



STATE OF MICHIGAN

GRETCHEN WHITMER  
GOVERNOR

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
LANSING

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DIRECTOR

**IV-D MEMORANDUM 2021-005**

**TO:** All Friend of the Court (FOC) Staff  
 All Prosecuting Attorney (PA) Staff  
 All Office of Child Support (OCS) Staff  
 All State Court Administrative Office (SCAO) Contacts

**FROM:** Erin P. Frisch, Director  
 Office of Child Support

**DATE:** March 16, 2021

**SUBJECT:** Options for Electronic Signatures and Introduction of OneSpan Sign Software

**UPDATE(S):**

Manual

Form(s)

**ACTION DUE:** None

**POLICY EFFECTIVE DATE:** Upon receipt

**PURPOSE:**

This IV-D Memorandum discusses electronic signatures (eSignatures) and spotlights a SCAO Friend of the Court Bureau (FOCB) memorandum, [Electronic Signature Options for Friend of the Court Offices](#). This IV-D Memorandum also:

- Provides methods for obtaining eSignatures from parents<sup>1</sup> on IV-D cases;
- Introduces OneSpan Sign, the State of Michigan’s enterprise web-based eSignature software, which is now available for any IV-D office to use at no cost to the IV-D office;
- Discusses the pilot and rollout plan for OneSpan Sign and how to request access to OneSpan Sign;
- Temporarily relaxes the IV-D email encryption policy to help obtain eSignatures by email when other options are not viable; and
- Stresses the importance of verifying parents’ identities and obtaining their consent prior to providing documents to them for eSignature.

<sup>1</sup> For purposes of this memorandum, “parents” also refers to other child caretakers such as guardians. However, IV-D staff may obtain an eSignature from any person as part of their IV-D work.

In addition, this IV-D Memorandum introduces the following exhibits:

- Exhibit 2021-005E1, OneSpan Sign eSignature Software for Child Support Frequently Asked Questions; and
- Exhibit 2021-005E2, OneSpan Sign Bulk User Account Request.

OCS encourages each IV-D office to review the FOCB memorandum and this memorandum, and to use eSignature methods that they find viable to implement.

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## **DISCUSSION:**

The COVID-19 pandemic has made it more difficult for IV-D offices to serve parents. As a result, PA and FOC staff have asked OCS and the FOCB for tools and policy changes that would help them obtain signatures from parents remotely. eSignatures are a legally valid way for IV-D offices to obtain signatures without in-person contact. An eSignature is “an electronic sound, symbol, or process attached to or logically associated with a record and executed or adopted by a person with the intent to sign the record.”<sup>2</sup> The

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<sup>2</sup> Michigan Compiled Law (MCL) 450.832(h); Michigan Court Rule (MCR) 1.109(E)(4)(a). MCRs allow this format: “/s/ [printed name].”

Michigan Uniform Electronic Transactions Act and MCRs permit eSignatures and provide direction on their use.<sup>3</sup>

Parents must have access to email and/or a web browser to use the eSignature methods discussed in this IV-D Memorandum. In addition, a parent must consent to eSign a document before using any eSignature method.<sup>4</sup> IV-D staff may not *require* a parent to eSign. Parents are allowed to sign in the way that they prefer, since technology or other barriers may make eSignatures difficult or impossible.

## **A. Verifying a Signer's Identity and Obtaining Consent for eSignature**

IV-D staff must protect documents and the information they contain and disclose them only to authorized recipients. Additionally, it is essential to ensure the recipient (i.e., the signer) of the document is the intended signer. Before sending a document for eSignature using eSignature software hyperlinks or by email, IV-D staff will:

- Verify that the recipient is authorized to receive the document;<sup>5</sup>
- Verify that the email address of the intended recipient is correct;
- Inform the recipient that others with access to his/her email account will have access to the document; and
- Confirm that the recipient consents to receive the document and that (s)he will monitor for its receipt.

## **B. Methods for Obtaining eSignatures**

The FOCB memorandum explains the authority for use of eSignatures and the MCR definition of an electronic signature. It also provides the following options for FOC staff to obtain eSignatures:<sup>6</sup>

- MiCase's *Ask a Question* feature;<sup>7</sup>
- eSignature software products (e.g., OneSpan Sign);
- Signing on behalf of the parent when (s)he has had an opportunity to review the document and has consented to IV-D staff signing on his/her behalf; and
- Emailing the document to a parent.<sup>8</sup>

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<sup>3</sup> MCL 450.831, et seq; MCR 1.109(E)(4)

<sup>4</sup> MCL 450.835

<sup>5</sup> IV-D staff will verify the parent's identity using the process found in [Section 1.35, "MiChildSupport Portal," of the Michigan IV-D Child Support Manual.](#)

<sup>6</sup> This IV-D Memorandum does not discuss processes for obtaining notarized electronic signatures. IV-D staff may refer to other materials for authorization and guidance.

<sup>7</sup> MiCase is an application within the MiChildSupport Portal. Ref: Section 1.35 of the *Michigan IV-D Child Support Manual* for more information.

<sup>8</sup> IV-D staff must follow the confidentiality and security requirements for sending documents via email. Ref: Section F of this IV-D Memorandum for more information.

Note: With both the MiCase *Ask a Question* feature and emailing of documents, parents will use software that allows them to view, print, store and sign a document (e.g., a PDF reader).

OCS agrees with the FOCB that these methods are valid ways to obtain eSignatures from parents. IV-D offices, including FOC, PA and OCS Operations offices, may use any of these methods at their office director's discretion.

OCS highly encourages the use of MiCase's *Ask a Question* feature, eSignature software, or signing on behalf of the parent. These methods avoid many of the manual steps, limitations, and security and confidentiality risks of email.<sup>9</sup>

### **C. Use of MiCase's *Ask a Question* Feature**

MiCase's *Ask a Question* feature is a free, secure way to exchange confidential information and obtain signed documents from parents who have MiCase accounts. The feature permits IV-D staff to attach documents to messages that they send to MiCase users. Parents who receive a document will download it from MiCase. Then they may print the document and sign it,<sup>10</sup> or they may eSign it with a software tool. The parent may then use the *Ask a Question* feature to upload the document to a message in MiCase and send it to IV-D staff.

IV-D workers may advise parents to sign up for MiCase on the MiChildSupport Portal. Parents become MiChildSupport users by verifying their identity in MILogin or by entering a PIN provided to them by mail or directly by IV-D staff.<sup>11</sup>

The *Ask a Question* feature is available only to MiCase users in counties that have chosen to use the feature. It is not available to MiCase users in counties that have chosen not to use it. IV-D offices that wish to use the MiCase *Ask a Question* feature may opt-in to the service by sending a request to the Child Support Help Desk.<sup>12</sup>

### **D. Use of eSignature Software – OneSpan Sign**

OneSpan Sign offers parents who have access to email a quick and easy way to provide a signature without needing to exchange documents through email, register for a service, sign-in to an application, or download software. OCS has worked with the State of Michigan's Records Management Services (RMS) to make OneSpan Sign available to all IV-D offices. OCS is providing OneSpan Sign at **no cost** to individual IV-D offices.

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<sup>9</sup> Ref: Section F of this IV-D Memorandum for information on eSignatures and email.

<sup>10</sup> Parents may scan the printed, signed document and send it electronically, or they may send it in the mail.

<sup>11</sup> Ref: Section 1.35 of the *Michigan IV-D Child Support Manual* for more information on the MiChildSupport user registration and verification process.

<sup>12</sup> Offices will follow the opt-in process found in Subsection 2.2.1 of Section 1.35 of the *Michigan IV-D Child Support Manual*.

## 1. Benefits of OneSpan Sign

- OneSpan Sign is secure, and the Michigan Department of Health and Human Services (MDHHS) Compliance and Data Governance Bureau<sup>13</sup> has approved it for use by the IV-D program;
- It does not require a parent to install special software or have a MiCase or other system account;
- Recipients (i.e., custodial parties [CPs] and non-custodial parents [NCPs]) cannot alter the content of a document;
- Documents cannot be lost or delayed by mail;
- Senders (i.e., IV-D staff) can track a document's progress and whether the parent has signed it, and they can route documents to multiple people (e.g., first to the NCP, then to the CP);
- It provides an audit trail if someone contests a document and/or signature;
- It is accessible via mobile and desktop devices;
- It allows parents to download and retain copies of the documents; and
- IV-D staff and parents need not unencrypt or encrypt documents.

## 2. Training and Technical Support

RMS has produced training resources in support of OneSpan Sign, including demonstration videos, guides, and job aids, which are available on [mi-support](#).<sup>14</sup> OCS will add new and revised training materials to mi-support as they become available.

RMS will handle most technical support for OneSpan Sign, including IV-D staff account creation and maintenance. However, when IV-D staff encounter problems using OneSpan Sign, they will report issues to the [Child Support Help Desk](#). Child Support Help Desk staff will investigate the issue; if they cannot successfully address it, they will refer the issue to the RMS Help Desk. Neither RMS nor the Child Support Help Desk can provide direct technical support to parents who use OneSpan Sign; IV-D staff who send the documents must help parents if needed.

Upon request, OCS will support the launch of OneSpan Sign through presentations at User Group meetings, conferences and other efforts.

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<sup>13</sup> The MDHHS Compliance and Data Governance Bureau is responsible for security and privacy compliance throughout MDHHS and its programs.

<sup>14</sup> The training resources are located here on mi-support: Program Library → Index → [Document/Forms Generation](#).

### 3. Pilot and Statewide Rollout of OneSpan Sign

#### a. Phase 1 – Pilot

In February 2021, select users from several PA and FOC offices began piloting OneSpan Sign. The following counties and offices were included:

Allegan County FOC	Macomb County PA
Calhoun County PA	Muskegon County FOC
Ingham County PA	St. Joseph County FOC
Kalamazoo County PA	Van Buren County FOC
Kalamazoo County FOC	Washtenaw County PA
Kent County PA	Wayne County FOC

Pilot participants have been using OneSpan Sign for the remote signing of many documents, including complaints, consent agreements, and orders. Feedback from the pilot participants has been very positive. Use of OneSpan Sign has led to quicker signing of necessary documents, the prevention of default hearings, and increased convenience for signers. Signers have reported that OneSpan Sign is easy to use.

OCS is rolling out OneSpan Sign to IV-D offices in phases to better manage technical support during the rollout process. During Phase 1, pilot offices (noted above) have the opportunity to expand OneSpan Sign access to **additional** staff in their offices who need access. RMS will create the user accounts for these staff and provide instructor-led online training and technical support. OCS and RMS will monitor the implementation for any issues that arise and correct them before the next phase.

#### b. Phase 2

Phase 1 has been proceeding smoothly; therefore, OCS is announcing Phase 2 to allow the following offices to request OneSpan Sign accounts for their staff:

Alcona PA and FOC	Branch FOC
Alger PA and FOC	Calhoun FOC
Alpena PA and FOC	Cass PA and FOC
Antrim PA and FOC	Charlevoix FOC
Arenac PA and FOC	Cheboygan PA and FOC
Baraga PA and FOC	Chippewa FOC
Barry FOC	Clare PA and FOC

Bay PA and FOC  
 Benzie PA and FOC  
 Berrien PA and FOC

Clinton PA and FOC  
 Crawford PA and FOC  
 Delta FOC

Phase 2 offices will use the instructions in Section D(4) of this memorandum to request access to OneSpan Sign. Phase 2 offices will submit their access requests to the Child Support Help Desk by **March 22, 2021**. RMS will create user accounts for Phase 2 offices the following week. Phase 2 users can expect to receive two emails with instructions that they will use to create their OneSpan Sign accounts. If a Phase 2 office submits its request(s) after March 22, RMS will create the accounts as soon as possible, but processing will be delayed.

RMS will provide Phase 2 users with instructor-led online training and technical support on March 31, 2021. Also, Phase 2 users may join a check-in meeting on April 8, 2021. The check-in meeting will allow these users to ask questions, raise issues, and get other technical support from RMS.

Information for the online training session and check-in meeting is listed below.

OneSpan Sign – Phase 2 Online Training	OneSpan Sign – Phase 2 Check-in
<p>March 31, 2021            2 p.m. to 3:30 p.m. Eastern Time (U.S. and Canada)</p> <p><a href="#">Join from PC, Mac, Linux, iOS or Android:</a>            Password: 415854</p> <p>Join by telephone:</p> <p>One-tap mobile:            +12147650479, 219836# (U.S. toll-free)            +18882780296, 219836# (U.S. toll-free)</p> <p>Dial:            U.S.: 214-765-0479            U.S.: 888-278-0296 (toll-free)            Conference code: 219836</p> <p><a href="#">Find local AT&amp;T numbers.</a></p>	<p>April 8, 2021            2 p.m. to 3:30 p.m. Eastern Time (U.S. and Canada)</p> <p><a href="#">Join from PC, Mac, Linux, iOS or Android:</a>            Password: 645134</p> <p>Join by telephone:</p> <p>One-tap mobile:            +12147650479, 219836# (U.S. toll-free)            +18882780296, 219836# (U.S. toll-free)</p> <p>Dial:            U.S.: 214-765-0479            U.S.: 888-278-0296 (toll-free)            Conference code: 219836</p> <p><a href="#">Find local AT&amp;T numbers.</a></p>

If Phase 2 proceeds smoothly, OCS will begin a Phase 3 and announce it in an email notification. OCS will repeat this process until all offices have the opportunity to request accounts. After all phases are complete, IV-D offices will have the ability to request access for their staff at any time.

#### 4. IV-D Staff Access to OneSpan Sign<sup>15</sup>

Senders (i.e., IV-D staff who send documents to recipients) need a user account; signers (e.g., parents) do not need a user account.<sup>16</sup> IV-D staff may request OneSpan Sign accounts for multiple IV-D staff at once, or they may request an account for an individual IV-D staff member using the processes below.

Note: Before obtaining a user account or using OneSpan Sign, IV-D staff will read this memorandum and Exhibit 2021-005E1 to help ensure proper usage of this new tool.

##### a. Requesting Access for Multiple IV-D Staff

During the initial implementation of OneSpan Sign in an office, the IV-D office's Authorized Requester may request access for multiple users at once using the [OneSpan Sign Bulk User Account Request \(Exhibit 2021-005E2\)](#). The Authorized Requester will add a user to this request *only if the user has already completed and signed the IV-D Program Request for Computer Access (DHS-393) in the past.*<sup>17</sup> There are two tabs to complete on the spreadsheet:

- 1) **Business Unit (Agency):** On this tab, the Authorized Requester will enter information regarding his/her office. This will ensure that all the office's user accounts will have this same information, including the email signature block.<sup>18</sup> The email signature block is the closing that will appear on email notifications that OneSpan Sign automatically generates when a sender sends documents to parents using OneSpan Sign.

The Authorized Requester will complete the following fields:

- a) **County:** Enter the county name.
- b) **Office Type:** Enter the office type (e.g., PA, FOC, or OCS).
- c) **Email Signature Block:** Enter the closing that will appear in the signature block of OneSpan Sign emails sent by the office. For example:

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<sup>15</sup> For additional information on OneSpan Sign, refer to [Exhibit 2021-005E1](#).

<sup>16</sup> The terms "sender" and "user" refer to IV-D staff. The terms "receiver," "recipient," or "signer" refer to the IV-D case participant who is being asked to sign IV-D documents.

<sup>17</sup> The DHS-393 contains a User Agreement that all IV-D staff must agree to before they gain access to any IV-D information systems (MiCSES, Business Objects, etc.).

<sup>18</sup> OneSpan Sign does not have functionality permitting a unique signature block per sender.



Thank you,

<name of the office>

<office phone number and/or email address>

<office website>

- d) **Comments:** Enter comments to help the Child Support Help Desk process the request.
- 2) **Senders:** On this tab, the Authorized Requester will enter information about each IV-D worker who needs a OneSpan Sign account.
- a) **Last Name:** Enter the IV-D worker's last name.
  - b) **First Name:** Enter the IV-D worker's first name.
  - c) **Email Address:** Enter the IV-D worker's work email address.
  - d) **Phone Number:** Enter the IV-D worker's work phone number, including an extension, if one exists for the worker. (Ref: the Note regarding phone numbers further below.)
  - e) **Title:** Enter the IV-D worker's job title.
  - f) **Comments:** Enter comments to help the Child Support Help Desk process the request.

The Authorized Requester will email the completed spreadsheet to the [Child Support Help Desk](#). Child Support Help Desk staff will process the request only if it is sent from an Authorized Requester's email account.

b. Requesting Access for Individual IV-D Staff

After the initial implementation of OneSpan Sign in a IV-D office, IV-D staff will use the DHS-393 to request access for a single user. IV-D staff will select the checkbox for "OneSpan Sign eSignature," complete the rest of the form, sign it, and send it to the [Child Support Help Desk](#) for processing.<sup>19</sup>

**Note:** It is important to provide a phone number at which the IV-D worker can be reached directly. Before accessing OneSpan Sign, IV-D workers will log into a system called Project Hosts, which will call them to verify their identity. Once the IV-D worker's identity has been verified by phone, (s)he may log into OneSpan Sign. As long as the IV-D worker keeps his/her browser open, (s)he will not need to re-authenticate by phone again for 10 hours.

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<sup>19</sup> Ref: [Section 1.10, "Confidentiality/Security," of the Michigan IV-D Child Support Manual](#) for detailed instructions on completing the DHS-393 and other MiCSES system access forms.

## 5. Parent Access to OneSpan Sign

To use OneSpan Sign, parents need:

- A valid email address; and
- A device with a web browser to access the documents that they will sign.

Parents do not need a OneSpan Sign account. Instead, IV-D staff (senders) will use OneSpan Sign to send parents an email with a link that will take them to the OneSpan Sign website, where they will sign the documents. OneSpan Sign does not permit senders to send the link to parents via text message; email is the only option available.

If parents have trouble accessing the website, it is recommended they use a different web browser (e.g., Google Chrome, Microsoft Edge, or Mozilla Firefox). OneSpan Sign works with most web browsers, but RMS does not recommend using Microsoft Internet Explorer.

## 6. The Signature Process

### a. “Transaction” Definition and Consent Agreement

A OneSpan Sign “transaction” is a workflow that distributes a package of documents for electronic signing. One transaction can include multiple signers and multiple documents. For example, a single transaction can be a package that contains three documents that require the signatures of three signers. The cost to OCS is based on transaction; there is no cost per sender (i.e., user account), per signer, or per document.

For each transaction, signers must accept a consent agreement before they may access and sign the documents sent to them. The Michigan Department of Attorney General drafted the agreement that accompanies every transaction a sender issues using OneSpan Sign. If the signer “accepts” the agreement, (s)he consents to the use of electronic records and electronic signatures in place of written documents and handwritten signatures. If the signer “opts out” of the agreement, (s)he is not allowed to sign the documents; the transaction ends, and OneSpan Sign notifies the sender of the opt-out.

### b. Parent Signature

When documents are ready for signature, IV-D staff may inform parents that their signature indicates their agreement with the information in the documents. It also indicates the completion of the step of the process they are involved in.

IV-D staff will upload documents to be signed to OneSpan Sign and send a transaction to a parent(s) for signature. OneSpan Sign will then notify the parent by email that documents await his/her signature. The parent will:

- 1) Open the email and click the link that says “go to documents.” The parent’s default web browser will open the OneSpan Sign website and display a consent agreement.
- 2) Review the consent agreement and select one of the following:
  - a) The “opt out” button to decline consent and end the process;<sup>20</sup> or
  - b) The “accept” button to give consent and continue the process. If the parent accepts, OneSpan Sign will display the documents sent for signature. The parent will then proceed to the next step.
- 3) Click or touch the document’s highlighted “click to sign” field(s). A pop-up message will ask the parent to confirm that (s)he wishes to sign.
- 4) Click “OK” to confirm. After the parent clicks “OK,” OneSpan Sign will eSign the document.
- 5) Exit the transaction or immediately download a copy of the signed documents if all necessary parties have signed.

c. Option to Download Signed Documents

A parent may download signed copies of documents from OneSpan Sign immediately after (s)he has signed the documents and/or after the documents have been signed by all necessary parties. When the signing process is complete, OneSpan Sign will send the parent(s) and the sender a confirmation email that contains a link to the documents that have been signed by all parties.

IV-D staff should encourage parents to immediately download the signed documents when the transaction is complete. The signed documents will be available for download until IV-D staff archive or delete the transaction. OneSpan Sign does not automatically delete old transactions; however, RMS plans to implement future functionality that will automatically delete old documents. This emphasizes the need for IV-D staff and parents to retain copies as soon as possible.

Note: As mentioned above, OneSpan Sign will send a confirmation email to the parents and the sender after the transaction is complete. OneSpan Sign has a setting that will automatically attach the completed, signed

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<sup>20</sup> OneSpan Sign will notify the sender by email that the transaction has been declined.

documents to this email. **IV-D staff will not use this feature** because the email attachments would be unencrypted. Instead, IV-D staff will use the default setting that allows the parent and sender to download the signed documents directly from OneSpan Sign.

d. IV-D Staff Actions After the Transaction Is Complete

After completing a transaction, IV-D staff will:

- 1) Download the document(s) from OneSpan Sign.
- 2) Retain the documents in accordance with their office business practice. OCS encourages use of the upload functionality on the Michigan Child Support Enforcement System (MiCSES) *Historical Reprints* (FHST) screen to ensure the documents are permanently connected to the MiCSES case record.
- 3) Enter a case note on the MiCSES *Notes Processor* (NOTE) screen to indicate that an eSignature transaction took place.<sup>21</sup>

OCS strongly encourages IV-D staff to download and store a summary report of the transaction; the summary report provides an audit trail of the transaction. IV-D staff may use the summary report to prove that the parent eSigned and/or downloaded his/her documents.

7. Accounts and Transaction Fees

OCS will not limit the number of IV-D staff who may have OneSpan Sign accounts, nor limit the number of transactions that a IV-D office can use. However, OCS asks IV-D staff to limit the number of transactions to the minimum necessary to complete their IV-D work.

As mentioned above, OCS will pay a fee for each completed transaction.

8. Language Options for Parents

OneSpan Sign has language options that allow senders to better accommodate parents who speak languages other than English. OneSpan Sign will translate the following into the parent's chosen language:

- The email that requests the parent's signature;
- The webpage where the parent reviews and signs the documents; and
- The email that confirms that the signature process is complete.

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<sup>21</sup> Ref: Section G of this memorandum for more information on entering a note.

However, **OneSpan Sign will not translate the consent agreement or the documents that IV-D staff send to parents for signature.** IV-D staff must use translation services to translate the documents.

#### 9. Requests for Changes to the IV-D Office's Email Signature Block

To request changes to the email signature block, the Authorized Requester will email the [Child Support Help Desk](#) and explain that a change to the IV-D office's OneSpan Sign signature block is needed. The Authorized Requester will use the format in Section D(4)(a)(1) of this memorandum to illustrate the desired signature block.

Child Support Help Desk staff will coordinate the update with RMS.

### E. Use of Other eSignature Software Solutions

IV-D offices may use eSignature software that they have already purchased. However, OCS strongly encourages IV-D offices to use OneSpan Sign to help create a consistent experience for parents across the IV-D program. If IV-D offices wish to purchase other eSignature software, they will notify their contract manager in advance and explain why a different solution would better meet their business needs.

### F. Emailing Documents for eSignature

Considering the COVID-19 pandemic and the need for social distancing, the IV-D program has considered the most flexible methods for serving families remotely. Until further notice, IV-D staff may email an *unencrypted* document to a parent for eSignature if the parent consents to receive the document by email and the document to be signed:

- Is required to be filed with the court;
- Will be publicly available in a court's records; and
- Does not contain the following confidential information:<sup>22</sup>
  - Social Security number or state-issued identification number;
  - Driver's license number or state-issued identification number;
  - Passport number; and/or
  - Financial account numbers.

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<sup>22</sup> The list is not all-inclusive of confidential information as explained in Section 1.10 of the *Michigan IV-D Child Support Manual*. However, for purposes of granting temporary permission to email materials without encryption during the pandemic, only particular information will be prohibited.

If a document contains information as described above, state tax information, or federal tax information,<sup>23</sup> IV-D staff must encrypt it pursuant to Section 1.10 of the *Michigan IV-D Child Support Manual*.

IV-D staff may use software features to restrict tampering with an emailed document(s).<sup>24</sup> However, any anti-tampering features must not restrict the parent's ability to sign, store or print the document.<sup>25</sup> IV-D staff will review each document returned by a parent to verify that (s)he has not made any unauthorized changes to the document.

For security and accessibility reasons, OCS encourages IV-D offices to use this email option **only if** the other options described above (eSignature software or MiCase) are not viable. This option is being made available to provide flexibility during the pandemic; offices should make an effort to transition from this method as soon as practical.

## **G. Entering Signature Information on the NOTE Screen**

In all situations discussed in this memorandum, IV-D staff will enter a case note on the NOTE screen to record:

- The date and time that they sent the document for eSignature;
- The method used to obtain the eSignature; and
- The date and time they received the returned signed document(s).

### **NECESSARY ACTION:**

Before creating and/or using a OneSpan Sign account, read this IV-D Memorandum and its exhibits. Retain this IV-D Memorandum until further notice.

### **REVIEW PARTICIPANTS:**

Establishment Continuity Team  
Establishment Work Improvement Team  
Program Leadership Group

### **CONTACT PERSON:**

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<sup>23</sup> Ref: Section 1.10 of the *Michigan IV-D Child Support Manual* for a definition of federal tax information.

<sup>24</sup> For example, IV-D staff may use features in Microsoft Word to restrict editing in documents and protect them from being modified.

<sup>25</sup> MCL 450.838(3)

**CC:**

Department of Technology, Management & Budget (DTMB) Records  
Management Services

**SUPPORTING REFERENCES:**

Federal  
None

State  
MCL 450.831, et seq  
MCL 450.832(h)  
MCL 450.835  
MCL 450.838(3)  
MCR 1.109(E)(4)  
MCR 1.109(E)(4)(a)

**ATTACHMENTS:**

Exhibit 2021-005E1: OneSpan Sign eSignature Software for Child Support  
Frequently Asked Questions

Exhibit 2021-005E2: OneSpan Sign Bulk User Account Request

**EPF/KZM**