Notarize

What to Expect During Your Remote Online Notarization with Notarize

Connect with one of our on-demand notaries on your closing day – anytime, anywhere.

What You'll Need

- U.S. Social Security Number
- Government-issued photo ID
- A valid email address

A device with audio/video capabilities

- Windows or Mac computer with a webcam using a supported browser (Chrome, Firefox, Safari).
- Apple mobile device (iPhone, iPad, or iPod Touch) using the Notarize app.
- Android mobile device (tablet or smartphone) using the Notarize app.

How It Works (Video)

1. **Start the session**
You'll receive an email from your lender with the subject line "You have closing documents ready to sign." Select "Sign Documents Now" to begin the signing process.

2. **Create your Notarize account**
Your email address will serve as your username. When prompted, enter a password. Once you're signed in, click "Sign Now".

3. **Review your documents**
Click "Sign Now" to sign certain documents prior to meeting a notary. Click "Join Meeting" on the documents that require a notary.

4. **Test your tech**
We'll ask for access to your microphone and camera, and we give you the tools to check that they work properly. We automatically check your Internet connection to ensure call integrity.

5. **Verify your identity**
We use (but never retain) your personal information to reference third-party public records databases and create custom security questions tailored to you. You'll then capture the front and back of a government-issued photo ID. These security measures are required by law in an effort to deter fraud. Notarize does not set these standards.

6. **Connect with a notary**
When ready, click "Let's Get Started" to move into an online waiting room. You'll wait here for the notary to pick up your call.

7. **Complete your notarization**
Once you connect, the notary will walk you through the process of reviewing and signing your documents online instead of in-person. Then, you're done!

What Happens Next?

Need to retrieve your documents?
Log into your Notarize account to access your completed documents anytime!

Sit back and relax!
Your lender or title company will contact you if they have any questions.

We're Here to Help!

Notarize Customer Support (EST)
(888) 483-4330
Mon–Fri: 8a–12a | Sat–Sun: 8a–10p
support@notarize.com | Reach us on live chat!

Additional Resources
Safety & Security | Technical Troubleshooting Tips
Unable to Verify Your Identity? | Acceptable Forms of ID