



Deihm Notary Services

Client Experience Guide

Remote Online Notarization (RON)

What to Expect

Remote Online Notarization allows you to securely sign and notarize documents from your computer or mobile device during a live video session with a commissioned notary.

- ✓ No in-person appointment required
- ✓ Fully secure and compliant
- ✓ Quick and convenient process

Before Your Appointment

To ensure a smooth session, please be prepared with the following:

Technology Requirements

- A computer, tablet, or smartphone with:
 - Camera and microphone
 - Reliable internet connection
- A quiet, well-lit location

Identification (Required)

You **must** have a valid, current government-issued photo ID, such as:

- Driver's license
- State ID
- Passport

Must be:

- ✓ Unexpired
- ✓ Clearly readable
- ✓ Available during your session

Important:

If valid identification is not provided, your session cannot be completed and may need to be rescheduled.

How It Works (4 Simple Steps)

1. Schedule Your Session

You will receive a secure link to access your notarization appointment.

2. Verify Your Identity

- Upload your ID
- Answer security questions (if required)

3. Meet Your Notary Online

- Join a live, secure video session
- The notary confirms your identity and willingness to sign

4. Sign and Complete

- Electronically sign your documents
- The notary applies an official seal
- Documents are securely completed and stored

Helpful Tips for a Smooth Session

- ✓ Join your session on time
- ✓ Test your camera and microphone beforehand
- ✓ Choose a quiet, well-lit location
- ✓ Have your ID ready before joining
- ✓ Close unnecessary apps or tabs

Common Issues to Avoid

- ✗ Expired or unreadable ID
- ✗ Weak or unstable internet connection
- ✗ Background distractions or noise
- ✗ Attempting to join from multiple devices

Security and Privacy

Your notarization session is:

- ✓ Conducted on a secure, encrypted platform
- ✓ Recorded as required by law
- ✓ Fully compliant with digital notarization standards

Your personal and financial information is handled with the highest level of confidentiality.