

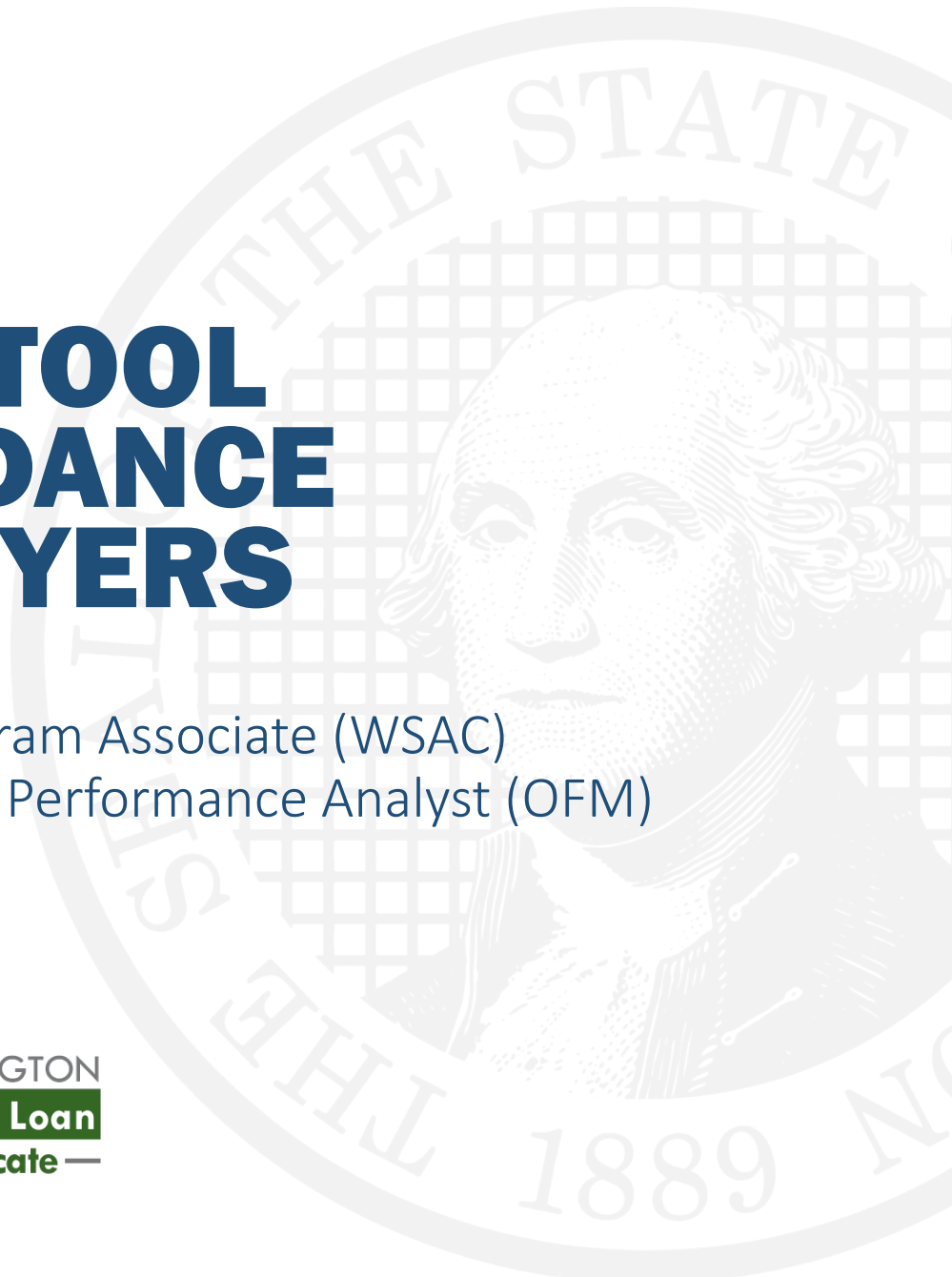
MAY 16, 2023

PSLF HELP TOOL E-SIGN GUIDANCE FOR EMPLOYERS

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WASHINGTON
Student Loan
— Advocate —



WHAT IS THE PSLF HELP TOOL?

This tool allows public sector employees to:

- Search for qualifying employers
- Learn what actions to take to become eligible for PSLF or TEPSLF
- Generate a PSLF Form
- Get digital signatures from employers on the PSLF Form

INFORMATION TO COMPLETE PSLF FORM

Employees may request the following information to complete the PSLF Form:

- Employer Identification Number (EIN)
- Employer address
- Employment start date
- Employment end date (if applicable)
- Official email address to use e-sign option

PSLF HELP TOOL E-SIGN FEATURE

This feature allows employees to:

- Digitally sign their PSLF form
- Send their form to their current or previous employer to digitally sign the form to certify their employment
- Electronically submit the PSLF Form to the PSLF servicer (MOHELA) for processing

WHERE WILL PSLF FORMS COME FROM?

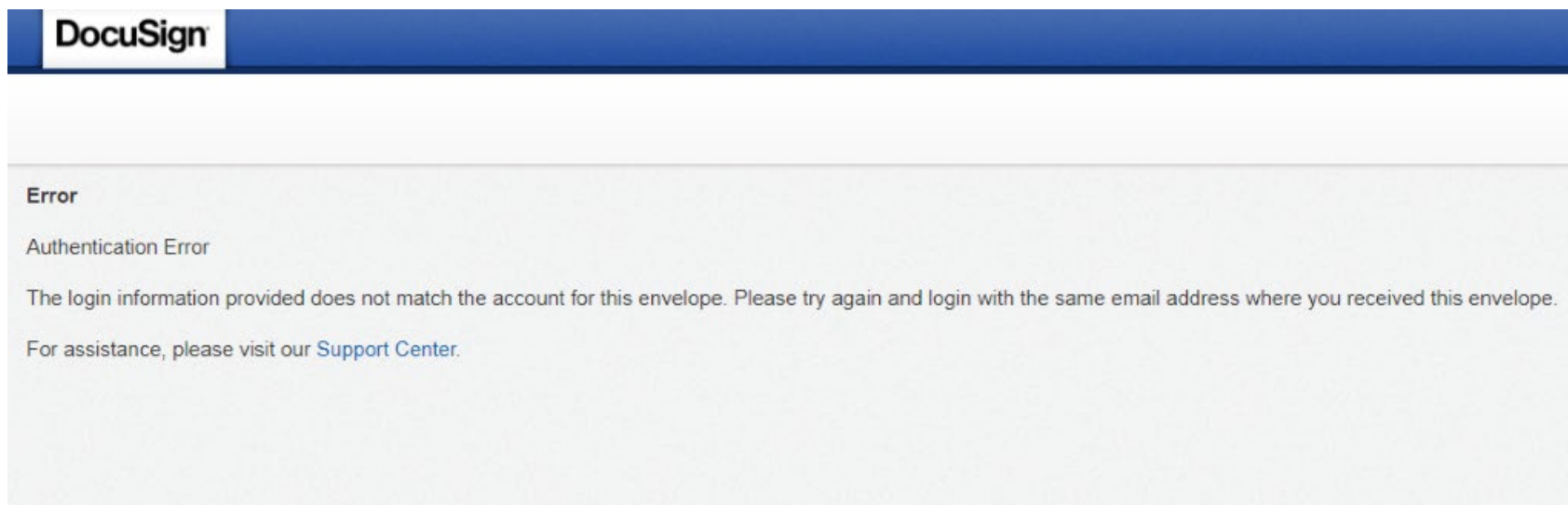
Add dse_Na4@docusign.net to your trusted contacts and check spam folders for these PSLF Forms.

- OFM recommends completing the form within 10 business days of receiving it
- If it takes longer than 10 business days, update the employee with the new completion date
- Do not delay returning the form more than 60 days, because the form expires

NOTICE ABOUT SHARED INBOXES

“Authentication Error” message:

- May occur if you forward the DocuSign signature request email to another inbox, whether manually or through the automated system
- To avoid this, make sure you are accessing the form directly from the shared inbox the request was originally sent to



PSLF INFORMATION FOR EMPLOYERS

Access these resources on the FSA's website to understand your role in the process as an employer:

- [Employers and Public Loan Forgiveness | Federal Student Aid](#)
- [Tackling the Public Service Loan Forgiveness Form: Employer Tips | Federal Student Aid](#)

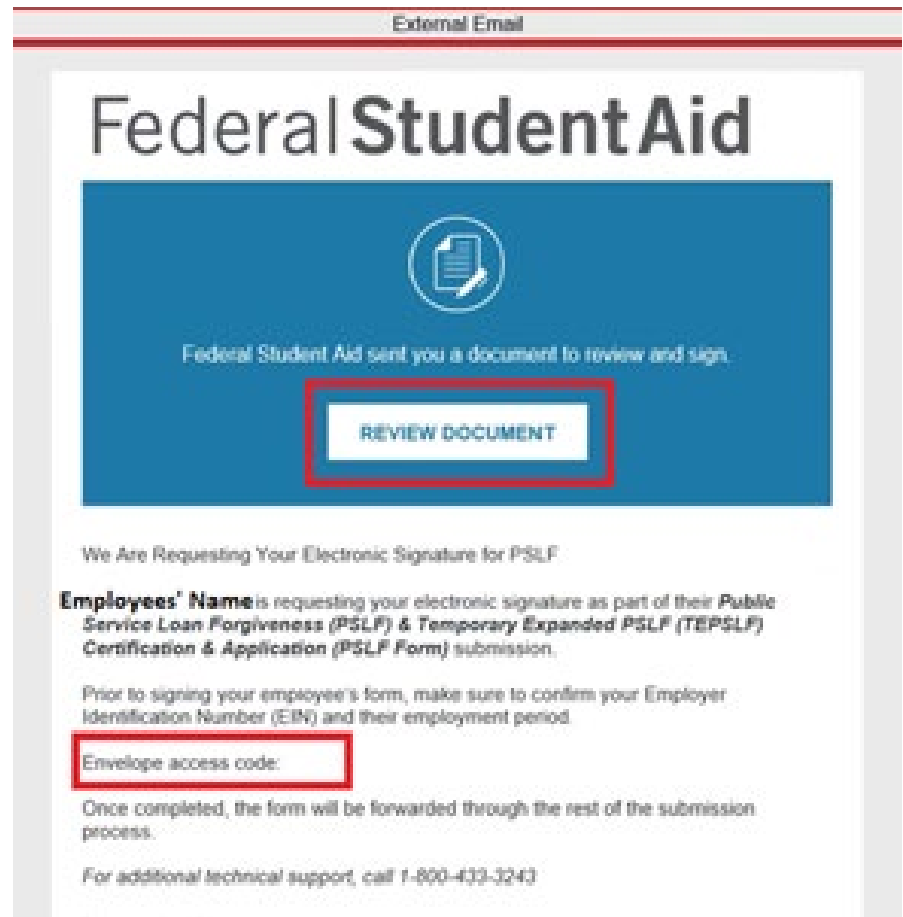


STEPS TO E-SIGN PSLF FORM FOR EMPLOYERS

STEPS TO E-SIGN PSLF FORM FOR EMPLOYERS

Step 1:

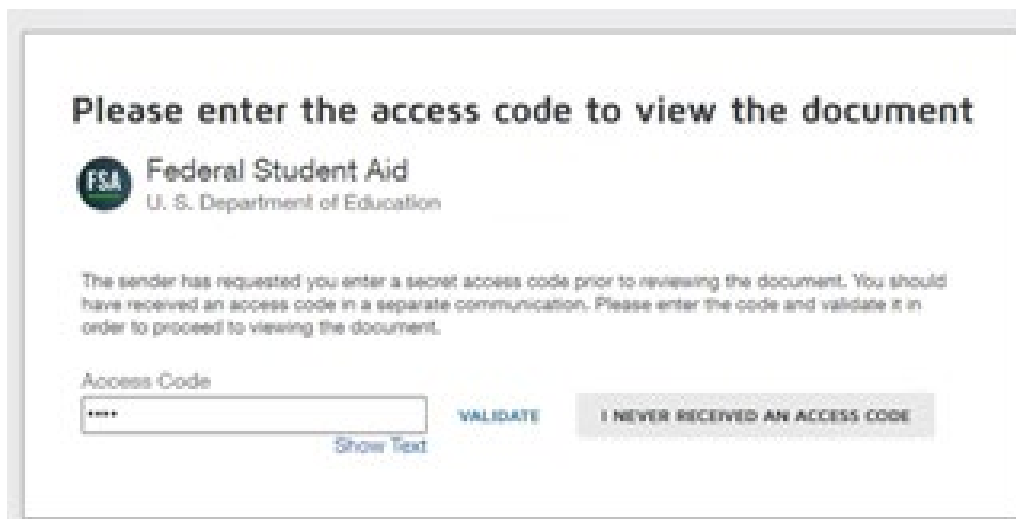
- Click the “Review Document” button
- Note the unique “Envelope Access Code” for the next step



STEPS TO E-SIGN PSLF FORM FOR EMPLOYERS

Step 2:

- Type the “Envelope Access Code” on the “Access Code” field box and click “Validate”
- You will have three attempts to enter the code
- Do Not click “I never received an access code”



Please enter the access code to view the document

FSA Federal Student Aid
U. S. Department of Education

The sender has requested you enter a secret access code prior to reviewing the document. You should have received an access code in a separate communication. Please enter the code and validate it in order to proceed to viewing the document.

Access Code

**** [VALIDATE](#) [I NEVER RECEIVED AN ACCESS CODE](#)

[Show Text](#)

STEPS TO E-SIGN PSLF FORM FOR EMPLOYERS

Step 3:

- Review the PSLF Form
- Check the box next to “I agree to use electronic records and signatures,” then click “Continue”

The screenshot shows the 'Please Review & Act on These Documents' page for the PSLF form. The page header includes the Federal Student Aid logo and the text 'Federal Student Aid U.S. Department of Education'. The main heading is 'Please Review & Act on These Documents'. Below this, there is a section titled 'We Are Requesting Your Electronic Signature for PSLF'. A red box highlights a checkbox labeled 'I agree to use electronic records and signatures.' To the right of this checkbox is a 'CONTINUE' button. Below the checkbox, there is a form with fields for SSN, Date of Birth, Name, Address, City, State, Zip Code, Telephone - Primary, Telephone - Alternate, and Email. Below the form, there is a section titled 'SECTION 2: BORROWER REQUEST, UNDERSTANDING, AND CERTIFICATION' with several paragraphs of text and checkboxes for the borrower to indicate their understanding and agreement.

STEPS TO E-SIGN PSLF FORM FOR EMPLOYERS

Step 4:

- Click on the “Start” button to begin reviewing the form

DocuSign Envelope ID: 8968B2D-54E2-4642-AD7E-61D06AD07831

PUBLIC SERVICE LOAN FORGIVENESS (PSLF) & TEMPORARY EXPANDED PSLF (TEPSLF) CERTIFICATION & APPLICATION
William D. Ford Federal Direct Loan (Direct Loan) Program

OMB No. 1845-0110
Form Approved
Exp. Date 08/31/2023
PSFAP - XBCR

WARNING Any person who knowingly makes a false statement or misrepresentation on this form or on any accompanying document is subject to penalties that may include fines, imprisonment, or both, under the U.S. Criminal Code and 20 U.S.C. 1097.

PSLF

SECTION 1: BORROWER INFORMATION

Please enter or correct the following information.

Check this box if any of your information has changed.

SSN [REDACTED]
Date of Birth [REDACTED]
Name [REDACTED]
Address [REDACTED]
City [REDACTED] State [REDACTED] Zip Code [REDACTED]
Telephone - Primary [REDACTED]
Telephone - Alternate [REDACTED]
Email [REDACTED]

For more information on PSLF, visit [StudentAid.gov/publicservice](https://studentaid.gov/publicservice). To apply online, visit [StudentAid.gov/PSLF](https://studentaid.gov/PSLF).

SECTION 2: BORROWER REQUEST, UNDERSTANDINGS, AND CERTIFICATION

I request (1) that the U.S. Department of Education (the Department) determine whether I qualify for PSLF or TEPSLF, and discharge any qualifying loans that I have, and (2) if none of my loans qualify for PSLF or TEPSLF when I submit this form, determine how many qualifying payments I have made towards PSLF and TEPSLF.

I just want to find out how many qualifying payments I have made or if my employer is a qualified employer.

I believe I qualify for forgiveness under PSLF or TEPSLF right now.

If I indicated that I believe I qualify for forgiveness now, I want a forbearance while my application is being processed, but understand that periods of forbearance do not count towards forgiveness.

I understand that:

- To qualify for forgiveness, I must have made 120 qualifying payments on my Direct Loans while employed full-time by a qualifying employer. Neither the 120 qualifying payments nor employment have to be consecutive.
- To qualify for forgiveness, I must be employed full-time by a qualifying employer when I apply for and get forgiveness.
- By submitting this form, my student loans held by the Department may be transferred to MOHELA.
- If the Department determines that I appear to be eligible for forgiveness, the Department may contact my employer before granting forgiveness to ensure that I continue to work for the employer.
- If I am eligible for forgiveness, the amount forgiven will be the principal and interest that was due on my eligible Direct Loans when I made my final qualifying payment. Any amount that I pay on these loans after I have made my final qualifying payment will be treated as an overpayment. I must continue to make payments on any of my other loans.

Change language - English (US)

STEPS TO E-SIGN PSLF FORM FOR EMPLOYERS

Step 5:

Edit the following questions/fields, if needed:

- 5. Employment Begin Date
- 6. Employment End Date or “Still Employed”
- 7. Employment Status

The screenshot displays the PSLF form e-signing interface. The top navigation bar includes a blue header with "FINISH" and "OTHER ACTIONS" buttons. Below the header, there are search and utility icons. The main content area shows the following fields and options:

- 5. Employment Begin Date:** A text input field containing "09/01/2022".
- 6. Employment End Date:** A text input field.
- OR**
- Still Employed**
- 7. Employment Status:** Radio buttons for **Full-Time** and **Part-Time**.
- 8. Hours Per Week (Average):** A text input field containing "40".

Below field 8, there is a note: "Include vacation, leave time, or any leave taken under the Family Medical Leave Act of 1993." To the right of these fields, there are two sections of questions:

- Two checkboxes: Yes - Your employer does not qualify. and No - Continue to Item 13.
- 13. Which of the following services does your employer provide? Check all that apply and then continue to Section 4. If you check "None of the above", do not submit this form.**

The list of services includes:

- Emergency management
- Military service (See Section 6)
- Public safety
- Law enforcement
- Public interest legal services (See Section 6)
- Early childhood education (See Section 6)
- Public service for individuals with disabilities

A "NEXT" button is visible at the bottom left of the form area.

STEPS TO E-SIGN PSLF FORM FOR EMPLOYERS

Step 6:

- Complete “Section 4: Employer Certification (to be completed by the employer)”
- Fill in your name, title, phone number, and the same email the request was sent to
- Click “Sign” to proceed with signing the form

Still Employed

7. Employment Status: Full-Time Part-Time

8. Hours Per Week (Average) 40

Include vacation, leave time, or any leave taken under the Family Medical Leave Act of 1993.

9. Is your employer a **governmental** organization?

A governmental organization is a Federal, State, local, or Tribal government organization, agency, or entity, a public child or family service agency, a Tribal college or university, or the Peace Corps or AmeriCorps. Federal service includes military service.

Yes - Skip to Section 4.
 No - Continue to Item 10.

Public safety
 Public safety
 Law enforcement
 Public interest legal services (See Section 6)
 Early childhood education (See Section 6)
 Public service for individuals with disabilities
 Public service for the elderly
 Public health (See Section 6)
 Public education
 Public library services
 School library services
 Other school-based services
 None of the above - the employer does not qualify

SECTION 4: EMPLOYER CERTIFICATION (TO BE COMPLETED BY THE EMPLOYER)

By signing, I **certify** (1) that the information in Section 3 is true, complete, and correct to the best of my knowledge and belief, (2) that I am an authorized official (see Section 6) of the organization named in Section 3, and (3) that the borrower named in Section 1 is or was an employee of the organization named in Section 3.

Note: If any of the information is crossed out or altered in Section 3, you must in **Required** changes.

FILL IN

Official's Name Official's Phone

Official's Title Official's Email

Authorized Official's Signature

Date 4/5/2023

Page 2 of 6

public-service-application-for-forgiveness-1st-ed.pdf 2 of 6

STEPS TO E-SIGN PSLF FORM FOR EMPLOYERS

Step 7:

- Click box in popup window that says “Adopt Your Signature”
- Enter your full name and initials
- Select style, draw, or upload your signature



The screenshot shows a popup window titled "Adopt Your Signature" with a close button (X) in the top right corner. The window contains the following elements:

- Text: "Confirm your name, initials, and signature."
- Text: "* Required"
- Form fields: "Full Name*" with the value "DocuSign" and "Initials*" with the value "D".
- Buttons: "SELECT STYLE" (underlined), "DRAW", and "UPLOAD".
- Section: "PREVIEW" with a "Change Style" link on the right. The preview shows the text "DocuSign" and "D" in a cursive font.
- Text: "By selecting Adopt and Sign, I agree that the signature and initials will be the electronic representation of my signature and initials for all purposes when I (or my agent) use them on documents, including legally binding contracts - just the same as a pen-and-paper signature or initial."
- Buttons: "ADOPT AND SIGN" and "CANCEL" at the bottom.

STEPS TO E-SIGN PSLF FORM FOR EMPLOYERS

Step 8:

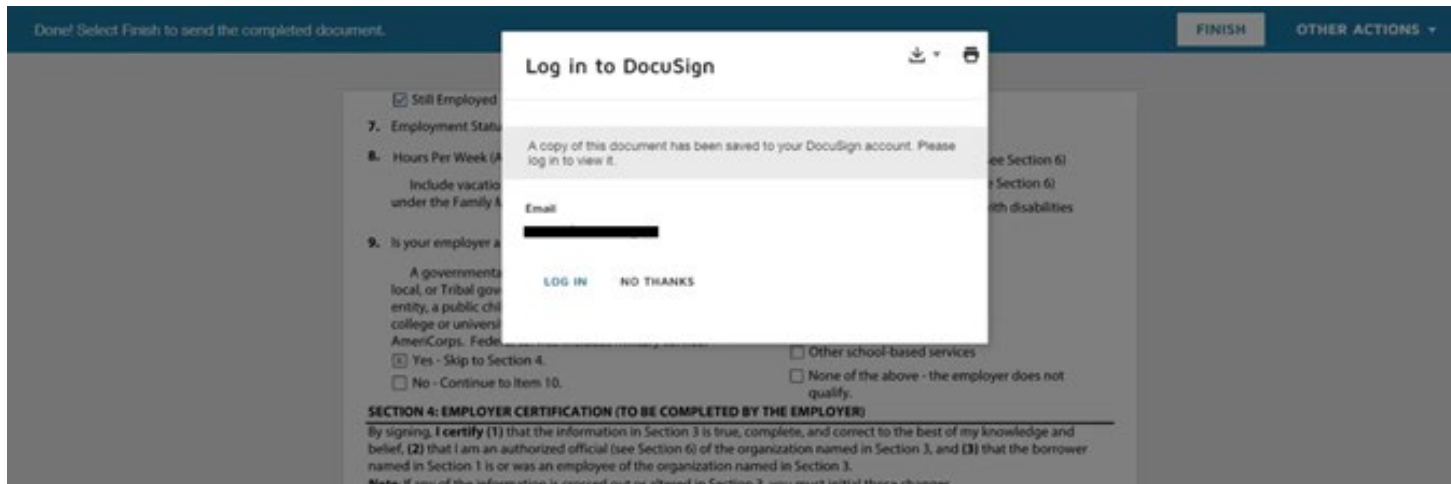
- Click “Finish” button to submit the form, either at the top or bottom of the page

The screenshot displays the final step of the PSLF form completion process. At the top, a blue navigation bar contains a "FINISH" button highlighted with a red box. Below this, the form content includes sections for "Employment Status", "Hours Per Week", and "Is your employer a governmental organization?". A "SECTION 4: EMPLOYER CERTIFICATION" section is visible, containing fields for "Official's Name", "Official's Title", "Official's Email", "Authorized Official's Signature", and "Date". The "Date" field is filled with "4/1/2023". At the bottom of the page, a blue footer bar contains a "Ready to Finish?" message and another "FINISH" button, also highlighted with a red box.

STEPS TO E-SIGN PSLF FORM FOR EMPLOYERS

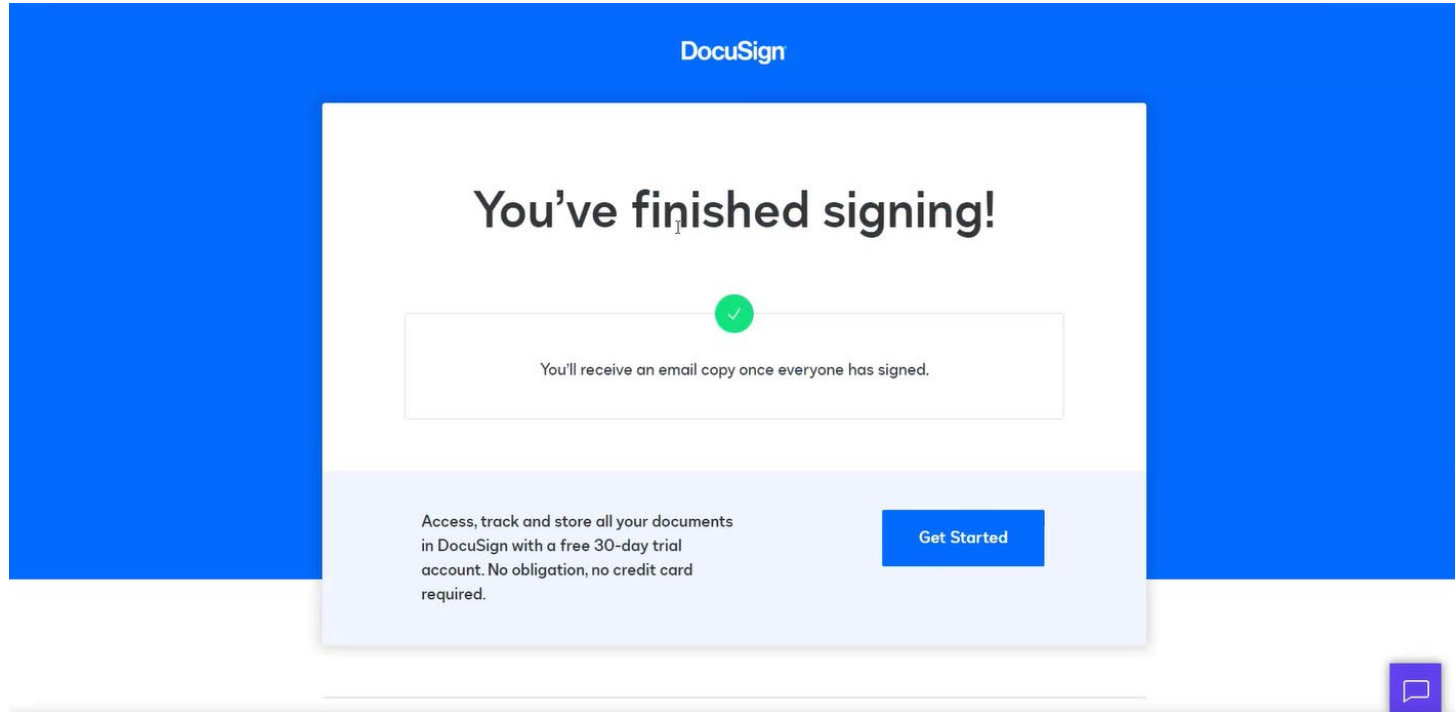
Step 9:

- You do not need to “Log in” to DocuSign to view the document to finish submitting it
- Click “No thanks” in the popup window



STEPS TO E-SIGN PSLF FORM FOR EMPLOYERS

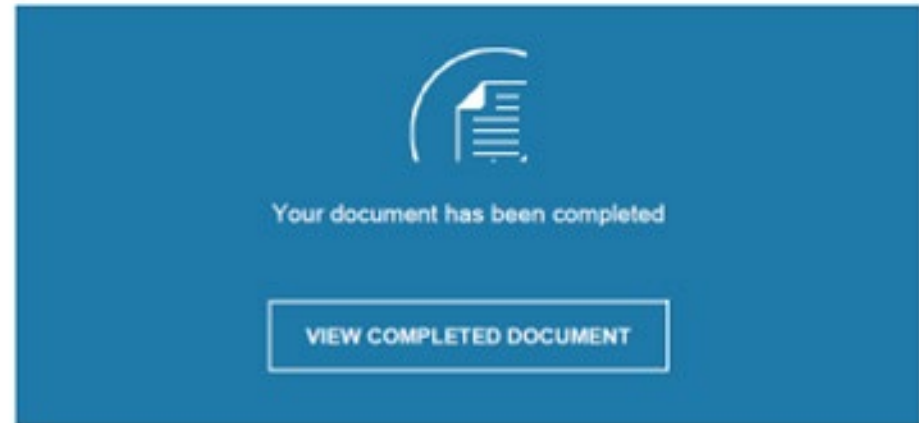
- A new page will appear saying “You’ve finished signing!”



STEPS TO E-SIGN PSLF FORM FOR EMPLOYERS

- You will receive a confirmation email that you signed the PSLF Form as well as a copy of the completed document

Federal Student Aid



Your Electronic Signature for Your Employee's PSLF Form Has Been Received

We've received your electronic signature as part of the *Public Service Loan Forgiveness (PSLF) & Temporary Expanded PSLF (TEPSLF) Certification & Application (PSLF Form)* submission for **Employee's Name**.

We will notify **Employee's Name** that you have completed your portion of the PSLF form.

For additional technical support, call 1-800-433-3243.

Powered by **DocuSign**

MANUAL PSLF FORMS

Signature Examples for Manual PSLF Forms

Signature Type	Yes/No
Hand drawn from signature pad, mouse or finger	Y
Typed signature using a cursive font or any other font	N
A scanned photo of a signature that was hand drawn on paper	Y
A digital certificate-based signature	N
A wet signature that was drawn in ink and sent in its original format	Y

FOR MORE INFORMATION:

For employers:

loanadvocate@wsac.wa.gov

[HR Professional Portal](#)

PSLF@ofm.wa.gov

For employees:

[Washington State Student Complaint Portal](#)

[Public Service Loan Forgiveness \(PSLF\) | WSAC \(wa.gov\)](#)

OFM

OFFICE OF FINANCIAL MANAGEMENT



WASHINGTON
Student Loan
— Advocate —