



docubee

# Docubee Rebrand Launch FAQs

## General

### Q: Why are you rebranding the company?

A: The OnTask name, while intended to convey that we helped keep users "on task" by automating repetitive tasks, caused some confusion as to what kind of tools we provided. We're updating our brand to better represent who we are, what we do, and how we help our customers.

The Docubee brand allows us to grow with a friendlier and more engaging identity that clearly communicates how we can solve problems for our customers and the community with contract and eSignature automation.

### Q: Is this an acquisition?

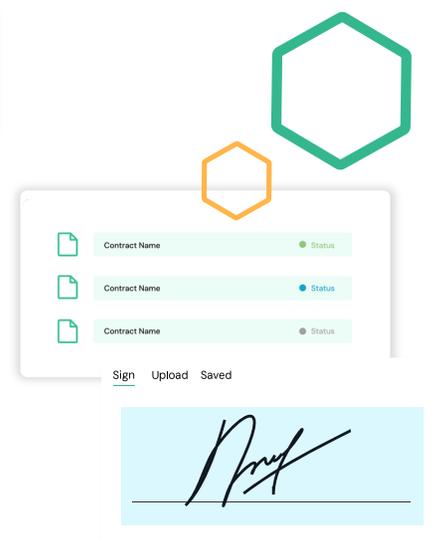
A: No. Same great leadership and team.

### Q: Why rebrand now?

A: We needed to update our brand to something that resonated with our customers and audience members, and clearly articulated what we can do. As we're preparing to make investments in our platform and how we share our messaging around intelligent contract automation, the time to make those updates is now.

### Q: When will this rebrand be taking place?

A: OnTask formally became Docubee on November 29, 2023, though you may still see a few places that say OnTask while we make our transition.





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**Q:** Are the products going to change?

**A:** In short, no. Docubee will have the same great technology and functionality with a slightly more streamlined user experience and updated branding.

While the functionality remains the same, the way we communicate our features will look a little different:

- **Gather:** Collect information to incorporate into contracts and agreements.
- **Generate:** Create contracts swiftly through templates, AI, or create and edit your own.
- **Share:** Route contracts and agreements for review, completion, and approval.
- **Sign:** Collect legally binding eSignatures.
- **Integrate:** Seamlessly connect to the systems you use daily or incorporate contract automation into your existing applications with Docubee APIs.

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## Existing Customers

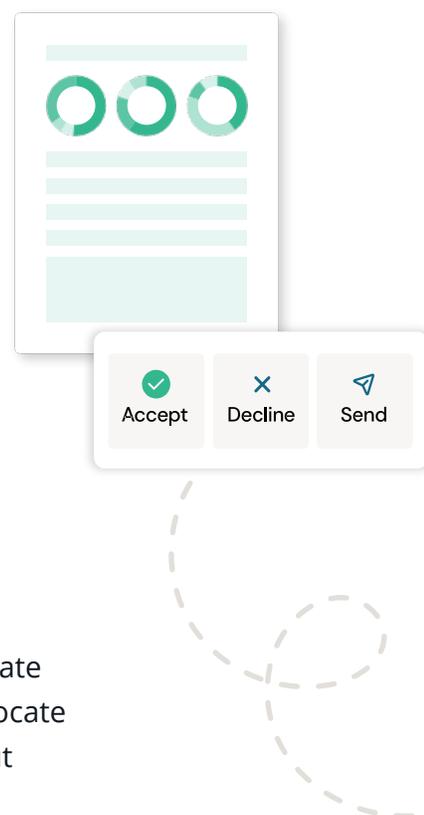
**Q:** As an existing customer, what do I need to do to get set up on Docubee?

**A:** Not much! You will now login via Docubee.app, but all of your login information will be the same—there's no need to create a new account.

At this time, notification emails will continue to come from ontask@ontask.io. But don't worry—when we're ready to switch to the new domain, @docubee.app, we'll give you plenty of notice.

**Q:** I use the SmartAdvocate integration, when will I see the new product changes?

**A:** We anticipate that our branding will be updated inside the SmartAdvocate platform in Q1 of 2024. We'll share more information about the SmartAdvocate branding timeline with your account's primary contact when we have it, but there will be no impact to your integration.





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**Q: Will my admin, workspaces, organization settings, or workflows change or need to be updated?**

**A:** Nope! All of your account details and contents will remain exactly the same.

If your organization is using Single Sign-On (SSO), you will need to reconfigure your setup. Your account manager will be in contact with you to assist with your transition.

**Q: Will this change my existing Workflow links, API URLs, or Integrations?**

**A:** There will be no impact to your existing API URLs or integrations.

Workflow links that you've already shared from ontask.io will continue to work and show OnTask branding, or any custom branding you've previously configured, to avoid any confusion for your workflow participants. Any new workflow links will use the docubee.app domain and show Docubee branding.



**Q: Will plan pricing change?**

**A:** There are no changes to existing pricing plans being made at this time. If you have any questions or concerns, your account manager will be happy to discuss them with you.

**Q: Will I need to update my billing?**

**A:** You do not need to make any billing changes, but please note that charges will now come from Docubee FKA OnTask on your statement.

**Q: Will communications now come from Docubee?**

**A:** In-product notification emails like password reset, organization invitations, and signup confirmations will continue to come from ontask.io for the time being, but they will have the Docubee logo in the header.

Email notifications for Quick Sign and Workflow tasks will continue to come from ontask.io, but will have both the OnTask and Docubee logos in the header to avoid confusion for your users.



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We plan to have all notifications come from docubee.app in the future, but we'll notify you well in advance of that change.

Emails from Docubee team members and marketing will now come from Docubee.com.

## Q: Will there be educational webinars/resources and support available?

A: Absolutely! Docubee will continue to offer all of the support and resources you have come to expect from OnTask.

Check out our Events section for more information about upcoming webinars on our rebrand, and feel free to reach out to your account manager or our support team with any questions you may have.

## Q: What is happening to the Customer Referral Program?

A: Our Customer Referral Program will remain active, though the branding may not reflect Docubee just yet. Stay tuned for updates!

