



PSLF - FAQ's and Helpful Hints

Thank you for contacting **Rockdale County Public Schools** with your PSLF request. We use Verifent to respond to all PSLF requests. We are NOT responding to PSLF form requests via the DocuSign website. ALL PSLF forms must go through www.verifent.com and will be processed as quickly as possible.

HELPFUL TIPS:

If you have never logged into www.verifent.com before, you will need to register 1 time and get your Username and Password. Upon login, you can go to the LEFT Menu and "REQUEST PSLF". Follow the steps, and once the request is received through the Verifent website, we will securely respond to your request as soon as possible.

Please see the instructions/FAQs below if you have more questions.

How do I access Verifent? Please visit www.Verifent.com.

Is DocuSign the same as Verifent? No. These are two different websites and all forms that you would like reviewed and approved for the DOE for PSLF must go through www.Verifent.com.

How do I register or use this website? Please visit www.Verifent.com, click on the GET STARTED button, and the register button. *If you have used this site before, you do NOT need to register but click "Log In". If you do not know your login, you can email Support@Verifent.com or use the chatbot feature at the bottom right of the web page.

It says I was sent an email with my temporary password and I do not see it. What do I do? First, check your junk/spam folders*. These emails are sent within minutes of the registration process and should appear in your mailbox but it is possible they could get directed to your spam folder. If you check junk/spam and still do not see the email, reach out to Support@Verifent.com or use the Chatbot feature at the bottom right of their website. *Please remember that whatever email address you use in the Registration process is where your Login credentials and PSLF form updates will be sent.

What if I get stuck or have a question during the PSLF process on Verifent? If you have any issues during the process, you can email Support@Verifent.com or use the chatbot feature for assistance.

I would like a copy of my PSLF form. How can I get it? Once we have reviewed and approved your PSLF form request, you can log back into Verifent's website and retrieve it from the "Completed" tab on your dashboard.