NotaryBerry Customer Guide

[Online guide: https://notaryberry.com/resources/customers](https://notaryberry.com/resources/customers)

Updated September 15, 2026 · Customer web portal and iOS app

Use this guide to create an account, prepare a request, meet your notary, and save your completed documents. Start with the checklist, then follow the section for your current step.

In this guide

1. Before you start
2. Create and secure your account
3. Profile and signatures
4. Create a request
5. Invitations and additional signers
6. Matching, scheduling, and status
7. Identity verification
8. Join and finish your session
9. Replace a document or cancel
10. Payment and recovery
11. Save your completed documents
12. Using a phone or the iOS app
13. Troubleshooting and support

1. Before you start

- You must be at least 18 to register. Have access to your email and an authenticator for multi-factor authentication (MFA).
- Prepare a readable PDF of the document and the identification requested during verification. Ask the receiving organization which document and notarial act it requires. Your notary will review whether the request can proceed.
- Use a device with a working camera, microphone, and stable connection. Allow time for account setup and identity checks before your appointment.
- Have a payment method ready. Review the fees shown before confirming; verification and notarization are separate charges.

Use the document version you intend to sign with the notary. Do not upload another person's identity documents or use another signer's account.

2. Create and secure your account

1. Open **Log In**, then **Sign Up**. Enter your date of birth, email, and password. Your birthday is used for the eligibility check and is not saved in your customer profile.

2. Open each required agreement, read to the bottom, and select the agreement's continue button. Return to the signup summary and select **Sign Up**.
3. Open the verification email and select Confirm Email. On the Email Verified page, choose Log In to continue. If the message does not arrive, check the displayed address and spam folder, then use Resend Email on the waiting page. Open the newest message and wait for the resend result before trying again.
4. Sign in and complete MFA setup when prompted. Save your authenticator entry; use its current six-digit code for later sign-ins.

If you use Google or Apple, continue with the same provider and finish any remaining account questions. An account created through a provider does not give you a separate NotaryBerry password.

If another session is already active, review the session confirmation before continuing on this device. Sign out on shared devices.

3. Complete your profile and signatures

1. Complete the three-step account setup wizard. Add the required profile photo and your legal first and last name in English, using the spelling on your passport or ID. Choose your country and enter your address in English. Confirm the profile save to advance to signatures.
2. In **My signature**, choose **Manage**. To type a signature, choose a font and enter your name in English. To draw a signature, use the drawing area.
3. Review the signature affirmation, choose **Add Signature**, and confirm. Wait for the success message and check that the signature appears.
4. Close the signature manager, check the saved signature, and choose **Finish Setup** to continue to your request. On later account visits, save any profile edits and review the saved account. Use **Manage** to remove an unwanted signature; the confirmation lets you cancel before deletion.

A profile photo preview or a selected file is not proof of a saved change. Wait for the save confirmation. If setup remains incomplete, follow the specific requirement shown on the account page.

4. Create a request

Choose **Notarize Now** and complete the four steps:

1. **Session:** enter a recognizable session name in English.
2. **Document:** select the PDF, choose its document type, and answer the notarial-statement questions. Indicate whether space is available for the notary's seal and follow any certificate or act questions shown.
3. **Payment method:** enter or confirm your payment method. Apply a promotion, if you have one, and review the result and displayed pricing.
4. **Schedule & review:** choose the offered instant or scheduled option, check the date, time, and time zone, and review the final summary before confirming.

Instant matching depends on available notaries. A scheduled reservation is not proof that a notary has accepted. If you wait on the confirmation screen and the time becomes too close, select a later eligible time and review again.

Keep the web request page open until you submit. Unsubmitted requests and selected PDFs are not saved as browser drafts. Use Back and Continue to review your entries before submitting; leaving or reloading the page starts a new form.

5. Invitations and additional signers

Open your invitation email or the invited-requests view and sign in with the invited email address. Complete any missing account details, document questions, and payment setup. Review the named notary and offered reservation before accepting.

If an instant option has expired, check whether the invitation still offers its scheduled reservation. An expired or canceled invitation cannot be restored by repeatedly opening the email; ask the inviting notary for a new invitation.

For a request with additional signers, each person uses their own invitation, account, identity verification, and meeting access. Do not forward a personal invitation or share MFA codes. The request detail shows the actions available to your role.

6. Matching, scheduling, and status

Submitting opens your session page. Instant requests show the remaining matching time there; the server determines when matching ends. Keep this page open for acceptance updates. Select the document name to preview it without leaving the session.

Use Sessions in the header, then your requested or invited list to open a session. The request form shows four named steps: Session, Document, Payment method, and Schedule & review. On a phone, expand a row when you need its additional information. Read the status and use the action offered for that session.

Waiting for a notary
Keep the request available and watch for a match or invitation update. Instant availability is not guaranteed.

Confirmation or action required
Open the detail and respond to the named action. Acceptance can require your confirmation before verification starts.

Scheduled
Check the displayed local time and return when session entry becomes available.

In progress
Continue the existing session or its recovery action instead of creating a duplicate request.

Pending payment
Finish the payment step shown before trying the completed-document download.

Completed
Download, open, and save your signed files promptly.

Canceled, expired, or verification failed
Read the reason and retry instructions. Start a new request only when needed and eligible.

Declining a scheduled match can return the request to matching; declining an instant match cancels that instant request. Canceling instant matching also cancels its associated appointment. Read the confirmation before proceeding.

7. Complete identity verification

1. Open the session detail and use its next action. Select Start Identity Verification, review the fee consent, then select Pay and continue. The form stays in the same session page.
2. Provide the identity details requested. If knowledge-based questions are required, select Start timed questions when you are ready, then answer within the displayed time limit. The Time left clock stays above the questions as you scroll. Follow the attempt and retry limits shown; refreshing does not reset them.
3. Complete the identity-document and selfie steps when prompted. Use a clear, valid ID, good lighting, and the requested camera permissions. Follow the current on-screen handoff if another device is needed.
4. Wait on the same page for the verification result. Completing a camera step alone does not mean the full check has passed.

If interrupted, reopen the same request and continue the offered verification step. An interrupted question set cannot be restored; starting another attempt requires confirmation and does not restore used attempts. If a retry is temporarily unavailable, wait until the displayed restriction ends or contact support. Additional signers complete their own checks.

8. Join and finish your session

After verification, review the payment authorization in Get ready to meet. This page shows your waiting time and updates when the notary opens the room. Refreshing or retrying in the same tab preserves the elapsed wait; explicitly leaving preparation starts a new wait. Select Open meeting in a new tab, then configure your camera and microphone inside the meeting. Session and notary details stay visible. Session progress appears on the left on a computer and above the session on a phone.

The meeting opens in a new browser tab. Keep the original session page open and use **Return to meeting** to switch back. If the tab is blocked, allow pop-ups for this site and select **Open meeting in a new tab**. When the meeting ends, return to the session page for the next step.

1. Use the entry action when it becomes available. Wait for the notary to prepare the room if the app asks you to wait.
2. Allow camera and microphone access and complete the meeting's audio check. Keep both working for the session.
3. Follow the notary's identity, consent, document-review, and signing instructions. Add your signature only when the notary gives you the required editing access.
4. Stay until the notary tells you the session is finished. Closing a tab is not the same as completing notarization.
5. Return to the request detail to check completion, payment, and download availability.

If disconnected, reopen the same request promptly and use its rejoin action when available. Avoid joining repeatedly in multiple tabs. If the session has ended or timed out, follow its current status and contact the notary or support before creating another request.

9. Replace a document or cancel

Open the request detail. If **Replace** is offered, open the replacement editor, choose the correct PDF, review its information, save, and confirm. Wait for success, then reopen the detail or preview to check the version. Selecting a file alone does not replace the document.

If cancellation is available, read its confirmation and submit it. Check that the detail shows the canceled state. If the action is no longer available, the workflow may have advanced; contact support instead of opening duplicate sessions to work around it.

10. Payment and recovery

Verification and completed notarization are separate charges. Preparing a payment method is not the same as settling a charge. Use the amounts shown for your request, including any eligible promotion.

After a successfully completed session, the app processes the notarization payment. If it remains pending, open the request detail and use its retry or payment-method recovery action. Complete any bank authentication. If needed, select another card through the offered payment form, then return to the request.

Wait for the result before trying again; do not create another notarization request to retry a payment. A verification fee already charged is not refunded by simply canceling the appointment. Review the Refund & Cancellation Policy and contact support about a disputed charge.

11. Save your completed documents

1. When completion and payment permit it, choose Download signed PDF at the top of the request detail.
2. Open the downloaded PDF and confirm that it contains the expected signed pages. Save it to a location you control.
3. Only then confirm that you opened and saved it when the app asks. Choose I saved it only after checking the file; choose Not yet if the download failed.

> **Save promptly:** signed PDFs are retained until you confirm a successful save or until 72 hours after payment. Confirmation can remove the portal copy. The portal is not your permanent document archive; keep your own backup and do not confirm success for a file you have not opened.

Session recordings and the notary's journal are separate from your signed-PDF download. Contact support or your notary about an authorized records request; a customer session is not a public recording link.

12. Using a phone or the iOS app

On a phone, scroll through each form before submitting and tap a session row to open its details. Keep the browser or app available during verification and the meeting. Allow camera, microphone, file, and photo access only when the workflow requests it.

The iOS app provides customer requests, identity steps, payments, and document handling. Account /signature setup and the live meeting open their focused web views. Complete the save/share destination for a signed file before leaving; check the Files or document destination you chose. The iOS app can save an account-specific draft for up to 24 hours; this does not save or restore the web request form.

13. Troubleshooting and support

Verification email missing

Check the address and spam folder, then use any resend option on the confirmation page. Open the newest message.

Password forgotten

Choose the password-recovery action at sign-in, enter your account email, and use the latest reset link. Follow the password rules, enter the same new password in both fields, and submit. After the completion message, return to Log In and use the new password. Provider accounts should use their provider sign-in.

MFA unavailable

Use the current authenticator code. If you lost access, sign out and choose Regenerate multi-factor authentication during sign-in, then complete the offered recovery steps.

Form will not continue

Find the highlighted field, correct its value, and retry. Review all required agreements and consent controls.

Upload, payment, or save failed

Keep the form open, correct the reported problem, and retry the same operation. Reopen the detail to check the saved state before submitting again.

Camera or microphone blocked

Check browser/app and device permissions, close other apps using the camera, and retry the session's device check.

Session expired

Sign in again and reopen the same request. Review restored data and current actions before continuing.

Use **Contact Us** in the footer or email support@901ers.com. Include the session name/reference, approximate time and time zone, device/browser, and visible error. Do not send your password, MFA code, full payment details, or identity documents in an ordinary support message.