



DocuSign USER GUIDE

Guide to completing and submitting
ACES\$ enrollment packets electronically



ENROLLING WITH ACES\$ JUST GOT EASIER

ACES\$ uses DocuSign software to electronically enroll both Employers and Employees. Electronic packets are the most efficient way to enroll, saving you time and speeding up access to the payroll services you need.

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ACES\$ Enrollment Packets through DocuSign offer:

- ✔ Built-in intuitive processing ensures all required fields are properly completed.
- ✔ Key demographic information is populated throughout the packet to avoid repetitive entry.
- ✔ Secure and easy submission once the packet is complete.

Questions?

Contact an ACES\$ Enrollment Specialist who will help guide you!

Email: enrollmentsIL@mycil.org

Consumer Care Hotline: 1-877-223-7781 Option: 2

OBTAINING A PACKET

Need an Employer or Employee Packet?
Here's how to get one.



Document Center

Select Organization: Illinois Department of Human Services

Document Type: -- All --

Figure 1: Document Center Drop Down Menu

Show: 10 entries

Document Name	Document Description	Download File
2020 Federal W-4	2020 Federal W-4	
ACCESS Change Contact Info Request Form	IL ACCESS Change Contact Info Request Form	
ACCESS Direct Deposit Form	ACCESS Direct Deposit Form	
ACCESS FMS Information Release Forms	IL ACCESS FMS Information Release Forms	
ACCESS W2 Replacement Policy	IL ACCESS W2 Replacement Policy	
Attendant Pay Periods	Payroll schedule for workers	
Back-Up Plan Toolkit	BackUp Plan Tool kit	
CANTS Form	CANTS Form	
Completing Service Authorization Guide	Completing Service Authorization Guide	
Cost to You	Cost to You	

Showing 1 to 10 of 22 entries

Figure 2: Document Center Download Files

PowerForm Signer Information

Fill in the name and email for each signing role listed below. Signers will receive an email inviting them to sign this document.

Please enter your name and email to begin the signing process.

Employee

Your Name: *
Full Name

Your Email: *
Email Address

Please provide information for any other signers needed for this document.

Employer

Name: *
Full Name

Email: *
Email Address

BEGIN SIGNING

Figure 3: PowerForm Signer Information Form

OBTAINING A PACKET

Follow the steps below to download an Enrollment Packet:

1. Visit <https://login.mycil.org/DocumentCenter>
2. Select Illinois Department of Human Services from the "Select Organization" dropdown menu. See Figure 1.
3. Select Packets from the "Document Type" dropdown menu.
4. Click the purple file icon under the "Download File" column for the packet you need to fill out. See Figure 2.
5. Fill out the PowerForm Signer Information form. See Figure 3.
6. Complete either the Employee or Employer section of the form, depending on which best fits your role.
7. Click the BEGIN SIGNING button.
8. DocuSign will email a validation code and a link to complete the packet using the provided email. See Figure 4.
9. The email will be from DocuSign and have the ACES\$ name and logo on it.
10. If you don't receive the email, check your junk and/or spam folders.

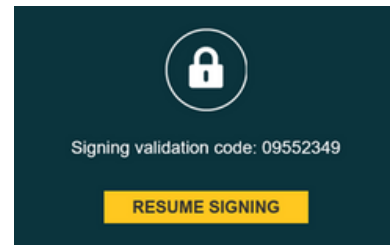


Figure 4: Validation Code

TIPS

- Case Managers, Self-Direction Assistants and Employers can send the packet to someone else for completion by using the intended recipient's name and email address, under the section that best fits that person's role (either Employee or Employer).
- If you don't have an email, please see the FAQs on page 6.

GETTING STARTED



HOW TO ACCESS YOUR PACKET

Follow the steps below to access an Enrollment Packet:

1. Click the RESUME SIGNING button in the email. This will open a new internet browser window. See Figure 5.
2. Fill out the Access Code field using the Signing Validation Code provided in the email.
3. You can either copy and paste this code or type it in. If you did not receive a Signing Validation Code, click the I NEVER RECEIVED AN ACCESS CODE button.
4. Click the VALIDATE button.
5. Check the "I agree to use electronic records and signatures box". See Figure 6.
6. To read the disclosure, click Electronic Record and Signature Disclosure.
7. If you do not agree, please contact your Case Manager, Self-Direction Assistant or ACES\$ Enrollment Specialist to request a paper packet.

Figure 5: Access Code Entry

Figure 6: Electronic Record and Signature Disclosure

TIPS FOR FILLING OUT YOUR PACKET

1. **Types of Boxes:** There are required and optional boxes. See Figure 7.
 - o **Red outlined boxes:** These are required and must be filled out.
 - o **Gray outline boxes:** These are optional but should be filled out if you have information to enter.
2. **Quick Tips:** To view quick tips for any field, hover your mouse over the field. See Figure 8.
3. **Data Format Requirements:** Some fields require a specific format for the data.
 - o To complete the packet, you must enter the data according to the required format.
 - o If you enter data in an incorrect format, the quick tip (see Tip 2, above) will show in red how it needs to be corrected. See Figure 8. In this example, the quick tip shows a correction request in red when the Social Security Number was not entered correctly.
4. **Moving to the Next Field:** Click the FILL IN button to move to the next field that needs to be completed. See Figure 9.
 - o You can also use the Tab key on your keyboard or scroll through the document and click on the field that needs to be completed.

Figure 7: Required and Optional Field Examples

Figure 8: Quick Tips and Data Validation

Figure 9: Fill In Button

FINALIZING YOUR PACKET

It's time to submit, here are the steps



Sign the Packet



1. Click the Sign button. See Figure 10.
2. Fill out the Adopt Your Signature form. See Figure 11. With the Adopt Your Signature form, you can:
 - o Use a style predefined by DocuSign
 - o Draw your signature or initials
 - o Upload an image of your signature or initials
3. Click the ADOPT AND SIGN button to place your signature on the form. See Figure 12.



Figure 10: Sign Button

Figure 11: Adopt Your Signature Window



Figure 12: Adopt and Sign Button

Upload Forms



1. If there is a paper clip icon, you will need to upload additional documents. See Figure 13.
2. Not all packets require additional documents.
3. Click the paper clip icon. An "Upload Attachment" window will open. See Figure 14.
4. Click the UPLOAD A FILE button.
5. Find the saved file on your computer that you need to upload.
6. Click the DONE button.
7. At the end of the packet, you will be able to see the document(s) that you uploaded.



Figure 13: Upload Icon

Upload Attachment



Figure 14: Upload Attachment Window

Submit Your Packet



1. When all the required fields are completed, the Next button will no longer be visible.
2. Review all the information you provided to ensure accuracy.
3. Click the FINISH button. See Figure 15.
4. A "Save a Copy of Your Document" window will open. See Figure 16.
5. To save a copy of your packet, click the DOWNLOAD or PRINT button.
6. DocuSign will email you a link to the completed packet that you can view any time. See Figure 17.
7. Click the CLOSE button.
8. Your completed packet will automatically be sent to the next signer (if required) or to ACES\$ for processing.



Figure 15: Ready to Finish
Save a Copy of Your Document

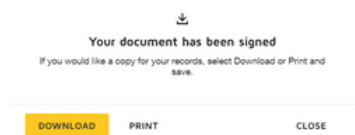


Figure 16: Save a Copy of Your Document

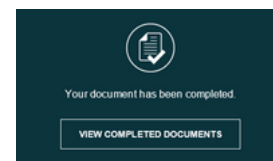


Figure 17: View Complete Documents



FREQUENTLY ASKED QUESTIONS

QUESTIONS AND ANSWERS

- **Which packet should I complete?**
 - If you are unsure which packet to complete, please contact your Case Manager, Self-Direction Assistant or ACES\$ Enrollment Specialist.
- **What should I do if I don't have an email address?**
 - Email is required to use DocuSign. If you don't have an email, please sign up for one. There are many free email services available, including:
 - <https://www.gmail.com>
 - <https://www.yahoo.com>
 - <https://www.outlook.com>
- **How long will it take to complete a packet?**
 - Typically it takes 15-20 minutes to complete a packet.
- **Can I save my packet to finish later?**
 - Yes! Select Finish Later from the "Other Actions" dropdown.
- **Why can't I see the FINISH button?**
 - If there isn't a FINISH button, it is because one or more of the required fields is incomplete or the data wasn't entered according to the format requirements. The "Ready to Finish?" pop up will appear when the data entered is correct.
 - If you still don't see the FINISH button after entering data in all the required fields according to the format requirements, please contact the sender of the document.
- **How do I access the completed and signed packet?**
 - Please visit <https://support.docusign.com/en/articles/How-do-I-access-the-DocuSign-documents-that-I-signed> for how to access your signed packet.
- **How do I know who sent me the DocuSign document?**
 - The notification email you received contains the name and email address of the sender.
- **How do I contact the sender of the DocuSign document?**
 - DocuSign sends email notifications on behalf of its users. Simply reply to the email notification to contact the sender of the document.

Questions?

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1-877-223-7781 Option: 2