# eNotaryLog

Signer's Experience

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 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.
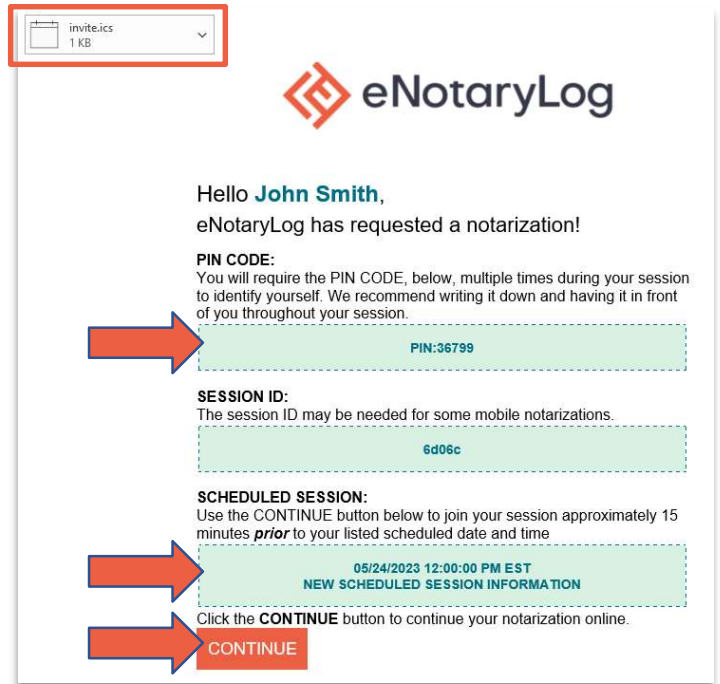
STEP 2:

The signer will enter their PIN number in the box provided to identify themself 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.
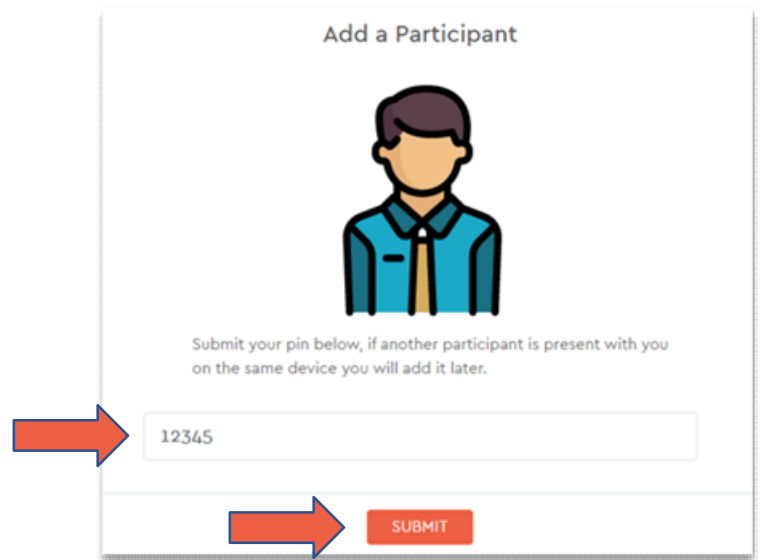
Signer's Experience

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, connectivty, or quality fails, the signer must review and correct, then restart the test. Once they receive a successful test, they will then click **Continue**.
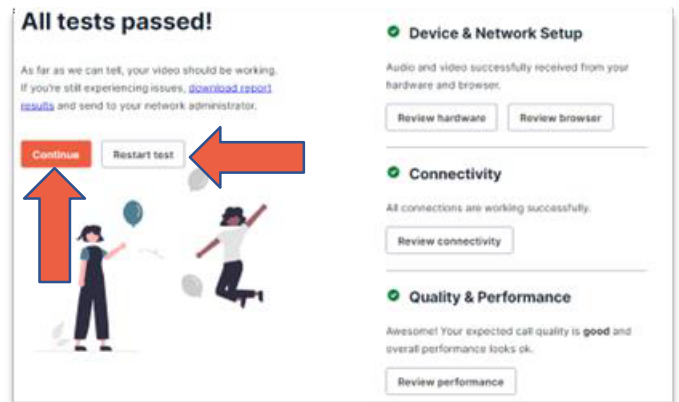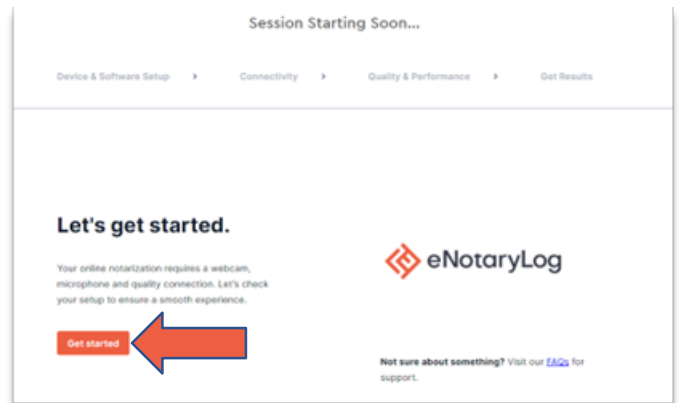
STEP 4:

The signer must review and accept the Terms and Conditions, Privacy Policy and eSign Consent.
The signer can also download each of these documents.
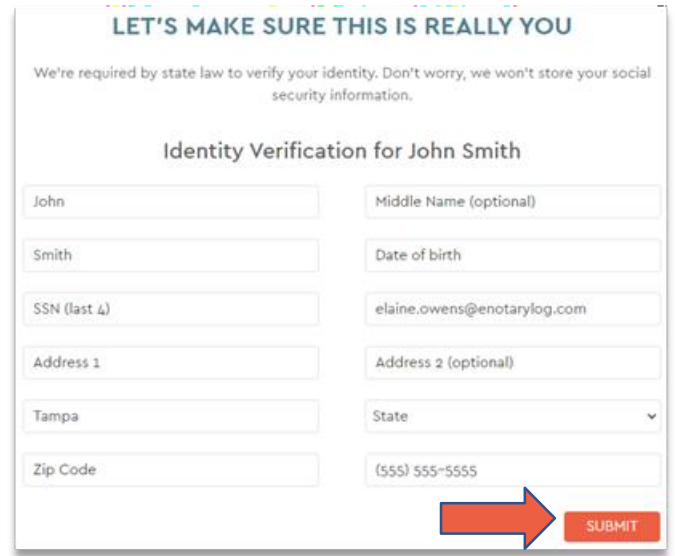Once the have reviewed, they will click each check box and then click **CONTINUE**.
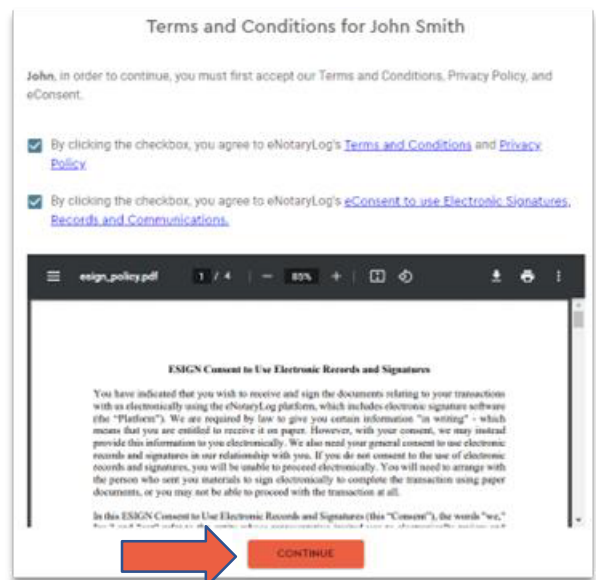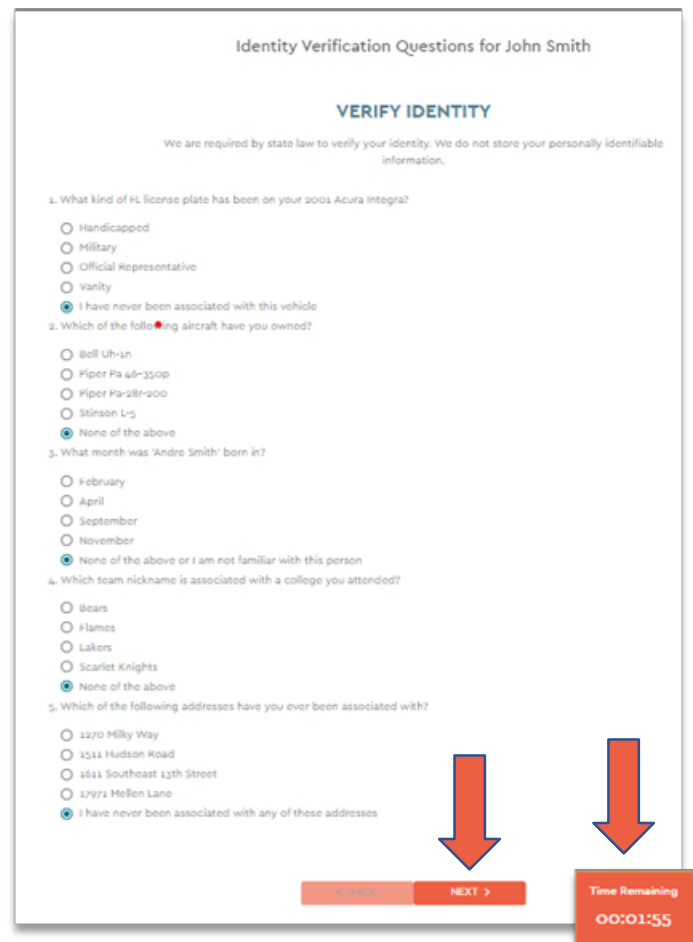
Signer's Experience

STEP 5:

Identity Verification throug 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. adress 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

STEP 6:

Upload a valid picture identification. You can choose from Passport, Driver's License or a Government Issued Identification.
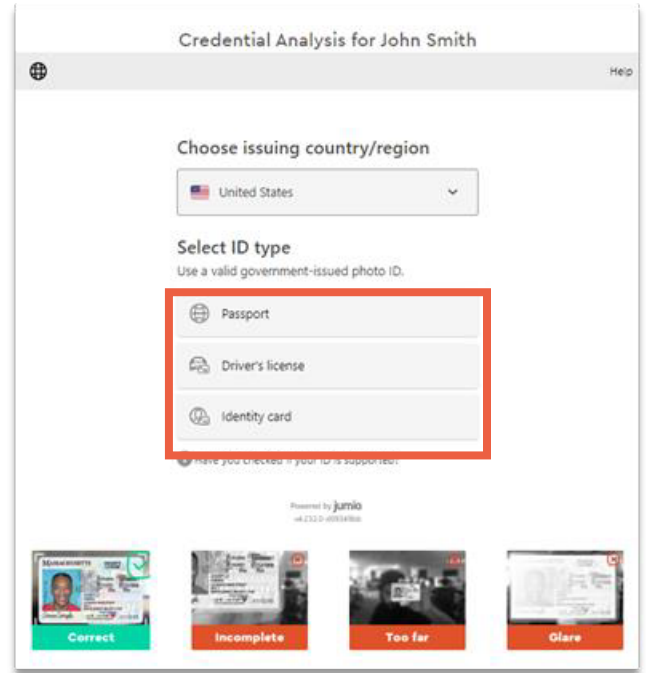
Next choose the method in which you will upload the picture ID. You can use a mobile phone, take a photo using your web camera, or upload a file saved on the device you are using during the notary session.

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.
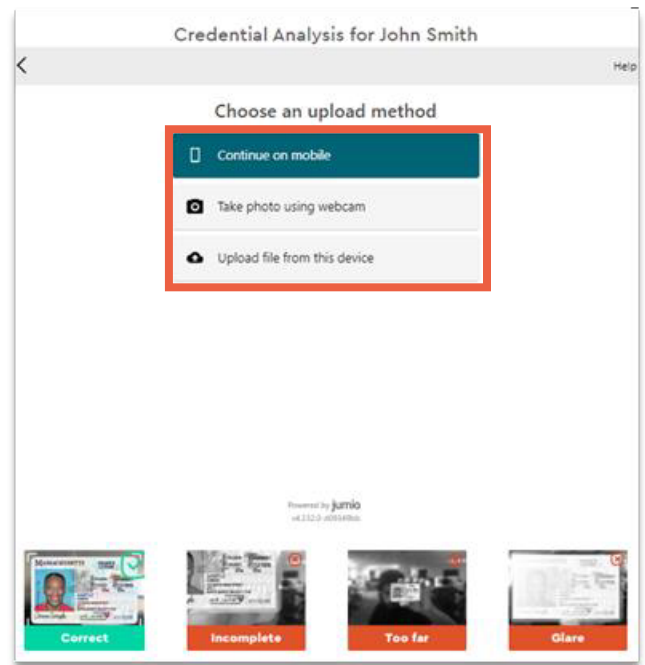
Signer's Experience

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
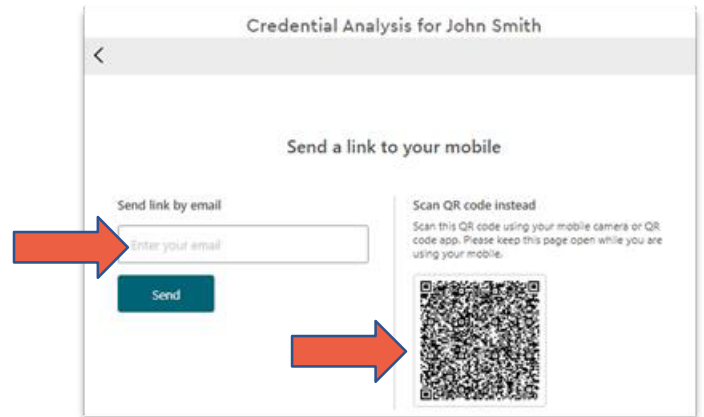Identification or to upload a picture saved on the phone.
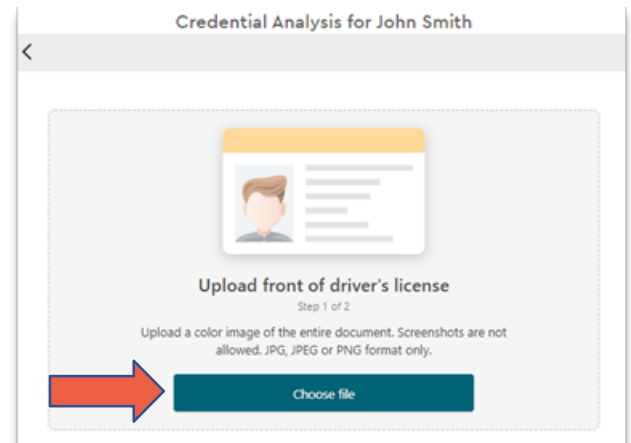Please follow all steps until you have completed the upload.

Credential Analysis for John Smith

Send a link to your mobile

Send link by email
Enter your email

Send

Scan QR code instead
Scan this QR code using your mobile camera or QR code app. Please keep this page open while you are using your mobile.

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
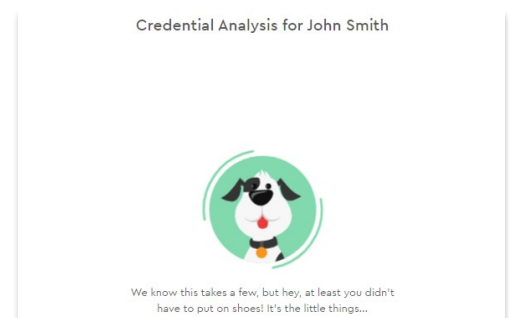until you have completed the upload.

Credential Analysis for John Smith

Front of driver's license
Step 1 of 2
Center your ID and take a photo. Make sure all details are clear.

Start

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.

Credential Analysis for John Smith

Upload front of driver's license
Step 1 of 2
Upload a color image of the entire document. Screenshots are not allowed. JPG, JPEG or PNG format only.

Choose file

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.

Credential Analysis for John Smith

We know this takes a few, but hey, at least you didn't have to put on shoes! It's the little things...

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:

If additonal signers or witnesses are listed on this participant screen, and they are 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.

If no additional signers/witnesses are signing from this device, scroll to the bottom of the screen and click the **CLICK HERE TO ENTER WAITING ROOM** button.
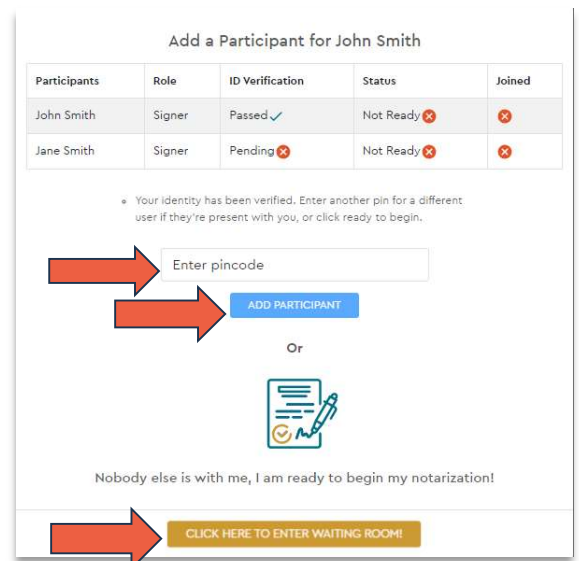

STEP 9:

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.
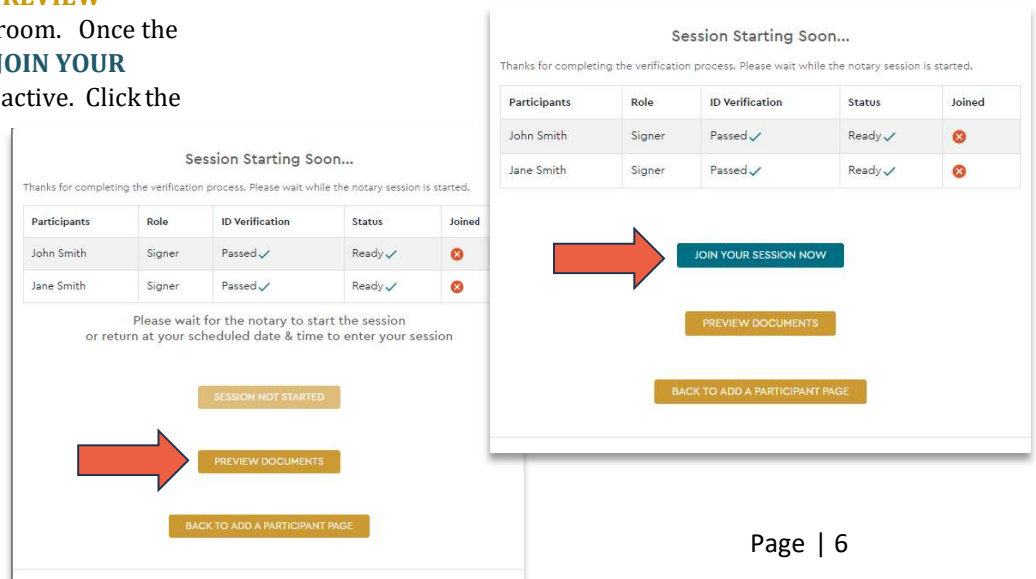
Signer's Experience

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.
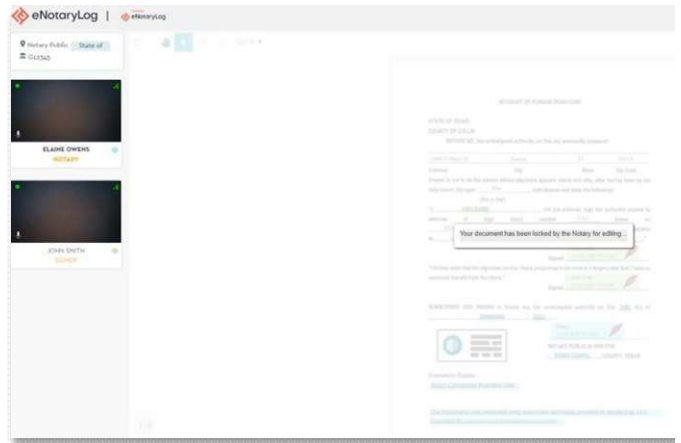
STEP 11:

When the notary chooses the signer, they will be 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.
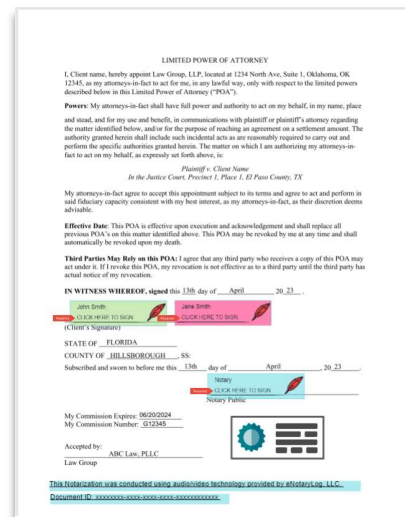
The signer will double-click their signature box and choose to draw or type their signature. If the signature is typed, the signer can choose blue or black ink. The signer accepts the signature. All additional signatures needed during the session are applied by double-clicking the signature box.

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).
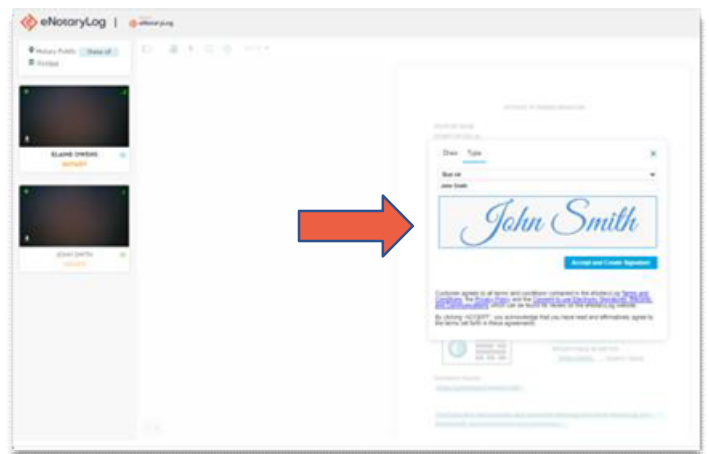
Signer's Experience

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.

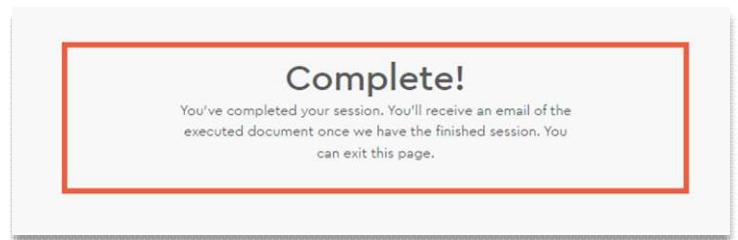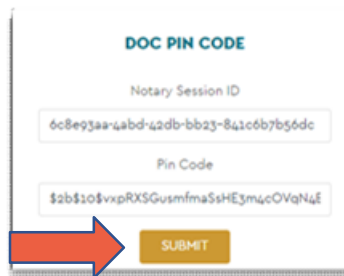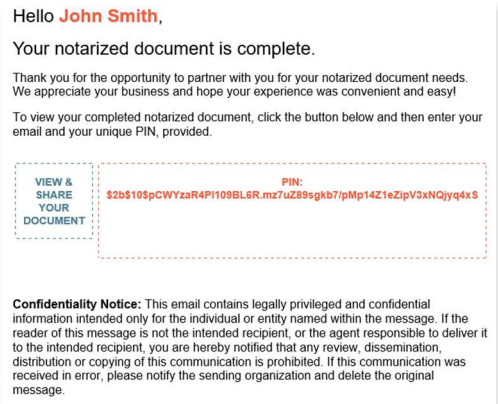Once the session is fully downloaded, the signer(s) will have a Complete! Page displayed on their screen. The signer(s) can then close their web browser.

Complete!
You've completed your session. You'll receive an email of the executed document once we have the finished session. You can exit this page.

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.

Hello **John Smith**,

Your notarized document is complete.

Thank you for the opportunity to partner with you for your notarized document needs. We appreciate your business and hope your experience was convenient and easy!

To view your completed notarized document, click the button below and then enter your email and your unique PIN, provided.

VIEW & SHARE YOUR DOCUMENT   PIN: $2b$10$pCWYzaR4PI109BL6R.mz7uZ89sgkb7/pMp14Z1eZipV3xNQjyq4xS

Confidentiality Notice: This email contains legally privileged and confidential information intended only for the individual or entity named within the message. If the reader of this message is not the intended recipient, or the agent responsible to deliver it to the intended recipient, you are hereby notified that any review, dissemination, distribution or copying of this communication is prohibited. If this communication was received in error, please notify the sending organization and delete the original message.

DOC PIN CODE

Notary Session ID
6c8e93aa-4abd-42db-bb23-841c6b7b56dc

Pin Code
$2b$10$vxpRXSGusmfmaSsHE3m4cOVqN4E

SUBMIT

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**.

Document Retrieval

Summary   History   **Downloads**

Download Completed PDF Document   Download Notary Session Video