NOTES:

* For anyone who is receiving notifications such as “Mobile Edition Subscription Expired” or “Credits Needed to use Digital Ink” these types of messages can only be resolved by calling the 24-hour help line. That phone number is 586-840-0140. The link to the “Contact Us” help page is <https://ziplogix.com/contact-us/>
* We have enabled the functionality that allows you to delete any unsigned documents. *\*It goes without saying, that all relevant transactional documentation should be in your transaction files regardless of if it signed or not.*

* Q. Can we send fillable forms out to be filled and signed at the same time rather than having to go through the extra steps of having them filled first and then re-sent for signature? **A. This depends on the permissions given by each individual library. We are in the process of working with Zip Logix to determine these permissions so we can request this functionality, as needed.**

* Q. Can we, as agents, sign a document within the Digital Ink platform, without having to send it to ourselves via email. **A. As of right now, no. Our understanding is that this functionality is in the development pipeline.**

* Q. Can we send something that doesn’t need to be signed through Digital Ink as a part of a signing package? **A. Not currently.**

* Q. Can we drag and drop from the Google Chrome download bar directly to Digital Ink. **A. No. That functionality currently works for the documents section of a transaction.**

* Q. Where did I library I previously had access to go? **A. It was lost in migration. Please let Jeffrey and Marissa know what library you are missing so we can get it back to you asap.**

* Q. How do I split documents? **A. See “How-to” Guide.**

* Q. How do I combine documents? **A. See “How-to” Guide.**

* Q. How do I rename a document? **A. See “How-to” Guide.**

* Q. How do I scan or email to my DocInbox? **A. See “How-to” Guide.**

* Q. How do I scan or email directly to a specific transaction? **A. See “How-to” Guide.**

* Q. How do I send something out for signature without a transaction file? **A. See “How-to” Guide.**

* Q. How do I make sure a signed document is returned to a specific folder in my file? **A. See “How-to” Guide.**

* Q. How do I move a document from my DocInbox to a specific transaction? **A. See “How-to” Guide.**