

Message Name	Message (English)
E-signature request	CalSAWS: To complete the electronic signature process, reply with {capture code}. This code will expire in 3 days. Questions? <Phone Number>
E-signature complete	CalSAWS: Your electronic signature process is now complete. Questions? <Phone Number>
E-signature invalid code	CalSAWS: Invalid code. Please contact your worker to complete the electronic signature process. Questions? <Phone Number>
E-signature not complete	CalSAWS: Your electronic signature process is not complete. Please complete by replying with {Capture Code}. Questions? <Phone Number>
E-signature code expired	CalSAWS: Code expired. Please contact your worker to get a new code. Questions? <Phone Number>
E-signature no longer required	CalSAWS: Your Electronic Signature is no longer required. Please contact your county office for more information. Questions? <Phone Number>

Target Population
When 'Text' is chosen as the 'Signature Capture Type' send a text message to the customer containing a Capture Code.
Respond with the following text message when a valid response is received from the customer.
Responds with the following text message when an invalid Capture Code is received from the customer.
Responds with the following text message one day after the initial text is sent and the electronic signature process is still not complete.
Responds with the following text message when a Capture Code expires.
Responds with the following text message when a signature request is canceled.

Run Dates	Programs	Applicable county
Real Time - Business Hours only (Mon - Fri)	All Programs	All
Real Time - Immediate response	All Programs	All
Real Time - Immediate response	All Programs	All
Batch (Sweep job runs daily/ and when to send the message that the code expired/ keep sending texts until the code expires?)	All Programs	All
Real Time - Immediate response	All Programs	All
Real Time - Business Hours only (Mon - Fri)	All Programs	All

Contact History Reason
E-signature request
E-signature complete
E-signature invalid code
E-signature not complete
E-signature code expired
E-signature no longer required

E-signature request

E-signature complete

E-signature invalid code

E-signature not complete

E-signature code expired

E-signature no longer required

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