

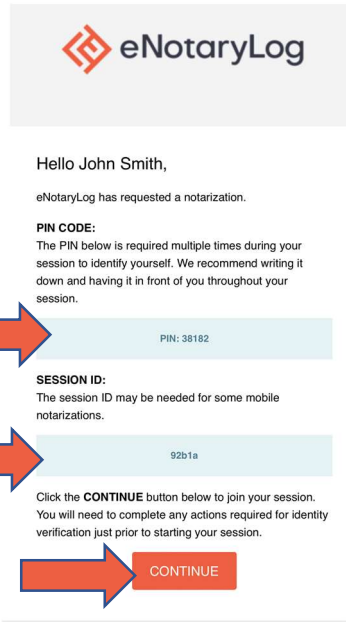
Signer's Experience IOS Mobile Device

STEP 1:

When a notary session is created, each signer receives an email that includes their link, a unique PIN number, Session ID, and the scheduled time of their notary session if a time has been set.

The signer should write down the PIN and session ID for use during the notary session. The signer should also begin joining the notary session a minimum of 15 minutes prior to the scheduled time to complete any ID verification required. Not all sessions have a scheduled time. This allows the signer to join at any agreed upon time.

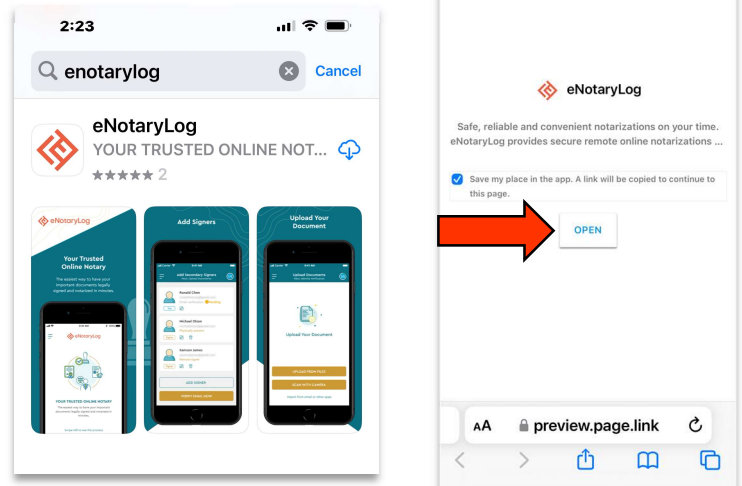
When the signer is ready to join, they will click the **CONTINUE** button in the blue box on their screen.



STEP 2:

The signer will be directed to the App Store on your iPhone or tablet device and download eNotaryLog (free) app. This will allow you to conduct your notary session on your mobile device.

On the next screen click OPEN.

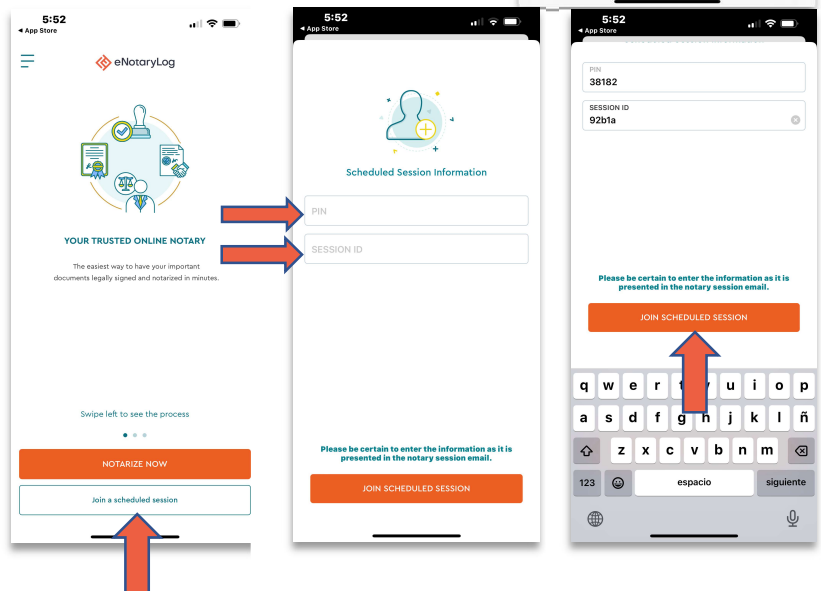


STEP 3:

The signer will select **Join a scheduled session.**

Next, enter the PIN number and the Session ID in the appropriate boxes and click **JOIN SCHEDULED SESSION**

Note: If there are additional signers that will be sha this device, the additional signer will add their PIN number in the space provided once the first signer l completed ID verification.



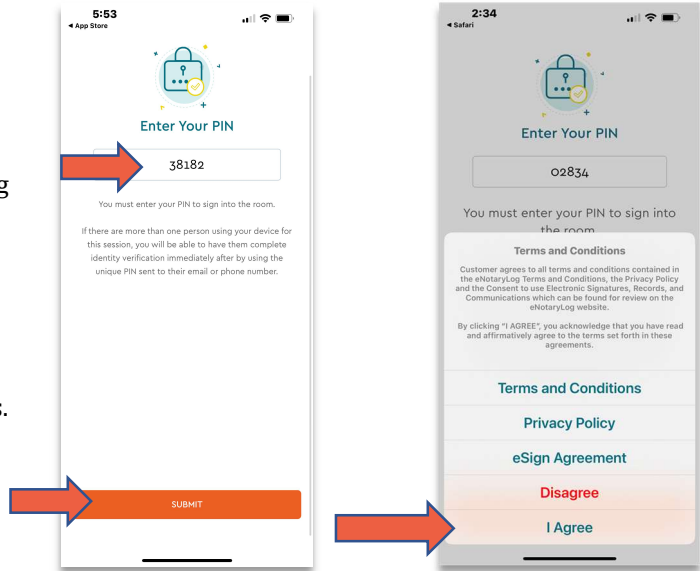
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STEP 4:

Next, Enter your PIN number one additional time to join the room and click **SUBMIT**.

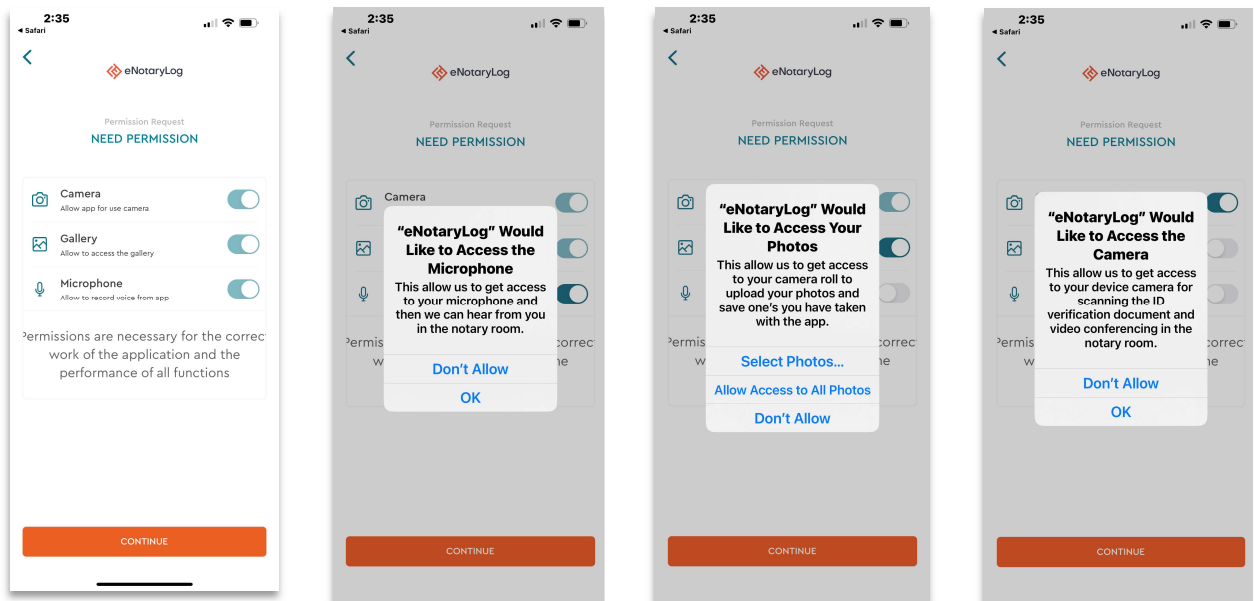
Note: If there are additional signers that will be sharing this device, the additional signer will add their PIN number in the space provided once the first signer has completed ID verification.

The signer must review and accept the Terms and Conditions, Privacy Policy and eSign Consent. The signer can also download each of these documents. Once they have reviewed, they will tap the **I Agree** box to continue.



STEP 5:

The signer will test their equipment to ensure that they have a successful notary session. The signer must allow the app access to their microphone, photos, and camera.



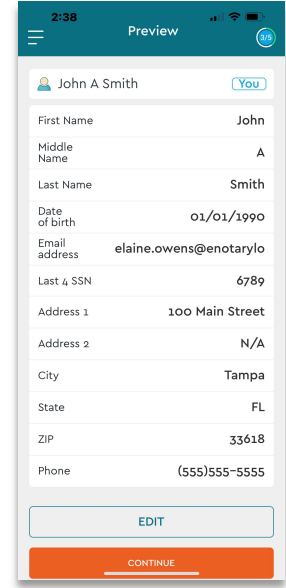
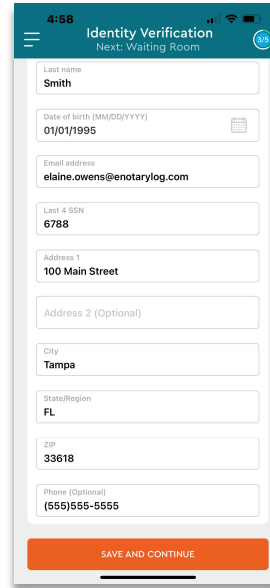
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STEP 6:

If required, the signer will begin Identity verification. The first step is Knowledge-Base Authentication (KBA). The signer will enter in personal information about themselves including name, address, date of birth and phone number. Middle name and last 4 digits of the SSN are optional but helpful in the obtaining credit history and public records history of the signer. When they have entered in all personal data, they will click **SAVE AND CONTINUE**.

They will verify the Preview the data, edit if needed or click **CONTINUE** to submit.

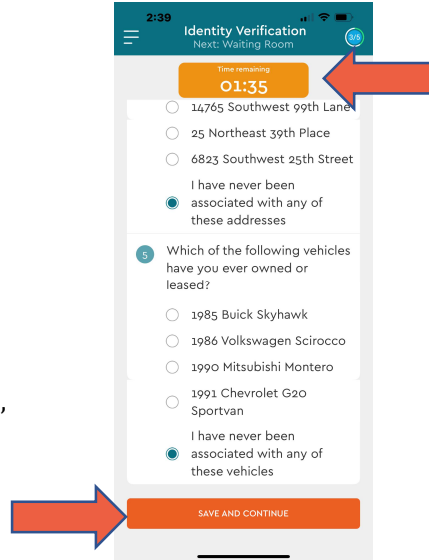
Note: The address must be a U.S. address that ties the signer to credit history and public records.



STEP 7:

From the signer's personal data, a list of questions are created for the signer to answer. The signer must answer 4 of the 5 questions correctly in order to pass. They have two (2) minutes in which to answer the questions. Once the signer answers all questions, they click NEXT.

If the signer fails the first attempt, they will be given a second attempt with a list of new questions and an additional two minutes to answer them. If they fail again, the session will be canceled. If the signer passes, they will proceed to the second step of ID verification.

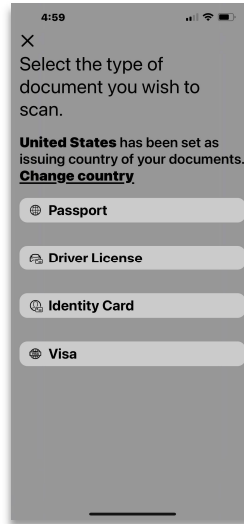


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STEP 8:

Upload a valid picture identification. You can choose from Passport, Driver's License, Identity Card or Visa.

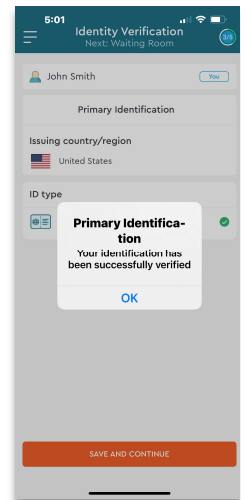
You will upload the identification by taking a picture on your mobile device.



STEP 9:

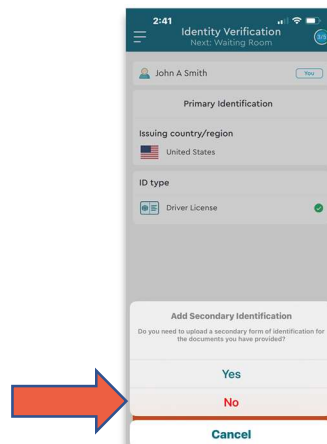
You will be required to upload the front and back of the picture ID and submit it for credentialing.

Once you upload your Identification, the credential analysis will begin. Once completed, you will be notified if your identity has been verified or if you need to try again.



STEP 10:

If a second form of Identification is required you will choose **YES** and repeat the ID upload process with a second ID. If an additional Identification is not required, click **NO**.

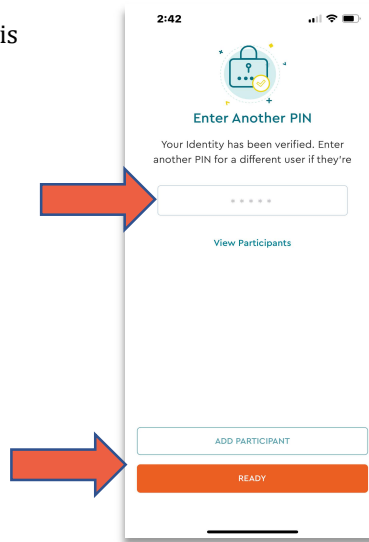


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STEP 11:

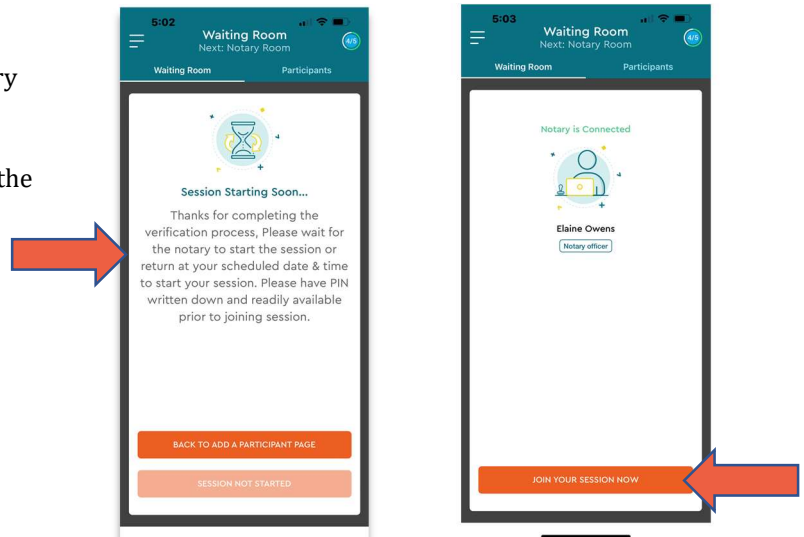
If additional signers or witnesses are joining the session on this device for the notary session, they will enter their unique PIN number in the box provided on the screen, and then click **ADD PARTICIPANT**. They will then proceed through the Identity Verification Process.

If no additional signers/witnesses are signing from this device, click the **READY** button.



STEP 12:

You will be placed in a waiting room until the notary starts the notary session. Once the notary has started the session, the **JOIN YOUR SESSION NOW** button will become active. Click the button to join the the notary room.

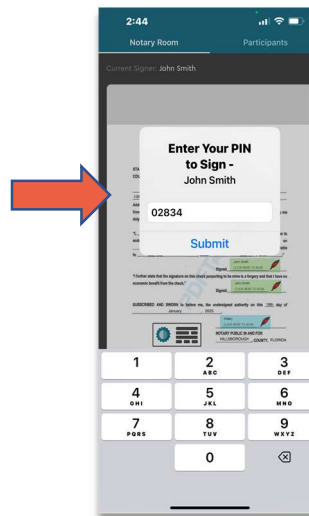


STEP 13:

In the notary room, the notary and signers will see and hear each other. The notary will ask a set of legal questions, and you may be asked to present your photo identification on camera.

When the notary chooses the signer, they will be prompted to enter their unique PIN number before signing, and click **SUBMIT**.

The signer will have a unique color for all items assigned to them to execute during the notary session. To execute, the signer double-clicks each item.



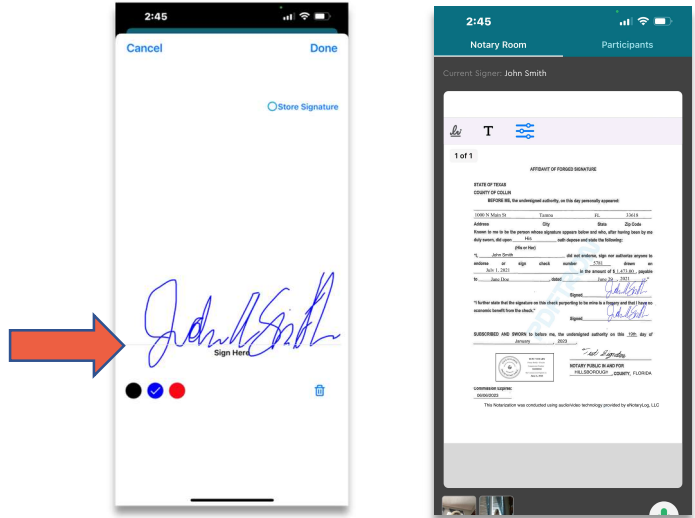
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STEP 14:

The signer will double-click their signature box to draw their signature. The signer can choose blue or black ink. The signer accepts the signature. All additional signatures needed during the session are applied by double-clicking the signature box.

Note: This same process applies to creating a signer's initials.

Once all items are executed by the signer(s), the notary will complete their notarization of the document(s).

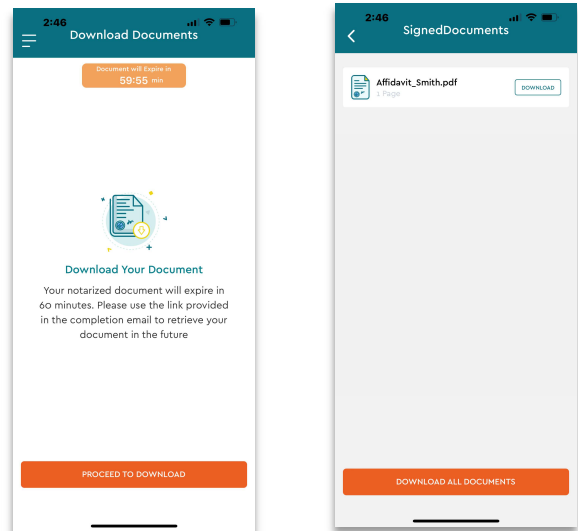


STEP 15:

To end the notary session, the notary will click the COMPLETE button. The signer must remain in the notary room to allow the audio/video recording and the document(s) to fully download and save.

Note: The signer **MUST NOT** close their web browser.

Once the session is fully downloaded, the signer will have a Download Documents page displayed on their screen. The signer can download the documents from this page for one hour.



STEP 16:

Each signer will receive an email immediately following the notary session. This email provides the signer access to the notarized documents and the audio/video recording. To retrieve their notarized documents, the signer clicks the **VIEW & SHARE YOUR DOCUMENT** button. They will be provided a window to **SUBMIT** the session ID and PIN Code.

STEP 17:

The signer will have access to the Document Retrieval page. They can download the **Completed PDF Document(s)** and the **Notary Session Video**.

