Logging Into DocuSign

For First Time
& Returning Users
Preparing to Use DocuSign

• Before logging into UT’s DocuSign, users will need:
  • To be active-status faculty or staff
  • Their EID & password
    • https://idmanager.its.utexas.edu/eid_self_help/
  • To be registered with Duo - Duo
    • https://utdirect.utexas.edu/apps/duo/register/

• Duo now alerts UT users if their software is out of date.
  • Operating system update is optional. Refer to slides 5, 6, and 10.

• If an error is encountered, see slides 15 or 16 for next steps.
Start: http://docusign.utexas.edu

Click here to begin
Enter EID & Password

If you need to update your EID password, use the Self-Service Tools: https://idmanager.its.utexas.edu/eid_self_help/
Select Preferred Duo Authentication

Select Duo option and be ready to answer the app push; phone call; or use the passcodes provided vis SMS.

Many users do not have permission to update their operating system (OS). This alert can be ignored if local unit policy is to remain at the current OS version.
Managing Software Update Alert

Both the pre-authentication (slide 5) and post-authentication (slide 10) pages may have an orange border indicating software is out of date.

Many users do not have permission to update their operating system (OS).

This first alert can be ignored if local unit policy is to remain at the current OS version.
Option 1: Select DUO Push

When selecting “Send Me a Push”, Duo sends an alert to the user’s mobile device app. The app must be launched to confirm authentication.
Option 2: Select Call Me

When selecting “Call me”, Duo calls the phone number(s) that are registered with that EID.

Duo calls from 512.475-9400.

The listener will be prompted to press any key to confirm login.
Option 3. Selecting Enter Passcode

When selecting “Enter a Passcode”, Duo will indicate which code to use next.
Second Out of Date Software Alert

If not updating operating system, click Skip to proceed to DocuSign.

Some users may need to skip through two out-of-date alerts, depending on the specific combination of operating system and browser.
New Users: Initial Landing Page

Opening this page using your UT EID/password and Duo authentication creates your UT DocuSign account.

Note: Initial Login does not have Sender permissions set.
Once a New Account is Created

• **Stop** and let the DocuSign Unit Contact (DUC) know
  • The DUC must request user account updates from the UT DocuSign Administrator
  • The DUC will notify users when account is updated

• **While waiting,** users can update preferences and signature by follow these instructions:
  • [http://docusign.utexas.edu/user-profile-management](http://docusign.utexas.edu/user-profile-management)
  • See further instructions on next slide

• **Do not change your email address!**
  • Your EID is used to generate the email address required for DocuSign at UT:
    • `<yourEID>@eid.utexas.edu`
Leave email As-Is!

(YourEID@eid.utexas.edu)

Do not change your email address away from the format of EID@eid.utexas.edu.

Changing your email to anything but this EID format will break authentication and lock you out of the system.

Do not change your password through the DocuSign interface.

To change password, use the EID Self Help system: https://idmanager.its.utexas.edu/eid_self_help/
Login page after privileges have been updated

If you are going to be sending documents, after privileges are updated, the Send option is available at top of screen.
SAML 2.0 Validation Error

If you receive a “SAML” error message, clear your browser cache, close the browser, and try logging in a second time.

If you receive any other type of error during login, contact UT Service Desk or Business Support for assistance.
Occasionally, users are presented with a non-UT login screen.

Enter any UT email address that ends in utexas.edu and click Continue.

DocuSign will forward to the EID login on Slide 4.

Note: EID login page has no information about the email address that was entered. Use your EID & password on that page.