



# 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.

## CONTENTS

PAGE  
**2**  
**Obtaining a Packet**  
Steps to obtain ACES\$ Employer and Employee Enrollment Packets

PAGE  
**3**  
**Getting Started**  
Information on how to access your packet and tips for completing it

PAGE  
**4**  
**Finalizing your Packet**  
Signing, uploading documents and submitting your complete packet

PAGE  
**5**  
**FAQs**  
Find answers to frequently asked questions

## 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: [supportVA@mycil.org](mailto:supportVA@mycil.org)  
Member Care: 1-833-955-4545

# OBTAINING A PACKET

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

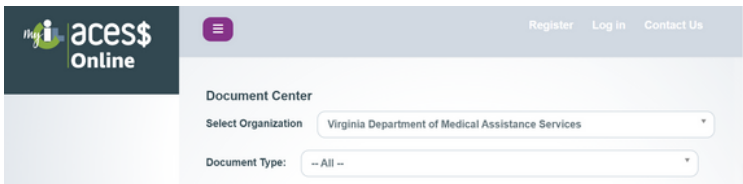


Figure 1: Document Center Drop Down Menu

Show 10 entries Search:

Document Name	Document Description	Download File
ACES\$ CellTrak EVV: How to Clock in, Edit, Add and Approve Shifts in CellTrak and ACES\$ Online	ACES\$ CellTrak EVV: How to Clock in, Edit, Add and Approve Shifts in CellTrak and ACES\$ Online	
ACES\$ Online Service Facilitator Training	ACES\$ Online Service Facilitator Training	
Change Contact Information Request.pdf	Change of Contact Information Form	
Direct Deposit.pdf	Direct deposit form	
Downloading and Registering - EVV Mobile Application User Guide	Downloading and Registering - EVV Mobile Application User Guide	
EVV Roles and Responsibilities	EVV Roles and Responsibilities	
Federal W-4	Federal W-4	

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: \*

Your Email: \*

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

**Employer**

Name: \*

Email: \*

**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 Virginia Department of Medical Assistance 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.

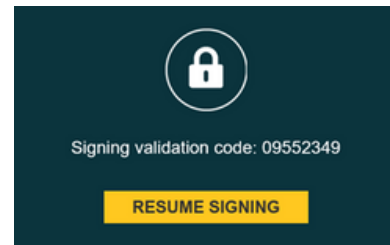


Figure 4: Validation Code

## TIPS

- Service Facilitators 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 Service Facilitator 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

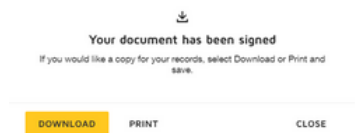


Figure 16: Save a Copy of Your Document

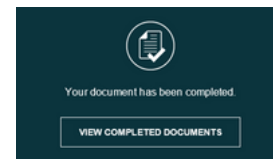


Figure 17: View Complete Documents



# FREQUENTLY ASKED QUESTIONS



## QUESTIONS AND ANSWERS

- **Which packet should I complete?**
  - If you are unsure which packet to complete, please contact your Service Facilitator 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?

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

Email: [supportVA@mycil.org](mailto:supportVA@mycil.org)  
 Member Care : 1-833-955-4545