Greetings All –

We have identified and heard that it was discussed at the RAC meeting that there is a “glitch”  in the DocuSign Child Request Form that we ask the departments to use to set up a child account.    This was coming out in the Quantum Bytes edition being released soon,  but we wanted to get it to you earlier due to the concerns identified today.

**SPAC Child Request DocuSign Email Addresses**

SPAC reminds you that to get the best customer service on your Child Request forms you should use your umaryland.edu email address. This allows you to track your document progress via your DocuSign account. Department submitted forms are not considered “Sent” but will reside in your Inbox under your account and that’s where you can view and track the progress of your forms.  If you don’t have a UMB DocuSign account, make sure you [sign up](https://www.umaryland.edu/cits/services/docusign/) for one!  Note that if you use your umm.edu email address, the DocuSign form will not store in the UMB DocuSign system, it will reside in the umm DocuSign system and you will not receive the appropriate updates.

So, the 3 items that we have identified that will cause you not to use the form correctly.

1. Using a homegrown form – PLEASE STOP, this will not make the appropriate stops.
2. Using a UMM.edu email
3. Not having a DocuSign account

We believe that the issues identified below will be corrected if the identified glitches are resolved from the user end. These were the issue emails that we gathered:

1. After I submit the form, there was no status check in DocuSign system until one day we received the notice about its approval central office.
   1. The initiator does not receive any email from DocuSign after this submission.
   2. during the routing (parent PI signature, child account PI signature, and child account chair signature), there is no way for me to see if anyone has signed yet and which stop it is at.
   3. Because there is no routing status check available, we cannot notify folks that they need to sign or resend to the DocuSign notification.
2. I started the attached child account form in DocuSign on February 21st.  I have no idea where it is in process and when I look in DocuSign, it is as if the form was never started.  This happened on another form I submitted through DocuSign.

Please reach out to Michelle Ward,  Director of Setups and Billing if you have any other concerns, questions, or continued issues.  [Michelle.ward@umaryland.edu](mailto:Michelle.ward@umaryland.edu)