New DocuSign experience on Schwab Advisor Center

Understanding the early-access program for the new DocuSign experience

Your firm is invited to join the early-access program for the new DocuSign® experience, which will give you an opportunity to try out a variety of enhancements and updates to the way DocuSign works on Schwab Advisor Center®.

Note that we are not able to automatically grant your firm access to the new functionality. If you choose to participate, please have someone authorized to act on behalf of your firm as a whole email digitaladvisorengagement@schwab.com, stating your firm's wishes to opt in. We will follow up with the steps involved in activating the new experience.

Your firm was chosen for this pilot program because your staff makes frequent use of the current DocuSign workflow and should be able to leverage and provide feedback on the new functionality with minimal training. We very much value your feedback and hope that you will choose to participate.

This early-access program will work somewhat differently than similar programs in which you may have participated in the past, and **we want to ensure that you understand the required, permanent changes to your firm's DocuSign experience once you join**.

Please review the following information; if you decide that this pilot program is right for your firm, email digitaladvisorengagement@schwab.com.

1. **What is early access?**

   Early access is an opportunity for firms to use new Schwab Advisor Center features and enhancements before they're available to all advisors. If your firm chooses to participate, we ask that you use the new technology and work directly with product owners and leadership to provide feedback about your experience.

2. **How long will the early-access period last?**

   The early-access program will last until we feel that the workflow is ready to be generally available to all firms, so we have not set a specific date yet, but we can tell you that the program will run in two phases.

   - **Phase 1** will give you access to a variety of DocuSign workflow modernization enhancements (see below). We anticipate that this phase will last through mid- to late summer.
   - **Phase 2** will introduce the new Account Management page, which will replace the current Forms and Applications page. Details will be available later in 2022.

   As with any product rollout, many factors play into this timeline, and it is subject to change.

   At any time, if your firm wishes to be removed from early access, please email digitaladvisorengagement@schwab.com.

3. **What are the features of the new DocuSign experience?**

   - Your new credentials can be used to access and create DocuSign envelopes through both Schwab Advisor Center and the DocuSign console.
   - The updated DocuSign workflow through the Schwab Advisor Center DocuSign hub:
     - Leverages templates and firm data to prefill information and pretag fields to make the most popular documents easier to complete, helping avoid not-in-good-order errors
     - Features a modernized, more readable look and feel, with easier editing
     - Makes it easy to add and remove signers
     - Enables you to select master account or firm to prefill form data
   - Access to the DocuSign console delivers:
     - Ability to add and delete signers, customize the subject line, and use messaging to provide context to each client when signing
     - Ability to add additional Schwab forms to envelopes (currently no co-mingling of advisor forms with Schwab forms)
     - Ability to select who can review envelopes after signing is complete
     - Pull information directly from prefilled forms
     - Ability to create or customize shared templates
     - Ability to create separate envelopes for clients with advisor agreements and forms
     - Indefinite envelope retention
     - Simple steps to correct, resend, or void envelopes after sending

4. **What kind of changes to my firm's and client's experiences will occur if we sign up for early access?**

   - The new experience will completely and permanently replace the current DocuSign experience for ***all members of your firm*** if you choose to participate.
   - Every DocuSign user at your firm will be required to create new Schwab DocuSign credentials once you opt in.
   - Once the new credentials are established, you will have read-only access to envelopes created with your existing credentials. **To avoid disruption of envelope processing, please make sure that all outstanding envelopes have been completed before creating your new credentials.**
   - In the new experience, all users in your firm will be able to view and edit only their own envelopes. Users will not have access to envelopes sent by other users in the firm.
   - Clients will not be able to use their Schwab Alliance credentials when authenticating themselves for signature; they will instead complete both knowledge-based and text message–based authentication processes before they sign.

5. Can my firm leave the early-access program after converting to the new experience?

If it becomes necessary, your firm can leave the early-access program and revert to the old DocuSign workflow, but you will not be able to complete in-process envelopes created via the new experience when you return to the old one. Please note that your firm will still be upgraded to the new experience when the features are rolled out to all firms.

6. If we want to participate in the early-access program, what steps should we take?

As noted, the updates to the DocuSign workflow are significant, and so we are requiring all firms that wish to participate to actively opt in to the program. Please email digitaladvisorengagement@schwab.com, stating that your firm wishes to opt in.

7. Who has early access?

All users at your firm who have a Schwab Advisor Center user ID will have early access to the new enhancements.

8. How will I know when I have access to the new features?

Once you have opted in, your firm will be notified via email when you have access to the new features. Emails will be sent from digitaladvisorengagement@schwab.com. Please remember to forward early-access emails and guides to all Schwab Advisor Center users at your firm.

9. What is expected of my firm during early access?

Once you have access, we ask that you incorporate the new functionality into your regular workflows. We will not put any strict guidelines around usage requirements. A few weeks after you have access, we will provide a short survey and ask your firm to provide as much feedback as possible. We will repeat this process during the other phases of early access. Your feedback will help drive future enhancements and the way we roll out the technology to all advisors.

10. What should I do if I have any questions, concerns, or feedback?

Email all questions, concerns, and feedback to digitaladvisorengagement@schwab.com.

11. What else should we know about the new experience?

Note this important information regarding all envelope submissions through both the Schwab Advisor Center workflow and the DocuSign Console:

- For phase 1 of early access, only KBA and SMS authentication will be available for all clients. Schwab Alliance will not be used for existing clients.
- Persistent authentication will be applied for 48 hours, so clients will not have to reauthenticate if they have done so in the past 48 hours.