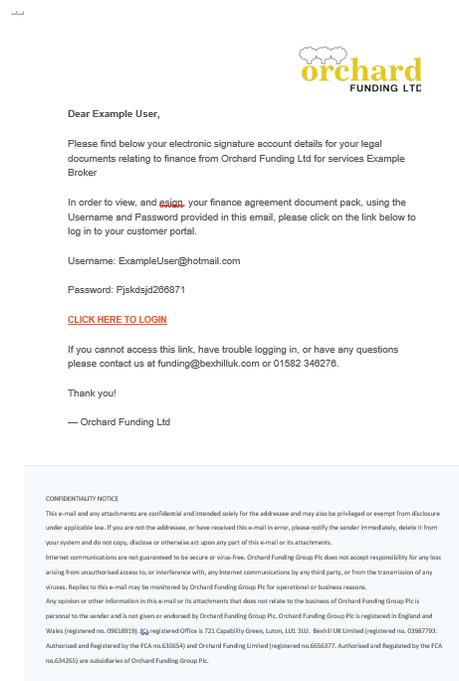# Esign User Guide

## 1. Introduction

The purpose of this document is to provide an overview of what is required to complete when e-signing documents and the potential issues in completing this.

## 2. Journey

You will receive an email like the below, this contains username, password and a link to login to the system.



There may be variations on this email depending on which broker / company is being used but this is a good example.

Due to this email having a link to a website, username and password it can quite often go into the spam or junk folder so please check here first.

When you click on the link to login, they will be taken to the LendXP login screen ([www.lendxp.com](http://www.lendxp.com)) and this is where you should enter the details as per the above email.

Once logged in you will see the following:

The user should then select Click Here

This will take them to the page below which will allow them to view, download, print and e-sign their documents.



When you Click on Either "Sign Document for Agreement 12345" or "ESign Now" it opens your document



Here is where you enter your First Name and Last Name, exactly as it appears on the first page of the documents.
You also need to select the tick box below name to agree to the document.
Once completed you should press the Submit button.

This will complete the e-signature and you will be able to see the agreement in LendXP will now show documents signed in the documents section as below.
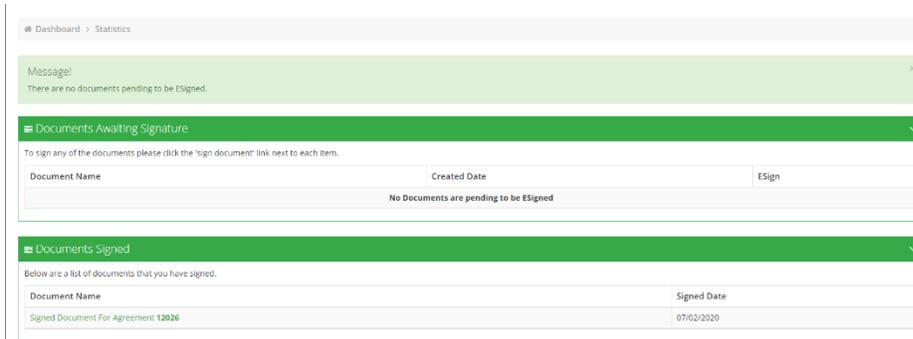


# 3. Troubleshooting Issues

## Forgotten Username:

This will be emailed to you but is normally your email address, unless you have had an agreement with us previously. In which case please contact us.

## Forgotten Password:

This will have been emailed to you. If you cannot find this or have not received it, please check your spam / junk folders. Alternatively you can use the login screen to reset this. From the login screen click the highlighted area shown below:
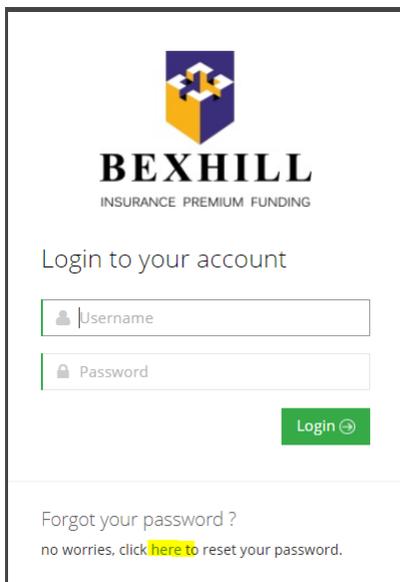


When you click on the link you will be shown the below screen:

Please enter your username. This will normally be your email address but if you do not know please contact us.

## Mobile Devices:

There are sometimes some issues displaying documents waiting signatures on mobile devices, these include Android and Apple Mobile Phones, Tablets and iPads.

If you use one of these devices and do not see your documents please try a laptop or PC.