



BEFORE YOUR APPOINTMENT

What is Remote Online Notarization (RON)?

Remote Online Notarization (RON) allows you to complete your notarization appointment entirely online using a secure audio/video connection with a commissioned online notary.



What do I need for a RON signing?

- A computer, laptop, tablet, or smartphone with a camera and microphone
- A stable internet connection
- A valid government-issued photo ID
- Access to your email and text messages
- A quiet, well-lit environment



Which web browsers are supported?

- Google Chrome (recommended)
- Microsoft Edge
- Safari (latest version)
- Firefox (latest version)



How can I test my webcam and microphone?

Before your appointment, test your camera and microphone to ensure everything is working properly.

[Click here to test your webcam and microphone](#)



How can I test my internet speed?

A strong internet connection is important for uninterrupted audio and video during your signing.

[Click here to test your internet speed](#)



IDENTITY VERIFICATION



What type of ID is accepted?

- Driver's license
- State-issued ID card
- U.S. Passport
- Permanent Resident Card



Why do I have to answer security questions?

RON platforms use Knowledge-Based Authentication (KBA) to verify your identity. These questions are generated from public and private records.



What happens if I fail the identity verification?

- Double-check the information entered
- Ensure your ID image is clear and readable
- Retry if additional attempts are available
- Contact your closing coordinator or signing team for assistance



AFTER THE SIGNING



How will I receive my completed documents?

Completed documents are typically provided by the company who ordered the RON notary session.



Who should I contact if I need help?

If you need assistance before or during your appointment, contact your closing coordinator, title company representative, or signing support team.



DURING THE SIGNING



How long does a RON signing take?

Most appointments take between 15–45 minutes depending on the number of documents.



Do I need to be physically located in the same state as the notary?

In most cases, no. However, certain document or lender requirements may apply.



Can multiple signers join the same session?

Yes. Multiple signers may participate, but each signer may need to complete identity verification separately.



Can I use my phone for the signing?

Yes, although a laptop or desktop computer is recommended for the easiest experience.



What if I get disconnected during the appointment?

If you lose connection:

- Rejoin the session by visiting secure.notarycam.com and logging in with your email address and 16-digit password.
- Restart your browser if needed
- Contact the notary or signing coordinator if you cannot reconnect



TECHNICAL TROUBLESHOOTING



My camera or microphone is not working. What should I do?

- Close and reopen your browser
- Allow browser permissions for camera and microphone access
- Disconnect other applications using your camera
- Restart your device
- Switch to Google Chrome if issues continue



My documents will not open.

- Ensure Adobe Reader is installed
- Disable pop-up blockers
- Update your browser



The video is freezing or lagging.

- Move closer to your Wi-Fi router
- Disconnect unused devices from your network
- Close other streaming or video applications
- Restart your modem/router



TIPS FOR A SMOOTH SIGNING EXPERIENCE

- ✓ Join your session 10 minutes early
- ✓ Use a strong internet connection
- ✓ Charge your device beforehand
- ✓ Keep your ID nearby
- ✓ Sit in a quiet, well-lit room
- ✓ Use Google Chrome whenever possible



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