

We are excited to inform you that we will be implementing a new Canadian eSignature software from Notarius, called consignO Cloud, for Medical Leadership contracts starting May 2025.

Why eSignature?

Q. Why are we switching to this new format?

Adoption of consignO Cloud will streamline Island Health's Medical Affairs contract signing process, offering quicker, more secure and efficient execution of contracts for all parties. This digital solution has been approved by Island Health Privacy and Security to ensure it meets standards for safety and compliance.

Q. Who is Notarius? What is consignO Cloud?

Notarius provides secure digital signatures and reliable signature tools. Notarius gives electronic documents a higher level of legal reliability than hand-signed paper documents. ConsignO Cloud is the web-based eSignature platform provided by Notarius with data stored in Canada.

What do I need to do? Information for Contractors.

Q. How will I know there is a contract ready for my signature?

*When there is a contract for you to sign, you will receive an email from "Island Health consignocloud@notarius.com" that will include important details on what is required and the deadline for signature. **IMPORTANT:** This deadline applies to all signers for the contract.*

Q. What is the shared secret?

A shared secret is a passphrase that allows you to access the contract in consignO Cloud. This is required if you are not using your Island Health login or have not provided a cell phone number where an SMS code can be sent.

Q. How will I be able to access the shared secret?

You will receive an email from Medical Affairs (PhysicianContracts or PCNMedAffairs) with important details regarding your contract and any special instructions (i.e. invoicing). The shared secret will be provided to you in this email.

Q. Can I use a custom image as an electronic signature?

Yes, you can use a custom image to sign your contract by selecting the pencil icon at the bottom of the signature page. We offer the option to manually sign or upload your own image.

Q. There is a text field in the contract. How can I bypass this?

You can not bypass a text field. Enter the required information to proceed or if the field is not applicable enter N/A

Q. What if I am not providing services on the contract?

If you are no longer providing services under the contract, please contact PhysicianContracts@islandhealth.ca immediately so that we can remove your name and prevent future notifications.

Q. What happens if I miss the deadline?

If you need to sign a contract but missed the contract signature deadline, please reach out to PhysicianContracts@islandhealth.ca.

Q. Can I sign my contract using my smartphone or tablet?

Yes, you can sign your contract using a smartphone or tablet.

Q. Do I need any special hardware or software?

No, consignO Cloud works in all standard web browsers and requires no installation or training to prepare electronic signature projects or use electronic signatures.

Q. I was sent a contract for eSignature but I have not received it.

Contracts for eSignature will be emailed to you from consignocloud@notarius.com. To ensure the email is not flagged as spam, add the domain @notarius.com to your whitelist/safelist or consignocloud@notarius.com to contacts.

Q. Where can I learn more?

There is a [User Guide](#) and additional [Frequently Asked Questions](#) on the consignO website.

Q. Can I check the status of a contract?

No, you will not be able to check the status of a contract through consignO Cloud, however, you can email PhysicianContracts@islandhealth.ca for an update, if urgently required. When the contract is fully signed by all parties, you will receive an email with a link to download a copy of the fully signed contract.

Q. Where can I access a copy of my fully signed contract? How long will I have to download the fully signed/executed contract?

You will be sent an email with a link to download the fully signed contract, and you will have 3 months from the date the contract is fully signed to download the contract before consignO Cloud removes the contract. If you require a copy of your contract after this period, please contact PhysicianContracts@islandhealth.ca.

Q. Can I access my contract through a mobile device?

Yes, you can access the contract through an island health or personal mobile device. There are some instances where you will also have to use a second factor authentication, please see the chart below:

Device	Single Sign-On (SSO)	Secret Phrase	SMS (text)
Island Health	At IH site: No secondary authentication Off site: Use Authenticator	No secondary authentication	No secondary authentication
Personal	Use Authenticator	No secondary authentication	No secondary authentication

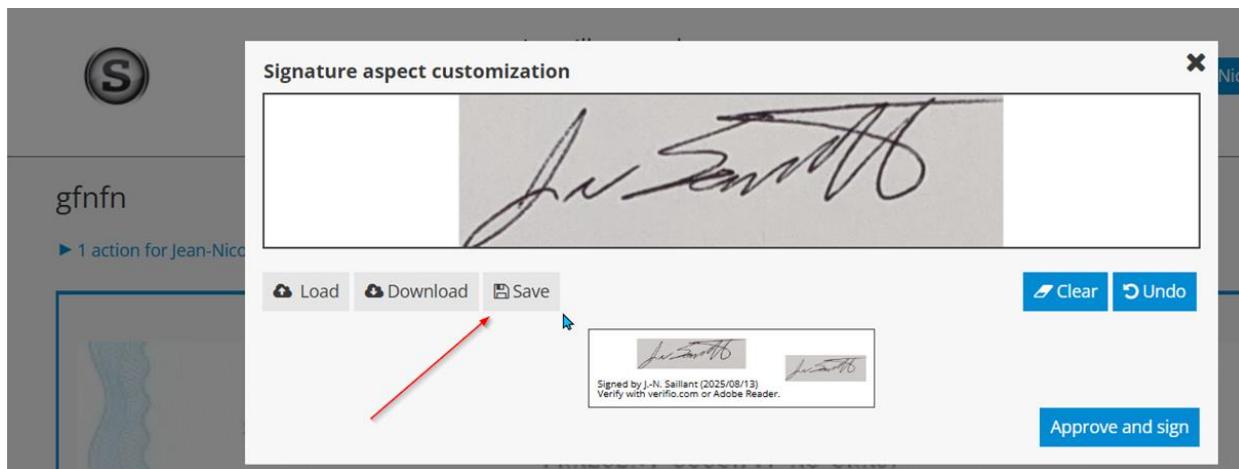
If you haven't already set up authenticator, please refer to this [page](#)

Frequently Asked Questions eSignature



Q. I'd like to update the look of my signature permanently; how do I do that?

When you click *Approve and sign*, it will open a new window where you can choose to use the stamp, draw, or upload your signature. To permanently save your signature for future contracts, click on the save button as noted in the image below:



Q. I'm a medical leader, can I have my contract sent to my personal email address?

Medical Leadership contracts must be sent to an Island Health email address as outlined in Clause 11 of your contract. "The Medical Leader will use Island Health email exclusively for all email correspondence relating to this position." If you are experiencing issues with your Island Health email connect with IMIT as shown below.

The BC Health Service Desk and Clinical Service Desk are attended 24 Hours X 7 Days:

Local: **18777** or **250.370.8777** | Toll-free: **877.563.3152**



BC Health Service Desk and Clinical Service Desk:

- **Press 1:** For all Password Resets
- **Press 2:** For workstation support including logon issues, **non-clinical** application support, hardware issues, phones, printing and connectivity