Electronic Signatures

AWARDS INSTRUCTION SHEET

The AWARDS Electronic Signatures feature allows staff and, in some cases, clients and "other" individuals, to electronically sign ("e-sign") select records:

▪ Progress Notes ▪ Group Notes ▪ Service Plans ▪ "Standalone" FormBuilder Forms * ▪ Discharge Records

Other forms, considered "embedded," are presently excluded from e-signing. Embedded forms are those with locations that result in the form being incorporated entirely within another AWARDS record.

Using Electronic Signatures, each program can set its own e-signing rules that impact who can sign which notes, plans, or discharge records and when, and individual forms can be configured to allow for basic or electronic signatures. Staff members can upload images of their signature and/or initials (or capture them on a signature pad or touch-screen device), and can use those images along with a PIN for e-signing purposes. Notes, plans, or discharge records can be signed when the staff person's role is configured in a given program to enable them to do so, and forms can be signed when the form in question has been designed to include electronic signatures. Similarly, clients can have a staff person assist them with the image upload and PIN setting (or complete the setup process themselves if they have an AWARDS login), and can then sign notes, plans, discharge records, or forms when they have been configured to do so. Alternately a touch screen device, or even a mouse can be used to have clients (and in the case of forms "other" individuals) manually sign items, and have those signatures saved electronically within each individual document.

ABOUT THIS DOCUMENT

This document is intended to guide you through the process of setting up and using the AWARDS Electronic Signatures functionality. Specific topics covered are:

CONFIGURING ELECTRONIC SIGNATURES

Before a program can begin to use the electronic signatures functionality – whether for progress notes, group notes, service plans, discharge records, or FormBuilder forms – several configuration steps must take place.

The specific types of configuration required will be based on where in AWARDS electronic signatures will be used, as detailed in the sections that follow:

▪ Setting Global Rules for Signature Input – Page **2** – Determine, on a database-wide level, whether advanced signature input methods can be used; for example, a Topaz signature pad or touch-screen device/mouse.

▪ Setting Individual Program Rules for Progress Note, Group Note, Service Plan, and Discharge Record E-Signing – Page **2** – Configure whether these records can be signed in each program using AWARDS, by whom those items can be signed, and within what timeframes.

▪ Adding Electronic Signatures to FormBuilder Forms – Page **8** – Add electronic signature lines to FormBuilder forms during the form configuration progress and set related options for each.

SETTING GLOBAL RULES FOR SIGNATURE INPUT

To specify whether programs using electronic signatures in AWARDS can take advantage of the advanced signature input options available to them (signature pads or touch-screen devices), complete the following steps:

Permissions required to complete these steps are:

▪ *DATA ENTRY / ACCESS – You must have the "Display Executive Administration Buttons" data entry/access permission.*

▪ *EXCEPTION OVERRIDES – Unless you are in the "Executive Officer" or "System Administrator" user groups, you must have the "Business Rules Data Entry" exception override permission. In addition, unless you are a member of the "Human Resources" or "Executive Officer" user groups, you must have one of the "Permissions Data Entry" exception override permissions.*

1. From the *AWARDS Home* screen, click **Administration** from the left-hand menu, and then click **System Setup**. The *System Setup Menu* page is displayed.

2. Click **Business Rules**. The *Business Rules Menu* page is displayed.

3. In the "Global Settings for All Programs" portion of the page, click **Electronic Signatures Rules**. The *Electronic Signature Rules – Global Settings* page is displayed.

4. From this page, check off one or both of the advanced signing method options; checked options are enabled,

Business Rules Menu

Program: Family Housing One

Assessment Instruments   Note and Contact Editing Rules

Electronic Signatures Rules

Global Settings for All Programs

Set the Timeout Value

Electronic Signatures Rules

Password Policy Rules

Jump Back   Opening Menu   Help Menu   Log Out

Electronic Signatures Rules - Global Settings

Signature Input Options:

☐ Signature Pad: Topaz 1x5 USB   ◯ SigWeb Plug-in (default)
                                    ◯ NPAPI Plug-In
                                    ◯ ActiveX Plug-In

☑ Touch

☑ Allow signer to remove date and time stamp

CONTINUE   Business Rules Menu

unchecked are disabled.

- **Signature Pad: Topaz 1x5 USB –** To allow for signature collection using a Topaz signature pad, check off this check box. When this option is checked, confirm that the correct signature pad plug-in option is also selected:

  IMPORTANT! Whenever you switch plug-in selections in AWARDS using the options detailed here, your users must uninstall the previous plug-in from their computers and install the correct software for the new plug-in. Those configuration steps happen outside of AWARDS, and you should only switch your AWARDS plug-in option once they are complete.

  - **SigWeb Plug-In (default) –** The latest plug-in from Topaz (available here). Currently recommended for agencies using Internet Explorer or Chrome. This plug-in will allow compatibility for Topaz signature pads once support for the current NPAPI plug-in is dropped in the upcoming version of Firefox and Chrome.

    As of early February 2015, this plug-in is not currently available for Firefox; however, Firefox integration is expected at a future date.

    *IMPORTANT! One you have downloaded and installed this plug-in on each user's computer, please visit Topaz's demo site to ensure that it's working on those machines. If not, please contact Topaz for support before selecting the **SigWeb Plug-In** option.*

  - **NPAPI Plug-In –** This plug-in and was previously the default and was used in almost all cases. It allowed for cross-browser compatibility when using the Topaz signature pad; however, it is being phased out for browsers other than Internet Explorer, and may prevent you from effectively using signature pads with AWARDS. When possible, use of the SigWeb Plug-in is recommended instead.

  - **ActiveX Plug-In –** This is a legacy option that limits use of Topaz signature pads to Internet Explorer. It should only be used with configurations that do not work with the default NPAPI plug-in, or the most recent plug-in from Topaz (SigWeb). If you suspect that you may need to use this option, please contact the Foothold Help Desk for confirmation.

  The signature pad component of the Electronic Signatures functionality is only compatible with Topaz Model T-S460-HSB SigLite 1x5 HSB. As of 2015, however, we no longer recommend use of signature pad hardware except for agencies who already have them in place, and instead encourage use of touch-screen devices.

- **Touch –** By default, signature collection is allowed using touch-screen devices. Using this feature, signatures can be captured using a finger or stylus on touch-screen devices such as tablets, using a touchpad, or even using a mouse on devices that are not directly touch-capable. To disable this feature, uncheck this check box.

Electronic signatures functionality is available for use regardless of whether either of these advanced options have been selected. In all cases, signature images may be manually uploaded and can then be used to sign records along with use of a PIN.

5. The **Allow signer to remove date and time stamp** check box on this page is selected by default. When *checked*, each user has the option to de-select the default Date and/or Time stamp options during the signing process in order to prevent the signing date and/or time from being included as part of his/her electronic signature. When *unchecked*, users do not have the option to control whether the date/time stamp is a part of their e-signatures; instead, a date and time stamp is automatically applied each time a record of any kind is e-signed by any user in any program. Check or un-check this option as appropriate.

6. Click **CONTINUE**. The global electronic signature rules are saved and displayed on a read-only confirmation page.

The process of setting global rules for electronic signatures is now complete.


SETTING INDIVIDUAL PROGRAM RULES FOR PROGRESS NOTE, GROUP NOTE, SERVICE PLAN, AND DISCHARGE RECORD E-SIGNING

To configure the progress note, group note, service plan, and/or discharge record electronic signature rules for individual programs, complete the following steps:
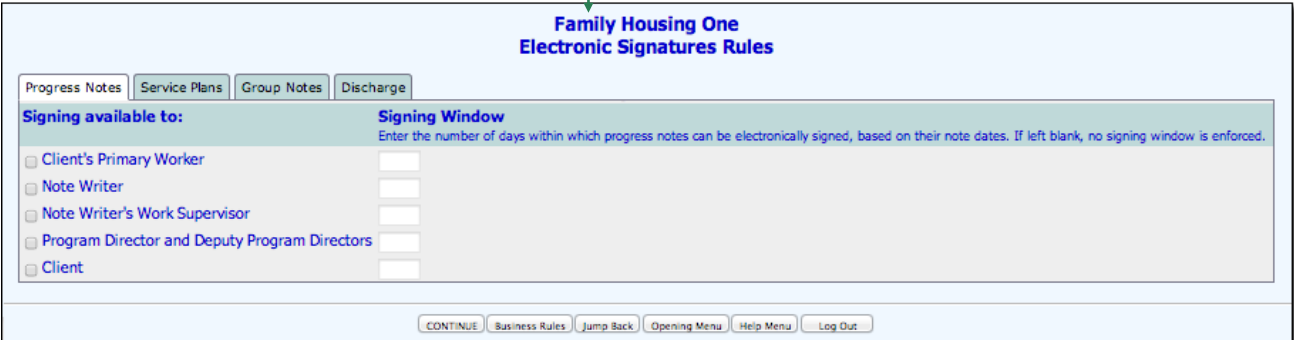
Permissions required to complete these steps are:

▪ *CHART ACCESS – Unless you are in the "Executive Officer," "CoC Executive Officer," Or "System Administrator" user groups, you must have chart access to the program for which you are setting these e-sign rules.*

▪ *DATA ENTRY / ACCESS – You must have the "Display Executive Administration Buttons" permission.*

▪ *EXCEPTION OVERRIDES – Unless you are in the "Executive Officer" or "System Administrator" user groups, you must have the "Business Rules Data Entry" exception override permit. In addition, unless you are a member of the "Human Resources" or "Executive Officer" user groups, you must have one of the "Permissions Data Entry" exception override permissions.*
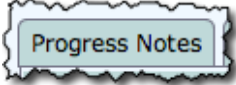
1. From the *AWARDS Home* screen, click **Administration** from the left-hand menu, and then click **System Setup**. The *System Setup Menu* page is displayed.

2. Click **Business Rules**. The *Business Rules Menu* page is displayed.

3. At the top of the page, click the **Program** drop-down arrow and select the program for which you would like to configure electronic signatures rules.

4. Click **Electronic Signatures Rules** (from the "Program" portion of the page).
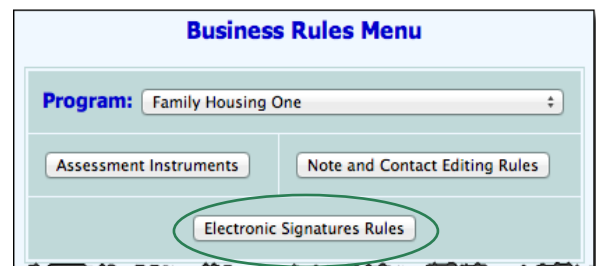
The *Electronic Signatures Rules* page is displayed.

This page is separated into four tabs – one for rules regarding electronically signing progress notes (displayed by default), the others regarding electronically signing service plans, group notes, and discharge records, respectively. (Click each tab to view and work with its respective signing rules.) You have the option of configuring the rules for any combination of the four. You can also choose not to set any signing rules for a program if that program does not require the Electronic Signatures functionality.

Progress Notes

5. On the **Progress Notes** tab, begin by clicking the **Signing available to** check box next to each type of individual who should be allowed to electronically sign notes in the selected program. Available options are:

Skip ahead to step 7 if you will not be configuring the program to use electronic signatures for progress notes.

- **Client's Primary Worker –** When checked, the primary service coordinator of a client in the selected program (as of the date on which the progress note was written) can electronically sign progress notes for that client in the program.

  Primary worker (service coordinator) information is maintained using the Services module Service Coordinators feature.

- **Note Writer –** When checked, users who have written progress notes in the selected program can electronically sign those notes.

- **Note Writer's Work Supervisor –** When checked, work supervisors can electronically sign progress notes written by their supervisees in the selected program.

  Work Supervisor information is maintained using the Human Resources module Staff Information feature.

- **Program Director and Deputy Program Directors –** When checked, the program director and deputies of the selected program can electronically sign the progress notes written in that program.

  Program director/deputy assignments are maintained using the System Setup module, Agency Program Information, Configure Administration feature.

- **Client** – When checked, the client for whom a progress note was written in the selected program can electronically sign the note.

  If this is the only progress note signing available to option set, clients will only have the ability to sign progress notes if they have AWARDS logins. In order for clients without logins to e-sign, at least one staff member role must also be set up for electronic signatures so that there is a staff person to assist clients with the signing process.

6. Next, for each type of signer selected on the "Progress Notes" tab, enter a value in the corresponding **Signing Window** field, if needed. The signing window is the number of days within which progress notes can be electronically signed, based on their note dates. Once a note's date is no longer within the signing window specified here, it cannot be electronically signed by the type of signer for which the window was set.

If no value is entered in the Signing Window field for a selected signer type, there is no limitation on the number of days within which progress notes must be signed by that type of signer.

Service Plans

7. Click the **Service Plans** tab, and then click the **Signing available to** check box next to each type of individual who should be allowed to electronically sign plans in the selected program. Available options are:

Skip ahead to step 10 if you will not be configuring the program to use electronic signatures for service plans.

- **Client's Primary Worker –** When checked, the primary service coordinator of the client as of a plan's done date can electronically sign that plan.

  Primary worker (service coordinator) information is maintained using the Services module Service Coordinators feature.

- **Service Plan Reviewer –** When checked, the employee who has been set as the reviewer of a plan in the selected program can electronically sign that plan.

  Reviewer assignments are set using the Update Schedule feature located on the Service Plans index.

- **Service Plan Reviewer's Work Supervisor –** When checked, work supervisors can electronically sign a plan in the selected program if one of their supervisees is set as the reviewer of that plan.

  Work supervisor information is maintained using the Human Resources module Staff Information feature.

- **Program Director and Deputy Program Directors –** When checked, the program director and deputies of the selected program can electronically sign the plans written in that program.

  Program director/deputy assignments are maintained using the System Setup module, Agency Program Information, Configure Administration feature.

- **Client** – When checked, the client for whom a service plan was written in the selected program can electronically sign the plan.

  If this is the only service plan signing available to option set, clients will only have the ability to sign service plans if they have AWARDS logins. In order for clients without logins to e-sign, at least one staff member role must also be set up for electronic signatures so that there is a staff person to assist clients with the signing process.

8. Next, for each type of signer selected on the "Service Plans" tab, enter a value in the corresponding **Signing Window** field, as needed. The signing window is the number of days within which service plans can be electronically signed, based on their done dates. Once a service plan's done date is no longer within the signing window specified here, it cannot be electronically signed by the type of signer for which the window was set.

   If no value is entered in the Signing Window field for a selected signer type, there is no limitation on the number of days within which service plans must be signed by that type of signer.

9. By default service plans must have been marked as done and a done date must have been entered for them in order for them to be electronically signed by any staff member or client. To override this default so that permitted users can e-sign plans that are not yet specified as being done, click the **Allow Signatures on Plans not yet marked Done** check box.

   If a user or client e-signs a plan before it is marked as done, the plan itself and all previous plans will be locked, but users with the ability to update the plan schedule will be able to access the schedule in data entry mode, mark it "Done," and enter a Done Date. Once the updated schedule is saved, those fields will be locked from future editing.

   IMPORTANT! When this option is selected, any plan signing windows set in step 8 are no longer applicable for plans not yet marked done, as those windows count the number of days that service plans can be e-signed based on the plan done dates. In such cases, any user of a role that has permission to sign can sign the plan regardless of date.
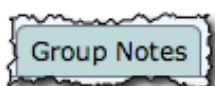
10. Click the **Group Notes** tab, and then click the **Signing available to** check box next to each type of individual who should be allowed to electronically sign group notes in the selected program. Available options are:

Skip ahead to step 12 if you will not be configuring the program to use electronic signatures for group notes.

- **Note Writer –** When checked, users who have written group notes in the selected program can electronically sign those notes.

- **Note Writer's Work Supervisor –** When checked, work supervisors can electronically sign group notes written by their supervisees in the selected program.

  Work Supervisor information is maintained using the Human Resources module Staff Information feature.

- **Program Director and Deputy Program Directors –** When checked, the program director and deputies of the selected program can electronically sign the group notes written in that program.

  Program director/deputy assignments are maintained using the System Setup module, Agency Program Information, Configure Administration feature.

- **Co-Leader –** When checked, the co-leader(s) specified for a group during group note data entry can electronically sign the note for that group.

  This option is only available for programs configured to collect co-leader information for group notes.

11. Next, for each type of signer selected on the "Group Notes" tab, enter a value in the corresponding **Signing Window** field, as needed. The signing window is the number of days within which group notes can be electronically signed, based on their note dates. Once a note's date is no longer within the signing window specified here, it cannot be electronically signed by the type of signer for which the window was set.

    If no value is entered in the Signing Window field for a selected signer type, there is no limitation on the number of days within which group notes must be signed by that type of signer.
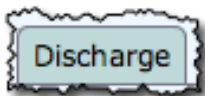
Discharge

12. Click the **Discharge** tab, and then click the **Signing available to** check box next to each type of individual who should be allowed to electronically sign discharge records in the selected program. Available options are:

Skip ahead to step 14 if you will not be configuring the program to use electronic signatures for discharge.

- **Discharge Processed By –** When checked, the individual who processes the discharge of a client in the selected program (using the Discharge module's Process Discharge feature) can electronically sign the discharge record for that client in the program.

- **Discharge Processed By's Work Supervisor –** When checked, the work supervisor of the individual who processed a discharge in this program (as of the date on which the discharge is processed) can electronically sign that discharge record.

  Work Supervisor information is maintained using the Human Resources module Staff Information feature.

- **Primary Worker -** When checked, the primary service coordinator of a client in the selected program (as of the date on which the discharge was processed) can electronically sign the discharge record for that client in the program.

  Primary worker (service coordinator) information is maintained using the Services module Service Coordinators feature.

- **Primary Worker's Work Supervisor –** When checked, the primary worker's work supervisor (as of the date on which discharge is processed) can electronically sign discharge records processed for clients on their supervisees' workloads in the selected program.

  Work Supervisor information is maintained using the Human Resources module Staff Information feature.

- ▪ **Program Director and Deputy Program Directors –** When checked, the program director and deputies of the selected program at the time of discharge can electronically sign the discharge records for that program.

    Program director/deputy assignments are maintained using the System Setup module, Agency Program Information, Configure Administration feature.

- ▪ **Client** – When checked, the client for whom a discharge was processed in the selected program can electronically sign the discharge record.

    IMPORTANT! In order for clients to e-sign, at least one staff member role must also be set up for discharge electronic signatures so that there is a staff person to assist clients with the signing process.

13. Next, for each type of signer selected on the "Discharge" tab, enter a value in the corresponding **Signing Window** field, as needed. The signing window is the number of days within which discharges can be electronically signed, based on their discharge dates. Once a discharge record's date is no longer within the signing window specified here, it cannot be electronically signed by the type of signer for which the window was set.

    If no value is entered in the Signing Window field for a selected signer type, there is no limitation on the number of days within which discharge records must be signed by that type of signer.

14. Click **CONTINUE**. The electronic signature rules are saved and displayed on a read-only confirmation page.

    Each time electronic signature rules are saved for a program, the rules tabs for that program are updated to reflect who entered the current rules and when. This information appears in both data entry and report modes.

15. Repeat the above steps until the electronic signature rules are set for all programs that will be using the e-sign functionality.

The process of setting individual program rules for electronic signatures is now complete.

ADDING ELECTRONIC SIGNATURES TO FORMBUILDER FORMS

Unlike with progress notes, group notes, discharge records, and service plans where electronic signature rules are set on a program basis, e-signing for FormBuilder forms happens at the individual form level. Specifically, during the form configuration process (completed under Administration > FormBuilder > FormBuilder Configuration), electronic signature lines are added to forms as fields. For each a signer type, title, and authority level can be set, as can whether or not date and time information is displayed with the signature. Any number of signature fields can be added to each form as needed.

Detailed instructions on this component of e-sign setup can be found in the *FormBuilder* instruction sheet and related Online Help content. For general instructions on creating forms, see the content on "Building a Form." For specific instructions on adding signature fields and turning on the electronic signature options for those fields, see the "Signature" section of "Understanding FormBuilder Field Types."

IMPORTANT! Please keep in mind that electronic signatures functionality is limited to use in forms placed in the following "standalone" locations only:

Listed as a Charting Event, available under Outcomes	*Profile – as a link at the top of client face sheets*
Intake/Admission – as a link on client intake forms	*Employment – as a button on the Jobs menu*
Services – as a button on the services menu	*Medical – as a button on the Medical menu*
Discharge – as a button on the Discharge menu	*Employee – as a button on the Human Resources menu*

Other form locations result in the form being embedded within another AWARDS record and are presently excluded from e-signing.

Additionally, please note that access to the FormBuilder is granted by Foothold Technology to individual users. Details can be found in the documents listed above.

SETTING UP AND MODIFYING ELECTRONIC SIGNATURES

Prior to electronically signing progress notes, group notes, service plans, standalone FormBuilder forms, or discharge records, staff and clients must set up their electronic signature information. This information, which is unique to the individual, includes actual signature and/or initials images, a PIN that must be entered each time signing takes place, and default settings that control the detail included in the signature.

Electronic signature setup is not required for clients unless they will be signing using a saved image and PIN. In the event that client signatures will be collected using signature pads or "touch" features instead (as indicated using the global rules detailed on page 2), electronic signature setup need only be completed by staff, not clients. In such cases clients can directly sign individual progress notes, service plans, forms, and discharge records by following the steps found on pages 14, 19, 22, and 26, respectively.

Similarly, when forms are set up to allow "other" individuals to sign, signature setup is not relevant. Those individuals – people other than staff or clients – will only ever be able to directly sign forms using signature pads or "touch" features, and must be assisted by users with AWARDS logins and access to the record(s) being signed, as detailed in the "Electronically Signing" sections referenced above.

The location in AWARDS from which signature information is maintained and the steps involved in doing so are based on the individual in question. For detailed instructions on setting up/modifying the electronic signature for yourself or a client, please refer to the relevant section in the pages that follow:

- Setting Up or Modifying Your Electronic Signature – Page **9** – Applicable to all staff members setting up or modifying their own electronic signatures. Also applicable to clients with AWARDS logins (as they can set up their own electronic signatures without staff assistance).

- Setting Up or Modifying a Client's Electronic Signature – Page **11** – Applicable to clients who do not have AWARDS logins, in which case staff must assist with the signature setup process.

SETTING UP OR MODIFYING YOUR ELECTRONIC SIGNATURE

 To set up your own personal electronic signature images, PIN, and/or default settings for the first time, or to make changes to that information if you set it up in the past, complete the following steps:

1. Click **your name** from the navigation bar, and then click **E-Signatures**. The *Electronic Signatures* page is displayed.

If you previously uploaded electronic signature images for yourself, those images appear in the "Current Image" portion of this page.

2. Eligible records can be electronically signed using initials or full name images. Those images can be saved in AWARDS in any of the following ways:

▪ **Choose file (saved image upload) –** To upload either type of image for the first time, or to replace a previously uploaded image, click the corresponding **Choose File** button. When prompted, select the file to be uploaded from its location on your PC, and then click **Open** to return to the settings page.

Image file types must have one of four extensions in order to be uploaded: .GIF, .JPEG, .JPG, or .PNG. The maximum file size for any uploaded image is 500KB.

▪ **Signature Pad –** To capture your signature directly using a signature pad and to then save it for use in AWARDS, click **Signature Pad**. The page is refreshed to display related options. Click **Draw** to give focus to the signing area before signing on the pad, **Clear** if you'd like to clear what has been entered using the pad, or **Cancel** to close the signing area and remove the signature pad-related options.

This option is only available if the "Signature Pad" option has been checked off under System Setup > Business Rules > global Electronic Signature Rules.

▪ **Touch –** To capture your signature directly using "touch" functionality and to then save it for use in AWARDS, click **Touch**. The page is refreshed to display related options. Use your finger or a stylus on a touch-screen device (such as a tablet) or a touchpad, or use a mouse to sign within the white signing block on the AWARDS page. Click **Clear** if you'd like to clear what has been entered, or **Cancel** to close the signing area and remove the touch-related options.

This option is only available if the "Touch" option has been checked off under System Setup > Business Rules > global Electronic Signature Rules.

If you sign a record using an image and later replace that image (via upload or signature pad), the change is only applied from that point forward. The previous version of the image remains in place on any records signed with it.

3. When signing an eligible record with an electronic signature, you must enter a PIN to confirm your identity.

▪ **To set a new PIN –** To create a PIN for the first time, enter a five-digit number in the **PIN** field, and then re-enter that number in the **PIN Confirmation** field.

▪ **To reset an existing PIN –** To replace your existing PIN, enter it in the **Current PIN** field. Enter your new five-digit PIN in the **New PIN** field, and then re-enter it in the **New PIN Confirmation** field.

There is no way for AWARDS to remind you of your PIN once it has been set. Memorize your PIN or keep it in a secure place. Do not share it with others.

4. The "Your Default Signature" portion of the settings page enables you to specify a default image type for use when signing in the future. Click the radio button next to one of the image type selections to indicate whether the default signature should use "No Image," your "Initials Image," or your "Full Name Image."

If you select an image type for which an image has not been uploaded, records will be signed with no image.

5. If client signatures functionality is enabled you will be able to assist clients in signing their own service plans, progress notes, forms, and discharge records. During that process you will be prompted, by default, to specify the signature input type each time. To streamline the signing process, you can instead use the **Default Consumer Signature Input** option to indicate which signing method should be used each time you are assisting a client. Available selections are;

    ▪ **No default –** When selected, clients will be prompted to choose the signing method each time an eligible record is electronically signed.

    ▪ **PIN –** When selected, clients will always be prompted to enter a PIN in order to sign with a previously saved signature image.

    ▪ **Signature Pad –** When selected, clients will always sign using a signature pad.

        This option is only available if the "Signature Pad" option has been checked off under System Setup > Business Rules > global Electronic Signature Rules.

    ▪ **Touch –** When selected, clients will always sign using a finger or stylus on a touch-screen device (such as a tablet) or a touchpad, or using a mouse on devices that are not directly touch-capable.

        This option is only available if the "Touch" option has been checked off under Administration > System Setup > Business Rules > global Electronic Signature Rules.

6. Click **CONTINUE**. Your electronic signature settings are saved and a read-only confirmation page is displayed. This page includes a thumbnail picture of any uploaded image file(s) or captured signatures, a note (in red) regarding whether or not your PIN has been set (your PIN itself will never be displayed), and a copy of your default sign with settings.

    *To make changes to your settings at this time, or to correct an error (for example if your PIN and PIN confirmation did not match) click **DATA ENTRY** to return to the Electronic Signatures page.*

The process of setting up or making changes to your electronic signature information is now complete.

SETTING UP OR MODIFYING A CLIENT'S ELECTRONIC SIGNATURE

To set up electronic signature images, a PIN, and/or default e-sign settings for an active client for the first time, or to make changes to that information if it was set up in the past, complete the following steps:

If the client in question has his or her own AWARDS login, that client can complete the required setup on his/her own. Please ask the client to complete the steps found under "Setting Up or Modifying Your Electronic Signature" on page 9.

If the client will be signing individual records using a signature pad or "touch" device (as indicated using the global rules detailed on page 2) rather than saved images and a PIN, electronic signature setup is not required for him/her. Instead, please refer to the instructions found under "Electronically Signing Progress Notes" on page 14, "Electronically Signing Service Plans" on page 19, "Electronically Signing FormBuilder Forms" on page 22, or "Electronically Signing Discharge Records" on page 26.

To set up or modify client electronic signatures, you must have the following permissions:

▪ *DATA ENTRY / ACCESS – You must have the "Client E-Signature Settings" permission. You must also have the "Display Any Chart Records Buttons" data entry/access permission in order to access the Client Lookup feature from within which client signatures are set up/modified.*

1. From the *navigation bar*, click **Client Search**. The *Advanced Search* window is displayed.

2. Search for the client whose electronic signature is to be set up or modified by entering identifying information in one or more of the fields on this page.

   Available search fields may vary from those shown in this document.

3. Click the **Limit Search Results to** drop-down arrow and select the number of client matches to be included in the lookup results.

4. Click **Search**. The *Client Search Results* page is displayed. ⟶

   This page lists those clients with AWARDS records for whom all or part of the search criteria entered on the previous page are a match.

   Client Lookup Results

   Search for: First_Name=Cat Last_Name=Nap
   Maximum Matches to Display: 25

Name	SSN	DOB	Gender	Race	Status
Cat Nap	999-00-1111	05/05/1960	Female		Family Housing One Resident since 03/21/2012

5. Click the link for the currently enrolled client whose electronic signature is to be worked with. The *[Client Name] Information* page is displayed. ⟶

   Based on database setup, the client link is found in either the Status or Name column.

   Cat Nap Information

   Client E-Signature Settings

   Entitlements   Employment   Hospitalization

6. Click **Client E-Signature Settings**. The *Electronic Signatures* page is displayed. ⟶

   Any electronic signature images previously uploaded and currently in use for this client appear in the "Current Image" portion of this page.

   Cat Nap
   Electronic Signatures

Signature	Current Image	Upload/Replacement
Initials	None	Choose File No file chosen
Full Name	None	Choose File No file chosen

   Acceptable image file types are: .gif, .jpeg, .jpg, .png
   Maximum signature filesize: 500Kb

PIN	PIN Confirmation

   A PIN is required to electronically sign a record.
   PIN must be five characters long and can only contain numbers.

   It is important that you remember your PIN!
   If you forget your PIN, or if you believe someone else knows your PIN,
   contact your supervisor and request that your PIN be changed

7. Eligible records can be electronically signed using initials or full name images. Those images can be saved in AWARDS in any of the following ways:

   ▪ **Choose file (saved image upload) –** To upload either type of image for the first time, or to replace a previously uploaded image, click the corresponding **Choose File** button. When prompted, select the file to be uploaded from its location on your PC, and then click **Open** to return to the settings page.

   Image file types must have one of four extensions in order to be uploaded: .GIF, .JPEG, .JPG, or .PNG. The maximum file size for any uploaded image is 500KB.

   ▪ **Signature Pad –** To capture the client's signature directly using a signature pad and to then save it for use in AWARDS, click **Signature Pad**. The page is refreshed to display related options. Click **Draw** to give focus to the signing area before the client signs on the pad, **Clear** if you'd like to clear what has been entered using the pad, or **Cancel** to close the signing area and remove the signature pad-related options.

   This option is only available if the "Signature Pad" option has been checked off under System Setup > Business Rules > global Electronic Signature Rules.

- **Touch –** To capture the client's signature directly using "touch" functionality and to then save it for use in AWARDS, click **Touch**. The page is refreshed to display related options. Have the client use his/her finger or a stylus on a touch-screen device (such as a tablet) or a touchpad, or use a mouse to sign within the white signing block on the AWARDS page. Click **Clear** if you'd like to clear what has been entered, or **Cancel** to close the signing area and remove the touch-related options.

  This option is only available if the "Touch" option has been checked off under Administration > System Setup > Business Rules > global Electronic Signature Rules.

If the client signs with an image and that image is later replaced, the change is only applied from that point forward. The previous version of the image remains in place on any records signed with it.

8. When signing with a saved electronic signature, the client must enter a PIN to confirm his/her identity.

   When your AWARDS database is set up under System Setup > Business Rule to use signature pad or "touch" signing features, clients may also sign individual records directly, in which case a PIN is not required. To use one of these methods of signing instead, please refer to the instructions found under "Electronically Signing Progress Notes" on page 14, "Electronically Signing Service Plans" on page 19, "Electronically Signing FormBuilder Forms" on page 22, or "Electronically Signing Discharge Records" on page 26.

   - **To set a new PIN –** To create a PIN for the first time, have the client enter a five-digit number in the **PIN** field, and then re-enter that number in the **PIN Confirmation** field.

   - **To replace an existing PIN with a new PIN –** To replace the existing PIN when it is known, have the client fill in the **Current PIN**, enter the new five-digit PIN in the **New PIN** field, and then re-enter it in **New PIN Confirmation**.

   - **To reset a forgotten PIN and all electronic signature information –** If the client has forgotten his/her PIN, click **RESET PIN** at the bottom of the page. The *Electronic Signatures PIN Resetting* page is displayed. Click **Continue** to complete the reset process. The client's PIN and electronic signature images are reset and he or she will need to re-enter them.

   There is no way for AWARDS to remind you or the client of his/her PIN once it has been set. The PIN should be memorized by the client or kept in a secure place. It should not be shared with others.

9. The **Default Sign With** options on the settings page enable you to specify default signature settings for use when signing progress notes or service plans in the future. To create default settings, click the radio button next to one of the image type selections to indicate whether the default signature should use "No Image," the "Initials Image," or the "Full Name Image."

   If an image type is selected for which an image has not been uploaded or captured, records will be signed with no image.

10. Click **CONTINUE**. The client's electronic signature settings are saved and a read-only confirmation page is displayed. This page includes a thumbnail picture of any uploaded image file(s) or captured signatures, a note (in red) regarding whether or not a PIN has been set (the PIN itself will never be displayed), and a copy of the default sign with settings.

    To make changes to the settings at this time, or to correct an error (for example if the PIN and PIN confirmation did not match) click DATA ENTRY to return to the Electronic Signatures page.

The process of setting up or making changes to a client's electronic signature information is now complete.

Only one signature is required per client – setup does not need to be conducted on an individual program basis if the client is currently in more than one program.

IMPORTANT! When a client is discharged from AWARDS and there are no longer any active program episodes for him/her, all saved electronic signature settings for that client (including uploaded images) are removed. As a result, only currently enrolled clients can electronically sign progress notes, service plans, or forms using saved images and a PIN. Discharged clients can sign with the assistance of a staff member only when the optional signature pad or touch features are in use. This most notably impacts the e-signing process for discharge records.

ELECTRONICALLY SIGNING PROGRESS NOTES

The electronic signatures functionality enables staff and clients to sign progress notes for the purposes of approving their content and/or verifying their accuracy. Once signed, progress notes are locked from further editing.

Staff with the authority to sign notes (as determined by a given program's business rules) can sign those notes themselves, and should assist clients in doing so, if applicable. Clients with AWARDS logins can sign notes on their own if the program has been set up to allow them to do so.

Permissions required to use the Electronic Signatures functionality with progress notes are as follows:

▪ *CHART ACCESS – You must have chart access permission to the program(s) associated with the client(s) whose progress notes you will be signing, or assisting a client to sign.*

▪ *DATA ENTRY / ACCESS – You must have the "Display Any Chart Records Buttons" and "Display Chart Records Services Button" data entry/access permissions in order to access the Services module in which progress notes are located.*

To access and electronically sign a progress note, or to assist a client in doing so, complete the following steps:

*The process of electronically signing a progress note varies slightly for clients with their own AWARDS logins. Such clients can complete the signing process without assistance, by selecting **Client Records** from the AWARDS Opening Menu page, clicking **Progress Notes**, and then clicking the date link for the note to be signed. From there, the signing process is the same as that laid out beginning with step 9 in the pages that follow.*

The following instructions detail the process of generating a progress notes report to access a note for signing. Progress notes can also be accessed for signing purposes by going into the progress note index in data entry mode and clicking the underlined note date to open the individual note in report mode. The Client History Report in the Client Lookup module can also be used to access notes for signing. If you access a progress note in either of those ways, skip ahead to step 8.

1. From the *AWARDS Home* screen, click **Charts** from the left-hand menu, and then click **Services**. The *Client Services Menu* page is displayed.

2. Click the **Program** drop-down arrow and select the program associated with the client for whom a note is to be signed.

3. Click the **Database** drop-down arrow and select "Reports."

4. If the note to be signed is for a former (discharged) client, click the **Roster Archives** check box.

   Please note that when working with the records of a discharged client, only staff members can electronically sign progress notes using a PIN and saved images. The discharged clients themselves cannot electronically sign the notes after discharge unless the optional signature pad functionality is turned on.

5. Click **Progress Notes**. The *Progress Notes Report Selections* page is displayed.

6. Configure the report settings on this page as necessary so that the note will be included in the report contents.

   For more information on the available progress note report settings, see AWARDS Online Help.

7. Click **SHOW NOTES**. The progress notes report is displayed and includes all notes meeting the selection criteria specified on the previous page.

8. Navigate to the portion of the page containing the note you wish to sign, or wish to assist the client in signing. Based on the program's electronic signature rules and who has or has not already signed the note, you will see up to two signing links on this page.

   - **Click to Sign** – Available for staff that are eligible to sign the note if they have not already done so. If the electronic signature rules for the program do not allow you to sign the note, or if you have already completed the signing process for the note in question, this link is not displayed.

   - **Allow Client to Sign** – Available for clients who are eligible to sign the note and who have an AWARDS login. Also available when staff are assisting eligible clients with the note signing process, as long as the staff member is also eligible to sign that note him/herself. If the electronic signature rules for the program do not allow clients to sign notes, or if the client has already completed the signing process for this note, this link is not displayed.
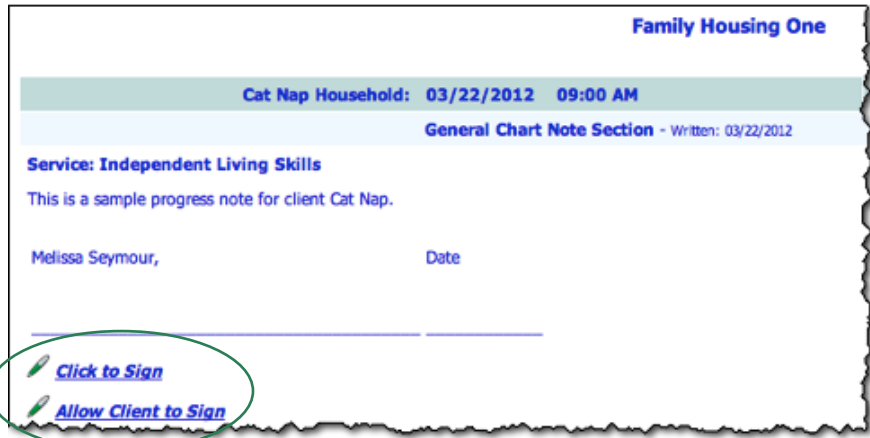
     For more information on the rules that govern electronic signing in each program, see "Configuring a Program's Electronic Signatures Rules" on page 2.

9. The note can now be electronically signed. To do so, click the appropriate signing link and complete the corresponding signing process, or assist the client in doing so:

CLICK TO SIGN (for use by staff)	**ALLOW CLIENT TO SIGN** (for use by staff assisting clients)
The *Electronic Signatures Signing* dialog box is displayed. Configure the options in that dialog box as follows: *If, during the process of setting up your electronic signature, you specified default signature settings, those settings are reflected here. As a result, you may not need to configure the options below – with the exception of entering your PIN (which is always required) - unless it is necessary to adjust the defaults.* ▪ **Sign With –** Notes can be signed using initials or full name images. Click the radio button next to the type of image with which you want to sign this note – "No Image," "Initials Image," or "Full Name Image." *(continued on the next page)*	If a default signing method for clients was specified during signature setup, the *Electronic Signatures Client Signing* dialog box is immediately displayed, prompting the client to complete the corresponding signing process. If a default signing method was NOT specified and more than one signing method is available (as determined by "Touch" and/or "Signature Pad" selections under System Setup > Business Rules > global Electronic Signature Rules), a series of radio buttons on the page will note those methods. Click the appropriate radio button, click **OK**, and then complete the corresponding signing process. *(continued on the next page)*

CLICK TO SIGN (for use by staff)	ALLOW CLIENT TO SIGN (for use by staff assisting clients)
Sign with options are only available for the images you uploaded during the process of setting up your electronic signature. For example, if you uploaded only a full name image and not your initials, only the "No Image" and "Full Name Image" options will be available here. ▪ **Authority Level –** Click the radio button next to the statement that describes your authority level in relation to this note – "I am the author and I approve this document," "I am the reviewer and I approve this document," or "This document is accurate." *The "I am the author…" option is only available when you wrote the note being signed.* ▪ **Date and Time Stamps –** The Date and Time check boxes are selected by default so that a date and time stamp is included with your electronic signature. De-select one or both of these options if needed. *If these check boxes are not available, it is an indication that your agency has opted to have all electronic signatures date and time stamped automatically.* ▪ **Credentials –** Click the check box next to each credential to be included with your signature. *This portion of the signing dialog box is only available when credentials have been specified for you in the Human Resources module Staff Information or Credentialing features.* ▪ **PIN –** In this field, type your five-digit PIN to confirm your identity. Continue with step 10.	▪ **Signing by PIN –** Notes can be signed using initials or full name images. Click the **Sign With** radio button next to the type of image with which the client is to sign this note – "No Image," "Initials Image," or "Full Name Image." *Sign with options are only available for the images uploaded during the process of setting up the client's electronic signature. For example, if only a full name image was uploaded, not initials, only the "No Image" and "Full Name Image" options will be available here.* *IMPORTANT! If the client does not have a PIN, and you do not have the ability to assist him/her in setting one up, he/she will be prevented from signing the note using this method. If you DO have the ability to assist the client in setting up a PIN, click the **Click here to Assign a PIN** link displayed at this time.* In the **PIN** field, direct the client to type his/her five-digit PIN to confirm his/her identity. To exit without signing the note, click **Cancel**. ▪ **Signing by Signature Pad –** Direct the client to use the signature pad to enter his/her signature. Click **Draw** to give focus to the signing area before the client signs on the pad, **Clear** if you'd like to clear what has been entered using the pad, or **Cancel** to exit without signing the note. ▪ **Signing by Touch –** Direct the client to use his/her finger or a stylus to enter his/her signature directly on the screen when using a tablet, touchpad, or other touch-enabled device, or to use the mouse to sign on the screen if the device is not directly touch-capable. Click **Clear** if you'd like to clear what has been entered, or **Cancel** to exit without signing the note. Once the appropriate signing method has been used, continue with step 10 to complete the signing process.

10. Click **SIGN NOW** or have the client do so, if applicable.

IMPORTANT! Clicking the SIGN NOW button is an acknowledgment that the individual doing so is the authorized signer. An electronic signature constitutes a legally binding symbol that authenticates the document to which it is attached.

When SIGN NOW is clicked, the following takes place:

▪ The note is signed and the electronic signature is displayed with that note on the progress notes report page (replacing the default blank signature line if you are the note writer). The signature for staff members is composed of authority level, followed by signer name and credentials (if included), job title, the signature or initials image if one was selected or the image captured with the signature pad, and the date and time on which the note was signed if that information was set to be included. For clients, the signature includes the signature or initials image if one was selected or the image captured with the signature pad, "Client" (or relevant label if clients are referred to differently in your AWARDS database), and the date and time on which the note was signed.

Job title information is taken from your Staff Information record in the Human Resources module. If you are a staff member the signature will always display your job title as of the time the note was signed, regardless of whether that title changes in the future.

Keep in mind that if any other staff members or the client previously signed the same note, the new signature is added to those existing signatures. In such cases reviewer signatures are listed after the note writer's signature (or default blank signature line if the writer has not signed the note).

- The note is locked from further edits. Notes that have been signed and locked in this manner are shown with a lock and key icon next to them in the progress notes index in data entry mode as shown here.

The process of electronically signing a progress note is now complete.

ELECTRONICALLY SIGNING GROUP NOTES

The electronic signatures functionality enables staff to sign group notes for the purposes of approving their content and/or verifying their accuracy. Once signed, group notes are locked from further editing.

Permissions required to use the Electronic Signatures functionality with group notes are as follows:

- *CHART ACCESS – You must have chart access permission to the program(s) associated with the group note(s) you will be signing.*

- *DATA ENTRY / ACCESS – You must have the "Display Any Chart Records Buttons" and "Display Chart Records Services Button" data entry/access permissions in order to access the Services module in which group notes are located.*

To access and electronically sign a group note, complete the following steps:

The following instructions detail the process of generating a group notes report to access a note for signing. Group notes can also be accessed for signing purposes by going into the group note index in data entry mode and clicking the underlined note date to open the individual note in report mode. The Client History Report in the Client Lookup module can also be used to access notes for signing. If you access a group note in either of those ways, skip ahead to step 8.

1. From the *AWARDS Home* screen, click **Charts** from the left-hand menu, and then click **Services**. The *Client Services Menu* page is displayed.

2. Click the **Program** drop-down arrow and select the program in which the note to be signed was written.

3. Click the **Database** drop-down arrow and select "Reports."

4. Click **Group Notes**. The *Group Notes Report Selections* page is displayed.

5. Configure the report settings on this page as necessary so that the note to be signed will be included in the report contents.

   For more information on the available group note report settings, see AWARDS Online Help.

6. Click **SHOW NOTES**. The group notes report is displayed and includes all notes meeting the selection criteria specified on the previous page.

7. Navigate to the portion of the page containing the note you would like to sign.

    If you have not yet signed the note in question and the program's electronic signature rules indicate that you should be allowed to do so, you will see a Click to Sign link. The note can now be electronically signed.

    For more information on the rules that govern electronic signing in each program, see "Configuring a Program's Electronic Signatures Rules" on page 2.

8. Click the **Click to Sign** link.   The *Electronic Signatures Signing* dialog box is displayed.

9. Configure the options in the signing dialog box as follows:

    If, during the process of setting up your electronic signature, you specified default signature settings, those settings are reflected here. As a result, you may not need to configure the options below – with the exception of entering your PIN (which is always required) – unless it is necessary to adjust the defaults.

    Family Housing One
    Group Notes 08/03/2013 to 08/03/2013
    Writer: Melissa Seymour   Client: All Clients

Group Date	Group Name	Group Time	Activity
08/03/2013	Arts & Crafts	09:30 AM to 11:30 AM	Expressive Arts

Group Attendance	
•Amigo, Figo	•Pie, Pumpkin

Group Note
This is a sample group note.

    Melissa Seymour,

    ✏ *Click to Sign*

- **Sign With –** Notes can be signed using initials or full name images. Click the radio button next to the type of image with which you want to sign this note – "No Image," "Initials Image," or "Full Name Image."

    Sign with options are only available for the images you uploaded during the process of setting up your electronic signature. For example, if you uploaded only a full name image and not your initials, only the "No Image" and "Full Name Image" options will be available here.

- **Authority Level –** Click the radio button next to the statement that describes your authority level in relation to this note – "I am the author and I approve this document," "I am the reviewer and I approve this document," or "This document is accurate."

    The "I am the author…" option is only available when you wrote the note being signed.

- **Date and Time Stamps –** The Date and Time check boxes are selected by default so that a date and time stamp is included with your electronic signature. De-select one or more of these options if needed.

    If these check boxes are not available, it is an indication that your agency has opted to have all electronic signatures date and time stamped automatically.

- **Credentials –** Click the check box next to each credential to be included with your signature.

    This portion of the signing dialog box is only available when credentials have been specified for you in the Human Resources module Staff Information or Credentialing features.

- **PIN –** In this field, type your five-digit PIN to confirm your identity.

10. Click **SIGN NOW**.

    IMPORTANT! Clicking the SIGN NOW button is an acknowledgment that the individual doing so is the authorized signer. An electronic signature constitutes a legally binding symbol that authenticates the document to which it is attached.

When SIGN NOW is clicked, the following takes place:

- The note is signed and the electronic signature is displayed with that note on the group notes report page (replacing the default blank signature line if you are the note writer or co-leader). The signature for staff members is composed of authority level, followed by signer name and credentials (if included), job title, the signature or initials image if one was selected, and the date and time on which the note was signed if that information was set to be included.

  Job title information is taken from your Staff Information record in the Human Resources module. The signature will always display your job title as of the time the note was signed, regardless of whether that title changes in the future.

  Keep in mind that if any other staff members previously signed the same note, the new signature is added to those existing signatures. In such cases reviewer signatures are listed after the note writer's signature (or default blank signature line if the writer has not signed the note).

- The note is locked from further edits. Notes that have been signed and locked in this manner are shown with a lock and key icon next to them in the group notes index in data entry mode as shown here.

The process of electronically signing a group note is now complete.

ELECTRONICALLY SIGNING SERVICE PLANS

The electronic signatures functionality enables staff and clients to sign service plans for the purposes of approving their content or verifying their accuracy. Once signed, plans are locked from further editing, as are any previous plans from which information in the signed plan is derived.

Staff with the authority to sign service plans (as determined by a given program's business rules) can sign those plans themselves, and should assist clients in doing so, if applicable. Clients with AWARDS logins can sign plans on their own if the program has been set up to allow them to do so.

Permissions required to use the Electronic Signatures functionality with service plans are as follows:

- *CHART ACCESS – You must have chart access permission to the program(s) associated with the client(s) whose service plan you will be signing, or assisting a client to sign.*

- *DATA ENTRY / ACCESS – You must have the "Display Any Chart Records Buttons" and "Display Chart Records Services Button" data entry/access permissions in order to access the Services module in which service plans are located.*

To access and electronically sign a service plan, or to assist a client in doing so, complete the following steps:

*The process of electronically signing a service plan varies slightly for clients with their own AWARDS logins. Such clients can complete the signing process without assistance, by selecting **Client Records** from the AWARDS Opening Menu page, clicking **Service Plans**, and then clicking the date link for the plan to be signed. From there, the signing process is the same as that laid out beginning with step 11 in the pages that follow.*

The following instructions detail the process of generating a service plans report to access a plan for signing. Plans can also be accessed for signing purposes on the confirmation pages displayed after plan data entry updates are saved, and by going into the service plan index in data entry mode and clicking the underlined plan date to open the individual plan in report mode. The Client History Report in the Client Lookup module can also be used to access plans for signing. If you access a plan in either of those ways, skip ahead to step 10.

Keep in mind that by default only completed service plans (not including admission notes) can be signed, as indicated by a Done setting of "Yes" and a date in the Done Date column. This default is overridden if the "Allow Signatures on plans not yet marked done" option was selected for the program during step 7 of the "Setting Individual program Rules" process, detailed beginning on page 4.

To mark a plan as complete, use the Update Schedule feature from the service plans index in data entry mode.

1. From the *AWARDS Home* screen, click **Charts** from the left-hand menu, and then click **Services**. The *Client Services Menu* page is displayed.

2. Click the **Program** drop-down arrow and select the program associated with the client for whom a service plan is to be signed.

3. Click the **Database** drop-down arrow and select "Reports."

4. If the plan to be signed is for a former (discharged) client, click the **Roster Archives** check box.

   Please note that when working with the records of a discharged client, only staff members can electronically sign service plans using a PIN and saved images. The discharged clients themselves cannot electronically sign the plans after discharge unless the optional signature pad functionality is turned on.

5. Click **Service Plans**. The *Service Plan Client Selection* page is displayed.

6. Click the **Client** drop-down arrow and select the client for whom a plan is to be signed.

7. Click **CONTINUE**. The *Individual Service Plan Index* page is displayed.

8. Click the **Selected** radio button next to the service plan to be signed.

9. Click **CONTINUE**. The service plan is displayed.

10. Scroll down to the bottom of the page. Based on the program's electronic signature rules and who has or has not already signed the plan, you will see up to two signing links:

Individual Service Plan Index

Client	Program	Worker	Admission
Cran Apple	Adult Home One	Jack H	06/20/2011

Selected	DueDate	Plan Type	Reviewer	Done	DoneDate
○	06/20/2011	Admission Note	Melissa Seymour	no	
○	07/20/2011	Initial Plan	Melissa Seymour	yes	07/20/2011
◉	10/19/2011	Service Plan Review	Melissa Seymour	yes	10/19/2011
○	01/18/2012	Service Plan Review	Melissa Seymour	no	

Select the Service Plan to Display
◉ Complete Plan ○ One Goal At A Time

CONTINUE   Services Menu   Client View

Jump Back   Opening Menu   Help Menu   Log Out

- **Click to Sign** – Available for staff that is eligible to sign the plan if they have not already done so. If the electronic signature rules for the program do not allow you to sign the plan, or if you have already completed the signing process for the plan in question, this link is not displayed.

- **Allow Client to Sign** – Available for clients who are eligible to sign the plan and who have an AWARDS login. Also available when staff are assisting eligible clients with the plan signing process, as long as the staff member is also eligible to sign that plan him/herself. If the electronic signature rules for the program do not allow clients to sign plans, or if the client has already completed the signing process for this plan, this link is not displayed.

Client Signature:

_____ Date: ___/___/___

Staff Signature/Title:

_____ Date: ___/___/___

Qualified M.H. Rehab. Staff Signature/Title:

_____ Date: ___/___/___

Adult Home One, Foothold Demo, 666 Broadway, New York, NY 10012

✎ *Click to Sign*
✎ *Allow Client to Sign*

For more information on the rules that govern electronic signing in each program, see "Configuring a Program's Electronic Signatures Rules" on page 2.

11. The service plan can now be electronically signed. To do so, click the appropriate signing link and complete the corresponding signing process, or assist the client in doing so:

CLICK TO SIGN (for use by staff)	**ALLOW CLIENT TO SIGN** (for use by staff assisting clients)
The *Electronic Signatures Signing* dialog box is displayed. Configure the options in that dialog box as follows: *If, during the process of setting up your electronic signature, you specified default signature settings, those settings are reflected here. As a result, you may not need to configure the options below – with the exception of entering your PIN (which is always required) - unless it is necessary to adjust the defaults.* ▪ **Sign With –** Plans can be signed using initials or full name images. Click the radio button next to the type of image with which you want to sign this plan – "No Image," "Initials Image," or "Full Name Image." *Sign with options are only available for the images you uploaded during the process of setting up your electronic signature. For example, if you uploaded only a full name image and not your initials, only the "No Image" and "Full Name Image" options will be available here.* ▪ **Authority Level –** Click the radio button next to the statement that describes your authority level in relation to this note – "I am the author and I approve this document," "I am the reviewer and I approve this document," or "This document is accurate." ▪ **Date and Time Stamps** - The Date and Time check boxes are automatically selected by default so that a date and time stamp is included with your electronic signature. De-select one or both of these options if needed. *If these check boxes are not available, it is an indication that your agency has opted to have all electronic signatures date and time stamped automatically.* ▪ **Credentials –** Click the check box next to each credential to be included with your signature. *This portion of the signing dialog box is only available when credentials have been specified for you in the Human Resources module Staff Information or Credentialing features.* ▪ **PIN –** In this field, type your five-digit PIN to confirm your identity. Continue with step 12.	If a default signing method for clients was specified during your signature setup process, the *Electronic Signatures Client Signing* dialog box is immediately displayed, prompting the client to complete the corresponding signing process. If a default signing method was NOT specified and more than one signing method is available (as determined by "Touch" and/or "Signature Pad" selections under System Setup > Business Rules > global Electronic Signature Rules),a series of radio buttons on the page will note those methods. Click the appropriate radio button, click **OK**, and then complete the corresponding signing process. ▪ **Signing by PIN –** Plans can be signed using initials or full name images. Click the **Sign With** radio button next to the type of image with which the client is to sign this plan – "No Image," "Initials Image," or "Full Name Image." *Sign with options are only available for the images uploaded during the process of setting up the client's electronic signature. For example, if only a full name image was uploaded, not initials, only the "No Image" and "Full Name Image" options will be available here.* *IMPORTANT! If the client does not have a PIN, and you do not have the ability to assist him/her in setting one up, he/she will be prevented from signing the plan at this time. If you DO have the ability to assist the client in setting up a PIN, click the **Click here to Assign a PIN** link displayed at this time.* In the **PIN** field, direct the client to type his/her five-digit PIN to confirm his/her identity. To exit without signing the plan, click **Cancel**. ▪ **Signing by Signature Pad –** Direct the client to use the signature pad to enter his/her signature. Click **Draw** to give focus to the signing area before the client signs on the pad, **Clear** if you'd like to clear what has been entered using the pad, or **Cancel** to exit without signing the plan. ▪ **Signing by Touch –** Direct the client to use his/her finger or a stylus to enter his/her signature directly on the screen when using a tablet, touchpad, or other touch-enabled device, or to use the mouse to sign on the screen if the device is not directly touch-capable. Click **Clear** if you'd like to clear what has been entered, or **Cancel** to exit without signing the note. Once the appropriate signing method has been used, continue with step 12 to complete the signing process.

12. Click **SIGN NOW** or have the client do so, if applicable.

   IMPORTANT! Clicking the SIGN NOW button is an acknowledgment that the individual doing so is the authorized signer. An electronic signature constitutes a legally binding symbol that authenticates the document to which it is attached.

   When SIGN NOW is clicked, the following takes place:

   ▪ The service plan is signed and the electronic signature is displayed with that plan on the service plan report page. The signature for staff members is composed of authority level, followed by signer name and credentials (if included), job title, the signature or initials image if one was selected or the image captured with the signature pad, and the date and time on which the plan was signed if that information was set to be included. For clients, the signature includes the signature or initials image if one was selected or the image captured with the signature pad, "Client" (or relevant label if clients are referred to differently in your AWARDS database), and the date and time on which the plan was signed.

   Job title information is taken from your Staff Information record in the Human Resources module. If you are a staff member the signature will always display your job title as of the time the plan was signed, regardless of whether that title changes in the future.

   Keep in mind that if any other staff members or the client previously signed the same plan, the new signature is added to those existing signatures.

   ▪ The service plan is locked from further edits (with the exception of done date and done status if using the "Allow Signatures on Plans not yet marked Done" option), as are any previous plans (with the exception of the admission note, if applicable). Plans that have been signed and locked by signatures are shown with a lock and key icon next to them in the service plan index in data entry mode. Any plans locked because a subsequent plan was signed are shown with a bullet next to them in the index.

Client	Program
Cran Apple	Adult Home One

Selected	DueDate	Plan Type
○	06/20/2011	Admission Note
•	07/20/2011	Initial Plan
🔒🔑	10/19/2011	Service Plan Review
⦿	01/18/2012	Service Plan Review

   IMPORTANT! While the plan content cannot be added to or changed as a result of an electronic signature, if your program is set to "Allow Signatures on Plans not yet Marked Done" (under Business Rules) the update schedule functionality will remain available from the service plan index in data entry mode to allow for changes to the status and/or done dates of locked plans until a done date is entered. Once a done date has been entered and saved, all fields for that plan on the update schedule page are locked from further edits.

The process of electronically signing a service plan is now complete.

ELECTRONICALLY SIGNING FORMBUILDER FORMS

The Electronic Signatures functionality enables staff, clients, and other (third-party) individuals to sign standalone FormBuilder forms for the purposes of approving their content and/or verifying their accuracy. Once signed, forms are locked from further editing.

When an employee electronic signature line has been included on a form, a specified staff person (selected during form data entry) can sign that form themselves. That staff person, or other staff members with access to the form, can also assist clients and others in signing the form, if applicable. Clients with AWARDS logins can sign forms on their own if that form is in an AWARDS location to which they have access (for example, forms in face sheets).

Permissions required to use the Electronic Signatures functionality with FormBuilder forms are as follows:

▪ *CHART ACCESS – When working with client-based forms, you must have chart access permission to the program(s) associated with the client(s) whose form you will be signing, or assisting a client or other individual to sign.*

▪ *DATA ENTRY / ACCESS – You must have access to the AWARDS module in which the form to be signed is located. Permissions will vary from module to module. More information on each can be found in AWARDS Online Help.*

To access and electronically sign a form, or to assist a client or other individual in doing so, complete the following steps:

1. Begin by navigating to the form to be signed. This form must have been configured to include electronic signature lines when it was created (as detailed on page 8), and must be in one of the following locations:

Listed as a Charting Event, available under Outcomes	*Profile – as a link at the top of client face sheets*
Intake/Admission – as a link on client intake forms	*Employment – as a button on the Jobs menu*
Services – as a button on the services menu	*Medical – as a button on the Medical menu*
Discharge – as a button on the Discharge menu	*Employee – as a button on the Human Resources menu*

2. Open the form in *data entry mode* and confirm that it has been filled out completely.

   IMPORTANT! *In the event that the form contains "Employee" electronic signatures, the individual employee names must be selected for each signature during the data entry process. If a selection has not been made, the form cannot be e-signed by the relevant employee(s).*

   *Keep in mind that although signing a form locks the contents of that form from further edits, employee selections can still be made and changed as needed after an electronic signature has been placed on the form, as long as the employee signature line itself has not yet been used. To make such a change, access the form in data entry mode, make your selection, and then click **SAVE**.*

3. Open the form in *report mode* to begin the electronic signing process. Keep in mind that report mode is accessed only by:

   ▪ **Using the Reports database selection on the relevant module menu page**

      *For example, if the form is located as a button on the Services menu, you would need to go into Services, select "Reports" from the **Database** drop-down list, and then click the button for the form.*

   ▪ **Using the Printable Form button at the bottom of the form**

   Other versions of the form – for example, when accessing it from a form index in data entry mode – may initially appear to be displayed in report mode; however, unless the form has been e-signed and there are no unsigned employee signature lines, that is not in fact the case and you must use one of the methods listed above.

4. Navigate to the portion of the form containing the electronic signature lines. Based on how the form was set up, you will see one or more signing links on the page:

- **Click to Sign –** Available if the form was configured to include an electronic signature line with a signer type of "Employee," AND if you were selected during the form data entry process as the relevant employee.

- **Allow Client to Sign –** Available if the form was configured to include an electronic signature line with a signer type of "Client." Displayed for the client in question (the one for whom the form was completed) if that client has an AWARDS login, or for all staff with access to the form so that they can assist the applicable client with the signing process.

- **Allow Other to Sign –** Available if the form was configured to include an electronic signature line with a signer type of "Other." Displayed for all staff with access to the form so that they can assist the applicable individual with the signing process.

When viewing this page, please keep in mind the following:

- *If a default authority level was specified for a particular signature line when the form was created, and the "other" option was not made available, the default level is displayed on the page; otherwise, no authority level information is shown.*

- *Until a signature line has been used to electronically sign the form, a default blank line is displayed to allow for a manual signature in case the form needs to be printed before e-signing takes place.*

- *Signature titles are only required during form configuration for the "Employee" signer type. If one was not specified for a "Client" or "Other" signature line, that line is identified by the signer type only.*

5. The form can now be electronically signed. To do so, click the appropriate signing link and complete the corresponding signing process, or assist the client and/or other individual in doing so:

CLICK TO SIGN (for use by staff)	**ALLOW CLIENT / OTHER TO SIGN** (for use by staff assisting clients/others)
The *Electronic Signatures Signing* dialog box is displayed. Configure the options in that dialog box as follows: *If, during the process of setting up your electronic signature, you specified default signature settings, those settings are reflected here. As a result, you may not need to configure some of the options below unless it is necessary to adjust the defaults.* ▪ **Sign With –** Forms can be signed using initials or full name images. Click the radio button next to the type of image to be used to sign this form – "No Image," "Initials Image," or "Full Name Image." *(continued on next page)*	If the signer type is "Client" and a default signing method for clients was specified during your signature setup process, the *Electronic Signatures Client Signing* dialog box is immediately displayed, prompting the client to complete the corresponding signing process. If the signer type is "Other," or if the signer type is "Client" but a default signing method was NOT specified and more than one signing method is available (as determined by "Touch" and/or "Signature Pad" selections under System Setup > Business Rules > global Electronic Signature Rules), a series of radio buttons on the page will note those methods. Click the appropriate radio button, click **OK**, and then complete the corresponding signing process. *(continued on next page)*

CLICK TO SIGN (for use by staff)	ALLOW CLIENT / OTHER TO SIGN (for use by staff assisting clients/others)
Sign with options are only available for the images you uploaded during the process of setting up your electronic signature. For example, if you uploaded only a full name image and not your initials, only the "No Image" and "Full Name Image" options will be available here. ▪ **Authority Level –** Click the radio button next to the statement that describes your authority level in relation to this form – "I am the author and I approve this document," "I am the reviewer and I approve this document," "This document is accurate," or "Other." If "Other" is selected, enter a value in the corresponding field. *The Authority Level option is only available if a specific authority level was not entered for this signature line during the form configuration process.* *Additionally, when the Authority Level selection IS available, the "Other" option may or may not be included based on how this signature line was set up.* ▪ **Date and Time Stamps –** The Date and Time check boxes are selected by default so that a date and time stamp is included with your electronic signature. De-select one or both of these options if needed. *If these check boxes are not available, it is an indication that your agency has opted to have all electronic signatures date and time stamped automatically.* ▪ **Credentials –** Click the check box next to each credential to be included with your signature. *This portion of the signing dialog box is only available when credentials have been specified for you in the Human Resources module Staff Information or Credentialing features.* ▪ **PIN –** In this field, type your five-digit PIN to confirm your identity. Continue with step 6.	▪ **Signing by PIN –** (Only available for clients) - Forms can be signed using initials or full name images. Click the **Sign With** radio button next to the type of image with which the client is to sign this form – "No Image," "Initials Image," or "Full Name Image." *Sign with options are only available for the images uploaded during the process of setting up the client's electronic signature. For example, if only a full name image was uploaded, not initials, only the "No Image" and "Full Name Image" options will be available here.* *IMPORTANT! If the client does not have a PIN, and you do not have the ability to assist him/her in setting one up, he/she will be prevented from signing the note using this method. If you DO have the ability to assist the client in setting up a PIN, click the* **Click here to Assign a PIN** *link displayed at this time.* In the **PIN** field, direct the client to type his/her five-digit PIN to confirm his/her identity. To exit without signing the form, click **Cancel**. ▪ **Signing by Signature Pad –** Direct the client or other individual to use the signature pad to enter his/her signature. Click **Draw** to give focus to the signing area before the client signs on the pad, **Clear** if you'd like to clear what has been entered using the pad, or **Cancel** to exit without signing the form. ▪ **Signing by Touch –** Direct the client or other individual to use his/her finger or a stylus to enter his/her signature directly on the screen when using a tablet, touchpad, or other touch-enabled device, or to use the mouse to sign on the screen if the device is not directly touch-capable. Click **Clear** if you'd like to clear what has been entered, or **Cancel** to exit without signing. On the e-signing interface the client or other individual may also be asked to select or supply authority level information, and in the case of other individuals, to enter his/her name and title on the page. Be sure to complete those data entry steps in addition to the actual signing described here. Once the appropriate signing method has been used, including any corresponding data entry, continue with step 6 to complete the signing process.

6. Click **SIGN NOW** or have the client or other individual do so, if applicable.

   IMPORTANT! Clicking the SIGN NOW button is an acknowledgment that the individual doing so is the authorized signer. An electronic signature constitutes a legally binding symbol that authenticates the document to which it is attached.

   When SIGN NOW is clicked, the following takes place:

   ▪ The form is signed and the electronic signature is displayed with that form when displayed in report mode and when viewing the printable version of the form (replacing the default blank signature line). The

signature is composed of authority level, followed by the signature title (if applicable), signer name and credentials (if signed by an employee and credentials are included), job title (if applicable), the signature or initials image if one was selected or the image was captured with the signature pad, and the date and time on which the form was signed if that information was set to be included.

Job title information is taken from your Staff Information record in the Human Resources module. If you are a staff member the signature will always display your job title as of the time the plan was signed, regardless of whether that title changes in the future.

- ▪ The form is locked from further edits (with the exception of selecting additional staff members for available Employee signature lines, if applicable). Forms that have been signed and locked in this manner are shown with a lock and key icon next to them in form indexes.

The process of electronically signing a form is now complete.

ELECTRONICALLY SIGNING DISCHARGE RECORDS

The Electronic Signatures functionality enables staff and clients to sign discharge records for the purposes of approving their content and/or verifying their accuracy. Once signed, discharge records are locked from further editing.

Staff with the authority to sign discharge records (as determined by a given program's business rules) can sign those records themselves, and should assist clients in doing so, if applicable.

Permissions required to use the Electronic Signatures functionality with discharge records are as follows:

- ▪ *CHART ACCESS – You must have chart access permission to the program(s) associated with the client(s) whose discharge record you will be signing, or assisting a client to sign.*

- ▪ *DATA ENTRY / ACCESS – You must have the "Display Any Chart Records Buttons" and "Display Chart Records Discharge Button" data entry/access permissions in order to access the Discharge module in which discharge records are located.*

To access and electronically sign a discharge record (for a discharge that has already been processed), or to assist a client in doing so, complete the following steps:

The following instructions detail the process of generating a discharge report to access a record for signing. Discharge records can also be accessed for signing purposes by opening the discharge record in data entry mode and clicking **Printable Form***. The Client History Report in the Client Lookup module can also be used to access discharge records for signing. If you have accessed a discharge record in either of those ways, skip ahead to step 9.*

1. From the *AWARDS Home* screen, click **Census** from the left-hand menu, and then click **Discharge**. The *Discharge Menu* page is displayed.

2. Click the **Program** drop-down arrow and select the program associated with the client for whom the discharge record is to be signed.

3. Click the **Database** drop-down arrow and select "Reports."

4. Click **Process Discharge**. The *Discharge Roster Selection* page is displayed.

5. The discharge date for the record to be signed must fall within the **Discharges from** and **to** dates on this page. Make adjustments to that date range as needed using mm/dd/yyyy format or the available date pickers.

6. Click **CONTINUE**. The *Discharge Client Selection* page is displayed.

7. Click the **Former Client** drop-down arrow and select the individual whose discharge record is to be signed.

8. Click **CONTINUE**. The *Discharge Information* page is displayed in report mode.

9. Navigate to the bottom of the discharge record. Based on the program's electronic signature rules and who has or has not already signed the discharge record, you will see up to two signing links on this page.

    - **Click to Sign** – Available for staff that is eligible to sign the discharge record if they have not already done so. If the electronic signature rules for the program do not allow you to sign the discharge record, or if you have already completed the signing process for the record in question, this link is not displayed.

    - **Allow Client to Sign** – Available when staff is assisting eligible clients with the discharge record signing process, as long as the staff member is also eligible to sign that record him/herself. If the electronic signature rules for the program do not allow clients to sign discharge records, or if the client has already completed the signing process for this record, this link is not displayed.

      For more information on the rules that govern electronic signing in each program, see "Configuring a Program's Electronic Signatures Rules" on page 2.

10. The discharge record can now be electronically signed. To do so, click the appropriate signing link and complete the corresponding signing process, or assist the client in doing so:

CLICK TO SIGN (for use by staff)	**ALLOW CLIENT TO SIGN** (for use by staff assisting clients)
The *Electronic Signatures Signing* dialog box is displayed. Configure the options in that dialog box as follows:	If a default signing method for clients was specified during signature setup, the *Electronic Signatures Client Signing* dialog box is immediately displayed, prompting the client to complete the corresponding signing process.
If, during the process of setting up your electronic signature, you specified default signature settings, those settings are reflected here. As a result, you may not need to configure the options below – with the exception of entering your PIN (which is always required) - unless it is necessary to adjust the defaults.	If a default signing method was NOT specified and more than one signing method is available (as determined by "Touch" and/or "Signature Pad" selections under System Setup > Business Rules > global Electronic Signature Rules), a series of radio buttons on the page will note those methods. Click the appropriate radio button, click **OK**, and then complete the corresponding signing process.
▪ **Sign With –** Notes can be signed using initials or full name images. Click the radio button next to the type of image with which you want to sign this note – "No Image," "Initials Image," or "Full Name Image."	▪ **Signing by Signature Pad –** Direct the client to use the signature pad to enter his/her signature. Click **Draw** to give focus to the signing area before the client signs on the pad, **Clear** if you'd like to clear what has been entered using the pad, or **Cancel** to exit without signing the note.
Sign with options are only available for the images you uploaded during the process of setting up your electronic signature. For example, if you uploaded only a full name image and not your initials, only the "No Image" and "Full Name Image" options will be available here.	▪ **Signing by Touch –** Direct the client to use his/her finger or a stylus to enter his/her signature directly on the screen when using a tablet, touchpad, or other touch-enabled device, or to use the mouse to sign on the screen if the device is not directly touch-capable. Click **Clear** if you'd like to clear what has been entered, or **Cancel** to exit without signing the record.
▪ **Authority Level –** Click the radio button next to the statement that describes your authority level in relation to this note – "I am the author and I approve this document," "I am the reviewer and I approve this document," or "This document is accurate."	
(continued on next page)	*(continued on next page)*

CLICK TO SIGN (for use by staff)	ALLOW CLIENT TO SIGN (for use by staff assisting clients)
The "I am the author…" option is only available when you processed the discharge in question. ▪ **Date and Time Stamps –** The Date and Time check boxes are selected by default so that a date and time stamp is included with your electronic signature. De-select one or both of these options if needed. *If these check boxes are not available, it is an indication that your agency has opted to have all electronic signatures date and time stamped automatically* ▪ **Credentials –** Click the check box next to each credential to be included with your signature. *This portion of the signing dialog box is only available when credentials have been specified for you in the Human Resources module Staff Information or Credentialing features.* ▪ **PIN –** In this field, type your five-digit PIN to confirm your identity. Continue with step 11.	*IMPORTANT! Because a client's electronic signature settings are disabled if they no longer have any active enrollments in agency programs, the "Signing by PIN" option available in other e-signing scenarios is not available when e-signing discharge records. The above signature pad or touch options must be used instead.* Once the appropriate signing method has been used, continue with step 11 to complete the signing process.

11. Click **SIGN NOW** or have the client do so, if applicable.

    IMPORTANT! Clicking the SIGN NOW button is an acknowledgment that the individual doing so is the authorized signer. An electronic signature constitutes a legally binding symbol that authenticates the document to which it is attached.

    When SIGN NOW is clicked, the following takes place:

    ▪ The discharge record is signed and the electronic signature is displayed with that record any time it is opened in report mode. The signature for staff members is composed of authority level, followed by signer name and credentials (if included), job title, the signature or initials image if one was selected or the image captured with the signature pad, and the date and time on which the record was signed. For clients, the signature includes the signature or initials image if one was selected or the image captured with the signature pad, "Client" (or relevant label if clients are referred to differently in your AWARDS database), and the date and time on which the record was signed.

    Job title information is taken from your Staff Information record in the Human Resources module. If you are a staff member the signature will always display your job title as of the time the note was signed, regardless of whether that title changes in the future.

    Keep in mind that if any other staff members or the client previously signed the same record, the new signature is added to those existing signatures.

    ▪ The discharge record acts as a "snapshot" that displays the data as it appeared at the date/time of e-signing. Any data changes in other areas of AWARDS that would ordinarily change content of the discharge record will not be reflected on the record after it is e-signed.

▪ The program history corresponding to the discharge (including bed history, when applicable) is locked from further edits for those users with access to Program History Corrections. Program histories locked in this way are displayed with a lock and key icon next to them on the Program History Corrections data entry page.

The process of electronically signing a discharge record is now complete.

FREQUENTLY ASKED QUESTIONS

The following frequently asked questions regarding Electronic Signatures can be a useful reference when you have your own questions about the functionality.

CAN CLIENTS ELECTRONICALLY SIGN GROUP NOTES?

No. AWARDS is designed so that clients can electronically sign only those documents pertaining to their individual records. Because multiple clients can be included in group notes, and those notes can be placed in multiple clients' charts, we do not provide the option to have clients electronically sign them.

CAN I SIGN NOTES/PLANS/DISCHARGE RECORDS IN A PROGRAM THAT HAS NO ELECTRONIC SIGNATURE BUSINESS RULES SET UP?

No, in order for the electronic signatures functionality to be available for a program, electronic signatures rules must be set up for that program using the System Setup module's Business Rules feature. This process is explained in detail on page 2.

HOW DO I UNLOCK A SIGNED RECORD?

At the time a record is electronically signed it is locked and can no longer be edited. However, we understand that in rare instances staff utilizing electronic signatures may not be careful in confirming that they are signing the right document for the right client before proceeding, and that it may occasionally be necessary to correct such errors. As a result, we have made available to agency staff functionality that can be used to remove electronic signatures from specific records at their discretion. This functionality is only available upon request and must be turned on behind-the-scenes by your Senior Project Manager or the Foothold Help Desk.

HOW DO I DETERMINE WHICH PROGRESS NOTES, GROUP NOTES, OR DISCHARGE RECORDS HAVE BEEN E-SIGNED?

Electronic signatures are displayed with progress notes, group notes, and discharge records when viewed in report mode. Viewing a basic progress notes, group notes, or discharge report can help you identify whether specific records have been signed, and by whom they have been signed.

To get a more general, at-a-glance, picture of which *notes* have been signed, you can use the Progress Notes ReportBuilder for progress notes, Group Notes ReportBuilder for group notes, or Service Contacts ReportBuilder for

both. Using the appropriate report tool, select "E-Signed" as one of the included variables. When the report is then run, it will display "Yes" in the E-Signed column for any notes that have e-signatures, and "No" for those that do not.

Similarly, the Demographics Report Builder can be used to see at-a-glance which discharge records have been signed when the "E-Signed (Discharge)" variable is selected for inclusion in a report's contents.

HOW DO I RESET A CLIENT'S PIN?

In the event that the client has an AWARDS login and knows his/her current PIN and would like to change it, he/she can complete the reset process using step 5 under "Setting Up or Modifying Your Electronic Signature," beginning on page 9.

If the client does not have an AWARDS login and/or does NOT know his/her current PIN, he/she must have it reset by a staff member with the "Client E-Signature Settings" permission. If you have that permission, follow the instructions under "Setting Up or Modifying a Client's Electronic Signature" beginning on page 11, paying particular attention to step 8.

HOW DO I RESET A PIN FOR ANOTHER USER?

In the event that the user knows his/her current PIN and would like to change it, he/she can complete the reset process using step 5 under "Setting Up or Modifying Your Electronic Signature," beginning on page 9.

If the user does NOT know his/her current PIN, he/she must have it reset by someone who has been given the authority to do so by Foothold Technology. If you have been given access to the PIN reset functionality by your client services representative at Foothold, you will see a RESET PIN button at the bottom of the *Electronic Signatures* settings page accessed using the Organizer module, User Settings, Electronic Signatures feature.
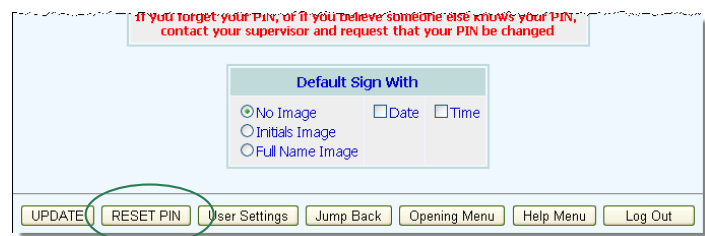
If you do not see the RESET PIN button, have the user you are assisting contact his/her supervisor or the local Help Desk for assistance. If you need access to the RESET PIN functionality itself, please contact your Foothold client services representative.

To reset a PIN, click **RESET PIN** to open the *Electronic Signatures PIN Resetting* page. Click the **Worker** drop-down arrow, select the name of the staff member whose PIN is to be reset, and then click **Continue**. When asked to confirm that you want to reset the PIN, click **Continue** to complete the reset process. The selected staff member's PIN and electronic signature images are reset and he or she will need to re-enter them. An internal audit message is generated at this time to alert him/her to that fact.

Resetting a PIN does not impact any notes or plans previously signed by the user. It only impacts his/her ability to sign notes and plans until his/her electronic signature is re-configured.

HOW DO I RESET MY OWN PIN?

In the event that the you know your current PIN and would like to change it, you can complete the reset process using step 5 under "Setting Up or Modifying Your Electronic Signature," described beginning on page 9.

If you do NOT know your current PIN, you must have it reset by someone who has been given the authority to do so by Foothold Technology. If you yourself have been given access to the PIN reset functionality by your client services representative at Foothold, you will see a RESET PIN button at the bottom of the *Electronic Signatures* settings page accessed using the Organizer module, User Settings, Electronic Signatures feature.

If you do not see the RESET PIN button and you need your PIN reset, please contact your supervisor or the local Help Desk for assistance. If you need access to the RESET PIN functionality itself, please contact your Foothold client services representative.

To reset a PIN, click **RESET PIN** to open the *Electronic Signatures PIN Resetting* page. Click the **Worker** drop-down arrow, select your name, and then click **Continue**. When asked to confirm that you want to reset the PIN, click **Continue** to complete the reset process. Your PIN and electronic signature images are reset and you will need to re-enter them. An internal audit message is generated at this time to alert you to that fact.

Resetting a PIN does not impact any notes or plans previously signed by you. It only impacts your ability to sign notes and plans until your electronic signature is re-configured.

HOW DO I USE ELECTRONIC SIGNATURES WITHOUT A SCANNER OR SIGNATURE PAD?

Even if a scanner or signature pad is not available to you, there are several other technologies out there that can be used to make electronic signatures functionality work for your agency/program. For example:

- **Digital Cameras –** Consider taking photos of client/staff signatures and using those to upload into AWARDS.

- **Tablets –** There are free and paid applications what will enable you to take pictures of signatures and upload them to online sites where they could then be accessed for upload into AWARDS.

Please review our Electronic Signatures Getting Started Guide for detailed information on all of the signature capture methods you can consider using in conjunction with AWARDS electronic signatures.

IS A SPECIFIC INTERNET BROWSER REQUIRED WHEN USING A SIGNATURE PAD?

Any current browser (Chrome, Firefox, or Internet Explorer) can be used with a Topaz signature pad; however, a plug-in is required. Please complete the following steps to install that plug-in:

1. If you are using Chrome or Internet Explorer, click here to download the SigWeb Plug-in from Topaz. If you are using Firefox, click here to download the SigPlus NPAPI plug-in from Topaz.

    IMPORTANT! The NPAPI plug-in referenced here for Firefox users is in the process of being phased out; however, (as of early February 2015) the replacement plug-in (SigWeb) is not yet Firefox-compatible. Until that compatibility is put in place by Topaz, use of the NPAPI plug-in is still required for Firefox users, though a plug-in upgrade to SigWeb will be necessary in the future.

2. Open the file you downloaded and complete the on-screen instructions to install the plug-in. You may need to restart your computer to complete the installation process.

3. If using Internet Explorer, you may be asked to allow use of the plug-in the first time you access an AWARDS page with a signature box. In such instances, click **Run Control** when prompted.

4. If you have installed the SigWeb plug-in, please test it at Topaz's demo site to ensure that it's working on your machine. If not, please contact Topaz for support before proceeding with step 5.

5.   In AWARDS, go to Administration > System Setup > Business Rules and click the global **Electronic Signature Rules** button. Check off the **Signature Pad** option (if it's not already), and then set the plug-in option to SigWeb or NPAPI (based on which plug-in you downloaded in step 1). Click **CONTINUE** to save your selection.

The plug-in download and installation process is now complete.

IS ELECTRONIC SIGNING CAPTURED IN THE AUDIT TRAIL?

Yes. When a progress note, group note, service plan, FormBuilder form, or discharge record is electronically signed that action is recorded in the audit trail accessed using the System Setup module, Login Maintenance, Audit Trail feature.

WHAT DO I DO IF I FORGET MY PIN?

Users with the proper authority level may be granted access to a PIN reset feature by Foothold Technology. If your PIN needs to be reset and you do not have access to that feature, contact your supervisor or the local Help Desk for assistance, or contact your Foothold client services representative to ask that the feature be turned on for you. If you do have access to the PIN reset feature, follow the instructions under "How Do I Reset a PIN?" above.

WHAT HAPPENS TO A CLIENT'S E-SIGN SETTINGS WHEN HE/SHE IS DISCHARGED?

When a client is discharged from AWARDS and there are no longer any active program episodes for him/her, all saved electronic signature settings for that client (including uploaded images) are removed. As a result, only currently enrolled clients can electronically sign progress notes, service plans, and FormBuilder forms using saved images and a PIN. Discharged clients can sign records (including discharge records) with the assistance of a staff member only when the optional signature pad or touch functionality is in use.

WHAT TYPE OF SIGNATURE CAPTURE OPTIONS CAN BE USED WITH E-SIGNING?

If your program or agency is still in the process of determining how to best capture electronic signatures, we strongly recommend you review our Electronic Signatures Getting Started Guide. It details all of the considerations to be made when beginning to use electronic signatures, including capture method, setup requirements, and more.

WHY AM I UNABLE TO SCHEDULE A SERVICE PLAN WITH A DATE PRIOR TO A SIGNED PLAN?

When a service plan is electronically signed, that plan, and all previous plans (other than the admission note, if applicable), are locked to prevent further edits. As a part of the lock, it is not possible to schedule a plan component with a date prior to that of an electronically signed plan.

WHY ARE THERE BLANK SIGNATURE LINES ON A SERVICE PLAN/DISCHARGE RECORD AFTER IT'S SIGNED?

When a progress note's author electronically signs a note, the blank signature line previously available for the writer's signature is removed; however, when working with service plans and discharge records this is not necessarily the case. Service plan and discharge record signature lines are much more configurable than those found when working with progress notes. As a result, a plan or discharge record's electronic signatures may not match up

exactly with the blank signature lines on the plan/record. Those lines may continue to be viewable even after the plan/record is signed electronically.

WHY CAN I ELECTRONICALLY SIGN RECORDS IN ONE PROGRAM BUT NOT ANOTHER?

There are several reasons you may be able to sign progress notes, group notes, service plans, or discharge records in some programs and not others:

▪ Each program must configure its own electronic signature rules. If a given program has not set those rules, electronic signing is not allowed for that program's notes/plans/discharge records.

▪ Because each program sets its own electronic signature rules, they will vary. As a result, your worker type may be able to sign items in one program and not another, or the signing window may vary from program to program.

WHY CAN I SIGN ONE RECORD IN A PROGRAM BUT NOT ANOTHER?

There are several reasons you may be able to sign some progress notes, group notes, service plans, or discharge records and not others:

▪ You have already signed the note, plan, or discharge record.

▪ The progress note date, group note date, service plan done date, or discharge date is outside of the signing window specified for your worker type using the System Setup module Business Rules feature.

▪ Your program may be set up to allow only certain worker types to sign notes, plans, and discharge records. Your worker type as it relates to different clients may vary, impacting who you can sign items for. For example, if the program is set to allow electronic signing of progress notes by primary service coordinators, you'll only be able to sign the notes of clients for whom you are the primary worker.

   Please keep in mind that the note/plan/discharge date also plays a role in determining whether or not the set rules for who can sign electronically apply to you. Specifically, in order for a work supervisor to sign a note/plan/discharge record, the progress or group note's date of service, the plan's done date, or the discharge date must be after the date on which the work supervisor assignment was entered into AWARDS. Likewise with service coordinators – in order for a worker/service coordinator to sign a note/plan/discharge record, the progress or group note's date of service, plan's done date, or client's discharge date must be after the date on which the service coordinator assignment was entered into AWARDS. (Conversely, the date on which a program director was set up in AWARDS does NOT impact which notes/plans/discharge records the director can sign, as long as those items are within the set signing window.)

▪ Each program must configure its own electronic signature rules. If a given program has not set those rules, electronic signing is not allowed for that program's notes/plans/discharge records.

WHY CAN'T I CHOOSE TO USE A DATE/TIME STAMP WHEN SIGNING DISCHARGE RECORDS?

The discharge record signing process automatically places the signing date and time on all electronic signatures. This enables others to see exactly when the discharge record was signed for the purposes of comparing that record's data "snapshot" with existing data. This is important in the case of discharge records as, unlike other places where e-signing may take place, some data that appears in the discharge form may be changed outside of that form even after the discharge record has been electronically signed. The signed discharge form represents the data at the date/time shown with the e-signature only.

WHY CAN'T I SIGN MY SUPERVISEE'S NOTES/PLANS/DISCHARGE RECORDS?

There are several reasons you may not be able to sign a progress note, group note, service plan, or discharge record for one of your supervisees:

- The program in which the note/plan/discharge record was written has not configured its electronic signature rules, or has not configured them to allow work supervisors to sign.

- The progress note date, group note date, service plan done date, or discharge date is outside of the signing window specified for your worker type using the System Setup module Business Rules feature.

- You have already signed the note, plan, or discharge record in question.

- You are not set up as the writer/coordinator's work supervisor under Human Resources > Staff Information.

- The note's date of service, the plan's done date, or the discharge date is not after the date on which the work supervisor assignment was entered into AWARDS.

WHY DO I ONLY HAVE A "NO IMAGE" SIGN WITH OPTION?

Sign with options are only available for the images you uploaded during the process of setting up your electronic signature. For example, if you uploaded only a full name image and not your initials, only the "No Image" and "Full Name Image" options will be available when signing records. Likewise, if you did not upload any images, only the "No Image" option will be available. For more information on uploading signing images, see "Setting Up or Modifying Your Electronic Signature" on page 9.

WHY DON'T I SEE THE CLIENT LOOKUP BUTTON? I HAVE THE REQUIRED PERMISSION.

Some AWARDS databases are configured behind-the-scenes to prevent the Client Lookup functionality from being available to all but a specified list of user groups. In such instances, you may not see the Client Lookup button on the *AWARDS Opening Menu* page, regardless of whether you have the necessary "Display Any Chart Records Buttons" permission. As a result, another staff member from the list of user groups to which Client Lookup is available must complete any necessary setup or maintenance of client electronic signature settings.

WHY IS AWARDS NOT RECOGNIZING OUR SIGNATURE PADS? THEY'RE CONFIGURED CORRECTLY AND WERE WORKING PREVIOUSLY.

Browsers such as Chrome and Internet Explorer are beginning to phase out use of the framework that the NPAPI Topaz signature pad plug-in uses. As a result, the AWARDS / signature pad connection may stop working for you if you are configured to use the NPAPI plug-in, and a new SigWeb plug-in must be installed in its place. To do so, a system administrator should complete the following steps:

1. Uninstall any current Topaz software from all impacted machines or on your server if you are working in a server-client environment.

2. One each machine (or the server) visit Topaz to download the new SigWeb plug-in, and then install that plug-in.

3. Please test the installed plug-in at Topaz's demo site to ensure that it's working on your machine. If not, please contact Topaz for support before proceeding with step 4.

4. In AWARDS, go to Administration > System Setup > Business Rules and click the global **Electronic Signature Rules** button. Set the plug-in option to **SigWeb**, and then click **CONTINUE** to save your selection.

The SigWeb plug-in download and installation process is now complete.