OneSpan Sign First time Access Instructions

OneSpan Sign is a FedRAMP compliant SaaS product. To access the service, users need to have A2 account (managed by Project Hosts) in addition to the OneSpan Sign account. User’s log-in is authenticated by 2-factor authentication (password and access to phone). Each log-in attempt will be authorized only after successful verification through a phone call from the service provider. When logging in to the service, please have access to your phone that is registered to OneSpan. **You need both the A2 account and the OneSpan Account to access the eSignature service.**

You need to log-in to the A2 account first before you can access OneSpan Sign. Following steps provide the details of your account setup and first-time access of OneSpan Sign.

For subsequent access to the OneSpan Sign, you can just go to the URL [https://gov.esignlive.com/](https://gov.esignlive.com/) and it will take you through the A2 account log-in followed by OneSpan log-in.
A2 Account setup

1. Open the invitation email from OneSpan or eSignLive (OneSpan’s former name) that looks like the image below and click on the link (circled below) to retrieve your log-in details.

```
From: e-SignLive Administrator <no-reply@projecthosts.com>
Sent: Wednesday, August 26, 2020 2:09 PM
To:
Subject: Retrieve your new e-SignLive user credentials

Welcome to e-SignLive!

This email was sent by your e-SignLive Administrator.

Please click here to retrieve your e-SignLive log-in details (please note that access to this link will expire on 9/5/2020 2:09:14 PM). If copying and pasting Username and/or Password be sure to remove any leading or trailing spaces as extra spaces are considered characters and will deny access when attempting to log into the application.

Please change your password: To change your password click here then click "Change password" link and follow the instructions.

After you have changed your password you may click here to access your application.

If you have any questions or need any assistance please email your e-SignLive support team at support@esignlive.com. DO NOT reply to this email.

---

e-SignLive Administrator
support@esignlive.com
```
2. On your browser, it should take you to the screen that looks like the image below, showing your user credentials. Please copy/note down the Username & Temporary Password. Credentials will expire in 2 hours from the time of retrieval.

*ATTENTION: Your Administrator requires you to change your temporary password. To change your password CLICK HERE and sign-in with the above user credentials. Follow the on-screen instructions.*

Please CLICK HERE if you need to contact your Administrator. If you have any problems or the information above is incorrect please notify support immediately!
3. Go back to the email from the step 1 and click on the link (circled in the image below) to change your password.

---

From: e-SignLive Administrator <no-reply@projecthosts.com>
Sent: Wednesday, August 26, 2020 2:09 PM
To:  
Subject: Retrieve your new e-SignLive user credentials

Welcome to e-SignLive!

This email was sent by your e-SignLive Administrator.

Please click here to retrieve your e-SignLive log-in details (please note that access to this link will expire on 9/5/2020 2:09:14 PM). If copying and pasting Username and/or Password be sure to remove any leading or trailing spaces as extra spaces are considered characters and will deny access when attempting to log into the application.

**Please change your password:** To change your password [click here](click here), then click "Change password" link and follow the instructions.

After you have changed your password you may [click here](click here) to access your application.

If you have any questions or need any assistance please email your e-SignLive support team at [support@esignlive.com](mailto:support@esignlive.com). DO NOT reply to this email.

---

e-SignLive Administrator
[ support@esignlive.com](mailto:support@esignlive.com)
4. On your browser, if you see the following screen, click on the ‘Active Directory’ account.
5. It will take you to the following sign-in screen. Enter your user credentials copied/noted down in the earlier step. Please note that your A2 account is of the format ‘A2\Firstname.Lastname’.

Project Hosts SSO Service (A2G1)

Sign-in with your A2 account (i.e. a2\Username)

a2\Username

Password

Sign in

Forget username and/or password?

You are attempting to access a U.S. Government information system. System usage may be monitored, recorded, and subject to audit. Unauthorized use of the system is prohibited and subject to criminal and civil penalties. Successful logon and use of this system indicates consent to monitoring and recording.
6. You will be directed to the following screen. Select the option that is circled below for phone verification. You will see the notification that your phone number is being called. Accept the call and press the # on your phone as instructed on the call. If you do not receive the call, make sure that you are not blocking unknown callers.
7. It should take you to the ‘Change Password’ screen that looks like the image below. Enter the new password as instructed. This completes the setup of A2 account. See the next steps to setup OneSpan account.

```
Current Password: 
New Password: 
Confirm Password: 

Change Password
```

An acceptable password must:

- not have been changed in the last 24 hours
- not have been used in the previous 24 passwords
- be at least 15 characters
- be changed every 60 days
- have 1 or more changed characters as compared to current password
- not contain your Username, FirstName or LastName
- contain all of the following character groups:
  - English uppercase characters (A-Z)
  - English lowercase characters (a-z)
  - Numbers (0-9)
  - Special characters: `~ ! @ # $ ^ & * ( ) _ - + = { } [ ] \ ; : ' , . ? /
OneSpan Account Setup

8. Please locate the invitation email from your agency’s OneSpan Sign administrator that looks like below. Click the link ‘Register Your Account’ (circled below) in the invitation email, and it takes you to the page where you can setup your own password. This completes the setup of OneSpan Sign account. Please note that your email is the username for OneSpan Sign account.

---

OneSpan Sign <support@signer-gov.esignlive.com>
To

Hi

invites you to join OneSpan Sign.

Please click on the link below to register your FREE account.

**REGISTER YOUR ACCOUNT**

Check out these handy resources to help you get started with OneSpan Sign:
1. Watch the [tutorial video](#) to learn how to get your first transaction out for e-signing.
2. Visit the [OneSpan Sign Support Center](#) to explore features to enhance the way you use OneSpan Sign

Thank you,
The OneSpan Team
9. After the setup of OneSpan Sign account, if it takes you to the screen below, please enter the email and the password to complete the login process.
10. After successful log-in, OneSpan Sign dashboard as in the image below appears. This completes the first-time access of OneSpan Sign.

For subsequent access to the OneSpan Sign, you can just go to the URL https://gov.esignlive.com/ and it will take you through the A2 account log-in followed by OneSpan log-in. Please follow the steps 4,5,6 and 9 described above for reference.