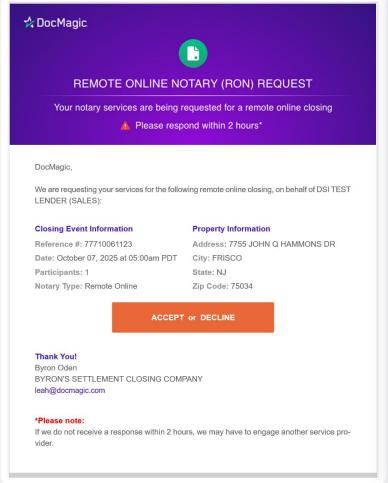
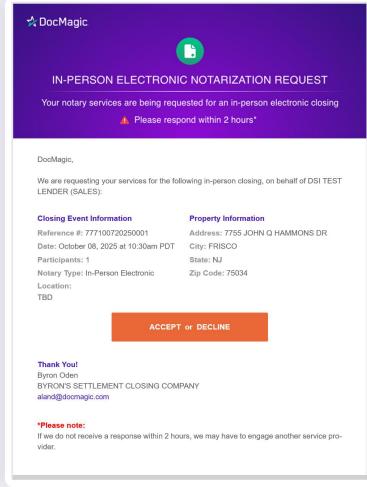
# **DocMagic Notary Guidebook**

Remote Online Notarization (RON)

In Person Electronic Notarization (IPEN)

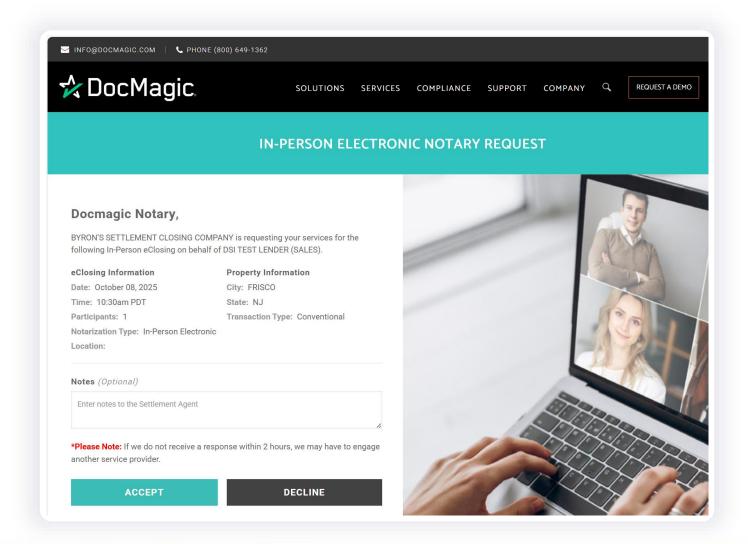
## Notarization Request via Email





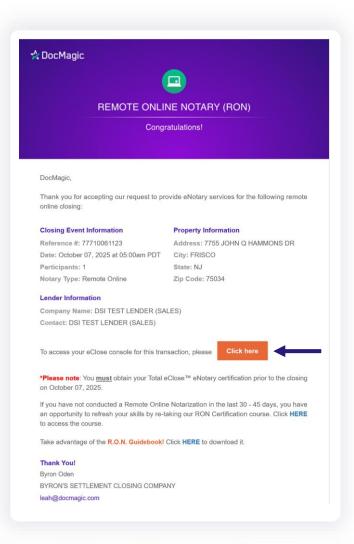
- You will receive a request for your notarization services via email.
- This request comes the Settlement Agent assigned to the closing.
- The email will include a link where you can accept or decline a request.
- The email will also clearly state the type of notarization service request – Remote Online Notary (RON) or In Person Electronic Notarization (IPEN).

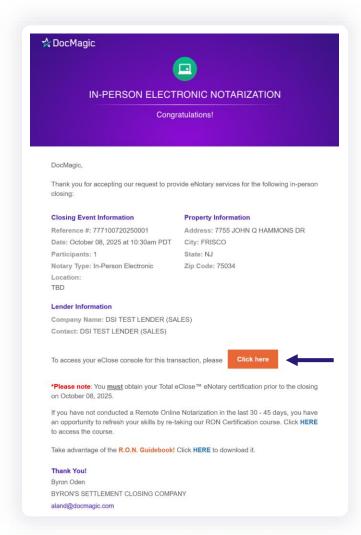
# Accept or Decline



- Click on the big orange Accept or Decline button in the email and you will be taken to a page where you can accept or decline the RON request.
- The colored banner will clearly state the type of notarization that is requested.
- You can enter an optional message that will be sent to the Settlement Agent.
- Please note that you have 2 hours to accept the request. If you do not respond to the request within two hours, the request will expire, and the Settlement Agent will be prompted to selected another notary.

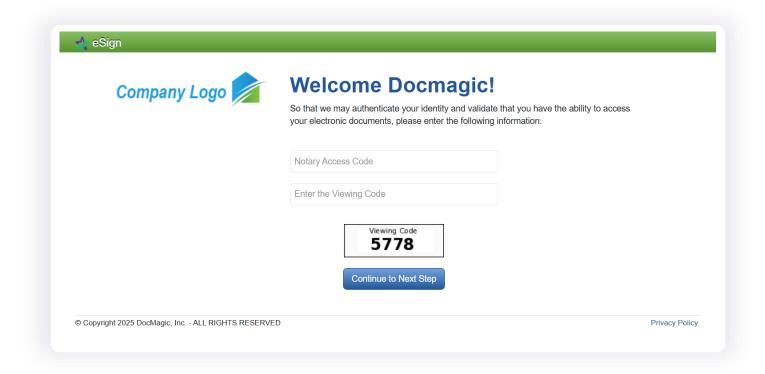
## **Accessing Your Portal**





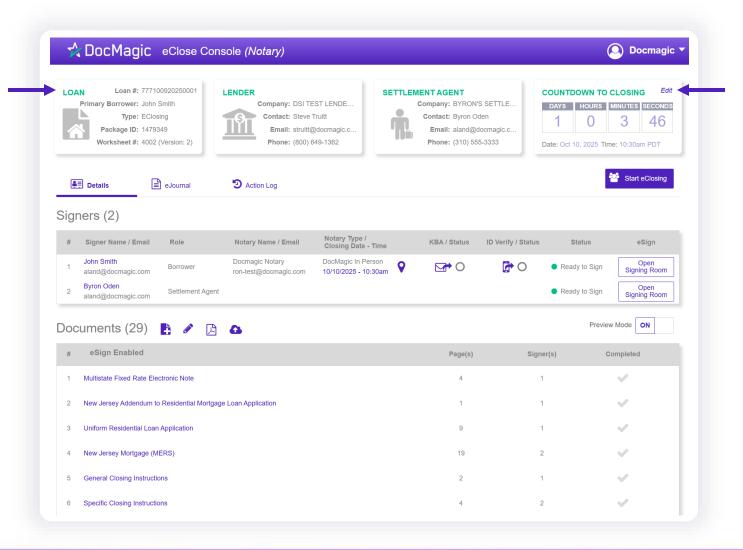
- Once you accept the request, you'll receive a confirmation email that grants access to your eClose console.
  - This is how you will get into your portal – do not try to log in from our website.
- Click on the big orange button again to access your eClose Console.

# **Accessing Your Portal**



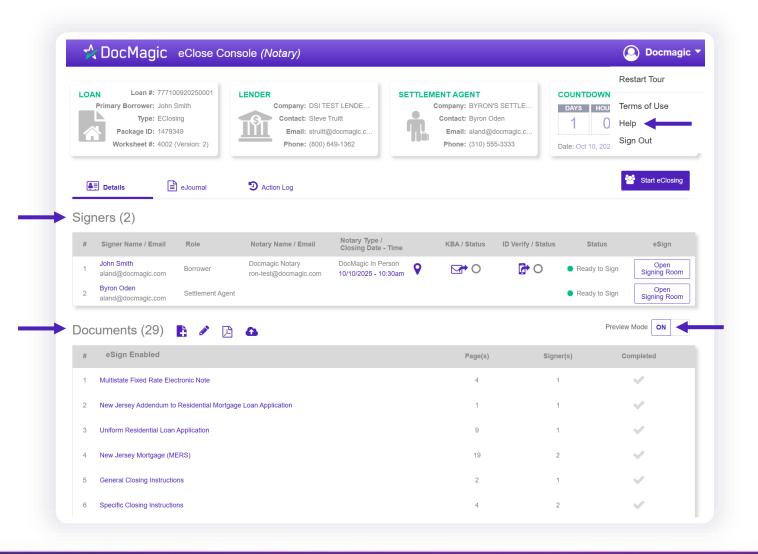
 You will be prompted to enter your Notary Access Code that was given to you with your Secure Insight Notary Certification prior to accessing your console.

## Notary eClose Console



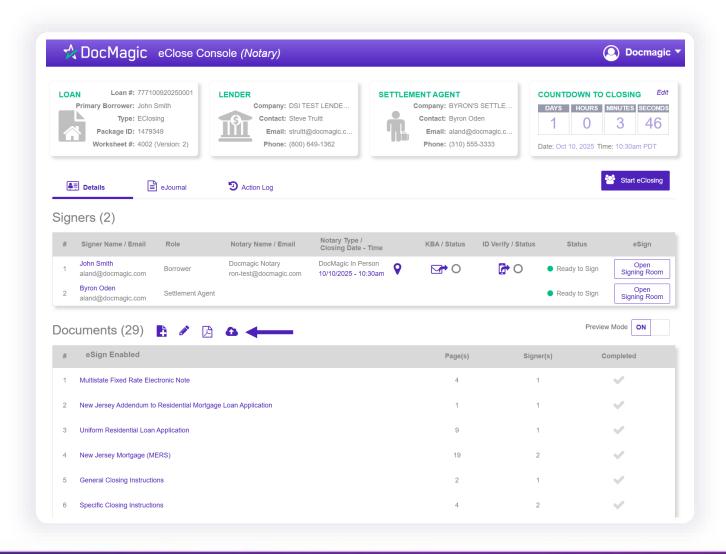
- All pertinent information about the loan is on the banner across the top of the console.
  - This includes key loan data that can be presented to our Client Services team should any issue arise with the package, followed by contact information for the Lender and Settlement Agent.
- The Countdown to Closing section is a live timer that tracks the moments until the scheduled closing time.
  - Clicking the Edit button allows you to change the closing time for all participants – please use with discretion.

## Notary eClose Console



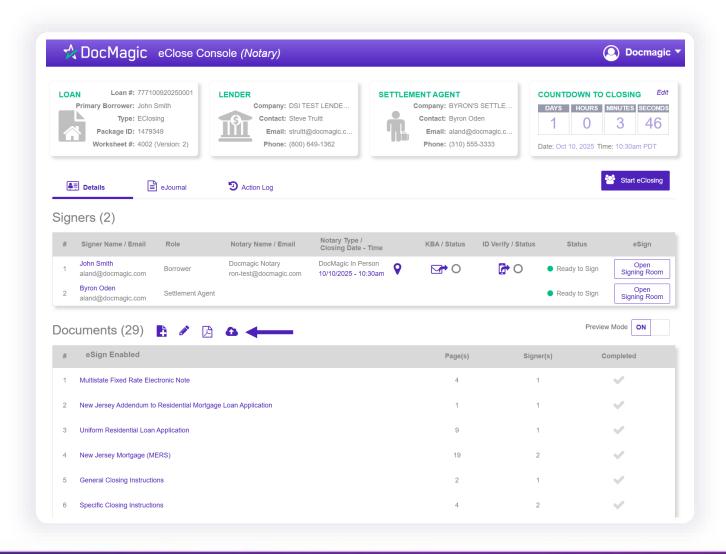
- The Signers section contains the participants, and the Documents section contains the full stack of documents in this Closing package.
- At any time, click on your name at the top right of your Console and select "Help" to access training materials on your eClose console and the notarization process.
- Preview Mode allows the borrower(s) to preview their documents and not sign them. This will automatically turn off on the day of closing. You may have the ability to turn off Preview Mode prior to that time with the toggle switch – please use with discretion.

## Notary eClose Console - Document Section



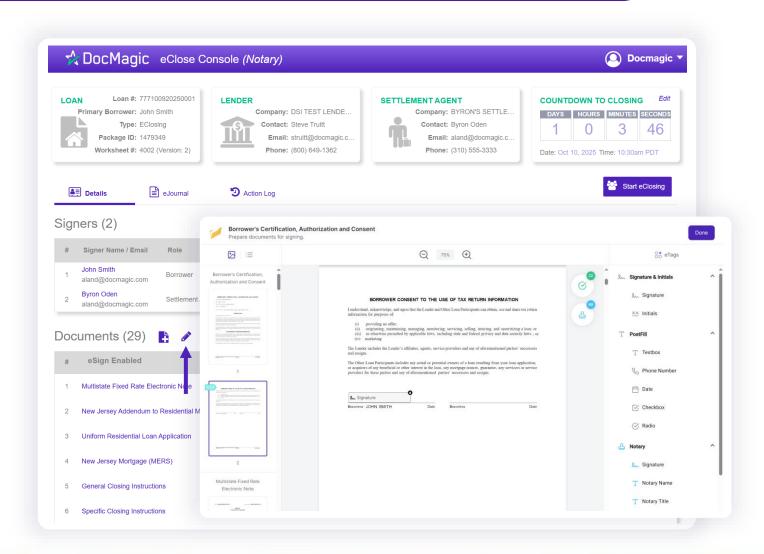
- Click on any document in the Documents section to preview it.
- The icons next to Documents perform the following functions:
  - The leftmost icon, the piece of paper with the plus sign, allows you to upload new documents to the package from your computer.
    - You'll have the option to tag them which will be covered later.
  - The PDF icon allows you to download a PDF copy of the full document package.

## Notary eClose Console - Document Section



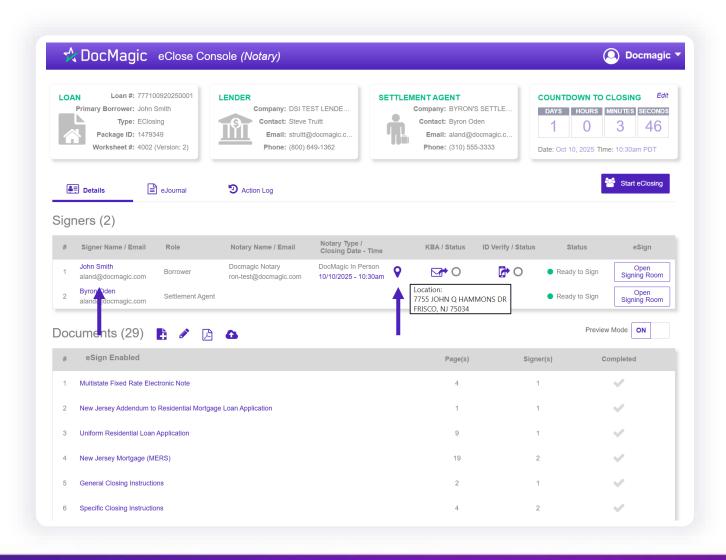
- The right most icon, the cloud with the arrow pointing up, allows you to upload ink-signed documents to the package.
  - You can only upload ink signed documents with QR codes that help the system place the documents in the correct stacking order. Don't confuse this with the other upload function.

# Notary eClose Console - Document Section



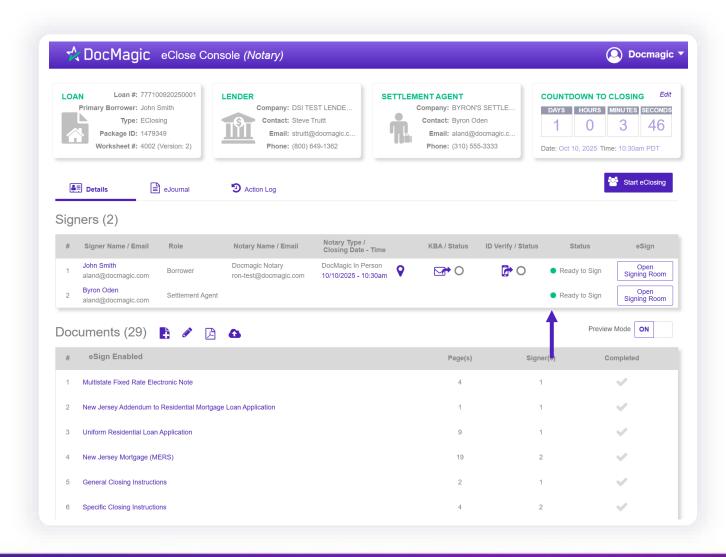
- Click on the Pencil icon to open the Document Editor. This allows you to check existing tags and add new ones to your documents. Click here for the guide.
  - Please note that the Document Editor does not allow you to make modifications to tags programmed by DocMagic.

## Notary eClose Console - Signers Section



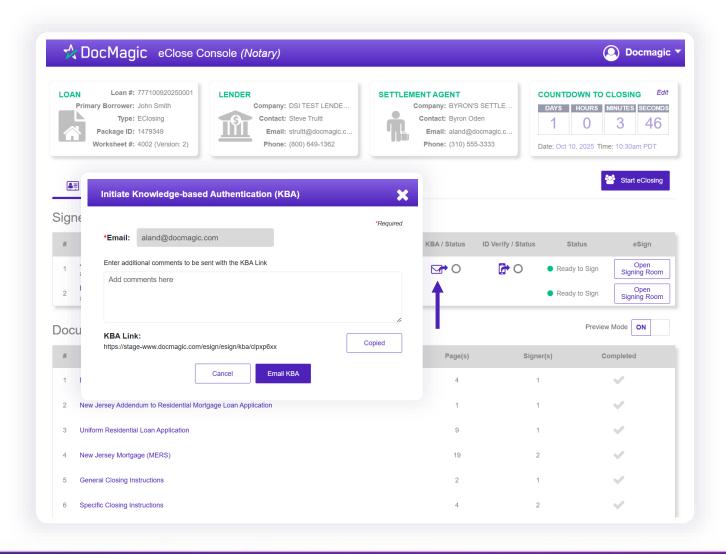
- Click on a Signer's name to view additional details, including phone number.
- DocMagic RON or DocMagic In Person will be listed under the Notary Type, along with the Closing Date and Time.
- Hover your mouse over the location icon
   (♥) to see the location of the In Person
   Electronic Notarization that was
   requested by the Settlement Agent.
   This icon may not be present for
   Remote Notarizations, or for
   transactions where the Settlement
   Agent did not enter a transaction
   location.

## Notary eClose Console - Signers Section



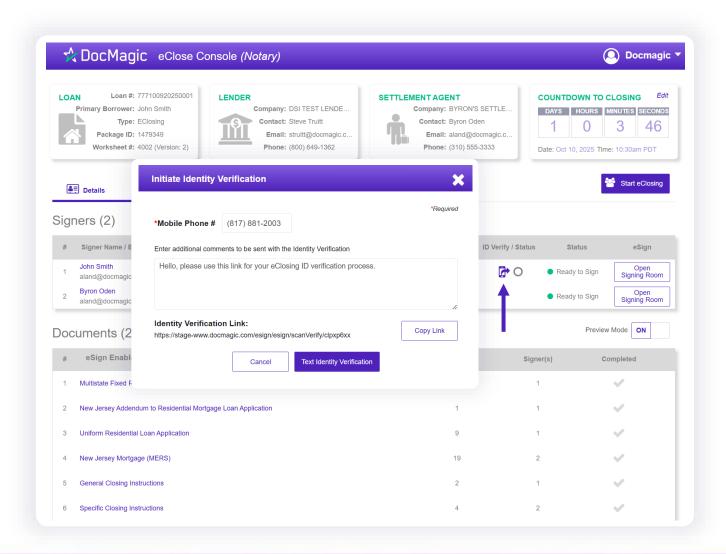
 The Status will indicate if the Signer is able to sign their documents. If they are not "Ready to Sign" it is possible that the package requires that the borrower pass KBA and/or ID Verify before they can proceed. These will be explained on the next slides.

# Notary eClose Console - Signers Section (KBA)



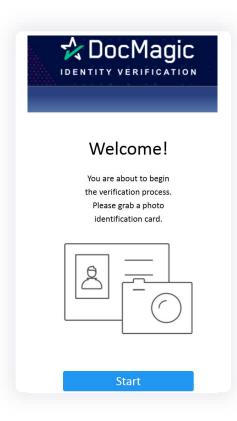
- KBA or Knowledge Based Authentication involves the participant answering five questions in two minutes about themselves.
  - They have two attempts to answer four out of five questions correctly or they will be locked out for 24 hours.
  - KBA is not required for IPEN but is required in most states for RON.
  - You have the option to email a link to the borrower prior to the scheduled closing by clicking on the envelope, although we recommend doing the KBA during the actual RON session.

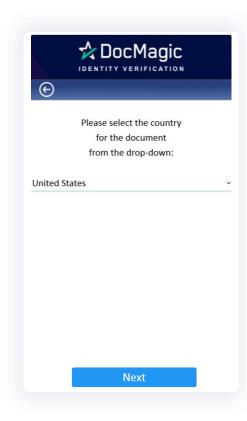
## Notary eClose Console - Signers Section (ID Verify)

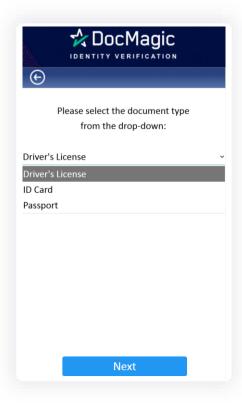


- ID Verify involves the notary validating the participant's identification.
  - Click on the phone icon to send a text to the borrower's phone to start the process. You can also email the link or copy it the ID Verify can also be completed from a computer.
  - ID Verify is not required for IPEN but is required in most states for RON.
  - You have the option to initiate the ID Verify process prior to the scheduled closing, although we recommend doing the ID Verify during the actual RON session.

# Notary eClose Console - Signers Section (ID Verify)

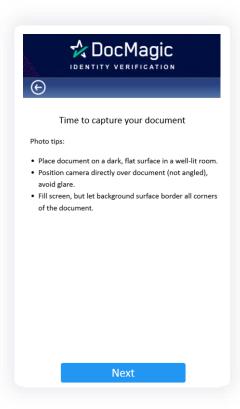




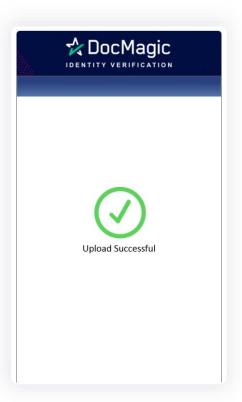


- The Signer will open the text or the link that you sent to them and go through the following steps:
  - Retrieve a physical copy of their identification and start the process.
  - 2. Select the country that issued their identification.
  - 3. Confirm the type of Identification.

# Notary eClose Console - Signers Section (ID Verify)

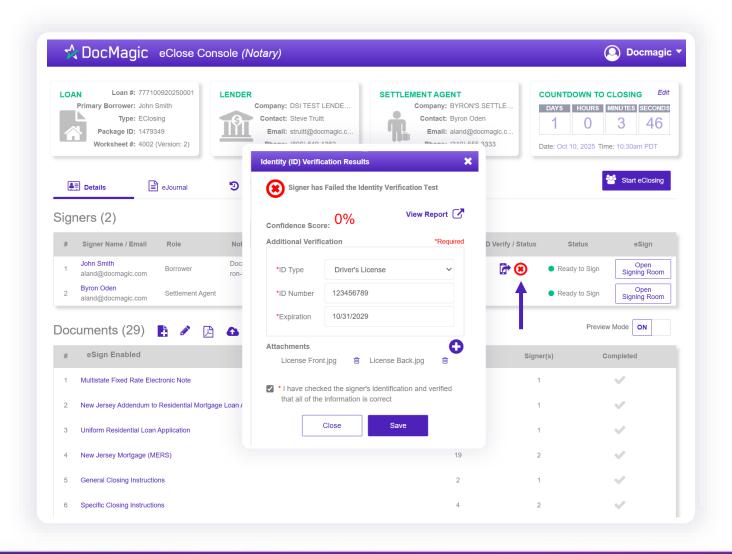






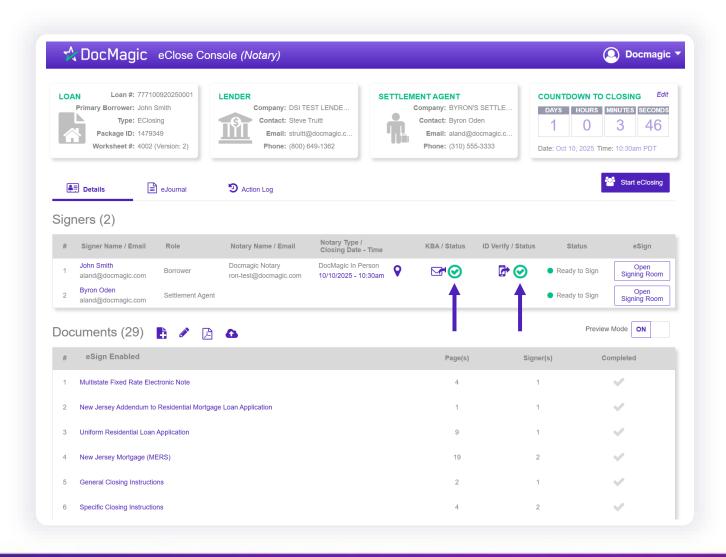
- 4. The borrower may need to select if they will take pictures of their identification using their device's camera, or upload images from their device's photo library.
- 5. They will be prompted to Submit both sides of their I.D. and possibly take or upload a selfie.
- 6. Finally, they will receive a green check if the *upload of the identification* was successful. Your eClose Console will update in seconds and let you know if the *verification itself* was successful.

## Notary eClose Console - Signers Section



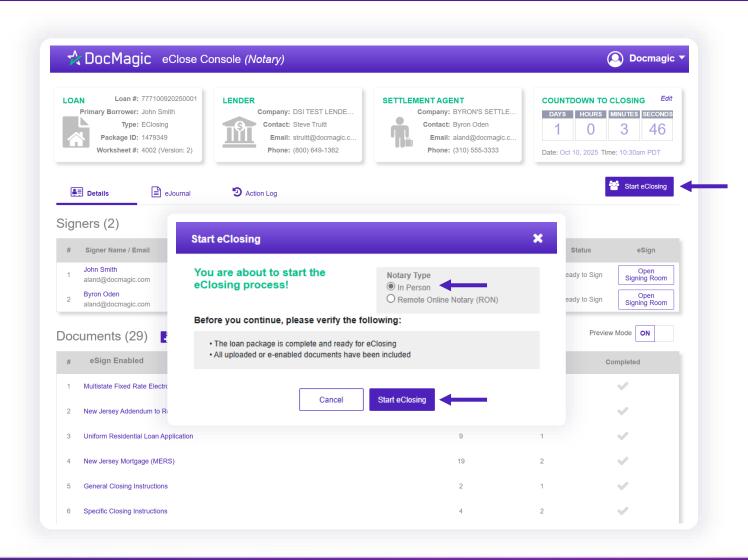
- If the ID Verify fails, the circle will be denoted with a red 'X'. When this happens, you can click on the *circle* (not the phone icon!) to initiate the override process pictured.
  - Select the method of identification, fill out the required fields, and upload image(s) of the signer's ID from your computer.
- The Lender will be able to see if you used the override function for ID Verify.
- If the override fails (extremely unlikely), you can have the borrower hold up their identification to the webcam and take a screenshot during a Remote Online Notarization session.

# Notary eClose Console - Signers Section

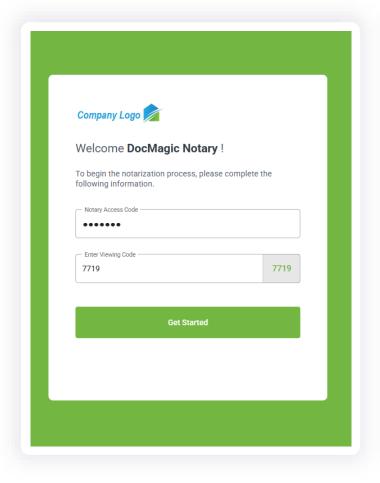


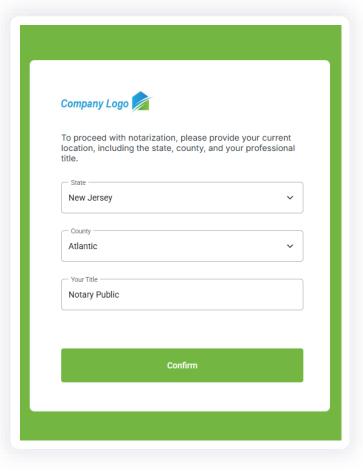
- KBA and/or ID Verify will be successful when you see the green circle with the check mark shown.
- Please keep in mind that you can validate a borrower's identity during a Remote Online Notarization session. This method is recommended in case the borrower has trouble with either process.

## Start eClosing - IPEN (In-Person Electronic Notarization)

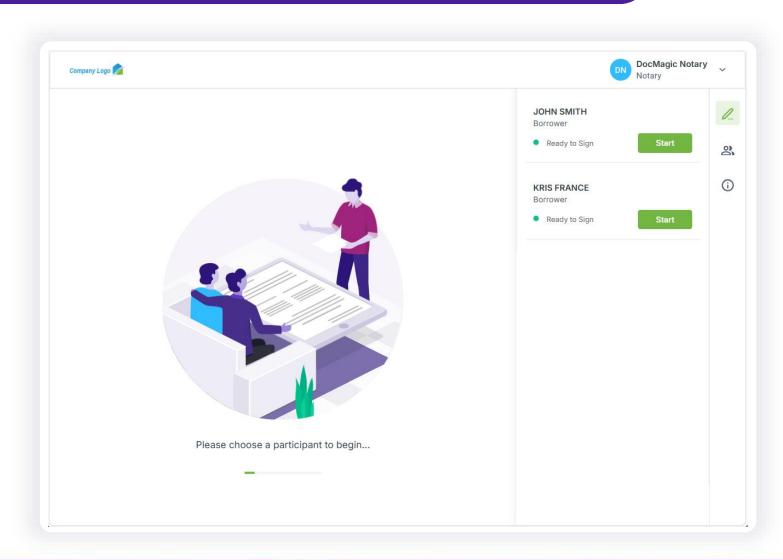


- When you are ready to Start the eClosing, click the Start eClosing button to activate the Start eClosing dialogue box.
- If you are a qualified DocMagic RON, you will have the option to toggle between a Remote Online Notarization and an In Person session before you start the eClosing event via Notary Type.
- We'll start with the In Person Electronic Notarization or IPEN. Select In Person and click Start eClosing to begin. <u>Skip to</u> page 36 for Remote Online Notarization.

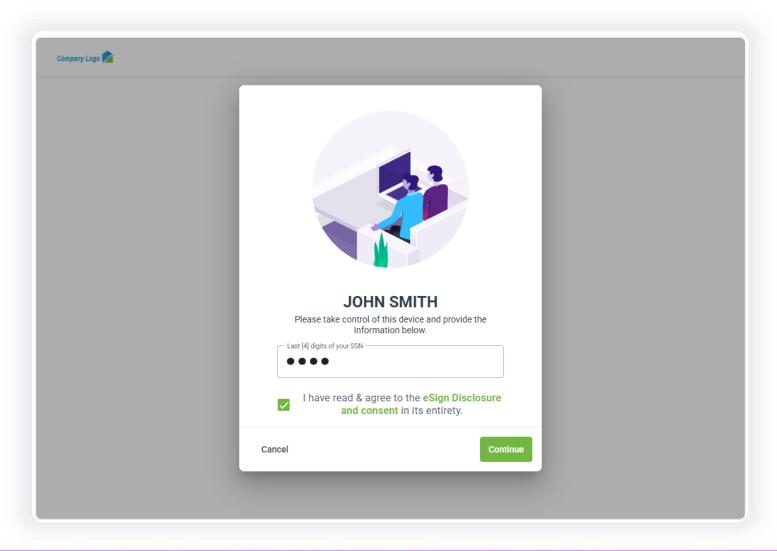




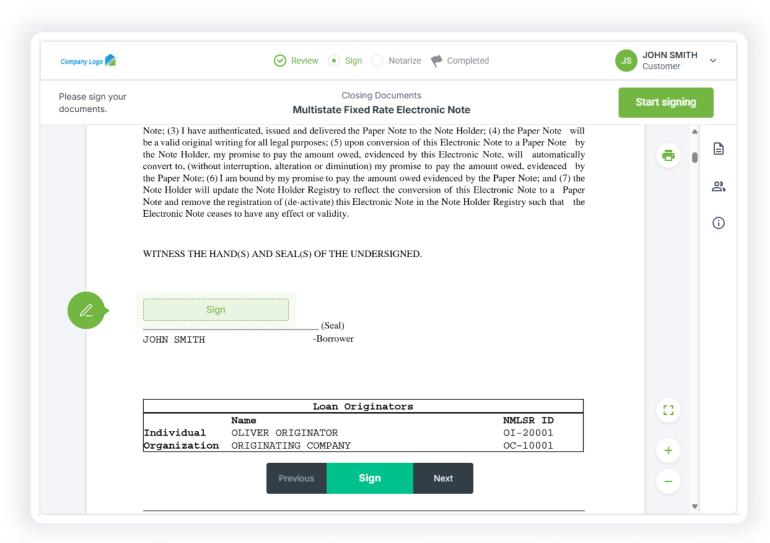
- Enter your Notary Access Code along with the Viewing Code and click Get Started.
- Next, select your State, County, and enter your Title before proceeding.
  - Please select your County from the drop down even a value is populated in that field, or else the system may not let you proceed.
- If you uploaded your certificate to Secure Insight during your onboarding process, you may also need to enter your certificate password (not pictured).



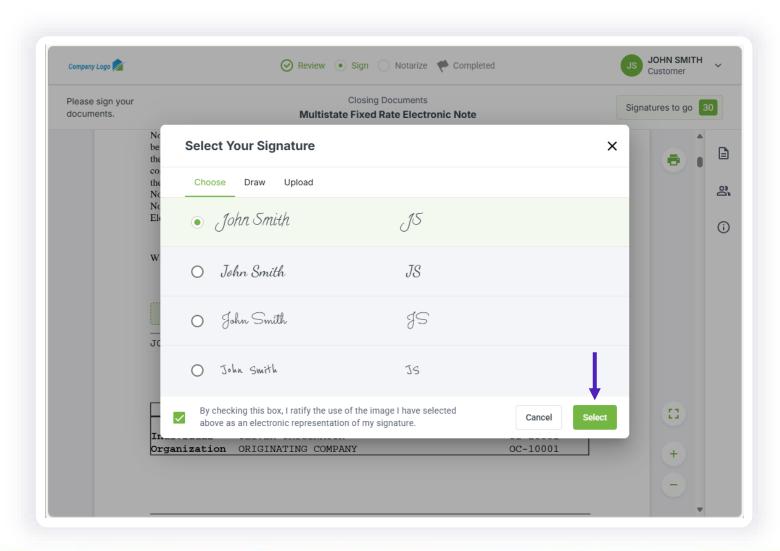
- Select a participant by clicking Start.
- If there are multiple participants, you have the option to choose the one that would go first.
- The ( ) icon, selected in the image shown, displays the controls and status of the signer(s) in the session.
- Click on the people icon ( 
   <sup>2</sup> ) to see participant information.
- The information icon ( ① ) contains package metadata.



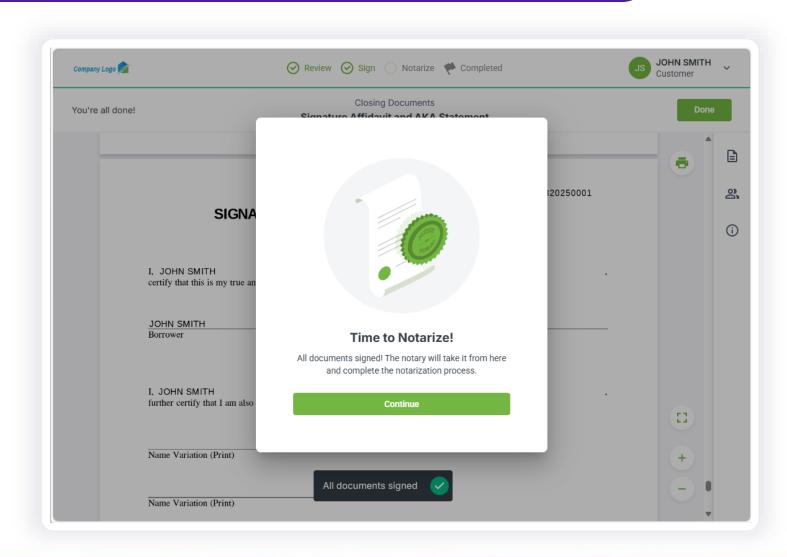
- Pass the device to the signer and have them enter the last 4 of their social security number and click Continue.
  - If the signer did not eSign their Initial Disclosures through DocMagic, they will be prompted to check the box agreeing to the eSign Disclosure and Consent form. The signer can view the eSign Disclosure and consent form by clicking on the colored text.
  - If the signer clicks cancel, the system will prompt you to enter your notary access code, and the control of the interface will go back to you.



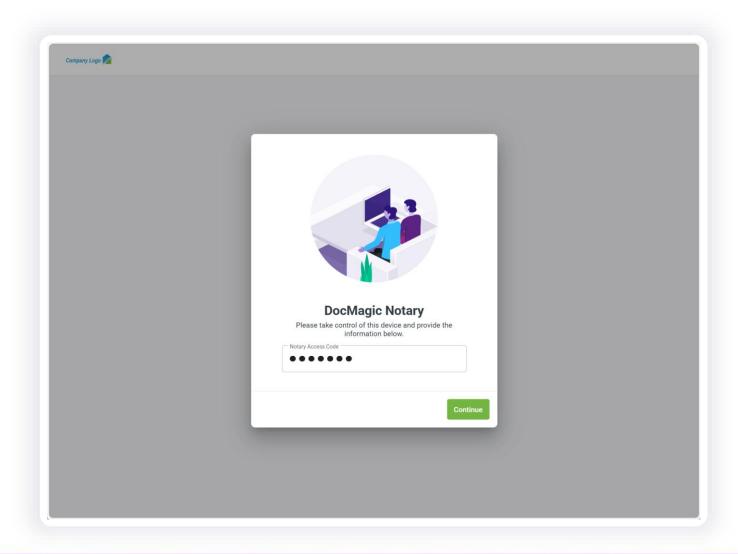
- The borrower will click on the Start signing button in the top right (enlarged in the image for emphasis).
- The system will automatically scroll to the first signature and subsequent signatures after.
- The borrower can click any of the three objects to begin signing:
  - 1. The pen
  - 2. The signature box itself
  - The Sign button at the bottom middle
- For a full, detailed explanation on the eSign experience, please click **here**.



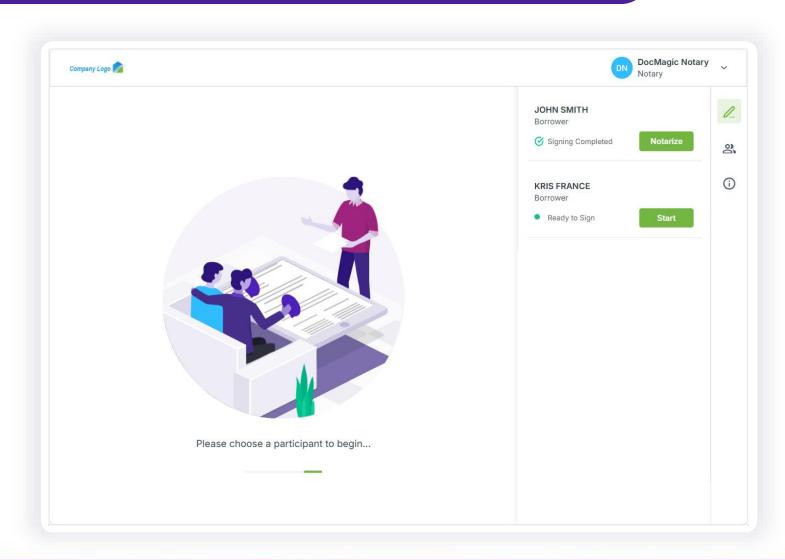
- The borrower will be prompted to select their Signature and Initials.
  - They can choose a pre-made set as shown in the image, but they also have the option to draw or upload them from the device being used (very unlikely for IPEN).
- They must check the box authorizing the use of their electronic signature before they can confirm their signature option through the Select button.
- For a full, detailed explanation on the eSign experience, please click <u>here</u>.



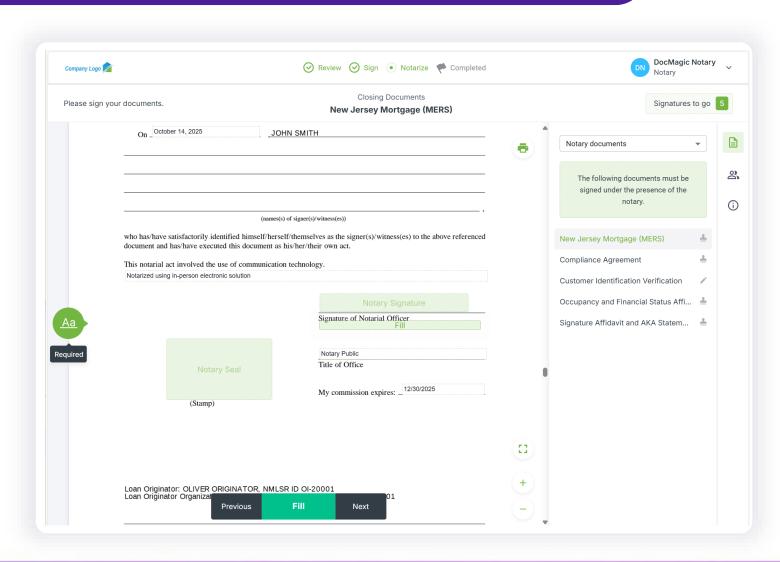
 Once the borrower finishes signing their documents they will be prompted to pass the controls back to you.



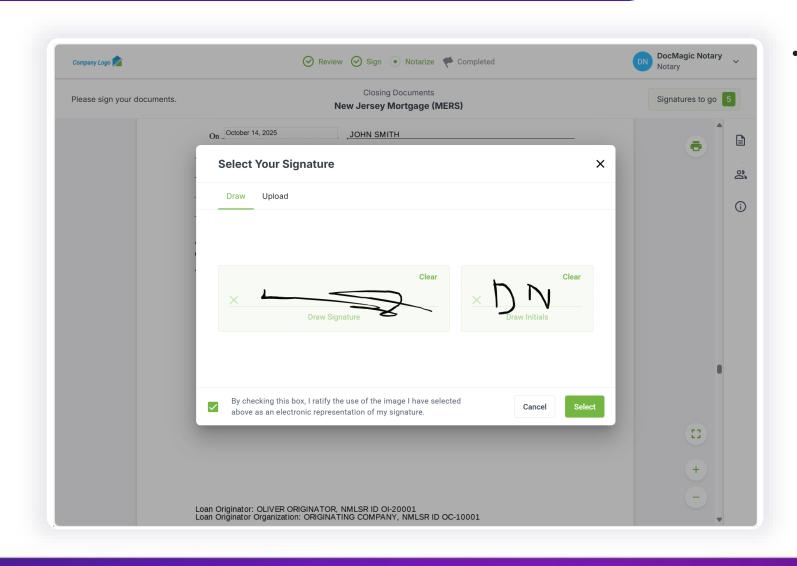
 Take the device and enter your Notary Access Code.



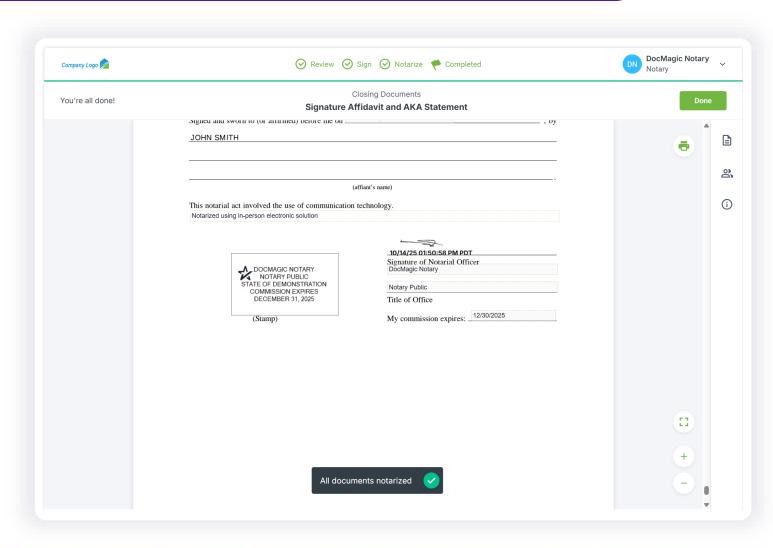
- You'll be back on this screen where you can click the Notarize button to begin that process.
- If you have additional signer(s) on this package, you have the option to have them sign first before you Notarize anything.



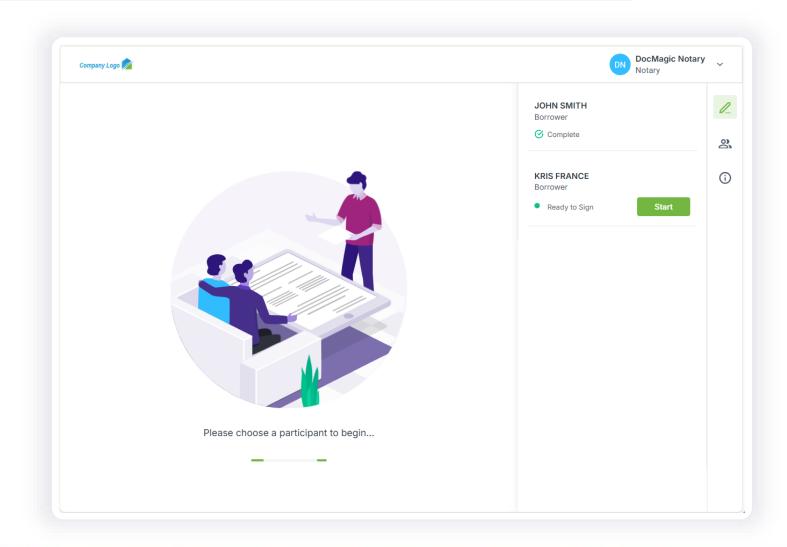
- If you choose the Notarize option, the system will load the document package and automatically scroll to the first notarization field. This may take several seconds.
- You may have to fill in certain text fields on a document before you can notarize.
  The system will prompt you if this is the case like in the image shown.
- The documents column on the right is expanded to show the list of documents that must be signed under the presence of the notary. You can also see the full of documents in the package with the drop down at the top of the column. The visibility of this column can be toggled through the ( ) icon.



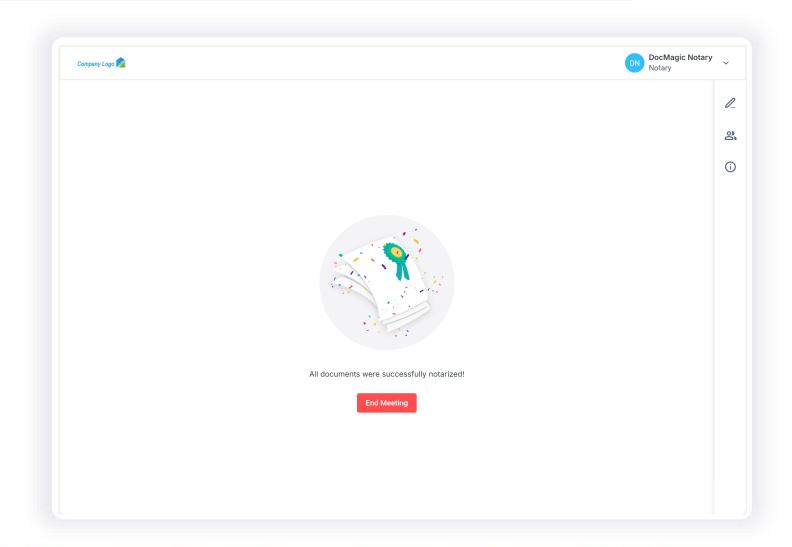
- Once you click on the Notary Seal or Notary Signature fields, you will be prompted to Draw or Upload your signature.
  - Please note that you will NOT be able to select a pre-made signature for this step.
  - You will need to check the box authorizing the use of your electronic signature.



- After confirming your signature, the following items will be applied with just a single click or tap:
  - Signature with date and time stamp
  - Stamp with commission expiration date
- The system will automatically jump to the next notarization tag. If you ever get "lost", click "Signatures to go" in the top right, located where the Done button is in the image.
- Click Done once all documents have been notarized.

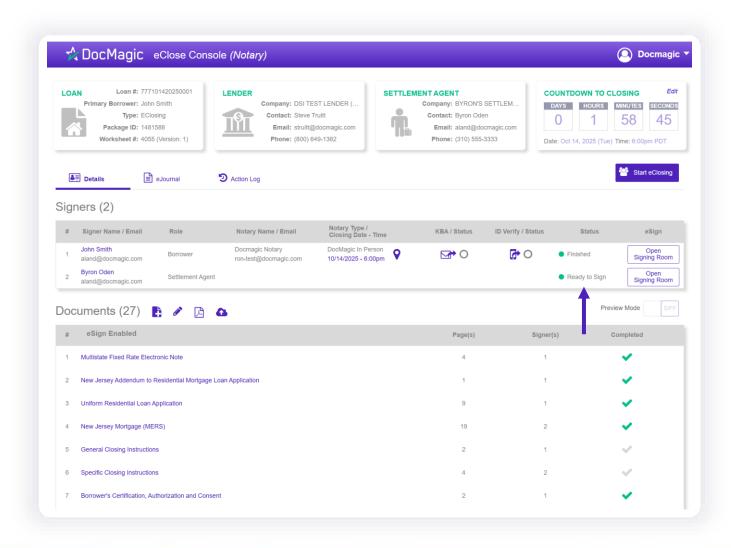


 If there were additional tasks that needed to be completed (additional signing or notarization), you would be prompted to choose the next one.



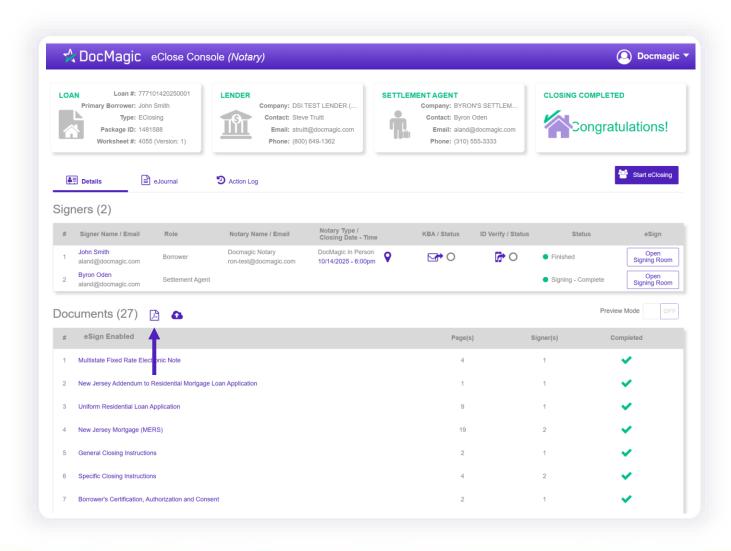
 Once all tasks are completed, you can click the red button to End Meeting.

# IPEN (In-Person Electronic Notarization) - Post eClosing



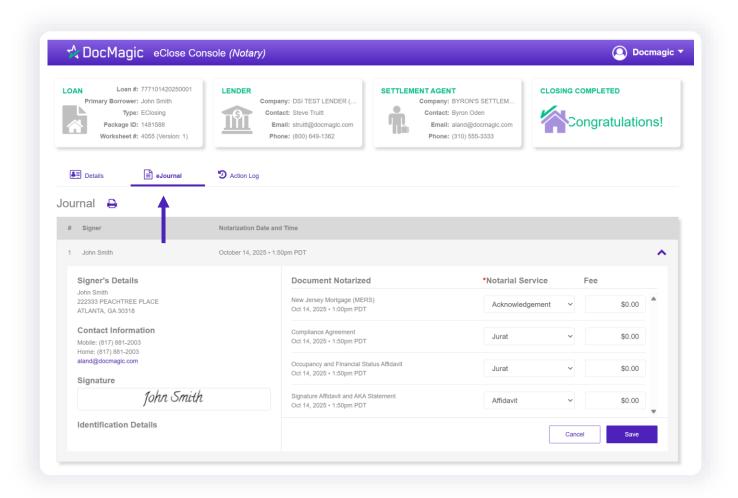
- You will be brought back to the eClose Console.
- If more people need to sign before the package is completed, you will see that in the Status column.

# IPEN (In-Person Electronic Notarization) - Post eClosing



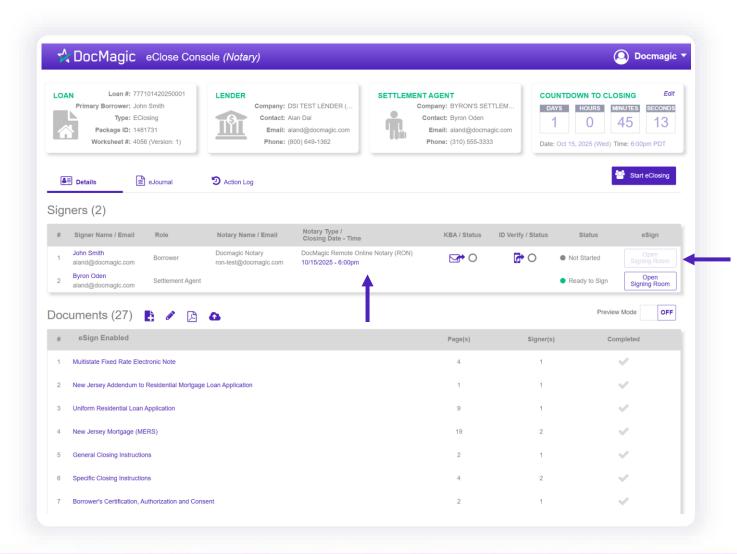
- You'll see a Congratulations message in the top right of your console once the transaction is fully completed.
- You can download the completed set of signed documents from the PDF icon.
- Lender and Title will also automatically receive a copy of the completed document set.
- Please keep in mind that you will only be able to access this eClose Console for 90 days after the package is complete.

## IPEN (In-Person Electronic Notarization) - Post eClosing



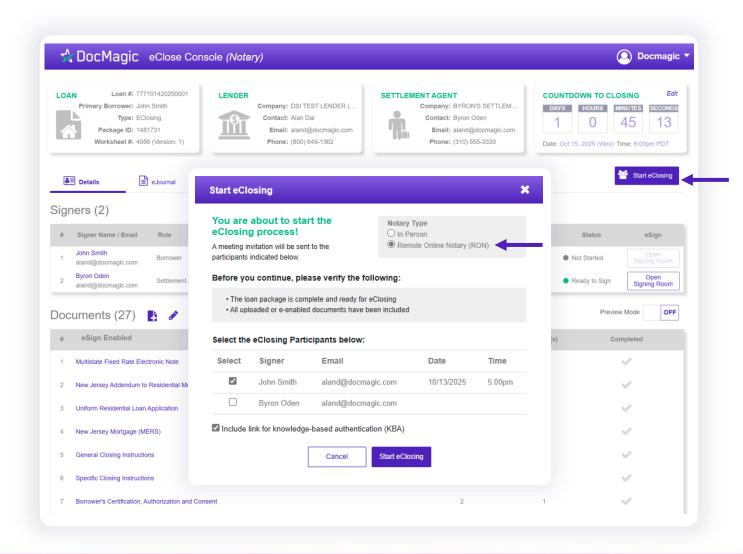
- The eJournal tab will allow you to record your notarial services performed and their respective fees. Once you hit Save, they will be sent to Title.
- Please keep in mind that DocMagic does not handle payment between you and title – this is simply for your records.
- You can also print the eJournal with the printer icon.
- The Action Log tab is an event log associated with the package that includes Date & Time stamps.
- Please keep in mind that you will only be able to access this eClose Console for 90 days after the package is complete.

## Start eClosing - RON (Remote Online Notarization)



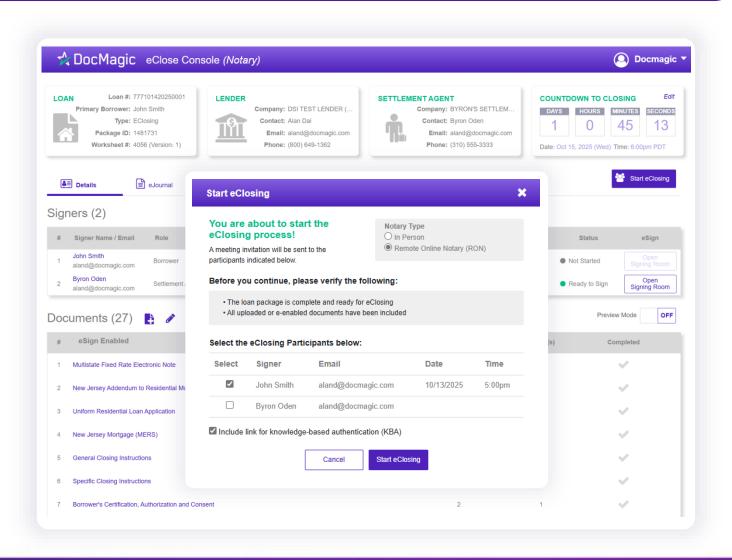
- The rest of this guide will focus on Remote Online Notarization or RON.
- Note the following differences for a Remote Online Notarization package:
  - Notary Type will read as "DocMagic Remote Online Notary (RON)" with no location icon.
  - The signer may not be able to sign their documents before verifying their identity. Notice how their Status is "Not Started" and the Open Signing Room is greyed out.

# Start eClosing - RON (Remote Online Notarization)



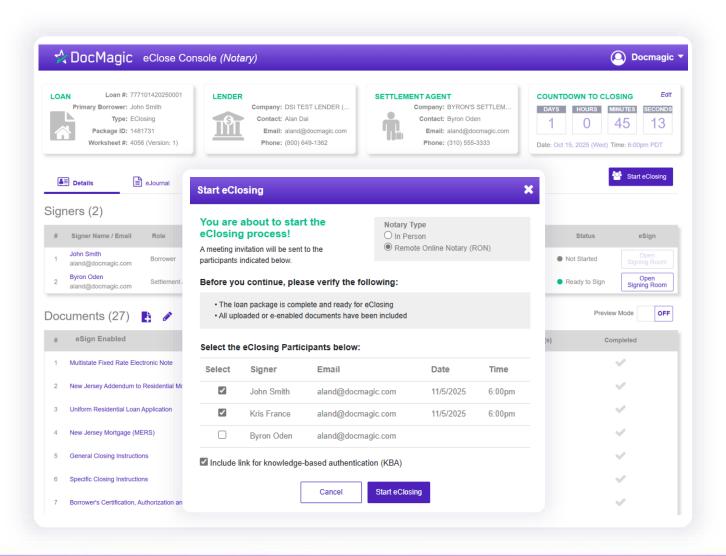
- When you are ready to Start the eClosing, click the Start eClosing button to activate the Start eClosing dialogue box.
- If you are a qualified DocMagic RON, you will have the option to toggle between a Remote Online Notarization and an In Person session before you start the eClosing event via Notary Type.
- Remember that you can start the eClosing <u>before</u> the signer(s) validate their identity and that you can help them do it live during the session.

## Start eClosing - RON (Remote Online Notarization)

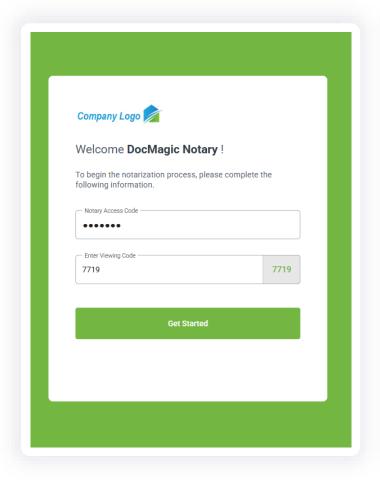


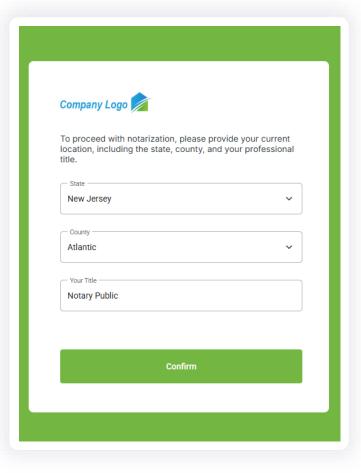
- Before you can start a Remote Online Notarization session, you will need to select the eClosing Participants that will join your session.
  - In this scenario, we have a single borrower, John Smith, who needs to have his documents notarized.
  - Byron Oden, the Settlement Agent, does not need any of his documents notarized.

## Start eClosing - RON (Remote Online Notarization)

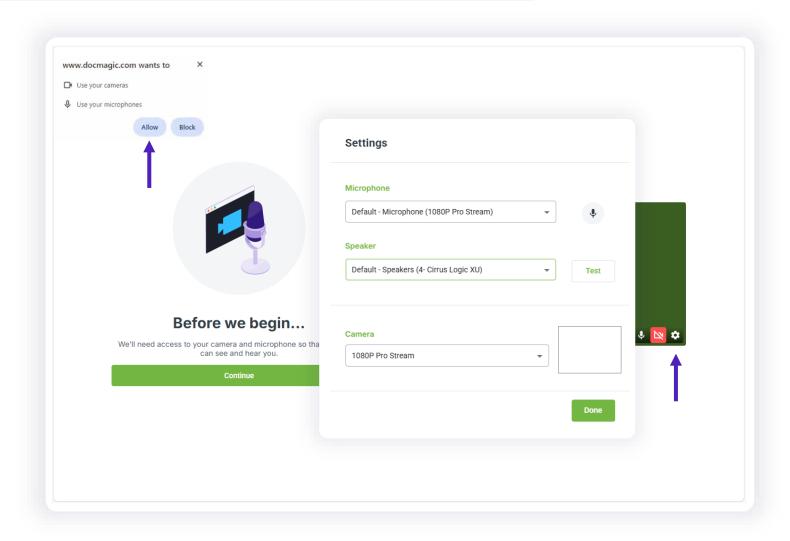


- If you have multiple signers, you can have them sign at different times – just don't select everyone that needs to sign, then repeat the process later.
  - For example, if one participant can only attend the session in the morning and the other one can only attend in the afternoon, you can host two eClosing sessions on the day of closing.
- Click Start eClosing when done.

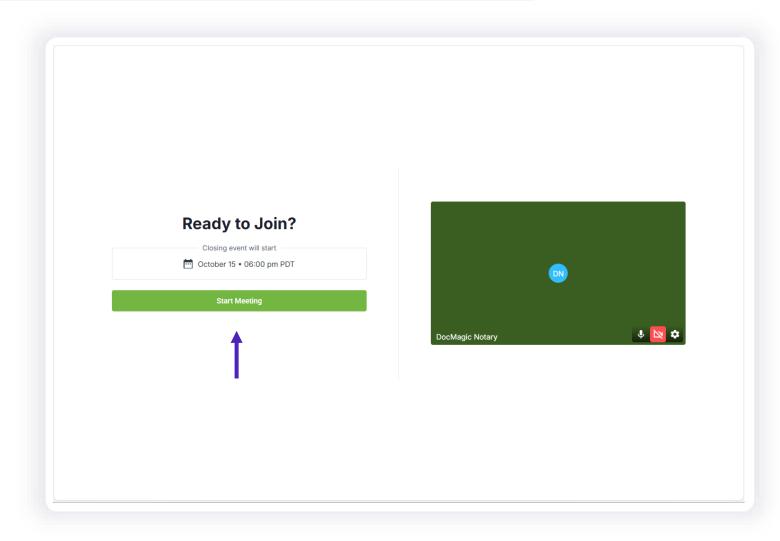




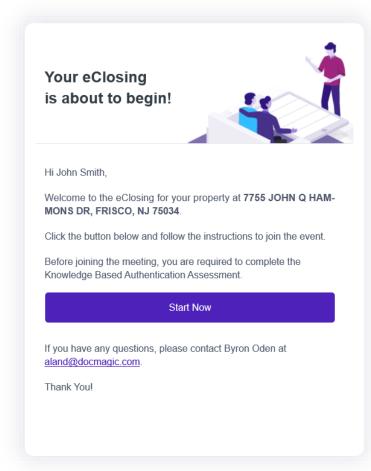
- Enter your Notary Access Code along with the Viewing Code and click Get Started.
- Next, select your State, County, and enter your Title before proceeding.
  - Please select your County from the drop down even a value is populated in that field, or else the system may not let you proceed.
- If you uploaded your certificate to Secure Insight during your onboarding process, you may also need to enter your certificate password (not pictured).

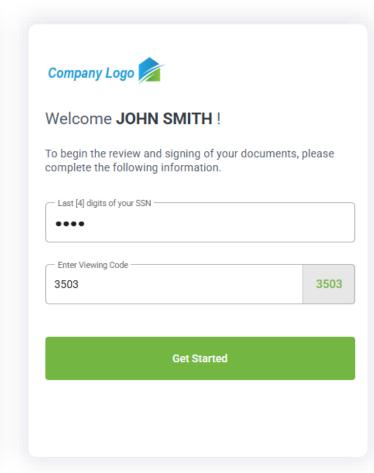


- You'll be brought to a lobby to ensure that your camera and microphone are working before you start the meeting.
- Click on the gear icon on the bottom right of the camera feed to bring up a Settings window where you can test and choose your microphone, speaker and camera.
- If it's your first time, your browser may ask if you want to allow the use of your camera and microphone – always click Allow!
- Click the Continue button when you're ready to move on.

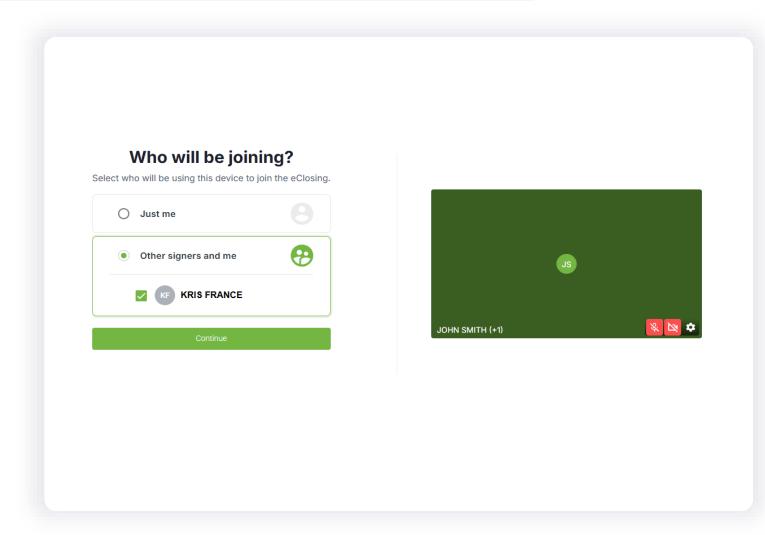


- Please be aware that the use of VPN's, cybersecurity related software, and simultaneous use of the camera or microphone by other applications such as Zoom can interfere with this experience.
- These issues can sometimes be resolved by temporarily turning off or disabling the aforementioned items or by running the experience in an InPrivate browsing or incognito window. Clearing browser history and cache may also help.
- Click the Start Meeting button when you're ready.

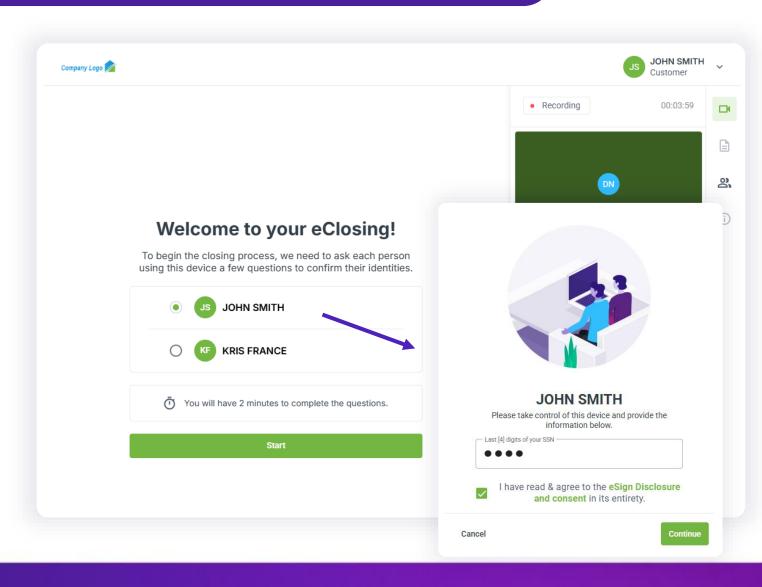




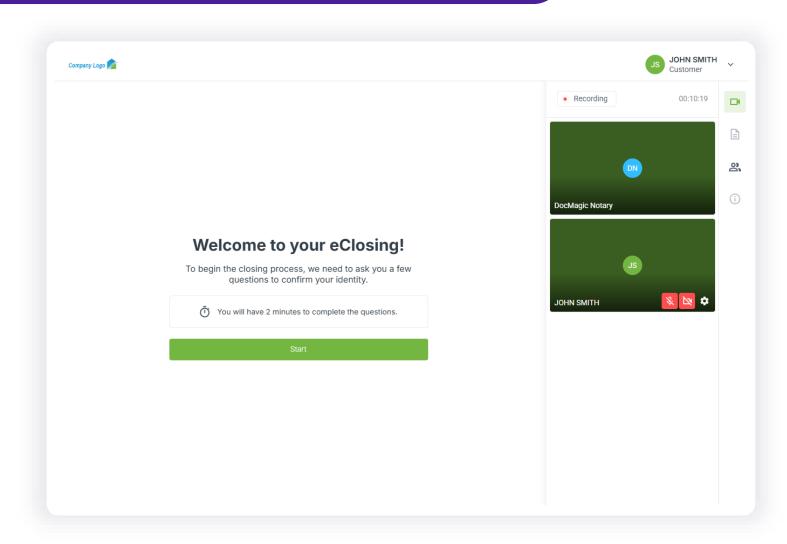
- Meanwhile, the **borrower** will receive an email informing them that their eClosing is about to begin.
- Clicking the purple Start Now button in the email will open a new browser tab.
- The borrower will be prompted to enter the last four digits of their SSN and the displayed Viewing Code.
- They will also be brought into a lobby where they can make sure that their camera and microphone are working.
- Once that's done, they will also need to click Continue and then Join Meeting.



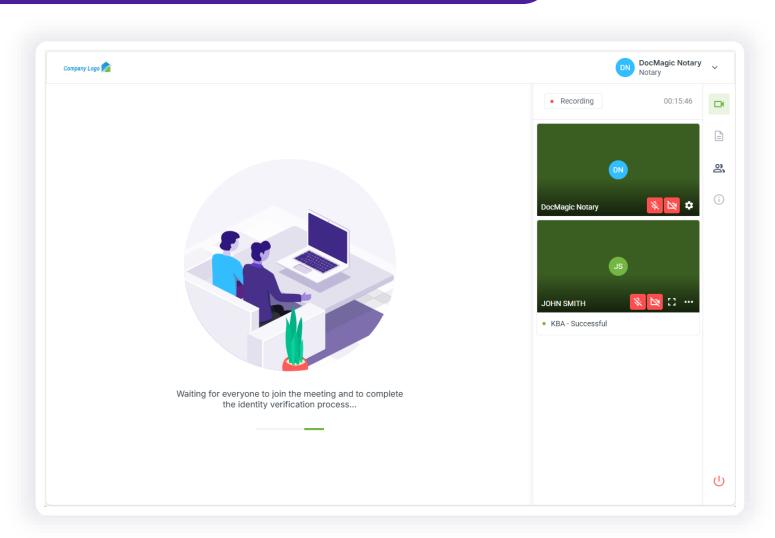
- If there are multiple signers in the eClosing session, the borrower will be prompted to select one of the following options:
  - Just Me "I am the only person signing in <u>from this device</u>"
  - Other signers and me "Besides myself, there will be additional user(s) signing in <u>from this device</u>"
    - If there this option is chosen, they will have to confirm the other user(s) that will also be on that device.



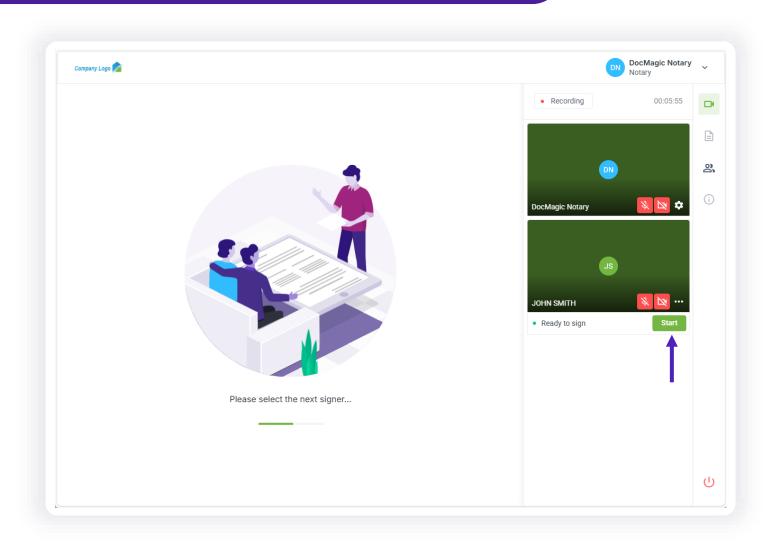
- If multiple borrowers are on the same device, they will be prompted to select which one will go first.
- The system will prompt the user to confirm their identity by entering the last four digits of the Social Security Number.
  - If the signer did not eSign their Initial Disclosures through DocMagic, they will be prompted to check the box agreeing to the eSign Disclosure and Consent form. The signer can view the eSign Disclosure and consent form by clicking on the colored text.



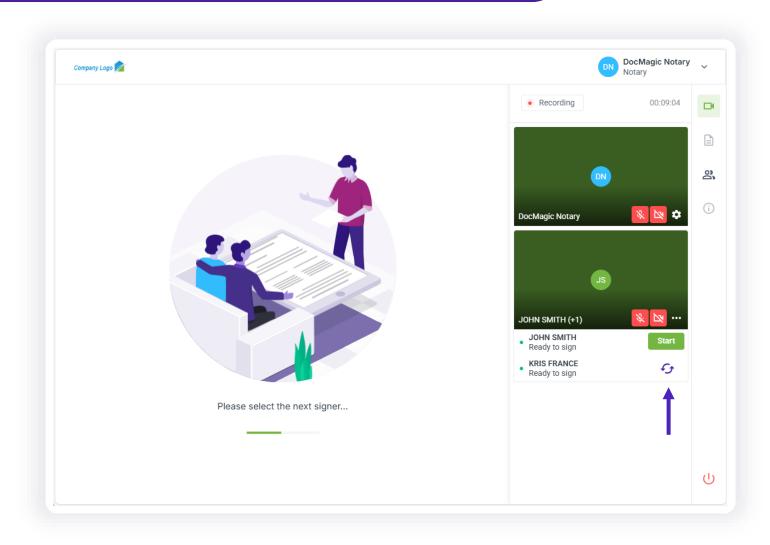
- The borrower will be prompted to complete KBA if it's a required part of the package and they have not done it.
- The Knowledge Based Authentication involves the borrower answering 5 questions about themselves in two minutes. They must answer 4 out of 5 questions correctly to pass. If they fail twice, they are locked out for 24 hours and must wait to try again. DocMagic cannot unlock or bypass this timer.
- Please note that the image shown is from the borrower's perspective.



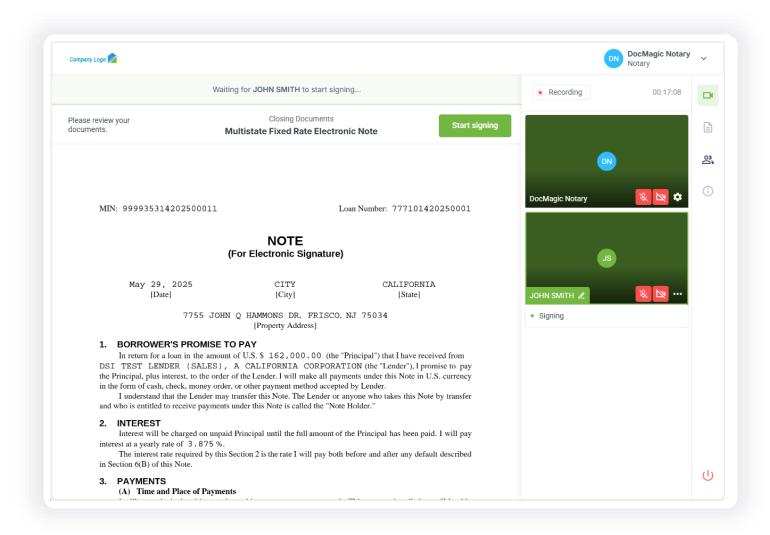
- You won't be able to see the borrower's questions – only a Status under their video feed which displays the completion state of their identity verification processes.
- Please note that once the session begins, it is automatically recorded. You will not be able to do anything before the recording initializes and starts counting.
- Please also note that you can toggle the microphone and camera for every user on the call – we highly recommend that everyone always keep their camera and microphone on during the signing.



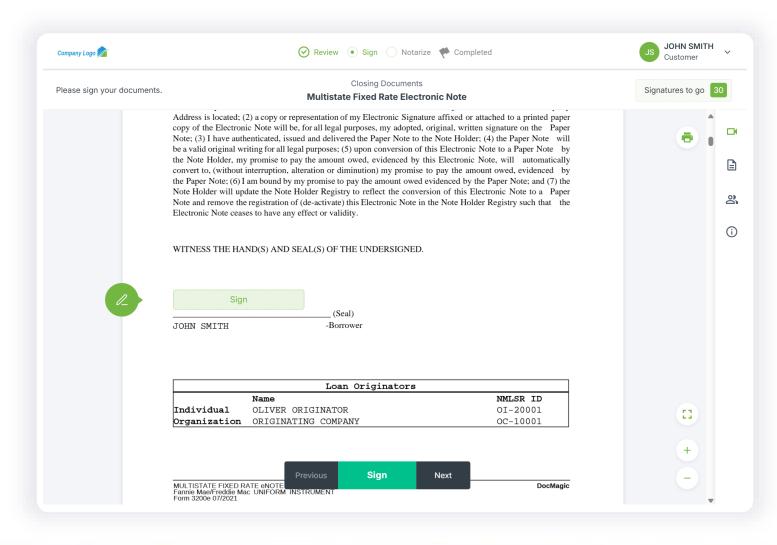
- Once the borrower completes all required verification processes, the status will change to ready to sign.
- If you see that their KBA was successful but the Start Signing button has not appeared, check if their ID Verify still needs to be done.
- You may now click on the Start button next to their name to move them into the eSign experience.



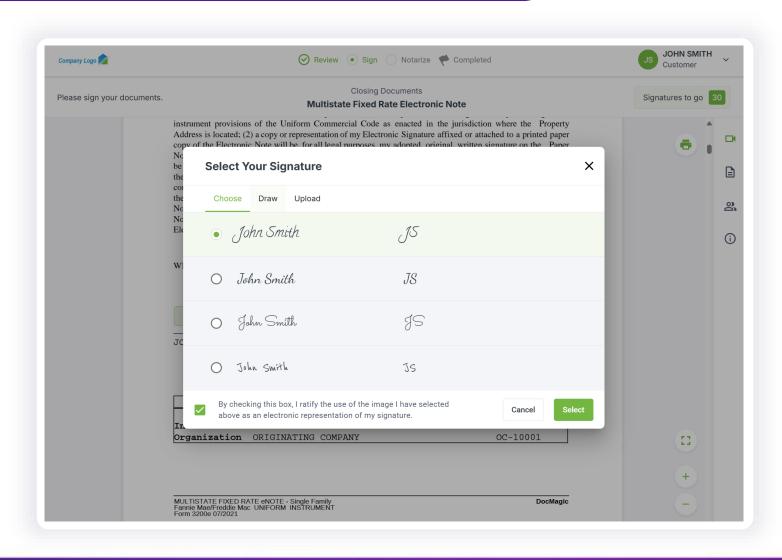
- If you have multiple borrowers *on the* same device, you can toggle which one signs first.
  - Please note that the system will prompt the user to enter the last four digits of their social security number **every** time control is switched on a shared device.
- If you have multiple borrowers *on* separate devices, controls for each user will be located under their camera feed.



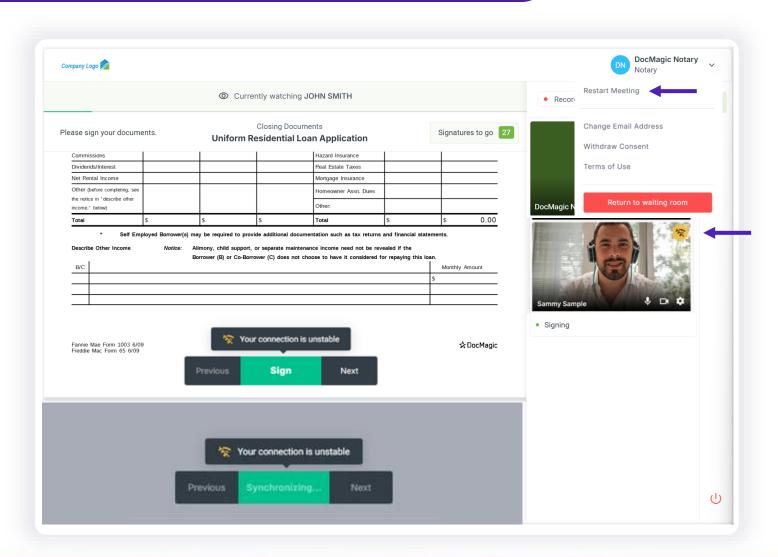
- The signer will need to click Start signing towards the top right of their window to begin the process.
  - You will see a banner across the top of your screen if they have not done so.
  - You will not be able to click this button for them.
- You can end the meeting at any time by clicking the red power button in the bottom right of the screen.



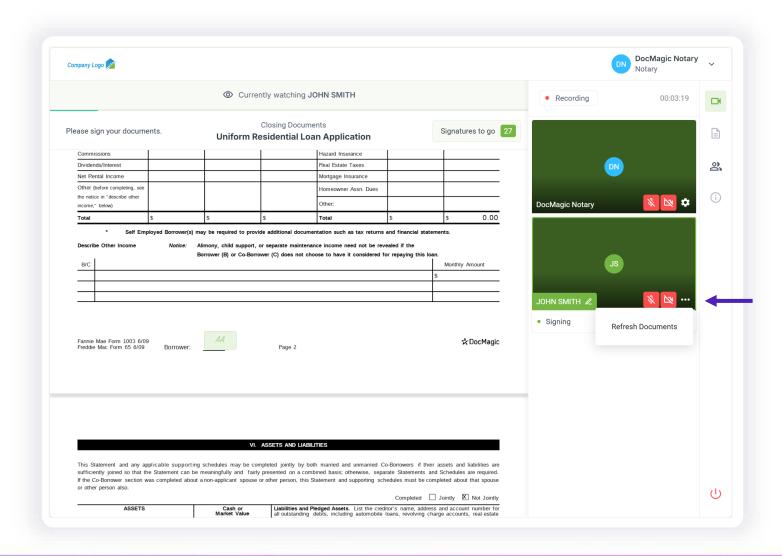
- The system will automatically scroll to the first signature and subsequent signatures after.
- The borrower can click any of the three objects to begin signing:
  - 1. The pen
  - 2. The signature box itself
  - 3. The Sign button at the bottom middle
- Their camera feed might collapse automatically to make signing easier.
  This can be toggled with the ( ) icon.
- For a full, detailed explanation on the eSign experience, please click **here**.



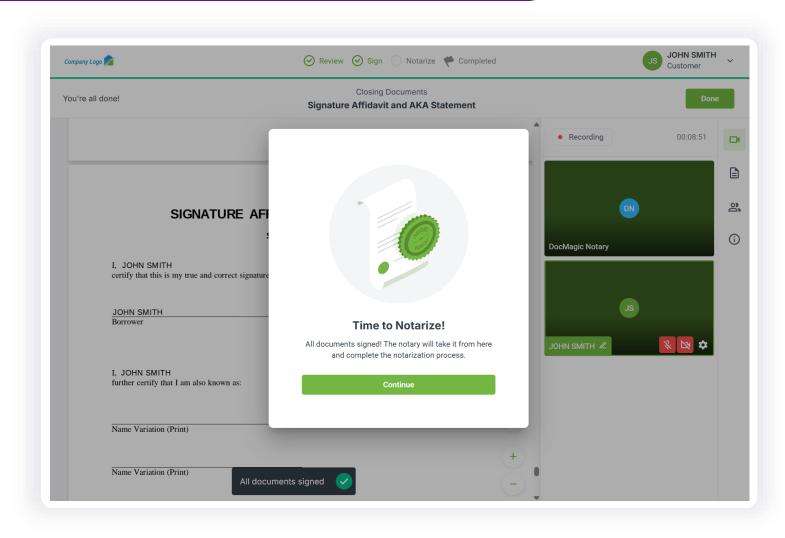
- The borrower will be prompted to select their Signature and Initials.
  - They can choose a pre-made set as shown in the image, but they also have the option to draw or upload them.
- They must check the box authorizing the use of their electronic signature before they can confirm their signature option through the Select button.
- For a full, detailed explanation on the eSign experience, please click <u>here</u>.



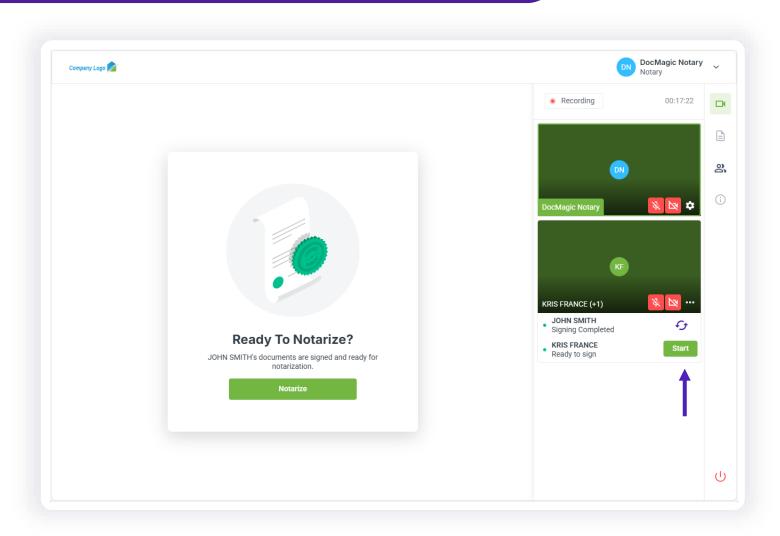
- If a participant is experiencing a slow internet connection, you will see an icon appear in the top right of their camera feed.
- The participant will also see a "your connection is unstable" message on the bottom of their screen. If the connection is completely lost, their screen will become grey. In both cases, the system will try to restore the connection.
- If technical problems persist, you can always click on your name in the top right and select Restart Meeting.



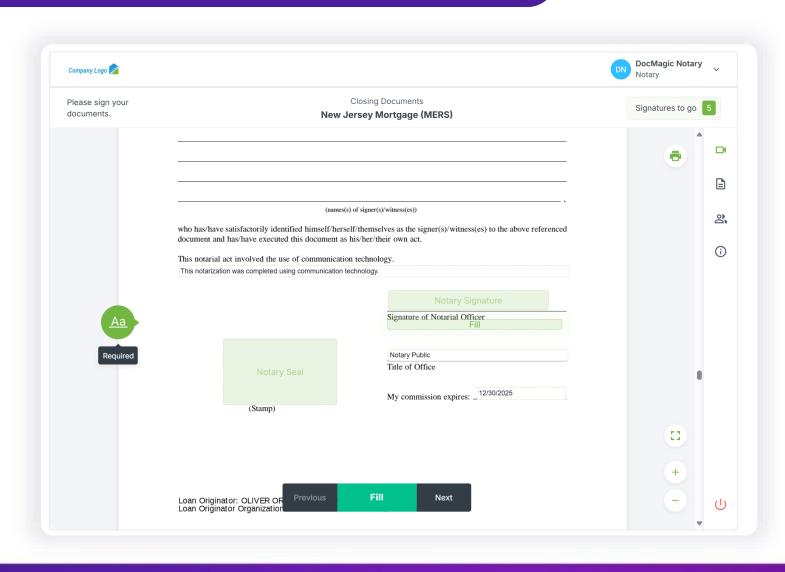
- If you find an issue with the way a document is tagged during the actual signing, you can fix it but only if the document has not been signed yet.
- Return to your Notary eClose Console and open the Document Editor.
- Find the document and fix the tagging issue – remember you cannot edit DocMagic tags.
- Click Done to save your changes.
- Return to the meeting and click on the three-dot icon on the signer's camera feed, then select Refresh Documents.
- The system will reload the document with updated tags.



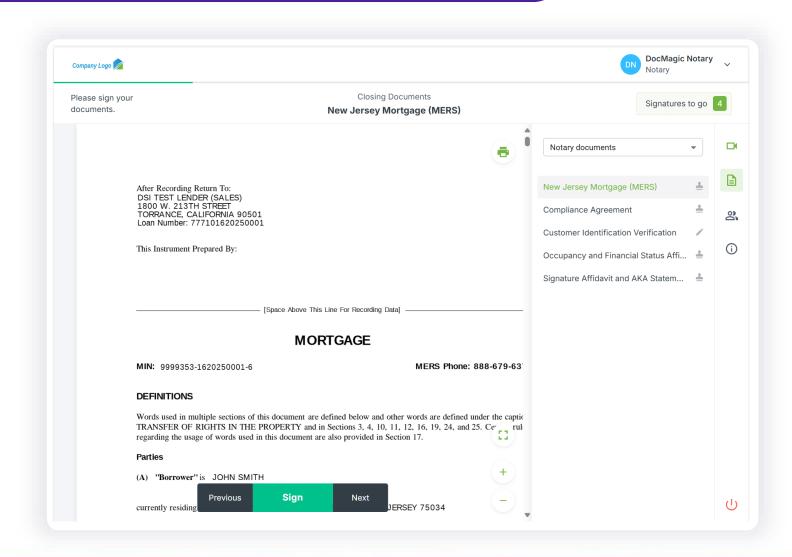
 Once the borrower finishes signing their documents, they will be prompted to pass the controls back to you by clicking Continue.



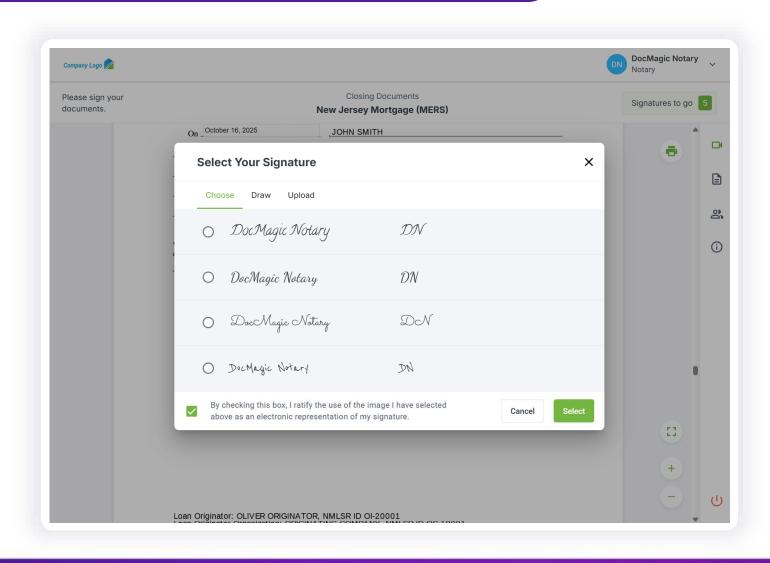
- Click on the Notarize button to begin the notarization process for a signer.
- If you had multiple borrowers, you could choose if you want the other to sign first (Kris France), or if you want to notarize the first signer's documents (John Smith) and then return to the other signer.
- Controls and signing status are located under the user's names on the video feed in the right column.



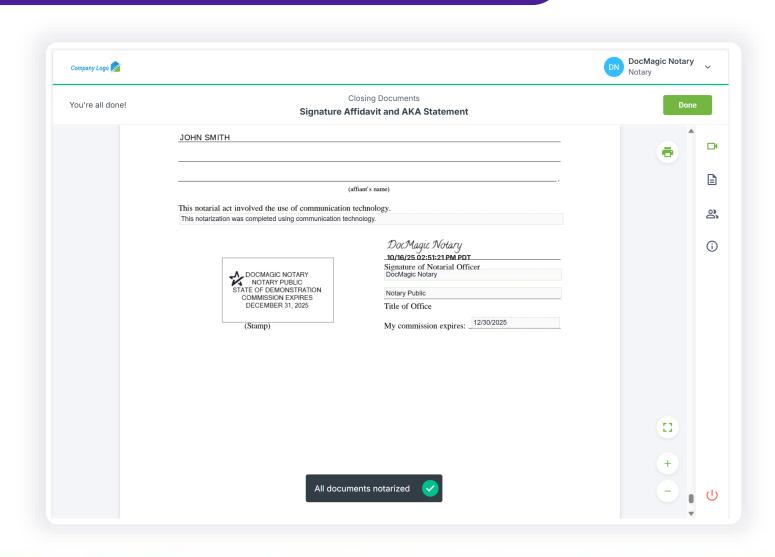
- The system will load the document package and automatically scroll to the first notarization field. This may take several seconds.
- Your camera feed may collapse automatically to make signing easier.
- You may have to fill in certain text fields on a document before you can notarize. The system will prompt you if this is the case like in the image shown.



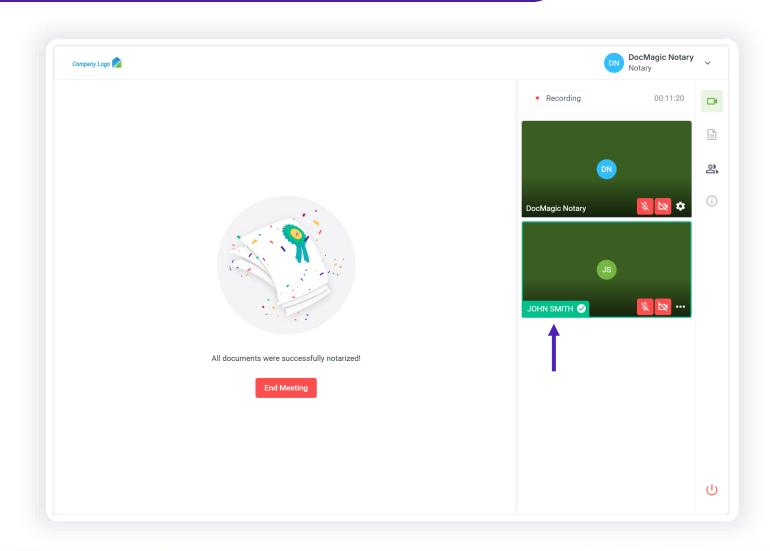
- The documents icon shows the items that must be signed under the presence of the notary. You can also see the full list of documents in the package with the drop down at the top of the column. The visibility of this column can be toggled through the (<a> \begin{align\*} \begin{align\*} \end{align\*} \end{align\*} \) icon.
- Click on the people icon (A) to see participant information.
- The information icon ( i) contains package metadata.



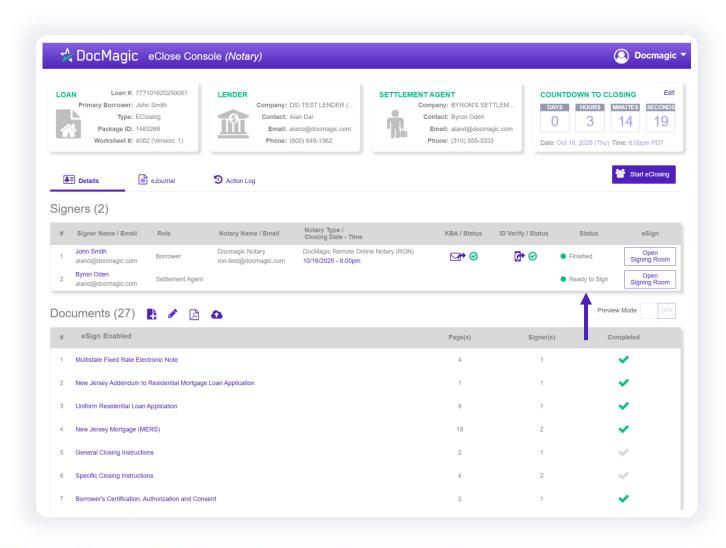
- Just like the borrower, you will be prompted to select your Signature and Initials.
  - You can choose a pre-made set as shown in the image, but you also have the option to draw or upload them.
  - You will need to check the box authorizing the use of your electronic signature.



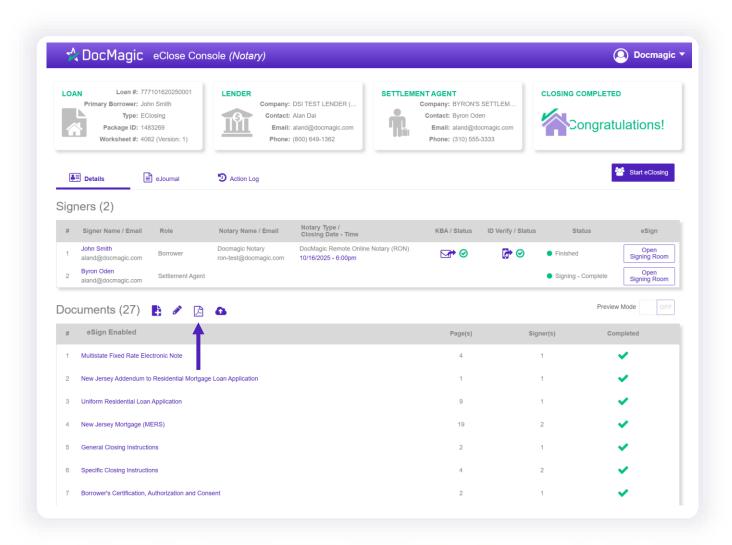
- After confirming your signature, the following items will be applied with just a single click or tap:
  - Signature with date and time stamp
  - Stamp with commission expiration date
- The system will automatically jump to the next notarization tag.
- Click Done in the top right when all documents have been notarized.



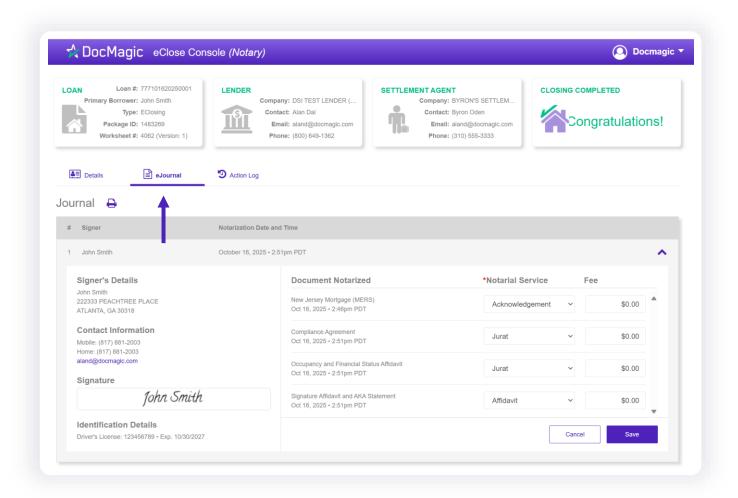
- If there were additional tasks that needed to be completed (additional signing or notarization), you would be prompted to choose the next one. If not, click the red button to End Meeting.
- The signer's name will be displayed in a green banner with a check mark once all their tasks are completed.



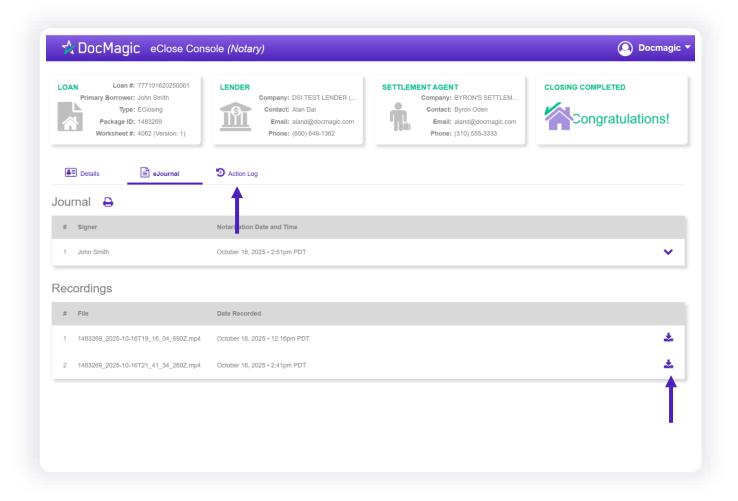
- You will be brought back to the eClose Console.
- If more people need to sign before the package is completed, you will see that in the Status column.



- You'll see a Congratulations message in the top right of your console once the transaction is fully completed.
- You can download the completed set of signed documents from the PDF icon.
- Lender and Title will also automatically receive a copy of the completed document set.
- Please keep in mind that you will only be able to access this eClose Console for 90 days after the package is complete.

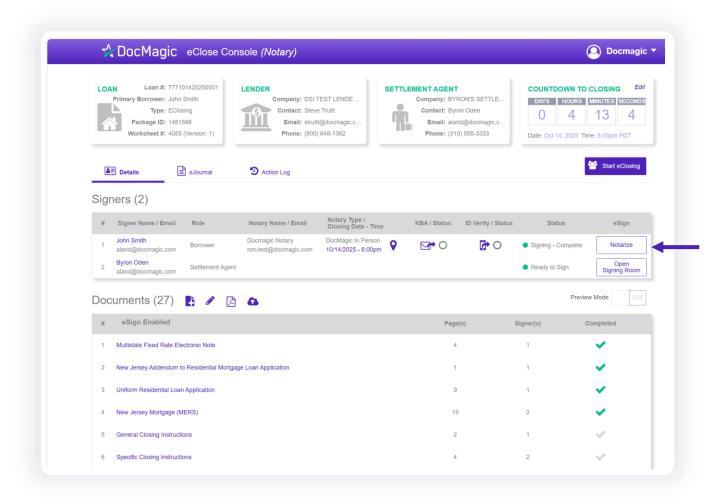


- The eJournal tab will allow you to record your notarial services performed and their respective fees. Once you hit Save, they will be sent to Title.
- Please keep in mind that DocMagic does not handle payment between you and title – this is simply for your records.
- You can also print the eJournal with the printer icon.
- Please keep in mind that you will only be able to access this eClose Console for 90 days after the package is complete.



- You can also find your Recording(s) below the eJournal. These are audio and video recording(s) of the Remote Online Notarization session(s) associated with this Closing Package.
- They can be downloaded to your device from the icon on the right.
- The Action Log tab is an event log associated with the package that includes Date & Time stamps.
- Please keep in mind that you will only be able to access this eClose Console for 90 days after the package is complete.

#### **Notarize Without Borrower's Presence**



 In certain cases, you can notarize the documents outside of the RON meeting if the borrowers have signed all required documents. A "Notarize" button will appear by the borrower's name if all criteria are met.