INVALID ACCESS CODE

Trouble finding the ACCESS CODE for DocuSign envelopes. We have included three Methods to find the ACCESS CODE in the DocuSign application.

1. Method 1
2. Method 2
3. Method 3
Method 1:

1. After signing in appropriate forms, you should get an email for the **access code**.
2. When you don’t see an email in the inbox.
3. Check under **Promotions, Spam, or Trash**
4. Click and Open the Email for the **access code**.

5. You would copy the **Validation Code** shown in Step 4, paste it below (red), and click Validate.
6. After that, you will be able to access any kind of DocuSign form. You can then follow the instructions in the form and complete it.

Note: If you tried to put an Incorrect Access Code three times, then you have to resubmit the new DocuSign form.
Method 2:

1. If you received an error accessing the envelope, then you could always go back to the last email that was sent to you, copy the access code (circled in red) and click on RESUME SIGNING to continue with the form.

2. Next, you will see the screenshot as shown below, asking for the access code to get authorization to complete the form. You would copy the Validation Code shown in Step 1, copy and paste it and click Validate. When you are copying the validation code, make sure you copy the code only.

Note: If you tried to input an incorrect access code more than 3 times, you have to resubmit the new DocuSign form.
Method 3:

1. If you could not locate the access code under any of the tabs (Trash or Spam or Promotions) provided above:
   a. Log into your one.sjsu.edu.
   b. Search for DocuSign.
   c. Click on DocuSign and use PeopleSoft /Gmail login credential
d. Once you login to DocuSign below is the screenshot you will see.

![DocuSign screenshot](image)

e. Click the Manage Tab on DocuSign shown below.

![DocuSign Manage screenshot](image)

f. Click on Sign on the right shown below.

![DocuSign Sign screenshot](image)
After trying all these steps, if you still could not access the form or envelope, please request it from the website again

**Graduate Forms**
https://ee.sjsu.edu/content/Graduate%20Forms

**Undergraduate Forms**
https://ee.sjsu.edu/content/undergraduate-forms-updated