



# How to use DocuSign

**Calgary Housing and the Rental Assistance Benefit program is enhancing our services.**

To serve you better, we're transitioning to a paperless system. This change supports:

- **Efficiency** – Faster service and easier access to your personal information.
- **Environmental Responsibility** – Reducing paper waste helps protect our planet.
- **Financial Sustainability** – Lower costs mean we can invest more in improving the customer experience and less.
- **Information Security** – Digital systems help keep your personal information safer.
- **Employee Availability** = Reduced time filing and scanning paper documents frees up our team to answer your inquiries.

We understand that change can be challenging, and we're here to support you every step of the way. If you need help navigating this transition, please don't hesitate to contact us and make an appointment. One of our Calgary Housing or Rental Assistance Administrators will be happy to assist.

## Step 1: Check Your Email

- You will receive separate emails from DocuSign for each household member who needs to sign.
- Each adult in the household will be sent an agreement.
- Each adult must open their own email and sign the agreement independently.
- Look for an email from DocuSign with the subject line: "Complete with DocuSign: E.g. (RAB Agreement.docx)"

**✔ Important: If you are signing for multiple people, make sure to open and complete each email separately.**




## Step 2: Open the Document

- Click the “Review Document” button in the email.
- The agreement will open in your internet browser (like Chrome, Safari, or Edge).
- Click the “Start” button at the top of the page.

## Step 3: Create Your Signature

- When you reach the signature box, click “Sign”.
- DocuSign will ask you to choose a signature style:
  - You can select a pre-made signature from the list.
  - Or you can draw your own using your mouse or finger (on a touchscreen).
- Click “Adopt and Sign” to confirm your signature.

## Step 4: Finish Signing

- After signing, scroll to the bottom and click the “Finish” button.
  - You’re done! Your signed copy will be saved automatically.
-  *No need to print anything. We receive your signed agreement electronically.*  
Click on the link to see a step-by-step demonstration:

<https://dsucustomers.docusign.com/video-playlist-get-started-with-docusign/2086520>

## Prefer to Sign in Person?

- If you would rather sign your Lease or Contract Agreement in person, please make an appointment with a Calgary Housing or Rent Supplement Administrator to assist you.