

# Digital Signature for Persons with Developmental Disabilities Family Managed Services Agreements

## Tips for Funds Administrators

### Introduction

Persons with Developmental Disabilities (PDD) Family Managed Services (FMS) administrators can now quickly and securely sign agreements digitally. The digital signature is more secure than ink signatures and speeds up processing times.

### Alberta.ca account

You require a verified [alberta.ca](https://alberta.ca) account to sign digitally. Your verified [alberta.ca](https://alberta.ca) account provides you with a safe and secure way to identify yourself to government online so that only you, the authorized administrator, can sign the agreement.

### Digital signature advantages

The digital signature speeds up the processing times by eliminating physical mail delivery times. It also provides more security and assurance than a mailed agreement signed in ink.

### The digital signature process

- Your caseworker will ask if you want to sign your new agreement digitally, as the preferred method for signing agreements.
- If you say “yes,” you will receive an email inviting you to sign your new agreement.
- Clicking the link within the email will take you to the [alberta.ca](https://alberta.ca) login page.
- After logging into your verified account, you will be able to review your agreement and sign it.
- Once PDD has approved the agreement, you will receive an email with a link to your final approved agreement.
- Agreements will only remain in the digital software platform for 30 days. Be sure to download and save a final copy and/or print a hardcopy for your records.

### Demonstration video

Watch this short [video](#) demonstration to learn more and see how to sign digitally.

### My devices

You can sign digitally using your computer, iOS (iPhone/iPad) or Android device.

### Digital signature is preferred

The digital signature offers a number of advantages over the traditional ink signature, but you can request to sign your agreement in ink, as an exception. Please discuss with your caseworker if you have any questions about transitioning to digital signatures.

### Advantages of a verified account

Besides signing your FMS agreement, your verified account allows you to sign other government documents, securely access your health records or federal government services, pay fees and fines for government services, and apply for emergency benefits, senior’s benefits, financial assistance and post-secondary scholarships and programs. Here is the complete list of [available services](#).

### Creating a verified account

- Create a basic [alberta.ca](https://alberta.ca) account or login to your basic account.
- Click the “Verify Account” button.
- Provide information from your Driver’s License or another accepted identification card.
- An activation code will then be mailed to your home address from Service Alberta. This takes approximately 10 days.
- Login to your basic account and enter your activation code to verify your account.

For more helpful information about verified accounts, read the [common questions](#).

Please speak to your caseworker if you have any questions

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Classification: Public



## Matching email addresses

The email address you provide to PDD staff must be the same as the one you use for your [alberta.ca](#) account or the system will not let you login and sign.

## Digital signature email missing

If you believe that you have not received the email invitation to sign, check your Junk email folder. After that, please contact your caseworker or the admin team. They can send you a reminder email with the link to your agreement or make other arrangements.

## Help with alberta.ca accounts

Read the [common questions](#) or call the [alberta.ca](#) help desk, weekdays, at 1-844-643-2789.

## Help with my digital signature

The ConsignO digital signature has a [support centre](#) that offers responses to frequently asked questions. If the support centre is unable to help, please contact your caseworker or your local PDD office.

## Government of Alberta account login page

The agreement review window times out after 30 minutes and takes you to a Government of Alberta login page. If this happens to you while you are reviewing the agreement, close the internet browser window and click the emailed link again to continue reviewing your agreement and sign.

## Questions about your agreement

Please contact your caseworker if you have questions about your agreement.

Please speak to your caseworker if you have any questions

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