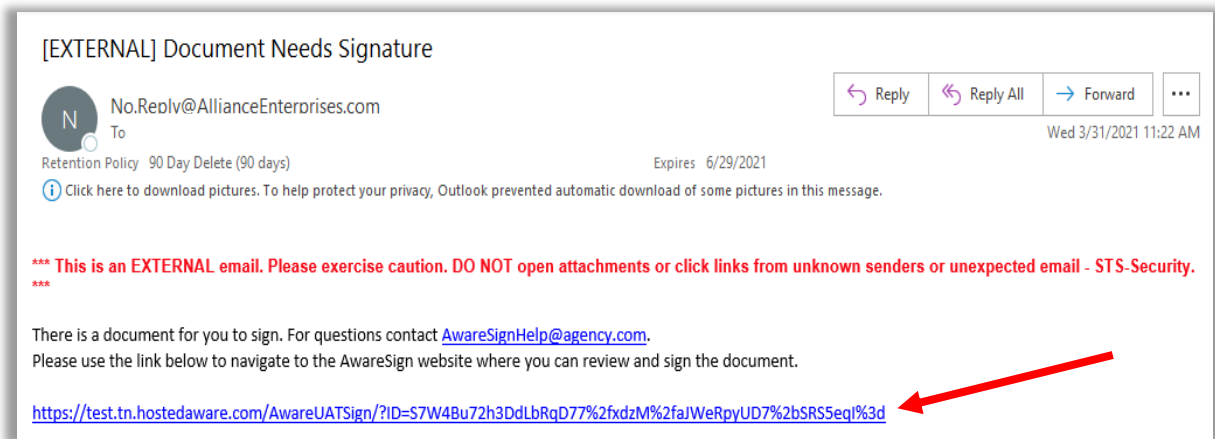


## AwareSign

**AwareSign** provides a way for signatures to be captured electronically in the VR case management system, Aware.

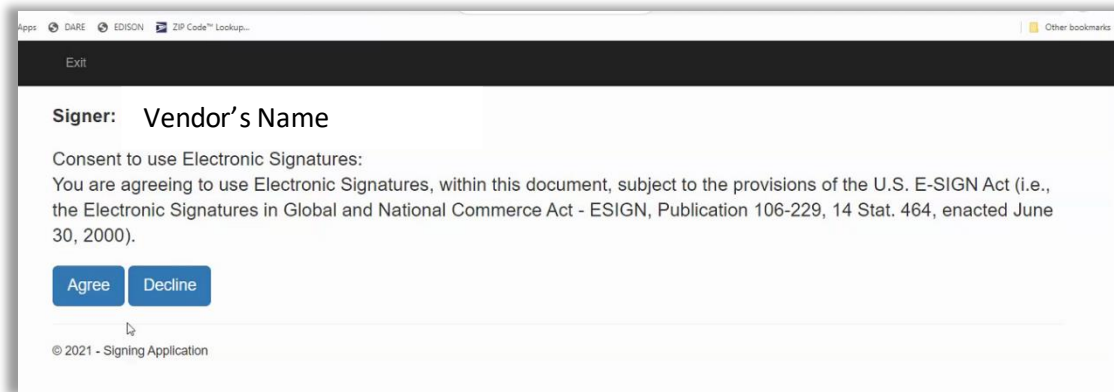
1. When a Vendor Authorization is created in Aware, the VR Support Staff and/or VR Counselor can request that a vendor affix his or her signature using **AwareSign**. Within the Aware system, VR staff can route the authorization for signature to the vendor's email address.
2. The email will come from the email address [No.Reply@AllianceEnterprises.com](mailto:No.Reply@AllianceEnterprises.com) and will look like the picture below:



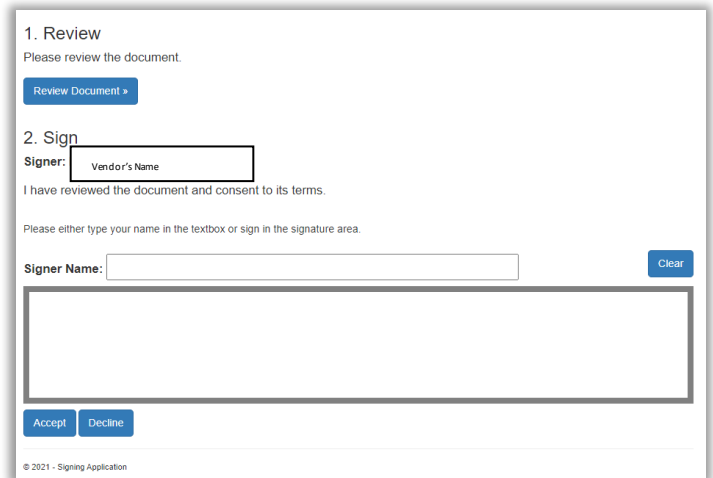
3. When the vendor receives this email, he or she should click on the link to open AwareSign.

*The preferred browser to use when utilizing AwareSign is Google Chrome, so best practice would be to open this link in Google Chrome.*

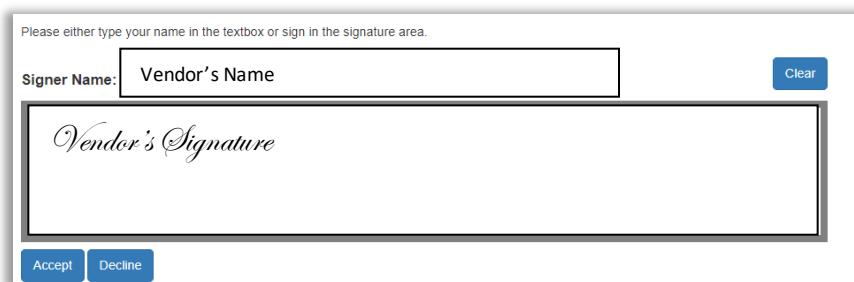
4. Select the **Agree** button to consent to use electronic signatures or select the **Decline** button to reject the use of electronic signatures.



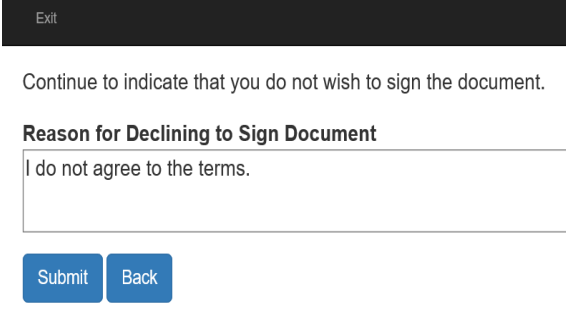
5. If the **Agree** button is selected, a new window will open. To review the document that requires signatures, select the **Review Document** button. This will open the document so that the vendor can review and print if he or she wants or requires a copy.



6. Once the document has been reviewed, the vendor would exit out of the document and return to AwareSign. If the vendor agrees to what is written in the document, he or she would then type his or her name into the field labeled **Signer Name** or use his or her mouse to sign inside the box.



7. Click the **Accept** button once the signature has been entered. Note: the vendor also has the option to select the **Decline** button. If **Decline** is selected, the vendor will be prompted to type in a reason for declining to sign the document. He or she will then need to select the **Submit** button to submit the document.



The screenshot shows a web application interface. At the top, there is a dark grey bar with the word "Exit" in white. Below this, the text "Continue to indicate that you do not wish to sign the document." is displayed. Underneath, there is a section titled "Reason for Declining to Sign Document" with a text input field containing the text "I do not agree to the terms.". Below the input field are two blue buttons: "Submit" and "Back". At the bottom of the interface, there is a copyright notice: "© 2021 - Signing Application".

8. The vendor will then receive a message stating, "Your signature has been saved successfully. Please close this window". The vendor should close the window.
9. The Support Staff/VR Counselor supporting the customer that the vendor is providing services to will now be able to track the status of the document in Aware and will see either the signed document or will see the declination statement and will follow-up with the vendor directly.