

Hello from all of here at Florida Document Specialists.

It appears that 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.

RON makes it possible to sign and notarize documents online using your device’s webcam and microphone. It is convenient, easy, and secure.

**Here is what to expect:**

1. When we process the online notary request, you will receive an email from our technology provider. Use the link in the email to begin your ID verification. If you do not see the email after a while, try checking your spam folder.
2. Follow the directions in the email to begin the ID verification process. You should complete your ID verification prior to your appointment time. You can start ID verification as soon as you receive the email.
3. When you have successfully completed your ID verification, **call our office to schedule your online appointment date/time: 386-256-5540.**
4. If you are only a witness, skip step-3, and coordinate your schedule with the principal signer.
5. If our notary does not come online with you within 5-minutes of your scheduled appointment time, please call our office at 386-256-5540. If you miss your appointment, please call to reschedule.

Remember, each signer and witness must come online at the same time using their own device.

If there are two participants in the same home or office, plan on being in separate rooms to avoid audio feedback.

Have your driver’s license (or US Passport) with you. The notary will ask to see it during the video session.

**There are some personal and technological requirements that must be met to use RON:**

### **System Requirements**

#### **Internet Speed**

You will need a high-speed, reliable connection to the Internet. If your connection is spotty, the session will drop-out.

#### **Multiple Signers Need Separate Devices and Email Addresses**

Each signer or witness must join the notary session at the same time using their own device (no sharing). An email is sent to each signer's unique email address, and these emails contain the link needed to go online.

#### **Camera and Microphone**

Your device must have an operating camera and microphone.

### **You Must Use a Supported Web Browser and Operating System**

#### **Supported Operating Systems and Web Browsers:**

##### **Windows PC**

- Google Chrome – Version 30 or Higher
- Mozilla Firefox – Version 24 or Higher
- Opera – Latest Version
- **Do not use Internet Explorer or Microsoft Edge!**

##### **ANDROID TABLETS AND PHONES**

- Google Chrome (Latest Version)
- **MAC**  
Google Chrome (Latest Version)
- FireFox (Latest Version)

##### **iOS, iPHONE, iPAD – Running iOS 11 or Higher.**

Chrome Browser - Recommended  
Safari



### **Test your Webcam and Microphone First**

If you are not sure if your webcam and microphone work, we recommend using this website to test your camera and microphone:

<https://www.onlinemictest.com/webcam-test/>

### **Personal Requirements**

**If you do not meet the following requirements, online notarization is not an option for you, because you will not pass the identity verification.**

- Be a United States citizen or legal resident;
- Have a valid US state issued driver license/ID card, or a US Passport;
- Have a social security number; and
- Have at least 3-5 years of credit history in the United States.

No one will run or “pull” your credit, but information found in your credit file is used to generate the 5-questions needed for the required knowledge-based authentication test (KBA). Your notary will not see your credit report, and no one is interested in how good or bad your credit is.

### **Is your Credit Report Locked?**

If your credit report is locked, you will not pass ID verification. You will have to contact the credit bureaus to unlock your credit report. You can re-lock it after your ID verification. We do not know which bureaus are used for this process, so we ask that you unlock all three.

### **Identity Verification**

Florida requires that your identity be authenticated using a 2-step process of **credential analysis** and **knowledge-based authentication (KBA)**. The identify verification is automated and is performed by LexisNexis. Your notary has no control over whether you pass or fail.

You only have two tries to pass. If you fail your second attempt, you will not be able use online notarization for 72 hours.

**We want you to pass your ID verification and have a smooth online experience with the notary. Here are some tips:**

1. You only have **two chances** to pass ID verification. If you fail once, your notary may be able to authorize a second attempt. If you fail a second attempt, you will not be able to proceed. Please be careful and take your time.
2. Do not “time-out”. You will only have two minutes to answer the 5-question KBA test. So, be careful, but do not exceed the 2-minute time limit. The KBA quiz is generated using information from your credit report. Make sure your credit report is not “locked” or “frozen”. If you do not have at least a 3-5-year credit history in the United States, you’re probably not going to pass ID verification.
3. The system will offer options for uploading required pictures. The system will need a picture of the front and back of your driver license/ID or the photo page of your US Passport, and a face picture “selfie”. **We recommend that you use the text message option using your mobile phone.** It works better than uploading pictures with your webcam.

**Do not send pictures of your driver license or passport directly to your notary or to Florida Document Specialists.**

If you upload a photo and your device just “spins” for more than a minute or two, something is wrong. Exit out of everything and click on the email link again to re-start the process.

**4. Important – When you take pictures:**

- *Make sure the picture is in crisp focus;*
  - *Hold your camera LEVEL – tilted pictures cause verification failures;*
  - *Frame your ID picture properly. Take your time, and;*
  - *Use a dark background.*
  - **See the illustrations at the end of this guide.**
5. Have your driver license/ID card or your US passport **with you** when you go online with the notary. You will be asked to hold it up to your webcam to make it a part of the recording.
  6. If you run into problems prior to going “live”, you can call us at 386-256-5540 for assistance.

# Florida Document Specialists

Remote Online Notary and Expedited Florida Apostilles



**800-255-5287**

7. Do not use Microsoft Edge or Microsoft Internet Explorer as your web browser. If you are not sure which browser you are using, ask someone. Test your webcam and microphone beforehand if you have any doubts.
8. If you “lock up”, or need to return to your session, just back out of everything and simply re-enter the session through the email containing the link. In other words, the best way to resolve problems is to exit your web browser, then bring it back up again by clicking on the link within your latest email. Remember, you can call us at 386-256-5540.

**After you have passed your ID verification, give us a call to schedule your online notary session. 386-256-5540.**

Please be patient with us. Because of high demand, we are often busy with back-to-back online notarizations. We try to get them processed as quickly as possible. Sometimes we get behind schedule by having to help customers with technical issues. If you think you have been waiting too long past your appointment time, please email or call.













386-256-5540 Email: [info@FloridaDocument.com](mailto:info@FloridaDocument.com)

Thank you!

---

**PLEASE LOOK OVER THE ILLUSTRATIONS BELOW TO HELP YOU TAKE THE REQUIRED PICTURES:**

# Image Hints and Tips

Document Best Practice		
<p><b>Getting It Right</b></p>		
<p><b>Getting It Wrong - Format and Image Quality</b> Make sure that your image is in the right format (JPG, BMP, PNG or TIFF) and at least 300dpi.</p>		
<p><b>Getting It Wrong - Rotation</b> Make sure that the image is properly aligned and has not been rotated.</p>		
<p><b>Getting It Wrong - Alignment</b> Make sure the image is properly aligned without having been tilted or skewed.</p>		
<p><b>Getting It Wrong - Image Clarity</b> Ensure that there is no glare or shaded areas on the image.</p>		
<p><b>Getting It Wrong - Cropped Area</b> Make sure the image is tightly cropped with minimal background (likewise that the whole of the document image can be seen).</p>		

# Image Hints and Tips

Document Best Practice		
<p><b>Getting It Right</b></p>		
<p><b>Getting It Wrong - Format and Image Quality</b> Make sure that your image is in the right format (JPG, BMP, PNG or TIFF) and at least 300dpi.</p>		
<p><b>Getting It Wrong - Rotation</b> Make sure that the image is properly aligned and has not been rotated.</p>		
<p><b>Getting It Wrong - Alignment</b> Make sure the image is properly aligned without having been tilted or skewed.</p>		
<p><b>Getting It Wrong - Image Clarity</b> Ensure that there is no glare or shaded areas on the image.</p>		
<p><b>Getting It Wrong - Cropped Area</b> Make sure the image is tightly cropped with minimal background (likewise that the whole of the document image can be seen).</p>		
<p><b>Getting It Wrong - Image Capture Area</b> Please ensure you only capture the necessary part of the document.</p>		
<p><b>Getting it wrong - Obscuring The Image</b> Make sure that the whole of the image is visible and has not been partly obscured in any way. This includes taking a copy of a thumb or finger over the document.</p>		