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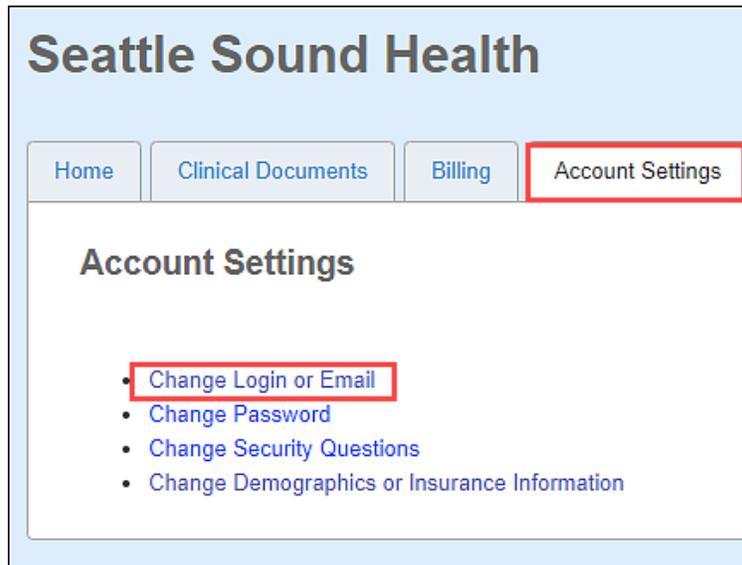
# IO: Patient eSignature View

*This article applies to Valant IO*

## Email Verification

To be eligible for eSignature the patient must have a [configured Patient Portal Account](#) and a verified email address. Patients without a verified email can use the Patient Portal but they are not eligible for eSignature. Users can send a request for eSignature to a patient without a verified email, but they cannot sign until their email is verified.

From the Patient Portal a patient can verify their email by clicking **Account Settings | Change Login or Email | Verify My Email**.



### Change Login

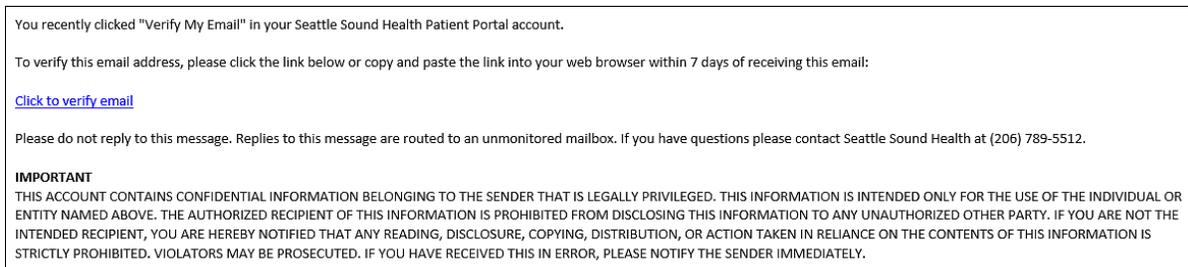
Your email address has not been verified.

Some Patient Portal services require that we verify your email. Having a verified email is currently only required for electronic signing of documents.

If you click the "Verify My Email" button we will send an email to the email address below. Please open the email and click the link to verify your email address.

[Verify My Email](#)

This will send an email to the patient that they will need to click a link to complete validation.



Email verification can take place before or after the eSignature Request is sent to the patient. If a request is sent before verification there will be a notification on the Patient Portal "Home" page, and "Practice Paper Work" page" to verify the email before allowing eSignature.

### Patient View of eSignature

When a patient with an eSignature request logs into their Patient Portal they can see pending requests on their home page. They can click the link to access the documents. Or they can also click on the "Practice Paper work" tab to view Unsigned Forms.

**Seattle Sound Health**

Home Clinical Documents Billing Account Settings Practice Paper Work Locations

**New Measures and Clinical Forms from Seattle Sound Health**

Date	Message
4/23/2020 1:40:05 PM	Please read and sign <a href="#">Patient Consent</a> by 4/30/2020

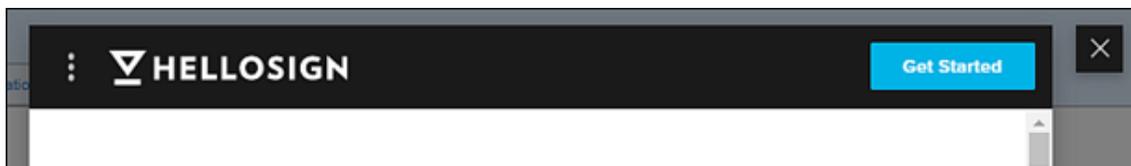
**Seattle Sound Health**

Home Clinical Documents Billing Account Settings Practice Paper Work

**Unsigned Forms**

Date	Message
4/23/2020 1:40:05 PM	Please read and sign <a href="#">Patient Consent</a> by 4/30/2020

1. Patients will need to click on the hyperlink text which will feature the packet display name. If multiple packets are included, all of the display names will be listed, and separated by a comma.
2. This will open the eSignature request. Patients should click the **Get Started** button on the top right to take the user to the first field to be completed.



3. When the eSignature text box is selected another menu will appear with different options for the patient to complete the request.

REQ • FIELDS LEFT 3 Next

### Patient Consent Form

By signing this document you are permitting The Mental Health Practice, the doctors, nurses and other staff involved in this research to use your personal health information collected about you for research purposes within our institution. You are also allowing CHOP staff to disclose your personal health information to outside organizations or people involved with the processing of this study as described in this document.

04 / 23 / 2020

When the text box is selected another menu will appear with a number of different options for the patient to complete the request.

### CREATE SIGNATURE

- Draw it in
- Type it in
- Upload image
- Use smartphone

I understand this is a legal representation of my signature.

4. Patients have the option when signing:

- Draw in the text box with their mouse
- Type in their signature and have options to edit the font
- Upload an image of their signature

- Use smartphone allows users to take a photo of their signature and email it to sign@hellosign.com with a unique code in the subject line.
5. Click Insert and complete all other required fields
  6. After the document has been completed patients will click **Continue** on the top of the page

7. Next the patient will be prompted to click **I agree** button to confirm.

This will complete the e Signature request and send the document to the patient chart as well as upload a copy of the document to the Patient Portal. All documents signed by patients are available under "Signed Forms" section on the "Practice Paper Work" page. After a signature is completed the patient will receive an email confirming the signature and contain a link back to the portal. Signed documents are sometimes not immediately available through the portal and are usually processed in a few minutes.

## Signed Forms

Date Signed	Signed Form
4/22/2020 7:57:13 PM	<a href="#">Patient Consent</a>
4/23/2020 1:45:08 PM	Generating signed document. Please check back later.

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