

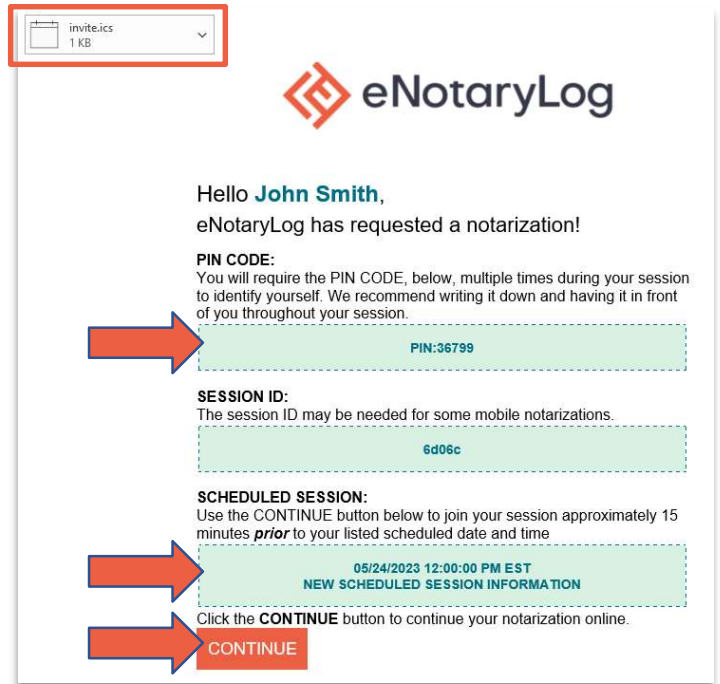
Signer's Experience – Sharing the Same Device

STEP 1:

When a notary session is created, each signer receives an email that includes their link, a unique PIN number, and the scheduled time of their notary session if a time has been set. A session ID is also provided but only used when joining on a mobile device. Note: A calendar invite is provided to add this to your email calendar.

The signer should write down the PIN number for use when joining 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.

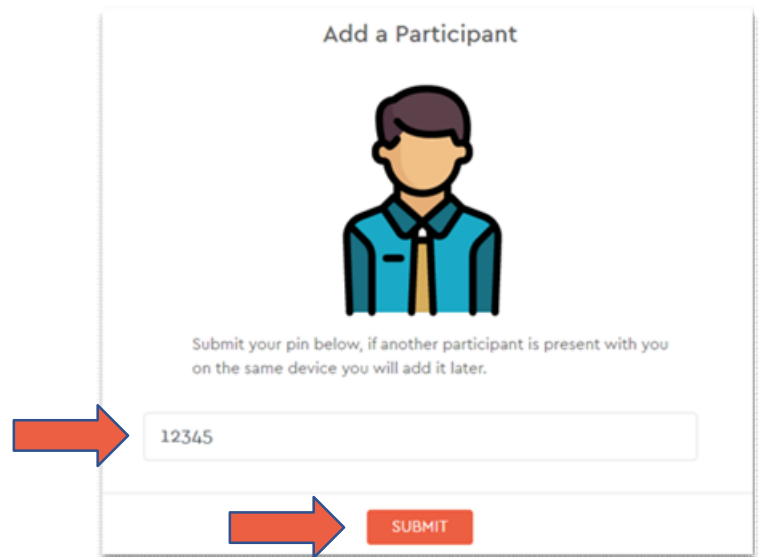
When the signer is ready to join, he/she will click the **CONTINUE** button in the bottom of their email.



STEP 2:

The signer will enter their PIN number in the box provided to identify themselves as the signer then click SUBMIT.

Note: If there are additional signers that will be sharing this device, the additional signer(s) will add their PIN number in the space provided on the screen once the first signer has completed ID verification. Additional signers sharing this device should not join from their email session invite.



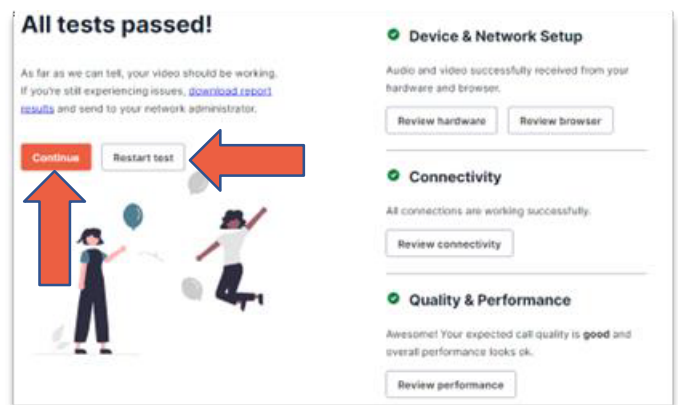
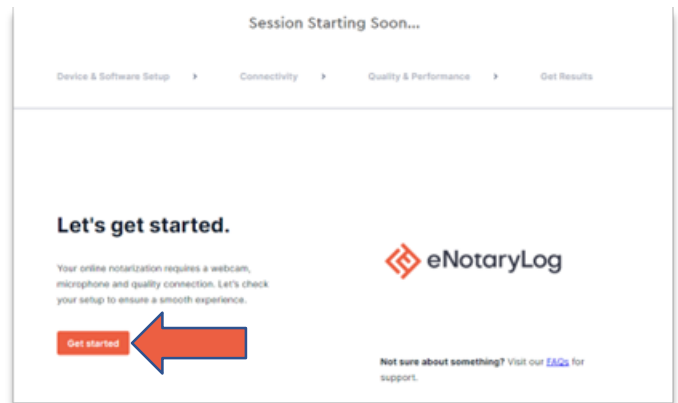
Signer's Experience – Sharing the Same Device

STEP 3:

The signer will test their equipment to ensure that they have a successful notary session. The signer must have a laptop or desktop computer with a minimum screen size of 13". They must have a working camera, speaker and microphone. The signer must also use one of the supported web browsers: Chrome, Firefox or Safari. Chrome is the best option.

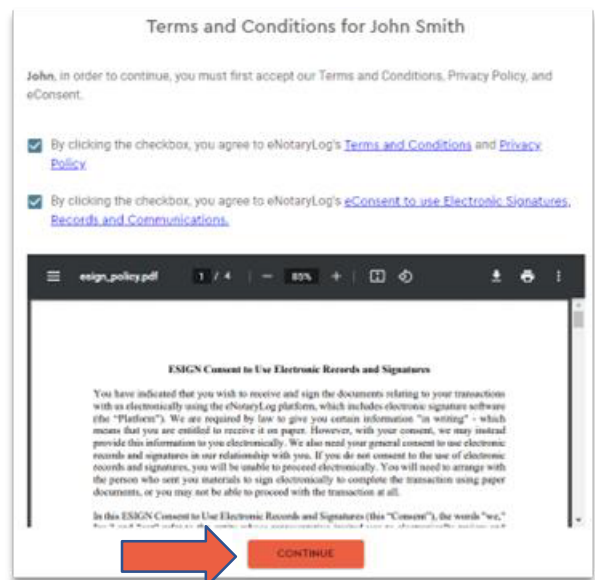
Note: eNotaryLog also provides a **free** mobile app for iPhone or Android phones and tablets. The signer should download the app from their device app store, close the app, then click the **CONTINUE** button in their session email.

If the equipment and internet connectivity pass the signer will click Continue. If devices, connectivity, or quality fails, the signer must review and correct, then restart the test. Once they receive a successful test, they will then click **Continue**.



STEP 4:

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 click each check box and then click **CONTINUE**.

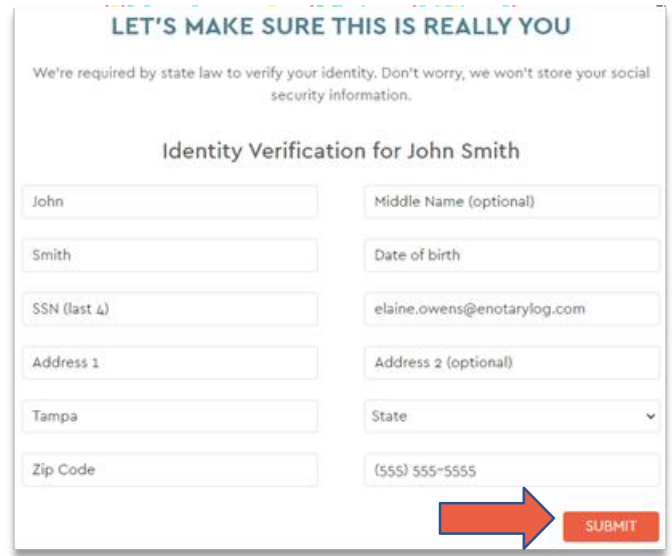


Signer's Experience – Sharing the Same Device

STEP 5:

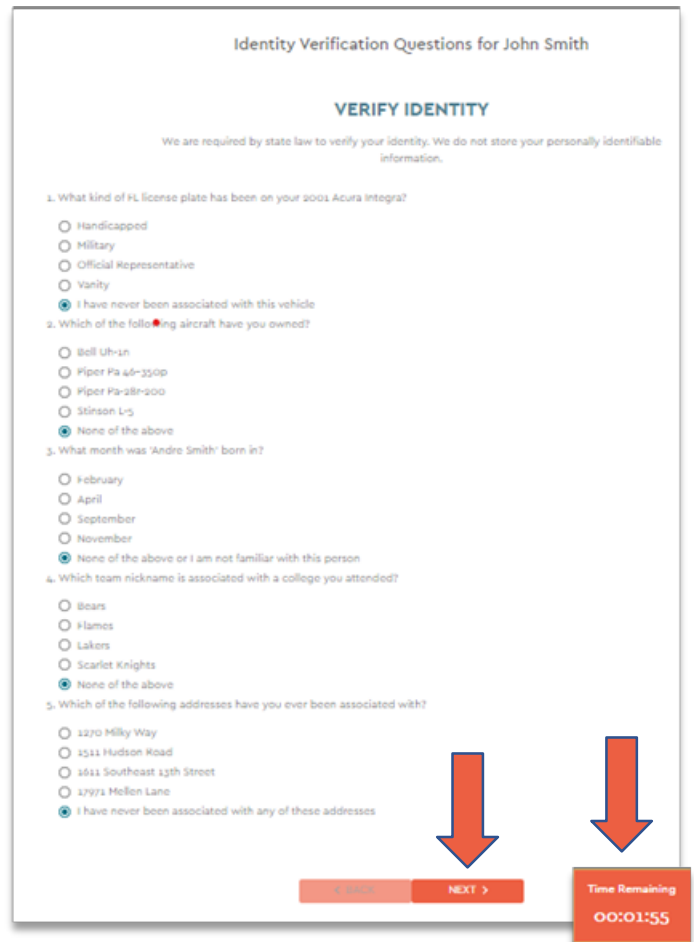
Identity Verification through Knowledge-Based Authentication (KBA). The signer will enter in personal information about themselves including name, address, date of birth and phone number. Middle name and last 4 digits of the SSN are optional but helpful in the obtaining credit history and public records history of the signer. When they have entered in all personal data, they will click **SUBMIT**.

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



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.

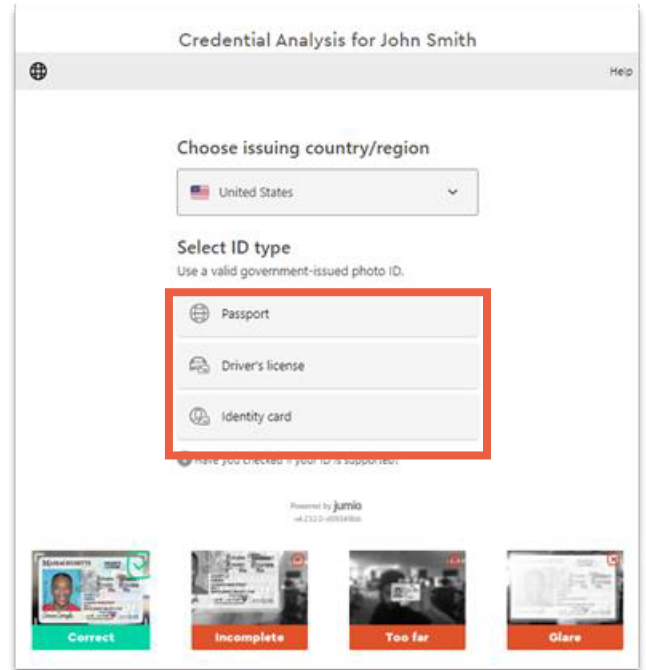
If the signer fails the first attempt, they will be given a second attempt with a list of new questions and an additional two minutes to answer them. If they fail again, the session will be canceled. If the signer passes, they will proceed to the second step of ID verification.



Signer's Experience – Sharing the Same Device

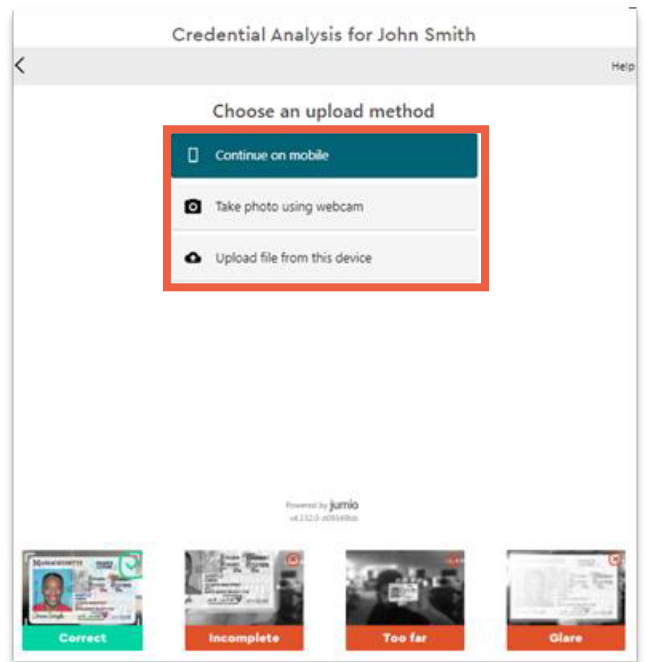
STEP 6:

Upload a valid picture identification. You can choose from Passport, Driver's License or a Government Issued Identification.



Next choose the method in which you will upload the picture ID. You can use a mobile phone, take a photo using your web camera, or upload a file saved on the device you are using during the notary session.

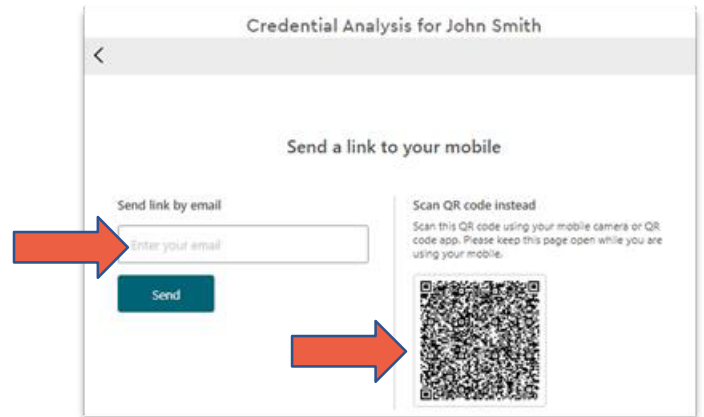
Note: If you are using a mobile device for your notary session, you will be prompted to take a picture or upload a file from that device.



Signer's Experience

UPLOAD ON MOBILE DEVICE:

If you choose Mobile Device, you will be provided a QR code to scan using your phone's camera or you can enter an email address in the space provided to receive a link on your mobile device. Click on the link to open the app. Follow the steps on the phone to either take a picture of the Identification or to upload a picture saved on the phone. Please follow all steps until you have completed the upload.



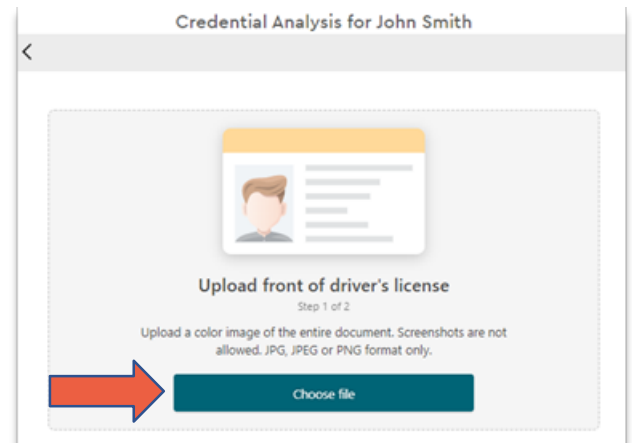
TAKE A PHOTO USING WEB CAMERA:

If you choose web camera, your screen will prompt you to hold the identification in front of your computer's camera, click **Start**, to take a picture. Please follow all steps until you have completed the upload.

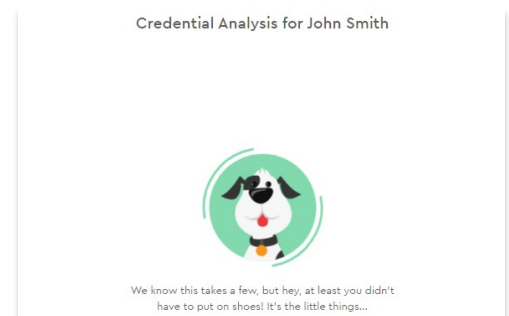


UPLOAD A FILE FROM COMPUTER:

If you choose to upload a picture of your identification that is saved on the device you are using during your notary session, you will be prompted to **Choose file**. Please follow all steps until you have completed the upload.



Once you upload your Identification, the credential analysis will begin. The picture of the puppy will stay on the screen until the process is complete.



Signer's Experience

STEP 7:

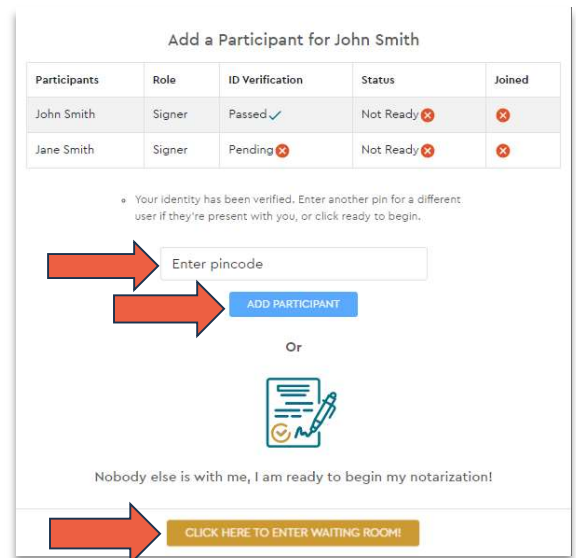
If a second form of Identification is required you will choose **YES** and repeat the ID upload process with a second ID. If an additional Identification is not required, click **NO**.



STEP 8:

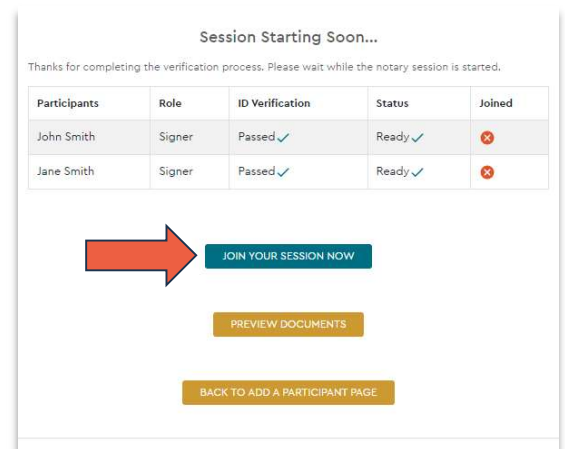
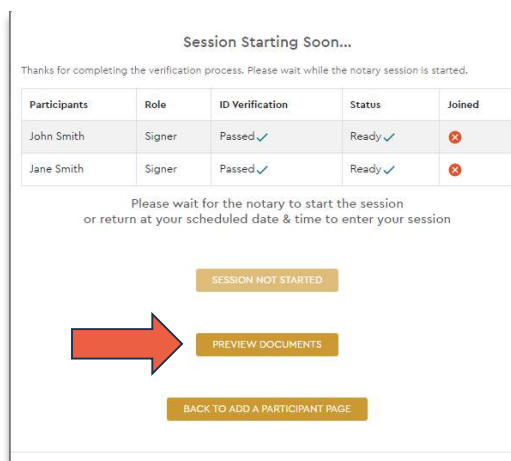
Add Your Additional Signer. If additional signers or witnesses are listed on this participant screen, and they will be sharing this device for the notary session, they will enter their unique PIN number in the box that says Enter pincode, and then click **ADD PARTICIPANT**. They will then proceed through the Identity Verification Process (same as signer 1).

Once all signers/witnesses have completed Identity Verification on the device, scroll to the bottom of the screen and click the **CLICK HERE TO ENTER WAITING ROOM** button.



STEP 9:

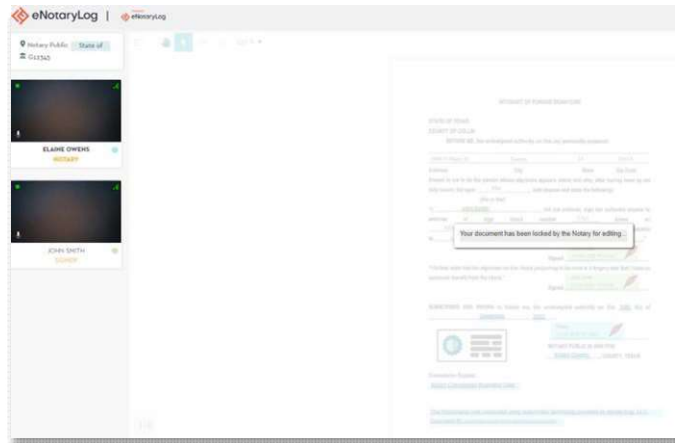
You will be placed in a waiting room until the notary starts the notary session. You can **PREVIEW DOCUMENTS** while in the waiting room. Once the notary has started the session, the **JOIN YOUR SESSION NOW** button will become active. Click the link to enter into the notary room.



Signer's Experience

STEP 10:

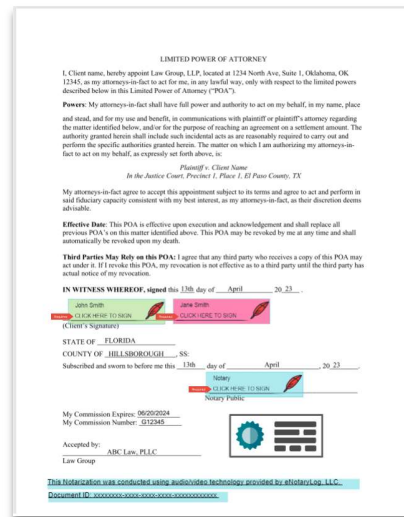
In the notary room, the notary and signers will see and hear each other. The notary will ask a set of legal questions, and you may be asked to present your photo identification on camera.



STEP 11:

When the notary chooses the signer, they will be advised to begin signing the items assigned to them to execute in the session.

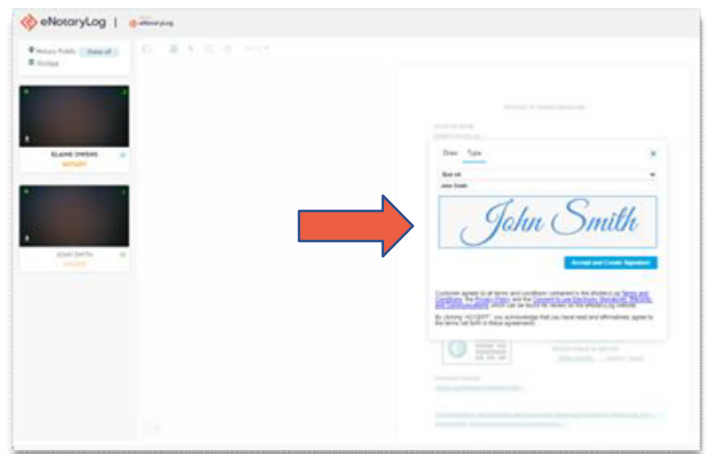
The signer will have a unique color for all items assigned to them to execute during the notary session. To execute, the signer double-clicks each item.



The signer will double-click their signature box and choose to draw or type their signature. If the signature is typed, 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).



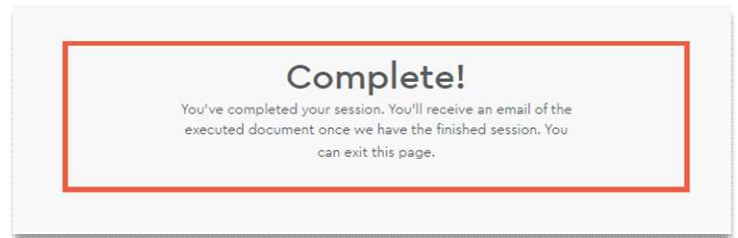
Signer's Experience

STEP 12:

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.

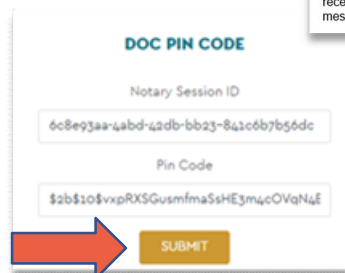
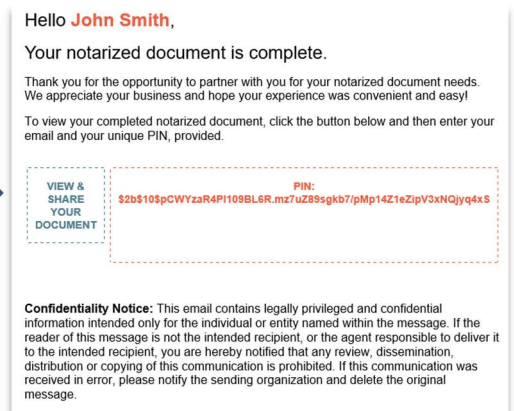


Once the session is fully downloaded, the signer will have a Complete! Page displayed on their screen. The signer can then close their web browser.



STEP 13:

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 14:

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

