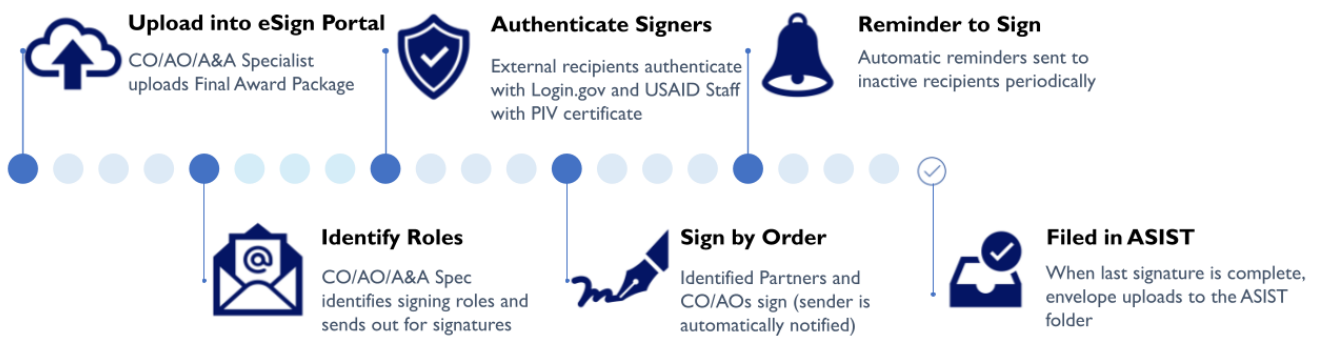# Frequently Asked Questions for Partners

## How do I sign?

Signing is simple and quick. When you receive an email requesting a signature, click the 'Review document' button. After entering your  Login.gov credentials, you should be able to locate the "Sign" icon within the document, click on the icon, then "Adopt and Sign."



**Upload into eSign Portal**
CO/AO/A&A Specialist uploads Final Award Package

**Authenticate Signers**
External recipients authenticate with Login.gov and USAID Staff with PIV certificate

**Reminder to Sign**
Automatic reminders sent to inactive recipients periodically

**Identify Roles**
CO/AO/A&A Spec identifies signing roles and sends out for signatures

**Sign by Order**
Identified Partners and CO/AOs sign (sender is automatically notified)

**Filed in ASIST**
When last signature is complete, envelope uploads to the ASIST folder
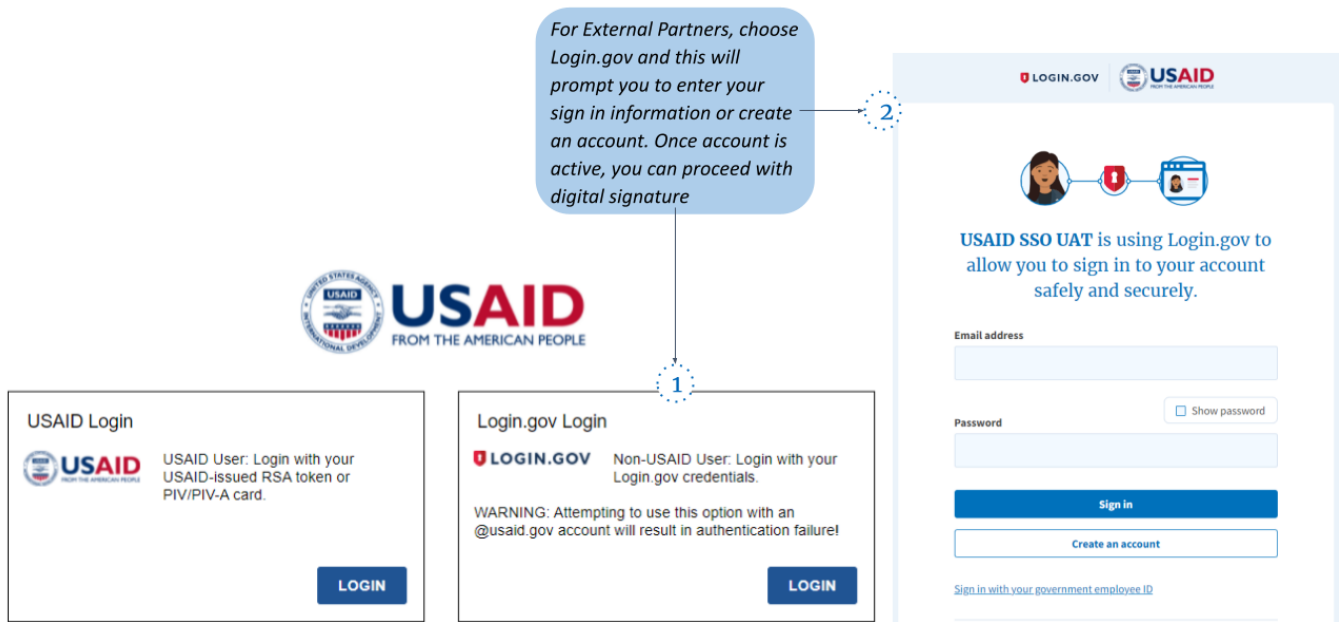
## Do I need any special software to electronically sign through this system?

No, you will not require special software. The signing process occurs within a web browser.

## After I clicked on "Review Document" in the email I received, I was asked to enter Login.gov credentials. What is Login.gov?

Login.gov is a shared service used across federal agencies to ensure secure, authenticated user access to government services and applications.  USAID utilizes Login.gov across multiple applications accessed by our partner organizations to provide a single method of secure user authentication. After clicking 'Review Document' in the email, you will find the below two screens and can enter login credentials or create an account.

*For External Partners, choose Login.gov and this will prompt you to enter your sign in information or create an account. Once account is active, you can proceed with digital signature*

**USAID Login**

USAID User: Login with your USAID-issued RSA token or PIV/PIV-A card.

LOGIN

**Login.gov Login**

Non-USAID User: Login with your Login.gov credentials.

WARNING: Attempting to use this option with an @usaid.gov account will result in authentication failure!

LOGIN

**USAID SSO UAT** is using Login.gov to allow you to sign in to your account safely and securely.

Email address

Password    ☐ Show password

Sign in

Create an account

Sign in with your government employee ID

## I don't have a Login.gov account. What should I do?

Creating a Login.gov account is simple and takes a matter of minutes. Go to www.login.gov and follow the 'create account' instructions. Once your account is activated you can proceed with signing your document.

## How will I receive the completed document once all parties have signed?

You will receive an email notification that the document is complete. You can click on "View completed document" to view the completed document as well as print or download a copy for your record.

## How do I return universal modifications posted in the IPN portal?

Please follow current guidance in your award. You will not use Login.gov for universal modifications that you are signing and returning to USAID.

## Do I need to register in both Login.gov and the IPN portals?

Login.gov is an optional tool for the Agency to expedite access to documents for your signature. If the IPN provision is in your award, yes, you will need to register in the IPN portal per the instructions of your award. Please reach out to your AO/CO if you have any questions.

## I have questions that were not answered in this FAQ. Who should I contact?

If you have questions regarding the specific document you are signing, contact the Contracting Officer or the sender of the document. They will be able to assist accordingly or help identify a source.  If you have questions or feedback regarding the new signing process, please contact USAID's Industry Liaison Team at:  [IndustryLiaison@usaid.gov](mailto:IndustryLiaison@usaid.gov).

## When should I expect to use the new digital signature process?

USAID's Office of Acquisition and Assistance is deploying the digital signature process to Contracting Officers (COs), Agreement Officers (AOs), and negotiator roles. If you work with any of these Internal Partners, they may ask you to use this new process after training in October. If you have questions regarding whether or not your Internal Partners will utilize digital signature, please contact them directly.