



Syssero[®] Solution Packet

Update eSignature Status

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Solution Overview

Often eSignature integrations can be particularly slow in lower-level tenants and while testing. Below are instructions on how to manually update the eSignature status after a signer completes their signature action and you wish to pull the document back to Workday.

Update eSignature Status

Navigate to the business process event history the related actions on the Review Documents step select, select **Business Process** -> **Update eSignature Status**.

The screenshot displays the 'Process History' interface with 23 items. The table below shows the relevant rows and the context menu that appears when the 'Update eSignature Status' action is selected.

Process	Step	eSignature Signing Group	Status
Request One-Time Payment Offer/Employment Agreement			Automatic Can
Offer	Approval Chain by Manager		Not Required
Offer	Approval Chain by Manager		Approved
Offer	Approval Chain by Manager		Approved
Generate Do			
Generate Do			
Generate Do			
Offer			
Offer	Revi	Primary Recruiter	Awaiting Integ
Offer	Revi	Primary Recruiter	Awaiting Integ

Recruiting Event
Offer for Job Application: United States - JR100118 Senior Marketing

- Check eSignature Signing Status
- Confirmation View
- Correct
- Full Process Record
- Manage Attachments
- Relaunch Review Documents
- Test Rule
- Update eSignature Status**
- View Definition
- View Remaining Process
- View Security



Select the **Review Document Event** that shows **Awaiting Integration Response**, note you can only update one review document step at a time, and select **OK**.

Update eSignature Status Offer for Job Application: United States - JR100118 Senior Marketing Rep (C102778) ☰

Select a Review Document Step to update. This task will update the status of the signing in Workday to match E-sign by DocuSign status and pull in signed document if applicable.

3 items

Select	Review Document Event	Review Document Step	Process History		
			eSignature Signing Group	Status	Person
<input type="checkbox"/>	Review Documents for Offer for Job Application: United States - JR100118 Senior Marketing Rep (C102778)	Offer (Default Definition) step y - Review Documents	a - Primary Recruiter	Step Completed	
<input checked="" type="checkbox"/>	Review Documents for Offer for Job Application: United States - JR100118 Senior Marketing Rep (C102778)	Offer (Default Definition) step y - Review Documents	a - Primary Recruiter	Step Completed	
			b - Candidate as Self	Awaiting Integration Response	United States (C102778)
<input type="checkbox"/>	Review Documents for Offer for Job Application: United States - JR100118 Senior Marketing Rep (C102778)	Offer (Default Definition) step y - Review Documents	a - Primary Recruiter	Step Completed	
			b - Candidate as Self	Step Completed	United States (C102778)
			c - Manager	Awaiting Action	

OK

Select **Refresh** continually until you see something updated in the **E-sign by DocuSign Status**. It will either show signing status Completed or Awaiting Action from the next signer.

Update eSignature Status

The integration is checking the document status. Click Refresh to see the results.

Refresh

1 item

Workday Status	E-sign by DocuSign Status
Last Signer [Progress Bar]	
Awaiting eSignature from United States	



It will either show signing status Completed or Awaiting Action from the next signer.

Check eSignature Signing Status	
Offer for Job Application: United States - JR100118 Senior Marketing Rep (C102778)	
1 item	
Workday Status	E-sign by DocuSign Status
Last Signer United States	Signing Status Completed
Awaiting eSignature from	Last Signer United States

Note: This is not available for documents distributed using the Distribute Document or Task.

Workday Community Link - [Troubleshooting: eSignature Integrations](#)