

# What to Expect During Your Remote Online Notarization

VirtualClose

**Connect with an on-demand notary – anytime, anywhere**





Click Here to Watch How it Works



POWERED BY  Proof<sup>SM</sup>

## What You'll Need Before You Start



-  U.S. Social Security number
-  Government-issued photo ID\*
-  Valid e-mail address
-  A device with audio/video capabilities\*\*

\* Be sure to confirm the type of ID needed with the issuer of the document.

\*\* Windows or Mac computer with a webcam using a supported browser (Chrome, Firefox, Safari) [Minimum System Requirements](#)

\*\* Apple® mobile device (iPhone, iPad, or iPod Touch) using the [Notarize app](#).

\*\* Android™ Mobile device (tablet or smartphone) using the [Notarize app](#).

## 1. Start the Session

You will receive an email from an @proof.com domain indicating that a document needs notarization. Click on "View Documents" to begin.

## 2. Create or Sign In to Your Notarize Account

You will be directed to a Notarize login screen and prompted to create an account or enter a password for an existing account.

## 3. Review Your Documents

On the welcome screen, you will see a preview of the document. Click "Get it Notarized." Confirm your name as it appears on your government-issued ID and then review your documents.

## 4. Verify Your Identity

With the help of third-party public records databases, we build five security questions tailored to you. You'll have two minutes and two attempts to answer four out of five questions correctly.

Then, you'll take a picture of the front and back of your government-issued photo ID. These security measures are required by law to deter fraud.

## 5. Connect with a Notary

Click "Let's Get Started" to move into an online waiting room and wait for the notary to pick up your call.

## 6. Complete Your Notarization

Once you connect, the notary will walk you through the process of reviewing and signing your documents online. Then, you're done, and you have immediate access to your notarized documents.

## Need to retrieve your documents?

Check your inbox for an email to access your documents. You can also log into your Proof<sup>SM</sup> account to access your completed documents anytime.

## We Are Here to Help!





### Notarize Customer Support (EST)

Mon – Thurs: 8 am – 12 am

Fri – Sun: 8 am – 10 pm

[support@proof.com](mailto:support@proof.com)

### Additional Resources

-  [Safety & Security](#)
-  [Technical Troubleshooting Tips](#)
-  [Unable to Verify Your Identity?](#)
-  [Acceptable Forms of ID](#)

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