

# FSCD Agreement Digital Signature

## Tips for parents and guardians

### What's happening?

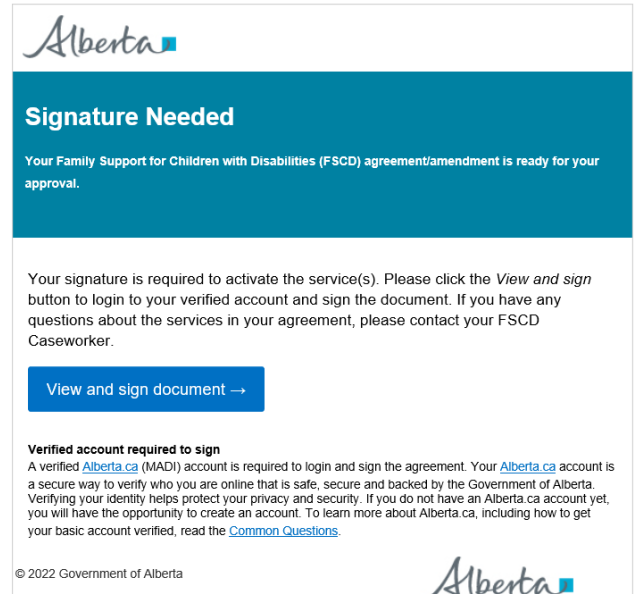
Family Support for Children with Disabilities (FSCD) is offering parents and guardians (guardians) the ability to sign FSCD agreements and amendments (agreements) digitally if they choose. Digital signatures allow guardians to quickly and easily approve their agreements securely from home.

### What do I need to sign the agreement digitally?

You require a **verified** [Alberta.ca](https://alberta.ca) account (formerly MADI) to sign digitally. You may already have a basic account if you use the FSCD Online Claims Reimbursement ([OCR](#)) portal. You will also need a mobile device or computer with Internet access.

### How does the digital signature work?

1. Your caseworker will ask if you want to sign your new agreement digitally.
2. If you say "yes" you will receive an email inviting you to sign your agreement.
3. Clicking the link will take you to the login page.
4. Once you login to [Alberta.ca](https://alberta.ca), you will be able to review your agreement and sign it digitally.
5. You will receive an email confirmation after you have signed successfully.
6. Once the guardian(s) and FSCD director have signed your agreement, you will receive an email with a link to your approved agreement. You will be able to download a copy and/or print a hardcopy for your records. You can watch the digital signature [video](#) to see how it works.



Example email

### Are there any advantages to the digital signature?

Yes, in most cases the digital signature process is faster, because it eliminates mail delivery delays. It may also be more convenient since you will not need to print, scan and mail or email your agreement back.

### Why do I need a verified account to sign digitally?

Signatures provide proof the signer is who they say they are and that they agree to the contents of the document. A verified account provides proof of the signer's identity, which helps ensure only authorized guardians can view and sign agreements.

Please speak to your FSCD caseworker if you have any questions

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## How do I verify my account?

1. Create a basic [Alberta.ca](https://www.alberta.ca) account.
2. Click the “Verify Account” button.
3. Provide information from your Driver’s License or another accepted identification card.
4. Once you confirm your identification, Alberta.ca will mail an activation code to your home address. This usually takes around 10 days.
5. Once you receive your verification code, login to your basic [Alberta.ca](https://www.alberta.ca) account and enter the verification code to verify your account.

For more information about Alberta.ca and verifying your account, read these [common questions](#).

## What if I can’t remember if my Alberta.ca account is verified?

You would have received an activation code by mail to verify your account. Another easy way to check is to login to <https://account.alberta.ca>. Your account will either say “Verified” or it will offer you the opportunity to verify.

## What if I have difficulty creating or verifying my account?

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

## What if I prefer not to sign my agreement digitally?

The digital signature is an option. You can sign your agreement in ink if you prefer. Please discuss your preferences with your caseworker while you are discussing your agreement.

## Will I receive a copy of the agreement for my records?

Yes, once your agreement is approved, you will receive an email with a link to your agreement. You will have 30 days to download and/or print a copy of your agreement for your records. FSCD also retains a copy for their records. You can ask your caseworker for a copy if you lose your copy.

## Can I use my phone or tablet to sign the agreement?

Yes, Android or Apple (iOS), or Windows.

## What does the digital signature software look like?

Please watch the digital signature demonstration [video](#) to learn more.

## What is an Alberta.ca account?

[Alberta.ca](https://www.alberta.ca) provides you with a safe way to identify yourself to government online. An account provides you with a unique online identity so that you have secure access to multiple government programs and services. It is free to create and grants access to participating online government services.

## What can I use my Alberta.ca account for?

Besides signing your FSCD agreement, your verified [Alberta.ca](https://www.alberta.ca) account allows you to securely access your health records or federal government services, apply for post-secondary scholarships and programs, pay fines and for government services, file employment standards and occupational health and safety complaints, qualify your service dog, get emergency food benefits, apply for senior benefits, and apply for financial assistance.

## What if we only want one guardian to sign?

Yes, you can do this. Please speak to your caseworker about your preference. The guardian who is enrolled in the Online Claims Reimbursement (OCR) system should be the one listed on the agreement. A guardian who is not listed on the agreement will not be able to see the agreement services in OCR. All guardians listed on the agreement must sign and so any guardian who does not want to sign will not be listed on the agreement.

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## What if I did not receive the email to sign my agreement?

If you believe that you have not received the email, check your Junk email folder. After that, contact your caseworker and they will resend the email or discuss other arrangements to sign your agreement.

## I've received my approved agreement, but I can't see the services in OCR. Why?

OCR is updated overnight. You should be able to see the services the day after you receive your approved agreement.

## I was reviewing my agreement and it is now asking me to login with my Government of Alberta account. What should I do?

The agreement review window times out after 30 minutes and takes you to a Government of Alberta login screen. Close the window, go back to the email you received, click the review agreement button, login to your verified account and you will be able to review the agreement again.

## What if I have difficulty with my digital signature?

The Notarius [support centre](#) offers frequently asked questions. If the support centre is unable to resolve your issue, please contact your caseworker or your local FSCD office.

## What if I have questions about my agreement?

Please contact your caseworker if you have questions.

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