

## ESIGN FREQUENTLY ASKED QUESTIONS

### What is eSign?

eSign is an electronic signature tool provided by the State of Hawai'i Office of Enterprise Technology Services to RCUH at no cost. It is used to route RCUH-related documents for signature.

### Who may request an account?

Fiscal Administrators must request eSign accounts for individual project staff who **initiate** routing of documents for signature. (Reference [RCUH Policy 2.013 Signature and Document Approval Requirements](#).) An account is not needed for those who only sign documents.

### What is needed to request an account?

A request for an account must be submitted to RCUH Corporate Services at [rcuh@rcuh.com](mailto:rcuh@rcuh.com) and include the following information for the project staff person:

- Email address of the individual
- First and last names of the individual
- Project name
- Does the individual have an Adobe Acrobat Pro license (i.e., registered under the same email address) from the University of Hawai'i?

### What happens after the request is submitted?

RCUH Corporate Services will review the request and if there are no questions, it will create an account. Generally, an account is created the same day. The individual should expect an email from Adobe and one from RCUH.

### Who can be contacted for support?

Please contact RCUH Corporate Services at [rcuh@rcuh.com](mailto:rcuh@rcuh.com). A description of the issue and a screenshot of the error message or other (as applicable) is requested.

### How is an account terminated?

Please contact RCUH Corporate Services at [rcuh@rcuh.com](mailto:rcuh@rcuh.com) to request that the individual be removed. RCUH may periodically remove individuals due to non-use of their account; individuals will be contacted prior to removal.