



## *Frequently asked Questions*

### **Authentication of Citizen**

1. The citizen goes on our site to fill out form.
  - a. The citizen will schedule a time for in person verification with County Clerk.
    - i. The site will email both the clerk and citizen the calendar appointment
2. The citizen goes to the Clerk's office to be verified for a fee of \$10.00 ( expenses associated with authentication)
3. Once authenticated the Clerk will e mail the form using same process as ClerkePass i.e. websecured mail.
4. One of the email recipients will verify the information, issue a certificate and activate the account.

### **Citizen Signing Document**

1. To sign a document the citizen must have completed the Authentication process.
2. Citizen will Login, drag and drop his/her signature to document(s) that need to be notarized while on the webcam with the clerk/notary
  - a. The citizen accepts the terms and conditions (documents are only stored for 90 days etc...)
  - b. The citizen chooses the type of notarization (acknowledgments, jurats, certified copies, etc...)
3. Citizen will input their credit card information and pay for document notarization and a portion of this charge is budgeted for county for the services rendered.

4.The citizen will schedule a time with the clerk using the built in calendar (calendar should allow the clerk to mark when they are available/unavailable)

a.Both the clerk and citizen will receive an email with the calendar appointment

5.At the appointment time both the clerk and citizen login

a.The clerk will use Skype/IBM Smart Cloud webcam to verify the citizen's id

i.The clerk will take a screenshot of the citizen holding up their id

b.The citizen will sign the document

i.The clerk will notarize the document

c.the document will now appear in the citizen's notarized document list

i.the document id will be on the document list and will be emailed to the citizen

6.The citizen can share the document by:

a.Sending URL and document or documents id

### **E-Notary Notarizing Document**

1.The Notary will receive the calendar invitation and log in at the appointed time

2.The Notary will use the webcam through Skype to verify the citizen and citizen's id

a.Notary will take screenshot that will be stored in the clerk's notary journal

3.The notary will verify the citizen signed the document or documents then notarize

a.The notary will input the amount of documents signed, to tally the credit card charges

### **Viewing Document**

1.Viewer must register and in order to view document or documents

2.When documents are viewed a log is created. Who viewed the document and when

a.The log should be available the document owner