Hello (SignerName):

My name is (YourName) with (CompanyName), and I am writing you regarding your upcoming online notarization session that I have scheduled for you with eNotaryLog.

The purpose of this email is to provide you with the requirements that are necessary for a successful online notarization session. Please review the information below and attached instructions and contact me if you have any questions.

**Requirements**

Before starting the signing process, make sure you have the following:

* A valid Identification Card
* Proper Equipment: Desktop or Laptop Devices – screen must be at least 13”
  + Or iPhone or Android Phone (more recent release) or tablet with latest operating system (You will download the eNotaryLog app from the app store before you session, close the mobile app, and then join through the email invite)
  + A strong WiFi connection
* Hardware: Speakers, Microphone, Webcam
* Browser: Chrome or Firefox only
* Personal Email, Equipment and Internet Connections are strongly recommended. Work emails, devices and networks may have IT restrictions that prevent the online notarization process from successfully taking place
* A quiet location is preferred when starting the session

*The identification process required for most online notarizations may take from 8-15 minutes to complete. We recommend beginning this step-by-step process 15-20 minutes before the scheduled session time but no earlier than 24 hours in advance. eNotaryLog’s hours of operation are 8am – Midnight EST, Monday – Friday.*

To assist you with your session, please see the attached Signer’s Experience document. This provides you with step-by-step instructions, with screenshots, to ensure a successful online notary session. Note: If there is more than one signer in your notary session, you must all join at the same time for the session to begin.

For additional questions please feel free to contact me at (PhoneNumber).

### Regards,

### (YourName)