Before your session

Have these items ready before your notary joins.

One signer. One computer.
Keep a smartphone beside you for the live selfie.

Your own PC or laptop

Each signer needs a separate computer, email and appointment invitation. Do not share one PC.

A charged smartphone

Use its camera for ID and live-selfie prompts. Stay on your computer for the notary session.

Camera, microphone & sound

Test your computer webcam, microphone and speakers. Allow browser access when prompted.

Stable internet & a quiet space

Use a reliable connection and good lighting. Charge or plug in your devices before the call.

Government-issued photo ID

Keep your original, current, accepted ID ready. Make sure the photo and details are clearly visible.

Your credit card

Review the fees. Full session payment is required before you download the notarized documents.

Documents & participants

Have all pages in PDF, DOCX or a clear photo. Confirm every signer and required witness.

Be ready for KBA questions

Answer timed personal-history questions yourself, privately and without help from anyone else.

No SSN or limited U.S. identity history?
Contact us before booking. An accepted ID or live selfie does not replace required KBA identity proofing.

Your session, step by step

Follow the notary and the system prompts throughout your appointment.

1

Upload your documents

Upload every page and join from your appointment link.

2

Your notary joins

Keep your PC and smartphone ready. Follow the on-screen prompts.

3

Complete identity verification

Follow the system prompts for each required check.

KBA questions
Answer privately

Government ID
Show your original ID

Live selfie
Use your smartphone

4

Sign as instructed by your notary

Wait for the notary to tell you when and where to sign.

5

Make full payment for the session

Any remaining balance is billed after successful completion of your notarization session.

6

Download from your dashboard

After full payment, download or email your notarized documents from your account.

Start a notarization

Open your dashboard

KBA, ID & selfie: what to expect

Complete each check when the system prompts you during your session.

MARYLAND KNOWLEDGE-BASED AUTHENTICATION (KBA)

5+
questions
At least 5 choices each

80%
minimum correct
4 of 5 when 5 are asked

2 min
to complete the quiz
Answer privately, on your own

These rules apply when Maryland's statutory KBA method is required. The notary's commissioning-state rules apply; other states and platform limits may differ.

First unsuccessful attempt

One retake within 24 hours. At least 40% of the earlier questions must be replaced.

Second unsuccessful attempt

Wait at least 24 hours from that failure before retrying with the same notary.

The notary may not see or record your KBA questions or answers.

No SSN or limited U.S. history? Contact us before booking or attempting KBA.

Photograph your original ID

Use your accepted government-issued photo ID. Remove its holder. Keep all four corners visible; avoid glare and blur. Capture the sides or photo page requested.

Take your own live selfie

Use your smartphone's live camera. Center your whole face, alone in the frame. Face even light and follow hold-still or head-turn prompts. Do not use a saved photo.

BOOKING PAYMENTS & REFUNDS

1. If no notary is matched to your appointment, or your assigned notary does not attend, your booking payment is refunded in full.
2. If you attempt KBA and do not pass, your booking payment is applied toward the applicable, disclosed KBA verification charge only where that charge is permitted by law.
3. Any remaining balance is billed after successful completion of your notarization session.

Use the secure platform. Never email SSNs, ID photos or KBA answers.

Official guidance: Maryland KBA law Persona ID photos Persona live selfies