongly encourages IV-D offices to use it.

c. Can I still use other ways to obtain parent signatures?

Yes. Use of OneSpan Sign is optional, although OCS recommends that IV-D offices use it instead of other methods for eSignatures because of its security and ease of use. It will also create a more consistent parent experience statewide.

d. What state agency administers OneSpan Sign?

The State of Michigan's Records Management Services (RMS) administers OneSpan Sign. RMS provides support such as account maintenance, technical support, and training. (Refer to the "Training and Support" questions further below.) To obtain assistance from RMS, contact the Child Support Help Desk.

e. Can I *require* that a parent sign documents using OneSpan Sign?

No, IV-D offices cannot mandate the use of eSignatures. Federal and state law allow for eSignatures but require that a signer consent to sign a document electronically. Further, some parents may have technology issues or other barriers that could prevent eSignatures.

f. Is OneSpan Sign meant for document storage?

No. OneSpan Sign is a tool for obtaining parent signatures, not a place to store documents. After a transaction is complete, download the documents and store them according to your normal business process. Note that OneSpan Sign does not automatically delete old transactions. RMS plans to add that functionality in the future.

g. OneSpan Sign uses the term "transaction." What does that mean?

A "transaction" is a workflow that distributes a package of documents for electronic signing. One transaction can include multiple signers and multiple documents. For example, a single transaction can be a package that contains three documents that require the signatures of three signers.

2. **Access to OneSpan Sign**

a. How do I request access to OneSpan Sign?

You request access to OneSpan Sign using the *IV-D Program Request for Computer Access* (DHS-393) and delete access using the *IV-D Program Request to Delete Computer Access* (DHS-392).

When a IV-D office first implements OneSpan Sign, the office's Authorized Requester may request accounts for multiple employees at once by using the OneSpan Sign Bulk User Account Request (Exhibit 2021-005E2), but only for employees who have *already* completed and signed a DHS-393 in the past.

Send **all** requests for new accounts, account changes, and account deletions to the Child Support Help Desk.[1]

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[1] For more information on requesting access to IV-D systems, refer to Section 1.10, "Confidentiality/Security," of the *Michigan IV-D Child Support Manual.*

b. Do I need to download and install software to use OneSpan Sign?

No. You will access OneSpan Sign via a web browser like Google Chrome, Mozilla Firefox, or Microsoft Edge. RMS does not recommend using Internet Explorer for OneSpan Sign.

c. How does a parent access OneSpan Sign?

First, a parent needs an email account. You will use the OneSpan Sign website to send the parent an email that includes a link to the documents to be signed. Second, a parent needs a web browser to view and sign the documents. Parents do not need to download and install software, nor do they need to create a OneSpan Sign account.

d. Can a parent use a mobile device to view and sign documents?

Yes. OneSpan Sign is mobile-responsive and works on desktop or mobile devices. Parents may sign with the click of a mouse or the touch of a finger. However, they must access the link through their email account; the link cannot be sent via text message.

e. Can I see a coworker's transactions, or only my own?

By default, you may see only your own transactions. However, OneSpan Sign allows users to delegate access to their transactions to other users (e.g., supervisors). RMS has created a job aid for this purpose; it is available with other OneSpan Sign training materials on mi-support.[2] Authorized Requesters may request access to another user's transactions if the user is unavailable (e.g., out of the office). The Authorized Requester will email or call the Child Support Help Desk to request access.

f. I see that OneSpan Sign has an option to "enable notarization." Should I use this option if I need to notarize a document sent for signature?

OneSpan Sign's "enable notarization" function is designed to allow people who are physically together in one place the ability to electronically notarize a document instead of using an ink signature. It is *not* designed to allow for remote notarization (where the signer is in a different physical location than the notary).

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[2] The training resources are located here on mi-support: Program Library → Index → Document/Forms Generation.

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3. Training and Support

a. What training is available for OneSpan Sign?

   RMS has developed many training resources for OneSpan Sign, including demonstration videos, guides, and job aids. These resources are available on [mi-support](). OCS and RMS will host online training sessions on OneSpan Sign and will announce them via an email notification. Upon request, OCS may also provide demonstrations of OneSpan Sign at events such as User Groups, conferences, etc.

   Parents who receive your transactions do not need training to use OneSpan Sign; the tool is intended to be intuitive. However, providing a brief explanation of what parents can expect may help ensure a successful transaction.

b. If I have a technical issue with OneSpan Sign, who do I contact?

   RMS will handle most technical support for OneSpan Sign, including IV-D staff account creation and maintenance. However, if you experience an issue, report it to the [Child Support Help Desk](). Child Support Help Desk staff will investigate the issue. If they can't solve it, they will refer it to RMS.

4. Parent Interaction

a. How is the parent alerted that there is a document to sign?

   IV-D staff will use OneSpan Sign to send the parent an email with a link to the OneSpan Sign website where (s)he will sign the document. You can also draft a message that OneSpan Sign will include in the email, use OneSpan Sign to trigger reminder emails, and/or use OneSpan Sign to resend the document for signature if needed.

b. Will I be alerted that the parent has signed the documents?

   Yes. You will receive a confirmation email from OneSpan Sign once all necessary parties have signed the documents. You can also monitor the status of your transactions using OneSpan Sign's dashboard feature.

c. Can a parent provide a document to me through OneSpan Sign?

   Yes. OneSpan Sign allows you to ask a parent to upload a document to OneSpan Sign as part of the signing process, if necessary. Once the parent uploads the document, you may download it. If the transaction involves two or more signers, another signer cannot view what the parent has uploaded.

d. Can I see if a parent has signed or downloaded a document?

Yes. The status of each transaction will be displayed on your dashboard; it will show you whether a signer has signed the document. When the transaction is completed, you can use the "summary" function to view an audit trail of the transaction, including whether the parent has downloaded a document.

For transactions that have been successfully completed, you can download and save the summary in your office's filing system. This will allow you to reference it later if there is a dispute regarding the signature.

The summary will be deleted from OneSpan Sign at the same time the sender deletes the transaction or by RMS's future mass deletion functionality.

e. How long are signed documents available for parents to download?

The documents are available for the parent to download until you archive or delete the transaction, or it is automatically deleted by RMS's future functionality.

5. **Security Considerations**

a. There is an option for OneSpan Sign to automatically attach the completed, signed documents to the confirmation email that is sent to the parent and the sender after the transaction is complete. Can I use that?

No, because the email attachment(s) would be unencrypted. Instead, use the default option that allows the parent and sender to download the signed documents from the OneSpan Sign website once the transaction is complete.

b. OneSpan Sign allows me to require parents to authenticate their identity via SMS text messaging or question-and-answer before they can sign a document. Do I need to use this feature?

No, but you may use it if you want additional assurance that only the parent will see and sign the document. You and the parent can determine if this additional authentication is appropriate. For example, if you know that a parent shares an email account with someone else, you could require the parent to authenticate his/her identity using a text sent to his/her cell phone. OneSpan Sign will send a personal identification number (PIN) via text to the parent. The parent must then enter that PIN on the OneSpan Sign website before (s)he will be allowed to review and sign documents.

c. OneSpan Sign allows me to name a transaction and include a message to the signer in the transaction. Are there limits on the information that I can put in these messages?

Yes. The transaction name and the message to the signer will be included in an unencrypted email that OneSpan Sign sends to the signer. Do not include confidential information (e.g., Social Security numbers, addresses, etc.) in your transaction names or messages. You may include docket numbers and/or system-generated identifiers such as court action referral (CAR) numbers or IV-D case numbers in the transaction name and message.

d. My transaction requires the signatures of both parties. There is family violence noted on this case. Will one party be able to view the email address of the other party?

No. OneSpan Sign sends notification emails to all signers when their signature is needed and when a transaction is complete. One signer's email address will not be visible to the other signers in those notification emails, nor will they be visible as "cc"s.