INTERNAL DOCUSIGN APPLICATION



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Resilient nations.

USER GUIDE

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INTRODUCTION

The **DocuSign Application** is an internal document approval and workflow management system developed for **UNDP employees**. It provides a secure and centralized platform for creating, reviewing, approving, and tracking document approval requests.

The application simplifies the approval process by allowing users to upload one or more PDF documents, define approvers based on predefined approval levels, and monitor the approval status from submission until final approval.

Each request follows a structured **multi-level approval workflow**, where every approver within a level must approve the request before it moves to the next level. If any approver rejects the request, it is returned to the previous approval level with remarks for further action.

After the final approval, the application automatically merges all uploaded PDF documents into a single PDF, appends the complete approval history, and emails the final approved document to the requester and all CC recipients.

The DocuSign Application ensures:

- A structured and transparent approval workflow.
- Complete approval history with remarks.
- Automated email notifications at every approval stage.
- Secure attachment management.
- Automatic PDF merging after final approval.
- Easy tracking of request status throughout the approval process.

GETTING STARTED

Item	Details
URL	https://apps.undp.org.in/docusign
Login	UNDP Credentials
Supported Browsers	Microsoft Edge, Google Chrome, Mozilla Firefox

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USER FEATURES

HOW TO CREATE A REQUEST

• From the left navigation menu, click **Add Request**.

The following page will open where the user can create a new document approval request.

(Insert Screenshot – Add Request Page)

The following information is required:

- Request Title
- CC Email Addresses (Multiple emails can be added)
- Supporting Attachments (PDF only)
- Approvers

Request Title

Enter a meaningful title describing the purpose of the request.

Example:

Consultancy Agreement Approval

CC Email Addresses

Add one or more email addresses.

All listed recipients will receive the final approved document once the request is completed.

Supporting Attachments

Upload one or more supporting PDF documents.

Note: Only PDF files are allowed.

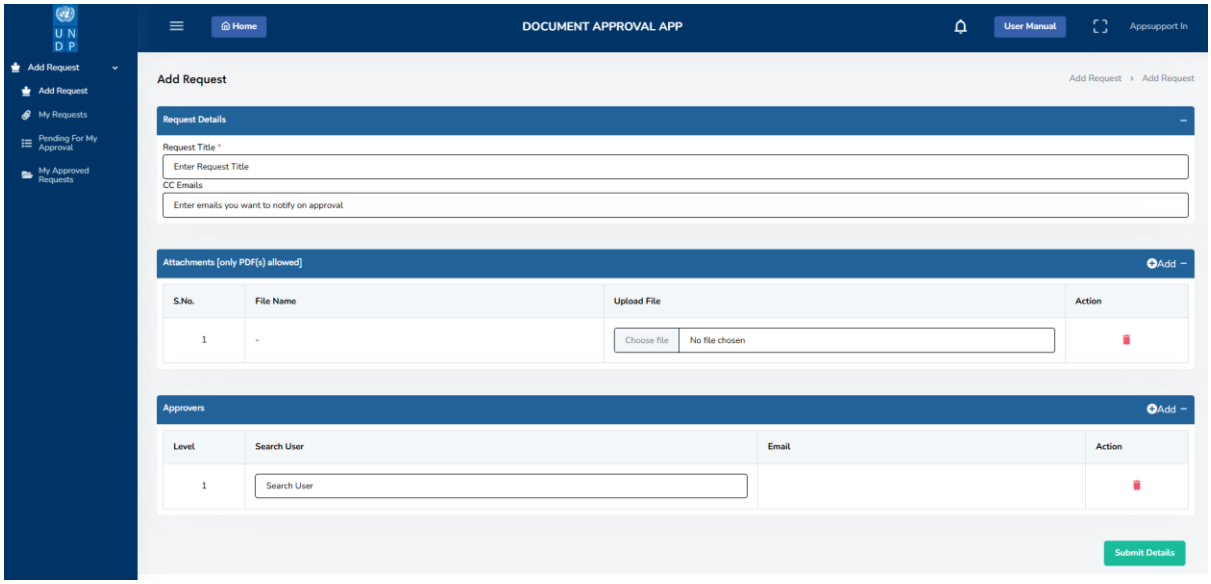
Select Approvers

Choose approvers from the available approval levels.

The approval workflow follows these rules:

- Multiple approvers can exist in the same approval level.
- Every approver in that level must approve the request.

- The request automatically moves to the next approval level only after all approvals are completed.
- If any approver rejects the request, the request is returned to the previous approval level.



After completing all mandatory fields, click **Submit**.

The request is automatically forwarded to the first approval level.

MY REQUESTS

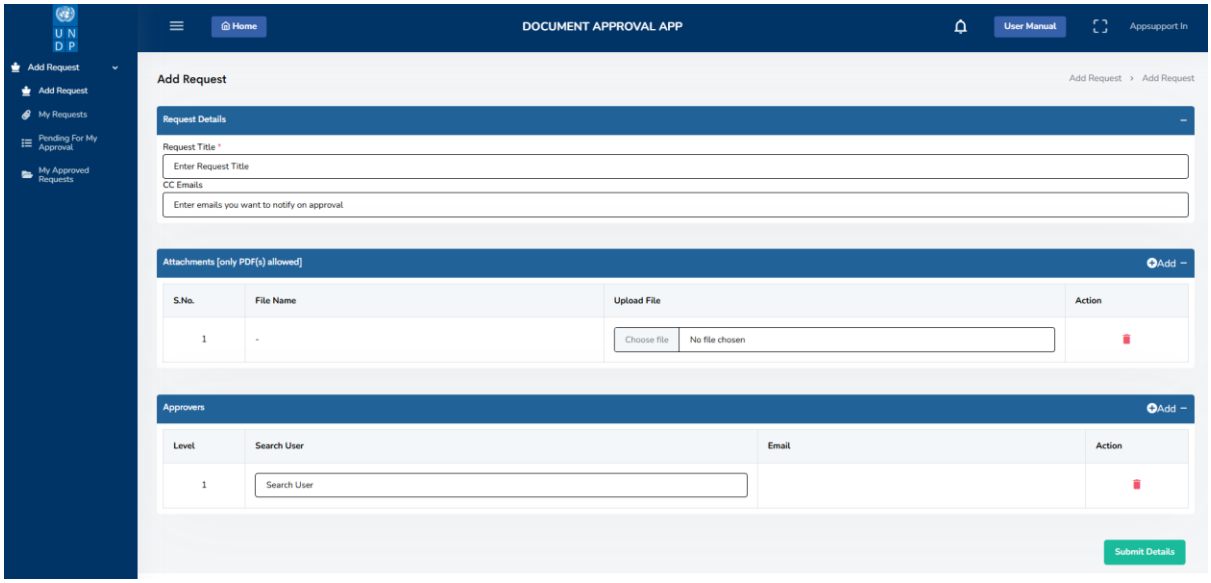
The **My Requests** page displays all requests created by the logged-in user.

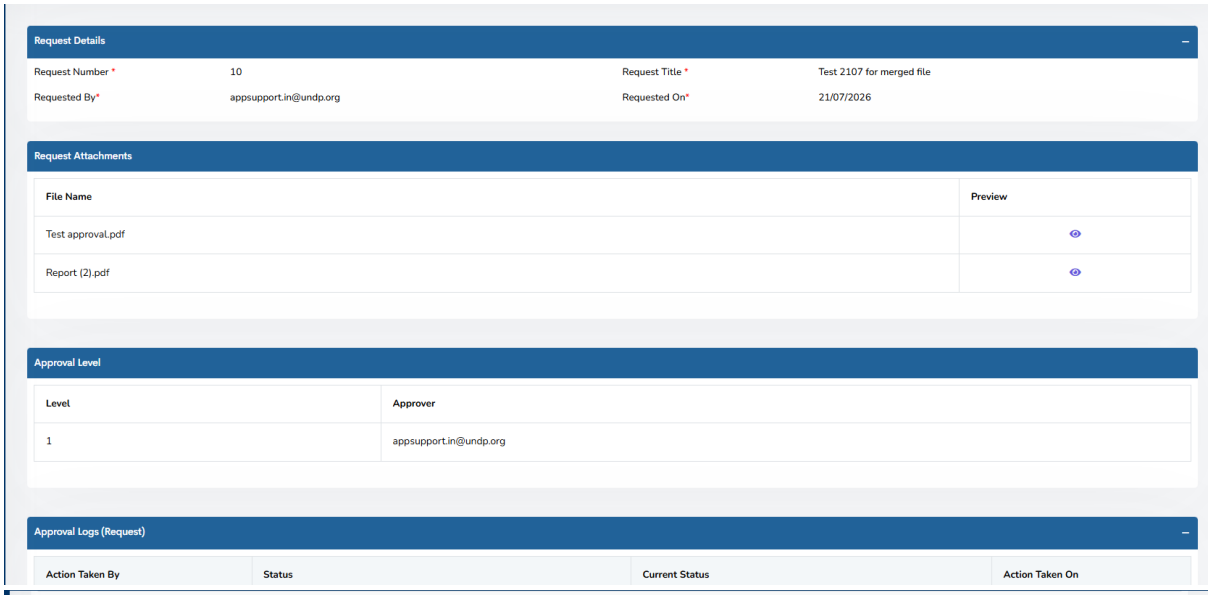
Users can:

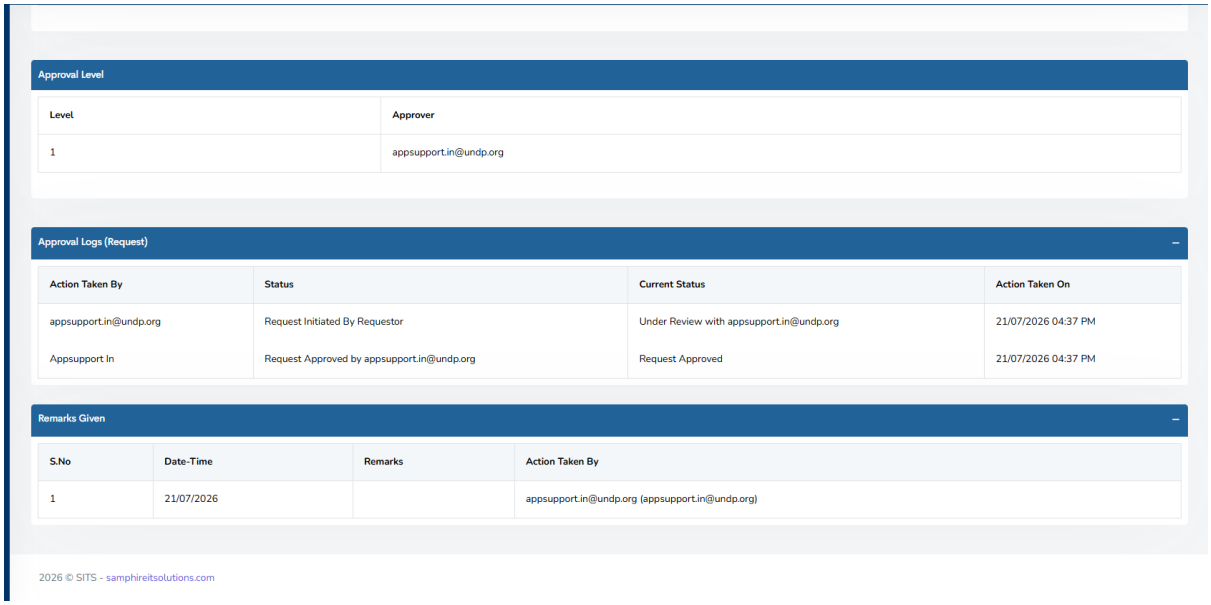
- View submitted requests.
- Track current approval status.
- View approval history.
- View uploaded PDF documents.
- Review approver remarks.

(Insert Screenshot – My Requests Page)

Click the **View** icon to open the complete request details.


UNDP
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Appsupport In
Add Request
Add Request
My Requests
Pending For My Approval
My Approved Requests
Add Request
Add Request › Add Request
Request Details
Request Title *
Enter Request Title
CC Emails
Enter emails you want to notify on approval
Attachments [only PDF(s) allowed]
Add
S.No.
File Name
Upload File
Action
1
-
Choose file
No file chosen
Approvers
Add
Level
Search User
Email
Action
1
Search User
Submit Details


Request Details
Request Number *
10
Request Title *
Test 2107 for merged file
Requested By*
appsupport.in@undp.org
Requested On*
21/07/2026
Request Attachments
File Name
Preview
Test approval.pdf
Report (2).pdf
Approval Level
Level
Approver
1
appsupport.in@undp.org
Approval Logs (Request)
Action Taken By
Status
Current Status
Action Taken On


Approval Level
Level
Approver
1
appsupport.in@undp.org
Approval Logs (Request)
Action Taken By
Status
Current Status
Action Taken On
appsupport.in@undp.org
Request Initiated By Requestor
Under Review with appsupport.in@undp.org
21/07/2026 04:37 PM
Appsupport In
Request Approved by appsupport.in@undp.org
Request Approved
21/07/2026 04:37 PM
Remarks Given
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appsupport.in@undp.org (appsupport.in@undp.org)
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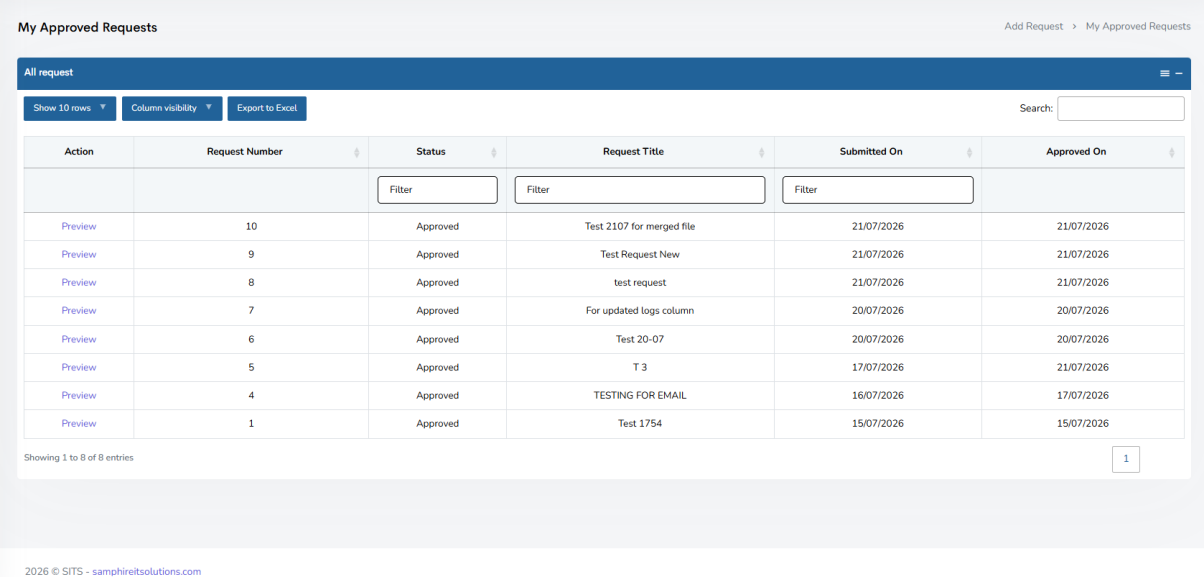
MY APPROVED REQUESTS

The **My Approved Requests** page displays all requests that have received final approval.

After final approval:

- All uploaded PDF documents are automatically merged.
- Approval history is appended to the merged PDF.
- The final approved document is available for viewing and downloading.

(Insert Screenshot – My Approved Requests Page)



FOR APPROVER

PENDING FOR MY APPROVAL

The **Pending For My Approval** page displays all requests awaiting action from the logged-in approver.

(Insert Screenshot – Pending For My Approval Page)

Each request provides two actions:

- **View**
- **Action**

View

The View option displays:

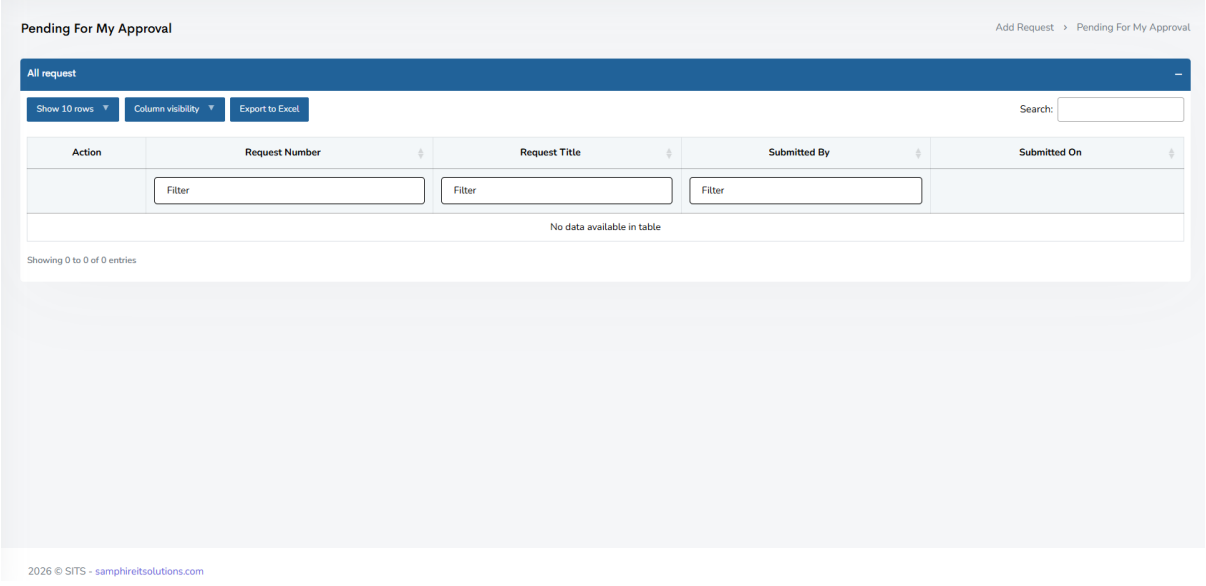
- Request Title
- Uploaded PDF Documents
- Current Approval Status
- Previous Approval History
- Remarks submitted by earlier approvers

Action

Click **Action** to review the request and take the required decision.

The approver can:

- Review uploaded documents.
- Enter remarks.
- Approve the request.
- Reject the request.



Approve

When the approver clicks **Approve**:

- Remarks are recorded.
- Approval is saved.

- The request moves to the next approval level after all approvers in the current level approve.

Reject

When the approver clicks **Reject**:

- Remarks are mandatory.
- The request is returned to the previous approval level.
- Previous approvers and the requester receive notifications.

EMAIL NOTIFICATIONS

The DocuSign Application automatically sends email notifications throughout the approval process.

Pending Approval Notification

Whenever a request reaches an approval level, an email notification is sent to all approvers assigned to that level informing them that their approval is required.

Rejection Notification

If a request is rejected:

- Previous approvers are notified.
- The requester is notified.
- Rejection remarks are included in the notification.

Final Approval Notification

After final approval:

- The application merges all uploaded PDF documents.
- The approval history is appended to the merged document.
- The merged PDF is automatically emailed to:
    - The requester
    - All CC recipients

- Additional configured recipients (if applicable)

APPROVAL WORKFLOW

The DocuSign Application follows a structured multi-level approval process.

1. User creates and submits a request.
2. Request is routed to the first approval level.
3. Every approver in that level reviews the request.
4. Once a particular approver approves, the request moves to the next approval level.
5. The process continues until the final approval level.
6. If any approver rejects the request, the request returns to the previous approval level with remarks.
7. After final approval:
    - All uploaded PDF documents are merged.
    - Approval history is appended.
    - Final PDF is generated.
    - Final document is emailed to all CC recipients.
    - Request status changes to **Approved**.

SUPPORT

For any issues related to the DocuSign Application, please contact:

Application URL:
https://apps.undp.org.in/docusign

Support Email:
appsupport.in@undp.org