REMOTE NOTARY SERVICES - Frequently Asked Questions

What is the process for remote notarization?
Remote notary sessions are completed using the DocVerify platform, which includes a webcam and audio recording of the notarial act. All signatures are completed electronically.

What notarial acts may be performed remotely?

- Witnessing of signature(s)
- Verification of a statement on oath or affirmation
- Certification of record
- Certification of the occurrence of an event or the performance of any act
- Acknowledgment of a record in an individual capacity
- Acknowledgment of a record in a representative capacity

What is the cost?
$25 per notarial act, to be paid in advance.

How many people may participate in a notarial session?
There is no limit to the number of participants. Participants may include:

- **Principals**: The main signer(s) or persons subject to the notarial act(s)
- **Witnesses**: Witnesses to the principals
- **Observers**: Persons who may appear in the recorded session, but have no official role in signing or witnessing
How many documents may be addressed in a notarial session?

Single documents or “packets” of documents may be signed/witnessed in a single session. For example, one set of estate-planning documents that include a will, health care directive, health care power of attorney, and financial power of attorney can be included in one session.

What is the ID verification process?

Each party that is subject to a notarial act must complete and pass an ID verification process prior to the notarial session. This includes uploading of picture ID and successful completion of a multiple-choice Knowledge-Based Authentication survey.

Persons subject to the notarial act(s) must be U.S. citizens and have:

- A valid email address (signers may not share an email address)
- A valid mobile phone number
- A valid social security number
- A valid state-issued driver’s license or state ID
- A device with webcam and microphone – laptop, desktop, or large tablet; smart phones will not work (signers may not share the same device in a session)
- A minimum 5-year credit record with an “unlocked” credit report

What are the technical requirements require for remote notarization?

- Participants must have a device with a webcam and microphone. Laptops, desktops, and large tablets are acceptable; smart phones are discouraged, as they do not allow for full viewing of the participants and documents.
- Each participant in an individual session must have his or her own device; the device may not be shared during the session.
- Participants must have access to high-speed broadband with all network and devices properly configured.
• If using Windows or Mac, the latest Google Chrome or Firefox browser is required.
• If using Android devices, the latest Google Chrome browser is required.
• If using iPhone or iPad, it must use IOS 11 or higher and the latest Safari is required.
• Participants must disconnect from any VPN's, either from the browsers or with any connections. Some browsers now offer VPN connections for anonymity that will affect the streaming and affect the connection.
• The camera's and microphone’s drivers must be properly installed and working properly, and must have been used previously.
• No other application should be accessing or using the camera and microphone during the session. For example, if Skype or a similar application is running in the background, it is possible that it has taken ownership of the camera and microphone. If that's the case, then another application such as Chrome or Firefox will be denied access to it because only one application is permitted to own the camera and microphone in most cases.