

## SYSTEM UPDATE – AUTOMATED SIGNATURE EMAILS

**(June 03, 2022):** HiREB has updated the following automated system emails:

- Signature requests: Notifying a user that they have been asked to sign a form
- Signature granted: Notifying users that an individual has fulfilled a signature request
- Signature rejections: Notifying users that an signatory has declined to fulfil a signature request

### What Changed?

Key improvements are as follows:

All emails:

- Project ID is now included in the email title
- Key details including Project ID, Form Type and links directly to the application are now included in the email body

Signature Request:

- Name of signature requestor now included
- If the signature requestor included a message with the signature request, it will now appear in the email to the recipient
- Added reminder to not use Internet Explorer, as this is no longer supported, and alternate log-in instructions
- Added link to the [Quick Sheet](#) on how to complete a signature request.
- Added link to the Signature tile, so that users can access all outstanding signature requests
- Empty tokens removed

Signature Granted:

- Added text outlining application submission process
- Added the signature requestor to the email recipients.

Signature Rejections:

- Added the signature requestor to the email recipients.

### Questions?

**Should you have any questions or require further assistance, please contact Mirela Lukac, the eREB Helpdesk Administrator: 905 521-2100, ext 70014 or [eREBhelpdesk@hhsc.ca](mailto:eREBhelpdesk@hhsc.ca).**