## Adobe Sign instructions for external customers

In this document we will provide directions for signing a financial agreement with SSA. Adobe Sign is the service used by SSA for this process. As such, the email that contains the SSA financial agreement (SSA-1235) will be sent to external customers from <a href="mailto:adobesign@adobesign.com">adobesign@adobesign.com</a>

Below is an example of the email sent to external customers

From: Adobe Sign <a href="mailto:adobesign@adobesign.com">adobesign@adobesign.com</a>>

**Subject:** Approval requested for Financial agreement with SSA.



test.data.exchange.customer.connection.help@ssa.gov

assigned you to approve

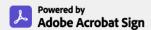
eSignedSSA1235-RASOLV250004-09032025-FA-465002

**Review and approve** 

To **review and approve** this financial agreement, click "Review and Approve" above. Additional instructions can be found on the <u>SSA Data Exchange</u> website.

data.exchange.customer.connection.help@ssa.gov.

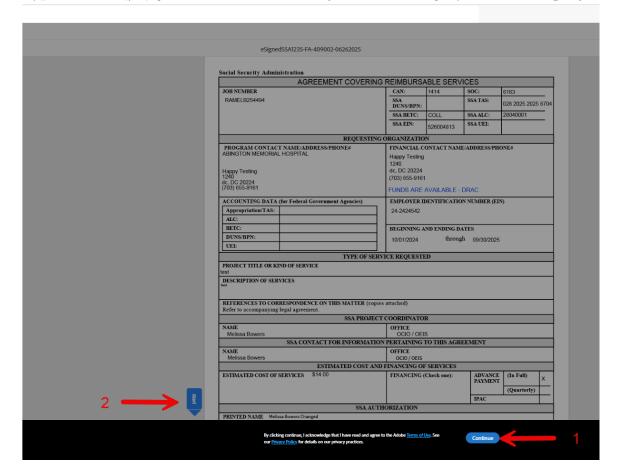
**Don't forward this email:** If you are not the appropriate person to sign this agreement, please select "Review and Approve," click "Continue" on the acknowledgment screen, and then choose "Options" in the top left corner. From there, you can assign the agreement to another individual for signature.



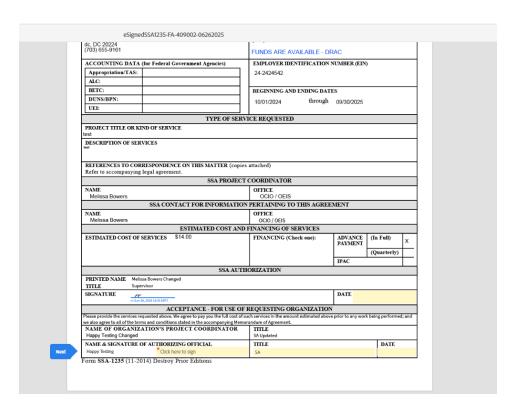
By proceeding, you agree that this agreement may be signed using electronic or handwritten signatures.

To ensure that you continue receiving our emails, please add <a href="mailto:adobesign@adobesign.com">adobesign@adobesign.com</a> to your address book or safe list.

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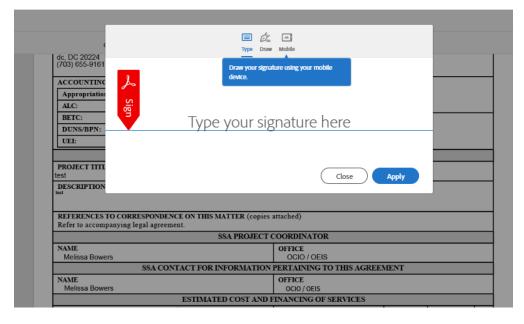


When Adobe Sign opens click on Continue (1) in the acknowledgement at the bottom of the screen. Next, click Start (2).



In the yellow box, click where it says 'Click here to sign'

(Note: If the name or title of the signer is incorrect, you can click in the relevant box to update that information.)

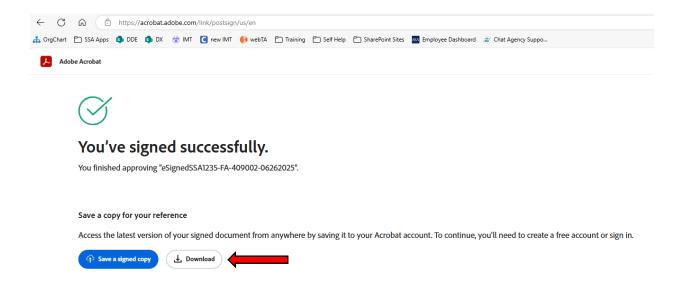


The signing modal will open. You can type your signature, use the draw, or mobile options. Click 'Apply' to continue.

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(Note: the Date field does not need to be filled in since the Electronic Signature includes the date.)

Next 'Click to Approve'



Screen will refresh after the signature is approved and a "You've signed successfully" screen will appear. From this screen, you can download a copy for your records.