



SNROSS SERVICES

Hello from SNRoss Services-

You are a signer or witness on a document that will be notarized online using "Remote Online Notarization" or "RON" as it is commonly called.

Below you will find information to help ensure a smooth online experience.

Instructions to access your online signing:

Before signing on you will need:

- Valid Identification: U.S. Driver's License, U.S. Passport, U.S. Military ID card, Veteran Health ID card
- Proper Equipment: Desktop or laptop device (Screen size 13" or above is recommended)
- Hardware: Speakers, microphone, webcam
- Browser: Chrome or Firefox is preferred
- Personal emails, equipment and internet connections are strongly recommended. Work emails, devices and networks may have IT restrictions that can prevent a successful signing.
- A quiet location for the entirety of the session.

To ensure your devices meet the minimum technical requirements

visit <https://networktest.twilio.com/> at least 24 hours prior to your scheduled session.

When prompted, allow access to your microphone and video source to successfully pass the test for technical requirements. If your set-up does not pass the test after several attempts, please contact us info@snrservices.net

Online Signing Process:

Step 1: Check your inbox for an email from support@enotarylog.com, write down the **PIN** code, then click **CONTINUE**.

(Check spam folder if the email does not arrive in your inbox.)

Step 2: Verify the Term & Conditions, Privacy Policy and Consent to use Electronic Signatures. Enter your **PIN** and click **SUBMIT**.

Step 3: Fill in the requested personal information fields, then click **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.

Step 4: Florida requires that your identity be authenticated using a 2-step process of credential analysis and knowledge-based authentication (KBA). The identification verification is automated and is performed by LexisNexis.

Answer **KBA** (Knowledge-Based Authentication) questions, 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).



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- 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 via a secure verification system.
- We do not store any personal information. The KBA process is for ID verification purposes only.

Step 5: Upon successful completion of **KBA** questions, begin the **Credential Analysis** to verify the authenticity of your ID by selecting your country and ID type.

Step 6: If additional signers are participating on the same device, navigate to the bottom of the page, enter the **PIN** code for the next signer and click **Add Participant** to begin their identification process.

When all signers are added, scroll down and click **READY** to enter the waiting room.

Step 7: Once the Notary Starts the session, the **Join Your Session Now** button will become available.

Click **Join Your Session Now** to begin your Online Notarization.

Step 8: Upon completion, you will have immediate access to view and download the notarized documents.

Step 9: Signers will also receive an email with a link and **PIN** to access the notarized document for up to 10 years.

If you have any questions, please give us a call 850.347.5735 or email us at info@snrservices.net