



REMOTE ONLINE NOTARIZATION

Dear client. Thank you so much for choosing our services. Please read following before your session will start.

You will receive two separate email. One email will be confirmation from our online booking system. Second email will be invitation for online remote notarization - Session.

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”
- Hardware: Speakers, Microphone, Webcam
- Browser: Chrome or Firefox only
- Personal Emails, 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.

Please make sure your devices and internet connection meet the minimum technical requirements by running this link (<https://networktest.twilio.com/>). If your set-up does not pass the test after several attempts, or you are unable to meet the above requirements, please contact us immediately on info@newyorksignings.com or our hotline (888) 338-5911



Instructions

Step 1: Look in your inbox for an email from ‘support@enotarylog.com’. (Verify Spam folder if email does not arrive to inbox.).

Step 2: Open the email and write down the PIN code, then click ‘*CONTINUE*’.

The PIN code will be used multiple times throughout the process.

If you ***are not able*** to enter through the normal Chrome browser When you are ready to join the session, copy and paste your session URL from your current web browser into a Google Chrome incognito window and hit enter. To open a new incognito window:

1. On your computer, open Chrome.
2. At the top right, click More 
 > New Incognito Window.
3. A new window appears. In the top corner, check for the Incognito icon 

Step 3: Verify the Term & Conditions, Privacy Policy and Consent to use Electronic Signatures. If all terms are agreeable, enter your PIN and click ‘SUBMIT’.

Step 4: Fill in the requested personal information fields, then press 'SUBMIT'.

- The SSN field is optional but helps the system locate your information more effectively.
- A US address that is associated with your name, will be required for this process.
- **THIS ONLY APPLY FOR CLIENTS WITH THE U.S. PHOTO ID.**

Step 5: Answer the KBA (Knowledge-Based Authentication) questions pertaining to your history, then click 'NEXT'.

- You will have two minutes to answer the questions. The timer is shown in the bottom right-hand corner.
- You must have an 80% passing score (4/5 questions answered correctly).
- If you fail the first attempt, you will have a second attempt to answer 4 out of 5 questions.
- As a security measure, if you fail both attempts, you will be locked out of the system for a 24-hour time period.
- KBA questions are pulled from public records and credit bureaus within the United States by a secure verification system.
- eNotaryLog does not store any personal information. The KBA process is for ID verification purposes and is completed through an external provider.

Step 6: Upon Successfully completing the KBA questions, a third-party Credential Analysis provider will verify the authenticity of your preferred ID. To begin the process, select your Country and ID Type.

Step 7: Using one of the 3 provided methods, (laptop camera, file upload, or mobile device) submit a clear and legible image of the front and back of your license.

Step 8: Once uploaded, the ID will go through a third-party credential analysis system. This verification process can take up to a few moments to complete.

Step 9: If your document specifically requires a secondary form of ID, click 'YES' and upload the images, otherwise, you may click 'NO' and proceed to the next step.

Step 10: If no other Signers are needed for this document, navigate to the bottom of the page and click 'READY', otherwise, enter the PIN code for the next signer and click Add Participant to begin their identification process.

Step 11: Wait here for the notary to Start the session.

Step 12: Once the Notary Starts the session, the 'Join Your Session Now' button will become available. Click 'Join Your Session Now' to enter the Notary Room and begin your Online Notarization. At the time of signing, you will be prompted for your PIN code again. Enter your PIN, then press 'SUBMIT'.

Step 13: Once the Notary completes the session, you will be sent to the Document Delivery page, from where you can view and download the notarized documents.

Step 14: All participants will also receive an email with a link to access the notarization files and details.

I are looking forward to completing your online notarization!

Regards,

Team of New York Notary Signing Services, Inc.

www.NewYorkSignings.com