

DocuSign®

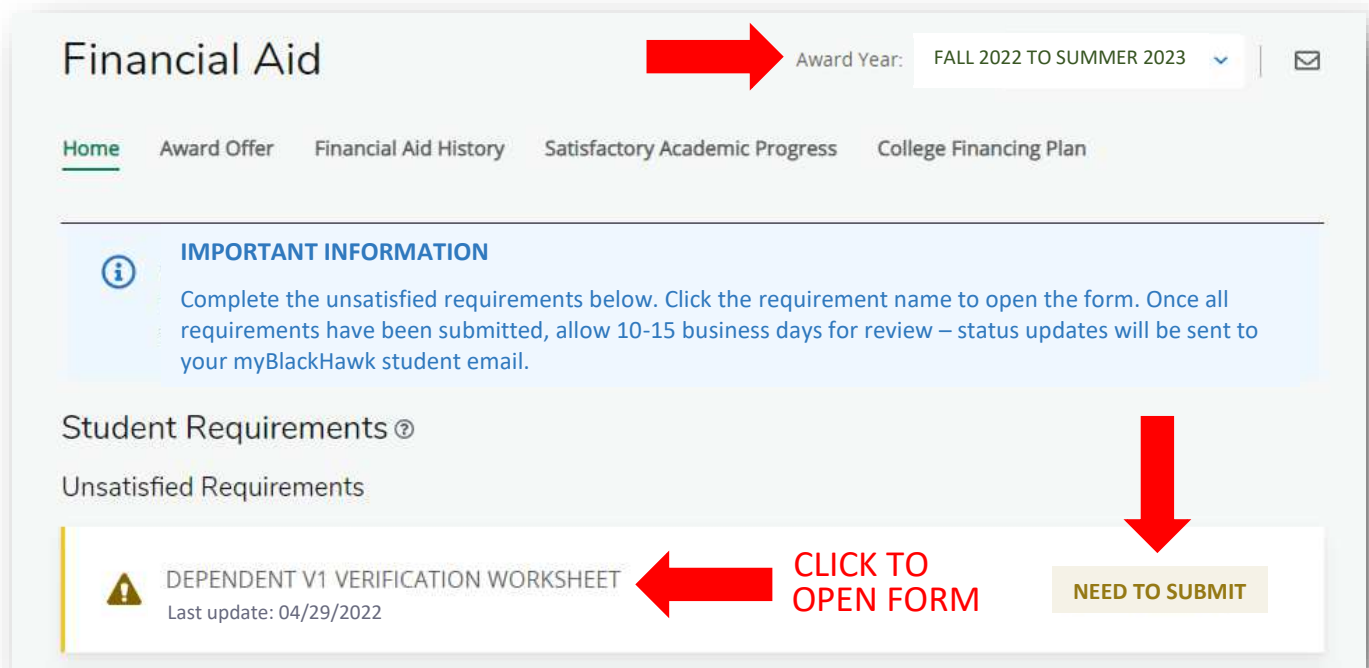
Frequently Asked Questions

To better serve and support our students, the Financial Aid Office is now accepting forms and signatures online using DocuSign!

1. I already submitted my FAFSA – do I need to submit other Financial Aid forms?

Once you submit your FAFSA, allow two weeks for a status update to be sent to your myBlackHawk email. This email will let you know if additional requirements or forms are needed.

Students who need to submit other forms will be directed to myBlackHawk (**Student > Financial Aid > Requirements Needed**). Confirm you are viewing the correct school year, then click on any Unsatisfied Requirements marked as “NEED TO SUBMIT”:



The screenshot shows the 'Financial Aid' portal interface. At the top right, there is a dropdown menu for 'Award Year' set to 'FALL 2022 TO SUMMER 2023', with a red arrow pointing to it. Below the navigation bar, there is an 'IMPORTANT INFORMATION' section with a blue background and an information icon. The main content area is titled 'Student Requirements' and 'Unsatisfied Requirements'. A requirement card is visible with a warning icon, the title 'DEPENDENT V1 VERIFICATION WORKSHEET', and the text 'Last update: 04/29/2022'. To the right of the card, there is a red arrow pointing to the text 'CLICK TO OPEN FORM' and a yellow button labeled 'NEED TO SUBMIT'. A large red arrow points down from the top right towards the 'NEED TO SUBMIT' button.

The DocuSign form will open and you will be prompted to enter your student name and myBlackHawk email to begin.

2. Oops – I entered the wrong parent name or email on my DocuSign form. Can this be fixed?

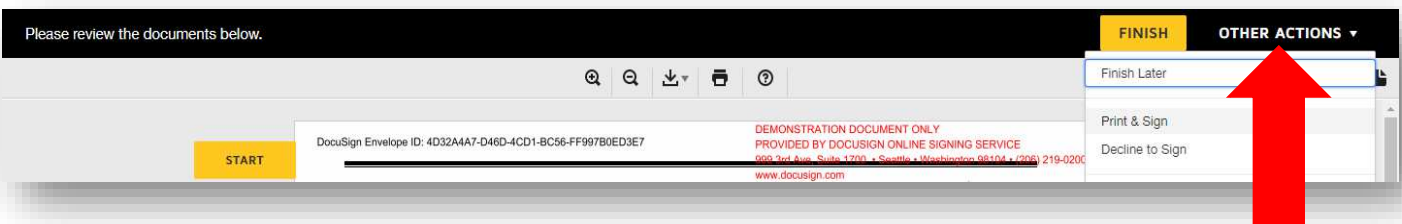
Yes, if the form has not been finished. Using your myBlackHawk email, send your name, student ID, and the correct parent name/email address to finaid@bhc.edu. We will make a correction to your DocuSign form and resend. Allow 1-2 business days for your form to be resent.

3. What if I can't complete my form right away?

Don't close the browser tab or window – instead, select “Finish Later”. DocuSign will send you an email link (don't delete!) so you can return to your form at a later time. Forms will expire after 90 days.

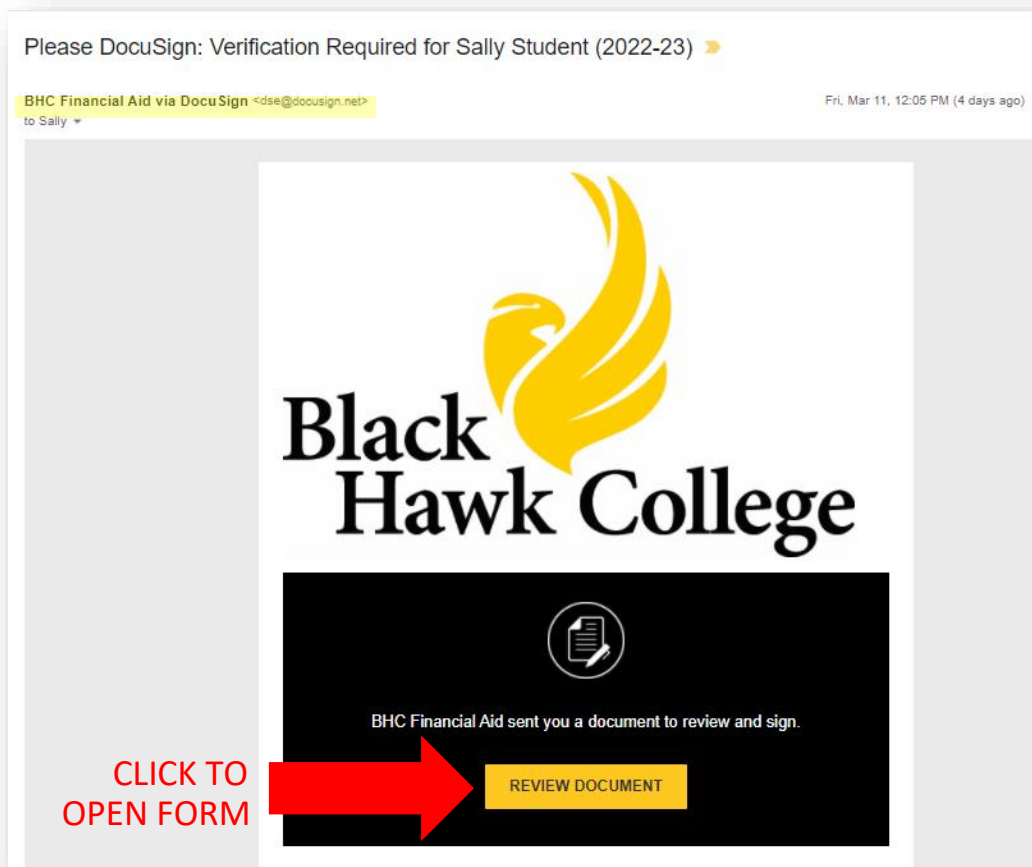


Don't see the “Finish Later” option? Look under “Other Actions”. You won't receive another email – instead, use the original DocuSign email you were sent to return to your form at a later time.



Example DocuSign Email

DocuSign emails will always come from a “@docusign.net” email address and will include BHC branding.



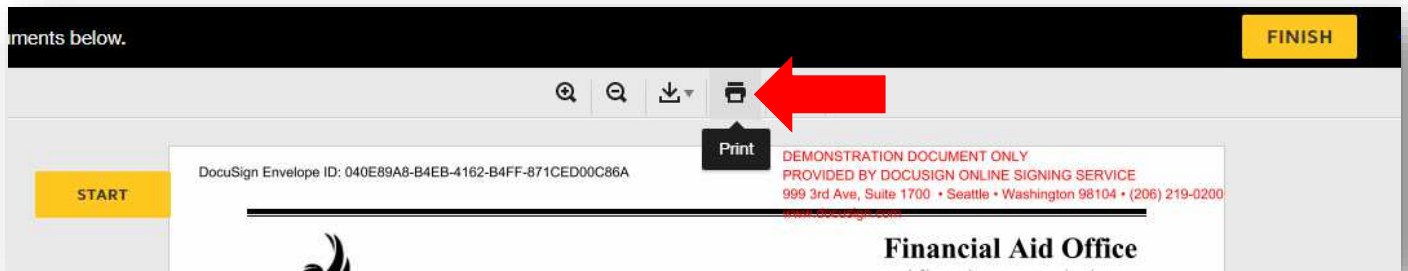
4. What if I don't have a computer, phone, or tablet?

Students may visit either Black Hawk College campus to use available computer labs. Students may also visit the Financial Aid Office (QC campus) to use our student computers and printer.

Students may also request a paper copy of any financial aid form from the Financial Aid Office.

5. What if my parents don't have an email address?

That's not a problem! You can select the "Print" icon at the top of your DocuSign form to print a PDF version to sign and submit instead. Paper copies of all forms are also available at the Financial Aid Office.



6. Can my parent fill out my Financial Aid form for me?

No. While you can ask your parent(s) or others for help, you (the student) must always complete and sign your Financial Aid forms yourself.

7. I received an error message – “Unable to load PowerForm signing process. Error: This document may be signed only after [DATE]”. What do I do?

Students will receive this error message when they try to fill out a form they have previously started or completed. If you're uncertain about the status of your form, contact the Financial Aid Office and we will send you an update and a link (if needed) to complete.

8. Oops – I closed my browser instead of clicking “Finish Later”. Is my form lost?

Nope! If you don't have a DocuSign email containing a link to your form, contact the Financial Aid Office and we will send it to you. Allow 1-2 business days for your form to be resent.

9. Oops – I deleted the DocuSign email containing a link to my form. Is my form lost?

Nope – see previous answer!

10. What happens if I make a mistake on my DocuSign form?

You can make changes before you “Finish” the form. However, once the form is finished, you will need to contact our office to fix any mistakes. In some cases, a new form may be sent or a paper correction may be required. Allow 1-2 business days for a response regarding your DocuSign form correction.

I 1. Why did I get an email request to “Please DocuSign”?

Most forms will be requested through myBlackHawk under *Student > Financial Aid > Requirements Needed*. However:

- The Financial Aid Office may email DocuSign requests directly to students (at their myBlackHawk student email) or parents (at their parent email listed on your FAFSA). This happens occasionally, especially if our request is very specific or is a follow-up to another form.
- You will also receive this email if you select the “Finish Later” option.
- Your parent will receive this email if you enter their information on your Financial Aid Form.

DocuSign emails will always come from a “@docuSign.net” email address.

I 2. Is there a limit to how many attachments I can include with my form?

Not all forms allow you to upload attachments. If attachments are requested, there is no limit to the number you can provide. DocuSign supports files sizes up to 25MB. Large files or a large number of attachments may affect DocuSign performance.

I 3. How do I provide my signature electronically?

You can draw your signature using a mouse, stylus, or your finger (when using a touchscreen device). Don't worry if your electronic signature doesn't look perfect – it is legally acceptable and is attached to an electronic Signature ID within DocuSign.

I 4. Are electronic signatures legal?

Yes, electronic signatures are legally binding in the United States. There are two Acts that establish this legality of electronic signatures – [the U.S. Electronic Signatures in Global and National Commerce Act \(ESIGN, 2000\)](#) and the [Uniform Electronic Transactions Act \(UETA, 1999\)](#). Both ESIGN and UETA establish that electronic records and signatures carry the same weight and legal effect as traditional paper documents and handwritten signatures.

I 5. What happens after the form is finished?

Completed forms will be automatically routed to the Financial Aid Office. At this time, you (and any other signers) will receive an email confirmation that the form has been completed.

Once all required forms are completed, allow two weeks for review. Status updates will be sent to your myBlackHawk email.

I 6. Do I need to sign up or create an account?

Nope! While users can create a free DocuSign account, it is not required and does not impact how Financial Aid will process your documents.

17. Which web browsers does DocuSign support?

DocuSign supports the latest stable release of the following browsers: Chrome, Firefox, Safari, and Windows Edge.

18. Do I have to use DocuSign?

No, but it is our preferred method and we encourage students and parents to give it a try! However, if you prefer to submit paper forms or wet signatures, you may either:

- After opening the DocuSign form, select *Other Actions > Print & Sign*.
- Visit the Financial Aid Office to request a paper copy.

19. Who should I contact if I'm having trouble?

Contact the Financial Aid Office at 309-796-5400 or finaid@bhc.edu. We can help you troubleshoot the problem or provide you with alternative formats (PDF, paper).