

Frequently Asked Questions – LGRS Online Electronic Signature Process

- What options are available to sign the Cover Page?
 1. LGRS Online Electronic Signature Feature
 2. Submit a pdf copy from a hard copy print out with wet signatures or an alternate electronic signature via email to AudStreetsRoads@sco.ca.gov. There is no need to mail in a hard copy.

- What is my login information?
 - Login information can be found via the SCO Alert Letters and/or the assigned auditor/preparer can provide the information.
 - Send an email request to AudStreetsRoads@sco.ca.gov

- Why am I receiving the following message when attempting to verify my identity: “The name and/or email provided does not match the information on file. Please check that the information entered is correct.”?
 - The information listed on the “General Information” page must match the information entered in the verification process. Confirm that the Road Commissioner/Auditor-Controller/City Official information is correct on the “General Information” page.
 - The Road Commissioner and Auditor-Controller cannot have the same email address

- Why am I receiving the following message when attempting to verify my identity: “There was an error while trying to send a verification code to the associated email. Please try again or contact the LGPSD office for assistance.”?
 - Double-check to make sure the information provided in the verification process matches with what is presented on the “General Information” page.

- How do I update the information presented on the “General Information” page?
 - If there is a new Road Commissioner/Auditor-Controller/City Official after the report has been prepared, contact AUDStreetsRoads@sco.ca.gov (or, if SCO-prepared, the SCO Auditor assigned to prepare the report).

- How long does the verification security code last before it expires?
 - The code will expire once you leave the cover page screen. It is best to complete signing the Cover Page before moving on to avoid multiple verification attempts.

- Why haven’t I received the verification code?
 - The email can take up to 15 minutes to arrive. If a code has not arrived within that time, click Resend.
 - Confirm the accuracy of the email provided in the verification stage and on the “General Information” page; correct as needed.

Frequently Asked Questions – LGRS Online Electronic Signature Process

- Why can't I enter the date while signing the Cover Page?
 - Date cannot be entered by the user, the field will populate automatically with the current date after the Cover Page is signed using the **Sign** and **Verify** buttons.
 - If the **Verify** button is not selected/clicked on, LGRS Online will consider the cover page unsigned.

- The Auditor-Controller reviews the road report and signs the Cover Page first. Why am I not able to sign the Cover Page? (Counties only)
 - Due to current settings, the Road Commissioner must sign the road report first before the Auditor-Controller can have access to signing the Cover Page. Make sure the email address is different for both, otherwise the system will not allow both users to sign it.

- Why can't I sign the Cover Page as Auditor-Controller after the Road Commissioner has signed? (Counties only)
 - If the Auditor-Controller cannot sign after the Road Commissioner, refresh the page (this can be done by closing and re-opening the Cover Page) and the **Generate E-Signature** link will appear.

- I am the new Road Commissioner/Auditor-Controller/City Official and the old Road Commission/Auditor-Controller/City Official already signed the Cover Page. How can I change the signature?
 - Contact AUDStreetsRoads@sco.ca.gov

- Why is the Cover Page marked "Received Late"?
 - The Annual Road/Street Report must be filed with the State Controller's Office on or before December 1st of each year ([Streets and Highways Code section 2151\(a\)](#)). If cover page is received after December 1st, the report is marked "late".

- Who can I contact for additional assistance?
 - Assistance is available via email from the SCO Division of Audits email at AUDStreetsRoads@sco.ca.gov;
 - Cities/Counties with SCO prepared reports can contact the assigned Auditor.

- Do we still need to mail a hard copy of the Cover Page to the SCO?
 - No, if signing manually, scan and email a copy to AudStreetsRoads@sco.ca.gov.
 - No, if using the LGRS Online Electronic Signature, there is no need to mail or email a copy to the SCO.