

## Frequently Asked Questions

### **How are signers notified of their notary session?**

Each signer will receive an email to start their notarization journey that includes a unique PIN number and session ID.

### **What web browsers are supported?**

eNotaryLog supports Chrome, Firefox, Edge, and Safari.

### **What equipment can be used for a notary session?**

The signer can use a desktop or laptop computer that has a minimum 13" screen and has a camera, speaker and microphone as the session is recorded per legal requirements. The signer can also use an Android or IOS (Apple) phone or tablet mobile device.

### **Do you have a mobile app for signers to use?**

Yes, you can find our app in the Android and Apple app stores under eNotaryLog.

### **What acceptable forms of IDs are used for verification?**

U.S. State Issued Driver's License, U.S. State Issued Photo ID, U.S. Passport Book, Foreign Nationals may have the option to only use 1 or all 3 selections.

### **If the signer fails the identity verification process what happens?**

When the signer fails identity verification, the session is cancelled, and the signer is locked out for 24 hours. The session will need to be restored or recreated for the signer to attempt again.

### **The signer received a notification that questions could not be generated for them to complete identity verification, what does that mean?**

Step one of identity verification is Knowledge-based Authentication or KBA. These are questions generated from their public records and credit history. If the signer does not have sufficient history to generate these questions, they cannot be authenticated for the remote online session to occur.

### **When the signer joins the notary session one of their audio/video devices is not functioning properly (example: the notary cannot hear me), what do they do?**

This is usually caused by the privacy settings in their web browser. They will need to go to the settings and allow their camera, microphone, and sound to be used by the eNotaryLog website. They should also allow pop-up and device use as well.

### **The signer is experiencing slow upload, download or document processing, what should they do?**

This is usually caused by having other windows opened in their web browser or by having too much browsing history on their computer. The signer should close all additional windows during the notary session and clear their cache and cookies in their web browser. This improves the performance of their computer.

**On a mobile device, if the signer has difficulty joining the session via the email invite, what steps should be taken?**

The signer should go to the App Store on their mobile device and download the free eNotaryLog app. After launching the app, the signer should select [Join a scheduled session](#) at the bottom of their screen. They will then be prompted to enter in the PIN and Session ID that was provided to them in their email invite. This will allow them access to their notary session.

**If the signer signs their name incorrectly during the notary session, what do they do?**

The signer has a signature icon in the upper right-hand corner of their screen. If they click on the icon, they can trashcan their signature and then add a new signature to be used in the notary session.

**If the signer has difficulty loading their ID during the credentialing process what steps should be taken?**

The signer has the option to load their identification (ID) three different ways: mobile device, web cam or via a pre-saved file on the device. Web cam is the most difficult option. The signer can change their mode of upload and attempt to upload their ID using a different device or option. They may also attempt a different ID as well.

**The signer is on a mobile device and has difficulty joining or staying in the notary session, what can they do?**

This usually occurs when the signer is either bouncing off various cell towers, does not have a strong cellular connection, and/or is not connected via a WiFi or Hotspot. We do recommend that the signer attempts to have a strong internet or cellular connection to ensure a successful notary session. The signer should maintain a single location during the notary session and not be traveling or moving locations.

**The signer is on a laptop/desktop device and has difficulty joining or staying in the notary session, what can they do?**

This usually occurs when the signer does not have a strong internet connection. We do recommend that the signer connects directly to their router (hardwired) or have a strong WiFi connection to ensure a successful notary session. We also recommend that signers use Chrome (preferred) or Firefox as their internet browser, but eNotaryLog does support Safari and Edge as well.